Eventide®

Communications Division

MediaWorks Plus User Manual

- **Models NexLog 740, NexLog 840**
- **NexLog Recorder Software v2.6.1**

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Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version.

This section tracks documentation changes. For a description of new software features and improvements introduced in a particular release, see the product release notes on the Eventide company website.

March 3, 2016

Part Number	SW	Description
141217–11	V2.6.1	*MediaWorks Plus User Manual v2.6.1* Updated Screenshots, Corrections and MediaAgent Appendix

February 11, 2016

Part Number	SW	Description
141217–10	V2.6.0	*MediaWorks Plus User Manual v2.6.0* MediaWorks Plus Desktop

September 22, 2015

Part Number	SW	Description
141217–09	V2.5.6	*MediaWorks Plus User Manual v2.5.6* Export Attachments. Column Width Defaults. Record Enable. General refinements throughout. Improved clarity of Split/Join Records section.

March 6, 2015

Part Number	SW	Description
141217–08	V2.5.1	*MediaWorks Plus User Manual v2.5.1* Export Presets updated, Incident Clip Management, New Date/Time Selector, Delete (from Incident) is now Remove From Incident.

February 6, 2015

Part Number	SW	Description
141217–07	V2.5.0	*MediaWorks Plus User Manual v2.5.0* Saved Search Filters, Audio Annotations, Export Presets, Tab Search, Incident Attachments, Incident Properties & Notes, Incident Export, Resource Gain Defaults

June 24, 2014

Part Number	SW	Description
141217–06	V2.4.1	*MediaWorks Plus User Manual v2.4.1* Required network ports information, miscellaneous other refinements.

May 17, 2014

Part Number	SW	Description
141217–05	V2.4	*MediaWorks Plus User Manual v2.4* NexLog Access Bridge, Calltype, Archives, Date Format, Incident Permissions

January 17, 2014

Part Number	SW	Description
141217–04	V2.3	*MediaWorks Plus User Manual v2.3* Updated image.

November 15, 2013

Part Number	SW	Description
141217–03	V2.3	*MediaWorks Plus User Manual v2.3* Geolocation, Instant Recall, Waveforms, Screen Capture Export, Multi-Column Sort, New Mixed Mode features.

March 1, 2013

Part Number	SW	Description
141217–02	V2.2	*MediaWorks Express User Manual v2.2* Annotations, Redactions, Screen Playback, Data CD Export

April 30, 2012

Part Number	SW	Description
141217–01	V2.1	*MediaWorks Express User Manual v2.1* Initial release.

1. Using MediaWorks Plus

1.1. Introduction to MediaWorks Plus

MediaWorks Plus provides several ways to locate, organize, and replay recordings stored on an Eventide NexLog 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 Plus you can also live monitor channel(s), view the current 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 a number of different ways.

The information about using MediaWorks Plus includes:

- Section 1.3. Locating and Organizing Recordings
- Section 1.4. Viewing and Playing Recordings
- Section 1.5. Creating an Incident
- Section 1.6. Updating Recordings
- Section 1.7. Exporting Recording Data from an Incident
- Section 1.8. Monitoring a Recorder
- Section 1.9. Geolocation Features: Geo-Display and Geo-Fence
- Section 1.10 Search Filter Groups
- Section 1.11 NexLog Access Bridge
- Section 1.12 Archives

1.2. Opening MediaWorks Plus

Open one of the supported browsers:

- Internet Explorer 8 – 11
- Firefox

- Chrome

Enter the address of your NexLog recorder in the URL bar. The address will either be an IP address or a DNS address if configured. Loading the MediaWorks Plus application in the browser will bring you to a welcome page. The welcome page presents a link to the Eventide NexLog Configuration Manager and MediaWorks Plus. There is also links to documentation. Click on the MediaWorks Plus Icon to navigate to MediaWorks Plus.

MediaWorks Plus will start to load, as shown in Figure 1 below. The first load may take several seconds to load depending on the connection speed. When prompted to login, enter your NexLog User Name and Password, and click OK.

For MediaWorks Plus to connect to the recorder with HTTP, ports 80 and 81 must be open; for HTTPS, ports 443 and 82. If you can't connect, check with your network administrator that these ports are open.

Note that it's possible to configure your NexLog recorders landing page to be MediaWorks Plus, under the Users and Security: System Security page of Configuration Manager.

Figure 1. MediaWorks Plus loading and login screen

1.3. Locating and Organizing Recordings

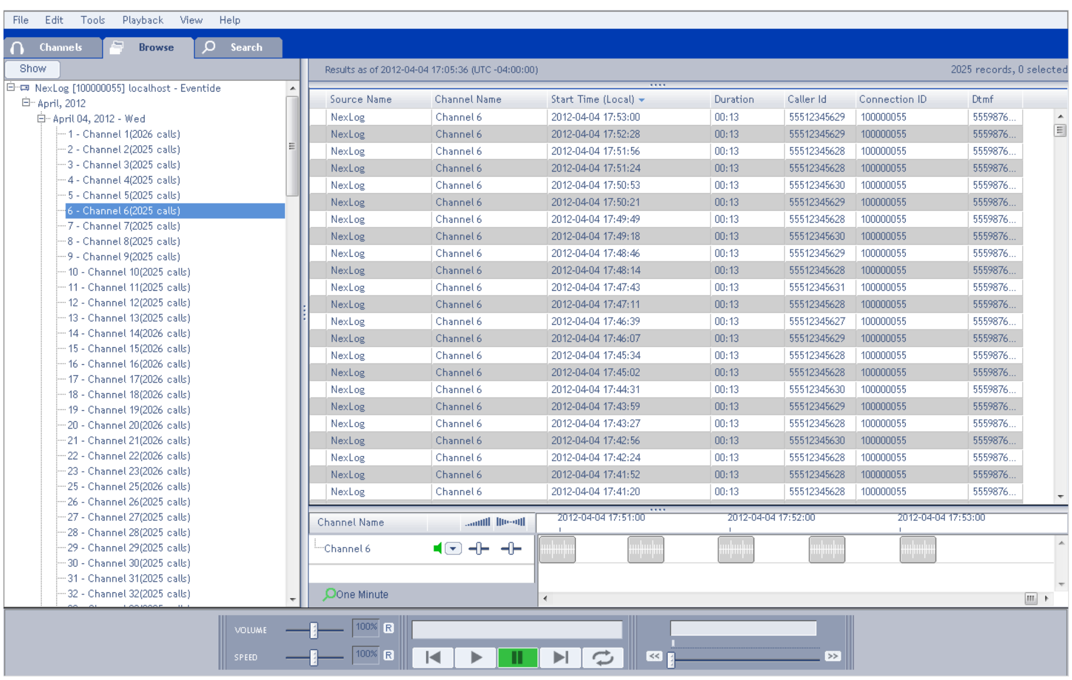
The typical process for finding and organizing recordings includes the following steps:

- 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.

1.3.1. Browsing for Recordings

The simplest method for locating recordings on the recorder is provided by the **Browse** tab, Figure 2. When viewing the Browse tab, the connected source appears in the left. Below the source, 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 of 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 Plus retrieves the recordings for that channel and displays them in the upper right pane.

Figure 2. 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.

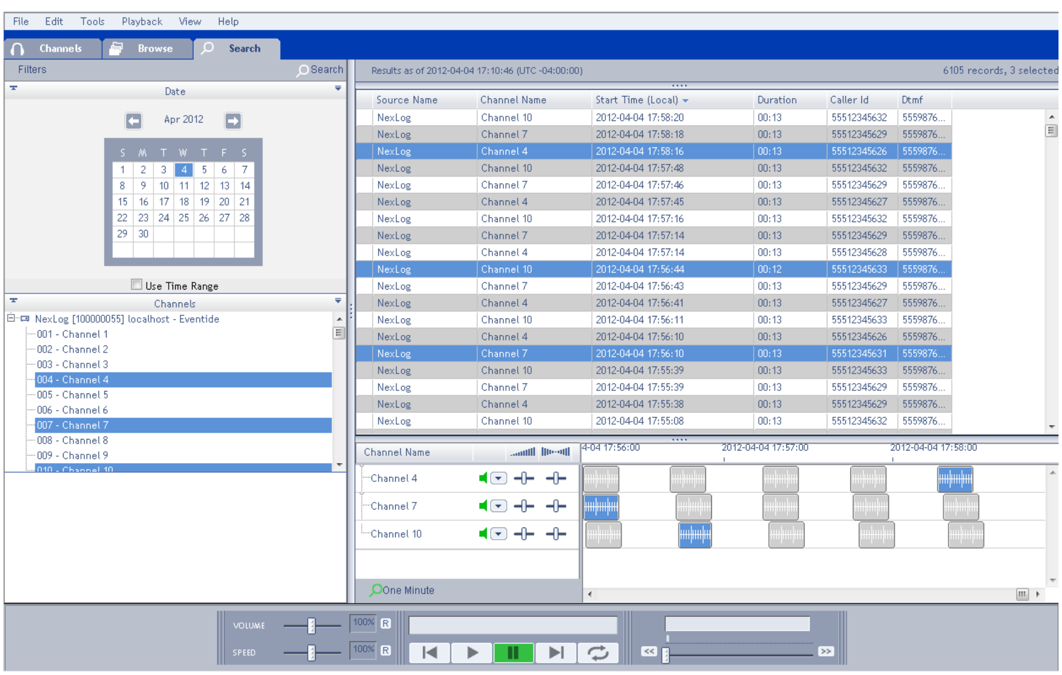
The Browse tab can display the list of channel in three modes: Resource Name, Resource Name Grouped by Recorder, or Channel Number Grouped by Recorder. The default is Resource Name. To change the display mode, click on **Show...** at the top of the left pane and select the mode from the drop-down menu.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

When using the Grouped by Recorder options, the resources will be divided into groups by which 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 they were all one system. Because physical Channel Number is tied specifically to hardware, it is only available in Grouped by Recorder format.

1.3.2. Searching for Recordings

MediaWorks Plus 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 pane displays a drop-down list of filters.

Figure 3. Search Tab



Each element of a search is contained within a search “panel” in the left pane of the Search tab. The **Date** and **Channel** 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.

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 recordings across more than one month, as follows: After selecting one or more days in one month in the calendar, click the forward or backward arrow to navigate to a different month. While holding the Ctrl key down, select additional days in the second month.

In the Calendar mode, you can also 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.

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.

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.

1.3.3. 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 drop-down list. The selected filter will be displayed below the Channel 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.

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 Plus will search for all recordings equal to or between these values.

Call Note

Enter text in the **Note** box. MediaWorks Plus will perform a search for all recordings that contain this text string in the **Notes** 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 Plus 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 (as 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.

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 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.

Geo-Fence

Search on a map for data occurring inside one or more geometric shapes. This feature must be enabled on the recorder and location data must be provided.

See additional information in Section 1.9: Geolocation Features: Geo-Display and Geo-Fence.

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.

1.3.4. 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.

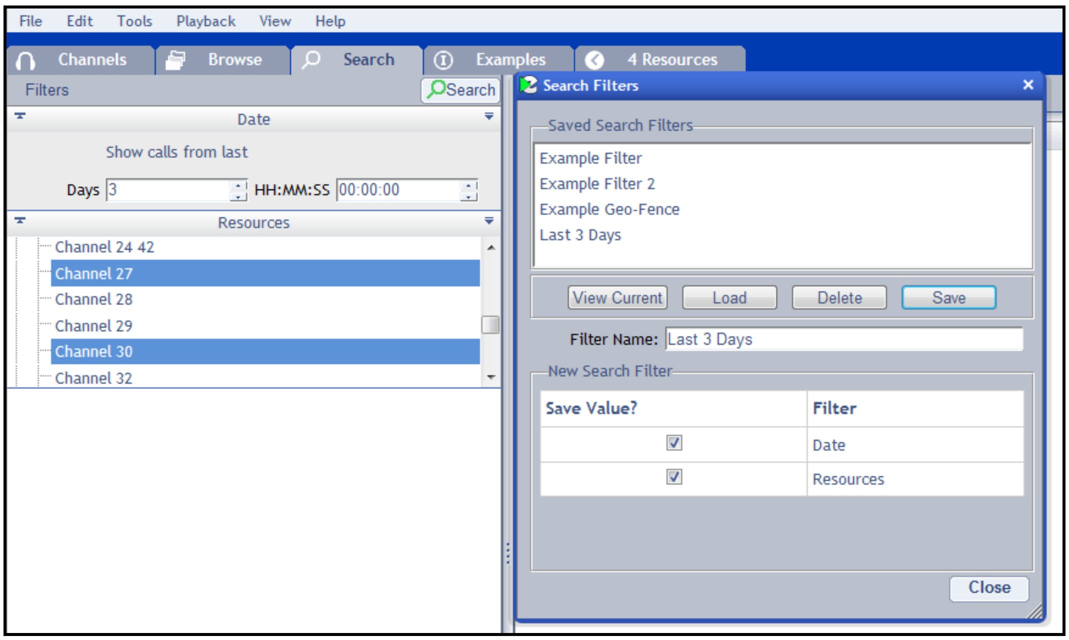
Saved Search filters can be accessed from the Filters button or the Tools Menu option **Edit Search Filters**. These options open a pop up window that allows you to load, save, and delete search filters. Filters are saved based on the current state of the search column, and you can choose which values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

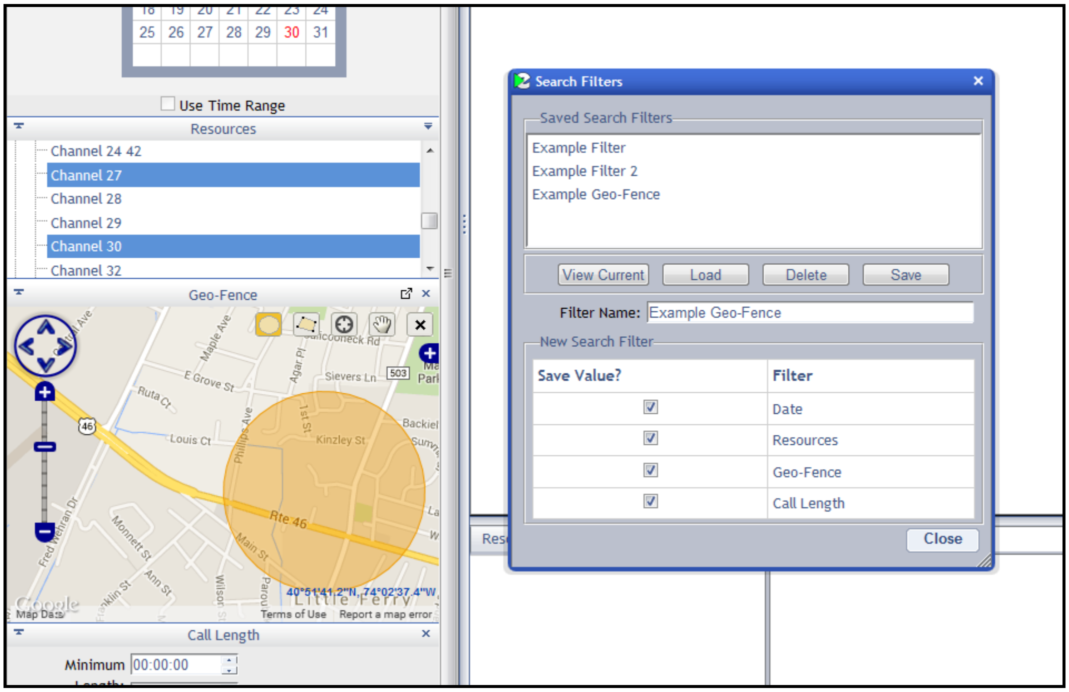
For example, one may want to save a search that shows the last three days of call activity on a set of channels, to load each Monday to see what happened over the weekend. To create a filter like that, configure a search for Relative date mode, set it to 3 days, then select the resources desired, and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

Figure 4. Last 3 Days Example



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

Figure 5. Export Incident



1.3.5. 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 “212” 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 (**Show Tab Search**), and once shown, from the tool bar above the call grid via the Magnifying Glass icon.

1.4. Viewing and Playing Recordings

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

1.4.1. 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 a number of 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.

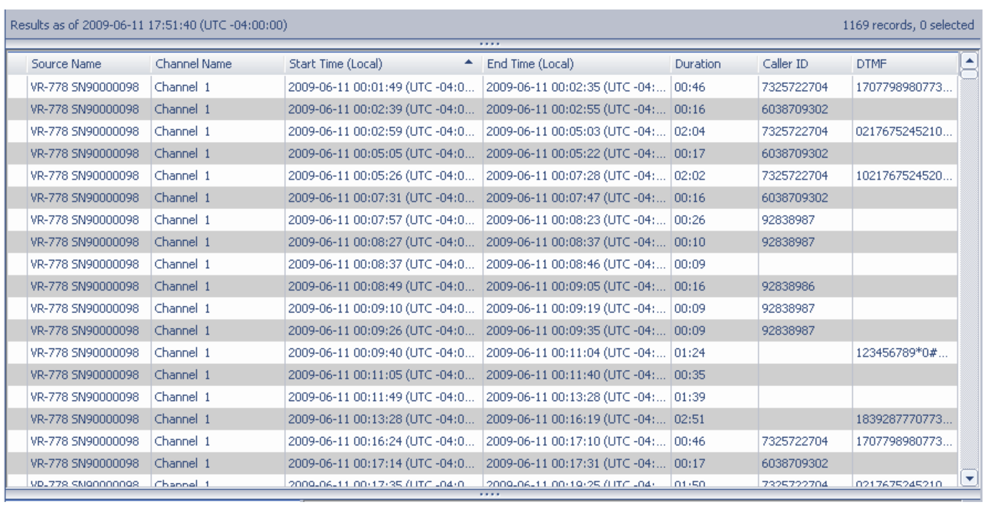
Together, the record view and timeline view provide a comprehensive look into the same set of data. Selections between the two views are synchronized; any recordings selected in one are automatically selected in the other. Similar operations may be performed from each view, including playback and export.

1.4.2. The Record View

The record view in the upper right-hand pane presents recording data in tabular format. 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. 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.

Figure 6. Record View

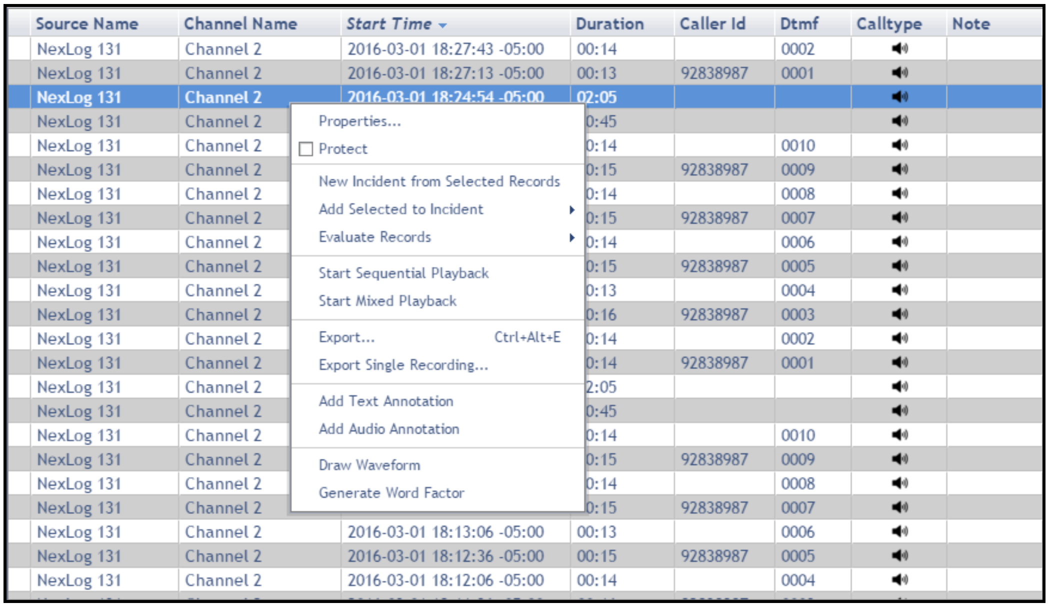

Results as of 2009-06-11 17:51:40 (UTC -04:00:00) 1169 records, 0 selected

Source Name	Channel Name	Start Time (Local)	End Time (Local)	Duration	Caller ID	DTMF
VR-778 SN90000098	Channel 1	2009-06-11 00:01:49 (UTC -04:0...	2009-06-11 00:02:35 (UTC -04:...	00:46	7325722704	1707798980773...
VR-778 SN90000098	Channel 1	2009-06-11 00:02:39 (UTC -04:0...	2009-06-11 00:02:55 (UTC -04:...	00:16	6038709302	
VR-778 SN90000098	Channel 1	2009-06-11 00:02:59 (UTC -04:0...	2009-06-11 00:05:03 (UTC -04:...	02:04	7325722704	0217675245210...
VR-778 SN90000098	Channel 1	2009-06-11 00:05:05 (UTC -04:0...	2009-06-11 00:05:22 (UTC -04:...	00:17	6038709302	
VR-778 SN90000098	Channel 1	2009-06-11 00:05:26 (UTC -04:0...	2009-06-11 00:07:28 (UTC -04:...	02:02	7325722704	1021767524520...
VR-778 SN90000098	Channel 1	2009-06-11 00:07:31 (UTC -04:0...	2009-06-11 00:07:47 (UTC -04:...	00:16	6038709302	
VR-778 SN90000098	Channel 1	2009-06-11 00:07:57 (UTC -04:0...	2009-06-11 00:08:23 (UTC -04:...	00:26	92838987	
VR-778 SN90000098	Channel 1	2009-06-11 00:08:27 (UTC -04:0...	2009-06-11 00:08:37 (UTC -04:...	00:10	92838987	
VR-778 SN90000098	Channel 1	2009-06-11 00:08:37 (UTC -04:0...	2009-06-11 00:08:46 (UTC -04:...	00:09		
VR-778 SN90000098	Channel 1	2009-06-11 00:08:49 (UTC -04:0...	2009-06-11 00:09:05 (UTC -04:...	00:16	92838986	
VR-778 SN90000098	Channel 1	2009-06-11 00:09:10 (UTC -04:0...	2009-06-11 00:09:19 (UTC -04:...	00:09	92838987	
VR-778 SN90000098	Channel 1	2009-06-11 00:09:26 (UTC -04:0...	2009-06-11 00:09:35 (UTC -04:...	00:09	92838987	
VR-778 SN90000098	Channel 1	2009-06-11 00:09:40 (UTC -04:0...	2009-06-11 00:11:04 (UTC -04:...	01:24		123456789*0#...
VR-778 SN90000098	Channel 1	2009-06-11 00:11:05 (UTC -04:0...	2009-06-11 00:11:40 (UTC -04:...	00:35		
VR-778 SN90000098	Channel 1	2009-06-11 00:11:49 (UTC -04:0...	2009-06-11 00:13:28 (UTC -04:...	01:39		
VR-778 SN90000098	Channel 1	2009-06-11 00:13:28 (UTC -04:0...	2009-06-11 00:16:19 (UTC -04:...	02:51		1839287770773...
VR-778 SN90000098	Channel 1	2009-06-11 00:16:24 (UTC -04:0...	2009-06-11 00:17:10 (UTC -04:...	00:46	7325722704	1707798980773...
VR-778 SN90000098	Channel 1	2009-06-11 00:17:14 (UTC -04:0...	2009-06-11 00:17:31 (UTC -04:...	00:17	6038709302	

1.4.3. Record View Menu Options

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

Figure 7. Record View Menu



The Record View menu selections include:

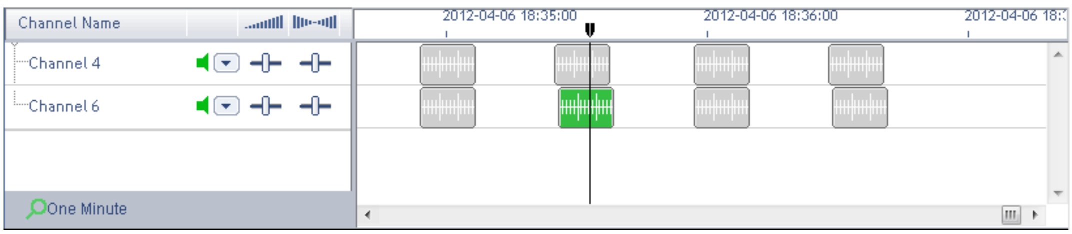
- **Properties** – See Section 1.6.1. Call Properties Screen
- **Protect** – Checking this box prevents the selected recording from being deleted from the recorder due to recorder call retention policy.
- **New Incident from Selected Records** – See Section 1.5 Creating an Incident.
- **Add Selected to incident** – See Section 1.5.1. 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 Sequential Playback Mode.
- **Export…** – See Section 1.7. Exporting Recording Data from an Incident.
- **Export Single Recording** – See Section 1.7. Exporting Recording Data from an Incident.
- **Add Text Annotation** – Add notes to a call, at a specific point in time. See Section 1.6.2 Annotating Calls.
- **Add Audio Annotation** – Add audio commentary to a call, at a specific point in time. See Section 1.6.2 Annotating Calls.
- **Draw Waveform** – Generate a waveform for the recording if it’s an audio call. The waveform is displayed in the Timeline View.

- **Generate Word Factor** – Generate a searchable "best guess" at what the audio contains as text. Requires a Word Factor add-on license and patch.

