

# Eventide®

**MediaWorks** **EXP**  
Communications Replay & Incident Data Control Console **SERIES**

User Manual  
Version 2024.1[4306]

P/N: #141355

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## 14. Reporting Problems

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# 1. USING MEDIAWORKS EXP

MediaWorks EXP provides several ways to locate, organize, and replay recordings stored on an Eventide NexLog Express recorder. Once the desired recordings have been found, they can be easily organized into incidents for saving and export. The recordings can also be examined, updated and listened to.

With MediaWorks EXP you can also live monitor channel(s), view the status of channel(s), and (if permitted) enable/disable recording on channel(s) for on-demand record/don't record purposes. The data for each recording can be exported in several ways.

The information about using MediaWorks EXP includes:

- Locating and Organizing Recordings
- Viewing and Playing Recordings
- Creating an Incident
- Updating Recordings
- Exporting Recording Data from an Incident
- Monitoring a Recorder
- Resource Search Groups
- Archives

## 1.1. Accessing MediaWorks EXP

Open one of the supported browsers:

- Google Chrome
- Microsoft Edge (Chromium)
- Mozilla Firefox

Enter the address of your NexLog Express recorder in the URL bar. The address will either be an IP address or a DNS address. Loading this page in the browser will bring you to a login page.



Fig. 1.1 MediaWorks EXP Login/Splash Screen

For MediaWorks EXP to connect to the recorder with HTTP, port 80 must be open; for HTTPS, ports 443. If you can't connect, check with your network administrator that these ports are open.

## 1.2. Logging Into MediaWorks EXP Using Authentication Providers

 **New in version 2024.1.**

### License Required

This feature must be licensed to be used. Contact your Eventide Dealer for assistance.

MediaWorks EXP can also log into the recorder using a Single Sign-On (SSO) method of authentication.



*Fig. 1.2* MediaWorks EXP Authentication Login

Once configured, a user will be redirected to an authentication provider for login, then automatically logged into a MediaWorks EXP session.

For complete setup instructions, please refer to the “NexLog Express Authentication & Active Directory Implementation Guide” **Section 9. “NexLog DX-FIPS ADFS Configuration”**.

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## 2. LOCATING AND ORGANIZING RECORDINGS

The typical process for finding and organizing recordings includes the following steps:

- Browse or search for recording data on the recorder.
- Create and save Incidents by selecting individual recordings or groups of recordings and organizing them into incidents.
- Export the data in a variety of formats.

### 2.1. Browsing for Recordings

#### Note

By default, only the **Browse** tab is available. The additional tabs detailed in this documentation are available with the Add-On license [Full MediaWorks](#) . Consult with your Eventide Dealer for more information.

The simplest method for locating recordings on the recorder is provided by the **Browse** tab, Fig. 2.1. When viewing the Browse tab, the connected sources appear on the left. Below the source(s), a list of months corresponding to the available data on the recorder will appear after you click on the + sign next to the source. Clicking on a + sign next to a month will display all the days in that month that data was recorded. Clicking on a + sign next to a day will open a list of channels on that recorder that contain the data for the day selected. When you click on a channel, MediaWorks EXP retrieves the recordings for that channel and displays them in the upper right pane.

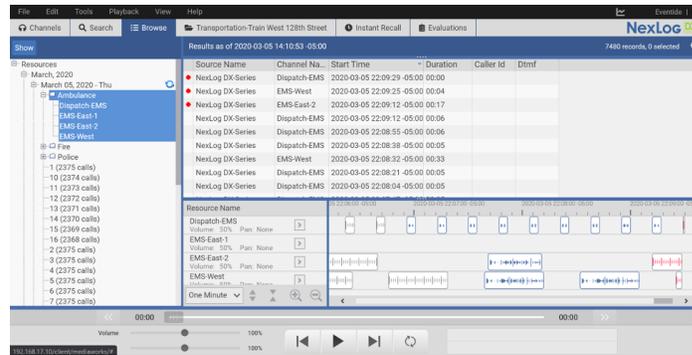


Fig. 2.1 Browse Tab

To retrieve recordings for a different day, expand the tree for the appropriate day and click on the desired channel. The recordings for that channel will then be retrieved and displayed. To update the browse tree, click on the blue refresh button at the top right of resources tree pane, next to the current day. Each channel in the resources tree will be updated with the new calls.

The Browse tab can display the list of channel in three modes: Resource Name, Resource Name Grouped by Recorder, or Channel Number Grouped by Recorder. The default is Resource Name. To change the display mode, click on **Show...** at the top of the left pane and select the mode from the drop-down menu. When viewing the information by **Channel Number Grouped by Recorder**, each physical channel on the primary recorder and connected bridges and archives will be listed with its channel number.

## 2.2. Searching for Recordings

MediaWorks EXP provides a powerful interface for advanced recording retrieval in the **Search** tab. When viewing the Search tab, a list of search criteria in the form of Filters is provided in the left pane. Clicking on **Filters...** at the top of the panel displays a drop-down list of filters.

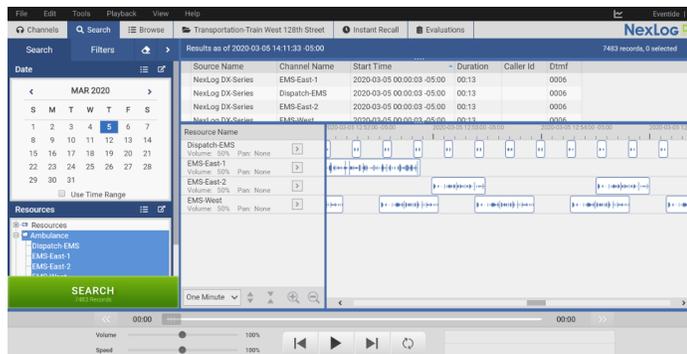


Fig. 2.2 Search Tab

Each element of a search is contained within a search “panel” in the left pane of the Search tab. The **Date** and **Resource** panels are always required, so you must provide, at a minimum, a value for these criteria to conduct a search for recordings. When more filters are added, additional panels will appear as needed. If necessary, scroll the search panel to view the additional panels. Each filter panel can be compressed or expanded by clicking on the arrow located in the upper left corner of the pane.

### 2.2.1. Creating a Search

To create a search, first select one or more days from the Date filter area. Dates can be selected by clicking on the calendar (default), or by specifying a date range or relative time period. To change the way a date filter is specified, click the down arrow in the upper right corner of the Date filter panel and choose the desired mode from the drop-down menu. The modes include Calendar (default), Date Range, and Relative.

In the Calendar mode, you can select a continuous range of dates across more than one month, as follows: Select the earliest date, click the forward arrow to navigate to the next month, hold down the Shift key, and select the last date.

In Date Range mode, you can enter date and time by clicking the calendar icons next to the Start and End text fields; this will pop open a window that lets you choose the date and time visually with sliders. You can also edit the fields as text. The start and end fields use the Date Chooser format as set in the Date Format Options.

In Relative mode, you can choose how far back from the current time you want the search to cover. For example, a setting of **2 Days** and HH:MM:SS **04:15:30** will search on call records from the most recent two days, four hours, fifteen minutes and thirty seconds relative to the time the Search button is

pressed. You can edit this as text or you can click the clock icon to bring up a window that has sliders to set the hour, minute and second values.

Next, one or more resources or resource groups can be included in the search by selecting them in the Resources filter panel below the Date panel. The Resources filter displays resources for the recorder. Any number of resources can be selected. Resources can be selected by **Resource Name**, **Physical Channel Number Grouped by Recorder**, or by **Resource Name Grouped by Recorder**. To change the way the Resources filter is displayed, click the down arrow in the upper right corner of the Resources filter panel and choose the desired mode from the drop-down menu.

When using the Grouped by Recorder options, the resources will be separated by NexLog system the resources originate from. In Resource Name mode, all resources made available by NexLog Access Bridge connections will be listed alongside the locally available resources as if it were all one system. Because Physical Channel Number is tied specifically to hardware, it is only available in Grouped by Recorder format.

## 2.2.2. Initiating a Search

To initiate a search, click on the **Search** button at the top right in the Search pane. All recordings that meet the search criteria will be displayed in the tabular record view (in the right pane). You can also press the enter key to kick off a search after changing any of the search parameters; otherwise the enter key will start playback on the currently selected call.

## 2.3. Using Additional Filters

You may narrow your search by specifying additional filters, such as **Call Length** or **Protected**. To add an additional Search filter, click on **Filters...** and select a filter from the list. The selected filter will be displayed below the Resource filter area. More filters can be added, if necessary. Each new filter will appear as an additional panel.

Note: Some additional filters are standard on all recorders and will always appear on the drop-down list. Other additional filters depend on the custom fields included in the recording table. Some or none of these filters may be included on the drop-down list of your recorder.

To remove a filter, click the X button which appears in the title bar of each optional filter. Alternately, deselect the filter from the **Filters...** drop-down list. Once removed, the filter will not be used in subsequent searches.

## 2.3.1. Standard Additional Filters

The following standard additional filters appear in the Filter drop-down list of all recorders.

### Call Length

Enter the minimum and maximum call durations. MediaWorks EXP will search for all recordings equal to or between these values.

### Call Note

Enter text in the **Note** box. MediaWorks EXP will perform a search for all recordings that contain this text string in the **Note** field. Check the **Case sensitive?** box if you wish to make the search match case as well.

### PIN

For installations that use a PIN code, enter the PIN number. MediaWorks EXP will include this as part of the search criteria.

### Protected

Search for all recordings that are protected, or all recordings that are unprotected.

### Telephone

Enter the telephone number digits. Check the **Search DTMF** box to find recordings which match the telephone number in the DTMF field. Check the **Search Caller ID** box to find recordings which match the telephone number in the Caller ID field.

### Call Direction

This filter only applies to recordings that contain data in the Caller ID or DTMF fields. Enable **Incoming** to find recordings that match incoming calls. Enable **Outgoing** to find recordings that match outgoing calls. Enable **Unknown** to match recordings that could not be identified as either

incoming or outgoing. Enable **Use DTMF and Caller ID to determine** to use heuristics on the data in the Caller ID and DTMF fields to determine call direction.

### Suppressed

Check **Show suppressed** to search for recordings that were suppressed on the recorder. Check **Show unsuppressed** to search for recordings that were unsuppressed on the recorder. Check **Show forced** to search for recordings that were forced into recording on the recorder.

### Audited

Check **Show accessed** to search for recordings have had their data accessed by client applications. Check **Show not accessed** to search for recordings that have not had their data accessed by client applications.

### Deleted

Click on **Show deleted** to search for recordings that do not have audio data associated with them, which may happen when the recorder purges data periodically to maintain free-space for newer calls. Click on **Show not deleted** to search for recordings that do have audio data associated with them.

 **New in version 2023.1.**

### Record ID

A unique alphanumeric identifier automatically assigned to each call log and listed in the call properties. Clicking on the **Record ID** in the call properties window will automatically copy the ID to the clipboard.

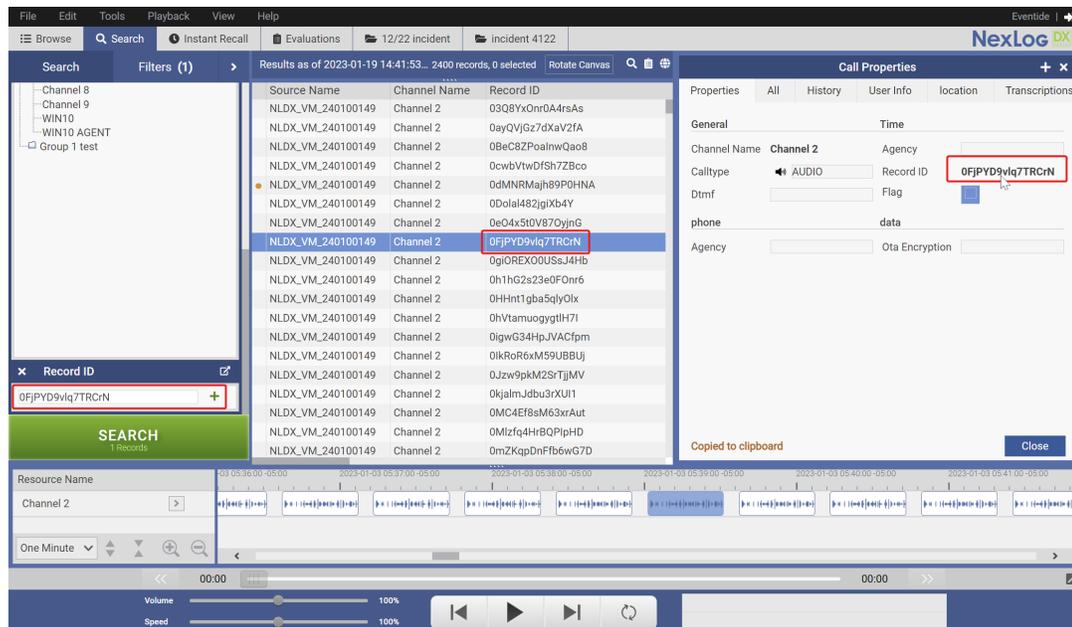


Fig. 2.3 Record ID

## 2.3.2. Custom Additional Filters

These additional filters are based on the custom fields that have been added to the call properties for a particular recorder. Enter the string as it appears in the **More** tab of the **Call Properties** screen.

Following are some typical examples of additional custom filters which may or may not appear in the Filter drop-down list of your recorder, depending on your particular custom fields.

**:City:\*\*** Search for recordings that have a specific city name associated with

them. Enter the city name string in the **Search for:** box.

**:Customer Name:\*\*** Search for recordings that have a specific customer name associated with

them. Enter the customer name string in the **Search for:** box.

### Radioid

Search for radio call recordings that have Radioid information associated with them. Enter the Radioid string in the **Search for:** box.

### State

Search for recordings that have a specific state associated with them. Enter the state string in the **Search for:** box.

### Street Address

Search for recordings that have a specific street address associated with them. Enter the street address string in the **Search for:** box.

### Subject

Search for recordings that have a specific subject associated with them. Enter the subject string in the **Search for:** box.

### Talkgroup

Search for recordings that have a specific talk group associated with them. Enter the talk group string in the **Search for:** box.

### Time

Search for recordings that have a specific time associated with them. Enter the time string in the **Search for:** box.

### User Id

Search for recordings that have a specific user ID associated with them. Enter the user ID string in the **Search for:** box.

## 2.4. Saved Search Filters

If you regularly make use of the advanced Search Filter options, you will likely find Saved Search Filters a very useful feature. This allows you to save and recall customizable search filters, including all metadata fields and search criteria (date, resources) in the format and style you most prefer.

Saved Search filters can be accessed from the Filters button or the Tools menu option **Edit Search Filters**. These options open a pop up window that allows you to load, save, and delete search filters. Filters are saved based on the current state of the search column, and you can choose which values to remember for the search, including Date, Resources, and any metadata options currently open.

The Filter Name and lower section (by default called New Search Filter) show the Filter you are currently acting on. Clicking a saved search will load the details into this window. If you want to then load it into the search tab, click Load.

If you click one of the saved search filters and then want to work with the current settings instead, click View Current to load the current settings into this window, from which they can be edited and saved.

For example, one may want to save a search that shows the last three days of call activity on a set of channels, to load each Monday to see what happened over the weekend. To create a filter like that, configure a search for Relative date mode, set it to 3 days, then select the resources desired, and then open the Edit Search Filters and save as Last 3 Days.

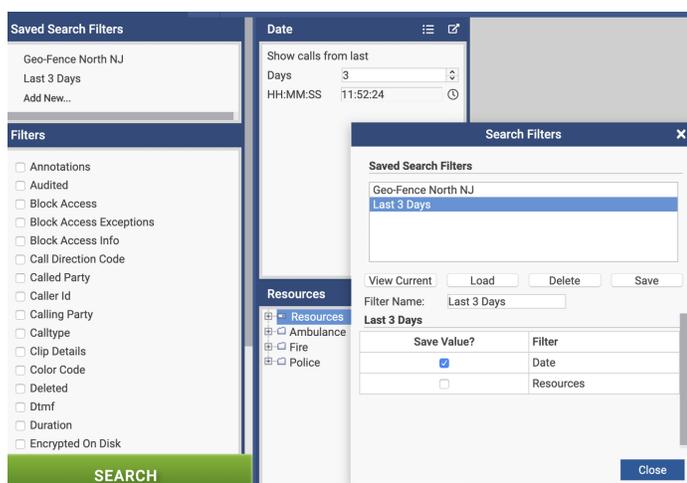


Fig. 2.4 Last 3 Days Example

### Note

For convenience, if you save the hours, minutes and seconds as 0 and days as 3, this filter will load as 3 days plus all the time that has passed today, so that the results show today and the previous 3 days in full. If you really want 72 hours only, save with the days set to 3 and the seconds set to 1.

Saved Search Filters work well with Geo-Location; you can save Geo-Fences of areas you regularly search and recall them with ease.

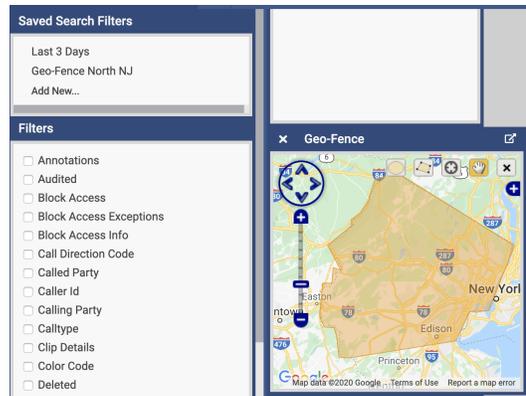


Fig. 2.5 Northern New Jersey Geo-Fence Saved Filter Example

## 2.5. Expanded Search Filter View

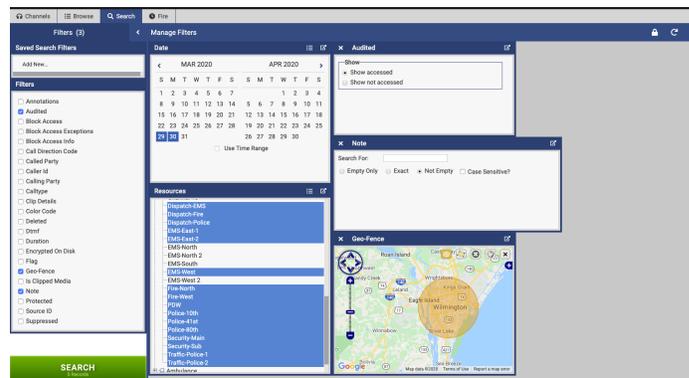


Fig. 2.6 Expanded Search

Expanded Search Filter View lets you fill your screen with all of the search filter options configured, for a clear view of the search at a glance. For example, the above image shows a search for:

- Calls recorded on March 29 or 30, 2020
- on any of 16 specific resources
- inside or near Wilmington, North Carolina
- that have a note
- and that have been accessed (played back)

Without expanding the view, a search like this would require scrolling up and down to be sure of what parameters are set, even on a large monitor.

Use the > icon in the top left area next to “Filters” to expand the search. Use the same icon, now <, to close it back to the original column width.

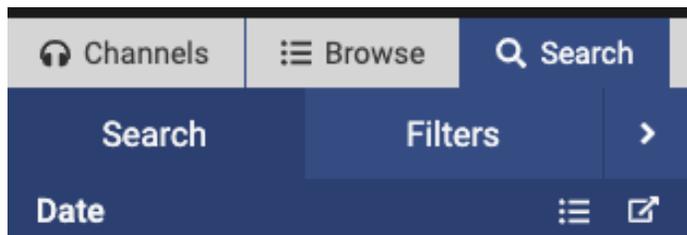


Fig. 2.7 Search, Filters, Expand

You can rearrange your filters as you wish, and then use the Lock icon to keep them in place. The curved arrow will automatically organize them for you, if you wish. The X on the right edge can be used to collapse the view back to the original column width.



Fig. 2.8 Lock, Autolayout, Close

## 2.6. Tab Search

**Tab Search** allows you to narrow your search results by searching all fields of all calls in a given search result for any text string. For example, searching on “panel” could return calls that have 212 in DTMF, Caller ID or a Street Address. It is a simple tool to find information quickly.

Once a search is performed, the calls will be listed only by the field that matched and the contents of that field; clicking on a row in Tab Search will highlight that call in the call grid.

Tab Search is accessible from the View menu -> Icons and Markers -> **Show Tab Search**, and once shown, from the tool bar above the call grid via the Magnifying Glass icon.

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## 3. VIEWING AND PLAYING RECORDINGS

After you have found and organized recordings you may view and play the recordings.

### 3.1. Viewing Recordings

Recordings displayed in the Browse, Search, or Incident tabs are shown in two different ways simultaneously. The first is a simple tabular list displayed in the upper right-hand pane, called the record view. This view can be customized in that it supports several different column and sorting options. The second is a graphical chart of recordings displayed in the lower right-hand pane referred to as the timeline. The timeline can also be customized, but only supports a single method of displaying the recording data by time.

Together, the record view and timeline view provide a comprehensive look at the same set of data. Selections between the two views are synchronized; any recordings selected in one are automatically selected in the other. Similar operations may be performed from each view, including playback and export.

### 3.2. The Record View

The record view in the upper right-hand pane presents recording data in tabular format. It is also called the call grid. You may sort the information by clicking on the appropriate column heading. A small arrow will indicate the sort direction. To reverse the sort, click the column heading again.



The screenshot shows a table titled "Results as of 2020-03-05 14:12:36 -05:00" with 8902 records. The table has the following columns: Source Name, Channel Name, Start Time, Duration, Caller Id, and Dtmf. The data rows show various recording entries with their respective source names, channel names, start times, and durations.

Source Name	Channel Name	Start Time	Duration	Caller Id	Dtmf
NexLog DX-Series	EMS-East-2	2020-03-05 13:29:23 -05:00	00:30		
NexLog DX-Series	EMS-West	2020-03-05 13:29:36 -05:00	00:34		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:29:39 -05:00	00:05		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:29:56 -05:00	00:06		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:30:13 -05:00	00:06		
NexLog DX-Series	EMS-West	2020-03-05 13:30:29 -05:00	00:33		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:30:30 -05:00	00:06		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:30:47 -05:00	00:06		
NexLog DX-Series	EMS-East-2	2020-03-05 13:30:54 -05:00	00:31		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:31:04 -05:00	00:06		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:31:21 -05:00	00:06		
NexLog DX-Series	EMS-West	2020-03-05 13:31:22 -05:00	00:34		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:31:38 -05:00	00:05		
NexLog DX-Series	Dispatch-EMS	2020-03-05 13:31:55 -05:00	00:05		

Fig. 3.1 Record View

Columns can also be reorganized. Click and drag any column heading to a new position. The type and number of columns can also be customized. Right click any column heading and a menu of available column names will appear. You may add or delete a column from this menu. To reset the columns to their user-defined default values, select the Reset to Default option.

Source Name	Channel Name	Start Time	Duration
NexLog DX-Series	Back Hallway	2020-03-18 07:25:59 -04:00	00:09
NexLog DX-Series	Back Hallway	2020-03-18 07:26:17 -04:00	00:07

Fig. 3.2 Record View Showing Records with Removed Media and an Error

There is a retention setting option that allows administrators to retain metadata (duration, date, custom fields, channel number, etc) about record but delete the media (audio or screen recording) whenever the recorder needs to delete recordings to make space. In this case, calls are shown with an [R] in the left-most column of the call grid. A red "!" means there is an error with the call; hover the mouse over the ! to see the error message.

#### **New in version 2024.1.**

When editing columns in the Call Grid, a user can simply type the first letter of the required column to quickly search across all options.

#### **Example**

After right-clicking a Call Grid column, type the letter "F" to jump directly to all the columns starting with the letter "F".

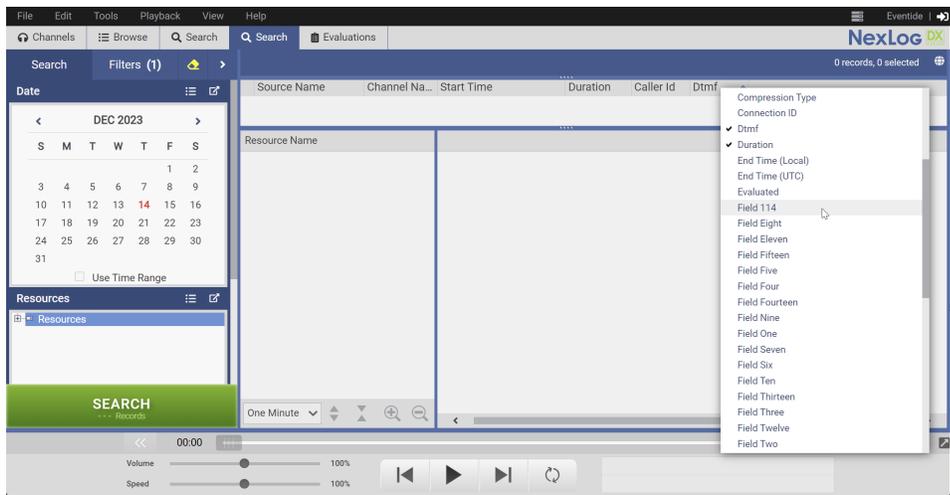


Fig. 3.3 Call Grid Quick Search

### 3.3. Record View Menu Options

Selecting a recording in the record view and then right-clicking on that recording causes the Record View context menu to appear.

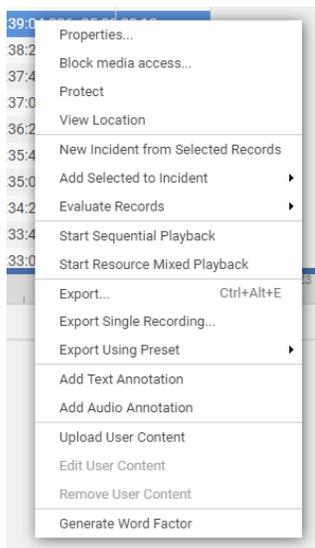


Fig. 3.4 Record View Context Menu

The Record View context menu selections include:

- **Properties** - See Section 5.1: Call Properties
- **Block Media Access...** - See [Section {number}: {name}](#) (Optional, off by default)
- **Protect** - Checking this box prevents the selected recording from being deleted from the recorder due to recorder call retention policy. When protecting a large number of calls, a progress bar will pop up to provide feedback while the system is protecting calls.
- **View Location** - View recording's location on a map if available. See [Section {number}: {name}](#)
- **New Incident from Selected Records** - See Section 4: Creating an Incident
- **Add Selected to incident** - See Section 4.1: Adding and Removing Recordings from an Incident
- **Evaluate Records** - Evaluate selected call recordings. Requires Quality Factor add-on license. See Eventide Quality Factor Software Manual for details.
- **Start Sequential Playback** - See Section 3.9.1: Sequential Playback Mode
- **Export...** - See Section 6: Exporting Recording Data from an Incident
- **Export Single Recording** - See Section 6: Exporting Recording Data from an Incident
- **Export Using Preset** - Exports selected recordings using a saved preset. See Section 6.3: Export Presets and Defaults
- **Add Text Annotation** - Add annotations to a call, at a specific point in time. See Section 5.3: Annotating Calls
- **Add Audio Annotation** - Add audio commentary to a call, at a specific point in time. See Section 5.3: Annotating Calls
- **Upload User Content** - Upload a file to the recorder for recording keeping and use in incidents. See Section 10: User Content Uploads
- **Show Errors...** - This option will only appear if there is an error with the record, indicated by a red exclamation point next to the call. Select it to get see information about the error.
- **Generate Speech Factor AI** - Enables Speech to Text Integration automatically, or on select playback.
- See Section 3.11: Speech Factor AI

## 3.4. The Timeline View

The Timeline view in the lower right-hand pane shows the same set of recordings that are displayed in the Record view, but presents the recording data in a linear chart. Recordings are organized into groups by channel name and are displayed in chronological order from left to right. The individual recordings are drawn in the timeline in the horizontal direction in relation to their duration. Scroll the timeline to the right (or to the left) to view recordings that are not visible. If more than one channel is represented in the data, scroll the timeline up or down to display channels that may not be initially visible.

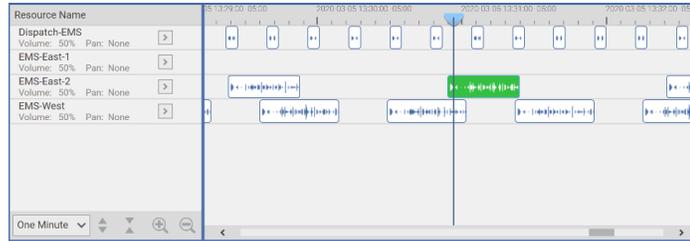


Fig. 3.5 Timeline View - Audio Recordings

You can increase or decrease the time length displayed on the timeline, and increase or decrease the height of the individual rows. To zoom, click on the appropriate small magnifying glass in the lower left corner of the pane. (These are from left to right: vertical zoom in, vertical zoom out, horizontal zoom in, horizontal zoom out.) In Fig. 3.5, it has the words Thirty Seconds in the left corner. Clicking this will open a menu offering a variety of time scales from one second to one year. The selected time scale defines the amount of time to be displayed between each “tick” on the timeline. In Fig. 3.5, there are three ticks, each representing the start of each half minute.

#### Note

If you zoom out on a large amount of call data with several system or text annotations per call, annotations will be displayed as red dots to improve legibility. You will need to zoom in to see details for a specific call.

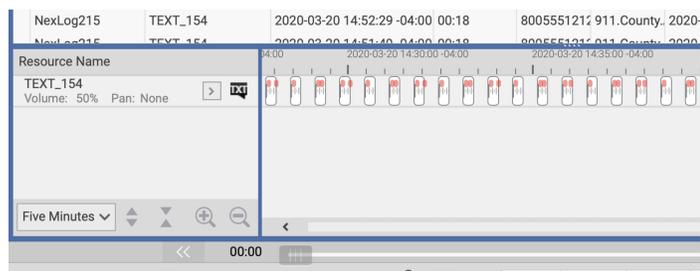


Fig. 3.6 Example of Annotations as Red Dots at High Zoom

### Note

If an Analog board's channel is configured in the Configuration Manager to record with the detect type **On Voxbreak**, you can have recordings which are assigned the calltype *Inactivity* in MediaWorks EXP. They also have a different appearance from regular *Audio* recordings in the timeline. As shown in Fig. 3.7 below, the timeline contains the standard grey blocks which correspond to *Audio* recordings as well as transparent blocks which correspond to *Inactivity* recordings. These *Inactivity* recordings occur when the audio input levels on the channel fall below the channel's configured VOX threshold. The difference in appearance makes it easy to distinguish between Inactivity and Audio recordings in the timeline, while the difference in calltype designation makes it easy to search for periods of activity or inactivity. Inactivity recordings can be played from the timeline or the record view table by double-clicking it just as any other call can. For more details regarding "ON VOXBREAK", refer to the Eventide NexLog Express User Manual.

Resource Name	Start Time	End Time	Call Type
Little Ferry	2020-03-23 20:31:11 -04:00	00:08	0004
Little Ferry	2020-03-23 20:31:18 -04:00	00:23	Inactivity

Fig. 3.7 Example of Inactive and Audio Calls from On Voxbreak Recordings

## 3.5. Set Default Timeline Zoom Levels

### New in version 2024.1.

This feature can save your default Timeline zoom levels for new tabs so your viewing preferences remain the same for all incidents.

To set the default timeline zoom level in MediaWorks EXP, go to View -> Timeline Default:

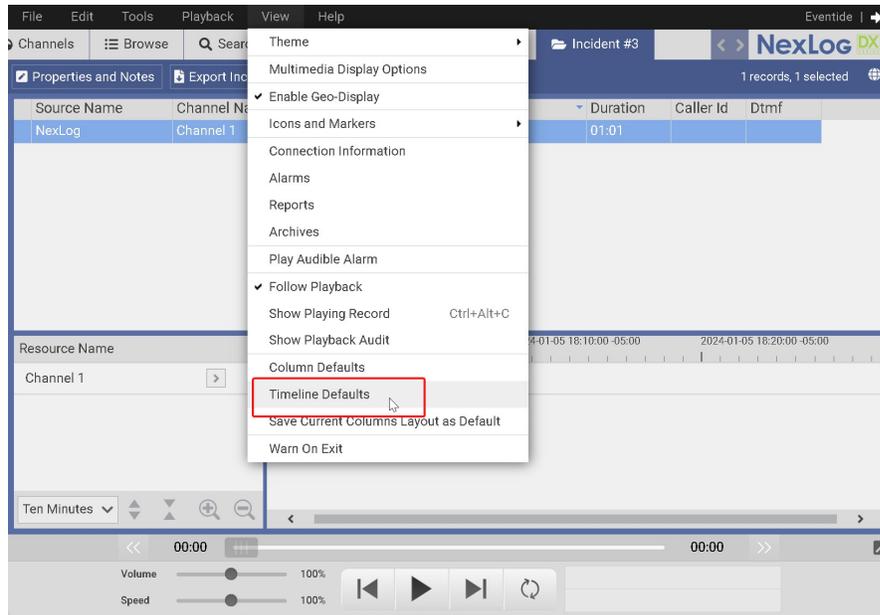


Fig. 3.8 Timeline Default

Then select the preferred Timeline Zoom Level:

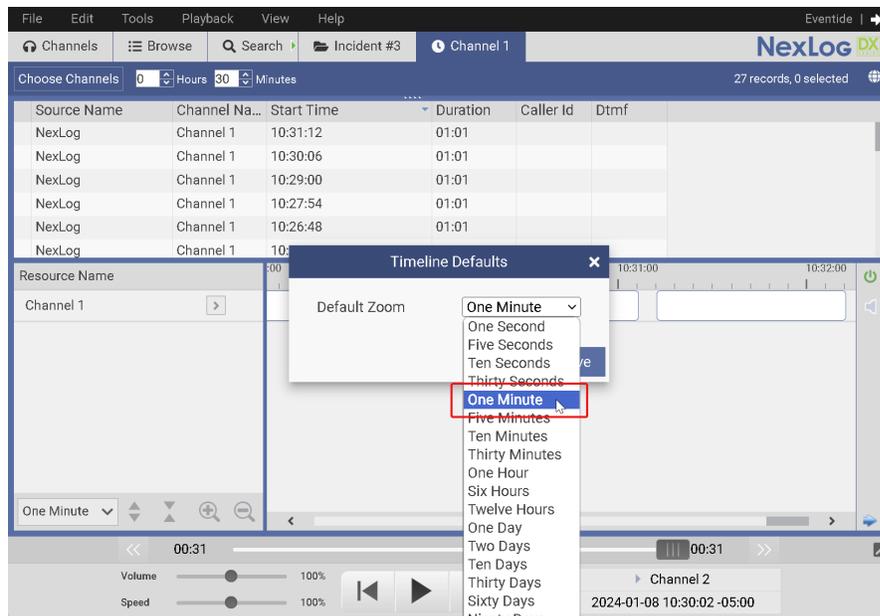


Fig. 3.9 Timeline Zoom Level

All new Incidents and Search Tabs will now default to the selected Timeline Zoom Level:

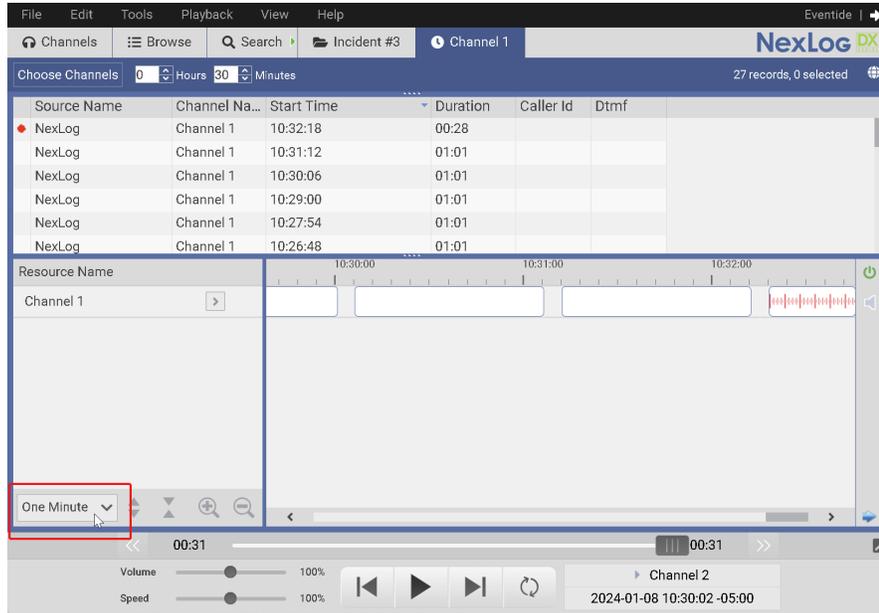


Fig. 3.10 Timeline Zoom Level Updated

### 3.5.1. Playback Settings Menu

In the **Channel Name** box on the left there are a number of playback settings that you can set on a channel-by-channel basis by using the settings menu.

