

# Call Recorder VoIP II Manual

v2.6



vidicode

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# 1 Introduction

The Call Recorder VoIP II is a hardware and software combination for the recording of telephone calls that are transported over an IP network. The supplied hardware unit copies the digital data, coming from external IP telephone calls, to the PC. The unit sends the data to the PC LAN cable or optionally to the USB cable. With the button the streamed data can be stopped and started again.

The PC software interprets the data and stores it as playable audio files on the hard disk, together with the date, time and call number information (meta data).

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

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

There are 2 types of CR-VoIP units with different output modes:

- ART 010.01210 Call Recorder VoIP supports LAN or USB output.
- ART 010.01207 Call Recorder VoIP supports LAN output only.

The supplied PC program, called "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 the list, the recorded meta data like date & time of the recording, is stored with the actual recording and can be viewed in the archive.

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

**Note:**

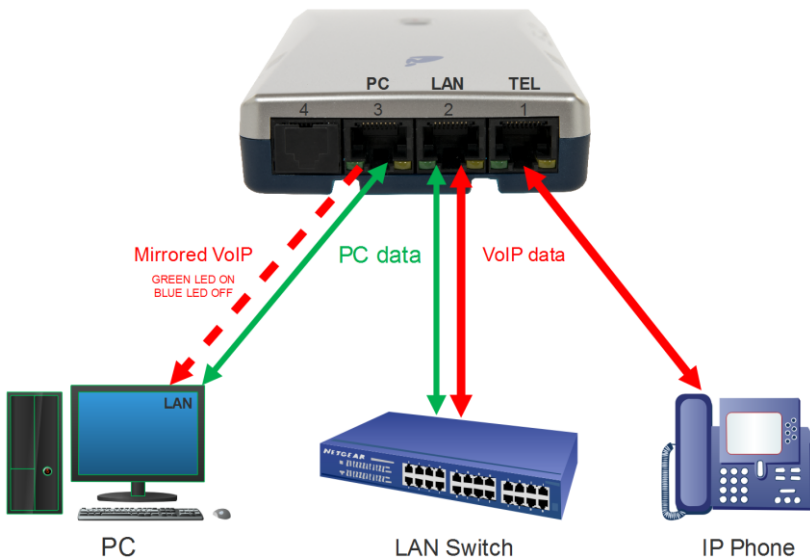
- The CR-VoIP unit is USB-powered.
- PoE on the VoIP LAN is passed to the VoIP telephone.

## 2 Getting started

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

- Decide to use the CR-VoIP in 'LAN' mode or 'USB' mode
- Hardware installation in the desired mode
- Install, setup and license the PC software application

### 2.1 Hardware installation – LAN mode



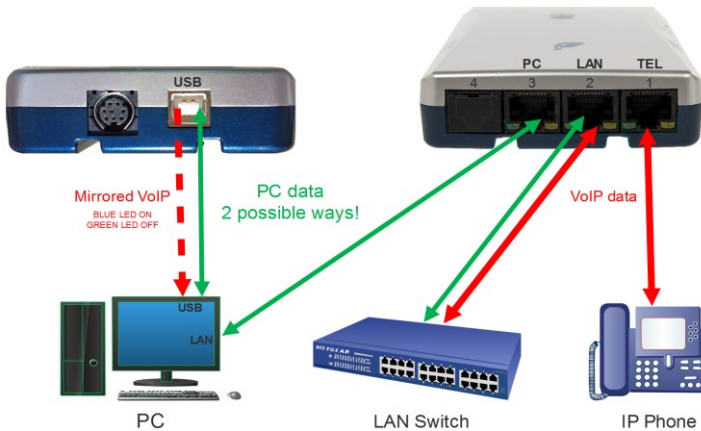
- Connect the LAN cable from the Telephone to the CR-VoIP port 1 "TEL".
- Connect the 'Wall' (LAN switch) to the CR-VoIP port 2 "LAN".
- Connect the LAN cable from the PC to the CR-VoIP port 3 "PC".
- Connect the PC-USB to the CR-VoIP "USB" (used for power supply only).

#### Note:

Compared with ART 010.01210, the 'LAN-only' CR-VoIP ART 010.01207, has 1 extra LAN port on position '4'.

On ART 010.1210, a cap is placed on that position to prevent usage. Don't remove the cap as the LAN signals are used internally.

## 2.2 Hardware installation – USB mode



- Connect the LAN cable from the Telephone to the CR-VoIP port 1 “TEL”.
- Connect the ‘Wall’ (LAN switch) to the CR-VoIP port 2 “LAN”.
- Connect the PC-USB to the CR-VoIP “USB” (used for power & data)!

## 2.3 Powering the IP Phone

Using a CR-VoIP does not change the powering of the IP Phone.

The IP Phone can be powered by its own mains adaptor or by PoE (Power over Ethernet).

