

INSTALLATION GUIDE



Xtend Voice Logger

Digital Trunk (Synway)

Ver. 3.0

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1. Welcome !!!

Congratulations on becoming an owner of Xtend Voice Logger. You made an excellent choice and we hope you will enjoy all its capabilities.

Xtend focuses in building accurate, complete and error-free solutions. Our products include Interactive Voice Response Solution, Voice Loggers and Outbound Dialers developed using RAD toolkit. Our products allow people to communicate with computers through telephones, there by opening up almost limitless opportunities for new and enhanced customer service. These products have been used by prominent Satellite channels, Engineering colleges, Banks, Telecom and other private and public sector companies for dissemination of information to their customers.

Xtend develops innovative products that offer a rich set of functionality and superb quality at ultraaffordable price. Xtend Voice Logger is one among these products developed by Xtend to log all the incoming and outgoing calls in an organisation. With the purchase of this product, now you can have a perfect monitoring on all the ongoing calls to upgrade the performance of the organisation.

This user guide familiarises you to install the Xtend Voice Logger in the system.

2. Introduction

Congratulations on becoming an owner of Xtend Voice Logger. You made an excellent choice and we hope you will enjoy all its capabilities.

Xtend specialises in the development and implementation of innovative products and toolkits targeting the growing telecommunication markets. The series of innovative products developed by Xtend includes Voice Loggers, Interactive Voice Response System and Outbound Dialers. With the purchase of Xtend Voice Logger, now you can have a perfect monitoring on all the incoming/outgoing calls to upgrade the performance of the organisation. This user guide familiarises you to install the Xtend Voice Logger in the system.

Major features of Xtend Voice Logger include:

- ✓ Continuous audio recording
- ✓ Easy-to-operate and user-friendly
- ✓ Full-duplex channels
- ✓ Browser-based user interface
- ✓ Live monitoring
- ✓ Multi-login facility
- ✓ Logged call monitoring through ActiveX control
- ✓ Advanced call detail search
- ✓ Generates reports
- ✓ Archiving capability
- ✓ Voice compression
- ✓ Live snooping with reports
- ✓ Send/receive E-mails

3. Unpacking

The package for Xtend Voice Logger consists of the following items:

- Installation CD
- HASP HL Key
- Synway Voice Card
- Patch Panel (RJ 45 Splitter)
- 2 Cables

4. Minimum System Requirements

Operating System (32/64-bit)	: Windows Server 2008/2012/2016/Windows 7/8/8.1/10
Browser	: Internet Explorer 6.0 or above
Processor Speed	: Dual Core or higher
Memory	: 2 GB or above
Hard Disk Space	: 500 MB for software installation
	1 GB approx. for 175 hrs of recording

Note: The specification mentioned here is for recording a single port and this shall vary with the increase in number of ports.

Other System Requirements

Sound card
Headphone/Speaker
LAN connection

5. Interconnection diagram





Close all the programs prior to the installation of Synway driver and Xtend Voice Logger in the system.

6. Getting Started

This manual explains the installation of Xtend Voice Logger in the system. Xtend Voice Logger functions on the basis of Patch Panel and Synway voice card. A USB cable with a RJ45 connector on one side connects the Patch Panel, and two RJ45 connectors on the other side connect the Synway board. The Synway card serves as an interface to connect the Patch Panel to the Xtend Voice Logger installed in the system. The picture of the HASP HL Key and Synway Voice Card is shown here.



Installation of Xtend Voice Logger is briefly mentioned below:

- Insert the Synway board on the PCI slot of the computer. Insert the two connectors drawn from the Patch Panel into the socket of the voice card.
- Install the Synway driver from the installation CD.
- Install the Xtend Voice Logger and insert the HASP HL key into the USB port of the computer.
- Go to "C:\ShCti" and copy the two .ini files "ShIndex", "ShConfig" to "C:\XtendLogger\4733\xivr".
- Open the file "ShConfig" in the copied location and replace the value of "EventInterfaceType" to 1.
- Configure the voice device from the browser interface of Xtend Voice Logger.
- Click Live Calls in the browser interface and check that all ongoing calls are logged in the Xtend Voice Logger.

