

## CALL RECORDER TROUBLESHOOTING

Troubleshooting empty, distorted or low volume recordings on Call Recorder 5.0.

1. **Make sure your speakers are functioning properly**

Open Call Recorder. Click File > Open  
(Browse C:/Windows Media for a sound file to test)

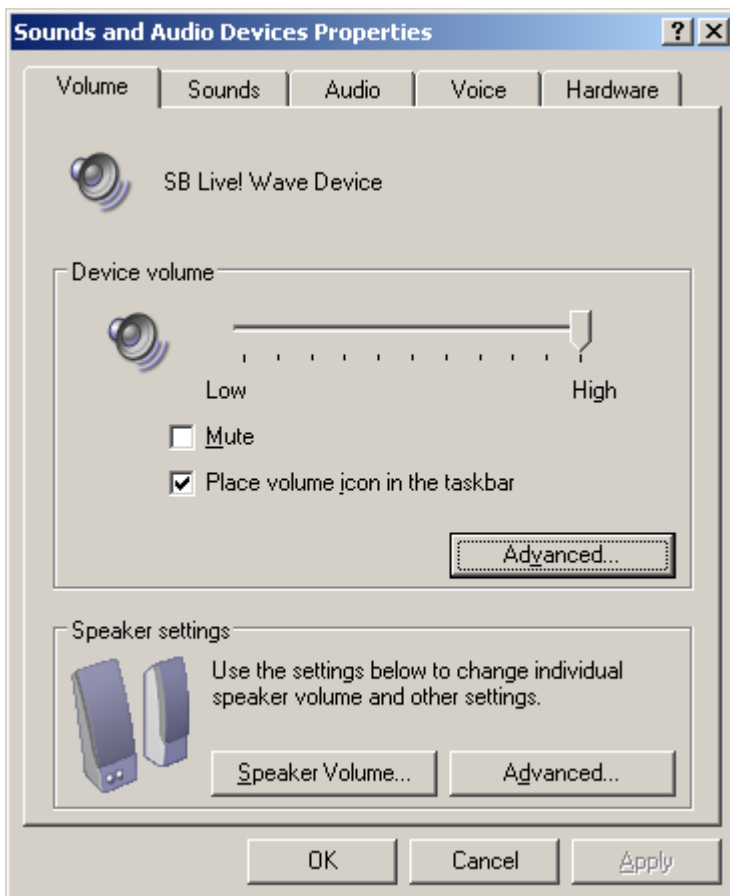
2. **Possible Quick Fix: Move the Jack connection on your sound card (Line In/Microphone)**

If connected to Line In try moving to Microphone  
If connected to Microphone try moving to Line In

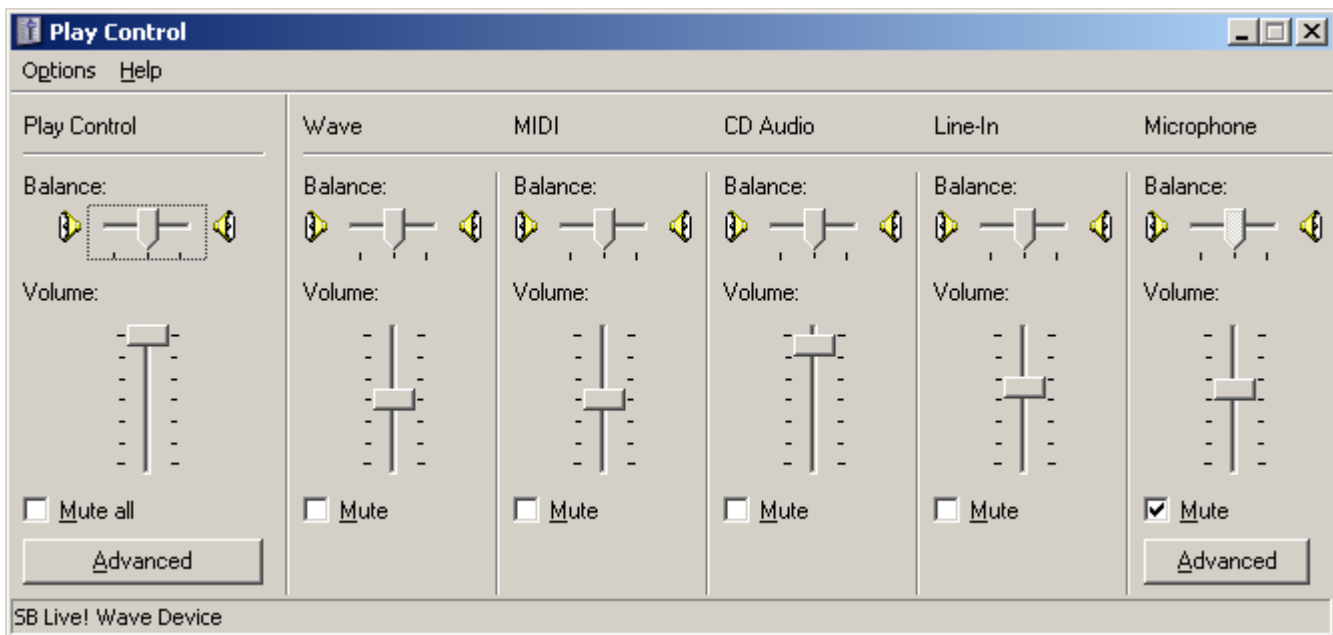
\* Test Recording

3. **Adjust Your Multimedia Properties**

Click Edit > Multimedia Properties (this adjusts your Windows properties not the Call Recorder properties)

