



*Communications Division*

***Eventide NexLog – AQUA Plugin***

**Installation and User Manual v1.0.5**

Part Number: 141285-01

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**Communications Division Product Information:** Visit the Eventide website at: [www.eventide.com](http://www.eventide.com).

**Communications Division Product Service and Technical Support:**

**Users:** Contact your local authorized Eventide Dealer.

**Authorized Dealers:** Visit the Eventide website or email [support@eventide.com](mailto:support@eventide.com).



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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.

Part Number	Date	SW	Description
141285-01	Dec 16, 2016	V1.0.5	• Initial Release



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## ***Purpose and Applicability***

This publication provides information for users of the Eventide NexLog AQUA Plugin for NexLog™ Recorders and Priority Dispatch AQUA Evolution v6 software.

This information applies to NexLog Recorder Software 2.7.0 for the NexLog 740 and NexLog 840 recorders, NexLog AQUA Plugin v1.0.5, and Priority Dispatch AQUA Evolution v6.1.0.18. It may also apply to later versions except when superseded by a more recent publication.



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# 1. Introduction & Overview

## 1.1. Welcome

Welcome and congratulations on your purchase of the Eventide® NexLog AQUA Plugin for use with an Eventide NexLog™ Recorder and Priority Dispatch AQUA Evolution v6 software.

This manual will help you maximize the use of your product. It includes:

- Explanation of what the plugin is and how the product implements call retrieval.
- Step-by-step instructions on how to set up and operate the plugin.

This guide assumes that you have a working knowledge of the NexLog Recorder Configuration Manager, and AQUA Evolution. If any portion of this guide is not clear, refer to the respective product's administration manual.

## 1.2. NexLog AQUA Plugin Overview

The NexLog AQUA Plugin is an add-on NexLog feature that allows a Priority Dispatch AQUA Evolution user to search, playback, and save recordings directly in the AQUA interface.

This plugin allows an evaluator to increase their efficiency when evaluating 911, EMD, Fire, and Police incidents in the AQUA software.





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## 2. Prerequisites

Before installing the NexLog AQUA Plugin, the following prerequisites should be met

- An Eventide NexLog Recorder must be installed and full operational. It must be running NexLog software version 2.6.1 or higher.
- The AQUA user must have a valid user account on the NexLog recorder with the permissions *Researcher* and *Monitor*. This account should have resource permissions for the channels that will be evaluated.
- A Microsoft Windows PC running Windows 7, 8, 8.1, or 10 with a 32-bit or 64-bit processor. The logged in user must have Administrative rights.
- A working installation of Priority Dispatch AQUA Evolution version 6.1.0.18 or higher.

### 2.1. Required configuration information

The information below will be required to successfully configure the plugin.

**NexLog Recorder IP Address or Hostname:** \_\_\_\_\_

**NexLog Recorder Username:** \_\_\_\_\_

**NexLog Recorder Password:** \_\_\_\_\_

**AQUA Evolution Username:** \_\_\_\_\_

**AQUA Evolution Password:** \_\_\_\_\_



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## 3. Installation

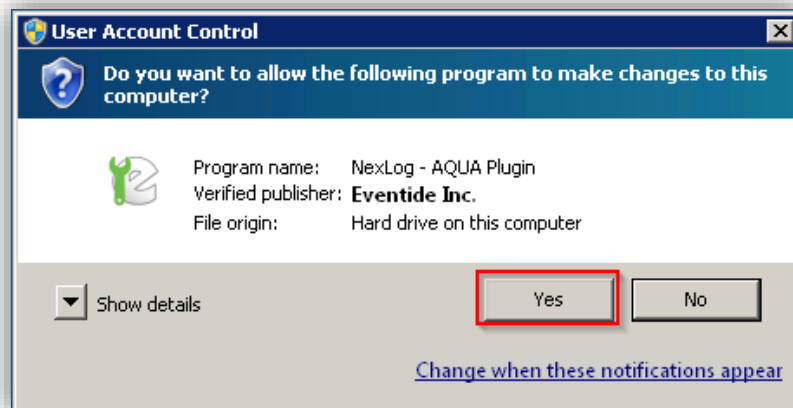
If AQUA Evolution is currently running, it should be closed before running the NexLog AQUA Plugin installer.

### 3.0.1. Open the Setup Wizard

Open the *Eventide NexLog – AQUA Plugin* installation setup file.

If Windows User Account Control is enabled, you will be presented with a warning screen as depicted in Figure 1 below. Click **Yes** to continue the installation process.

