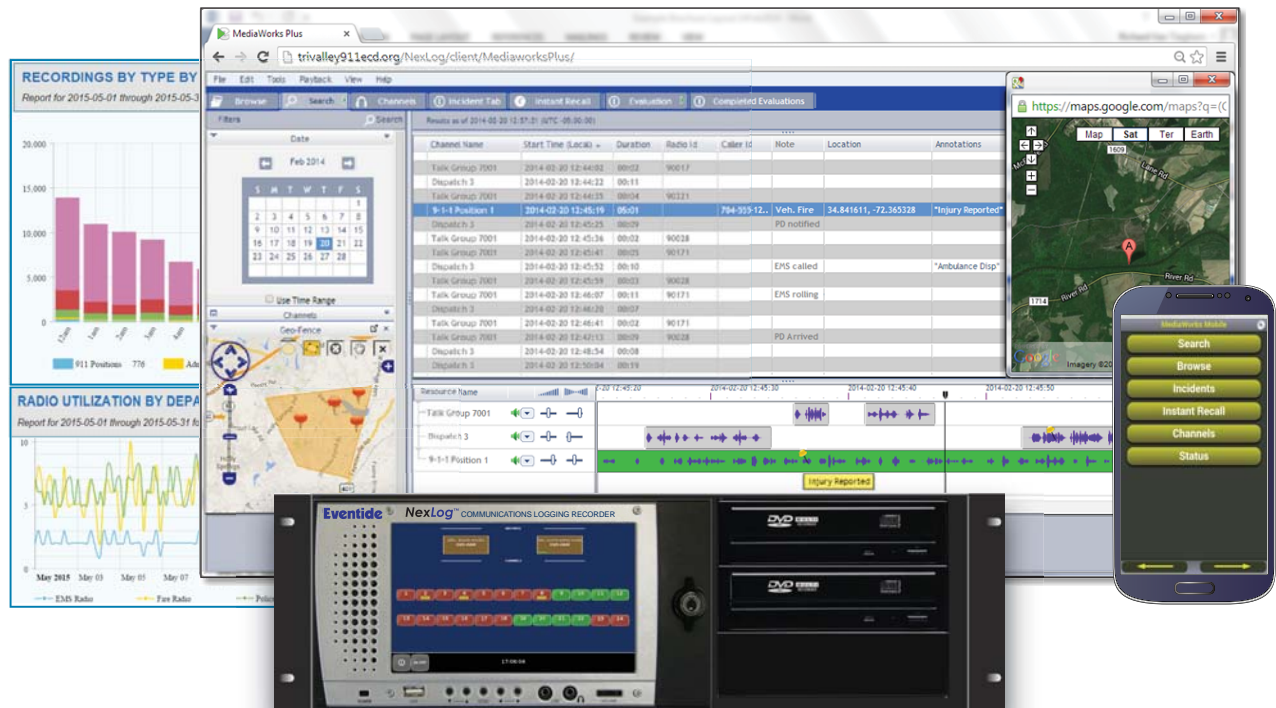# Eventide®

NexLog
COMMUNICATIONS RECORDERS

Advanced Recording Solutions for Mission-Critical Communications

NG9-1-1 • P25 Radio • DMR • IP Dispatch • ATC/ATM

Incident Reconstruction • Instant Recall • Mobile

Quality Assessment • Screen Recording • Reporting

VoIP • SIP • Digital • Analog • T1/E1 • ISDN • ED137

NexLog ▸ COMMUNICATIONS RECORDERS

Public safety, government, institutional and industrial customers at thousands of locations worldwide trust Eventide's mission-critical recording systems to securely and reliably record, protect and reconstruct their most important interactions and related data.

▶ NexLog Communications Recorders

NexLog systems are Linux-hardened recording platforms with multiple levels of redundancy, an embedded SQL database and up to 12 TeraBytes of internal storage. Archiving options include Blu-ray, DVD-RAM, USB, network attached storage (NAS) and auto-replication between recorders.

