

Soft Call Recorder v3 Manual

Version 2.011 08
VC1569



vidicode

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1 Introduction

The Soft Call Recorder is a system to record and archive telephone calls on a PC. It consists of a computer program and one or more Soft Call Recorder interfaces connecting the telephones to your PC. Depending on the capabilities of the PC it is possible to record from up to 4 USB Soft Call Recorders simultaneously.

Every gigabyte of free disk space allows you to record up to 150 hours of conversation on your hard disk.

The Soft Call Recorder can record from analogue and digital telephones. Recording is done automatically. Pick up a connected phone and recording will start, put the phone down again and the recording will stop.

Recordings are stored in a comprehensive archive. The archive is displayed on your computer screen as a list of recordings. In the list the recording properties like date and time of the recording are stored with the recording and can be viewed in the archive. Queries can be made in the archive to get a clear picture of the amount of recordings. A specific recording can be located quickly in much the same way.

2 Getting started

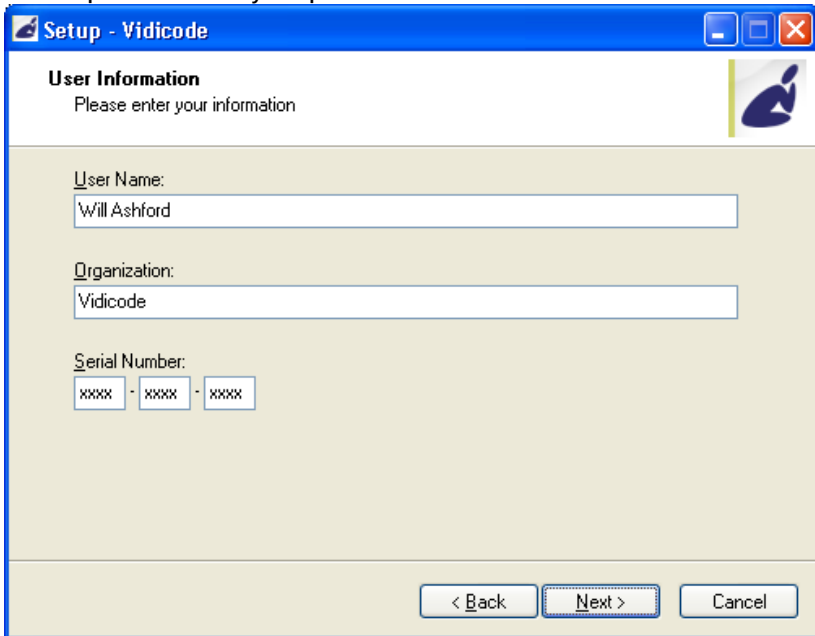
The Soft Call Recorder is set up in a sequence of steps. The following paragraphs will describe the steps involved. They are:

- Software installation
- Connect the SCR to the telephone
- Connect the SCR to the PC and Set up the software

2.1 Software installation

Placing the CD-ROM in your computer starts software installation. If the installation is not started automatically, locate the file SCRv3.exe on the CD and start it by double-clicking. Follow the instructions on the screen.

- The first step is selecting your preferred language for the installation.
- Next you are asked to accept the software license agreement.
- Next you must enter the user details and the installation key provided with your product:



The screenshot shows a Windows-style dialog box titled "Setup - Vidicode". The main heading is "User Information" with the instruction "Please enter your information". On the right side, there is a logo of a stylized person. The form contains three input fields: "User Name:" with the text "Will Ashford", "Organization:" with the text "Vidicode", and "Serial Number:" with three boxes containing "xxxx", "xxxx", and "xxxx" separated by hyphens. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Only then you can proceed with the next steps of the installation:
You will be asked:

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

2.2 Hardware installation

There are two different model of Soft Call Recorder:

- The Soft Call Recorder Classic: an interface between your telephone and the sound device of your PC
- The Soft Call Recorder USB: an additional sound device on your PC and interfaces to your PC via USB

Only read paragraph 2.3 if you have a Soft Call Recorder Classic

Only read paragraph 2.4 if you have a Call Recorder USB.

Depending on the kind of telephone you want to record from, the SCR is connected to the telephone line or the telephone handset. You will find instructions for recording from an analogue telephone line or recording from the handset for both models of Soft Call Recorder

2.3 Soft Call Recorder Classic

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

For normal use of the SCR follow the [Connecting the SCR Classic](#) 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 [adjusted connection SCR Classic](#) instructions should be used.

2.3.1 Connecting the SCR Classic

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

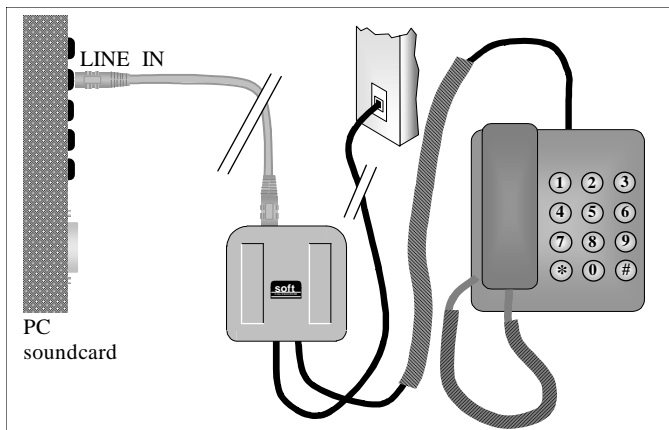
When using a normal (analogue) telephone, connect the SCR-interface as in the "record from telephone line" diagram of [Method 1](#). When "record from telephone line" is used the SCR can detect "on/off hook" straight from the telephone line. The switch at the bottom of the SCR-interface must be in position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

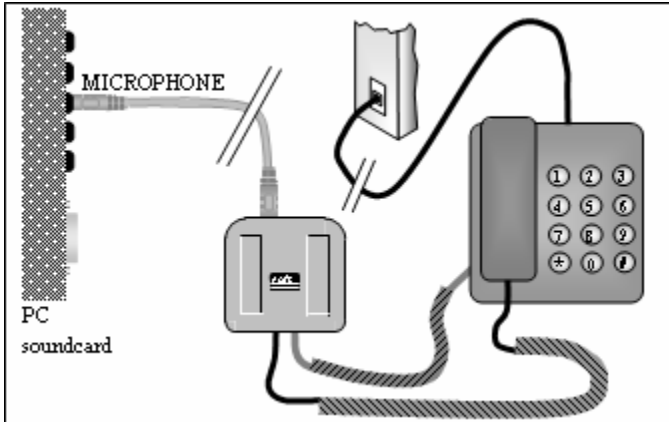
In case your PC does not come with a "line in" connection, it is possible to connect the SCR-interface using the "Aux" or "Microphone". If you have chosen the "Aux" port, connect the SCR-interface as described above. If you want to use the "Microphone" port it is mandatory to connect the SCR-interface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

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.

