Call Recorder VoIP Manual
v1.2

(VC2077)

vidicode

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1   Introduction

The Call Recorder VoIP is a software and hardware combination for the recording of telephone calls that are transported over an IP network. The supplied hardware unit copies the digital data, coming from external IP telephone calls, to the PC. The software interprets the data, and stores it as playable audio files on the hard disk, together with the date, time and call number information (meta data).

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

The Call Recorder VoIP hardware unit (CR-VoIP unit) is USB powered. Without power it is not possible to record from an external IP phone. Recording an IP Softphone does not need the CR-VoIP unit to be connected during recording, but it is still needed during the installation of the software.

The program stores recordings in a versatile database, called the archive. This archive is displayed on your computer screen as a list of recordings. In the list the recorded meta data, like date and time of the recording, is stored with the actual recording and can be viewed in the archive. Pre-defined queries for time intervals are readily available. It is possible to search on telephone number. Custom queries can be made and saved. The database has its own Windows style Recycle-bin. Recordings are stored as wave files in subdirectories (year\month\day\hour) of the archive directory.

NOTE 1:
The CR-VoIP unit needs to be powered through USB, otherwise the software can not record calls from an external LAN cable.

NOTE 2:
The CR-VoIP software stores all recordings on your PC. During recording it is necessary that the PC is on and the software is running.

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2   Getting started

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

- Connecting the CR-VoIP unit to the network
- Connecting the CR-VoIP unit to the PC by USB
- Software installation
- Set up of the software

2.1   Hardware installation
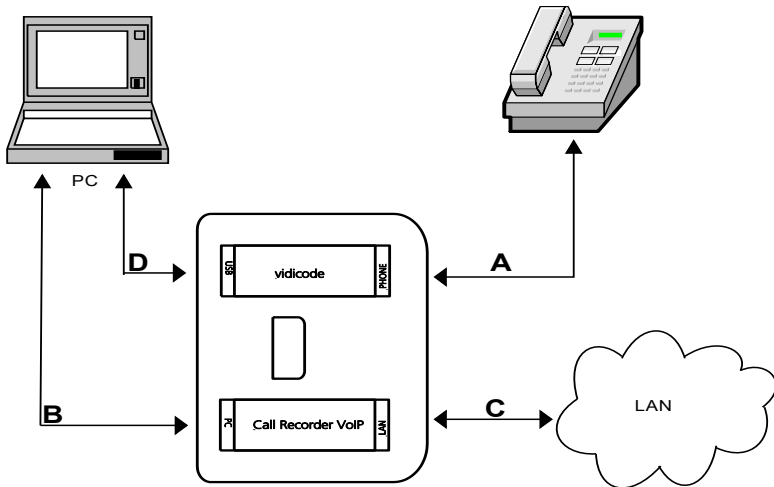
A: Connect the LAN cable coming from the Telephone to the CR-VoIP port marked "Phone".
B: Connect the LAN cable coming from the PC to the CR-VoIP port marked "PC".
C: Connect the "WALL" VoIP/DATA-LAN to the CR-VoIP port marked "LAN".
D: Connect the PC-USB to the CR-VoIP port marked "USB" (with cable supplied).

2.2 Software installation

First connect the CR-VoIP unit to a USB port on your computer.
Now place the CD in your computer and the software installation starts.
If the installation does not start automatically, then locate the file 'CRVoIPInstall.exe' on the CD and start it by double-clicking.
Follow the instructions on the screen:

