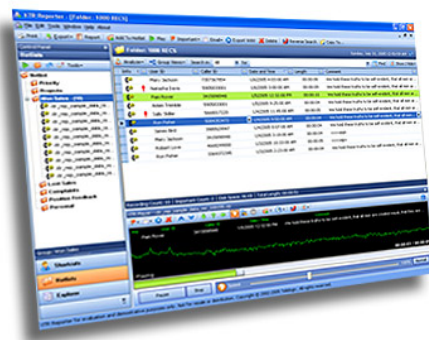
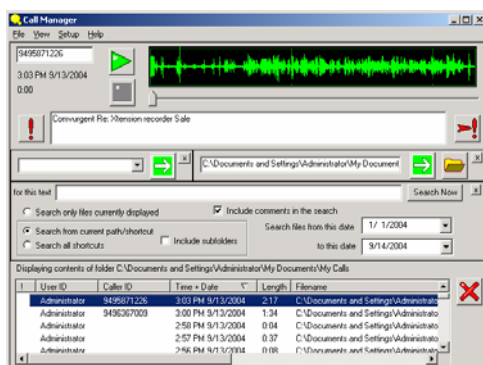


XtensionRecorder

Recall every conversation using the power of your PC

Xtension Recorder: Cost Effective
'true digital' recording!

Back Office Recorder Dig04 Installation Guide



Downloads Available at www.usbcallrecord.com
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XtensionRecorder

Recall every conversation using the power of your PC

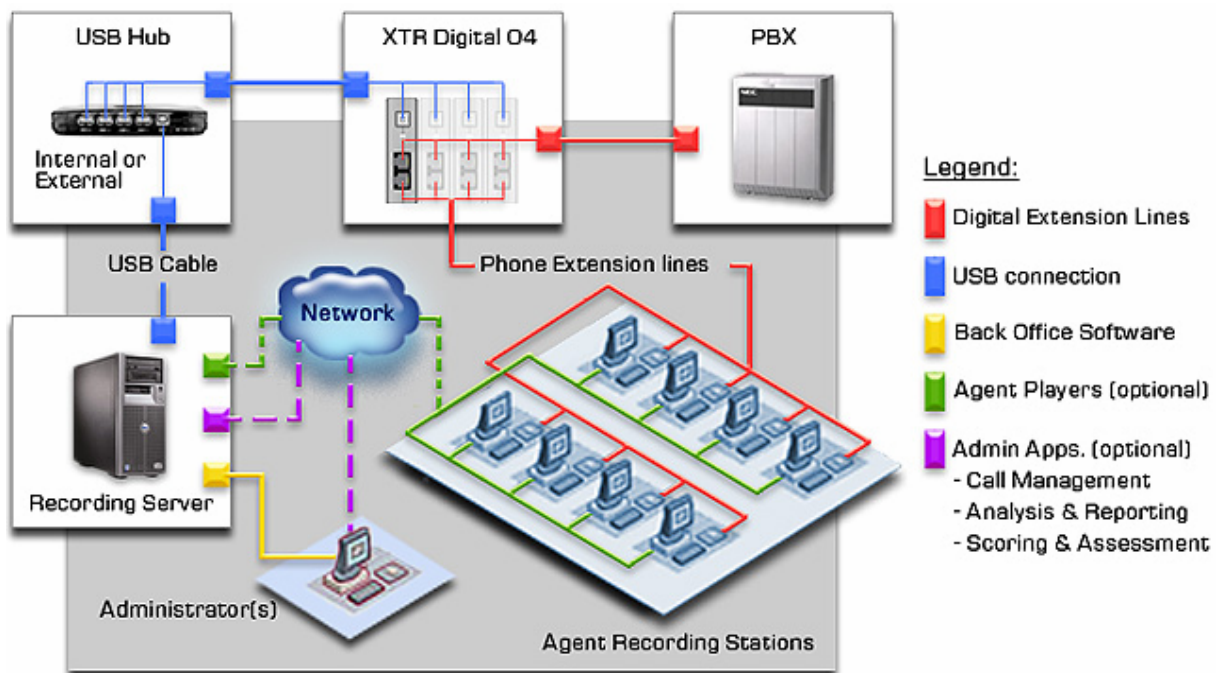
**Xtension Recorder: Cost Effective
'true digital' recording!**

Welcome!

