Soft Call Recorder Manual

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1 Introduction

The Soft Call Recorder (SCR) is an application consisting of an interface connecting your telephone to your PC and a computer program. The SCR enables you to record and archive telephone conversations. Up to 240 Hrs of conversation can be recorded for each Gigabyte free disk-space.

Recorded conversations are stored in a database. Using the recorder buttons you can record and play conversations. The database is basically a list of recorded conversations and is referred to as an "Archive". The archive can be manipulated to your specific requirements, names and notes can be added to recordings and recordings of other SCR users can be imported. It is also possible to save archives on writable CD's.

This manual is organized as follows.

Chapters 1-5 will instruct you to connect your SCR and talk you through your first recordings.

Chapters 6 and 7 describe all major functions of the SCR including the database that stores all recordings.

Chapter 8 will give you a description of all SCR features on the basis of all the menu options.

Chapter 9 contains a short explanation of rights and duties that come with the use of the SCR.

2 Models

There are three SCR models available. Make sure which model you possess. Connections and settings vary for each model.

The model is named on the packaging. The rear view of the SCR-interface also identifies each model:



Soft Call Recorder Classic



Soft Call Recorder Game Port



Soft Call Recorder USB

3 Software installation

In case you are using a SCR USB the interface needs to be installed and connected before installing and running the software. See Chapter 6 about installation details of the SCR USB interface.

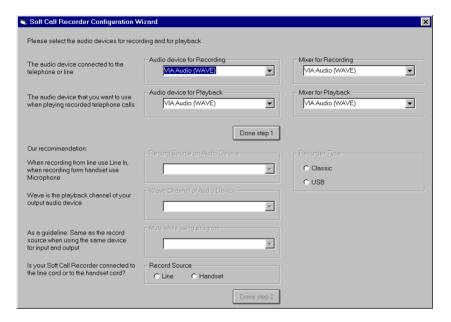
Placing the CD-ROM in your computer starts software installation. If the installation is not started automatically, locate the file <u>setup.exe</u> on the CD and start it by double-clicking. Follow the instructions on the screen.

3.1 Start

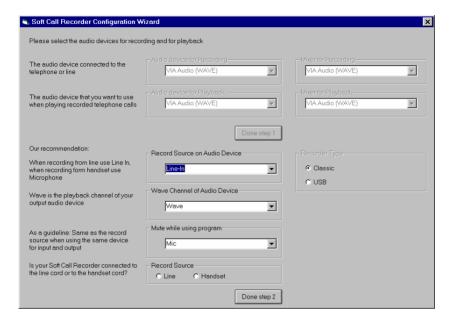
Click "Start" in the lower left corner on your desktop. Go to Programs/Vidicode and click on "Soft Call Recorder". The SCR will start right away with a Set-up Wizard.

3.2 Set-up Wizard

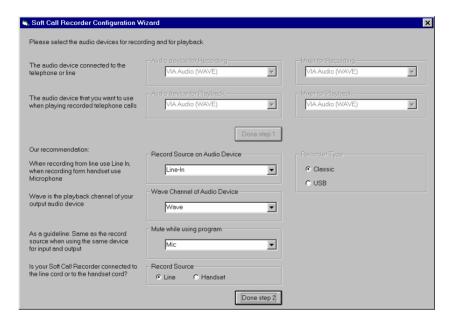
In this Set-up the separate devices for the recording and playback of the telephone calls are selected. The choice of devices is determined by the configuration of your PC. Read through the connecting instructions for your kind of SCR first. The correct selection of recording- and playback-devices depends on the way you have the SCR connected to your PC.



- First select the "Audio device for Recording". Select the device that the SCR interface is connected to. Presumably this is your soundcard. In case you have a USB SCR this device will be preselected for you as your input device.
- Next select the "Mixer for Recording". Select the Mixer of the device you have selected as "Audio device for Recording". This mixer probably carries the same name as the Recording device.
- Now select the "Audio device for Playback". This is the general device you use for playback of sound or the device that have your speakers connected to.
- Finally select the "Mixer for Playback". Select the Mixer of the device you have selected as "Audio device for Playback". This mixer probably carries the same name as the Playback device.
- Press the button "Done step 1".



- Select "Record Source on Audio Device". All channels of the selected Recording Mixer are displayed in this drop box. Select the channel that you have the SCR interface connected to.
- Select "Wave Channel of Audio Device". All channels of the selected Playback Mixer are displayed in this drop box. Select the general channel that is used for sound. Probably this channel is called 'Wave'.
- Select "Mute while using program". All channels of the selected Playback Mixer are displayed in this drop box. Select the channel that you want muted when the Playback of a recording is started.



- Select "Record Source". Select "Line" if you have an analog telephone line. Select "Handset" if you have a digital telephone line.
- Selection of "Recorder type" is made automatically. If you have a SCR USB the USB recorder will be selected. Else the Classic recorder has been selected.
- Press the button "Done Step 2".

The program will automatically start in Recorder View. Click the "All" selection in the menu option "View" to enlarge. The SCR dialog is scaleable. Place your mouse in the bottom right corner of the dialog and drag the corner to resize the dialog to your convenience.

Although the software is the same for every SCR, settings must correspond to your model. Connect your SCR-interface following the instructions corresponding to your model. Then continue with the settings for the SCR software.

4 Soft Call Recorder Classic

The Soft Call Recorder Classic requires a properly installed sound card in your PC.

For normal use of the SCR follow the <u>Connecting the SCR Classic (4.1)</u> instructions. When recording a conversation with the SCR it is possible to notify your conversation partner of the recording through a regularly returning beep or through a spoken message. It is **only** if you want to use one of the notification methods that the <u>adjusted connection SCR Classic</u> (4.2) instructions should be used.

4.1 Connecting the SCR Classic

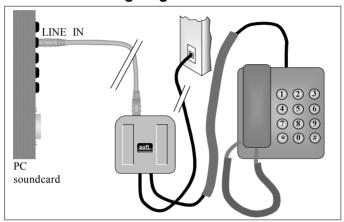
Determine the kind of telephone you want to connect the SCR to. This will either be a normal (analog) or digital (e.g. Key System, PBX, ISDN) device.

