



# CallRecorder

COMPUTER SOFTWARE

## User Guide -Auto Version

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The user must assume the entire risk of using the program. ANY LIABILITY OF THE SELLER WILL BE LIMITED EXCLUSIVELY TO PRODUCT REPLACEMENT OR REFUND OF PURCHASE PRICE.

## WARNING

*There is Commonwealth and State legislation relating to the recording of, and listening to, communications over the Telecommunications Network. Compliance with ACMA standards for equipment connected to the PSTN should not be taken to mean that any subsequent use of this equipment to record telephone conversations complies with other relevant legislation. Further information can be found at: <http://www.privacy.gov.au>.*

## 1 INTRODUCTION

Congratulations on purchasing the **CallRecorder** software. **CallRecorder** provides an easy way of recording telephone conversations to your PC's Hard Disk or server. It allows you to store the recorded messages as compressed files which can be stored for: later retrieval, play-back or e-mailing. **CallRecorder** can also be used to record and save dictation or verbal tasks lists.

Recordings are played back via the sound card in the host PC using standard Windows playback applications. **CallRecorder** can record only one input at a time.

### 1.1 Uses and Benefits

CallRecorder is a valuable tool for recording telephone conversations to:

- Improve Service Quality - *confirm details such as price, quantity delivery address and customer details to avoid costly mistakes.*
- Contact Staff Training - *review and analyse customer contact calls to develop appropriate training for customer contact staff.*
- Sales and Marketing - *review and analyse calls to refine sales and marketing campaigns.*
- Interview and conference transcription - *review interviews and telephone conference calls to allow accurate transcription or minutes to be prepared.*
- Dispute Resolution - *review calls to quickly and accurately resolve misunderstandings or disputes.*
- Playing Pre-Recorded Announcements - *pre-record terms and conditions and play these to the telephone line to improve efficiency and minimise error or omissions.*

### 1.2 Features

- Manual or Automatic Record Mode
  - Manual Mode – Use the Keyboard function keys or mouse to start, stop and save recordings.*
  - Automatic Mode– Uses voice detection to automatically record and save all calls. Can also be run in semi-automatic mode*
- Easy installation
- Simple to use
- Record conversations direct to your own hard disk
- Selectable recording quality
  - Select the size of the temporary file created during recording.*
- Selectable output file format
  - Select the quality and file size of saved recordings.*
- Post processing of files –
  - Write your own script to move, compress or zip the saved file.*
- Auto incrementing file name.
  - Automatically creates File name with incrementing name. This can be changed by the user if required.*
- Time and Date stamp in file name.
  - Automatically creates File name with Time and date in the file name to allow easy searching.*
- Playback select window.
  - Quickly select and playback recordings through your PC Sound card to speakers or headset.*
- USB recording adaptor support
- Announcements.
  - Manually or automatically play pre-recorded announcements or "Beeps" during the call or at specific points of the recording (e.g. at the start of a recording).*

### 1.3 System Requirements

- IBM compatible computer
- Microsoft Windows XP (SP3), Vista (32bit or 64bit), or Windows 7 (32bit or 64bit)
- Sound Card or Trillium USB Recording Adaptor
- Telephone Recording Hardware – Such as –
  - Trillium Recording Adaptor, Trillium Recording Adaptor Amplified or
  - Trillium USB Recording Adaptor
  - Trillium USB Recording Adaptor for Line Connect
  - Trillium Record/Announce Adaptor for playing announcements

### 1.4 Specific Information for Windows XP, Vista, and Windows 7

To install and register **CallRecorder** on Windows, you need the administrative user rights on your PC. If you do not have administrative access rights you need to contact your system administrator or vendor.

To use the **CallRecorder** program, no special privileges are required.

## 2 INSTALLATION PROCEDURE

If you have already installed a previous version of **CallRecorder** you must un-install this prior to installing any new version.

### 2.1 Operating Modes

**CallRecorder** is available in two versions, Automatic and Manual.

*Note: Different licences are required for registering Manual or Automatic Version of **CallRecorder**. Contact Trillium or your reseller for pricing information.*

#### Manual Version

Allows the user to decide when to start/stop/pause the recording of calls, using your mouse or Hot Keys, by default they are F9 – Toggle Recording (Start, Stop), F10 – Pause Recording and F11 – Playback recorded conversation.

#### Automatic Version

Automatically starts/stops and saves call recordings based on voice detection (incoming audio signal level). If you are using a Trillium USB Recording Adaptor, receive audio or microphone detection can also be used to start and stop recording of calls.

The Automatic Version can be also be configured to run in Manual or Semi-Automatic mode.

If you have installed the Manual Version of **CallRecorder** and require Automatic Operation you must first un-install **CallRecorder** and then reinstall and Re-register the Automatic Version of **CallRecorder**.

## 2.2 Installation of Software

### To Install from CD:

Insert the **CallRecorder** CD into your CD drive. Wait a few moments for the **CallRecorder Install Menu** to automatically appear. Alternatively, go to **Start** menu, select **Run**, and in the open field of the Run dialog box, enter D:\Setup.Exe or you can click on Browse to find the file. Alternatively you can navigate to your CD-ROM with Windows Explorer and double click on the Setup.Exe file.

### To Install from the Internet:

Navigate to the location you downloaded the **CallRecorder** software to. Double click on the file 'Setup CallRecorder Auto 5.14.exe' file and the installation process will begin.

Follow the prompts in the Installer.

On completion of the installation **CallRecorder** will start and the Registration tab will be displayed on your Screen. The **CallRecorder** icon will also appear in the System Tray as shown below.



If the system tray icon is not visible follow the steps in the Troubleshooting section 5.

### Directories Created:

The setup program creates a **C:\Program Files\CallRecorder** directory and copies all the required files including the User guide, pre-recorded 'Beep' files, etc. The setup program also installs all the required drivers and creates a **CallRecorder** Program group in the Start Menu. The directory to store recordings is also created (see section 3.2 for details).

## 2.3 Registration

To register your copy of **CallRecorder**, ensure you are logged in with administrator privileges, select the Registration tab and copy your Registration ID and email it to:

[support@trillium.com.au](mailto:support@trillium.com.au)

Please include your details of purchase (e.g, invoice number or place of purchase) to assist us with the registration process.