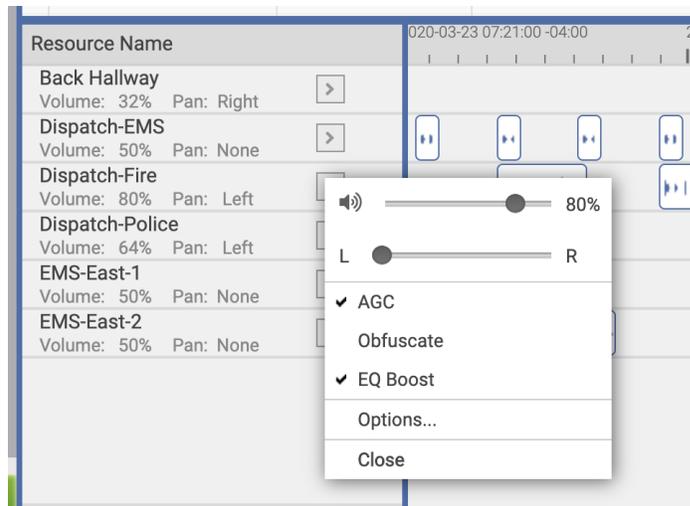


Fig. 3.11 Playback Settings Menu

They include:

- **Volume Slider** - Moving the volume slider left or right decreases or increases the volume for this channel. Clicking on the mute button (green speaker icon) to the left of the down arrow mutes the sound on the selected channel. The button will then be grayed out. Clicking on the grayed-out mute button will restore the sound to that channel.
- **Balance Slider** - Pan this channel to the right, center or left of the stereo field.
- **AGC** - Checking this box will enable automatic gain control on this channel.
- **EQ Boost** - Apply an EQ boost or cut based on the EQ settings in the tool menu.
- **Options...** - Clicking on this menu item displays an Options dialog box. (See Playback Settings Options below.)

### 3.5.2. Playback Settings Options

The **Options** dialog box for playback settings allows you to enable Mute, AGC, Obfuscate or EQ Boost for this channel. Mute, AGC and EQ Boost just have an Enable checkbox to turn the feature on and off. The obfuscate option allows you to garble the sound of voices on the channel so that the identity of the speaker is obscured. The Amount slider allows you to adjust the amount the effect is applied to the audio.

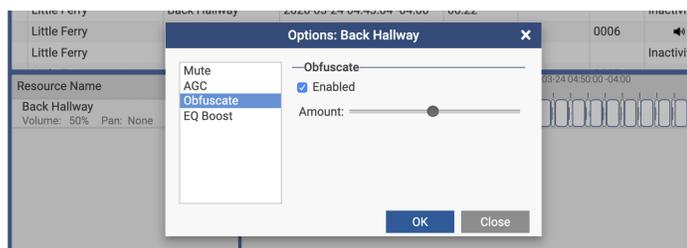


Fig. 3.12 Obfuscate Option

### 3.5.3. Resource Gain Defaults

In the Tools menu, you will find Resource Gain Defaults, which opens to the above panel that allows you to configure a default setting for the EQ, AGC and Gain for every resource name currently on the system, so that every tab you open from then on will load these settings.

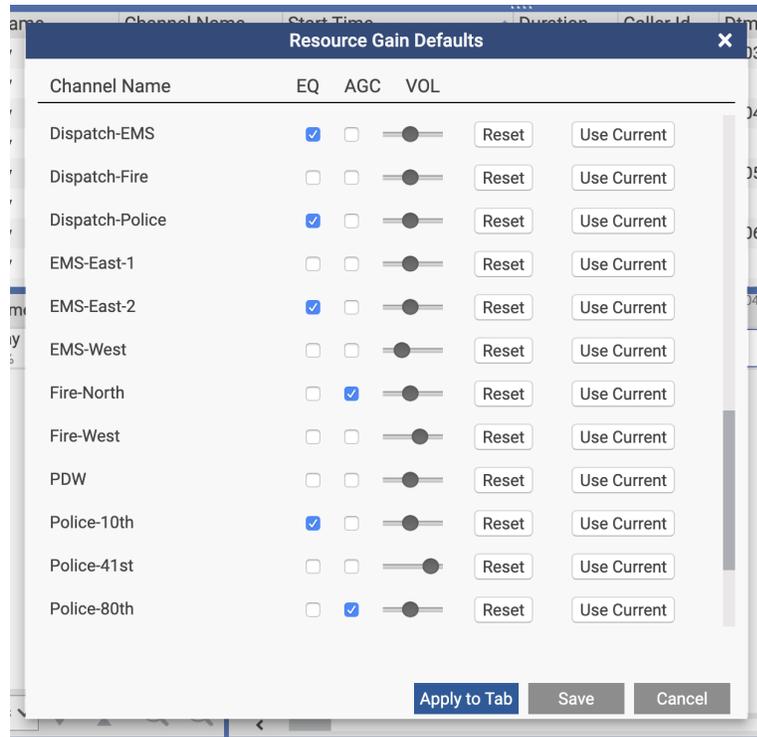


Fig. 3.13 Resource Gain Defaults

Reset will return to factory defaults: EQ and AGC Off, Volume at 0db gain. Use Current will change the settings to those set in the currently open tab; this is useful if you've gotten it "just right" and want to save the settings for the future. Apply to Tab will apply all of the settings in this pop up to the open tab. Save will save the settings and they will be applied when new tabs are opened.

### 3.5.4. EQ Settings

In the Tools menu, the EQ Settings menu option opens a pop up that allows you to set the amount of signal boost or cut in a three band EQ. This allows you to tune the playback of call audio to improve sound quality and compensate for lines that are too bright or muddy. One EQ setting is supported at a time; you can either have it turned on for all channels here with Always On setting, or you can turn it on for specific channels only as detailed above.

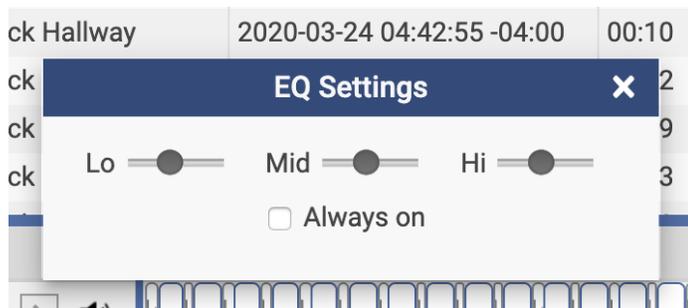


Fig. 3.14 EQ Settings

### 3.5.5. Timeline View Menu Options

Selecting a recording in the Timeline view and then right-clicking on that recording causes the Timeline View menu to appear.

The menu selections are the same as those in the Record View menu. Refer to the Record View Menu Options for information about those menu items.

Note: When working in an Incident Tab, there is also a Remove option that can be selected; selecting **Remove From Incident** allows you to remove the selected recording(s) from the incident.

### 3.5.6. Timeline Zoom Options

The Timeline has zoom options that let you adjust how much call data you are looking at in a given amount of horizontal space. This ranges in granularity from one second to one year.

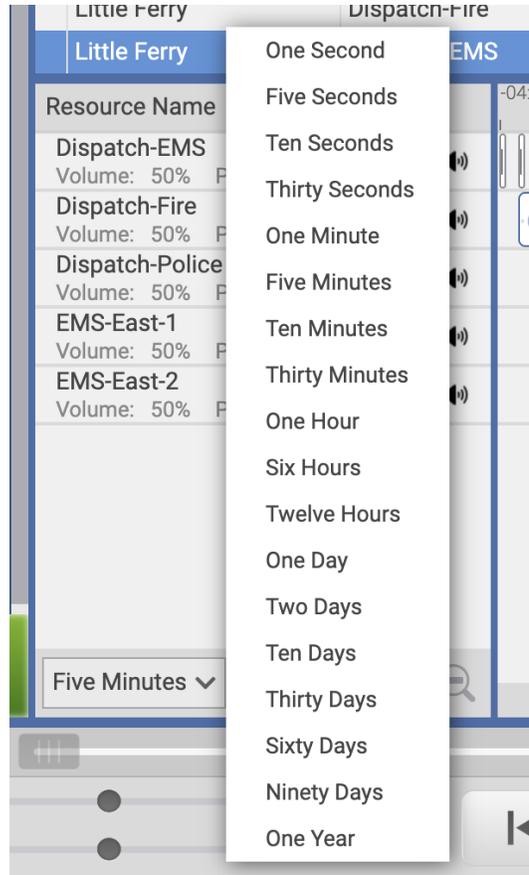


Fig. 3.15 Timeline Zoom Options

The Timeline has zoom options that let you adjust how much call data you are looking at in a given amount of horizontal or vertical space. The horizontal ranges in granularity from one second to one year. This grain affects what the distance between two markers on the timeline means. In the example below, the zoom is set to one minute and the dark checkmarks in the timeline are one minute apart:

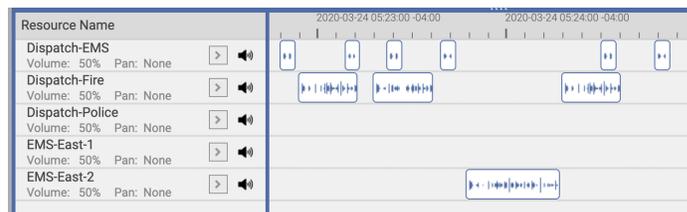


Fig. 3.16 Timeline At One Minute Zoom

The magnifying glasses with + and - signs can be used to increase or decrease the horizontal (time) zoom level; the arrows change the vertical zoom. Shift+Click into the timeline will zoom in, Shift+Right-Click will zoom out.

### 3.5.7. Full Timeline Mode

When using the “Search” Tab, MediaWorks EXP will now expand the Timeline view horizontally to offer a larger Timeline window.

- By double clicking the divider between the calendar pane and the callgrid pane, MediaWorks EXP will toggle between Standard View and Full Timeline Mode.

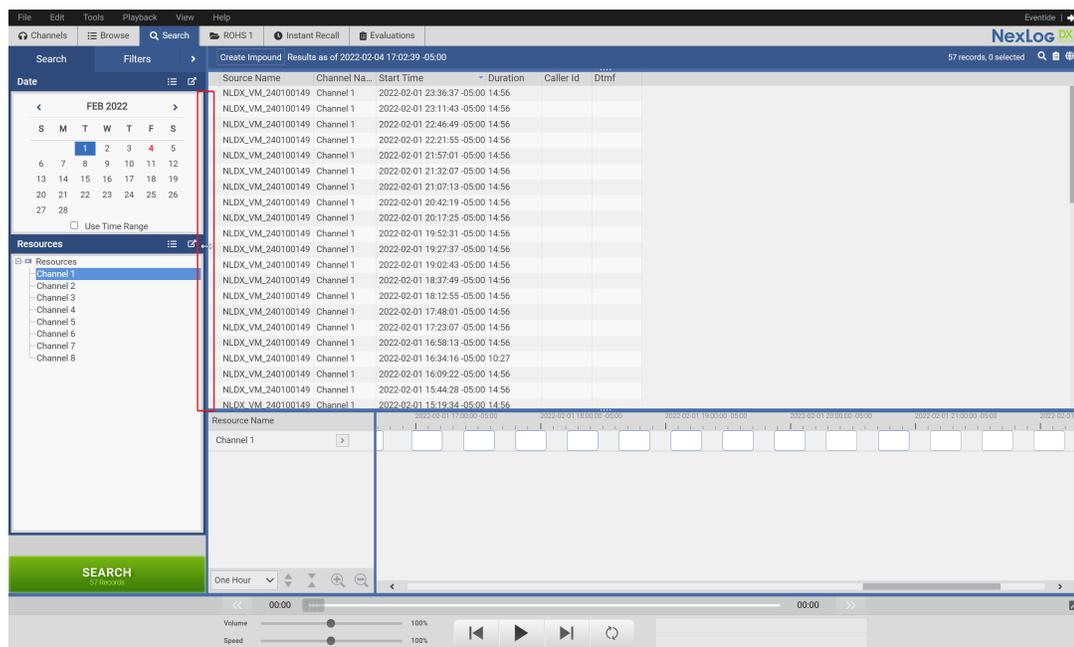


Fig. 3.17 Standard View

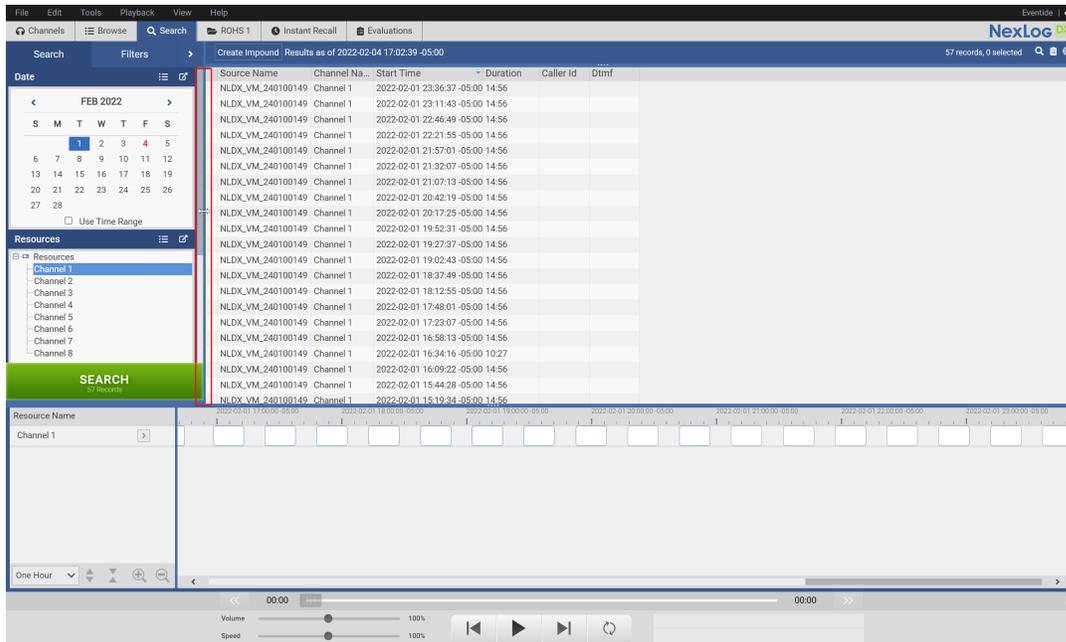


Fig. 3.18 Full Timeline Mode

### 3.5.8. Headless View

When configuring User Settings in NexLog Express, selecting the “Instant Recall” permission allows for a large format view of the most recent calls on the recorder.

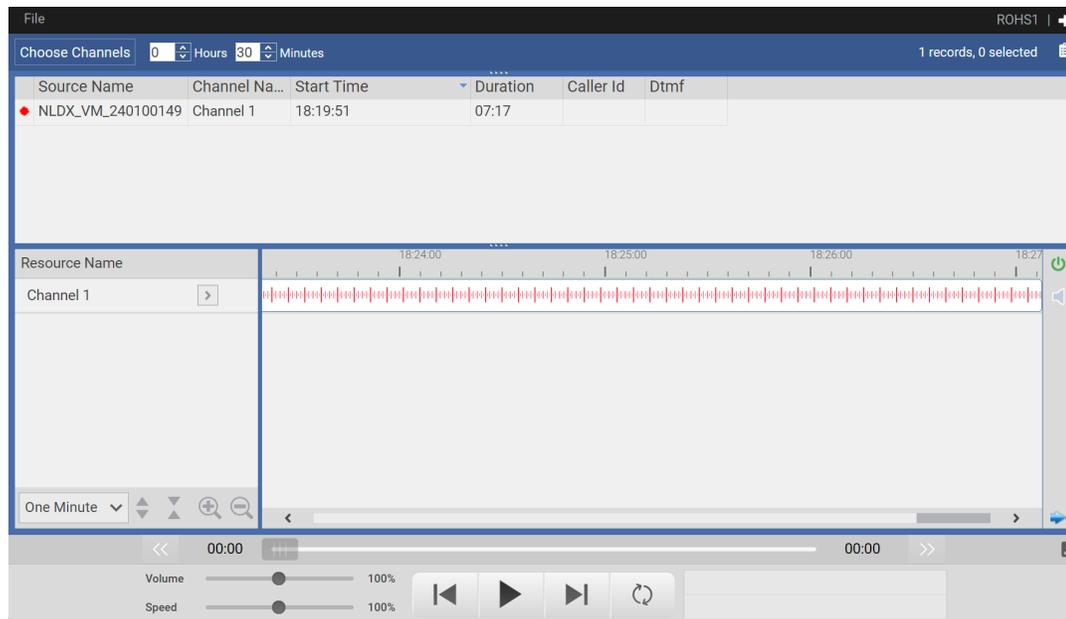


Fig. 3.19 Headless View

## 3.6. Playing Audio Recordings

Once you have located recordings from the Browse, Search, or Incident tabs, you have several options for playing the recordings. The following information describes the options for playing recordings in the **Sequential** mode. In this mode, recordings are played one recording at a time, in the order in which they appear in the record list. To change the play order, sort the list of recordings differently. Playback will adapt to the new sequence. For information about playing recordings in the **Mixed** mode, see Playback Modes.

To begin playing the audio from a recording, press the Play button in the Playback console at the bottom of the screen (see The Playback Console). The first recording in the list will begin playing. To indicate which recording is currently playing a green arrow appears to the left of the recording in the Recording pane, and the call's row is highlighted in green.

Alternatively, select a recording and press **Enter** on the keyboard to begin playback, or press the **Spacebar** on the keyboard to begin, pause, and resume playback. Once the first recording in the list has been selected, the **Spacebar** can only be used to pause and resume play. To select another recording, highlight the recording in the Record view or in the Timeline view and press the **Enter** key or double-click on the new recording. The recording will start playing immediately. Use the Spacebar or Pause button to stop playback and the Spacebar or Play button to resume playback.

You may also use the sub-menu items in the Playback menu to control playback or right-click the desired recording and select **Start Sequential Playback** from the drop-down menu.

## 3.7. Playing Screen Recordings

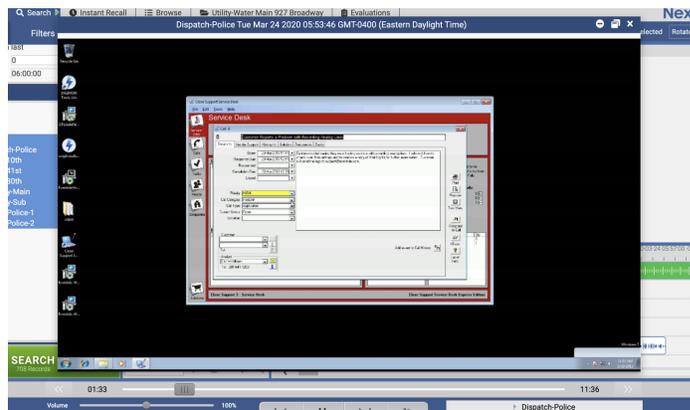


Fig. 3.20 Screen Playback

Screen recordings can be played back in the same way as Audio calls, but there are additional options that relate specifically to screens. These options are configured via the Multimedia Display Options window you can access via the View menu:

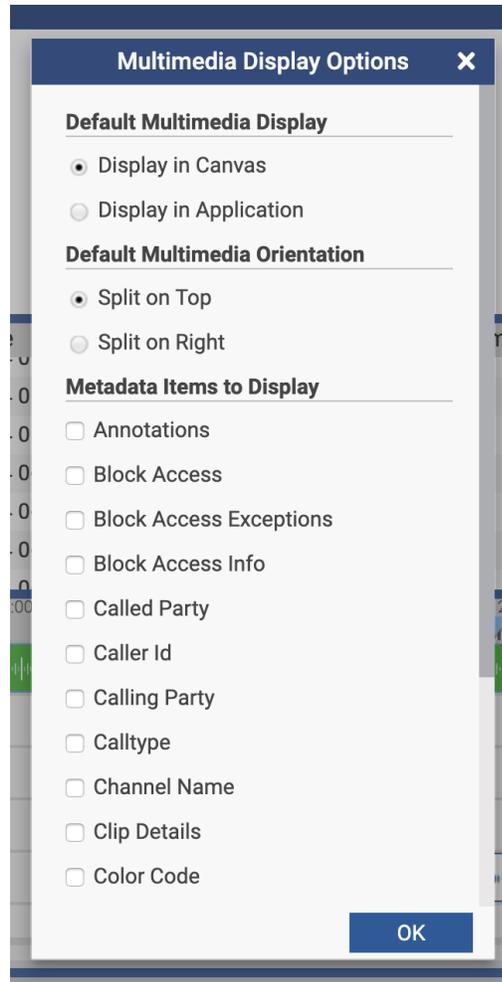


Fig. 3.21 Multimedia Display Options

This allows you configure how multimedia recordings will be played back, and also allows for configuring the real-time display of Metadata, discussed below. Display in Application is shown above; the screen recording plays back in a floating window inside the MediaWorks EXP browser window. Display in Canvas looks like this:

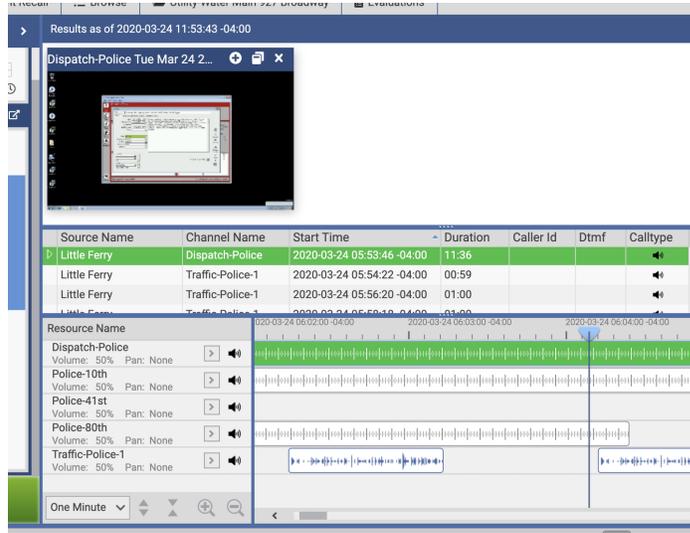


Fig. 3.22 Canvas at Top

A panel appears above or to the right of the search results (depending on the Multimedia Orientation setting). This panel is called the Multimedia Canvas. It can also appear to the right of the call list:

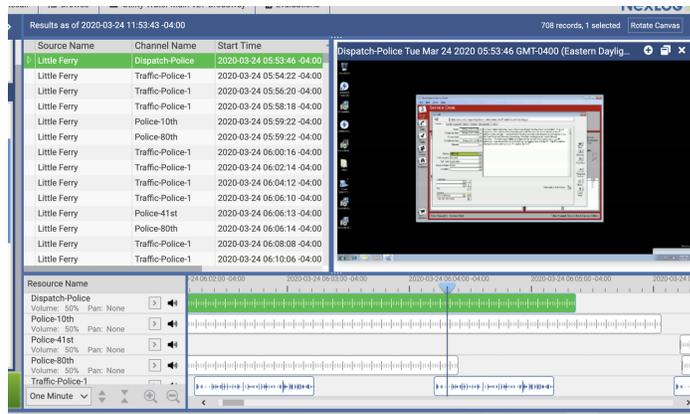


Fig. 3.23 Canvas at Right

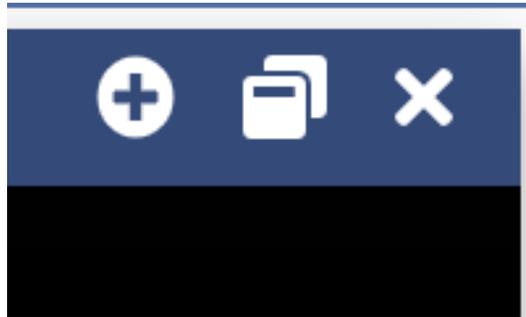


Fig. 3.24 Media Window Controls (Detail)

The top right corner of the media window contains these three buttons: Pop out to Application, Pop Out to External Window, and Close. If popped out to the application level, the first button will show a minus sign for “Collapse into Multimedia Canvas.”

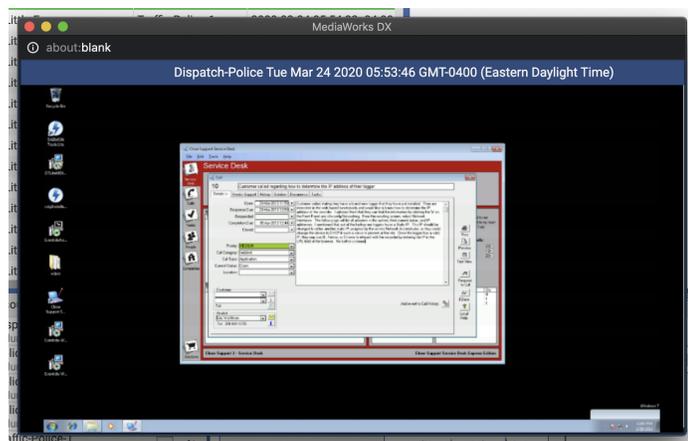


Fig. 3.25 Media Window Popped Out

When popped out to an external window, the multimedia record is still controlled by the Playback Console in the main MediaWorks EXP window. It also just has an X for Close in the upper right corner, which will pop the call back into the main window.

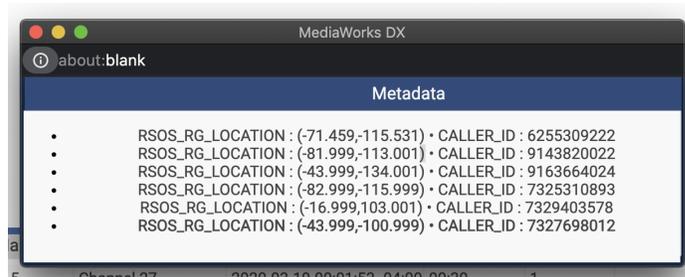


Fig. 3.26 Real-Time Metadata Panel

The Metadata Panel shows a list in chronological order of the metadata associated with calls played back from this search, browse or incident. The line in bold is the current or most recently played call. This lets you highlight the specific metadata you want to keep track of as you play calls.

## 3.8. The Playback Console

The Playback Console, located at the bottom of the browser window, allows you to control all aspects of playing recordings. From the Playback Console, you can adjust the volume and speed of the recording(s) being played:

- **Volume** - Use this slider to increase or decrease the master audio volume. Moving the slider to the right increases the volume; moving it to the left decreases the volume. Pressing the 100% button to the right of the slider will reset the slider to the default center position.
- **Speed** - Use this slider to increase or decrease the playing speed of the recording(s). Moving the slider to the right increases the speed; moving it to the left decreases the speed. Pressing the 100% button to the right of the slider will reset the slider to the default position.



Fig. 3.27 Playback Console

The buttons in the center of the console include (from left to right):

- **Previous Recording** - If playback is less than 3 seconds into the recording, moves to previous recording in the selected sequence. If playback is more than 3 seconds into the recording, resets to the start of the current recording.
- **Play/Pause** - Plays any highlighted recording, pauses if currently playing, or resumes playback after pausing.

- **Next Recording** - Moves to the next recording in the selected sequence.
- **Loop** - Loops playback for the selected recording or recordings. For sequential playback, this is the beginning and end of a recording or the loop boundary settings within a single recording. For mixed playback this is the loop boundary settings anywhere within the timeline.

To the top of the console are the following additional tools:

- **Slider** - The slider on top of the console allows you to change the playback position. This is known as scrubbing. You can scrub at any time during playback. To quickly move to a different spot within a recording, click and drag the scrub slider. While scrubbing, keep track of the position by watching the playback time indicator.
- **Skip** - The double-arrow buttons on each side of the slider allow you to **Skip Forward** (>>) or **Skip Back** (<<).

While a recording is being played, its attributes scroll from right to left in the area above the playback controls. This information includes the recording's channel name, recording time and length of the recording. The information in the area above the slider includes the current playback time. If you click inside this area, it will switch to show the total length of the recording (on the right) as well as current playback position (on the left).

The Playback Console can be displayed in two modes: Static Playback Console (at the bottom of the page) and Floating Playback Console . The mode can be switched at any time from static to float by clicking arrow button in the upper right corner of the Static Playback Console. Once enabled, the Floating Playback Console will be displayed in the upper right corner of the tab by default, but it can be moved around the window. To change the mode back to static, click x close button in the upper right corner of the float console.

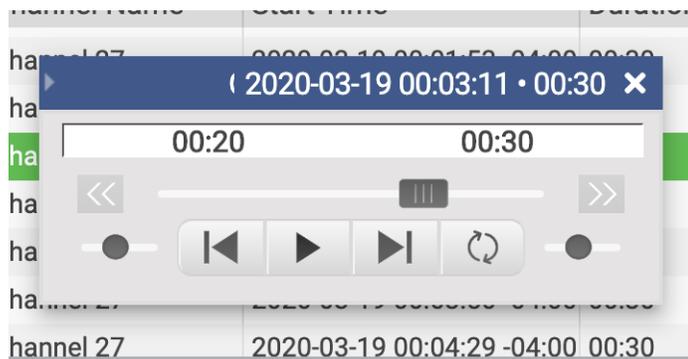


Fig. 3.28 Floating Playback Console

The Playback Console state is global for all tabs, except Channels tab and Evaluations tab and saved between the loads. The Static Playback Console is located at the bottom of the browser window. Once started in one tab, the playback can be controlled with the same console in other tabs. Playback Console is displayed as blue in active tab, where the calls are playing from and grey - in other tabs.

Anytime the Playback Console mode can be switched from static to float by clicking arrow button in the upper right corner of the Static Playback Console. Once enabled, Float Playback Console will be displayed in the upper right corner of the tab by default, but it can be moved around the window. To disable Float Playback Console, click x close button in the upper right corner of the float console.

## 3.9. Playback Modes

MediaWorks EXP supports two modes of playback: sequential and mixed. Recording data can be streamed from an Eventide recorder or from a remote incident containing embedded audio data. Optionally, playback can be modified to include “Time Marker” information at the start of each recording.

### 3.9.1. Sequential Playback Mode

Sequential playback occurs on one recording at a time. The order in which recordings play is determined by the record view. To change the order in which sequential playback operates, change the sort order of the record view.

To begin sequential playback, select **Start Sequential Playback** from the right-click context menu in the Record view or Timeline view. Alternatively, you can double-click a recording or highlight a recording and press the Enter key.

### 3.9.2. Mixed Playback Mode

Mixed playback will play back recordings in the timing that they actually occurred. Mixed Mode playback is also referred to as ‘real time playback’. The order in which recordings plays is determined by the start time of the recording. Mixed playback always proceeds in time order, from earliest to latest. If you are examining recordings from multiple channels, the case may be that multiple recordings occur at the same or overlapping times.

For example, if audio was recorded on a channel named “Dispatch 1” at the same time audio was recorded on a channel named “Emergency 5”, the audio for both recordings will be played back at the

same time. When audio is playing in Mixed mode, you can easily follow the progress in the timeline, which highlights all playing recordings across all channels.

### 3.9.3. Mixed Playback of a Single Resource/Channel

Single timeline resource/channel can be played back in mixed mode. This is useful for playing back a single talkgroup or resource while looking at search results or instant recall on more than one timeline resource at a time. In order to active Single Resource mixed playback hold down the Ctrl key while viewing the properties menu and select “Select Resource Mixed Playback.”

### 3.9.4. Mixed Playback of Currently Selected Call Records Only

You can playback only a selected subset of calls in the timeline, in mixed mode. Use Ctrl+click to select multiple calls from the timeline or the call list, and then right click one of the selected calls and choose “Start Mixed Playback.” This will then play in real time all of the selected calls and no other calls.

### 3.9.5. Quick Playback from Timeline Header: Click to Play

You can click in the timeline header (where the time is displayed along the top) to start mixed playback at any point. We call this “click to play.” If you have started calls in sequential mode, a click to play will follow suit and play in sequential mode. You can switch it back to Mixed by right-clicking in the Timeline header and selecting “Start Mixed Playback.”

## 3.10. Playback Audit

MediaWorks EXP now offers a played audio indicator to let users see previously played recordings.

Under the “View” dropdown in the menu bar, select “Show Playback Audit”

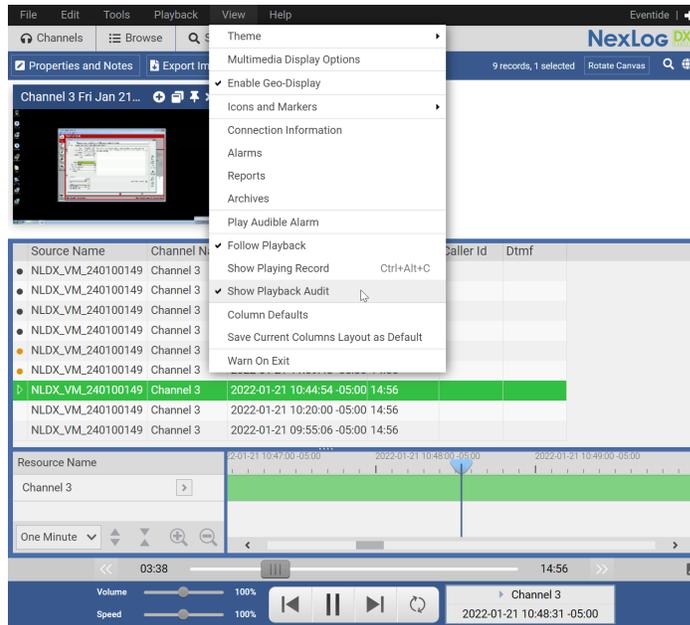


Fig. 3.29 Show Playback Audit

With this function enabled, the user now has a visible indication of any recordings that have been previously listened to.

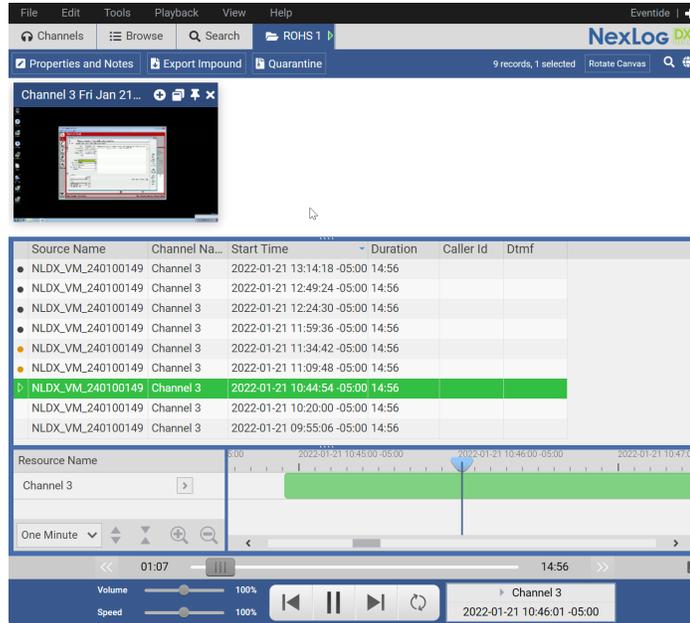


Fig. 3.30 Playback Audit

- Grey Dot shows any records listened to in a past session

Source Name	Channel Na...	Start Time	Duration
● NLDX_VM_240100149	Channel 3	2022-01-21 13:14:18 -05:00	14:56
● NLDX_VM_240100149	Channel 3	2022-01-21 12:49:24 -05:00	14:56
● NLDX_VM_240100149	Channel 3	2022-01-21 12:24:30 -05:00	14:56
● NLDX_VM_240100149	Channel 3	2022-01-21 11:59:36 -05:00	14:56

Fig. 3.31 Past Session Indicator

- Orange Dot shows recordings listened to in current active session

● NLDX_VM_240100149	Channel 3	2022-01-21 11:34:42 -05:00	14:56
● NLDX_VM_240100149	Channel 3	2022-01-21 11:09:48 -05:00	14:56

Fig. 3.32 Current Session Indicator

## 3.11. Speech Factor AI

MediaWorks EXP now features Eventide's improved Speech-to-Text functionality. With Speech Factor AI, users can transcribe specified channels either in real-time (**Always On Mode**) or selected recordings (**On Demand Mode**) to provide quick and accurate dictation on calls and events.

### License Required

If your recorder is licensed with **Speech Factor AI Analytics T1**, then you can transcribe recordings with Always On mode or On Demand mode.

If your recorder is licensed with **Speech Factor AI Transcribe**, then you will only be allowed to transcribe recordings with On Demand mode.

### 3.11.1. Always On Mode

Always On Mode transcribes spoken audio recordings in real-time so you can read the transcript as it's happening and instantly search for words or phrases.

To apply **Always On Mode** to recordings, you'll need to access the Eventide NexLog Express **Recording -> Data Integrations** section, then enable the Speech Factor AI integration and enter the channels where transcribing is to occur in real-time as seen in the screenshot below.

If you'd like to automatically transcribe recordings that have already been recorded, you can configure the CallPointer setting accordingly as seen in the screenshot below.