When using a normal (analog) telephone, connect the SCR-interface as in the "record from telephone line" diagram of Method 1. When "record from telephone line" is used the SCR can detect "on/off hook" straight from the telephone line. The switch at the bottom of the SCR-interface must be in position **A**. When using a digital telephone, connect the SCR-interface as in the "record from handset" diagram of Method 2. When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. The switch at the bottom of the SCR-interface must be in position **A**.

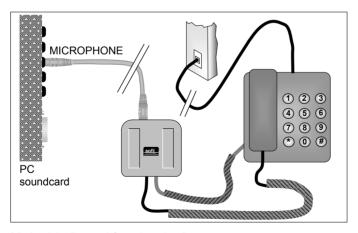
In case your PC does not come with a "line in" connection, it is possible to connect the SCR-interface using the "Aux" or "Microphone". If you have chosen the "Aux" port, connect the SCR-interface as described above. If you want to use the "Microphone" port it is mandatory to connect the SCR-interface as in the "record from handset" diagram of Method 2.

Tip: In case the "record from handset" method is deployed it is possible to use the provided longer curled cable to connect the handset to the SCR-interface and use your original curled cable to connect the SCR-interface to the telephone. This should prevent tearing the SCR-interface from its place when picking up the phone. The left and right connector may be switched in this particular case.

4.1.1 Connecting diagrams SCR Classic



Method 1: "record from telephone line"



Method 2: "record from handset"

Warning: Use supplied and original cables only. Connecting the SCR-interface in any other way than described can cause damage.

4.2 Adjusted connection SCR Classic

This adjusted connection should be used **only** if you want to use one of the notification methods as described above.

Determine the kind of telephone you want to connect the SCR to. This will either be a normal (analog) or digital (e.g. Key System, PBX, ISDN) device.

When using a normal (analog) telephone, connect the SCR-interface as in the "record from telephone line" diagram of <u>Method 3</u>. When "record from telephone line" is used the SCR can detect "on/off hook" straight from the telephone line. The switch at the bottom of the SCR-interface must be in position **A**.

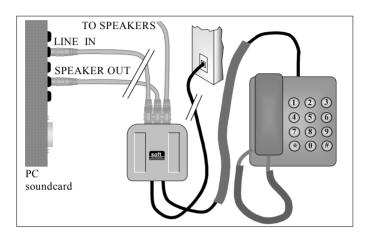
When using a digital telephone, connect the SCR-interface as the "record from handset" diagram of <u>Method 4</u>. When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. The switch at the bottom of the SCR-interface must be in position **A**.

Important: In case Method 3 or 4 is deployed to connect the SCR-interface it is mandatory that <u>"Sound return on SCR Classic"</u> is enabled in menu option "Options/Advanced" in the "General" tab.

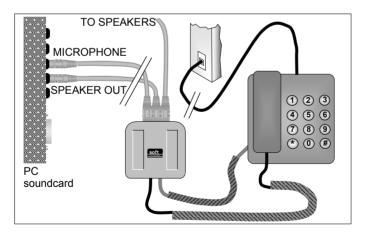
In case your PC does not come with a "line in" connection, it is possible to connect the SCR-interface using the "Aux" or "Microphone". In case you have chosen the "Aux" port, connect the SCR-interface as described above. In case you want to use the "Microphone" port it is mandatory to connect the SCR-interface as in the "record from handset" diagram of Method 4.

Tip: In case the "record from handset" method is deployed it is possible to use the provided longer curled cable to connect the handset to the SCR-interface and use your original curled cable to connect the SCR-interface to the telephone. This should prevent tearing the SCR-interface from its place when picking up the phone. The left and right connector may be switched in this particular case.

4.2.1 Adjusted connection diagrams SCR Classic



Method 3: "record from telephone line"



Method 4: "record from handset"

Warning: Use supplied and original cables only. Connecting the SCR-interface in any other way than described can cause damage.

4.3 Settings SCR Classic

The settings of the SCR depend on the way you have connected the SCR-interface. Follow instructions **Settings "record from telephone line"** (4.3.1) in case you have connected the SCR-interface using <u>Method 1 or 3</u>. Follow instructions **Settings "record from handset"** (4.3.2) in case you have connected the SCR-interface using Method 2 or 4.

4.3.1 Settings "record from telephone line"

Start the Soft Call Recorder software. See Software installation (3.1). Click the menu option "View" and then "All" to enlarge the program dialog.

- Click "Options/Advanced" and click on "Hardware" tab to display.
- Select "Classic" as Recorder Type and "Line" as Record Source.
- Select "Autostart Enabled", deselect "Ask to store".
- Set "Silence Timeout" to "5".
- Click "OK" to confirm.

Pick up the phone and "Telephone off hook" will be displayed. Hang up the phone and "Telephone on hook" is displayed.

Pick up the phone, wait for the dial tone and wait another 10 seconds. The sounding of the dial tone is crucial to obtain a good setting. It is possible a new recording is starting every few seconds. Return to "Options/Advanced" and click on "Hardware" tab to display. Lower the "Detection threshold" (to the left) and click "OK" to confirm. Pick up the phone and again wait for 10 seconds. In case a new recording is still starting every few seconds than further lower "Detection threshold". Repeat until a satisfactory setting is established and a single recording continues for more than 10 seconds.

Go to "Options/Advanced", click on "Hardware" tab to display. Increase "Silence Timeout" to "60" seconds and confirm.

Pick up the phone and try to create a recording. Play the recording. To adjust the sound level return to menu option "Options/Advanced" and click "Audio Mixer" tab to display. In case the sound is too faint when playing increase "Maximum Peak Level" (to the right) on the "Adjust Automatic Gain Control..."

panel. In case the sound is too loud, lower the "Maximum Peak Level" (to the left).

This should lead to a well sounding recording. If this is not the case repeat previous steps to accomplish.

4.3.2 Settings "record from handset"

Start the Soft Call Recorder software. See Software installation (3.1). Click "All" in menu option "View" to enlarge.

- Click "Options/Advanced" and click on "Hardware" tab to display.
- Select "Classic" as Recorder Type and "Handset" as Record Source.
- Select "Autostart Enabled". deselect "Ask to store".
- Set "Silence Timeout" to "5".
- Click "OK" to confirm.