You will be provided a unique Registration key for your computer by reply email. Copy the Registration Key from the email into the Registration Key text box and Click on "Register Now".



If you do not register **CallRecorder** the program will operate in DEMO mode with restricted capacity:

- File names are restricted to Unregistered00001 to 00003.
- Post Processing is disabled
- Auto Save on Stop is disabled

## 2.4 Hardware Auto Registration

Packaged versions of the Trillium USB recording adaptors do not require a Registration Key to be entered.

Packaged hardware is programmed with a special ID that allows the software to run with Automatic Registration.

The **CallRecorder** software will revert to the unregistered mode when the Adaptor is not connected.

Please follow these steps after installing **CallRecorder** to Register the software:

- Connect the Telephone Recording Adaptor and wait for the driver to be installed (see Hardware Userguide for more information).
- After the drivers are installed, open the **CallRecorder** setup and select the USB Audio device from the Record drop down menu on the Audio Settings tab (see section 3.1).
- Click on OK. Leave the **CallRecorder** setup closed for at least 10 seconds. After this, Open the setup again and select the Registration Tab. It should appear as shown above.



**NOTE:** If for some reason the hardware is removed from the computer, or is connected to a different USB port, please follow the above procedure to ensure that the Hardware Automatic Registration is recognised.

### 3 CONFIGURING CallRecorder

**CallRecorder** has a number of configuration options, Audio Setup, File Settings, Hot Keys, Greetings and Auto (Automatic Version Only).

All configuration options are saved to the audio device you record from. This allows you to setup more than 1 audio device and switch between them and retain the settings specified for each device.

To access the **CallRecorder** configuration screen, ensure **CallRecorder** is running then right click on the **CallRecorder** icon in the system tray.



Left clicking on the icon displays a list of options, including options to start or stop recording, pause the current recording, play a previously made recording, bring up the help or setup screens or shutdown **CallRecorder**.

If the system tray icon is not visible follow the steps in the Troubleshooting section 5.

#### 3.1 Audio Settings Tab

The audio settings tab is used to set the record levels, select the record quality, set the audio output level and select the file format for the saved file.

##### Record Device:

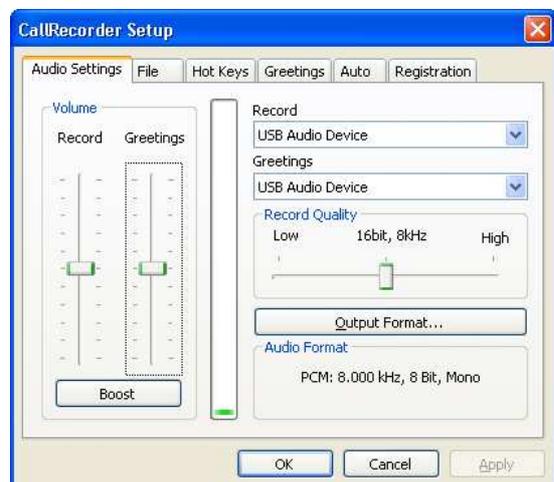
Select the PC audio device to which you have connected your Telephone Recording Adaptor. This is usually your Sound Card. If you are using the Trillium USB Recording Adaptor you should select "USB Audio Device".

##### Greetings Device:

This feature is used for the playback of pre-recorded messages or greetings to the Telephone. If your recording device supports this feature, select the PC audio device to which you have connected your Telephone Recording Adaptor. If you are using the Trillium USB Recording/Announce Adaptor you should select "USB Audio Device".

##### Record Quality:

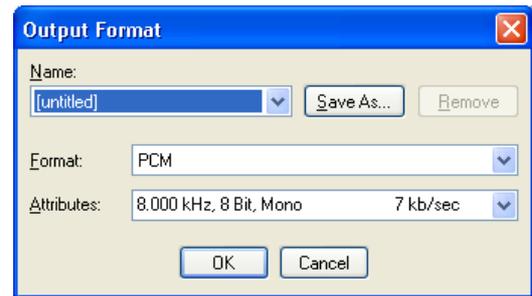
Using the slide control select the desired record quality. This will determine the quality and file size of the temporary file made during recording. If long recordings are anticipated it is possible to run out of disk drive space on your PC when High quality recordings are made. Recording Quality can be set to High, Med or Low



## Output Format:

The Output Format selection box allows you to select the format of the saved audio file. You can select from pre-designated record qualities (e.g. CD, Radio, or Telephone Quality) or create and name your own output format setting. The choice of output format greatly affects the resultant file size and quality.

*e.g. a 30 second recording with PCM 8kHz, 16 Bit, Mono results in a 500kB CREC00001.wav file. While using MPEG layer-3, 16kbit/sec 8,000 Hz, Mono results in a 60kB CREC00001.wav file.*



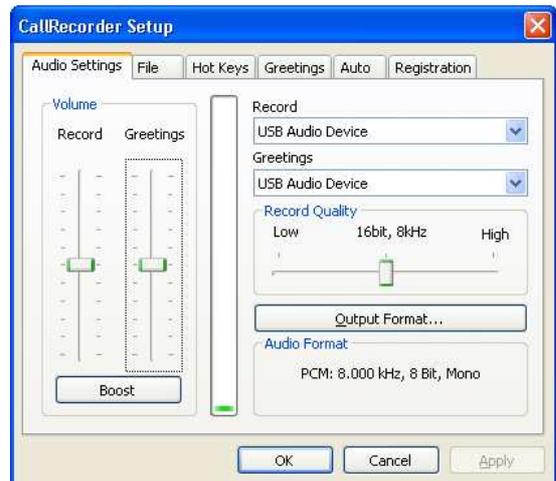
Select Format and Attributes which best suits your quality needs and space constraints. You can name and then save these settings using the **Name** box and **Save As..** button

*NOTE: MP3 Audio format. Even though the output type has been selected as MP3, the file is still stored with a .wav extension. If you require the extension to be .mp3, post processing can be used to rename the file extension. See Post Processing in section 3.2 for an example.*

## Volume Control:

The Volume Control Sliders allow for both the Record level and Greeting Playback level to be adjusted. The volume settings for each slider will be saved in relation to the selected *Recording Device* when the 'Ok' button is pressed.

**The Greetings Slider** adjusts the audio level for pre-recorded messages, and greetings that are played back to the telephone using Announce-capable hardware. This should be set such that when announcements to the telephone are made, it is at a comfortable listening level for both the near and far ends.