- Select your preferred language for the installation.
- Confirm the location where the software will be installed.
- Specify a location for the database files.
- Select whether you want a desktop icon for the application.
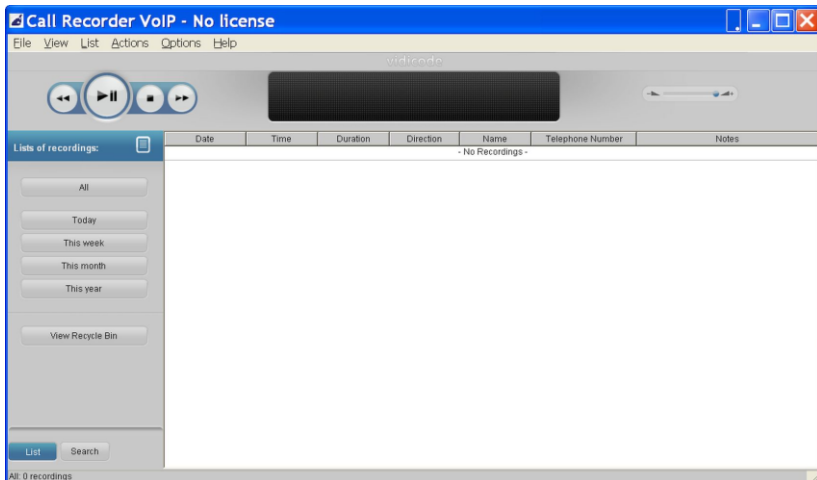

NOTE 1:
Software installation is only possible when the CR-VoIP unit is connected to a USB port on the same PC.

NOTE 2:
A separate installation of the WinPcap driver may be needed and is started automatically, depending on the absence of this low level network interface driver.

When the software starts for the first time you will see an empty database:

Several options are now important to configure, such as:

- Select the language of the user interface.
- Add one or more recorder-channel licenses.
- Enter the IP-address(es) of your local phone(s).

NOTE:
You need to enter at least one recorder-channel license key before the software is able to record your calls (see Setup > Licensing).
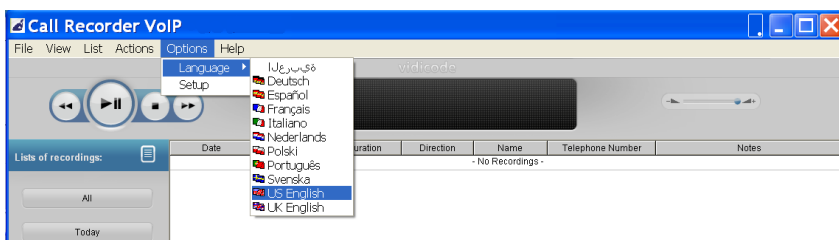

All options are further explained in the next chapter.
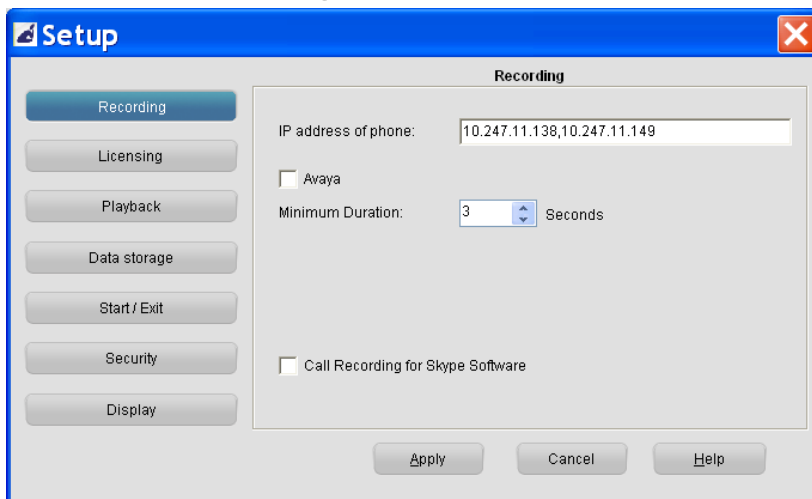
3   Options menu

3.1   Language

The Call Recorder VoIP software supports a number of languages and it is possible to change the used language at any moment.

- Select your language and click.