With PoE, the CR-VoIP **always** passes the PoE to the IP Phone, so the IP Phone is **always** PoE-powered when PoE is applied.

Note, that the CR-VoIP does NOT supply PoE, it simply passes PoE from the VoIP-LAN, whenever available, to the IP Phone.

Also note, that the CR-VoIP itself is not powered by PoE and always needs a PC or a USB mains adaptor for powering.

Technically, PoE-power is bridged passively, from Port-2 (=VoIP LAN) to Port-1 (VoIP-IP Phone). PoE by IEEE802.3af Mode-A and Mode-B are supported, meaning the unit bridges spare wire PoE and data line PoE at 15W maximum.

## 2.4 LEDs & Button

**YELLOW** LED ON: Device is powered.

**RED** LED ON : Recording VoIP data is enabled.

**GREEN** LED ON : VoIP data is sent to the PC LAN cable (default).

**BLUE** LED ON : VoIP data is sent to the PC USB cable.

The button has two functions:

1. Press short to toggle between Recording and Not-recording;  
**RED** LED on or off.
2. Press long (5 secs) to toggle between USB and LAN mode;  
**BLUE** LED or **GREEN** LED on.

## 2.5 Software installation

You just have done the hardware installation of your CR-VoIP and we continue with the software installation. The CR-VoIP should be powered. Now place the CD in your computer and the software installation starts. If the installation does not start automatically, then locate on the CD the file 'VArchiveInstall.exe' (former 'CRVoIPInstall.exe'), or [download here](#), 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 the application.

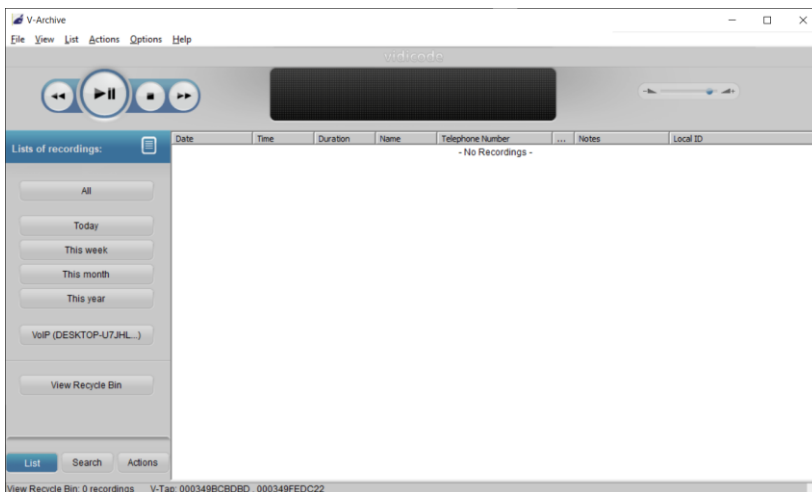
**Note1:**

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

**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 options are now important to configure, such as:

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

**Note:**

You need to enter at least one 'VoIP channel' license before the software can record your calls from the CR-VoIP unit; [see Licensing](#).

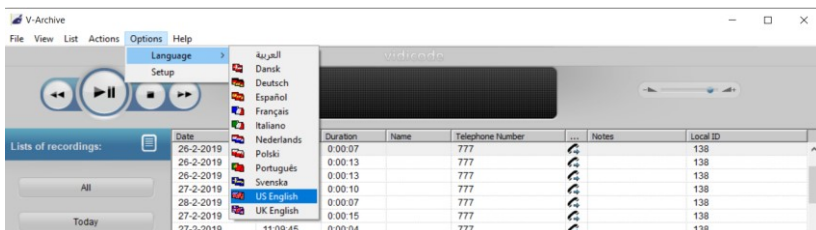
All options are further explained in the next chapters.



