

Call Recorder Oygo Manual

V3.4

VC1998



vidicode

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1 Introduction

Call Recorder Oygo is a software application for the pc. It records telephone calls from headsets and soft phones. With an additional screen recording license, it records the screen of the PC as well.

Oygo records and archives telephone calls that are made using a headset, if the audio is streamed to an audio device on the pc. Oygo also records from softphones. When using a softphone, Oygo can record both sides. When Oygo is used with another type of phone, the headset needs to support the recording option.



Softphones

The Oygo is able to record calls from softphones. This works for practically any softphone and headset you have.

Other phones

When you record from other phones (for example a desk phone connected to the headset), the following headsets are supported:

Jabra:

JABRA PRO 9450

JABRA PRO 9460

JABRA PRO 9460 DUO

JABRA PRO 9465 DUO

JABRA PRO 9470

Jabra Engage 75

When you use one of these, the Oygo records telephone calls from:

- a desk phone
- a mobile phone with Bluetooth connection

In addition, start and stop detection of telephone calls is available if you use one of these Jabra products. The software starts or stops a recording when you press a button on the headset.

Other:

Emotion W880 (IPN Telecom)

When you use Emotion W880, the Oygo records telephone calls from:

- a desk phone
- a mobile phone with Bluetooth connection

Note: Many people keep their headset in active mode continuously. In that case, there is no button pressed at the end of a call. Oygo has other start/stop methods available to choose from.

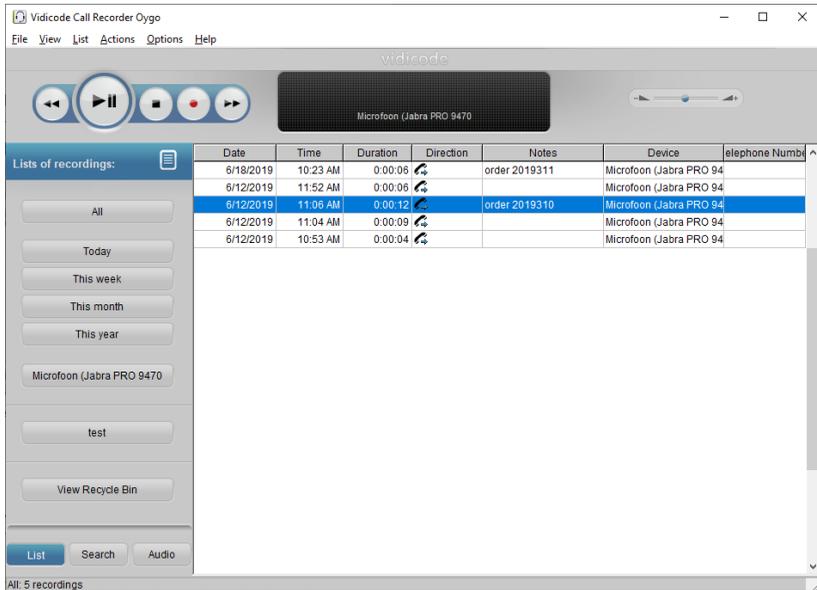
Jabra Speak 750 speakerphone

Do you have the Jabra Speak 750 speakerphone? Start a call or conversation by pressing the button on the device itself and the Oygo starts to record automatically.

Every gigabyte of free disk space allows you to record up to 180 hours of conversation on your hard disk.

All recordings made with the Call Recorder Oygo are stored in the folder of your choice, as audio files you can easily share with others. The Oygo database will also store the **properties** of the recordings, including date and time, duration, and name of the device. You can share this database with other Oygo users, and with users of the free V-Archive software.

The main screen of the Oygo shows a list of recordings. Properties of the recordings are shown in columns. You can sort the recordings by clicking the headers of the columns. Search queries can be made to find a specific recording quickly.



NOTE To record calls using the software, the software needs to be activated first.

Oygo stores all recordings on your PC. For it to make a recording it is necessary that the PC is on and the software is running.

Call Centre use

This call recorder can be used in small businesses where one telephone line is connected, but it is also possible to use Oygo with every headset in a Call center.

For the use of Oygo in a Call center an API can be installed through which Oygo and the Call Centre's software can work together.

Read [Appendix A](#) to find out more about this API.

2 Getting started

The Call recorder Oygo is set up in a sequence of steps. The following paragraphs will describe the steps involved. They are:

- Connecting the headset to the telephone
- Connecting the headset to the PC
- Oygo Software installation
- Set up of the software

2.1 Hardware installation

Depending on the kind of telephone you want to record from, the headset is connected to the telephone line or the telephone handset. The headset should also be connected to your PC by USB. Please refer to the manual or quick guide of your headset for more information on the installation of the headset.

Configuration of the headset for recording

To record from an audio source, such as a headset, the audio source must be available on the PC as an audio recording device. In which case it will be listed in the Devices drop-down box on the Devices screen of the Oygo software. Not all headsets present their audio as an audio recording device on the PC. Depending on the type of headset, it might be necessary to make changes to the [configuration on the headset base station](#), to make the audio source available.

Configuration of the headset

Make sure that the headset base station is connected to the PC, for example using USB. If there is an option in the headset base station to enable recording, enable this option. It might be necessary to enable the Soft Phone functionality on the headset base station, to make sure an audio recording source is available on the PC. For details about how to configure your headset, consult the manual of the headset that is used and [Appendix B](#) of this manual.

2.2 Software installation

Place the CD-ROM in your computer and the software installation starts automatically. If the installation is not started automatically, locate the file 'CROygoInstaller.exe' on the CD and start it by double-clicking.

You can also download the Oygo installer from <https://www.vidicode.com/service-and-support/software/>

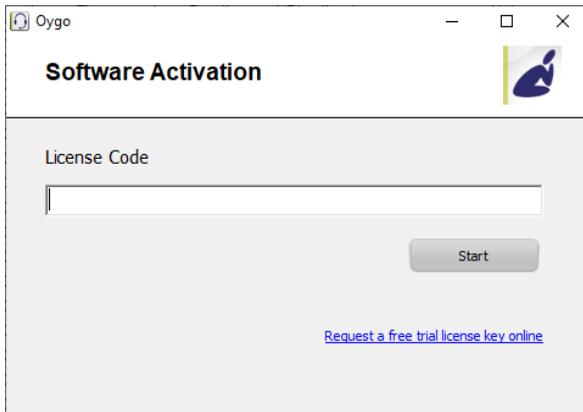
Start the software and follow the instructions on the screen.

- Select your preferred language for the installation.
- You are prompted to accept the software license agreement.
- Only then you can proceed with the next steps of the installation:

You will be asked:

- to confirm the location on your hard drive where the software will be installed
- specify a location for the data files
- whether you want a desktop icon for the application

When the software is started for the first time, the software activation screen will be displayed.



An internet connection is needed to automatically activate the Oygo software. To activate the Oygo software, fill in your License or Serial Code and press the Start button. The Oygo software will contact the licensing server and verify the license. If successful, the software is activated and ready for use. When no connection could be made to the licensing server, information will be presented to activate the software off-line.

Once the software is activated on the PC, the same license code cannot be used to activate the software on another PC. If you want to move your license from one PC to another, you must first deactivate the

license on the first PC. This can be done in the License section of the Setup screen.

2.2.1 Software configuration

When you start the software for the first time, with the new headset installed, the **Device list** will open.

Make the connection and recording settings there. See Device settings §3.2.

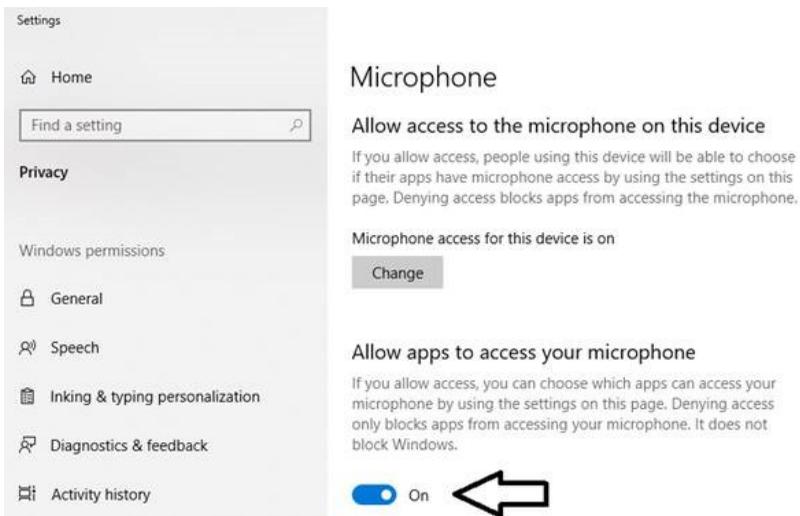
Restart the Oygo software after connecting the headset in case you have installed the software before connecting the headset.

Kaspersky

If Oygo cannot access your headset and you have Kaspersky Total Security installed, see [Kaspersky blocks access to your headset](#).

Microphone Privacy Settings

Windows 10 introduced new “Microphone privacy settings”, which can be found in the Settings app of Windows. In this screen, it is needed that “Allow apps to access your microphone” is enabled, to use your headset or microphone and to allow Oygo to record audio. See the picture below.

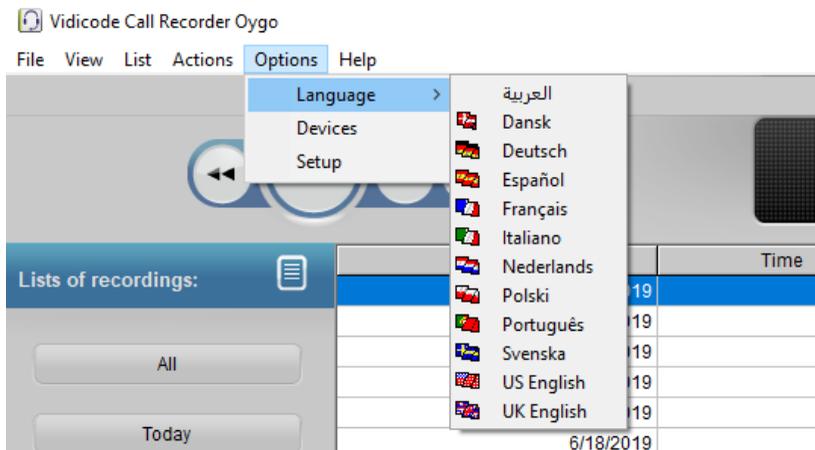


3 Options menu

3.1 Language

Oygo software is translated into a number of languages. It is possible to change the display language at any time.