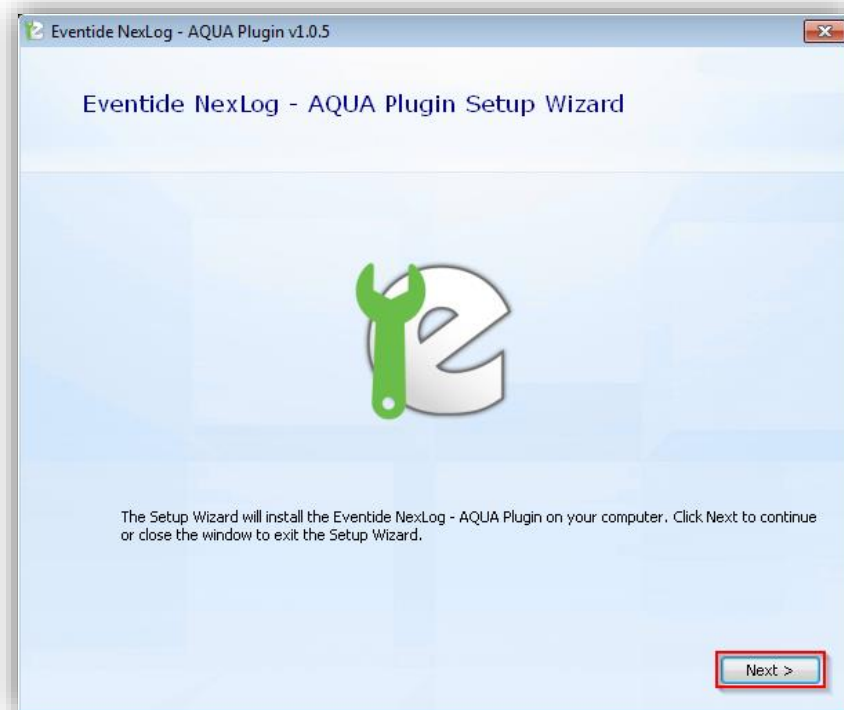
**Figure 1 – User Account Control Warning**



### 3.0.2. Installation Welcome

Once the setup wizard unpacks the required installation files, you will be presented with the welcome screen. Press *Next* to continue.

**Figure 2 – Welcome Screen**

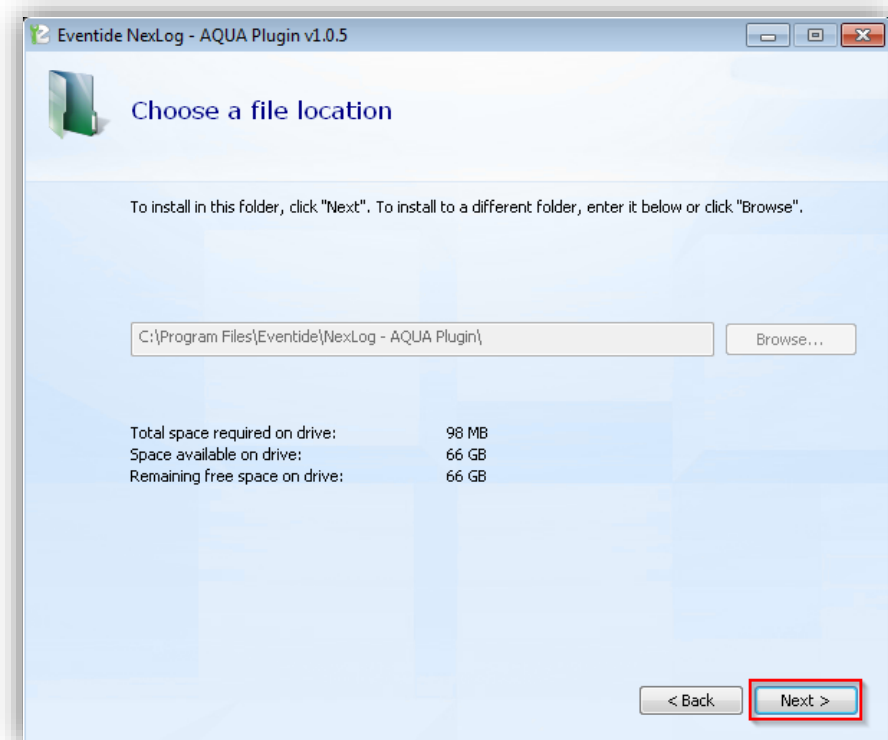


### 3.0.3. Installation Location

The plugin will automatically choose the installation directory. This setting cannot be changed from the default of *Program Files\Eventide\NexLog - AQUA Plugin\*.

This step will verify that the installation drive contains at least 100MB of free space. Press *Next* to continue.