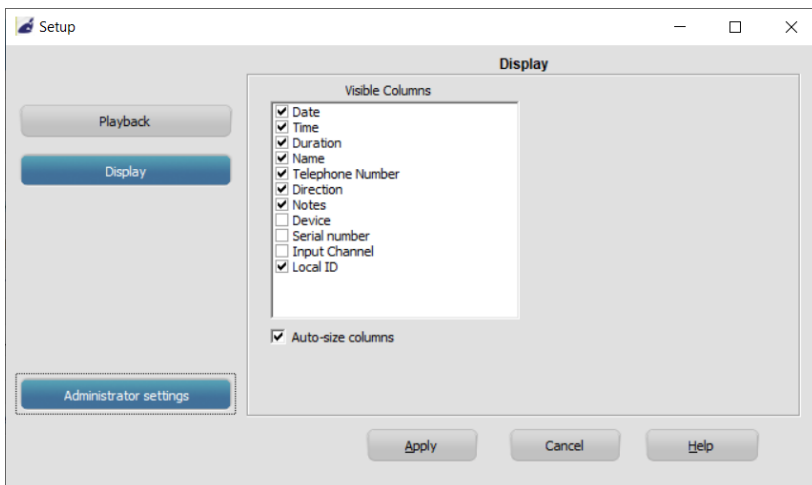
## 3 Options menu

### 3.1 Language

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



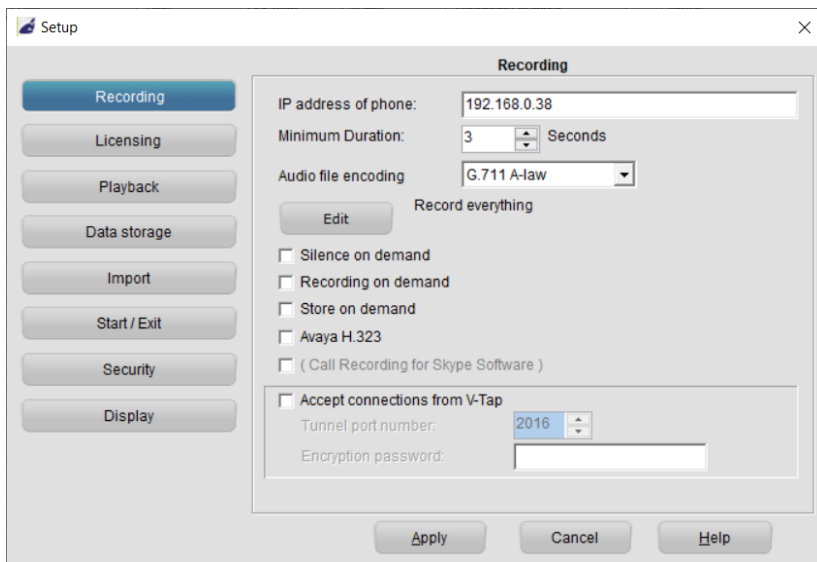
### 3.2 Setup



### Administrator settings

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

## 3.2.1 Recording



### IP Addresses of phone

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

**Note1:** Enter the IP address of the local VoIP PBX might cause, that the shown direction of the call is incorrect.

**Note2:** This IP address is not used as a filter.

### 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.

**Silence on Demand**  
**Record on Demand**  
**Store on Demand**

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

**Avaya**

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

**Call Recording for Skype Software**

This option is available because of compatibility with older versions of the application. The feature does not work anymore with the newer versions of Skype.

When activated, a button with the name "Uses Skype Software" is displayed in the List tab of the main screen, and Skype calls are recorded. When this option is enabled for the first time and after an update of the software, Skype itself will ask your permission if the software may use Skype.

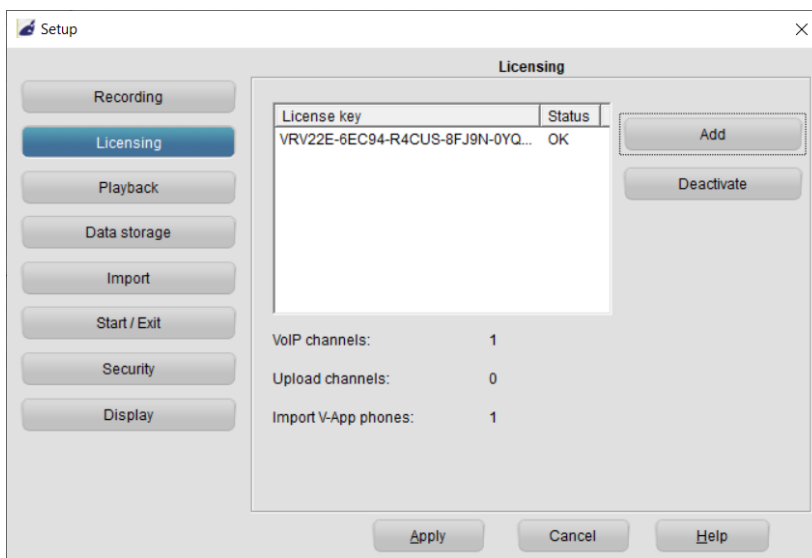
**Accept connections from V-Tap**

The Vidicode-Tap units are stand-alone recorders, housed in the same box as the CR-VoIP unit. There are 4 types; the V-Tap VoIP, V-Tap Analog, V-Tap ISDN BRI and V-Tap ISDN PRI.

All V-Tap units 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. There are no 'VoIP channel' licenses needed for a V-Tap to send its data to V-Archive. This type of license is inside the V-Tap unit.

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

## 3.2.2 Licensing



This page shows the status of previously entered licenses.