- Select your language and click.



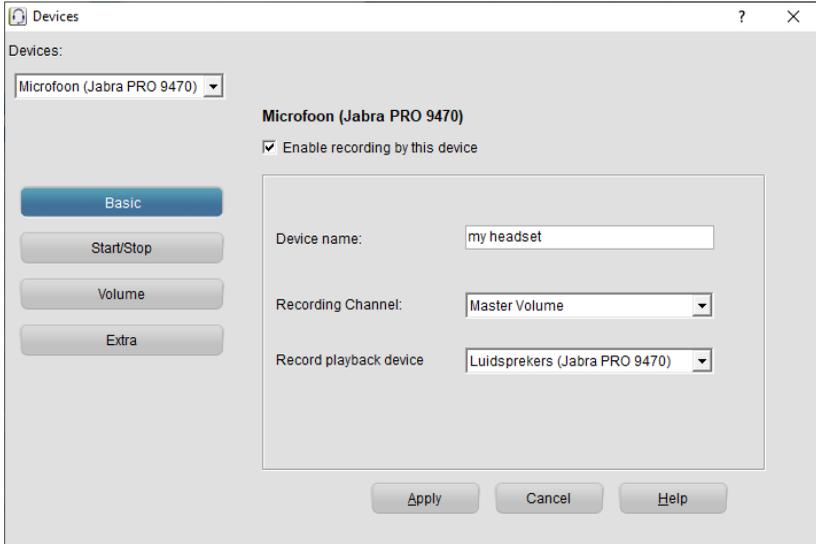
3.2 Device settings

The Device section holds all the settings regarding the recording devices. Choose Devices from the menu Options to enter the Device settings dialog.

See the picture below. To the left, there is a drop-down box with the list of available audio recording devices. Settings are made for each audio device separately. The headset you are using should show up in the list. Select the headset as audio device, and then change its settings.

Check the **Enable recording by this device** checkbox to enable the selected audio device for recording. Once the device is enabled, other options can be set. The settings are divided in four categories that can be selected on the left.

3.2.1 Basic



Device name

You can address a name to your headset. A custom name might be easier to relate to than the Windows device name. An enabled device shows up as a button in the List tab. In this case the button text will be "my headset".

Recording Channel

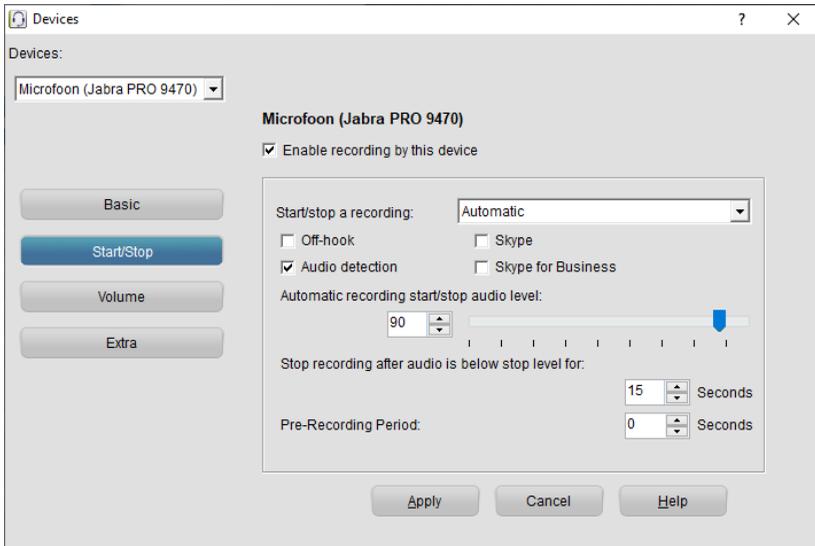
Some recording devices have more than one recording channel. Select the recording channel that contains the audio data that you want to record. The recording channel might have a generic name, such as "Master volume", or a specific name, such as "Headset".

Record playback device

Select the playback device that must be recorded. The sound of the playback device will be merged with the sound of the recording device. Enable this option to record soft phones.

Note: This feature is not supported on Windows XP.

3.2.2 Start / Stop



Start / Stop a recording

There are three possibilities:

- 🔊 **Automatic:** The software automatically starts recording when it detects that a call is active, based on the signals that are selected and available.
- 🔊 **Semi-automatic:** The software detects when a call is active, but it will not start recording automatically. You can choose to start a recording when a call is detected, by clicking the red Record button shown below.



- 🔊 **Manual:** You choose when to start and stop a recording. Recording can be started and stopped from the Playback pane on the main window of the Oygo. Recording can also be started from the Status window.

When you have chosen automatic or semi-automatic, you can choose on which signal it will start:

- 🔊 Off-hook: Detect the off-hook status of the Jabra headset. This is not possible for all types of headsets.
- 🔊 Audio detection: Start automatically based on the audio level. Additional settings apply (see below).
- 🔊 Skype: Detect Skype calls (desktop version). When this option is enabled for the first time and after an update of the software, Skype itself will ask your permission if the Oygo software may use Skype. *Note: This is a legacy option provided for compatibility with old installations. With the current version of Skype, this option no longer works.*
- 🔊 Skype for Business: Detect Skype for Business (Lync) calls.

Automatic recording start/stop level

If the audio level is above the level specified here, a recording will be started. If the audio level is below the level for some time (the stop time), the recording is stopped.

Stop recording after audio is below stop level for ... seconds

Oygo will wait the number of seconds you specify here before stopping a recording when the audio level is below the automatic recording start/stop level.

The Start/stop level and stop time are related to Voice activated recording.

Pre-Recording Period

The Pre-Recording Period is the number of extra seconds of audio that are added before the start of the recording. For example, if the Pre-Recording Period is 5 seconds, and you press the Record button, the audio of the previous 5 seconds before the record button was pressed, will also be included in the recording.

About Voice activated recording

Voice activated recording is used when recording from the Handset. This option is used when recording from a digital telephone.

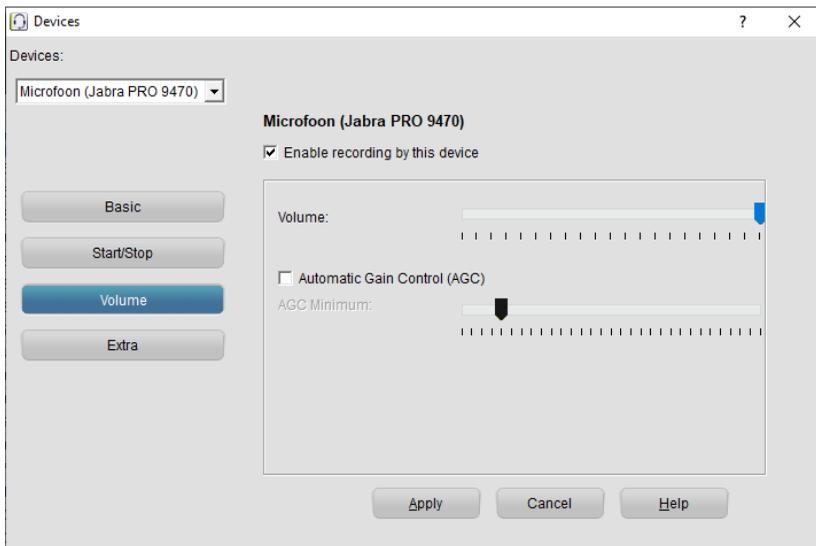
The principle of voice activated recording is quite simple. There are two settings involved in voice activated recording: the Start/Stop level and the Stop time.

The Call Recorder Oygo application constantly monitors the enabled devices for their audio level. When the telephone is not used, the audio level is close to zero. When a telephone conversation is started, the application will detect an audio level on the headset. The Start/Stop

level is used to determine the audio level above which recording should be started. This could be, for instance, the level of audio occurring when the handset is spoken into softly. The recording can be stopped again when the audio level drops below the Start/Stop level. However, the recording should not stop directly. During phone calls it is possible that the audio level drops below the Start/Stop level for a certain amount of time, for instance when the caller is put on hold or when the caller mutes the phone. Therefore, the recording needs to be stopped only after the audio level has dropped below the Start/Stop level for a certain amount of time. This time is set by the Stop time. The settings of the Start/Stop level and the Stop time are crucial to the performance of reliable voice activated recording.

See: [Setting the Start/Stop level](#)

3.2.3 Volume



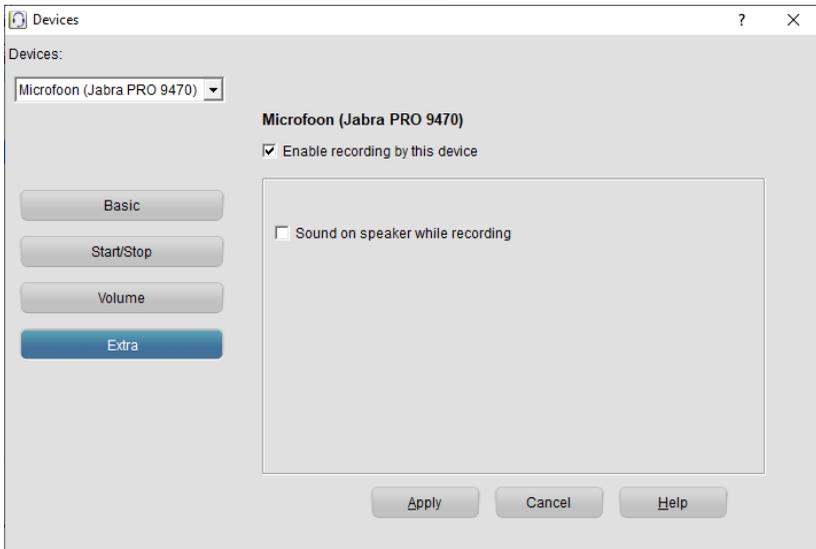
Recording Volume

Here is where you set the recording volume. It is dependent on the make of the telephone whether it should be high or low.