This guide describes the installation procedures for the Comvurgent BackOffice software when used with the Digital 04 hardware as a centralized Call Recording and storage solution.

The complete Xtension Recorder BackOffice solution consists of:

- A Dig04 USB device that taps across the digital extension pair of a proprietary PBX telephone.
- A PC for interfacing the recording devices.
- BackOffice Recording software.
- BackOffice Call Manager Player, XTR Reporter and or XTR Reporter Pro.



Xtension Recorder Dig04 USB Device

The Xtension Recorder hardware connects via a T-Connect Tap of each digital pair directly from the PBX. It derives power from the USB connection with the host PC.



Up to 12 Dig04 devices can be connected to a single PC (providing 48 ports). If more devices are required additional PCs can be utilized.

Connections

The Dig04 USB recording device has 5 connectors and 4 LED indicators:

- One PC USB connector, from which the device derives its power and streams all speech and control channel information up to the host PC and the Xtension Recorder BackOffice application.
- Four Digital Phone line connectors that passively 'tap' across the PBX/Keyset digital connection and 'listen' in high impedance mode to the signaling on the line. Xtension Recorder does not affect in any way the telephone operation with or without connection of the host PC.

Performance

The device does not interfere with the communication between the PBX and the Digital telephone. The device does not require USB power or a connection to the PC to maintain the functionality of the telephone in its normal manner.

The device meets the appropriate FCC and UL requirements required for this type of communications device.

Firmware

The device is 'soft up-loadable': its firmware and FPGA low-level protocol decryption is uploaded from the PC driver and Xtension Recorder application at runtime. This allows easy upgrade and enhancement of the product in the field as required.

XtensionRecorder

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Xtension Recorder: *Cost Effective
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PC Requirements

- A P-4 2.5 GHz PC equipped with:
 - 512 Mb RAM.
 - Windows XP ,Windows 2000 Professional SP4 , or 2003 .
 - 1 USB Controller Card for each 4 devices – powered USB hubs can be used, however, no more than 4 devices should be connected to a USB Controller Card.
 - An available PCI slot for each USB controller card.
- LAN connection for remote access to stored calls.
- Back Office Recorder Software.

Storage

We recommend that you store your calls on the same host PC.

Using the GSM 6.10 Compression option, each 1Gb of Hard disk storage will allow you to record about 168 hours of calls.

Installation

DO NOT install the XTR BackOffice software until instructed!

It is critical that you follow the steps in the installation procedure in the order listed below. Failure to do so will result in an unsuccessful installation.

STEP 1: Prepare the Location

It is important that the wiring for the extensions is within 6 feet of the PC location. For this reason, it is recommended that the PC for the BackOffice location be located near the PBX MDF for extension wiring.

The installer will need to prepare the wiring to tap off the digital pair with a T-Connect-type set up. This wiring needs to connect to the RJ11 port on the Dig04 utilizing the inside pair.

Also, it may be desirable to fasten the devices to the PC or a rack. Since the devices are light in weight, this can be done quite easily and simply with Velcro tape.

STEP 2: Set Up the PC

1. Set up the PC with the appropriate number of USB controller cards and or USB hubs for the number of XTR devices (do not connect more than 4 XTR devices to each USB controller card). Follow the installation instructions for the USB controller card carefully. It is recommended that the PC be connected to the LAN for supervisor access to the stored calls as well as to facilitate Windows and Software updates as needed. Additionally, it may be desirable to load *PC Anywhere* on the PC for remote administration of the application.
2. Once the USB cards are installed, go to www.windowsupdate.com. Download and install any updated device drivers that may be available for WIN2000 or XP and your USB controller cards. This is a very important step, as WIN2000 does not always have the required device drivers loaded in default for USB 2.0 devices. If your card came with a driver CD this step may have been taken care of upon installation of the card(s).
3. If using Win 2000, Update Windows 2000 to Service Pack 4; this is available as a free upgrade from the Windows update web site.
4. When all the USB Controller Cards are installed and the PC updated, RESTART the PC.
5. Connect any USB hubs if applicable.

Note: It is important that the brand or type of USB hub match that of the USB controller card. (i.e. If using D-Link brand USB controller card, use D-Link brand USB hub, this will avoid any potential conflict in chipset type).

6. Once USB Hubs are installed, restart the PC again.

STEP 3: Install Xtension Recorder Devices

1. Next, connect the first Dig04 device to the USB cable and plug the USB cable into the PC. Windows will respond with the found new hardware wizard.
2. Place the provided BackOffice CD into the CD drive of the PC.