1.4.4. The Timeline View

The Timeline view in the lower right-hand pane, Figure 6, 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.

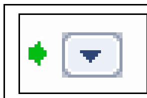
Figure 8. Timeline View-Audio Recording

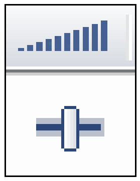
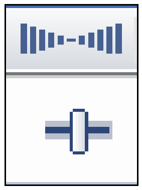


You can increase or decrease the time length displayed on the timeline. To view more or fewer recordings, click on the small green magnifying glass in the lower left corner of the pane. In the Figure above, it has the words One Minute next to it. Clicking this will open a menu offering a variety of time scales from ten seconds to 1 year. The selected time scale defines the amount of time to be displayed between each "tick" on the timeline. In the Figure above, there are three ticks, each representing the start of a minute.

Playback Settings

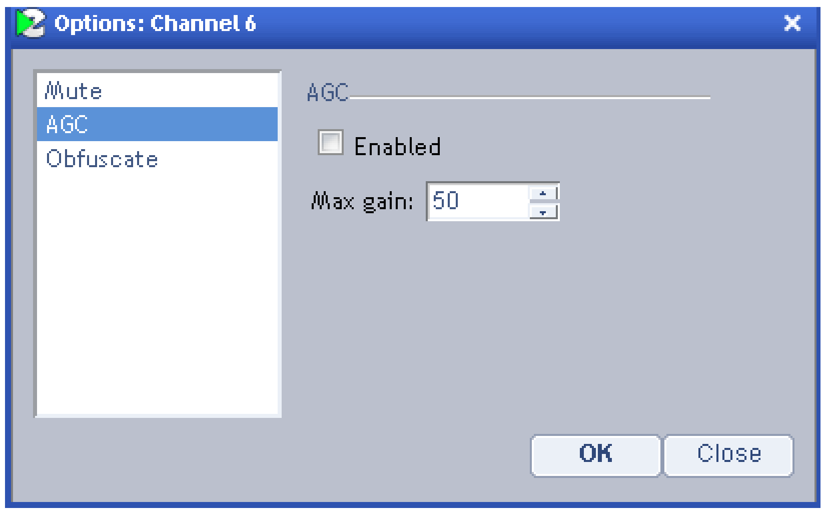
In the **Channel Name** box on the left there are a number of playback settings that you can set on a channel-by-channel basis. They include:

	**Mute button** - 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. Clicking on the down arrow displays a menu with the following selections: • **Options…** - Clicking on this menu item displays an Options dialog box. (See Playback Settings Options below.) • **AGC** – Checking this box will enable automatic gain control on this channel.

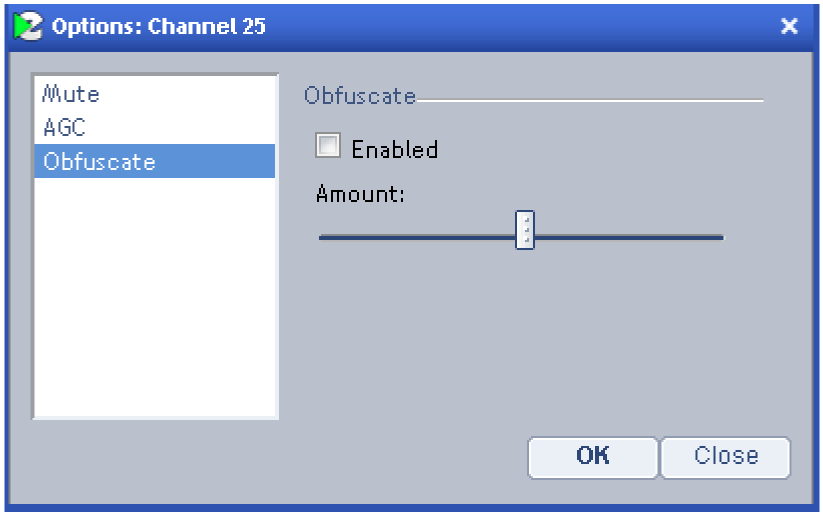
	Moving the volume slider left or right decreases or increases the volume for this channel.
	Moving the balance slider to the left increases the volume on the left channel and decreases the volume on the right channel. Moving the slider to the right increases the sound on the right channel and decreases the sound on the left channel. These per-channel sliders allow you to present one or more channels on the left and other channel(s) on the right of a set of stereo speakers (or headphones).

Playback Settings Options

The **Options** dialog box for playback settings allows you to mute the sound on this channel by checking the Enabled box associated with the Mute option.



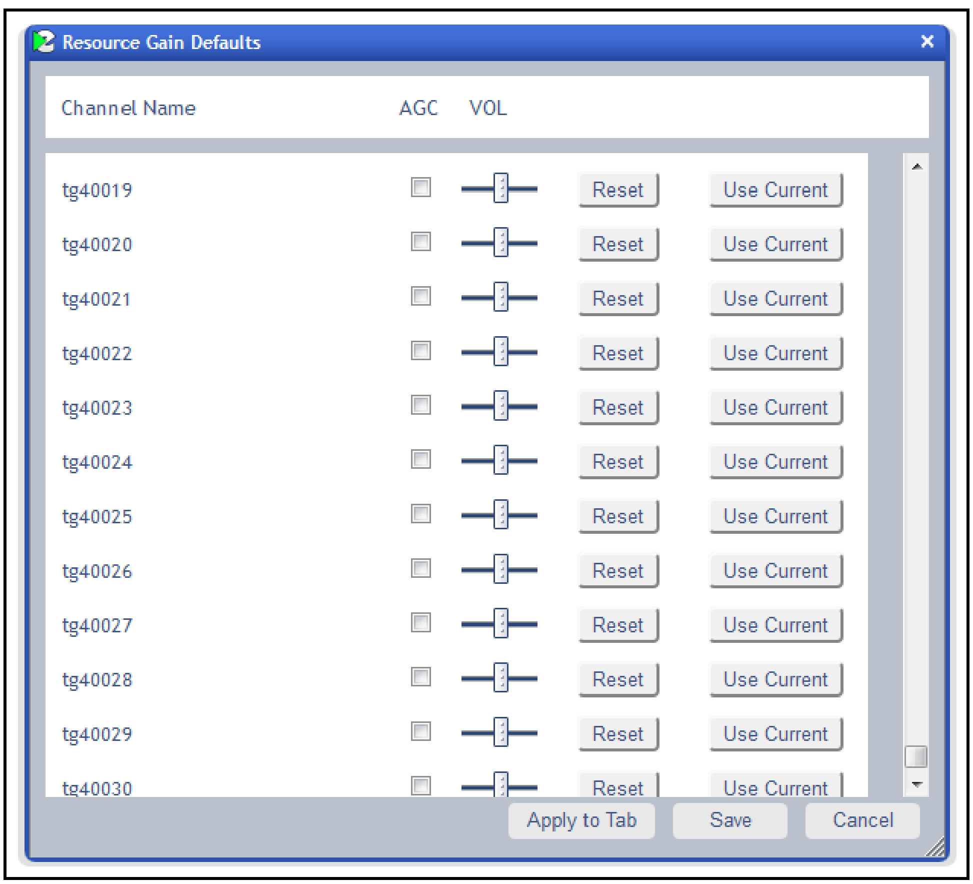
You can also set the amount of playback automatic gain control for this channel by first selecting the AGC option and then checking the **Enabled** box and selecting a value in the **Max gain:** window. You can choose a relative value from 1 to 100. The default value is 15.



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.

Resource Gain Defaults

Figure 9. 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 AGC and Gain for every resource name currently on the system, so that every tab you open from then on will load these settings.

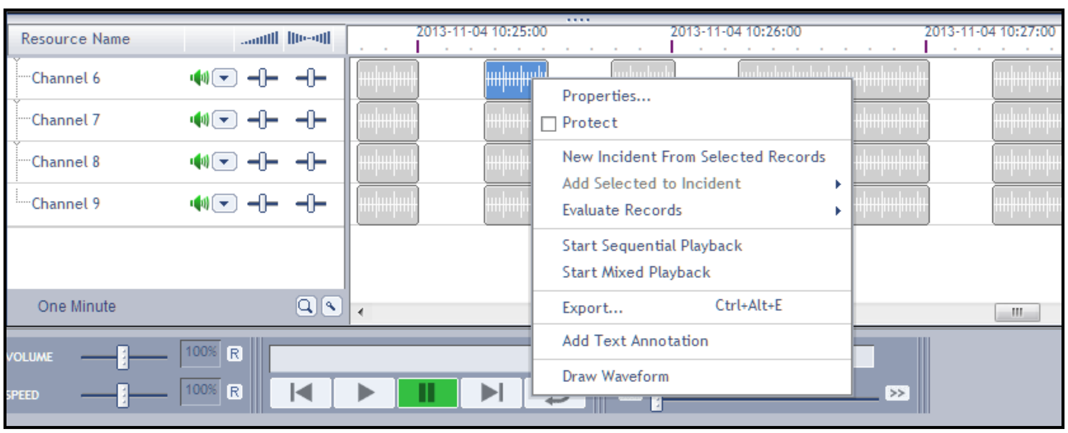
Reset will return to factory defaults: AGC Off, Volume at 0db gain. Use Current will change the settings to those set in the currently open tab; this is useful if you've gotten it "just right" and want to save the settings for the future. Apply To Tab will apply all of the settings in this pop up to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

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, Figure 7.

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.

Figure 10. Timeline View Menu

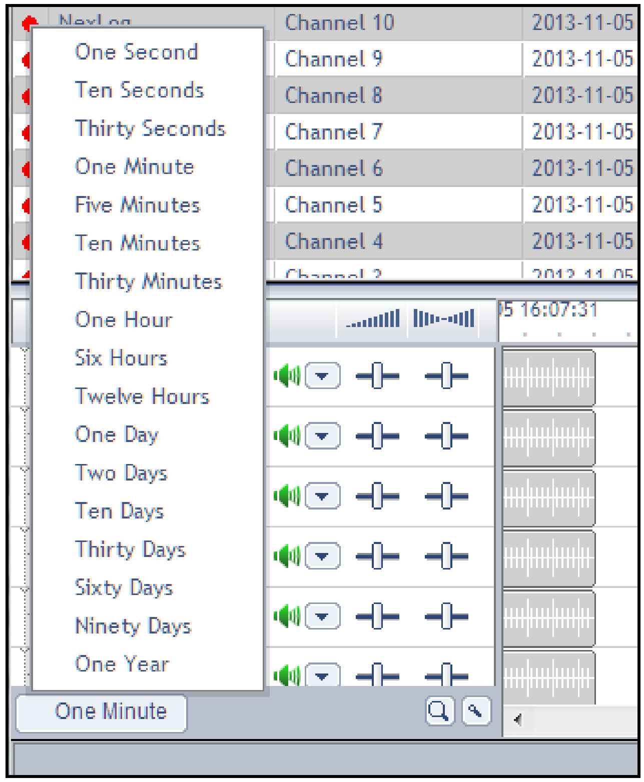


Note: When working in an Incident Tab, there is also a Remove option that can be selected; selecting **Remove From Incident** allows you to remove the selected recording(s) from the incident.

Timeline Zoom Options

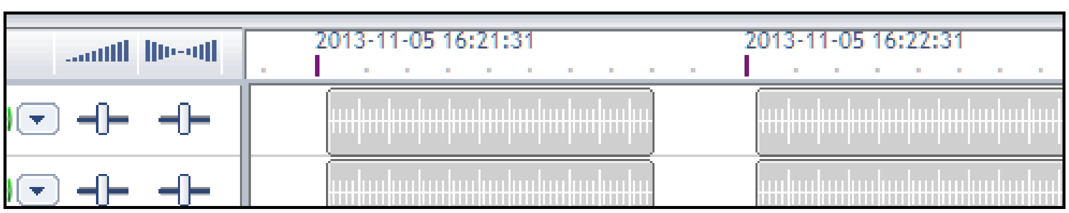
The Timeline has zoom options that let you adjust how much call data you are looking at in a given amount of horizontal space. This ranges in granularity from one second to one year.

Figure 11. Timeline View-Audio Recording



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. 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:

Figure 12. Timeline at One Minute Zoom Level

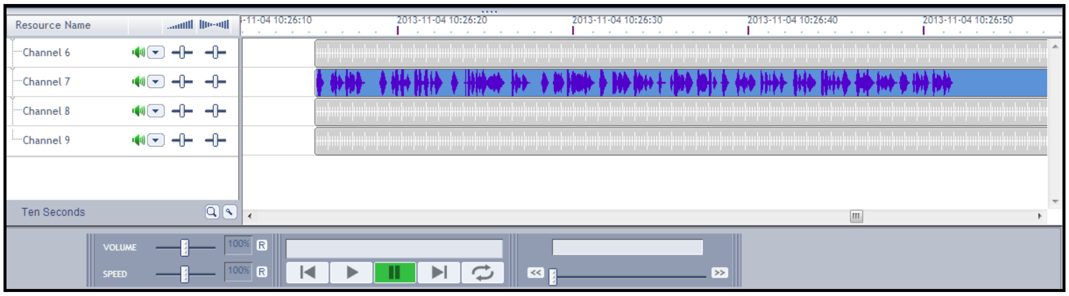


Draw Waveform

Waveforms show you a visualization of an audio call, giving a rough representation of the volume in the file at each point. Waveforms are most useful in Incidents, where calls can be redacted, and in an incident, waveforms are automatically drawn. However, you can request a waveform for any audio call in any timeline.

From the Timeline View context menu, there is an option to Draw Waveform. Selecting this will draw the waveform and the call record will update in the Timeline to show it:

Figure 13. Call in Timeline with Manually Requested Waveform.



1.4.5. Playing Audio Recordings

Once you have located recordings from the Browse, Search, or Incident tabs, you have a number of 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 Section 1.4.8. Playback Modes.

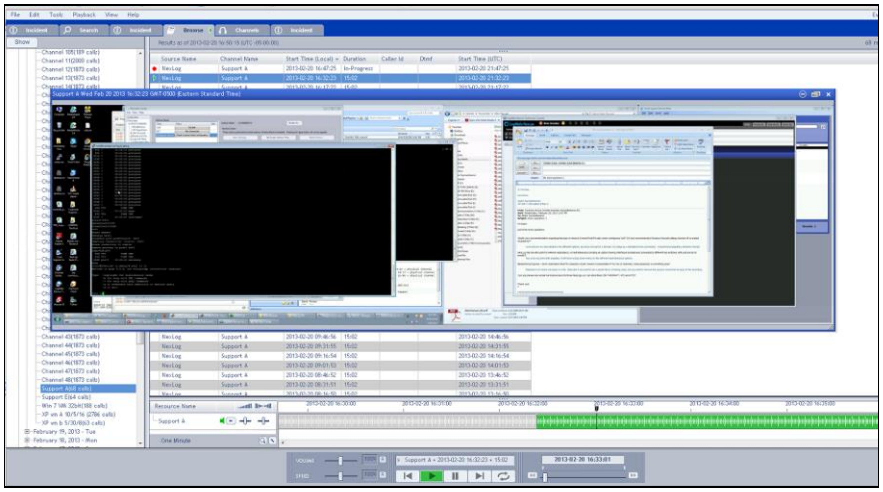
To begin playing the audio from a recording, press the Play button in the Playback console at the bottom of the screen (see Section 1.4.7. The Playback Console). The first recording in the list will begin playing. To indicate which recording is currently playing a green arrow appears to the left of the recording in the Recording pane.

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.

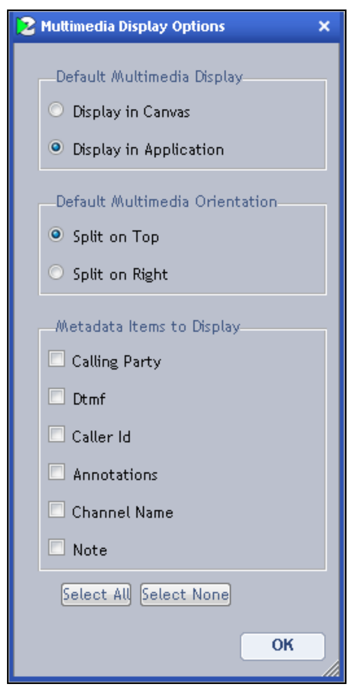
1.4.6. Playing Screen Recordings

Figure 14. Screen Playback



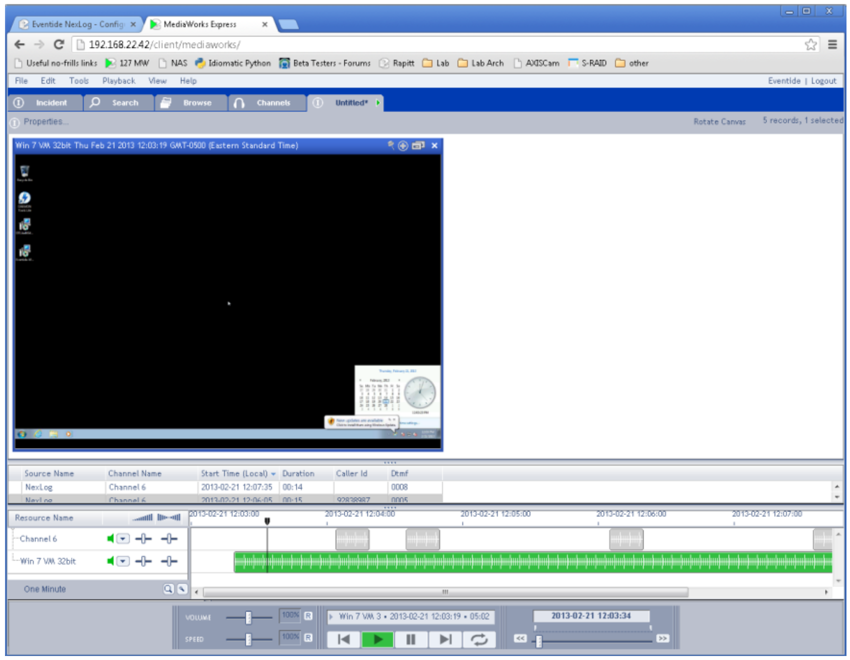
Screen recordings can be played back in the same way as Audio calls, but there are additional options that relate specifically to screens. These options are configured via the Multimedia Display Options window you can access via the View menu:

Figure 15. 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 in Figure 9; the screen recording plays back in a floating window inside the MediaWorks Plus browser window. Display in Canvas looks like this:

Figure 16. 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:

Figure 17. Canvas to the Right

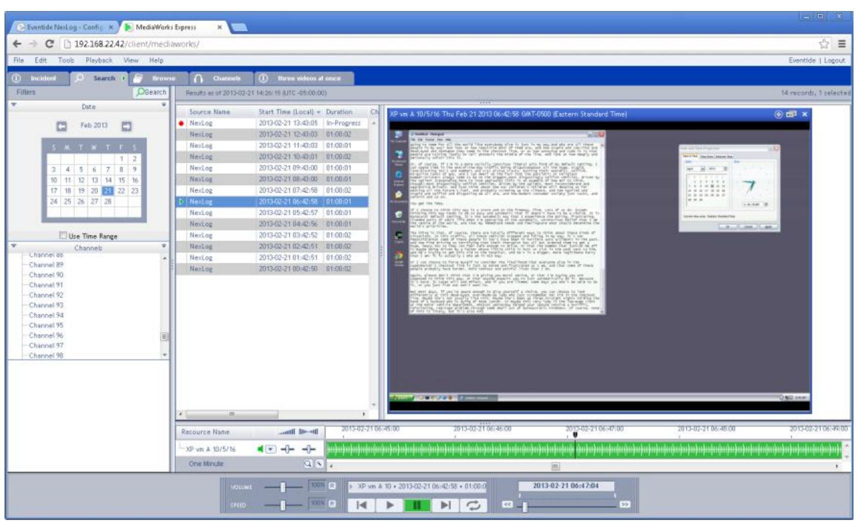
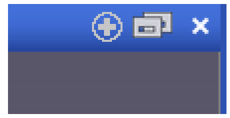
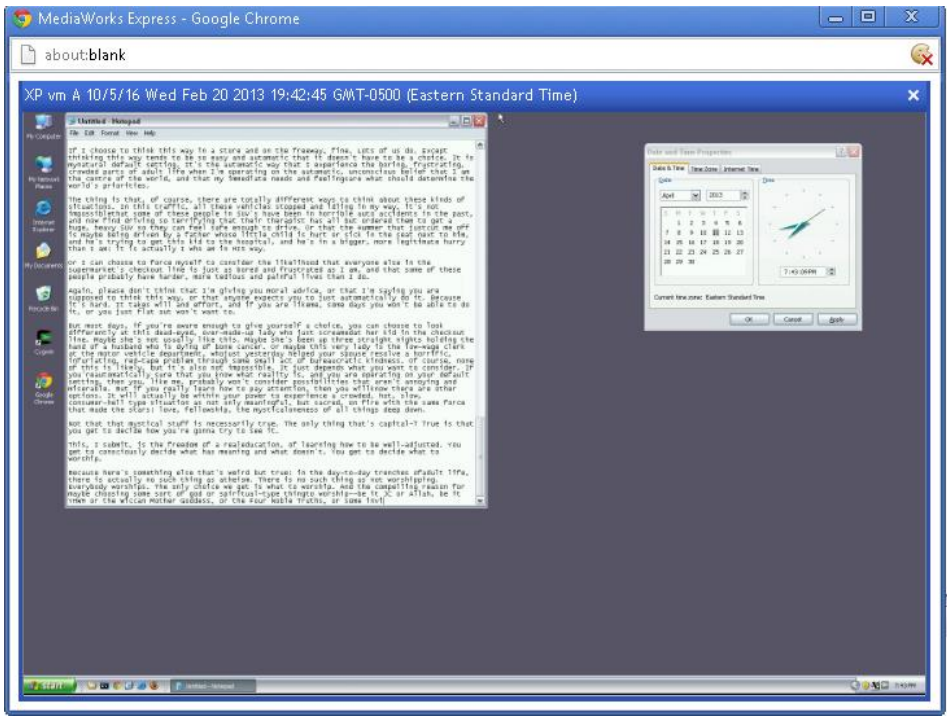


Figure 18. Media Window Controls (Detail)



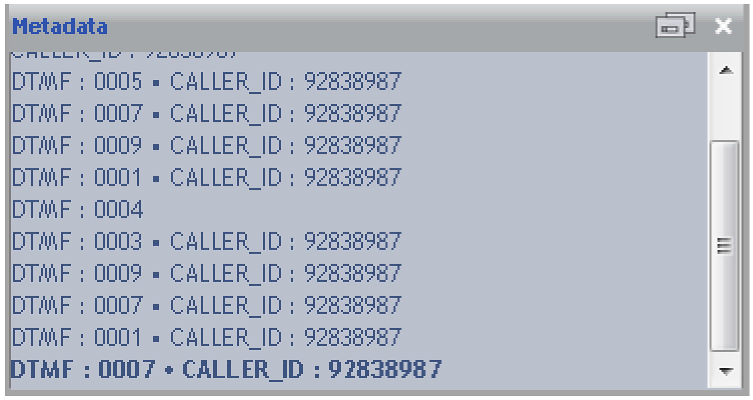
The top right corner of the media window contains these three buttons: Pop out to Application, Pop Out to External Window, and Close. If popped out to the application level, the first button will show a minus sign for “Collapse into Multimedia Canvas.”

Figure 19. 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 Plus window. It also just has an X for Close in the upper right corner, which will pop the call back into the main window.

Figure 20. 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.

1.4.7. The Playback Console

The Playback Console, located at the bottom of the browser window (Figure 16), 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 R 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 R button to the right of the slider will reset the slider to the default position of "100%."

Figure 21. 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** – Plays any highlighted recording, or resumes playback after pausing.
- **Pause** – Pauses playback.
- **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 right of the console are the following additional tools:

- **Slider** – The slider on the right side 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 recording time, length of the recording, the recorder from which the recording was retrieved, and the recording's channel number.

1.4.8. Playback Modes

MediaWorks Plus 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 "talking time" information at the start of each recording.

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.

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.

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.”

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.

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.”