Automatic Gain Control (AGC)

AGC amplifies all audio signals to a high level. The slider sets the minimum audio level that must be present before AGC is enabled. Audio that stays below this level will remain unaffected (not amplified) by the AGC. Audio that rises above this level will be amplified. Try and find a setting where both the local and remote voice of the call are being amplified without the background noise being amplified. If during playback the sound seems intermitting or contains gaps the AGC Minimum level is probably set too high. If there is a lot of background noise during playback the AGC Minimum level is probably set too low.

3.2.4 Extra



Sound on speaker while recording

When this option is enabled, the recorded sound is put on the PC speakers **automatically** when a recording starts, and is stopped automatically when the recording stops. This allows you to listen to the audio that is on the telephone line.

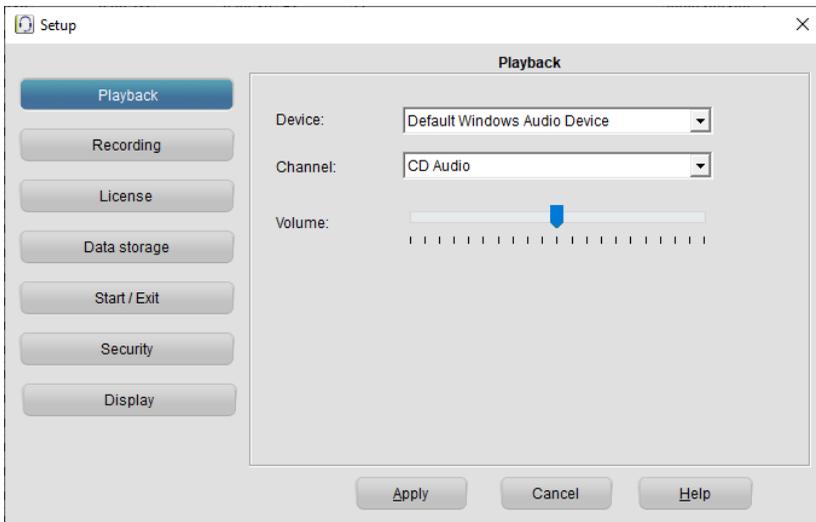
This is a Monitoring option. This option allows for supervisors in another room to listen in on the conversation that is taking place. As the sound is not real time it is not advised to enable this option when the telephone and the PC are in the same room.

You can also control this (monitoring of a recording) **manually**. Uncheck "Sound on speaker while recording." From the menu Actions, check Start Monitoring to start monitoring a recording. This will put the audio of the recording on the PC speakers. Uncheck Start Monitoring to stop the monitoring.

Instead of the Actions menu, you can use the Start Monitoring button on the Audio tab instead, to manually control the monitoring of a recording.

3.3 Setup

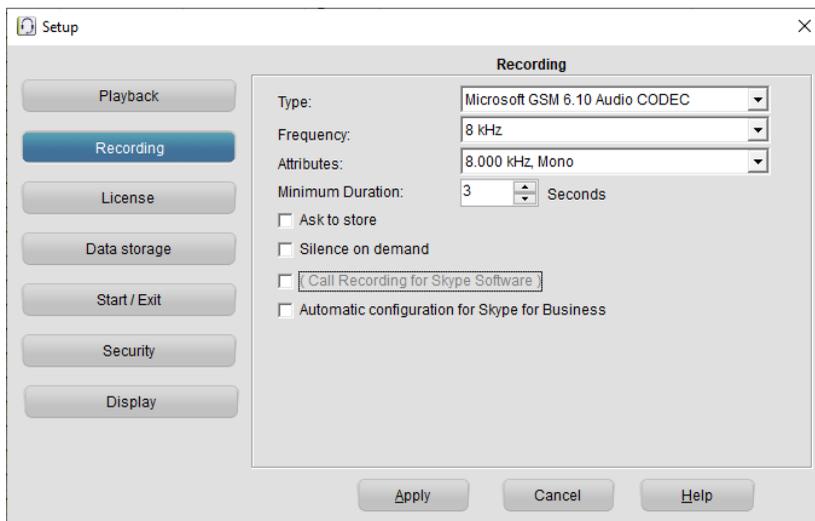
3.3.1 Playback



- Device: The playback device that must be used for playback of recording, can be selected from the list. In most cases the sound card of the computer is used for playback.
- Channel: the channel of the Playback device must be selected also. For the channel selection of the soundcard, usually the Wave or PC Speakers channel must be selected.
- Volume: The playback volume level. Make sure that when you use the PC speakers for playback the PC volume is 'on' as well.

3.3.2 Recording

A number of recording settings is common for all the connected devices. These settings are displayed here. Settings specific for a connected device, are displayed in the Device options screen.



Type

The first drop-box (named Type) displays all the codecs that are available. One of the codecs of your PC is used to encode recordings. The Microsoft GSM codec is present on most PC's. It offers a good balance between recording quality and required storage space. Therefore this codec is selected as a standard when available. Note: The Fraunhofer MPEG codec (as available on Windows XP) should not be used when recording from multiple devices, because this codec supports only one recording at the same time. The Microsoft GSM codec does not have this limitation.

Frequency

In the frequency drop-box, you can choose between a sampling frequency of 8 kHz (the default), or 16 kHz. A higher sampling frequency gives a higher quality recording, but uses more disk space.

Attributes

This drop-box holds the various options of the selected codec for the selected frequency. If the drop-box is empty, then recording in the selected codec at the selected frequency is not possible, and another codec or frequency must be selected.

Minimum Duration

Minimum Duration refers to the minimum duration of a recording for it to be stored. Standard setting would be 5 seconds. Recordings shorter than the set Minimum duration will not be stored.

Ask to store

When "Ask to store" is enabled, you will have an option to cancel a recording when it is finished. The "Ask to store"-dialog has a field to add Notes to the recording.

Silence on demand

When this box is checked you can use Silence on demand. To start a silence in a recording, press F6 or choose **Start Silence** of the Actions menu. Press F6 again to end the silence. The parts of the recorded telephone call that are silenced will be not audible in the recording.

(Call Recording for Skype Software)

Note: This is a legacy option provided for compatibility with old installations. With the current version of Skype, this option no longer works.

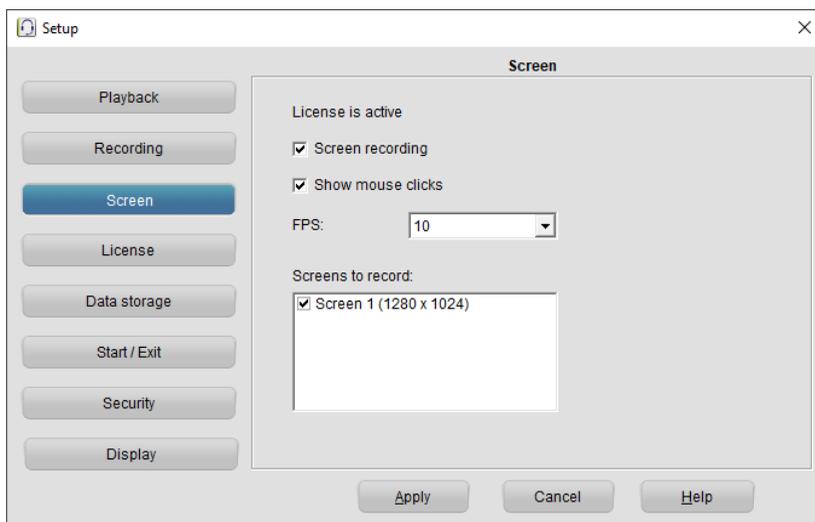
By default, this option is not enabled. When this option is active, a button with the name "Uses Skype Software" is displayed in the List tab of the main screen, and Skype calls are recorded. When this option is enabled for the first time and after an update of the software, the Skype software itself will ask your permission if the Oygo software may use Skype.

Automatic configuration for Skype for Business

When enabled, the program will detect which audio devices are used in Skype for Business, and try to automatically enable these devices for recording in Oygo. The Devices screen will no longer be available, because the settings are determined automatically. The program needs to be restarted for this to take effect.

The upload username will be set automatically to the sign-in address in Skype for Business.

3.3.3 Screen



This section provides the options related to screen recording. It is available only if a screen recording license is activated (see License section).

Screen recording: If this option is enabled, a recording of what is visible on the screen will be made during a recording.

Show mouse clicks: Mouse clicks are visually shown in the screen recording using a colored circle.

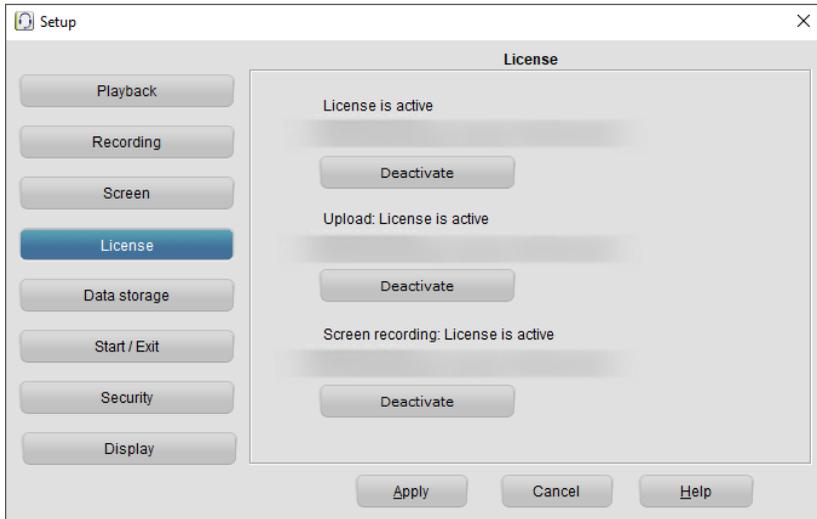
FPS: The number of frames per second of the screen recording. A higher value gives a better quality video, but requires more CPU power and disk space.

Screens to record: If the PC has more than one monitor, choose here which monitors should be recorded. The screens to record should form one consecutive block.

The screen recording is merged with the audio into a MP4 file.

Screen recording does not operate well if it is also enabled in other Vidicode software (Pico or Aprea Client software) on the same PC.

3.3.4 License



License status: The software displays if a license is active. This is the license for recording telephone calls.

Note: you can request a trial license key to evaluate Oygo for 14 days.

