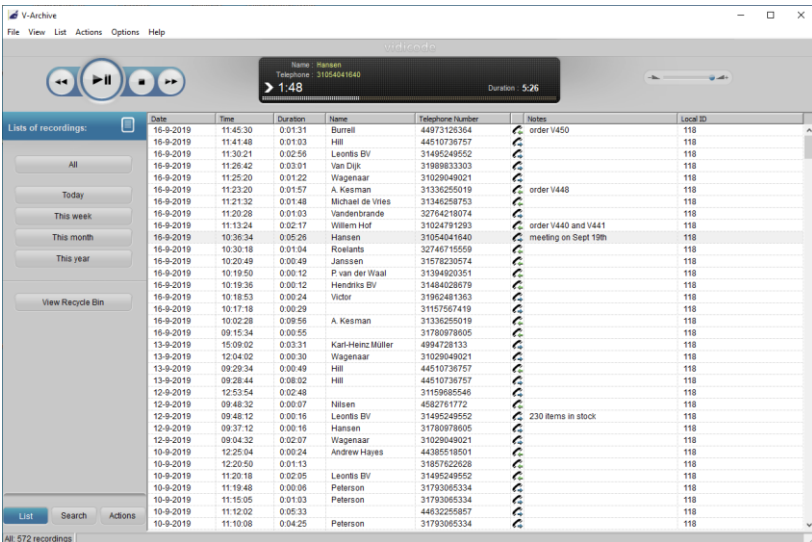


# V-Archive

## Manual

v1.4



The screenshot shows the V-Archive application window. At the top, there is a menu bar with 'File', 'View', 'List', 'Actions', 'Options', and 'Help'. Below the menu is a playback control bar with buttons for play, pause, stop, and next, along with a progress indicator showing 1:48 out of a 5:26 duration. The main area displays a table of recordings with columns for Date, Time, Duration, Name, Telephone Number, Status, and Local ID. A sidebar on the left contains filters for 'All', 'Today', 'This week', 'This month', and 'This year', along with a 'View Recycle Bin' button. The bottom of the window shows 'All: 572 recordings'.

Date	Time	Duration	Name	Telephone Number	Status	Local ID
16-9-2019	11:45:30	0:01:31	Burnell	44973125364	order V450	110
16-9-2019	11:41:48	0:01:03	Hill	44510737657		110
16-9-2019	11:30:21	0:02:56	Leontis BV	31495249552		110
16-9-2019	11:28:42	0:03:01	Van Dijk	31989823303		110
16-9-2019	11:25:20	0:01:22	Wagenaar	31029049021		110
16-9-2019	11:23:20	0:01:57	A. Kesman	31336255019	order V448	110
16-9-2019	11:21:32	0:01:48	Michaël de Vries	31346228763		110
16-9-2019	11:20:26	0:01:03	Vandenbrande	32764216074		110
16-9-2019	11:13:24	0:02:17	Willem Hof	31024791293	order V440 and V441	110
16-9-2019	10:36:34	0:05:26	Hansen	31054041640	meeting on Sept 19th	110
16-9-2019	10:30:18	0:01:04	Roelants	32746715559		110
16-9-2019	10:20:49	0:00:49	Jensen	31578220574		110
16-9-2019	10:19:50	0:00:12	P van der Waal	31394920351		110
16-9-2019	10:19:36	0:00:12	Hendriks BV	31484028679		110
16-9-2019	10:18:53	0:00:24	Victor	31962481363		110
16-9-2019	10:17:18	0:00:29		31157567419		110
16-9-2019	10:02:28	0:09:56	A. Kesman	31336255019		110
16-9-2019	09:15:34	0:00:55		31780978605		110
13-9-2019	15:09:02	0:03:31	Karl-Heinz Müller	4894728133		110
13-9-2019	12:04:02	0:00:30	Wagenaar	31029049021		110
13-9-2019	09:29:34	0:00:49	Hill	44510737657		110
13-9-2019	09:28:44	0:08:02	Hill	44510737657		110
12-9-2019	12:53:54	0:02:48		31159685546		110
12-9-2019	09:48:32	0:00:07	Nilsen	4852161772		110
12-9-2019	09:48:12	0:00:16	Leontis BV	31495249552	230 items in stock	110
12-9-2019	09:37:12	0:00:16	Hansen	31780978605		110
12-9-2019	09:04:32	0:02:07	Wagenaar	31029049021		110
10-9-2019	12:25:04	0:00:24	Andrew Hayes	44385518501		110
10-9-2019	12:20:50	0:01:13		31857822626		110
10-9-2019	11:20:18	0:02:05	Leontis BV	31495249552		110
10-9-2019	11:19:48	0:00:06	Peterson	31793065334		110
10-9-2019	11:15:05	0:01:03	Peterson	31793065334		110
10-9-2019	11:12:02	0:05:33		44632255867		110
10-9-2019	11:10:08	0:04:25	Peterson	31793065334		110



**Vidicode**  
Blauw-roodlaan 140  
2718 SK Zoetermeer  
The Netherlands

**Phone**  
+31(0)79 3617181  
**Fax**  
+31(0)79 3618092

**Sales**  
+31(0)79 3471010  
**Support**  
+31(0)79 3471005

**Email**  
vidicode@vidicode.nl  
**Internet**  
www.vidicode.nl

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# 1 Introduction

V-Archive is software to archive telephone call recordings. V-Archive can receive data from a number of Vidicode call recorders like the V-Tap VoIP, V-Tap Analog, V-Tap ISDN, V-Mic and Call Recorder VoIP. V-Archive can also record calls from a softphone on your PC. V-Archive stores all the recorded data, together with the date, time and call number information (meta data), and makes playable audio files from it.

Every gigabyte of free disk space allows you to record up to 180 hours of conversation on your hard disk, when recording from a VoIP telephone.

V-Archive stores recordings in a versatile database, called the archive. The archive is displayed on your computer screen as a list of recordings. In that list, the recorded meta data, like date and time, is shown. In the archive, all this data is stored together with the actual recording.

Pre-defined queries for time intervals are available. For example, it is possible to search on telephone numbers. Custom queries can be made and saved. The database has its own Windows style Recycle-bin. Recordings are stored as playable wave files in subdirectories of the archive directory (year\month\day\hour). Optionally, the archive is stored encrypted.

V-Archive can also import data from, among others, Call Recorder Pico (hardware), Oygo (call recording software for softphones and headsets) and the V-App (call recording app for Android smartphones). You can store all your recordings safely and centrally.

V-Archive can also export (upload) recordings to the Call Recorder Apresa.





## 2 Installation

### 2.1 Hardware installation

Complete the installation of your Vidicode hardware before you install V-Archive. When the hardware is installed, plugged in and powered, the V-Archive will recognize it during software installation. This will turn off the ads that are otherwise shown by the V-Archive.

### 2.2 Software installation

Download 'V-ArchiveInstall.exe' from [www.vidicode.com](http://www.vidicode.com) or use the CD. Place the CD in your computer. If the software installation does not start automatically, then locate the file 'V-ArchiveInstall.exe' (former '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 application is installed.
-  Specify a location for the database files.
-  Select whether you want a desktop icon for V-Archive.

