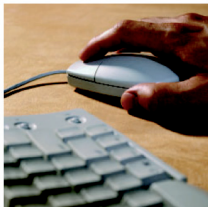


# XtensionRecorder

Recall every conversation using the power of your PC

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



## **Xtension Recorder Digital 01 Quick Reference Guide Comvurgent Ltd.**

Downloads Available at [www.usbcallrecord.com](http://www.usbcallrecord.com)

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# Introduction

Thank you for choosing Xtension Recorder by Comvurgent. Xtension Recorder Digital01 is a USB device that taps across the digital extension pair of a telephone system, allowing digital recording of the telephone user's conversation. Using the Desktop software (included), you can create a file for each call and save this to the local PC or to a network location. Xtension Recorder Digital01 is for specific digital key sets: it cannot be used with analog or VoIP phones.

This guide is designed to help you quickly and easily install your Xtension Recorder Digital 01 device. We have also included a summary of the features and functions available on the Xtension Recorder Desktop software.

## **CAUTION!**

**The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation.**

## **PC Compatibility**

The Xtension Recorder application supports Microsoft operating systems which support USB devices such as Windows 98SE, ME, 2000 and Windows XP.

**Note: Windows 95, NT and Macintosh operating systems are not supported.**

# Installation

## For Windows 98 or ME

1. Insert the CD in a CD drive in your PC.

Run the *Setup.exe* program file on the provided installation CD **BEFORE** connecting the Xtension Recorder device to your PC.

Open *My Computer* on your desktop and then double-click on the CD Drive. Locate the *Setup.exe* file and double-click on it.

2. Using the USB cable provided, connect the USB cable to your PC and to the Xtension Recorder device.
3. Unplug the line cord from the telephone and connect it to either port on the Xtension Recorder device.
4. Connect your telephone to the remaining port on the Xtension Recorder device.

## For Windows XP or 2000

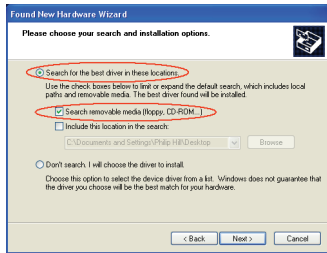
1. Using the USB cable provided, connect the Xtension Recorder device to your PC. Windows will start the **Found New Hardware Wizard**.

Select “*Install from a list or specific location*” and then click on the **Next** button.



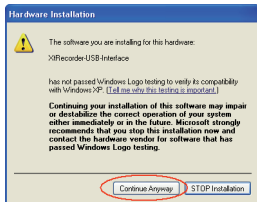
2. Insert the CD in a CD drive in your PC.

3. Click on the **Next** button.

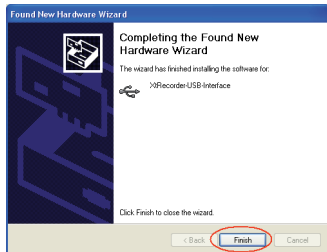


4. The software has been fully tested, but has not yet been submitted for Microsoft approval.

5. Click on **Continue Anyway**.



6. Click on the **Finish** button to close the dialog box.

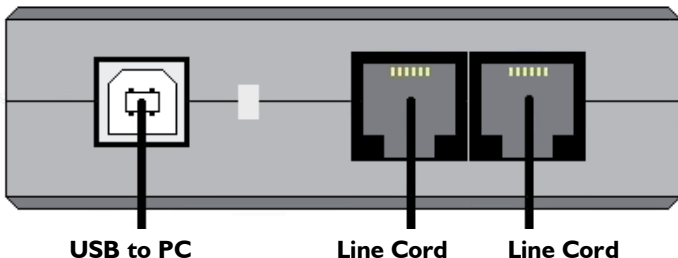


7. Run the *Setup.exe* file on the CD to install the application software to your PC.

Open *My Computer* on your desktop and then double-click on the CD Drive. Locate *Setup.exe* and double-click on it.

8. Connect the telephone to the device.

**Note:** it does not matter which side goes to the phone or to the wall.



# Software Setup and Use

This section gives a brief overview of the Desktop software. It explains how to set up the software on the File Management and Options pages and how to record and review calls using the Record and Playback pages.

## File Management

Use the File Management page to choose the location to store your calls:

- Browse to a specific location or accept the default folder. If you intend to store files on a network server, we recommend that you buffer the calls in a folder on the local PC.
- *Auto-Delete Selection* - Choose when calls should be deleted, if ever.  
**Note: Calls marked important will never be auto-deleted.**

## Options

Use the Options page to determine how calls are recorded:

- *Automatically start recording every call* – select this option if you want calls to be recorded automatically.  
**Note:** To record manually, press the Record button on the Record Tab.
- *Choose recording format* – We recommend using our GSM compression to minimize disk usage (up to 170 hours in 1 GB).
- *Show dialog* – Select this option if you want the Xtension Recorder main screen to be displayed automatically whenever recording starts.
- *Call selection* – Choose this option to ignore very short calls (such as misdials).

- *Prompt for Information* – Choose this option to display an information box, either at the start or after each call. You can use this to determine whether the software saves or deletes the call, to enter notes or mark the call as ‘important’.
- *Volume Level* – the default value of 100% indicates a full strength signal. You can increase or decrease the volume on either the local or the remote side of the conversation according to your needs.

## Record

Use the Record page for manual recording, for marking calls and for taking snapshots of conversations. The box in the upper right hand corner shows the dialed number or caller-id (most versions). This information can be edited during call recording. The Record page features the following tool buttons:



**Start** recording.



**Pause** recording.



**Stop** recording.



**Mark** a call as ‘important’ for easy future recall.

Calls marked with an ‘important’ status are not Auto Deleted.