Deactivate: To move a license from one PC to another PC, deactivate the license on the first PC, then use the original license code to activate the software on the second PC.

Upload: The software will display if the software is licensed to upload to Apresa.

Activate: Press this button to activate an upload license key. It starts with a V.

Deactivate: The license will be freed to be used at another PC.

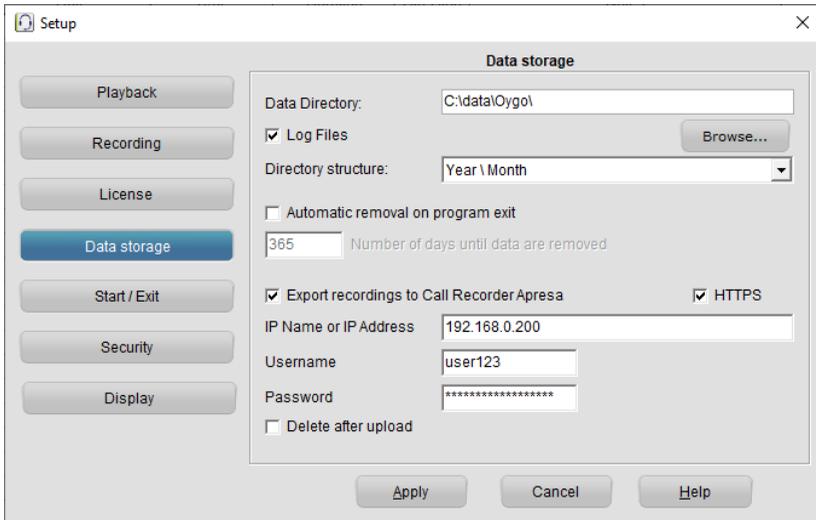
Screen recording: The software displays if the screen recording feature is licensed. If so, then screen recording can be enabled and configured in the Screen section.

Activate: Press this button to activate a screen recording license key. It starts with an S.

Deactivate: The license will be freed to be used at another PC.

For activation and deactivation, internet access is needed. Licensing is performed by a separate program (OygoHelper.exe) that is run as administrator.

3.3.5 Data storage



Data Directory: In the data directory all call recordings are stored. Type the name of the directory, or press the Browse button to select a directory. The text %USR% will be replaced with the Windows username. When there is already a database, it will be opened. Otherwise, a new call database will be created. Make sure that the Windows user who will use the Oygo has permission to access this folder.

Log files: When enabled, log files will be created in %appdata%\Vidicode\Oygo. These log files can contain call details such as telephone numbers.

Directory structure: Audio files are stored in subdirectories below the main data directory. Recordings can be stored in separate directories per year, month, day, and hour. Changing this setting only effects new recordings. To apply the setting to all existing recordings, create a new archive, and import the old archive into the new one.

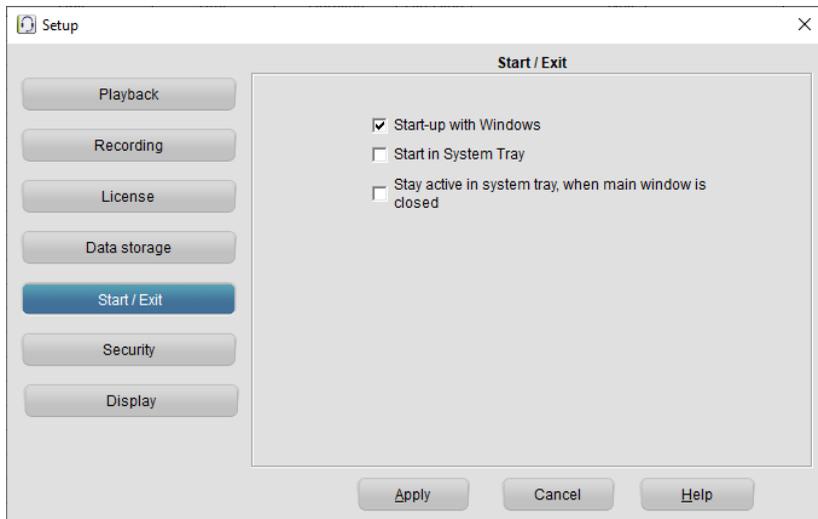
Automatic removal on program exit: When this option is enabled, calls that are a configurable number of days old or older, are deleted permanently from the archive. For example, if the Number of days until

data are removed is 1, this means that all calls of yesterday and before are deleted automatically on program exit.

Export recordings to a Call Recorder Apresa: This function uploads and adds the recordings to an Apresa Server. This feature requires that an upload license is activated in the Oygo software.

- **HTTPS:** The use of HTTPS is needed for secure communication
- **IP address or IP name:** of the Call Recorder Apresa, to which the recordings must be uploaded
- **Username/Password:** These are the credentials of a user account at the Apresa. The user must have the "Add recordings (API)" permission (other permissions are not needed). When uploading a recording to Apresa, if the Local telephone number is empty, the specified username will be used as Local ID.
- **Delete after upload:** After successful upload, the local recording is deleted.

3.3.6 Start / Exit

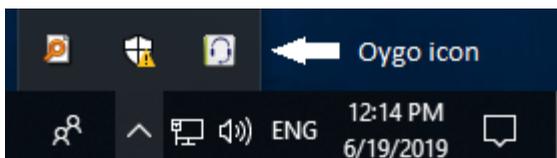


Start-up with Windows: Start the program at logon in Windows.

Start-up in System Tray: Start the application in the system tray (the lower right area in Windows).

Stay active in system tray, when main window is closed: When this option is on, the software will move to the system tray and continue to record calls, when the main window is closed. To completely close the software, right-click on the system tray icon, and select Exit, or choose File, Exit from the main menu.

The system tray on a PC is positioned at the lower right corner of the screen. Applications running in the background are visible as an icon.



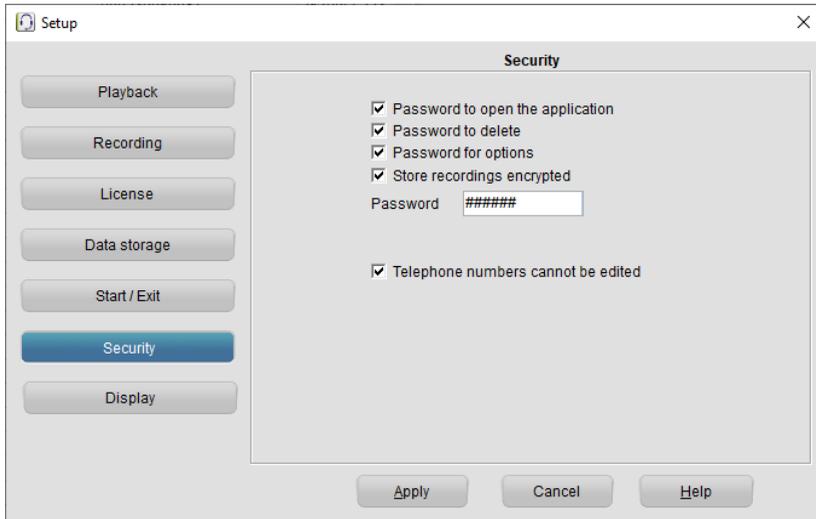
Because Oygo software needs to be running to store the recordings, it is advised to enable the option '**Start up with Windows**'. When the PC starts, it will automatically start Oygo software.

The option '**Start in System tray**' can be enabled if you do not want the software window to be displayed on your screen.

It is possible to check both Start up **With Windows** and **In System Tray**. In that case the application will start at startup of your PC and will be moved to your system tray immediately.

To show the Oygo window on your screen click on the Oygo icon in the System tray.

3.3.7 Security



It is possible to protect the Oygo application with a **password**. Deleting of recordings and settings of the program can be protected separately.

- Check the item you want to protect.
- Enter the password.
- Click 'Apply' to save the password.

Password to open the application: When the application is started in the system tray, a password needs to be entered to open the main application screen, and to exit the application (this does not prevent task manager from closing the application).

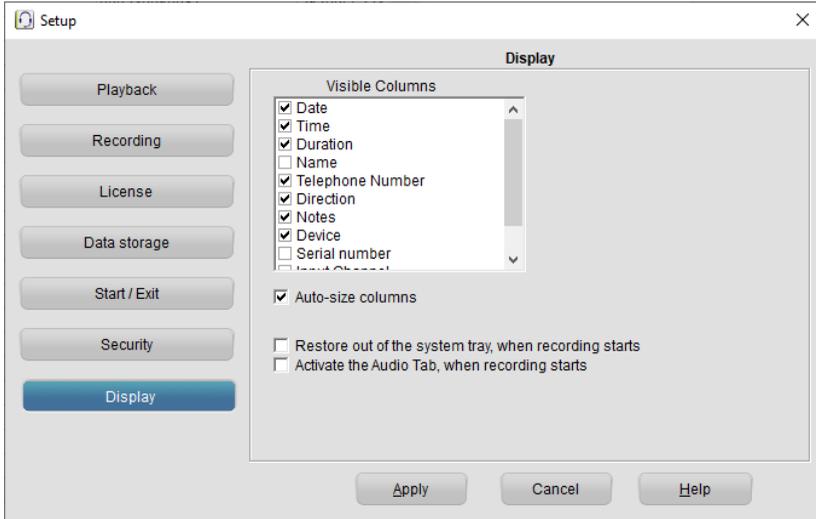
Password to delete: A password must be entered before recordings can be deleted.

Password for options: A password must be entered before settings can be changed.

Store recordings encrypted: When this option is enabled, all further recording will be stored.

Password: Enter here the password that must be entered to open the application, to delete, to go the options, or to play-back a recording. When a password has been entered during a session, the application will not ask again for the password for some time. If you want to reactivate the password after entering the password, restart the application.

3.3.8 Display



Visible columns: Choose here which columns must be visible in the main screen.

Auto-size columns: When enabled, the visible columns will be resized automatically to fit the size of the screen.

Restore out of the system tray, when recording starts: When enabled, the application window will be shown on the screen the moment a recording starts.

Activate the Audio tab, when recording starts: When enabled, the application will automatically open the Audio tab the moment a recording starts. On the Audio tab you will find the 'Start monitoring' button. See [Audio Tab](#).

After finishing the settings

- Click Apply to save all changes.

4 Playback and recording

In this section the functions of the Playback and recording controls will be explained.