Pick up the phone and "Telephone off hook" will be displayed. If this is not the case, return to "Options/Advanced" and click on "Hardware" tab to display. Lower "Detection threshold"(to the left) and click "OK" to confirm. Repeat until "Telephone off hook" is displayed when picking up the phone.

Pick up the phone, wait for the dial tone and wait another 10 seconds. The sounding of the dial tone is crucial to obtain a good setting. It is possible that a new recording may start every few seconds. Return to "Options/Advanced" and click on "Hardware" tab to display. Lower "Detection threshold" (to the left) a little bit and click "OK" to confirm. Repeat until a satisfactory adjustment is obtained.

Go to "Options/Advanced", click on "Hardware" tab to display. Increase "Silence Timeout" to "30" seconds and confirm.

When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. When hanging up the phone the SCR will keep "listening" to the telephone line. If a "silence" exceeds the "Silence Timeout" (in this case 30 seconds) the SCR will assume the phone has been hung up.

In case recordings are being stopped during conversation there are two possible causes. Either the "Detection threshold" is set too high to detect your speech, or the "Silence Timeout" is set too low.

Pick up the phone and try to create a recording. Play the recording. To adjust the sound level, return to the menu option "Options/Advanced" and click "Audio Mixer" tab to display. In case the sound is too faint when playing increase "Maximum Peak Level" (to the right) on the "Adjust Automatic Gain Control..." panel. In case the sound is too loud, lower the "Maximum Peak Level" (to the left).

This should lead to a well sounding recording. If this is not the case repeat previous steps to accomplish. In case it is not possible to create a well sounding recording, set the switch at the bottom of the SCR-interface in position **B** and repeat previous steps to accomplish.

5 Soft Call Recorder Game Port

The Soft Call Recorder Game Port communicates through the Game Port of your PC. You need a properly installed sound card on your PC.

Connect the SCR-interface following the instructions below.

5.1 Connecting the SCR Game Port

Determine the kind of telephone you want to connect the SCR-interface to. This will either be a normal (analog) or digital (e.g. Key System, PBX, ISDN) device.

When using a normal (analog) telephone, connect the SCR-interface as in the "record from telephone line" diagram of <u>Method 1</u>. When "record from telephone line" is used the SCR can detect "on/off hook" straight from the telephone line. The switch at the bottom of the SCR-interface must be in position **A**.

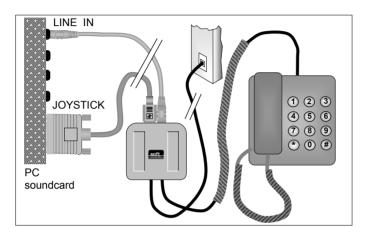
When using a digital telephone, connect the SCR-interface as in the "record from handset" diagram of <u>Method 2</u>. When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. The switch at the bottom of the SCR-interface must be in position **A**.

In case your PC does not come with a "line in" connection, it is possible to connect the SCR-interface using the "Aux" or "Microphone".

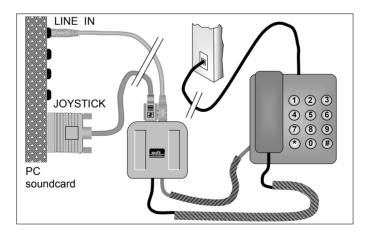
Warning: Use supplied and original cables only. Connecting the SCR-interface in any other way than described can cause damage.

Tip: When "record from handset" layout is deployed it is possible to use the provided longer curled cable to connect the handset to the SCR-interface and use your original curled cable to connect the SCR-interface to the telephone. This should prevent tearing the SCR-interface from its place when picking up the phone. The left and right connector may be switched in this particular case.

5.1.1 Connecting diagrams SCR Game port



Method 1: "record from telephone line"

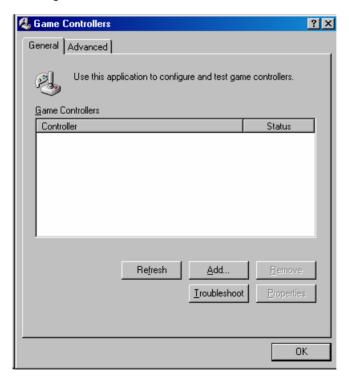


Method 2: "record from handset"

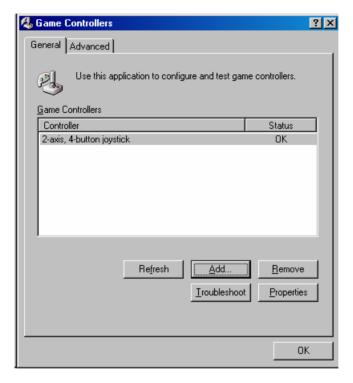
5.2 Windows configuration SCR Game Port

The default SCR Game Port "Game Port Access" is in "DOS style". See also Game Port Access (9.5.2.7). Most of the time this works all right. However, in some cases it is necessary to move to "Windows style". In this case a joystick driver that goes with your sound card needs to be installed. It is described below how to install this driver.

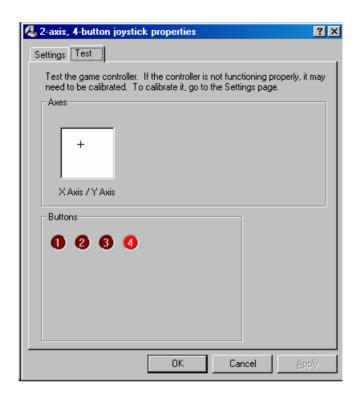
The Soft Call Recorder requires the drivers for a joystick with 2 axis and 4 buttons that will go with your sound card. To install this driver go to the Control Panel and select "Game Controllers" or "Gaming Options". You will see the following:



Select "Add", select the 2-axis 4-button joystick that goes with your sound card and click "OK". The game port driver for the Soft Call Recorder will then be displayed:



To determine if the game port driver can actually "talk" to the Soft Call Recorder hardware, click "Properties" and then "Test".



When the Soft Call Recorder Game Port is connected correctly to the game port and the game port driver can "see" the hardware, the plus sign (or cross), which represents the axis, will jump around in the screen. Also button 4 will flash. When the Soft Call Recorder is connected to a telephone line with the telephone "on hook" button 2 will light as well. Take the telephone "off hook" and button 2 will darken.