2.3.2 Adjusted connection SCR Classic

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

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

When using a normal (analogue) telephone, connect the SCR-interface as in the "record from telephone line" diagram of [Method 3](#). 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.

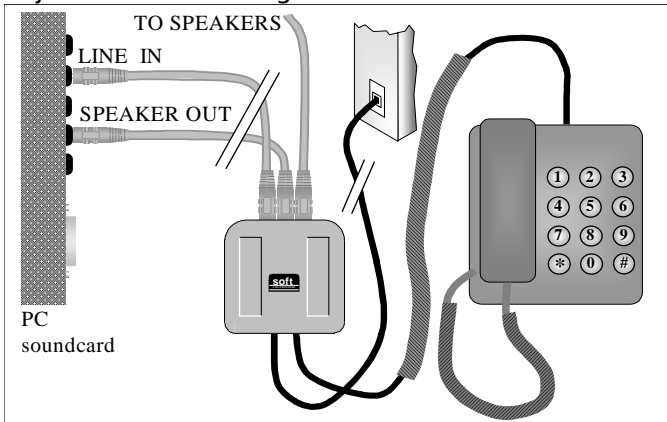
When using a digital telephone, connect the SCR-interface as the "record from handset" diagram of [Method 4](#). When "record from handset" is used the SCR needs to detect "on/off hook" by "listening" to the handset. The switch at the bottom of the SCR-interface must be in position A.

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

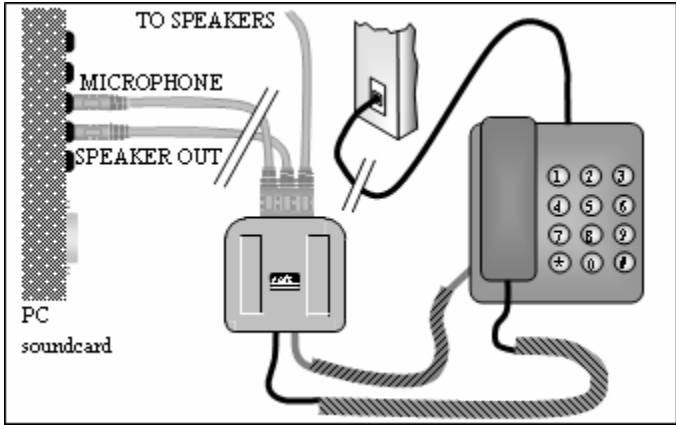
In case your PC does not come with a "line in" connection, it is possible to connect the SCR-interface using the "Aux" or "Microphone". In case you have chosen the "Aux" port, connect the SCR-interface as described above. In case you want to use the "Microphone" port it is mandatory to connect the SCR-interface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

Tip: When 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.

Adjusted connection diagrams SCR Classic



Method 3: "record from telephone line"



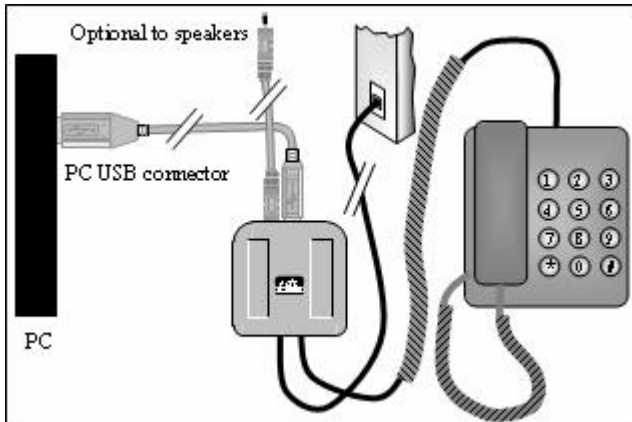
Method 4: "record from handset"

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

2.4 Soft Call Recorder USB

2.4.1 Record from an analogue telephone

When using a normal (analogue) 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.



Method 1: "Recording from the Line"

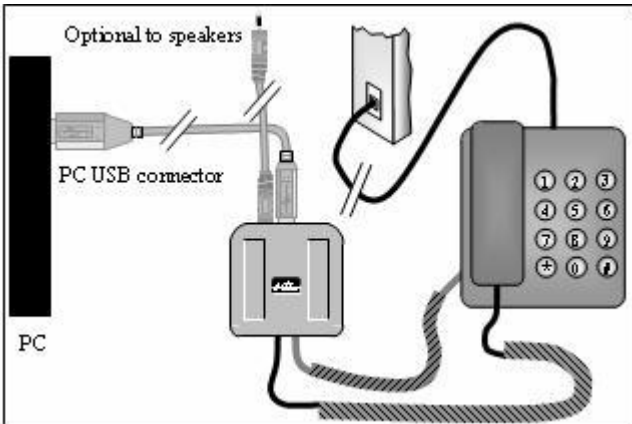
Warning: Use supplied and original cables only. Connecting the SCR-interface in any other way than described can cause damage.

Tip: When the "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 connectors of the SCR unit may be switched in this particular case.

When the SCR has successfully been connected to the telephone line you can continue with connecting the SCR to your PC.

2.4.2 Record from a digital phone

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, but in some cases needs to be set to B (see Voice activated recording setup § 2.10).