The screenshot shows the 'SPEECH FACTOR AI' configuration page. On the left is a navigation menu with options: Home, System, Networking, Recording, Recording Interfaces, Replace Board, Retention Settings, Resource Groups, Call Suppression, Custom Fields, Alias Banks, Data Integrations, Geo-Location, Encryption At Rest, IMBE/AMBE Vocoders, Archiving, and Users and Security. The main content area is titled 'SPEECH FACTOR AI' and shows the following configuration details:

- Script Version: 2021.5
- Configuration File:
 

```
[Settings]
# Channels to automatically transcribe calls as they record. Accepted formats: 1,2,3 or 1-3
#Channels: 2
Channels: 2,3
# Use this field to configure at what point in time (UTC) the integration should search for calls to start transcribing from. When c
# If no value is provided, the call pointer will start from current time. Ex) 18:40:24 08/31/21
#CallPointer:
CallPointer: 12:00:00 01/01/22
# Vox threshold in decibels that determines minimum level to be considered as audio. This config option is used to help aid the inte
# in finding periods of silence to break off a transcription request stream and to open a new one as Google has a time limit of 5 mi
#VoxThreshold: 40
# This section is used for configuring channel specific settings
[Channel Settings]
#2: { "voxtreshold" : 35 }
```
- Integration Enabled
  - View Logs
  - Export Logs
- Service Account Key Uploaded:
- Service Account Key Project ID: rohan-dev-recorder
- Upload Service Account Key:  No file chosen

At the bottom of the configuration area are 'Save' and 'Cancel' buttons.

Fig. 3.33 Speech Factor AI Enable/Configure

- **Channels** Specifies which channel[s] will automatically enable Speech Factor AI Speech-to-Text
- **Call Pointer** Specifies the date and time at which Speech Factor AI will start transcribing Speech-to-Text

#### Note

The number of channels that can be configured for simultaneous transcription in Always On mode will be restricted by how many channels were purchased for the Speech Factor AI Analytics license key.

Once Always On Mode has been configured, MediaWorks EXP will now automatically process Speech-to-Text on all enabled channels, visible on the recording in the timeline (hover over any of the grey bars on the recording) as well as within the recording's call properties.

The screenshot displays the NexLog DX software interface. On the left, a tree view shows resources for January 2022, with 'Channel 2 (65 calls)' selected. The main area shows a table of call records for 'Results as of 2022-01-26 16:33:30 -05:00'. The table has columns for Source Name, Channel Name, Start Time, Duration, Caller Id, and Dtmf. A red box highlights a specific record in the table. Below the table, a 'Resource Name' field shows 'Channel 2'. A speech transcription window is open, displaying the text of the selected recording. The transcription text is: '911, what's your emergency? I need to go. Hello. Hello. Are you there? I didn't hear what you said. Your cell phone's cutting out. What did you need? I need to get an ambulance. Where are you? I'm in Springfield. Where are you in Springfield? Give me an address. 65560. Walnut Street. 560, Walnut Street. Yeah, what's going on? We got a guy who's passed out. He drank too much. We found him this morning. He...'. The interface also includes a playback control bar at the bottom with volume and speed sliders, and a timeline showing the current playback position at 10:40 and the end of the recording at 14:56.

Source Name	Channel Na...	Start Time	Duration	Caller Id	Dtmf
NLDX_VM_240100149	Channel 2	2022-01-26 16:25:55 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 16:10:44 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 15:55:33 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 15:40:22 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 15:25:11 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 15:10:00 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 14:54:49 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 14:39:38 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 14:24:27 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 14:09:16 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 13:54:05 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 13:38:54 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 13:23:43 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 13:08:32 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 12:53:21 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 12:38:10 -05:00	05:01		
NLDX_VM_240100149	Channel 2	2022-01-26 12:22:59 -05:00	05:01		

911, what's your emergency? I need to go. Hello. Hello. Are you there? I didn't hear what you said. Your cell phone's cutting out. What did you need? I need to get an ambulance. Where are you? I'm in Springfield. Where are you in Springfield? Give me an address. 65560. Walnut Street. 560, Walnut Street. Yeah, what's going on? We got a guy who's passed out. He drank too much. We found him this morning. He...

Fig. 3.34 Speech Factor AI hover-over

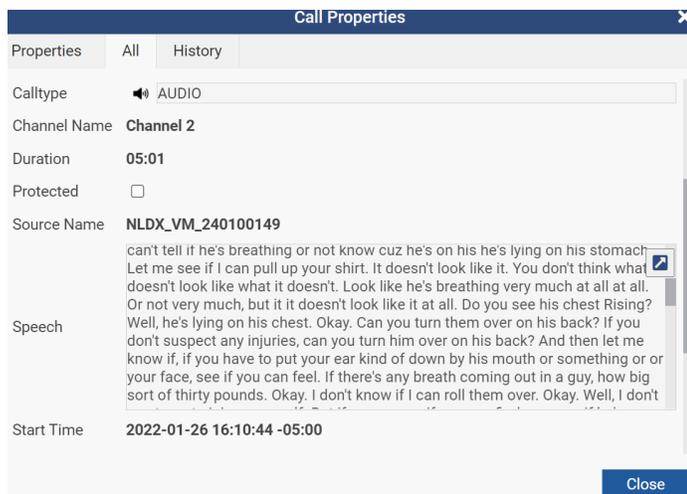


Fig. 3.35 Speech Factor AI Properties View

Now, you can easily jump to the location of interest inside the recording, search text, and easily edit and export for sharing or documentation purposes.

### 3.11.1.1. Deployment Options

Speech Factor AI can either run in a hosted cloud environment where encrypted packets summarizing audio are sent to a secure server for analysis, or Speech Factor AI can be hosted on an on-premises server sold by Eventide.

#### Note

##### Pricing

Cloud hosted “Always On Mode” recording is sold on an annual basis and is licensed per resource/channel to transcribe.

For on-premise server pricing, please contact your Eventide representative.

### 3.11.2. On Demand Mode

When using On Demand Mode, Speech-to-text can be requested on any channel or recording by simply enabling the Speech Factor AI integration in the NexLog Express **Recording** -> **Data Integrations** section, then logging into your MediaWorks EXP system and right-clicking a recording and selecting “Generate Speech Factor AI”.

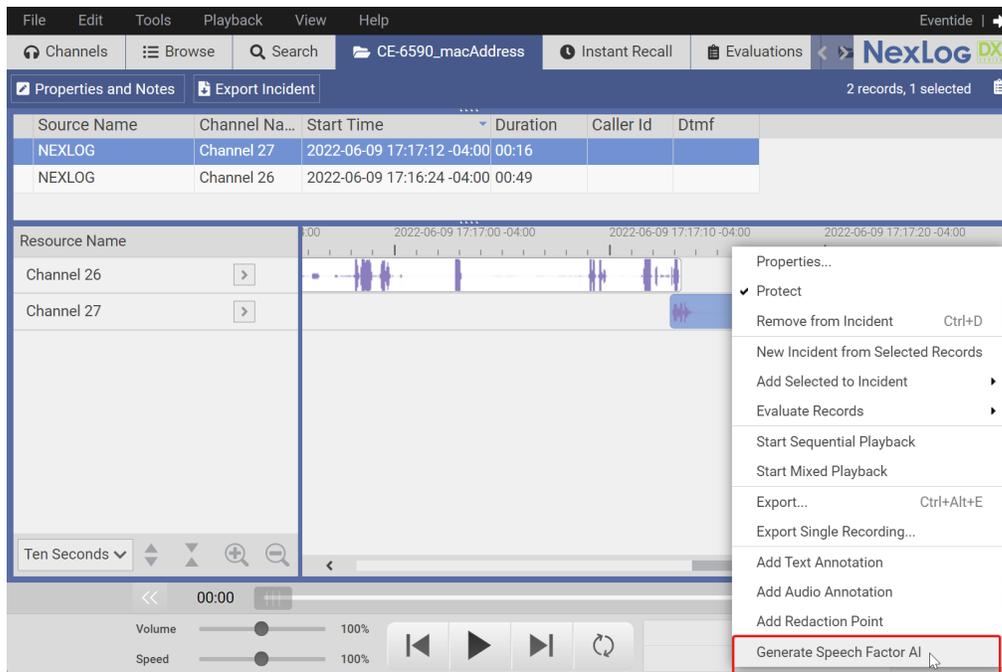


Fig. 3.36 Generate Speech Factor AI

#### Note

#### Pricing

Selective Transcribe Mode is billed by the number of hours of recordings transcribed, available in quantities of 1000 hour increments.

### 3.11.3. Speech Factor Tab Search

The Speech Factor AI filter is a robust search option that gives users the ability to find keywords directly from call transcriptions.

Under the “Search” tab, select Speech Factor AI from the available filters. Once a keyword has been typed and the search button is hit, all available records of that word will show in the Tab Search window.

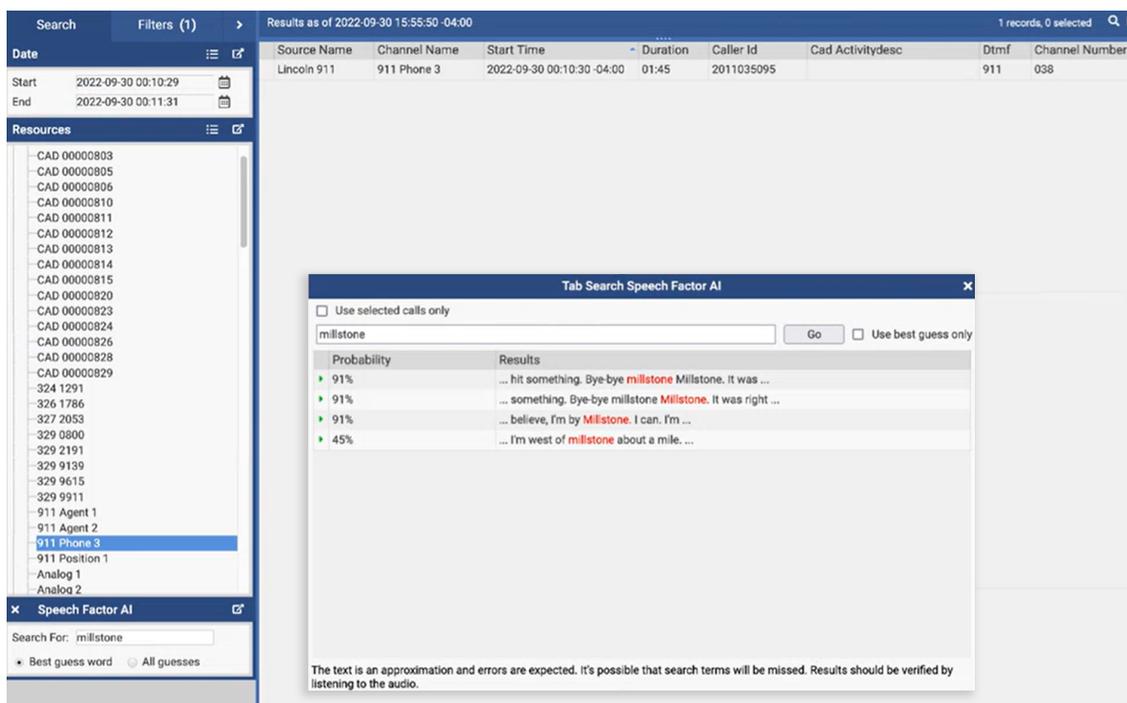


Fig. 3.37 Speech Factor Tab Search

Alternatively, you can access Tab Search function by clicking the “magnifying glass” in the upper right corner:

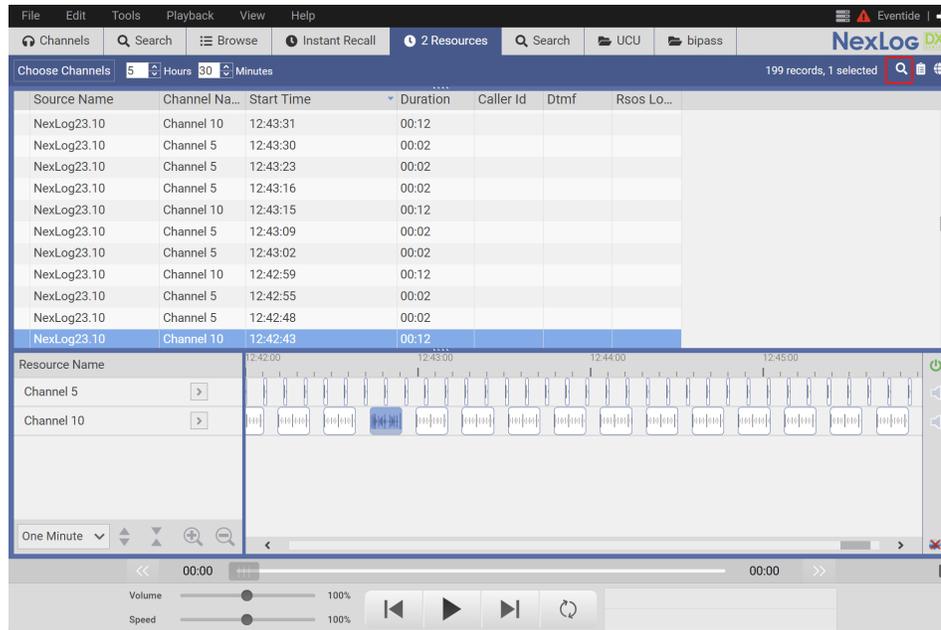


Fig. 3.38 Speech Factor Tab Search

This will automatically open a Tab Search window.

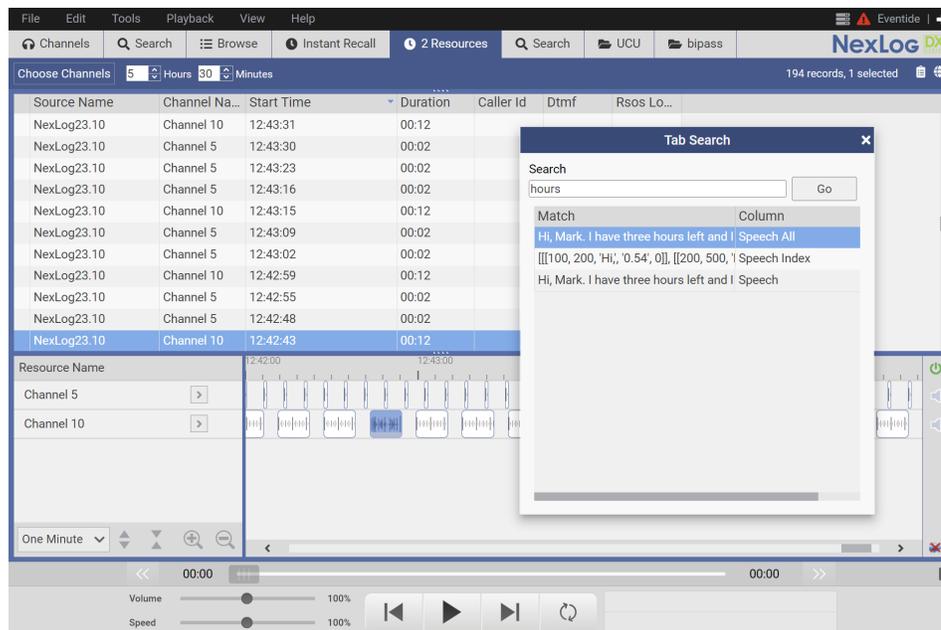


Fig. 3.39 Speech Factor Tab Search

For more info on Tab Search functionality, see Section 2.6: Tab Search

### 3.11.4. Speech Factor AI Alternative Languages

Speech Factor AI recognizes multiple languages and can be applied to both Always On Mode as well as On Demand Mode using the following configurations:

In the NexLog Express Configuration Manager, navigate to **Recording** -> **Data Integrations**, highlight **Speech Factor AI** and select **Edit Integrations**. Here, you can use a comma-delimited list of up to four language codes sorted by priority to be used for audio recognition. (Default is “en-US”)

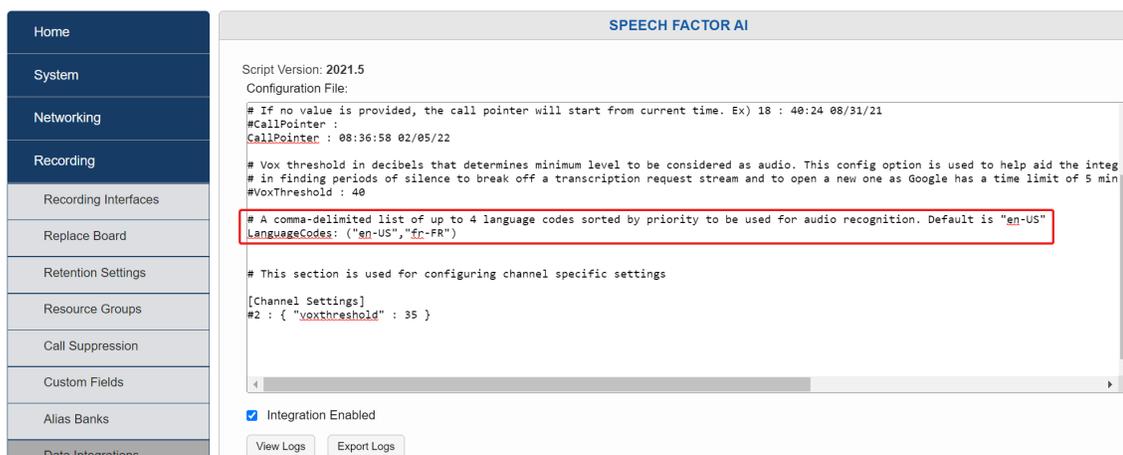


Fig. 3.40 Configure Language Recognition

A few examples of available language codes are:

- **en-US** - English (US)
- **es-US** - Spanish (US)
- **fr-CA** - French (CA)
- **fr-FR** - French (FR)
- **de-DE** - German (DE)
- **ar-AE** - Arabic (United Arab Emirates)
- **it-IT** - Italian (Italy)

#### Note

To request more language code options, contact [service@eventidecommunications.com](mailto:service@eventidecommunications.com) for more details.

### 3.11.4.1. Configuring Channel Specific Settings

Speech Factor AI offers the ability to assign different languages to specific channels.

- **Example:** French (FR) is configured for ch1, and English (US) is configured for ch2:

# This section is used for configuring channel specific settings

[Channel Settings]

1: { "languagecodes": ["fr-FR"] }

2: { "languagecodes": ["en-US"] }

The screenshot displays the 'SPEECH FACTOR AI' configuration page. On the left is a navigation menu with options like Home, System, Networking, Recording, and Archiving. The main content area shows a configuration file editor with the following content:

```

Script Version: 2021.5
Configuration File:
Channels : 2
# Use this field to configure at what point in time (UTC) the integration should search for calls to start transcribing from. When co
# If no value is provided, the call pointer will start from current time. Ex) 18 : 40:24 08/31/21
#CallPointer :
CallPointer : 08:36:58 02/05/22
# Vox threshold in decibels that determines minimum level to be considered as audio. This config option is used to help aid the integ
# in finding periods of silence to break off a transcription request stream and to open a new one as Google has a time limit of 5 min
#VoxThreshold : 40
# A comma-delimited list of up to 4 language codes sorted by priority to be used for audio recognition. Default is "en-US"
LanguageCodes: ["fr-FR","en-US"]
# This section is used for configuring channel specific settings
[Channel Settings]
1: { "languagecodes": ["fr-FR"] }
2: { "languagecodes": ["en-US"] }
  
```

The '[Channel Settings]' section is highlighted with a red box. Below the editor, there are buttons for 'View Logs' and 'Export Logs', a status for 'Integration Enabled', and fields for 'Service Account Key' with an 'Upload' button. At the bottom, there are 'Save' and 'Cancel' buttons.

Fig. 3.41 Configuring Multiple Languages

### 3.11.5. Transcription

Speech Factor AI is ideal for recording multiple participants during a call.

When recordings are separated, Speech Factor AI will generate a transcription with each speaker listed individually, providing analytics across all lines.

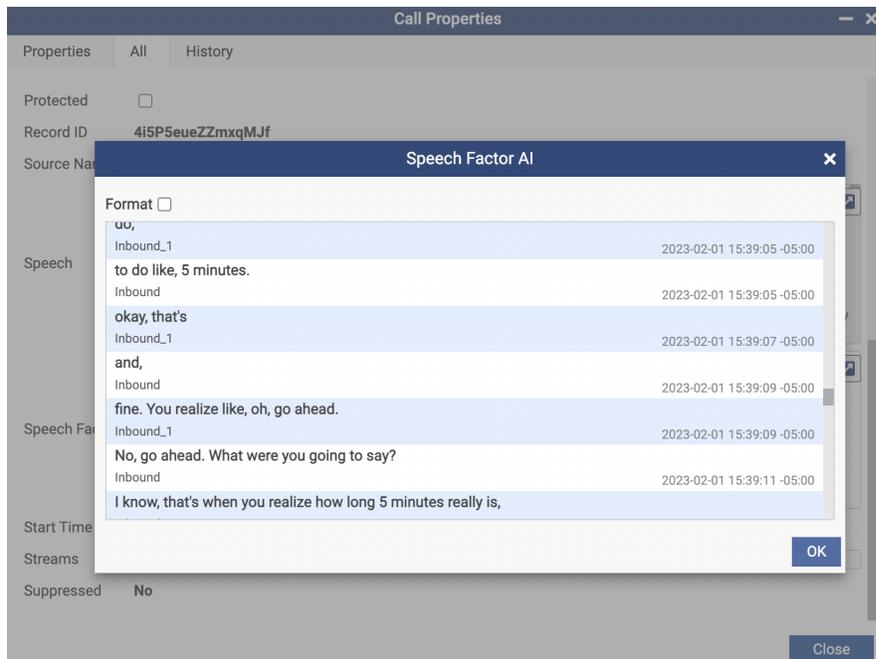


Fig. 3.42 Bi-directional call with 2-way Transcript

### 3.11.6. Enhanced Quality Assurance Options

With Speech Factor AI's Enhanced Quality Assurance Options, you can configure keyword and phrase spotting to alert you of situations that may require immediate attention. Recordings can also be categorized for feature review or quality assurance purposes such as:

- Categorizing calls for easier QA
- Reading calls for answers instead of continuously listening to them
- Flagging calls for QA

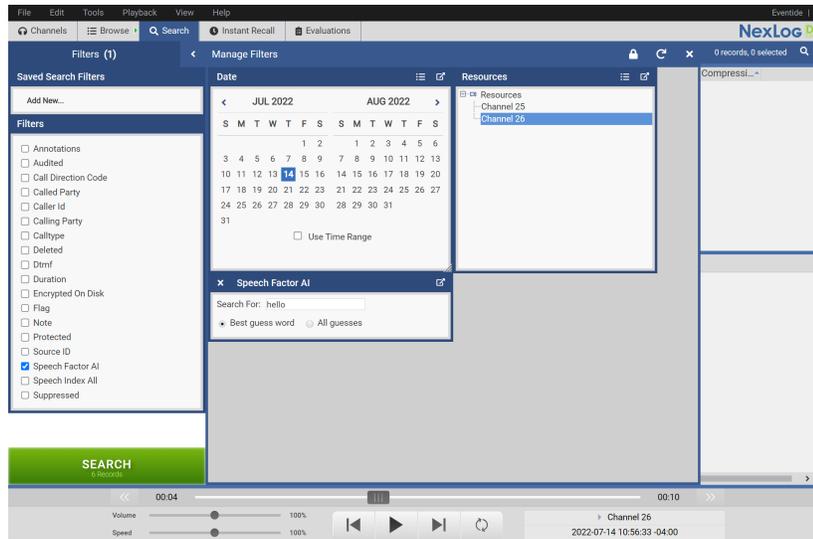


Fig. 3.43 Quality Assurance

### 3.11.7. External Media

Speech Factor AI allows for external media such as voice, text, photos, and videos to be uploaded to the recorder for transcription, analysis, and exporting.

### 3.11.8. Radio Transcription

Speech Factor AI supports radio transcription. Quality of transcription may vary based on the input source.

## 4. CREATING AN INCIDENT

In MediaWorks EXP, an incident contains a group of related recordings. To find recordings, see [Browsing for Recordings](#) and [Searching for Recordings](#). Once a set of recordings has been found, the next step is to group them into related sets known as “incidents.” New incidents can be created from a selection of recordings, and additional recordings can be appended to existing incidents. Incidents form the foundation for many of the other MediaWorks EXP functions, such as exporting recording data. Incidents can also be shared with other users by emailing them or saving them to a shared location on the Eventide recorder.

Incidents can be stored remotely on the recorder. To create a new incident, select **New Tab** from the **File** menu and then select **Incident** from the drop-down list. An empty Incident tab labeled “Untitled” will be created. To create a new incident with an initial set of recordings, first select the recordings from the Record view or Timeline view. Then right-click and select **New Incident from Selected Records** from the drop-down menu. A new incident tab labeled “Untitled” will be created containing the recordings you selected.

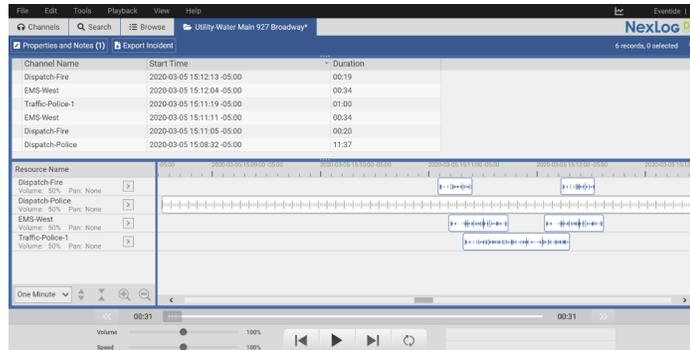


Fig. 4.1 Incident

An incident can also be populated with recordings in several other ways. From the Browse or Search tab, a group of recordings can be copied to an incident tab using drag-and-drop. With the Browse or Search tab open, select one or more recordings. Then click the selected recordings and, while holding the mouse button down, drag the recordings to the new Incident tab. Release the mouse over the Incident tab and the recordings will be added to that incident.

When Browsing for Recordings or Searching for Recordings, calls that have been saved to an incident will have a visual indicator when the “Incident” column is selected.

The screenshot shows the NexLog DX interface. At the top, there are navigation tabs: "Browse", "Search", "Instant Recall", "Evaluations", and "12/22 incident". The main area displays a table of call records. The table has columns for "Source Name", "Channel Na...", "Start Time", "Duration", "Incident", and "Caller Id". The "Incident" column contains checkboxes, with the top row's checkbox checked and highlighted by a red box. Below the table, there is a "Resource Name" section with a dropdown menu set to "Channel 1". On the left side, there is a "Date" calendar for December 2022 and a "Resources" list containing "Channel 1" through "Channel 9". A green "SEARCH" button is at the bottom left, and a "One Minute" dropdown is at the bottom center.

Fig. 4.2 Incident Indication

All saved Incidents can be seen by right-clicking a call in the callgrid and hovering over “Open Incident”. If an instance is selected from this section, it will open in a new tab.

Additionally, Incidents can be opened by going to **File > Open Incident** and selecting a file from the “Open Incident” window.

The screenshot shows the "Open Incident" dialog box. It has a title bar with "Open Incident" and a close button. Below the title bar, there are tabs for "Recorder" and "Upload". The main area is a file explorer showing a tree view of folders and files. The "NAB" folder is expanded, showing sub-folders like "NAB2", "Restrict01", and "Restrict1", and files like "Location 2", "Geo-Location", "Location", and "screens". The "Location 2" file is selected. On the right side, there is a "DESCRIPTION:" section with fields for "MODIFIED:", "OWNER:", "Eventide", "READ/WRITE:", "READ/WRITE USERS:", "READ ONLY:", "Yes", "READ ONLY USERS:", and "RESTRICTED INCIDENT GROUP:". At the bottom, there is a "Search filter:" input field, a "Clear" button, and "Open" and "Cancel" buttons.

Fig. 4.3 Open Available Incident

## 4.1. Adding and Removing Recordings from an Incident

Once created, an incident can be further expanded or reduced. To add recordings to an open incident, first select the desired recordings from the Browse or Search tabs, or another Incident tab. Once selected, click and drag the selection to the destination Incident tab and then release it. The recordings will be appended to that incident.

Alternatively, after having selected the recordings you wish to add, right-click the selection and choose **Add Selected to incident** from the menu that appears. A submenu lists all possible destination incidents. Select the desired incident and the recordings will be appended to it.

To remove recordings from an incident, select the recordings you wish to remove from the Incident tab they are associated with and select **Remove** from the **Edit** menu. Alternatively, you can right-click the recording selection and choose **Remove from Incident** from the menu that appears, or simply highlight the chosen incident and use **CTRL+D**.

## 4.2. Saving an Incident

To save an incident to the recorder, first make sure the Incident tab is selected, then select **Save Incident** from the File menu. If this is a new incident, when the Save Incident dialog box appears, the Recorder tab will be automatically selected.

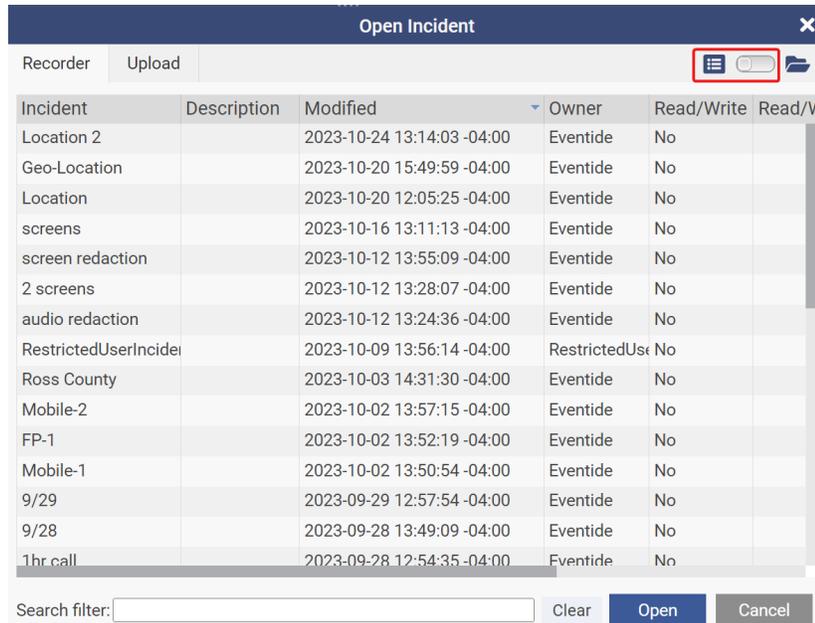
The **Protect Calls in Incident** option will automatically mark all recordings as protected when saving the incident; this is turned on by default. Optionally you can edit the incident properties and permissions here too. When saving an incident with a large number of calls with this option on, a progress bar will pop up to provide feedback while the system is protecting calls.

Enter an **Incident Name** and then click **OK** to save.

### ***New in version 2024.1.***

Incidents can be saved to either to a general list of incidents, or specific folders better organization and compliancy.

#### **General List**

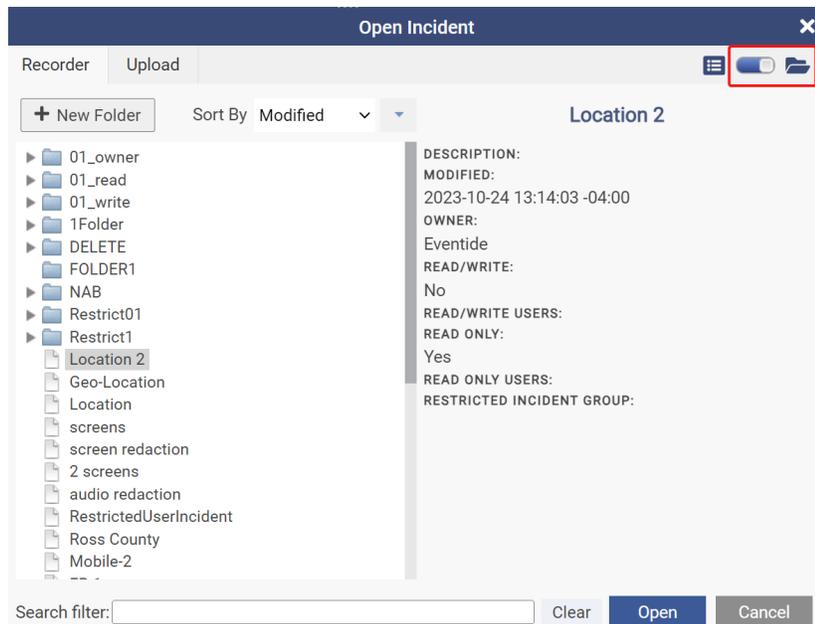


Incident	Description	Modified	Owner	Read/Write	Read/V
Location 2		2023-10-24 13:14:03 -04:00	Eventide	No	
Geo-Location		2023-10-20 15:49:59 -04:00	Eventide	No	
Location		2023-10-20 12:05:25 -04:00	Eventide	No	
screens		2023-10-16 13:11:13 -04:00	Eventide	No	
screen redaction		2023-10-12 13:55:09 -04:00	Eventide	No	
2 screens		2023-10-12 13:28:07 -04:00	Eventide	No	
audio redaction		2023-10-12 13:24:36 -04:00	Eventide	No	
RestrictedUserIncident		2023-10-09 13:56:14 -04:00	RestrictedUser	No	
Ross County		2023-10-03 14:31:30 -04:00	Eventide	No	
Mobile-2		2023-10-02 13:57:15 -04:00	Eventide	No	
FP-1		2023-10-02 13:52:19 -04:00	Eventide	No	
Mobile-1		2023-10-02 13:50:54 -04:00	Eventide	No	
9/29		2023-09-29 12:57:54 -04:00	Eventide	No	
9/28		2023-09-28 13:49:09 -04:00	Eventide	No	
1hr.call		2023-09-28 12:54:35 -04:00	Eventide	No	

Search filter:  Clear Open Cancel

Fig. 4.4 Incident List

## Incident Folders



Location 2

- ▶ 01\_owner
- ▶ 01\_read
- ▶ 01\_write
- ▶ 1Folder
- ▶ DELETE
- ▶ FOLDER1
- ▶ NAB
- ▶ Restrict01
- ▶ Restrict1
  - ▶ Location 2
    - ▶ Geo-Location
    - ▶ Location
    - ▶ screens
    - ▶ screen redaction
    - ▶ 2 screens
    - ▶ audio redaction
    - ▶ RestrictedUserIncident
    - ▶ Ross County
    - ▶ Mobile-2

DESCRIPTION:  
 MODIFIED:  
 2023-10-24 13:14:03 -04:00  
 OWNER:  
 Eventide  
 READ/WRITE:  
 No  
 READ/WRITE USERS:  
 READ ONLY:  
 Yes  
 READ ONLY USERS:  
 RESTRICTED INCIDENT GROUP:

Search filter:  Clear Open Cancel

Fig. 4.5 Incident Folders

**Note**

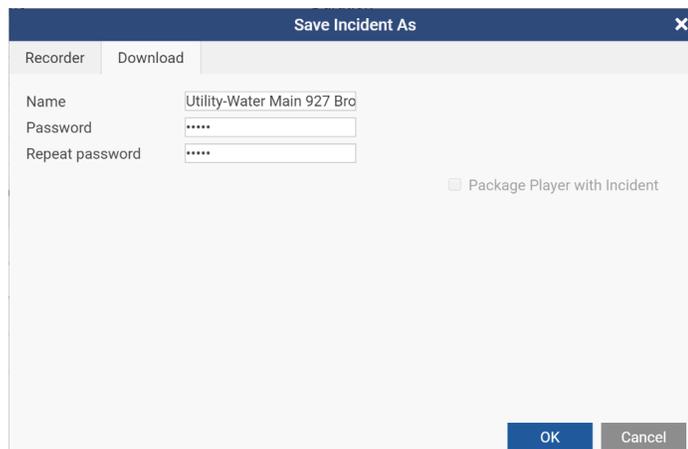
The following actions need permissions assigned in Web Configuration:

- Add new folders
- Delete folders
- Edit folder names

## 4.3. Download an Incident Locally

Incidents can be also be saved locally to your computer. By default, one usually wants to save an incident remotely, which means on the recorder itself, for use on that recorder. But if you need to share an incident across different recorders, you can save the incident locally to your computer as an <incident name>.eti file. This file can then be shared and opened with the Open Incident file menu option.

To save locally, you must first save the incident to the recorder. Once you have saved it to the recorder, select **Save Incident As** from the File menu, and choose the Download tab. You can optionally enter a password here that the incident will require to open.



The screenshot shows a dialog box titled "Save Incident As" with a close button (X) in the top right corner. The dialog has two tabs: "Recorder" and "Download", with "Download" selected. The "Name" field contains the text "Utility-Water Main 927 Bro". Below it are two password fields, both containing six asterisks. To the right of the password fields is a checkbox labeled "Package Player with Incident", which is currently unchecked. At the bottom right of the dialog are two buttons: "OK" and "Cancel".