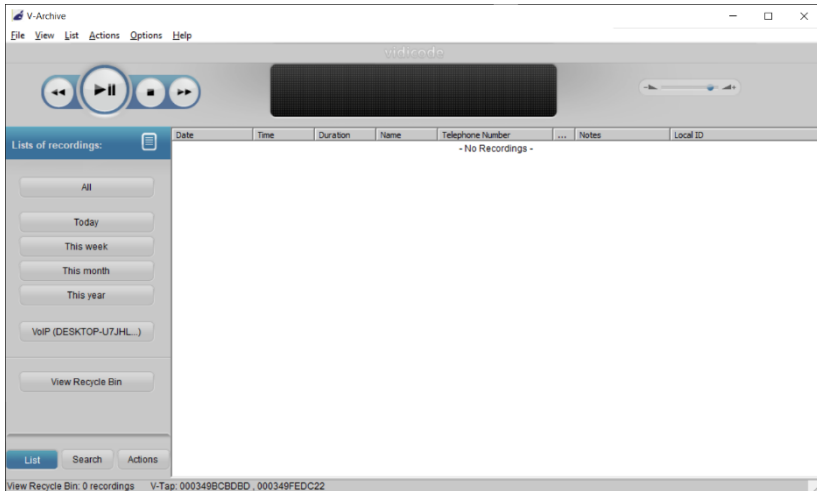
**Note1:**

The V-Archive installer will only recognize V-Tap or CR-VoIP units if these recorders are connected to a USB port on the PC running the V-Archive installer. Do this if you want the software to turn off the ads.

**Note2:**

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 V-Archive application starts for the first time you will see an empty database:



Several things are important to configure, such as:

- i. The language of the user interface.
- ii. The recording licenses.

All options are further explained in the next chapters.

# 3 Configuring V-Archive

## 3.1 Introduction

After installing V-Archive, run it as administrator. Then you will be able to change all settings.

Below follows a short description of some possible connected Vidicode recorders. For full instructions, see the [manuals](#) of these recorders.

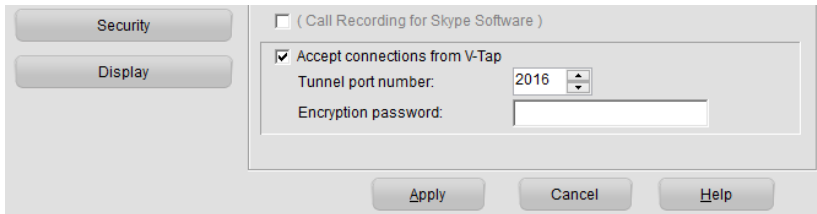
## 3.2 V-Tap Analog

The V-Tap is a stand-alone device with an SD-card. It is able to record telephone calls while your PC is turned off.

Viewing, playing and archiving of the calls is done with the V-Archive software (or optionally with the Apresa, a multi-channel and versatile call recording solution).



Go to the Options menu and select Setup. Click the Recording tab. Tick the box Accept connections from V-Tap. Fill in the port number.



Enter the same port number in the web interface of your V-Tap (see next page). The default Tunnel port is 2016.

**NOTE:**

The installer software of V-Archive automatically tries to configure the firewall on the PC for TCP port 2016. For external firewall software that may not succeed and therefore must be configured manually to allow traffic on TCP port 2016.

The web interface of the V-Tap Analog is shown below for all the Tunnel settings, needed to upload to V-Archive:

Tunnel Server Address	<input type="text" value="192.168.0.38"/>	(i)
Tunnel Destination Port	<input type="text" value="2016"/>	(i)
Tunnel Source Port	<input type="text" value="0"/>	(i)
Tunnel Connect Timeout	<input type="text" value="22"/>	(i)
Tunnel Idle Timeout	<input type="text" value="0"/>	(i)
Tunnel Data Encryption	<input type="checkbox"/>	(i)
Encryption Password	<input type="text"/>	(i)

The Tunnel Server Address is the IP address of the PC running V-Archive. Leave the Tunnel Source Port and both Tunnel Timeout's as default. At first, don't use Tunnel Data Encryption and leave the encryption password box empty, because this will make it easier to test if V-Archive is able to receive data from the V-Tap.

**NOTE1:**

The status line, below in the window of V-Archive, is showing all connected V-Taps, together with their MAC addresses.

**NOTE2:**

V-Archive does **not** need 'VoIP channel' licenses to receive from a V-Tap.

### 3.3 V-Tap VoIP

See [V-Tap Analog](#) for information about the V-Tap in general.



You may fill in the IP addresses of your VoIP phones in the Setup. Click on the Recording tab and fill in the numbers separated by commas. This input field will only influence the display of call direction (incoming or outgoing).

Recording	IP address of phone: <input type="text" value="192.168.0.103"/>
Licensing	Minimum Duration: <input type="text" value="3"/> Seconds



### 3.4 V-Tap ISDN BRI and PRI

See [V-Tap Analog](#) for information about the V-Tap in general.



*V-Tap ISDN BRI*



*V-Tap ISDN PRI*

### 3.5 Call Recorder VoIP



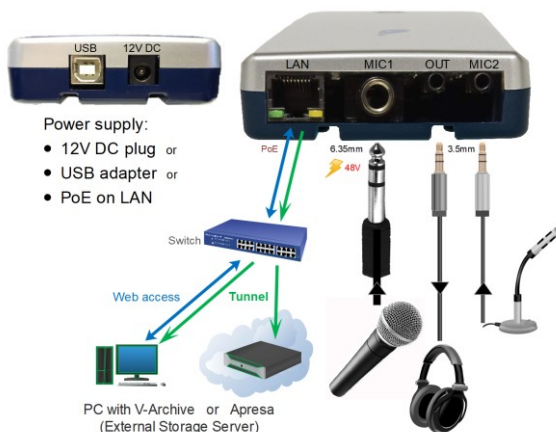
The Call Recorder VoIP is able to record telephone calls only if the V-Archive software is running. CR VoIP doesn't have internal storage like the V-Taps.

**Note:**

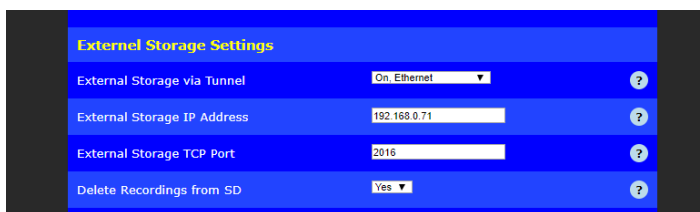
Do you have a Call Recorder VoIP unit? You need to enter at least one 'VoIP channel' license before the software can record your calls from this recorder; [see Licensing](#).

## 3.6 V-Mic

The V-Mic is, just as all V-Taps, a stand-alone device with an SD-card. It is able to record audio from a microphone while your PC is turned off.



The web interface of the V-Mic is shown below for all the Tunnel settings, needed to upload to V-Archive:



The External Storage is the IP address of the PC running V-Archive.

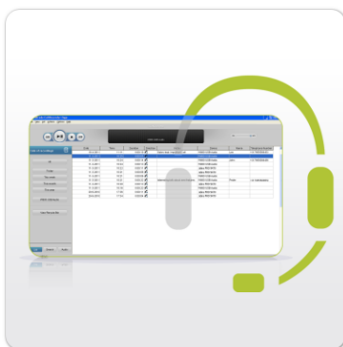
### 3.7 Call Recorder Pico



The Call Recorder Pico can record from analogue and corded digital telephones, and from a microphone. This hardware is only able to record calls when the CR Pico software is running on your PC, and the Pico hardware is connected to the same PC. The Pico doesn't have internal storage.