Take a **snapshot** of the current call and make it available for immediate playback – even while still recording the remainder of the call.

You can type notes about the conversation or transaction being recorded in the box under the toolbar.

## Playback

Use the Playback page to access and play back your stored calls. It features the following tool buttons:



**Search** - Enter the telephone number or text you want to search for, then select whether you want to include the notes field in the search as well as other folder locations. You can also search for calls within a specific date range.



**Navigation** – view the Home folder or browse to other call storage locations.

Click on a heading in the call list to order calls by that parameter, for example: User ID, Caller ID or Time & Date.

!	User ID	Caller ID	∇	Time + Date
!	Philip Hill	+1 949 587 1226		10:10 13/01/2005



**E-mail recording** - either as a .wav or native .xtr file.

**Note:** If you email a recording in the .xtr format, the recipient can download a player free of charge from [www.USBCallRecord.com](http://www.USBCallRecord.com).



**One-Touch Export** – export the selected call to a wav file.

**Mark** Selected call as 'Important'



**Delete** – delete the selected recording.

While in the playback area, you can also edit or modify notes or caller ID/ number dialed information.

## Security

You can restrict a user's ability to stop, pause or delete recordings or change software options.

To set user and password protection options, run the program: *XtRconfig.exe*.

This can be found in the same folder as the Xtension Recorder program. On a standard installation, this is:

*C:\Program Files\Comvurgent\Xtension Recorder.*

## Multiple User Logins on PC

If you have multiple user logins and restrict user access to features of the PC and or the XTR program, you will need to:

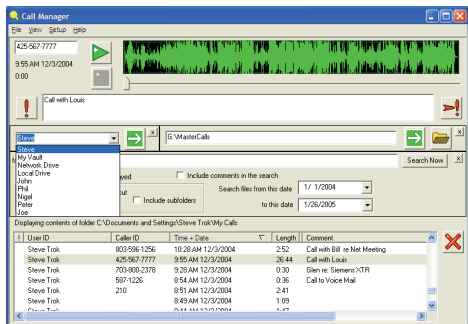
- Load the software using an Admin Login to the PC.
- Create a shortcut to *XTRRecorder.exe* in the Startup folder for All Users.

An option in the *XTRconfig.exe* program allows you to give the same configuration and restrictions to all users or unique settings for each user.

**Audio Balance:** After installation, you should check the audio balance of the recording. We suggest you boost the remote side to 150-175% (on the Options tab) and then try a few sample calls. You may also find it useful to lower the local side for a better-balanced conversation. Remember that 100% is full signal strength - boosting above 100% increases the signal strength, dropping below 100% decreases the recording signal.

## Other great recording products from Comvurgent

If you are expanding your recording capability or wish to try alternative ways of recording, check out some of our other products in the Xtension Recorder range. Need a supervisor position?



**Call Manager** is a sophisticated search and playback application for supervisors wishing to monitor multiple telephones. Call Manager works with multiple Desktop Digital 01 devices, BackOffice (centralized recorder software) and multiple Universal Adapters



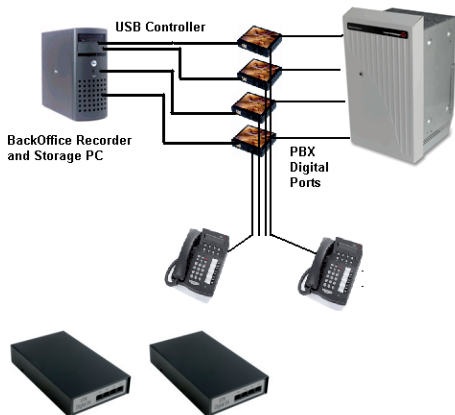
## Need to record analogue or IP phones?

Our **Universal Adapter** allows desktop connection of analogue telephones, IP phones and digital telephones incompatible with the Digital 01. The Universal Adapter is a full USB device that connects to either a telephone handset or directly to an analogue telephone line.



## Need to Connect Your Recorder Centrally?

**BackOffice** is the solution! If you need to locate your Digital 01 devices centrally alongside your PBX, BackOffice allows you to connect up to twenty Digital 01 devices onto a central server PC. BackOffice delivers cost-effective call recording without any desktop clutter.



## Need A Bigger Recorder?

**Xtension Recorder Digital 4** is a stackable 4 port digital USB unit. It allows cost-effective, fully centralized, recording for medium- to large installations. Digital 16 is our top end product which is a bay mounted Device with 16 ports. Digital 4 and Digital 16 both come with the BackOffice and Call Manager software for supervisor positions.



## Register your Xtension Recorder for great benefits!

Register today to:

- **Get free upgrades!** - We are continually releasing new features and improving existing features. All Xtension Recorder Digital 01 devices come with free upgrades for life.
- **Receive our free guide** - Get the most from your Xtension Recorder: read why people record, the legalities of recording, hints and tips to maximize use and a detailed description of configuration & set-up options.
- **Keep informed on new products** - As we release new products to compliment the Digital 01, we'll pop you an email (you can opt out if you like) with brief details.

**Note: To check your current version of Xtension Recorder software, click on the 'About' tab.**

### How to register

Visit [www.USBCallRecord.com/register](http://www.USBCallRecord.com/register)

And fill in our online registration form.

We only require your email address to send you all the free stuff!

Once again, thanks for choosing

Xtension Recorder.

**Comvurgent Team!**