6.1 Connecting the Patch Panel

Patch Panel consists of three sockets. Connect these lines as given below:

- Connect the line from Telecom to Patch Panel
- Connect the line from Patch Panel to EPABX
- Insert the Synway voice device into the PCI slot of the computer. Now, insert the two connectors drawn from the Patch Panel into the socket of Synway voice device

6.2 Synway (Digital) Card – Driver Installation



The software application for installing the driver is incorporated in the CD that is supplied along with the voice card.

Let us see the step-by-step procedure to install the Synway driver in the system.

Step 1. Connect the power plug and switch on the computer, a message box appears on the taskbar as Found New Hardware, click **Cancel** to exit this wizard.

Found New Hardware Wi	zard	
	Welcome to the Found New Hardware Wizard Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). Read our privacy policy.	
	Can Windows connect to Windows Update to search for software? Yes, this time only Yes, now and gvery time I connect a device No, not this time	
	Click Next to continue.	
	K Back Next > Cancel	
		Found New Hardware Computer Telephony Device
Found New Hardware		🗙 🕲 😳 😕 🕹 🌒 💶 11:04 AM



Step 2. Install the Synway device driver ShCti4.7 in the system from the installation CD. Insert the CD into the CD-ROM drive and run the application file SYNWAY_PCI(USB)_5040_EN from this location.

A window named WinRAR self-extracting archive gets opened on the screen as shown. The driver and the tools are extracted to a destination folder i.e., C:\Program Files\SHCTISETUP.

📅 WinRAR self-	extracting archive	
	Extracting Tools\MsuDecode_User_Manual.doc Extracting Tools\SecpConfig.ini Extracting Tools\ShCtiConfig.exe Extracting Tools\ShUninstall.exe Extracting Tools\ShUninstall.exe Extracting Tools\SFCfg_User_Manual.doc Extracting Tools\SF7Cfg_User_Manual.doc Extracting Tools\ShConfig.ini Extracting Tools\ShConfig.ini Extracting Tools\ShConfig.ini Extracting Tools\ShConfig.ini	
	Destination folder	
	C:\Program Files\SHCTISETUP	Browse
	Installation progress	
	(**********************************	
	[Cancel

As the process finishes the Choose Setup Language appears on the screen.

Choose S	ietup Language 🛛 🛛 🛛
	Select the language for this installation from the choices below.
	English
	OK Cancel

You can select the language for installation from the drop-down list. The default-selected language is English. Here, we opt for the default language and proceed to next step by clicking **OK** button.

Step 3. The InstallShield Wizard is prepared to guide the user during the installation process. The process will be indicated on the progress bar.



As the process gets over the InstallShield Wizard pops up on the screen.

officience Accoment	C	wate
ontware License Ayreement		V
Please read the following license agreement the rest of this agreement.	nt. Use the scroll bar to view	
I. Hangzhou Synway Information Engineer Company') owns the complete copyrights to relative documents'' (hereinafter referred to required to obtain permission from The Com 2. The Company grants permission to use T individuals who fully meet the following crite A.Using The Product in-conjunction with through authorized sales channels;	ring Co., Ltd (hereinafter referred to as 'The to ''this software and all its accessories, files and o as 'The Product'). Groups and individuals are mpany prior to usage of the Product. The Product at no cost to groups and teria: th The Companyj s hardware products acquired	
Select Yes to accept the agreement. Select No to cancel the setup.		
allShield -		

The Software License Agreement can be seen on the wizard. Read the instructions listed point-wise inside the window. Use Page Up/Down key or the Scroll bar to view the whole Agreement.