You can import recordings from the CR Pico database to the V-Archive software. The import of recordings from the CR Pico works the same as from the Oygo. See Oygo for more information about this import.

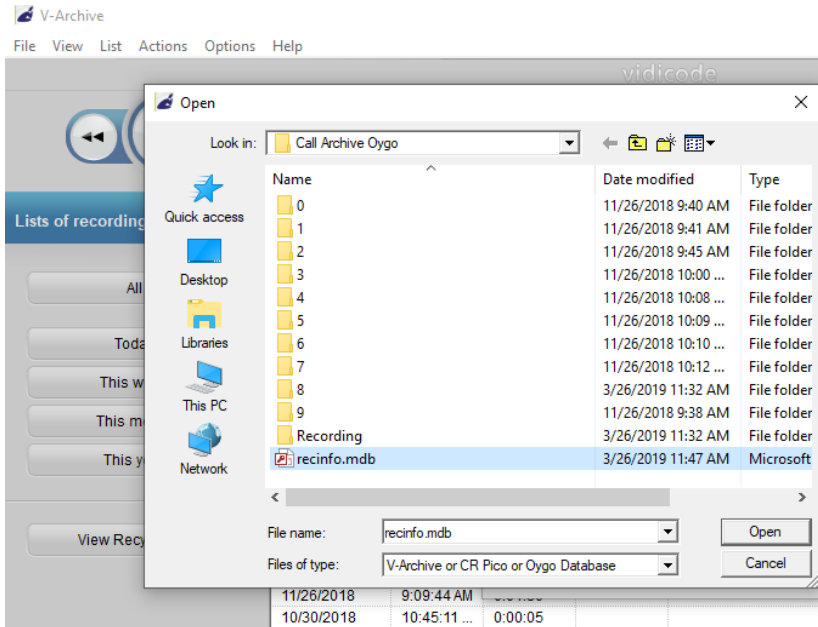
### 3.8 Oygo



The Oygo is software for the PC to record soft phones and headsets. Oygo and V-Archive can share a database. This is the case when the Data Directory is the same in both applications. See the Data Storage tab of the Setup window of both applications.

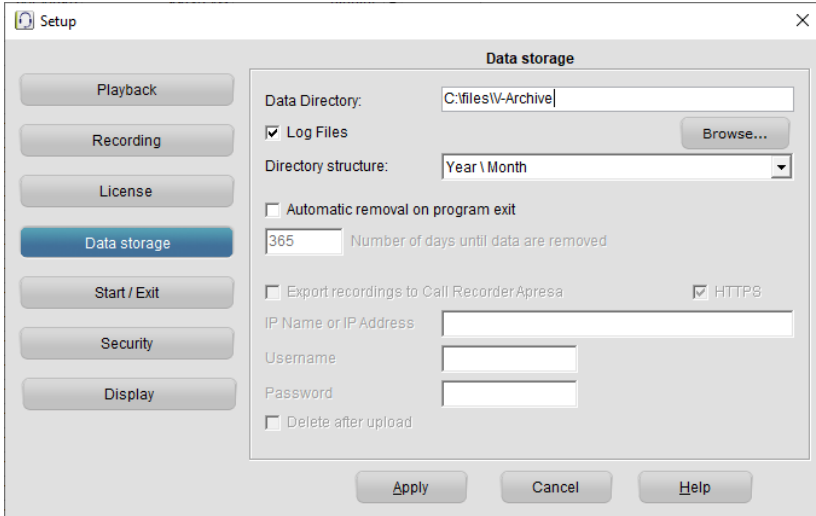
Do you already have the Oygo installed and are there recordings listed in the Oygo database? And do you want to transfer these recordings to the V-Archive database? Then import the Oygo database to the V-Archive software like described on the next page.

Open **V-Archive** and select **Import** from the **Actions** menu. Browse to the folder where the call archive of the Oygo is stored. Select 'recinfo.mdb' and click **Open**.

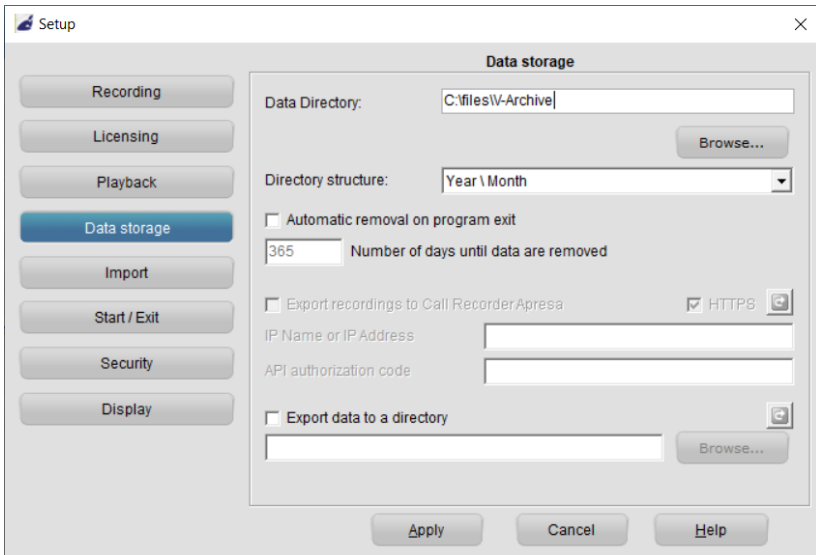


The V-Archive opens 'recinfo.mdb' from the Oygo folder and merges it with its own 'recinfo.mdb'. This will also copy the Oygo recordings to the V-Archive folder.

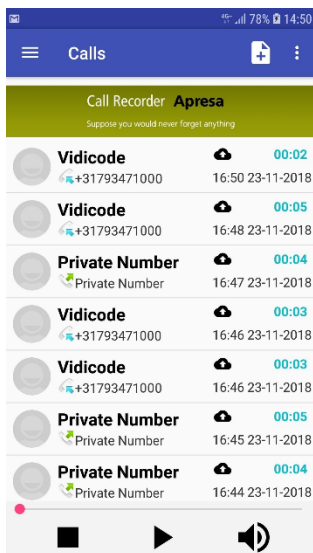
Now we must change the folder that the Oygo will use in the future. From now on, this is the same folder V-Archive uses. To do this, in the **Oygo** software, select **Setup** from the **Options** menu and click on **Data Storage**. Fill in the Data Directory. The picture below shows the Oygo.



This should be the same directory as set in the V-Archive software. The picture below shows the V-Archive.



## 3.9 V-App

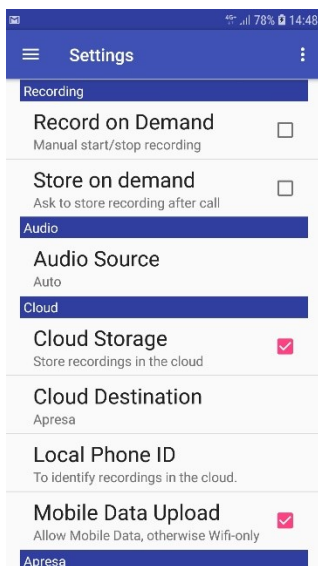


V-App is a Vidicode App for Android mobile phones. V-App records and stores telephone calls including phone numbers, time, date and duration of the recording. It can also record memos.

The V-App is able to store the recordings in the cloud. In the V-App you can specify the cloud storage provider, such as Dropbox or Google Drive.

Download the recordings from the cloud to your PC. Configure V-Archive to import these files. Then you can play and archive them on your PC with the V-Archive software.