NexLog recorders feature multi-tier security, comprehensive user auditing and a web-based configuration management tool. NexLog systems include support for password policies, Active Directory authentication and SNMP.

Next Generation 9-1-1 recording and logging options include support for the i3 SIPREC interface.

NexLog 740

Channel capacity: Up to 96 Analog or Digital, 192 T1, 240 E1, 240 VoIP, 240 P25/DMR

Rack-mountable (3U)

NexLog 840

Channel capacity: Up to 240 Analog or Digital, 240 T1, 240 E1, 240 VoIP, 240 P25/DMR

Rack-mountable (4U)

The innovative **NexLog Access Bridge** feature lets you link multiple NexLog communications recorders together for a unified search, replay and incident management experience.
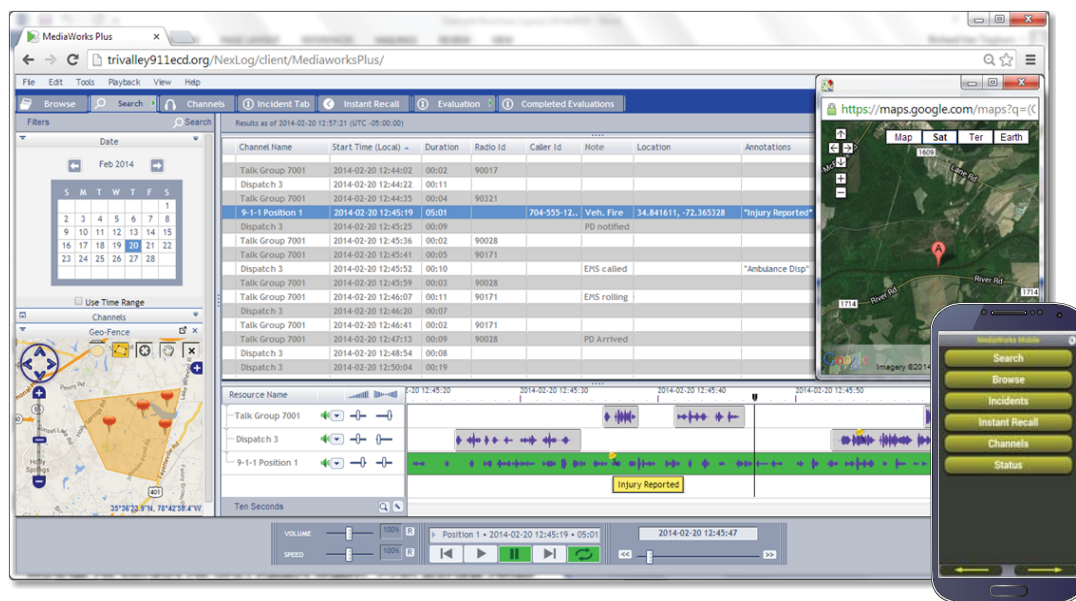
▶ MediaWorks PLUS Software: Incident Reconstruction, Instant Recall and More!

MediaWorks PLUS software provides a complete set of tools for search, replay, instant recall, incident reconstruction, export and much more. MediaWorks Plus allows secure SSL access from Windows & Mac computers as well as Android & Apple iOS tablets & phones, using Chrome, Firefox, IE or Edge.

Features include multi-parameter search, live monitor, graphical time-line, geo-fence, pitch-corrected variable speed, waveform displays, notes, loop playback, skip forward/back, playback AGC, screen and multimedia replay, text and TDD replay, MP3 option, and show call locations on map*.