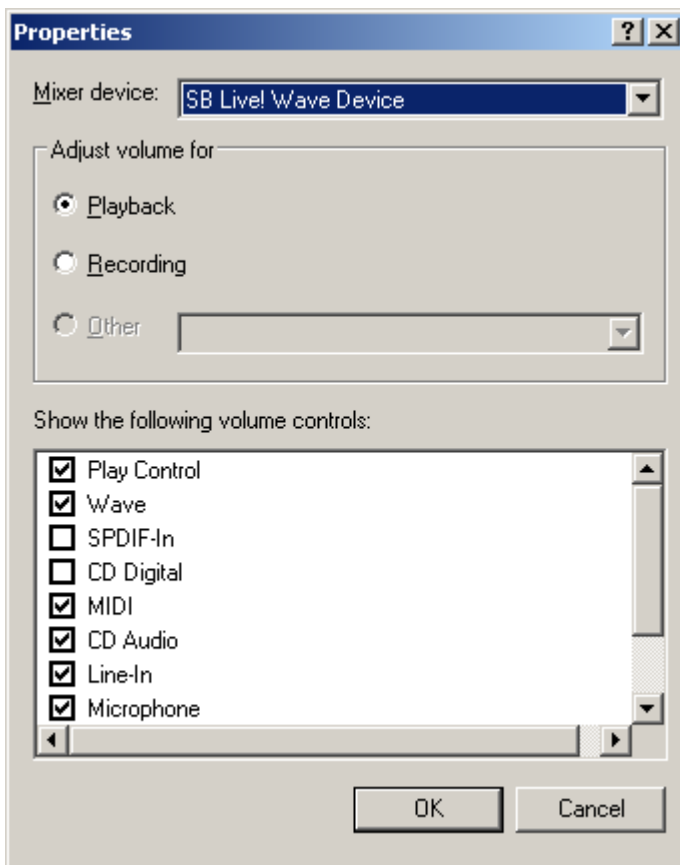


Click Advanced under device volume



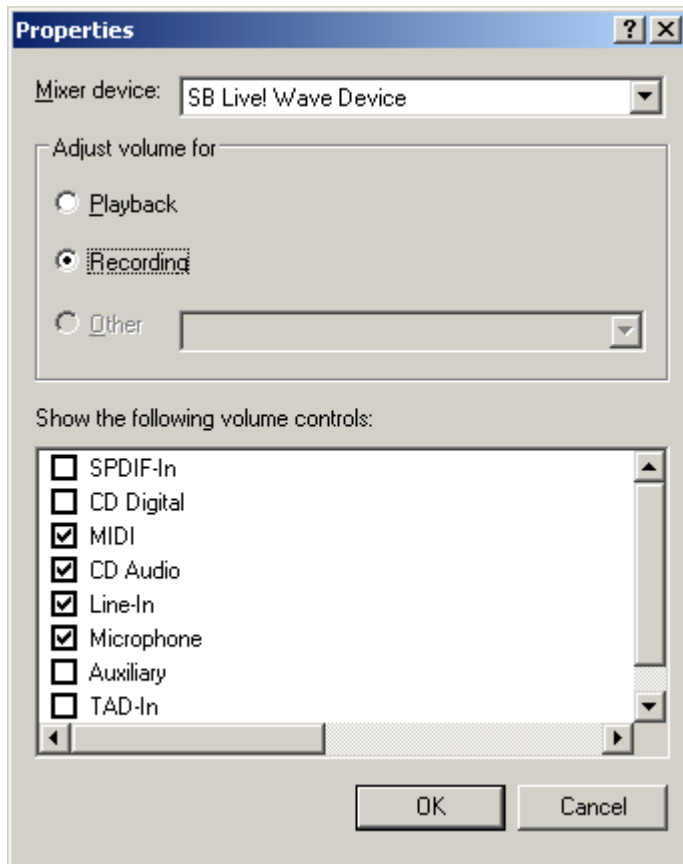
Make sure only one of these options is selected! (Line In or Microphone). \* If you connected your Recording Jack to the Line In on your soundcard you should Mute the Microphone setting here.

Now Click Options > Properties



### Adjust Volume for Playback

Make sure Line In and Microphone are both checked.



### **Adjust Volume for Recording**

Make sure Line In and Microphone are both checked.

\* Test Recording