4.1 Normal playback

Select a recording and click the Play button to play it back, or double-click on a recording to play it, or right-click on it and select Play.

4.1.1 Playback and recording control display

To play back a recording:

- Select a specific recording in the archive
- Use the recorder keys to start playback.

or

- Double-click the recording

The recorder key functions resemble the ordinary recorder key functions.



- A: Moves the playback position **backward**. Keep the key pressed to repeat and increase speed.
- B: **Start or pause** the playback of the currently selected recording.
- C: **Stop** the playback or recording.
- D: **Start** the recording. This button is not visible when recording is started automatically.
- E: Moves the playback position **forward**. Keep the key pressed to repeat and increase speed.
- F: **Information** about the current playback or recording is displayed here. Click on the progress bar to move to a specific position in the playback.
- G: Controls the playback **volume**.

4.1.2 Hotkeys

Key	Function
Ctrl + R	Start Recording
Ctrl + P or Spacebar	Play / Pause
Ctrl + L	Stop
Ctrl + U	Backward
Ctrl + I	Forward
Ctrl + M	Start / Stop Monitoring
F6	Start / Stop Silencing

4.2 Automatic recording.

If you have chosen to automatically record all calls, (see § 3.3.2) it is still possible to stop a recording by clicking the Stop button in the software.

4.3 Manual recording

If you have chosen to record manually or semi-automatic (see § 3.3.2) you have to activate Oygo to start recording. This can be with the recorder keys in the software.

To record a call manually:

- Click the record button in the software

4.4 Adding notes to a recording

Once a recording is made, it is possible to add additional information like the caller's name, number and some text.

- Select the recording you want to add the information to
- Right click.
- Choose 'Edit'

A dialog opens like the one shown below:

Edit [Close]

Date/time: 6/18/2019 12:15:16 PM
Duration: 12:03:45 AM

Use existing entry
 Add new entry

Name:
Telephone Number:

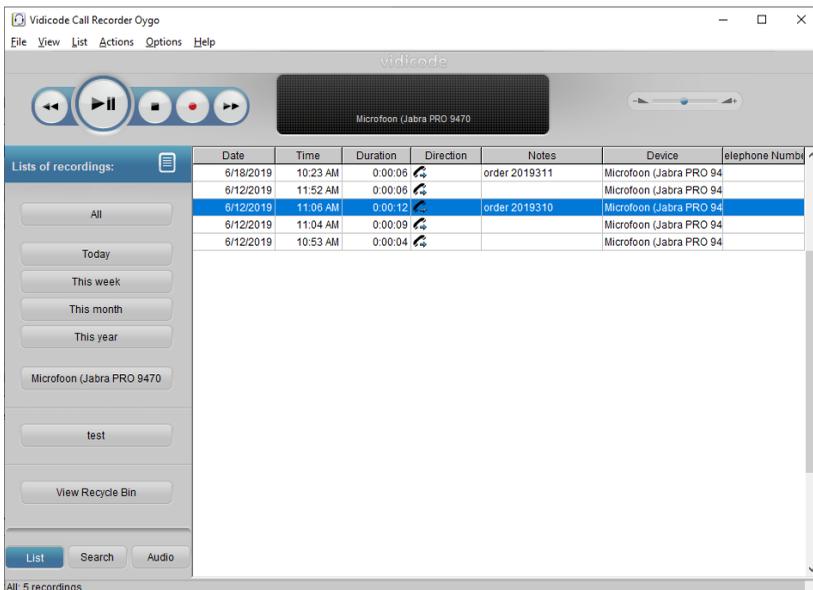
Notes:

- Choose 'Add new entry' if the information you want to add is new.
- Enter the new information
- Choose 'Use existing entry' if the information (like name and number) you want to add already exist in the database.
- Select from the drop down
- Click OK when finished.

The new information appears in the list instantaneously

5 Layout of the software

When the software is started the program looks like this:



These are the items on the main screen:

- 🔍 The main Menu (at the top)
- 🔍 The playback and recording controls (at the top)
- 🔍 The buttons on the left
- 🔍 The three tabs: List, Search, Audio at the bottom left
- 🔍 The list of recordings (the large remaining area)

5.1 Main Menu

The main Menu gives access to File, View, List, Actions, Options and Help. In this chapter we will explain the menu options.

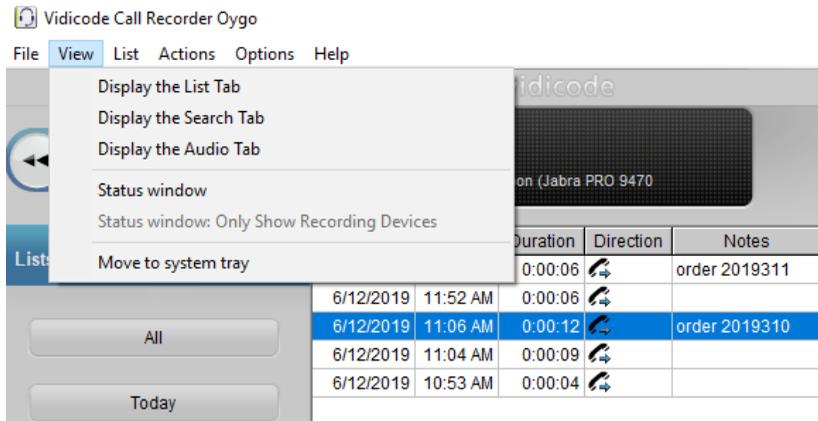
5.1.1 File

The menu item 'File' has three options. New, Open and Exit. **'New'** will start a new call archive. This means that the database will be created in which the recordings will be stored. A dialogue opens in

which you are asked to specify the location of the new database folder. The new Archive can be located on your PC or on the network. 'Open' allows you to open an existing archive (database). This can be an archive on the PC or on the network. 'Exit' closes the application.

5.1.2 View

The View menu has six options: 'Display the List Tab', 'Display the Search Tab's, 'Display the Audio Tab', 'Status Window', 'Status window: Only show recording devices' and 'Move to system tray' (see also §3.3.5).



The 'Display...' options open the corresponding Tab to the left of the List view in the main screen.

Status Window

The option 'Status Window' view puts a small status window on top of all other running applications in which the line states of the enabled devices are shown. (Enable a device in the [Devices](#) window of the Options menu.)



- A blue circle: at rest
- A red circle: a call is detected and recorded
- A grey circle: a call is detected but not recorded (when using Semi-automatic starting)

The Status Window can be enabled as follows:

1. Choose View in the menu
2. Check the item: "Status Window"

The Status Window will now show up on your screen, when you have at least one device enabled for recording.

It is possible to start recording from the Status Window. When manual recording is enabled, clicking on the blue circle will start the recording. When semi-automatic recording is enabled, clicking on the grey circle will start the recording. Click again to stop the recording.

Status window: Only show recording devices

This is an additional option to Status Window, where the active window will only be visible when Oygo is recording.

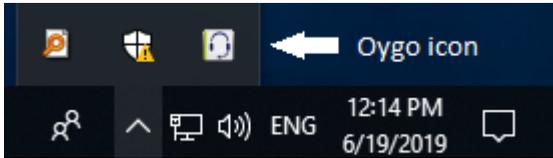
To show only the devices that are actively recording:

1. Choose View in the menu
2. Check the item: "Status Window: Only Show Recording Devices"



Move to system tray

The option 'Move to system tray' puts the active application in the system tray. The system tray on a PC is positioned at the lower right corner of the screen. On it all applications running in the background are visible as an icon.



The application is activated and back on screen the moment a recording starts, if you chose Automatic recording and checked the checkbox 'Restore out of system tray...' in Options – Setup – Display. If you have chosen the Manual recording option, you will have to bring the application back on screen as described below.

To retrieve the application from the System tray

- Click the Icon once

Or

- Right click the icon in the System tray and
- Choose 'Show'.

5.1.3 List

Recordings are saved to a database. In the software this database is referred to as Archive and shows as a list in the main screen.

The List Tab shows the buttons with which you can select from what predefined timeframe you want to see the recordings in the List view. 'All', 'Today', 'This week', 'This month', 'This year' and 'View Recycle Bin')

The actual list of recordings on the right changes with the selection you choose. To view a list of the complete database, click the All-button in the List tab.

Clicking the Column headers will sort the list by that column. i.e. if you want to see all outbound calls, click the column header 'Direction'. The calls will be grouped by direction 'in' or 'out'.

5.1.4 The Recycle Bin

The Recycle Bin resembles the Windows Recycle Bin. To put recordings in the Recycle Bin:

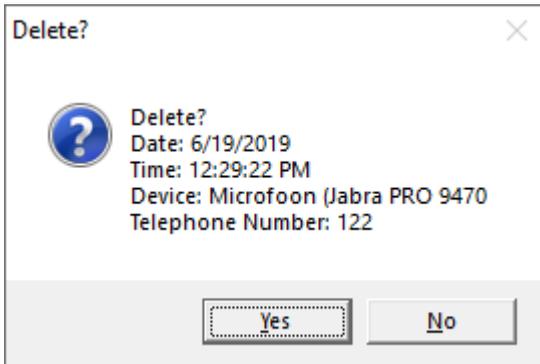
- Select recordings in the archive and
- delete the recordings with the Delete key on your keyboard.

A dialogue opens asking you to confirm the deleting.

or

- right click and choose 'Delete'.

A dialogue opens asking you to confirm the deleting.



- Use the SHIFT + Delete keys to permanently delete a recording without moving it to the recycle bin first.

The deleted recordings end up in the Recycle Bin. They are still in an archive. To Permanently delete the recordings:

- Press 'View Recycle Bin'
- Select the recordings you want to delete permanently
- Right click and choose 'Delete'.