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

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

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

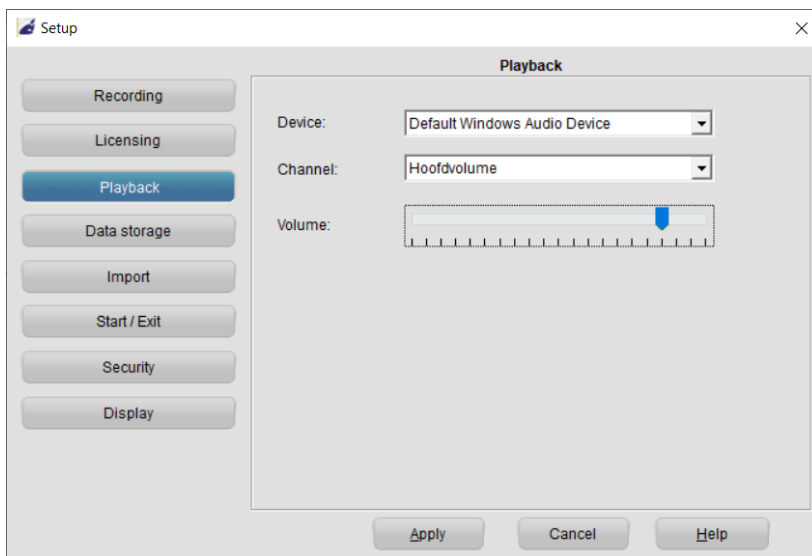
- Click the **Deactivate** button to remove a license.

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

**Upload channels** are needed when the recordings must be uploaded to a Call Recorder Apresa.

**Import V-App** licenses are needed when recordings must be imported from, for example, a Dropbox account; see [Import](#).

### 3.2.3 Playback



#### Device

The playback device that must be used for playback of recording, can be selected from the list. In most cases the sound card of the computer is used for playback.

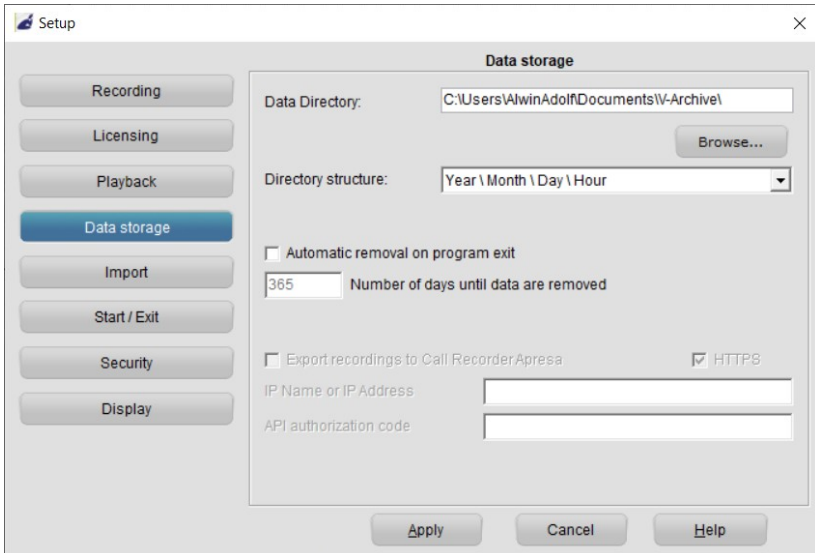
#### Channel

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

#### Volume

The default used playback volume level can be changed here.

## 3.2.4 Data storage



### Data Directory

In this directory all call recordings are stored. Enter the name of an existing directory or press the Browse button to select an existing directory.

### Automatic removal on program exit

When this option is enabled, and the calls are as old as the entered number of days, or older, then the recorder files are deleted permanently from the archive.

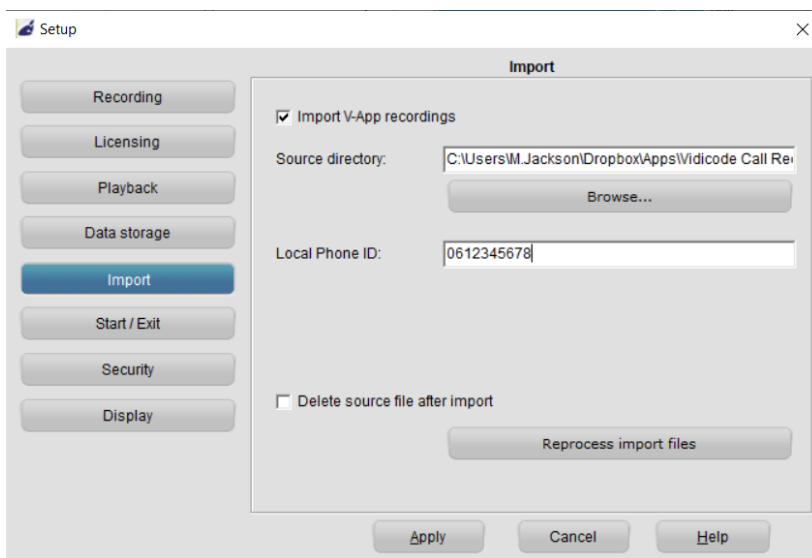
For example, if the number of days is set to 1, it means that all calls of yesterday and before are deleted automatically on program exit.