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.

Tip: When the "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 connectors of the SCR unit may be switched in this particular case.

When the SCR has successfully been connected to the telephone handset you can continue with connecting the SCR to your PC.

Recording from a digital phone implies either manual recording or automated voice activated recording. Setting up Voice activated recording is more complex and requires a detailed procedure to obtain good results. During the device settings (§2.5) you will be diverted to the

voice activation setup in § 2.10 only to return to the recording settings of §2.6.

2.4.3 Connect the SCR USB to the PC

Start the software. When the SCR USB is connected to the PC the software automatically moves to the Device screen of the Options. The list to the left of the main dialogue lists the audio devices already present on your computer. It may be possible the list already holds a few devices. The Device screen is described in §2.5 where the device specific settings are made.

The SCR USB can be connected to any free USB port on your PC. The SCR USB can also be connected to a USB hub. When the use of a hub is necessary it is advised to use a hub with external power supply.

2.4.4 Connecting the first Soft Call Recorder USB

Connect the first SCR to a free USB port on your PC. For Windows ME, 2000, XP and Vista the SCR USB will be recognized automatically and will show up in the devices list after a couple of seconds.

For Windows 98/98SE the Hardware wizard will come up and announce the new hardware. Follow the instructions and search for drivers. The system will ask for your Windows 98 CD. The Hardware wizard will come up three times. The SCR USB has three devices in it:

- a USB Composite Device
- a USB Audio Device and
- a USB Human Interface Device (HID).

The drivers for all these devices are standard Microsoft drivers and should be available on your system or on your Windows 98 CD. Once the drivers are installed these three devices should also turn up on the device manager of the computer system.

The Windows operating system may automatically promote the new connected Audio device to Preferred audio device. This means the device is automatically selected as playback device. This in turn will cause the sound of your computer to be played through the SCR. To restore the sound on your PC you need to restore your soundcard as preferred audio device. See § 2.9 for details.

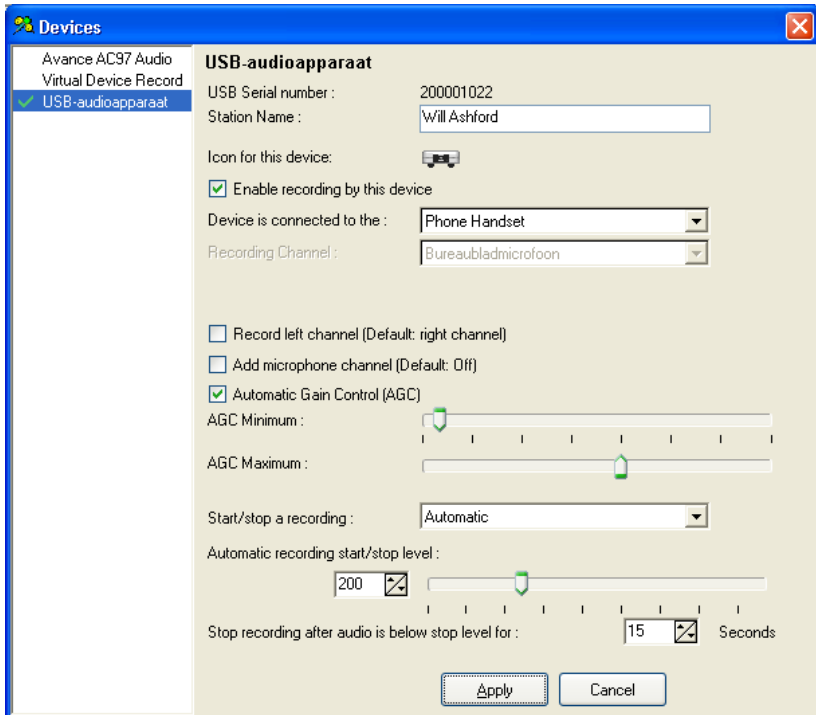
2.4.5 Connecting more Soft Call Recorders

Once the first SCR has been connected and recognized by the PC and shows up in your device list, a second SCR can be connected. Wait until this device has been recognized and added to the list before connecting consecutive devices.

2.5 Make device settings in the software

Following the description in the previous paragraph start the software and open from the Options menu the Devices screen.

You will see this:



To the left you will see a list of the available audio devices. This list should at least display your soundcard. Connected USB Soft Call Recorders should also show up in the list (after they have been connected). *Settings are to be made for each audio device separately.* I.e. select one of the audio devices, then change its settings.

AN SCR USB can have a name addressed to it. For a user the name is easier to relate to than the serial number. The name is referred to as the 'Station name' and may be entered in the Station name field. By default,

the USB serial number is addressed as station name. An enabled SCR shows up as a shortcut in the archive section in the outlook bar. Click on the Icon to select an icon for the shortcut.

Check the **Enable recording by this device** checkbox to enable the selected audio device in the list. Once the device is enabled, other options can be set.

Device is connected to the ...: Select if the SCR-device is connected to the Phone Line or to the Phone Handset.

Recording Channel: The recording channel cannot be changed for the SCR USB. For the SCR Classic, select the channel of the soundcard to which the SCR is connected (Microphone/Line/etc.).

Record left channel: By default this option is not enabled. The SCR-software receives a stereo signal from the SCR-device. By default it uses only the right channel. Record from the left channel is only necessary for some telephones.

Add microphone channel: By default this option is not enabled. This option is only relevant when the device is connected to the phones handset. The SCR-software by default only records the headset speaker channel. Most phone handset speakers contain both the local and remote voice. Enable this option to add the local voice from the microphone to the recording.

Automatic Gain Control (AGC): AGC amplifies all audio signals to one specific level. This level is set using the second (lower) slider. The first slider sets the Minimum level to boost, i.e. audio that stays below this level will remain unaffected(not amplified) by the AGC. Audio that rises above this level will be amplified to the Maximum level. Try and find a setting where both the local and remote voice of the call are being amplified without the background noise being amplified. If during playback the sound seems intermitting or contains gaps the Minimum level is probably set too high. If there is a lot of background noise during playback the Minimum level is probably set too low. AGC should only be enabled when the local and remote voice of a telephone conversation are too far apart for both voices to be reasonably audible.