*NOTE: The Greetings feature is not intended for replaying recorded telephone conversations. When replaying recorded telephone conversations it is best to configure the audio settings within the program that is being used.*

*For example, if using Windows Media Player go to: Tools>Options>Devices Tab>Select 'Speakers'>Properties> - Choose the default Sound playback audio device to use.*

**The Record Slider** adjusts the audio level in recordings made when using the selected *Record Device*. This should be set so that recordings are distortion free. During normal speech the VU meter should vary between the minimum and maximum limits. If you are unable to obtain a reasonable level you may need to enable AGC or Mic Boost using the Boost Button.

**Boost Button:**

The Boost button is used to access the Advanced Control options provided by the Recording device being used. Some options may need to be enabled or disabled depending on your hardware configuration.

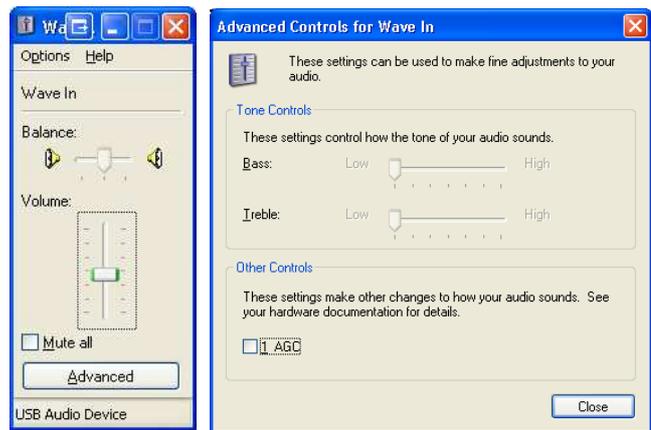
If you are unable to obtain a reasonable audio level using the Record Slider you may need to enable the AGC or Microphone boost.

If using a Trillium Recording adaptor, see the product user guide for details on hardware setup and AGC settings.

**Boost for Windows XP:**

Selecting Boost in Windows XP will take you to the volume control for the Recording device which you are using in **CallRecorder**.

Click on 'Advanced' (Note: you may have to click on Options and select Advanced Controls to access this). This will open the Advanced Controls, where AGC or Microphone boost may be found.



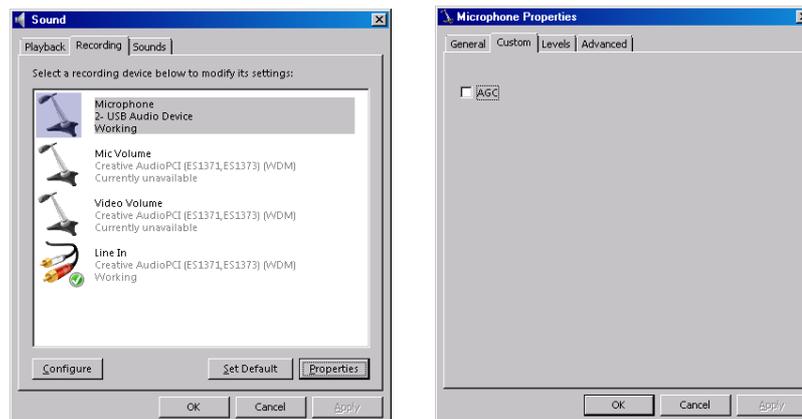
AGC can be disabled by un-ticking the AGC tick box (as shown right). Ticking this box will enable AGC.

**Boost for Windows Vista & Windows 7:**

Selecting Boost in Windows Vista or 7 will open the Recording Tab of the Sound settings from the Control Panel. From here, you must select the Recording device which you are using in **CallRecorder**, and then click the 'Properties' button.

This will open the Microphone Properties window where AGC or Microphone boost options may be found. The location and availability of these options may vary depending on the sound device being used.

The AGC may be disabled by selecting the 'Custom' tab and un-ticking the AGC tick box (as shown below). Ticking this box will enable AGC.



### 3.2 File Tab

This tab allows you to select file names and locations for file saving and define any post processing required.

#### File Store Location:

This is the location where recordings will be stored. You can change this to suit your own preferences and needs. Simply navigate to a different location if you wish to store your files elsewhere.

The 'Store Location' defaults to:

Windows XP - C:\Documents and Settings\All Users\Documents\calls

Windows Vista & 7 - C:\Users\Public\Documents\calls

#### Base Filename:

This is the prefix of the recording file name. The suffix is adjusted with the 'File Name Increments' option below. By default, files will be **CREC0001**, **CREC0002**, etc...

#### Set Base Filename to Username:

This setting will change the Base Filename to the currently logged in users name. If enabled, this is automatically applied when the program is started.

#### File Name Increments:

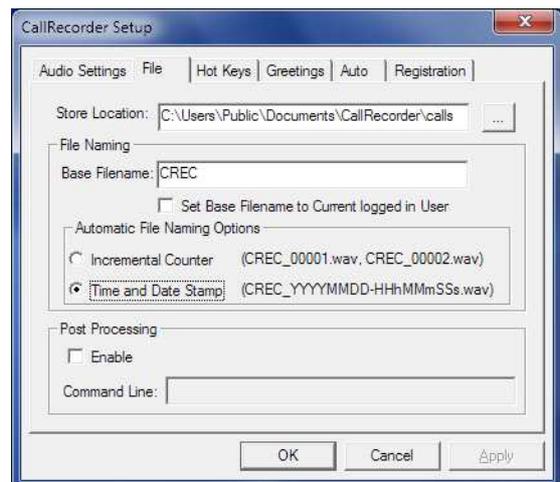
In **Counter** mode the filename suffix is automatically incremented as ...0001, ...0002, etc...

In **Time and Date Stamp** mode, the time of the recording completion is attached to the file in the following format

...YYYYMMDD-HHhMMmSSs

i.e,

...20110722-14h52m43s



### Post Processing:

If the Enable box is ticked a post processing command can be added to process files after saving.