### Export recordings to Apresa

The IP address or host name of the Apresa recorder in the cloud must be entered and an API authorization code. Then, all recordings in the database are automatically uploaded to the Apresa recorder.

Note that a special 'Upload channel' license is needed to activate this feature.

## 3.2.5 Import



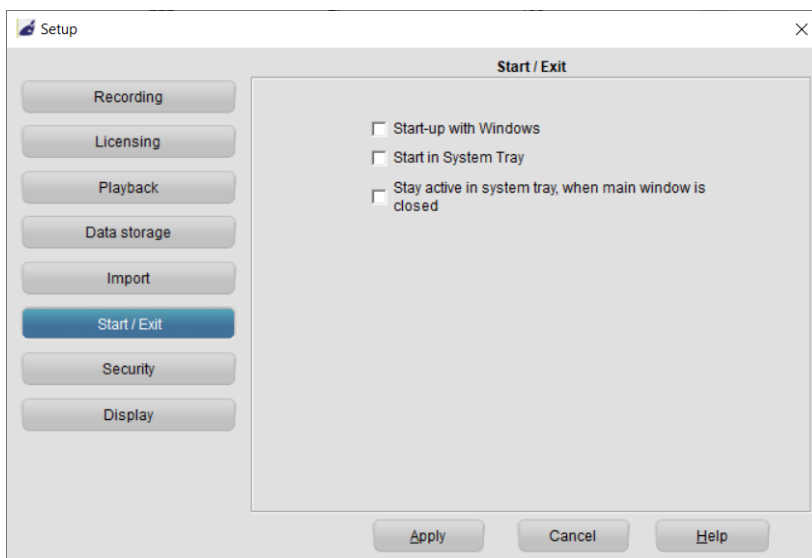
V-App is a mobile phone application to record calls on an Android smartphone. The App has an option to export recordings to a cloud storage, such as Dropbox. If you have this linked to a directory on your PC, you can let the software import the recordings from there. The software automatically detects 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.

## 3.2.6 Start / Exit



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

Starts the application at logon in Windows.

### **Start in System Tray**

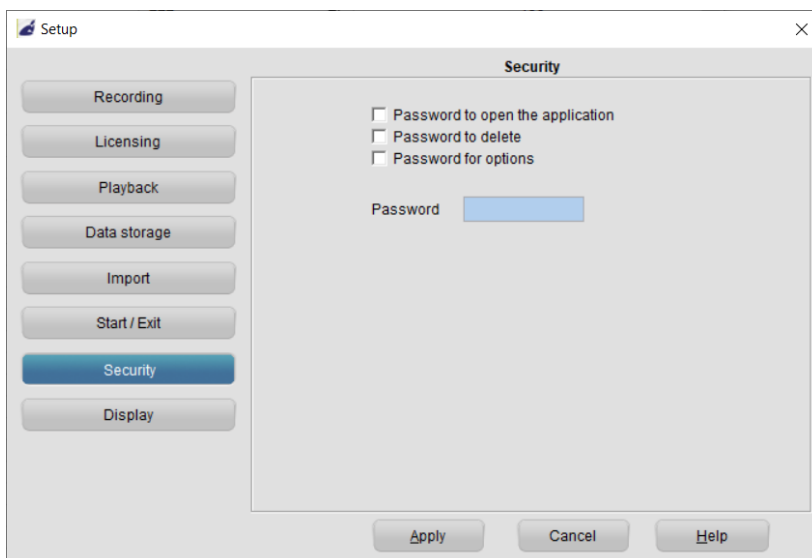
Starts the application in the system tray (lower right area in Windows).

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



## 3.2.7 Security



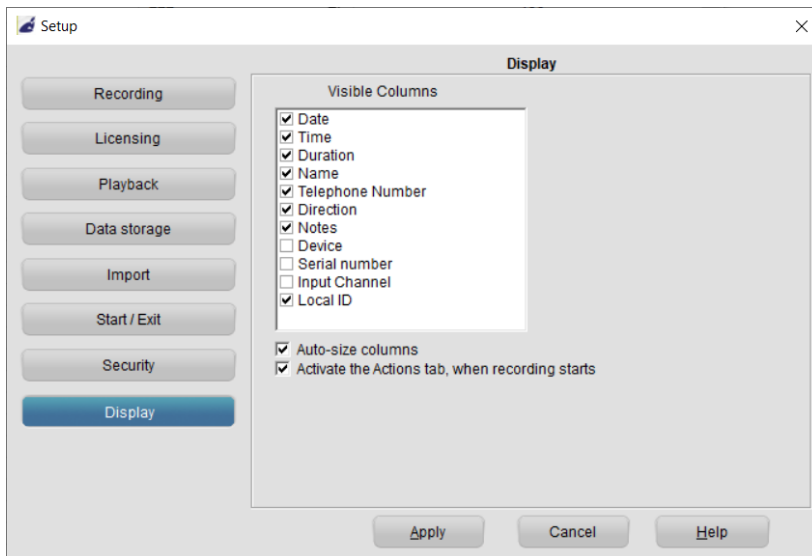
It is possible to protect the V-Archive application with a **password**. Deleting of recordings and settings of the program can be protected separately.

