

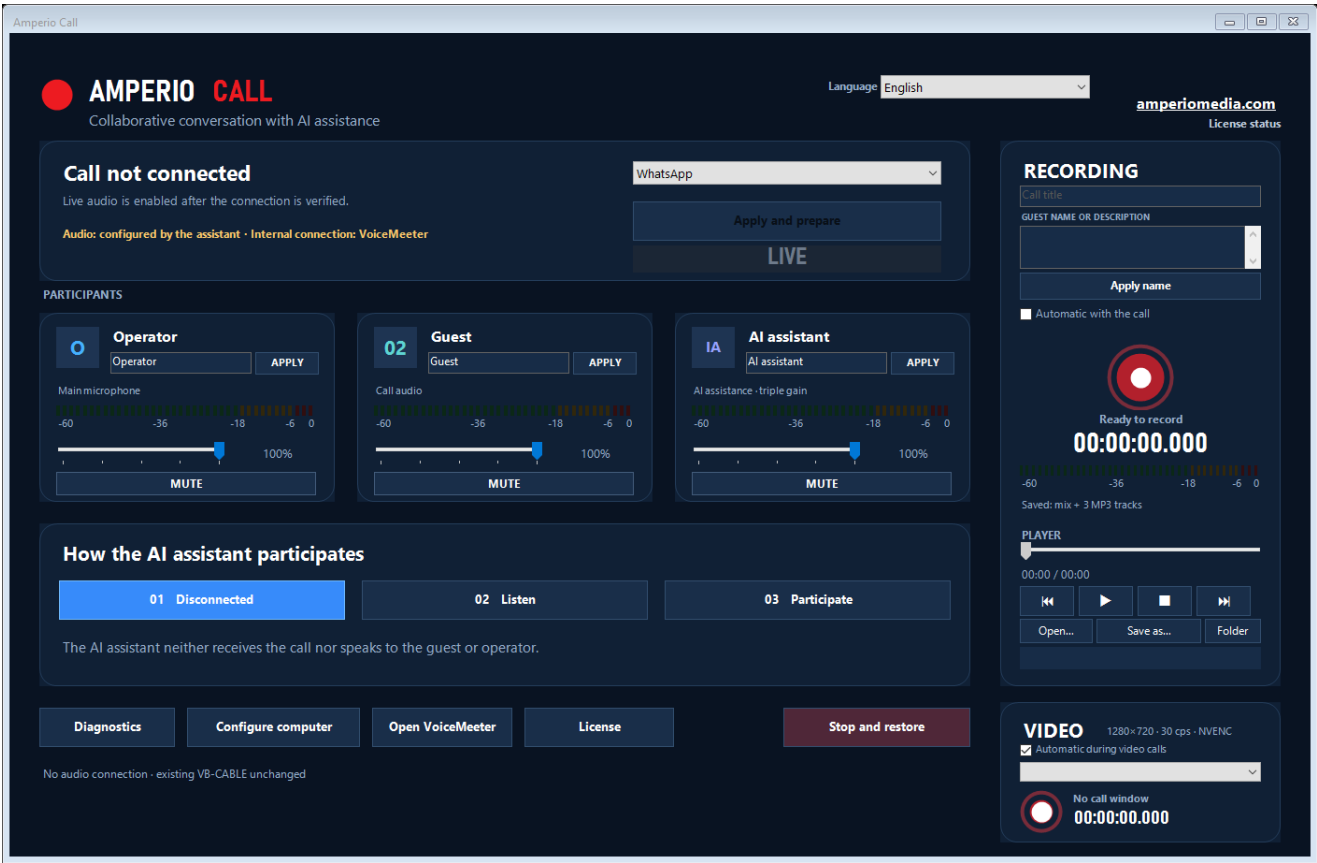
ENGLISH

Installation and user guide

Amperio Call

Commercial edition 1.0.3.0 · Windows 10 and 11 · 64-bit

Amperio Call brings the operator, guest, and an artificial-intelligence assistant into one controlled conversation. This guide covers installation, the mandatory preparation order, synchronized recording, and safe audio restoration.