3.2 Setup

3.2.1 Recording

- **IP Addresses of phone**

Enter the IP address of the local VoIP phone. If multiple phones are used, input the IP address of each phone, separated by commas. This setting is used to determine what is the local and remote side of a call, which is needed to determine the direction of a call (inbound or outbound).
Instead of specifying individual IP addresses, it is also possible to specify an IP range, using the standardized network prefix notation. For example:
192.168.0.0/24 means that the first 24 bits are fixed, and the last 8 bits may vary, which means that, in this example, all IP addresses that start with 192.168.x would be considered local.

Note1: Enter the IP address of the local VoIP PBX might cause, that the shown direction of the call is incorrect.
Note2: This IP address is not used as a filter.

- **Avaya**

This option enables support for the special Avaya (IP Office) H.323 protocol.

- **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.

- **Call Recording for Skype Software**

By default, this option is not active. When activated, 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 VoIP software may use Skype.

Note: This option makes use of the API provided by Skype. Changes in the API or the removal of this API in future updates of Skype may cause this feature not to work anymore.

3.2.2   Licensing
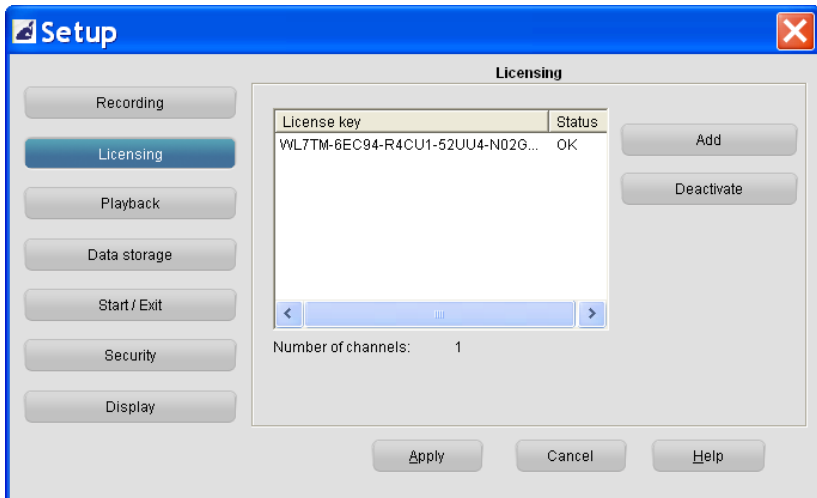
This page shows the status of previously entered licenses.

- Click the **Add** button to enter a new license key.

The number of concurrent recording-channels is determined by the available license keys, up to a maximum of 4 channels.
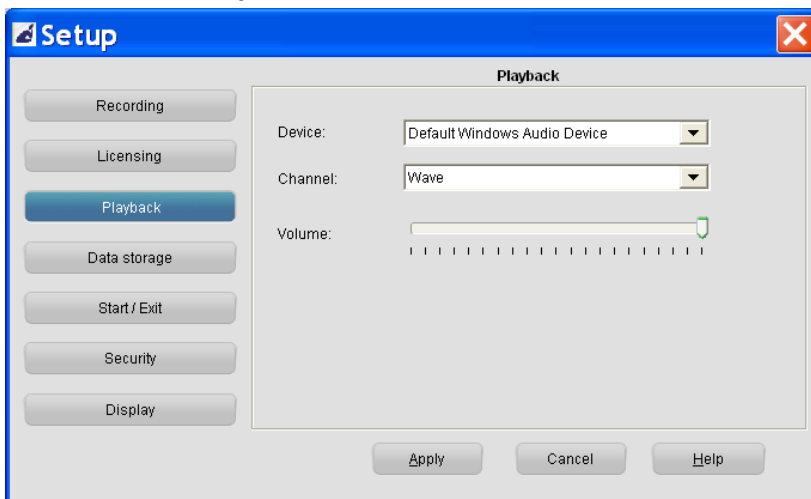
At least 1 license key has to be entered, otherwise no call recording is done!

To be able to move the license from one PC to another, the license needs to be deactivated first on the original PC.