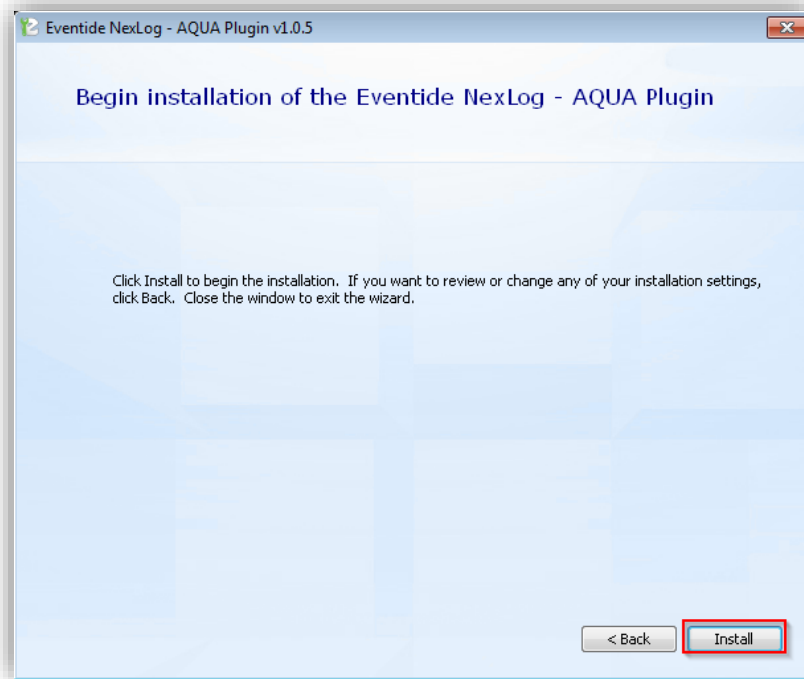
**Figure 3 – Installation Location**



### 3.0.4. Install

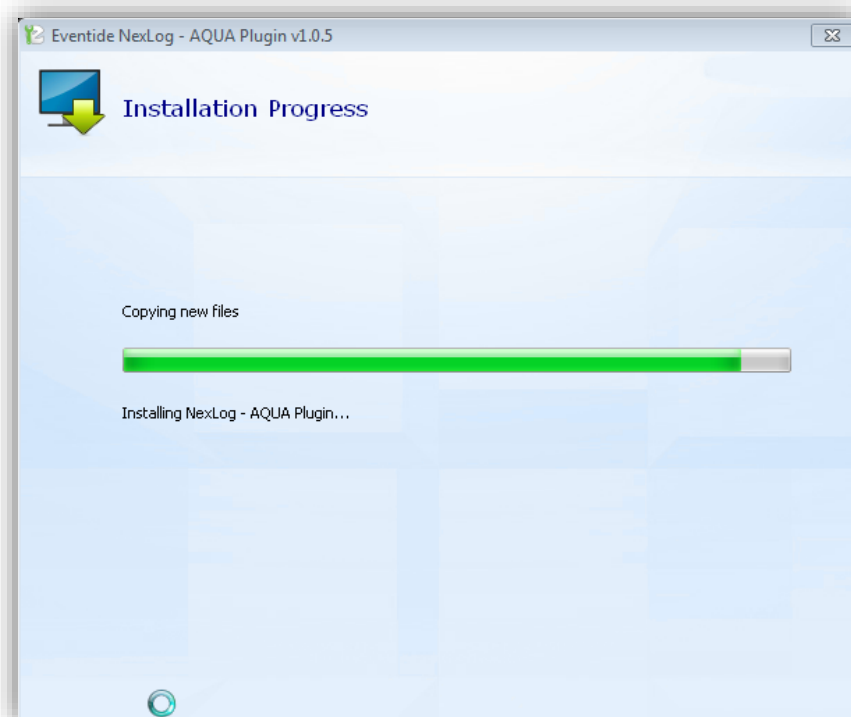
Before moving on to the next step, verify that AQUA Evolution is not running. When you are ready to begin the installation, press *Install*.

**Figure 4 - Install**



The green progress bar will move along as the setup wizard copies the installation files to your computer.

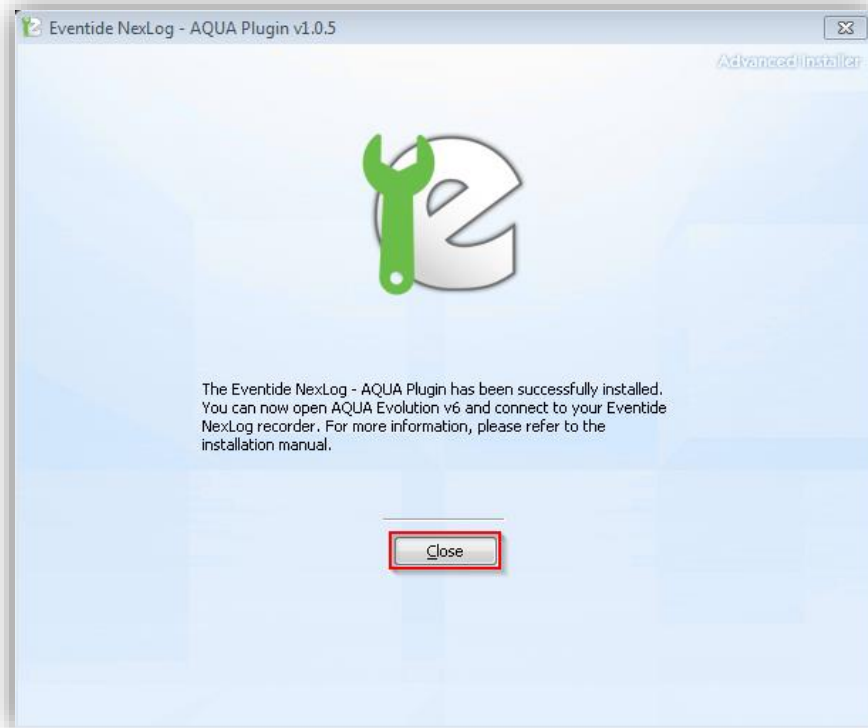
**Figure 5 – Installation Progress**



### 3.0.5. Installation Complete

Once the installer has finished, Press *Close* to complete the installation process.

