



Xtend Voice Logger

User Manual



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Draft

WELCOME

Congratulations! on your choice of a world-class product from Xtend, this will provide you with a full-featured voice recording solution. Xtend Voice Logger is a high quality telephone call recording product designed to suit individual organisational needs. The unique product with advanced call recording features ensures quality and productivity-wise upgradation in business.

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1. Introduction

This user manual allows you to learn the basics to the advanced features of Xtend Voice Logger. Just follow the user guide for thorough knowledge on how to use our product with ease. This guide gives details on various links and sublinks, menus and submenus and the various functions/purpose of each with a screenshot of it.

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2. Xtend Voice Logger

Xtend Voice Logger is a multi-channel voice recording solution that records the analog, digital and VoIP lines. The product helps in improving customer service by enabling your support staff and supervisors to review the actual telephone conversation with your customer ensuring that you can immediately address pending issues quickly and fairly.

The call monitoring can be done locally or remotely by means of a browser-enabled interface that allows you to listen to live or recorded calls from anywhere in the world. Voice logs can be used to implement performance reviews, perform self-appraisal and can be used to train customer support staff to handle calls in difficult situations.

Salient Features

- ✦ Unified architecture with remote access, centralised management and multi-login facility
- ✦ Easily integrates with existing telephony to record multiple channels
- ✦ Real-time call status information display and snoop capability
- ✦ Caller/called id, time, duration, status and much more with daily, weekly, monthly, date-wise reports and e-mail facility
- ✦ Call alert popup/notification window with real-time updation
- ✦ Export call reports in HTML/Excel format
- ✦ Backup to CD/DVD/hard disk or .zip files for later restoration
- ✦ Automatic scheduled backup of recorded files
- ✦ Low disk space notification and board failure alerts
- ✦ Graphical charts for statistical analysis
- ✦ Call record commenting and custom tag creation for critical calls
- ✦ Phonebook integration for informative call records
- ✦ Audio compression to PCM/GSM formats
- ✦ ActiveX based advanced audio player with AGC and DTMF mute capability
- ✦ Export audio files to MP3/PCM/GSM formats
- ✦ System failure information with error reports and information on user session
- ✦ Simple search using phone numbers/comments/duration/date etc. and advanced search using multiple criterions
- ✦ Wave encryption with detailed call tagging
- ✦ Audio recording with excellent sound quality

3. Minimum System Requirements

Operating System (32/64-bit)	: Windows 2008/2012/Vista/7/8
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.

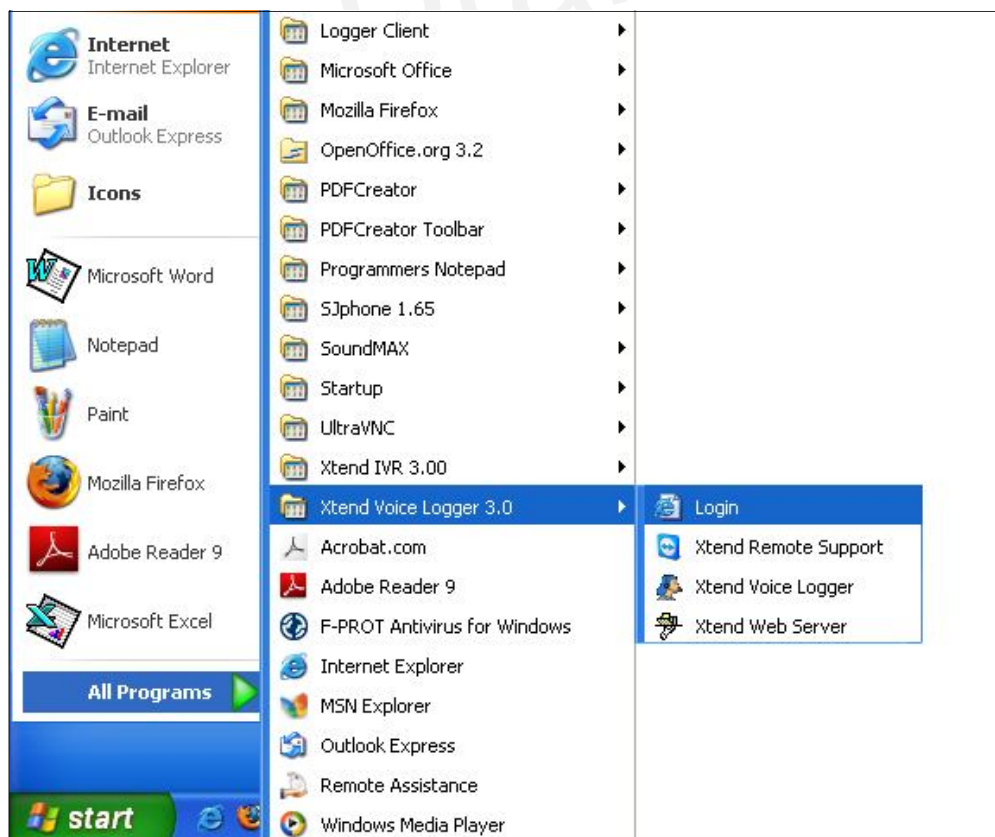
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4. Browser Interface at a Glance

Xtend Voice Logger implements an easy-to-use remotely accessible browser interface with full-fledged reporting features. This displays complete call information with Caller/Called Id, Date, Time and Duration etc. It is possible to access the user-friendly interface from a remote PC or Laptop to monitor real-time calls. You'll find the software interface extremely convenient and useful while auditing recorded conversations. Read the document in full to get familiar with the different features present in the browser interface of Xtend Voice Logger.

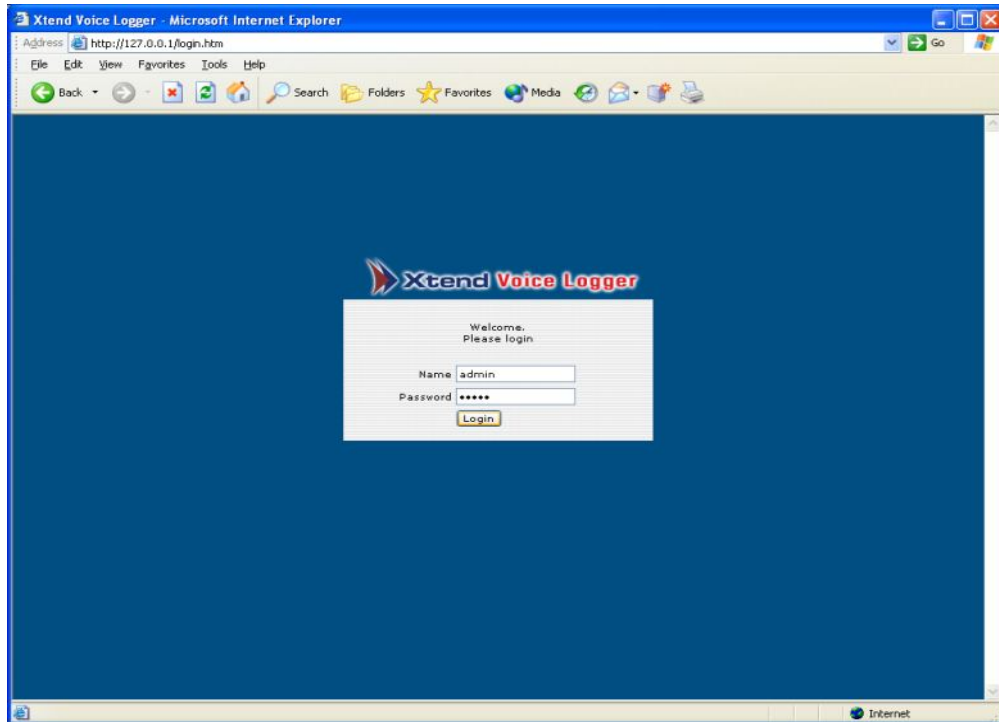
4.1. Program Shortcut

Click **Start** → **All Programs** → **Xtend Voice Logger 3.0** → **Login** to enable the browser interface of Xtend Voice Logger.

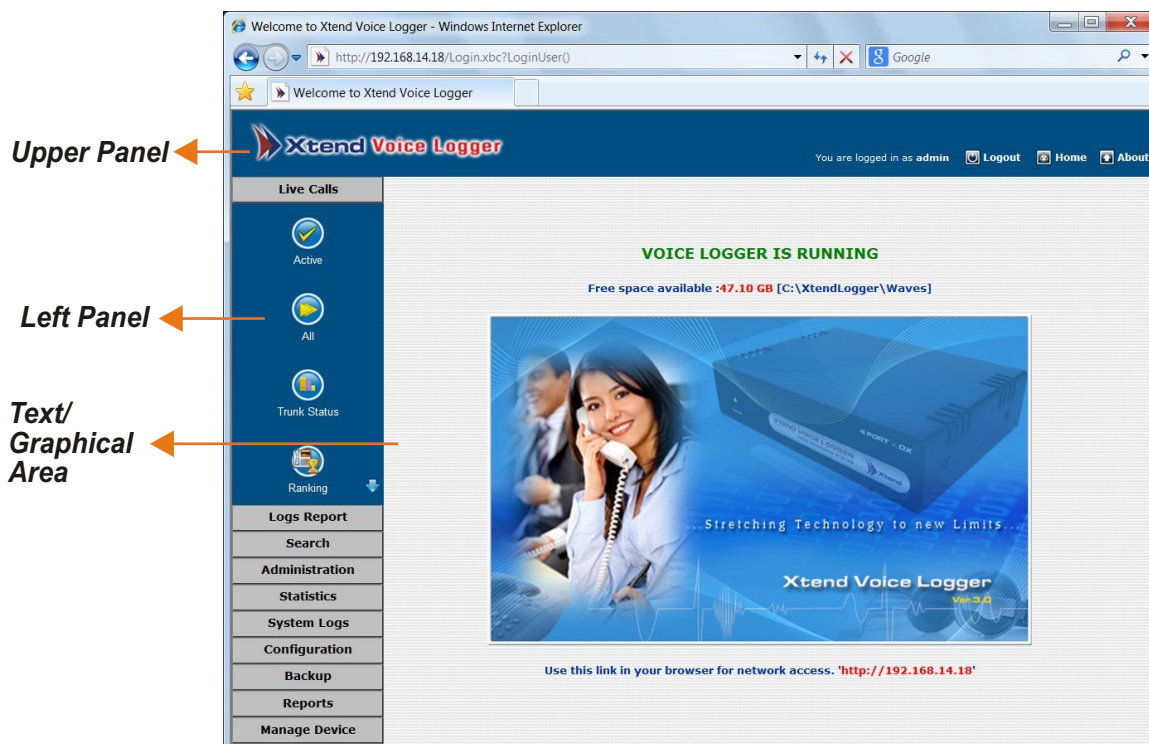


4.2. Login Page

Enter the *Name* and *Password* as "admin" and click **Login** to enter the Home Page of Xtend Voice Logger.



4.3. Home Page



Upper Panel

OPTIONS	DESCRIPTION
Login info	Shows the current username.
Logout	Allows to log out of the session.
Home	Displays the Home Page of Xtend Voice Logger.
About	Shows the Logger and Engine version.

Left Panel

Left Panel comprises of menus and submenus - Live Calls, Logs Report, Search, Administration, Statistics, System Logs, Configuration, Backup, Reports and Manage Device.

Text/Graphical Area

Text/Graphical area is the display area that displays the complete call information. This area is not static and changes as per the selection of menu items on the Left Panel.

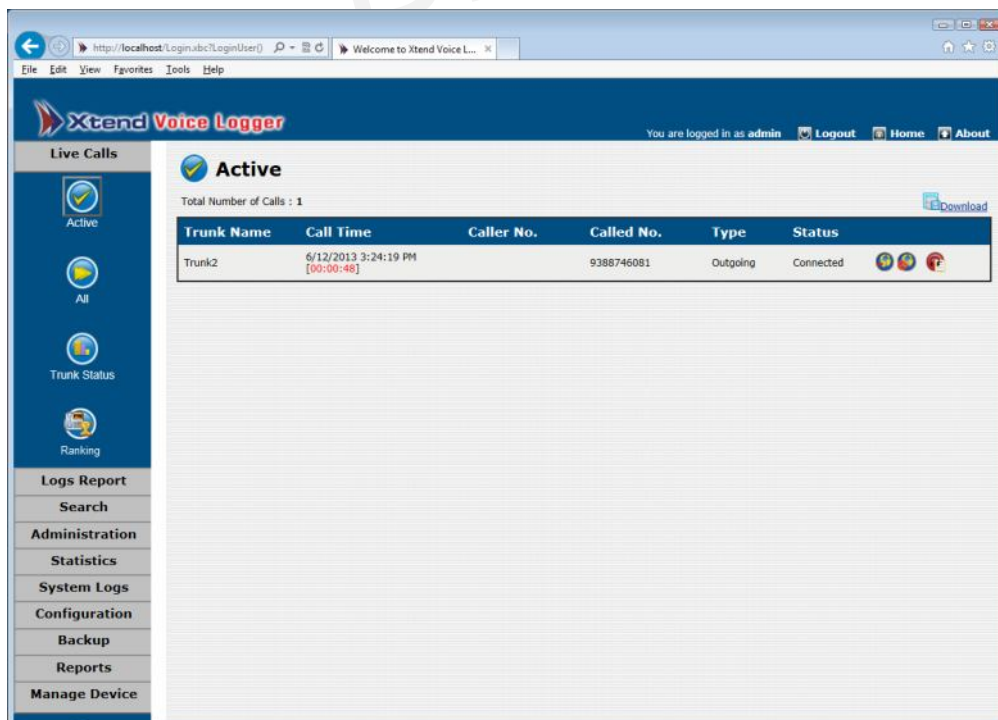
5. Menu and Submenu Paradigm

5.1. Live Calls

This menu gives the real-time call information. Four submenus are included - Active, All, Trunk Status and Ranking.

5.1.1. Active

Click **Active** to view the real-time calls. Listen to real-time calls and view the call information from here. The call details include Trunk Name, Call Time, Caller No., Called No., Type and Status.



Snoop over headphone

Click this icon to start silent monitoring over headphone.



Stop snoop over headphone

Click this icon to stop snooping of active calls over the headphone.

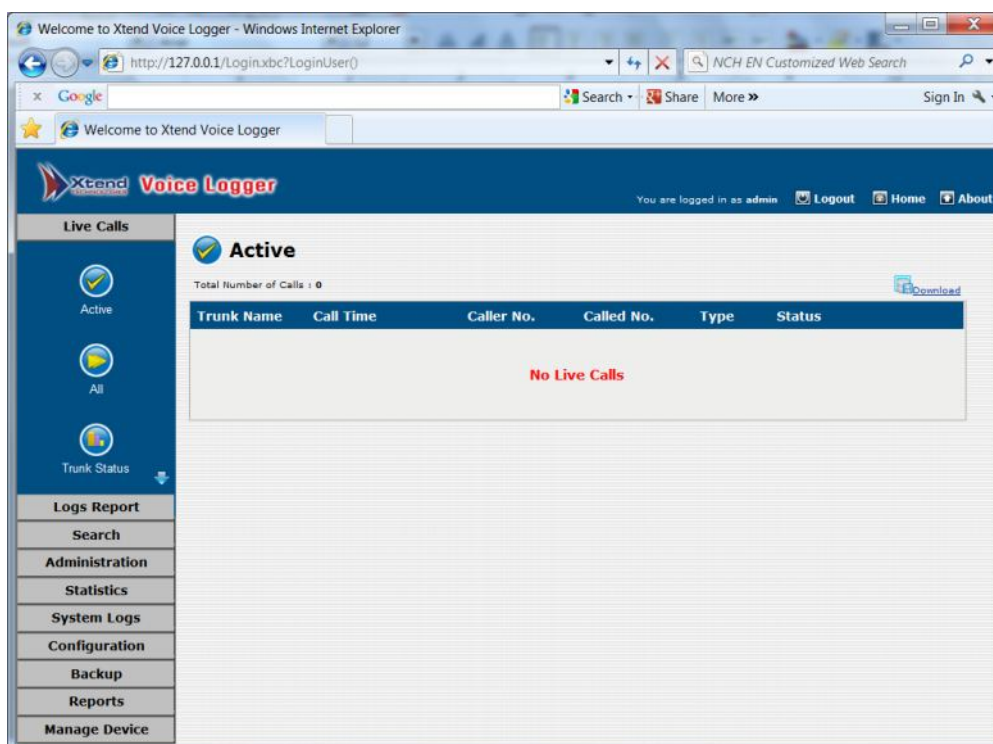


Snoop report

Displays report of the snooped call.

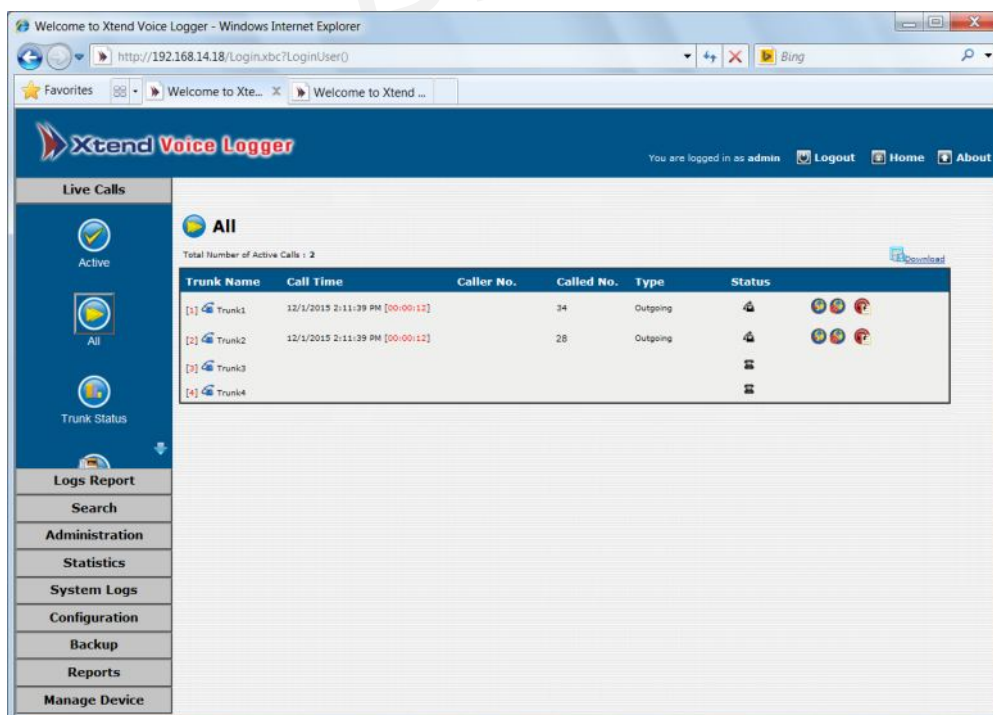
Note

The illustration given below is a browser view of Live Calls without any active calls.



5.1.2. All

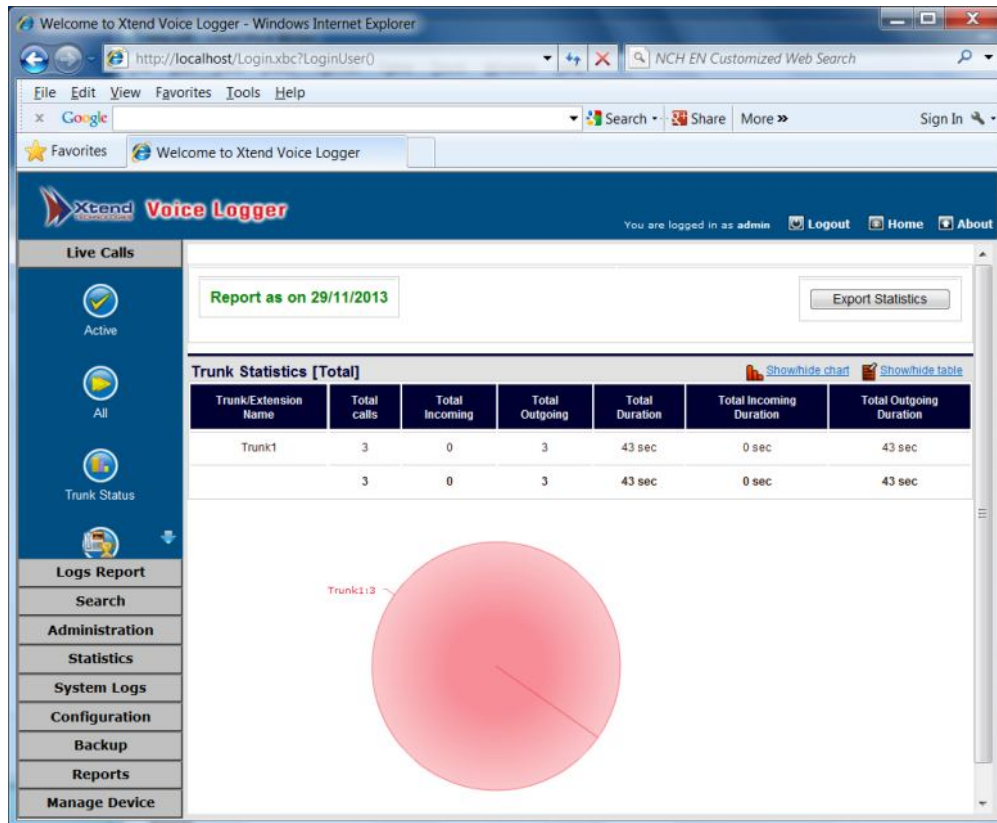
This submenu gives the status of the live calls on all trunk/extension lines.



A **Download** button is provided to download the live call details in a CSV file.

5.1.3. Trunk Status

This submenu shows the trunk statistics for the current day. The details include Trunk/Extension Name, Total calls, Total Incoming, Total Outgoing, Total Duration, Total Incoming Duration and Total Outgoing Duration.



To export the data, click **Export Statistics** on top of the window. Click **Download**, select open to view or save the downloaded data.



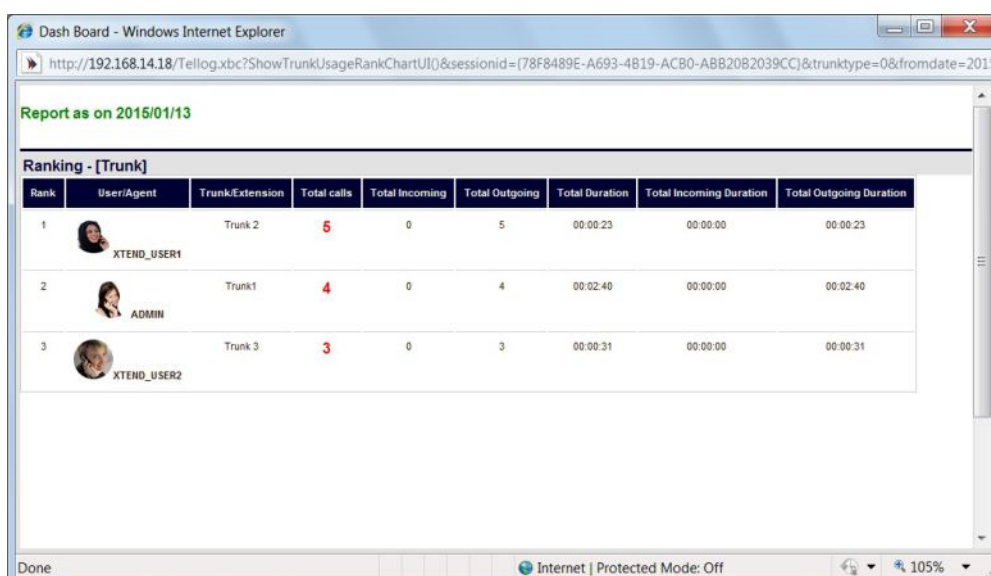
5.1.4. Ranking

This submenu helps the user to view the rating of each user based on the number of calls. Select the type and date, then click **Search**.