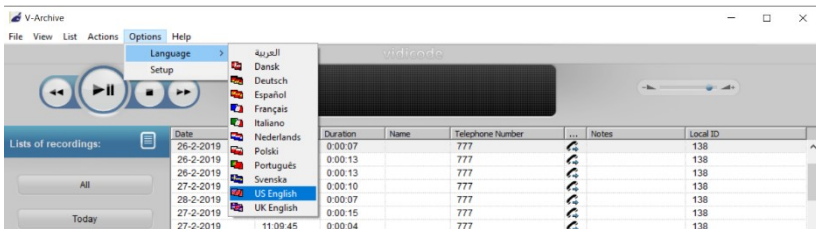
See [Import](#).



## 4 Options menu

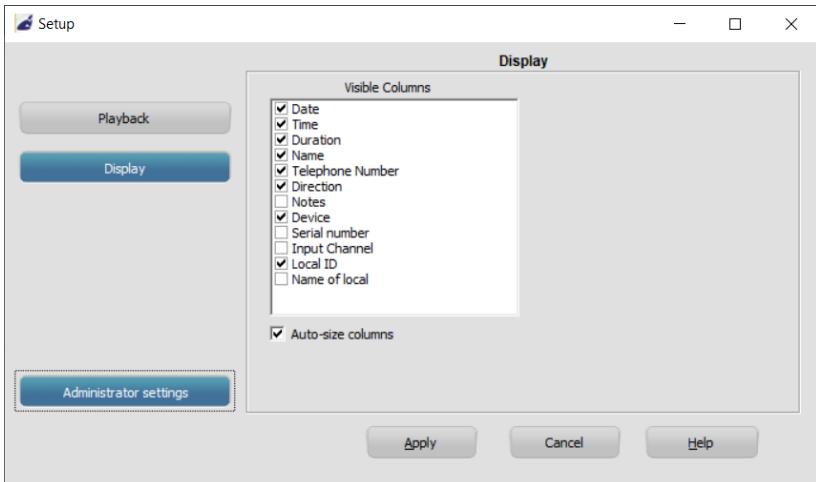
### 4.1 Language

The V-Archive application supports several languages and it is possible to change the language at any moment; select your language in the Options menu and just click.



The supported languages are Arabic, Danish, German, Spanish, French, Italian, Dutch, Polish, Portuguese, Swedish, US English, and UK English.

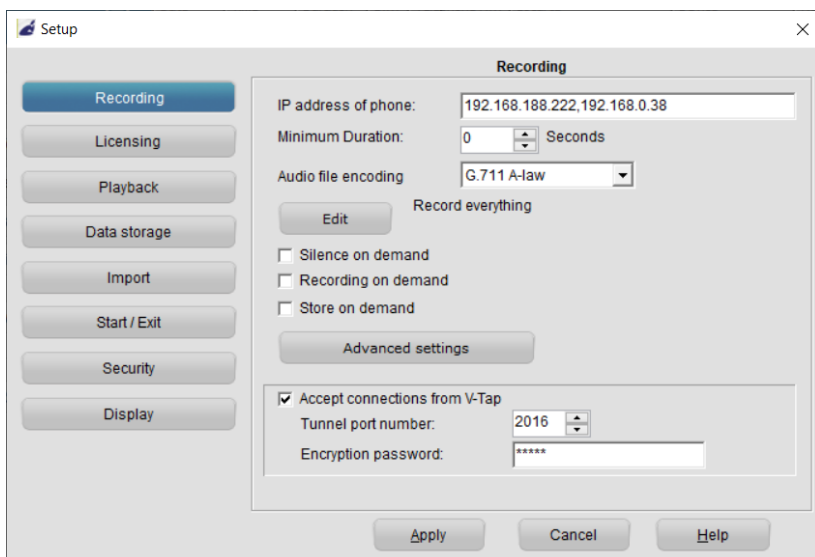
### 4.2 Setup



#### Administrator settings

Some settings are only available as administrator. Click this button to restart the application as admin and open these settings.

## 4.2.1 Recording



### IP Addresses of phone

Do you have a CR VoIP or V-Tap VoIP? 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. 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 192.168.0.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.

### Minimum Duration

This refers to the minimum duration of a recording for it to be stored. Standard setting would be 3 seconds. Recordings shorter than the set duration are not stored.



## Telephone number filter (press Edit)

*Applicable to CR VoIP and V-Tap VoIP.*

**Record everything:** Calls are recorded regardless of any number.

**Only record calls that match the filter:** Calls that do not involve any of the specified telephone numbers are not recorded.

**Only record calls that do not match the filter:** Call that involve any of the specified telephone numbers are not recorded.

## Silence on Demand

### Record on Demand

### Store on Demand

Manually select if you want to be able to **insert silence** on demand, **start and stop recordings** on demand or **store the current ongoing call** on demand. The related buttons to press can be found in the Actions tab. See further the Help function in the software.

## Advanced settings

When pressed, an extra pop-up menu appear with more settings.

For a description of those settings, see the built-in text in menu Help.

## Accept connections from V-Tap

The Vidicode-Tap units are stand-alone recorders, housed in the same box as the CR-VoIP unit. There are 5 types; the V-Tap VoIP, V-Tap Analog, V-Tap ISDN BRI, V-Tap ISDN PRI and V-Mic (see also [3.2 till 3.4](#)).

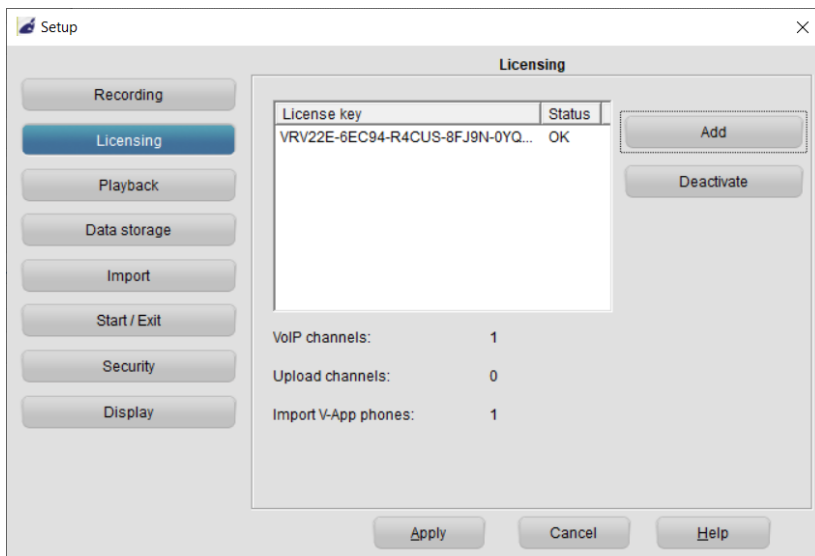
All V-Tap units can store their data onto an SD card and can send the recordings over a network to a PC with V-Archive or an Apresa recorder.

If you have a V-Tap or V-Mic, you don't need to add 'VoIP channel' licenses in V-Archive. This type of license is inside the V-Tap or V-Mic unit. With a valid license, the unit will be able to upload recordings to a PC running the V-Archive software.

For every recording channel used by the V-Tap VoIP, one "Recording License V-Tap VoIP for PC" is needed inside the V-Tap VoIP. Those licenses are sold separately.