**Figure 6 – Installation Complete**



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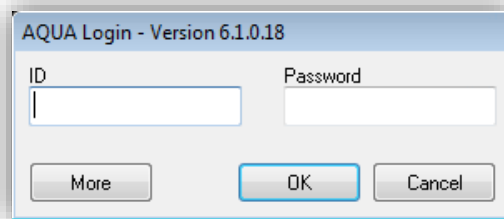
## 4. AQUA Evolution Setup

Once the plugin has been installed, you will need to configure the audio settings in AQUA Evolution.

### 4.0.6. Configuring AQUA

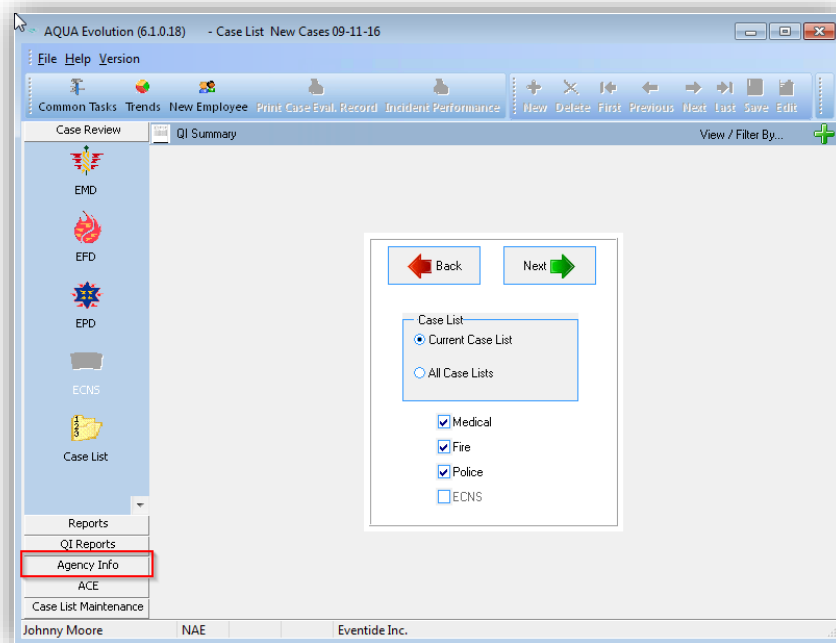
Open AQUA Evolution and login using the username and password you typically use.

**Figure 7 – AQUA Login**



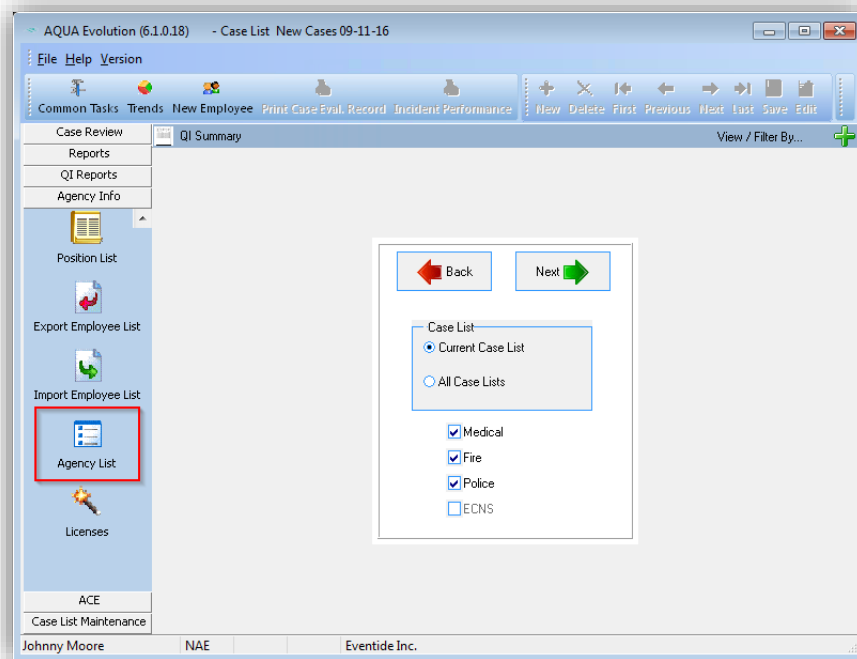
On the left side of the AQUA window, click on *Agency Info*

**Figure 8 – Agency Info**



Then click *Agency List*

**Figure 9 – Agency List**



Double click on the Agency name you wish to use the plugin on.