Direct the installation of the driver to "*specific location*" and specify the *Driver* folder on the CD. Windows should find and load the device driver.

IMPORTANT!:

3. **BEFORE INSERTING** the next USB cable, restart the PC. If Windows responds with 'Found New Hardware' again, direct to the CD a second time and again restart the PC. Once you get a 'clean' restart and Windows recognizes the device on restart, proceed to installing the next device. **Windows may select an 'OEM' driver, be sure to install the driver XTRecXP.sys , NOT an OEM driver.**
4. Leave the CD in the CD bay and connect the next device, you may need to direct windows to the CD with each device you connect. Also, you will need to restart the PC with each device connection (in some cases this may mean 2 restarts per device connected)
5. Once all devices are connected to a final PC restart and view the devices in Device Manager to ensure proper installation.

Note: Before the Telephone wiring is connected the devices may temporarily show, 'failed' and then reinitialize. This is normal operation.

6. Finally, connect each telephone wiring to the Dig04 device. Be sure to keep track with extension is connected to each port of the devices. Each device has a unique serial number, in the Recorder Screen you will see the serial number. The lowest serial number is port '1' on the device. The device ports are in sequence from left to right , ports 1-4.Label each port with the Extension it will be recording.

STEP 4: Install the XTR Back Office Software

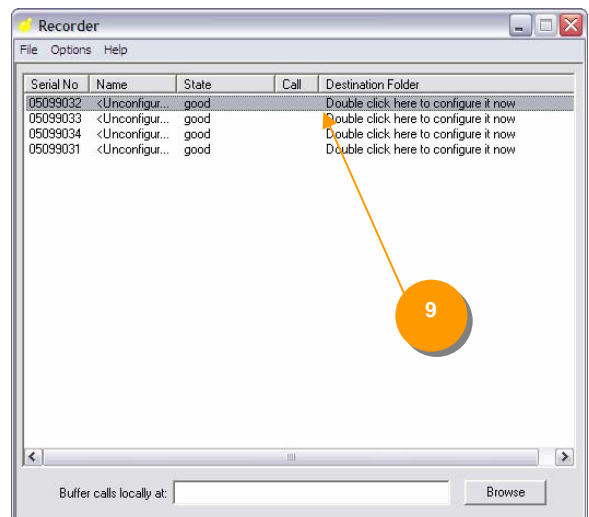
1. Insert the **BackOffice** CD into the CD drive of the PC.
1. Locate the *Recorder* folder.
2. Click on the Setup.exe File in the Recorder Folder
3. Select Telephone System-Type. Please note: Choose European if in Territory that uses A-Law, US for the US and territories that use Mu-Law.
4. Select install location or next to choose default location (recommended).
5. Finish
6. You will now have a shortcut on your desktop for Backoffice Recorder



Backoffice Recorder.Ink

Note: There are differences in the hardware interfaces for many PBXs. Not all versions use compatible hardware. You will get an 'incompatible device' error if you try to run software on an incompatible interface or if you load choose the wrong PBX type.

7. Click on the Backoffice recorder shortcut on your desktop.
8. The Recorder screen is displayed.
9. Double click on the first line in the sequence to configure. The *Enter Line Details* dialog box is displayed. (note- each device is identified with a unique serial number – followed by 1,2,3 or 4 which identifies the port from left to right on the device)



10. Name the device (extension number and or user name).
11. Click on the **Browse** button to identify the storage location for the device.
12. It is recommended that you create a master "Calls" folder with a subfolder for each port. This will make it easier to search for archived calls. It is also recommended that you boost the remote signal and then check for quality with a test call.
13. **Audio Balance**- you can increase or decrease the

audio balance of the recording. Leaving at 100% on both ends leaves the recording as-is. It is suggested to perhaps boost the remote side on most installs to perhaps 150%, but it is important to test prior to leaving this setting as-is.

14. **Ignore Calls Setting**- although the Recorder STARTS recording immediately, this setting tells the system only to SAVE calls longer than this preset threshold
15. **Automatically Erase Calls**- this can be set to delete calls after 'x' number of days or after a define amount of disk space has been used. Note: Calls marked as 'Important' during playback will not be auto-deleted.