This is an excellent test for the SCR Game Port. In case the driver shows a different action find a driver that gives you the correct axis and button display.

There is a possibility Windows is unable to control the game port of your PC. This is most likely to happen with PC"s that have a rather old sound system. The configuration described above might fail. In this case the "Dos style" Game Port Access will have to be selected.

5.3 Settings SCR Game Port

The settings of the SCR depend on the way you have connected the SCR-interface. Follow the instructions for **Settings "record from telephone line"** (5.3.1) if you have connected the SCR-interface using Method 1. Follow the instructions for **Settings "record from handset"** (5.3.2) if you have connected the SCR-interface using Method 2. In case your SCR does not seem to work in any way try setting the Game Port Access to Windows Style See Windows configuration SCR Game Port (5.2).

5.3.1 Settings "record from telephone line"

Start the Soft Call Recorder software. See Software installation (3.1).

- Click the "All" selection in the "View" menu option to enlarge.
- Click "Options/Advanced" and click on the "Hardware" tab to display.
- Select "Game Port" as Recorder Type and "Line" as Record Source.
- Select "Autostart Enabled", and deselect "Ask to store".
- Set "Silence Timeout" to "30".
- Click "OK" to confirm.

Pick up the phone and "Telephone off hook" will be displayed. Hang up the phone and "Telephone on hook" will display.

Pick up the phone, wait for the dial tone and dial a number. Hang up the phone and play the recording using the "play" button. Go to "Options/Advanced", click the "Hardware" tab. Adjust the **Channel A** slider until dial tones have a clear undistorted sound.

Now create a recording of an actual conversation. If the sound is too faint go to "Options/Advanced", click the "Audio Mixer" tab. Increase (to the right) the slide bar "Wave". If this doesn't suffice, increase (to the right) the slide bar "Record source".

This should lead to a well sounding recording. If this is not the case repeat the previous steps to improve the recording.

5.3.2 Settings "record from handset"

Start the Soft Call Recorder software. See Software installation (3.1).

- Click the "All" selection in the "View" menu option to enlarge.
- Click "Options/Advanced" and select the "Hardware" tab.
- Select "Game Port" for Recorder Type and "Handset" as the Record Source.
- Select "Autostart enabled", deselect "Ask to store".
- Set "Silence Timeout" to "5".
- Click "OK" to confirm.

Pick up the phone and "Telephone off hook" should be displayed. If this does not happen return to "Options/Advanced" and click on the "Hardware" tab. Lower the "Detection threshold" (to the left) and click "OK" to confirm. Repeat until "Telephone off hook" is displayed when picking up the phone.

Pick up the phone, wait for the dial tone and wait another 10 seconds. The sounding of the dial tone is crucial to obtain a good setting. If a new recording is starting every few seconds, return to "Options/Advanced" and click on the "Hardware" tab. Lower the "Detection threshold" (to the right) a little bit and click "OK" to confirm. Repeat this until a satisfactory adjustment is obtained. Go to the "Options/Advanced" menu selection; click on the "Hardware" tab. Increase "Silence Timeout" to "30" seconds and confirm.

When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. When hanging up the phone the SCR will keep "listening" to the telephone line. If a "silence" exceeds the "Silence Timeout" (in this case 30 seconds) the SCR will assume the phone has been hung up.

If recordings are stopping during conversation, there are two possible causes. Either the "Detection threshold" is set too high to detect your speech, or the "Silence Timeout" is set too short.

Pick up the phone, wait for the dial tone and dial a number. Hang up the phone and play the recording using the "play" button. Go to "Options/Advanced", click the "Hardware" tab. Increase the level of **Channel**

A and **B** and create a similar recording. Adjust **Channel A** and **B** until dial tones have a clear undistorted sound.

Now create a recording of an actual conversation. It is possible the volume of your voice is very different from the remote voice. This can be corrected by adjusting Channel A and B. Due to many differences in handset cables there is no way in telling whether Channel A or B must be increased or lowered. A bit of experimenting will help you find out quickly. Try and make a few recordings to figure out the effects.

If the general sound remains too faint, go to "Options/Advanced", click the "Audio Mixer" tab. Increase (to the right) the slide bar "Wave". If this doesn't suffice, increase (to the right) the slide bar "Line in".

This should lead to a well sounding recording. In case it is not possible to accomplish a reasonably good recording you can try setting the switch on the bottom of the SCR-interface in position **B** and repeat the previous steps to accomplish.

6 Soft Call Recorder USB

The Soft Call Recorder USB is connected to a free USB port. Connect the interface following the instructions.

6.1 Connecting the SCR USB

Determine the kind of telephone you want to connect the SCR-interface to. This will either be a normal (analog) or digital (e.g. Key System, PBX, ISDN) device.

When using a normal (analog) telephone, connect the SCR-interface as in the "record from telephone line" diagram of $\underline{\text{Method 1}}$. When "record from telephone line" is used the SCR can detect "on/off hook" straight from the telephone line. The switch at the bottom of the SCR-interface must be in position \mathbf{A} .

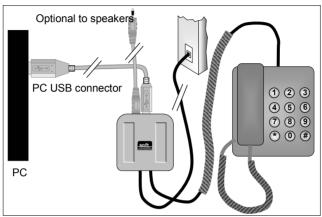
When using a digital telephone, connect the SCR-interface as in the "record from handset" diagram of <u>Method 2</u>. When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. The switch at the bottom of the SCR-interface must be in position **A**.

In case your PC does not come with a "line in" connection, it is possible to connect the SCR-interface using the "Aux" or "Microphone".

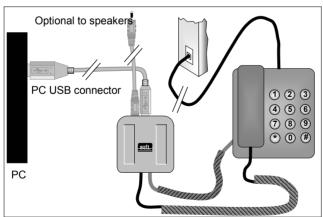
Warning: Use supplied and original cables only. Connecting the SCR-interface in any other way than described can cause damage.

Tip: When "record from handset" layout is deployed it is possible to use the provided longer curled cable to connect the handset to the SCR-interface and use your original curled cable to connect the SCR-interface to the telephone. This should prevent tearing the SCR-interface from its place when picking up the phone. The left and right connector may be switched in this particular case.