A dialogue opens asking you to confirm the deleting

To permanently delete all recordings in the Recycle Bin

- Open the Actions menu
- Go to Recycle Bin
- Choose 'Empty'

Recordings can be restored to the database

To restore recordings:

- Click 'View Recycle Bin' in the List view
- Select one or more recordings you want to restore
- Right click
- Choose 'Restore'

Or

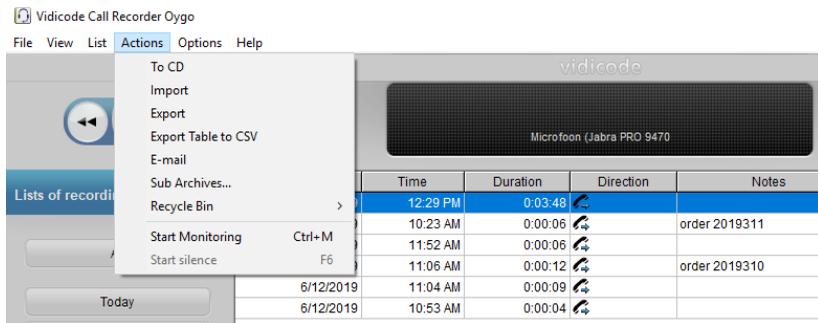
- Open the Actions menu
- Go to Recycle Bin
- Select one or more recordings you want to restore
- Choose 'Restore'

Or

- Open the Actions menu or click 'View Recycle Bin' in the List view
- Go to Recycle Bin
- Select one or more recordings you want to restore
- Right click
- Choose 'Restore'

5.1.5 Actions

In the Actions tab, you can Back up the recordings to CD, Import a back-up from CD or from the network, Export actual recordings, Export table to CSV, E-mail recordings, View sub archives, Restore recordings from the recycle bin, Start / Stop the monitor function, and Start Silence.



To CD

This function is used to back up an entire database or a selection of recordings on CD. This function can also export to your harddisk or network drive. This will export recordings and the metadata of the database, stored in *recinfo.mdb*.

Note that you need to use a separate CD-writing application for actually writing the files to CD.

If you want to copy the **entire** database:

- Click on the All button of the List tab to make sure that everything is selected and currently there is no search query.
- Go to the Actions menu.
- Choose To CD. A dialogue opens.
- The options 'Selection' and 'Active Query' are greyed out.

- Browse to the location where you want to store the Export directory, using the 'Browse...' button, this can either be on the PC or on the network.
- Adjust the maximum size if needed.
- Click Ok.

If you do not want to burn the entire database on CD, but a **selection** of recordings, for example a selection you made using a **query**:

- Use the Search Tab to make a selection of the recordings you want to back up on CD.
- Go to the Actions menu.
- Choose To CD. A dialogue opens.
- If you have made a selection of the database, the radio button 'Selection' will be active.
- Browse to the location where you want to store the Export directory, using the 'Browse...' button, this can either be on the PC or on the network.
- Adjust the maximum size if needed.
- Click OK

If you back up more data than the 'maximum' size, multiple directories will be created as needed for multiple CD's.

Import

An existing database can be imported to the application. An existing database could be a database copied or exported from another Oygo user. Select in the menu Actions, Import. Select the database that must be imported (recinfo.mdb). The recordings itself are also imported.

Export

Using the radio buttons select if you want to export the current selection or the whole query.

The Export directory is the storage location. The location can be changed to your convenience.

Recording properties can be preserved in the filename of the recordings: You can add a 'placeholder' in the filename that will be automatically filled in. These placeholders start with a percent sign (%) followed by a character. The following placeholders are available:

- %I is the number of the recording
- %D is the date of the recording
- %T is the time of the recording

%N is the name associated with the recording

- Press **OK** to execute the export.

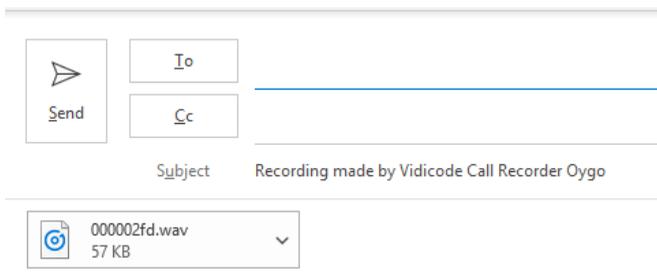
E-mail

It is possible to send a single or a selection of recordings using e-mail.

- First select the recording you want to send by e-mail.

There are two ways to start an e-mail.

- Open the Actions menu and choose 'e-mail'. An e-mail dialogue opens to which the recording is attached. The recording data is displayed in the e-mail.
- Enter the receivers name and send.
- The second possibility is to select a recording, then right click and choose 'e-mail'.



000002fd.wav

Date: 6/20/2019

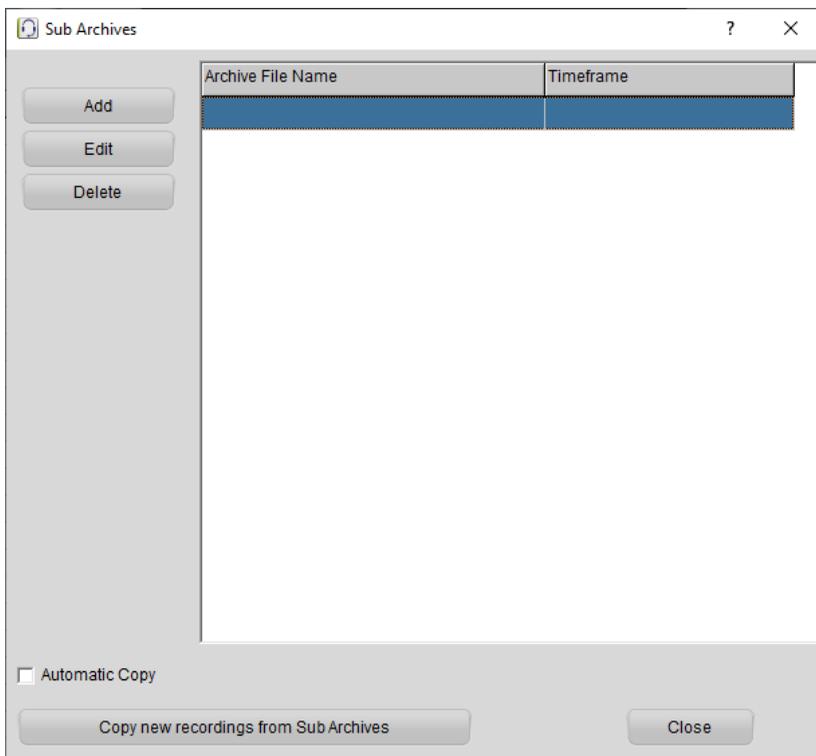
Time of day: 10:55:02 AM

Telephone Number: 31790653341

Sub archives

It is possible to combine separate archives into one new archive. For example, a supervisor can have access to a set of Call Recorder Oygo archives. The archives must be on an accessible location for the supervisor, for example on a network drive. The combined archive is created by copying new recordings in the sub archives to the current archive.

To define which sub archives you want access to, go to **Sub Archives** from the **Actions** menu. The following dialog is displayed:



In this window, the list of sub archives is displayed.

To add a new Sub Archive, select **Add**, and browse to the location of the sub archive.

To delete a Sub Archive, select **Delete**. New recordings will not be copied anymore for the deleted Sub Archive, but previously copied recordings stay in the current archive.

The *Timeframe* column shows the date and time of the last copied recording. Only recordings after this date and time will be copied to the main archive. Click **Edit** to change the timeframe. Normally, you should not change the timeframe manually, because it can cause recordings to be copied twice or skipped.

When one of the Sub Archives has been moved to a different file path, select the archive and click Edit and update the file path.

When **Automatic Copy** is enabled, new recordings of the Sub Archives are copied automatically to the current archive at the opening of the main archive. When it is disabled, you can still manually copy the recordings. Open the Sub Archives window and click the button “Copy new recordings from Sub Archives” to do this.

Recycle Bin

Restore: To restore a recording, choose Recycle Bin from the List menu. Click on the recording in the Recycling Bin List. Choose Restore from Recycle Bin from the Actions menu. The recording will be moved from the Recycle Bin to the list of recordings of the Oygo.

Empty recycle bin: if you choose this action, all recordings in the recycle bin will be removed permanently.

Start Monitoring

Monitoring allows for supervisors in another room to listen in on the conversation that is taking place. As the sound is not real time it is not advised to enable *Monitoring* when the telephone and the PC are in the same room. You can manually turn on and off *Monitoring* using this menu, but also by clicking the **Start Monitoring** button on the ‘Audio’ tab.

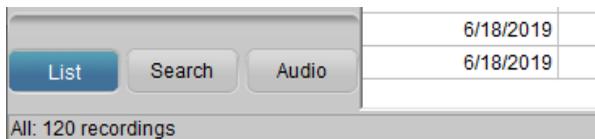
If you want Oygo to automatically start monitoring when a recording begins, then check the box “Sound on speaker while recording”. You’ll find this checkbox in the **Extra** tab of the **Devices** window of the **Options** menu.

Start Silence

If this action is greyed out, go to Setup of the Options window, click on the Recording button. On the Recording tab, enable **Silence on demand**.

To start a silence in a recording, press F6 or choose **Start Silence** from the Actions menu. Press F6 again to end the silence. The parts of the recording that are silenced will be not audible in the recording.

5.2 List, Search and Audio buttons



5.2.1 The List button

The List button displays the List tab. The List tab at the left the screen contains several shortcuts to standard database queries. These include Today, This week, This month and This year. These queries will display the recordings of the chosen period for all stations.

For each device, a button is displayed in the List tab. Clicking on this button will execute a query that displays all recordings by the device. The station name of the device is displayed on the button. You can set the station name in the [device settings](#). For example, call your headset "my headset".

The main screen at the right displays a list of recordings from the current archive. Recordings from the current selection are shown. Click **All** to see a list of all recordings.

5.2.2 The Search button

Click the Search button to reach the Search tab. You can define a Search query to find recordings based on date, week, time of day, duration, device, telephone number, name or notes. A value will be taken into account only when the checkbox is enabled (checked).

- Click on the + in front of the properties you want to use in your query (one or more) and fill in the range or name, then click **Search**.

Search for recordings: 

- Date:

From: 6/27/2019 

To: 6/27/2019 

+ Week:

+ Time of day:

+ Duration:

When selecting a Device for this query, you can use the drop-down box to select it. You may also type a part of a device name. The same is possible for telephone numbers and names.

- Device:



+ Jabra PRO 9470

+ Realtek AC97 Audio

+ Name:

Every recording has a notes field. You can search for a text in the notes.