A window appears as shown below with the ranking table and a chart. The User/Agent photograph can be added from **Administration** → **User Accounts**.



The **Dashboard** icon on the top appears with the trunk ranking status of the present day. It shows the real time ranking of user as shown below. Also, there is an option to view the Dashboard in 32 inch monitor.



5.2. Logs Report

Shows the details of all the logged incoming and outgoing calls. The complete details of the calls like Caller/Called Id, Date, Time, Status and Duration can be viewed. Recorded audio can be heard from the Wave Player. The reports are viewed on the basis of four submenu items - Today, This Month, From To and Full.

5.2.1. Today

This submenu gives the detailed report of all the incoming/outgoing calls logged on the present day. The information obtained includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration and Status of the call.

Today

Report From : 27/12/2014 To : 27/12/2014

Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
1 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1	30		Outgoing	25 sec	Connected	
2 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1	30		Outgoing	33 sec	Connected	
3 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30		Incoming	19 sec	Connected	
4 [1214]	Voice	27/12/2014 12:40:13 PM	Trunk1	38		Incoming	25 sec	Connected	
5 [1213]	Voice	27/12/2014 11:59:25 AM	Trunk1	21		Incoming	4 sec	Connected	
6 [1212]	Voice	27/12/2014 11:53:05 AM	Trunk1	38		Incoming	18 sec	Connected	
7 [1211]	Voice	27/12/2014 11:10:19 AM	Trunk1		23	Outgoing	17 sec	Connected	
8 [1210]	Voice	27/12/2014 11:10:03 AM	Trunk1		44	Outgoing	12 sec	Connected	
9 [1209]	Voice	27/12/2014 11:09:46 AM	Trunk1			Outgoing	4 sec	Call Failed	

Update/View call details

Click this icon to view the details of a particular call. The user can also update the call details by adding comments, selecting the tags and much more.

Call Details

[Local] Call Id - 1236

Type of Data : Voice

Select the Tag : Normal

Select the Sub Tag : Select ..

☐ Never delete

Wave Format : GSM-INTERNAL [Converted]

Wave Encrypted : No

Wave Status : Original Wave

Disconnected Side : Not Available

Device No. : 1

Board Serial No. : 9243 [1] [Channel]

Trunk : Trunk1

Call Start Time : 29/12/2014 2:33:57 PM

Call End Time : 29/12/2014 2:35:53 PM

Call Type : Incoming

Total Duration : 1 min 56 sec

Ring Duration : 5 sec

Call Duration : 1 min 31 sec

Caller Number : 42

Called Number :

Call Status : Connected

Name :

Address :

Speed : +120%

Volume :

14:33:57 to 14:35:48 (1:51)

Export Wave to : GSM

Wave File : C:\XtendLogger\Waves\20141229\1236.wav [178 KB]

Notes :

Select the Tag

This option is present in the call details. The user can select the tag as Normal, Important, Personal, Official, etc. for a particular call and click **Update Data**. To confirm, go to Logs Report. An icon with tool tip as 'Official' appears in the first column of that particular Call Id.



Report From : 27/12/2014 To : 27/12/2014

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1	30	30	Outgoing	25 sec	Connected
2 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1	30	30	Outgoing	33 sec	Connected
3 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30	30	Incoming	19 sec	Connected

Never delete

Enable the checkbox next to “**Never delete**”. An icon with a tool tip ‘Never delete’ appears in the Logs Report. This option allows keeping the call details of a particular Call Id until the “**Never delete**” checkbox is unchecked”.



Report From : 27/12/2014 To : 27/12/2014

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1	30	30	Outgoing	25 sec	Connected
2 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1	30	30	Outgoing	33 sec	Connected
3 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30	30	Incoming	19 sec	Connected
4 [1214]	Voice	27/12/2014 12:40:13 PM	Trunk1	38	38	Incoming	25 sec	Connected

Other call details

For the selected Call Id, the other logging details such as type of data, select the sub tag, wave format, wave encrypted, wave status, disconnected side, device number, board serial number, trunk name, call start/end time, call type, total duration, ring duration, call duration, caller number, called number, call status, name and address are displayed in this section.

Notes

Displays the system generated information for the selected call.

Export Wave to

Select the wave conversion format (GSM, PCM, MP3, etc.) from the drop-down menu, and click **Export**. Choose the export format by selecting the options and then click **Export Now**. Click **Save** to save the converted file in a specified location. Also, the converted wave file is saved in the default wave path.

Wave File

This option provides the wave path details with wave size and serial number.

Comment box

Enter the remarks for the selected call in the text box and click **Update Data**.



Add to Phonebook

Click this icon and enter the details like Name, Contact Number and Address to add the details to the Phonebook.



Back

Click this icon to go to the previous page.



Delete

Click Delete to remove the complete details of the selected call.



Delete Wave

Click Delete Wave to remove the selected wave file.



Save Wave

User can save the selected audio file to a different location.



Send Mail

Click this icon to send the wave file via e-mail.



Commented By

Click this option to view the list of users who have commented on the selected call. The information obtained include *Commented by* and *Commented Time*.



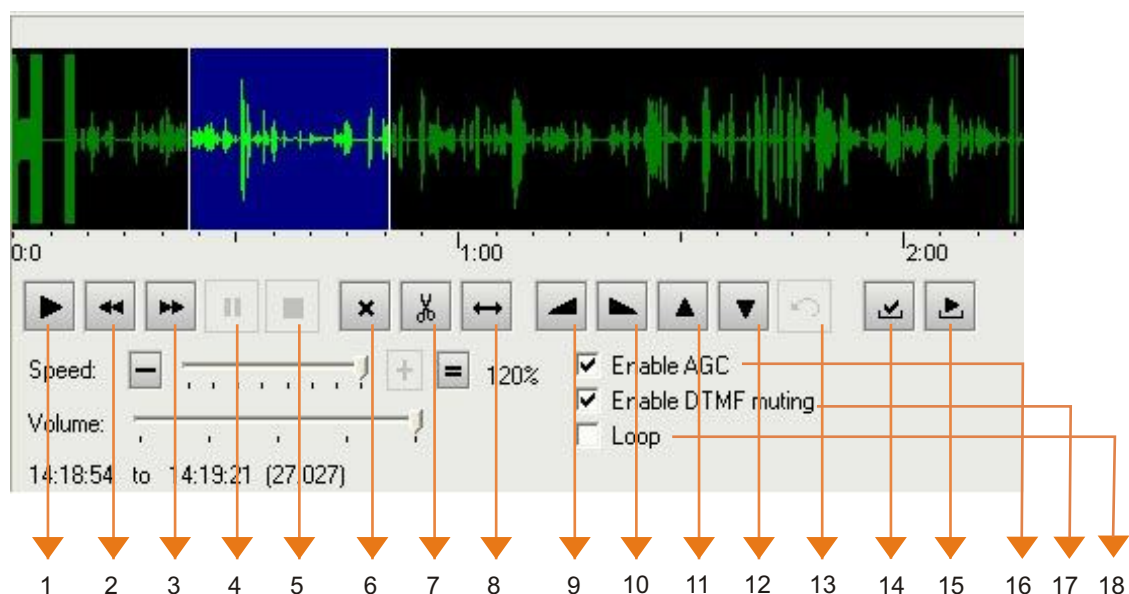
Accessed By



Recorded calls are monitored by authorised users. Click this option to view the list of the monitoring officials for the selected call, call access time, access method and total accesses.



Wave Player

Wave Player is an ActiveX control that allows the user to audit the logged conversation with the tools present here. The logged conversation can be heard from a headphone/speaker.



1	Play	Listen to logged conversation.
2	Rewind	Click this option to move the control backward and click <i>Play</i> to listen to recorded conversation from the selected point.
3	Fast Forward	Allows to move forward through a recording at a speed faster than the actual speed it is played.
4	Pause Playing	Stops playing the logged conversation temporarily till <i>Play</i> is pressed.
5	Stop Playing	Stops playing the logged conversation.
6	Delete the selected region	Removes the selected portion (temporarily).
7	Trim the non-selected region	Retains the selected portion and masks the unwanted parts.
8	Clears the selection	Deselects the selected portion.
9	Fade in audio	Gradually increases the volume of the logged conversation when played.
10	Fade out audio	Gradually decreases the volume of the logged conversation when played.
11	Increase volume	Upper arrowhead increases the volume.
12	Decrease volume	The lower arrowhead decreases the volume while hearing the logged conversation.
13	Undo all changes	Edited files can be retained to its original form with this option.
14	Mark the selected region	<p>Drag the cursor to select a particular region of the audio file. Click the icon  to save it as Region 1. Similarly, select other portions and save as Region 2, Region 3 etc.</p> 
15	Play the marked region	Click this icon to play the selected regions in a series.
16	Enable AGC	Enable this option to automatically increase the gain of the received signal.
17	Enable DTMF muting	Activate this option to ignore system recognition of numbers pressed by the user while audio recording of calls.
18	Loop	Continuously plays the selected audio.



Play wave file

The third icon in Logs Report named "*Play wave file*" allows the user to play the logged conversation continuously from beginning till end.



Stop playing

Click this icon to stop the playing of logged conversation.

5.2.2. This Month

This submenu gives the full detailed report of all the incoming/outgoing calls logged for the current month.

This Month

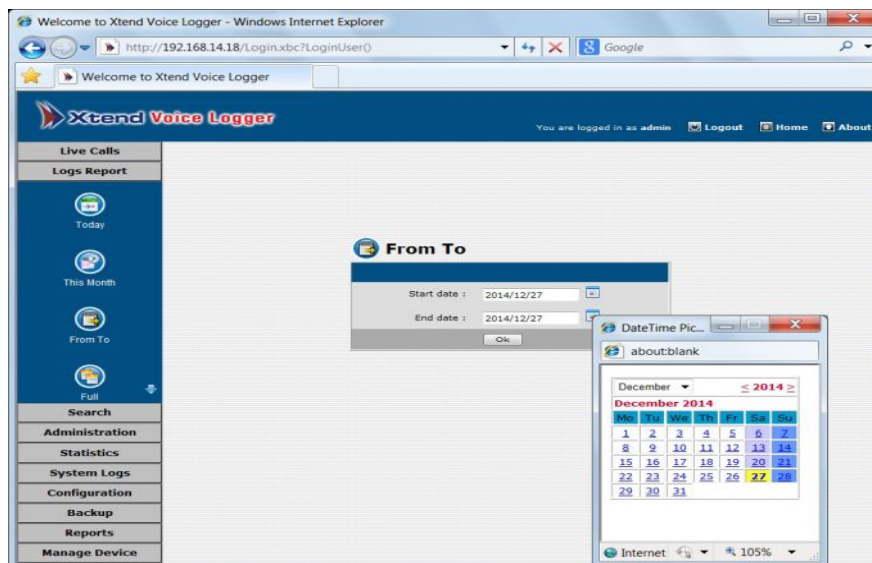
Report From : 1/12/2014 To : 27/12/2014

Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1	30		Outgoing	25 sec	Connected
2 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1	30		Outgoing	33 sec	Connected
3 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30		Incoming	19 sec	Connected
4 [1214]	Voice	27/12/2014 12:40:13 PM	Trunk1	38		Incoming	25 sec	Connected
5 [1213]	Voice	27/12/2014 11:59:25 AM	Trunk1	21		Incoming	4 sec	Connected
6 [1212]	Voice	27/12/2014 11:55:05 AM	Trunk1	38		Incoming	18 sec	Connected
7 [1211]	Voice	27/12/2014 11:10:19 AM	Trunk1		23	Outgoing	17 sec	Connected
8 [1210]	Voice	27/12/2014 11:10:03 AM	Trunk1		44	Outgoing	12 sec	Connected
9 [1209]	Voice	27/12/2014 11:09:46 AM	Trunk1			Outgoing	4 sec	Call Failed

5.2.3. From To

This submenu shows the report of the entire logging channel in a particular date range. Click the Date Time Picker to enter the date range, and click **Ok** to view the report.



From To

Report From : 27/12/2014 To : 27/12/2014

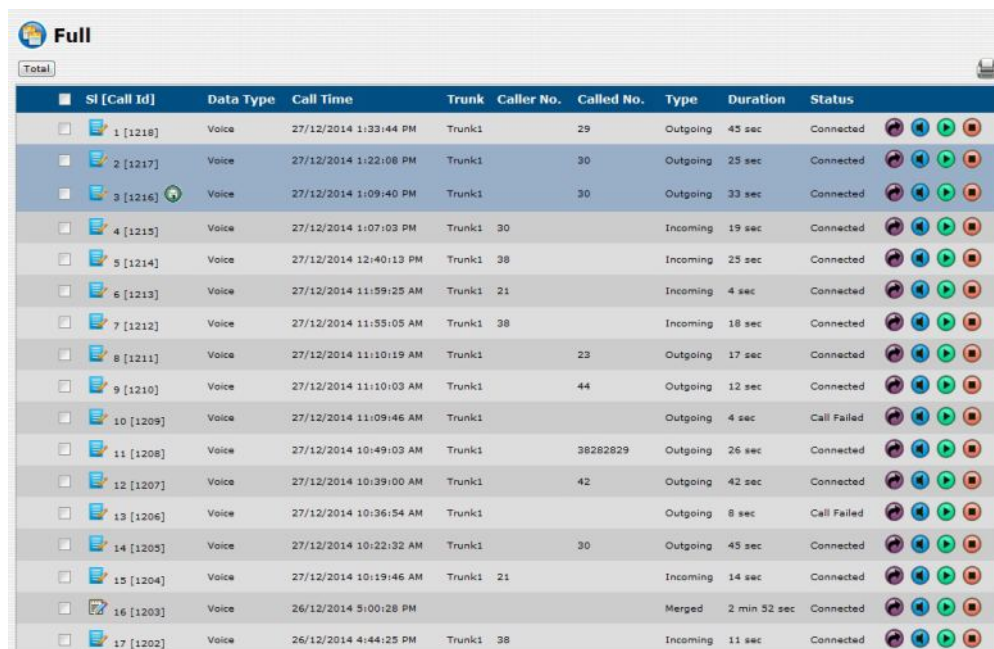
Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1218]	Voice	27/12/2014 1:33:44 PM	Trunk1	29		Outgoing	45 sec	Connected
2 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1	30		Outgoing	25 sec	Connected
3 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1	30		Outgoing	33 sec	Connected
4 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30		Incoming	19 sec	Connected
5 [1214]	Voice	27/12/2014 12:40:13 PM	Trunk1	38		Incoming	25 sec	Connected
6 [1213]	Voice	27/12/2014 11:59:25 AM	Trunk1	21		Incoming	4 sec	Connected
7 [1212]	Voice	27/12/2014 11:55:05 AM	Trunk1	38		Incoming	18 sec	Connected
8 [1211]	Voice	27/12/2014 11:10:19 AM	Trunk1		23	Outgoing	17 sec	Connected
9 [1210]	Voice	27/12/2014 11:10:03 AM	Trunk1		44	Outgoing	12 sec	Connected
10 [1209]	Voice	27/12/2014 11:09:46 AM	Trunk1			Outgoing	4 sec	Call Failed
11 [1208]	Voice	27/12/2014 10:49:03 AM	Trunk1	38282829		Outgoing	26 sec	Connected
12 [1207]	Voice	27/12/2014 10:39:00 AM	Trunk1		42	Outgoing	42 sec	Connected
13 [1206]	Voice	27/12/2014 10:36:54 AM	Trunk1			Outgoing	8 sec	Call Failed
14 [1205]	Voice	27/12/2014 10:22:32 AM	Trunk1	30		Outgoing	45 sec	Connected
15 [1204]	Voice	27/12/2014 10:19:46 AM	Trunk1	21		Incoming	14 sec	Connected

Media Add

5.2.4. Full

This submenu provides the complete report of all the logged calls (incoming/outgoing) from the date of installation of Xtend Voice Logger till today.



Full

Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
1 [1218]	Voice	27/12/2014 1:33:44 PM	Trunk1		29	Outgoing	45 sec	Connected	
2 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1		30	Outgoing	25 sec	Connected	
3 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1		30	Outgoing	33 sec	Connected	
4 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30		Incoming	19 sec	Connected	
5 [1214]	Voice	27/12/2014 12:40:13 PM	Trunk1	38		Incoming	25 sec	Connected	
6 [1213]	Voice	27/12/2014 11:59:25 AM	Trunk1	21		Incoming	4 sec	Connected	
7 [1212]	Voice	27/12/2014 11:55:05 AM	Trunk1	38		Incoming	18 sec	Connected	
8 [1211]	Voice	27/12/2014 11:10:19 AM	Trunk1		23	Outgoing	17 sec	Connected	
9 [1210]	Voice	27/12/2014 11:10:03 AM	Trunk1		44	Outgoing	12 sec	Connected	
10 [1209]	Voice	27/12/2014 11:09:46 AM	Trunk1			Outgoing	4 sec	Call Failed	
11 [1208]	Voice	27/12/2014 10:49:03 AM	Trunk1		38282829	Outgoing	26 sec	Connected	
12 [1207]	Voice	27/12/2014 10:39:00 AM	Trunk1		42	Outgoing	42 sec	Connected	
13 [1206]	Voice	27/12/2014 10:36:54 AM	Trunk1			Outgoing	8 sec	Call Failed	
14 [1205]	Voice	27/12/2014 10:22:32 AM	Trunk1		30	Outgoing	45 sec	Connected	
15 [1204]	Voice	27/12/2014 10:19:46 AM	Trunk1	21		Incoming	14 sec	Connected	
16 [1203]	Voice	26/12/2014 5:00:28 PM				Merged	2 min 52 sec	Connected	
17 [1202]	Voice	26/12/2014 4:44:25 PM	Trunk1	38		Incoming	11 sec	Connected	

5.3. Search

Search menu helps the user to retrieve the details of specific calls in a faster pace. Find the most relevant call information from this menu within few seconds. Search menu comprises of eight submenus - Search-Simple, Search-Numbers, Search-Comments, Search-Duration, Search-Call Id, Advanced, Search/Delete and Search-Repeated Calls.

5.3.1. Search-Simple

Enter Caller Number/Called Number/Comments and select from the six options available i.e., Today, This Week, This Month, This Year, From To and All to view the search results.

Today

Select *Today*, and then type the Caller Number/Called Number/Comments. Click **Search** to view the search results.



Search-Simple

30

☒ Today
 ☐ This Week
 ☐ This Month
 ☐ This Year
 ☐ From To
 ☐ All

Search

The Search Result page includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration, Status and Wave Player.



Search Result

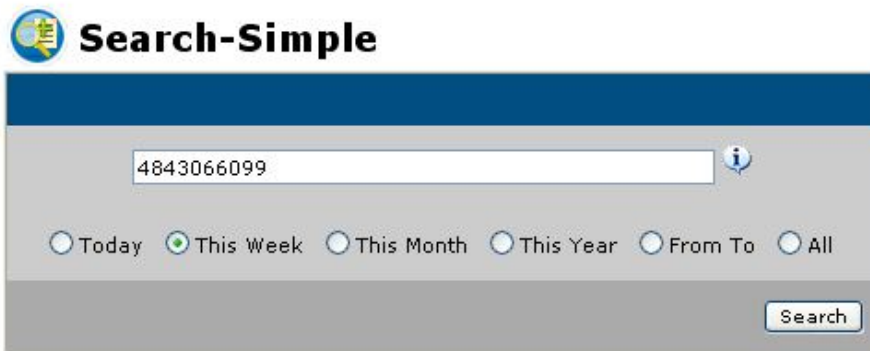
Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
1 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1		30	Outgoing	25 sec	Connected	
2 [1218]	Voice	27/12/2014 1:09:40 PM	Trunk1		30	Outgoing	33 sec	Connected	
3 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30		Incoming	19 sec	Connected	
4 [1205]	Voice	27/12/2014 10:22:32 AM	Trunk1		30	Outgoing	45 sec	Connected	

Media Add Export All

This Week

Select *This Week*, then type the Caller Number/Called Number/Comments. Click **Search** to view the search results.



Search-Simple

4843066099

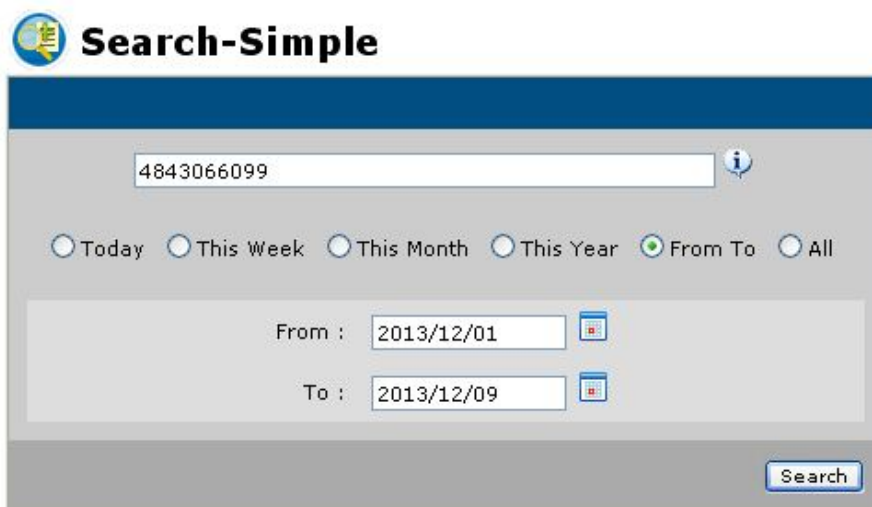
☐ Today
 ☒ This Week
 ☐ This Month
 ☐ This Year
 ☐ From To
 ☐ All

Search

Follow the same steps to view the report for This Month and This Year.

From To

Enter the Caller Number/Called Number and select the option *From To*. Specify the date range and click **Search** to view the search results.



Search-Simple

4843066099

☐ Today
 ☐ This Week
 ☐ This Month
 ☐ This Year
 ☒ From To
 ☐ All

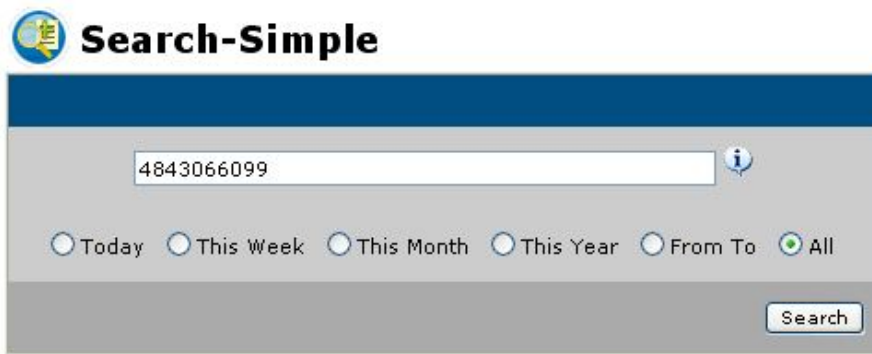
From : 2013/12/01

To : 2013/12/09

Search

All

Enter the Caller Number/Called Number/Comments, select **All** and click **Search** to view the search results.