Examples of post process commands

change the file extension of %q to .mp3

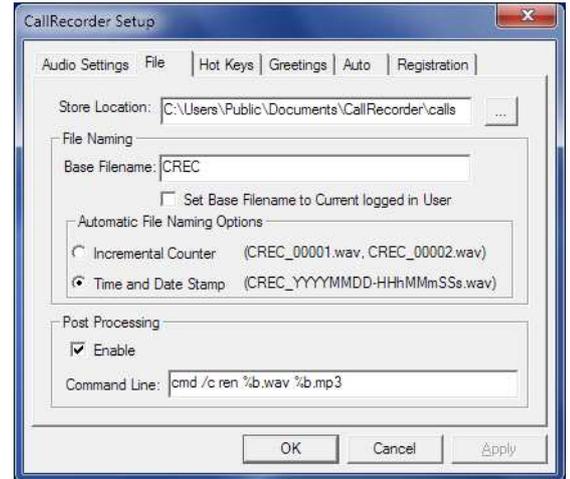
- cmd /c ren %b.wav %b.mp3

copy the file %q to d:\backup\

- cmd /c copy %q d:\backup\

move the file %q to d:\backup\

- cmd /c move %q d:\backup\



When creating a post processing command line, the following special variables are used to indicate the required setup.

Variable	Purpose	Example
%f	The current output filename, path and file extension.	<i>C:\Documents and Settings\All Users\Documents\calls\CREC0001.wav</i>
%q	The same as %f except that quote marks are added to the file name	<i>C:\Documents and Settings\All Users\Documents\calls\CREC0001.wav</i>
%b	The current filename EXCLUDING the path and extension.	<i>CREC0001</i>
%p	The current path	<i>C:\Documents and Settings\All Users\Documents\call</i>
%s	The current sampling rate (kHz)	16

To compress files you will need a third party program such as winzip, pkzip etc, These programs no longer support command line interaction but modules can be downloaded which do. Consult your compression software documentation.

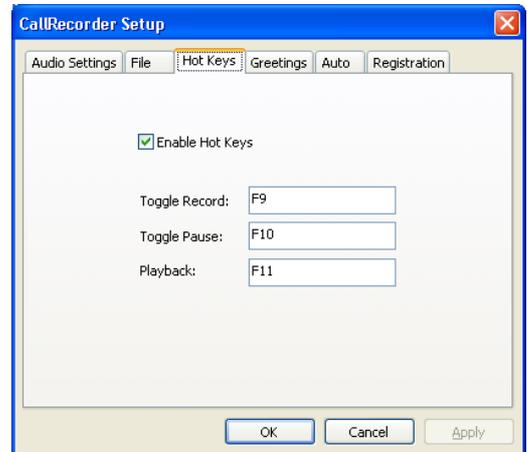
### 3.3 Hot Keys Tab (F1 – F12)

Enabling the default Hot Keys for **CallRecorder**, should override the use of these keys for other applications.

**CallRecorder** automatically assigns F9, F10 and F11 to Record, Pause and Playback respectively, as the default setting. If these clash with your other applications, you can disable Hot Keys and operate **CallRecorder** using your mouse or alternatively you can assign other function keys to each function.

To assign other functions keys as Hot Keys simply place the cursor in the appropriate box and press the desired "F Key".

When Auto Mode is enabled the Hot Keys will override the automatic function. To prevent Hot Keys from being used in automatic mode un-tick the "Enable Hot Keys" option.



### 3.4 Greetings Tab

The Greetings tab allows you to configure pre-recorded messages, tones or beeps to be played through the selected Audio Device. **To use Greetings you will require a Trillium Record Announce Adaptor which allows you to both record from, and transmit to, the telephone line.**

Greetings can be scheduled to play automatically at the commencement of recording or can be assigned to a Hot Key (F1 to F12), or Hot Key combination (i.e., ctrl+alt+"F1,F2,F3,etc").

#### Greeting:

The Greeting box allows you to enter the file name and location or browse for the file to be played as the greeting.

**Note: Before you select a Greeting it must be recorded and saved as a PCM wave file.**

#### Event:

The Event box allows you to assign the Event that will trigger the playing of the selected Greeting.



Available events are:

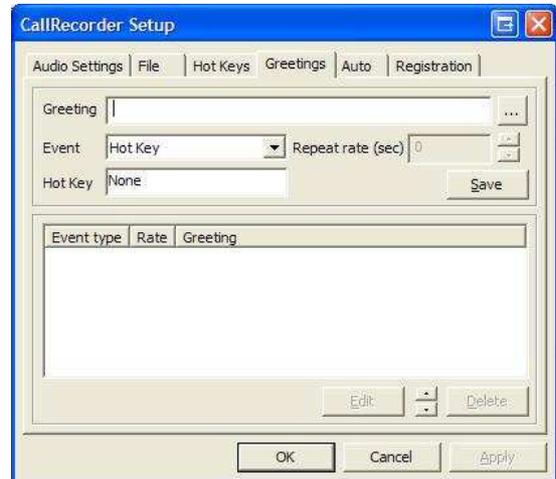
- Hot Key - Plays the selected greeting when the Hot Key is pressed
- Start recording - Plays the selected greeting when recording is commenced
- Stop greeting - Stop greeting allows you to stop the playback of a greeting at any time. To enable this feature select 'Stop Greeting' in the Event box, enter your Hot Key, and click on 'Save'.

**Hot Key:**

When Hot Key or Stop Greeting is selected in the Event box, the Hot Key box becomes active. This allows you to assign a Hot Key or Hot Key combination to start or stop the playback of Greetings. Combinations such as ctrl+alt+“F1,F2,F3,etc” are preferred because they are less likely to interfere with other program’s Hot Keys.

**Repeat Rate:**

The repeat rate allows you to repeat a Greeting at a regular interval. An example of this use is playing beeps every 10 seconds to indicate that a recording is in progress. This option is only available when the Start Recording event is selected. For your convenience a pre-recorded beep file is provided as **CallRecorder\beep.wav**.



**Save:**

Once you have selected your Greeting File and assigned it to an event, you must add it to the greeting table.

**Greetings table:**

The Greetings table, allows you to view, enable, modify and delete greetings from the greetings table. For greetings designated to be triggered by the “Start Recording” Event you can specify a number of greetings that will be played sequentially. The order in which these are played can be changed by highlighting the greeting and using the UP/DOWN arrows  to change its position.

To edit a Greetings settings, select the Greeting and click on ‘Edit’.

**3.5 Auto Tab**

Allows you to configure **CallRecorder** to automatically start and stop the recording of calls.