Start/stop a recording: There are three possibilities:

- *Automatic:* The software automatically starts recording when it detects that the telephone is off-hook.

- *Semi-automatic*: The software detects when the telephone is off-hook or on-hook, but it does not start a recording automatically. You can choose to start a recording when the telephone is off-hook, by clicking the Record button.
- *Manual*: You choose to start and stop a recording. Recording can be started and stopped from the Playback screen (which is visible when you select the Archive section). Recording can also be started from the Active dialogue.

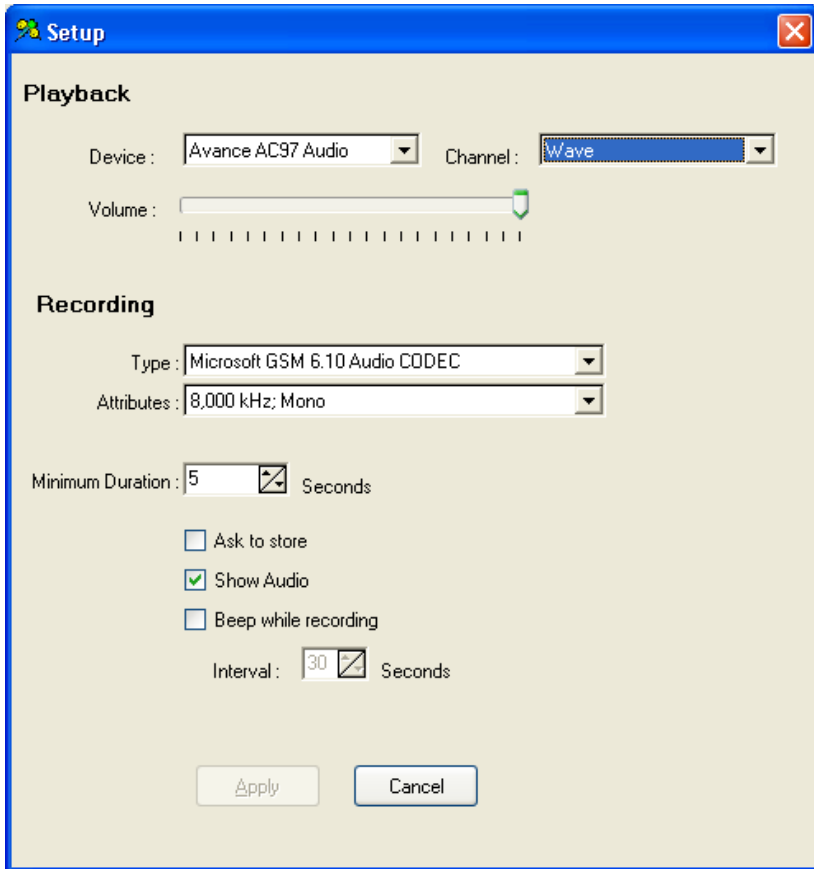
Automatic recording start/stop level: If the audio level is above the level specified here, a recording will be started.

Stop recording after audio is below stop level for ... seconds: The SCR will wait the number of seconds you specify here before stopping a recording when the audio level is below the *automatic recording start/stop level*.

The Start/Stop level and stop time are related to Voice activated recording. Note that voice activated recording is active simultaneously with the On- and Off-Hook detection when connected to the telephone line.

2.6 Make recording settings in the software

Open from the Options menu the Devices screen and you will see this:



Playback

For Playback both the Device for playback and the channel must be selected from the list. In most cases the soundcard of the computer is used for playback. For the channel selection of the soundcard the Wave or PC Speakers channel must be selected.

Recording

A number of recording settings are common for all the connected devices. For recording one of the codec's of your PC is used. The first drop box named Type displays all the codec's available on your PC. The Microsoft GSM CODEC is present on most PC's. It offers a good balance between recording quality and required storage space. Therefore if available this CODEC is selected as a standard. Of course you are free to

select an other CODEC. The second drop box, named Attributes holds the various options of the selected CODEC. For speech recording a 8000 Hz sample rate is sufficient for a good recording quality.

Show Audio

While recording the audio signal of the recording can be displayed in the Recording View. Check Show Audio to display the audio signal.

Minimum Duration

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

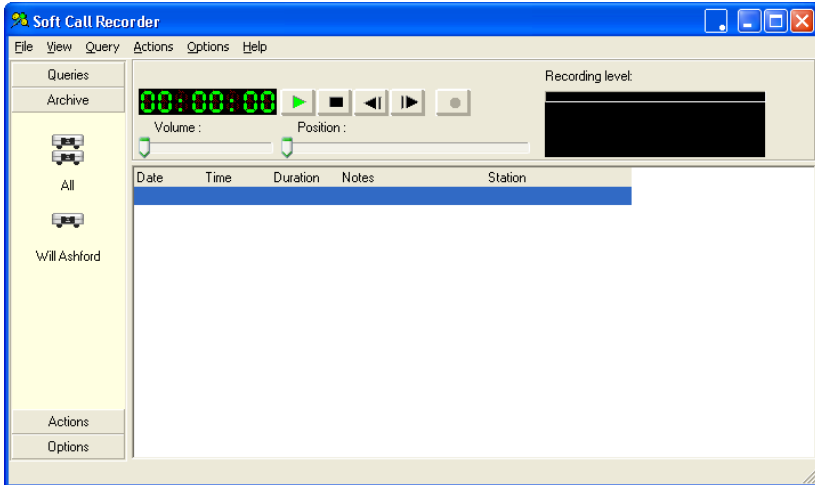
Beep while recording

"Beep while recording" refers to the sounding of a beep during recording. In some countries, states, or areas the sounding of a beep during recording is required by law to notify the remote caller of the recording of the conversation. Check the checkbox to enable the beep while recording. The interval of the beep can be set below the checkbox. Note that it is possible that the remote caller will hear the beep louder then it sounds on the local side of the Soft Call Recorder.