Amperio Call main panel

1. System requirements

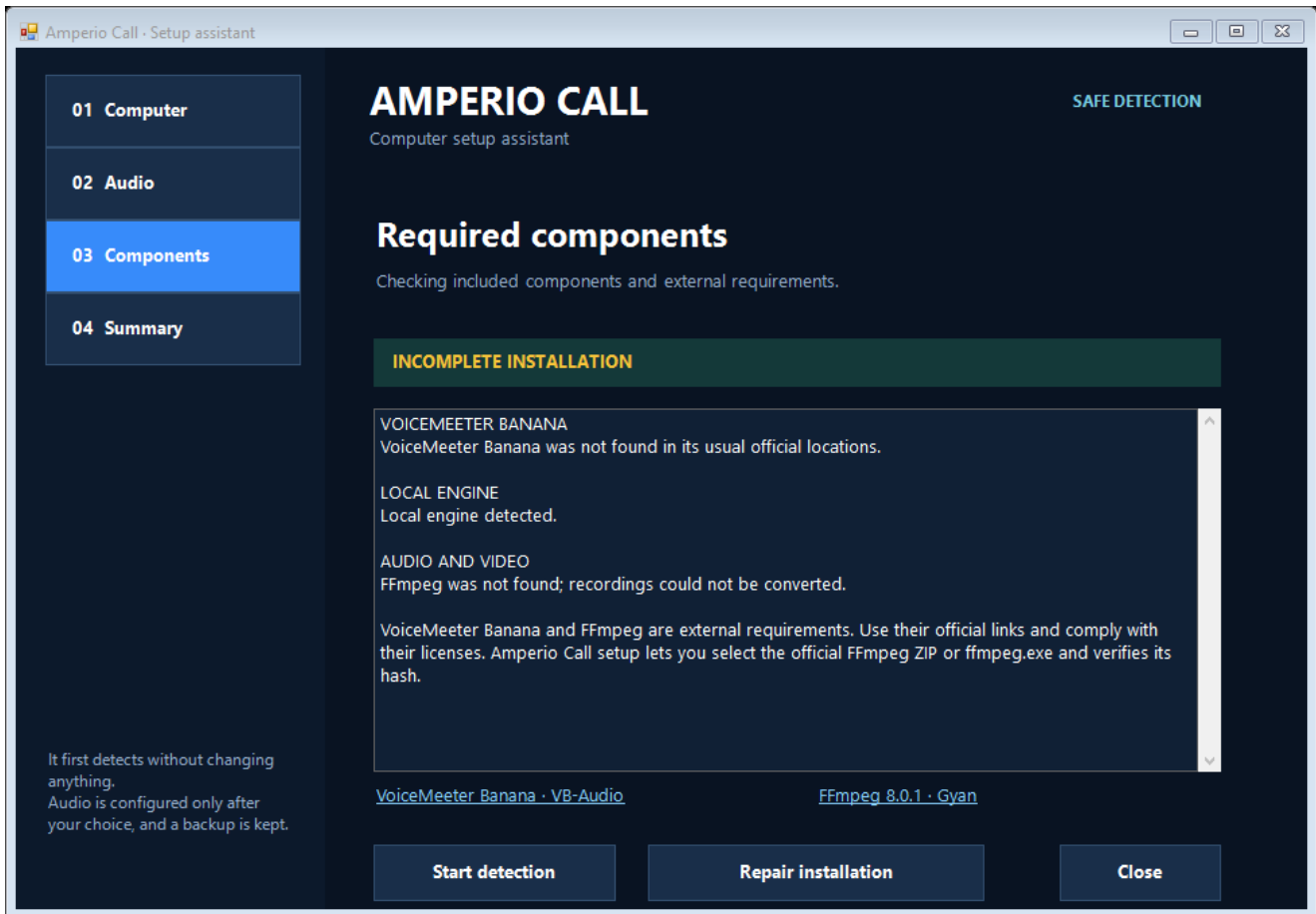
Component	Minimum	Recommended
System	Updated 64-bit Windows 10 22H2 or Windows 11	Updated 64-bit Windows 11
Processor	Updated dual-core; equivalent to Intel Core i3 or better	4 cores or more; Intel Core i5 or AMD Ryzen 5
Memory	8 GB RAM	16 GB RAM
Storage	SSD with 10 GB free	SSD with 20 GB free
Graphics	Windows-compatible; CPU encoding available	GPU with accelerated encoding (NVENC or equivalent); optional, speeds up video export
Display	1920 × 1080	1920 × 1080 or higher; optional second display
Audio	Microphone and listening output selected in the assistant	Stable USB microphone or interface and headphones
Internet	10 Mbps down / 5 Mbps up	25 Mbps down / 10 Mbps up; wired when possible