- Click the **Deactivate** button to remove a license.

Use the original license code on the second PC to activate recording again.

3.2.3   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: Also the channel of the Playback device must be selected. For the channel selection of the soundcard, usually the Wave or PC Speakers channel must be selected.

Volume: The default used playback volume level can be changed here.

3.2.4 Data storage
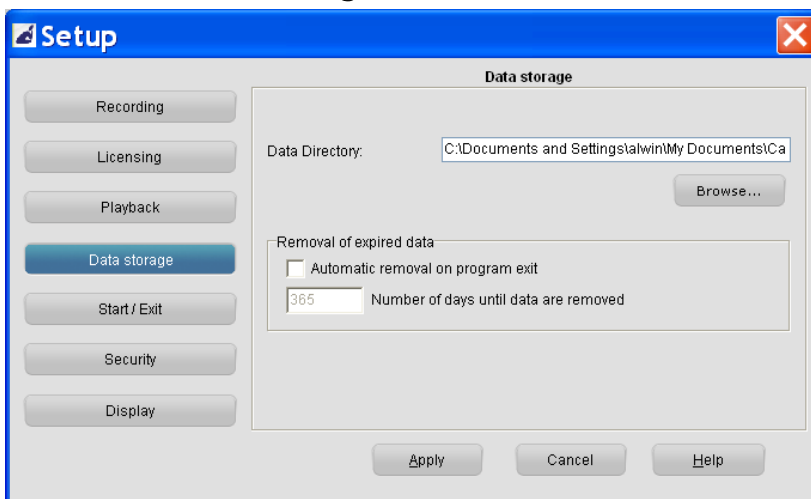
Data Directory: In this directory all call recordings are stored. Enter the name of an existing directory, or press the Browse button to select an existing directory.

Automatic removal on program exit: When this option is enabled and the calls are as old as the entered number of days, or older, then the recorder files are deleted permanently from the archive.
For example, if the number of days is set to 1, it means that all calls of yesterday and before are deleted automatically on program exit.

3.2.5   Start / Exit
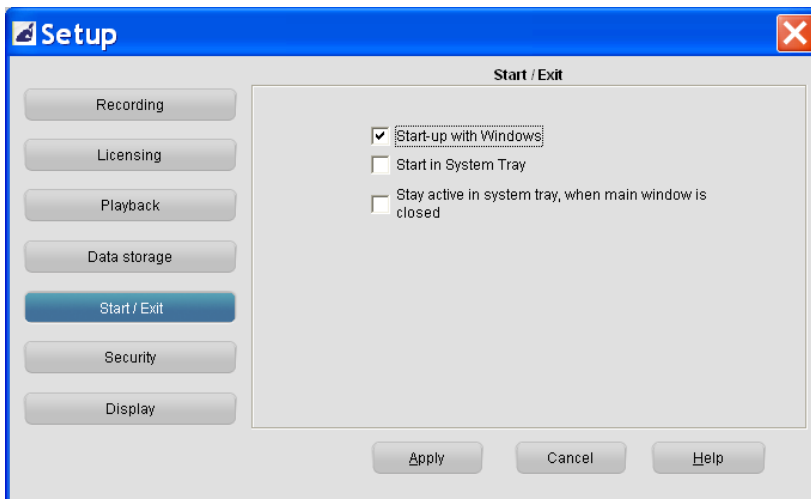
- **Start-up with Windows**: Start the program at logon in Windows.

- **Start 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 application 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 and then Exit from the main menu. This only closes the visible application and does not apply to the VoIP recording engine, which runs in the background as a service continuously.

3.2.6   Security

It is possible to protect the Call Recorder VoIP 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.

Upon deleting a recording or entering the settings the user will be prompted to enter the password.

Once entered during a session, the password remains active for about 10 minutes. If you want to reactivate the password immediately, you have to restart the application.