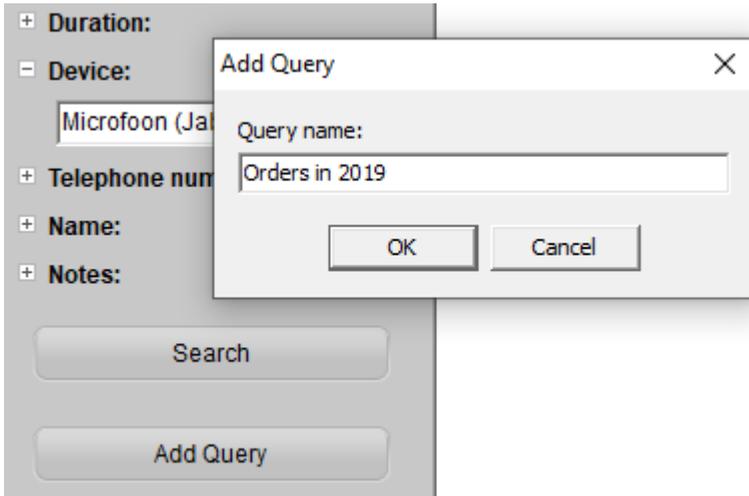
- Notes:

Save a query

Custom queries can be added to list for regular execution.

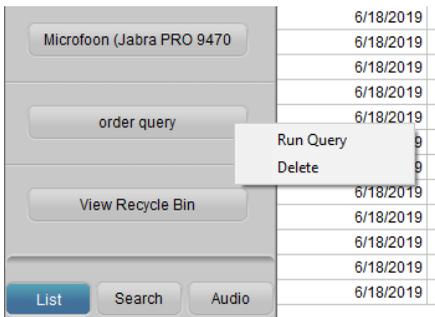
- Click on the property to expand it, fill in the required values or value range.
- Click Search to display the result of the search. An extra button has appeared on the menu to the left, the 'Save Search' button.

- Clicking this button will open a dialogue in which you can specify a name for the query. A shortcut to this query will be added to the List Tab.



The query will be saved with the entered name and a shortcut to the saved query will be added to the List tab. To run the query, select it by clicking its button in the List tab. Naturally, new recordings that satisfy the query will be included when the query is executed.

The custom query can be removed by right clicking the button. Choose 'delete' to delete the query.



5.2.3 The Audio button

The Audio button is a shortcut to the Audio options. It is possible to set the software up to open the Audio Tab on receiving a telephone call. The Audio tab has the option Start Monitoring.

Start Monitoring

Monitoring allows for supervisors in another room to listen in on the conversation that is taking place. As the sound is not real time it is not advised to enable *Monitoring* when the telephone and the PC are in the same room. You can manually turn on and off *Monitoring* by clicking the **Start Monitoring** button on the 'Audio' tab, but also via the Actions menu.

If you want Oygo to automatically start monitoring when a recording begins, then check the box "Sound on speaker while recording". You'll find this checkbox in the **Extra** tab of the **Devices** window of the **Options** menu.

6 Problem solving

6.1 Kaspersky blocks access to your headset

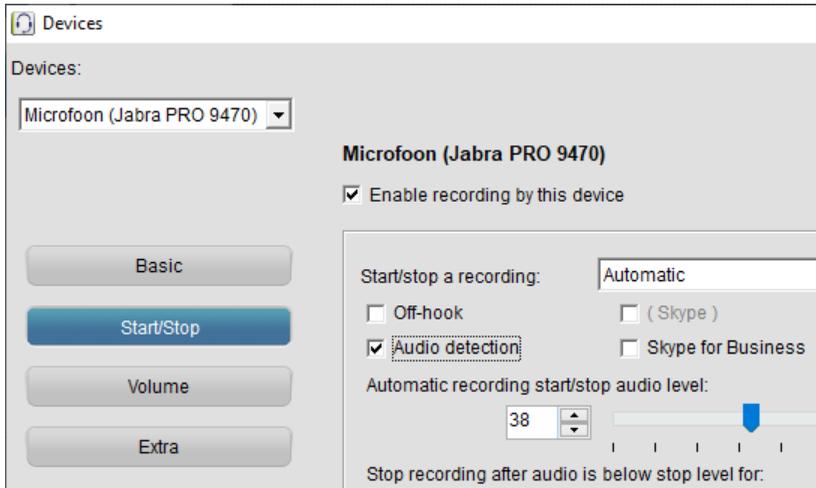
How to allow the Oygo to access audio devices (e.g. your headset) in Kaspersky Total Security:

- Open the main application window of Kaspersky Total Security.
- In the lower part of the main window, click the **More Tools** button to open the Tools window.
- Go to the **Manage applications** section.
- Click the **Application Control** link to open the Application Control window.
- Click the **Manage applications** link to open the Manage applications window.
- In the list, select the application "Oygo.exe". Double-click the application to open the **Application rules** window.
- In the **Application rules** window, go to the **Rights** tab.
- In the list of rights categories, select **Operating system modification** → **Suspicious modifications in the operating system** → **Access sound recording devices**.
- In the **Action column**, click the icon and select the menu item **Allow**, to allow Oygo.exe to receive the audio stream.
- Click the Save button.

6.2 Some recordings are empty

Possible cause: background noise starts the recording

When the start/stop audio level is set too low (slider too far to the left) it is possible that recording starts when there is (background) noise, resulting in an "empty" recording. See the picture below.



Here the start/stop audio level is set to 38

Other possible causes: volume and recording channel setup

Increase the volume with the volume slider. If nothing happens, it is possible the software chose the wrong channel for playback. This could occur if the name of the channel on your soundcard is not the same as the name of the channel chosen by the software.

- Go to **Options – Devices** and change the “**Recording Channel**”.
- Choose a channel with a name similar to WAVE or Speaker or Master Volume

6.3 Some parts of recordings are empty

When the start/stop audio level is set too low (slider too far to the left) it is possible that recording starts too early resulting a part of a recording being empty.

6.4 Some calls are not recorded

When the start/stop audio level is set too high (slider too far to the right) calls with a low volume are not recorded.

6.5 Calls are split up over two or more recordings

Start/stop level too high

When the start/stop audio level is set too high (slider too far to the right) recording might stop during a call, resulting in calls being split up over two or more recordings.

“Stop recording after...” setting too short

You can specify how many seconds Oygo continues to record after the audio level drops below the start/stop level. Adjust this if your calls are split up over two or more recordings and the start/stop audio level is set properly.

6.6 Oygo keeps recording all the time

In some digital telephones the handset is not switched off or muted after hanging up the telephone. While still **ON**, the handset microphone might pick-up surrounding noises. As a result, Oygo would record all the time.

If this is the case, you need to start/stop a recording manually. Adjust the settings to turn manually recording on.

This problem also occurs with some headsets.

7 Software Update Online

Oygo software has the ability to check for software updates and to download them from the internet.

- Choose **Help** in the menu
- Select Check for update.
- Click Check Update

The fixes of the last update are displayed.

- Press **Download** to start downloading the update.
- When downloading is finished the new version will be installed.

For this function an Internet connection is required.

8 Acknowledgements

8.1 Privacy

When recording telephone conversations the privacy of your conversation partner must be considered.

In some countries there is an obligation to notify your conversation partner of the recording. Check your national legal obligations on this and other issues concerning the use of the Call Recorder.

Vidicode is not a source of official interpretation of laws of any country or state, and shall not be construed as a source for making decisions whether to provide notification or not. Vidicode assumes no liability regarding incorrect notification of call recording.

8.2 Liability

Correct functioning of Oygo cannot be guaranteed under all conditions and thus we do not accept any liability for loss of information or other damages due to the use of the Call Recorder Oygo.

Appendix A: automation interface

The Call Recorder Oygo has an 'automation interface' with which developers of for instance Call centre software can control the Oygo software. This means that Start and Stop of recordings and Archive location can be controlled by external software.

The ActiveX automation server is called **SCR.Recording**. The following functions are available:

- **SetPreStartPeriod(Seconds : int)**
Add a number of seconds before the StartRecording signal to the recording when available. Maximum is 30 seconds.
- **StartRecording(DeviceId : int, FileName : string)**
DeviceId 1 is the first enabled Oygo device, FileName is the file where the recording must be stored.
- **StopRecording(DeviceId : int)**
Stops the recording.
- **State(DeviceId : int)**
State returns:
0 when recording not active
1 when recording is active
-1 when device-id is invalid
- **LastDuration(DeviceId : int)**
Returns the duration of the last recording.

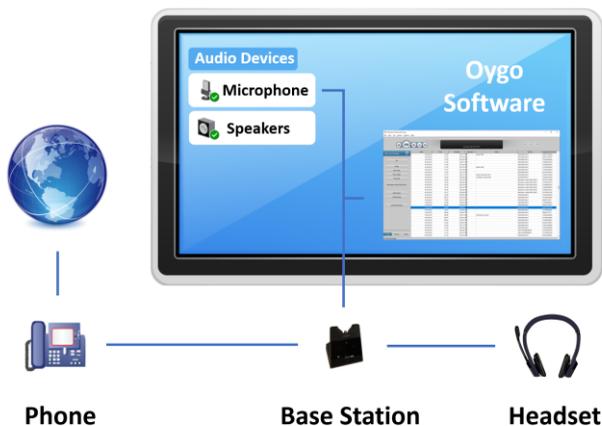
One recording device must be enabled in Oygo software and set to *manual* recording (not automatic) in the Devices options.

Example Visual Basic Script: (example.vbs)

```
sub TestOygo()  
    ' When Oygo software is not started, it will be started.  
    set obj = WScript.CreateObject("SCR.Recording")  
  
    ' wait until user clicks Ok  
    ' State returns 0 when recording not active,  
    '         and 1 when recording is active  
    '         and -1 when device-id is invalid  
    msgbox "Oygo is started. State: " & obj.State(1)  
  
    ' Add a number of seconds before the StartRecording signal  
    ' to the recording when available.  
    ' Maximum is 30 seconds.  
    obj.SetPreStartPeriod 30  
  
    ' Start recording  
    ' The first parameter is the device id  
    ' 1 = the first enabled recording device  
    obj.StartRecording 1, "C:\test_Oygo_output.wav"  
  
    ' wait until user clicks Ok  
    msgbox "Oygo started recording. State " & obj.State(1)  
  
    ' Stop the recording  
    obj.StopRecording 1  
  
    ' The output file is now created  
    ' (even if the duration is shorter than the minimum duration  
specified  
    ' in the settings)  
  
    ' wait until user clicks Ok  
    msgbox "Oygo stopped recording. State " & obj.State(1)  
  
    ' Retrieve the duration of the last recording  
    msgbox "Duration: " & obj.LastDuration(1) & " seconds"  
  
    ' When Oygo was started by the script, it is closed at this point  
end sub  
  
' call sub TestOygo (see above)  
TestOygo()  
  
' wait until user clicks Ok  
msgbox "exiting"
```

Appendix B: headset configuration

In this chapter you'll find some headset configurations. You need to configure the headset and the Oygo software as well.