A processor family name alone does not approve a computer; the assistant checks the actual hardware before a call. This table was set by comparing VoiceMeeter Banana's official minimum (Intel Core i3, 4 GB RAM) and OBS Studio's (dual-core, 4 GB RAM minimum; quad-core and 8 GB recommended for 1080p60, twice the quality Amperio Call produces), both of which do an equal or heavier job than Amperio Call.

Supported platforms

WhatsApp Desktop, Google Meet, Zoom Meetings, Telegram, Microsoft Teams, and Operator + AI Assistant conversation.

2. Guided installation



Equipment configuration assistant

1. Complete the download form and verify your email with the received code.
2. Download the Amperio Call v1 installer and double-click it. Accept the Windows authorization prompt.
3. Amperio Call installs in C:\Program Files\Amperio Call and creates Desktop and Start shortcuts.
4. VoiceMeeter Banana is external. Use the assistant's official link to download and install it, accepting its separate license.
5. If its installation requests a Windows restart, restart and reopen Amperio Call.
6. In the Amperio installer, download the official FFmpeg 8.0.1 Full ZIP through its link; no purchase is required. Select the ZIP without extracting it or changing PATH.
7. Amperio Call verifies the ffmpeg.exe SHA-256 and keeps a private copy. You may also select the exact extracted executable; a mismatch is rejected.
8. Choose your microphone and output and complete speaking and listening tests before preparing calls.

Amperio Call installs as an independent application. VoiceMeeter and FFmpeg are not included; complete the external requirements before use. VoiceMeeter retains its own license. The PDF manual accompanies the executable. To uninstall, close Amperio Call and choose Uninstall in Windows Apps. Recordings and user data are retained; VoiceMeeter is not uninstalled. If modified or unknown files are detected, removal stops: contact support. The uninstaller itself and manifests may remain; do not delete them while it is running.

3. Mandatory order for every call

1. Open Amperio Call.
2. Open the selected calling platform, but do not place or answer a call yet.
3. Select the platform and assistant mode, then apply the participant names.
4. Select "Apply and prepare".
5. Wait for "Waiting for call".
6. Only then place or answer the call.

If the call or assistant voice was opened before preparation, end the call, turn off that voice, prepare again, and restart them. This order lets Windows create new audio sessions on the correct routes.

4. Panel, names, and modes

Operator, Guest, and AI Assistant can be renamed with APPLY. The chosen names appear in the panel and tracks.

01 Disconnected

The assistant does not receive the call, and its voice reaches neither the guest nor the operator.

