# XTEND MOBILE LOGGER

An Overview

The Xtend Mobile Logger is a monitoring solution that enables to track all activities of a mobile device from a distant location. The software application enables the organisation to monitor all the incoming/outgoing calls and refer the text messages of a cell phone used by an employee for official purposes. Using this application, the Head Office (HO) can monitor text messages, listen to call logs and track the geographical location of the phone.

The application captures the official calls and implements it through a user-friendly interface with full-fledged features for call monitoring and evaluations. Complete details of the calls/sms like Caller/Called Id, Date, Time, Status, Duration, text content can be viewed from the browser interface.

Utilising the GPRS, Wi-Fi or 3G connectivity of the cell phone, the logged activities are quickly uploaded to the Central Server. The browser interface can be accessed and recorded audio from the desired cell phone can be heard from the ActiveX Wave Player as well as text messages can be read instantly. The logged data displayed on the browser interface can be viewed, searched, sorted, filtered and reports can also be printed for future references.
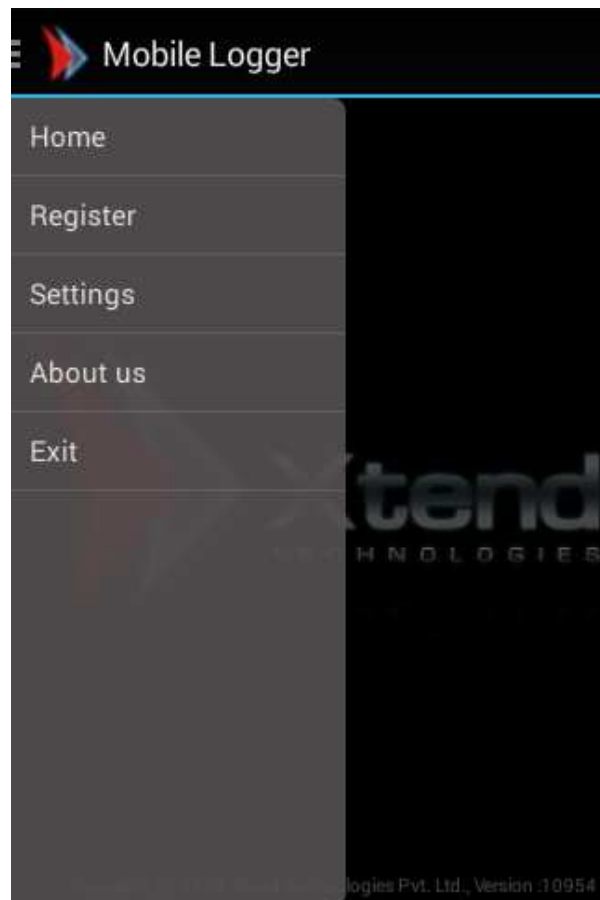
The higher level management can access the browser interface at any time to listen and review the recorded conversations for performance assessment and quality assurance. Daily monitoring of calls decreases errors and increases efficiency with maximised productivity.

Salient Features

Easy-to-install & Simple-to-use

- Supports centralised management
- Access, store and backup records
- Monitor and listen to voice recordings
- Detailed report of incoming/outgoing calls
- View call history & refer sent/received SMS
- Track location and view location history
- Refer daily, weekly, monthly, date-wise reports
- Keep backup of contacts

*Feature-rich Browser Interface*

- Remote secure access with multi-login facility
- User accounts with administrative privileges
- Unified architecture with centralised management

Supervisor & Administrative Capabilities

- Monitoring and listening of calls
- Read the SMS content
- System failure information with error reports
- Detailed information on user session