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

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

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

## 3.2.8 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.

## 4 Playback control

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



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

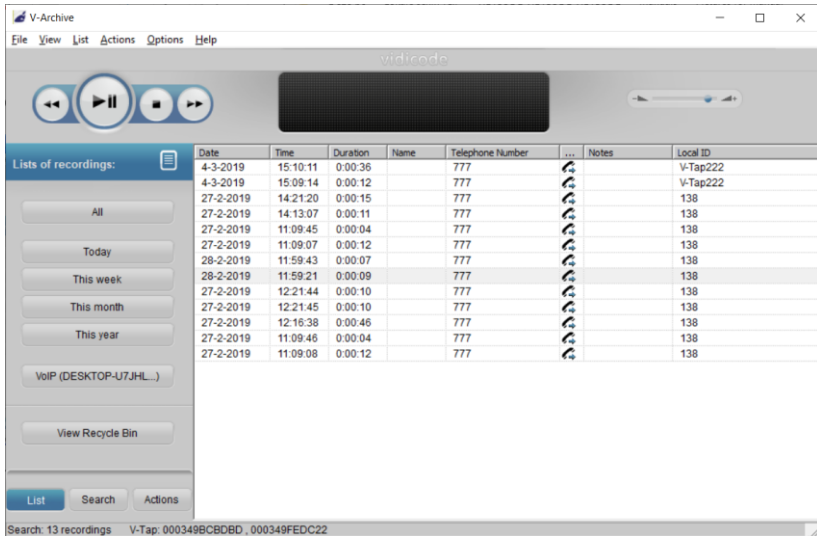
### 4.1 Hotkeys

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

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

## 5 Layout and Menu's

When the software is started the program looks like this:



These are the items on the main screen:

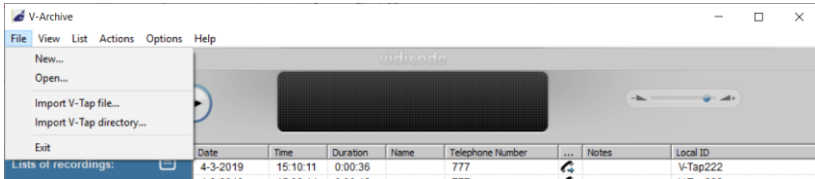
- 🔍 The main Menu bar (pull-down menus at the top)
- 🔍 The Playback control bar
- 🔍 The view-select buttons on the left
- 🔍 The tab-select buttons (List, Search and Actions)
- 🔍 The list of recordings (the large remaining area)

### 5.1 Main menu

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

## 5.1.1 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.

## 5.1.2 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.

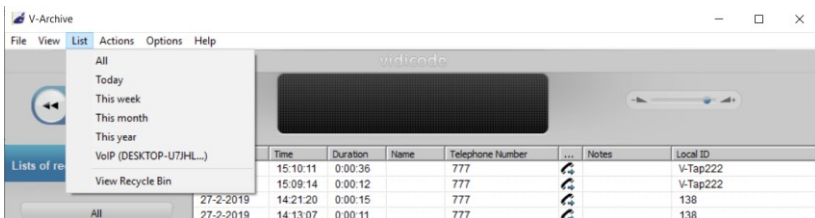
'Move to system tray' puts the active application in the system tray. The system tray on a PC is positioned at the lower right corner of the screen.



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

### 5.1.3 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'.

## 5.1.4 Recycle Bin

The Recycle Bin resembles Windows Recycle Bin.

To put recordings in the bin:

- Select one or more recording(s) in the archive and
- delete the recording(s) with the Delete key on your keyboard,

or

- Right click and choose 'Delete'.

In both cases a dialogue opens asking you to confirm the deleting.