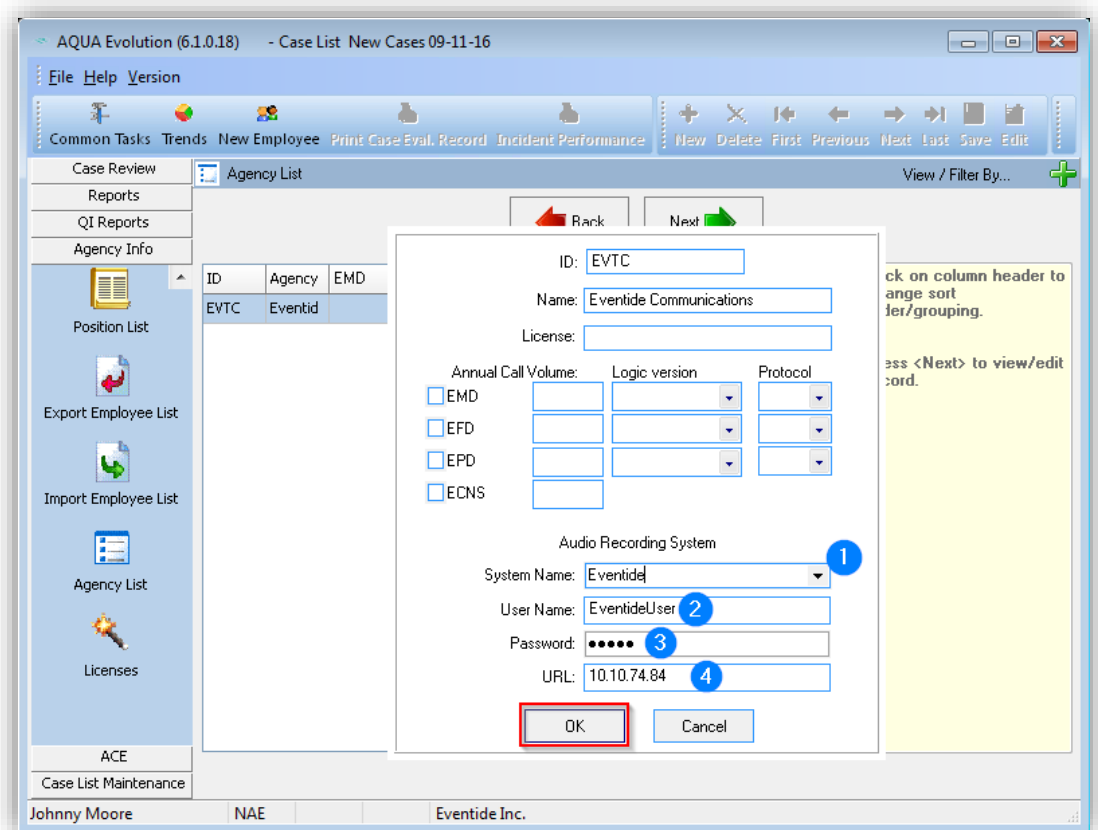




- 1 - Select *Eventide* from the *System Name* dropdown list.
- 2 - Enter the NexLog username you collected as a prerequisite.
- 3 - Enter the password for the user.
- 4 - Enter the NexLog's IP address or Hostname in the URL field. A port number is not required.

Click *OK* when finished

**Figure 10 – Agency Configuration**



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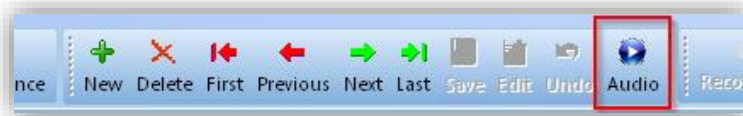
## 5. Using the Plugin

Once the plugin has been installed and AQUA has been configured, you can continue your AQUA Evaluations as you normally would.

### 5.0.7. Searching for Audio

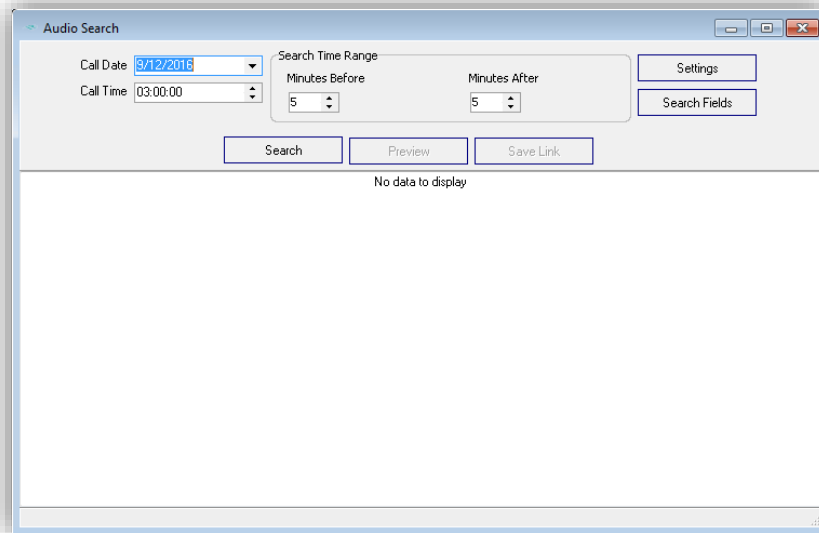
When you open a new or existing case from your case list, you will now see a blue Audio button in the options at the top of the window.

Figure 11 – Audio Button



Clicking the Audio button will open the *Audio Search* screen.