Reporting, Configuration & Data Synchronisation

- Caller/called id, date, time, duration, status & much more
- Easy-to-configure with the server address
- Manual & automatic synchronisation to Central Server
- Supports GPRS, Wi-Fi or 3G connectivity for data uploading
- Synchronise audio logs, SMS data and contact list
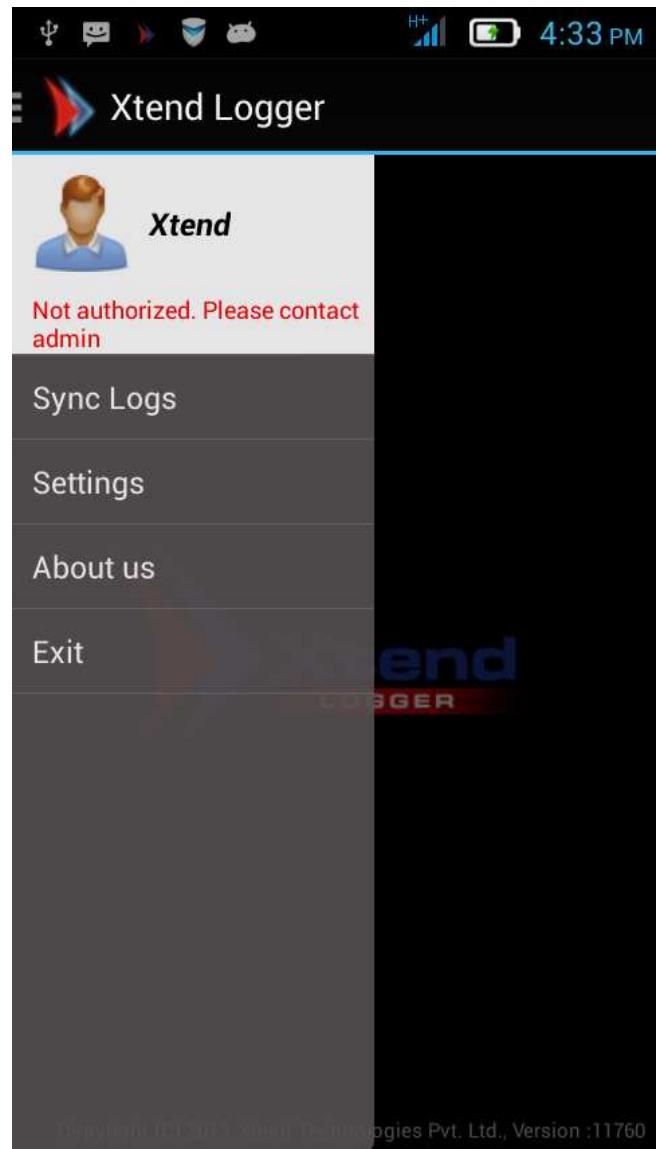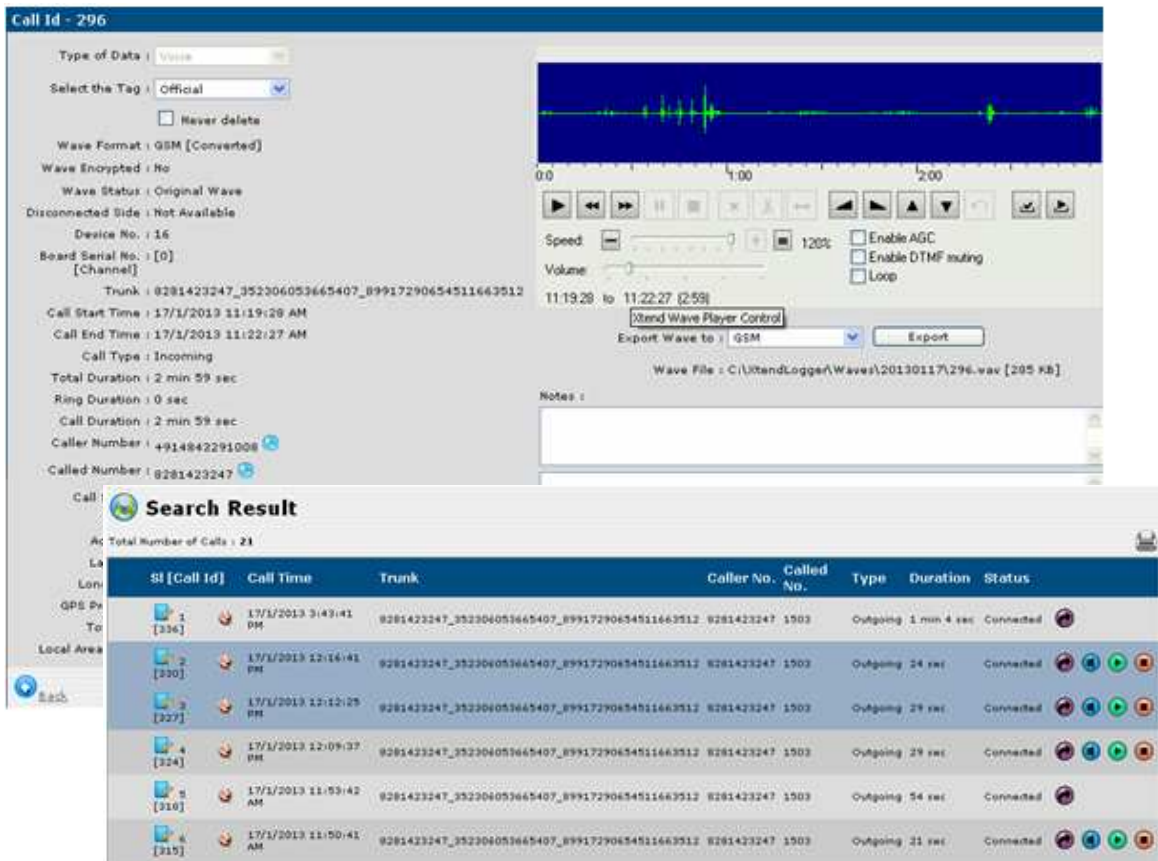
Audio Recording & Playback