16. Once completed press **OK** to Save settings.

17. Repeat the procedure for each listed device, entering a name and identifying the folder for storing recorded calls.

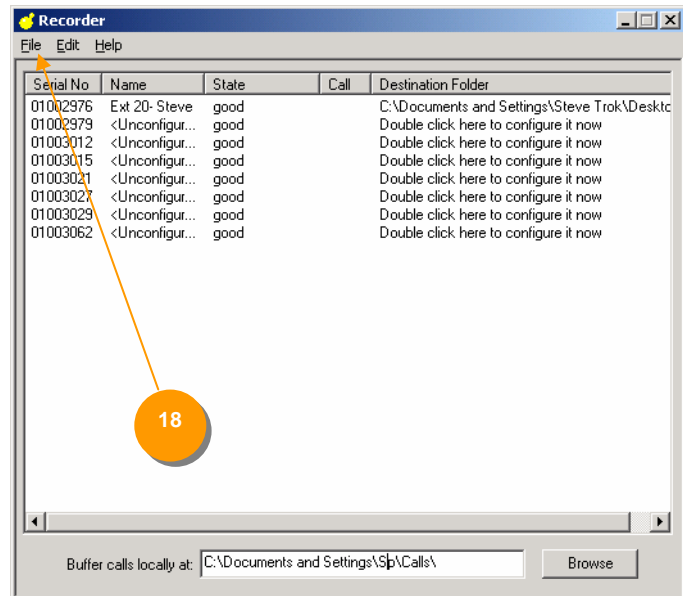
The screenshot shows the 'Enter line details' dialog box. The 'Device serial number' is set to 05099032. The 'User or extension name' field contains 'Steve'. The 'File Path' field is empty, and the 'Browse...' button is highlighted with a callout circle labeled '12'. Another callout circle labeled '10' points to the 'User or extension name' field.

The screenshot shows the 'Enter line details' dialog box. The 'Device serial number' is set to 05099032. The 'User or extension name' field contains 'Steve'. The 'File Path' field is empty, and the 'Browse...' button is highlighted with a callout circle labeled '13'. The 'Audio Balance' section shows 'Boost (%)' set to 100, with 'Local' and 'Remote' sub-sections. The 'Ignore calls shorter than' field is set to 10 seconds. The 'Automatically erase calls' section has 'Never' selected. Callout circles labeled '14' and '15' point to the 'Boost (%)' and 'Automatically erase calls' options respectively.

Note: It is recommended that all calls are stored on the same PC. However, if a network drive is used, you should choose a folder location on the local PC to 'buffer calls'. This will allow the application to run and store calls even if the network is down temporarily.

18. **IMPORTANT!** When all the devices have been named and mapped to a storage folder location, select **Exit** from the Recorder screen's *File* menu. This will **SAVE** your configuration.

The Recorder will now record every call to and from the telephones. It is important to use proper procedure to shut down the application and PC when necessary. **However, it is recommended that the Recorder PC is left on at all times (with battery backup) and the application always running.**



Choosing and Installing Player Options

There several Player options available with the BackOffice Recording solution.

- **Desktop Player** can be loaded on an individual user's PC, giving the user complete access (although restrictions can be applied) to call management: deleting calls, e-mailing conversations, exporting to wav file, etc. This software can be downloaded from www.usbcallrecord.com for free.
- **Call Manager Player** enables a supervisor(s) to search for calls, playback calls, associate notes about the calls and mark them as important as well as delete or email conversations. Please refer to the Call Manager Installation Manual for instructions or the instructions provided on the CD.
- **XTR Reporter-** provides advance playback functionality such as speed playback control, Call Slicing as well as advanced visibility, access, analysis and reporting tools for Xtension Recorder Administrators that want to do more than simply listen to recorded calls, for those that want to use data to help manage their business. Get a free demo version from www.xtrreporter.com. Please refer to the XTR Reporter Manual for detailed installation instructions.
- **XTR Reporter Pro-** same advanced functionality as XTR Reporter with the addition of the Agent Evaluation module Call Scoring. Provides customized scoring forms and criteria and detailed support to quickly identify strengths and weaknesses within your Call Center.

These Packages can be applied in any number of configurations within the organization providing control and management where needed and simple playback in other locations.

Contact Comvurgent:

For more detailed information regarding the products discussed in this document or to inquire where to purchase, you can visit us on the web at www.usbcallrecord.com or call

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We hope you found this guide of use.