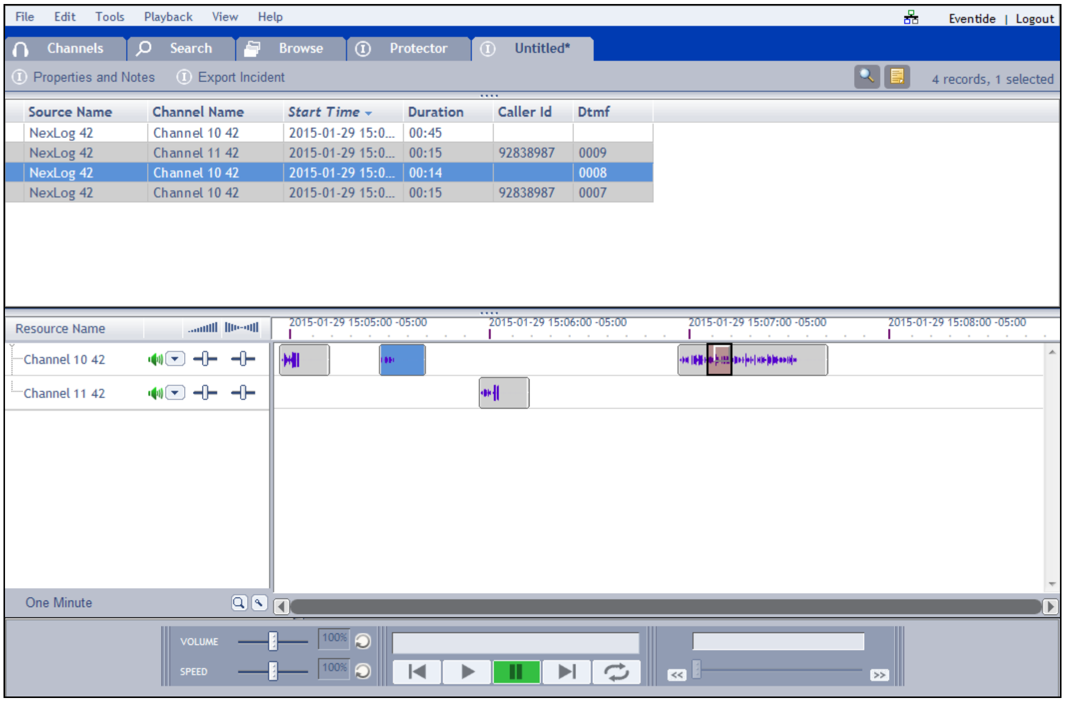
1.5. Creating an Incident

In MediaWorks Plus, an incident contains a group of related recordings. To find recordings, see Section 1.3.1. Browsing for Recordings and Section 1.3.2. 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 Plus 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.

Figure 22. Incident Tab



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.

1.5.1. 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 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 the menu that appears.

1.5.2. Saving an Incident Remotely

To save an incident remotely on 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 Remote tab will be automatically selected.

The **Protect Calls in Incident** option will to automatically mark all recordings as protected when saving the incident; this is turned on be default. Optionally you can edit the incident properties and permissions here too.

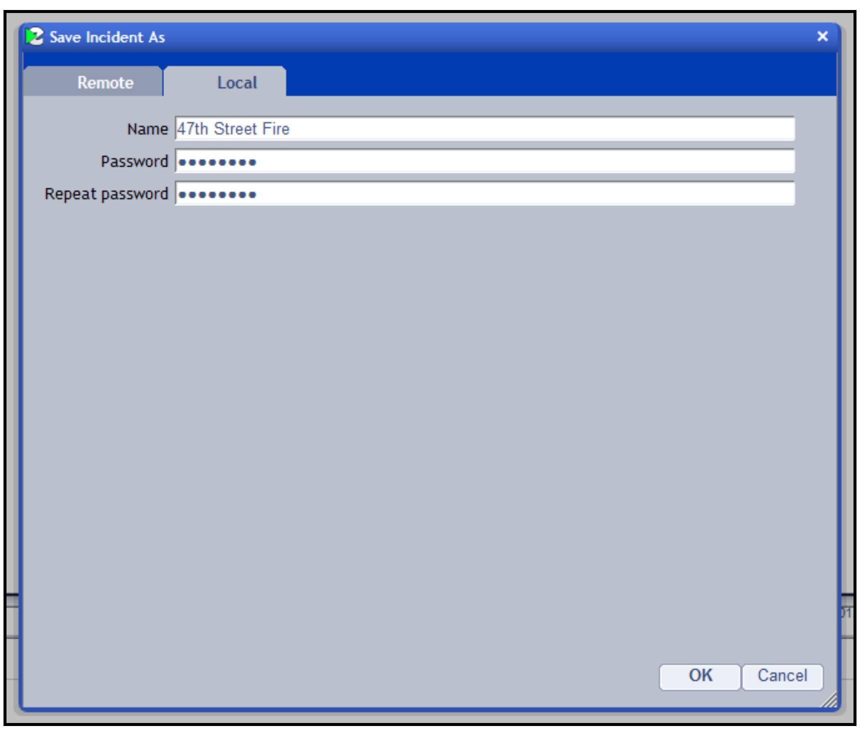
Enter an **Incident Name** and then click **OK** to save.

1.5.3. Saving 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 remotely. Once you have saved it remotely, select **Save Incident As** from the File menu, and choose the Local tab. You can optionally enter a password here that the incident will require to open.

Figure 23. Incident Tab



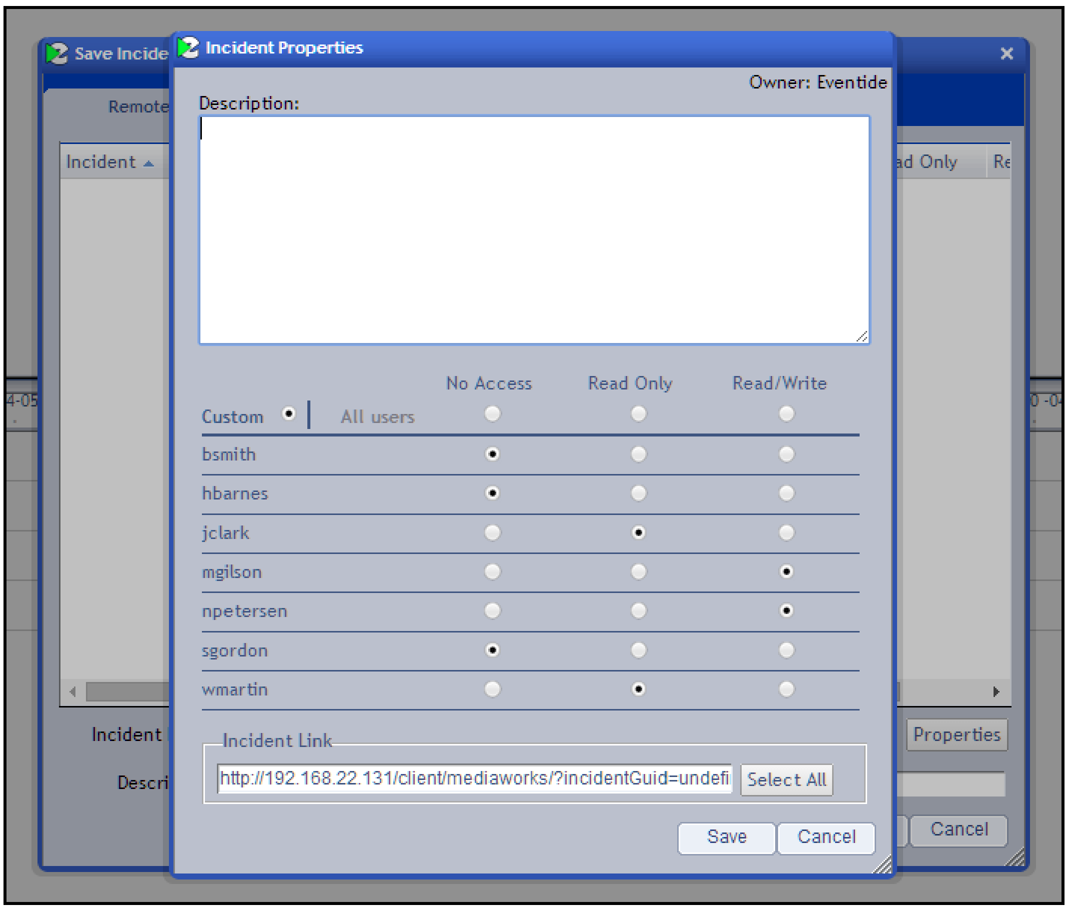
This file can then be shared and opened with the Open Incident file menu option, by clicking the local tab and clicking Add File. Select an .eti file, click ok and then click OK in the Open Incident dialog. If there is a password, you will be prompted to enter it and if that succeeds, the incident will open with all of the calls, notes, attachments and metadata as seen on the original recorder.

Note that incidents can only be opened on recorders running NexLog software 2.5 or later.

1.5.4. 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.

Figure 24. Incident Properties



Before NexLog 2.4, Incidents could be marked Shared, at which point every user on the system had read/write access. The default for new incidents is now Read Only: only the original creator of the incident can make changes, and everyone else can open it to listen to calls.

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 No Access button and then click Read Only for the two users you want to share it with.

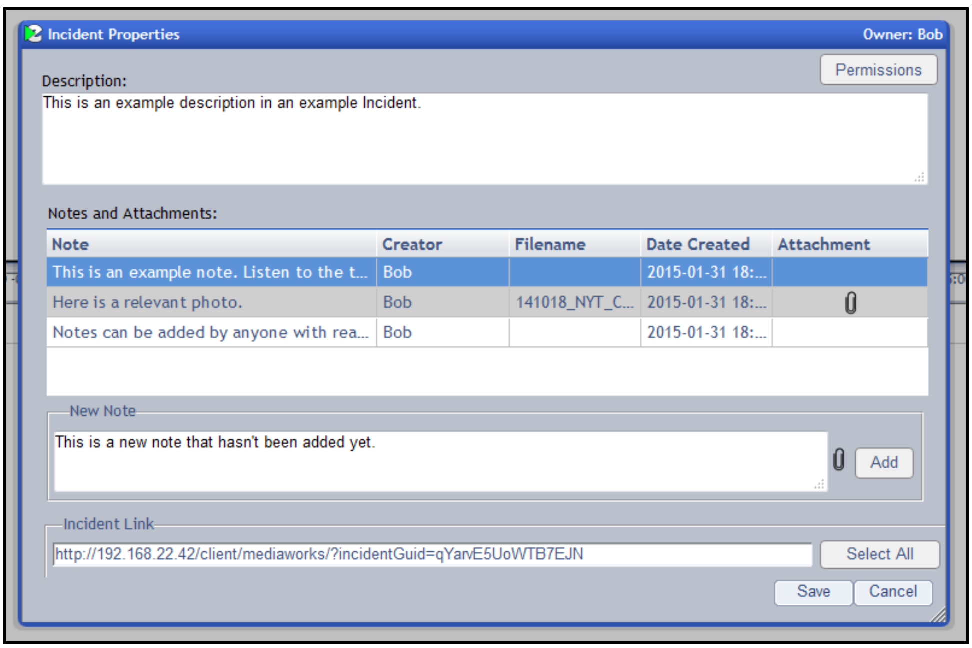
Note that the Owner of an incident always has Read/Write permissions.

1.5.5. 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.

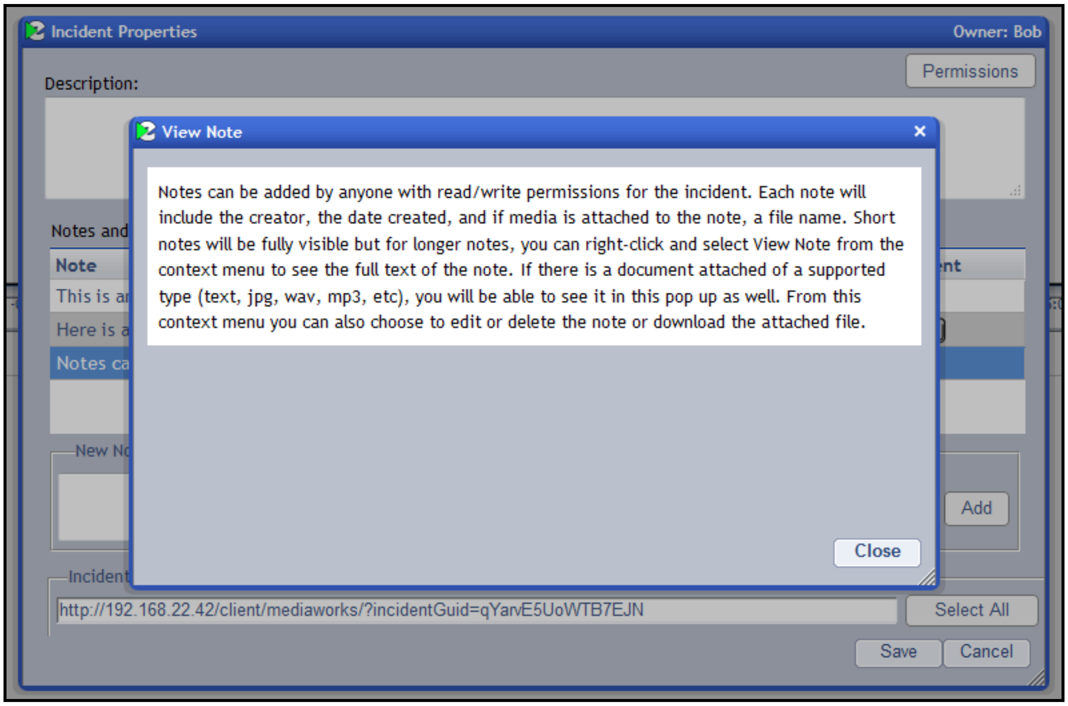
1.5.6. Incident Properties and Notes- Notes

Figure 25. Incident Properties and 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.

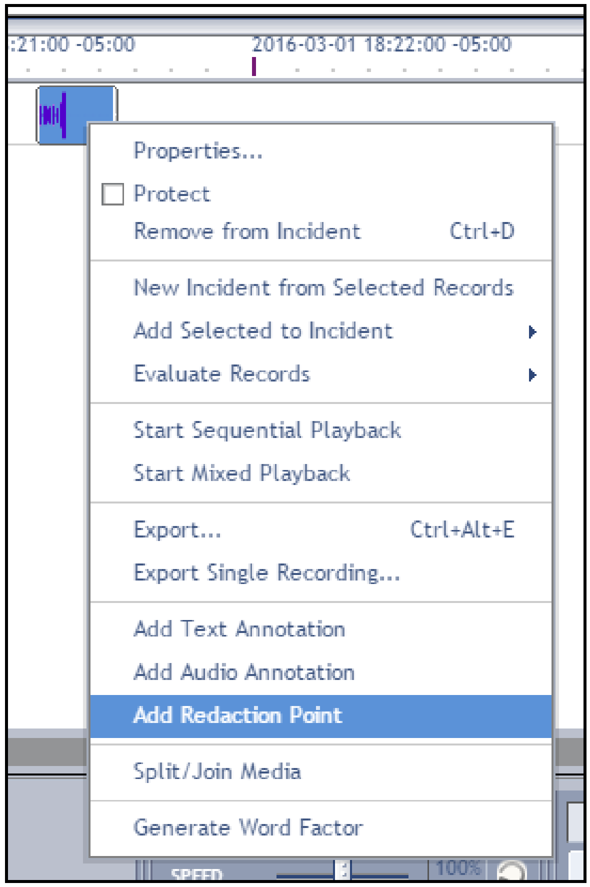
Figure 26. View Note



1.5.7. Redacting Recordings in an Incident

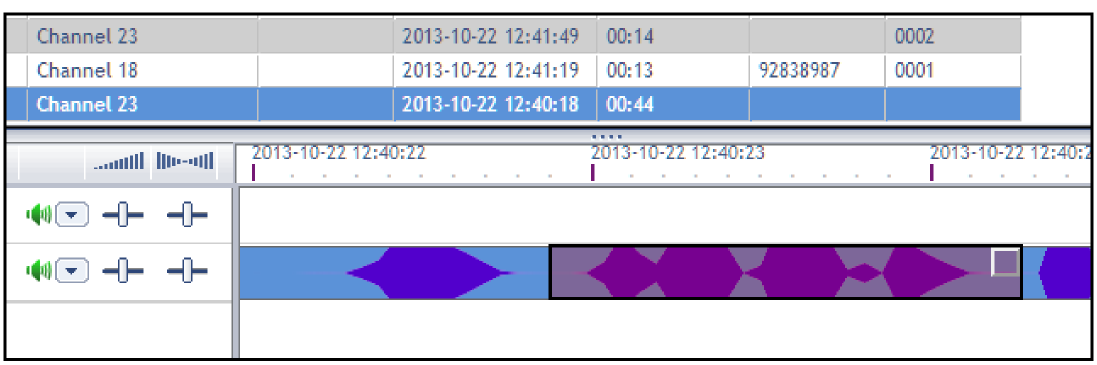
Redaction is an umbrella feature allowing for modifying part of a call’s audio, either by replacing it with silence or a tone, or by applying an effect such as obfuscation or automatic gain correction. Obfuscation transforms the original speaker’s voice into something clear but not recognizable as a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

Figure 27. Redaction in Context Menu



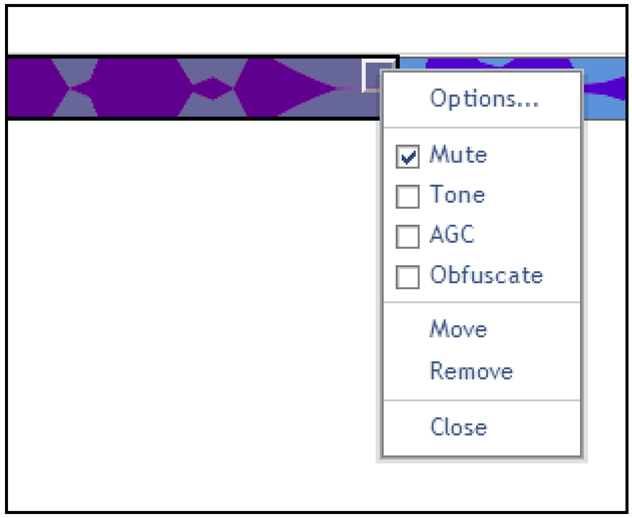
Redaction points are available only for calls organized into an incident. Right-click on a call record to add a Redaction point. This will show up as a purple highlighted space in the call, with a smaller square in the upper right corner. Clicking that square gives the redaction space focus, so you can 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.

Figure 28. 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.

Figure 29. Redaction Menu



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.

1.5.8. 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.

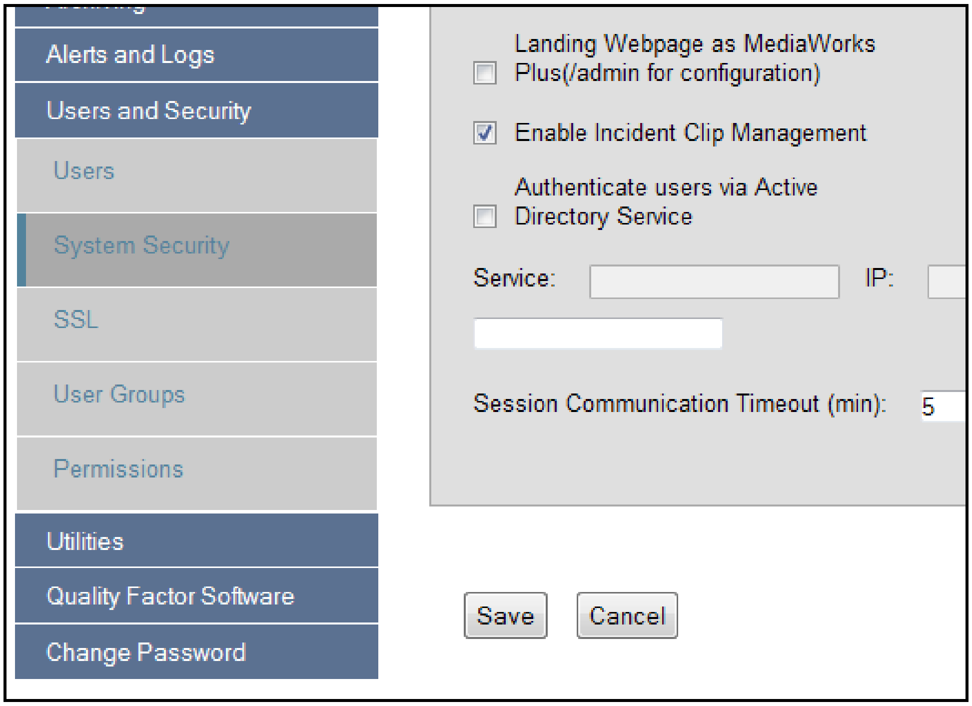
Incident Clip Management allows users making incidents to join or split audio calls in an incident so that the calls are played back correctly. The original call records remain on the recorder in their as-recorded state.

A split or joined call record is called a clip.

ICM 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 ICM, is_clipped_media and clip_details, if they do not already exist. At that point, any Admin or Researcher user can use ICM.

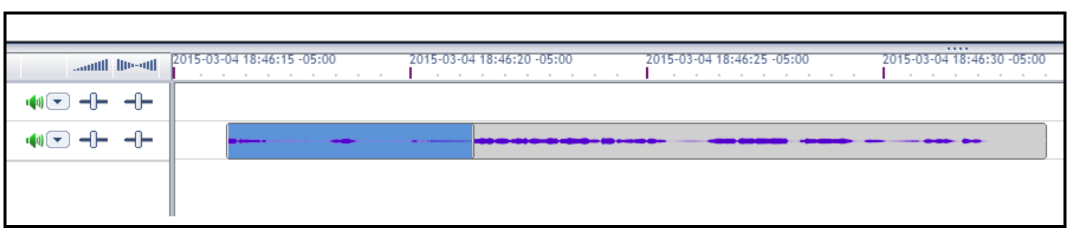
Figure 30. Enable Incident Clip Management in Configuration Manager



Joining Calls with ICM

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 incident. 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.

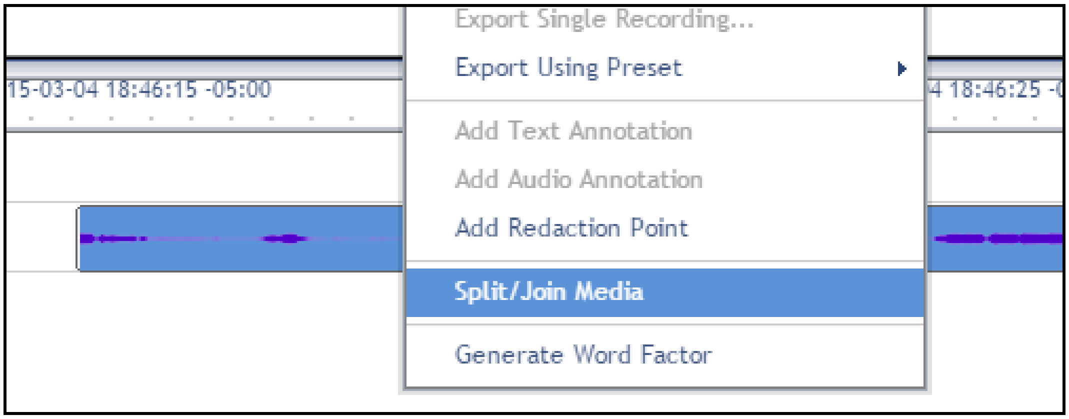
Figure 31. Example Call Improperly Split because of Vox Threshold Level



In order to fix this:

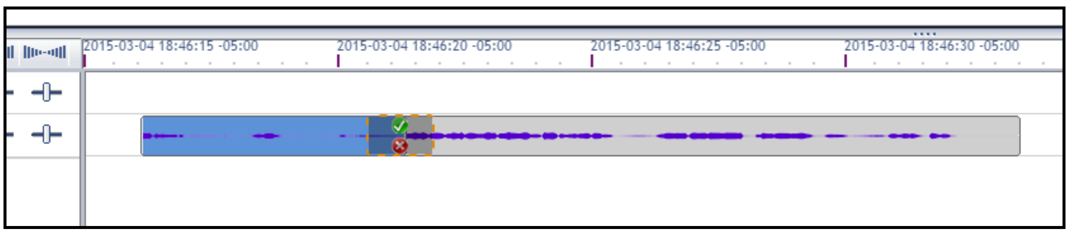
1. Add both calls to an incident and select one of the calls, right-click and select “Split/Join Media” from the context menu.

Figure 32. Step 1: Select Split/Join Media from Menu



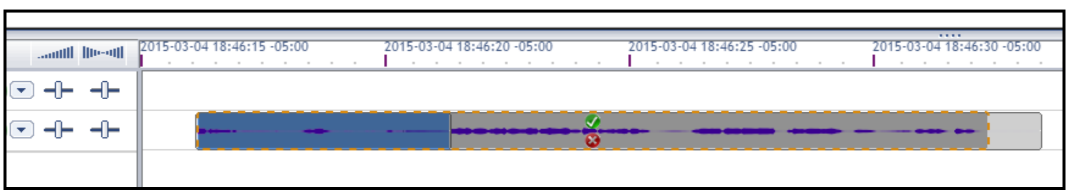
2. The Split/Join Area will appear; this is very similar to the Redaction tools previously discussed.

Figure 33. Step 2: Split/Join Area



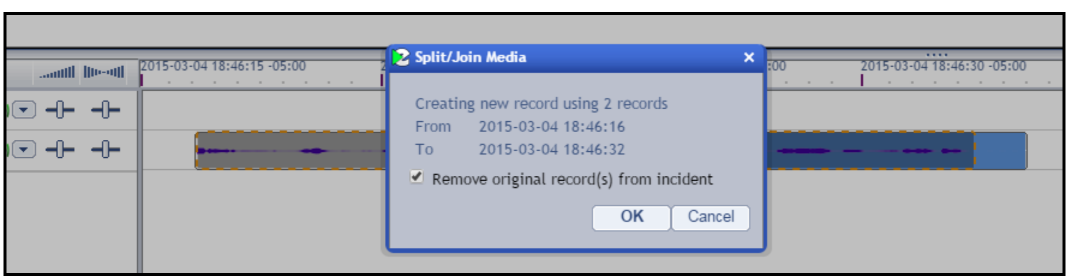
3. Drag the edges of the Split/Join Area to contain the call audio.