Figure 12 – Audio Search Screen



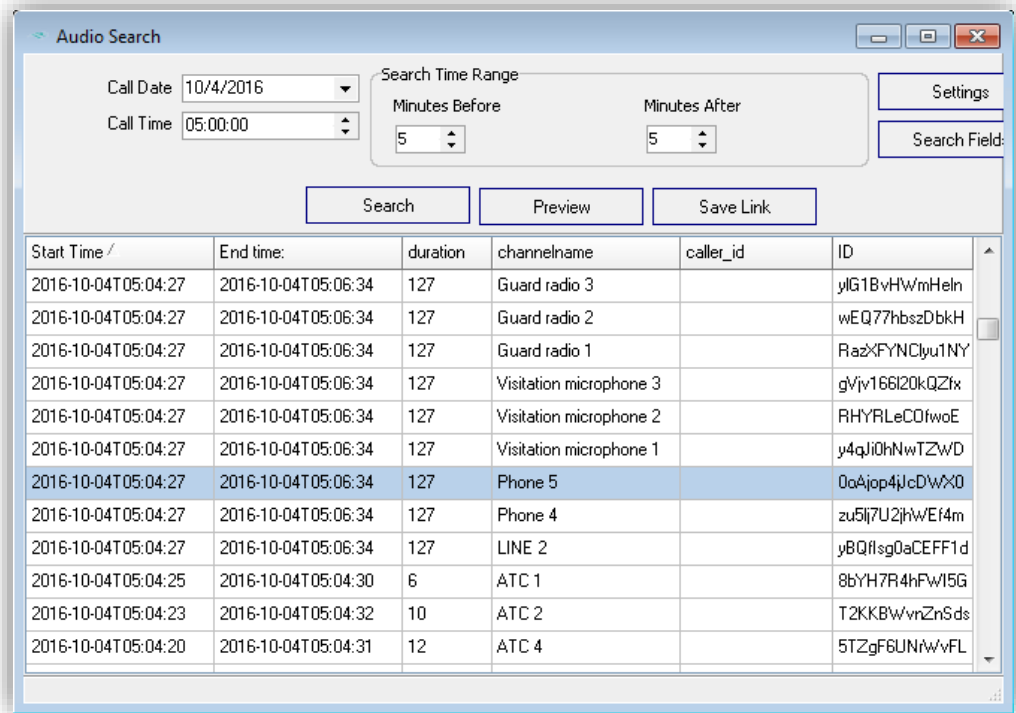
The *Call Date* and *Call Time* will automatically populate based on the information contained in the case.

The default settings will automatically search for the NexLog recorder for all recordings that occurred 5 minutes before and after the time listed.

Press *Search* to see the recordings available. If no recording exists for this time range, a window will appear showing *No records found*.



Figure 13 – Search Results



### 5.0.8. Playing Audio

To hear the recording, select it from the search results list, then click *Preview* at the top of the results.

The plugin's audio player will open and begin playing the selected audio file. Figure 14 shows the audio player's common interface controls.

If no audio will play, verify that your NexLog user account has permission to the channel you are attempting to play back.

Figure 14 – Audio Controls



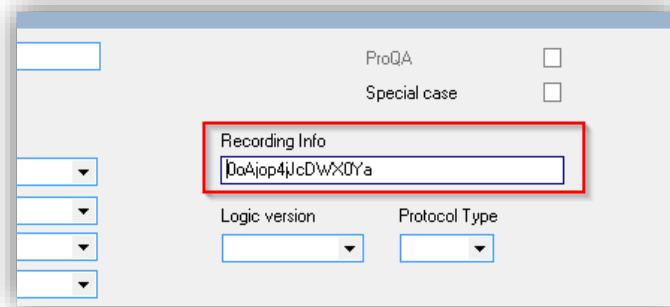
## 5.0.9. Saving a Recording

Once you found the recording for the case, press the *Save Link* button on the Audio Search screen. This will save the recording's *ID* to the *Recording Info* field on the case.

If reopening a case that already has an ID in the *Recording Info* field, pressing the Audio button again will open the media play and play the recording file.

To search for Audio on the case again, delete the text in the *Recording Info* field and press the Audio button again.

**Figure 15 – Saved Recording**

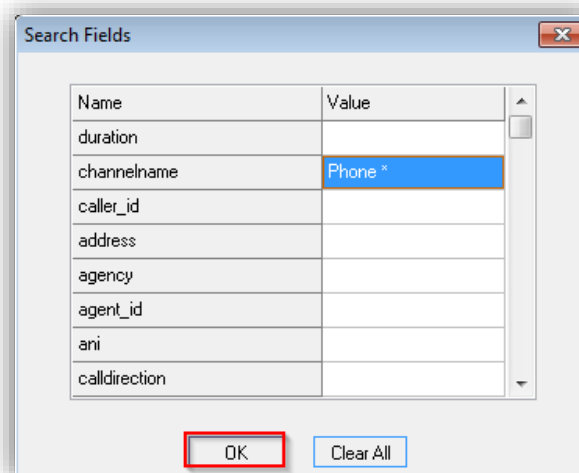


## 5.0.10. Search Fields

If you are receiving too many search results, you can use the *Search Fields* button to reduce them.

The list of search fields is pulled from the NexLog recorder's list of *Custom Fields*. See the NexLog manual for more information on setting up custom fields.

**Figure 16 – Search Fields**



Double click in the value cell for a search field to filter your results on that value.

Press *OK* when finished, and then press *Search* on the Audio Search screen.



If the search value you entered is not an exact match, the system will return *No records found*. To avoid this, you can use wildcards in your search values. The wildcard character is an asterisk (\*). Figure 15 shows an example searching for the *channelname, Phone \**. This will return every recording in the specified time range on any channel starting with the word *Phone*.