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

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

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

A dialogue opens asking you to confirm the deleting

To permanently delete all recordings in the Recycle Bin:

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

Recordings can be restored to the database

To restore recordings:

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

or

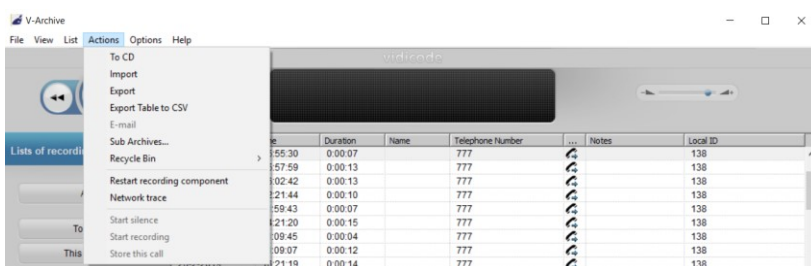
- Open the Actions menu
- Go to Recycle Bin
- Select one or more recordings you want to restore
- Choose 'Restore'

or

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

## 5.1.5 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.

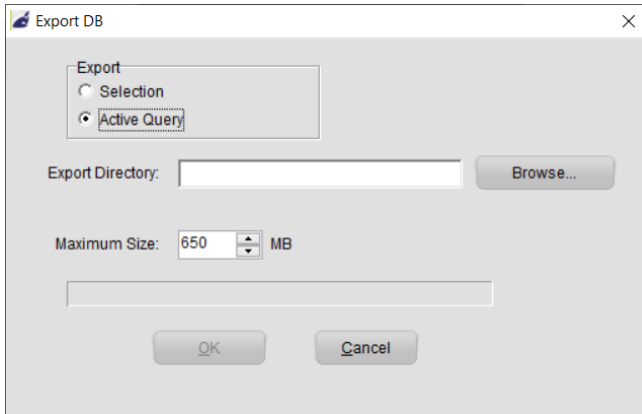
**Note** that you need to use a separate CD-writing application for writing the files to CD.

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 on CD.
- Then go to the Actions menu and
- Choose 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...' 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

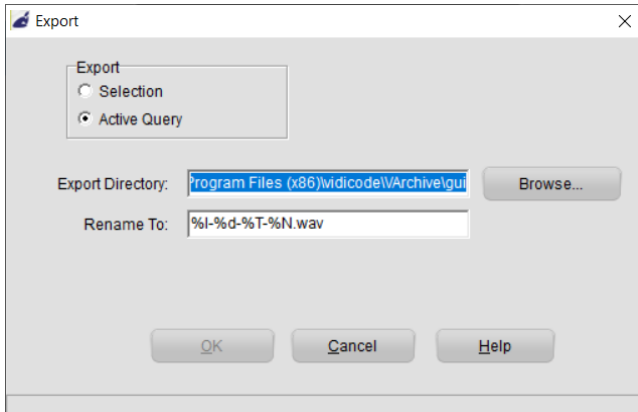
Will also open a dialogue in which you can select the directory from which you want to import a backup.

- 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:

- %I is the number of the recording
- %D is the date of the recording
- %T is the time of the recording
- %X is the duration of the recording
- %N is the name associated with the recording
- %P is the telephone number of the recording
- %> is the direction of the call
- %C are the notes related to the recording

Press OK to execute the export.

## E-mail

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

- First select the recording you want to send by e-mail. There are two ways to start an e-mail.
- Open the Actions menu and choose 'e-mail'. An e-mail dialogue opens to which the recording is attached. The recording data is displayed in the e-mail.
- Enter the receivers name and send.
- The second possibility is to select a recording, then right click and choose 'e-mail'.

## Sub Archives

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

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

To define which Sub Archives you want to access,

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

To delete a Sub Archive,

- Select Delete.

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

## 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

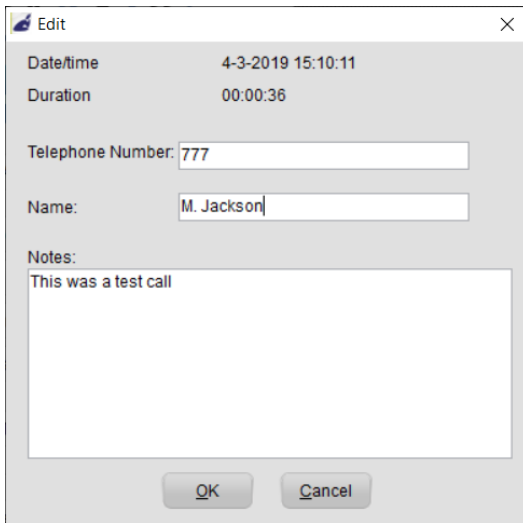
This option is mainly used for debug purposes. A trace of the network traffic can be started and stopped here.

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.

## 5.2 Names en Notes

You can assign a name and telephone number to each recorded call. Select the call in the main window, double click on the Notes of the recording, or right-click and select Edit. The following dialog opens:



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

- Date/time:** 4-3-2019 15:10:11
- Duration:** 00:00:36
- Telephone Number:** 777
- Name:** M. Jackson
- Notes:** This was a test call

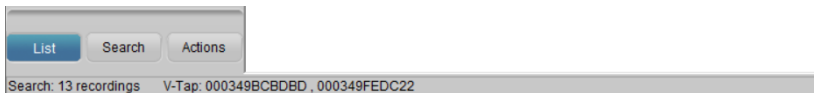
At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

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.