MediaWorks PLUS software also provides a comprehensive set of **Incident Management Tools** including:

- Create an incident
- Add incident name
- Add notes
- Attach other media
- Word/Phrase search
- Redact audio
- Split audio clips
- Merge audio clips
- Obfuscate audio
- Audio annotations
- Text annotations
- Protect calls
- Talking time & date
- Incident permissions
- Save the incident
- Export the incident
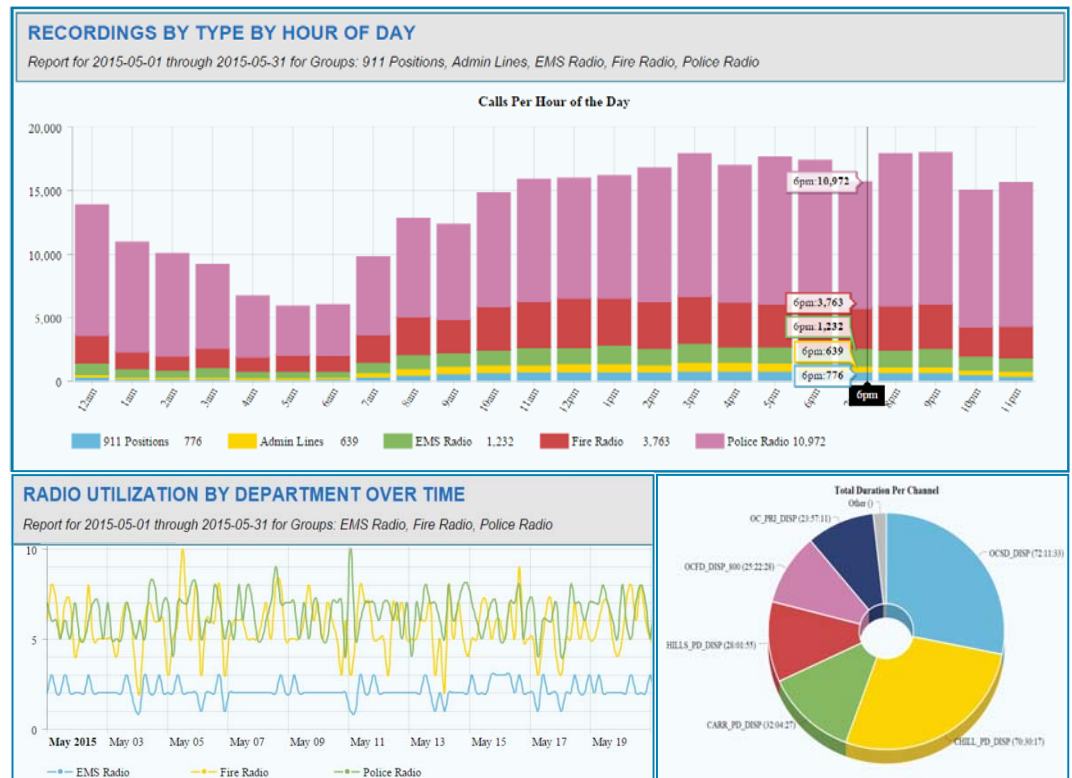- Email the incident
- Burn to DVD/Blu-ray

▶ Enhanced Reports Package

The highly-flexible Enhanced Reporting option is pre-loaded with standard reports, or you can easily build custom reports.

Reports are delivered automatically to users at designated times, days and intervals.