Search-Simple

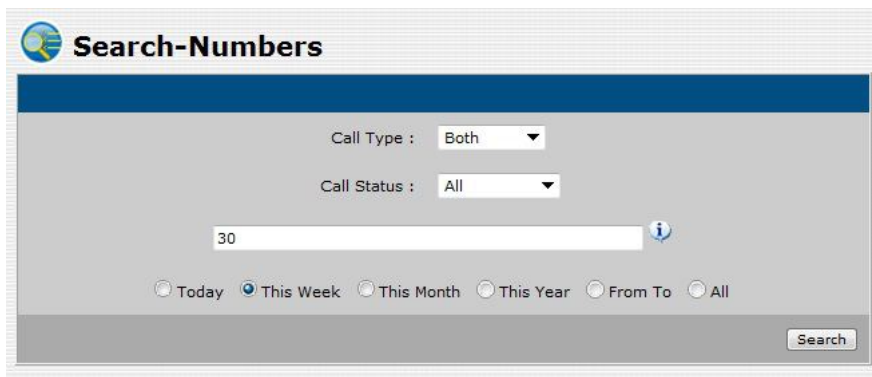
4843066099

☐ Today
 ☐ This Week
 ☐ This Month
 ☐ This Year
 ☐ From To
 ☒ All

Search

5.3.2. Search - Numbers

Select the Call Type and Call Status from the drop-down list and enter the Caller/Called number to locate the specific call information.



Search-Numbers

Call Type : Both

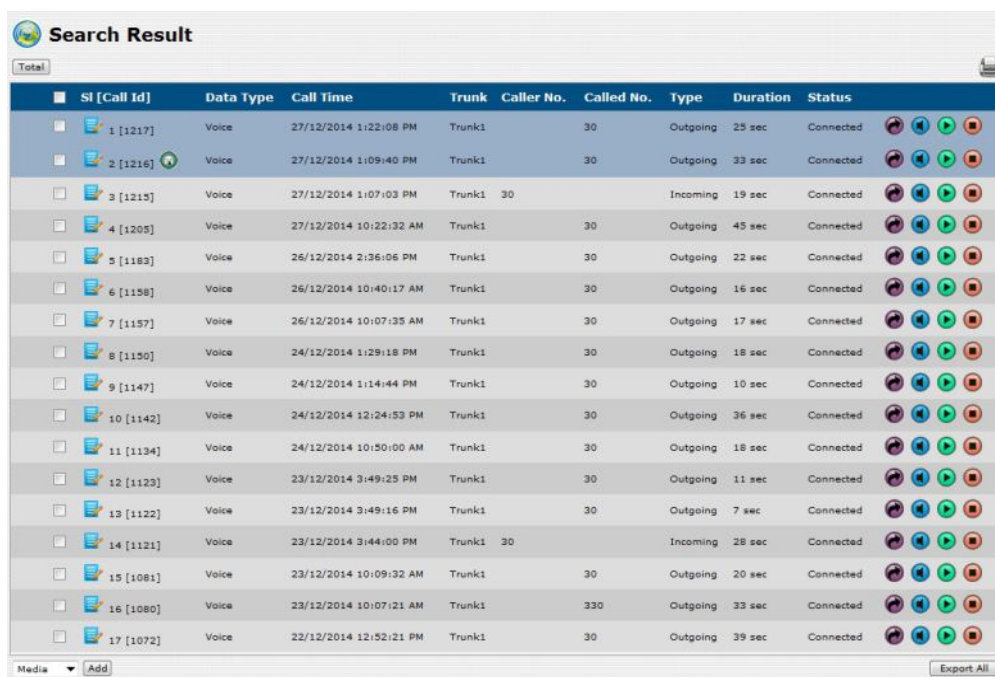
Call Status : All

30

☐ Today
 ☒ This Week
 ☐ This Month
 ☐ This Year
 ☐ From To
 ☐ All

Search

The Search Result page obtained is given below:



Search Result

Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1217]	Voice	27/12/2014 1:22:08 PM	Trunk1		30	Outgoing	25 sec	Connected
2 [1216]	Voice	27/12/2014 1:09:40 PM	Trunk1		30	Outgoing	33 sec	Connected
3 [1215]	Voice	27/12/2014 1:07:03 PM	Trunk1	30		Incoming	19 sec	Connected
4 [1205]	Voice	27/12/2014 10:22:32 AM	Trunk1		30	Outgoing	45 sec	Connected
5 [1183]	Voice	26/12/2014 2:36:06 PM	Trunk1		30	Outgoing	22 sec	Connected
6 [1158]	Voice	26/12/2014 10:40:17 AM	Trunk1		30	Outgoing	16 sec	Connected
7 [1157]	Voice	26/12/2014 10:07:35 AM	Trunk1		30	Outgoing	17 sec	Connected
8 [1150]	Voice	24/12/2014 1:29:18 PM	Trunk1		30	Outgoing	18 sec	Connected
9 [1147]	Voice	24/12/2014 1:14:44 PM	Trunk1		30	Outgoing	10 sec	Connected
10 [1142]	Voice	24/12/2014 12:24:53 PM	Trunk1		30	Outgoing	36 sec	Connected
11 [1134]	Voice	24/12/2014 10:50:00 AM	Trunk1		30	Outgoing	18 sec	Connected
12 [1123]	Voice	23/12/2014 3:49:25 PM	Trunk1		30	Outgoing	11 sec	Connected
13 [1122]	Voice	23/12/2014 3:49:16 PM	Trunk1		30	Outgoing	7 sec	Connected
14 [1121]	Voice	23/12/2014 3:44:00 PM	Trunk1	30		Incoming	28 sec	Connected
15 [1081]	Voice	23/12/2014 10:09:32 AM	Trunk1		30	Outgoing	20 sec	Connected
16 [1080]	Voice	23/12/2014 10:07:21 AM	Trunk1		330	Outgoing	33 sec	Connected
17 [1072]	Voice	22/12/2014 12:52:21 PM	Trunk1		30	Outgoing	39 sec	Connected

Media Add Export All

5.3.3. Search - Comments

This submenu helps the user to search the calls on the basis of entered comments. Enter the comment in the box and select an option from Today, This Week, This Month, This Year, From To and All and click **Search**.

Search-Comments

important

☐ Today
 ☐ This Week
 ☐ This Month
 ☒ This Year
 ☐ From To
 ☐ All

Search

Search Result

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1211]	Voice	27/12/2014 11:10:19 AM	Trunk1		23	Outgoing	17 sec	Connected
2 [1207]	Voice	27/12/2014 10:39:00 AM	Trunk1		42	Outgoing	42 sec	Connected

Media Add Export All

5.3.4. Search - Duration

This submenu shows the search result on the basis of the specified time. For example, select the time limit, say, 10 minutes, or select the range and enter the call duration greater than and less than in the respective fields, then select an option from the six options available i.e., Today, This Week, This Month, This Year, From To, All. Click **Search** to view the search results.

Search-Duration

Call duration greater than : 1 seconds

Call duration less than : 4 seconds

Call duration greater than
 ☐ 1 minute
 ☐ 5 minutes
 ☐ 10 minutes
 ☒ Range

☐ Today
 ☐ This Week
 ☐ This Month
 ☒ This Year
 ☐ From To
 ☐ All

Search


The Search Result page appears as shown below:

Search Result

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [1193]	Voice	26/12/2014 3:38:22 PM	Trunk1			Outgoing	2 sec	Call Failed
2 [1181]	Voice	26/12/2014 2:24:43 PM	Trunk1			Outgoing	2 sec	Call Failed
3 [1174]	Voice	26/12/2014 1:26:19 PM	Trunk1	26		Incoming	2 sec	Connected
4 [1170]	Voice	26/12/2014 12:05:06 PM	Trunk1			Outgoing	3 sec	Call Failed
5 [1162]	Voice	26/12/2014 10:42:26 AM	Trunk1			Outgoing	2 sec	Call Failed
6 [1160]	Voice	26/12/2014 10:42:16 AM	Trunk1			Outgoing	2 sec	Call Failed
7 [1149]	Voice	24/12/2014 1:29:08 PM	Trunk1			Outgoing	2 sec	Call Failed
8 [1146]	Voice	24/12/2014 1:04:49 PM	Trunk1	26		Incoming	3 sec	Connected
9 [1112]	Voice	23/12/2014 1:11:51 PM	Trunk1	26		Incoming	3 sec	Connected
10 [1106]	Voice	23/12/2014 12:51:04 PM	Trunk1			Outgoing	3 sec	Call Failed

5.3.5. Search - Call Id

This submenu shows the search result on the basis of the Call Id range. Enter the starting and ending Call Id in the respective boxes and click **Search** to view the search results.



Search-Call Id

Starting Call Id :

Ending Call Id :




Search Result

Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [5]	Voice	21/11/2014 10:39:48 AM	Trunk1		SUPPORT	Outgoing	1 min 34 sec	Connected
2 [4]	Voice	21/11/2014 10:27:43 AM	Trunk1	40		Incoming	26 sec	Connected
3 [3]	Voice	21/11/2014 10:20:20 AM	Trunk1		SUPPORT	Outgoing	4 min 19 sec	Connected
4 [2]	Voice	21/11/2014 10:10:38 AM	Trunk1	30		Incoming	1 min 38 sec	Connected
5 [1]	Voice	21/11/2014 10:09:06 AM	Trunk1			Outgoing	4 sec	Call Failed

Media

Click **Export All** option to save the report. The destination type can be set as folder, zip or Excel sheet as shown below. The report can be exported to HTML format along with waves, while selecting destination type as folder/zip. The report can be exported to CSV format, while selecting destination type as Excel.



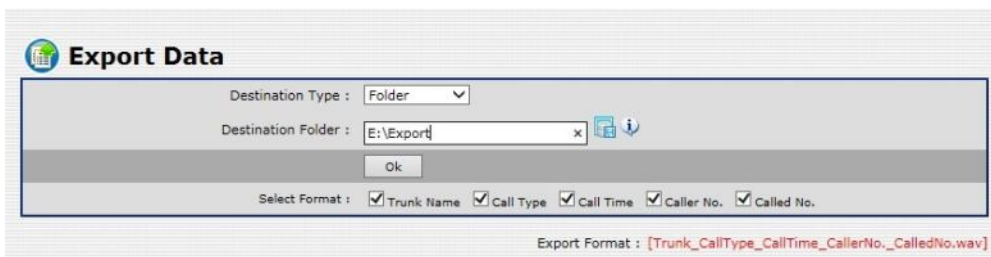
Export Data

Destination Type :

Destination Folder :

Select Format : ☐ Trunk Name ☐ Call Type ☐ Call Time ☐ Caller No. ☐ Called No.

Export Format : [CallId.wav]



Export Data

Destination Type :

Destination Folder :

Select Format : ☒ Trunk Name ☒ Call Type ☒ Call Time ☒ Caller No. ☒ Called No.

Export Format : [Trunk_CallType_CallTime_CallerNo._CalledNo.wav]

5.3.6. Advanced

This menu allows locating specific call information on the basis of two or more user-specified conditions. This submenu allows the user to search the calls on the basis of the following criteria:

- Heard/Unheard - Select *Heard* to view the calls that are monitored from the Wave Player, else select *Unheard*
- Date range - Date From and Date To
- Never delete
- Tag/Label
- Select the Sub Tag
- Trunk Name
- Trunk
- Channel Number
- Call Type
- Number Type
- Type of data
- Phone Book Name
- Group
- Location
- Called Number
- Caller Number
- Call Status
- Call duration
- Ring duration
- Total duration
- Comments
- Notes

The screenshot shows the 'Advanced' search interface with the following elements:

- Search Mode:** Radio buttons for 'Exact', 'Similar' (selected), 'Starting with', and 'Ending with'. A 'Search' button is located to the right.
- Match Criteria:** Radio buttons for 'Match all' (selected) and 'Match any'.
- Filters:**
 - Heard/Unheard: Both (dropdown)
 - Date From: [text input] [calendar icon]
 - Date To: [text input] [calendar icon]
 - Never delete: All (dropdown)
 - Tag/Label: All (dropdown)
 - Select the Sub Tag: Select .. (dropdown)
 - Trunk Name: [text input]
 - Trunk: [dropdown menu showing: All, Trunk1[Active], Trunk2[Not Active], Trunk3[Not Active], Trunk4[Not Active]]
 - Channel No.: All (dropdown)
 - Call Type: All (dropdown)
 - Number Type: All (dropdown)
 - Type of data: All (dropdown)
 - Phone Book Name: [text input] [search icon]
 - Group: All (dropdown)
 - Location: All (dropdown)
- Advanced Filters:**
 - Called Number: [text input] And [dropdown] [text input] Caller Number
 - Call Status: All (dropdown)
 - Call duration greater than: [text input] seconds
 - Call duration less than: [text input] seconds
 - Ring duration greater than: [text input] seconds
 - Ring duration less than: [text input] seconds
 - Total duration greater than: [text input] seconds
 - Total duration less than: [text input] seconds
 - ☐ Search commented calls only
 - Comments: [text input]
 - Notes: [text input]
- Sorting:**
 - Sort on: Radio buttons for Call Time, Call ID, Call Type, Duration, Caller No., Called No. (Call Time is selected)
 - Sort by: Radio buttons for Descending, Ascending (Descending is selected)
- Search Button:** A 'Search' button at the bottom.

The Search Result page appears as shown below. The information obtained includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration and Status.

Search Result
Total Call Duration : 2 hr 26 min 55 sec

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [671]	Voice	25/11/2014 12:14:21 PM	Trunk1	4842378008		Incoming	26 sec	Connected
2 [670]	Voice	25/11/2014 12:14:03 PM	Trunk1		8281423247	Outgoing	12 sec	Connected
3 [669]	Voice	25/11/2014 12:13:34 PM	Trunk2	9388686080		Incoming	13 sec	Connected
4 [668]	Voice	25/11/2014 12:13:02 PM	Trunk2		8281423247	Outgoing	15 sec	Connected
5 [667]	Voice	25/11/2014 12:12:10 PM	Trunk3	4842378008		Incoming	17 sec	Connected
6 [666]	Voice	25/11/2014 12:11:36 PM	Trunk3		8281423247	Outgoing	13 sec	Connected
7 [665]	Voice	25/11/2014 12:10:56 PM	Trunk4	9388686080		Incoming	12 sec	Connected
8 [664]	Voice	25/11/2014 12:10:20 PM	Trunk4		8281423247	Outgoing	20 sec	Connected
9 [660]	Voice	25/11/2014 12:09:38 PM	Trunk3	4843291008		Incoming	9 sec	Connected
10 [661]	Voice	25/11/2014 12:09:38 PM	Trunk4	4843291008		Incoming	9 sec	Connected
11 [662]	Voice	25/11/2014 12:09:38 PM	Trunk2	4843291008		Incoming	9 sec	Connected
12 [663]	Voice	25/11/2014 12:09:38 PM	Trunk1	4843291008		Incoming	9 sec	Connected
13 [656]	Voice	25/11/2014 12:09:11 PM	Trunk4		8281423247	Outgoing	14 sec	Connected

User can enter the remark in the comment box and retrieve specific call information. Select one of the options present within **Sort on** to generate sorted results in ascending or descending order. Enter the mode of search criteria. The search advances on the basis of certain match criteria. These are:

Exact match	Search results will be based on the accurate match.
Similar match	Search results will be based on the calls that are nearest match to the given criteria, for e.g., assume that a search has to be done for incoming call with initial 3 digits as 998. Enter 998 in the box given for Called Number and click Search .
Match all	Enter the search criteria and select the search mode as "Match all" to view the Call Ids that satisfy all the conditions, for e.g., select "Call type" as "Outgoing" and "Call duration greater than" as "40 seconds". Call details that satisfy both these conditions will be displayed.
Match any	Enter the search criteria and select the search mode as "Match any" to view the Call Ids that satisfy either of the conditions, for e.g., select "Call Type" as "Outgoing" and "Call Status" as "User Busy". Call details that satisfy one of these conditions will be displayed.

5.3.7. Search/Delete

This submenu is used to search as well as delete the calls. Enter the necessary search criteria and click the **Search** button.

Search & Delete

☐ Exact
 ☒ Similar
 ☐ Starting with
 ☐ Ending with

☒ Match all
 ☐ Match any

Search

Heard/Unheard : Both
 Date From : 2015/01/13
 Date To : 2015/01/13
 Never delete : All
 Tag/Label : All
 Select the Sub Tag : Select ..
 Trunk Name :
 Trunk :
 Channel No. : All
 Call Type : Incoming
 Number Type : All
 Type of data : All
 Phone Book Name :
 Group : All

Called Number: And Caller Number

Call Status : All
 Call duration greater than : seconds
 Call duration less than : seconds
 Ring duration greater than : seconds
 Ring duration less than : seconds
 Total duration greater than : seconds
 Total duration less than : seconds
☐ Search commented calls only
 Comments :
 Notes :

Sort on : ☒ Call Time ☐ Call ID ☐ Call Type ☐ Duration ☐ Caller No. ☐ Called No.
 Sort by : ☒ Descending ☐ Ascending

Search

The Search Result page obtained will be as follows:


Search Result

Total

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
1 [1715]	Voice	13/1/2015 11:36:26 AM	Trunk 2	30		Incoming	10 sec	Connected	
2 [1712]	Voice	13/1/2015 11:23:28 AM	Trunk 2	24		Incoming	30 sec	Connected	
3 [1711]	Voice	13/1/2015 11:17:31 AM	Trunk 2	34		Incoming	9 sec	Connected	
4 [1709]	Voice	13/1/2015 11:08:05 AM	Trunk 2	42		Incoming	24 sec	Connected	

Delete Delete All

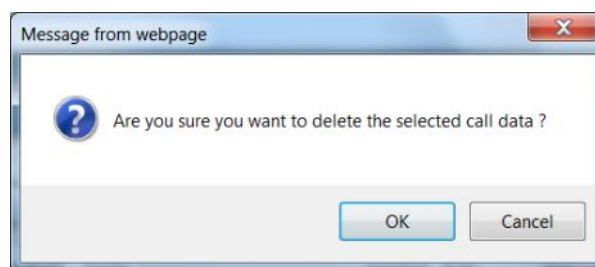
To delete the calls, enable the checkbox next to Call Id and click **Delete** present at the bottom of the page. To delete all the calls simultaneously, click **Delete All**.



SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
<input type="checkbox"/> 1 [1715]	Voice	13/1/2015 11:36:26 AM	Trunk 2	30		Incoming	10 sec	Connected
<input type="checkbox"/> 2 [1712]	Voice	13/1/2015 11:23:28 AM	Trunk 2	24		Incoming	30 sec	Connected
<input checked="" type="checkbox"/> 3 [1711]	Voice	13/1/2015 11:17:31 AM	Trunk 2	34		Incoming	9 sec	Connected
<input checked="" type="checkbox"/> 4 [1709]	Voice	13/1/2015 11:08:05 AM	Trunk 2	42		Incoming	24 sec	Connected

Buttons: **Delete** (bottom left), **Delete All** (bottom right)

Click **OK** on the confirmation message that appears.



5.3.8. Search-Repeated Calls

This submenu helps to view the repeated calls and their count. Enter the phone number/extension in the respective boxes and click **Search** to view the search results.



Search-Repeated Calls

Search box: 2321

Filters: ☐ Today ☐ This Week ☐ This Month ☒ This Year ☐ From To

Search

* Call count showing is irrespective of trunk user rights
 * This report is based on Remote Phone number. [For 'Incoming', 'CallerNo' is checked and For 'Outgoing', 'CalledNo' is checked]

A window as shown below will get displayed.

Repeated Calls				
Sl. No.	Phone Number	Incoming	Outgoing	Total
1	2321	0	3	3

* Call count showing is irrespective of trunk user rights
 * This report is based on Remote Phone number. [For 'Incoming', 'CallerNo' is checked and For 'Outgoing', 'CalledNo' is checked]

Click the link to view all the call details of the particular phone number.

Search Result									
SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
1 [1110]	Voice	23/12/2014 12:59:42 PM	Trunk1		2321	Outgoing	43 sec	Connected	
2 [601]	Voice	9/12/2014 10:00:48 AM	Trunk1		2321	Outgoing	17 sec	Connected	
3 [202]	Voice	26/11/2014 5:25:23 PM	Trunk1		2321	Outgoing	16 hr 5 min 57 sec	Connected	

Click **Export All** to export and save the report.

5.4. Administration

This menu is related to the creation, modification and deletion of Administrator and user accounts. Note that an Administrator can create, modify or delete a user account. Also, an Administrator can change name, reset password and set session duration from this menu.

5.4.1. User Accounts

This submenu helps the user to modify the General Settings and create new accounts.

Welcome to Xtend Voice Logger - Windows Internet Explorer

http://192.168.14.18/Login.xbc?LoginUser()

Welcome to Xtend Voice Logger

You are logged in as admin Logout Home About

User Accounts

To download Logger Client. [Click here](#)

New User Delete User Users List User Types

Select the User ADMIN

☒ Administrator

Modify General Settings

Real Name : Administrator

Session duration : 30 minutes [0-Always connected]

List Count : 30

Suspend Account : ☐ Yes ☒ No

Disable Live snoop : ☐ Yes ☒ No

Disable Wave Playback : ☐ Yes ☒ No

Download Wave file : ☐ Yes ☒ No

Allow Tag Update : ☐ Yes ☒ No

E-mail alert on Popup update : ☒ Enable

User type : Administrator

Auto Play : ☐ Enable

Continuous Play : ☐ Enable

View Total call duration : ☐ Enable

Access Rights : ☒ View All Logs ☒ Backup ☒ E-mail

☐ View Live Calls Only

Upload Photo : Upload

Change Password

New Password :

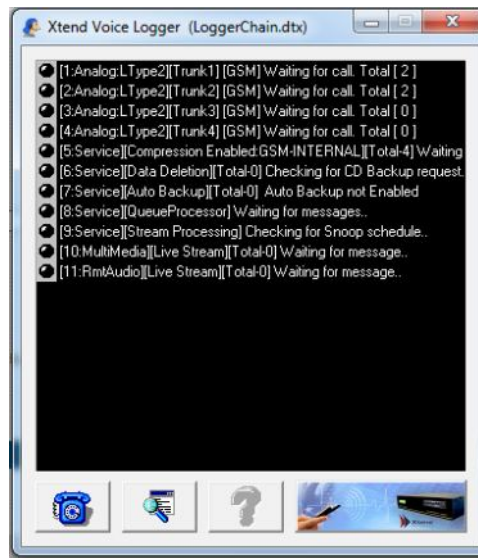
Confirm Password :

OK Cancel Assign/Edit Log View Rights Show Log View Rights

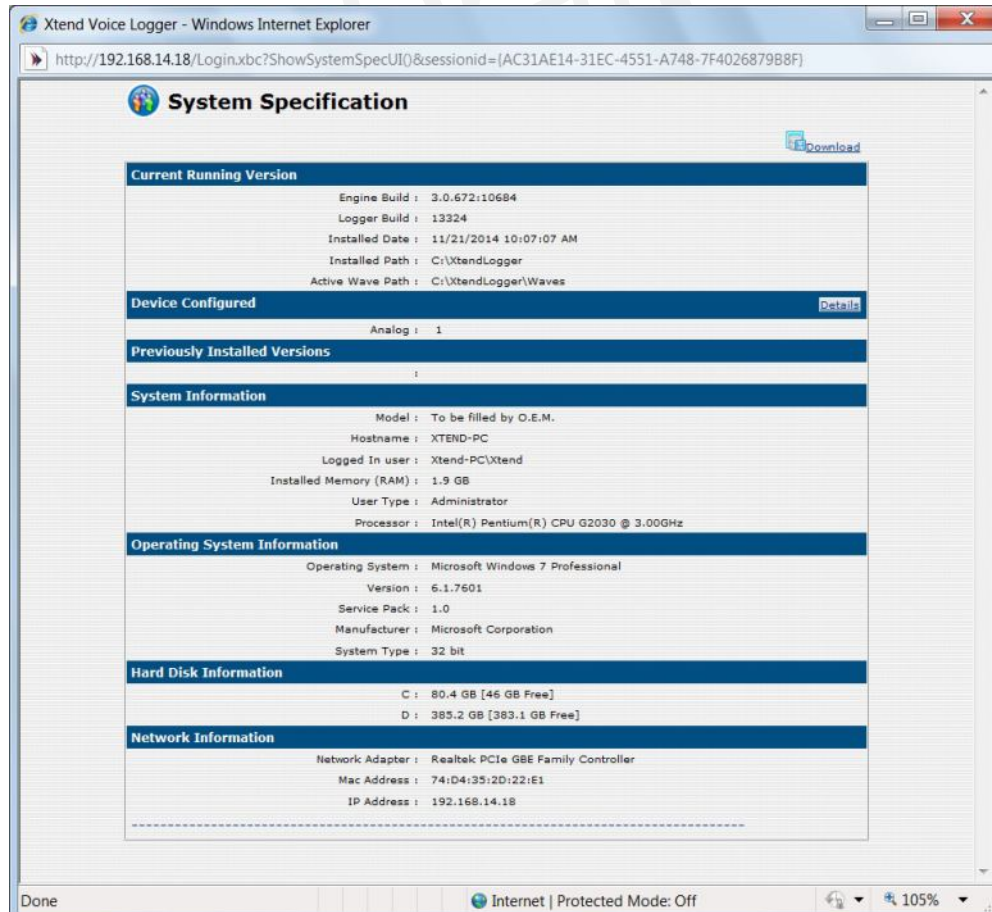
There are two options present as icons on the bottom right corner - **Show Logger Engine** and **Show System Specification**. These options can be accessed by an Administrator only.