Select Archive in the Outlook bar to save your settings and return to recording and playback mode of the software.

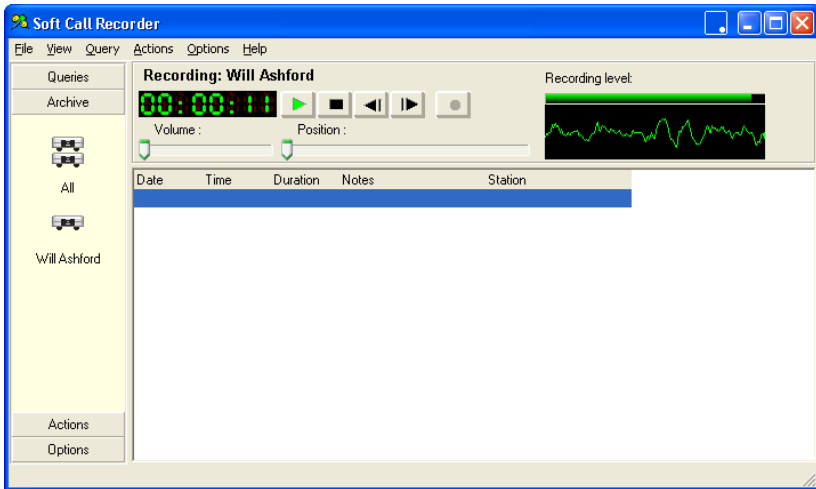
2.7 Record your first call

Following from the previous paragraph the software looks like this:

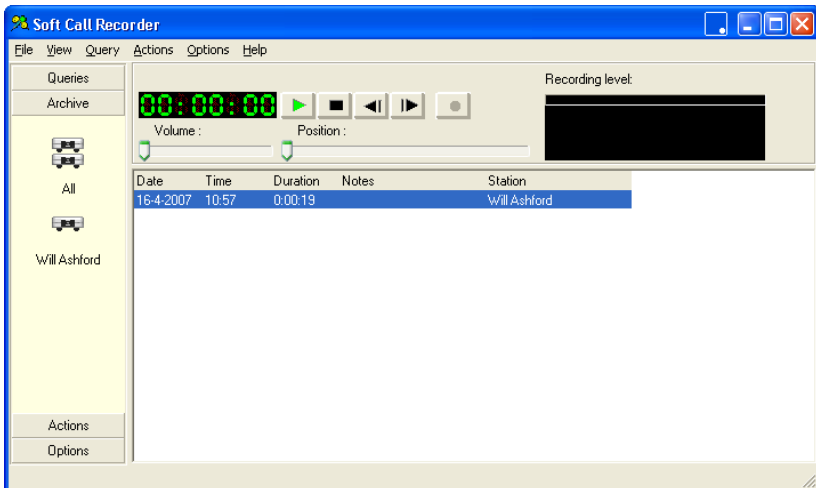


The icon with the serial number in the outlook bar represents the connected SCR.

Now pick up the connected phone and start a call. You will see the counter running and the recording level being indicated.



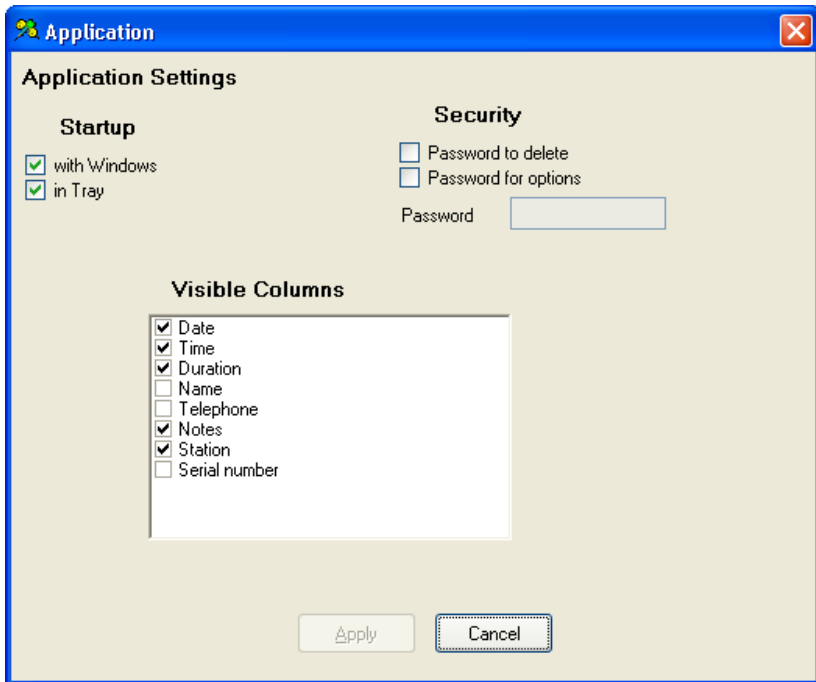
Let the recording continue for 15 seconds or more and end the call. The recording of the call will be added to the database as a single row of recording properties.



Double click the row in the database to start playback of the recording.

2.8 Application Settings

Select Application from the Options menu and you will see this:



There are two Startup settings in the Application settings:

The On Windows setting will start the program at startup of your PC. Check On Windows to have the SCR application start at startup of your PC

The In Tray setting will move the application to the system tray at startup of the application. Check In Tray to have the SCR application start in the system tray.

It is possible to check both On Windows and In Tray at the same time. In that case the application will start at startup of your PC and will be moved to your system tray immediately.

It is also possible to protect the SCR application with a password. The deleting of recordings and the settings of the program can be protected separately. Check the item you want to protect and enter the password. Leaving the options will automatically save the password protection. Upon deleting a recording or entering the settings the user will be prompted to enter the password. Once entered the password remains active for 10 minutes.

The recordings made with the Soft Call Recorder are stored in a database. With the setting Visible Columns you select which columns are displayed.