6.1.1 Connecting diagrams SCR USB



Method 1: "Recording from the Line"



Method 2: "Recording from the Handset"

Warning: Use supplied and original cables only. Connecting the SCR-interface in any other way than described can cause damage.

6.2 Settings SCR USB

Once you have connected the SCR USB to your computer's USB port or USB hub, restart your computer. The next time your operating system loads, it should recognize the new hardware and display the Hardware Wizard to install drivers for your new hardware. Follow the instructions on the screen. You may be asked for your original Windows CD to install the necessary drivers. Once the drivers are installed you will again need to restart your computer.

The installation of the SCR USB interface will make this device the preferred sound device of your computer because it is the last device that has been added to your configuration. If you have a soundcard in your system and you are using it for other applications it is advised to set your original sound device back as preferred device. This is done in the following way. Click "Start" and select the Control Panel. Select "Multimedia" or "Sound and Multimedia" and select the Audio tab-page. Now select your preferred device for playing and recording. If you do not restore your soundcard as preferred audio device there is a chance the sound of games and other applications will no longer work.

The settings of the SCR depend on the way you have connected the SCR-interface. Follow instructions **Settings "record from telephone line"** (4.3.1) in case you have connected the SCR-interface using Method 1 or 3. Follow instructions **Settings "record from handset"** (4.3.2) in case you have connected the SCR-interface using Method 2 or 4.

6.2.1 Settings "record from telephone line"

Start the Soft Call Recorder software. See Software installation (3.1). Click the menu option "View" and then "All" to enlarge the program dialog.

- Click "Options/Advanced" and click on "Hardware" tab to display.
- Select "USB" as Recorder Type and "Line" as Record Source.
- Select "Autostart Enabled", deselect "Ask to store".
- Set "Silence Timeout" to "5".
- Click "OK" to confirm.

Pick up the phone and "Telephone off hook" will be displayed. Hang up the phone and "Telephone on hook" is displayed.

Pick up the phone, wait for the dial tone and wait another 10 seconds. The sounding of the dial tone is crucial to obtain a good setting. It is possible a new recording is starting every few seconds.

Return to "Options/Advanced" and click on "Hardware" tab to display. Lower the "Detection threshold" (to the left) and click "OK" to confirm. Pick up the phone and again wait for 10 seconds. In case a new recording is still starting every few seconds than further lower "Detection threshold". Repeat until a satisfactory setting is established and a single recording continues for more than 10 seconds.

Go to "Options/Advanced", click on "Hardware" tab to display. Increase "Silence Timeout" to "60" seconds and confirm

Pick up the phone and try to create a recording. After hanging up, a new record should be created. Now play the recording by highlighting the record and pressing the Play button on the main program screen.

To adjust the sound level return to menu option "Options/Advanced" and click "Audio Mixer" tab to display. In case the sound is too faint when playing increase "Maximum Peak Level" (to the right) on the "Adjust Automatic Gain Control..." panel. In case the sound is too loud, lower the "Maximum Peak Level" (to the left).

Using these basic configuration settings should result in a good sounding recording. If this is not the case repeat the previous steps to tweak the settings as needed.

6.2.2 Settings "record from handset"

Start the Soft Call Recorder software. See Software installation (3.1). Click "All" in menu option "View" to enlarge.

- Click "Options/Advanced" and click on "Hardware" tab to display.
- Select "USB" as Recorder Type and "Handset" as Record Source.
- Select "Autostart Enabled", deselect "Ask to store".
- Set "Silence Timeout" to "5".

Click "OK" to confirm.

Pick up the phone and "Telephone off hook" will be displayed. If this is not the case, return to "Options/Advanced" and click on "Hardware" tab to display. Lower "Detection threshold"(to the left) and click "OK" to confirm. Repeat until "Telephone off hook" is displayed when picking up the phone.

Pick up the phone, wait for the dial tone and wait another 10 seconds. The sounding of the dial tone is crucial to obtain a good setting. It is possible that a new recording may start every few seconds. Return to "Options/Advanced" and click on "Hardware" tab to display. Lower "Detection threshold" (to the left) a little bit and click "OK" to confirm. Repeat until a satisfactory adjustment is obtained.

Go to "Options/Advanced", click on "Hardware" tab to display. Increase "Silence Timeout" to "30" seconds and confirm.

When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. When hanging up the phone the SCR will keep "listening" to the telephone line. If a "silence" exceeds the "Silence Timeout" (in this case 30 seconds) the SCR will assume the phone has been hung up.

In case recordings are being stopped during conversation there are two possible causes. Either the "Detection threshold" is set too high to detect your speech, or the "Silence Timeout" is set too low.

Pick up the phone and try to create a recording. After hanging up, a new record should be created. Now play the recording by highlighting the record and pressing the Play button on the main program screen.

To adjust the sound level, return to the menu option "Options/Advanced" and click "Audio Mixer" tab to display. In case the sound is too faint when playing increase "Maximum Peak Level" (to the right) on the "Adjust Automatic Gain Control..." panel. In case the sound is too loud, lower the "Maximum Peak Level" (to the left).

This should lead to a well sounding recording. If this is not the case repeat previous steps to accomplish. In case it is not possible to create a well sounding recording, set the switch at the bottom of the SCR-interface in position **B** and repeat previous steps to accomplish.

7 Recorder functions

The operation of the SCR very much resembles your VCR. All Soft Call Recorder buttons and options will be discussed below.



The upper slide bar adjusts the **volume**.

The <u>lower</u> slide bar represents the length of the recording. Moving the slider along the slide bar moves the playing position of the recording to the corresponding position in the recording.

- The Record button is used to manually start a recording. A recording can be started only when the telephone is "off hook". Automatic recording starts a new recording every time the telephone is "off hook". With automatic recording selected it is not possible to stop a recording manually, only the "on hook" signal will stop the recording.
- The Backward button will move the playing position 60 seconds backwards.
- The Stop button will stop playing and will stop a manually started recording. With automatic recording selected (enabled) it is not possible to stop a recording manually.
- The Play button is used to play or pause a recording.

- The Forward button will move the playing position 60 seconds forwards.
- The Mute button toggles the speaker on and off.