For more information, see [www.vidicode.com](http://www.vidicode.com)

## 4.2.2 Licensing



This page shows the status of previously entered licenses.

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

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 again.

### VoIP channels

These are recording licenses for the Call Recorder VoIP unit or for a VoIP soft phone that operates on the same PC.

The number of concurrent VoIP recordings is determined by the available VoIP channels, up to a maximum of 4. At least 1 license must be entered, otherwise no call recording is done from a CR VoIP unit or softphone!

### Note for V-Tap VoIP

If you have a V-Tap VoIP recorder, you do **not** need to add VoIP channels. This type of license is inside the V-Tap.

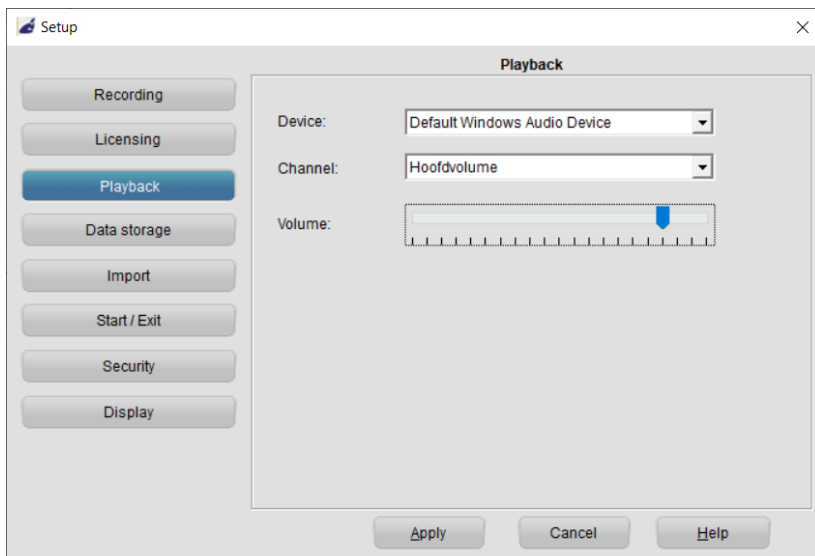
## **Upload channels**

These licenses are needed when the recordings must be uploaded to a Call Recorder Apresa.

## **Import V-App phones**

These licenses are needed when recordings must be imported from, for example, a Dropbox account. You can buy additional import V-App licenses. You receive one "Import V-App license" for free. See [Import](#).

## 4.2.3 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.

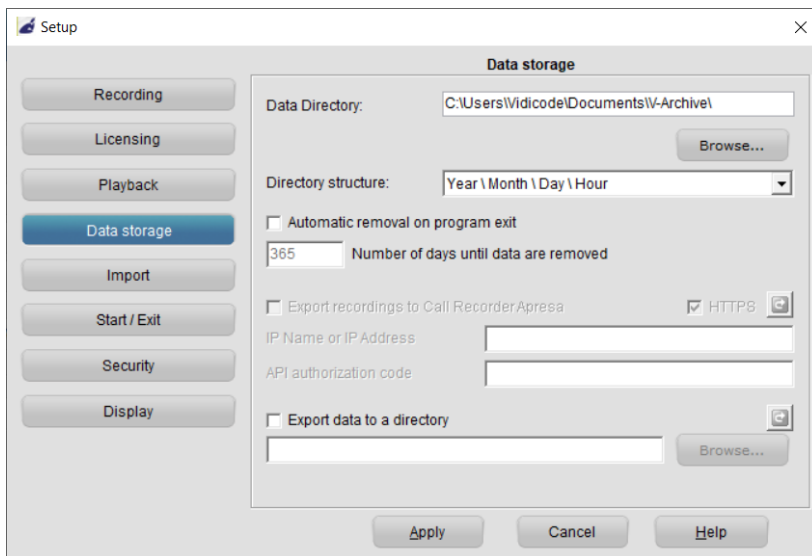
### Channel

The channel of the Playback device must also be selected. For the channel selection of the soundcard, usually the Wave or PC Speakers must be selected.

### Volume

The default used playback volume level can be changed here.

## 4.2.4 Data storage



### Data Directory

In this directory all call recordings are stored. Type the name of the directory, or press the Browse button to select a directory. This directory must already exist. The data directory must be accessible from the user account that runs the background service. The user that runs the background service can be changed in the Windows services screen. Drive mappings (X:) are generally not available, and UNC path notation should be used instead ([\\server\share\dir](#)). The background service is named "V-Archive Recorder" or "Call Recorder VoIP".

### Directory structure

Within the data directory, the recording files can be stored according to the year, month, day, and hour of when the recordings started.

### 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.

## Export recordings to Call Recorder Apresa

This function uploads and adds the recordings to an Apresa Server.

- **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
- **API authorization code:** this password is needed to upload calls to the Apresa. It must match with the configuration of the Apresa.

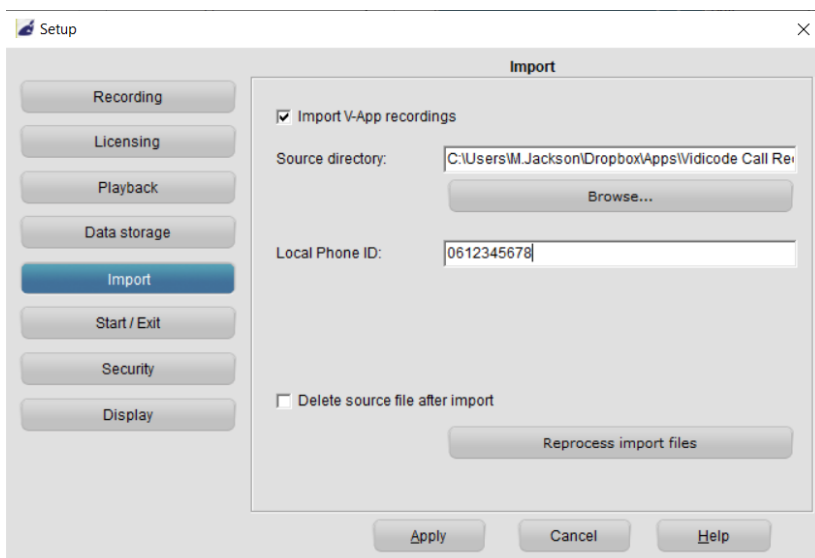
Click on the blue arrow button to restart uploading to Apresa from the start. This can be used when switching to another Apresa that does not contain any data yet, and has to receive all data from the start. When exporting to the same Apresa, this can (and in most cases will) lead to double recordings on Apresa.

## Export data to a directory

This export feature provides a continuous backup of both the call meta data in the database, and the recordings (audio files). The export directory could point to a network location, but must be accessible by the background service (see explanation earlier for the data directory). The export filename of the database includes the date. This means one copy of the database is stored per day. Recordings that are deleted from the main archive are not deleted from the export location. New recordings (the audio files), if any, are exported once per minute. The database is copied every hour, and also after new recordings are exported, but not more often than once per 10 minutes. Export is done by the background service, even when the user interface program is not open.

Click on the blue arrow button to restart exporting recordings from the start. This could be used after switching to a different data export directory that is yet empty, and has to receive all data from the start.

