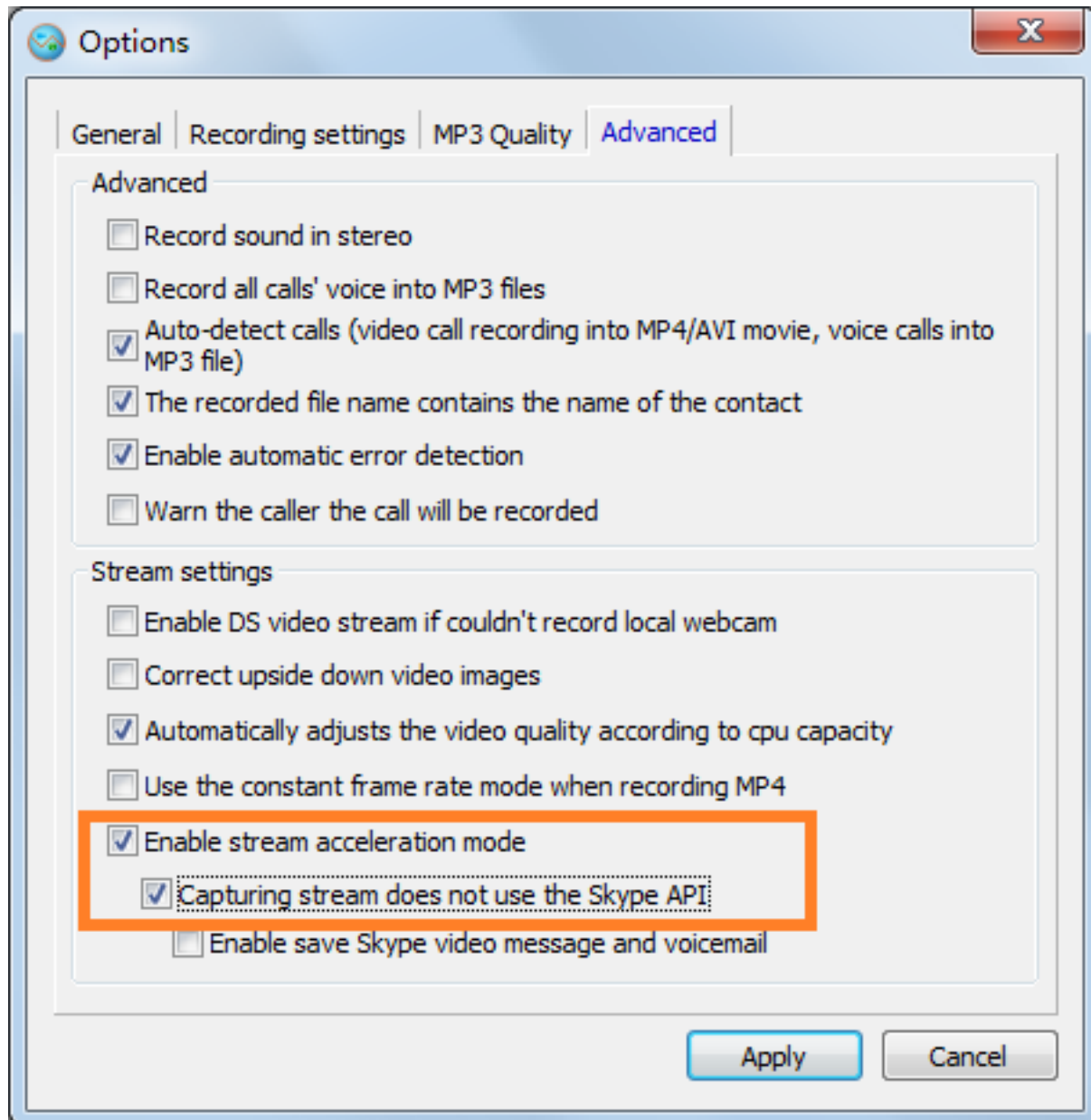# Troubleshooting

I set up the software to record both sides. when i recorded a conversation, it recorded one side (the caller) and did not record my voice.

If you use the latest Skype version 6.13, please select the options as below image shows. then restart Evaer and Skype to avoid the issue happen again.

Unique solution ID: #1082
Author: Eva
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