Fig. 4.6 Local Incident Save

This file can then be shared and opened with the Open Incident file menu option, by clicking the local tab and clicking Add File. Select an .eti file, click ok and then click OK in the Open Incident dialog. If

there is a password, you will be prompted to enter it and if that succeeds, the incident will open with all of the calls, notes, attachments and metadata as seen on the original recorder.

### 4.3.1. Pack and Go

#### License Required

This feature must be licensed to be used. Contact your Eventide Dealer for assistance.

When licensed, Pack and Go allows you to export an offline incident with a built in player. This is useful for allowing a user to explore an incident's content without access to a recorder.

The Pack and Go player is portable and does not need to be installed. It does not require any network access and can be opened by anyone with a Microsoft Windows 7 or newer PC. The player can optionally require a password.

#### Note

When opening the Pack and Go incident player offline for the first time, Microsoft Defender may trigger an alert preventing an unrecognized app from starting. We recommend selecting the option "Run anyway", or purchasing a specialty security license.

Please contact your Eventide Dealer for more assistance.

## 4.4. Incident Renaming

Incidents can be renamed by right-clicking on the incident either in the open incident menu or on the tab of an open incident.



Fig. 4.7 Rename Option in Tab Right-Click Menu



Fig. 4.8 Incident Rename Pop Up

## 4.5. Incident Properties

The Properties button (at the top of the tab and in the Save window) opens to an Incident Properties window that allows for a searchable text description of the incident, as well as fine control of which permissions each user on the system has for this incident.

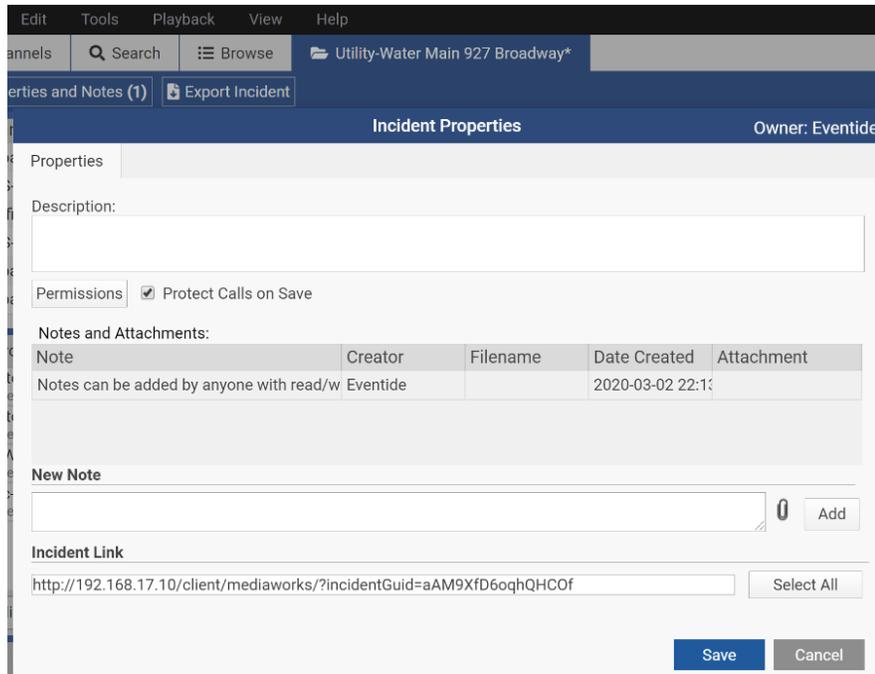


Fig. 4.9 Incident Properties and Notes

This window contains a variety of information and options for this incident, including Permissions, Description, Notes, File Attachments, and an Incident Link URL.

The “Protect Calls on Save” checkbox in the upper right corner controls whether or not calls added to this incident after the initial save will be protected when the incident is saved.

#### 4.5.1. Incident Properties and Notes: Description

The Description text box at the top of the Incident Properties window can be used to describe the incident and highlight anything particularly interesting about it. This description can then be searched for in Open Incident dialog, making it easier to find specific incidents on systems that have many.

#### 4.5.2. Incident Properties and Notes: Notes

Notes can be added by anyone with read/write permissions for the incident. Each note will include the creator, the date created, and if media is attached to the note, a file name. Short notes will be fully visible but for longer notes, you can right-click and select View Note from the context menu to see the full text of the note. If there is a document attached of a supported type (text, jpg, wav, mp3, etc), you

will be able to see it in this pop up as well. From this context menu you can also choose to edit or delete the note or download the attached file. The paper clip icon next to Add allows you to attach media (or any kind of file) to the note.

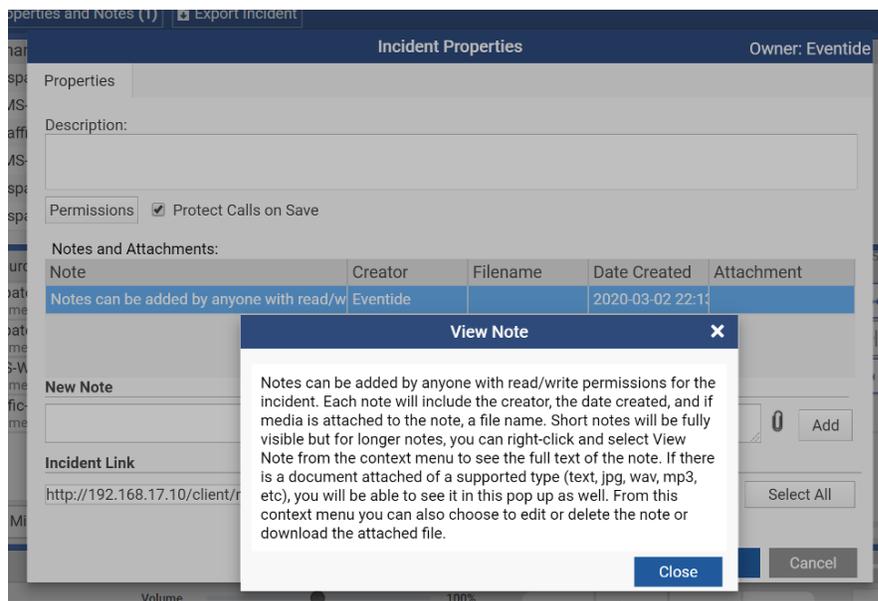


Fig. 4.10 Incident View Note

### 4.5.3. Incident Properties: Permissions

The Properties button (at the top of the tab and in the Save window) opens to an Incident Properties window that allows for a searchable text description of the incident, as well as fine control of which permissions each user on the system has for this incident.

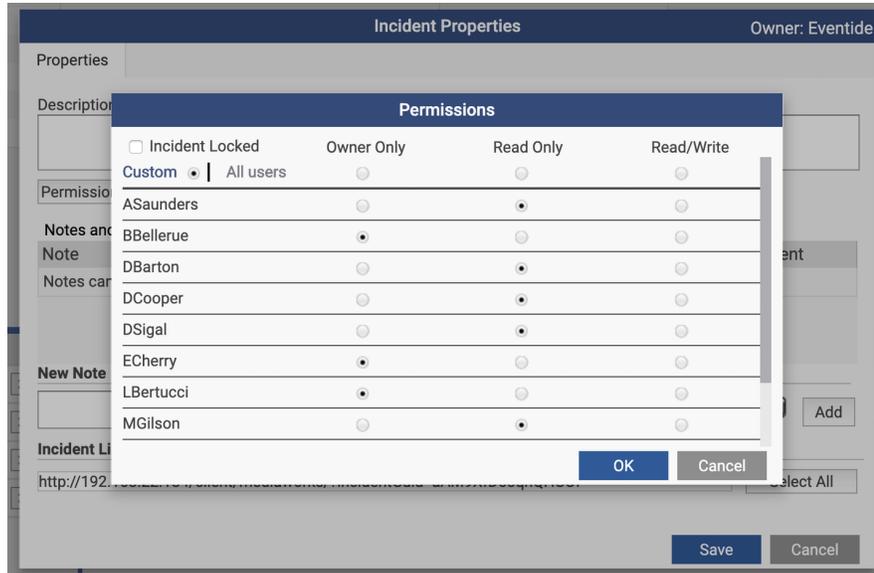


Fig. 4.11 Incident Properties - Permissions

The default for new incidents is Read Only: only the original creator of the incident can make changes, and everyone else can open it to listen to calls and read notes.

The radio buttons in the top line allow you to assign permissions for all users at once, and can also be used first to set a default state before assigning specific permissions to a few users. For example, you may want only two users to have access to this incident, so you click the All Users Owner Only button and then click Read Only for the two users you want to share it with. Owner Only is the same as No Access for users other than the user that created this incident.

Note that the Owner of an incident always has Read/Write permissions.

## 4.6. Redacting Recordings in an Incident

Redaction is an umbrella feature allowing for modifying part of a call's audio, either by replacing it with silence or a tone, or by applying an effect such as obfuscation or automatic gain correction. Obfuscation transforms the original speaker's voice into something clear but not recognizable as a specific person and aims to make identifying a source difficult.

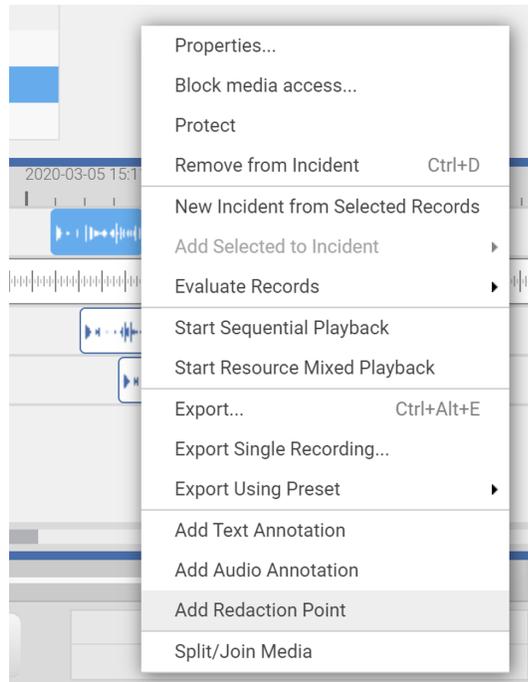


Fig. 4.12 Redaction in Context Menu

Redaction points are available only for calls organized into an incident. Right-click on a call record to add a Redaction point. This will show up as a purple highlighted space in the call, with a smaller square in the upper right corner. Clicking that square gives the redaction space focus, so you can adjust its duration by dragging the start and end times, or adjust its location by click in the center and dragging it from side to side.

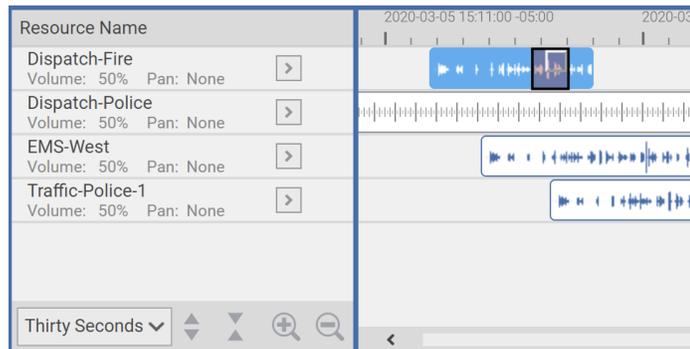


Fig. 4.13 Redaction Area

If you right-click the Redaction area, a Redaction specific menu will pop up. From here, you can open an options menu for this redaction, change the kind of effect to be applied (Mute, Tone, AGC, or

Obfuscate), “Move” the redaction by giving it mouse-focus the way clicking the upper right corner would, or remove the redaction entirely.

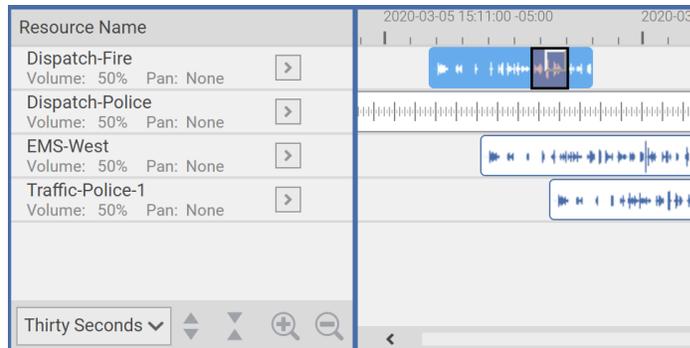


Fig. 4.14 Redaction Area

The **Options** for a Redaction include the maximum gain of the AGC, or the kind of Obfuscation. A lower value for Obfuscation modulates pitch downward, and a higher one moves it upwards.

## 4.7. Video Redactions

### **New in version 2024.1.**

Video redaction is a useful tool to help safeguard sections of a timeline for legal, compliance, or security-related reasons. MediaWorks EXP is capable of a full screen redaction as well as AI Face Blur redactions.

### 4.7.1. Full Screen Video Redaction

When using Full Screen Redaction, a user can select a portion of the timeline and blur the entire visible video output when exported to an mp4 file.

Once an incident is saved, right click the selected timeline, and choose “Add Video Redaction”.

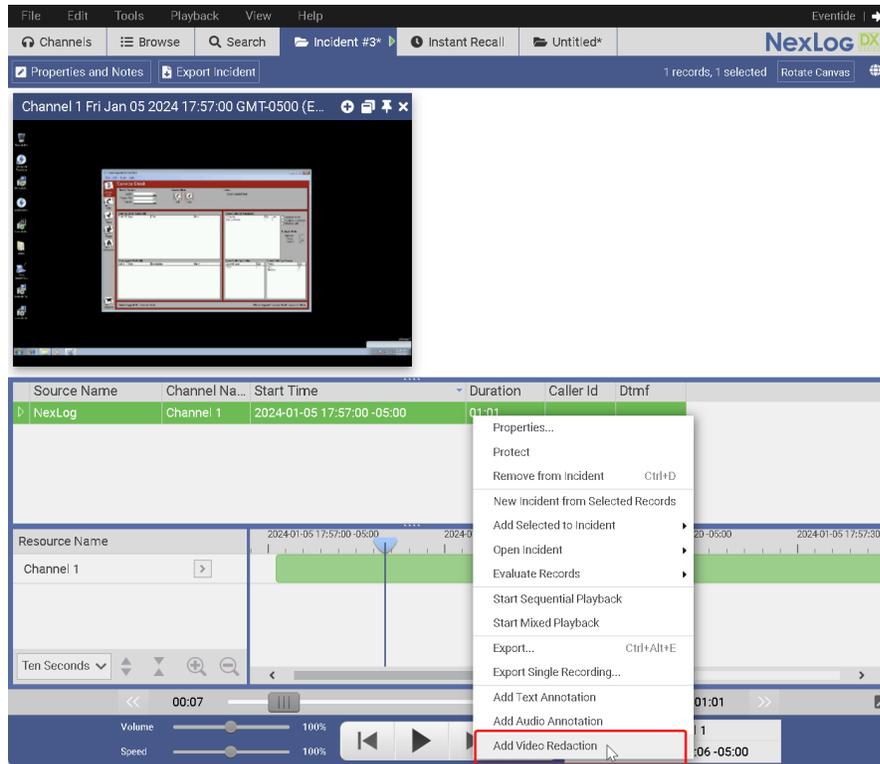


Fig. 4.15 Add Video Redaction

This will create a blocked section in the timeline that represents the window of redaction.

When you right click the upper right section of the redaction window, you'll be given the option of Entire Screen, AI Face Blur (more on that in the following section), Set Start/End, Select All, Move and Remove.

Select the "Entire Screen" option:

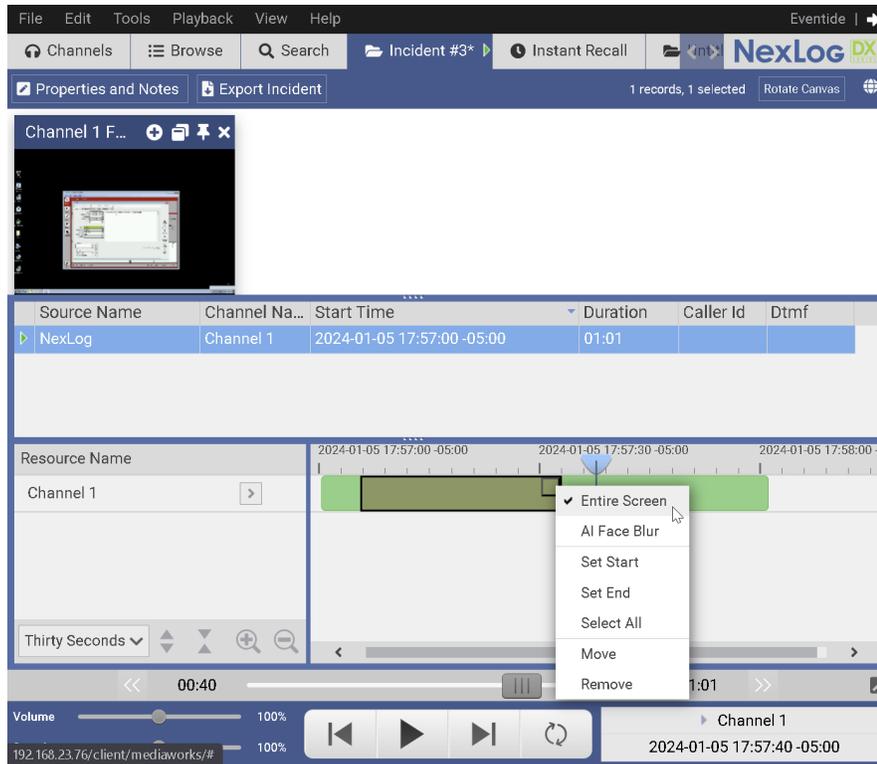


Fig. 4.16 Entire Screen

To edit the redaction window, select the “Move” option, then hover over the ends of the redaction window to extend the beginning/end, or move the entire redaction section.

The “Set Start”/”Set End” options can be used to set the start or end of the video redaction according to where the playhead is in the timeline of the recording.

The “Select All” option will apply the redaction to the entire length of the recording.

The “Remove” option will remove the redaction from the recording.

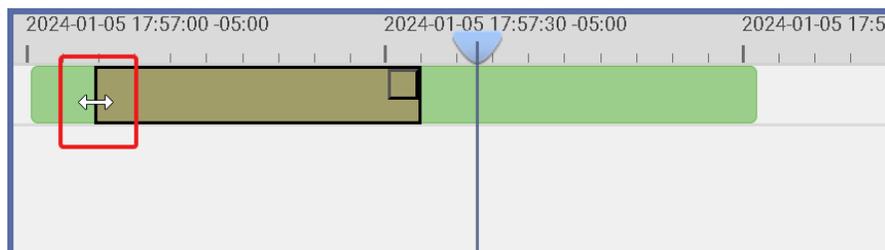


Fig. 4.17 Redaction Area

Once the redaction area has been created, save the incident, then select “Export Single Recording...” to create an mp4 file of the redacted video.

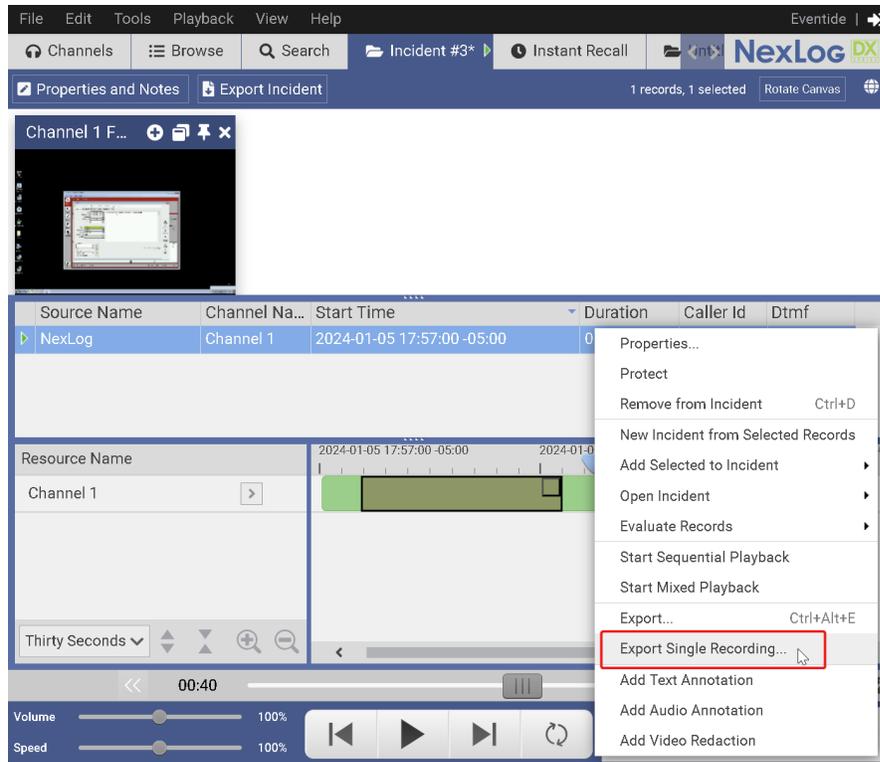


Fig. 4.18 Redaction Export

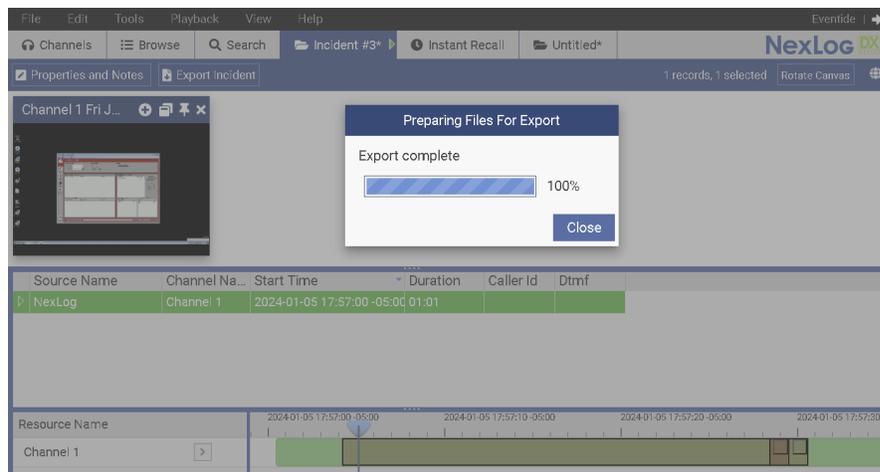


Fig. 4.19 Redaction Complete

**Note**

In order to view the redaction section of the video, the file must first be exported, then viewed on the mp4 file.

## 4.7.2. AI Face Blur Video Redaction

Similar to the Full Screen Redaction feature mentioned in the previous section, the AI Face Blur function can identify and blur facial features by using AI recognition to create redacted sections in the timeline.

Once an incident is saved, right click the selected timeline, and choose “Add Video Redaction”.

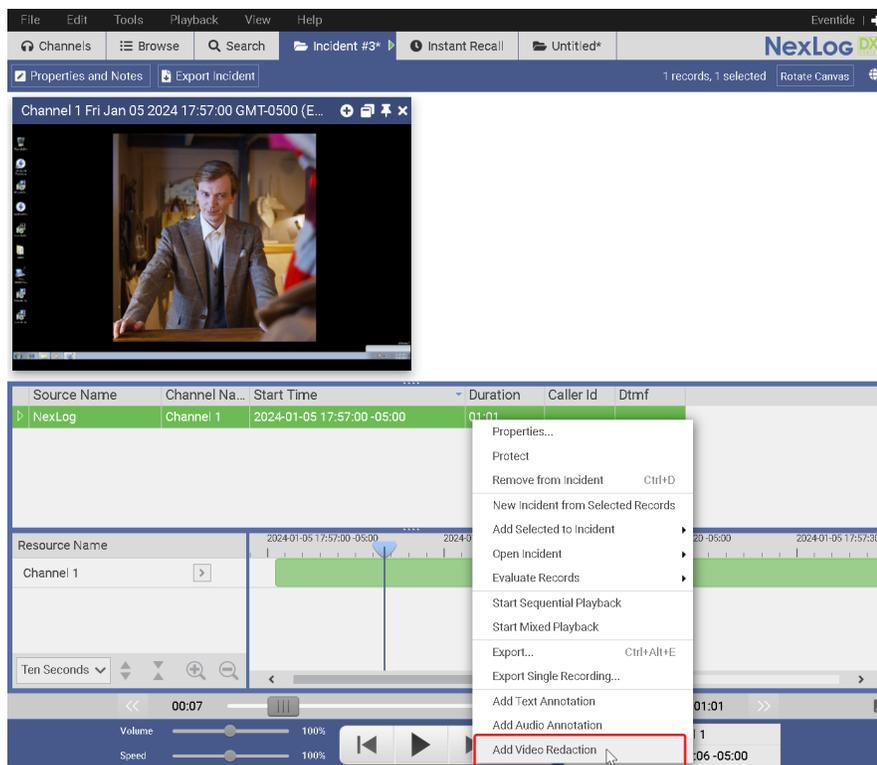


Fig. 4.20 Add Video Redaction

This will create a blocked section in the timeline that represents the window of redaction.

When you right click the upper right section of the redaction window, select the “AI Face Blur” option.

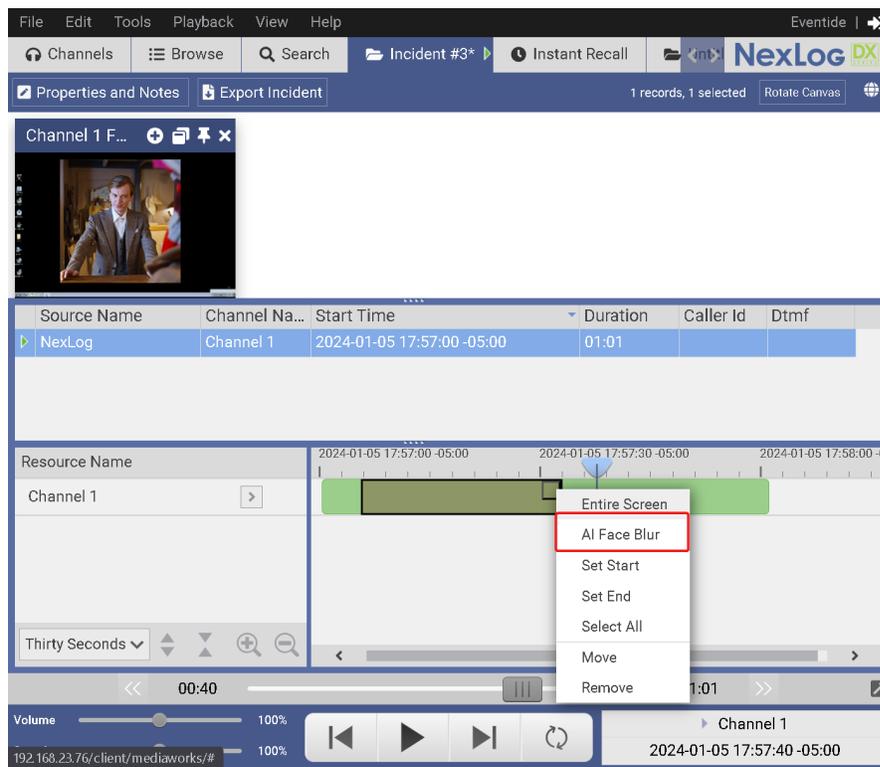


Fig. 4.21 AI Face Blur

Please see section 4.7.1 Full Screen Video Redaction for details on how to edit a video redaction.

Once the redaction area has been created, save the incident, then select “Export Single Recording...” to create an mp4 file of the redacted video.

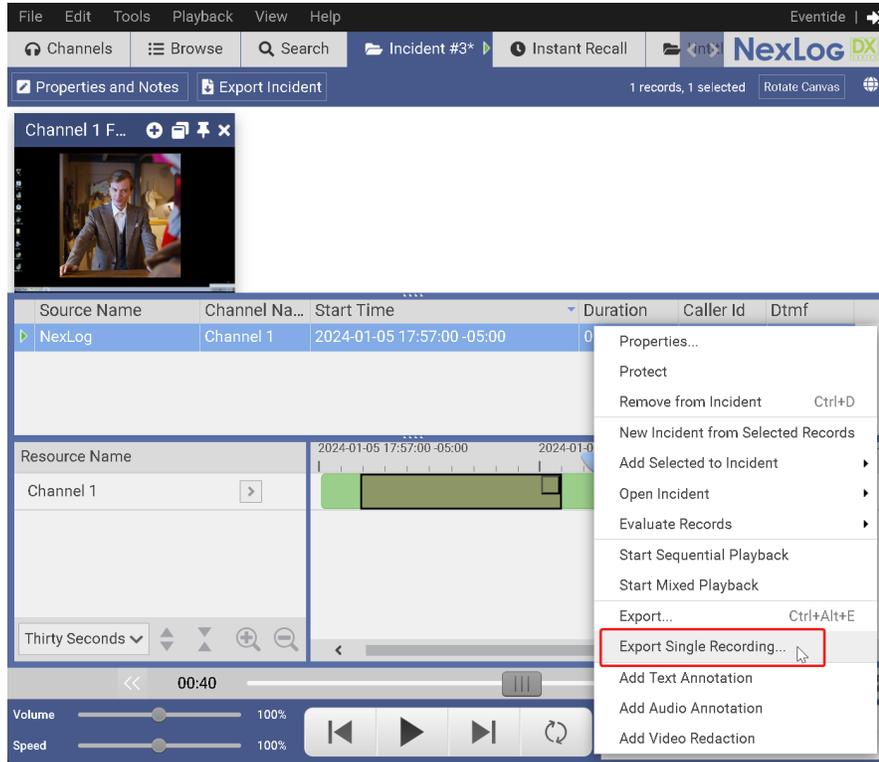


Fig. 4.22 Redaction Export

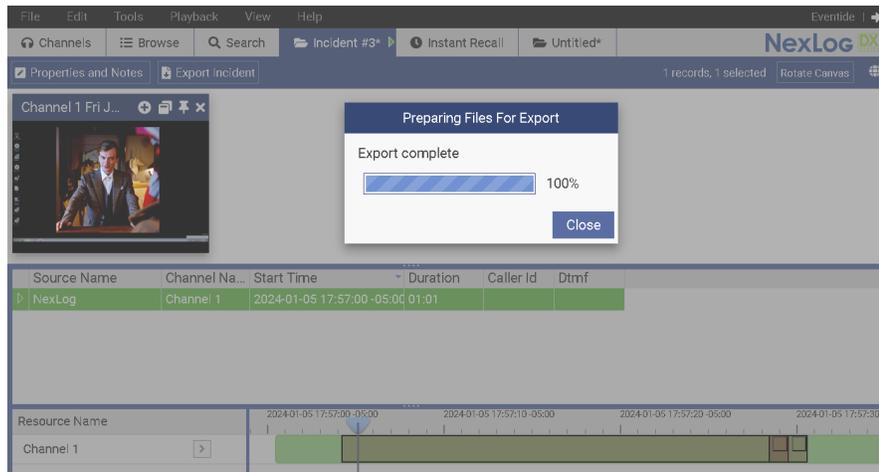


Fig. 4.23 Redaction Complete

**Note**

In order to view the redaction section of the video, the file must first be exported, then viewed on the mp4 file.

After exporting, AI Face Blur Video Redaction can now be opened and played on your local media player.

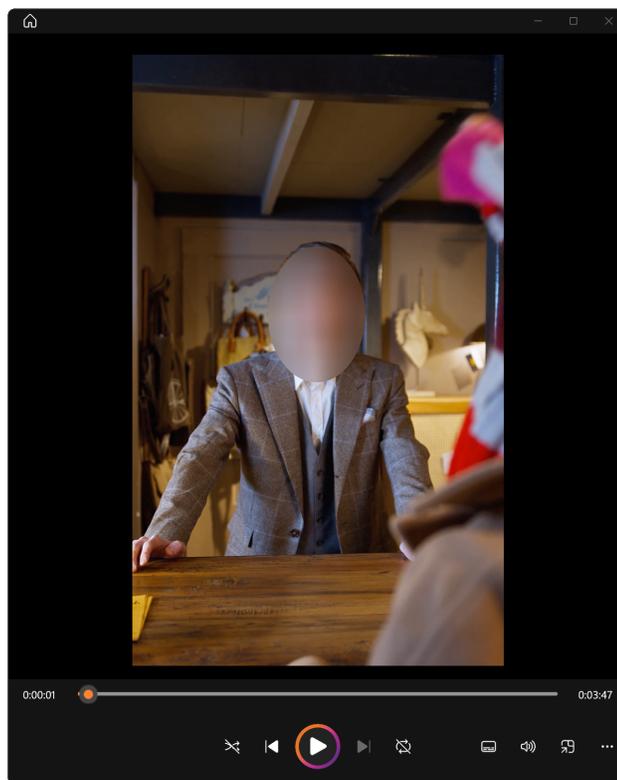


Fig. 4.24 Redaction Playback

## 4.8. Incident Clip Management

Incident Clip Management is a feature intended for systems that use analog recording with imperfect call stop and start recording criteria. On systems relying on Vox or TRV thresholds and hold times, sometimes a single call will be recorded as two, and other times two calls can be recorded in a single call.

Incident Clip Management allows users making incidents to join or split audio calls in an incident so that the calls are played back correctly. The original call records remain on the recorder in their as-recorded state.

A split or joined call record is called a clip.

### 4.8.1. Incident Clip Management Configuration and Permissions

Incident Clip Management is an optional feature: for anyone on the system to use it an Admin user must turn the feature on in Configuration Manager under Users and Security: System Security. When enabled, this will add two custom fields required for Incident Clip Management, `is_clipped_media` and `clip_details`, if they do not already exist. At that point, any Admin or Researcher user can use Incident Clip Management.

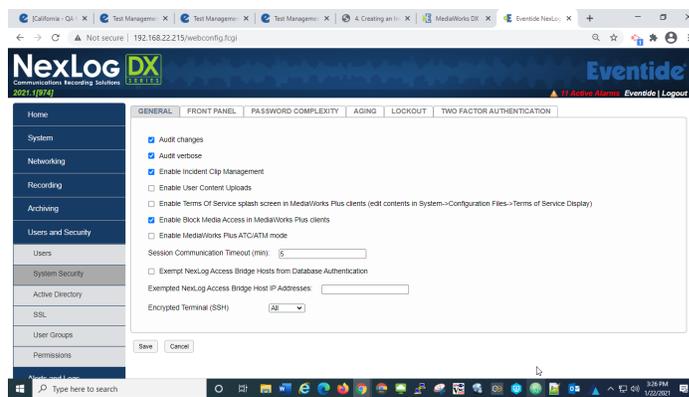


Fig. 4.25 Enable Incident Clip Management in Configuration Manager

### 4.8.2. Joining Calls with Incident Clip Management

Once configured, the tools to split and join media are relatively straight forward. Note that this function is only available for use on call records in an incidents. Below is an example image showing a call that split because the volume of the audio dropped too low for too long, causing it to be broken into two calls.



Fig. 4.26 Enable Incident Clip Management in Configuration Manager

In order to fix this:

1. Add both calls to an incident and select one of the calls, right-click and select “Split/Join Media” from the context menu.

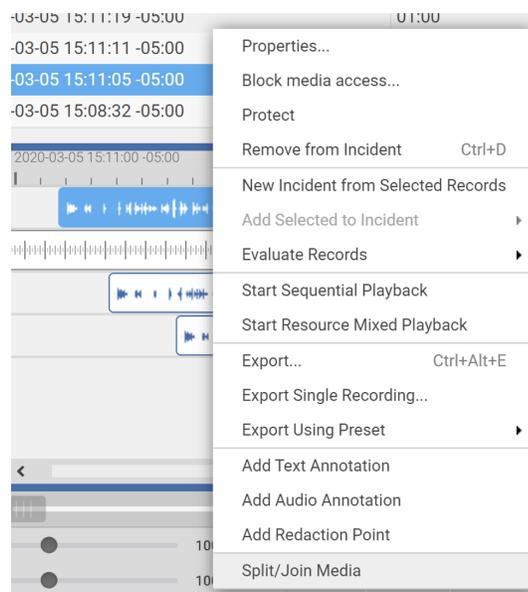


Fig. 4.27 Select Split/Join Media from Menu

1. The Split/Join Area will appear; this is very similar to the Redaction tools previously discussed.



Fig. 4.28 Split/Join Area

1. Drag the edges of the Split/Join Area to contain the call audio.



Fig. 4.29 **Resize Split/Join Area to Include All Audio**

1. And then click the green check box to merge, or the red X to cancel.

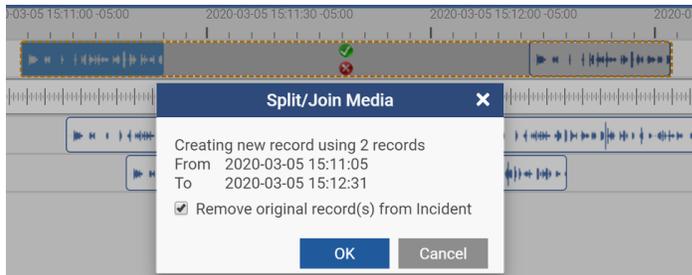


Fig. 4.30 **Click Green Checkbox and then Click OK**

1. You then get a summary of what will be joined, with the option to remove the original records from the incident. In the case like this, of joining two calls, you are going to want to use the default setting to remove the original two from the incident. The original calls remain on the recorder, but are replaced in the incident with the new joined call. The call grid will be updated with the new call as well.