Show Logger Engine: Click this icon to monitor the Voice Logger engine. The engine should be enabled to initiate the recording process, otherwise the calls will not get recorded.



Show System Specification: Click this icon to view the system specification details as shown below. Click **Download** to save the details in CSV format.



Select the User

Select the login name from the drop-down list to view the user account of the selected user.

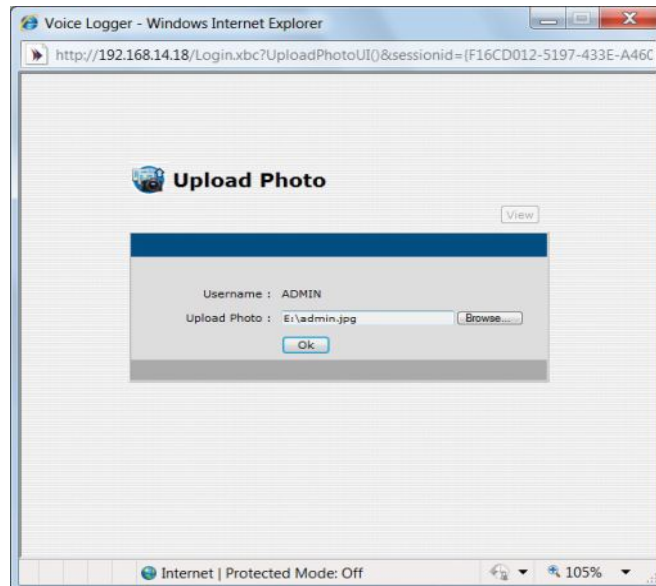
Modify General Settings

Real Name	Indicates the real name of the user.
Session duration	The active time duration for the selected user.
List Count	The number of records to be displayed per page. For example, if the limit specified is 10, then 10 logged calls will be displayed in the Logs Report.
Suspend Account	Enable and disable the user account. When a suspended user tries to enter the browser interface, a message is displayed as "Your account is blocked".
Disable Live snoop	Yes option denotes deactivation of live snooping feature and No denotes activation of live snooping.
Disable Wave Playback	Yes option denotes deactivation of wave playback feature and No denotes that the wave playback is enabled.
Download Wave file	Yes option denotes that the wave download option is enabled and user can download the wave file.
Allow Tag Updation	Yes option denotes that the tag updation is activated and user can update the tags.
E-mail alert on Popup update	This option allows to send an e-mail to alert the user about the popup updation.
User type	Select the user type from the drop down list.
Auto Play	Allows to automatically play the selected wave file in a displayed report.
Continuous Play	Allows to automatically play the recorded wave files one after the other in a displayed report. Consecutive playback is performed only for the records available in the current displayed page.
View Total call duration	This option allows to view the total call duration along with the total number of calls.
Access Rights	<p>Four types of access rights can be allotted to a user:</p> <p>View all Logs: This option allows the user to view all the recorded and live trunk details.</p> <p>Backup: Allows taking the backup of the logged calls.</p> <p>E-mail: Allows sending e-mails.</p> <p>View Live Calls Only: This can be selected only for following user types - "Call Reports - Limited Access" and "Data Backup". User can view the live calls only from the assigned trunks.</p>

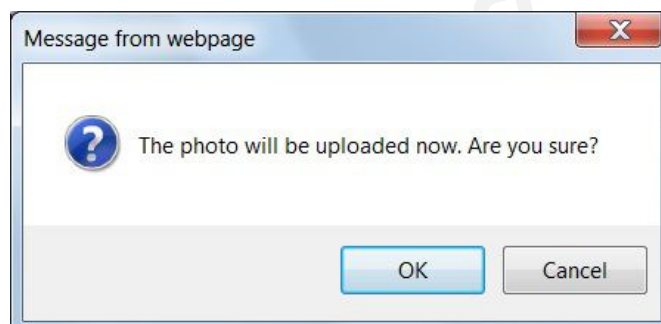
To modify the settings, create a new user type with the required settings.

Upload Photo

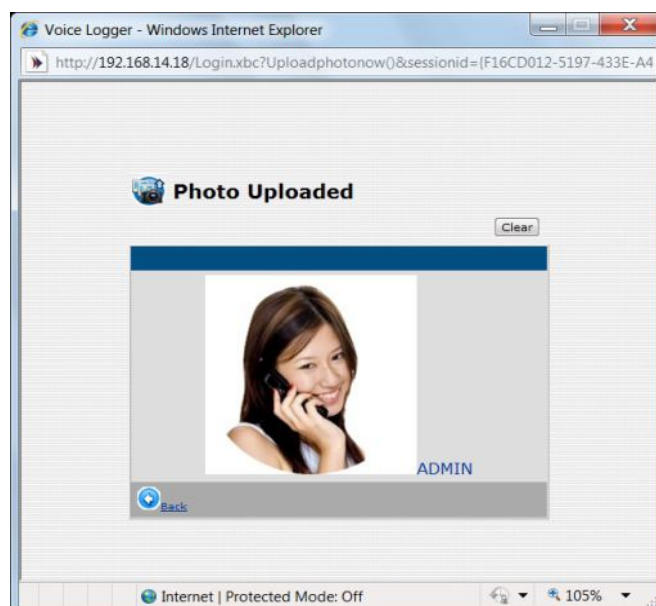
Allows to upload the photograph of a user/agent and the respective image is displayed within Ranking-based report and dashboard. Click **Upload**, select a photo and click **Ok**.



Again, click **OK** to confirm.



The image is successfully uploaded as shown below. Select **Clear**, if you want to delete the uploaded image.



Assign/Edit Log View Rights

The Administrator can assign certain rights to the user that allows the user to view the logged calls of a particular trunk.



New User: Click to create a new user account as shown below with **Login Name**, **Real Name**, **User Type**, **Session Duration** and **Password**. The **User Type** should be set as “Call Reports-Limited Access” or “Data Backup”, as access rights can be set for these user types only. Then, click **Ok**.

New User

Login Name : A

Real Name : Xtenduser

User type : Call Reports-Limited Access

Session duration : 30 minutes

User Password :

Confirm Password :

Ok Cancel

A window appears as shown below.

User Accounts

To download Logger Client. [Click here](#)

New User Delete User Users List User Types

Select the User A

☐ Administrator

Modify General Settings

Real Name : Xtenduser

Session duration : 30 minutes [0-Always connected]

List Count : 30

Suspend Account : ☐ Yes ☒ No

Disable Live snoop : ☐ Yes ☒ No

Disable Wave Playback : ☐ Yes ☒ No

Download Wave file : ☐ Yes ☒ No

Allow Tag Update : ☐ Yes ☒ No

E-mail alert on Popup update : ☐ Enable

User type : Call Reports-Limited Access

Auto Play : ☐ Enable

Continuous Play : ☐ Enable

View Total call duration : ☐ Enable

Access Rights : ☐ View All Logs ☐ Backup ☐ E-mail

☐ View Live Calls Only

Upload Photo : Upload

Change Password

New Password :

Confirm Password :

Ok Cancel Assign/Edit Log View Rights Show Log View Rights

Click **Assign/Edit Log View Rights**, select the **Type** and set **Trunk Name** as **Active : Trunk 1**. Then, click **Configure**.

Set Log view rights for 'A'

Sl. No.	Type	Trunk/Trunk No./PBX Extn No./External No./Location
1	Trunk Name	Active : Trunk1
2	Select ..	

Configure

A message appears as "Rights updated successfully".

Rights updated successfully.
Log view rights of 'A'

<input type="checkbox"/>	Sl. No.	Type	Trunk/Trunk No./PBX Extn No./External No./Location
<input type="checkbox"/>	1	Trunk Name	Trunk1

To delete the rights of a user, select the box next to Sl. No. and click **Delete Rights**. To edit the rights of a particular user, click **Edit Rights**, make the changes and click **Ok** to save.

Show Log View Rights

Click this button to view the rights of a particular user.

Log view rights of 'A'

<input type="checkbox"/>	Sl. No.	Type	Trunk/Trunk No./PBX Extn No./External No./Location
<input type="checkbox"/>	1	Trunk Name	Trunk1



Click this link to delete the user account. The delete option is allowed for a user with administrative rights. Click **Ok** on the confirmation message that appears.

Confirm Deletion of User: **A**

Delete User?



Click this link to view the list of users. The information obtained include User Name, Real Name, Session, List Count, Live Snoop, Wave Play and Auto Play. The count of total users can also be seen.

Users List

Total Users : 3

Create User Type
 List User Types

Sl	User Name	Real Name	Session [Minutes]	List Count	Live Snoop	Wave Play	Auto Play
1	ADMIN [Administrator]	Administrator	30	30	Enabled	Enabled	Disabled
2	AGENT1	Xtend user	30	30	Disabled	Enabled	Disabled
3	GUEST	Guest	30	30	Enabled	Enabled	Disabled



Click this icon to view the list of created user types and the official's name who has created the user type. The system generated user types cannot be deleted or modified.

User Types

Total User Types : 6

Create User Type

Sl	User Type Name	Created By	
1	CALL REPORTS-LIMITED ACCESS	SYSTEM	
2	CALL REPORTS-MINIMUM ACCESS	SYSTEM	
3	DATA BACKUP	SYSTEM	
4	CALL REPORTS-FULL ACCESS	SYSTEM	
5	SUPERVISOR	SYSTEM	
6	ADMINISTRATOR	SYSTEM	

To create a new user type click the icon **Create User Type**, enter the details and click **Ok** to save.

Add User Type

User Type Name :

☐ Administrator

Access Rights : ☒ **View All Logs**

☐ Backup

☐ E-mail

Disable Live snoop : ☒ Yes ☐ No

Disable Wave Playback : ☐ Yes ☒ No

Download Wave file : ☒ Yes ☐ No

Allow Tag Updation : ☒ Yes ☐ No

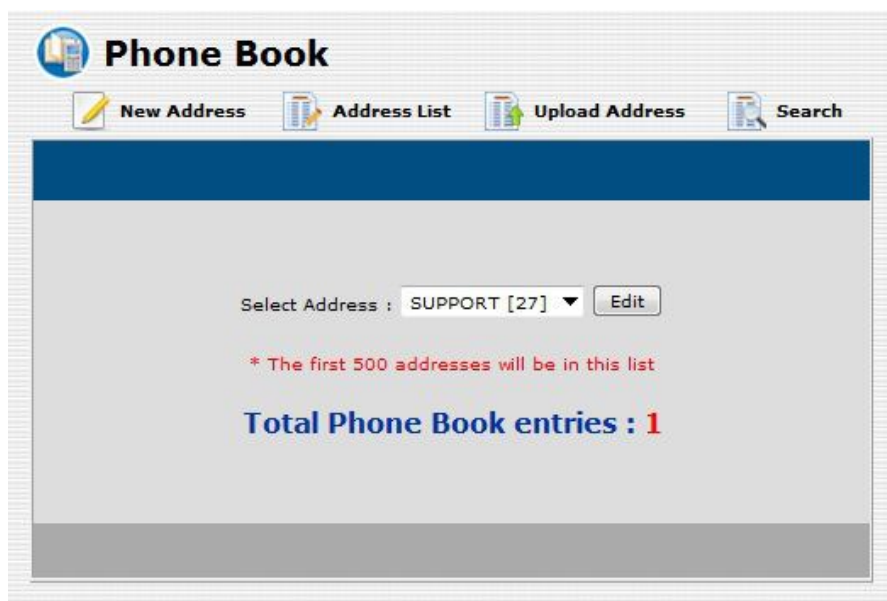
E-mail alert on Popup update : ☐ Enable

5.4.2. Phone Book

This submenu helps you to store the name and details of the customers. This facility helps the call monitoring official to have a quick identification of the caller whenever an incoming call arrives.



Click the link **New Address** to add a new entry to the Phone Book. Provide the Name, Phone Number and Address, then click **Ok**. Enable the checkbox next to "Alert on Incoming call" to receive an alert whenever a call is generated.

 The screenshot shows the 'New Address' form. It has a blue header bar with the title 'New Address'. Below the header, there are three input fields: 'Name' with the value 'Support', 'Phone No.' with the value '27', and 'Address' with the value 'Blue Hill'. A red asterisk and text '* Enter the Phone number without dialing prefix.' are next to the 'Phone No.' field. Below the input fields, there is a checkbox labeled 'Alert on Incoming call'. At the bottom, there are 'Ok' and 'Cancel' buttons.


To create another address, follow the above steps again.

Click the link **Address List** to view the list of contact numbers entered in the Phone Book.



Address List

Total Addresses : 3

Clear Phone Book

<input type="checkbox"/>	Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
<input type="checkbox"/>	1	MEDIA	28	Xtend Technologies	Disabled	10/12/2014 12:04:12 PM	admin
<input type="checkbox"/>	2	R&D	8810	Xtend Electronics	Disabled	10/12/2014 12:04:27 PM	admin
<input type="checkbox"/>	3	SUPPORT	27	Blue Hill	Disabled	20/12/2014 10:39:10 AM	admin

Delete Export All

To delete the address, select the address as shown below and click **Delete**.



Address List

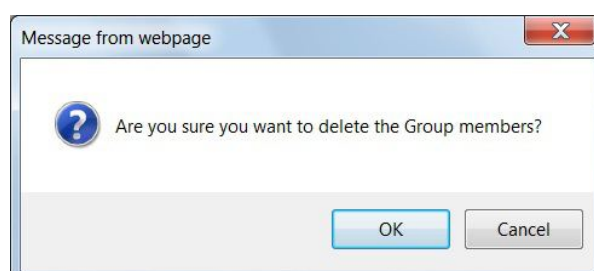
Total Addresses : 3

Clear Phone Book

<input type="checkbox"/>	Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
<input type="checkbox"/>	1	MEDIA	28	Xtend Technologies	Disabled	10/12/2014 12:04:12 PM	admin
<input type="checkbox"/>	2	R&D	8810	Xtend Electronics	Disabled	10/12/2014 12:04:27 PM	admin
<input checked="" type="checkbox"/>	3	SUPPORT	27	Blue Hill	Disabled	20/12/2014 10:39:10 AM	admin

Delete Export All

Click **OK** to confirm.



The selected address will get deleted. Click **Clear Phone Book** to delete all the addresses.



Address List

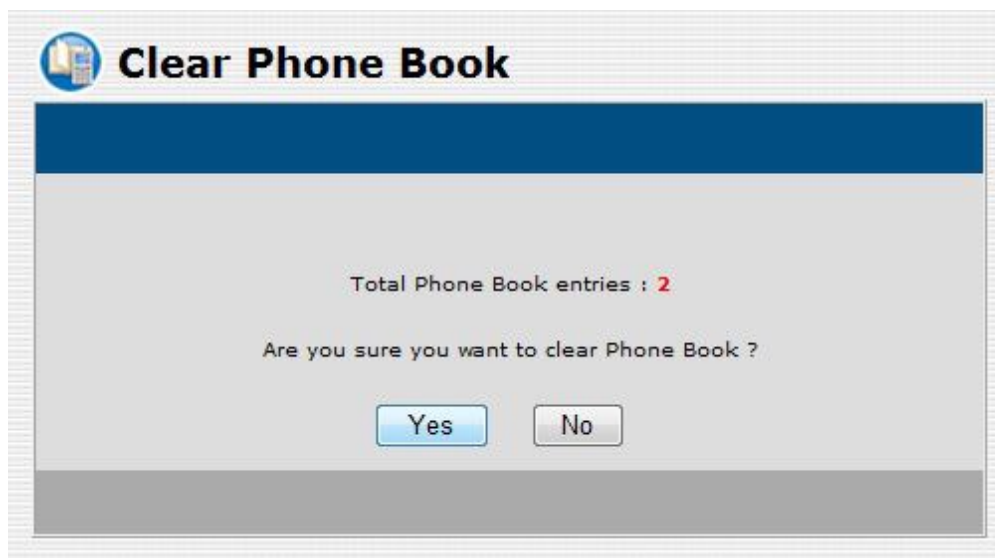
Total Addresses : 2

Clear Phone Book

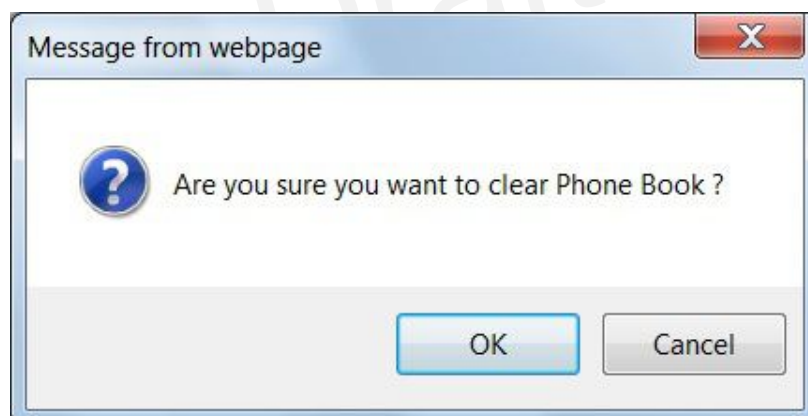
<input type="checkbox"/>	Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
<input type="checkbox"/>	1	MEDIA	28	Xtend Technologies	Disabled	10/12/2014 12:04:12 PM	admin
<input type="checkbox"/>	2	R&D	8810	Xtend Electronics	Disabled	10/12/2014 12:04:27 PM	admin

Delete Export All

A window as shown below appears. Click **Yes**.



Click **OK** to confirm.



A report appears as shown below after successful deletion.



Click **Upload Address** to upload a list of phone numbers from a CSV file to the Phone Book. The CSV file with the data to be uploaded should have the following format: Phone Number, Name and Address.

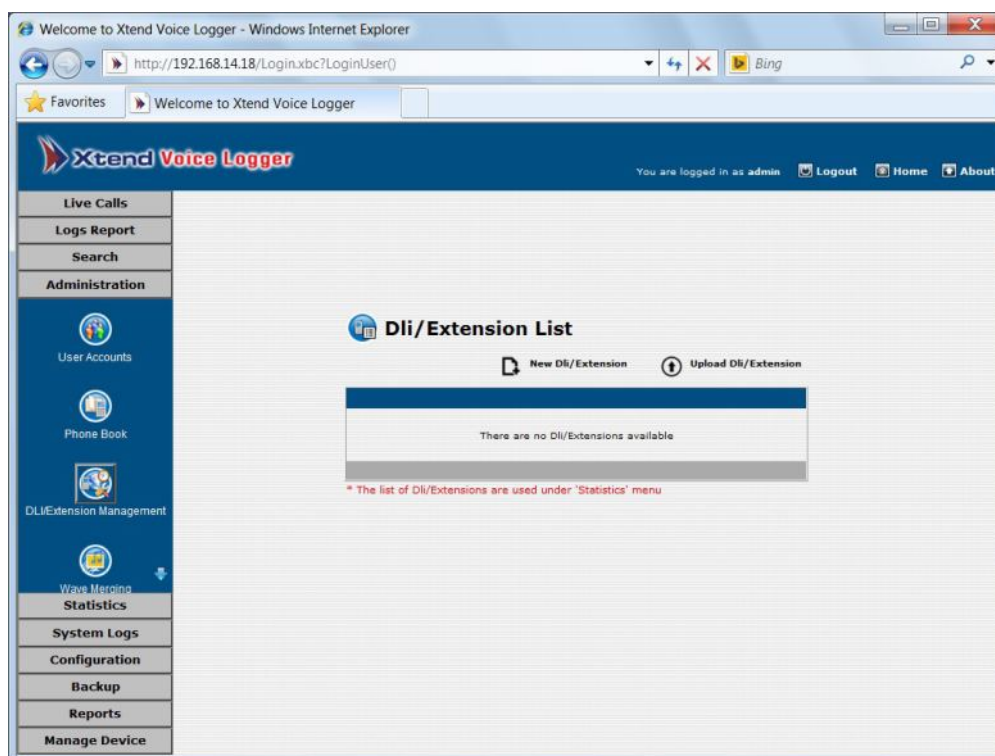
The user can search for the entries present in the Phone Book. Click **Search** present in the Phone Book and specify phone number, name or address and click **Search** to retrieve the details.

The Address List page with the specified Phone Book entry appears as shown below:

Sl. No.	Name	Phone No.	Address	Alert	Created On	Created By
1	MEDIA	28	Xtend Technologies	Disabled	10/12/2014 12:04:12 PM	admin

5.4.3. DLI/Extension Management

This submenu allows the user to upload, view and edit DLI or Extension numbers. This DLI/Extension numbers are used to view reports under “Statistics” menu.



Click this icon to add a new DLI or Extension number. A window appears as shown below, enter the details and click **Ok**.

Select DLI/Extension and click **Edit** to modify the DLI/Extension details.

Dli/Extension List

New Dli/Extension Dli/Extension List Upload Dli/Extension

Select Dli/Extension : 28 [MEDIA] Edit

Total Dli/Extension entries : 1

* The list of Dli/Extensions are used under 'Statistics' menu

DLI/Extension details appear as given below, edit and click **Update** to save. If the user has to remove the DLI/Extension then click **Delete**.

Dli/Extension Details

Type : EXTENSION

Dli/Extension No. : 28

Name : MEDIA

Update Delete

A message appears asking confirmation, click **OK** to continue.

Message from webpage

Are you sure you want to delete Dli/Extension ?

OK Cancel



Dli/Extension List

Click this icon to view the list of DLI or Extension numbers.

Sl. No.	Dli/Extension No.	Type	Name
1	28	EXTENSION	MEDIA

Click **Clear Dli/Extension List** to remove all the entries. Confirmation window appears, click **Yes**.

Click **OK** to continue.

Click **Export All** to export and save the list as an Excel file. Select the destination type and folder and then click **Ok**.



Upload Dli/Extension

Click this icon to upload a list of DLI / Extension numbers from a CSV file. Browse and select the file and click **Ok**.

Upload Dli/Extension

Select **Dli/Extension List** file :

Has Column Heading : ☒

* The CSV contents should have the following format:
DLI/Extension No., Type, Name
* 'Type' column must be either 'DLI' or 'EXTENSION'. For eg:
3012345,DLI,XYZ

5.4.4. Wave Merging

Merging is a process which helps the user to merge two or more different recorded audio files into a single file. Here, we can merge upto five wave files at a time. Enter the search criteria and click **Search**.