**Enable Auto Mode:**

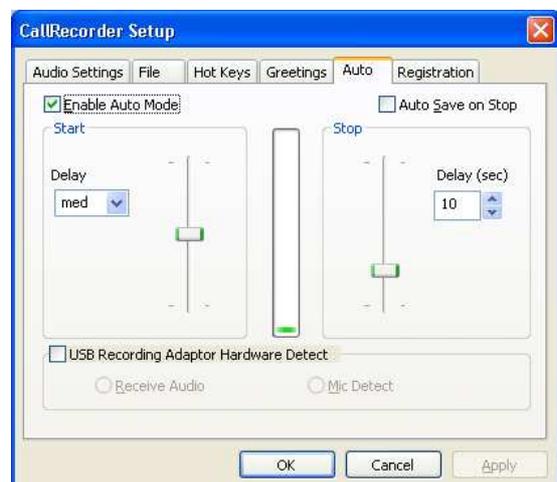
Ticking this tick box will enable the automatic recording of calls.

**Auto Save on Auto Stop:**

Ticking this tick box will make **CallRecorder** automatically save the recorded file when recording has stopped, without prompting for a file name etc.

**Start Recording Trigger:**

There are two parameters to be adjusted when configuring **CallRecorder** to automatically start recording; audio level and delay.



**Start Slider:**

The Start slider control allows you to select the audio level that must be exceeded to trigger the start of recording. If set to low, then a low level audio signal will trigger the start of recording. Conversely, if the slider is adjusted higher then a higher level audio signal is required to trigger the start of recording. Using the slider control and the VU meter in the middle of the setup window adjust the audio level slider to the level required to start recording.

**Delay:**

The delay option allows you to decide how quickly **CallRecorder** will start recording once the selected audio level has been exceeded. The signal must exceed the selected Start level for the duration of the delay period before the recording is started.

**Stop Recording Trigger:**

Similarly there are two parameters that need to be adjusted to configure when **CallRecorder** automatically stops recording; audio level and delay.

**Stop Slider:**

The Stop Slider control allows you to select the level which the audio signal must fall below to trigger the end of recording. If the incoming audio level drops below the level of the slider and remains below that level for the specified delay (in seconds) the recording will be stopped.

**Delay:**

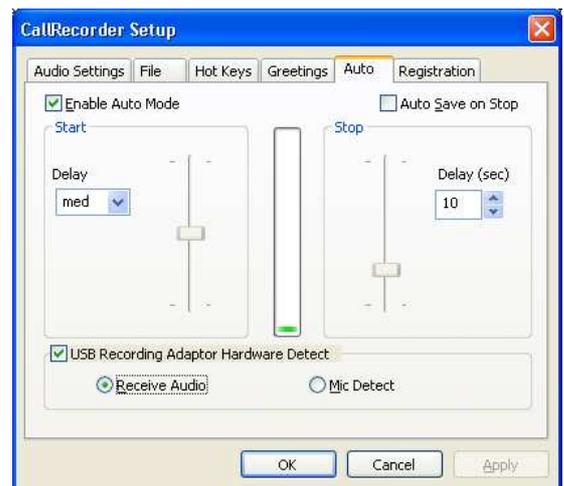
The delay option allows you to decide how quickly **CallRecorder** will stop recording once the signal falls and remains below the selected audio level. The signal must remain below the selected Stop level for the duration of the delay period before recording is stopped.

**USB Recording Adaptor Hardware Detect:**

Trillium USB Recording adaptors provide additional control signals as alternative triggers for starting and stopping of recording.

This option is only active when **CallRecorder** detects that a Trillium USB Recording Adaptor has been plugged in and selected as the recording source.

When USB Recording Adaptor Hardware Detect is selected the Start and Stop slider controls are disabled, however the Delays are still active.



**REC-ADPT-USB & REC/A-ADPT-USB**  
**REC-AL-USB & REC/A-AL-USB**

**Receive Audio:**

The receive audio feature only monitors the audio that is heard in the phone handset’s receiver only. It is not a combination of both the receive and transmit audio which is normally used to trigger Auto mode. This option is useful when recording from telephones where the handset (or Headset) microphone remains live whilst not on a call – this can result in false triggering of record by background noise even though a call is not in progress.

The Receive Audio feature has a built-in 4 second delay. If you also use a Stop delay, the total delay will be 4 seconds plus the Stop delay selected.

**Mic Detect:**

The Mic Detect feature detects if the microphone in the handset is active or not. Hence, recording will start as soon as the call is answered (Handset is Lifted) and will stop when the call is terminated (handset is replaced). Note: Not all Telephones and systems disable the microphone when calls are terminated or when the telephone is not in use.

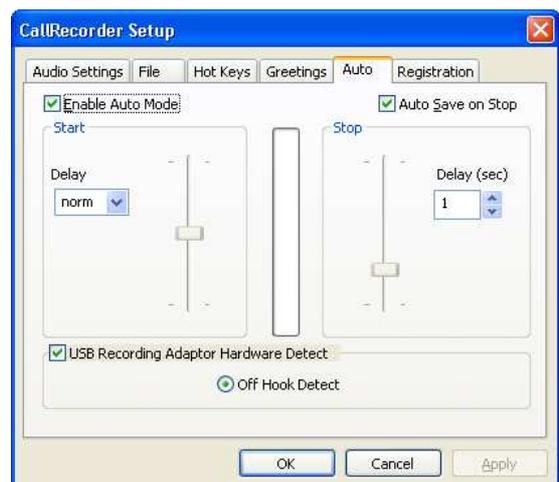
For the best operation when using this feature set the Stop delay to 1 second.

**REC-ADPT-USB-LC**  
**REC-AL-USB-LC**

**Off Hook Detect:**

The Off Hook Detect feature monitors your telephone line to determine if the telephone is on or off hook. Recording will start as soon as an outgoing call is initiated or an incoming call is answered (handset is lifted) and will stop when the call is terminated (handset is replaced).

For the best operation when using this feature set the Stop delay to 1 second.