3.2.7   Display
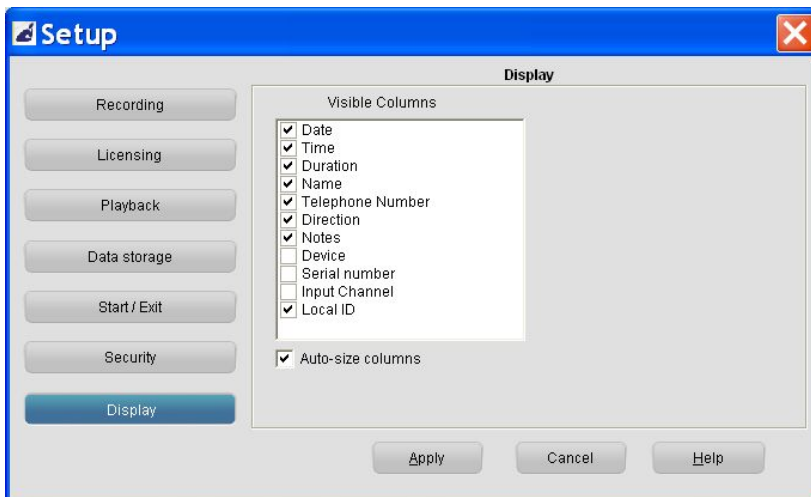
The recordings made with the Call Recorder VoIP are stored in a database. The setting Visible Columns allows you to select which columns are displayed.

The option 'Auto size columns' can be checked if you want the columns in the list view to adjust to the screen size automatically.

> **NOTE:**
> Always click Apply after changing one or more settings.

4   Playback control

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

A   B   C D   E   F
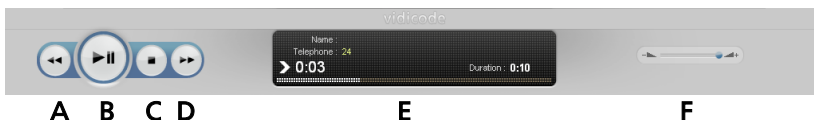
A: Moves the playback position **backward**. Keep the button pressed
          to increase the speed.
B: **Start or Pause** the playback of the currently selected recording.
C: **Stop** the playback or recording.
D: Moves the playback position **forward**. Keep the button pressed to
          increase the speed.
E: **Information** about the current playback or recording is displayed
          here. Click on the progress bar to move to a specific position in
          the playback.
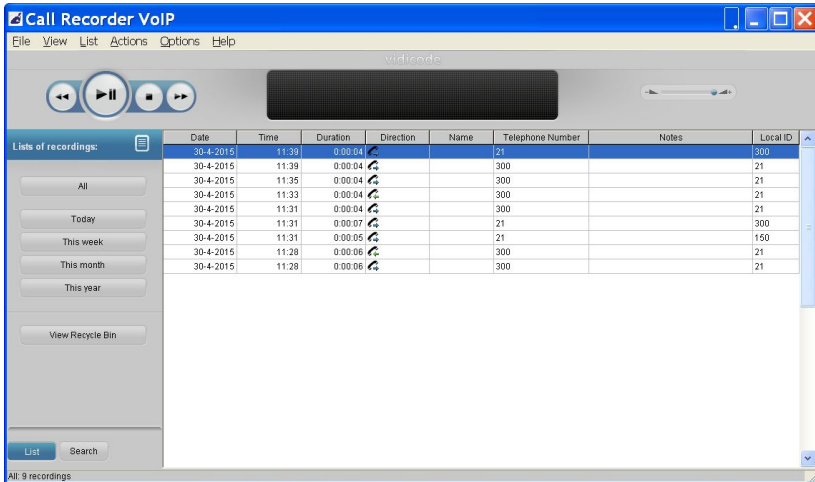**F**:   Controls the playback **volume**.