Figure 34. Step 3: Resize Split/Join Area to Include All Audio



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

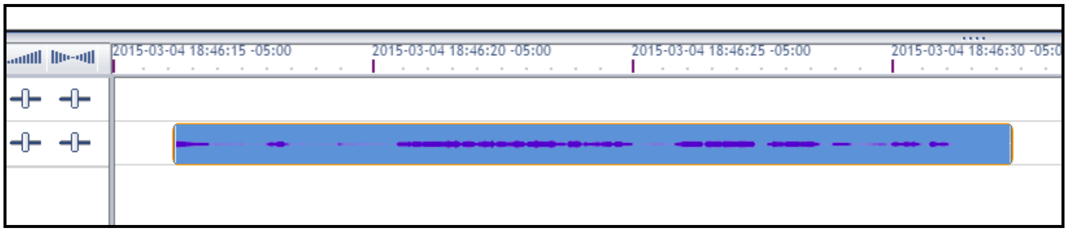
Figure 35. Step 4: Click Green Checkbox and then Click OK



5. 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.

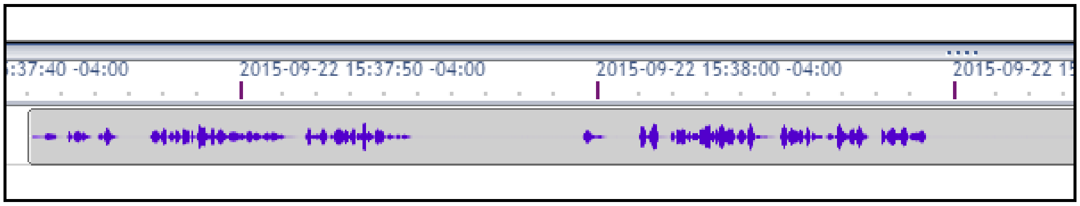
Figure 36. Step 5: The Calls are Now Joined



Splitting Calls with ICM

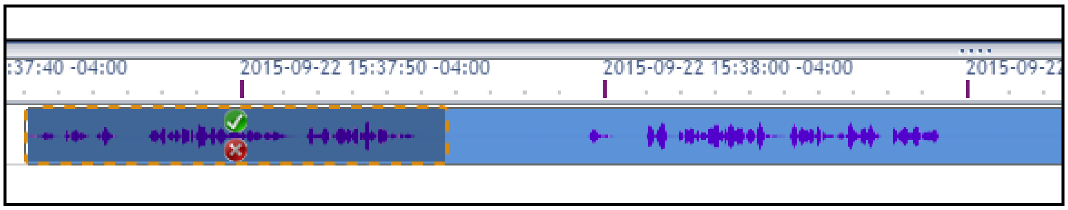
Here we will tackle the other common scenario: a pair of calls that are joined together because the Vox hold time was set too long and the calls were very close together in time:

Figure 37. Example of Calls Improperly Merged Because of Vox Timeout



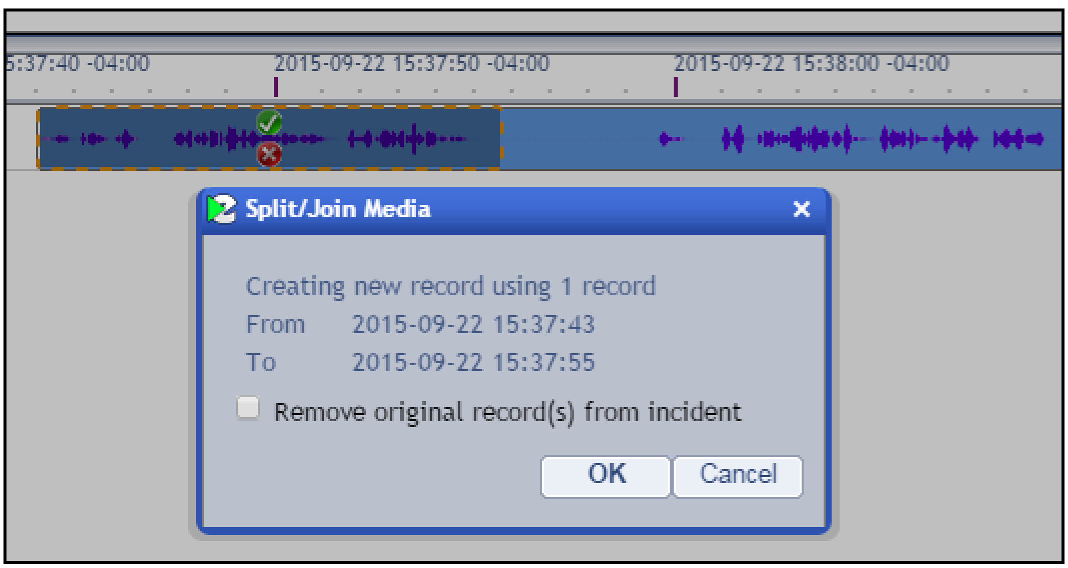
1. As above, click the call and use the context menu to Split/Join Media, and then adjust the boundaries to surround the first call, click the green check mark.

Figure 38. Step 1: Adjust Split/Join Area



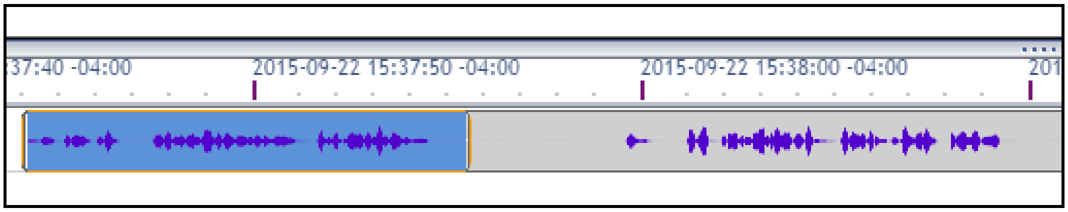
2. In this case, we want to uncheck the default “Remove original record(s) from incident” option: we want the original to remain in the incident for the next step. We are going to crop a second call out of it and at that point we will use the default setting to remove the original.

Figure 39. Step 2: Uncheck “Remove original record(s) from incident”



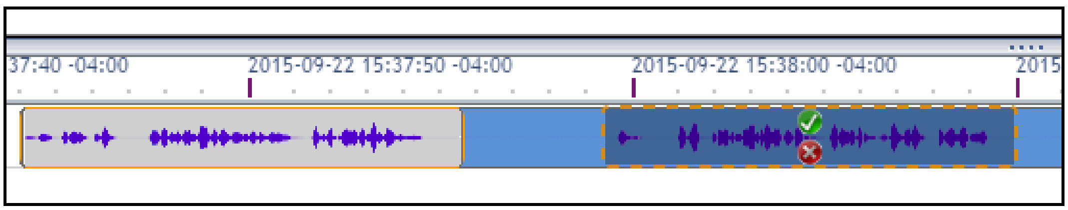
3. Click OK. The selected area is now added to the incident as a separate call. The original remains.

Figure 40. Step 3: First Call Split, Original Call Remains



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

Figure 41. Step 4: Select and Split the Second Call

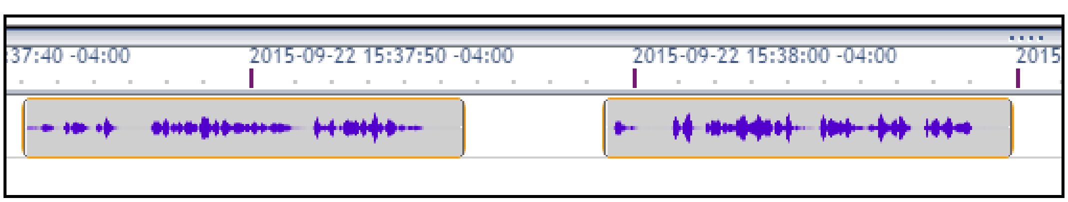


5. Click the green check mark and click OK on the prompt (leaving the default setting.)

Figure 42. Step 5: Split the Second Call and Remove the Original Call from the Incident

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

Figure 43. Step 6: The Calls are Split



More about ICM

Calls that have been split or merged with ICM will appear in search results at the same time as the original calls. ICM 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 ICM or not.

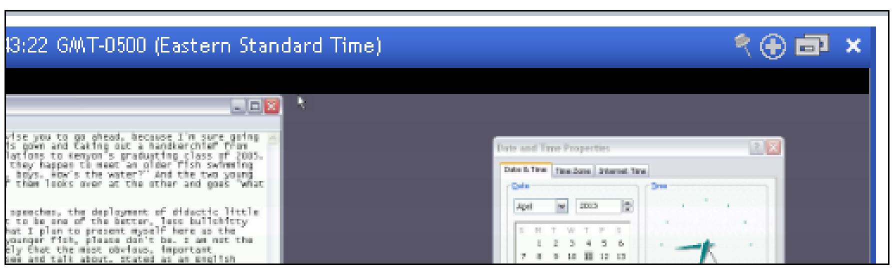
In an incident, you can quickly access the original version of a clip by right-clicking it and selecting “Restore Original Media” to bring all original calls involved into the incident. There is an option to remove the clip from the incident in the same step.

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.

1.5.9. Pinning Media to an Incident

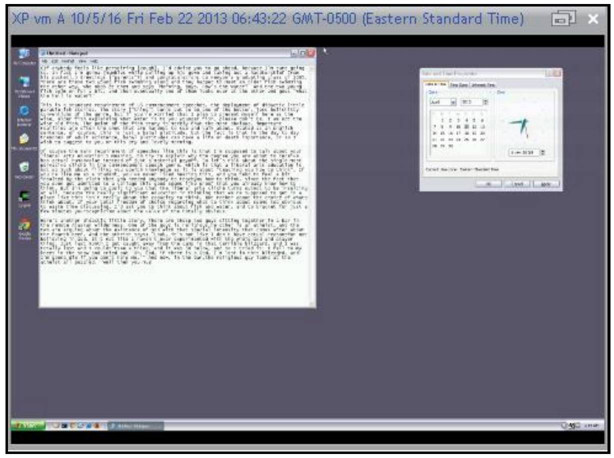
Multimedia in an incident can be “pinned” to the canvas, such that they are always shown when the incident is loaded. This is so that important events in an incident can be highlighted for future research. In an incident, a multimedia record, such as a screen capture, will playback in a panel that has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

Figure 44. 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:

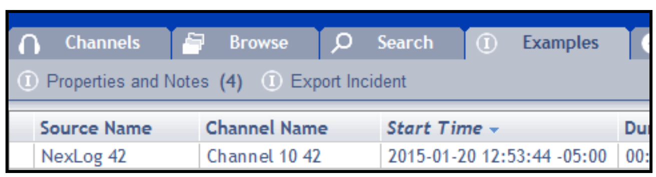
Figure 45. Pinned Multimedia in an Incident (Detail)



1.5.10. 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.

Figure 46. 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 section 1.7. Exporting Recording Data from an Incident.

1.6. 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.

1.6.1. Call Properties Screen

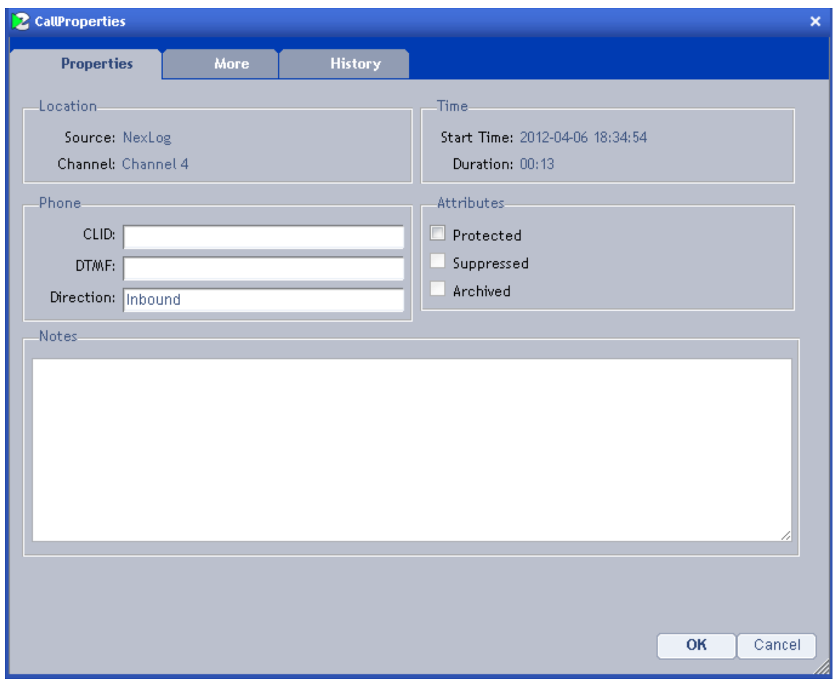
The Call Properties screen lists the attributes of the selected call recording and includes the following tabs:

- Properties – provides information about the call properties. See Figure 23.
- More – allows you to add information about the call. See Figure 24.
- History – Provides a history of the call. See Figure 25.

Call Properties Screen – Properties Tab

The **Properties** tab provides detailed information about the recording's location, time, and phone. You may add information about the recording in the **Notes** box. Check the **Protected** box in the Attributes section to prevent the recording from being deleted.

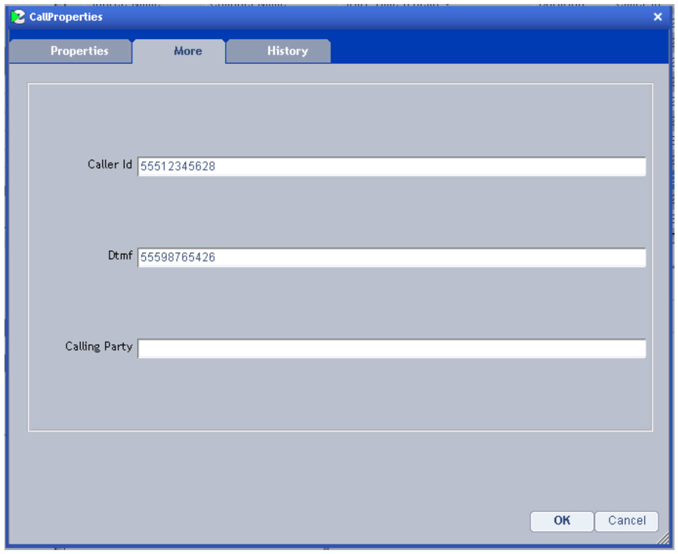
Figure 47. Call Properties Screen –Property Tab



Call Properties Screen – More Tab

The **More** 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.

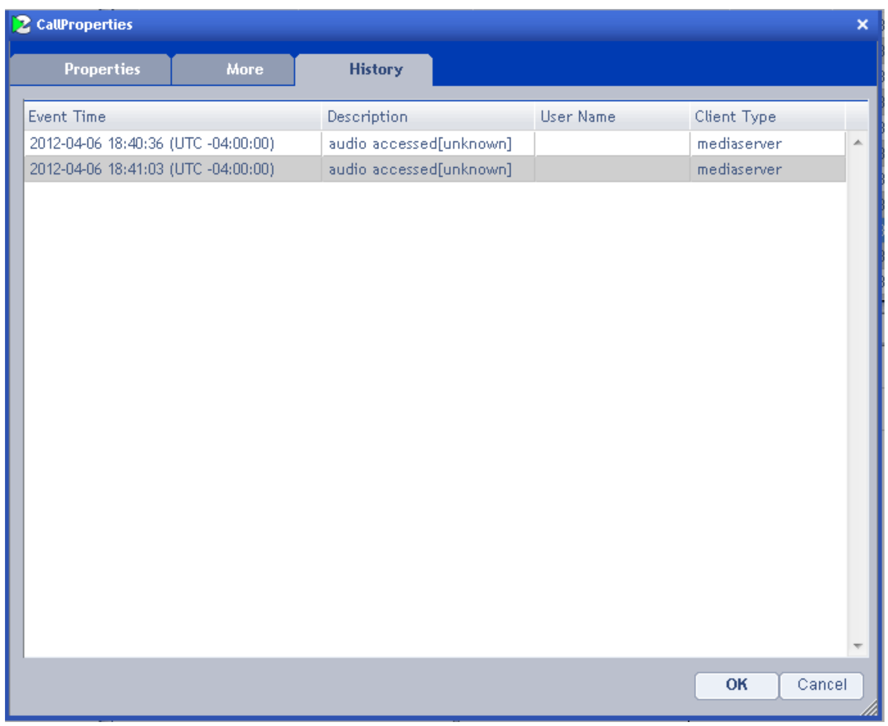
Figure 48. Call Properties Screen –More Tab



Call Properties Screen – History Tab

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

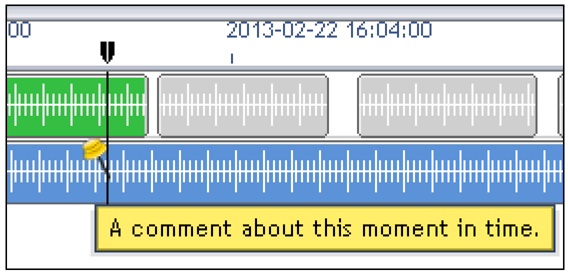
Figure 49. Call Properties Screen –History Tab



1.6.2. Annotating Calls

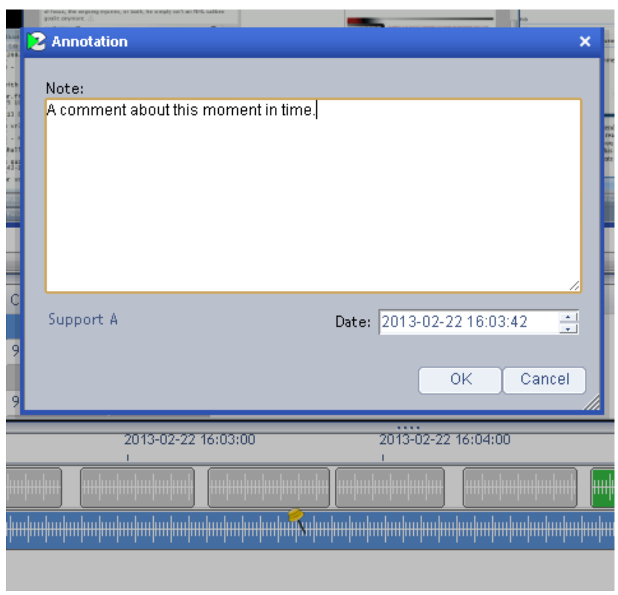
Annotation allows you to make notes in a recording at the precise time in the recording that is of interest. For example, you can mark where someone on the line starts yelling, or when a sound in the background caught your attention. Annotations are visible on the timeline as a little yellow pin marker,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

Figure 50. 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.

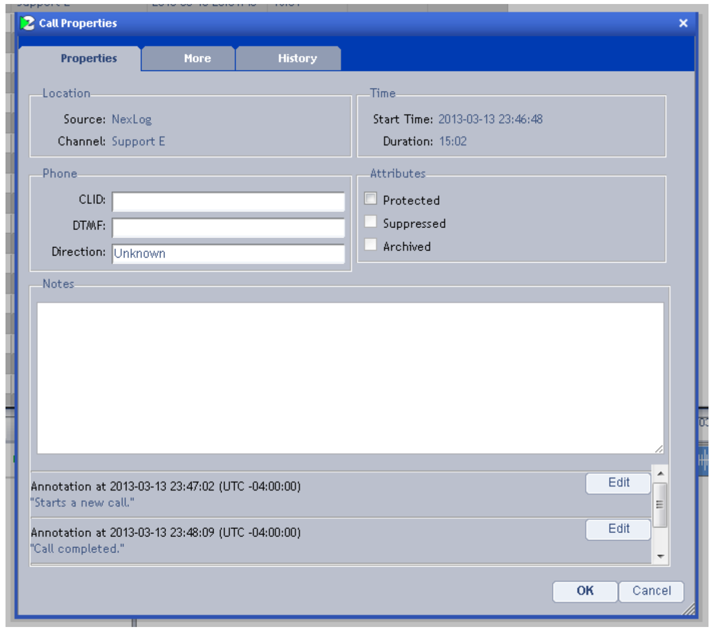
Figure 51. Editing an Annotation



You can adjust the time alignment by configuring the date in this window.

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.

Figure 52. Properties showing Annotations



1.6.3. Audio Annotations

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

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

Figure 53. Audio Annotation Microphone Permission Prompt in Firefox

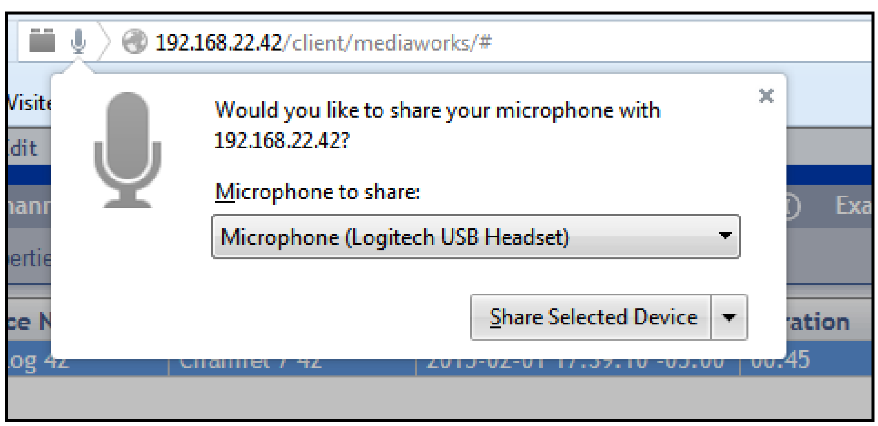
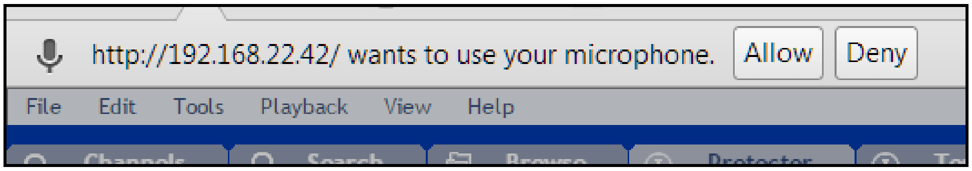


Figure 54. Audio Annotation Microphone Permission Prompt in Firefox



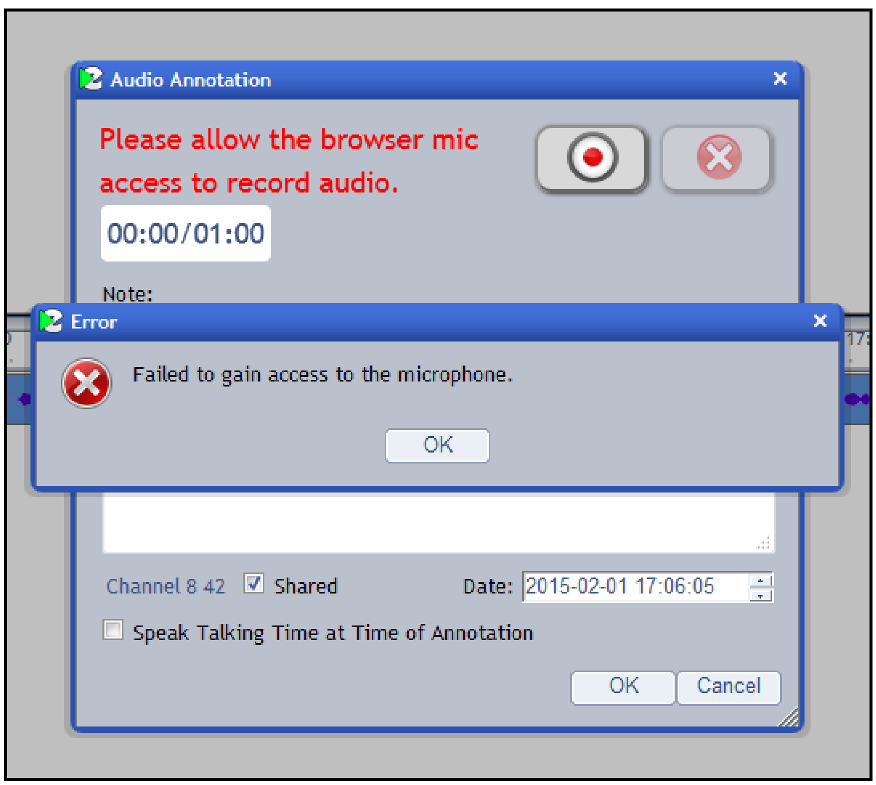
Audio Annotations can include text like a regular Annotation, but by using a microphone you can provide commentary on any call, at any point in the call. Right click on the call in the timeline at the point you wish to annotate, grant permission to the microphone (once per session) and then click the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

Figure 55. Audio Annotation Error: No Microphone



1.7. Exporting Recording Data from an Incident

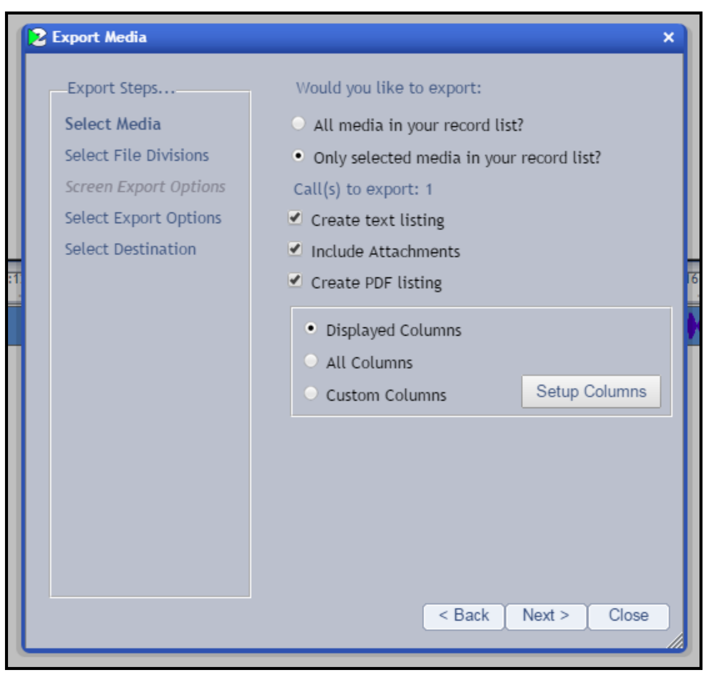
MediaWorks Plus can export recording data from a recorder in a number of different formats. Although you can export from the Search and Browse tabs, the preferred way to export data is to first create an incident containing the recordings you wish to export. Refer to Section 1.5 Creating an Incident for additional information. Once an incident has been created, select **Export...** from the Tools menu. The **Export Media** dialog box will appear, Figure 38. You can also right-click on the selected recordings in the Record view and choose **Export...** from the menu.