Wave Merging

☐ Exact ☒ Similar ☐ Starting with ☐ Ending with

☒ Match all ☐ Match any

Heard/Unheard : Both

Date From :

Date To :

Never delete : All

Tag/Label : All

Select the Sub Tag : Select ..

Trunk Name :

Trunk :

Channel No. : All

Call Type : All

Number Type : All

Type of data : All

Phone Book Name :

Group : All

Location : All

Called Number: And Caller Number

Call Status : All

Call duration greater than : seconds

Call duration less than : seconds

Ring duration greater than : seconds

Ring duration less than : seconds

Total duration greater than : seconds

Total duration less than : seconds

☐ Search commented calls only

Comments :

Notes :

Sort on : ☒ Call Time ☐ Call ID ☐ Call Type ☐ Duration ☐ Caller No. ☐ Called No.

Sort by : ☒ Descending ☐ Ascending

The Search Result page appears as below. Enable the waves that you want to combine and click **Merge**.

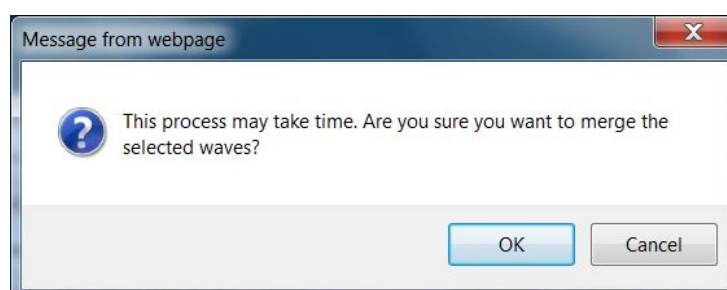
Search Result

Total

<input type="checkbox"/>	SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
<input type="checkbox"/>	1 [1202]	Voice	26/12/2014 4:44:25 PM	Trunk1	38		Incoming	11 sec	Connected	
<input type="checkbox"/>	2 [1201]	Voice	26/12/2014 4:31:20 PM	Trunk1	37		Incoming	44 sec	Connected	
<input type="checkbox"/>	3 [1200]	Voice	26/12/2014 4:14:24 PM	Trunk1	42		Incoming	10 sec	Connected	
<input type="checkbox"/>	4 [1199]	Voice	26/12/2014 4:12:25 PM	Trunk1	23		Incoming	1 min 48 sec	Connected	
<input checked="" type="checkbox"/>	5 [1198]	Voice	26/12/2014 4:10:47 PM	Trunk1	23		Incoming	22 sec	Connected	
<input type="checkbox"/>	6 [1197]	Voice	26/12/2014 4:07:05 PM	Trunk1	42		Outgoing	1 min 37 sec	Connected	
<input checked="" type="checkbox"/>	7 [1196]	Voice	26/12/2014 4:02:54 PM	Trunk1	42		Incoming	1 min 12 sec	Connected	
<input type="checkbox"/>	8 [1195]	Voice	26/12/2014 3:46:45 PM	Trunk1	23		Outgoing	42 sec	Connected	
<input type="checkbox"/>	9 [1194]	Voice	26/12/2014 3:38:26 PM	Trunk1	09387036008		Outgoing	1 min 4 sec	Connected	
<input type="checkbox"/>	10 [1193]	Voice	26/12/2014 3:38:22 PM	Trunk1			Outgoing	2 sec	Call Failed	

Merge

Click **Ok** to confirm the merging of wave files.



To view the merged wave, go to **Logs Report**. The merged file will appear as a separate record along with the existing records. Maximum number of recorded log files that can be merged is five.

Wave files merged successfully. Newly Generated Call Id - 1203

Today

Report From : 26/12/2014 To : 26/12/2014

Total

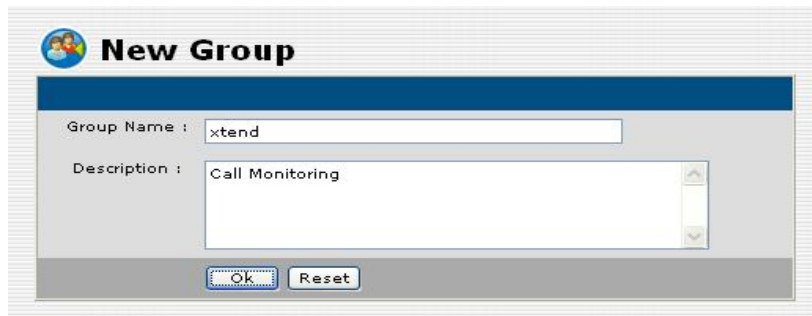
<input type="checkbox"/>	SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
<input type="checkbox"/>	1 [1203]	Voice	26/12/2014 5:00:28 PM				Merged	2 min 52 sec	Connected	

5.4.5. Grouping

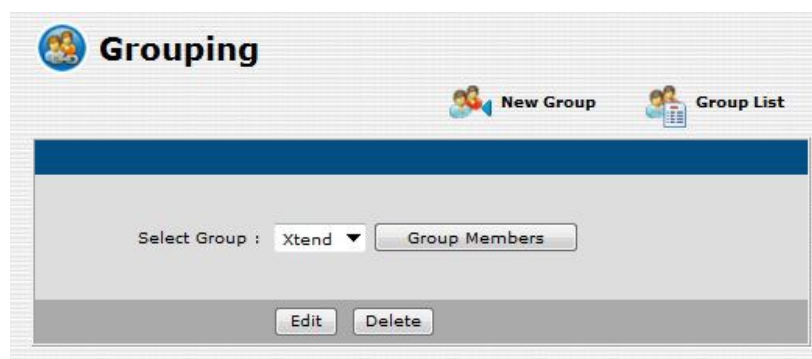
This submenu helps the user to group the calls based on the user-defined categories. Each group comprises of members, each logged call can be mapped to the members in the user-defined groups. The assigned groups can review the assigned recorded calls and reports can be generated for evaluation.



Click the link **New Group** to add a new group. Enter the Name and Description and click **Ok**.



To view the list of existing groups, click the link **Group List** present on the text area.



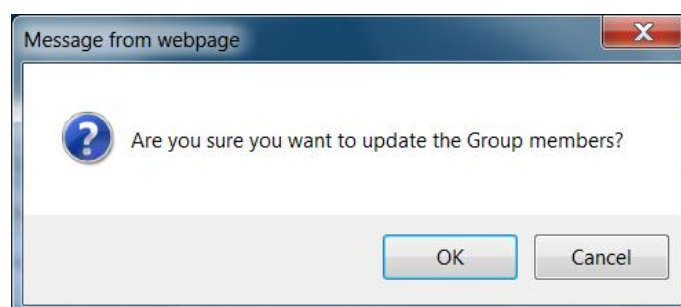
To add members to the group, go to **Logs Report**. Enable the box next to Call Id and select the Group from the drop-down list and click **Add**.

<input type="checkbox"/>	26 [1178]	Voice	26/12/2014 2:09:56 PM	Trunk1	25	Outgoing	13 sec	Connected	
<input type="checkbox"/>	27 [1177]	Voice	26/12/2014 1:38:42 PM	Trunk1	SUPPORT	Outgoing	16 sec	Connected	
<input checked="" type="checkbox"/>	28 [1176]	Voice	26/12/2014 1:36:15 PM	Trunk1	4	Outgoing	6 sec	Connected	
<input checked="" type="checkbox"/>	29 [1175]	Voice	26/12/2014 1:35:04 PM	Trunk1	37	Outgoing	16 sec	Connected	
<input type="checkbox"/>	30 [1174]	Voice	26/12/2014 1:26:19 PM	Trunk1	26	Incoming	2 sec	Connected	

Media


1 2 3 4 5 6 7 8 9 10 [Next](#) |1-30|

A confirmation box asking to update the Group Members appears. Click **OK** to continue.



To view the members in the group, go to **Administration** → **Grouping** and click the link **Group List**. Select a group and click **Group Members**. The members under that group will be listed.

To delete the member from the Group, enable the checkbox next to SI and click **Delete**.




Group Members

Total Members : 2

<input type="checkbox"/>	SI	Group Name	Call Id	Mapped On	Mapped By	
<input type="checkbox"/>	1	Media	1176	26/12/2014 5:07:06 PM	admin	Call Details
<input type="checkbox"/>	2	Media	1175	26/12/2014 5:07:06 PM	admin	Call Details

5.4.6. Client Logins

This submenu provides the login details of all the existing users. The information obtained include User Name, Status, Login time, Duration and Login IP. The count of Logged In and Logged Out Users are also displayed.



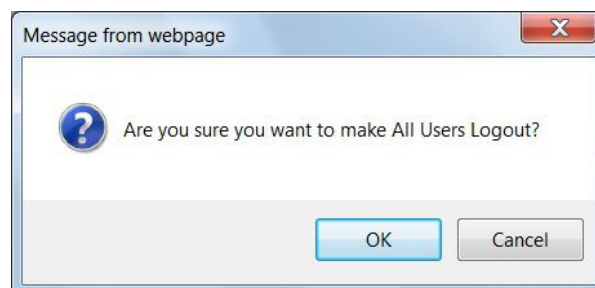
Client Logins

Total Users : 3

Sl. No.	User Name	Status	Login time	Duration	Login IP	
1	Guest	Logged Out				<input type="button" value="Logout"/>
2	Administrator	LoggedIn	19/1/2012 16:20:59	5 sec	192.168.14.35	<input type="button" value="Logout"/>
3	Agent1	Logged Out				<input type="button" value="Logout"/>

Total Logged In Users : 1
Total Logged Out Users : 2

Click **Logout All Users** to log off all the users. A prompt appears as “Are you sure you want to make All Users Logout?”. Click **OK** to continue.



5.5. Statistics

This menu shows the statistics of the calls. The submenus include Call Statistics, Call Summary, Service Statistics and Idle Statistics.

5.5.1. Call Statistics

This submenu gives the detailed description of all the calls that were handled (both incoming and outgoing). There is also an option to **Export Statistics**. Select an option from Today, This Week, This Month, This Year, From To and Full and then select the Trunk/Extension. Click **Show Statistics**.

Call Statistics

☐ Ext No.
 ☐ Dli
 ☐ Dli & Ext No.
 ☒ Trunks

Trunk : All
Trunk1[Active]

☐ Today
 ☒ This Week
 ☐ This Month
 ☐ This Year
 ☐ From To
 ☐ Full

[Show Statistics](#)
[Export Statistics](#)

* 'For Admin Users', DLI/Extension can be added from DLI/Extension Management under 'Administration' menu
 * 'For Limited Users', DLI/Extension/Trunks Report will be generated based on Logview Rights
 * DLI/Ext No. based Report [For 'Incoming', 'CalledNo' is checked and For 'Outgoing', 'CallerNo' is checked]

The information obtained include Trunk/Extension Name, Total Calls, Total Incoming, Total Outgoing, Total Duration, Total Incoming Duration and Total Outgoing Duration.



Click **Export Statistics** to export the details in report format.

5.5.2. Call Summary

This submenu shows the summary of all the logged calls on Trunks, DLI & Extension numbers. Select an option from Today, This Week, This Month, This Year, From To and Full. Then, click **Show Summary** to view the details.

Call Summary

☐ Ext No.
 ☐ Dli
 ☐ Dli & Ext No.
 ☒ Trunks

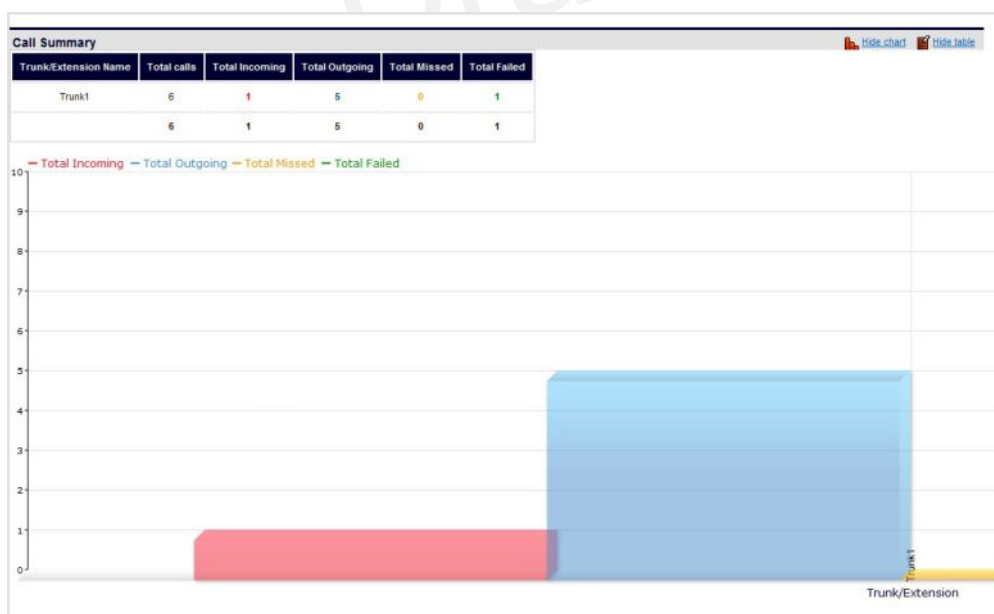
Trunk : All
Trunk1[Active]

☐ Today
 ☒ This Week
 ☐ This Month
 ☐ This Year
 ☐ From To
 ☐ Full

[Show Summary](#)
[Export Summary](#)

* 'For Admin Users' , DLI/Extension can be added from DLI/Extension Management under 'Administration' menu
 * 'For Limited Users' , DLI/Extension/Trunks Report will be generated based on Logview Rights
 * DLI/Ext No. based Report [For 'Incoming', 'CalledNo' is checked and For 'Outgoing', 'CallerNo' is checked]

The information obtained includes Trunk/Extension Name, Total Calls, Total Incoming, Total Outgoing, Total Missed and Total Failed.



Click **Export Summary** to download and save the details in CSV format.

5.5.3. Service Statistics

This submenu allows the user to view the service related statistical report for each trunk or extension. Select an option from Today, This Week, This Month, This Year, From To and Full and then select the Trunk/Extension. Click **Show Statistics**.

Service statistics report appears as shown below.

Sl. No.	[Trunk Id]Trunk Name	Total Calls	Tot. Incoming Calls	Tot. Outgoing Calls	Tot. Connected Calls	Tot. Missed Calls	Service Level [%]
1	[1]Trunk1	2	0	2	2	0	100.00
2	[2]Trunk2	2	0	2	2	0	100.00
3	[3]Trunk3	0	0	0	0	0	100.00
4	[4]Trunk4	0	0	0	0	0	100.00



Click this icon to save the report as PDF.

Sl. No.	[Trunk Id]Trunk Name	Total Calls	Tot. Incoming Calls	Tot. Outgoing Calls	Tot. Connected Calls	Tot. Missed Calls	Service Level [%]
1	[1]Trunk1	2	0	2	2	0	100.00
2	[2]Trunk2	2	0	2	2	0	100.00
3	[3]Trunk3	0	0	0	0	0	100.00
4	[4]Trunk4	0	0	0	0	0	100.00



Click this icon to save the report as CSV file.

a_ServiceStatisticsReportForTrunk_20150112_142626.csv (read-only) - OpenOffice.org Calc

Sl No	Trunk Id	Trunk Name	Total Calls	Tot. Incoming Calls	Tot. Outgoing Calls	Tot. Connected Calls	Tot. Missed Calls	Service Level [%]
1	1	Trunk1	2	0	2	2	0	100
2	2	Trunk2	2	0	2	2	0	100
3	3	Trunk3	0	0	0	0	0	100
4	4	Trunk4	0	0	0	0	0	100



Click this icon to view the graphical representation of the report.



5.5.4. Idle Statistics

This submenu gives the details of the trunk-wise idle statistics. Select an option from the five options available i.e., Today, This Week, This Month, This Year and From To. Also, select the Trunk/Extension and click **Show Statistics**.

Idle Statistics

Show Trunk-wise Idle Statistics

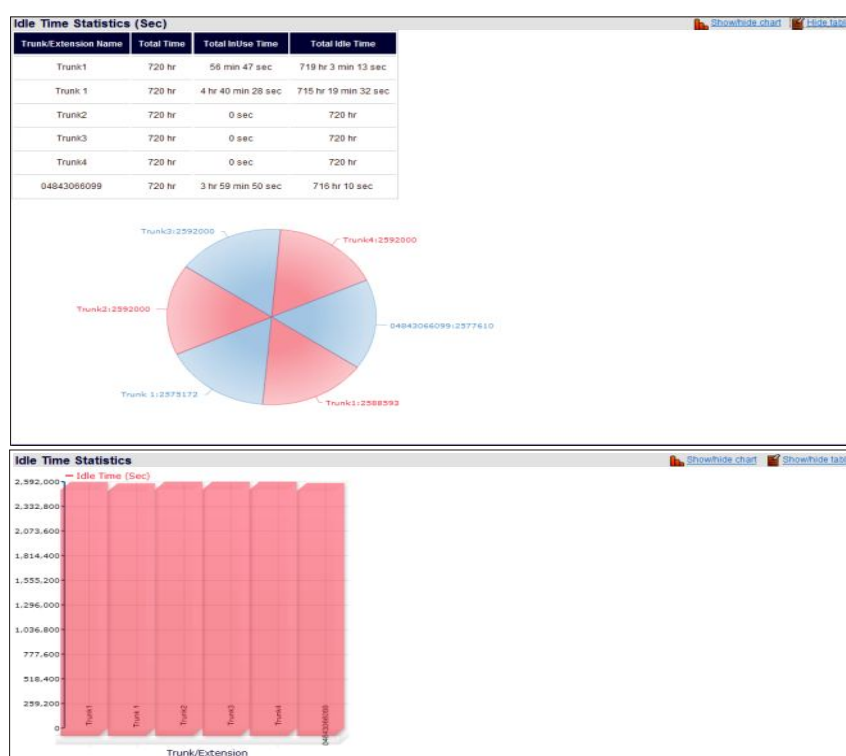
☐ Today
 ☐ This Week
 ☒ This Month
 ☐ This Year
 ☐ From To

Trunk/Extension : All

Trunk1[Active]
 Trunk1[Not Active]
 Trunk2[Not Active]
 Trunk3[Not Active]
 Trunk4[Not Active]
 04843066099[Not Active]

Show Statistics

The information obtained include Trunk/Extension Name, Total Time, Total InUse Time and Total Idle Time.



5.6. System Logs

The menu includes Session Logs, Event Logs and System Logs.

5.6.1. Session Logs

Multiple users can access the browser interface of Xtend Voice Logger with the assigned user rights. Session Logs display the login and logout information of users through the browser interface and client popup. Administrator can select this submenu and enter the login date and time to view the session details. User can be selected from the drop-down list.

Session Logs

Login From : 9/December/2013

Login To : 9/December/2013

Login Type : All

Select User : All

Ok

The report comprises of User Name, Login time, Logout Time, Duration, Login IP, Logout Method, Login Type and Total Number of Sessions. Click **Export** option to export and save the details.

Session Logs

Total Number of Sessions : 6

Sl. No.	User Name	Login time	Logout Time	Duration	Login IP	Logout Method	Login Type
1	Administrator	9/12/2013 10:04:52 AM		6 sec	127.0.0.1		Web Login
2	Agent1	9/12/2013 10:04:42 AM	9/12/2013 10:04:47 AM	5 sec	127.0.0.1	Normal	Web Login
3	Administrator	9/12/2013 10:01:16 AM	9/12/2013 10:04:32 AM	3 min 16 sec	127.0.0.1	Normal	Web Login
4	Xtend user	9/12/2013 10:00:59 AM	9/12/2013 10:01:12 AM	13 sec	127.0.0.1	Normal	Web Login
5	Administrator	9/12/2013 9:54:06 AM	9/12/2013 10:00:52 AM	6 min 46 sec	127.0.0.1	Normal	Web Login
6	Administrator	9/12/2013 9:53:56 AM	9/12/2013 9:54:06 AM	10 sec	127.0.0.1	Forced	Web Login

Export

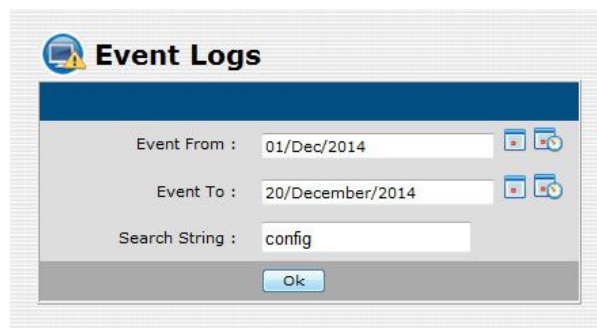
5.6.2. Event Logs

This submenu gives the details of all the events that occur after the configuration of Voice Logger. The time of occurrence of the event along with its details will be displayed. The count of total number of events can also be seen. A search option is also added to this submenu, so that the user can trace the events quickly.



Sl. No.	Time	Details
1	20/12/2014 10:42:05 AM	Phone Book cleared. Total entries - 2. Done by admin
2	9/12/2014 2:15:11 PM	Voice Logger configured by admin
3	9/12/2014 10:53:05 AM	Voice Logger configured by admin
4	29/11/2014 9:28:56 AM	Failed to tag wave file.. C:\XtendLogger\Waves\20141128\270.wav Error:
5	27/11/2014 9:31:24 AM	Failed to tag wave file.. C:\XtendLogger\Waves\20141126\202.wav Error:
6	21/11/2014 10:08:57 AM	Voice Logger configured by admin

Click **Search** (highlighted with red rectangular box) to track and retrieve a specific event. A window appears as shown below. Enter the date and search string, then click **Ok**.



The event logs corresponding to the search string and date will appear.



Sl. No.	Time	Details
1	9/12/2014 2:15:11 PM	Voice Logger configured by admin
2	9/12/2014 10:53:05 AM	Voice Logger configured by admin

5.6.3. System Logs

This submenu gives the system related details of the voice logging application. The information obtained include Start Time, Last Running Time, Reason and Updated Time. A search option is also added to this submenu, so that the user can trace the logs quickly.