4.1   Hotkeys

The following key combinations are available to control playback with a
keyboard:

Key	Function
Ctrl + P or Spacebar	Play / Pause
Ctrl + L	Stop
Ctrl + U	Backward
Ctrl + I	Forward

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 bar (pull-down menu's at the top)
- The Playback control bar
- The view-select buttons on the left
- The tab-select buttons (List and Search)
- The list of recordings (the large remaining area)

5.1   Main Menu

The main Menu gives access to the sub-menu's File, View, List, Actions, Options and Help. In this chapter we will explain these 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 a new database is created in which newly made recordings will be stored. A dialogue opens in which you are asked to specify the location of the new
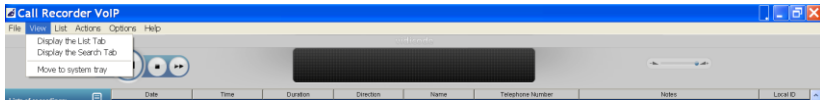
database folder. The new Archive can be located on your PC or on the network.
'Open' allows you to open an existing archive (database). This can be an archive on the PC or on the network.
'Exit' closes the application.

5.1.2   View

The View menu has three options: 'Display the List Tab', 'Display the Search Tab's and 'Move to system tray'.

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

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. All applications running in the background are visible there as an icon.

To retrieve the application from the system tray, just click on the icon.

5.1.3   List

Recordings are saved to a database. In the software this database is referred to as Archive and is shown as a list in the main screen.
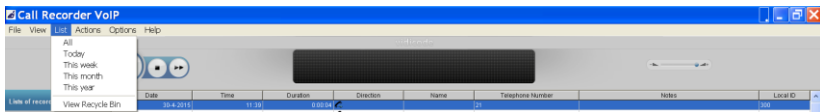
The List menu has the same options as the List tab buttons on the left side of the window. You can select from what predefined timeframe you want to see the recordings in the List view area. This can be:
'All', 'Today', 'This week', 'This month', 'This year' and 'View Recycle Bin'

The actual list of recordings on the right changes with the selection you make. 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
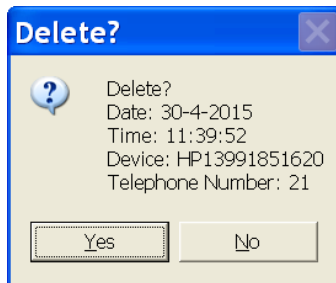
The Recycle Bin resembles Windows Recycle Bin.
To put recordings in the bin:
- Select one or more recording(s) in the archive and
- delete the recording(s) with the Delete key on your keyboard,

or

- Right click and choose 'Delete'.

In both cases 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 an previously made back up, Export recordings as audio, E-mail recordings and view Sub archives.

To CD

This function is used to back up or export an entire database or a selection of recordings on CD.
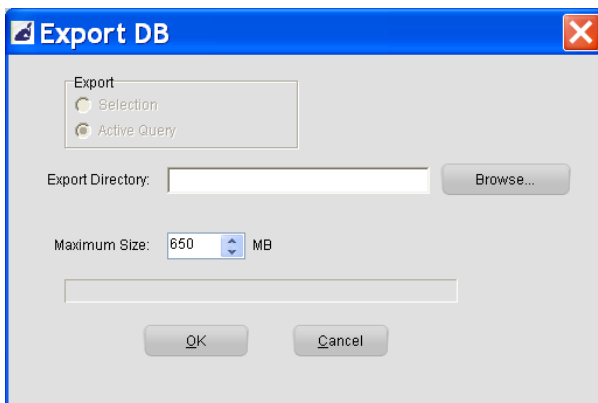
> **Note** that you need to use a separate CD-writing application for actually writing the files to CD.

If you do not want to burn the entire database onto CD
- Use the Search Tab to make a selection of the recordings you want to back up on CD.
- Then go to the Actions menu and

- Choose To CD.

