

# Recording using Pamela for Skype

## Download and Install

Pamela can be downloaded from the official website <http://www.pamela.biz/en/download/>

Either the Professional Edition or Call Recorder will be fine and will need to be licensed in order to record for over 15 minutes. Licenses can be bought on the same website:

[https://www.pamela.biz/shop/pamela\\_for\\_skype?currency\\_code=GBP](https://www.pamela.biz/shop/pamela_for_skype?currency_code=GBP)

To install:

- You will need admin rights to install, so make sure you have requested a localadmin account if you are using a managed PC you can request those here: <https://www.kent.ac.uk/itservices/forms/admin-rights/>
- Run the setup file to start the install wizard.
- Click **yes** to allow it to make changes, or type an admin password if you are not on an admin account
- Choose language and click **OK**
- Click **Next**, then **I Agree**.
- You can choose a specific folder path or use the default, then click **Next** twice.
- It will ask if you want to install PamFax, **tick the checkbox** to opt out and click **Next**.
- Pamela will then install
- At the end you can select if you would like a desktop icon and if you would like it to Automatically start on Windows startup. We would recommend unchecking automatic startup unless you will be using the program frequently.
- Click **Finish**

## Licensing

**Please note – Pamela Licenses are per user, so make sure you are licensing from the account you will normally run this from.**

The first time you run Pamela you will be asked to license the software. Click the **Get license** button then if you have already bought a license code you can type it in here and click **Activate now!**

If you haven't bought one yet there is a link to the website to buy one.

## Set up Recording

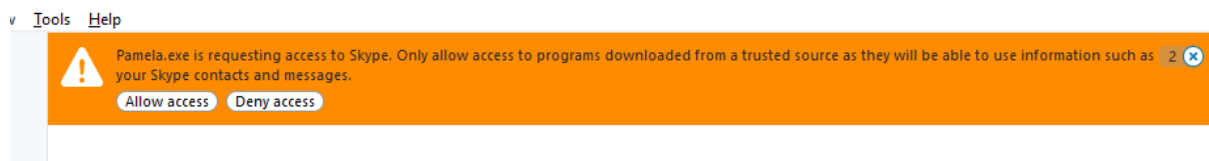
To set up recording you will need to choose the folder you would like your recordings to be saved to and adjust some settings

- Open Pamela
- Click **Tools** from the top menu
- Click **Options**
- Click **Call recording**

- On the General settings page you can select if you would like Pamela to automatically record for Outbound and Inbound calls. By default, it prompts to ask, however we would recommend choose **Manage recording of outbound/inbound calls manually** as this will give you control over when you are recording.
- You can also choose where you would like to store the recordings by typing in the folder path. Your department should have a drive on Gromit for storing recordings at <\\Gromit\\Tier4\\Deptname Tier4\\> (If you are not sure about where this is please contact helpdesk at [helpdesk@kent.ac.uk](mailto:helpdesk@kent.ac.uk) or ext.4888)  
You can either choose to store recordings there by default, or can record locally and move the recorded file there afterwards.
- Once you have the correct settings click **Apply**
- Go to **Video recording** from the left menu
- On the option **Store 800 x 600 picture resolution with Low quality** click **Low** and change this to **Medium** to increase the recording quality. If needed you can increase this to High.
- Click **Apply**

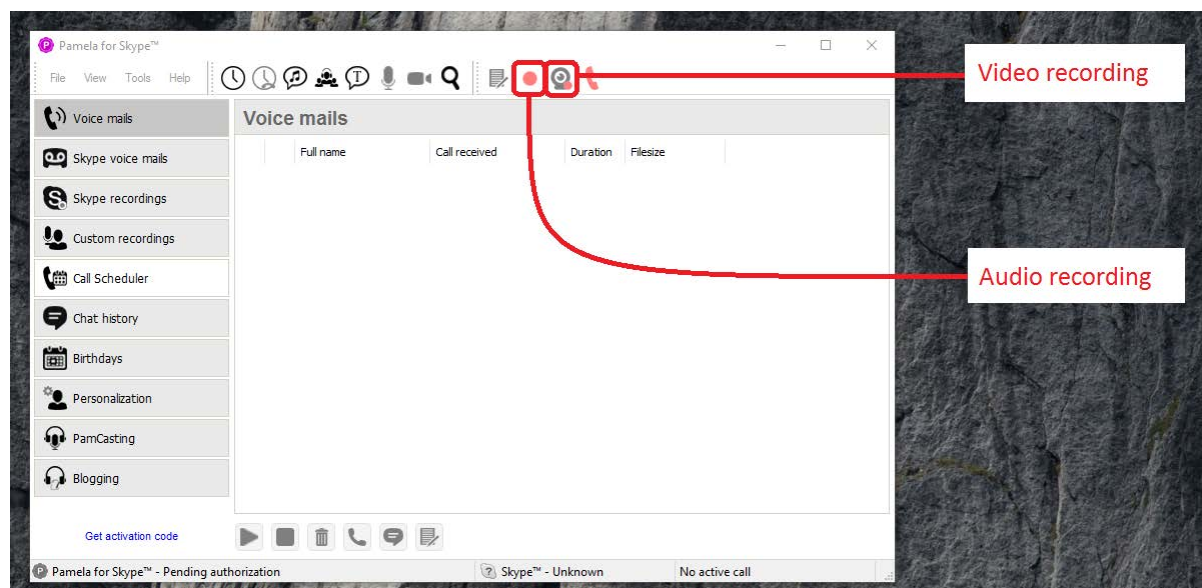
## Record a call

In **Skype** you will need to allow Pamela to connect. When you run it and Pamela at the same time you should see a message in skype:



You just need to click **Allow access**

To record a call, you simply need to click the record button when you are in a Skype call. You can either use video or audio recording by click the buttons below:



During recording you will get a pause button in the same place you can click to pause the recording.

Once the call has finished it will save in the location you have set in the options.

## Known issues

We have experienced Pamela encountering errors when trying to record. This seems to be a problem when Skype updates and can break the way Pamela interacts with it. The best thing is to make sure is the Pamela is up to date by installing the latest version from their website.

If you have checked this and are still getting an error we may have to try reverting to an older version of Skype. If you need to do this it is best to contact the IT Helpdesk on [helpdesk@kent.ac.uk](mailto:helpdesk@kent.ac.uk) or extension 4888.

## Alternative products

If for some reason Pamela isn't working after troubleshooting then there is an alternative piece of recording software call SuperTintin that may be an option if needed. This is available for free here: <http://www.supertintin.com/> but isn't supported by us and isn't a recommended product by Skype, however some departments at the University have used this successfully in the past.