## 4 USING CallRecorder

### 4.1 Starting CallRecorder

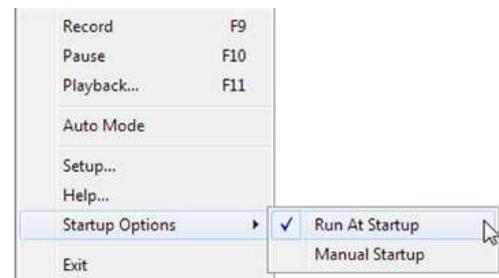
After installation **CallRecorder** can be started by clicking Start > Programs selecting the **CallRecorder** Folder, and then clicking on **CallRecorder**. When **CallRecorder** has been started the **CallRecorder** icon will appear in the system tray.



A shortcut to **CallRecorder** can be placed on your desktop to allow you to easily start the program. To create a shortcut: Click on **Start** > Click on **Programs** > Right Click on **CallRecorder** > Click on **"Send To"** > select **Desktop (create shortcut)**.

**CallRecorder** can also be added to your Startup menu so that it will automatically start every time you start your Computer.

To add **CallRecorder** to your Startup menu:  
Left Click on the CallRecorder Icon, goto **"Startup Options"** > select **"Run at Startup"**



To remove **CallRecorder** from your Startup menu:

Left Click on the CallRecorder Icon, goto **"Startup Options"** > select **"Manual Startup"**

Note that the **"Startup"** option is specific for each user.

Before any recording can begin the **CallRecorder** setup window must be closed so that only the **CallRecorder** icon or menu appears in the system tray.

When the **CallRecorder** menu is opened (see picture right) the **Hot Keys** are temporarily disabled until the menu is closed. *note: you can use your mouse to control recording while this window is opened.*

### 4.2 To Start Recording a Call (Manual Mode)

**Using Hot Keys** (only available if Hot keys have been enabled in Setup)

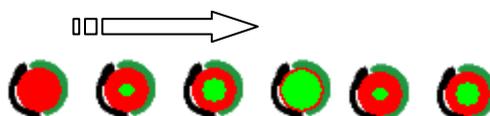
Press **F9** (or the Function key you assigned to Record)

or

**Using Your Mouse**

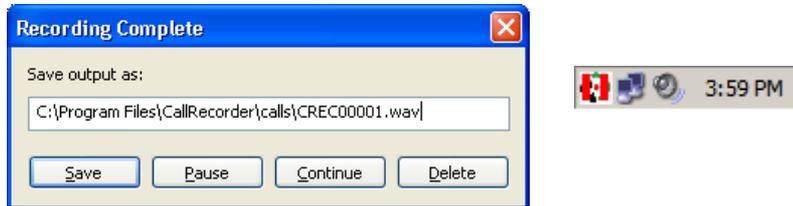
Click on the **CallRecorder** icon in the system tray then click on **Record**.

The icon in the system tray will change to have a red record status in the icon as confirmation that recording is actually occurring. An expanding/contracting green circle is displayed on the icon indicating the variation in level being recorded.



### 4.3 To Stop Recording

Press **F9** again, or using your mouse click on Record. This will bring up the Recording Complete window and pause the recording. The system tray icon will indicate the recording is paused with two vertical red bars, as shown below.



**Save:** saves the file as a read-only file and executes any post processing defined. **CallRecorder** automatically generates self incrementing file names but the file name and path can be changed as required before clicking Save.

**Pause:** clears the dialog box and keeps the recording in pause mode. To resume recording you will need to press **F10** or click on **Pause**

**Continue:** resumes recording and closes the dialog box.

**Delete:** discards the recording and closes the dialog box. A delete confirmation will be requested before the recording is deleted.

#### Short Cuts:

By pressing the **TAB** key and then **S**, **P**, **C** or **D** – **S**ave, **P**ause, **C**ontinue and **D**elete options may be selected while the Recording Complete window is displayed.

**Y and N** - can be used to confirm recording deletion.

#### 4.4 To Pause a Recording

**Using Hot Keys** (only available if Hot keys have been enabled in Setup)

Press **F10** (or the Hot key you assigned to Pause)

Press **F10** again to resume recording.

Or

**Using Your Mouse**

Click on the **CallRecorder** icon in the system tray then click on **Pause**.

Click on **Pause** again to resume recording. (Note: Clicking on **Record** while a call is paused will bring up the Recording Complete window)

The system tray icon will indicate the recording is pause mode with two vertical red bars

#### 4.5 To Playback a Recording

**Using Hot Keys** (only available if Function keys have been enabled in Setup)

Press **F11** (or the Function key you assigned to Record)

Or

**Using Your Mouse**

Click on the **CallRecorder** icon in the system tray then click on **Playback**.

The Open window will appear.

Select the file you wish to playback and double click on it (or click on **Open**) to launch the playback application assigned to that file extension in your windows operating system. Typically this defaults to Windows Media Player.

To change the application used for playback of recordings you must change the default application assigned to that extension.



## 4.6 Command Line Switches

**CallRecorder** has a number of command line switches which modify **CallRecorder**'s startup behaviour. The command line switches can be used from either a shortcut or using the windows command shell.

For example "CallRecorder.exe /help" will list the various command line options

The options and their behaviour is outlined below:

**/help** - Lists all the command line options.

**/setup** – Displays the setup screen, the same as right clicking on the system tray icon.

**/nosetup** – Starts **CallRecorder** in display mode only. Tray icon indications are available but pop-up menu is disabled.

**/list** - Lists the stored configurations for each sound card. Used in conjunction with /config.

**/config <name>** - Starts **CallRecorder** with the configuration given for <name>.

**/hide** - Do not display the system tray icon.

**/hsetup** - Opens the setup dialog box when /hide is in use and settings need to be modified.

**/hclose** - Close a hidden session.

## 5 TROUBLESHOOTING

### 5.1 The system tray icon has a red cross on it. What does this mean?



If the system tray icon has a red cross on it as shown above, this means the audio device you were recording from has been disconnected. This can occur when a USB device such as the Trillium USB Recording Adaptor is removed.

Check to make sure the device is connected properly, and that the system recognises that the audio device is installed in the system.

1. In Control Panel, double-click Sound and Audio Devices
2. Select the Audio Tab
3. Ensure the Sound Recording device is present in the list

### 5.2 Why can't I save my conversations?

If **CallRecorder** can't save, it may be because you are still in demo mode which restricts usage to three calls. Email [support@trillium.com.au](mailto:support@trillium.com.au) to purchase a license.

If your version of **CallRecorder** is registered, check that you have the appropriate permissions to save to the directory or drive you have chosen.