02 Listen

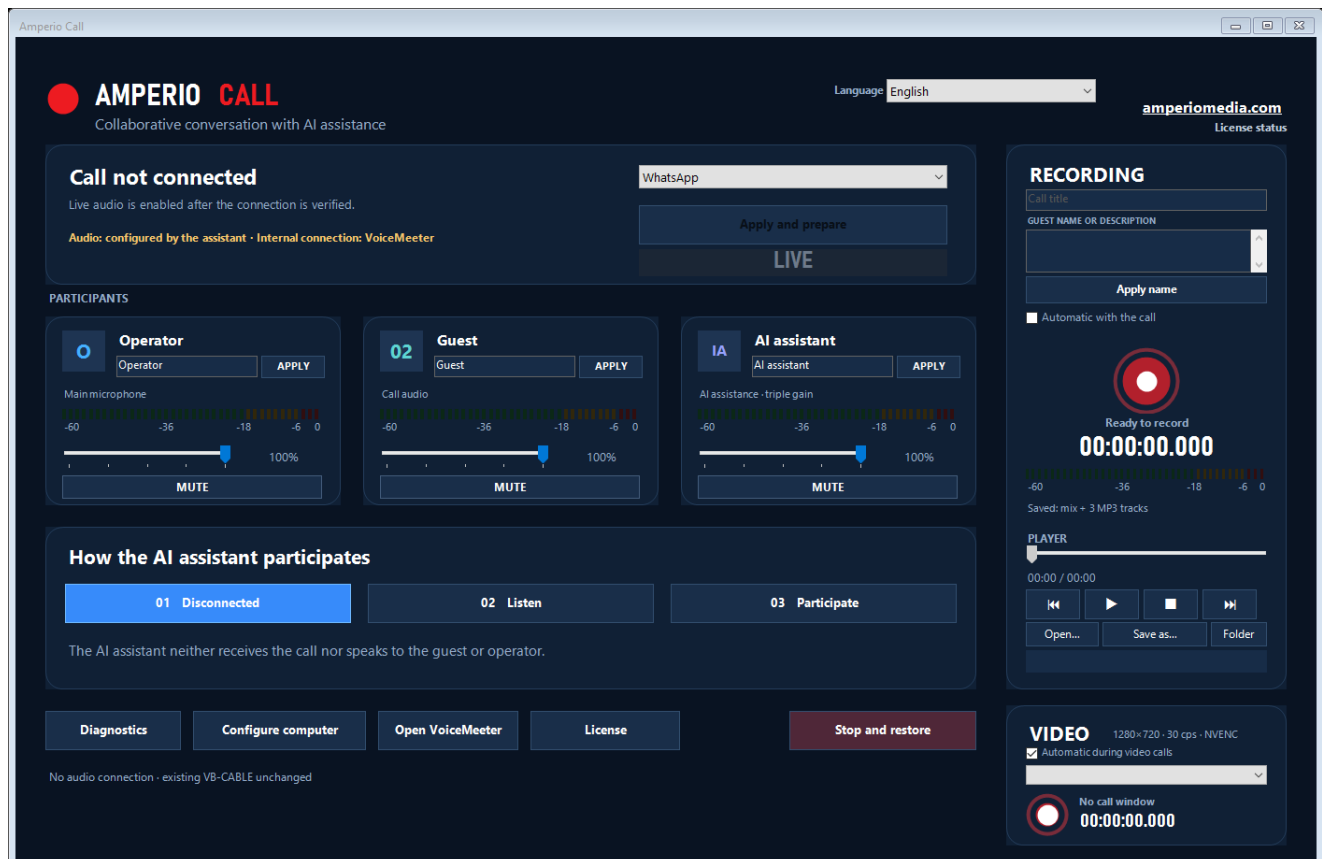
The assistant hears both people; its voice reaches neither the guest nor the operator.

03 Participate

The assistant hears both people and joins the conversation as a third participant.

Each participant has a fader, MUTE, and a post-fader/post-mute meter. Zero or MUTE means real silence. Set levels with human voices; a meter or synthetic test does not replace listening.

5. Recording, video, and files



Amperio Call main panel

With “Automatic with the call” enabled, recording starts when the connection is confirmed, even if everyone is silent.

Four synchronized MP3 files are kept: full mix, operator, guest, and AI assistant.