In the entire View of the SCR the database tab (at the top-right of the program window) display's the following keys.

- The Locked and Unlocked buttons replace each other when pressed. All program actions and operations are disabled when the Unlocked button is pressed and the Locked icon is displayed. However, even when locked, automatic recording remains operational. See Security (8.7).
- The Upward button and the Downward button move the current selected recording one recording forward or backward in the database.
- The Recycle Bin button places a selected recording or selection of recordings in the Recycle Bin. Under the menu option "File/Recycle Bin", the Recycle Bin recordings can be viewed or permanently removed from the computer's hard drive. Recordings you don't want to delete after all can be restored to the current archive with the menu option "Action/Restore selection". See also (9.1.3) and (9.2.2).

7.1 Recording

7.1.1 Introduction

The recording of telephone conversations is the most important feature of the Soft Call Recorder. Settings are crucial to quality and operation of the Soft Call Recorder. Text in this chapter frequently refers to the settings. Most of the settings can be found on the dialog presented by selecting the menu option "Options/Advanced" on the tabs "Hardware" and "Audio Mixer" (9.5).

7.1.2 Manually starting a recording

A recording can be started manually using the record button. A recording can only be started if the telephone is "off hook".

7.1.3 Automatic recording

Recording can also be started automatically every time the telephone is picked up (e.g. taken "off hook"). Automatic recording can be selected in the menu selection "Options/Advanced" on the "Hardware" tab. If "Ask to store" is selected, a dialog box will be displayed after every recording asking whether you want to store the recording.

7.1.4 Stopping a recording

A manually started recording can also be stopped manually. An automatically started recording can only be stopped when the telephone conversation is stopped and the "on hook" has been generated. When "recording from handset" this may take a while, because the "Silence Timeout" must pass for the Soft Call Recorder to assume the telephone is "on hook".

7.1.5 Beep while recording

It is possible, and in some countries mandatory, to sound a beep regularly to indicate you are recording the conversation. This Beep can be selected and its interval set by selecting the menu "Options/Advanced" in the "General" tab. If you are using the SCR Classic, the SCR-interface must be connected in a different way. See Connecting SCR Classic (4.1).

7.2 Playing a recording

The playing of a recording is done simply by selecting a recording in the archive and pressing the play-button.

The <u>upper</u> slide bar adjusts the **volume**.

The mute button toggles the speaker on and off.

While playing the display shows the elapsed time of the recording. The <u>lower</u> slide bar represents the length of the recording. Moving the slider along the slide bar moves the playing position of the recording to the corresponding position in the recording.

8 Database

8.1 Functions

All recordings are automatically stored in a database. The database of the Soft Call Recorder is referred to as "Archive". The archive is merely a list of recordings and their properties. Archive properties can be set in the menu item "Options/Advanced" on the Database tab. You can split your calls between different archives for instance for different employees, and build CD Archives for back up or storage. Transfer CD Archives to CD-ROM when they approach the size of a writable CD . See the menu option "File" (9.1) to learn about creating new archives.

The recorder functions Play and Delete always refer to the currently selected recording(s).

There are different ways to manipulate the recordings in the archive.

Note: Standard Windows keyboard mapping is generally effective.

The Upward button and the Downward button move the current selected recording one recording forward or backward in the database.

Multiple selections of recordings can be made by dragging your mouse cursor over more then one record, or by holding the Control (Ctrl) key down and successively clicking on a desired record to add to the selection. Perform any action on your selection using the options available in menu option "Action".

Recordings in the archive are sorted by date and time by default. Clicking the header field (the top row field for a particular column), the records will be sorted by the property of the corresponding column. Click the header field again to reverse the sort.

8.2 CD Archives

CD Archives are archives that are intended to be transferred to CD for back up or storage. To organize your back up or storage you can open more than one CD Archive. For instance you can have a CD Archive for the sales department and a CD Archive for the support department. CD Archives are play and view archives only. When viewing a CD Archive, new recordings are still stored in the current archive. See also CD Archive (9.1.2) and Build CD

Archives (9.2.5) to build CD Archives. When a CD Archive approaches the actual size of a writable CD, then transfer the CD Archive to the CD.

8.3 Names

Recordings in the archive can be given a "name". Select a recording, double-click the name-field and enter the name.

8.3.1 List of names

Regularly returning names can be kept in a list and selected when needed. Select the names tab in the upper right corner on the main dialog. Click "New" and enter a name. Click "OK" to confirm.

8.3.2 Adding names from the list

Select the recording to which you want to add the name. Select the names tab. Then select the starting letter of the name in the little scroll-box (to the left of the "new" button). Select the name in the list of names and click "OK" to confirm.

8.4 Notes

Like names you can also add Notes to your recordings. Select a recording in the archive. Double click the notes field and enter your notes. You can also select the "Notes" tab in the upper right corner of the Soft Call Recorder main dialog to enter the notes in the specialized notes field. Double click the notes field and the notes are tagged as belonging to the selected recording.

8.5 Query/Search

A selection of recordings can be made with the help of a query. A selection can be made on date, duration, name, incoming or outgoing. See menu option Query (9.3) for a more detailed explanation.

8.6 Import

Archives made by other SCR users can be imported into your own archive. These other existing archives must be accessible through your computer network. A "user" must first be created to import their archive. See below.

8.6.1 Users

Users are associated with SCR archives accessible through the computer network. To import another archive into your own archive a user must first be created. See (9.5.3). Once several users have been created, their archives can be imported using the "Import from other users" under the "Action" menu (9.2.4).

8.6.2 Playing imported recordings

Imported recordings can be played like any other recording.

8.7 Security

The Locked and Unlocked buttons replace each other when pressed. All program actions are disabled when the Unlocked button is pressed and the Locked icon is displayed. However, automatic recording remains operational while locked. Opening the lock enables all program actions and operations.

8.7.1 Opening Lock

A password can be set to protect the Lock. Important: Once a password has been configured the opening of the lock is possible **only** by entering the password.

8.7.2 Configuring password

Click the menu item "Options/Advanced" and select the "Password" tab. Enter and then re-enter your password it to confirm.

9 Menu

Every feature of the SCR software can be found and operated through menuoptions. All menu options are described below.