2.9 Restoring your soundcard

The installation of an SCR USB interface will make this device the preferred sound device of your computer because it is the last device added to your configuration. If you have a soundcard in your system and you use it for other applications it is advised to restore the original sound device as preferred device again. This is done as follows: Click Windows "Start" in the lower left corner on the taskbar in your computer screen 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.

WARNING: 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.

2.10 Voice activated recording setup

The principle behind voice activated recording is quite simple. When the SCR software detects a "certain" amount of audio signal on the handset it will assume a call is taking place. The "certain" amount is a level that can be set in the software. This level is called the Start/Stop level.

The Start/Stop level determines the level above which the SCR will assume a call is taking place and below which the software will assume no call is taking place.

It would not be wise to stop a recording once the audio level drops below the Start/Stop level. This way a small period of silence during a call will end the recording prematurely. Therefore a feature called Silence timeout has been incorporated. The Silence timeout is a period of time in seconds that can be set in the software. It prevents a recording to be stopped prematurely when the audio level drops below the Start/Stop level. The recording will be stopped only if the audio level

remains below the Start/Stop level for the amount of time of the set Silence timeout. Now when a silence occurs in a call the recording continues for at least the Silence timeout. If during the recording in the Silence timeout period the audio level exceeds the Start/Stop level again the recording will continue as if nothing happened in between. When a call has ended the audio level will drop below the Start/Stop level and the recording will be stopped after the Silence timeout has passed.

The setting up of voice activated recording concerns finding the correct level for the Start/Stop level and a comfortable time for the Silence timeout. These settings can vary substantially between different PC's and are subject to personal preferences.

Start with a relatively short Silence timeout of 5 seconds and begin varying the Start/Stop level. Begin with a relatively low Start/Stop level where the dial tone will start a recording and where speaking in the handset will keep the recording to continue longer then the 5 seconds of the Silence timeout.

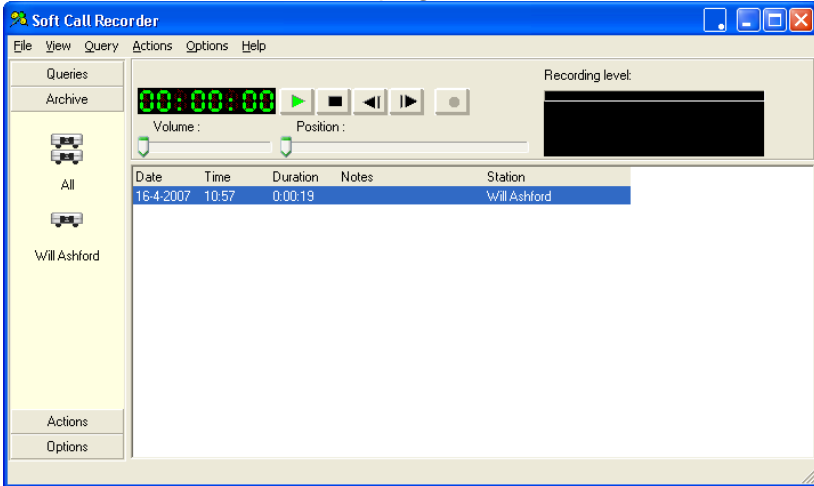
Then start raising the Start/Stop level until you find a setting where not speaking into the handset actually stops the recording after the 5 seconds of the silence timeout.

Once a correct setting for the Start/Stop level has been found the Silence timeout can be raised. A comfortable setting would be a time of 20 - 30 seconds. This will lift the recording over most silences in telephone calls and will hardly ever join two consecutive calls into a single recording.

If you follow this procedure you will be able to automatically record your calls without trouble.

3 Layout of the software

When the software is started the program looks like this:



The program has an “Outlook style” layout. The Outlook bar to the left of the dialogue groups shortcuts to similar functions.

The shortcut groups from top to bottom are:

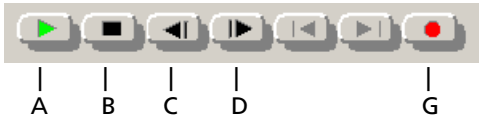
- **Queries:** This group contains shortcuts to predefined queries and to query related actions. Custom queries can be made and executed. The custom query can be saved and added as a shortcut to the group of queries. The main dialogue displays the archive or the selected query. Above the archive the query dialogue is displayed.
- **Archive:** This group contains shortcuts to separate archives of all the enabled Soft Call Recorders. The main dialogue displays the entire archive or the archive of a selected Soft Call Recorder.
- **Actions:** This group contains shortcuts to functions regarding the transfer of the database to CD, the importing of an SCR database and the export of recordings to .wav files.
- **Options:** This group contains shortcuts to the Setup for recording and playback settings and to the Device screen for SCR device related settings.

All shortcuts in the outlook bar can also be found in the main menu.

4 Playback

Playback of a recording is straight forward using the recorder keys. Select a specific recording in the archive and use the recorder keys to start playback. Double-click the recording will also start playback. The recorder keys have the usual recorder key functions.

The playback section shows the following keys:



The recorder keys

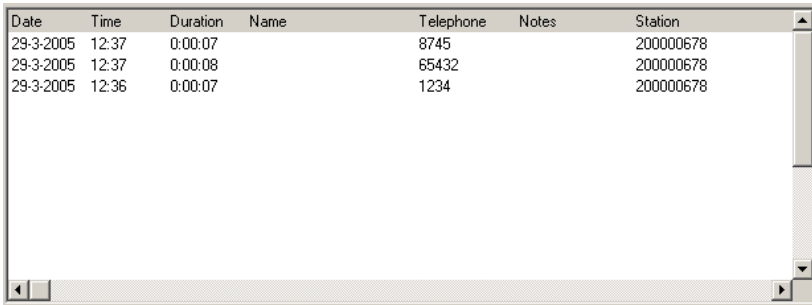
- A is the Play/Pause key. Press to start playback. During playback the key is the Pause key. Press Pause to pause playback, press Play again to resume playback. During playback the slider below the playback keys can be used to drag the playback position to a specific position within the recording.
- B is the Stop key to stop playing.
- C is the rewind key. Click rewind to move the playing position one second backwards. Keep the key down to move the position back further.
- D is the forward key. Click forward to move the playing position one second forwards. Keep the key down to keep moving the position further.
- G is the record key to start a recording. Recordings can only be started when the telephone is Off-Hook.