Click **Yes** to accept the Agreement and proceed to next window.

Step 4. The **Welcome** window appears on the screen that informs the user to close all the active applications running on the system prior to the Synway driver installation.

HangZhou Synway Informatio	on Engineering Ltd. ,Co 🛛 Installation for Voice 🔀
	Welcome to use HangZhou Synway Series Voice-board. This software is to fulfill installation of Voice-board. Please exit active applications, if any, to make sure proper installation of voice board.
	<u>KBack</u> Cancel

Click **Next** to proceed further.

Step 5. Before installing the new version of Synway driver, the wizard detects the presence of any existing version of the same driver in the system.

Step 6. The Destination Location copies the program files to C:\ShCti, click Next.

HangZhou Synway Information Engineering Ltd. ,Co	Installation for Voice 🔯
Choose Destination Location Select folder where Setup will install files.	
Please enter the location where you would like to install the pro folder name or click the Browse button to find a new location.	gram. You may type a new
CINSHON	
	Browse
InstallShield	
<u> </u>	<u>N</u> ext > Cancel

As the folder named **ShCti** does not exist the setup prompts the user to create the folder. Click **Yes** to create a new folder.



Step 7. Click **Yes** to install the include files and the library files with the driver.



Step 8. The installation proceeds as shown in Figure.

🛃 HangZhou Syn	way Information Engine	ering LtdCo Installation f	or Voice-board		
ShCt	5000	windowe	IISR P	CI)	
Found Net	w Hardware Wizard			сı,	
	Welc Hard Window Read ou Can Win Software O Ye O Ye O No	ome to the Found Ne ware Wizard in your computer, on the hardware i lows Update Web site (with your per privacy policy dows connect to Windows Update ? ss, this time only ss, now and every time I connect a o, not this time	W Isoftware by Installation CD, or on I Irmission). to search for device		
	Click Ne	kt to continue.	poard		
		< Back Next >	Cancel		
🐉 start	🛃 HangZhou Synway In	🦉 s8 - Paint	Found New Hardware		🌫 🕄 🜒 😻 🥮 🕲 🗞 🌒 😋 11:08 AM

A warning window appears on the screen, click **Continue Anyway**.



Installation of the voice board completes, press **OK** to confirm.



Again, press **OK** to continue.





Step 9. Click **Finish** to conclude the installation.

Step 10. Go to **Start > Programs > ShCti > ShCtiConfig** to proceed with the voice board configuration.



The connected voice board model appears within **Board Setting**, select the board and click **Modify Board**.

ShCtiConfig.exe Current Version : 5, 0, 5, 0	
Basic setup Advanced setup Advanced tone setup Debugvi	iew setup
- System Setting	Default
Total boards: 1 SS1	Fax FSK ISUP
Total AppCb: 60 ISDN	Apply
	Strain for Spy Secrem
Board to supply clock: U Set AppCh	SIPComSet V OK
Board Setting	
Commented Comments CPCI ID Board Model PCI Serial Activat	t Total Ch CLOSE
Connected Synway _ 0 SHD-30B-CT/PC/FJ 18942 60	60
Voice Board Model	ini file
Add Board Modify Board Delete Board	Exchange ID1 <-> ID2

Step 11. The window for **Modify board[ID:0**] appears. There are two sub options Basic Setting and Advanced Setting. In the Advanced Setting, click **PCM**.

elect a board:	SHD-30B-CT/PCI/FJ	Record and play	DTMF
erial number of	18942	User Channel	AGC
Card Type: _ink with Channel	E1 💽	Record Channel	BargeIn Detector
		Tone Detector	Others
		Tone Generator	РСМ
Total Used Ch:	60	SIP Setting	H323 Setting

Step 12. The **board**[**ID:0**] window appears. Click on the Board, in addition to that click **Modify PCM**.