The following dialog opens:

If you want to copy the entire database on CD the options 'Selection' and 'Active Query' are greyed out.
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.
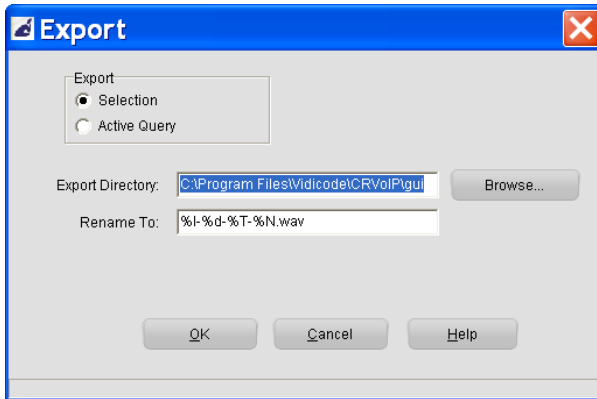
Import
Will also open a dialogue in which you can select the directory from which you want to import a back up.

- Select the database and click OK to import it.

Export
Individual recordings and groups of recordings can be exported from the application. Select in the menu **Actions, Export**. The following dialog opens:

Select if you want to export the current selection or the whole query.
The Export directory is the location where the files will be stored. This location can be changed to your convenience. The following recording properties can be preserved in the filename of the recordings:

☐ %I is the number of the recording
☐ %D is the date of the recording
☐ %T is the time of the recording
☐ %X is the duration of the recording
☐ %N is the name associated with the recording
☐ %P is the telephone number of the recording
☐ %> is the direction of the call
☐ %C are the notes related to 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'.
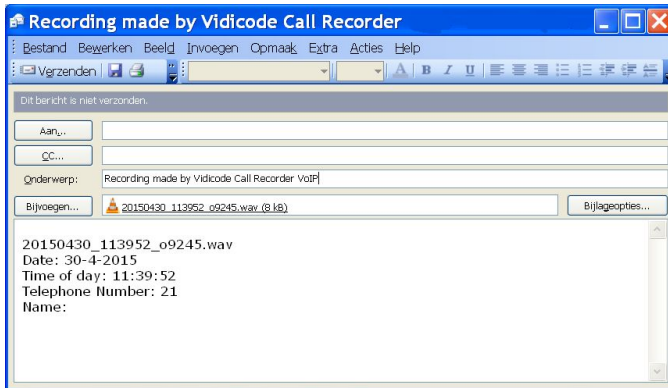
Sub archives

It is possible to combine separate Archives into one new Archive.
The new Archive will be the 'Current.

For example, a Supervisor may have access to a set of Archives. These Archives should be on an accessible location for the supervisor like a network drive. The combined Archive is created by copying new recordings from the 'Sub Archives' to the 'Current Archive'.

To define which Sub Archives you want to access,
- Select Add, and browse to the location of the Sub Archive.
- Choose whether you want to copy the recordings manually, (click "Copy new recordings from Sub Archive" or automatically (check "Auto Copy") .

To delete a Sub Archive,
- Select Delete.

New recordings will no longer be copied from the deleted Sub Archive,.
Previously copied recordings stay in the Current Archive.