Jabra Engage 75 headset

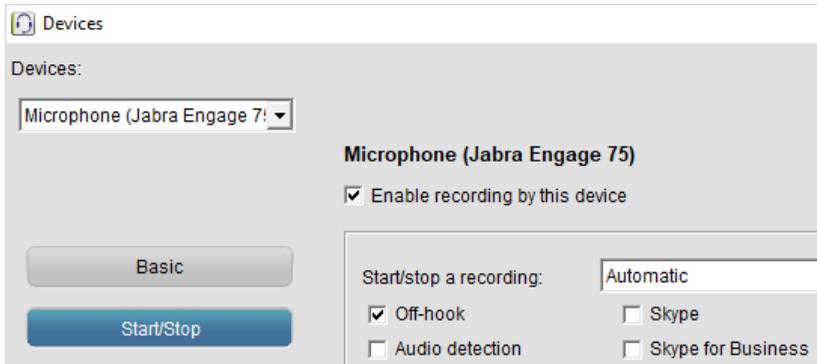
Configuring the Jabra Engage 75

Install the Jabra Engage 75. Follow the instructions on the touch screen of the Jabra base to do this.

Press the  button on the Jabra base for 2 seconds to reach the Advanced Menu. Press + to select Base. Press the  button (check mark) and scroll down with the  button to find the **Record call** option. Press the - button to select **On** and press the  button.

Configuring the Call Recorder Oygo

Start the Oygo application on your pc. Go to the Options menu. Choose Devices. Select the device "Microphone (Jabra Engage 75)" from the drop-down list in the top left corner. Check "Enable recording by this device."



Set **Start/stop a recording** to **Automatic**. Check **Off-hook**, but don't select **Audio detection**. With these settings, the Oygo will start or stop a recording if you start or stop a telephone call with a button on the Jabra headset.

Note: If you are keeping the Jabra headset in active mode continuously, without using a button on the Jabra to start and stop a **call**, you need another way to start and stop **recording**. Recording can be started and stopped from the Playback pane on the main window of the Oygo. Recording can also be started from the Status window of the Oygo.

Jabra PRO 9470 Headset

How to configure the Oygo and Jabra PRO 9470 if you're using a deskphone.

Configuring the Jabra PRO 9470

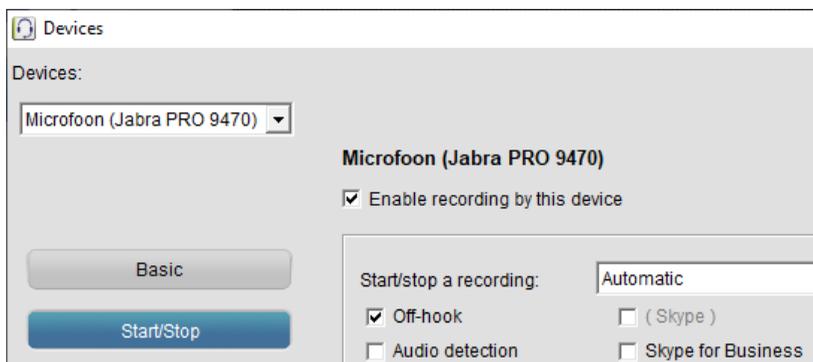
- Install the Jabra PRO 9470.
- Make sure the Jabra is connected to your deskphone and your pc.
- Go to the main screen of the base of the Jabra PRO.
- You'll see a laptop symbol and a deskphone symbol. Click on the deskphone symbol to select "Deskphone".
- Click on the yellow wrench symbol in the top right corner to go to the SETTINGS menu of the Jabra. Click "Enable recording".

The button text will change to “Disable recording”. Recording is enabled now. This means that your pc, and therefore the Oygo software, will also receive audio from the remote side.

Configuring the Call Recorder Oygo

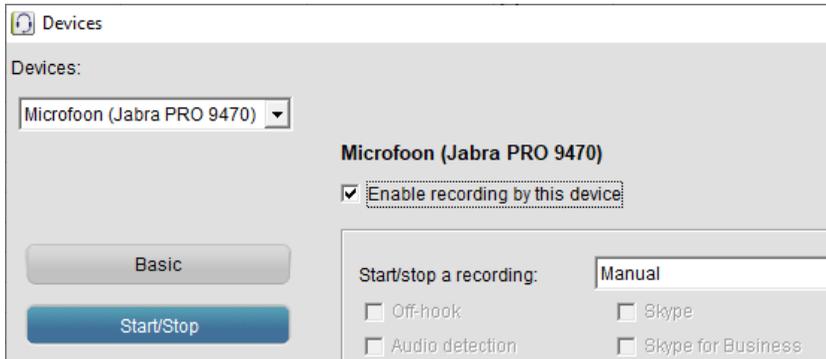
Start the Oygo application on your pc. Go to the Options menu. Choose Devices. Select the device “Microphone (Jabra PRO 9470)” from the drop-down list in the top left corner. Check “Enable recording by this device.”

Here you can choose when the Oygo must start and stop a recording. Set up automatic start and stop detection as shown in the picture below.



Set Start/stop a recording to Automatic. Check Off-hook, but don't select Audio detection. With these settings, the Oygo will start or stop a recording if you start or stop a telephone call with the Jabra PRO 9470.

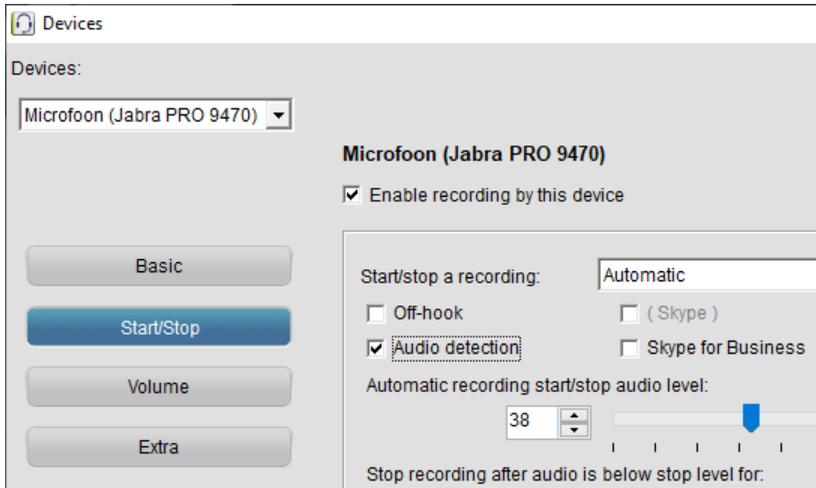
The other options are “manual recording” and “audio level detection recording”. They are described below.



Set **Start/stop a recording** to **Manual**, if you want the Oygo to start a recording when you press the record button. Stop the recording with the stop button.



If you want the Oygo to start recording when the audio reaches a certain volume level, set **Start/stop a recording** to **Automatic** and tick the box "Audio detection".



Emotion 880 Headset

To enable recording of calls (the local and remote side), follow the following procedure (but only if you don't use a softphone):

On the Emotion 880, press and hold the PC button for at least 2 seconds.

As a result, both the Phone and PC LED should be on, and then the headset is ready to be recorded. If this does not happen, then you will need to update the firmware of your Emotion headset.

Oygo for Softphones



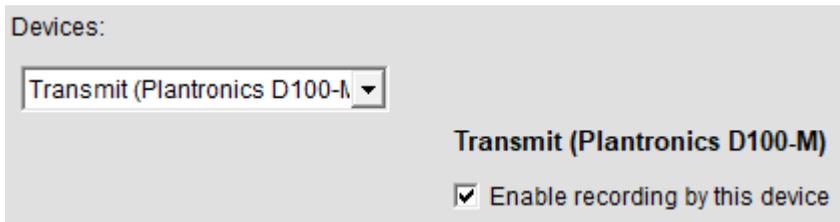
This is how to configure the Call Recorder Oygo for softphones. As an example, we will use the Plantronics Savi W440-M headset configuration.

Installing the headset

Make sure your headset is connected to the pc. The Savi W440-M consists of the D100-M and the WH500 headset. In Windows, Plantronics D100-M is the device that shows up.

Configuring the Call Recorder Oygo

Start the Oygo application on your pc. Go to the Options menu. Choose Devices. Select the device "Transmit (Plantronics D100-M)" from the drop-down list in the top left corner. Check "Enable recording by this device."



Click on the Basic button to reach the **Basic** tab of this window. Select your headset as the Record playback device. When this is done, the audio of the remote (the person that calls you) will be sent to the Oygo

and will be part of the recording. This is needed for a softphone configuration. See the picture below.

Transmit (Plantronics D100-M)

Enable recording by this device

Device name:

Recording Channel:

Record playback device:

Click on the Start/Stop button of this window to reach the **Start/Stop** tab. Set **Start/stop a recording** to **Automatic**. Check **Audio detection**. With these settings, the Oygo will start a recording when the volume of the audio is above a certain level.

Transmit (Plantronics D100-M)

Enable recording by this device

Start/stop a recording:

Off-hook Skype

Audio detection Skype for Business

Automatic recording start/stop audio level:

70

Stop recording after audio is below stop level for:

15 Seconds

Set **Start/stop a recording** to **Manual** if you want to start recordings with the record button of the Oygo, and stop them with the stop button.

Transmit (Plantronics D100-M)

Enable recording by this device

Start/stop a recording:

Off-hook Skype

Audio detection Skype for Business

If you enable the **Manual** recording option, the record button will appear in the console.



Oygo for smartphones with Bluetooth

You can record telephone calls from smartphones if they are connected to the base station of the supported headset via Bluetooth. This Bluetooth connection is handled by the base station of the headset. The Oygo configuration is the same as for headsets in general.