- Automatic recording of calls

- ActiveX based advanced audio player

- Audio compression capability to PCM/GSM formats

- Export of audio files to MP3/PCM/GSM formats

- Audio call record playback with Play, Fast Forward, Rewind, Pause, Delete, Trim, Fade in/out audio, increase/decrease volume

- Listen to mark the specific region of a track and play

- Add comments to the recorded call

Advance Search Options

- Simple search using phone numbers, comments, duration, date etc.

- Find, search and sort multiple criterion using multiple fields

How it works

The software setup is easy-to-install and it takes only few moments to complete the installation in the supported phone models. Once installed the Mobile Logger works independently of any of the action performed on the cell phone. If the call history or messages are deleted from the cell phone, then also the mobile logging software has all records of the call and sms activities carried out through the device.

During registration, in case of a single SIM Mobile, two types of Trunk Ids are created, namely, "Mobno_imei_imsi" and "Mobno_imei_imsi_personal". The official numbers gets assigned to the trunk "Mobno_imei_imsi" and the personal numbers to trunk "Mobno_imei_imsi_personal".

In case of Dual SIM, three types of Trunk Id's are created. The first SIM will be registered to the Mobile Logger with Trunk Id's as "Mobno_imei_imsi" and "Mobno_imei_imsi_personal". The second SIM will be assigned for personal use. An extra Trunk Id "Personalno_imei_child" will be created for the personal SIM. All the calls from personal SIM will go to this Trunk Id.
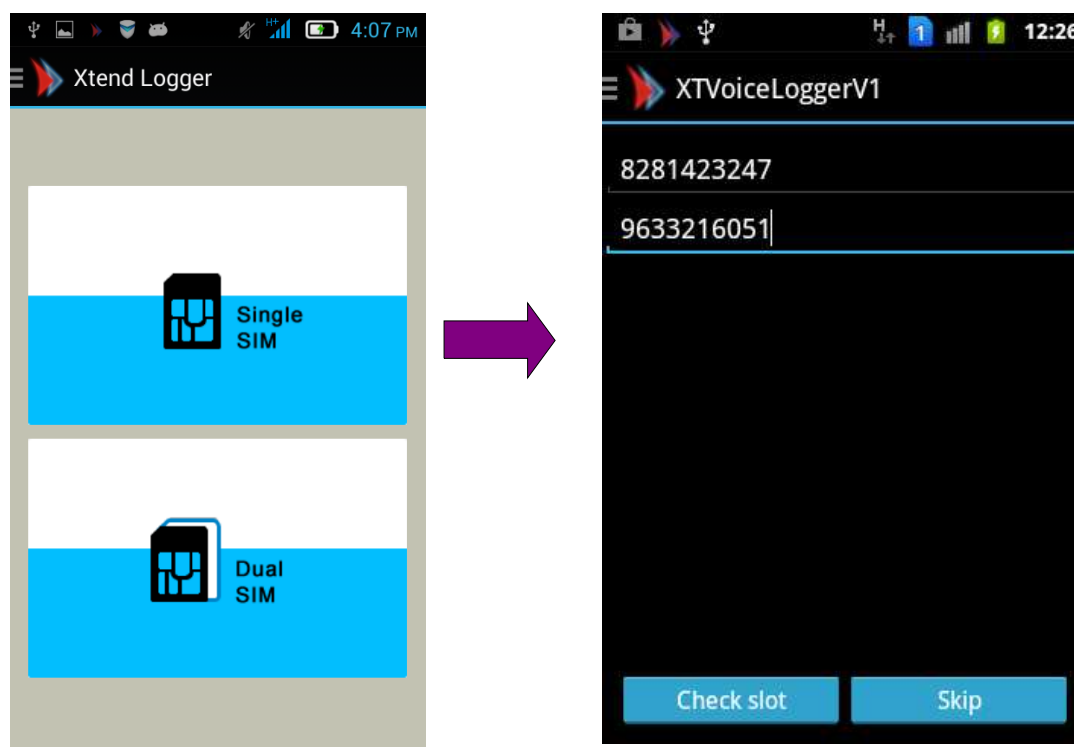
The centralised server application is installed at the Head Office where the synchronised calls are monitored regularly. The recorded audio and SMS data is uploaded to the web server through GPRS, Wi-Fi or 3G connectivity and these files are then saved in the database of centralised server. The browser interface is further used to review the recorded mobile data. The authorised official has to login to the browser interface and refer "Logs Report" to listen to the audio and read the content of the sms data.

Highlighted Features

Centralised Management

The centralised management module is available that automatically collects voice records and sms details from all mobile logging installed cell phones enabling the head office personnel to access, store and backup records in a centralised manner.

Data Pushing Methods

Two different types of synchronisation methods are used to upload or synchronise the recorded data to the Central Server via the GPRS, Wi-Fi or 3G connectivity. These methods are namely, manual synchronisation and automatic synchronisation.

In automatic, the authorised official has to set the time in the Central Server during which the data gets automatically uploaded to Central Server as per the scheduled time. In manual synchronisation, the user has to manage the uploading process manually at any time. Either of the synchronisation method can be chosen for the uploading process to the Central Server.

Mobile Logger: Supported Phone Models
Samsung Ace Duos
Samsung Y
Samsung Ace
Karbonn A1*
Micromax Canvas 2
Huawei Ascend P6
Sony Xperia C
Lenova P16
Xolo G700

Note: Supports Android Version 2.3 and above.

Apart from the above listed phone models, Xtend can also consider the implementation of mobile logging application in any other Android phone model as recommended by the client (*The recommended phone model should support call recording on both sides).*

Mobile Logger shall ensure the organisation to achieve business flexibility with increased efficiency and quality control. The HO can monitor the official cell phones in multiple locations regularly and it will be easy to recall the information in the event that any discrepancy arises. Implementation of mobile logging solutions ensures compliance and productivity in an organisation. To know more please feel free to contact us.