5.2   Names en Notes

You can assign a name and telephone number to each recorded call. Select the call in the main window, double click on the Notes of the recording, or right-click and select Edit. The following dialog opens:
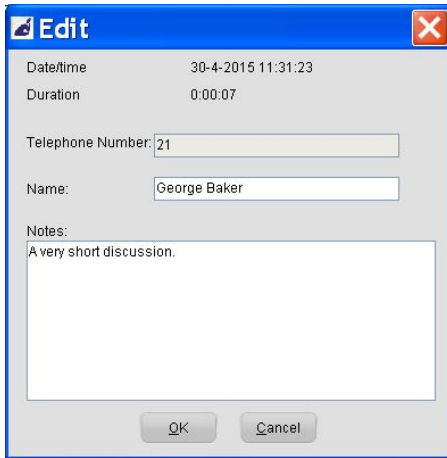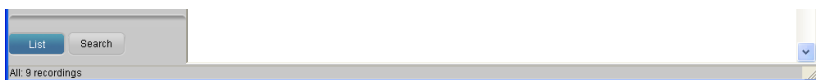
To change the name that is attached to the telephone number, edit the **name**. To attach notes to the recording, fill in the **Notes** field.
The telephone number cannot be edited.
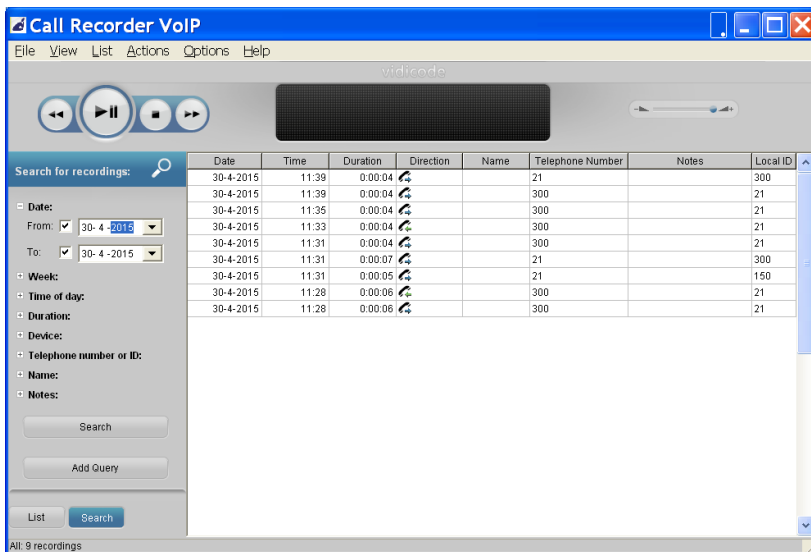
Click **OK** to save the name and notes.

5.3 List and Search buttons

5.3.1 The List button

The List button displays the List view. To the left are the buttons with which a selection for the view can be made. To the right, the main screen, displays the (selection from) current archive.

5.3.2   The Search button

In the Search tab, you can define a Search. A Query based on a recording's date, week, time of day, duration, device, telephone number, name or notes.

- 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**.

Save a query

It is possible to save a custom query for regular execution. After clicking on the Search button, the Add Query button will appear. You can specify a name for the query.
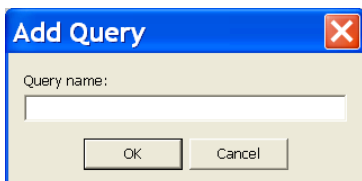
The query will be saved with the entered name and a shortcut to the saved query will be added to the List tab. To run the query, select on the button in the List tab. Naturally, new recordings that satisfy the query will be included when the query is executed.

6   Software Updates

The Call Recorder VoIP software has the ability to check online for a software update and to download an update from the internet.

- Choose **Help** in the menu
- Select **Check for Update**
- In the pop-up windows click **Check for Update**
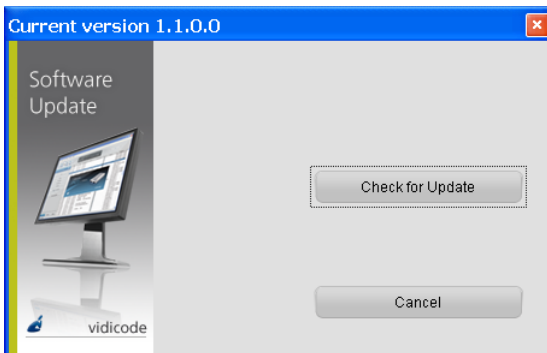
In the case of an available update, a short list of fixes of the last version is displayed.

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

NOTE:
The online software update only works when the PC has an internet connection.

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7 Acknowledgements

7.1 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 any 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.

7.2 Liability

Correct functioning of the Call Recorder VoIP can not 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 VoIP.

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