### 5.3 Why is the file extension .wav even though I chose MPEG-3 encoding?

The .wav extension is able to support many different encoding formats. The difference between a .wav and .mp3 file is the file header information. It is possible to convert between .wav and .mp3 files using the post processing options. See section 3.2 in this user guide.

### 5.4 Why can't I open CallRecorder Setup?

While **CallRecorder** is recording Setup cannot be opened.

To stop recording and open the Setup window:

1. Click with your primary mouse button on the **CallRecorder** system tray icon.
2. Click on "**Record**". This will end the current recording. If necessary, enter the details in the Recording Complete window.
3. Click with your primary mouse button on the **CallRecorder** system tray icon.
4. Click on "**Setup**"

Once recording has been stopped, Setup may also be opened by clicking with your secondary mouse button on the **CallRecorder** system tray icon.

## 5.5 Why can't I stop CallRecorder continually recording?

This sometimes occurs because some Telephones and systems do not disable the microphone when you hang up. In these circumstances it's possible for background noise to continually trigger the Automatic start of recording if the start level slider control is too low. More details on this control can be seen in section 3.5 in the userguide, under Start Recording Trigger Audio Level.

To stop Auto Mode recording follow these steps:

1. Click with your primary mouse button on the **CallRecorder** system tray icon.
2. Click on **"Auto Mode"**.
3. Click with your primary mouse button on the **CallRecorder** system tray icon.
4. Click on **"Record"**. If necessary, enter the details in the Recording Complete window.
5. To prevent this from re-occurring increase the start level slider in Setup so that ambient noise does not trigger the Automatic Start of recording.

Alternatively, the Trillium USB Recording Adaptor provides a hardware detection feature that allows the start of recording to be triggered exclusively by Receive Audio. Contact Trillium for further details.

## 5.6 Why can't I assign or use my Function Keys (F1-F12) as CallRecorder Hot keys?

Some Multimedia and Specialised Keyboards have dual functions for the "F" keys. They allocate each key to a specific function such as opening the calculator. However these special mode keys disable the normal "F" keys. These keyboards usually have a mode key or "F" Key lock which toggles between the special mode and normal mode.

Consult your keyboard operation manual for instructions on how to change modes and/or change the default mode setting.

## 5.7 Clicking on output format doesn't show any options (Codec options)

The availability of output formats depends on which codecs are installed on your computer. **CallRecorder** does not install any codecs on your computer.

The codecs installed on your computer may be found from the following steps:

1. Open Windows Media Player
2. On the help menu, select "**About Windows Media Player**", if the help menu is not visible, right click on an empty area of the taskbar, and select "**Show Classic Menus**".
3. In the "**About Windows Media Player**" window, select "**Technical Support Information**". This will open a web browser page with a listing of the installed media components for your computer.
4. Scroll down to Audio Codecs. If there is nothing listed here there is a problem with your Windows Media Player installation.

An example listing is shown below:

### Audio Codecs

Type	Name	Format	Binary	Version
ACM	Microsoft IMA ADPCM CODEC	0011	imaadp32.acm	5.1.2600.5512
ACM	Microsoft ADPCM CODEC	0002	msadp32.acm	5.1.2600.5512
ACM	Microsoft CCITT G.711 A-Law and u-Law CODEC	0007	msg711.acm	5.1.2600.0
ACM	Microsoft GSM 6.10 Audio CODEC	0031	msgsm32.acm	5.1.2600.0
ACM	DSP Group TrueSpeech(TM) Software CODEC	0022	tssoft32.acm	1.1.1.5
ACM	Microsoft G.723.1 CODEC	0042	msg723.acm	4.4.0.3400
ACM	Windows Media Audio	0161	msaud32.acm	8.0.0.4502
ACM	Sipro Lab Telecom ACELP.net audio codec	0130	sl_anet.acm	3.2.0.0
ACM	Indeo® audio software	0402	iac25_32.ax	2.0.5.53
ACM	Fraunhofer IIS MPEG Layer-3 Codec (advanced)	0055	l3codeca.acm	1.9.0.306
ACM	Microsoft PCM Converter	0001		
DMO	WMAudio Decoder DMO	0160, 0161, 0162, 0163	wmadmod.dll	11.0.5721.5145
DMO	WMAPro over S/PDIF DMO	0162	wmadmod.dll	11.0.5721.5145
DMO	WMA Voice Decoder DMO	000A, 000B	wmspdmod.dll	11.0.5721.5263

To install codecs that may be used with **CallRecorder**, either re-install Windows Media Player, or install Apple iTunes. Both of these applications will install codecs that may be accessed by **CallRecorder**.

After installing either of the above mentioned applications **CallRecorder** must be restarted before the new codecs will be visible in the output format window.

Alternatively, the LAME Mp3 Codec may be found here:

[http://www.free-codecs.com/LAME\\_ACM\\_Codec\\_download.htm](http://www.free-codecs.com/LAME_ACM_Codec_download.htm)

## 5.8 Trillium Recording Adaptor Installation Tips

### Recording Adaptor Selection

Trillium manufactures a range of recording adaptors to suit different needs and phone systems. Modern day digital phone systems offer low side-tone, which makes it difficult to record your conversation. Trillium has amplified recording adaptors which allows you to balance the recording level of both parties in the conversation.

Trillium also has a USB Recording Adaptor which alleviates the need for an AC Plug Pack (required for the amplified recording adaptor) and a soundcard. The USB Recording Adaptor also offers some extra features to assist with automatic call recording.

The Line Connect Recording Adaptor is generally recommended when recording telephone calls from a cordless telephone, conference units or hands-free telephones. However, it can be used on any analogue telephone line.

### Switch Position

When installing your Trillium Recording Adaptor make sure you correctly select the microphone and receive pairs by using the switch, located on the side of the unit. Check the recorded file with the switch in both positions and compare the difference.

### Volume Control on Recording Adaptor (where applicable)

The volume control is used to balance the level of the near end with respect to the far end so you get a consistent record level for both sides of the conversation. Establish a conversation and use **CallRecorder** to record a call, adjust the volume control on the unit with an appropriate flat tip screw driver until you are satisfied with the level of both parties

## 5.9 Why can't I see my Recordings in the Save directory?

Windows Vista and 7 uses 'File Virtualisation' when user data such as call recordings is stored in a sub folder of the Program Files area. This means that while the files from a program may appear to be in one location, they may actually be stored in another. If recordings are stored in a sub folder of the program files area, Compatibility files view will need to be enabled.