**Figure 17 – Wildcard Search Results**

Start Time /	End time:	duration	channelname	caller_id	ID
2016-10-04T05:04:27	2016-10-04T05:06:34	127	Phone 5		0oA4jop4JcDwX0Ya
2016-10-04T05:04:27	2016-10-04T05:06:34	127	Phone 4		zu5j7U2jhwE14mQ
2016-10-04T05:02:17	2016-10-04T05:04:18	121	Phone 3		u72FkBBilobQH2
2016-10-04T05:00:07	2016-10-04T05:02:13	127	Phone 4		gYCV5Jvfb6ewQa9
2016-10-04T05:00:07	2016-10-04T05:02:13	127	Phone 5		Fe6zZ7pqNK81LLMy
2016-10-04T04:57:56	2016-10-04T04:59:57	121	Phone 3		j9DHie9d06lnbSMj
2016-10-04T04:55:46	2016-10-04T04:57:52	127	Phone 5		CLX4K9ECyZNy6nlQ
2016-10-04T04:55:46	2016-10-04T04:57:52	127	Phone 4		ITzcdBnZlB3rvGF6
2016-10-04T04:53:35	2016-10-04T04:55:36	121	Phone 3		pTipPR3azTss0y8W

### 5.0.11. Settings

The default search settings can be adjusted by clicking the *Settings* button on the Audio Search screen.

**Figure 18 – Search Settings**

To change the columns displayed in the search results, drag an item from the *Available Fields* column to the *User-Displayed Fields* column. To remove it, you



can drag it back to *Available Fields*. Drag the fields in the *User-Displayed Fields* column to change the display order.

The default *Search Time Range* padding can be adjusted from the Settings page.

Click *OK* to save your adjustments.



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## 7. Customer Support Information

Eventide is committed to your satisfaction. If, after using this manual, you still have questions about the operation of the Eventide NexLog AQUA Plugin, contact your Eventide dealer or Eventide Technical Support at [support@eventide.com](mailto:support@eventide.com) or call (201) 641-1200.

The Eventide web site may have additional information that may be helpful. Go to [www.eventide.com](http://www.eventide.com).

### Release Numbers

You may need to identify the software version and serial number for the following products/components:

- **NexLog Recorder Software:** On the touch screen front panel or with a monitor and mouse attached (while the recorder is running), do the following to display the version information:
  - Select the menu icon on the lower left indicated by an “e” icon.
  - Select **Setup**.
  - Select **System**.
  - Select the sub menu **System Info**.
  - The Recorder Serial Number and Current Firmware Version should be displayed.

Alternatively, you can get the version and serial number remotely via the web-based NexLog Configuration Manager software:

- Navigate to the recorder’s IP address (example: <http://192.168.2.100>), and Login. Note that the default logon credentials for the recorder (before they are changed by the administrator) are User Name: Eventide / Password: 12345.
- In the NexLog Configuration Manager’s navigation menu on the left, select the **System** menu.
- In the sub navigation menu select **System Info**.
- The Recorder Serial Number and Current Firmware Version should be displayed.



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## Limited Warranty

The Eventide® NexLog™ Recorders are built to exacting quality standards and should give years of trouble-free service. If you are experiencing problems, your recourse is this warranty.

Eventide Inc. warrants the products unit to be free from defects in workmanship and material under normal operation and service for a period of one year from the date of purchase, as detailed in this warranty. At our discretion within the warranty period, we may elect to repair or replace the defective unit. This means that if the unit fails under normal operation because of such defect, we will repair the defective unit at no charge for parts or labor. We also assume a limited responsibility for shipping charges, as described later in this warranty.

The warranty does not extend beyond repair or replacement as stated herein and in no event will we be responsible for consequential or incidental damages caused by any defect, and such damages are specifically excluded from this warranty. Our sole obligation is to repair or replace the defective unit as described herein.

The warranty **DOES NOT COVER** any damage to the unit regardless of the cause of that damage. The unit is a complex piece of equipment that does not react well to being dropped, bounced, crushed, soaked or exposed to excessively high temperatures, voltages, electrostatic or electromagnetic fields. If the unit is damaged for these or similar causes, and the unit is deemed to be economically repairable, we will repair it and charge our normal rates.

The warranty **DOES NOT COVER** shipping damage, either to or from Eventide. If you receive a new unit from us in damaged condition, notify us and the carrier; we will arrange to file an insurance claim and either repair or exchange the unit. If you receive a new unit from a dealer in damaged condition, notify the dealer and the carrier.

If we receive the unit from you with apparent shipping damage, we will notify you and the carrier. In this case, you must arrange to collect on any insurance held by you or your carrier. We will await your instructions as to how to proceed with the unit, but we will charge you for all repairs on damaged units.

### Who is covered under the warranty

The warranty applies to the original purchaser of a new unit from Eventide or an Authorized Eventide Dealer. Demo units are also covered by this warranty under slightly different circumstances (see the following information on “When the warranty becomes effective.” Units that are used, or have been used as part of a rental program, are not covered under any circumstances.





It is your responsibility to prove or to be able to prove that you have purchased the unit under circumstances which affect the warranty. A copy of your purchase invoice is normally necessary and sufficient for this.

If you have any questions about who is an Authorized Eventide Dealer, call Eventide at 201-641-1200.

Units with the serial number plate defaced or removed will not be serviced or covered by this warranty.