When video is selected, the MP4 is created at 1280 × 720, 30 fps, H.264, with 48 kHz stereo AAC audio.

Audio and video share one timeline to prevent drift. If there is no video, only audio is recorded.

Files are stored under C:\Users\<user>\Documents\Amperio Call in Audio and Video.

USB

Moving a USB microphone to another port may cause Windows to register it as a new device. During preparation, Amperio Call blocks progress if the saved selection is missing and shows “Configure computer”. Select it again and repeat the test. Keep the same USB port to reduce surprises.

At the end of the call, Amperio Call restores the previous audio state. “Stop and restore” performs the same action manually. If “Recovery pending” appears, do not start another call: run “Diagnostics” and keep the notice.

Licence, purchase and renewal

Offer for new subscriptions: One licence covers one computer. Base price: USD 20 per calendar month. The payment provider displays applicable taxes and the final total before confirmation. Multiple computers require a quotation; one licence cannot be shared across machines.

The price in this document is the offer at the time of download. An existing subscription uses the amount shown on its receipt. Before a new purchase, review the price, currency, taxes and total shown at checkout.

Registration and download do not start a charge. Verify your email on the website, install Amperio Call and activate the trial in License using the email code. The trial lasts seven days according to server time and does not automatically become a subscription.

To purchase, open Buy from the application's License section. This link lasts 30 minutes and associates payment with your installation. The only available plan is monthly. Generate a new link in the application if it expires. The checkout screen alone is not proof of activation: the server must validate payment provider's notification.

A paid subscription renews under the terms confirmed at checkout. Manage it through the receipt links or the payment provider's portal; do not create a second purchase to renew an existing subscription. If payment fails or you cancel, check the actual expiry in License and contact support if it is inconsistent.

Expiry does not delete recordings. Do not change the clock or reinstall to restart the trial. Keep your files and contact support if access needs recovery.

If you choose to subscribe, your price stays the same while your subscription remains active. If a charge fails, you have 24 hours from the first failed attempt to resolve it and retain your rate. If the subscription is interrupted, you can subscribe again under the terms available at that time.

The window is 24 consecutive hours from the first failed attempt for that renewal, using the payment provider's recorded time. Further attempts do not restart the window. If payment is not confirmed within it, the subscription is interrupted and the previous rate is no longer retained. A new subscription shows its price before you accept it; a different rate is not charged automatically.

To resolve payment, use the subscription management link in the payment provider's receipt and review or update your payment method. If you have already paid, wait for confirmation: do not start a second purchase. The seven-day free trial does not reserve a rate or automatically become a subscription.

Only an already validated session with a paid license may continue offline for up to 24 hours after the last validation, never beyond expiry. Trials and promotions require connectivity; restarting requires online validation.

Cancellations and refunds

Refunds are not immediate. Submitting a request, having it approved and receiving the money are separate stages. Funds may take several days to appear; we do not promise an exact bank posting date.

Free trial and subscription

The trial lasts seven days from activation, requires no card and does not automatically become a purchase. A paid subscription is optional and renews under the monthly plan accepted at checkout. Price, taxes and renewal details are shown before payment confirmation.

Your subscription and your rate

If you choose to subscribe, your price stays the same while your subscription remains active. If a charge fails, you have 24 hours from the first failed attempt to resolve it and retain your rate. If the subscription is interrupted, you can subscribe again under the terms available at that time. The window is 24 consecutive hours from the first failed attempt for that renewal, using the payment provider's recorded time. Further attempts do not restart the window. If payment is not confirmed within it, the subscription is interrupted and the previous rate is no longer retained. A new subscription shows its price before you accept it; a different rate is not charged automatically. To resolve payment, use the subscription management link in the payment provider's receipt and review or update your payment method. If you have already paid, wait for confirmation: do not start a second purchase. The seven-day free trial does not reserve a rate or automatically become a subscription.