9.1 File

9.1.1 Current archive

The current archive is the displayed archive. Different archives can be created. Select "Current Archive" and a standard Windows Open dialog box allows you to select an archive or select a folder to create a new archive in.

If the selected folder already contains an archive (there exists a file named "softarchive.mdb") the existing archive in the selected folder will be opened and displayed. If there is not an archive in the selected folder, then a new archive will be created. The new archive will of course be empty upon creation. All new recordings made will be stored in the selected current archive.

9.1.2 CD Archive

CD Archives are archives created with the intention of transferring to CD for back up or storage. CD Archives may be viewed and the recordings played. New recordings will always be written to the Current Archive. See also CD Archives (8.2).

CD Archives will need to be transferred to CD when their size approaches the maximum storage space on your CD. Selected recordings of an existing archive or entire archives can be added to the CD archive. See menu option "Action" (9.2.5).

The "Set Path for new CD Archives" menu item enables you to specify the location of a new CD archive.

Once a CD Archive has been transferred to CD, the CD Archive on your PC can be deleted using the "Erase" option.

9.1.3 Recycle bin

The SCR Recycle Bin can best be compared to the Windows Recycle Bin. Deleted recordings are placed in the Recycle Bin. Deleted recordings can be

recovered and returned to the current archive. See below in menu option "Action".

The "Show Contents" menu item will display the Recycle Bin.

The "Empty Recycle Bin" menu item deletes all recordings in the Recycle Bin. Recordings that have been deleted from the Recycle Bin can no longer be retrieved.

9.1.4 Exit

Shuts down the Soft Call Recorder program.

9.2 Action

9.2.1 Delete selected

This item can be used to delete the currently selected recording or a multiple selection of recordings. Deleted recordings are placed in the Recycle Bin.

9.2.2 Recover selected

The "Recover Selected" menu item applies only in the Recycle Bin. It is used to recover a selected recording or a multiple selection of recordings from the Recycle Bin. Recovered recordings are placed back in the current archive.

9.2.3 Export

The Export function is used to save a recording in another file format. By default, recordings in the SCR are saved in a .CRF format. The only currently available alternative format is WAVE format. Recordings exported as .WAV have ADPCM coding. This format is a very familiar compression method and can be played on almost any PC. However WAVE files can require 5 times the disk space as CRF files.

If you need to share recordings on a regular basis, consider the SCR Player program. This program allows you to select and play recordings by selecting the .CRF files. You can also mail .CRF files and have them played using the SCR Player.

The SCR Player can be found on the Soft Call Recorder CD-ROM in the directory "SCRPlayer". Locate the file "SCRPlayer" and start it by double clicking.

9.2.4 Import

Archives of other SCR-users can be imported into your own current archive using this option. These archives must be accessible through the computer network. A corresponding Soft Call Recorder "User" must be created first. See Database tab (9.5.3) and Database explanation (8.6).

9.2.5 Build CD Archive

Build CD Archive gives you a choice of two options. Either add a selection of recordings or add an entire archive to the CD archive. See also CD Archive (8.2).

9.3 Query

Click the menu item "Query/Start" to begin a query in the archive. The upper row of the archive changes to display a small downward pointing arrow in each column. For a query on date or duration click an arrow of the column corresponding to the field which you desire to apply the query to. A dialog box will open allowing you to enter boundaries for the query. Click "OK" and the query will be executed and the results displayed. For other queries click the field to the left of the arrow and enter the term you want to select on. This can be done using wildcards. E.g. *rik will result in all records being displayed that have the letters "rik" in their name, considering you have clicked the field above the "name" column. (There is always an imaginary wildcard at the end of a search term). The menu option "Return to Complete Archive" will revert back to the entire current archive.

9.4 View

The three options in the View menu enable you to have the SCR displayed on your computer desktop in three different ways. The options are:

9.4.1 System Tray

Select the System tray menu item to display the (green microphone) icon in the System Tray at the bottom right of your screen. If automatic recording is not enabled a red cross will be displayed over the icon. With automatic

recording enabled the (red microphone) icon will appear when a recording is being made. When not recording the (green microphone) icon reappears. Click the SCR system tray icon once to open the main Soft Call

Recorder dialog.

9.4.2 Recorder Only

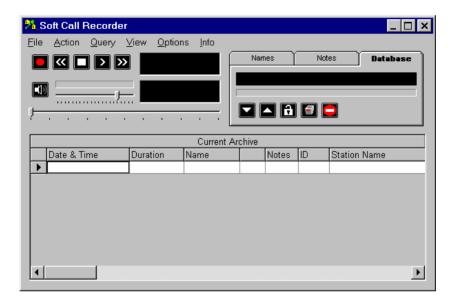
Click "Recorder only" to display the minimal Soft Call Recorder screen like the example below.



In the menu item "Options/Advanced", on the "General" tab, you can also indicate that the Soft Call Recorder is to be displayed "Always on Top". This means that if other programs have focus, the Soft Call Recorder dialog will still be on top of the focused program.

9.4.3 All

Click the "All" menu item to display the entire Soft Call Recorder including the "Names, Notes and Database" tabs and the current archive database.



This view of the SCR dialog can be scaled to your preferred size. Place your mouse on the bottom right corner and drag to the preferred size.

9.5 Options

By selecting "Options/Advanced" a dialog box with six tabs appears. A brief description of available choices on the tabs is below.

9.5.1 Language

Set the language of your choice by selecting the corresponding flag.

9.5.2 Hardware

9.5.2.1 Recorder Type

Set to the model of Soft Call Recorder you are using. See also Models (2) to check for your model.

9.5.2.2 Record Source:

Connecting the SCR-interface, you have chosen a record source. Select "Line" if the SCR-interface was connected using the "record from telephone line" method. Select "Handset" if the SCR-interface was connected using the "record from Handset" method.

9.5.2.3 Automatic Recording

Select Autostart Enabled to allow Automatic Recording. Enabling Ask to Store opens a dialog box after each recording prompting whether you want the recording to be stored. Enabling Priority over Playing applies only to the Game Port model and will automatically start recording if a new call is initiated while playing a recording.

Minimum duration sets the required minimum duration of a recording. Recordings shorter than the minimum duration will not be stored.