1.7.1. The Export Dialog Box

To export recordings:

1. The first step in the **Export Media** dialog box, **Select media,** will be highlighted. Select **All media in your record list?** to export the media for all of 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 in order 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.

Figure 56. Export Media Dialog Box Step 1

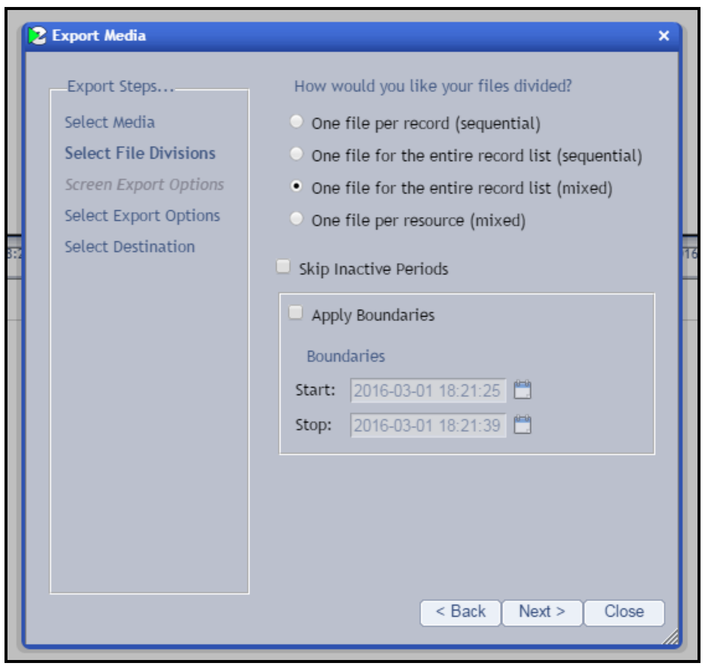


4. The second step, **Select File Divisions,** will be highlighted. You may select **One file per record (sequential)**, **one file for the entire record list (sequential)**, which exports all of the calls back to back in order in one file, **One file for the entire record set (mixed)**, which means it is presented in real time will 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 that the data set chosen in the first step.

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

Figure 57. Export Media Dialog Box Step 2

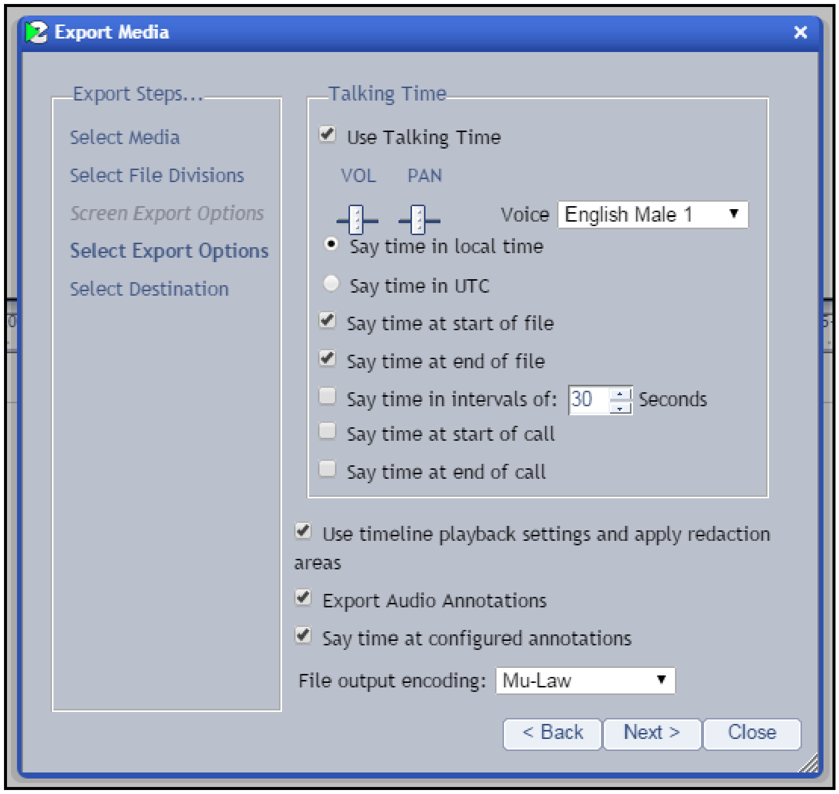


5. **Select Export Options**, will be highlighted. Here you can select **Talking Time** (and then choose the desired talking time modes), choose to use the timeline playback settings, and set the file type to save as. In the **File output encoding** box, select the type of data compression scheme you 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.

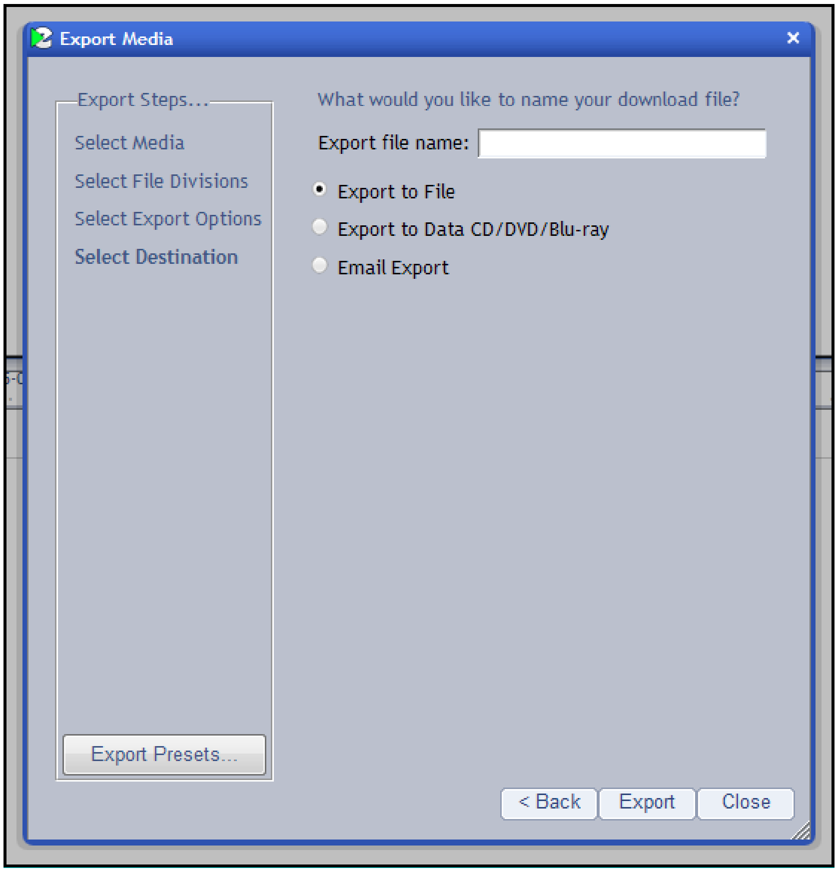
After selecting the audio options, click the **Next >** button.

Figure 58. Export Media Dialog Box Step 3



6. The fourth step, **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.

Figure 59. Export Media Dialog Box Step 4



7. **Optional:** Export Presets and Defaults can be configured from here. See below for details.

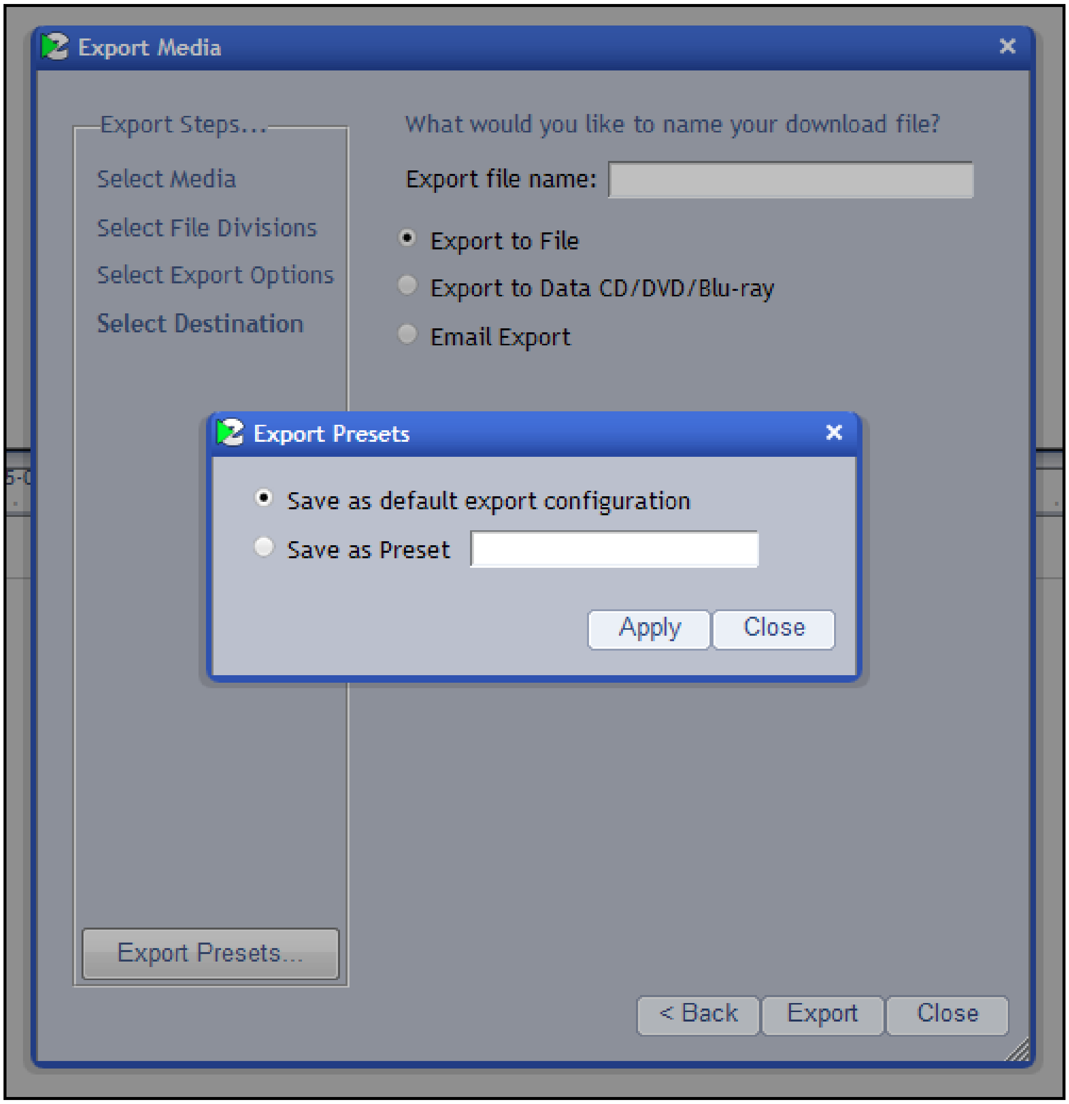
8. Finally, click on the **Export** button to export the recording data; it will be downloaded to your browser's default download location on your PC. If you selected Export to File, it will download as a zip folder containing the audio file or files you requested.

   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.

1.7.2. Export Presets And Default

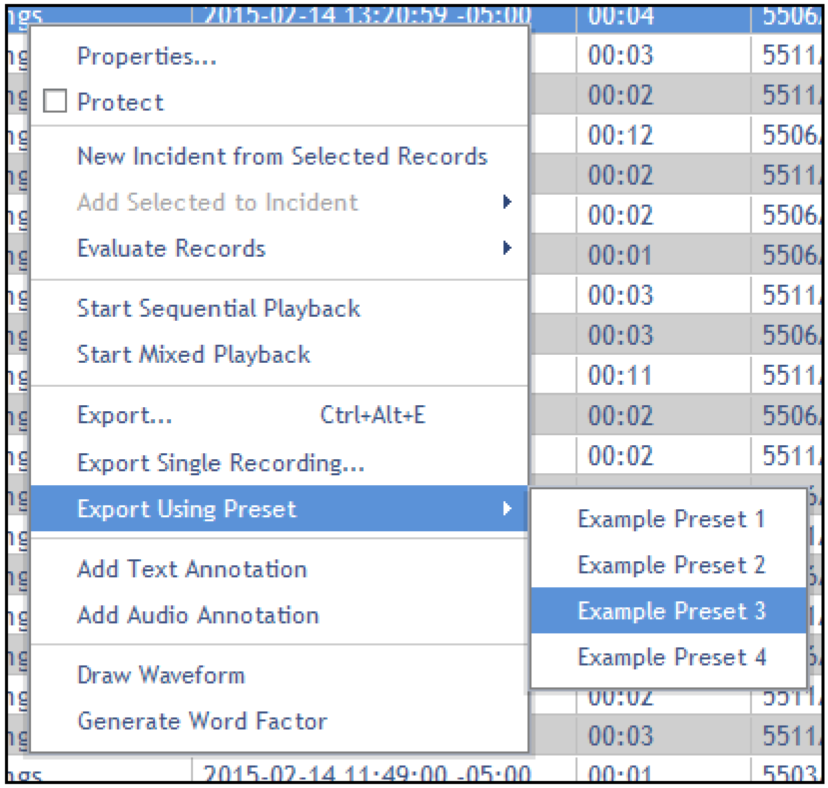
Regularly used Export settings can be saved, both as a default setting that will load every time the Export dialog is opened, and as individual Export Presets that can be selected from the "Export Using Preset" menu option. Defaults and presets are saved at the last panel of the Export dialog.

Figure 60. 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.

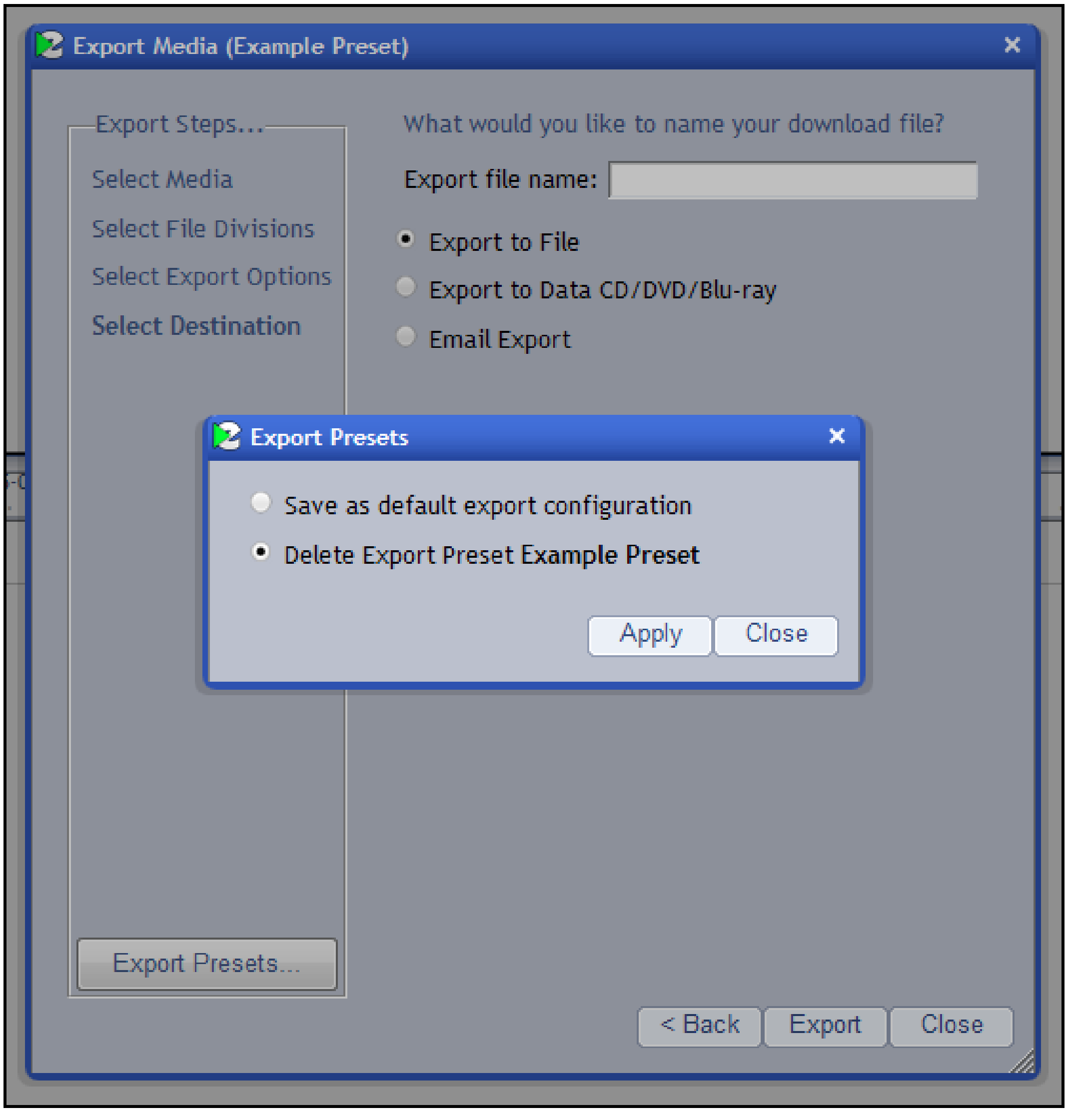
Figure 61. Export Using Preset Menu Option



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.

Figure 62. Deleting an Export Preset



1.7.3. 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.

1.7.4. 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.

1.7.5. Screen Capture Export

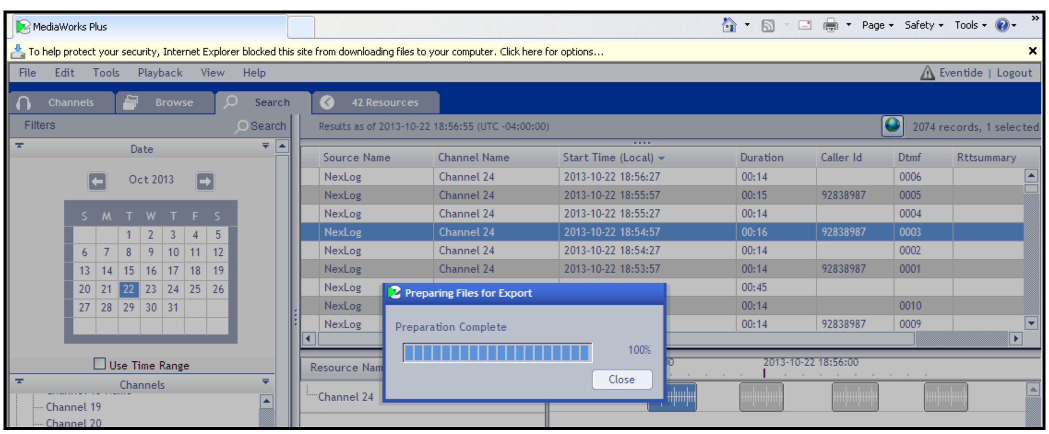
Screen capture recordings can be exported much like audio recordings, but there are some caveats. Recordings from multiple screen resources cannot be mixed together. Screens from the same channel can be merged into a single mixed mode export. Audio calls can be mixed with screen recordings from a single 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.

1.7.6. A Special Note About Internet Explorer 8

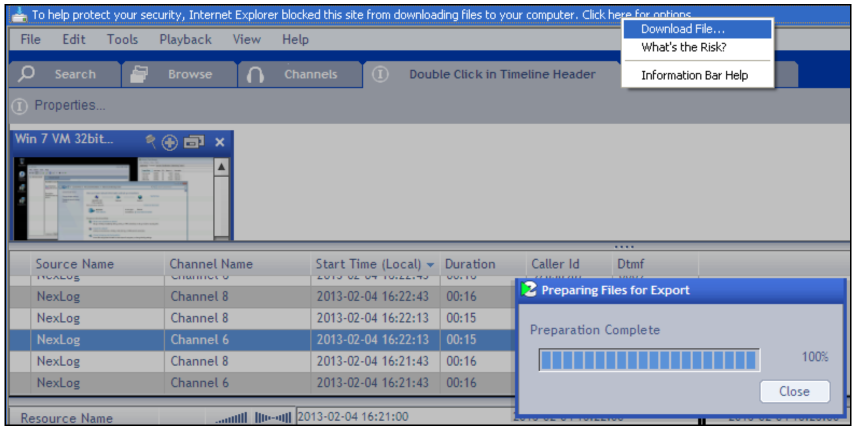
Internet Explorer 8's default settings will prevent exporting from working properly, but it is easy to make it work. If you export a call and see this text "To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options…" (as seen bellow in the yellow), then you have default settings and need to take action to allow exporting to work.

Figure 63. Export Blocked by Internet Explorer 8



Unfortunately Internet Explorer 8 does not handle this situation as smoothly as it could and if you click there and select "Download File…" instead of downloading the file, it will refresh the browser page, so you should save any in progress work before proceeding. The upside is that once you click "Download File…" your recorder is approved for all future downloads from this PC and you will not see this again. If you were exporting from a saved incident, the incident will reopen and you can export again, otherwise you will need to recreate the search that you used to find the calls for export.

Figure 64. Download File… in Internet Explorer 8



1.8. Monitoring a Recorder

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

1.8.1. Channels Tab

The **Channels** tab, Figure 35, 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.

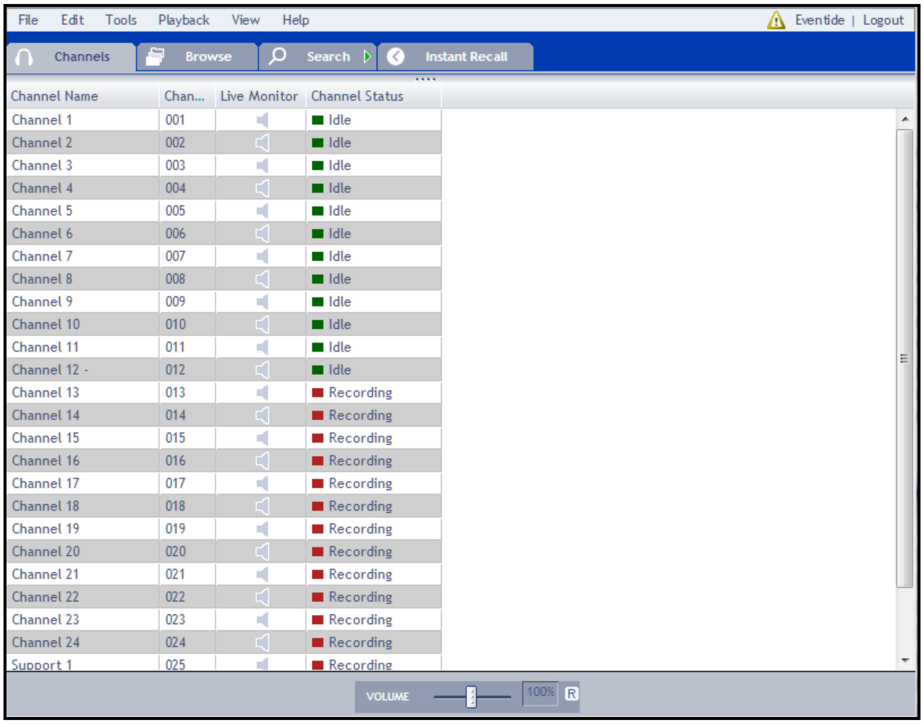
To sort the list of channels, click on either the **Channel Name** or **Channel Number** header; a small arrow will indicate the sort direction. To reverse the sort, click the header section again.

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.