CM In	formation				<i>a</i>			2
PC	Signaling	Signali	Ts16	ClockM	Interf	CallInTS,Num	Auto	Ss7Circuit
	SS7	16	SSx	LineSy	coaxi	0,0	Yes	0×ffffffff

Step 13. The **modify[PCM:D]** window appears. Select the **SSX as U-side** and **Link module as twisted pair** from the dropdown list. Click **OK** to proceed further.

SSX:	U-side	•
Signaling TS	16	Ŧ
Clock module:	LineSyncMaster	×
Link module:	twisted pair	•
CallInTS:	0,0	
Ss7Circuit Map:	0×fffffff	
✓ EnableAutoCall		

CM Int	formation							
PC	Signaling	Signali	Ts16	ClockM	Interf	CallInTS,Num	Auto	Ss7Circuit
)	U-side	16	SSx	LineSy	twist	0,0	Yes	0×ffffffff
	U-side	16	SS×	SlaveCl	twist	0,0	Yes	0×ffffffff

Step 14. In the board[ID:0] window, select the second board and then click Modify PCM.

Step 15. Select the **Clock module** as **SlaveClock** from the dropdown list in the modify[PCM:D] window. Click **OK** to proceed further.

SSX:	U-side	•
Signaling TS	16	Ψ.
Clock module:	SlaveClock	•
Link module:	twisted pair	-
CallInTS:	0,0	
Ss7Circuit Map:	0×######	
🗸 EnableAutoCall		

Step 16. Again click **Modify board**[**ID:0**]. Click **Apply** in the ShCticonfig.exe window.

		- SS1	Fax	FSK	ISUP	1425
Total AppCh:	60	ISDN	SS7 and TUP	Spy	Set PCM	灾
Board to supply clock:	0	Set AppCh	SIPComSet			
Board Setting						
cPCI ID Board M	lodel F	PCI Serial Activat				×
0 SHD-30	3-CT/PCI/FJ 1	18942 60	60			
						M 🏷 🛛
Add Board	Modify Board	I Delete Board	Exchange IF)1 + (==)		
Add Board	Modify Board	1 Delete Board	Exchange)1 ▼ <==:	ID2	
Add Board	Modify Board	1 Delete Board	Exchange IC)1 • <==:	ID2	
Add Board	Modify Board	1 Delete Board	Exchange [[)1<==;	TID2	
Add Board	Modify Board	1 Delete Board	Exchange IC)1 * <==:	ID2	

Step 17. A popup window "**ShCtiConfig**" displays saying **Current Configuration Succeeds!** Click **OK**.





lotal boards:	1	SS1	Fax	FSK	ISUP	20
Total AppCh:	60	ISDN	SS7 and TUP	Spy	Set PCM	×
Board to supply clock:	0	Set AppCh	SIPComSet			1
Board Setting						
cPCI ID Board M	todal DCI	Serial Activat	. Total Ch			X
	B-CT/PCI/FJ 185	342 60	60			AI 🎸
Add Board	Modify Board	Delete Board	60 Exchange	א על (==>	. <u> </u>	(in the second s
Add Board	Modify Board	042 60	60 Exchange)1 (==)	· · ID2	(M)
Add Board	Modify Board	042 60	60 Exchange)](==)	. TD5	MI

Step 19. From the task bar, right click on the Synway icon. Two options Show(s) and Close(c) will appear. Click **Close(c)** to close the process.



6.3 Installing Xtend Voice Logger

This section will help you to install the Xtend Voice Logger in the system.

Software installation is done from the CD provided in the kit. You can follow these steps to install the voice logging system:-

Step 1. Insert the installation CD into the CD-ROM drive and save the setup to any specified location. Run the setup from this location.

Step 2. The Welcome window appears on the monitor as the first step in the process of installation, click *Next*.



Draft

Step 3. Read the License Agreement carefully and select *"laccept the agreement"*. Now, click **Next**.