9.5.2.4 Silence Timeout

If the SCR-interface has been connected using the "record from Handset" method, the SCR needs to "listen" to the handset to know whether a call is underway. If the SCR detects silence for a period exceeding the specified "Silence Timeout", the SCR will assume the telephone call has ended and will stop the recording. See also Detection threshold below.

If the SCR-interface has been connected using the "record from Line" method the "Silence Timeout" can be set at 60 seconds or higher, since the SCR can detect "on/off hook" straight from the telephone line.

9.5.2.5 Detection Threshold

If the SCR-interface has been connected using the "record from Handset" method, the SCR needs to "listen" to the handset to know whether a call is underway. The Detection Threshold must be exceeded by the dial tone or speech for the SCR to "detect" a call is being made. Lowering the Detection Threshold will make the SCR require less volume of noise to detect the dial tone or speech. The point is to set the Detection Threshold as high as possible while maintaining detection of the dial tone and speech.

If the SCR-interface has been connected using a "record from Line" method, there are two possibilities. Setting the Detection Threshold too low can result in the SCR detecting the telephone is "off hook" too soon. Setting the Detection Threshold too high can result in the SCR assuming the telephone is

"on hook" too soon thereby stopping recordings prematurely. Increasing the "Silence Timeout" can also help you solve this problem.

9.5.2.6 Levels

Setting of the Levels of Channels A and B apply to the SCR Game Port only.

Channel A is the input channel when recording from "Line" mode. Channel B is the second input channel and is used in combination with Channel A when recording from the "Handset".

Usually the default settings for both channels will be fine. Follow instructions in the chapter corresponding to the SCR Game Port to adjust the channels. It is possible the volume of your voice is very different from the remote voice. Inequitable volumes can be corrected by adjusting the Channel A and B sliders, compensating for differences in remote and local volumes. Due to many differences in handset cables there is no way in telling whether Channel A or B must be increased or lowered. A bit of experimenting with extreme settings will help you quickly find out channel assignments for your phone system. Try and make a few recordings to figure out the effects.

9.5.2.7 Game Port Access

Game Port Access applies to the SCR Game Port model only and pertains to the Game Port communication of the SCR. The default is DOS Style. In some cases however the Windows style is preferred. In this case a 2 axis, 4 button joystick driver belonging to your sound card must to be installed. See Windows Configuration Game Port (5.2).

9.5.3 Database

On the "Database" tab the properties of recordings can be selected for display in the archive. Additionally, at the bottom of the tab the display font can be selected.

The order of columns can also be changed to suite individual needs. Remember to disable column rearranging when done. Changing the column order is performed by selecting the column header and dragging it to the preferred location.

In the "Import List" group box, "Users" can be added and removed. Click "Add" and enter the user-name. Click "OK" to confirm and locate the SCR archive belonging to that user. Important: the user must point to an <u>existing SCR</u> archive. User archives added here can be imported to your own archive using

the menu option "Action/Import...". See Import (9.2.4) and Database (8.6). Select "Station name" in the database and the user-names of all imported recordings will be displayed.

9.5.4 Audio Mixer

This tab allows adjustment of audio settings. Most settings are made at startup of the program by the setup wizard. Standard levels are probably all right. However, if you must adjust, experiment a little with the settings to obtain a good result. Follow the instructions of your model SCR. Have you changed model of SCR or do you want to change Soundcards press the "Start config". Choose your audio device for input(recording). If you are using a SCR USB you need to select that particular device here. In case you are using either a SCR Classic or Game Port, select your soundcard that the SCR interface is connected to. In the second field you select the device that your speakers are connected to for playback of the recordings. Press "Done step 1" to finish this part of the setup. Automatically part two of the setup is started. Select the record source in the third field. If you are using a SCR USB you need to select that particular device here. In case you are using either a SCR Classic or Game Port, select the port of your soundcard that the SCR interface is connected to. With the slider to the right "Recording Volume Control" you can set the recording level. As Wave channel you select the channel of your selected output device that you have your speakers connected to. With the slider to the right "Wave Channel Volume Control" you can set the playback level.

9.5.4.1 Mute while playing

This item must be the same as the channel selected in Record Source above. Thus, if you selected "Line In" for Record Source, also select "Line In" for "Mute while playing". If you are using a SCR USB you can select the CD-player.

9.5.4.2 Adjust Automatic Gain Control on SCR Classic

Automatic Gain Control (ACG) is a software amplification and applies to the SCR Classic only. This option amplifies every sound to the same level. This particular level can be adjusted with the upper slide bar "Maximum Peak Level". The lower slide bar adjusts the "minimum level" to be amplified. Sound below this level will not be amplified. This feature will automatically level differences in the voices of the local and remote caller. See also the settings the SCR Classic (4.3). "ACG enabled" must be enabled to be operational.

9.5.5 Password

On the "Password" tab, a password can be configured to protect and secure your recordings. See also Security (8.7).

9.5.6 General

The "General" tab lets you enable the "Beep while Recording". Also, a spoken message can be configured to announce to the caller that the call is being recorded, however this is only possible while "recording from the handset". In some countries this announcement is compulsory. Users of the SCR Classic need to connect the SCR-interface differently to be able to enable this feature. See appropriate connecting instructions (4.1) for more details. The "Sound return on SCR Classic" field needs to be enabled for this feature to work correctly.

When building CD Archives the "Maximum Bytes on CD" can be set at the bottom of the tab.

Be very careful when using the "Erase All CD Archives form Hard Disk" button. Be sure to have transferred all CD Archives images to CD before erasing.

"Always on top" forces the SCR dialog to be always displayed on top of all other applications running on your PC.

10 Acknowledgements

10.1 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 Soft Call Recorder.

In the United States, the Federal government requires that only one person involved in a conversation must know the call is being recorded. However, each state has legislation. The vast majority of states have laws complying with the Federal "one party" requirement. A few states, such as Florida and others, do require both parties are informed the call is being recorded.

The Soft Call Recorder can comply with either one party or two party requirements. One party simply means the person with the Soft Call Recorder knows the call is being recorded. Compliance is made with two party requirements by either playing the beep while recording, or by playing an announcement at the beginning of the call.

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.

10.2 Liability

Correct functioning of the SCR 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 Soft Call Recorder.

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