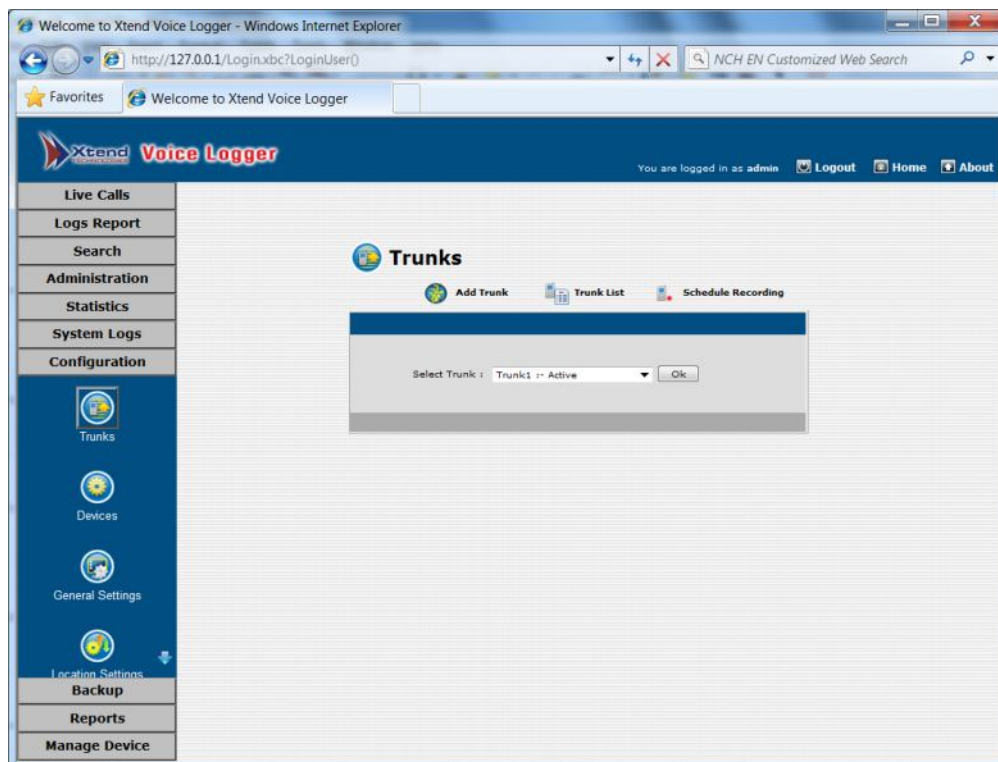
Sl. No.	Start Time	Last Running Time	Reason	Updated Time
1	1/1/2003 12:01:57 AM	30/11/2011 2:30:44 PM	Normal	30/11/2011 2:30:44 PM
2	1/1/2003 12:01:54 AM	29/11/2011 4:54:47 PM	Normal	29/11/2011 4:54:47 PM
3	1/1/2003 12:01:52 AM	28/11/2011 5:24:13 PM	Normal	28/11/2011 5:24:13 PM
4	1/1/2003 12:02:37 AM	1/11/2011 5:22:57 PM	Normal	1/11/2011 5:22:57 PM
5	25/11/2011 9:53:15 AM	25/11/2011 5:24:46 PM	Normal	25/11/2011 5:24:46 PM
6	1/1/2003 12:02:06 AM	25/11/2011 9:49:30 AM	Normal	25/11/2011 9:49:30 AM
7	24/11/2011 2:06:23 PM	24/11/2011 5:35:54 PM	Normal	24/11/2011 5:35:54 PM

5.7. Configuration

This menu helps the user to carry out the settings for the Trunks and Devices. The submenu items include Trunks, Devices, General Settings, Location Settings, Wave Path, Backup Wave Path, Call Tags, Agent Popup Mapping and E-mail Settings.


5.7.1. Trunks

This submenu gives the details of the configured trunks. The user can add trunks, view and edit trunk list and schedule recording duration for incoming/outgoing calls of a particular trunk.



To add a new trunk, click the link **Add Trunk** present in the text area. Enter the **Trunk Name** and select the **Trunk Type** from the drop-down list and click **Add**.


Click the link **Trunk List** to view the list of trunk lines. The information obtained include Trunk Name, Trunk Type and Status.




Trunk List

Sl. No.	[Trunk Id] Trunk Name	[Channel] Trunk Type	Status	Active
1	[1] Trunk1	[1] Analog	Configured	<input checked="" type="checkbox"/>
2	[2] Trunk2	[1] Digital Extn	Not Configured	<input checked="" type="checkbox"/>
3	[3] Trunk3	[4] ISDN BRI	Not Configured	<input checked="" type="checkbox"/>
4	[4] Trunk4	[24] ISDN PRI-T1	Not Configured	<input checked="" type="checkbox"/>
5	[5] Trunk5	[30] ISDN PRI-E1	Not Configured	<input checked="" type="checkbox"/>
6	[6] Trunk6	[1] IP	Not Configured	<input checked="" type="checkbox"/>

Total Trunks : 6

Click individual trunk to view the details of the selected trunk. Recording can be scheduled for a particular trunk. Other options include Trunk Name, Trunk Type and Recording Type. Call details can be also e-mailed automatically to an e-mail id.



Trunk Details

Trunk Name :

Trunk Type :


Recording Type : * For Handset Up to Down logging


Mapped System ID :

Recording Scheduled Days

☒ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday

☒ Enable Time Scheduled Recording

Schedule Recording From : 

Schedule Recording To : 

☐ E-mail Call details automatically

E-mail Address :

[Any changes will come into effect within 1 minute]

Click the link **Schedule Recording** to set logging time for the configured trunks. Select the **Call Recording Type** (whether incoming, outgoing or both) from the drop-down list, enter **Schedule Recording From** and **Schedule Recording To**, then, click **Ok**.

Schedule Recording - All Trunks

Call Recording Type : **Both** * For Handset Up to Down logging

Schedule Recording From : 8:00 am

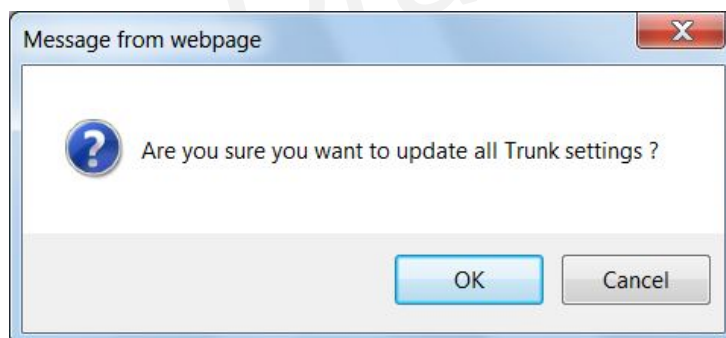
Schedule Recording To : 7:30 pm

Days : ☒ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday

[Any changes will come into effect within 1 minute.]

Ok **Clear Schedule**

A prompt appears as "Are you sure you want to update all Trunk settings?", click **OK** to proceed.



To view the list of trunks after scheduling, click the link **Trunk List** again.

Trunk List

Sl. No.	[Trunk Id] Trunk Name	[Channel] Trunk Type	Status	Active
1	[1] Trunk1 [Scheduled]	[1] Analog	Configured	<input checked="" type="checkbox"/>
2	[2] Trunk2 [Scheduled]	[1] Digital Extn	Not Configured	<input checked="" type="checkbox"/>
3	[3] Trunk3 [Scheduled]	[4] ISDN BRI	Not Configured	<input checked="" type="checkbox"/>
4	[4] Trunk4 [Scheduled]	[24] ISDN PRI-T1	Not Configured	<input checked="" type="checkbox"/>
5	[5] Trunk5 [Scheduled]	[30] ISDN PRI-E1	Not Configured	<input checked="" type="checkbox"/>
6	[6] Trunk6 [Scheduled]	[1] IP	Not Configured	<input checked="" type="checkbox"/>

Update

Total Trunks : 6

5.7.2. Devices

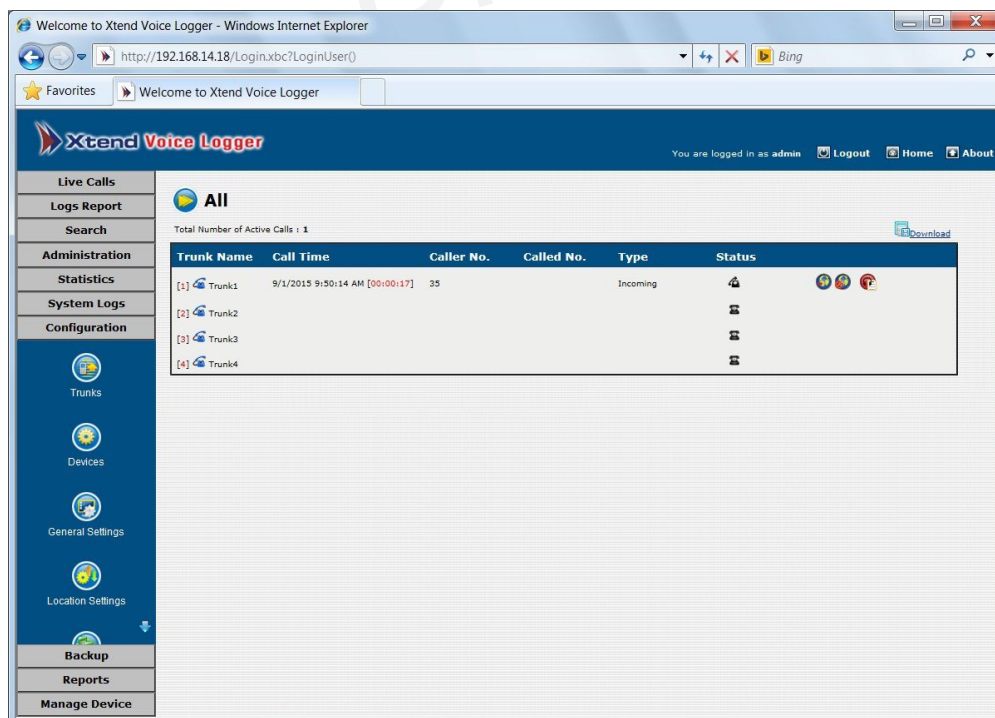
To configure the voice logging trunks with the system, go to Devices and set the trunk/extension lines. Click **Devices**, to configure Xtend Voice Logger. A warning appears on the top as "Xtend Voice Logger is running". This appears when the Xtend Voice Logger is already configured with the system. Assuming that the user has to configure the device again, click **Ok** to activate the configuration window.



Enter the Trunk/Extension Name and select the Trunk Type. Default-selected log type is "Handset Up To Down". Choose Log Type from the dropdown list and click **Next**.



After configuration, Live Calls window appears with the current status.





This icon shows the configuration history with configured date, total ports available, total ports configured, configuration done by, etc.

Device Configuration History					
			Select Configuration History date :		
Sl. No.	Configured On	Total Ports Available	Total Ports Configured	Configured By	
1	30-12-2014 11:02:21	1	1	admin	Trunks Configured
2	27-12-2014 16:23:30	1	1	admin	Trunks Configured
3	09-12-2014 14:15:11	1	1	admin	Trunks Configured
4	09-12-2014 10:53:05	1	1	admin	Trunks Configured
5	21-11-2014 10:08:57	1	1	admin	Trunks Configured

Click the link **Trunks Configured** to view the configured trunks.

Trunks Configured			
Sl. No.	Configured On	[Trunk Id]Trunk Name	Configured By
1	30-12-2014 11:02:21	[1]Trunk1	admin

The user can also filter the search result on the basis of date. Enter a date in the field corresponding to *Select Configuration History date* and click **Ok**. A window as shown below appears.

Device Configuration History[27-12-2014]					
Sl. No.	Configured On	Total Ports Available	Total Ports Configured	Configured By	
1	27-12-2014 16:23:30	1	1	admin	Trunks Configured



Click this icon to view the configured device settings as shown below.

Device Settings			
Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type
1 [1] Xtend Voice Logger (XVLOG-1P-DX 9243) Chn 1	Trunk1	Analog	Handset Up to Down

5.7.3. General Settings

This submenu helps you to set the IP address, backup days, alarm time, minimum call duration, start and stop voice logging key, etc.

General Settings		Set Default
Local IP Address :	192.168.14.15	
Alarm on free space below	10 % of the drive space	
Repeat alarm in every	5 minutes	
Minimum rings required for Missed call :	0 [0-Keep all missed calls]	
Minimum call duration required for recording a call :	0 seconds [0-Keep all calls] * Handset Up to Down logging-Analog	
Logger Client Popup Sound Alert :	<input checked="" type="checkbox"/> Enable	
Total number of remote audio snoop port :	1	
Key to start voice logging :	* * Agent Trigger logging	
Key to stop voice logging :	# * Agent Trigger logging	
Wave Conversion :	GSM [Internal][Best Compression] Advanced	
	<input type="checkbox"/> Enable Wave Encryption	
Encryption Password :		

- Local IP address: Enter the IP address of the Voice Logger server system.
- Alarm on free space below ____% of the drive space: Enter the number (in percentage) to set an alarm that indicates the user about the low disk space.
- Repeat alarm in every ____ minutes: Enter the time (in minutes) to set the time interval for the alarm.
- Minimum rings required for Missed call: Enter the seconds required for a missed call. For e.g., If the number of rings for a missed call is 2, then enter the duration in seconds corresponding to two rings.
- Minimum call duration required for recording a call: Enter the call duration in seconds to record the call.
- Logger Client Popup Sound Alert: Enable the option to activate sound alert along with the popup at the agent side.
- Total No. of Remote Audio Snoop Ports: The number of remote audio snoop ports appears as 1 indicating that remote snooping can be carried out by one authorised official only. If more than one remote snoop is required, then license for additional ports needs to be purchased.
- Key to start voice logging: Enter key like *, # etc. to initiate logging.
- Key to stop voice logging: Enter key like *, # etc. to stop the process of logging.
- Enable Wave Encryption: Select the checkbox to enable encryption with tamper-proof checksum.
- Encryption Password: Enter the password for encryption.

Wave Conversion: Select the wave conversion format from the drop-down list. Click **Advanced** button to view the window as shown below.

Trunk List

Sl. No.	[Trunk Id] Trunk Name	[Channel] Trunk Type	Wave Conversion/Compression
1	[1] Trunk1	[1] Analog	Default
2	[2] Trunk 2	[1] Analog	Default
3	[3] Trunk 3	[1] Analog	Default

* Changes in compression settings will come into effect within 1 minute.

Total Trunks : 3

* This settings will override the General Compression settings.

Select the required Wave Conversion/Compression option from the drop-down list and click **Update**.

Trunk List

Sl. No.	[Trunk Id] Trunk Name	[Channel] Trunk Type	Wave Conversion/Compression
1	[1] Trunk1	[1] Analog	Default
2	[2] Trunk 2	[1] Analog	Default
3	[3] Trunk 3	[1] Analog	Default

* Changes in compression

Total Trunks : 3

* This settings will over

Wave Conversion/Compression options:

- Default
- Force Off
- GSM [Best Compression]
- GSM [Internal][Best Compression]
- G.711 Alaw
- G.711 Alaw [Internal]
- G.711 Mulaw
- G.711 Mulaw [Internal]
- PCM 8 KHz 8 Bit
- PCM 8 KHz 8 Bit [Internal]
- PCM 8 KHz 16 Bit [Fax Support]
- PCM 16 KHz 8 Bit
- PCM 16 KHz 16 Bit
- PCM 22 KHz 8 Bit
- PCM 22 KHz 16 Bit
- PCM 44 KHz 8 Bit
- PCM 44 KHz 16 Bit
- PCM 48 KHz 8 Bit
- PCM 48 KHz 16 Bit

A confirmation prompt appears, click **OK**.

Message from webpage

? You are about to update trunk status. Are you sure ?

OK Cancel

E-mail Alert Settings

E-mail/Fault Alert Settings [Low disk space/Trunk Idle/Board failure/Recording failure]

Alert on low free space in every minutes [0-No Alert]

Alert on trunk idle for more than minutes [0-No Alert]

Alert on Trunk Idle From :

Alert on Trunk Idle To :

Send Alerts to :

eg: xyz@abc.com,abd@abc.com

*Recipient E-mail Ids

- Alert on low free space in every ____ minutes: Set the time to receive e-mail alert on low free space.
- Alert on trunk idle for more than ____ minutes: Set the time to receive e-mail alert on sensing non-operational trunk for a long time.
- Alert on trunk idle from: Enter the initial time or pick the initial time from Time Picker to receive alert on idle trunk.
- Alert on trunk idle to: Enter the end time or pick the end time from Time Picker to receive alert on idle trunk.
- Send Alerts to: Enter recipient's e-mail id to receive alerts.

Auto Backup

User can take the manual or automatic backup of the logged calls. Manual backup is taken into CD/DVD, folder or zip file. To activate the auto-backup procedure, enable the checkbox corresponding to Auto Backup and enter the details in the relevant fields as shown below.

- **Every X mints:** Backup will be carried out in every “X” minutes, here “X” denotes the time interval defined by the user.
- **Hourly:** Backup will be carried out on an hourly-basis.
- **Daily:** Backup will be carried out on a daily-basis.
- **Weekly:** Backup will be carried out on a weekly-basis.
- **Monthly:** Backup will be carried out on a monthly-basis.

Live Backup

The user can take the live backup of the calls with this option. Enable Live Backup, specify the folder for backup and enter the number (in percentage) to set an alarm that indicates the user about the low disk space. The logs of live backup cannot be restored.

Exclude Trunk/Phone Number Logging

The user can enable this option and enter a valid phone number so that the calls from and to the specified number will be excluded from logging. Specify the phone number in the field named Trunk Nos. and click **Ok**.

Note: After the updations in General Settings, it is recommended to restart the Voice Logger.

5.7.4. Location Settings


This submenu provides details of the location like Location Id, Location Name, Method and Status. When the data from different locations are synchronised to the centralised server, this submenu helps to find the location-wise details.



 Add Location				
Sl. No.	Location Id	Location Name	Method	Status
1	1	Local	Manual	Not Active
2	2	Ernakulam	Manual	Active

Total Locations : 2

Click the link **Add Location** to add a new location. Enter the Name, Details, IP Address, Port and Status of the location and click **Update**.





Name :	<input type="text" value="Xtend"/>
Details :	<input type="text" value="Ernakulam"/>
IP Address :	<input type="text" value="192.211.1.15"/>
Port :	<input type="text" value="80"/>
Status :	<input type="text" value="Active"/>
<input type="button" value="Update"/>	

5.7.5. Wave Path

Wave Path allows the user to select the location for saving the logged wave file.



 New Wave Path  Wave Path List	
Select Wave Path :	<input type="text" value="C:\XtendLogger\Waves"/>
<input type="button" value="Set Default"/>	

Click the link **New Wave Path** to add a new path. Enter a valid path and select **Yes/No** from the drop-down list for the activation of wave path. Click **Ok** to save the changes.



Backup Wave Path :	<input type="text" value="E:\XtendVoiceLogger\Records"/>
Activate :	<input type="text" value="Yes"/>
<input type="button" value="Add"/> <input type="button" value="Reset"/>	

To view the complete list of user-defined wave paths, click the link **Wave Path List** present in the text area. The information obtained includes Wave Path, Free Space and Status. The count of total wave paths can also be seen.

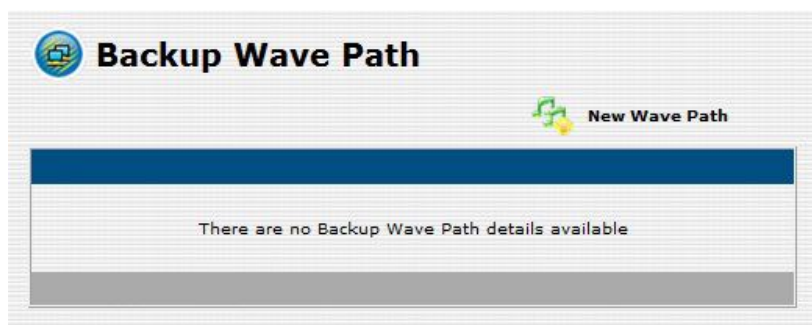


Sl. No.	Wave Path	Free Space [MB]	Status
1	C:\XtendLogger\Waves	10211	Active

Total Wave Paths : 1

5.7.6. Backup Wave Path

This submenu helps the user to set the backup wave path for automatic live backup of wave files.



User can click the link **New Wave Path** to specify a backup path to save the copy all the logged call information to a different drive and activate it. In case, if the logged calls are deleted from the default backup area, then user can go to the specified path in the Backup Wave Path to recover the files. The files can only be recovered and cannot be restored.

Click the link **Wave Path List** to view the list of all user-defined backup wave paths. The information obtained include Backup Wave Path, Free Space and Status. The count of total backup wave paths can also be seen.



Backup Wave Path List

Sl. No.	Backup Wave Path	Free Space [MB]	Status
1	D:\backup	392309	Active

Total Backup Wave Paths : 1

5.7.7. Call Tags

This submenu helps you to add new tags to each record. These labels identify the importance of each call in the Logs Report. User can also sort the report using the tag option.



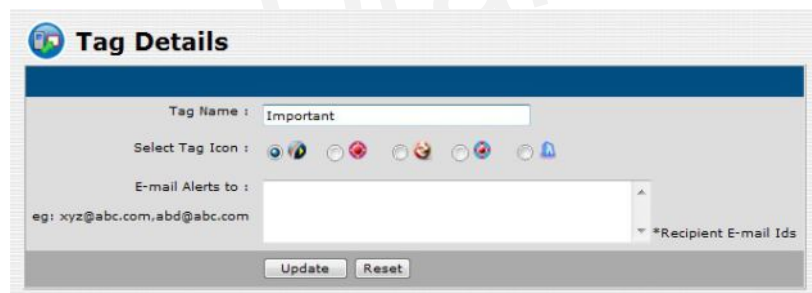
Call Tags

New Tag Tag List

Select Tag : Important ▼


Edit Delete

Click **Edit** (highlighted with red colour) button to edit the selected tag. A window appears as shown below, edit the details and click **Update**.



Tag Details

Tag Name : Important

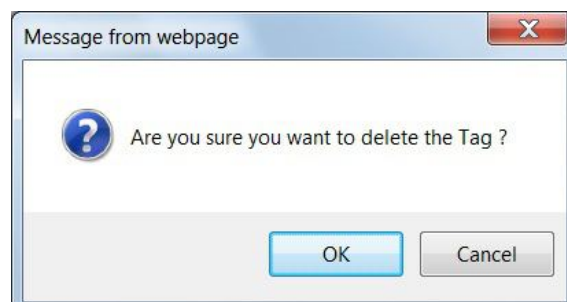
Select Tag Icon : 

E-mail Alerts to :
 eg: xyz@abc.com,abd@abc.com

*Recipient E-mail Ids

Update Reset

Click **Delete** (highlighted with blue colour) to remove the selected tag. A confirmation prompt appears, click **OK**. Deletion can be carried out for tags which are not assigned to any of the record. If a tag has been assigned to a particular record within logs report, then the tag cannot be deleted.



To add a new tag, click the link **New Tag**. Enter the tag name and select an icon for the tag and click **Ok**. Enter an e-mail address to get an e-mail alert, whenever the created tag is updated in logs report or popup.

To view the complete list of tags, click the link **Tag List**.

Sl. No.	Tag Name	Tag Icon	E-mail Addresses
1	Important		<button>Sub Tags</button>
2	Official		<button>Sub Tags</button>
3	Personal		<button>Sub Tags</button>
4	Sms		<button>Sub Tags</button>
5	Ultrpersonal		abc@xtendtech.com <button>Sub Tags</button>

Total Call Tags : 5

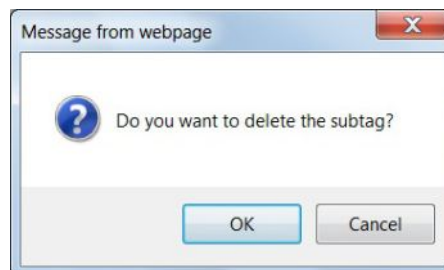
Click **Sub Tags** to categorise the tags. For example, the tag name “Ultrpersonal” can be categorised with respect to the agents. Enter the sub tag name and click **OK**.

Sl. No.	Sub tag Name
1	Ultrpersonal 1

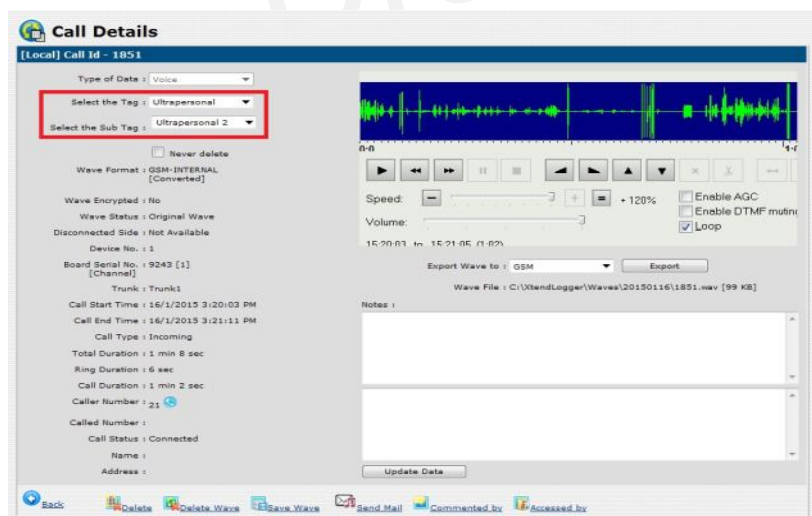
To add another sub tag, click **Add Sub Tags**.