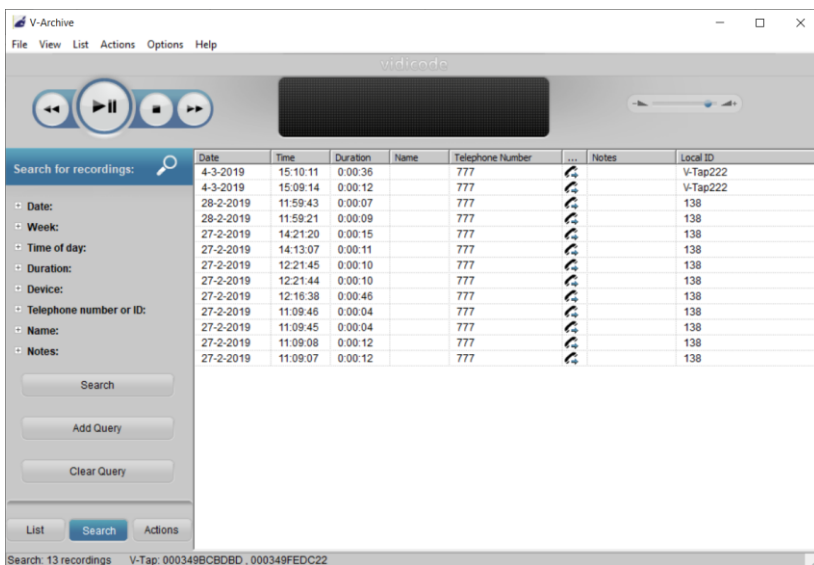
## 5.3 List , Search and Actions buttons

### 5.3.1 The List button



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

### 5.3.2 The Search button

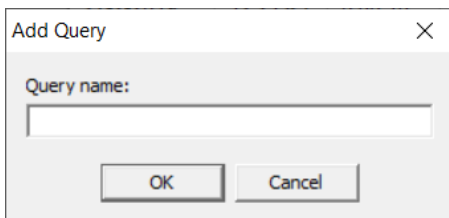


In the Search tab, you can define a Search. A Query based on a recording's date, week, time of day, duration, device, telephone number, name or notes.

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

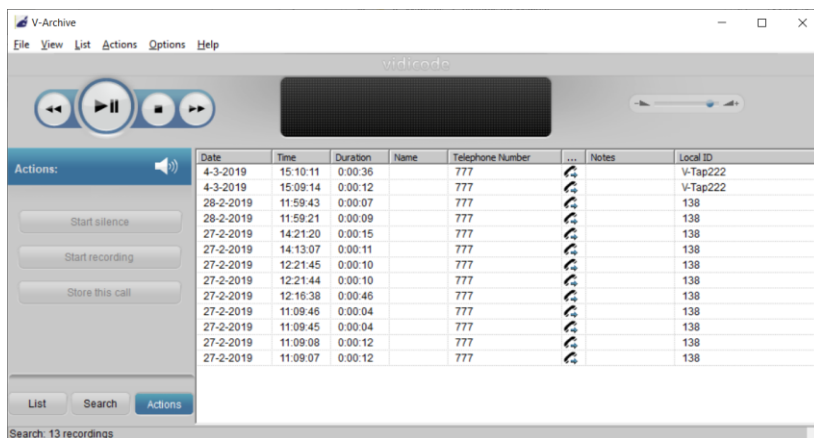
## Save a query

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



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

## 5.3.3 The Actions button

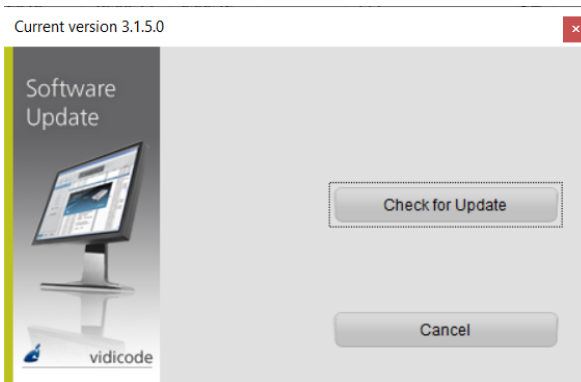


In the Actions tab you find the buttons to manually control recording.

## 6 Software Updates

The V-Archive software can check online for a software update and to download an update from the internet.

- Choose **Help** in the menu
- Select **Check for Update**
- In the pop-up windows click **Check for Update**



In the case of an available update, a short list of fixes of the last version is displayed.

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

**Note:**

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

## **7 Acknowledgements**

### **7.1 Privacy**

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

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

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

### **7.2 Liability**

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