Setup - Xtend Voice Logger	
License Agreement Please read the following important information before continuing.	6
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.	
Xtend Analog Voice Logger License Agreement	<u>_</u>
PLEASE READ THE TERMS OF THIS AGREEMENT CAREFULLY BEFORE OPENING OR USING THIS SOFTWARE.	
Xtend Electronics (P) Ltd. is willing to license Xtend Analog Voice Logger to you only on you agreeing to the following terms and conditions. By selecting "I accept the agreement", you acknowledge that you have agreed to the conditions set forth in the agreement. If you do not agree to these terms, Xtend Electronics (P) Ltd. is unwilling to license the software to you. You should click on the "Cancel" button to discontinue the installation process.	Ŧ
accept the agreement	
◎ I do not accept the agreement	
< <u>B</u> ack Next> Ca	ancel

Step 4. Setup installs Xtend Voice Logger in default location **C:\XtendLogger**, click **Next** to proceed.

🖥 Setup - Xtend Voice Logger	
Select Destination Location Where should Xtend Voice Logger be	installed?
Setup will install Xtend Voice	Logger into the following folder.
To continue, click Next. If you would li	ke to select a different folder, click Browse.
At least 29.3 MB of free disk space is r	equired.
	< <u>Back</u> <u>N</u> ext > Cancel

Note that there should be at least 32-MB free disk space available to install the Voice Logger setup.

Step 5. The default shortcut in the Start menu appears as **Xtend Voice Logger 3.0**, click **Next** to continue.

🕼 Setup - Xtend Voice Logger 📃	
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following Start Menu folder.	
Xtend Voice Logger 3.0 Browse	
<u> </u>	;el

Step 6. The user-selected options appear, verify the destination location and the program shortcut in the Start menu. Click **Install** to proceed.

Setup is now ready to begin instal			ompater.
Click Install to continue with the ir change any settings.	nstallation, or click	Back if you war	t to review or
Destination location: c:WtendLogger Start Menu folder: Xtend Voice Logger 3.0			
<			(>)

Step 7. The installation process proceeds by copying all the related files and programs into the specified location. It will take few seconds for the process to get over, as the time taken will vary from system to system. An illustration of the installation process is shown below.

🕼 Setup - Xtend Voice Logger	🛛
Installing Please wait while Setup installs Xtend Voice Logger on your computer.	
Extracting files c:\XtendLogger\1908\Web\VoL_ExDate.jpg	
	Cancel

Step 8. Click OK to continue with the installation procedure.

Setup - Xtend Voice Logger
Installing Please wait while Setup installs Xtend Voice Logger on your computer.
Installing HASP Device Driver
Aladdin HASP HL Run-time Environment Installer v. 5.22 🔀
The operation was successfully completed.
ок
Cancel

Note: While installing, if Firewall blocks the Xtend Server you can click UNBLOCK button and continue.

Step 9. As soon as the installation process is over, you will see the setup completion window on the screen; click **Finish** to conclude the software installation.



Control now switches to activate the browser interface of Xtend Voice Logger. This is referred as the Login page used to authenticate the user.



Let the Login page remain opened on the screen. Insert the provided HASP HL Key into the USB port of the computer. A message appears as *"Found New Hardware"* on the taskbar.



Wait for few seconds, message appears as "Your new hardware is installed and ready to use".



Step 10. From the path "C:\ShCti", copy the two configuration files "ShIndex", "ShConfig" to "C:\XtendLogger\4733\xivr".



Step 11. Once you have copied the configuration files, open the file "ShConfig" and within the same change the value of "EventInterfaceType" to 1.

6.3.1. Device Configuration

This section deals with the configuration of the Synway voice device with the Xtend Voice Logger. The device configuration is carried out from the browser interface.

Go to Start Menu > Programs > Xtend Voice Logger 3.0 > Login

Default Name and Password is "admin" click Login.



The below window for "Configure Device" will appear, click **Ok**.