Requesting a refund

Email amperio@amperiomedia.com or use the support link in your receipt. Include your purchase email, order reference and reason. Do not send passwords, security codes or complete card details. We will review the request and communicate the outcome; submitting it does not mean it has been approved.

Eligibility

Eligibility and any full or partial amount are assessed under the terms accepted at purchase and applicable law. You may request review of duplicate or unrecognized charges, a material product defect, or a statutory withdrawal or refund right. Requests outside mandatory rights are assessed individually and do not create a general money-back guarantee. Nothing limits non-waivable rights, statutory deadlines or remedies for faulty or misdescribed products.

Understanding the status

Request received or pending: still under review. Refund approved or issued: authorized or sent through the payment system, but not confirmation that funds appear in your account. Credited: the amount appears in the relevant payment account or statement. Acknowledgment of a request is not proof that funds have been credited.

Payment route and timing

The payment provider handles the refund; the payment network, wallet and/or issuing bank may also be involved, depending on how you paid. Funds are returned to the original payment method whenever possible. Approval and account crediting are not simultaneous: several days may be needed, depending on the country, method, institution, checks or non-working days. Amperio Call does not control those institutions' processing times or guarantee an exact posting date. This does not suspend or extend statutory deadlines or exclude our obligations.

If the funds have not appeared

Check your receipt, request status and the original payment account's transactions. Contact us with the reference to check progress and obtain a receipt or tracking reference if available. Your payment institution may need that reference to locate the refund. Do not repeat the purchase or submit another refund for the same payment to try to speed it up. We will continue handling the case; a delay does not mean the request was rejected.

Cancellation and refunds are different

To prevent renewals, use the manage or cancel subscription option in your purchase receipt; contact us if you need help. Cancellation normally takes effect at the end of the paid period, unless mandatory rights provide otherwise. It does not automatically refund earlier payments. A refund alone does not confirm that renewal has been canceled: check both operations. After a full refund, associated access will be reviewed and you will be informed; cancellation or requesting a refund does not delete your local recordings.

Applicable terms and version

The terms of the authorized seller identified at checkout and on your receipt also govern the transaction. That identity is not hidden or changed in the payment process or receipts. This policy supplements Amperio Call's terms; the version accepted at purchase applies without reducing acquired rights. Updated September 29, 2026. Keep your receipt and a copy of the terms.

[Full policy and support](#)

Updates and moving to another computer

The version 1.0.1.0 updater periodically checks the official channel when Amperio Call opens. An enabled release is downloaded and its signature, size and file hash are verified. Modified files and older versions are rejected.

It does not replace the program during a call: it waits for Amperio Call to close and for pending recovery to be resolved. Windows may request administrator approval. Cancelling leaves the installed version in place; Windows security is not disabled.

Updates retain recordings and user data and save the previous installation for recovery. If an error appears, do not delete folders or repeatedly reinstall: record the message and contact support. Updating software does not renew a licence.

This release's update channel remains paused until a complete update cycle is validated on another computer. The mechanism is implemented, but that external test is pending. A silent update without Windows approval is not promised.

Contact support before moving to another computer, copying files or uninstalling. Automatic licence transfer is not enabled for this release. Copying the program does not transfer its licence.

The installer carries a provisional self-issued signature. It is not a publicly trusted Windows certificate and warnings may appear. Use only the official download; do not disable antivirus or install root certificates to hide warnings. If unsure about the file or publisher, stop and contact support.

Support and responsible use

Recording and privacy notice

Tell every participant in advance, explain the purpose, and obtain the authorization required by applicable law. If anyone refuses, do not record. Rules vary by country, state, purpose, and context; these official references are informational and are not legal advice.

Quick help

"Waiting for call" does not appear: end the call, turn off the assistant voice, prepare again, and reconnect only afterward.

Microphone not found: open "Configure computer", select it again, and repeat the test.

No guest audio: confirm that the call is running in the selected desktop application and run "Diagnostics".

"Recovery pending" remains visible: do not prepare another call; use "Stop and restore" and keep the report.

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