Click the icon  to delete the sub tag. A confirmation prompt appears as shown below, click **OK**.

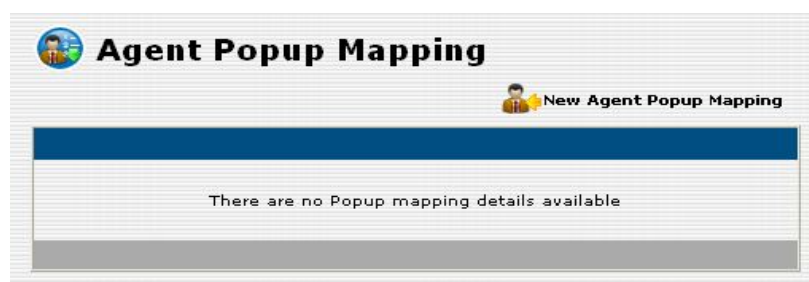


To assign a tag to a record, go to **Logs Report**, select a submenu and click **Update/View call details** of the chosen record. Select the tag from the drop-down list of "Select the Tag" and "Select the Sub Tag", then click **Update Data**.



5.7.8. Agent Popup Mapping

Agent Popup Mapping helps the user to map the trunk details with the Username/IP of the agent's system, so that a popup alert will be generated during the calls (both incoming and outgoing).



Click the link **New Agent Popup Mapping** to create a new mapping. Select the **Trunk Type** as **Analog/Digital Trunk** from the drop-down list. Also, select the user from the drop-down list. Enter the IP address and select the **Client Port** (Default Port for TCP=2856, UDP=2855).

Enable Incoming Popup: Enables the incoming call popup.

Enable Outgoing Popup: Allows to enable the outgoing call popup.

Enable Critical Alarm: Enable this option to get a critical alarm popup for low disk space, board failure and idle trunk.

Enable Auto Remote Snoop: User can snoop the calls from the specified trunk, when this option is enabled.

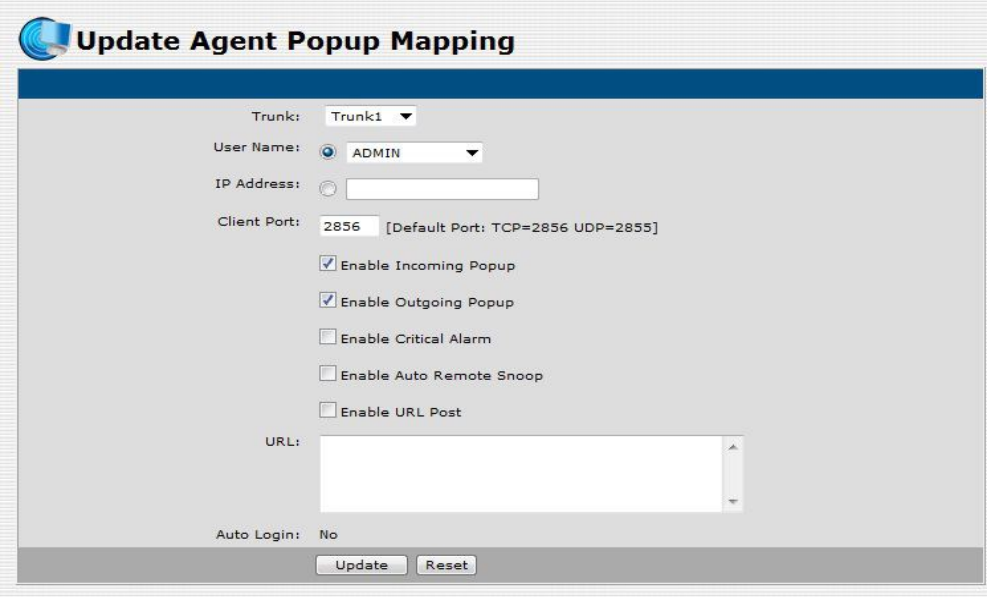
Enable URL Post: This option enables to post a URL, that includes the popup details for updation in an external CRM. After updating the details, click **Add** to create the popup mapping.

When User/IP address is enabled, the user has to put a checkmark in the box next to “Enable Incoming and Outgoing Popup”. When a call is dialed or received, the user will be notified through popups and the ongoing call can be snooped.

Click **Agent Popup Map List** to view the list of mapped trunk details. A window appears as shown below.

Agent Popup Map List									
Sl. No.	Type	IP Address/User	Mapped Trunk/Trunk No.	Port	Incoming Popup	Outgoing Popup	Critical Alarm	Post URL	
1	Analog	ADMIN	Trunk1	2856	Enabled	Enabled	Disabled	Disabled	
Total Popup Mapped : 1									

Click **Edit** to update the details, a window appears as shown below. Modify the details and click **Update**.



Update Agent Popup Mapping

Trunk: Trunk1

User Name: ADMIN

IP Address:

Client Port: 2856 [Default Port: TCP=2856 UDP=2855]

☒ Enable Incoming Popup

☒ Enable Outgoing Popup

☐ Enable Critical Alarm

☐ Enable Auto Remote Snoop

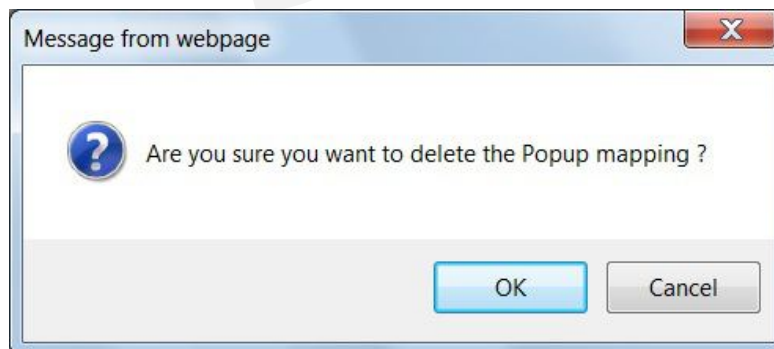
☐ Enable URL Post

URL:

Auto Login: No

Update Reset

Click **Delete** to remove the agent popup mapping of the specified trunk. A confirmation prompt appears, click **OK**.



Message from webpage

Are you sure you want to delete the Popup mapping ?

OK Cancel

To download Logger Client from the browser interface of Xtend Voice Logger, go to **Administration** → **User Accounts** and click the link (*highlighted with red rectangular box in the below figure*).



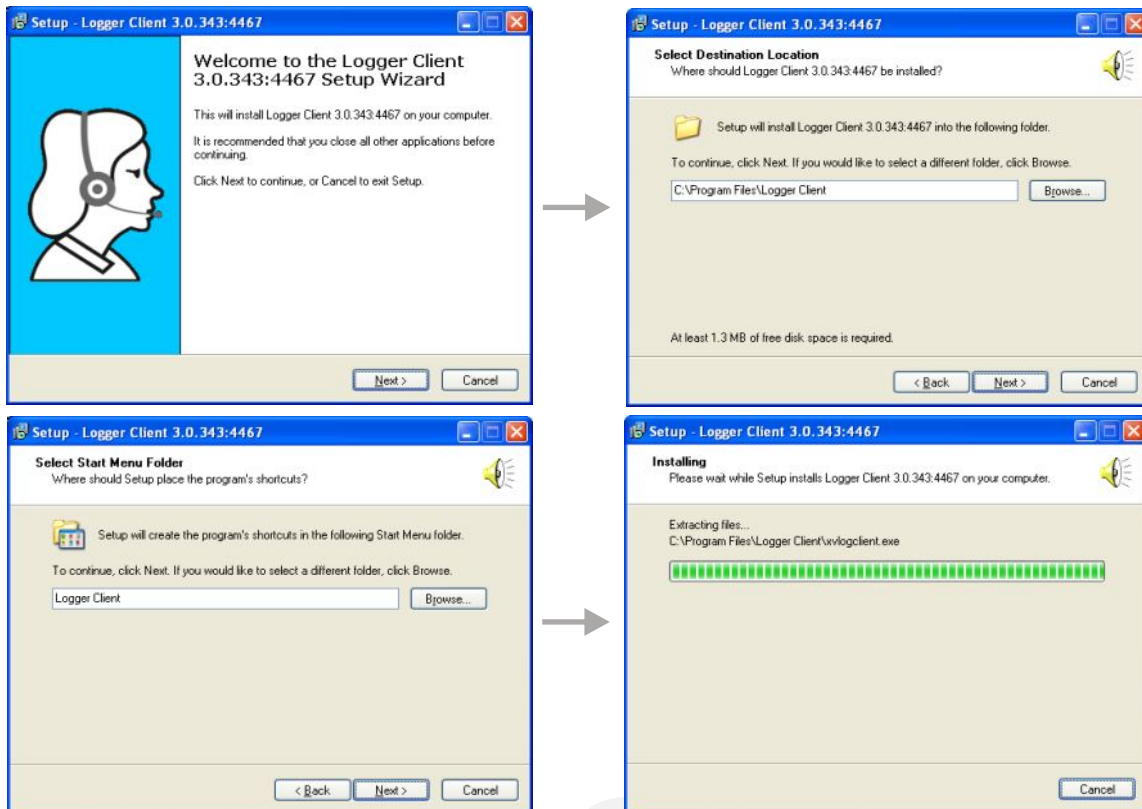
User Accounts

To download Logger Client. [Click here](#)

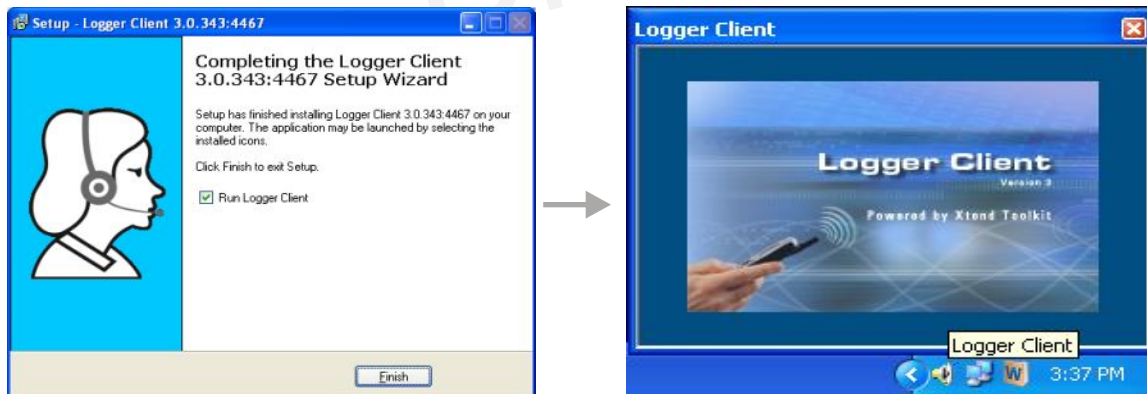
Select the User admin

☒ Administrator

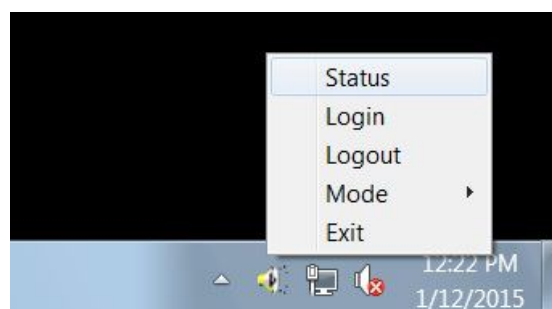
When you click the link, the Welcome window of Logger Client appears. Click **Next** to proceed.



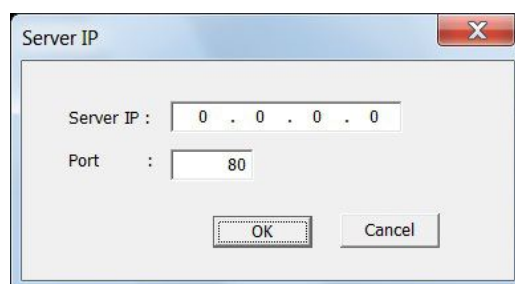
Finally, enable the checkbox next to "Run Logger Client" and click **Finish** to exit the setup wizard.



Right click the Logger Client icon on the taskbar and select Status.

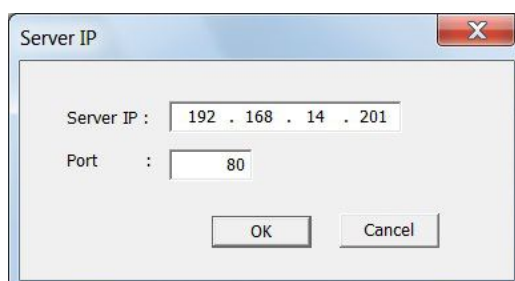


A window appears as shown below.



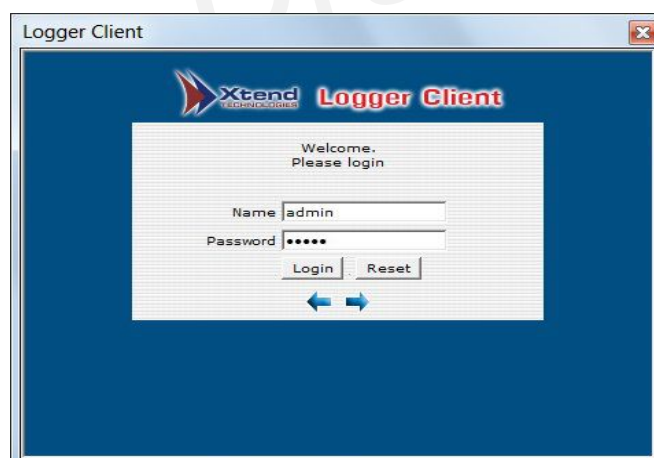
A screenshot of a 'Server IP' configuration window. It has a title bar with a close button. Inside, there are two input fields: 'Server IP' with the value '0 . 0 . 0 . 0' and 'Port' with the value '80'. Below the fields are 'OK' and 'Cancel' buttons.

Enter the Server IP and Port of the Voice Logger installed PC, then click **OK**.



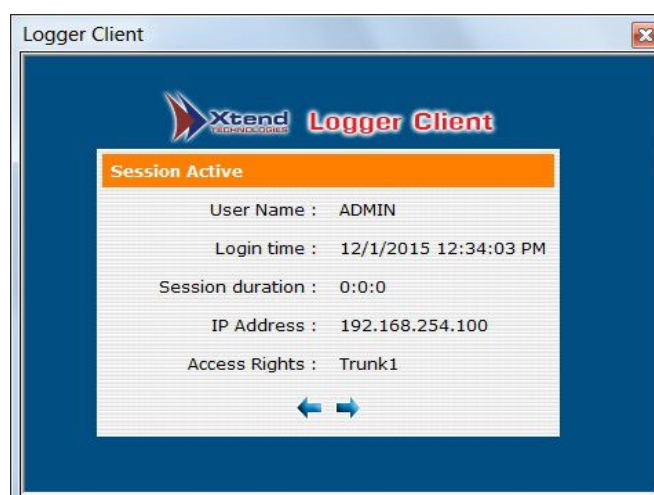
A screenshot of the 'Server IP' configuration window after the IP address has been entered. The 'Server IP' field now contains '192 . 168 . 14 . 201' and the 'Port' field remains '80'. The 'OK' and 'Cancel' buttons are still present.

Now, enter the username and password, then click **Login**.



A screenshot of the 'Logger Client' login window. It has a title bar with a close button. The background is blue. In the center, there is a white box with the 'Xtend' logo and the text 'Logger Client'. Below the logo, it says 'Welcome. Please login'. There are two input fields: 'Name' with the value 'admin' and 'Password' with masked characters '.....'. Below the fields are 'Login' and 'Reset' buttons. At the bottom of the white box are two blue arrows pointing left and right.

A window appears as shown below.



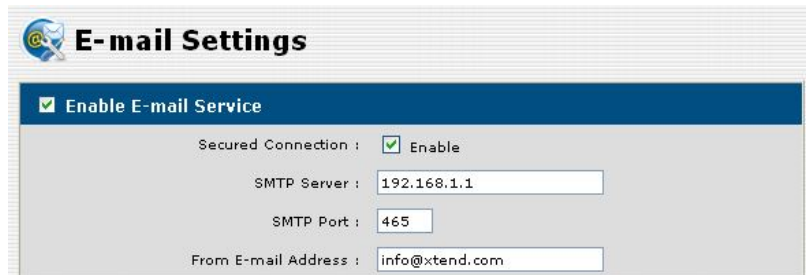
A screenshot of the 'Logger Client' window after a successful login. It has a title bar with a close button. The background is blue. In the center, there is a white box with the 'Xtend' logo and the text 'Logger Client'. Below the logo, there is an orange banner that says 'Session Active'. Below the banner, there is a list of session details: 'User Name : ADMIN', 'Login time : 12/1/2015 12:34:03 PM', 'Session duration : 0:0:0', 'IP Address : 192.168.254.100', and 'Access Rights : Trunk1'. At the bottom of the white box are two blue arrows pointing left and right.

5.7.9. E-mail Settings

This submenu enables the e-mail service for the user to send e-mails. User can send audio files with HTML reports to different users through e-mail facility. Enable and click **Ok** to activate the e-mail facility. The settings can be done as per the user's requirement, an example is shown below:

Enable SMTP Authentication:

Enable E-mail Service; enable Secured Connection, enter the SMTP Server and SMTP Port and provide the sender's e-mail address to save the settings.



E-mail Settings

☒ Enable E-mail Service

Secured Connection : ☒ Enable

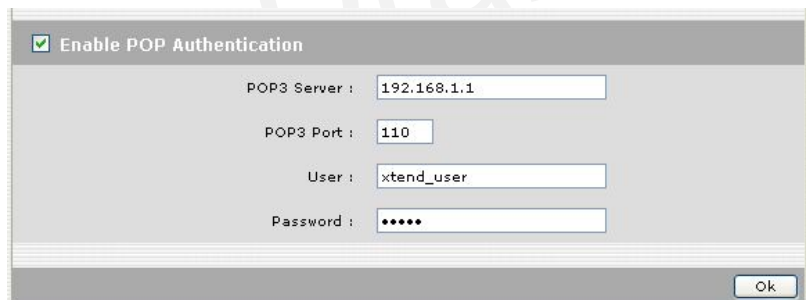
SMTP Server : 192.168.1.1

SMTP Port : 465

From E-mail Address : info@xtend.com

Enable POP Authentication:

Enable the POP Authentication, enter the POP3 Server and POP3 Port, then enter the name of the User and Password and click **Ok** to save the settings.



☒ Enable POP Authentication

POP3 Server : 192.168.1.1

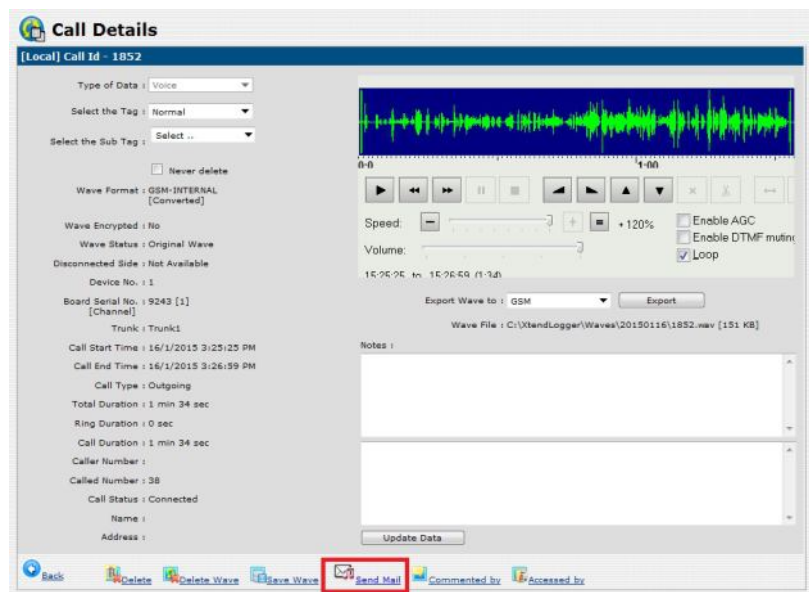
POP3 Port : 110

User : xtend_user

Password :

Ok

To check that the e-mail settings are applied successfully, send a recorded wave as given below: go to **Logs Report** → **Call Details** and click **Send E-mail** to send audio files via e-mail.



Call Details

[Local] Call Id - 1852

Type of Data : Voice

Select the Tag : Normal

Select the Sub Tag : Select ..

☐ Never delete

Wave Format : GSM-INTERNAL [Converted]

Wave Encrypted : No

Wave Status : Original Wave

Disconnected Side : Not Available

Device No. : 1

Board Serial No. : 9243 [1] [Channel]

Trunk : Trunk1

Call Start Time : 16/1/2015 3:25:25 PM

Call End Time : 16/1/2015 3:26:59 PM

Call Type : Outgoing

Total Duration : 1 min 34 sec

Ring Duration : 0 sec

Call Duration : 1 min 34 sec

Caller Number : 38

Called Number : 38

Call Status : Connected

Name :

Address :

Update Data

Speed : +120%

Volume : +120%

Export Wave to : GSM

Export

Wave File : C:\XtendLogger\Waves\20150116\1852.wav [151 KB]

Notes :

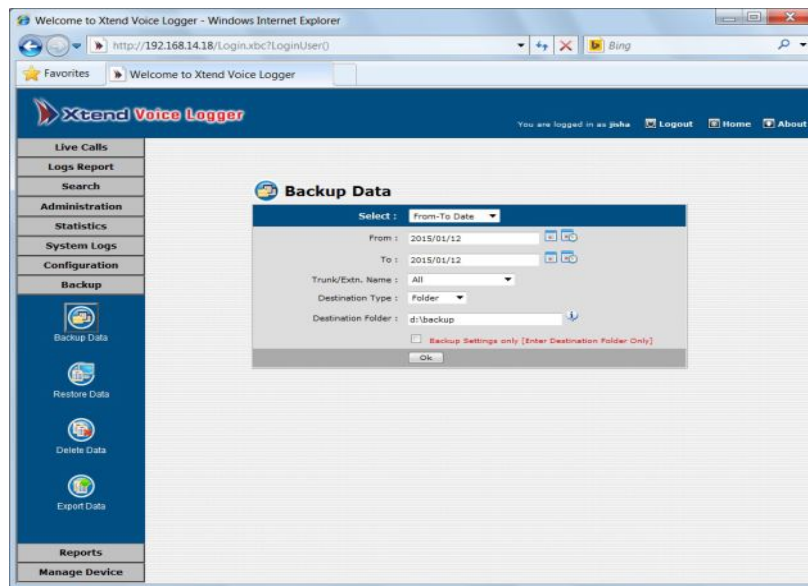
Send Mail

5.8. Backup

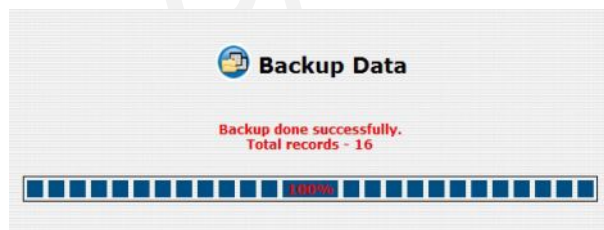
This menu functions as a storage area for saving the details of all logged calls. The submenus available are Backup Data, Restore Data, Delete Data and Export Data.