Warning: Voice Logger is running	
Oconfigure Device ?	



Xtend Voice Logger automatically detects the Synway Voice Device.

Given below is the description of each option in the configuration window:

- 1. Displays the number of voice cards detected.
- 2. Click on the checkbox to enable the trunk.
- 3. Shows the name of the connected device with serial number of the device.
- 4. Keep the default Trunk name as it is, or in case if you desire you can give a new trunk name.
- 5. By default the Trunk Type appears as ISDN PRI.
- 6. Call Logging begins on the basis of the events specified in the Log Type. By default 'Handset Up to down' appears as selected in this box.

Handset Up to Down	Call recording begins when handset is lifted, and stops when it is kept down.
Agent Trigger	Call recording begins when the user hits any specific key (for e.g., press '*' To Start and '#' To Stop etc.)

7. The Protocol appears as ISDN PRI.

Instruction

How to enable Xtend Voice Logger?

Click **Start > Programs > Xtend Voice Logger 3.0 > Xtend Web Server** to start the web server.

Click **Start > Programs > Xtend Voice Logger 3.0 > Xtend Voice Logger** to enable the Voice Logger.

Click **Start > Programs > Xtend Voice Logger 3.0 > Login** to open the browser interface to monitor the calls.

This concludes the installation of Xtend Voice Logger in the system.

7. Installation Checklist

Please read the points mentioned below and verify that all the points are carried out for an error-free installation of Xtend Voice Logger.

CHECKS TO BE DONE

- ✓ Have you inserted the Synway board on the PCI slot of the computer?
- ✓ Have you made the connection to the socket present in the Patch Panel
 - From Telecom line
 • To EPABX
 • To Voice Logger
- ✓ Have you connected the transmit and receive connectors to the socket of Synway board?
- ✓ Have you installed the Synway driver from the installation CD?
- ✓ Have you copied the configuration files to the path "C:\XtendLogger\4733\xivr"?
- ✓ Have you inserted the HASP HL key into the USB port of the computer?
- ✓ Have you installed the Xtend Voice Logger from the installation CD?
- ✓ Is Xtend Web Server enabled?
- ✓ Have you configured the Synway voice device with the Xtend Voice Logger?
- ✓ Are you able to view the icon for Xtend Voice Logger on the taskbar?
- Click Live Calls in the menu options of browser interface and check that all live calls are recorded in the Xtend Voice Logger.

8. Troubleshooting

Read this section to find potential solutions to problems you may be having.

Why system is unable to detect the Voice Card?

Solution: This situation arises when the installation is not correctly carried out. Insert the voice device into the PCI slot. Insert the two connectors into the socket of Synway voice card. Check the connections of Patch Panel. Install the Synway driver. Copy the .dll file to C:\Windows. Run Setup.exe to install Xtend Voice Logger. Configure the Synway voice device with the Xtend Voice Logger. Finally, check that the calls are logged in Live Calls menu.

Why I am unable to hear the play conversation?

Solution: This may happen in O/S Windows 2003. To solve this problem, open **Internet Explorer** \rightarrow **Tools** \rightarrow **Internet Options** \rightarrow **Advanced** \rightarrow **Multimedia**. Put a tick in the checkbox next to **Play sounds in web pages** and click **OK**.

Why login from the Start Menu is not possible after changing the IP Number of the system?

Solution: After changing the IP Number, when you try to login from the Start Menu the system tries to login in the old IP Number. In such a case, after changing the IP number you can restart the Xtend Web Server and then login as http://localhost or http://127.0.0.1. Once logged, further the problem will be fixed automatically.

When do you get an error message as "HASP HL Key not found"?



Solution: This error appears when HASP HL Key is not inserted into the USB port of the computer.

When do you get an error message as "HASP HL Key not found"?



Solution: This error happens when the HASP HL Key connected to the USB port of the computer does not have license to run Xtend Voice Logger.

9. Contact us

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