Enhanced Reports get actionable information to supervisors and directors when they need it, increasing awareness and potentially changing the outcomes of critical situations.
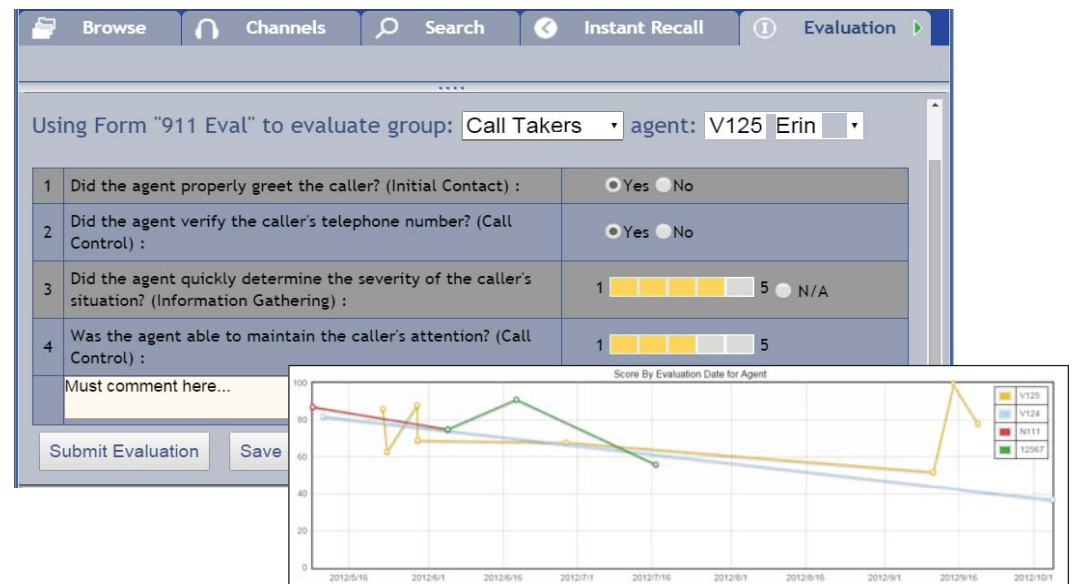
RECORDINGS BY TYPE BY HOUR OF DAY

Report for 2015-05-01 through 2015-05-31 for Groups: 911 Positions, Admin Lines, EMS Radio, Fire Radio, Police Radio

Calls Per Hour of the Day

6pm:10,972
6pm:3,763
6pm:1,232
6pm:639
6pm:776

| 911 Positions | 776 | Admin Lines | 639 | EMS Radio | 1,232 | Fire Radio | 3,763 | Police Radio | 10,972 |

RADIO UTILIZATION BY DEPARTMENT OVER TIME

Report for 2015-05-01 through 2015-05-31 for Groups: EMS Radio, Fire Radio, Police Radio

May 2015   May 03   May 05   May 07   May 09   May 11   May 13   May 15   May 17   May 19

— EMS Radio   — Fire Radio   — Police Radio

Total Duration Per Channel
Other ()
OC_PRI_DISP (23:57:11)
OCFD_DISP_800 (25:22:25)
HILLS_PD_DISP (28:01:55)
CARR_PD_DISP (32:04:27)
OCSD_DISP (72:11:33)
CHILL_PD_DISP (70:30:17)

▶ Quality Factor Software: Quality Assessment and Reporting

Quality Factor software enables your QA team to efficiently measure performance trends and identify skills that need improvement.

The integrated form builder lets you easily create evaluation forms and questions that are optimized for your center's specific needs.

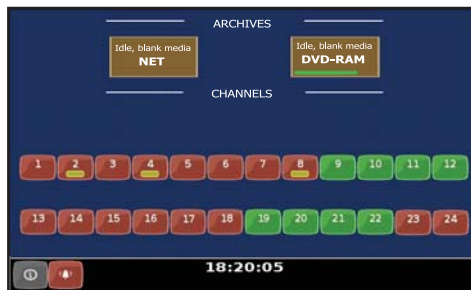Quality Factor reports let you view quality improvement trends by agent and group.

| Browse | Channels | Search | Instant Recall | Evaluation |

Using Form "911 Eval" to evaluate group: Call Takers   agent: V125 Erin

1	Did the agent properly greet the caller? (Initial Contact) :	●Yes ○No
2	Did the agent verify the caller's telephone number? (Call Control) :	●Yes ○No
3	Did the agent quickly determine the severity of the caller's situation? (Information Gathering) :	1 ▢▢▢▢ 5 ○ N/A
4	Was the agent able to maintain the caller's attention? (Call Control) :	1 ▢▢▢ 5

Must comment here...