## 4.2.5 Import



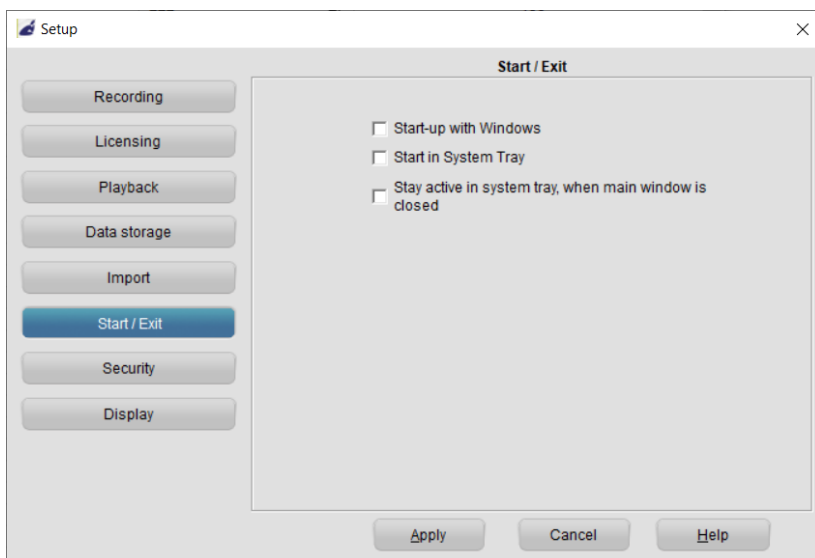
V-App is a mobile phone application that records phone calls on an Android smartphone. The App has an option to export recordings to a cloud storage, such as Dropbox. If you have this linked to a directory on your PC, you can let the software import the recordings from there. The software automatically detects when new files are put in the directory. If the recording is not in wave (.wav) format, it will be converted to this format in the background.

**Source directory:** The directory that contains the V-App recordings. Click Browse to select a directory.

**Local Phone ID:** The Local Phone ID must correspond to same setting in the V-App. Recordings with another ID are not imported. If this option is left empty, the first encountered Local Phone ID will be used automatically. If an additional 'Import V-App' license is installed, up to 4 phones can be imported.

**Delete source file after import:** After import, the source will be deleted, if this setting is enabled. Recordings that were skipped during import, are not deleted.

## 4.2.6 Start / Exit



### **Start-up with Windows**

Starts the application at logon in Windows.

### **Start in System Tray**

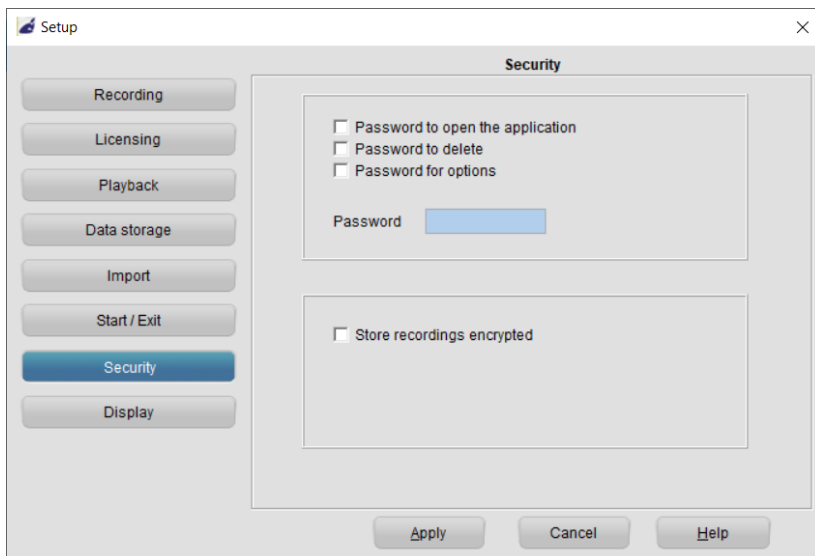
Starts the application in the system tray (lower right area in Windows).

### **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 select 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.



## 4.2.7 Security



It is possible to protect the V-Archive application with a **password**. Deleting the recordings and the 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 must restart the application.

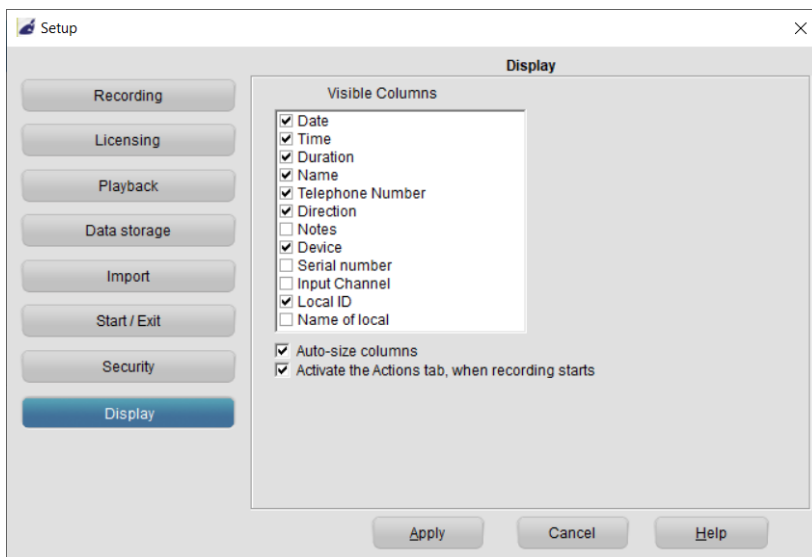
## **Store recordings encrypted**

When enabled, new recordings will be stored encrypted. To playback an encrypted recordings, the password must be entered. When you export or email a recording, the recording will be decrypted, but the original recording remains encrypted.

Use the Change password function to choose another password that must be entered to playback encrypted recordings. The new password applies to both old and new recordings. To change the password, first the current (old) password must be entered. Both the password and the key file are required to decrypt recordings.

If the password or the key file is lost, recordings cannot be decrypted, and there is no recovery method. This key file is stored in the configuration directory, usually "C:\ProgramData\Vidicode\CRVoIP\play.key".

## 4.2.8 Display



All recordings made with the Call Recorder VoIP unit, the V-Tap units and the V-App application are stored in a database. The setting **Visible Columns** allows you to select which columns are displayed.

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

**Activate the Actions tab** can be checked to automatically switch over to the actions tab when a call becomes busy. This is useful when recordings must be started or stored manually (on demand).

**NOTE:**

Always click Apply after changing one or more settings.

## 5 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: 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**.

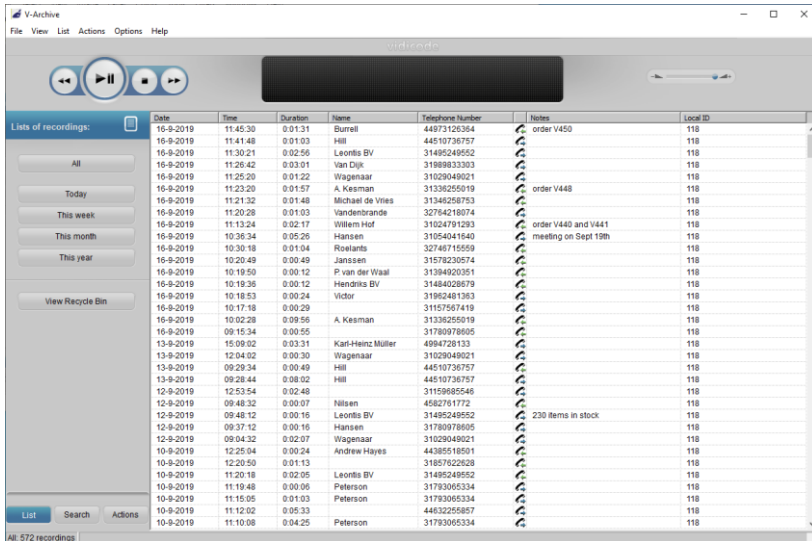
### 5.1 Hotkeys

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

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

# 6 Layout and Menus

When the software is started the program looks like this:



These are the items on the main screen:

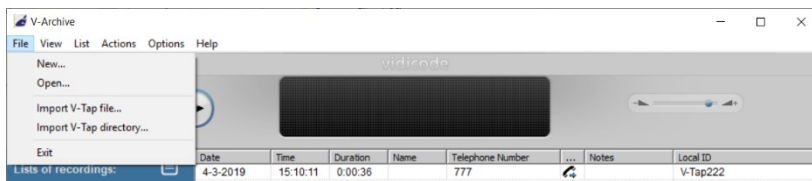
- 👉 The main Menu bar (pull-down menus at the top)
- 👉 The Playback control bar
- 👉 The view-select buttons on the left
- 👉 The tab-select buttons (List, Search and Actions)
- 👉 The list of recordings (the large remaining area)

## 6.1 Main menu

The main Menu gives access to the sub-menus File, View, List, Actions, Options and Help. In the following paragraphs these menus are explained.

## 6.1.1 File menu

The File menu has five options. New, Open, Import (2x) 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.

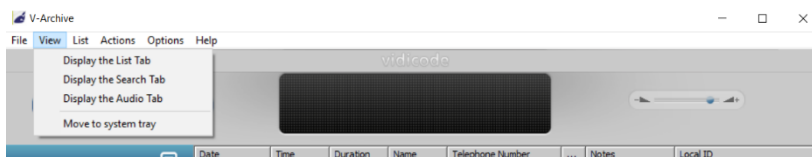
**'Open'** allows you to open an existing archive (database). This can be an archive on the PC or on the network.

Both **'Import V-Tap...'** options can be used to retrieve recordings from any Vidicode-Tap unit. That can be a V-Tap VoIP, a V-Tap Analog or a V-Tap ISDN BRI or PRI. All V-Tap units store their data onto an SD-card.

**'Exit'** closes the application.

## 6.1.2 View menu

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



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

**'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.

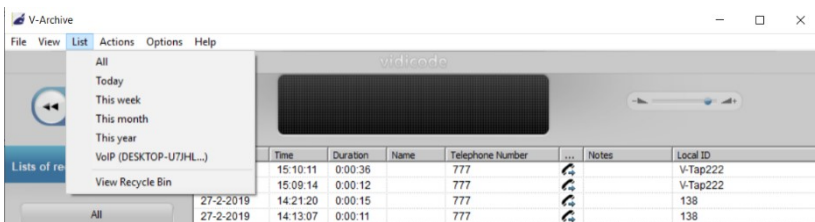


Call Recorder VoIP icon

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

### 6.1.3 List menu

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'.

## 6.1.4 Recycle Bin

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

- 👉 Select one or more recordings in the archive
  - 👉 Delete recording(s) with the Delete key on your keyboard,
- or
- 👉 Right click and select '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 select '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
- 👉 Select 'Empty'.

Recordings can be restored to the database:

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

or

- 👉 Open the Actions menu
- 👉 Go to Recycle Bin
- 👉 Select one or more recordings and select 'Restore',

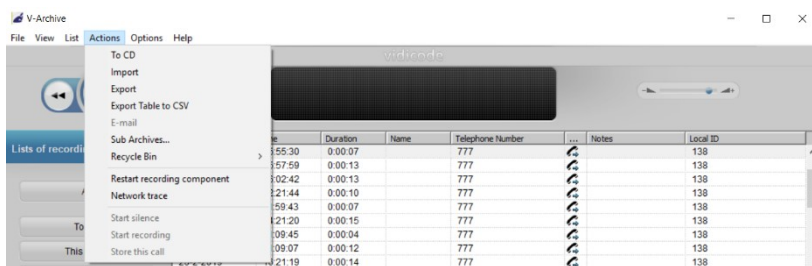
or

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



## 6.1.5 Actions menu

In the Actions tab, you can Backup the recordings to CD, Import an previously made back up, Export recordings as audio, E-mail recordings, view Sub archives, make a network trace and more.



### To CD

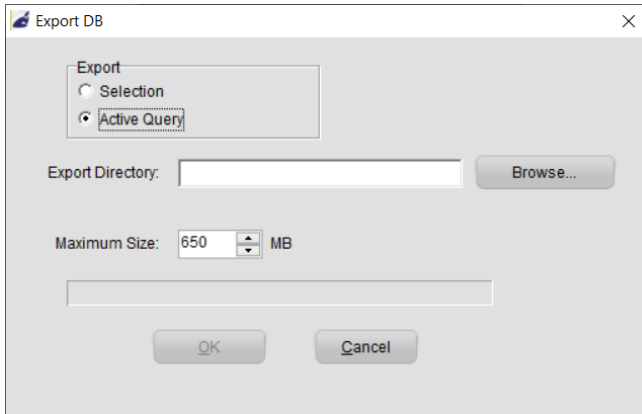
This function is used to back up or export an entire database or a selection of recordings on CD.

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

If you do not want to burn the entire database onto CD:

- 👉 Use the Search Tab to select the recordings you want to back up
- 👉 Then go to the Actions menu and
- 👉 Select To CD.

The following dialog opens (see next page):



If you want to copy the entire database on CD the options 'Selection' and 'Active Query' are greyed out.

If you have selected the database, the radio button 'Selection' will be active.

- 👉 Browse to the location where you want to store the Export directory, using the 'Browse...'<sup>1</sup> 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

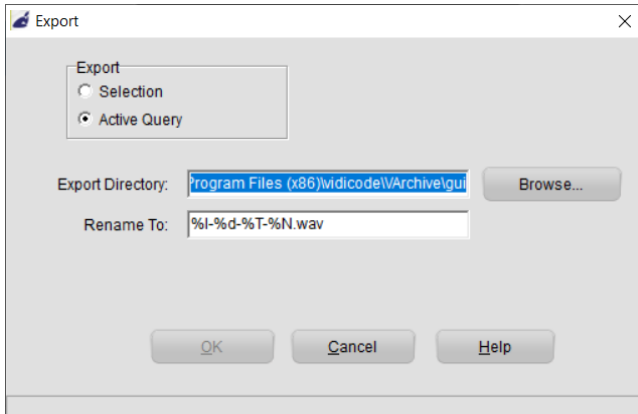
Will also open a dialogue in which you can select the directory from which you want to import a back up.

- 👉 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 (see next page):



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:

- %l 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

## 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 select '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 select '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.
- ☞ Select 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.

## Restart recording component

The background task that captures all the recordings on the PC (OrkAudio.exe) can be restarted manually with this option.

*Warning:* Ongoing recordings are lost when doing this!