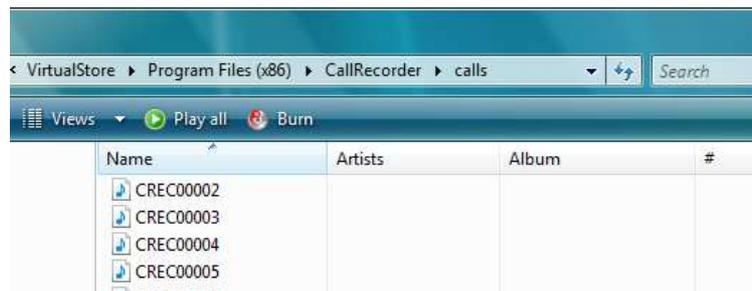
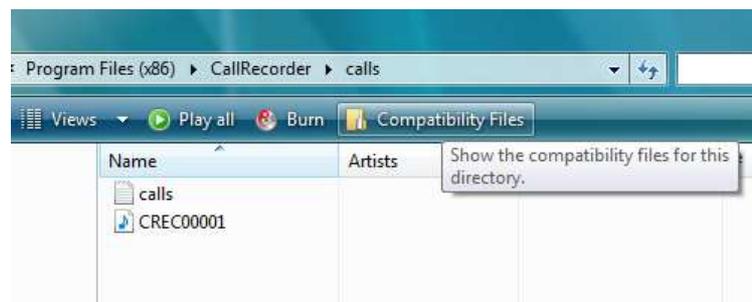
It is not recommended to store recordings in the C:\Program Files area...

### Enabling Compatibility Files View

To see the files located at C:\Program Files(x86)\CallRecorder\Calls the compatibility files view must be enabled for the calls Store Location.

Navigate to the **default calls Store Location** and select the Compatibility Files option.

Once this button has been selected the rest of the files will become visible as shown.



## 5.10 Why aren't recordings stored in C:\Program Files\CallRecorder\Calls?

In past versions of **CallRecorder** the default file store location has been under Program Files\CallRecorder\Calls. It is recommended that the Program Files area not be used to store recordings. In this version of **CallRecorder** the default store location has moved to;

Windows XP:

C:\Documents and Settings\All Users\Documents\calls

Windows Vista & 7:

C:\Users\Public\Documents\calls

If for some reason files are stored in a Program Files area enabling Compatibility Files View will make them visible (see previous section).

## 5.11 Why can't I see the CallRecorder icon?

If the **CallRecorder** icon is not visible in the system tray follow the steps below for the installed operating system

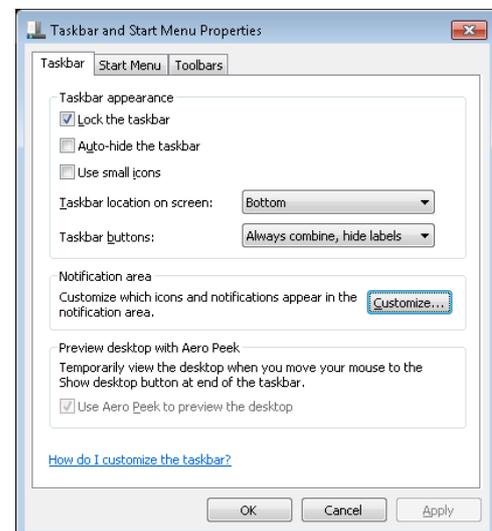
### Windows XP:

1. Right Click on the Windows Task bar (bottom of the screen) and select Properties
2. At the bottom of the properties window, un-tick "Hide inactive icons" (as shown right)



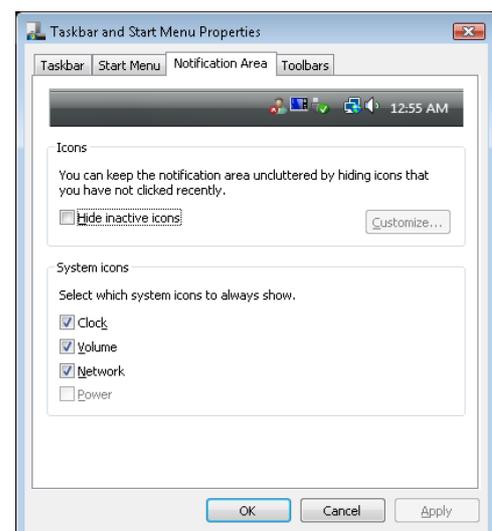
### Windows Vista:

1. Right Click on the Windows Task bar (bottom of the screen) and select Properties
2. Select "Customize..." under the Notification area section
3. For the **CallRecorder** icon behaviours, select "Show icon and notifications"



### Windows 7:

1. Right Click on the Windows Task bar (bottom of the screen) and select Properties
2. Select the "Notification Area" tab at the top of the window
3. un-tick "Hide inactive icons" (as shown right)  
Note: this will unhide all icons, if you wish to only unhide the **CallRecorder** go to step 4.
4. Tick "Hide inactive icons" , then select "Customize..."
5. For the **CallRecorder** icon behaviour, select "Show"



## 6 TECHNICAL SUPPORT

Once you have checked the Troubleshooting section above, if you still have difficulty with **CallRecorder**, send a detailed email with a description of your problem to; [support@trillium.com.au](mailto:support@trillium.com.au)

## 7 DISCLAIMER OF WARRANTY

THIS SOFTWARE AND THE ACCOMPANYING FILES ARE SOLD "AS IS" AND WITHOUT WARRANTIES AS TO PERFORMANCE OF MERCHANTABILITY OR ANY OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED.

Because of the various hardware and software environments in which **CallRecorder** can be installed, NO WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS OFFERED. Should the Software prove defective, you ASSUME THE ENTIRE COST OF ANY DAMAGES OR LOST PROFITS WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS) RESULTING FROM THE INFORMATION CONTAINED IN OR PRODUCED BY THE SOFTWARE. YOU ASSUME ALL RESPONSIBILITIES FOR SELECTION OF THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION OF, USE OF, AND RESULTS OBTAINED FROM THE SOFTWARE.

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