Figure 65. Channels Tab



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

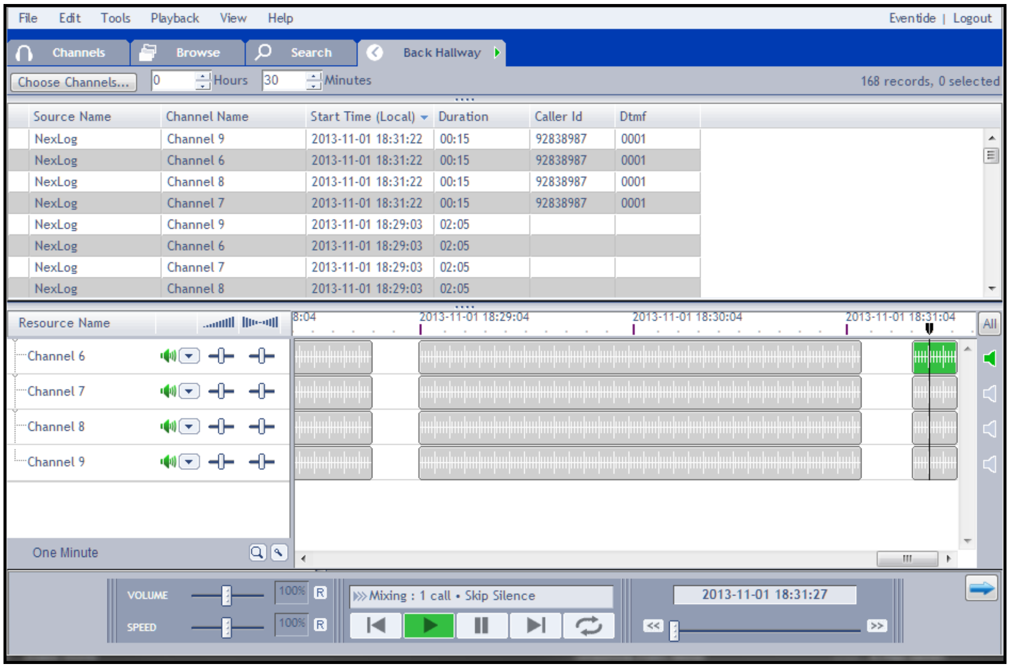
- **Green** – The channel is enabled, but not currently recording any audio.
- **Red** – The channel is enabled and is currently recording audio.
- **Yellow** – The channel is disabled.
- **Grey** – The channel is disabled by the system or is not recognized. Consult your system administrator for details.

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.

1.8.2. 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 Section 1.10. Search Filter Groups.

Figure 66. Instant Recall Tab

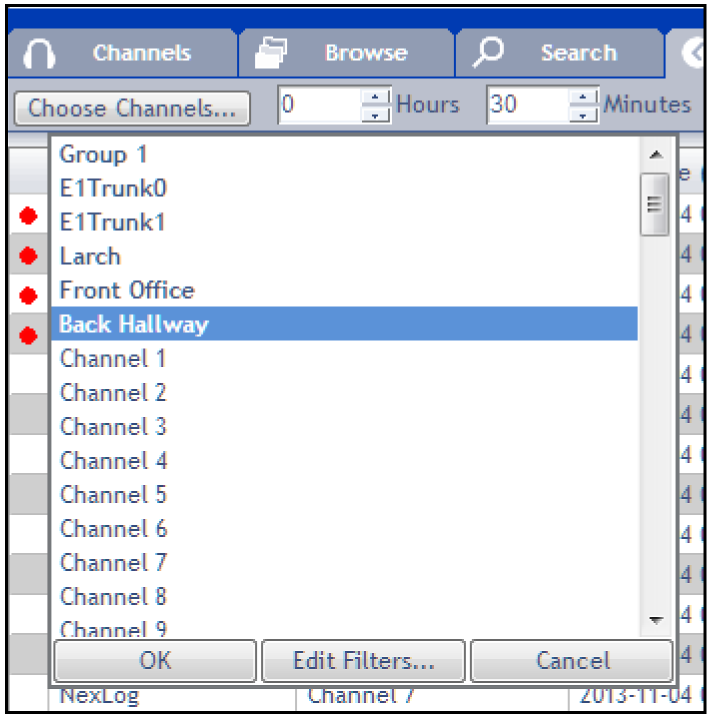


To open a new Instant Recall tab, select **New Tab** from the **File** menu and select **Instant Recall** from the drop-down list.

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 period that allows you to set the time window for which records will appear.

Figure 67. 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.

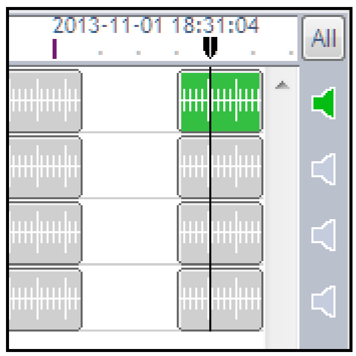
Instant Recall Timeline

Each Instant Recall tab also includes a Timeline view in the bottom half of the page. This allows for all of 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.

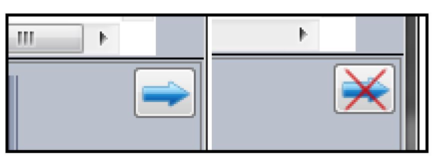
Each resource in the Timeline has a speaker icon at the far right that can be toggled green to have it live monitor all calls coming in with that resource name. This is different than the Channels tab, which is by physical id number only.

Figure 68. Instant Recall Tab



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.

Figure 69. Up to the Minute Arrow (Left is On, Right is Off)



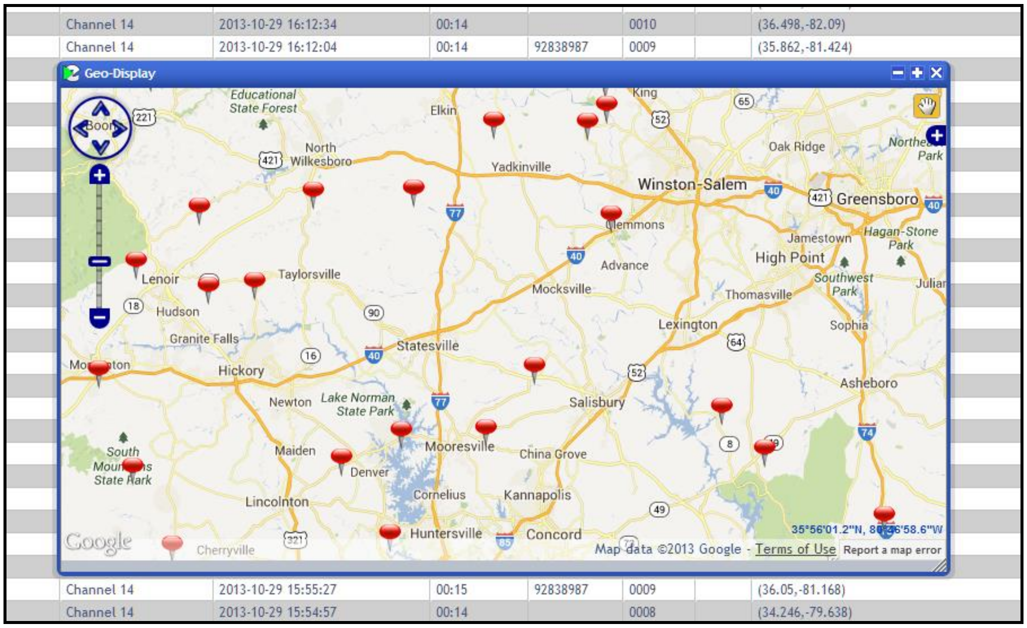
1.9. Geolocation Features: Geo-Display and Geo-Fence

Call records can now be tagged with location metadata and that data can be used to visualize where calls are coming from. The location data can also be used as a criteria for searches.

1.9.1. Geo-Display

The **View** menu includes an option called “Enable Geo-Display.”

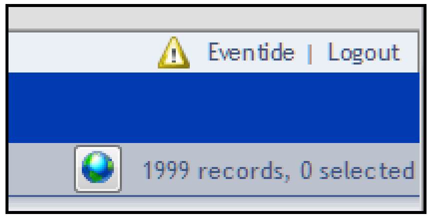
Figure 70. Geo-Display



On a system with a Geolocation add-on license and location metadata, when Geo-Display is first enabled it will open the Geo-Display popover window, shown in the above figure, featuring a map and pin marks for call records in the current timeline that are tagged with location data. Note that Geo-Display is supported in all tabs except Evaluations and Channels.

The + icon will expand the Geo-Display to cover as much of the browser page as possible, and the – will bring it back to the default smaller size. With the X, the window can be minimized to a Globe button just above the call record grid in all tabs that support Geo-Display, as seen in the figure below, next to the “1999 records, 0 selected”:

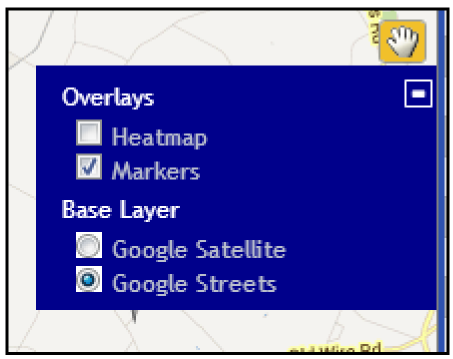
Figure 71. Geo-Display Minimized



The Geo-Display defaults to showing you pin points for each call record, on a street map. These pins can be clicked on to select the record in the call record list and in the timeline, double-clicked to play, and right-clicked to access all of the context menu options you have when right clicking from the timeline or call record list. Much like on the timeline, selected records are displayed as blue pins and the currently played call is green.

Additionally, the Geo-Display offers other display options, if you click the white – in a blue box near the top right corner:

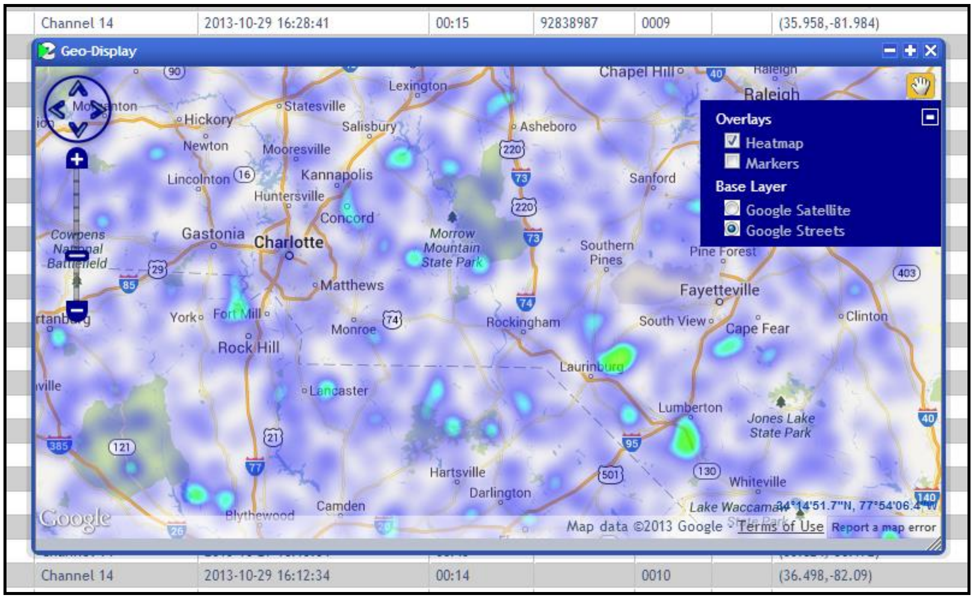
Figure 72. Geo-Display Options



The Base Layer options allow you to toggle between Google's Satellite and Streets views. The Satellite view shows you the actual terrain, whereas the Streets shows you a street map.

The Heatmap option shows you your data in shades of color generalized by density of results. It is more useful when looking at a lot of data at once; with enough call records, individual pins will pile up into a mess, but a heatmap will show you hotspots where more of your calls are coming from. It's easier to understand with a picture:

Figure 73. Heatmap Example

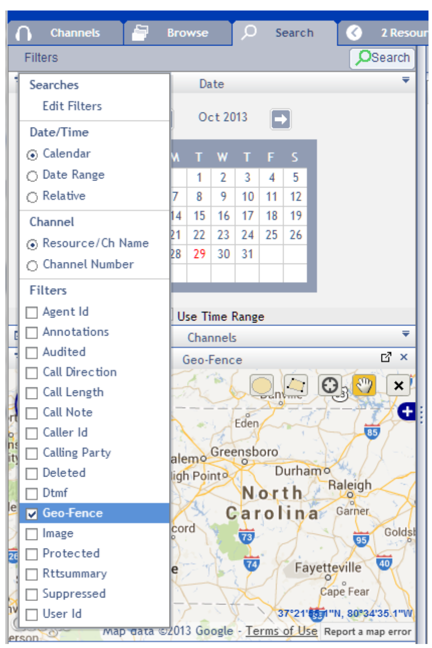


The dark blue areas show you one or two calls, but the bright green areas show you where calls came in repeatedly during the time covered by this search.

1.9.2. Geo-Fence

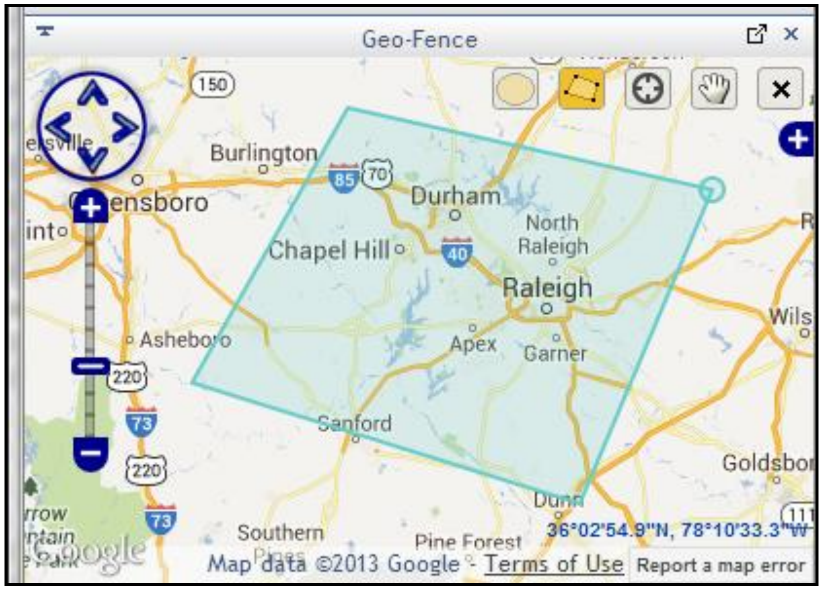
The **Search** tab includes a Search Filter option called Geo-Fence:

Figure 74. Geo-Fence in Filters Menu



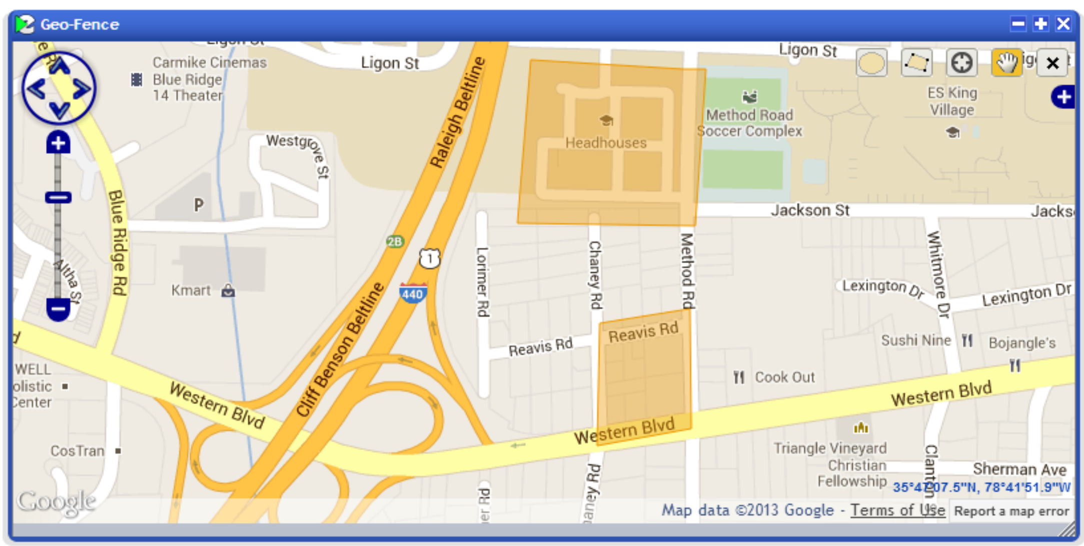
The Geo-Fence allows you to draw shapes on a map, which will be used to filter search results to just that territory:

Figure 75. Geo-Fence in Filters Menu (Polygon Selection in progress in blue)



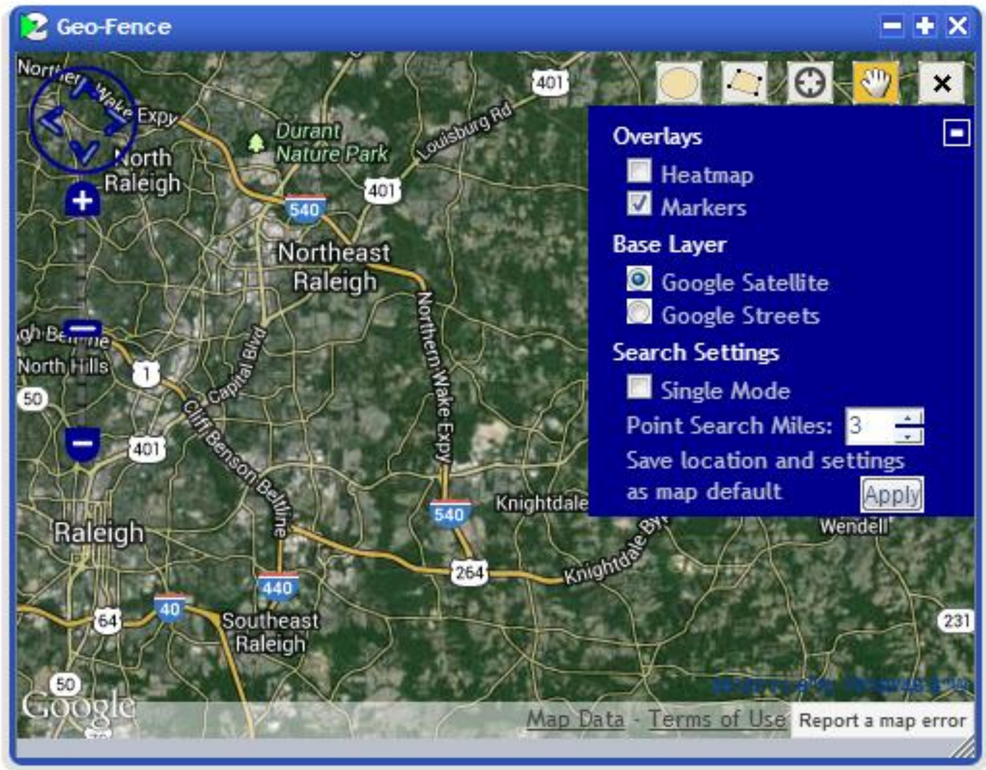
For better ease of use, you can pop this Geo-Fence out into its own window inside the MediaWorks Plus browser page:

Figure 76. Geo-Fence Pop Out (with two polygonal search areas in orange)



There are five tools and an Options menu in the upper right corner of the Geo-Fence:

Figure 77. Geo-Fence Tools and Options



These tools are, from left to right:

1. Circle: Draws a circle on the map, with the initial click being the center and then the circle's size is determined by dragging away from the initial click.
2. Polygon: Each click becomes a point of a polygon, allowing for customized shapes. Double click a point to finish the polygon.
3. Point: This creates a circle of pre-determined size. The default is 3 miles but that is configurable in the Geo-Fence options.
4. Hand: The Hand tool is used to drag the map around.
5. Clear: This X icon will clear existing shapes and allow you to start over or search without the filter active.

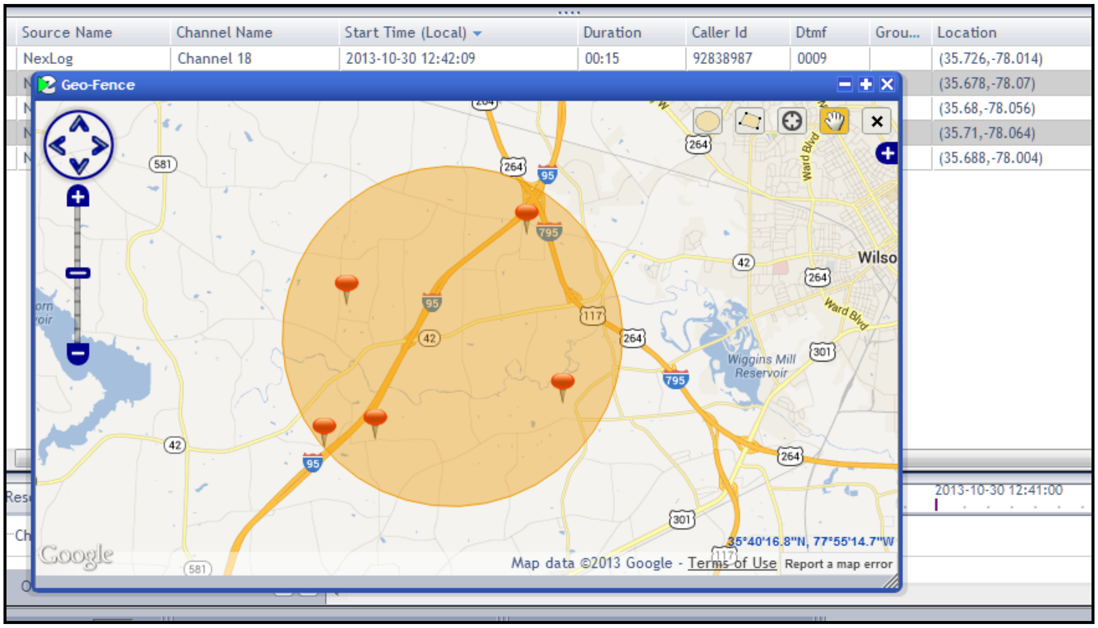
The Geo-Fence options are the same the Geo-Display options, but also include Search Settings:

1. Single Mode: This restricts the search area to a single area at a time; making a new search area will delete any previously created search area in favor of the new one.
2. Point Search Miles: This is the size for the Point tool. It defaults to 3 miles.

3. Save Location and Settings as Map Default: This saves current settings and location as the default, so that every time you open a map it'll show the area currently shown with the settings as they are.

Here is an example of a search made with the circle tool:

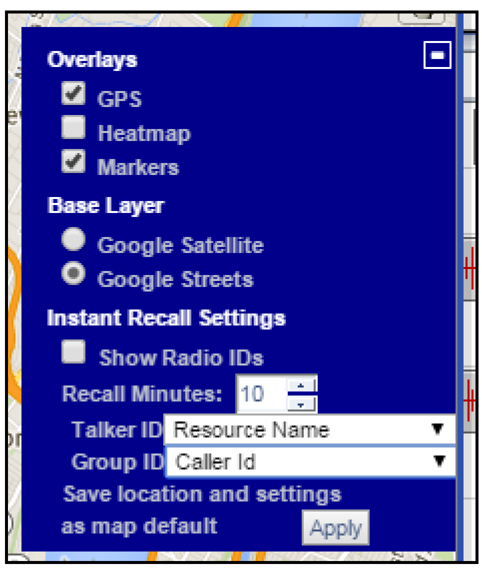
Figure 78. Geo-Fence Tools and Options



1.9.3. Radio ID Display for Instant Recall

The Geo-Display feature **Show Radio IDs** only works with **Instant Recall** tabs:

Figure 79. Geo-Fence in Filters Menu



This feature allows you to see Talker ID and Group ID (or really any Metadata field) on the associated call pin as calls come into the recorder. The recall minute setting controls how long this data shows on the map, fading over time so that the latest calls are the most prominently displayed.

1.10. Resource Search Groups

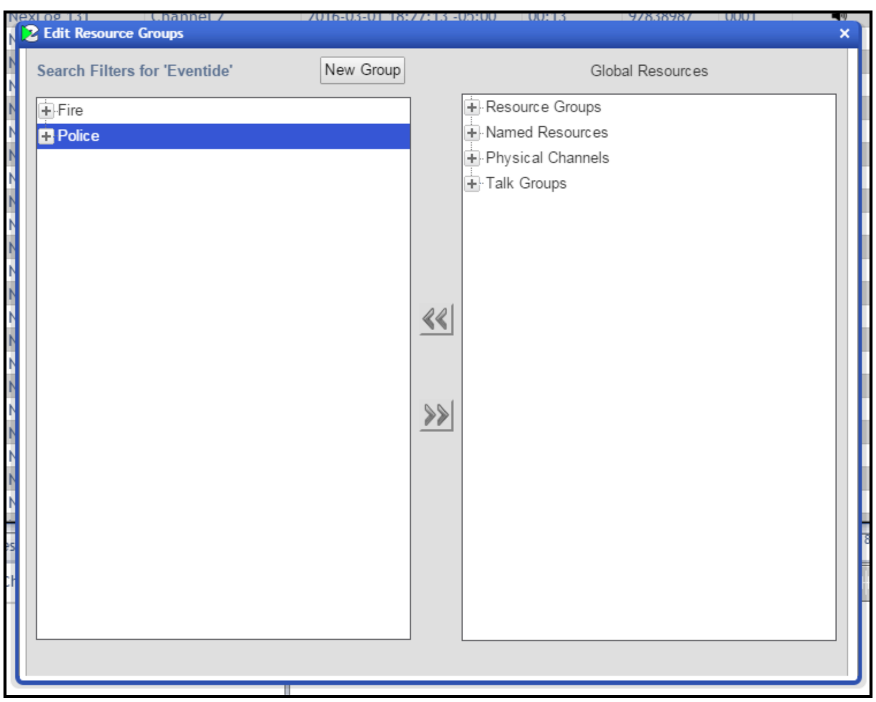
A “Resource Group” is a NexLog policy management tool that groups together resources/channels on the recorder and allows different rules to be applied to them. Search Filter Groups are a special kind of Resource Group, which make large channel count systems easier to interact with by grouping existing resources into easily searched groups. To differentiate these from the Saved Search Filters feature of MediaWorks Plus, 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 2.4 manual for more info.