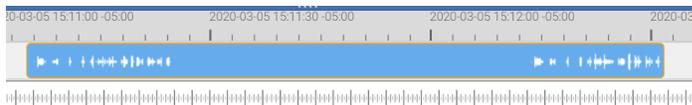


Fig. 4.31 **The Calls are Now Joined**

### 4.8.3. Splitting Calls with Incident Clip Management

Here we will tackle the other common scenario: a pair of calls that are joined together because the Vox hold time was set too long and the calls were very close together in time:

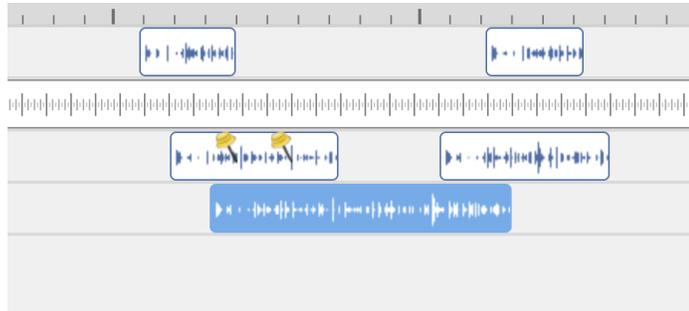


Fig. 4.32 Example of Calls Improperly Merged Because of Vox Timeout

1. As above, click the call and use the context menu to Split/Join Media, and then adjust the boundaries to surround the first call, click the green check mark.

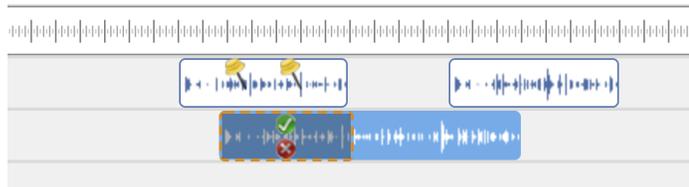


Fig. 4.33 Adjust Split/Join Area

1. In this case, we want to uncheck the default “Remove original record(s) from incident” option: we want the original to remain in the incident for the next step. We are going to crop a second call out of it and at that point we will use the default setting to remove the original.

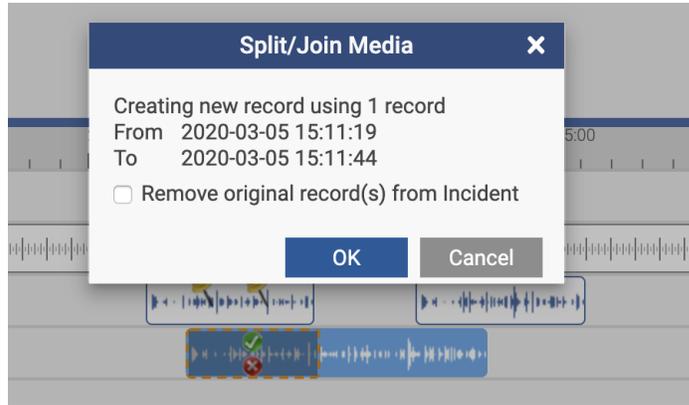


Fig. 4.34 Uncheck “Remove original record(s) from incident”

1. Click OK. The selected area is now added to the incident as a separate call. The original remains.

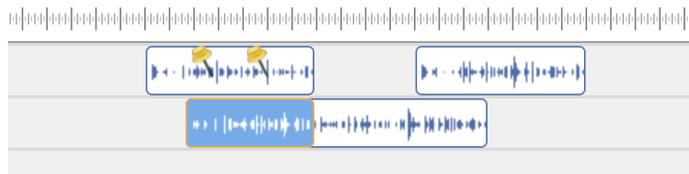


Fig. 4.35 First Call Split, Original Call Remains

1. Again, use the context menu to click Split/Join Media and select the second call's audio area.

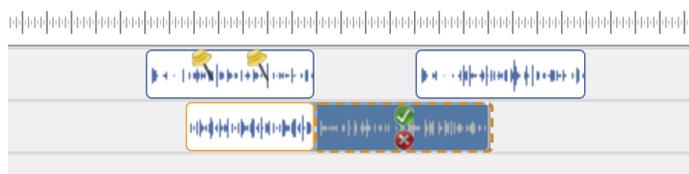


Fig. 4.36 Select and Split the Second Call

1. Click the green check mark and click OK on the prompt (leaving the default setting.)

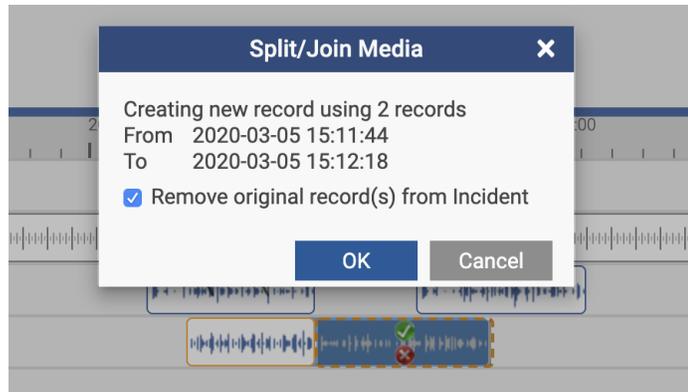


Fig. 4.37 Split the Second Call and Remove the Original Call from the Incident

1. Now both calls exist in the incident as separate call records, shown accurately in the timeline and call grid.

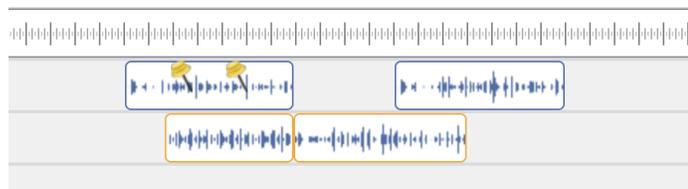


Fig. 4.38 The Calls are Split

#### 4.8.4. More about Incident Clip Management

Calls that have been split or merged with Incident Clip Management will appear in search results at the same time as the original calls. Incident Clip Management calls are always displayed on top in the timeline; they are also highlighted with a yellow border, as seen in the screen shots above. Enabling the call grid column *Is Clipped* will also let you quickly see whether a call was modified with Incident Clip Management or not.

In an incident, you can quickly access the original version of a clip by right-clicking it and selecting “Restore Original Media” to bring all original calls involved into the incident. There is an option to remove the clip from the incident in the same step.

If a clip is no longer useful (or created wrongly in the first place) it can be deleted from the recorder by right-clicking it and selecting “Delete Clip.” It is important to note that if a clip is used in multiple incidents, it will no longer be available in any of them.

## 4.9. Pinning Media to an Incident

Multimedia in an incident can be “pinned” to the canvas, such that they are always shown when the incident is loaded. This is so that important events in an incident can be highlighted for future research. In an incident, a multimedia record, such as a screen capture, will playback in a panel that has these options in the upper right corner:

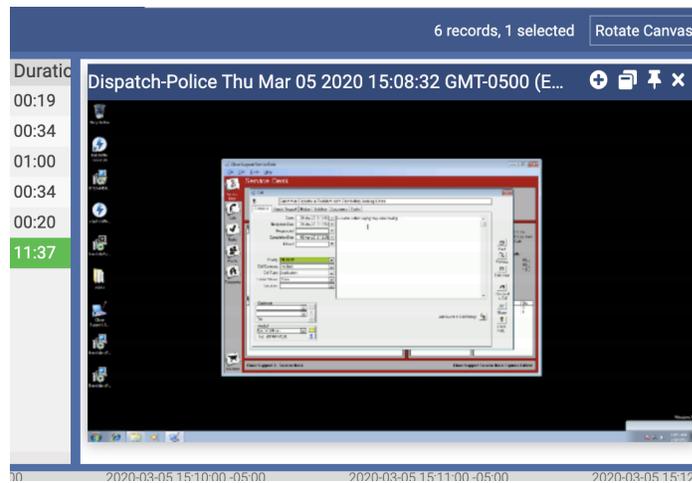


Fig. 4.39 Multimedia in an Incident (Detail)

The left most of these icons is the Pin to Incident button. If you click this, the frame around the media will turn grey and the Pin to Incident and the Pop Out to Application will disappear:

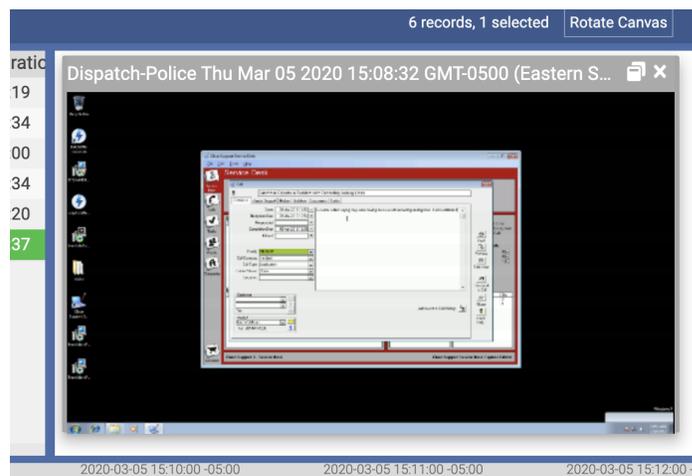


Fig. 4.40 Pinned Multimedia in an Incident (Detail)

## 4.10. Exporting an Incident

Incident Export exports the entire incident based on the export default. The only difference is that it always selects “All Media” on the first panel because otherwise it would only export the currently selected calls. If you want to modify the export settings from the default, you can click the Back button to adjust any of them.

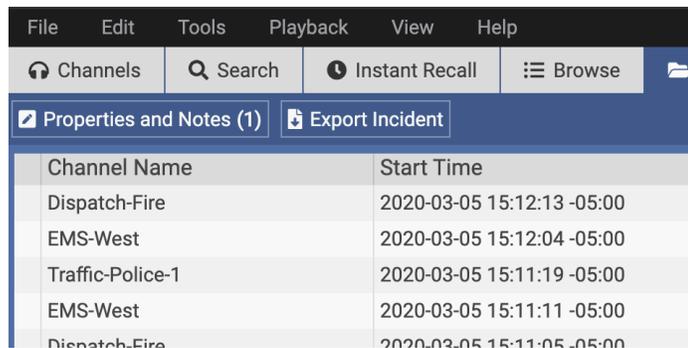


Fig. 4.41 Export Incident

Exporting an incident with this button will also include all attached files in the resulting zip file rather than requiring you to download each one individually from the Properties and Notes page.

For more details on Exporting, see Exporting Recording Data from an Incident.

## 4.11. Deleting an Incident

To delete an incident in MediaWorks EXP, right-click the incident tab and select “Delete Incident”.

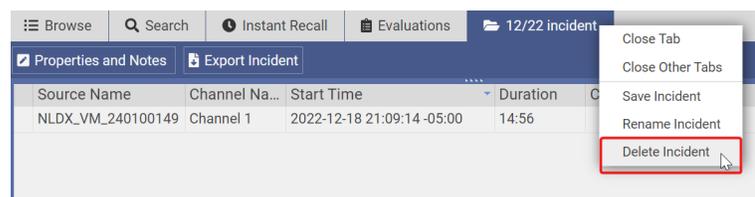


Fig. 4.42 Delete Incident

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## 5. UPDATING RECORDINGS

Once recordings have been collected into incidents, there are a number of ways to examine their properties. Examine detailed properties for any recording by right-clicking a recording and selecting Properties from the menu. The Properties dialog box will appear, allowing you to add information such as notes and to access the audit history of the recording.

Any notes modified in this dialog box are saved back to the recorder on which it originated. Similarly, changing the Protected status of a recording updates the recording's status on the source recorder.

### 5.1. Call Properties

The Call Properties screen lists the attributes of the selected call recording and includes the following default tabs:

- **Properties:** provides information about the call properties.
- **All:** allows you to add information about the call to default or custom metadata fields.
- **History:** Provides a history of the call.

#### 5.1.1. Properties

The **Properties** tab provides detailed information about the recording's location, time, and phone.

Checking the **Protected** box in the Attributes section will prevent the recording from being deleted by the configured retention settings.

You may add information about the recording in the **Notes** box. You can also add custom fields at *Recording* → *Custom Fields* in Configuration Manager. Custom text fields with a *Text Display Type* of Standard, Long, or XML will appear here in the properties tab.

General		Time	
Channel Name	Channel 3	Start Time	2022-01-21 11:59:36 -05:00
Calltype	AUDIO	Duration	14:56
Phone		Attributes	
Caller Id		Protected	<input checked="" type="checkbox"/>
Dtmf		Suppressed	No
Call Direction	Inbound	Flag	<input type="checkbox"/>
Calling Party		Call GUID	pukJ4260RY10cdo5

Notes

Close

Fig. 5.1 Call Properties - Property Tab

## 5.1.2. All

The **All** tab includes the custom fields specific to your recorder that contain additional information about the recording. From this screen, you may edit any of the custom field information.

Notes Show Empty

Agency

Agent Id

Call Direction **Inbound**

Call GUID **pukJ4260RY10cdo5**

Called Entity

Called Party

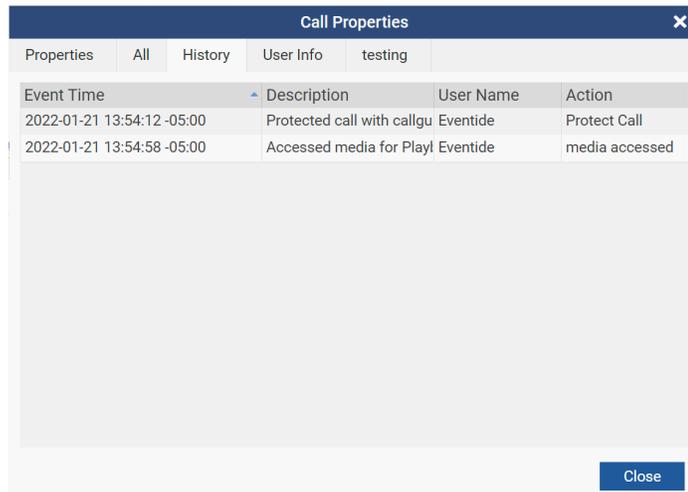
Caller Id

Close

Fig. 5.2 Call Properties - All Tab

### 5.1.3. History

The **History** tab provides an audit history of each time this recording has been accessed, including the related user information.



Call Properties			
Properties	All	History	User Info
		testing	
Event Time	Description	User Name	Action
2022-01-21 13:54:12 -05:00	Protected call with callgu	Eventide	Protect Call
2022-01-21 13:54:58 -05:00	Accessed media for Playl	Eventide	media accessed

Fig. 5.3 Call Properties - History Tab

### 5.1.4. Map

The **Map** tab offers information about location, address, and Geo-Fence data providing critical feedback on a call's origins.

To toggle map legend, click the **map icon**

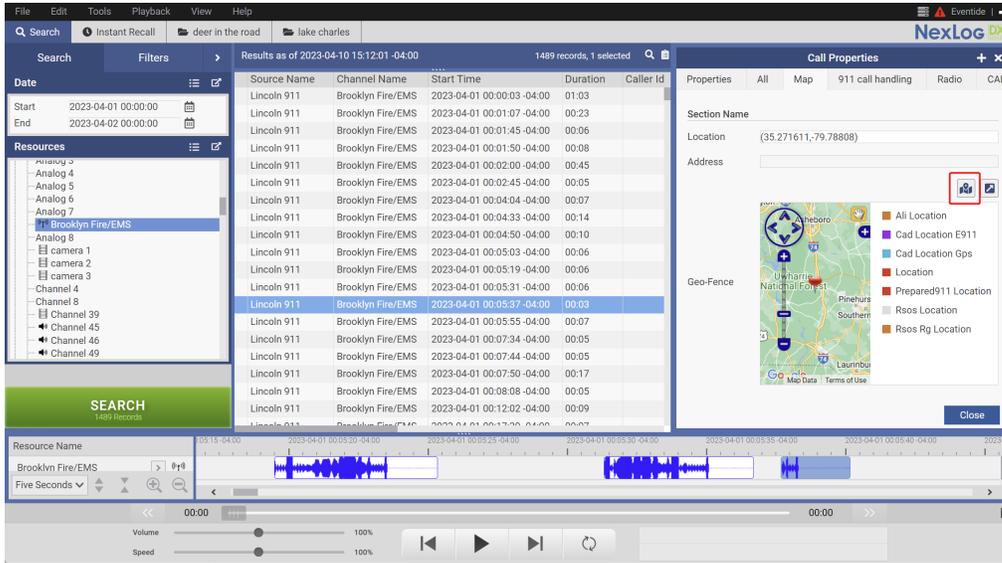


Fig. 5.4 Toggle Legend On

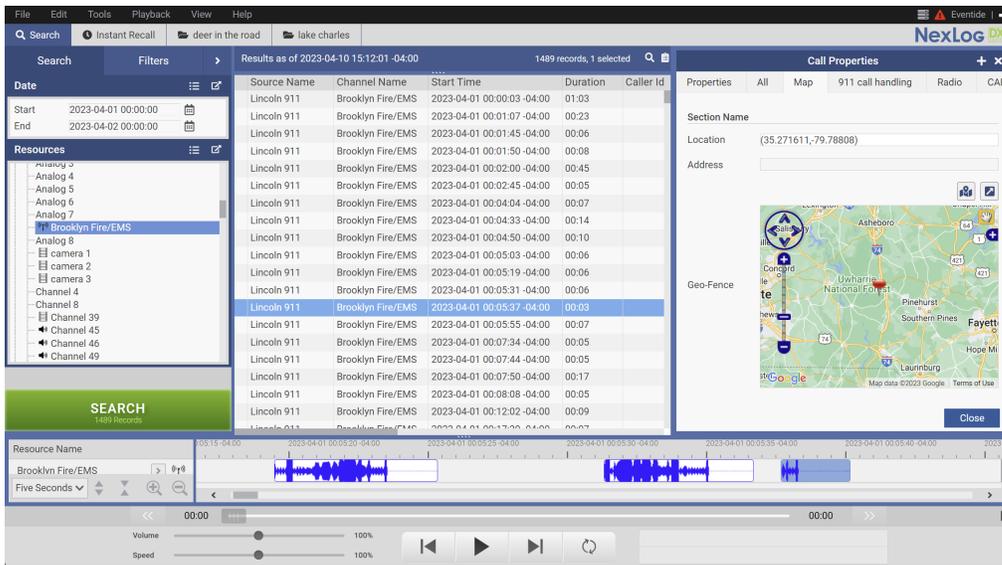


Fig. 5.5 Toggle Legend On

 **New in version 2024.1.**

Selected call events show a 2 mile radius of the surrounding areas on the call property map.

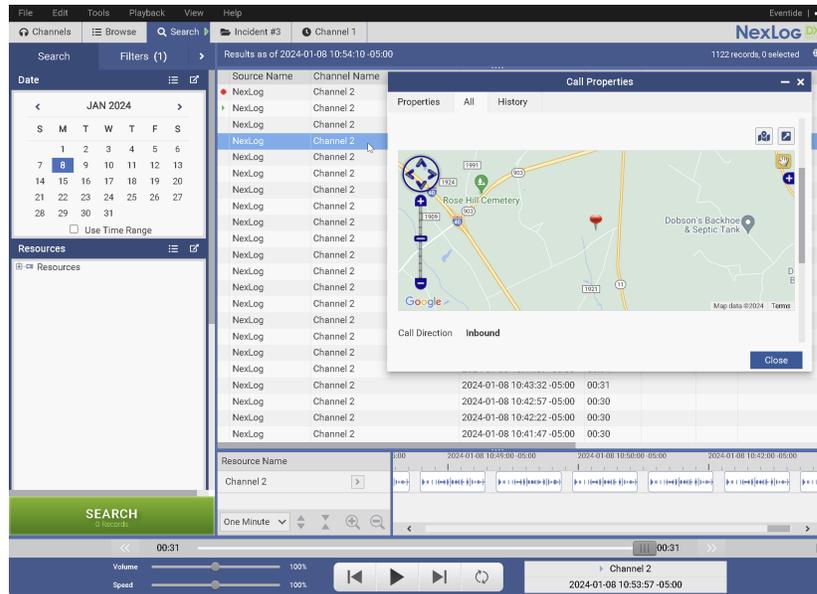


Fig. 5.6 call property map view

### 5.1.5. Edit Call Properties

MediaWorks EXP offers the ability to configure, edit, and add new Call Property tabs in order to give quick access to a user's data and feedback.

#### Configure Call Properties

To configure your Call Properties, highlight a track and select "Edit Call Properties" under Menu Bar -> "Tools"

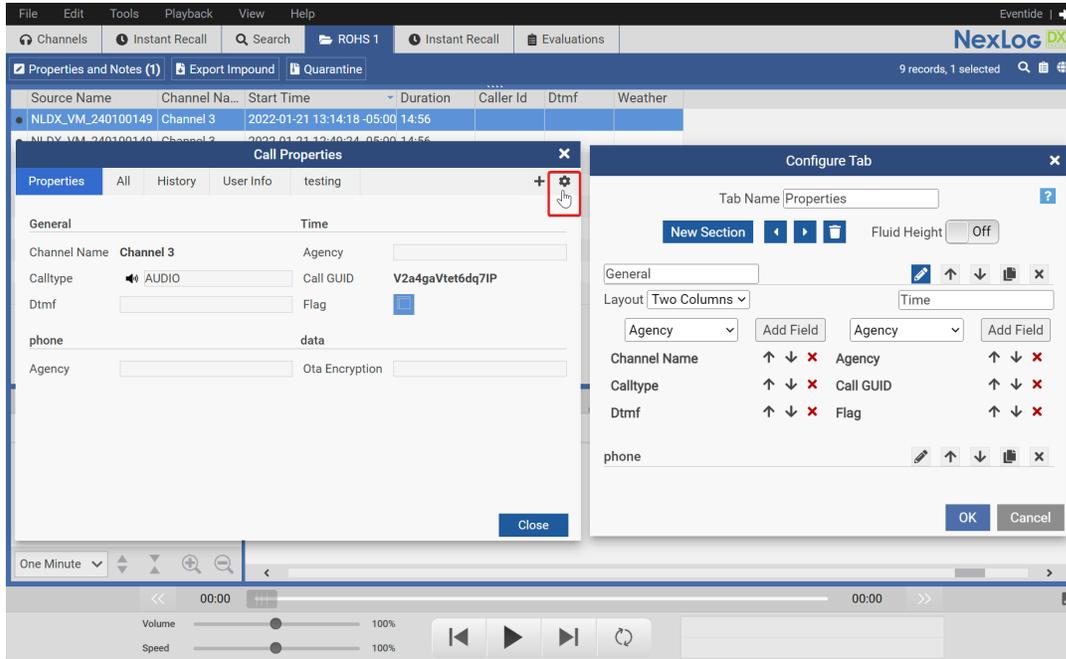


Fig. 5.7 Call Properties Configure

When you select the settings icon in the top right corner, you'll be able to Customize your Properties tabs to add and organize detailed information that your user needs as well as add additional header sections and adjust layout between single columns, double columns, or annotation sections.

### Add Additional Call Properties

To add more tabs to your Call Properties, select "Edit Call Properties" in the Menu Bar, and select the "+" in the top right corner. This will give you the ability to add new tabs, create multiple headers within each tab, and apply new fields within each of those sections.

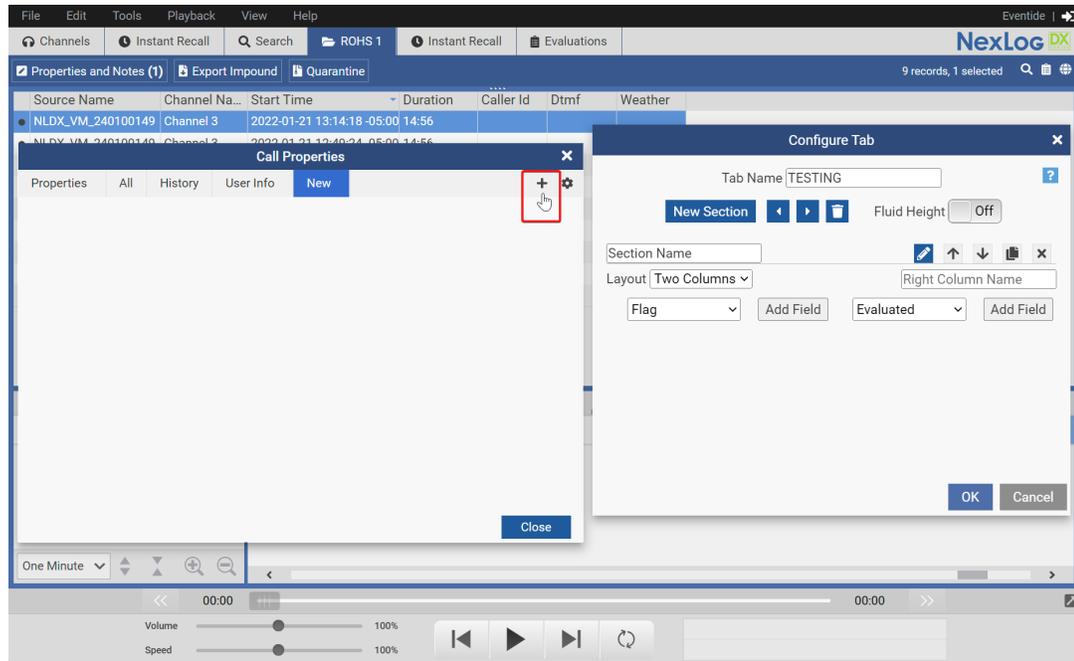


Fig. 5.8 Call Properties New Tab

### Call Properties Embedded View

#### **New in version 2023.1.**

Call Properties can be viewed on its own window, or now has the added options of embedding into the callgrid.

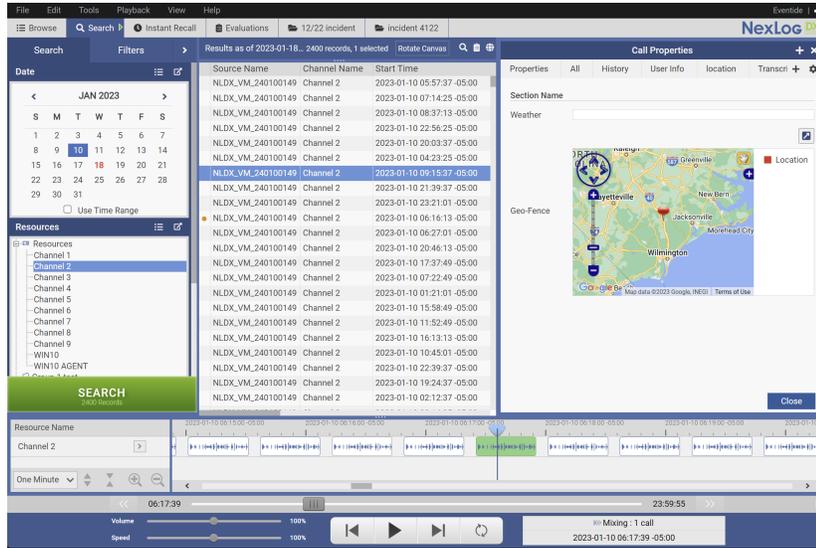


Fig. 5.9 Embedded View

The second embedded view can be toggled by double-clicking the divider between the call grid and the timeline:

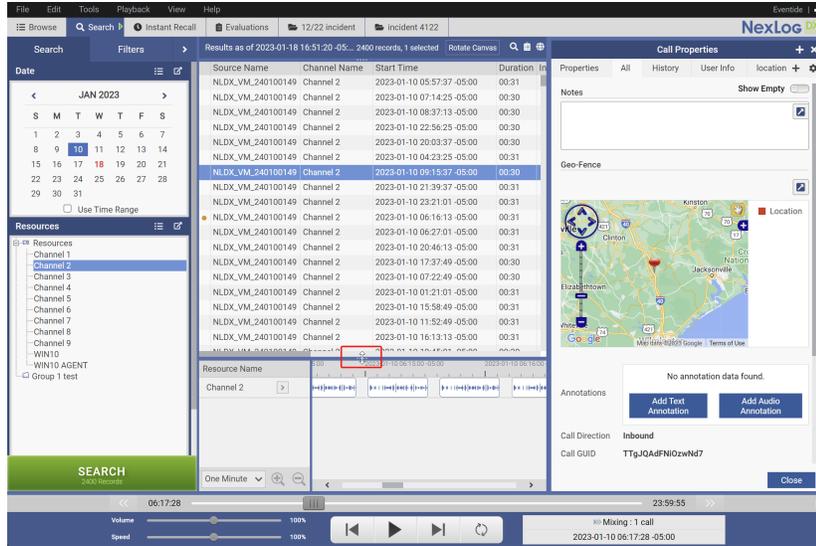


Fig. 5.10 Embedded View Option 2

## 5.2. Editing Call Notes in the Call Grid

If you make the Note column visible, you can edit call notes directly in the call grid by double clicking on the field associated with a call. If you want to edit the note for the next call, hit enter to finish this note and move to the next. Once you have a note entered in one or more calls in a given search or incident, you can also reuse previous notes by clicking on a call then opening an autocomplete menu that will list the notes from other calls in this view, as seen below.

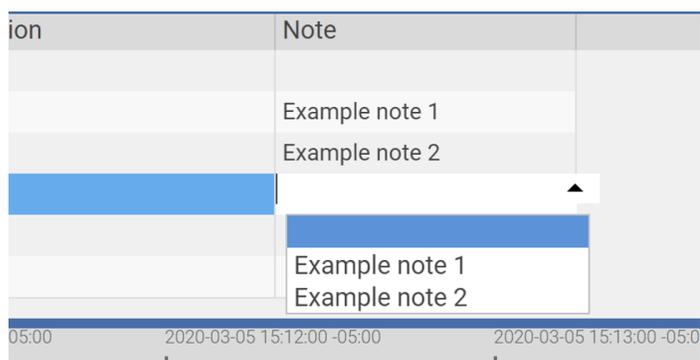


Fig. 5.11 Note Autocomplete Menu

## 5.3. Annotating Calls

Annotation allows you to make notes in a recording at the precise time in the recording that is of interest. For example, you can mark where someone on the line starts yelling, or when a sound in the background caught your attention. Annotations are visible on the timeline as a little yellow pin marker, and if you hover your mouse over them, the text will pop up, in this case “A comment about this moment in time.”:

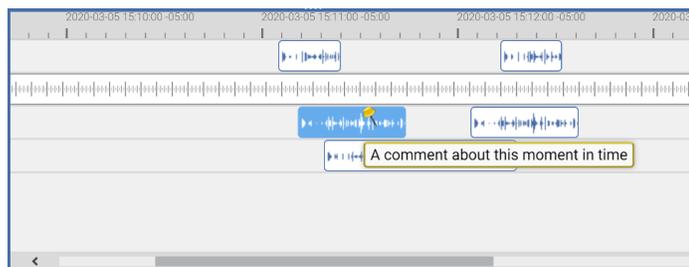
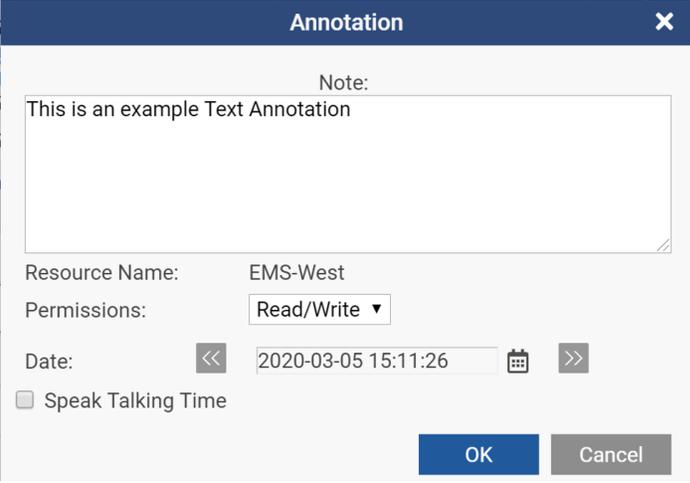


Fig. 5.12 Text Annotation in the Timeline

Annotations are paired to the call, so the pin will be visible in any search, browse or incident that includes it. To add an annotation, right-click on the call and select Add Text Annotation. This will open the Annotation editor, with the Date set to the time of where you initially clicked.

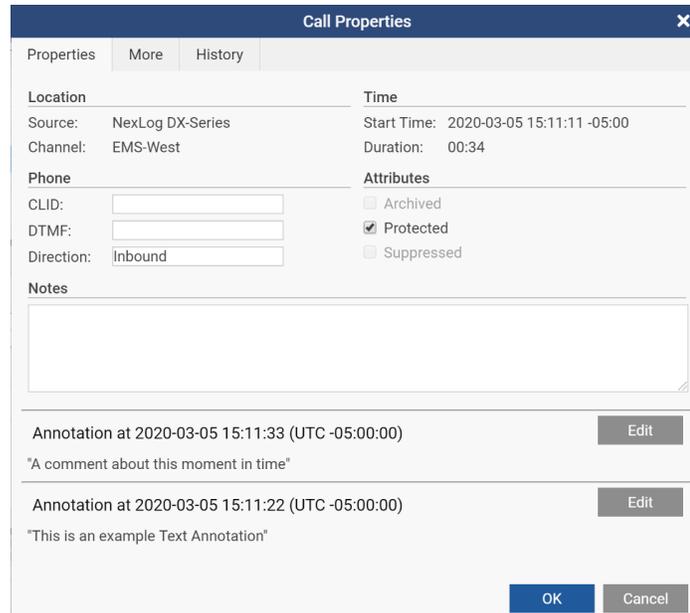


The screenshot shows a dialog box titled "Annotation" with a close button (X) in the top right corner. Inside the dialog, there is a text area labeled "Note:" containing the text "This is an example Text Annotation". Below the text area, there are several fields: "Resource Name:" with the value "EMS-West", "Permissions:" with a dropdown menu showing "Read/Write", and "Date:" with a date picker showing "2020-03-05 15:11:26" and left and right navigation arrows. At the bottom left, there is a checkbox labeled "Speak Talking Time" which is currently unchecked. At the bottom right, there are two buttons: "OK" and "Cancel".

*Fig. 5.13* **Editing an Annotation**

You can adjust the time alignment by configuring the date in this window; if you want the annotation to precisely align with the start or end of the call, you can use the left (start) and right (end) arrows around the date to set it to the start or the end.

When looking at the properties of a call record that has been annotated, a list of these annotations will appear at the bottom of the properties window.



The screenshot shows a 'Call Properties' dialog box with the following sections:

- Properties** (selected), More, History
- Location**: Source: NexLog DX-Series, Channel: EMS-West
- Time**: Start Time: 2020-03-05 15:11:11 -05:00, Duration: 00:34
- Phone**: CLID: [text box], DTMF: [text box], Direction: Inbound
- Attributes**:  Archived,  Protected,  Suppressed
- Notes**: [text area]
- Annotations**:
  - Annotation at 2020-03-05 15:11:33 (UTC -05:00:00) [Edit]
  - "A comment about this moment in time"
  - Annotation at 2020-03-05 15:11:22 (UTC -05:00:00) [Edit]
  - "This is an example Text Annotation"
- Buttons: OK, Cancel

Fig. 5.14 Properties showing Annotations

### 5.3.1. Audio Annotations

Annotations can also include audio, if you have a microphone attached to your computer and are using Firefox, Chrome, or Edge (Chromium). Internet Explorer does not support the necessary web technologies for this feature to work.

For privacy reasons, using a microphone with MediaWorks EXP requires that you grant explicit permission to the web browser to use the microphone; this is handled by the browser. It also requires HTTPS.

