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.

S Options
General Recording settings MP3 Quality Advanced
Advanced
Record sound in stereo
Record all calls' voice into MP3 files
Auto-detect calls (video call recording into MP4/AVI movie, voice calls into MP3 file)
The recorded file name contains the name of the contact
Enable automatic error detection
Warn the caller the call will be recorded
Stream settings
Enable DS video stream if couldn't record local webcam
Correct upside down video images
Automatically adjusts the video quality according to cpu capacity
Use the constant frame rate mode when recording MP4
Enable stream acceleration mode
Capturing stream does not use the Skype API
Enable save Skype video message and voicemail
Apply Cancel

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