1.10.1. 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:

Figure 80. 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 is 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 a number of ways. To create new groups:

- 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

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

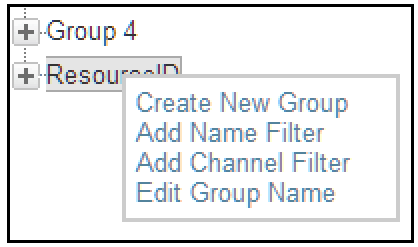
1.10.2. Adding Resources to Resource Groups

From this edit window, you can add resources to a Resource Groups in a number of 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.

Figure 81. Edit Resource Groups: Right Mouse Button Menu



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

1.10.3. Deleting a Resource from a Resource Group

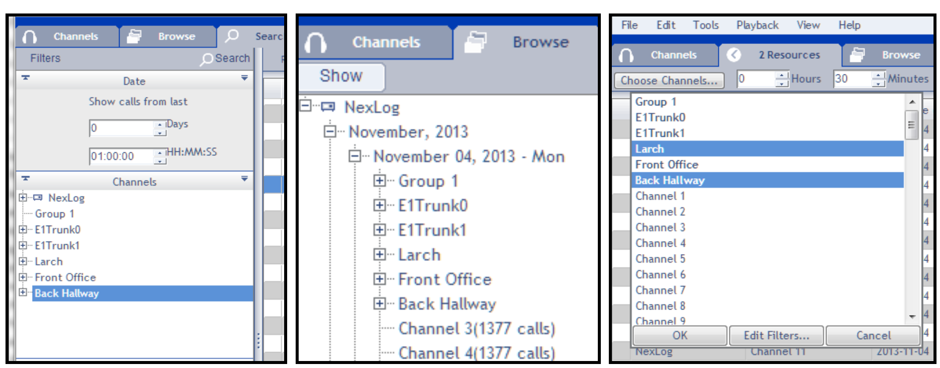
You can delete resources from a Resource Group in two ways. First expand the group in the left column and then:

- 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.

1.10.4. 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.

Figure 82. Resource Groups: In Browse, Search, and Instant Recall



1.11. NexLog Access Bridge

MediaWorks Plus can be used to access recordings across multiple recorders at once using NexLog Access Bridge (NAB). With NAB, NexLog Recorders can be bridged together to allow access to media across systems from one instance of MediaWorks Plus, and if the same User & Password is used across systems, one log in. For example, one system can be a dedicated screen recorder, and another can record related phone calls, and both sets of recording can be browsed and played back at the same time, from the same MediaWorks Plus window.

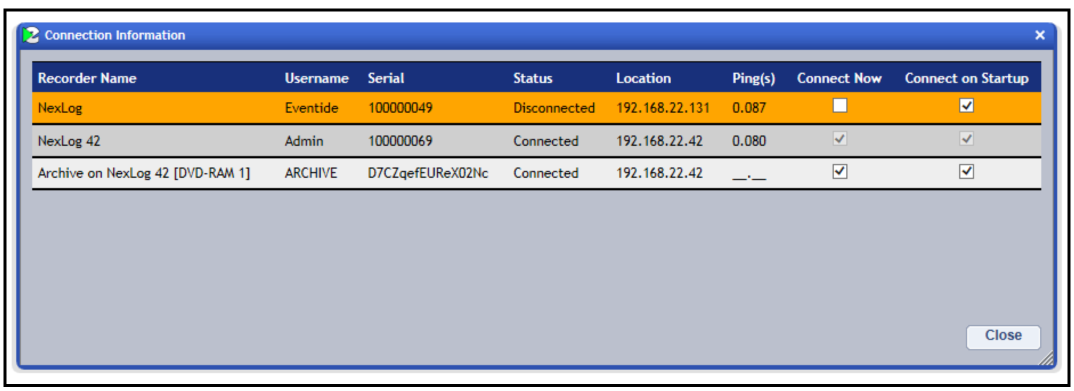
NexLog Access Bridge requires a NAB License on the primary recorder and a MediaWorks Plus license on each of the source recorders.

1.11.1. Connection Information

The Connection Information window shows you all of the NexLog systems and archives that are currently configured or available to connect to at this moment. This includes all configured NexLog Access Bridges and all Archives attached to the base system and put into Playback mode via the Browse button the Front Panel or from the Archives page of Configuration Manager.

You can access Connection Information by selecting Connection Information from the View menu. If you turn on Show Connection Icon, a small Connection Icon will show up next to the user name in the upper right and you can click on it to bring up the Connection Information window at any time.

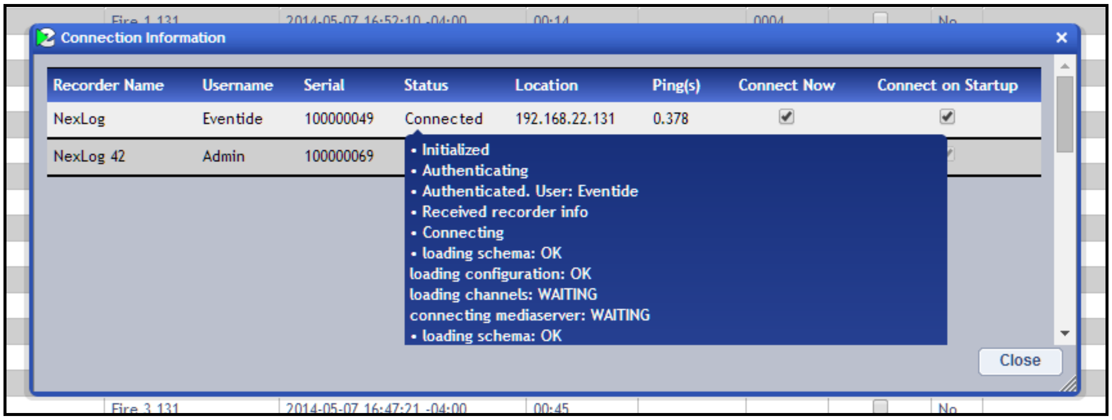
Figure 83. Connection Information Window



The column headers are Recorder Name, Username, Serial, Status, Location, Ping(s), Connect Now, and Connect on Startup.

Most of the headers are self-explanatory: for example, Recorder Name and Serial are the name and serial of the configured recorder. The Username is the user name you are currently logged in to this source as. The Location is the IP address of this recorder. Status and Ping(s) are interesting because you can click on any entry under this field and get more information: a list of the previous statuses and the previous ping durations.

Figure 84. Connection Information Status History



Connect Now and Connect on Startup allow you to manage your connections to bridges and archives. If Connect Now is unchecked, you are disconnected from the source (and Status should then say Disconnected or Unavailable.)

If Connect on Startup is checked, an attempt will be made to log in to that source whenever MWP on the base recorder is logged into by this user. If the user credentials for the base recorder are not valid on the source, there will be a prompt to log in with a different name and password.

When there is a problem with a connection, you will be prompted with a warning detailing why, and then given the option to Login, Ignore, and Logout. If, however you also have unsaved incidents or evaluations, it will prompt you just to Login or Logout.

Figure 85. Connection Prompt with Error Messages

Login will prompt you for credentials to log in with; if you were already logged in as a specific user, you will be required to log in as that user, to maintain continuity of permissions during this session.

Ignore will cancel the attempt to connect to this source. If you want to, you will then have to manually re-connect via the Connection Information window.

1.12. Archives

As of 2.4, Archives can be accessed via MediaWorks Plus. To connect to an archive, load the archive as appropriate for the kind of archive on the primary or any connected NexLog bridge system, and use the browse button to load the archive into “Playback” mode. The archive will then connect automatically for MediaWorks Plus users who have permissions to read from archives. You can disconnect from them via Connection Information.

You can use Search, Browse, and Export features on connected Archives; Incidents and Evaluations of archived calls are not currently supported.

2. More about MediaWorks Plus

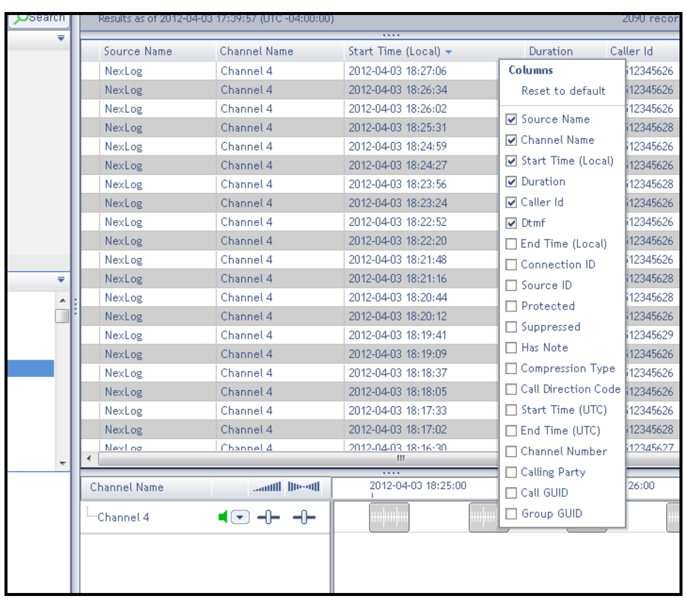
2.1. Columns

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 Shft+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.

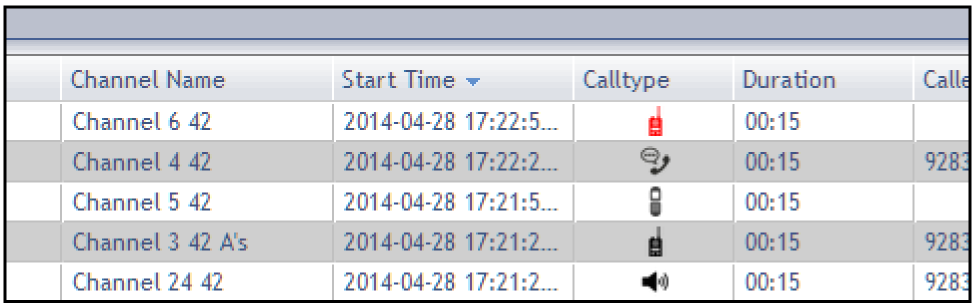
Figure 87. Column Drop-Down List



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.

2.1.1. Calltype

Figure 88. Calltype column

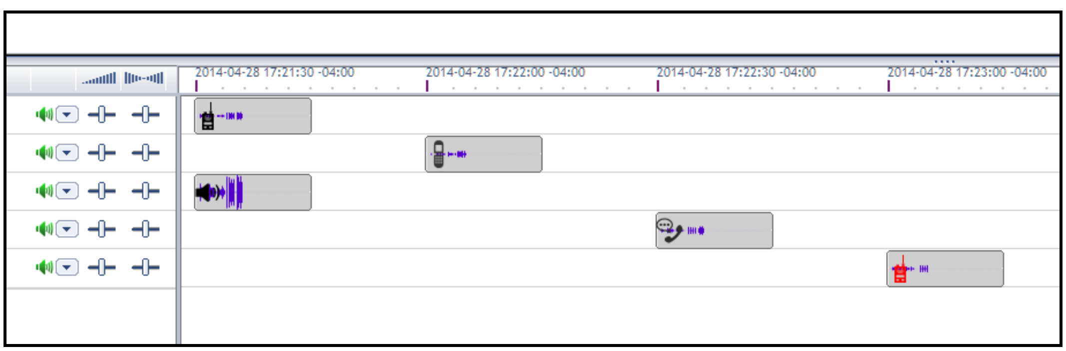


Channel Name	Start Time	Calltype	Duration	Calle
Channel 6 42	2014-04-28 17:22:5...		00:15	
Channel 4 42	2014-04-28 17:22:2...		00:15	9283
Channel 5 42	2014-04-28 17:21:5...		00:15	
Channel 3 42 A's	2014-04-28 17:21:2...		00:15	9283
Channel 24 42	2014-04-28 17:21:2...		00:15	9283

Calltype is a feature in introduced in NexLog 2.4 that automatically tags records with an image representing the kind of recording it is. By default, recordings made on Eventide Larch Analog Recording cards will be tagged with Audio, T1/E1 with Phone, screen capture with Screen.

In MediaWorks Plus, 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 and selecting Calltype from the list.

Figure 89. Calltype in Timeline



If the default mapping isn't appropriate for a channel, you can configure it per channel in Configuration Manager. See the section about Calltype in the NexLog Manual.

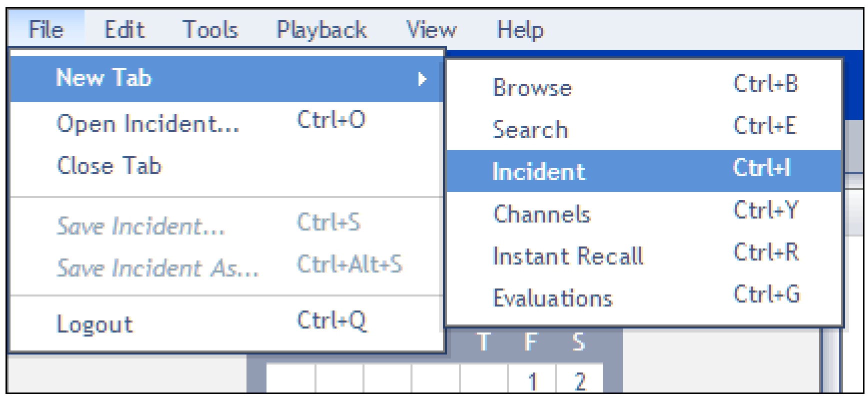
2.2. The Menu Bar

The Menu bar is located at the top of the MediaWorks Plus window. A number of 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.

2.2.1. File Menu

Figure 91. File Menu



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

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)

Open Incident… (Ctrl+O)

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

Close Tab (Ctrl+W)

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

Save Incident (Ctrl+S)

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

Save Incident As… (Ctrl+Alt+S)

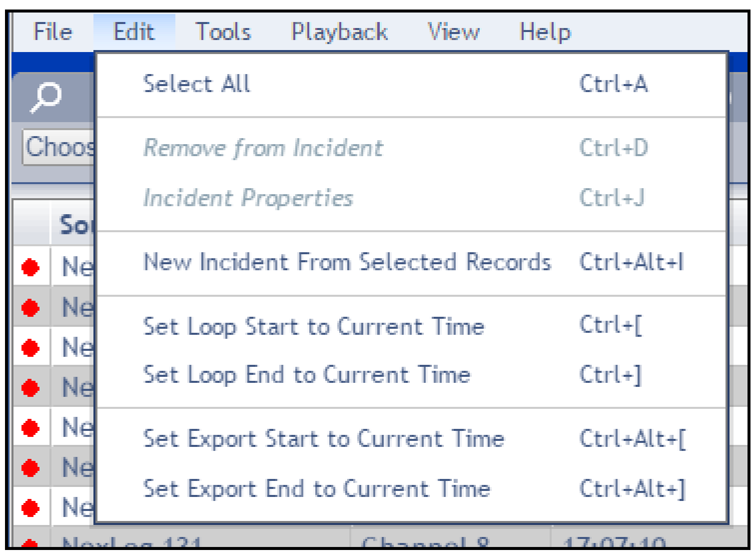
This menu item saves a copy of the active incident by prompting for a new incident name. If an Incident tab is not active, this option is not available.

Logout (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.

2.2.2. Edit Menu

Figure 92. Edit Menu



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

Select All (Ctrl+A)

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

Remove From Incident (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.

Incident Properties (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.

New Incident from Selected Records (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.

Set Loop Start to Current Time (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.

Set Loop End to Current Time (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.

Set Export Start to Current Time (Ctrl+Shift+[)

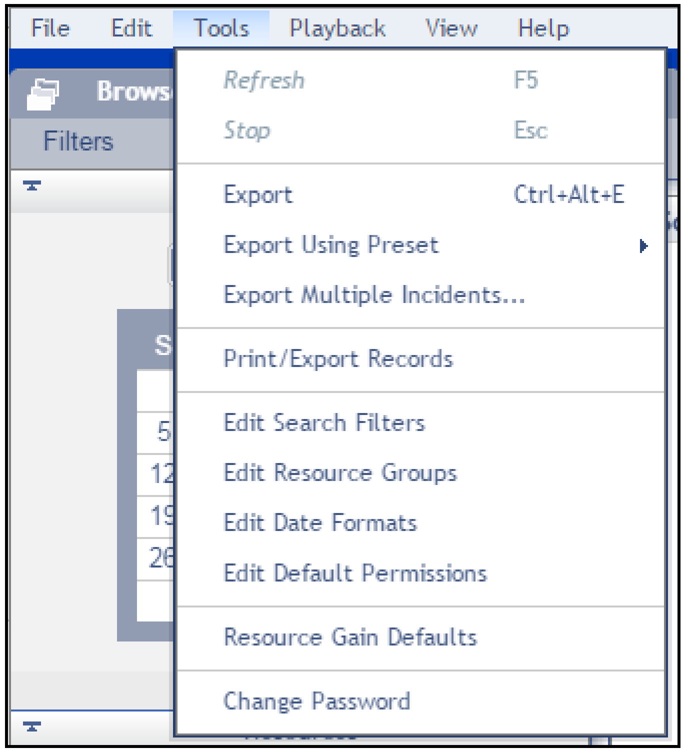
This selection sets the "export start" point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

Set Export End to Current Time (Ctrl+Shift+])

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.

2.2.3. Tools Menu

Figure 93. Tools Menu



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

Refresh (F5)

The **Refresh** menu item refreshes the list of recordings in the active tab.

Stop (Esc key)

Selecting **Stop** halts a refresh that may be in progress.

Export… (Ctrl+Shift+Y)

This menu item opens the **Export Media** dialog box for the current list of recordings. See Sections 1.7. Exporting Recording Data from an Incident for additional information.

Export Using Preset… (Ctrl+Shift+Y)

This menu item opens the **Export Media** dialog box for the current list of recordings with the preset selected. See Sections 1.7. Exporting Recording Data from an Incident for additional information.

Edit Search Filters...

This menu item opens the **Search Filters** window. See Section 1.3.4 Saved Search Filters for additional information.

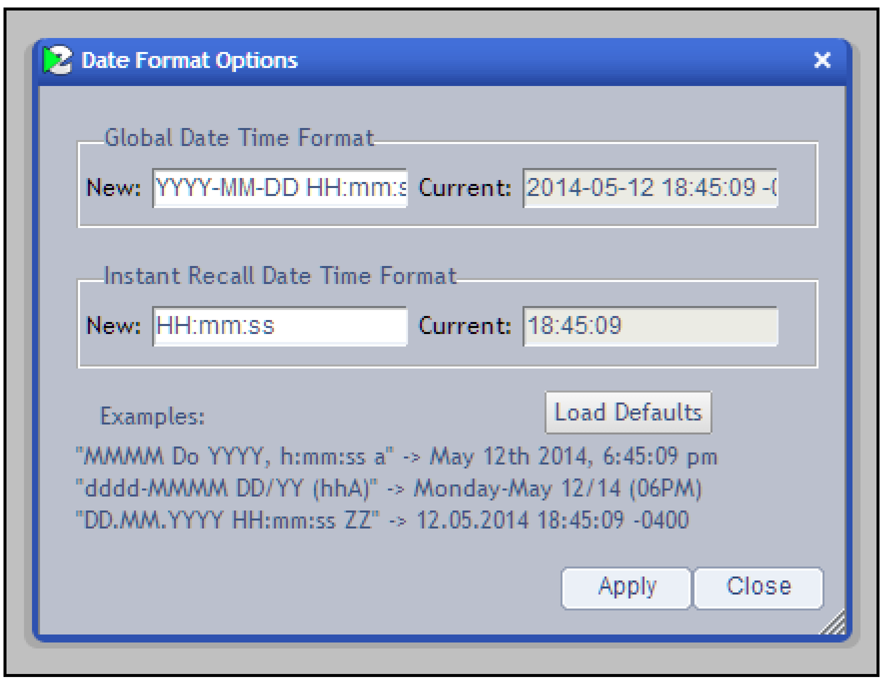
Edit Resource Groups...

This menu item opens the **Edit Resource Groups** window. See Section 1.10 Resource Search Groups for additional information.

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 Plus. 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.

Figure 94. 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
- Z: offset from GMT time

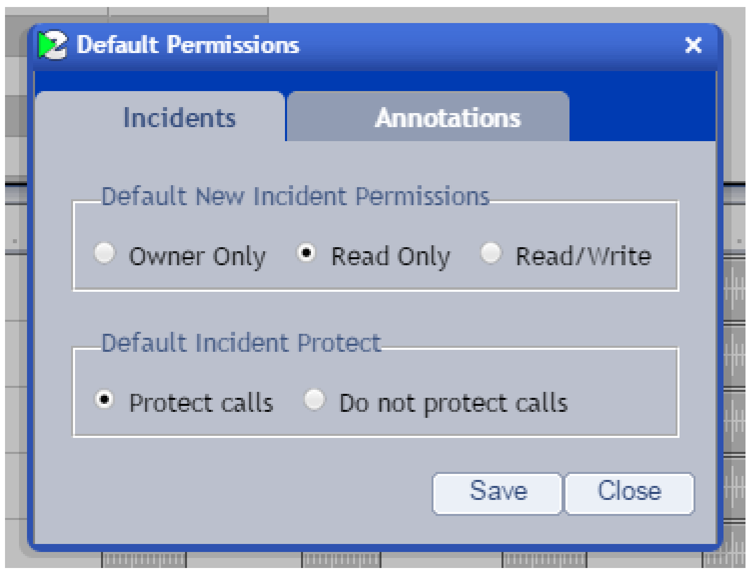
The hyphens and colons in between the variable names are shown as is.

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.

Edit Default Permissions

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

Figure 95. Default Permissions



Resource Gain Defaults

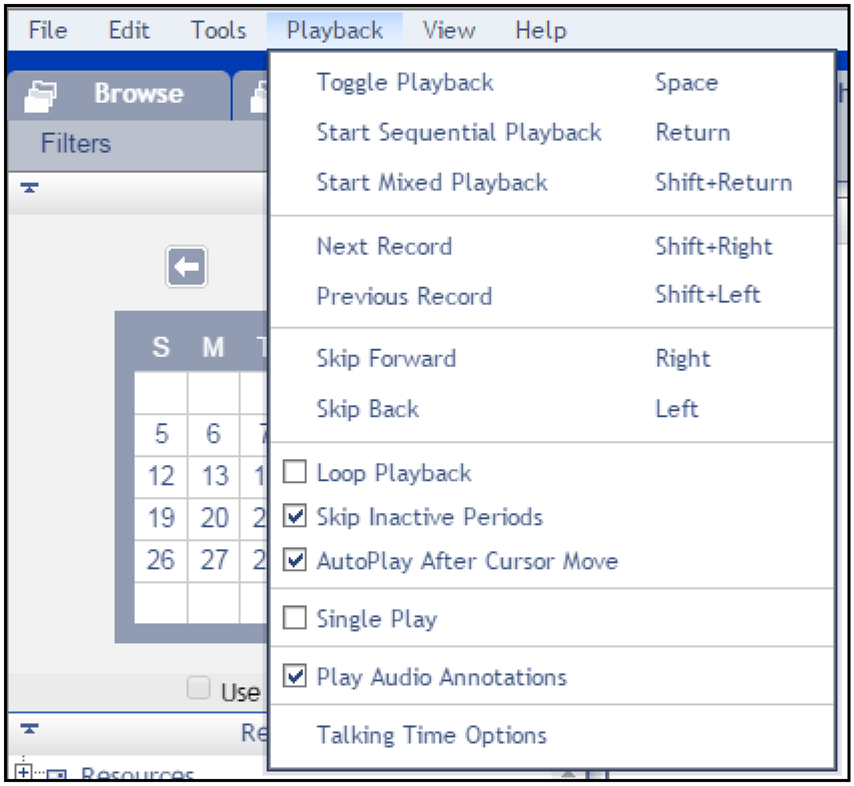
Opens the **Resource Gain Defaults** window. See Section 1.4.4 The Timeline View for additional information about Resource Gain Defaults.

Change Password

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

2.2.4. Playback Menu

Figure 96. Playback Menu



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

Toggle Playback (Space bar)

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.

Start Sequential Playback (Return key)

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.

Start Mixed Playback (Shift+Return key)

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.

Next Record (Shift+Right arrow)

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.

Previous Record (Shift+Left arrow)

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.

Skip Forward (Right arrow)

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.

Skip Back (Left arrow)

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.

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.

Skip Inactive Periods

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

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.