5 The Archive

Recordings are stored in a database. Every recording and its properties are stored in this database. The recording properties include:

- Date of the recording
- Time of the recording
- Duration of the recording
- Name can be added to the recording
- Notes can be added to the recording
- Station name is the name given to the Soft Call Recorder
- Serial number of the Soft Call Recorder

This database is presented as a list of records and is referred to as Archive. The Archive is always a summary of the database of recordings covering a specific property of the recordings. Every row in the Archive represents a recording. The properties of the recording are given in the various columns.



Date	Time	Duration	Name	Telephone	Notes	Station
29-3-2005	12:37	0:00:07		8745		200000678
29-3-2005	12:37	0:00:08		65432		200000678
29-3-2005	12:36	0:00:07		1234		200000678

In the outlook bar all connected Soft Call Recorders show up. Click on the shortcut of an SCR and the software will display a summary of the database containing just the recordings of the selected SCR. Click All to display all recordings in the database.

Other than the summaries containing the recordings of a single or all SCR's the database can also be queried for date ranges, names and devices or a combination of all of these properties. More on these queries can be found in Chapter 6.

6 The Queries

The recordings are stored in a versatile database. The Query section of the outlook bar contains shortcuts to several predefined queries on the database and some shortcuts to create, save and run custom queries. There is one special shortcut that will clear the queries and return the Archive to display all recordings in the database. Click Clear Query to perform this function.

6.1 Standard queries

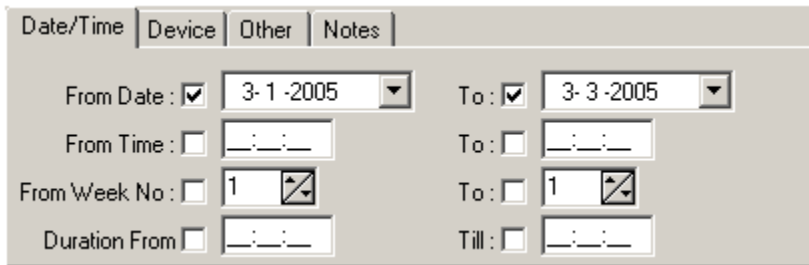
The Queries section of the Outlook bar has shortcuts to several predefined queries and the custom queries. The predefined queries are Today, This Week, This Month and This Year. Clicking one of these shortcuts will show all the recordings within the requested time span.

Click Clear Query to return to the entire Archive.

6.2 Custom queries

6.2.1 Create a new query

It is also possible to create your own queries. Select Query in the Outlook bar. The main dialogue will show:



The screenshot shows a dialog box with four tabs: Date/Time, Device, Other, and Notes. The Date/Time tab is selected. It contains the following fields:

From Date:	<input checked="" type="checkbox"/>	3-1-2005	To:	<input checked="" type="checkbox"/>	3-3-2005
From Time:	<input type="checkbox"/>	__ : __ : __	To:	<input type="checkbox"/>	__ : __ : __
From Week No.:	<input type="checkbox"/>	1	To:	<input type="checkbox"/>	1
Duration From:	<input type="checkbox"/>	__ : __ : __	Till:	<input type="checkbox"/>	__ : __ : __

The query section

The query section has four tab pages on which the various query parameters can be entered.

The Date/Time tab allows you to define a period of time to select recordings from.

The Device tab allows you to select a recorder to query for.

The **Other** tab allows for the selection of specific names to query the database for.

Finally the **Notes** tab allows for searching the notes of the database.

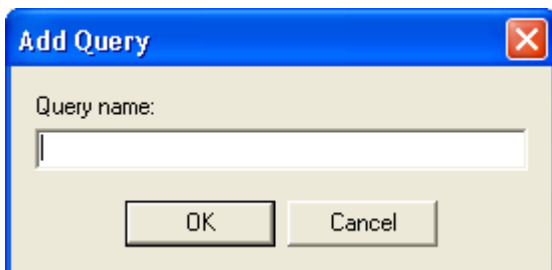
Press **Run Query** in the Outlook bar to execute the query.

6.2.2 Save the new query

It is possible to save the query. This allows you to run the same query again without having to define it first. A shortcut to the saved query is automatically added to the outlook bar. Click on the shortcut to run the query again.

- Create a query as described above.
- Press **Add Query** in the Outlook bar.

The following dialogue appears:



Add Query dialogue

Enter a name for the query and click **OK** to save. A shortcut with the entered name is added to the outlook bar.

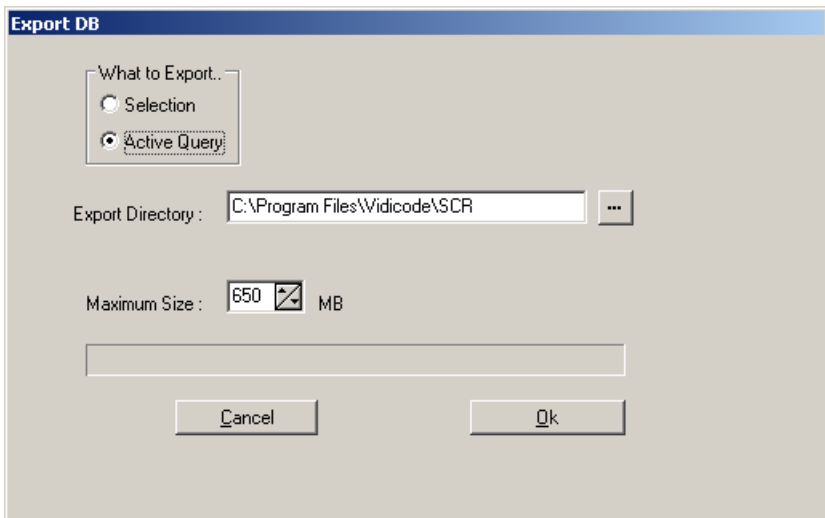
7 Actions

In the Actions section of the program Import and Export functions are brought together. They are:

- To CD. This function is used to export an entire SCRv3 database together with the recordings from the program. The main purpose of this function is to enable the user to create a backup of the entire archive and store it on CD. (see § 7.1)
- Import. This function is used to import an entire SCRv3 database together with the recordings into the program. (see § 7.2)
- Export. This function is used to export individual recordings or a group of recordings from the program. (see § 7.3)
- Recycle Bin is the recycle bin of the application. (see § 7.4)

7.1 Create a backup archive on CD

Select the recordings you want to export or create a query that you want to export. Click To CD and the following dialogue appears:



- Select 'Archive query' or 'Selection'
- Select the desired directory to store the recordings.