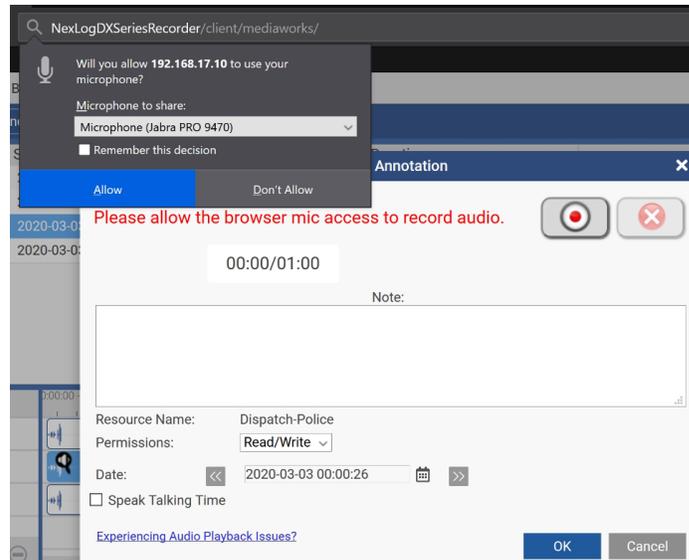


Fig. 5.15 Audio Annotation Microphone Permission Prompt in Firefox

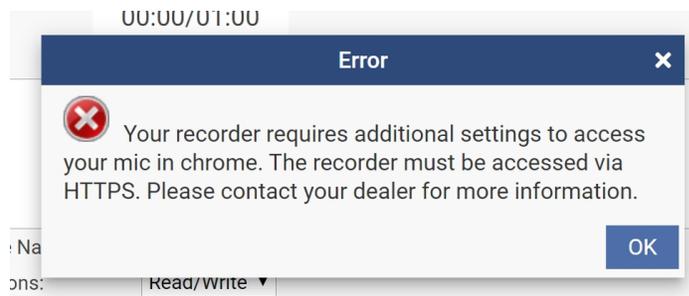


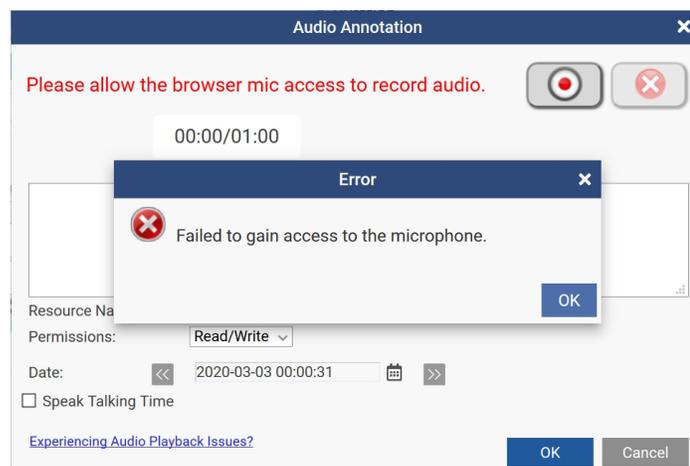
Fig. 5.16 Audio Annotation Microphone HTTPS Prompt

Audio Annotations can include text like a regular Annotation, but by using a microphone you can provide commentary on any call, at any point in the call. Right click on the call in the timeline at the point you wish to annotate, grant permission to the microphone (once per session) and then click the button with the red dot in a circle to start recording.

Once you are recording, the timer on the side will count up to the maximum of 60 seconds of recording time. Click the same button again to stop recording. You can then playback the recording by pressing the play icon (triangle) in the audio widget that appeared after clicking stop.

You can delete the recording by pressing the red X circle button and you can save by clicking OK. Playback the call and you will hear the audio annotation, surrounded by a beep at start and end, at the point in the call you placed it.

Audio Annotations are played back by default but can be turned off in the Playback menu.



*Fig. 5.17* **Audio Annotation Error: No Microphone**

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## 6. EXPORTING RECORDING DATA FROM AN INCIDENT

MediaWorks EXP can export recording data from a recorder in a number of different formats. Although you can export from the Search and Browse tabs, the preferred way to export data is to first create an incident containing the recordings you wish to export. Refer to Section 4: Creating an Incident for additional information. Once an incident has been created, select **Export...** from the Tools menu. The **Export Media** dialog box will appear Fig. 6.1. You can also right-click on the selected recordings in the Record view and choose **Export...** from the menu.

### 6.1. The Export Dialog Box

To export recordings:

1. First: in the **Export Media** dialog box, **Select media**, will be highlighted. Select **All media in your record list?** to export the media for all the recordings in the incident, or select **Only selected media in your record list?** to export only selected recordings in the incident.
2. By default, a text file listing the calls and metadata will be included in the resulting zip file; this can be exported as a PDF as well. The PDF option allows you to configure which Metadata Columns to include in the PDF, as this may need to be adjusted to fit the data onto a single page.
3. You can also choose to **Include Attachments**, for incidents that include attached files. Make your choice and then click the **Next >** button.

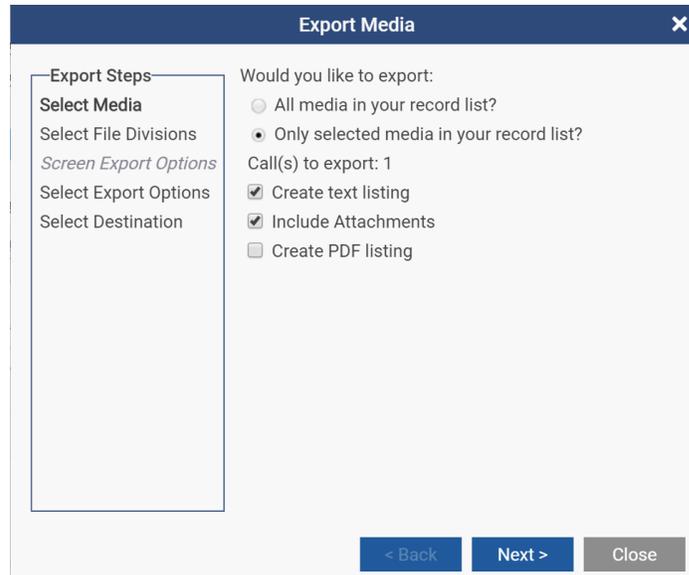


Fig. 6.1 Export Media Dialog Box Step 1

1. Second: **Select File Divisions**, will be highlighted. You may select **One file per record (sequential)**, **one file for the entire record list (sequential)**, which exports all the calls back to back in order in one file, **One file for the entire record list (mixed)**, which means it is presented in real time with overlapping calls audibly overlapping, or **One file per resource (mixed)**, which exports a single mixed file for each resource involved in this export.

The two **Mixed** exports have additional options that do not apply to the sequential mode: **Skip Inactive Periods** and **Apply Boundaries**. Skip inactive periods will skip any part of the export that would have been silent, useful when exports have long periods between calls. Apply Boundaries allows you to crop the export to a shorter duration than the data set chosen in the first step.

Make your choice and then click the **Next >** button.



Fig. 6.2 Export Media Dialog Box Step 2

1. **Select Export Options**, will be highlighted. Here you can select **Time Markers** (and then choose the desired time marker modes), choose to use the timeline playback settings, and set the file type to save as. In the **File output encoding** box, select the type of data compression scheme you want to use. If you have purchased and entered an add-on license for MP3 encoding, MP3 will be an available choice in this menu.

The **Use timeline playback settings and apply redaction areas** option is on by default and will cause exports to sound the same as they do when played back in the same mode as the export, including volume adjustments, AGC, panning and redaction areas. The **Export Audio Annotations** option will include any audio annotations present on the calls being exported.

** New in version 2024.1.**

Media can be exported to an MP3 audio format for smaller file size.

Select “MP3” from the **File output encoding** options.

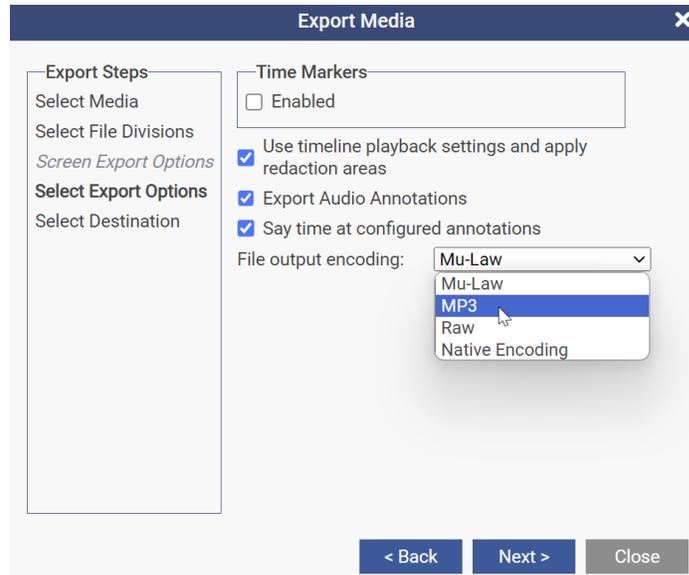


Fig. 6.3 Export Media Dialog Box Step 3

To set MP3 format as the default export option or to create custom presets, refer to Export Presets and Defaults

**Note**

Due to licensing constraints, mp3 exporting is not available when using the Pack and Go feature.

After selecting the audio options, click the **Next >** button.

1. Fourth: **Select destination**, will be highlighted. Enter a file name for the export, and select Export to File, Export to Data CD/DVD/Blu-Ray or Email Export. **Export to File** will create a zip file containing the exported calls for use on your computer. **Export to Data CD/DVD/Blu-Ray** will create an ISO that can be burned with standard cd burning software to the appropriate media for the size of the export; the export dialog will show you whether the estimated size of the export will fit on each of the kinds of media. **Email Export** will create a EML file that will automatically open in your computer's configured default email client.

Note: You can configure your default email client in the system preferences of the operating system you are using, for example in Windows 10, it can be found in Control Panel: Default Programs.

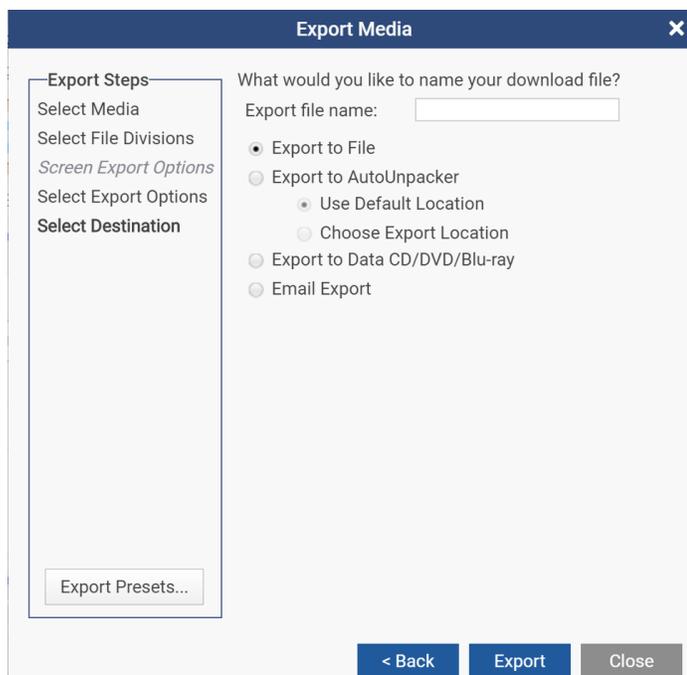


Fig. 6.4 Export Media Dialog Box Step 4

1. **Optional:** The export destination can also be Eventide

AutoUnpacker. See below for details.

1. **Optional:** Export Presets and Defaults can be configured from

here. See below for details.

1. Finally, click on the **Export** button to export the recording

data; it will be downloaded to your browser's default download location on your PC. If you selected Export to File, it will download as a zip folder containing the audio file or files you requested.

If you selected Export to Data CD/DVD/Blu-Ray, the file downloaded will be an ISO file that you can use Windows Disc Image Burner to burn to cd or DVD. If you have a Blu-Ray drive please use the image burning software that it came with.

## 6.2. Eventide AutoUnpacker

Exported media can be automatically downloaded and decompressed to your defined default location by using Eventide AutoUnpacker. To use this option, it must be installed and enabled first from the Tools menu under Eventide AutoUnpacker.

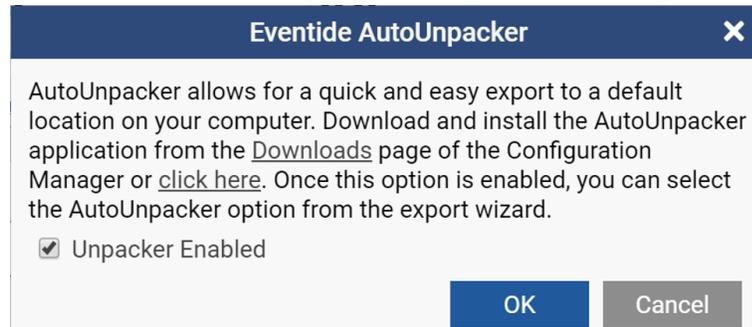


Fig. 6.5 Tools → Eventide AutoUnpacker

Once AutoUnpacker is enabled and installed, you can select one of the two options for exporting.

### Use Default Location

Uses the default export location that was defined in the installed application. Exporting this format will download a file with a “.eaud” extension. If your browser is set to open this file automatically after downloading, then your exported media directory will automatically open when finished.

### Choose Export Location

If your media needs to be exported to a location different from your default, then select this option. Exporting in this format will download a file with a “.eau” extension. This file type will open the AutoUnpacker utility so that you can browse to your desired export location.

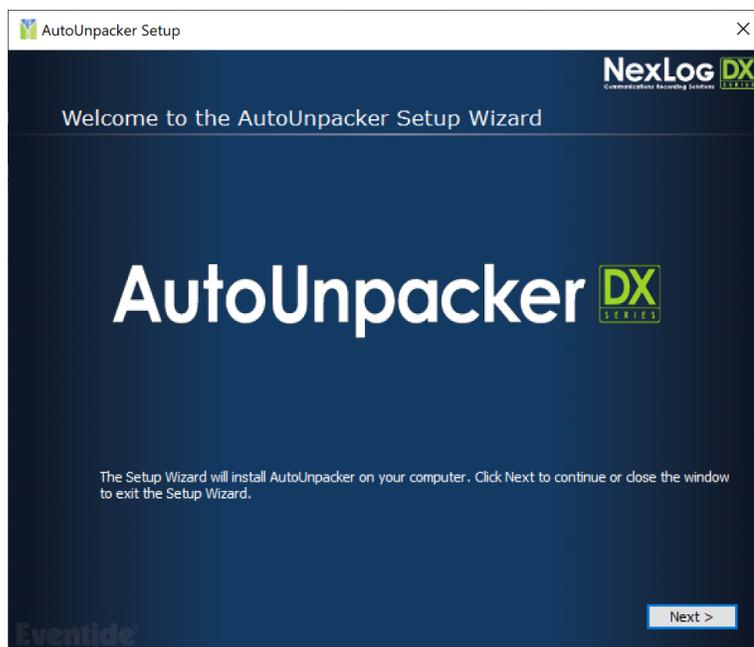


Fig. 6.6 Eventide AutoUnpacker Utility

### 6.3. Export Presets and Defaults

Regularly used Export settings can be saved, both as a default setting that will load every time the Export dialog is opened, and as individual Export Presets that can be selected from the “Export Using Preset” menu option. Defaults and presets are saved at the last panel of the Export dialog.

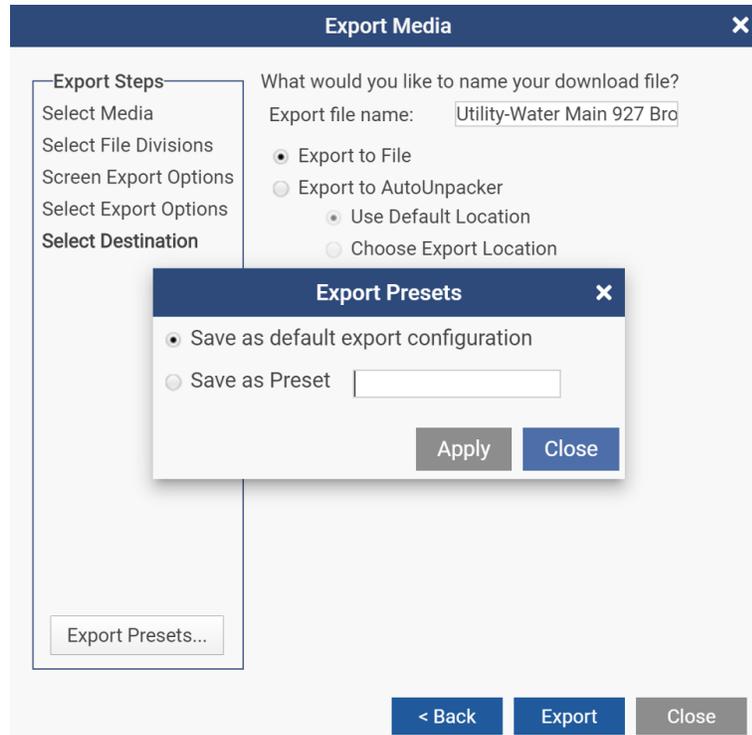


Fig. 6.7 Saving Export Default and Presets

Clicking the Export Presets... button will prompt you to save the current settings as either a default export configuration or as a named preset. Once an Export Preset has been saved, the Tools menu and the right-click context menu will have a new Export Using Preset option that allows you to choose a preset to load.

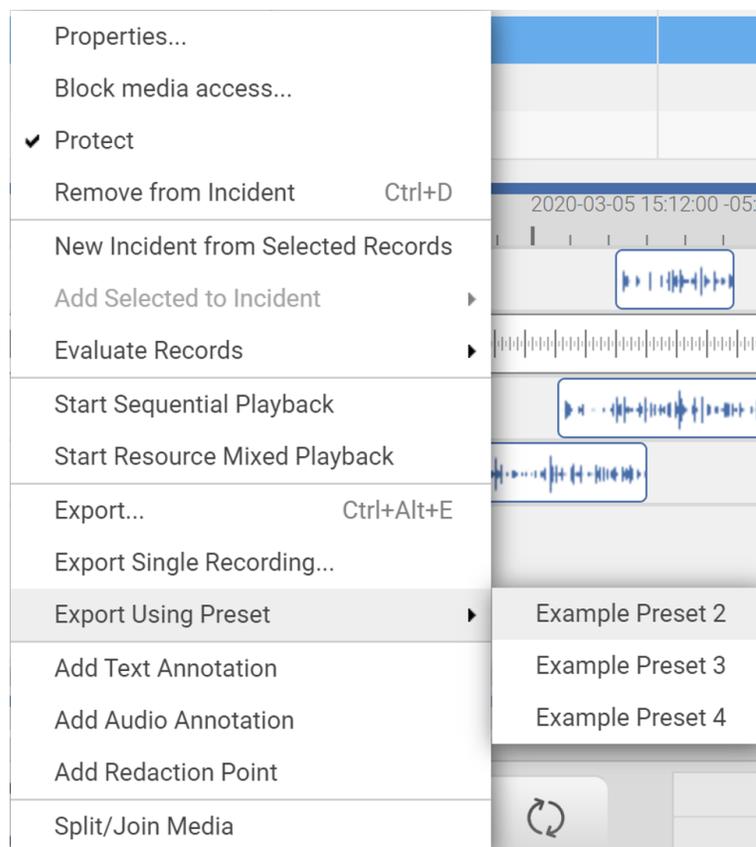


Fig. 6.8 **Export Using Preset Menu Option**

Selecting an Export Preset will open the Export dialog to the final page, where you enter the export name and choose the file type (zip, ISO, eml.) You are however free to use the back button to make any adjustments to the settings that you wish for this export.

You can overwrite an existing preset by saving a newly created one with the same name. You will be prompted to be sure, and if you click yes, it will overwrite the previous preset. To delete a preset, select that preset from Export Using Preset and then click Export Presets; instead of a field to save a new preset, you will see the option to delete this preset.

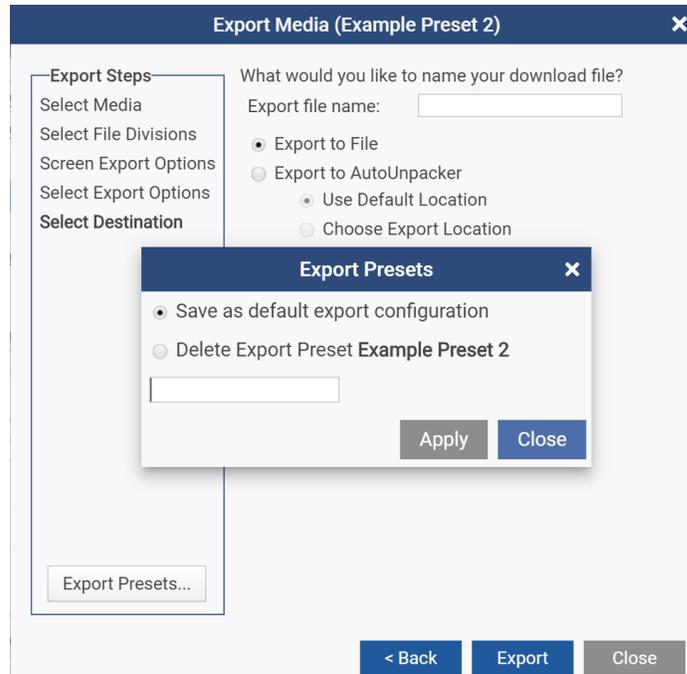


Fig. 6.9 Deleting an Export Preset

## 6.4. Email Export

You can choose to export to an .eml file that you can open with your email client of choice. It will create an email with the export's contents attached. Note that your email provider usually has a limit set on the size of email attachments, so this option is most useful for small exports.

## 6.5. Export Single Recording

Available from the Tools menu and the right-click context menu, Export Single Recording exports the currently selected call, with current playback and timeline settings, including volume adjustments, AGC, panning and redaction areas. This is a quick way to export a single call at a time without any additional steps or menu-diving.

## 6.6. Screen Capture Export

Screen capture recordings can be exported much like audio recordings, but there are some caveats. Recordings from multiple screen resources cannot be mixed together. Screens from the same channel

can be merged into a single mixed mode export. Audio calls can be mixed with screen recordings from a single screen resource. If part of the export overlaps such that there is audio with no video, the video will be black during that time.

There are four encoding types for screen export. The first two, MPEG, High and Medium, are much higher quality in a much smaller file size, but require VLC or Chrome or other third party software for playback. The second two, AVI Low and Medium Compression, will work on a stock Windows XP system, but the quality is lower and the file size is very large. These options are included to allow for maximum compatibility.

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## 7. MONITORING A RECORDER

MediaWorks EXP allows you to monitor the live audio feeds on the recorder. In addition, you can view the status of channels, and (if permitted) manually enable/ disable recording on channel(s) for record-on-demand purposes.

### 7.1. Channels Tab

The **Channels** tab displays all physical channels in a list and provides live status information for all physical channels on the recorder. To open a new Channels tab, select **New Tab** → **Channels** from the **File** menu.

To sort the list of channels, click on either the **Channel Name** or **Channel Number** header; a small arrow will indicate the sort direction. To reverse the sort, click the header section again.

Each channel is displayed with the Channel Name, Channel Number, and current Channel Status. To enable live monitoring of the data currently playing on a channel, click to toggle the **Live Monitor** icon for the selected channel. Multiple channels can be monitored simultaneously. Adjust the overall volume level using the volume slider at the bottom of the window.

To enable recording on a channel, check the **Record Enabled** checkbox. If the checkbox is deselected, any audio currently being recorded will stop until the Record Enabled checkbox is re-checked.

#### Note

The **Record Enabled** feature is heavily restricted, and must be configured explicitly for each user, even those with Administrator rights, in Configuration Manager. This is to prevent accidental use of the feature.

The status of each channel is displayed in the Channel Status column. A colored square indicates the status. The colors correspond to the following states:

**Green** – The channel is enabled, but not currently recording any audio.

**Red** – The channel is enabled and is currently recording audio.

**Yellow** – The channel is user disabled.

**Grey** – The channel is disabled by the system or is not recognized. Consult your system administrator for details.

You may add more columns by right-clicking on any area in the column headers and selecting one or more new columns from the drop-down list of column names. Check the box associated with each column name you wish to add and the new column will appear in the Channels tab. To remove a column, uncheck the box associated with that column.

## 7.2. Instant Recall Tab

The **Instant Recall** tab, as seen below, provides a live window into the activity on one or more channels. The most efficient method for monitoring a recorder with Instant Recall is to create one tab per filter. See Resource Search Groups.

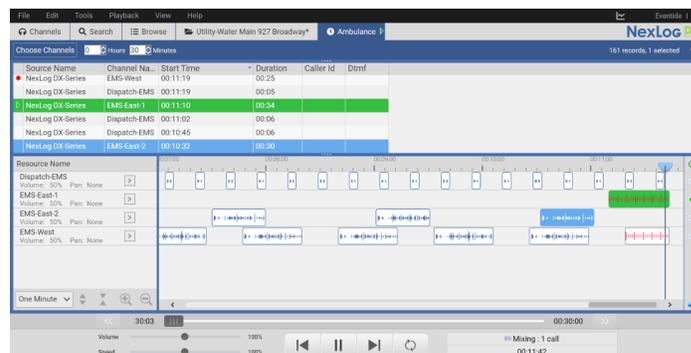


Fig. 7.1 Instant Recall Tab

To open a new Instant Recall tab, select **New Tab** from the **File** menu and select **Instant Recall** from the drop-down list.

The Instant Recall tab's main controls are positioned at the top of the screen and include:

- The Choose Channels... button, which will pop open a list of Search Filter Groups and resource names to filter the call resources shown in the instant recall window.
- An adjustable time range that allows you to set the time window for which records will appear.

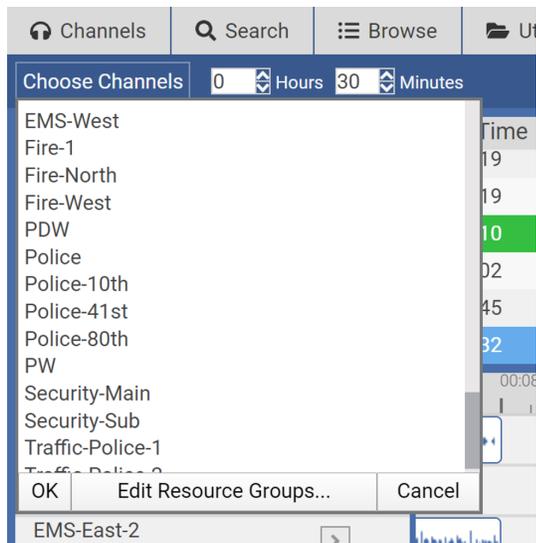


Fig. 7.2 Choose Channels... pop up menu

The records displayed in the record view will correspond to the selected filter, and will also correspond to the specified time range.

The Choose Channels... pop up menu lists your Search Filter Groups first and then each named resources. The channels viewed are selected via mouse click; use Ctrl+Click or Shift+Click to select more than one at a time:

- Clicking on Channel 1 and then ctrl+clicking on Channel 9 will select just Channel 1 and Channel 9.
- Clicking on Channel 1 and then shift+clicking on Channel 9 will select Channel 1 through Channel 9.

To adjust the time range, enter a new value for **Hours** and **Minutes**. Instant Recall will automatically refresh the record view. To change the channel that is displayed, select a new channel name from the drop down list. The record view will again be automatically refreshed.

#### Note

Depending on your user account, the amount of time you can set may be limited by your system administrator.

The Instant Recall record view can be customized by right-clicking on any area in the column headers. A drop-down menu with a list of column names will be displayed. To add a new column, check the box associated with the column name. To remove an existing column, uncheck the box associated with that column name.

Columns can also be re-arranged. To move a column to a new position, click on the column header, hold down the mouse and drag the column header to a new position, then release the mouse. The column will then re-position itself.

## 7.2.1. Instant Recall Timeline

Each Instant Recall tab also includes a Timeline view in the bottom half of the page. This allows for all the features standard to the Timeline view as seen in the Browse and Search tabs, as discussed in chapter 1.4.4 The Timeline View, but also includes some special features unique to the Instant Recall tab:

- Per channel live monitoring of incoming call via Resource Name or Talkgroup.
- Optional up to the minute timeline scroll.

Each resource in the Timeline has a speaker icon at the far right that can be toggled green to have it live monitor all calls coming in with that resource name. This is different than the Channels tab, which is by physical id number only.

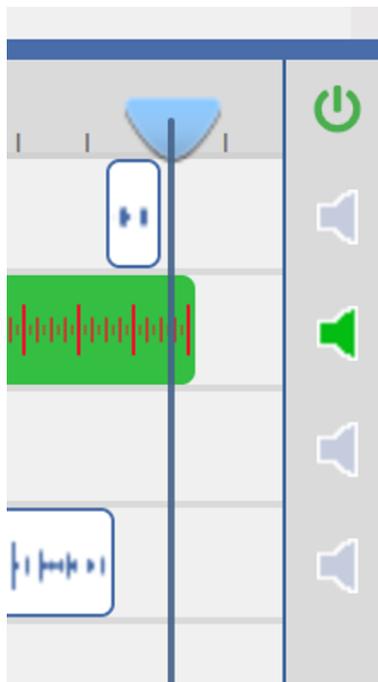


Fig. 7.3 Instant Recall Timeline (Detail)

The blue arrow in the right corner toggles whether the display of the timeline is locked to the current time or not. It will automatically turn off if you play a call in the timeline or scroll into the past, and if you then click it, it will jump forward to display the current time. It will also turn back on if you live monitor a resource, or if you scroll all the way up to the right to the current time.

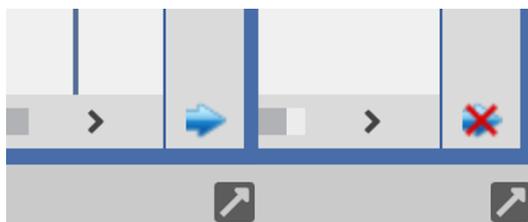


Fig. 7.4 Up to the Minute Arrow (Left is On, Right is Off)

## 7.2.2. Add More Timeline

 **New in version 2024.1.**

This feature drills down into a channel to quickly add existing calls to the timeline from before or after the selected recording.

By right-clicking in front of or behind a call event, you'll see the "Add More" option. This will add additional 15 minutes of records from before or after the selected call.

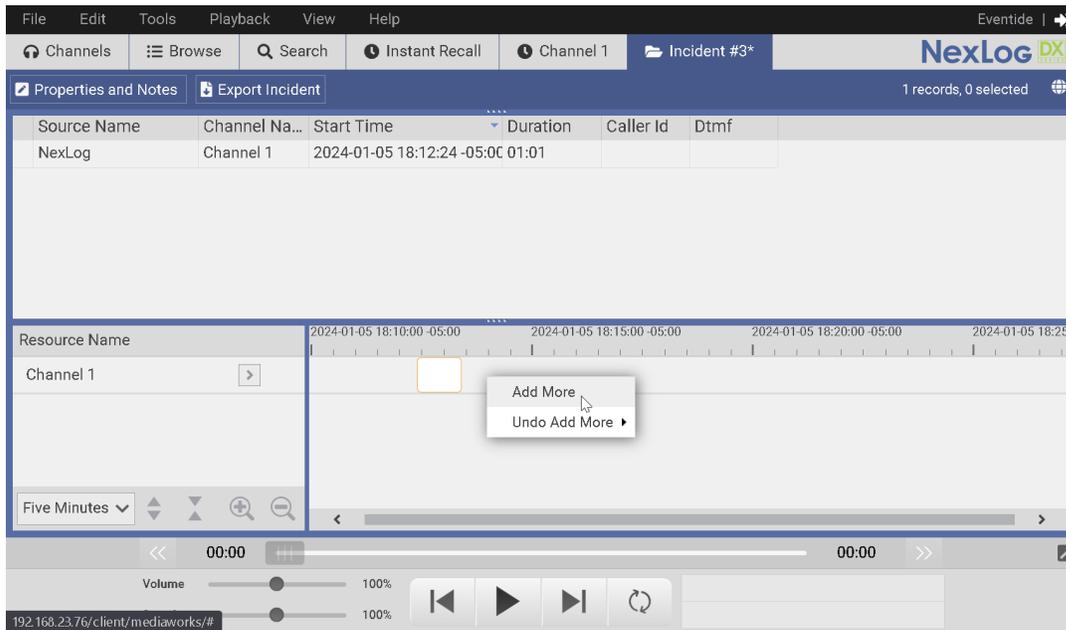


Fig. 7.5 Add More Timeline

## 8. RESOURCE SEARCH GROUPS

A “Resource Group” is a NexLog policy management tool that groups together resources/channels on the recorder and allows different rules to be applied to them. Search Filter Groups are a special kind of Resource Group, which make large channel count systems easier to interact with by grouping existing resources into easily searched groups. To differentiate these from the Saved Search Filters feature of MediaWorks EXP, they are referred to as Resource Groups in this context.

Resource Search Groups can be edited via the Tool menu at any tab. They are also Edit Resource Groups... options in contextually useful places on the Search and Instant Recall tabs, as described below. Finally, Search Filters can also be edited from the Configuration Manager on the Resource Groups page and User Edit pages; see the NexLog Express user manual for more info.

### 8.1. Creating Resources Groups for Search

The **Edit Resource Groups** option in the Tools menu allows you to edit Resource Group Search Filters, you will see this window:

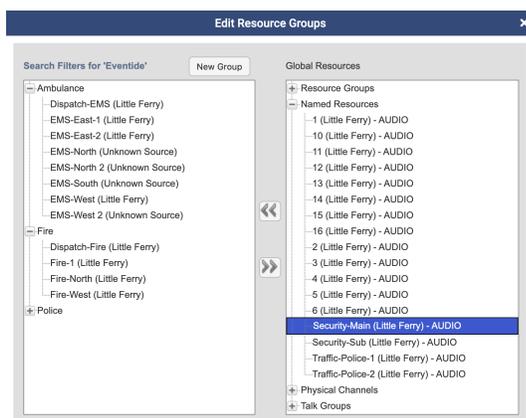


Fig. 8.1 Edit Resource Groups Window

There is a similar Edit Resource Groups... option in the Choose Channels... menu on Instant Recall tabs, which opens the same window. The Edit Resource Groups window has two columns. The left column contains a list of search filter groups configured to be available for the current user. The right column contains in **bold** all existing filter groups not configured for the user, and in plain text the available

channel resources, first the physical channel ids and then by resource names. The physical channel ids are formatted like this:

- [source] channel id “current name of resource”

Such that the first physical channel on the recorder itself will default to:

- [local] 1 “Channel 1”

The << and >> buttons are used to move filter groups, channel ids and resources between the two columns.

From this edit window, you can add and delete Resource Groups in several ways. The first is to click the New Group button. This will prompt you to name the group, then click ok. An empty group of the name entered will be created. You can also right click an existing group and select Add New Group

#### Note

Resource Groups can only be deleted by Administrators and users with access to the Resource Groups page of the Configuration Manager.

## 8.2. Adding Resources to Resource Groups

From this edit window, you can add resources to a Resource Group in several ways:

- The named resources and physical channel numbers in the right column can be clicked on to select them. Use Ctrl+Click or Shift+Click to select more than one at a time. Highlight a group in the left column by clicking on it. Then add the selected resources by clicking the leftward facing arrows between the columns.
- You can select resources and click+drag them from the right column into the group you want them to be added to.
- You can right-click the name of the group and select from a menu, as seen in the figure below. From this menu, you can add a Name Filter, using \* as a wild card to match multiple resources by name.
- This menu also allows you to add a Channel Filter, with which you can specify a range of resources by physical channel ID and their source, which defaults to Local. The source field is only relevant to configurations involving resources on the recorder originating from Centralized

Archive sources; if you want to group these, enter the serial number of the Centralized Archiving source into this field. Click the X to cancel and the Checkmark to save.

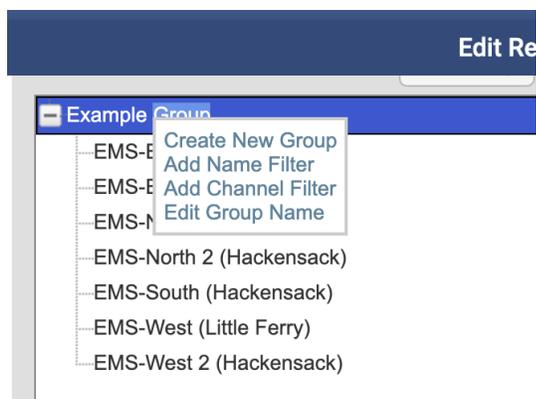


Fig. 8.2 Edit Resource Groups: Right Mouse Button Menu

For example, if you have some channels dedicated to Fire calls and others dedicated to Police, you can create a Resource Group for the Police channels, and another for the Fire channels and quickly search all calls on one group of channels.

### 8.3. Deleting a Resource from a Resource Group

You can delete resources from a Resource Group in two ways. First expand the group in the left column and then:

Select the resources you want to remove from the filter and then click the >> button between the columns. Right-Click on the group and select Remove Filter from the pop up menu.

### 8.4. Using Resource Groups

These filter groups now show up in the channel selectors for Browse, Search and Instant Recall. Updates made to Resource Groups are live and do not require a refresh of the browser to take effect.



Fig. 8.3 Resource Groups: In Browse, Search, and Instant Recall

## 9. ARCHIVES

Archives can be accessed via MediaWorks EXP.