Talking Time

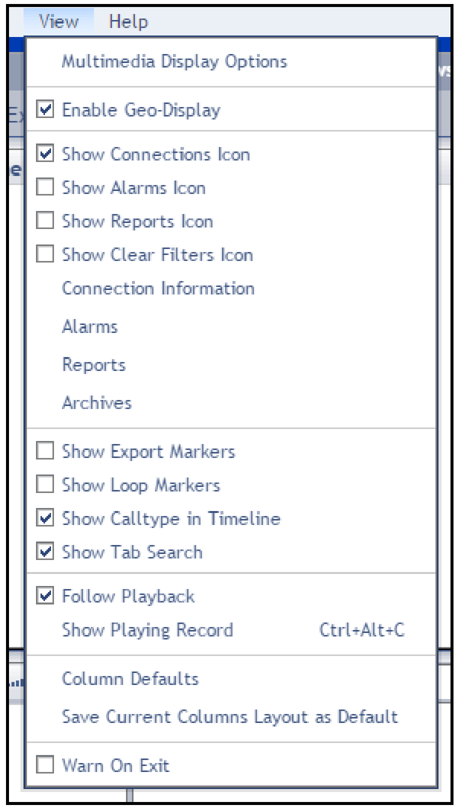
Checking the **Talking Time** box enables talking time during audio playback. MediaWorks Plus will announce the time at the start of each recording (the talking time is mixed with the audio from the recording that has started playing).

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.

2.2.5. View Menu

Figure 97. View Menu



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

Multimedia Display Options

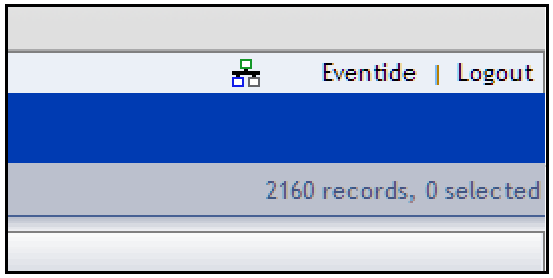
Multimedia recordings can be played back in the same way as Audio calls, but there are additional options that relate to specifically to screens. These options are configured via the Multimedia Display Options window, which is described in detail in Section 1.4.6 Playing Back Screen Recordings.

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 the section about Geolocation in the previous chapter.

Show Connections Icon

Figure 98. Connections Icon

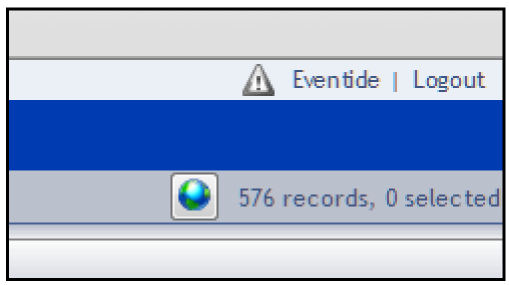


Checking the **Show Connections Icon** will display Connection Icon for fast access to the Connection Information window.

Show Alarms Icon

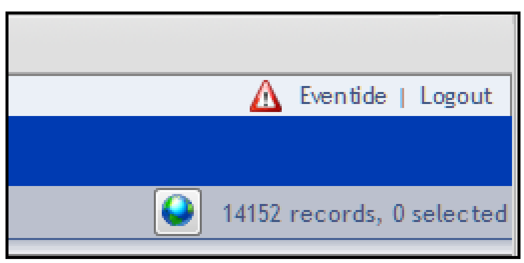
When Show Alarms Icon is selected, the alarm icon (a triangle surrounding an exclamation mark) at the right side of the menu bar will display. When the icon is grey, there are no active alarms.

Figure 99. Alarm Icon (Nothing Active)



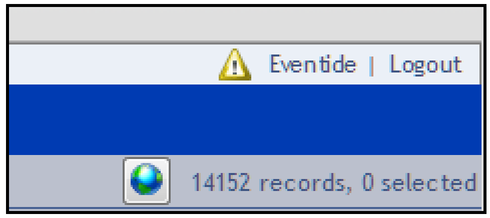
When the icon is red, there are unacknowledged active alarms.

Figure 100. Alarm Icon (Unacknowledged Alarm Active)



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

Figure 101. Alarm Icon (Alarms Active But Acknowledged)

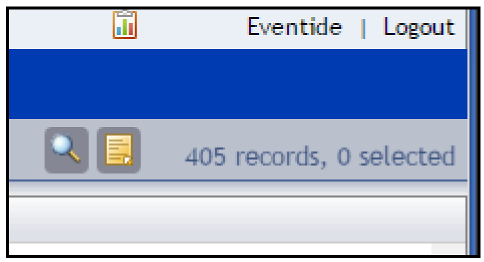


In any case, if you click on the icon, it will open the Active Alarms page of Configuration Manager.

Show Reports Icon

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

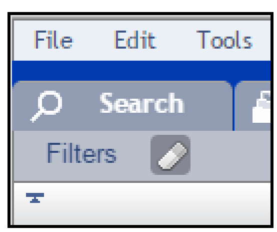
Figure 102. Reports Icon



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.

Figure 103. Clear Filters Icon



Connection Information

This will open the Connection Information pop up window. See above in Section 1.11.1. Connection Information.

Alarms

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

Reports

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

Archives

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

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.

Show Loop Markers

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

Show Calltype in Timeline

This will show Calltype icons in the timeline. See Section 2.1.1 Calltype for more information.

Show Tab Search

This will open the Tab Search pop up. See Section 1.3.5 Tab Search for more information.

Follow Playback

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

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.

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.

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.

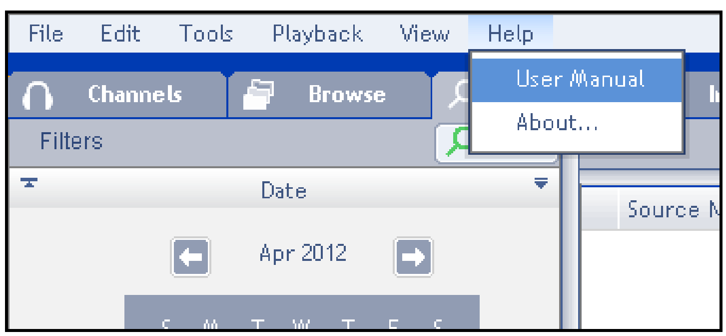
Warn On Exit

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

2.2.6. Help Menu

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

Figure 104. Help Menu



User Manual

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

About…

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

3. 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 **support@eventide.com**.

Appendix A: MediaWorks Plus Desktop

MediaWorks Plus Desktop is a new standalone application that allows the use of MediaWorks Plus without requiring regular internet browser access. System administrators can download the MediaWorks Plus Desktop installer from the NexLog Recorder and install it for use by call takers and researchers who do not have web browser privileges.

Installing MediaWorks Plus Desktop

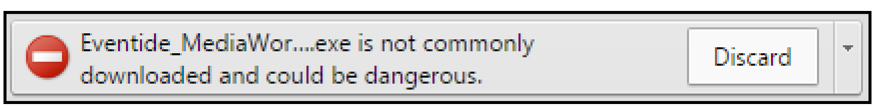
The download link for MediaWorks Plus Desktop is on the recorder's welcome page. This page is found here:

http://<ip of nexlog recorder>/welcome.html

Under Useful Links, click **Download MediaWorks for Windows® 7 and higher**.

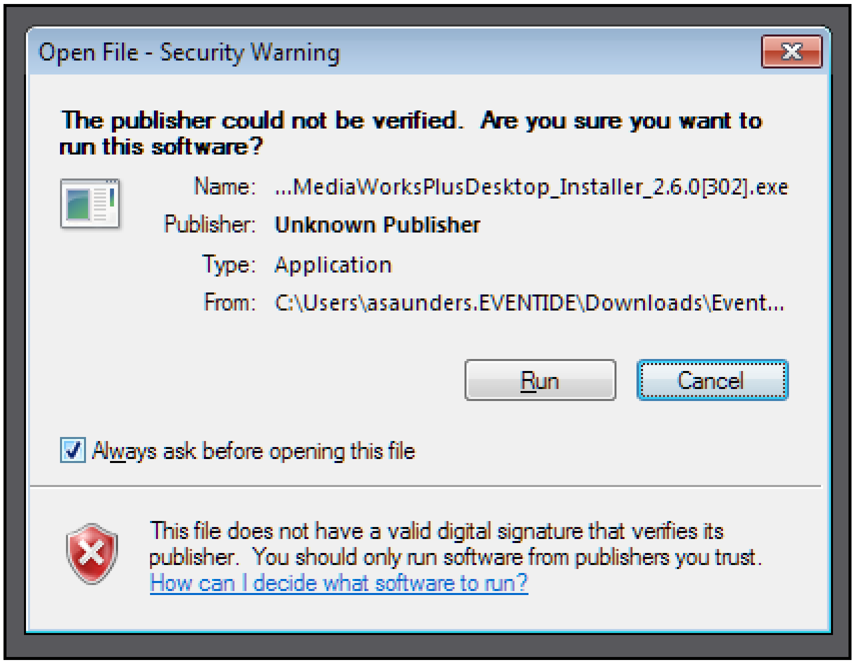
Your browser may complain that this is a rarely downloaded file. Click the menu on the side to say keep.

Figure 105. Browser Warning



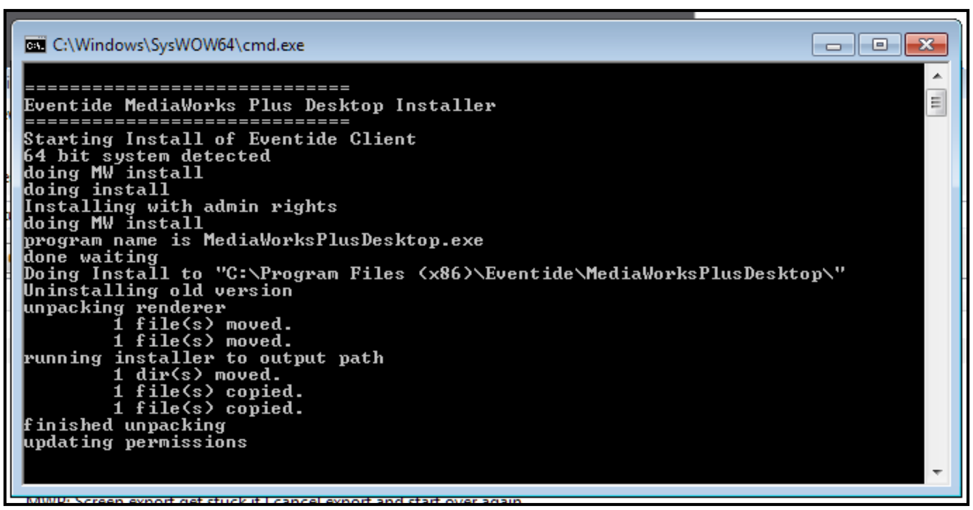
When you launch the installer, Windows will prompt that the publisher is unknown.

Figure 106. Windows Warning



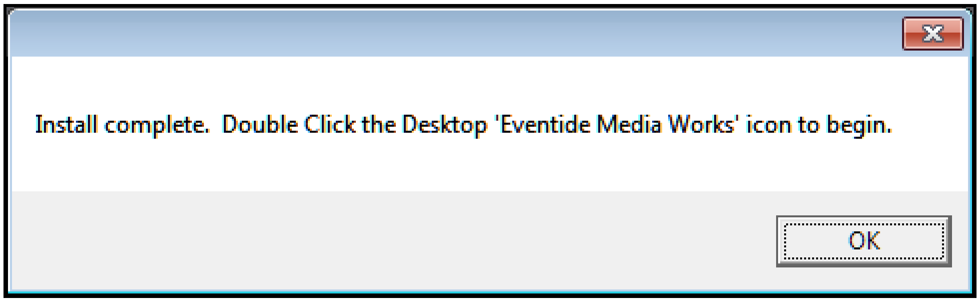
Click Run.

Figure 107. MediaWorks Plus Desktop Installer Running



The installer will run and put shortcuts to the MediaWorks Plus Desktop executable on the desktop and in the Start menu.

Figure 108. MediaWorks Plus Desktop Install Complete

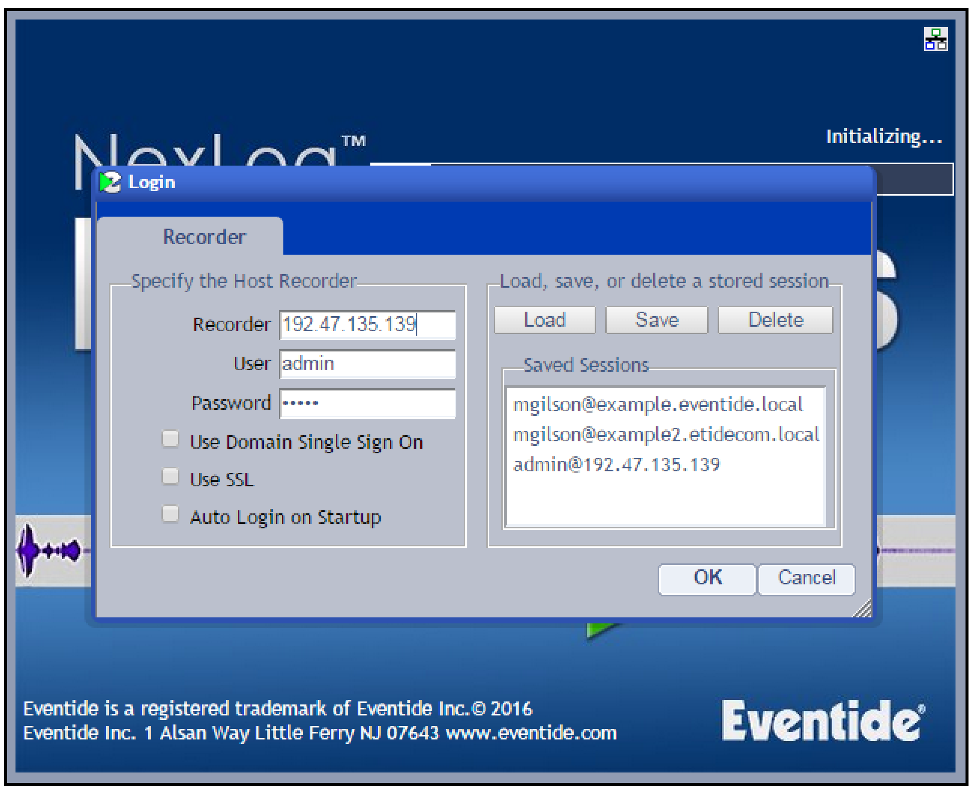


Using MediaWorks Plus Desktop

MediaWorks Plus Desktop functions identically to MediaWorks Plus in most ways. The main difference is how you connect to a NexLog recorder. MediaWorks Plus connects directly to the recorder, because it is a web page running in a browser pointed at the recorder.

MediaWorks Plus Desktop needs to be told where the recorder is.

Figure 109. MediaWorks Plus Desktop Login Prompt



When you launch MediaWorks Plus Desktop for the first time, you will be greeted by a Login prompt. This window allows you to log in by providing the Recorder IP address or domain name as well as the User name and Password.

You can save these values using the Save button and then later Load any saved credentials from the list on the left.

You can also choose to use any of the three options:

- **Use Domain Single Sign On**; If your recorder is configured with Enhanced Active Directory and Single Sign On is enabled, select this option to log in as the currently logged in Windows User. Note that the Recorder field must be a Fully Qualified Domain Name (e.g. ExampleRecorder.ExamplePlace.Local) not an IP address for Single Sign On to work.
- **Use SSL**: This will connect to the recorder using https:// rather than http://.
- **Auto Login on Startup**: In the case that you always want to log in to the same recorder, you can select this and save the session. Then in the future when launching MediaWorks Plus Desktop, it will automatically log in to this recorder with these credentials. You can, of course, then logout and log in to a different recorder at any time.

Limitations

- Loading Local Incidents requires a connection to a recorder.
- Screen Playback is not supported.

Appendix B: MediaAgent

MediaAgent is a new standalone application that allows the use of MediaAgent without requiring regular internet browser access. System administrators can download the MediaAgent installer from the NexLog Recorder and install it for use by call takers and researchers who do not have web browser privileges.

Installing MediaAgent

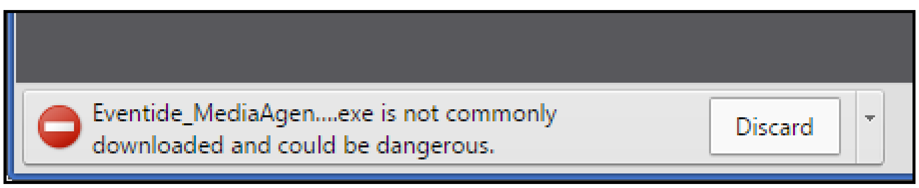
The download link for MediaAgent is on the recorder’s welcome page. This page is found here:

http://<ip of nexlog recorder>/welcome.html

Under Useful Links, click **Download MediaAgent for Windows® 7 and higher**.

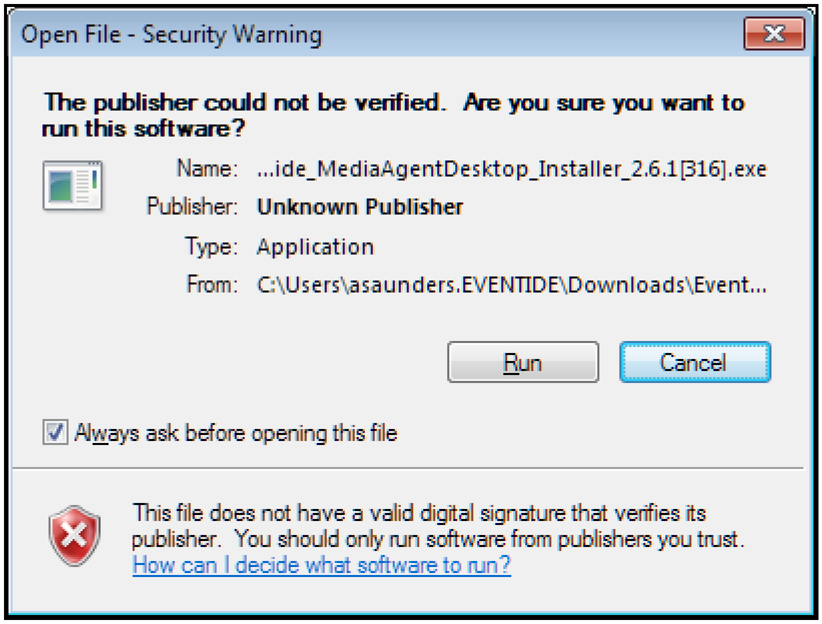
Your browser may complain that this is a rarely downloaded file. Click the menu on the side to say keep.

Figure 110. Browser Warning



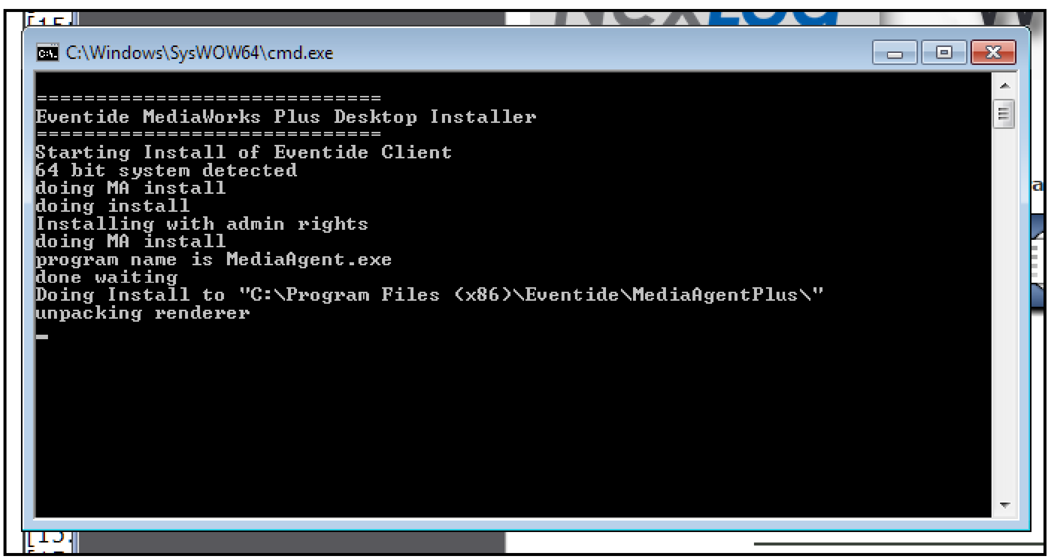
When you launch the installer, Windows will prompt that the publisher is unknown.

Figure 111. Windows Warning



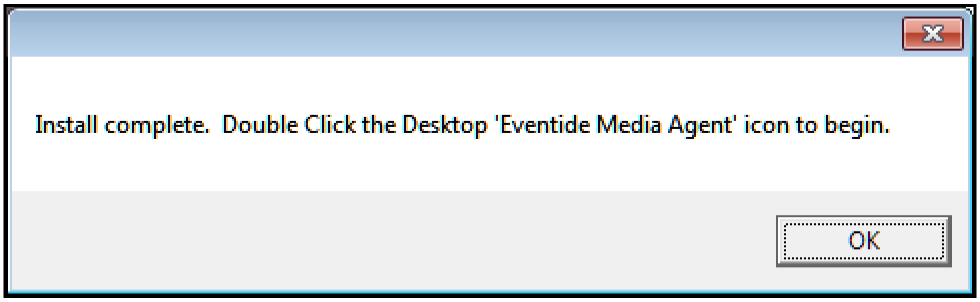
Click Run.

Figure 112. MediaAgent Installer Running



The installer will run and put shortcuts to the MediaAgent executable on the desktop and in the Start menu.

Figure 113. MediaAgent Install Complete

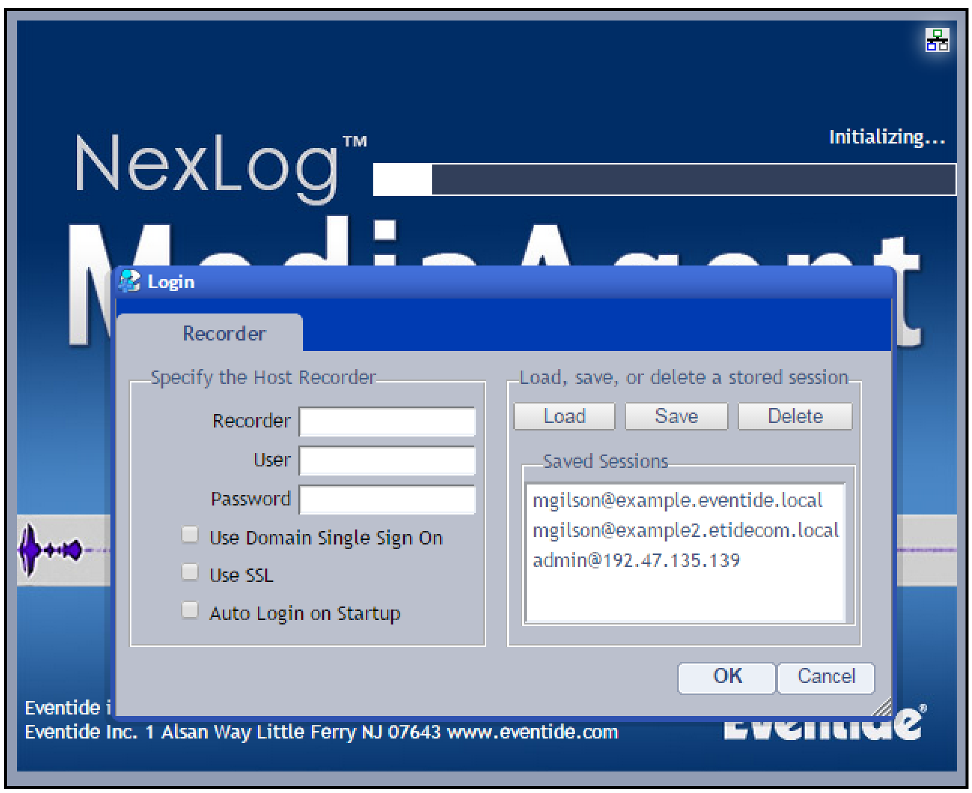


Using MediaAgent

MediaAgent functions identically to the Instant Recall mode of MediaWorks Plus in most ways. The main difference is how you connect to a NexLog recorder. MediaWorks Plus connects directly to the recorder, because it is a web page running in a browser pointed at the recorder.

MediaAgent needs to be told where the recorder is.

Figure 114. MediaAgent Login Prompt



When you launch MediaAgent for the first time, you will be greeted by a Login prompt. This window allows you to log in by providing the Recorder IP address or domain name as well as the User name and Password. You can save these values using the Save button and then later Load any saved credentials from the list on the left.

You can also choose to use any of the three options:

- **Use Domain Single Sign On**; If your recorder is configured with Enhanced Active Directory and Single Sign On is enabled, select this option to log in as the currently logged in Windows User. Note that the Recorder field must be a Fully Qualified Domain Name (e.g. ExampleRecorder.ExamplePlace.Local) not an IP address for Single Sign On to work.
- **Use SSL**: This will connect to the recorder using https:// rather than http://.
- **Auto Login on Startup**: In the case that you always want to log in to the same recorder, you can select this and save the session. Then in the future when launching MediaAgent, it will automatically log in to this recorder with these credentials. You can, of course, then logout and log in to a different recorder at any time.

Limitations

- Screen Playback is not supported.