- Click OK to execute the export.

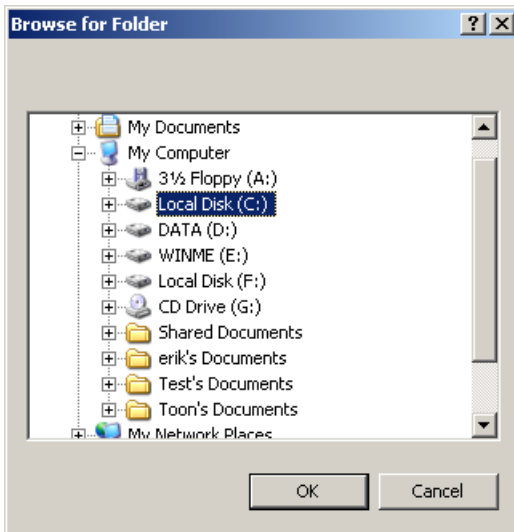
The Exported database is stored in separate folders named Export1, Export2, Export3, etc.

If there is already a database there you will be prompted whether you want to overwrite the database.

A backup on CD can now be created by burning the Export# folders to CD.

7.2 Import a database

Click Import to import an existing database into the currently used database. The following dialogue appears:

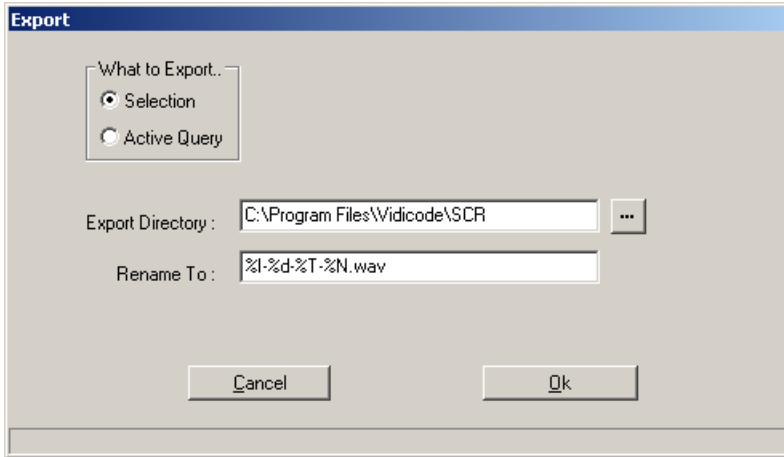


Select the folder in which the database is located.
Press OK to execute the import operation.

7.3 Export recordings

To export individual recordings or groups of recordings:

Select the recordings you want to export and click Export
The following dialogue appears:



Now select the folder in which you would like to save the recordings.

The files are renamed with the date and time in the filename as indicated in the Rename to text box.

Click OK to execute the export operation.

7.4 Recycle Bin

The Recycle Bin resembles the Windows Recycle Bin. Select recordings in the archive and delete the recordings with the Delete key on your keyboard. You are then prompted whether you are sure to delete the recordings. Deleted recordings are placed in the SCR program's recycle bin.

Choose Actions and select Recycle Bin to view the recordings in the recycle bin.

Recordings can be restored to the database or removed from the recycle bin.

Restore recordings as follows:

- Select the recordings you want to restore
- Choose Actions in the menu
- Choose Recycle Bin
- select Put back.

The selected recordings will be restored in the database.

Recordings can also be removed from the recycle bin as they are removed from the archive. Recordings that are removed from the recycle bin can not be restored.

8 Other features

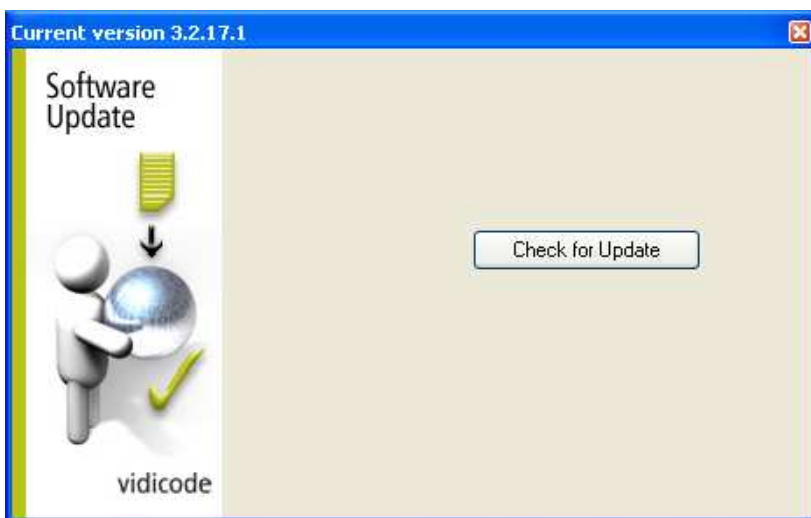
8.1 Software Update Online

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

Choose **Help** in the menu and select **Check for update**.

- Click **Check Update**.

The following dialogue opens:



The fixes of the last update are displayed. Press **Download** to start downloading the update. When downloading is finished the new version will be installed.

For this function an Internet connection is required.

9 Acknowledgements

9.1 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.

9.2 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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