To connect to an archive, load the archive as appropriate for the kind of archive on the NexLog Express system, then use the browse button to load the archive into “Playback” mode. The archive will then connect automatically for MediaWorks EXP users who have permissions to read from archives.

You can disconnect an archive via Connection Information.

### Note

Creating Incidents and Evaluations of archived calls are not currently supported.

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# 10. USER CONTENT UPLOADS

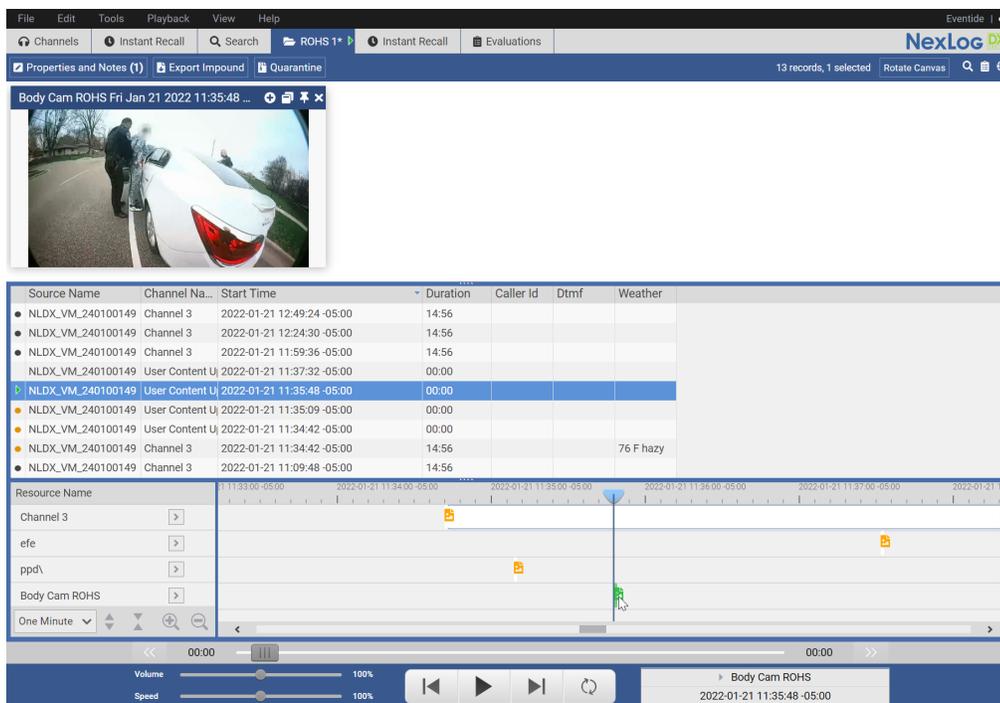


Fig. 10.1 User Content Upload

User Content Uploads allows a user to upload media to a NexLog Express recorder channel, and use that media for incidents, evaluations, or general playback.

This feature is intended to assist a user by having all incident data in a central place.

### ⚠ Disabled by Default

User Content Uploads require additional licensing and must be enabled in the NexLog Express Users and Security -> System Security general configurations. See the NexLog Express User Manual or Contact your Eventide Dealer for assistance.

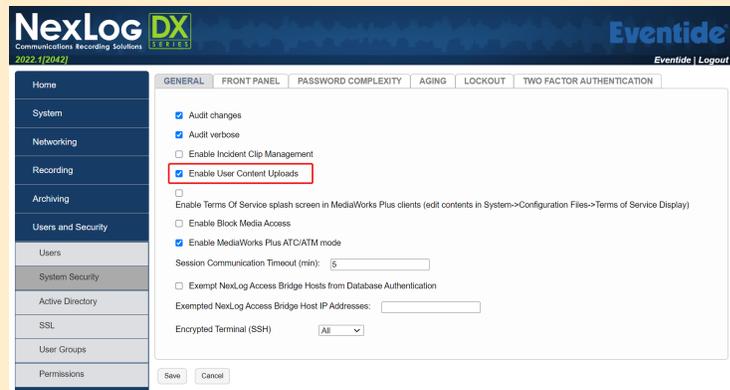


Fig. 10.2 Enable User Content Upload

## 10.1. Uploading Content

Content or media can be uploaded by right-clicking in the call grid or timeline, then selecting *Upload User Content*.

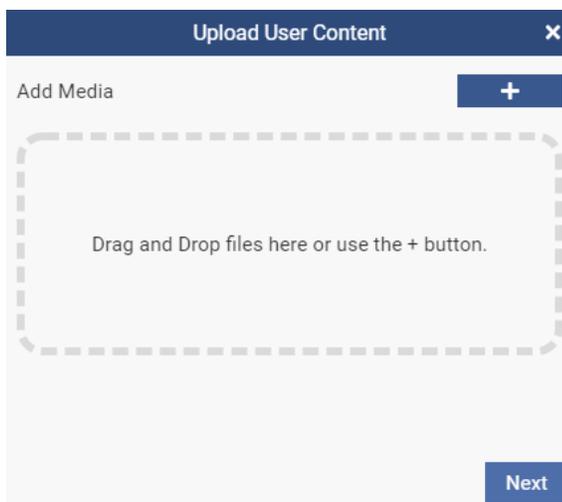


Fig. 10.3 Add Media

Multiple files can be uploaded by dragging them into the designated area, or by clicking the plus sign.

### 10.1.1. Edit User Content

Once content has been uploaded the user may set the basic information for it.

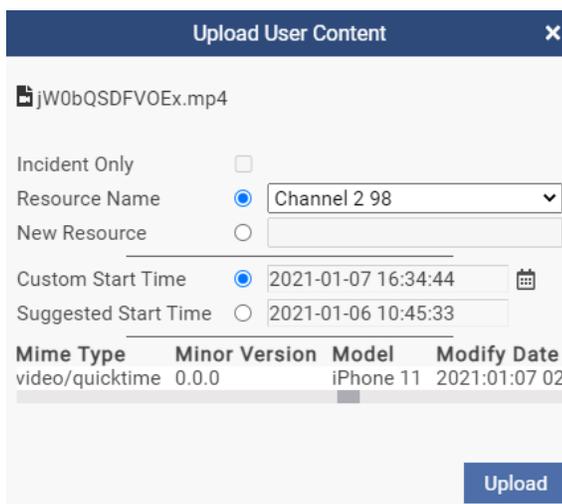


Fig. 10.4 Edit User Content

- **Incident Only:** Make the uploaded content only available to the current incident that it was uploaded to.

- **Resource Name:** Set the resource or channel name that the content should be attached to.
- **New Resource:** Enter a new resource or channel name instead of reusing an existing one.
- **Custom Start Time:** Set the content to begin at the time the user right-clicked from, or selected with the calendar button.
- **Suggested Start Time:** Set the content to begin at the timestamp embedded in the file's metadata.

Once content has been uploaded, only the Resource Name and Start Time can be set.

# 11. MORE ABOUT MEDIAWORKS EXP

## 11.1. Columns

Any data displayed in tabular format, particularly lists of recordings available in the Browse, Search, Incident, and Channel tabs, can be sorted in ascending or descending order, if applicable, by clicking on the header for that column. An indicator arrow will appear in that column indicating the sort direction. To change the sort direction, click on the column header again.

You can also sort columns by a secondary sort by **shift** + clicking a second column. For example, you may want to sort by channel name and then by start time; you would click Channel Name first, then hold down the **shift** key and click the Start Time (Local) columns. You can change the secondary sort by again **shift** + clicking, or you can cancel the secondary sort by clicking on any column, which will then be the only sort criteria.

Columns can also be re-arranged. To move a column to a new position, click on the column header, hold down the mouse, drag the column header to a new position, then release the mouse. The column will then re-position itself.

You can set the default columns for each tab selecting View → Column Defaults in the top menu bar.

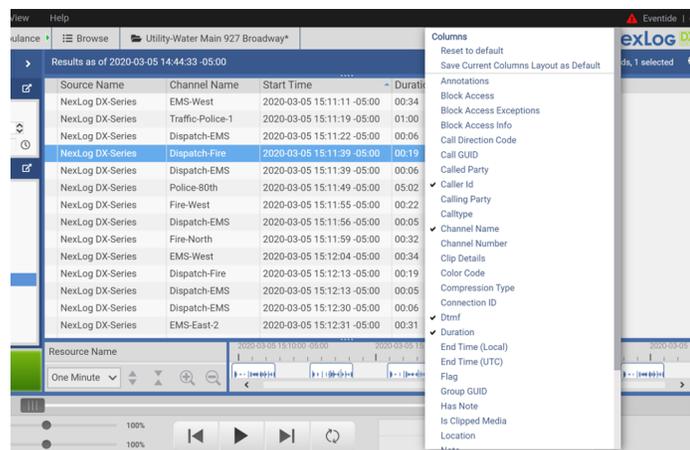


Fig. 11.1 Column Drop-Down List

The presentation of recordings in the Browse, Search, and Incident tabs can be further customized. Right-clicking on any area in the column headers displays a drop-down menu of possible column names. To add a new column, check the box of the associated column name. To remove an existing column, uncheck the box associated with that column name.

## 11.2. Calltype

Calltype is a feature that automatically tags records with an image representing the kind of recording it is. By default, recordings made on Analog Recording cards will be tagged with Audio, T1/E1 with Phone, screen capture with Screen. The default calltype for VoIP is dependent on the VoIP template used. Default calltypes can also be set on per resource or channel name in Resource Groups. See the NexLog Express User Manual for more information.

In MediaWorks EXP, these icons will appear in the timeline if Show Calltype in Timeline is checked in the View menu. You can see the calltype column by making the column visible as you would any custom field by right-clicking in the call grid header and selecting calltype from the list.

Channel Name	Calltype	Start Time
Dispatch-Fire		2020-03-26 00:00:10 -04:00
Dispatch-EMS		2020-03-26 00:00:10 -04:00
Dispatch-EMS		2020-03-26 00:00:27 -04:00
Fire-West		2020-03-26 00:00:36 -04:00
EMS-West		2020-03-26 00:00:43 -04:00
Dispatch-Fire		2020-03-26 00:00:44 -04:00
Dispatch-EMS		2020-03-26 00:00:44 -04:00
Fire-North		2020-03-26 00:00:48 -04:00
EMS-East-2		2020-03-26 00:00:53 -04:00

Fig. 11.2 Calltype in Timeline

Audio recordings can also have a different waveform color for each calltype.

Default calltypes icons and a corresponding waveform color can be set at *Recording* → *Custom Fields* → *Calltype* in Configuration Manager.

See the section about Calltype in the NexLog Express User Manual for more information.

## 11.3. The Menu Bar

The Menu bar is located at the top of the MediaWorks EXP window. Several menu selections have shortcut keys associated with them and are displayed to the right of the menu selection. Also, if a menu selection includes an associated shortcut key, the shortcut key is shown parenthetically in the following descriptions.

The Menu bar includes the following menu items: File, Edit, Tools, Playback, View, and Help.

### 11.3.1. File Menu

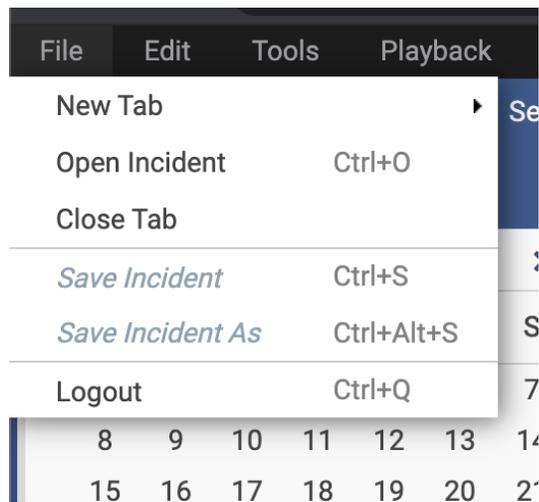


Fig. 11.3 File Menu

Selecting **File** from the Menu Bar provides the following menu items:

#### 11.3.1.1. New Tab

The **New Tab** menu item opens a new tab in the active top-level window. Choose a tab name from the list that appears. The list includes:

- Browse ( **ctrl** + **b** )
- Search ( **ctrl** + **t** )
- Incident ( **ctrl** + **i** )

- Channels ( `ctrl` + `l` )
- Evaluations ( `ctrl` + `g` )
- Scheduled Evaluations

### 11.3.1.2. Open Incident

Keyboard Shortcut: `ctrl` + `o`

The **Open Incident...** menu item opens an existing remote incident in a new tab.

### 11.3.1.3. Close Tab

Keyboard Shortcut: `ctrl` + `w`

This menu item closes the active tab. You cannot close the last tab.

### 11.3.1.4. Save Incident

Keyboard Shortcut: `ctrl` + `s`

The **Save Incident** menu item saves the active incident. If an Incident tab is not active, this option is not available.

### 11.3.1.5. Save Incident As

Keyboard Shortcut: `ctrl` + `alt` + `s`

This menu item saves a copy of the active incident by prompting for a new incident name. If an Incident tab is not active, this option is not available.

### 11.3.1.6. Logout

Keyboard Shortcut: `ctrl` + `q`

Selecting the **Logout** menu item logs the user out of the NexLog recorder, and will go back to the initial splash screen with a login prompt. There is an “Are you sure” prompt.

## 11.3.2. Edit Menu

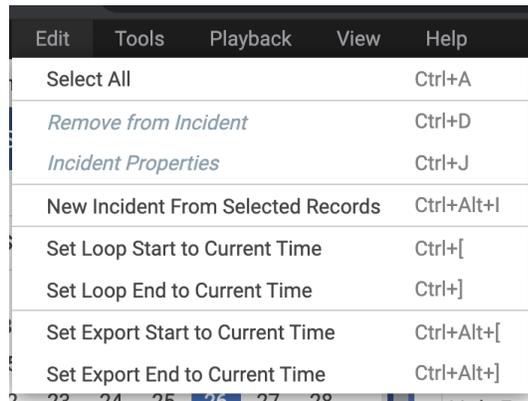


Fig. 11.4 Edit Menu

Selecting **Edit** from the Menu Bar provides the following menu items:

### 11.3.2.1. Select All

Keyboard Shortcut: **ctrl** + **a**

The **Select All** menu item selects all recordings in the active tab.

### 11.3.2.2. Remove From Incident

Keyboard Shortcut: **ctrl** + **d**

Selecting the **Remove From Incident** menu item removes the selected recordings on the active Incident tab. If an Incident tab is not active, this option is not available.

### 11.3.2.3. Incident Properties

Keyboard Shortcut: `ctrl` + `j`

The **Incident Properties** menu item invokes the **Incident Properties** dialog box on the active Incident tab. If an Incident tab is not active, this option is not available.

### 11.3.2.4. New Incident from Selected Records

Keyboard Shortcut: `ctrl` + `shift` + `i`

This menu item creates a new Incident tab in the active window containing all the selected recordings. If a list of recordings is not available in the active tab, this option is not available.

### 11.3.2.5. Set Loop Start to Current Time

Keyboard Shortcut: `ctrl` + `[`

This selection sets the “loop start” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

### 11.3.2.6. Set Loop End to Current Time

Keyboard Shortcut: `ctrl` + `]`

This selection sets the “loop end” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

### 11.3.2.7. Set Export Start to Current Time

Keyboard Shortcut: `ctrl` + `shift` + `[`

This selection sets the “export start” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

### 11.3.2.8. Set Export End to Current Time

Keyboard Shortcut: `ctrl` + `shift` + `J`

This selection sets the “export end” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

### 11.3.3. Tools Menu

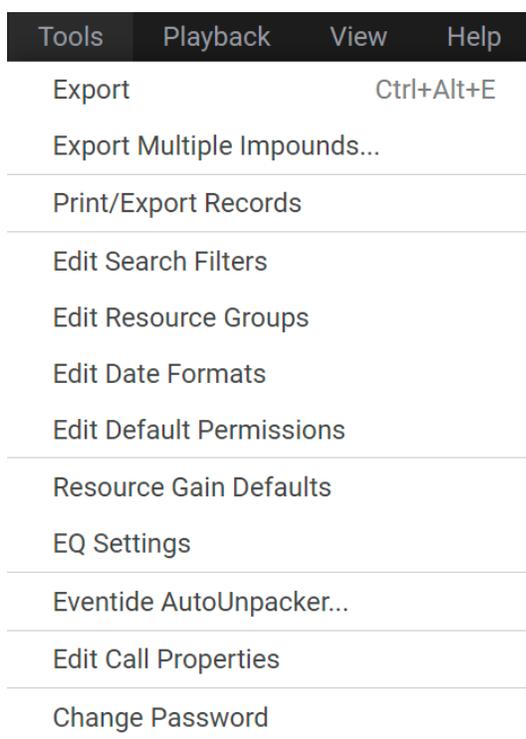


Fig. 11.5 **Tools Menu**

Selecting **Tools** from the Menu Bar provides the following menu items:

#### 11.3.3.1. Export

Keyboard Shortcut: `ctrl` + `alt` + `e`

This menu item opens the **Export Media** dialog box for the current list of recordings. See Section 6: Exporting Recording Data from an Incident for additional information.

### 11.3.3.2. Export Using Preset

This menu item opens the **Export Media** dialog box for the current list of recordings with the preset's settings selected. See Section 6: Exporting Recording Data from an Incident for additional information.

### 11.3.3.3. Export Multiple Incidents

Keyboard Shortcut: **ctrl** + **alt** + **e**

This menu item opens the **Export Multiple Incidents** dialog box, including a scrolling list of selectable incidents on the recorder and options for exporting more than one of them at a time. See Section 6: Exporting Recording Data from an Incident for additional information.

### 11.3.3.4. Print/Export Records

This menu item opens the **Print/Export Options** dialog box, including a choice of format for the export (xlsx, pdf, csv), which columns and what audit information to include. This only exports record metadata and not the audio.

### 11.3.3.5. Edit Search Filters...

This menu item opens the **Search Filters** window. See Section 2.4: Saved Search Filters for additional information.

### 11.3.3.6. Edit Resource Groups...

This menu item opens the **Edit Resource Groups** window. See Section 8: Resource Search Groups for additional information.

### 11.3.3.7. Edit Date Formats

This menu item opens the **Date Format Options** window. This window allows you to customize the way dates and time are formatted throughout MediaWorks EXP. We recommend leaving out the day, month year from the Instant Recall Date Format because Instant Recall will always be displaying calls from the very recent past.

**Date Format Options**

**Global Date Time Format**

New:  Current:

**Instant Recall Date Time Format**

New:  Current:

**Date Chooser Format**

yyyy-mm-dd  yyyy/mm/dd  mm/dd/yyyy  dd/mm/yyyy

**Examples:**

"MMMM Do YYYY, h:mm:ss a" -> January 23rd 2021, 7:03:08 pm  
"dddd-MMMM DD/YY (hh A)" -> Saturday-January 23/21 (07 PM)  
"DD.MM.YYYY HH:mm:ss.SSS ZZ" -> 23.01.2021 19:03:08.054 -0500

Fig. 11.6 Date Format Options

The default global date time format is: YYYY-MM-DD HH:mm:ss Z

- **YYYY:** Four digit year
- **MM:** Two digit month
- **DD:** Two digit day
- **HH:** Hours (24 hour clock)
- **mm:** Minutes
- **ss:** Seconds
- **SSS:** Milliseconds
- **Z:** offset from GMT time

The hyphens and colons in between the variable names are shown as is.

The Load Defaults button will restore the settings to the default. The examples show how other variable names can be used to get other results. If you have more complex date needs, contact Eventide support for additional information.

### 11.3.3.8. Edit Default Permissions

This menu item opens the Edit Default Permissions dialog box so that you can change the default permissions and call protection settings for Incidents and Annotations.

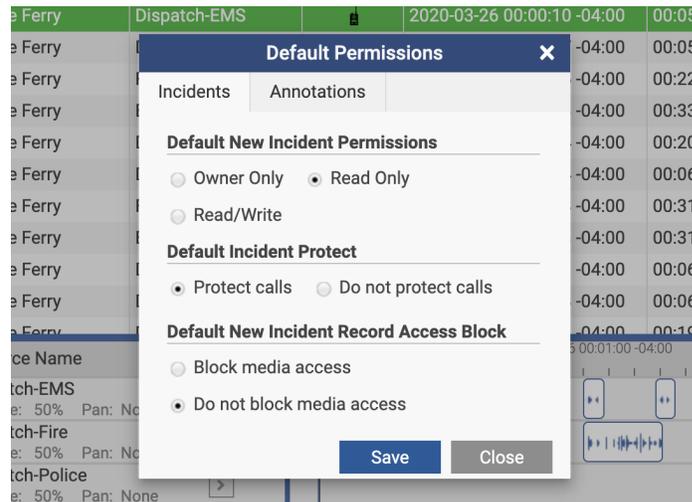


Fig. 11.7 Default Permissions

The Incident setting “Protect Calls on Save” option in Incident Properties controls whether or not calls added to an incident after the initial save will be protected when the incident is saved. This defaults to On when “Protect calls” is selected here, and Off when “Do not protect calls” is selected here.

### 11.3.3.9. Resource Gain Defaults

Opens the **Resource Gain Defaults** window. See Section 3.4: The Timeline View for additional information about Resource Gain Defaults.

### 11.3.3.10. EQ Settings

Opens the **EQ Settings** window. See Section 3.5.4: EQ Settings for additional information.

### 11.3.3.11. Eventide AutoUnpacker

Once Installed and Configured, this Windows software will automatically unpack and export media from MediaWorks to your defined default location. *requires Windows 7 or higher*

### 11.3.3.12. Edit Call Properties

New for 2022.1, Call Properties can now be configured with customized information and layouts. See Section 5.1: Call Properties for additional information.

### 11.3.3.13. Change Password

Opens the **Change Password** window. Allows the user to change their password.

## 11.3.4. Playback Menu

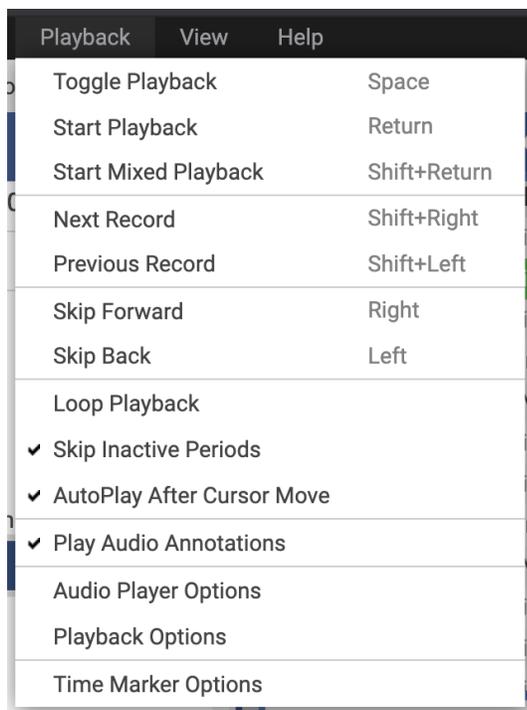


Fig. 11.8 Playback Menu

Selecting **Playback** from the Menu Bar provides the following menu items:

#### 11.3.4.1. Toggle Playback

Keyboard Shortcut: `space`

Checking the **Toggle Playback** box starts or stops playback. Starting or stopping playback in this way applies to either playback mode and applies to any tab. The space bar on the keyboard can also toggle playback on/off.

#### 11.3.4.2. Start Sequential Playback

Keyboard Shortcut: `↵enter`

The **Start Sequential Playback** menu item starts sequential playback at the selected recording. If there is no selection, the first recording in the list will begin playing.

#### 11.3.4.3. Start Mixed Playback

Keyboard Shortcut: `shift` + `↵enter`

The **Start Mixed Playback** menu item starts mixed playback at the selected recording. If there is no selection, the first recording in the list will begin playing.

#### 11.3.4.4. Next Record

Keyboard Shortcut: `shift` + `→`

In sequential mode, **Next Record** skips to the next recording as listed in the record view. In mixed mode, **Next Record** skips to the start of the next recording in time order.

#### 11.3.4.5. Previous Record

Keyboard Shortcut: `shift` + `←`

In sequential mode, **Previous Record** skips to the previous recording as listed in the recording view, or skips to the beginning of the current recording, depending on the time that the current recording has been playing. If the current recording has been playing for less than 3 seconds, it will skip to the previous recording. If the current recording has been playing for more than 3 seconds, it will skip to the beginning of the currently playing recording.

In mixed mode, **Previous Record** skips to the start of the previous recording.

#### 11.3.4.6. Skip Forward

Keyboard Shortcut: 

The **Skip Forward** menu item scrubs forward by a user-defined number of seconds (default is 10). In sequential mode, scrubbing remains within the bounds of the currently playing recording.

#### 11.3.4.7. Skip Back

Keyboard Shortcut: 

The **Skip Back** menu item scrubs backward by a user-defined number of seconds (default is 10). In sequential mode, scrubbing remains within the bounds of the currently playing recording.

#### 11.3.4.8. Loop Playback

Checking the **Loop Playback** box loops playback between user-defined start and end looping points. In Sequential mode, if no user-defined start and end looping points have been set, the entire recording will be looped. If start and end points have been set within the recording, checking **Loop Playback** will initiate loopback between these two points.

In Mixed mode, if no user-defined start and end looping points have been set, the entire set of recordings will be looped. If start and end points have been set within the set of recordings, checking **Loop Playback** will initiate loopback between these two points.

### 11.3.4.9. Skip Inactive Periods

Checking the **Skip Inactive Periods** box causes MediaWorks EXP to skip inactive periods between recordings when playing in Mixed mode. In Mixed mode, MediaWorks EXP always proceeds in time order and there may large gaps of silence separating recordings. By default, MediaWorks EXP will skip over any gaps and begin playing the next recording. Disabling this option will force MediaWorks EXP to play the inactive periods in real time.

### 11.3.4.10. AutoPlay After Cursor Move

On by default, this option controls whether scrubbing a paused call will automatically start playing. If you want to move the playback position in the timeline while paused without having playback resume, turn this off.

### 11.3.4.11. Time Marker Options

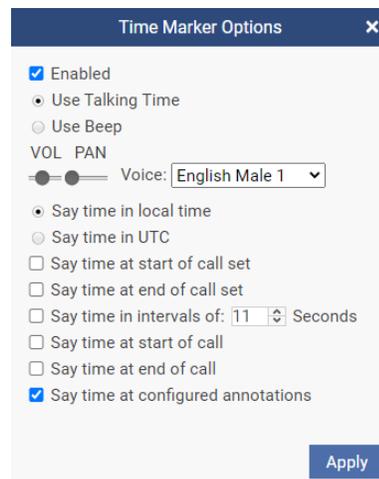


Fig. 11.9 Time Marker Options

This setting allows you to have MediaWorks EXP beep or announce the time when specific events happen during playback. You can choose to have the time announced in local time, or in UTC. The beep or time can be heard at the start and/or, end of each call set, or every X number of seconds, or at the start or end of each call. By default it will only say the time when annotations that have “Speak Talking Time” configured are played back.

### 11.3.4.12. Single Play

Checking the **Single Play** box stops playback in sequential mode after the data finishes playing for a recording. If disabled, playback continues to play each recording, as listed in the record view, until the end of the list is reached.

### 11.3.5. View Menu

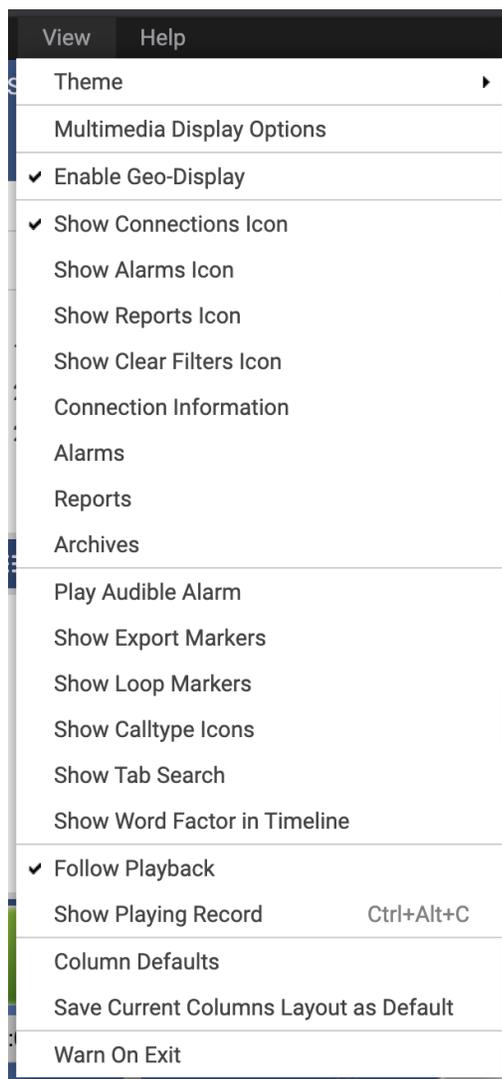


Fig. 11.10 View Menu

Selecting **View** from the Menu Bar provides the following menu items:

### 11.3.5.1. Theme

The Theme menu now gives you the options for Light, Dark, or Custom modes.

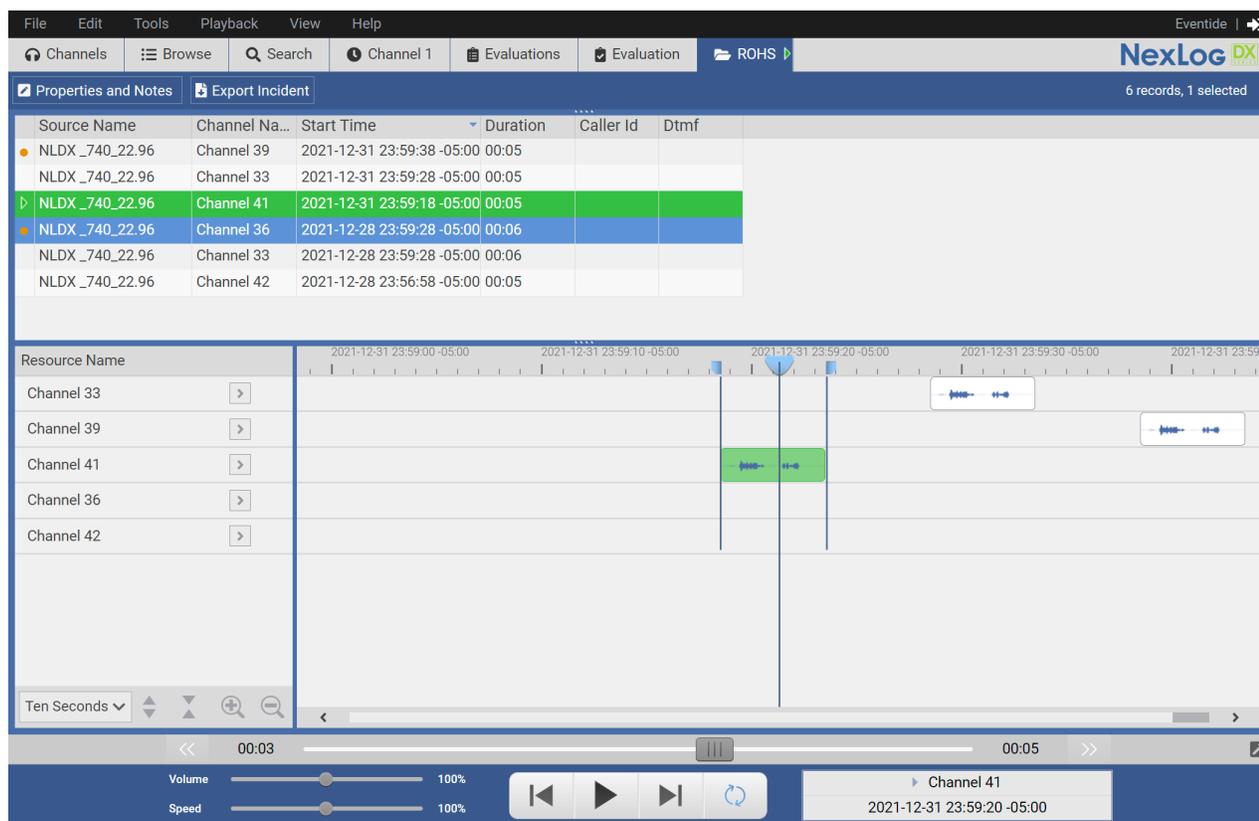


Fig. 11.11 Light Mode

In order to create a custom theme, select “view” dropdown, “Theme”, then “Configure...”.

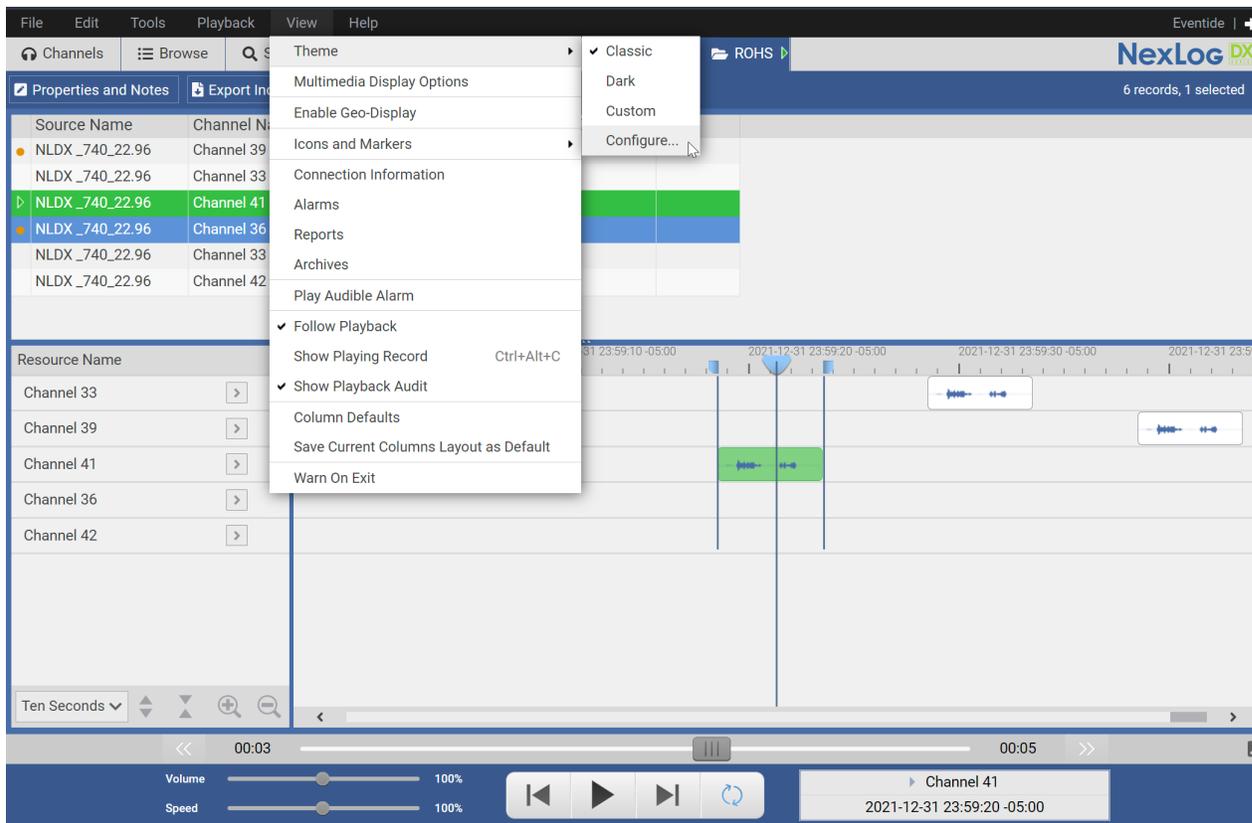


Fig. 11.12 Theme Configure

Here you'll be able to adjust primary and secondary text and background colors.