5.8.1. Backup Data

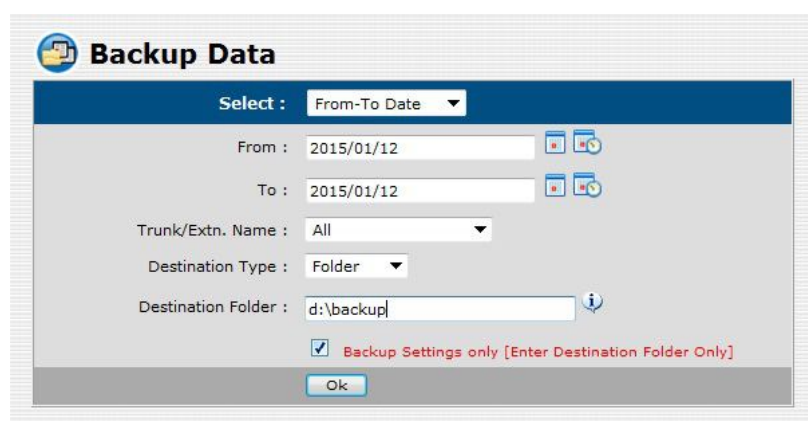
This submenu helps the user to take backup of the recorded audio files and prevents loss of data. Enter the relevant information for taking the backup. From the Select drop-down menu, click to choose an option. Here, we have selected "From-To Date". Enter the From and To dates, select the *Trunk/Extension Name* and *Destination Type* from the drop-down list and enter the *Destination Folder*. The *Destination Type* can be a CD/DVD, Zip file or a folder. Then, click **Ok**.



A message appears as "Backup done successfully".

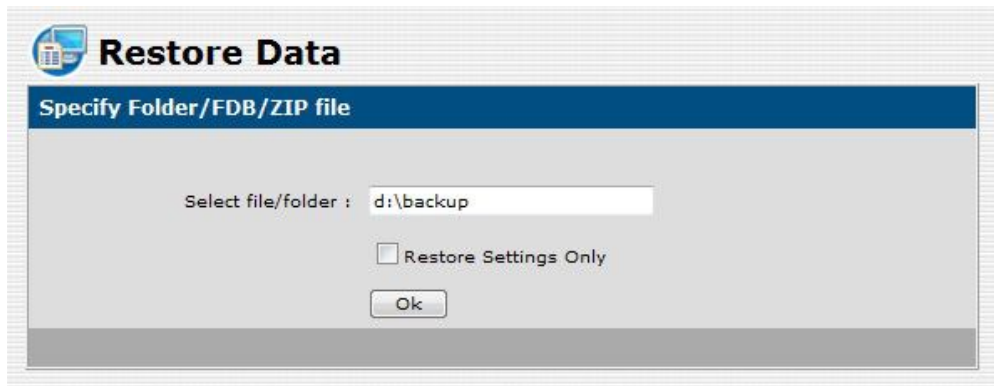


Check the option "Backup Settings only" to backup only the settings like user account details, trunk details, log view right details, address book details, etc.

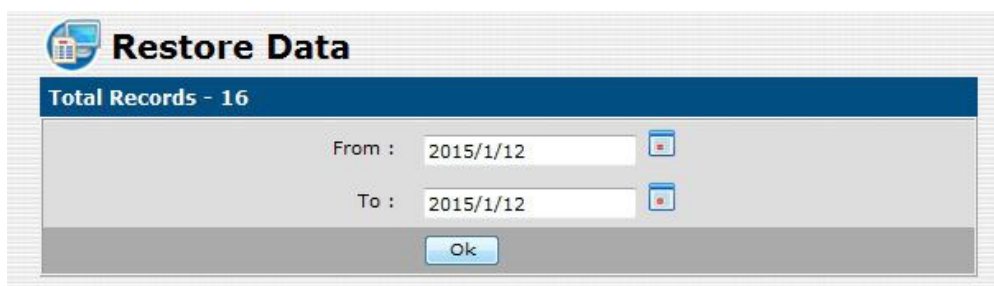


5.8.2. Restore Data

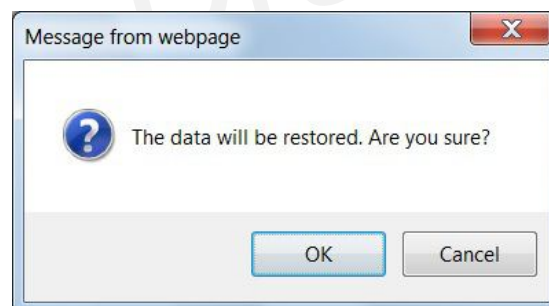
This submenu allows the user to retrieve call details from the backup folder/zip file. Enter the file/folder that needs to be restored and click **Ok**.



Specify the *From* and *To* dates, either select the dates from the Date Picker or enter the dates. Then click **Ok** to restore.



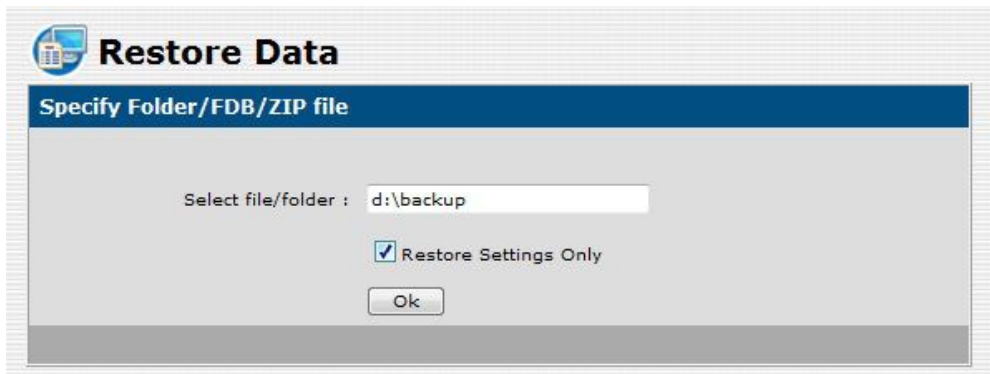
Click **OK** on the confirmation box that appears.



A message appears as "Restoration done successfully".



Check the option restore settings only to restore only the settings related to user accounts, trunks, log view rights, address book details etc.

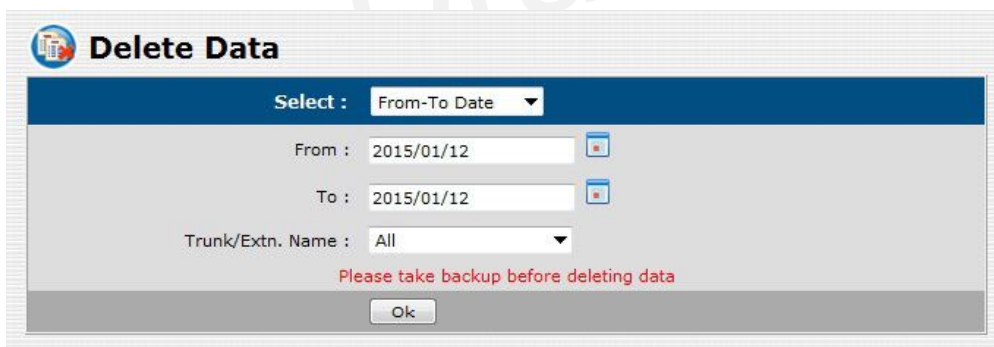


5.8.3. Delete Data

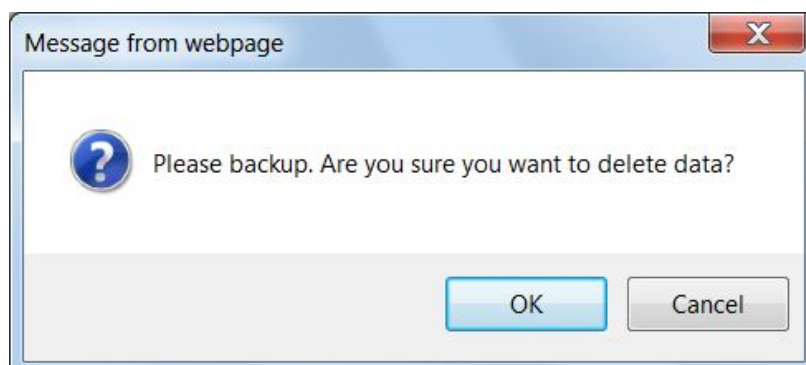
This submenu removes the complete call details in a specified date range. The deletion of data is allowed only for users with administrative rights. Backup should be taken before deleting data.

From - To Date

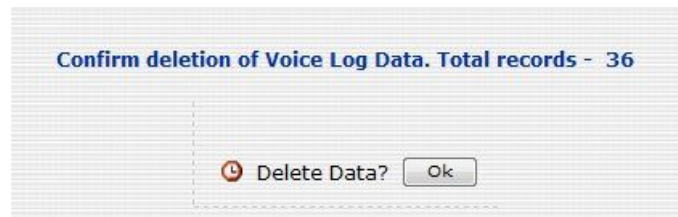
Click the drop-down list given next to "Select". Choose one option from the drop-down list (for example, here, "From-To Date"); specify *From* and *To* dates from the date picker and click **OK** to delete the data.



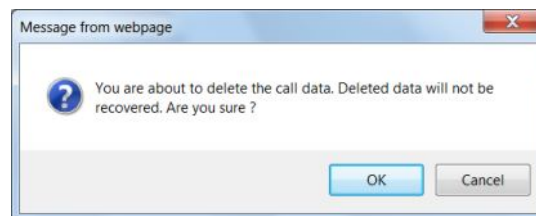
Click **OK** to confirm the deletion of the data.



Click **Ok** on the confirmation message that appears.



Again click **OK**.

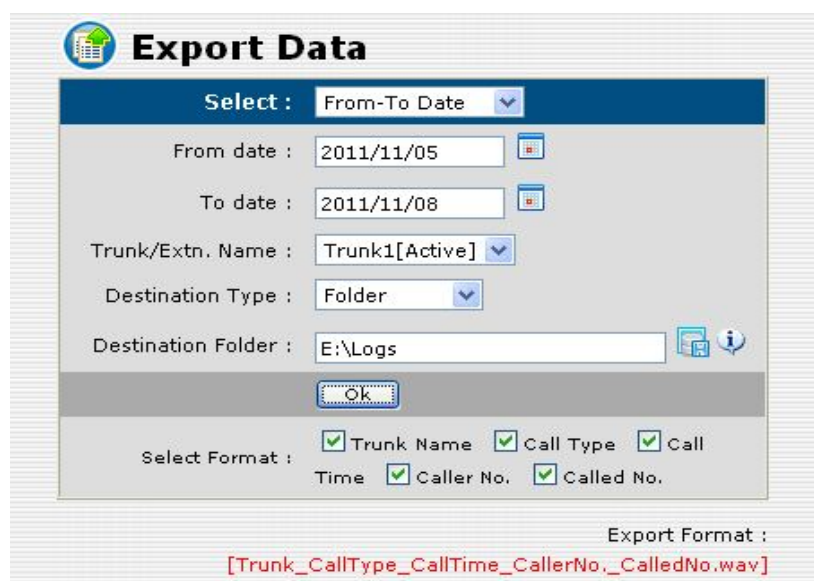


A message appears as "Deletion done successfully".



5.8.4. Export Data

This submenu retrieves the wave files as per the user-specified date range and saves it in a destination location. Choose one option from the drop-down list of *Select*. For example, choose the option as "From-To Date"; enter the *From* and *To* dates from the date picker. Select the *Trunk/Extension Name* and *Destination Type* from the drop-down list and specify the *Destination Folder*. The Destination Type has four options-Folder, Zip, Excel Sheet, Zip and Mail. Also, select the formats, i.e., Trunk Name, Call Type, Call Time, Caller No. and Called No. Then, click **Ok** to export the data.



A message appears as "Export done successfully".

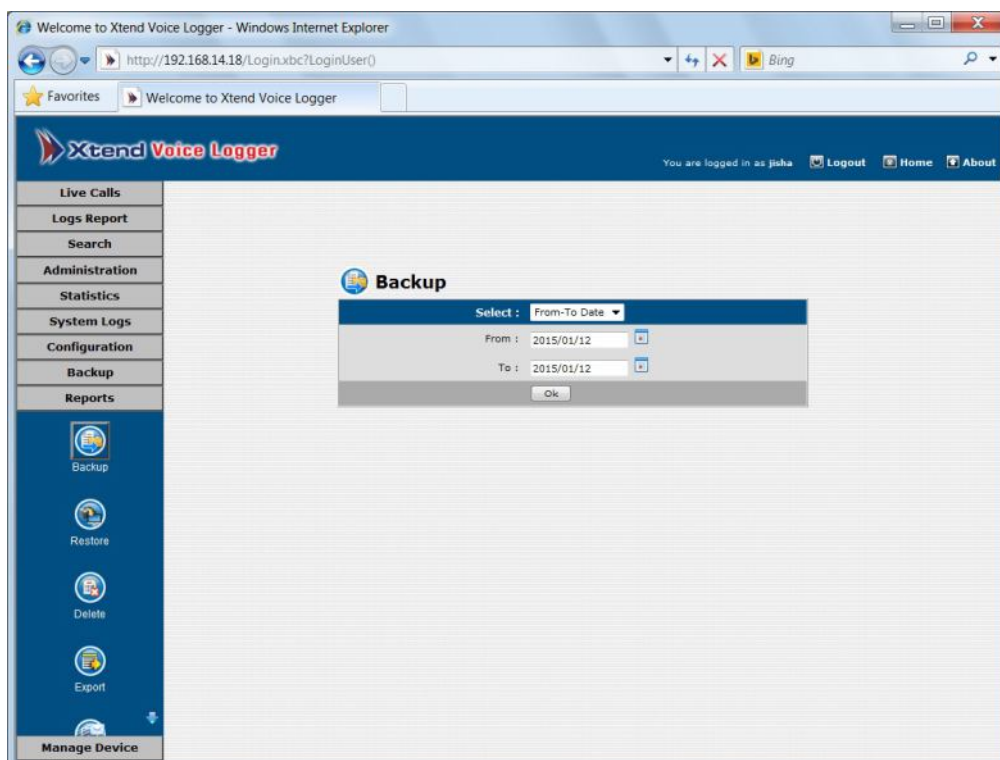


5.9. Reports

This menu gives the complete details of Backup Data, Restore Data, Delete Data and Export Data. The submenus present are - Backup, Restore, Delete, Export and E-mail.

5.9.1. Backup

This submenu gives the details of the backup taken from Xtend Voice Logger. Choose one option from the drop-down list of "Select" (for example, here the selected option is "From-To Date"). Then, enter the From and To dates and click **Ok**.



The information obtained include Time, From, To, Total, Type, User, Location, Status and Method.

Backup Report												
Total Number of entries : 2												
Sl. No.	Time	From	To	Total	Type	User	Drive	Location	Status	Method	Upload Status	Backup Type
1	12/1/2015 1:07:15 PM	12/1/2015	12/1/2015	16	Folder	jisha		d:\backup\LOGGER.FDB	Success	Manual	N/A	Call Logs

5.9.2. Restore

This submenu displays the report based on the restoration carried out from Xtend Voice Logger. Choose one option from the drop-down list of "Select" (for example, here the selected option is "From-To Date"). Then, enter the From and To dates and click **Ok**.

Restore	
Select :	From-To Date ▼
From :	2015/1/12
To :	2015/1/12
Ok	

The information obtained include Time, From, To, Total, Type, User, Location, Status and Method.

Restore Report										
Total Number of entries : 1										
Sl. No.	Time	From	To	Total	Type	User	Drive	Location	Status	Method
1	12/1/2015 1:09:58 PM	12/1/2015	12/1/2015	16	Folder	jisha		d:\backup\Logger.fdb	Success	Manual

5.9.3. Delete

This submenu displays the report based on the data deleted from Xtend Voice Logger. Choose one option from the drop-down list of "Select" (for example, here the selected option is "From-To Date"). Then, enter the *From* and *To* dates and click **Ok**.

The information obtained include Time, From, To, Total, User, Status and Method.

Sl. No.	Time	From	To	Total	User	Drive	Status	Method
1	15/1/2015 9:34:24 AM	12/1/2015	12/1/2015	36	admin		Success	Manual

5.9.4. Export


This submenu gives the details of the exported data. Choose one option from the drop-down list of "Select" (for example, here the selected option is "From-To Date"). Then, enter the From and To dates and click **Ok**.

The information obtained include Time, From, To, Total, Type, User, Location, Status and Method.

Export									
Total Number of Log entries : 1									
Sl. No.	Time	From	To	Total	Type	User	Location	Status	Method
1	8/11/2011 10:49:16 AM	5/11/2011	7/11/2011	15	Folder	admin	E:\Logs	Success	Manual

5.9.5. E-mail

This submenu gives the details of all the outgoing e-mails. Enter the *From* and *To* dates and click **Ok** to get the report of the outgoing mails for the specified range.


E-mail

Select : From-To Date ▼

From : 2015/1/12

To : 2015/1/12


Ok

The information obtained include Queued Time, From, To, Subject, Status and Sent By.

E-mail						
Total Number of E-mails : 5						
Sl. No.	Queued Time	From	To	Subject	Status	Sent by
1	12/1/2015 2:38:12 PM	media@xten..	123@xyz.co..	Voice Log ..	Queued	admin
2	12/1/2015 2:36:48 PM	media@xten..	123@xyz.co..	Voice Log ..	Failed	admin
3	12/1/2015 2:35:25 PM	media@xten..	123@xyz.co..	Voice Log ..	Sent	admin

Click the **Clear Pending Mails** to clear all the pending mails. Click **OK** on the confirmation box that appears.

Message from webpage


Are you sure you want to clear pending mails ?

OK

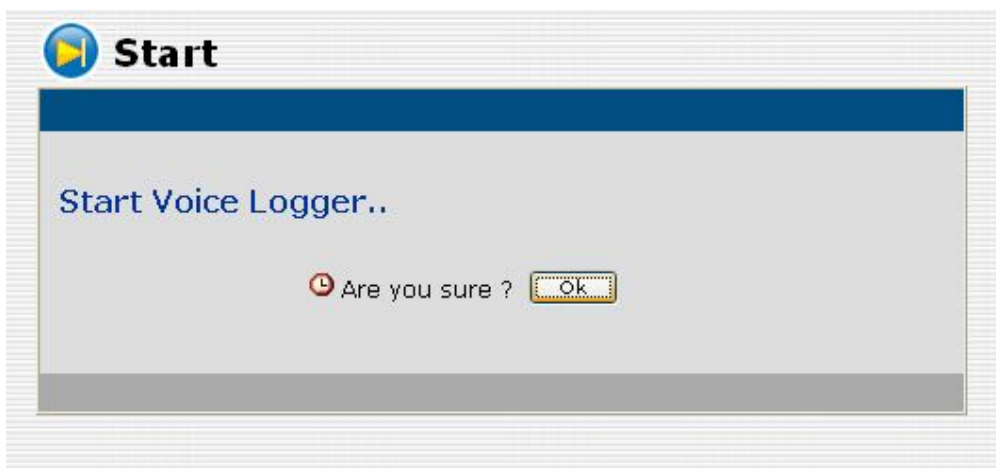
Cancel

5.10. Manage Device

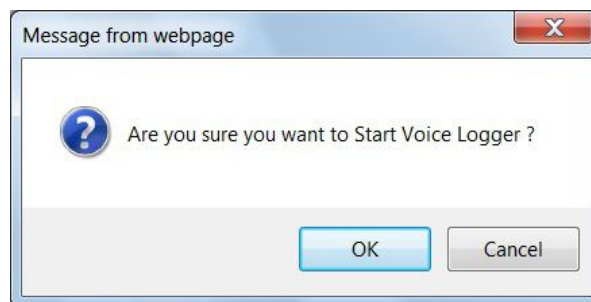
This menu will help the user to start and shutdown the Voice Logger. Click **Manage Device**, two submenus **Start** and **Shutdown** will appear.

5.10.1. Start

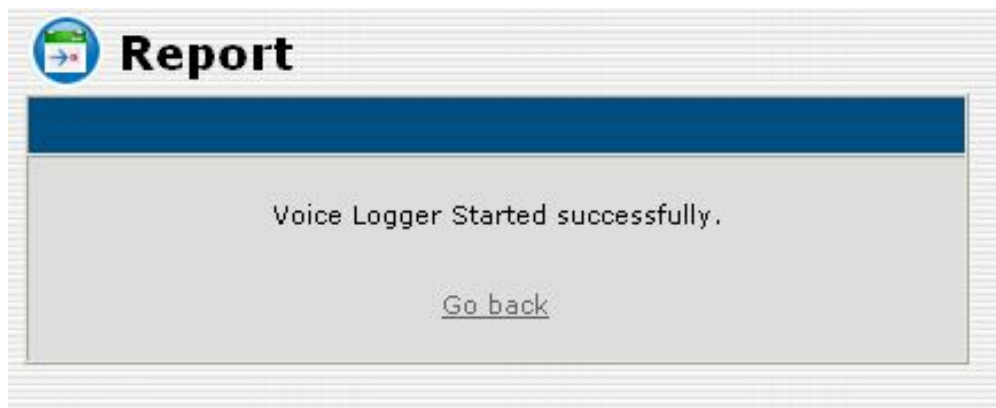
This submenu is used to start the Voice Logger. Click the menu; message appears asking the user to confirm whether to start the Voice Logger, click **Ok** to confirm.



Again click **OK** on the message box that appears.

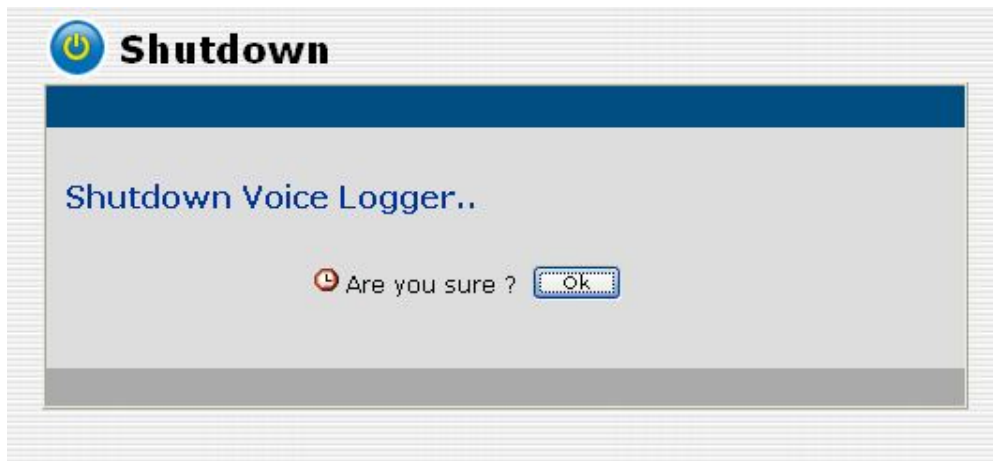


A message appears as "Voice Logger started successfully".

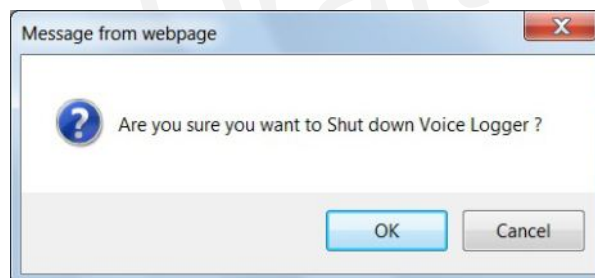


5.10.2. Shutdown

This submenu is used to stop or shutdown the Voice Logger. Click the submenu; message appears asking the user to confirm whether to stop the Voice Logger, click **OK** to confirm.



Again, click **OK** on the message box that appears.



A message appears as *"Voice Logger has shutdown successfully"*.



This concludes the document on Xtend Voice Logger.

6. Contact Us



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