## **When the warranty becomes effective**

The one-year warranty period begins on the day the unit is purchased from an Authorized Eventide Dealer or, if the unit is drop-shipped from Eventide, on the day shipped, plus a reasonable allowance for shipping delays. This applies whether or not you return your warranty registration form.

When we receive a unit, this is how we determine whether it is under warranty:

If the unit was shipped from our factory within the past calendar year, we assume that it is under warranty unless there is evidence to the contrary, such as its having been sold as used or rented, etc.

If the unit was shipped from our factory more than a calendar year ago, we assume it is not under warranty unless there is a warranty registration form on file showing that it has been purchased within the past year under appropriate conditions or if you send a copy of your purchase invoice indicating warranty status along with the unit.

If the unit was used as a demo, the warranty runs from the date that it was received by the dealer. The original purchaser gets the unexpired portion of that warranty.

When you send a unit for repair, you should indicate whether or not you believe it to be under warranty. If you do not say the unit is under warranty, we will charge you for the repair and we will not refund unless the charge was caused by an error on our part. If you believe the unit to be under warranty and you do say it is but this disagree, you will not incur any charges until the dispute is resolved.

Reading the above, you can see that it is to your advantage to send in the warranty registration form when you purchase the unit. If we know who you are, we can send you updates and notifications, and advise you of our new products. It will also enable you to receive pre-shipment of certain parts.

## **Who performs warranty work**

The only company authorized to perform work under this warranty is Eventide Inc., Little Ferry, New Jersey. While you are free to give personal authorization to anyone else (or to work on it yourself), we will not honor claims for payment for parts or labor from you or from third parties.

However, we and our dealers do try to be helpful in various ways. Our dealers will assist, usually without charge during the warranty period, in determining whether there is a problem requiring return to the factory, and alleviating user



error or interconnection problems that may be preventing the unit from operating to its full capability.

We are available for consultation if the dealer is unable to assist.

If a part is found to be defective during the warranty period and you wish to replace it yourself, we will normally ship the part immediately at no charge, provided your warranty registration form is on file. We reserve the right to request that the defective part be returned to us.

## Shipping within the 50 United States

You are responsible for getting the unit to our door at no cost to us. We cannot accept collect or COD shipments.

We will return the in-warranty unit to you prepaid, at our expense, using a standard shipping method, normally United Parcel Service. If you are in a hurry and want us to use a premium shipping method (such as air express, next day air, etc.), be sure you tell us and agree to pay shipping charges collect. If you specify a method that does not permit collect or COD charges, remit sufficient funds to prepay shipping.

## Shipping outside the 50 United States

If you purchased the unit from a dealer in your country, consult with the dealer before returning the unit.

If you wish to return the unit to us, please note the following policies:

The unit must be prepaid to our door. This means that you are responsible for all shipping charges, including customs brokerage and duties. When a unit is shipped to us it must be cleared through United States Customs by an authorized broker. You must make arrangements for this to be done. Normally, your freight forwarder has a branch in the United States that can handle this transaction. If you want our assistance in clearing incoming packages, you must notify us before shipping the unit for repair, giving full details of the shipment, and including a minimum of \$250.00 in US funds to cover the administrative and brokerage expenses. Any balance will be applied to the repair charges or refunded. If a balance is due to us, we will request a further prepayment.

All shipments will be returned to you collect. If this is impossible because of shipping regulations or money is due us, we will request prepayment from you for the appropriate amount.

All funds must be in \$US. Payment may be made by check drawn on any bank in the US, or by telegraphic funds transfer to our bank. If you send US currency, be sure that it is sent by a method you can trace, such as registered mail. If you wish to pay by Letter of Credit, be sure that it affords sufficient time for work to be performed and the L/C negotiated, and that it is free from restrictive conditions and documentation requirements.

We reserve the right to substitute freight carriers. Although we will attempt to honor your request for a specific carrier, it is frequently necessary to select a substitute because of difficulties in communication or scheduling.



This warranty gives you specific legal rights and you may also have other rights which vary from location to location.



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## Software License

The Eventide® NexLog™ Recorder contains proprietary Eventide Firmware and Software. In addition Eventide MediaWorks, Eventide MediaWorks Plus, Eventide Quality Factor, and Eventide MediaAgent are proprietary Eventide Software. The Software License for this software follows:

### Product License and Usage Agreement

By installing, copying or otherwise using the Software, you agree to be bound by the terms of this License Agreement. If you do not agree to the terms of this License Agreement, do not use or install the Software.

1. License. YOU (either as an individual or an entity) MAY: (a) use this Software on a single computer; (b) physically transfer the Software from one computer to another provided that the Software is used on only one computer at a time and that you remove any copies of the Software from the computer from which the Software is being transferred; and (c) install a second copy of the Software in the event that the first Software installation is unusable. In addition, the Eventide NexLog firmware may only be installed on a purchased and Licensed Eventide NexLog Recorder.

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3. No Reverse Engineering and Other Restrictions. You agree that you will not (and if you are a corporation, you will use your best efforts to prevent your employees and contractors from attempting to) reverse engineer, disassemble, compile, modify, translate, investigate or otherwise study the Product (including, but not limited to any software, firmware, hardware components or circuits) in whole or in part.



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