## Network trace

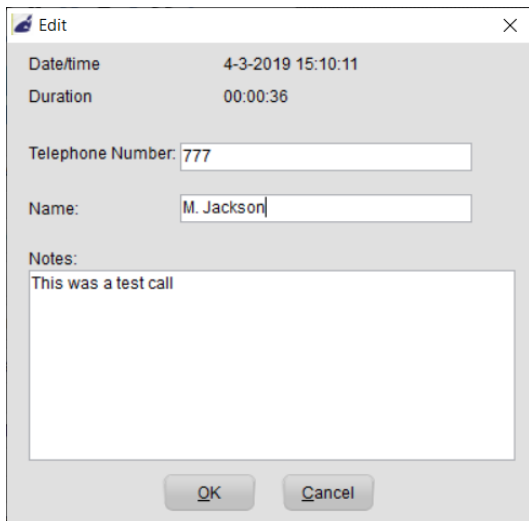
This option is mainly used for debug purposes. A trace of the network traffic can be started and stopped here.

The saved file can then be sent to [support@vidicode.com](mailto:support@vidicode.com), along with a description of the problem.

Be sure there was a complete phone call during the time that the trace was active.

## 6.2 Names and 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:



The image shows a dialog box titled "Edit" with a close button (X) in the top right corner. The dialog contains the following information:

- Date/time: 4-3-2019 15:10:11
- Duration: 00:00:36
- Telephone Number: 777 (in a text input field)
- Name: M. Jackson (in a text input field)
- Notes: This was a test call (in a text area)

At the bottom of the dialog are two buttons: "OK" and "Cancel".

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.

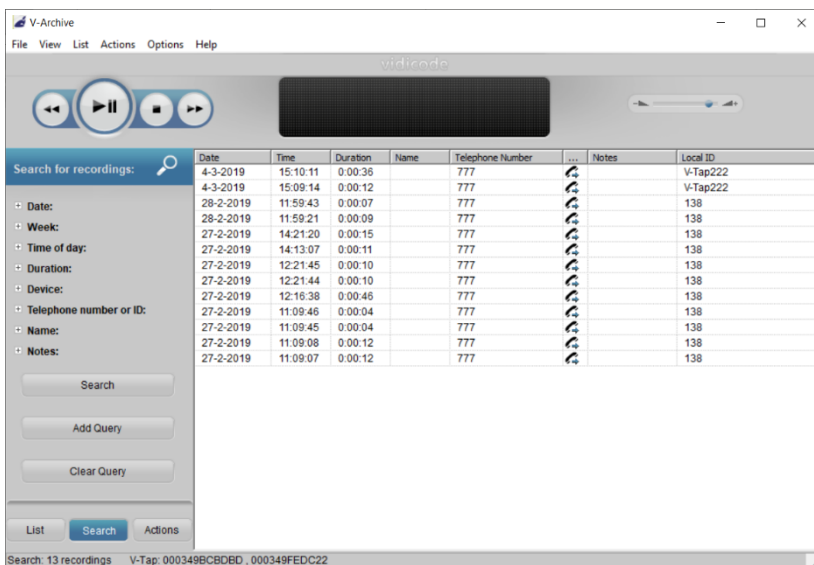
## 6.3 List, Search and Actions buttons

### 6.3.1 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.

### 6.3.2 The Search button

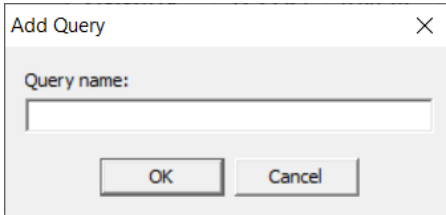


In the Search tab, you can define a Search. A Query based on a recording's date, week, time of day, duration, device, telephone number, name or notes.

- 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

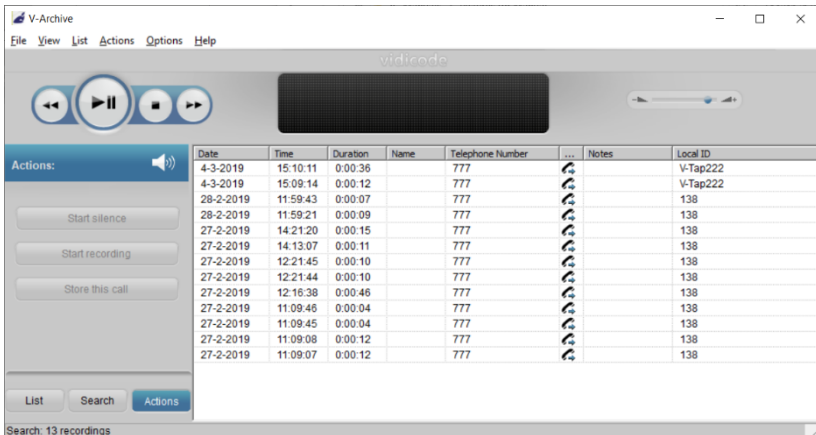
It is possible to save a custom query for regular execution. After clicking on the Search button, the Add Query button will appear. You can specify a name for the query.



The image shows a dialog box titled "Add Query" with a close button (X) in the top right corner. Inside the dialog, there is a label "Query name:" followed by a text input field. Below the input field are two buttons: "OK" and "Cancel".

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.

## 6.3.3 The Actions button



The image shows the V-Archive software interface. At the top, there is a menu bar with "File", "View", "List", "Actions", "Options", and "Help". Below the menu bar is a toolbar with playback controls (back, play/pause, stop, forward) and a volume slider. The main area is divided into two panes. The left pane is titled "Actions:" and contains three buttons: "Start silence", "Start recording", and "Store this call". The right pane is a table with columns: "Date", "Time", "Duration", "Name", "Telephone Number", "Notes", and "Local ID". The table contains 13 rows of recording data. At the bottom of the interface, there are buttons for "List", "Search", and "Actions", and a status bar that says "Search: 13 recordings".

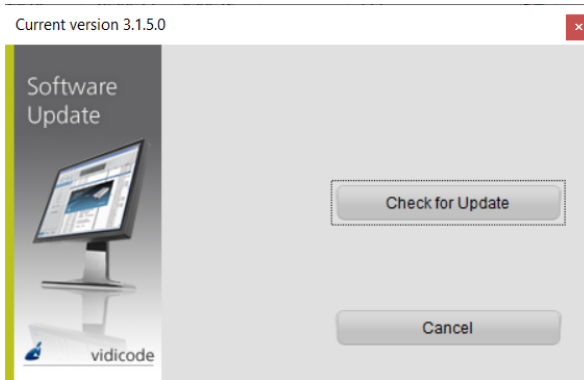
Date	Time	Duration	Name	Telephone Number	Notes	Local ID
4-3-2019	15:10:11	0:00:36		777		V-Tap222
4-3-2019	15:09:14	0:00:12		777		V-Tap222
28-2-2019	11:59:43	0:00:07		777		138
28-2-2019	11:59:21	0:00:09		777		138
27-2-2019	14:21:20	0:00:15		777		138
27-2-2019	14:13:07	0:00:11		777		138
27-2-2019	12:21:45	0:00:10		777		138
27-2-2019	12:21:44	0:00:10		777		138
27-2-2019	12:16:38	0:00:46		777		138
27-2-2019	11:09:46	0:00:04		777		138
27-2-2019	11:09:45	0:00:04		777		138
27-2-2019	11:09:08	0:00:12		777		138
27-2-2019	11:09:07	0:00:12		777		138

In the Actions tab you find the buttons to manually control recording.

## 7 Software Updates

The V-Archive software can check for a software update on the internet.

- 🖱️ Select **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. To update:

- 🖱️ Press **Download** to start downloading the update.
- 🖱️ After downloading the new version will be installed automatically.

**Note:**

The software update only works when the PC has access to the internet.



# 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 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.

## 8.2 Liability

Correct functioning of the call recording solutions 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 V-Archive and the call recorders.