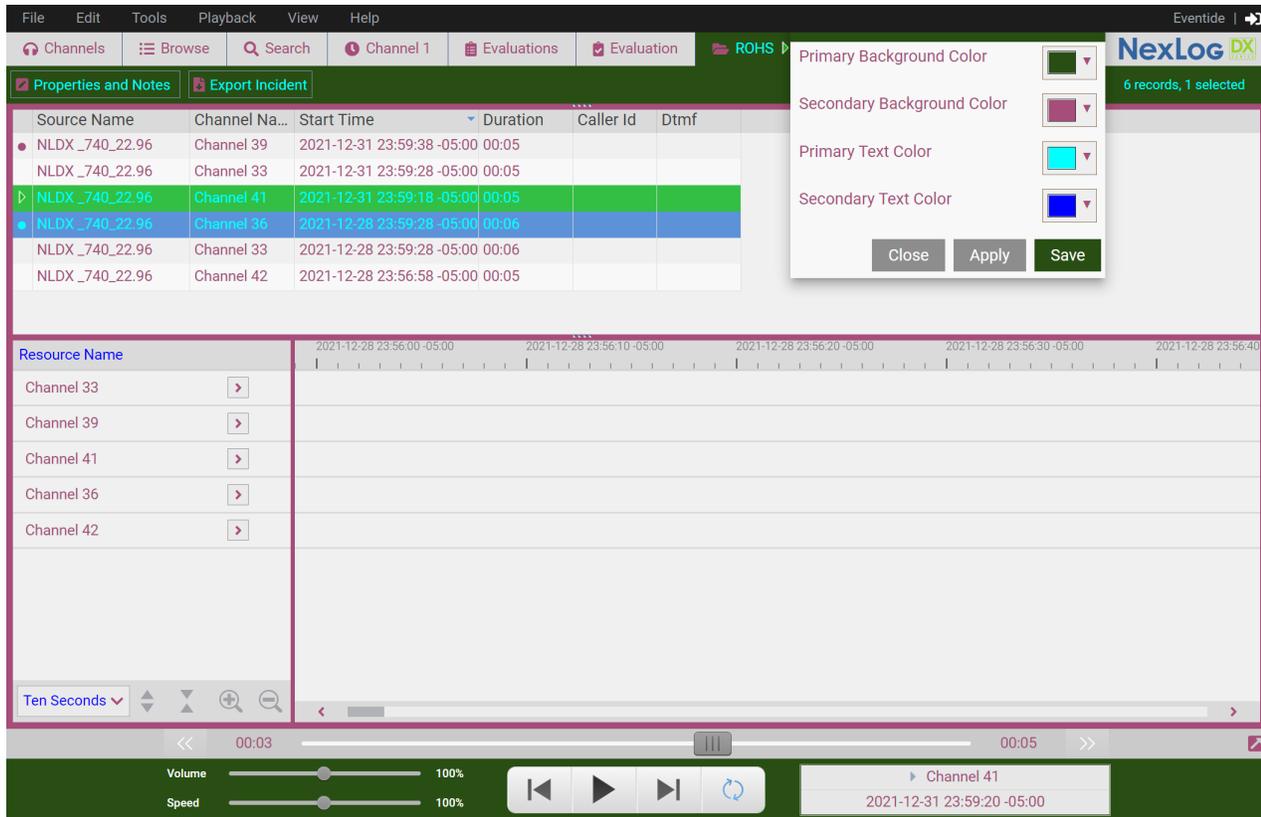


Fig. 11.13 Custom Theme

### 11.3.5.2. Multimedia Display Options

Multimedia recordings can be played back in the same way as Audio calls, but there are additional options that relate to specifically to screens. These options are configured via the Multimedia Display Options window, which is described in detail in Section 3.7: Playing Screen Recordings.

### 11.3.5.3. Enable Geo-Display

On a system with a Geolocation add-on license and location metadata, when enabled this will open the Geo-Display popover window featuring a map and pin marks for call records that are tagged with location data. For more details, see [Section {number}: {name}](#).

### 11.3.5.4. Show Connections Icon

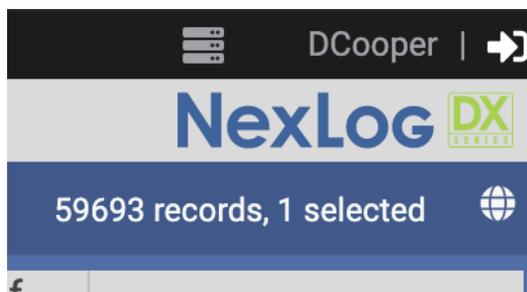


Fig. 11.14 Connections Icon

Checking the **Show Connections Icon** will display Connection Icon for fast access to the Connection Information window.

### 11.3.5.5. Show Alarms Icon

When Show Alarms Icon is selected, the alarm icon (a triangle surrounding an exclamation mark) at the right side of the menu bar will display. When the icon is grey, there are no active alarms.

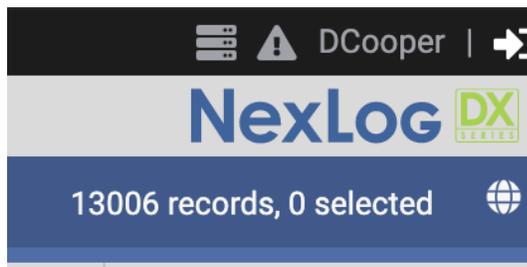


Fig. 11.15 Alarm Icon (Nothing Active)

When the icon is red, there are unacknowledged active alarms.

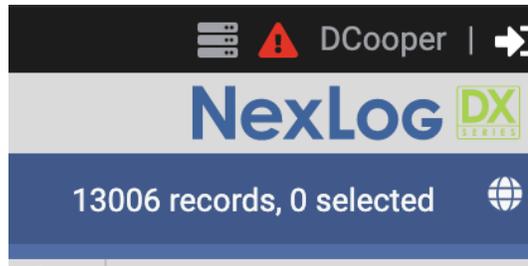


Fig. 11.16 Alarm Icon (Unacknowledged Alarm Active)

When the icon is yellow, there are active alarms, but they are all acknowledged.

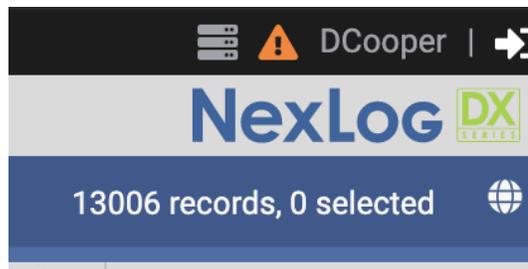


Fig. 11.17 Alarm Icon (Alarms Active But Acknowledged)

In any case, if you click on the icon, it will open the Active Alarms page of Configuration Manager.

### 11.3.5.6. Show Reports Icon

Checking the **Show Reports Icon** will display Reports Icon for fast access to the View Reports window.

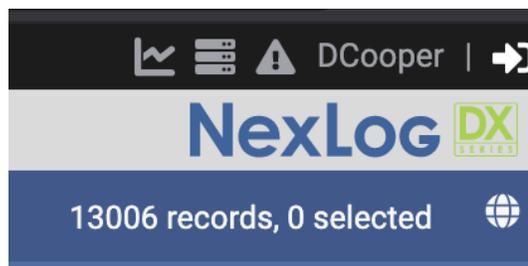


Fig. 11.18 Reports Icon

### 11.3.5.7. Show Clear Filters Icon

Checking the **Show Clear Filters Icon** will display the Clear Filters Icon for fast access to the Clear Search Filters option. This is useful if you make heavy use of the Search Filters feature.

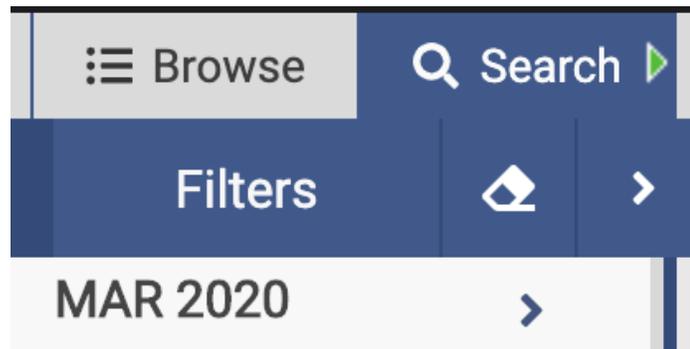


Fig. 11.19 Clear Filters Icon

### 11.3.5.8. Connection Information

This will open the Connection Information pop up window. See above in [Section {number}: {name}](#).

### 11.3.5.9. Alarms

This will open the Alarms page of Configuration Manager in a pop up window.

### 11.3.5.10. Reports

This will open the Completed Reports page of Configuration Manager in a pop up window.

### 11.3.5.11. Archives

This will open the Archives page of Configuration Manager in a pop up window.

### 11.3.5.12. Play Audible Alarm

This will enable sound for active alarms. When an alarm is triggered on the recorder, the alarm sound will play as 4 beeps, pause 15 seconds and repeat, until you go to Active Alarms page and acknowledge the alarm.

### 11.3.5.13. Show Export Markers

Checking the **Show Export Markers** box will display boundary markers for Mixed Mode Exporting. These red markers default to the start and end of any browse or searched results, and when set within results will grey out the area that is not inside the boundaries.

### 11.3.5.14. Show Loop Markers

Checking the **Show Loop Markers** box will display the current loop points as blue markers in the timeline header.

### 11.3.5.15. Show Calltype in Timeline

This will show Calltype icons in the timeline. See Section 11.2: Calltype for more information.

### 11.3.5.16. Show Tab Search

This will open the Tab Search pop up. See Section 2.6: Tab Search for more information.

### 11.3.5.17. Follow Playback

Checking the **Follow Playback** box will cause the playback indicator to remain centered in the timeline as the recording is playing.

### 11.3.5.18. Show Playing Record

This option will bring the currently playing record into view on the Call Grid. By default, the playing record will stay in view, but if you use the scroll bar, this is overridden. Using this option will bring the playing record into view and resume following it.

### 11.3.5.19. Column Defaults

Column Defaults will open a window to set the default columns for the call grid. Use the left & right arrows to move fields into or out of the list, and the up and down ones to reorder them.

### 11.3.5.20. Save Current Columns Layout as Default

An alternative to Column Defaults is to set up your preferred columns in the current tab and use this menu item to save them as the user default. This method has the added benefit of saving the current column widths as well.

### 11.3.5.21. Warn On Exit

With **Warn On Exit** checked, MediaWorks EXP will prompt for confirmation if you try to close the window or navigate to a different web page.

## 11.3.6. Help Menu

Selecting **Help** from the Menu Bar provides the following menu items:

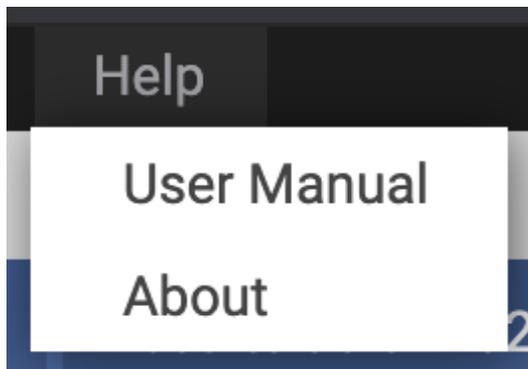


Fig. 11.20 Help Menu

### 11.3.6.1. User Manual

Selecting **User Manual** from the Help menu will open a link to this user manual as a PDF file.

### 11.3.6.2. About...

Selecting **About** from the Help menu provides information about this release of MediaWorks EXP.

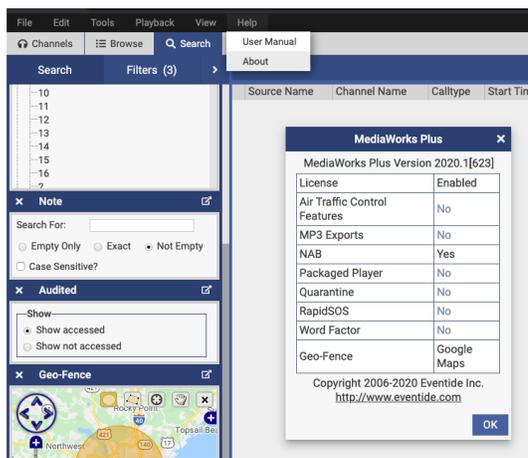


Fig. 11.21 About Pop Up

## 11.4. Translations

MediaWorks EXP is supported in multiple languages via user-configurable translations. See NexLog Express manual for further information or contact your Eventide Rep for more details.

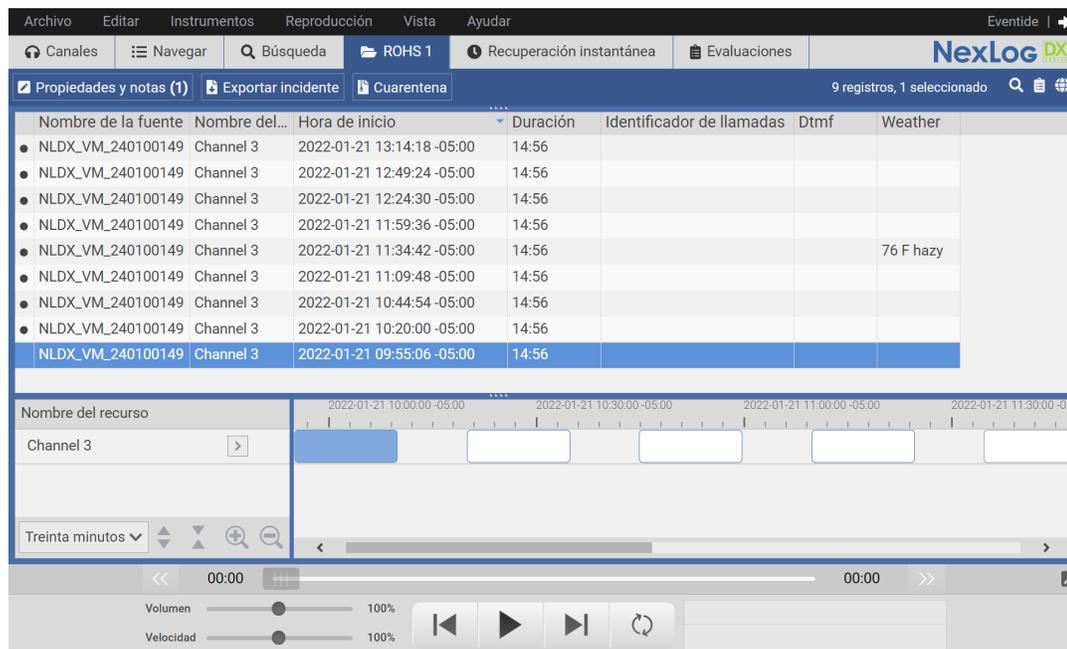


Fig. 11.22 MediaWorks EXP Translations

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## 12. ADDITIONAL OPTIONAL FEATURES

MediaWorks EXP has optional features that are off by default.

They are enabled via the Recorder settings on the front panel or via Configuration Manager, on the **Users and Security: System Security** page.

The features:

- Incident Clip Management
- User Content Uploads
- Terms of Service Splash Screen
- Media Access Blocking
- Air Traffic Control / Air Traffic Management Mode

### 12.1. Incident Clip Management

Incident Clip Management allows users making incidents to join or split audio calls in an incident so that the calls are played back correctly. The original call records remain on the recorder in their as-recorded state.

More details and usage information can be found in Section 4.8: Incident Clip Management.

### 12.2. User Content Uploads

User Content Uploads allows a user to upload media to a NexLog Express recorder channel, and use that media for incidents, evaluations, or general playback.

See Section 10: User Content Uploads

### 12.3. Terms of Service Splash Screen

A custom Terms of Service splash screen can be show at login time for all users by checking the **Enable Terms of Service splash screen in MedaWorks Plus clients (edit contents in System → Configuration → Terms of Service)** box on this page. To configure the text for this, navigate to **System Settings: Configuration Files** and edit the file named Terms of Service.

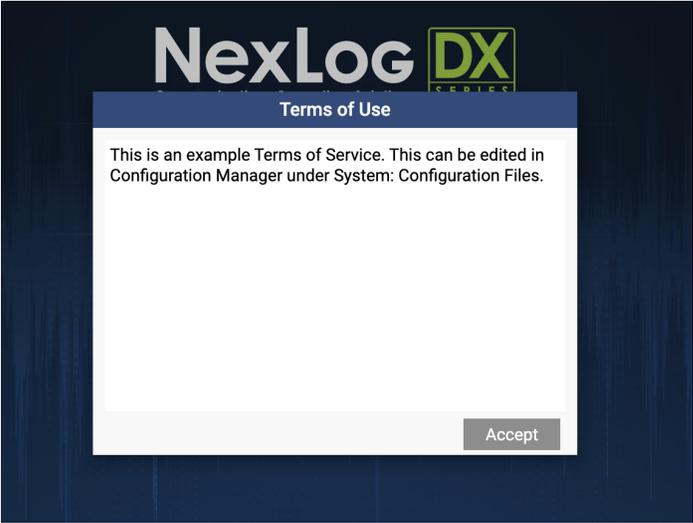


Fig. 12.1 Example Terms of Service

## 12.4. Interleaved Mode

MediaWorks EXP now offers the ability to differentiate between multiple streams on a VoIP recorder and visualize multiple voicings on the Timeline View.

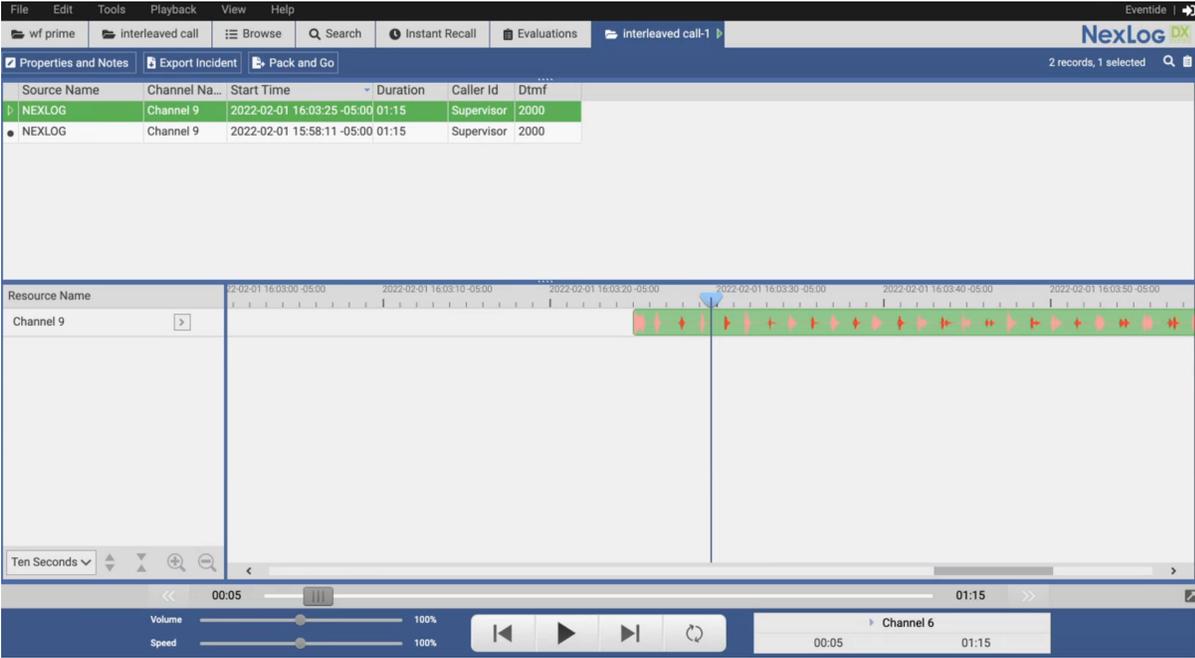


Fig. 12.2 Interleaved Call Mode

The Example above shows two streams of dialog on one channel, with each voice represented by different shades of color.

**Note**

Interleaved Call Mode requires an additional VoIP add-on service. See your Eventide Rep for more information.

### Interleaved Mode Configuration

In order to enable Interleaved Call Mode, a user must refer to their NexLog Express configurations -> Recording -> Recording Interfaces, and update their IP Recording's Encoding settings to "Mulaw Seperate Streams" which can be found in settings section -> Audio Storage Encoding.

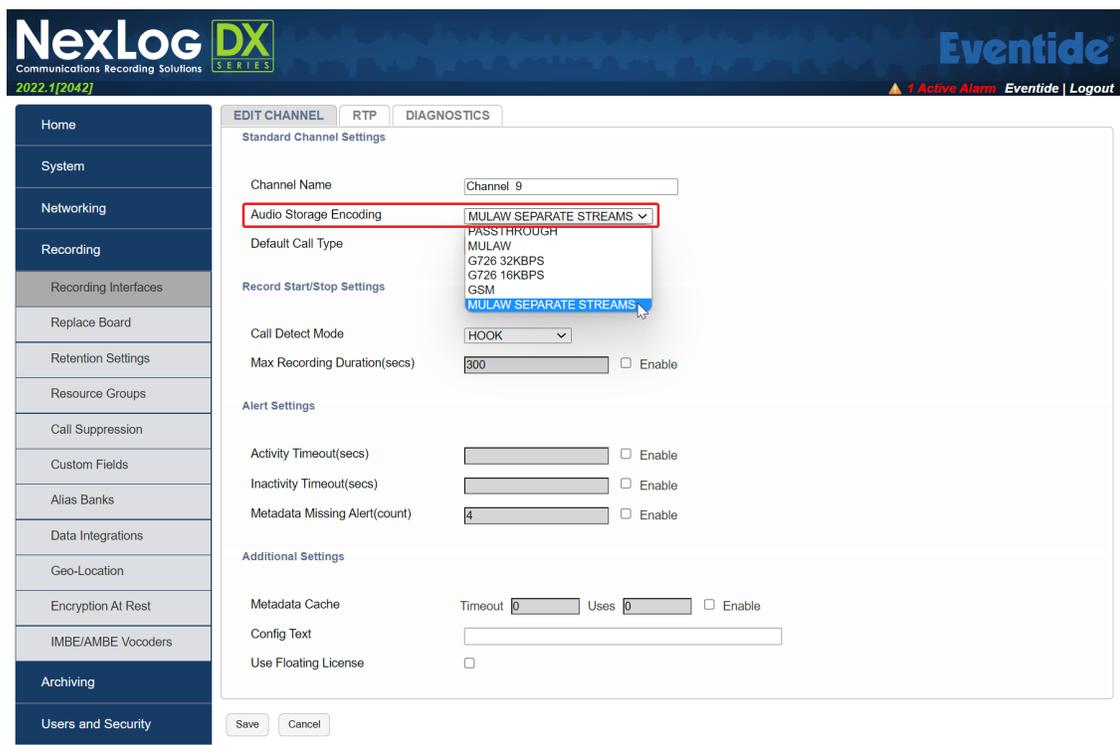


Fig. 12.3 VoIP Encoding Settings

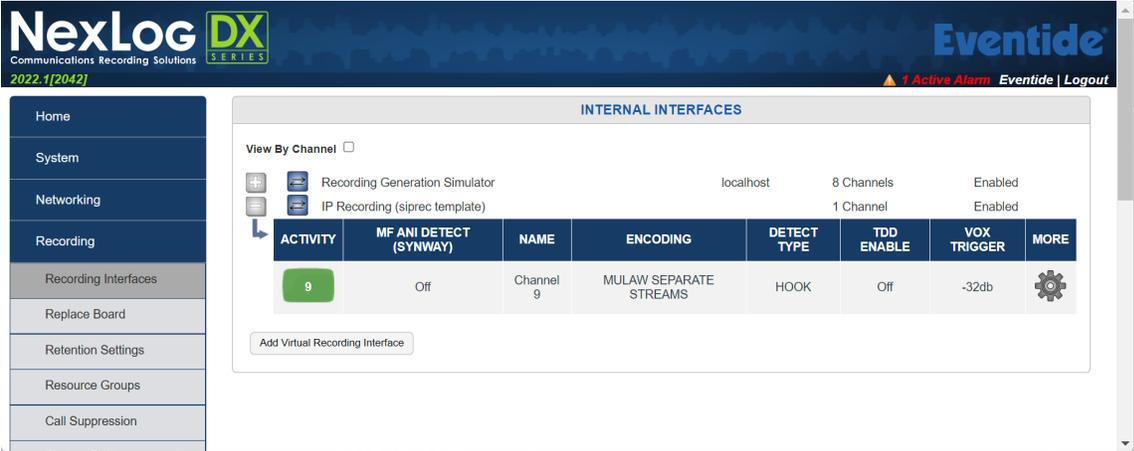


Fig. 12.4 VoIP Interface

The VoIP Channels that were updated will now show multiple streams of communication on the specified channels in MediaWorks EXP.

# 13. MEDIAWORKS EXP URL ARGUMENTS

## 13.1. URL Arguments

The base URL for MediaWorks EXP is:

**https://<hostname of recorder>/client/mediaworks/**

URL arguments are added after the forward slash of the base URL. The first argument must be prepended with a question mark, and each subsequent argument must be prepended with an ampersand (&).

Example: <https://demo.nexlogdx.com/client/mediaworks/?arg1=value1&arg2=value2>

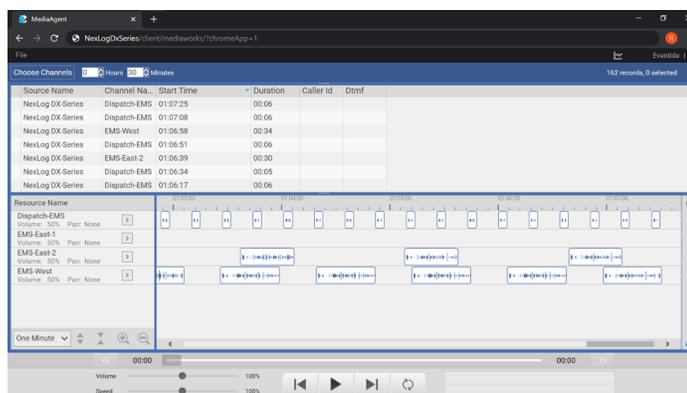
### 13.1.1. Chrome Application

Enables a Chrome Application Instant Recall interface where `sessionType=1` and `tabType=5`

Argument: `chromeApp`

Values: [integer]

1 - Enable



**Fig. 13.1** Enables a Chrome Application Instant Recall interface where `sessionType=1` and `tabType=5`

## 13.1.2. Debugging

Displays a popup for each *window.onerror* event that occurs.

**NOTE:** This is for debugging purposes only.

Argument: alertErrors

Values: [integer]

1 - Enable

## 13.1.3. Define Columns

Restricts client interface to specific columns and column width.

“Width” is an optional attribute that can be used to assume a certain percentage of the total space. If you don’t set any widths, each column will attempt to use an equal portion. It’s not recommended to set some columns with widths, while leaving others unset.

Argument: defineColumns

Value: [string]

defineColumns ={"name":ColumnName, "width":10}

## 13.1.4. Descriptor

Specifies the source location of the ETI file to be loaded. Should be paired with *eti* to open the source file. The **value** should be the incident record’s GUID.

Argument: descriptor

Values:[string]

string - ETI source file location

### 13.1.5. Disable IR Filters

Removes the filter options from the Instant Recall interface. Should be paired with setFilter so that the tab knows what it should display

Argument: hideFilterOptions

Values:[integer]

1 - Enable, hides filters

### 13.1.6. Disable Record Context Menu

Disables call record right click menu.

Argument: disableContextMenu

Values: [integer]

1 - Enable, disables record right click menu

### 13.1.7. ETI

Enables the automatic loading of a packaged incident file (ETI). Should be paired with descriptor

Argument: eti

Values:[integer]

1 - Enable

### 13.1.8. Evaluation

Opens a specific Quality Factor evaluation. The **value** should be the evaluation record's GUID.

Argument: evaluationGuid

Values:[string]

*string* - Evaluation GUID to open

### 13.1.9. Headless

Hides File menu from callgrid header. Useful for small windows. Should be paired with IR tab and `hideFilterOptions` arg.

Argument: `headless`

Value: [integer]

1 - Enable, shows IR without header

### 13.1.10. Hide Transport

Hides main audio player controls. For audio playback, this should be paired with `miniTransport`

Argument: `hideTransport`

Values:[integer]

1 - Enable, hides main transport

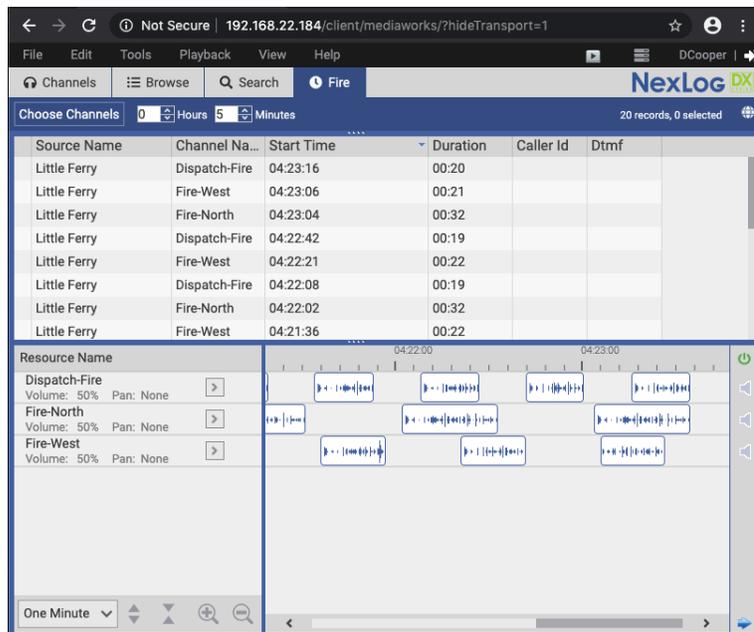


Fig. 13.2 Hidden Transport

### 13.1.11. Incident

Opens a specific incident. The **value** should be the incident record's GUID.

Argument: incidentGuid

Values:[string]

string - Incident GUID to open

### 13.1.12. Instant Recall Minutes

Sets the minutes in the lookback period for Instant Recall.

Argument: instantRecallMinutes

Values:[integer]

0-480 - Number of minutes

### 13.1.13. Miniature Transport

Forces the miniature transport interface to be used for audio playback.

If the standard transport should be hidden, pair this argument with `hideTransport`

Argument: `miniTransport`

Values:[integer]

0 - Disables, use standard transport



Fig. 13.3 Standard Transport

1 - Enabled, use Mini Transport

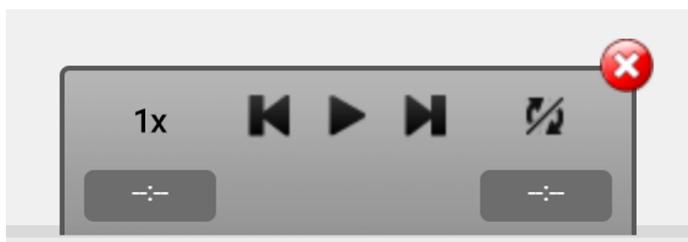


Fig. 13.4 Mini Transport

### 13.1.14. Mobile Interface

Forces the mobile interface to be used.

Argument: `forceMobile`

Values:[integer]

1 - Enable, forces mobile interface and license to be used

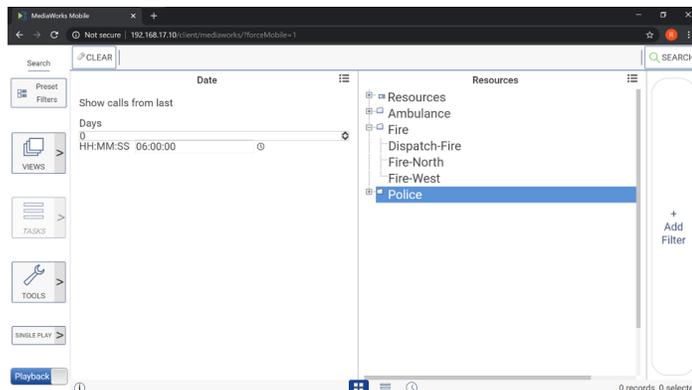


Fig. 13.5 Mobile Interface

### 13.1.15. Password

Sets the application password, must be paired with username for automatic login.

**WARNING:** The password will be clearly visible in the URL field

Argument: password

Values:[string]

*string* - Sets the application username

### 13.1.16. Session Type

Restricts client interface to a specific view element.

Should be paired with tabType

Argument: sessionType

Values:[integer]

1 - Full View

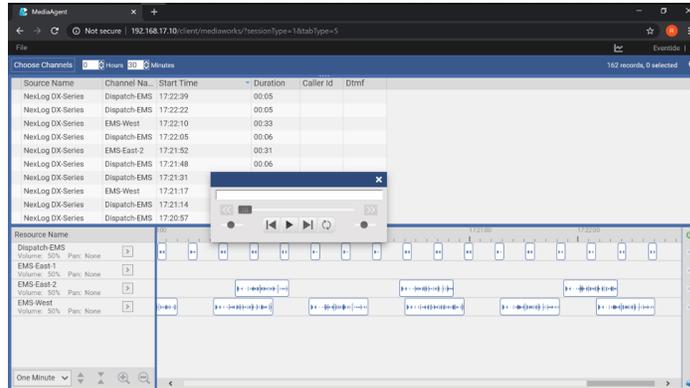


Fig. 13.6 Full View

2 - Call Grid Only

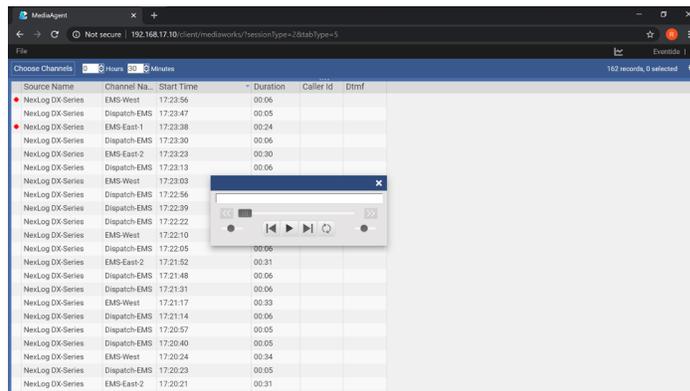


Fig. 13.7 Call Grid Only

3 - Timeline Only

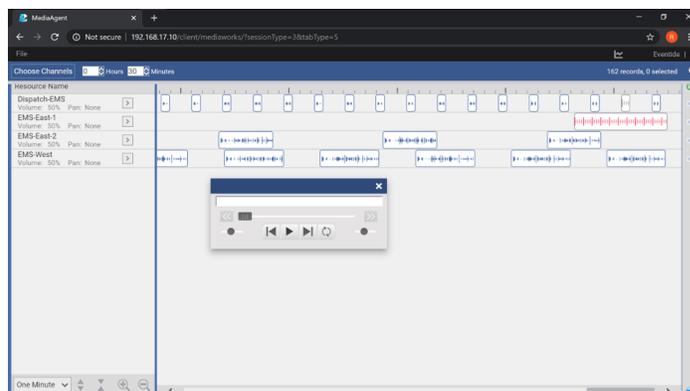


Fig. 13.8 Timeline Only

### 13.1.17. Set Filter

Sets the filter used for Instant Recall results. Values are entered as an array. The *string* must be URL encoded. Multiple filters can be joined with a comma ,.

Argument: setFilter

Values:[filter:string]

*user\_id:string* - Also accepts *CURUSER* to filter for the logged in user.

*channelname:string* - Filters on Channel Name

*\*resourcegroup\*:string* - Filters on Resource Group

*custom\_field:string* - Filters on the system's custom fields, using the specified string.

### 13.1.18. Shortcut Keys

Enables/Disables keyboard shortcuts using Ctrl, Shift, or Alt.

Argument: ignoreKeys

Values:[integer]

1 - Enable, disables shortcut keys

### 13.1.19. Show Map

Displays the map in full view for instant recall. Should be paired with *sessionType=1*, and *setFilter* for best usage.

Argument: map

Values:[string]

full - Enable, shows maximized map of media

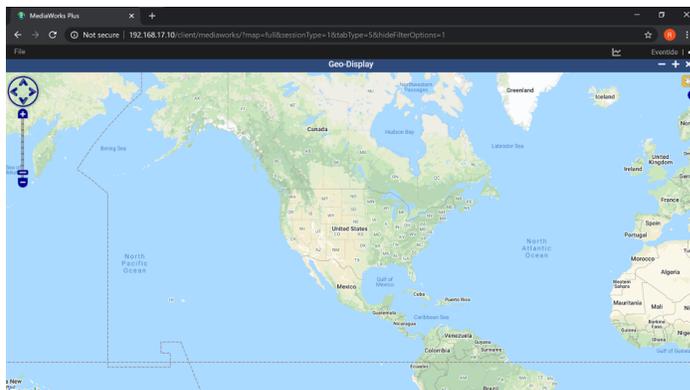


Fig. 13.9 Map

## 13.1.20. Tab Type

Restricts client interface to a specific tab. Should be paired with sessionType

Argument: tabType

Values:[integer]

0 - Channels

1 - Search

2 - Browse

3 - Evaluation

4 - Incident

5 - Instant Recall

## 13.1.21. Touch Mode

Allows to use MWP on touchscreen desktops.

Argument: touchMode

Value: [integer]

1 - Enable, allows to use MWP on touch screen desktop.

## 13.1.22. Username

Sets the application username, must be paired with password for automatic login.

Argument: username

Values:[string]

string: Sets the application username

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## 14. REPORTING PROBLEMS

It is Eventide's policy to work directly with dealers. Your dealer must report your problem to Eventide with the following information in order to process the service/support request:

- Serial number(s) of the affected recorder(s).
- Software versions for the recorder(s).
- Severity of the issue, including a detailed description.
- Contact information (phone and email) for the dealer and on-site technician.

To contact Eventide customer service for support, call 201-641-1200 Option 6 followed by Option 2 (Communications/Recorders Division) or email [service@eventide.com](mailto:service@eventide.com).