Submit Evaluation   Save

Score By Evaluation Date for Agent
V125
V124
N111
12567
2012/5/16   2012/6/1   2012/6/16   2012/7/1   2012/7/16   2012/8/1   2012/8/16   2012/9/1   2012/9/16   2012/10/1

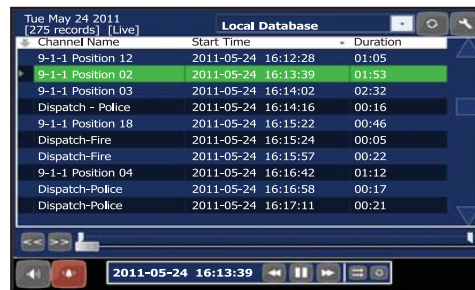## ▶ Screen Recording: Enhance Your Quality Assessment Process

NexLog PC screen recording helps document the important activities (including multi-media interactions) that occur during call handling and dispatch, and allows supervisors to visually evaluate the accuracy each team member's usage of critical software applications such as CAD and EMD.

▶ LCD Touch Screen

The front panel touch screen option lets you conveniently search and replay calls, protect calls, create incidents, export, burn to CD/DVD, live monitor, view alerts, view archive status and configure the system.

Info mode: Channels, Archives, Alerts, Live Monitor

Replay mode: Search, Replay, Build Incidents, Export

▶ NexLog Recording Interfaces

RADIO SYSTEMS:
Motorola ASTRO 25
Motorola SmartNet
Motorola SmartZone
Motorola MotoTrbo
Motorola MDC1200
Harris VIDA P25IP SR10+
ISSI for P25 Trunked
EF Johnson ATLAS P25
Tait P25 Trunked
Tait DMR Tier III
Tait DMR Tier II
Tait MPT-IP
Sepura/Flyde DMR III
Sepura/Fylde MPT1327
ICOM iDAS Conv.
Kenwood NexEdge

9-1-1 SYSTEMS:
NG 9-1-1 (i3 SIPREC)
West (Intrado) VIPER
AirBus DS VESTA 4
Zetron MAX Call Taking
Zetron Series 3200
Solacom Guardian
Emergitech IP9-1-1
Emergency Call Works
TCS (microDATA)
Contact closure option
and more!

DISPATCH SYSTEMS:
Zetron MAX Dispatch
Zetron ACOM
Zetron DCS-5020
AVTEC Scout
Motorola MCC7500
Telex Radio Dispatch
Telex IP-223 and IP-224
Omnitronics RoIP
Catalyst IP | Console
Exelis/C4i SwitchPlus IP
PENTA cPCx
CTI RadioPro Dispatch
Cisco IPICS
CSS Mindshare
and more!

TELEPHONE SYSTEMS:
VoIP and SIP phones
Digital telephones
Analog telephones
2 or 4-wire analog lines
Analog & CAMA trunks
T1, E1, and ISDN trunks
SIP trunks

ATM/ATC SYSTEMS:
ED137b-Part 4 (VoIP)
2 or 4-wire analog
T1 and E1 circuits

Visit www.EventideCommunications.com for full product information, specifications and the latest interoperability information.

▶ Air Traffic Management and ED-137

NexLog systems can record from all types of ATC/ATM audio sources, including controller working positions (CWP), VCCS, GRS, ambient audio, and telephones. NexLog systems support the ED-137b-Part 4 recording interface. Eventide is a particpant in EUROCAE WG-67 and the EUROCONTROL VOTE group.

▶ Synchronized Replay for ATC/ATM

NexLog recorders can interface with Thales' airspace navigation systems for synchronized replay of audio and CWP scenarios. NexLog systems can also interface with Thruput Ltd. At-The-Glass screen recording solutions for synchronized replay of CWP screen and audio. In addition, NexLog API options are available for third-party replay synchronization projects.

▶ Redundancy

NexLog systems offer redundant power supplies, redundant disk drives and redundant archive drives, as well as redundant geo-diverse network archiving.

NexLog recorders are available in sets of multiple units for Active+Active redundant recording or for automatic replication between recorders.

Eventide®

Eventide Inc.
One Alsan Way, Little Ferry, NJ 07643 USA   Tel. +201-641-1200   Fax +201-641-1640

EventideCommunications.com

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