Eventide®

NexLog™

Next Generation
Communications Logging Recorders

Mission-Critical Call Recording

Next Generation 9-1-1 Logging

NG9-1-1

VoIP • Digital • Analog • RoIP • Radio

Incident Replay • Call Evaluation

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NexLog™
Next Generation
Communications Logging Recorders

Eventide *NexLog*™ communications logging systems reliably *capture*, *store*, *protect*, *reproduce*, and *manage* important interactions and critical data. Eventide logging systems help you document and retrieve incidents, comply with regulations, and improve operations.

NexLog communications logging systems offer outstanding flexibility and ease of use, with a choice of advanced-capability remote software or convenient front panel operation. Call records are stored in a state-of-the-art SQL relational database, and Eventide logging systems feature an embedded Linux operating system for maximum reliability.

Eventide *NexLog* communications loggers offer multiple levels of resilience, including redundant power supplies, redundant hard disk drives (choices of RAID levels 1, 5, or 1+0), and multiple choices for archive redundancy and network-based archive storage.

*Public safety, government, institutional and industrial customers at thousands of sites worldwide trust **Eventide** mission-critical logging systems to reliably record and protect their most important interactions and related data.*

System Features

- **High-reliability network-ready logging system with embedded Linux OS and SQL database**
- **NG9-1-1 i3 recording and logging support**
- **Redundant power supplies and hard disk drives**
- **Multi-tier security with auto-expiring passwords**
- **Full-time recording for compliance**
- **Distributed recording for enterprises**
- **Records digital PBX, VoIP, analog, T1/E1, ISDN, SIP**
- **Records NG9-1-1 interactions via "SIP-Invite"**
- **Records IP-dispatch consoles, RoIP systems**
- **Records trunked and conventional 2-way radio**
- **Captures DNIS, CLID from your switch**
- **9-1-1 ANI/ALI and SMDR/CDR integrations**
- **Up to 1 Million hours of on-line storage**
- **Local archive to DVD-RAM, HDD, or USB drives**
- **Network archive to multiple/redundant NAS**
- **Central archive to another NexLog logger**
- **Live-monitoring of multiple channels**
- **Recording of desktop PC screen activity**
- **Web-based configuration manager software**
- **LCD color touch screen option for full control, incident replay, monitoring, and configuration**

NexLog 740
Communications Logging Recorder

- 3U platform • Redundant power • Redundant HDDs
- 8 - 96 Analog channels • 8 - 96 Digital PBX channels
- 24 - 192 T1/PRI channels • 30 -240 E1 channels
- 8 - 96+ VoIP channels • 8 - 96 NG9-1-1 SIP channels
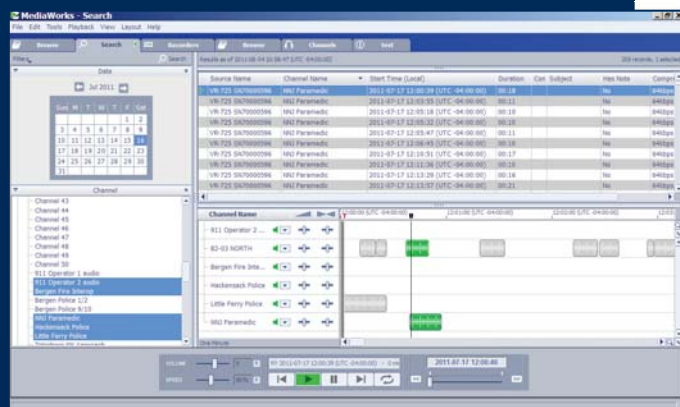
[Shown with optional color LCD touch screen]

NexLog 840
Communications Logging Recorder

- 4U platform • Redundant power • Redundant HDDs
- 8 -240 Analog channels • 8 - 240 Digital PBX channels
- 24 - 240 T1/PRI channels • 30 -240 E1 channels
- 8 - 96+ VoIP channels • 8 - 96 NG9-1-1 SIP channels

[Shown with optional color LCD touch screen]

Incident Replay and Management

Eventide **Media**Works™ browser-based or client software provides enhanced recording management capabilities including flexible search, multiple-call replay via graphical time-line with

pan/zoom, variable-speed replay, drag & drop into incident tabs, redaction, protection, burn calls or incident to CD, export or email incident, live monitor and instant recall.

MediaAgent™ software provides agents, call takers, and dispatchers with preset-based instant recall, variable-speed replay, record-on-demand, text annotation, and export to WAV.
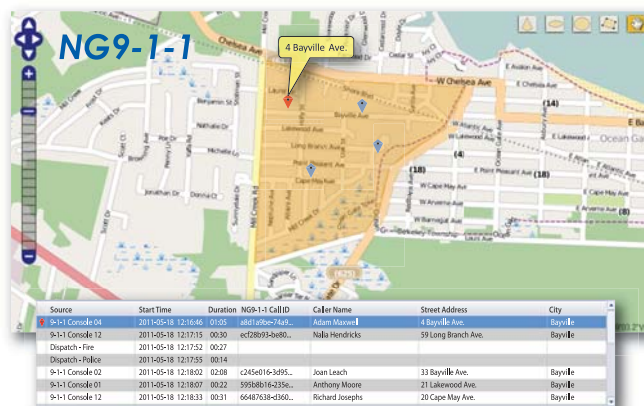
Call Evaluation and Reporting

An optional call evaluation module allows supervisors to efficiently evaluate calls for key attributes such as *fact-finding*, *voice clarity*, *situational control*, *adherence*, *empathy*, and *accuracy*. Evaluation questions and forms can be quickly adapted for special incidents, changing protocols, and new requirements. Evaluation reports help supervisors measure call handling quality and track performance by individual, by group, or by entire center.

Enhanced Logger Reports

NexLog communications logging systems include tabular and graphical reports that can be run at any time. These daily, weekly, and monthly reports provide managers with valuable information about call volumes and channel activity.

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Next Generation 9-1-1
Recording and Logging

NG9-1-1 Recording

NexLog communications logging systems have been designed to comply with the NENA i3 standard for recording of NG9-1-1 primary interactions via the "*SIP-Invite*" method. The resulting recordings are immediately available for replay, instant recall, forensic research, incident management, burn-to-CD, email, and export.

NG9-1-1 Logging

NexLog logging systems also support a standards-compliant NG9-1-1 event logging web service that allows other NG9-1-1 subsystems (functional elements) to deposit and retrieve data, such as call routing logs and geo-location. This web-service interface also permits other NG9-1-1 sub-systems to receive an incident's recorded media via RTSP.
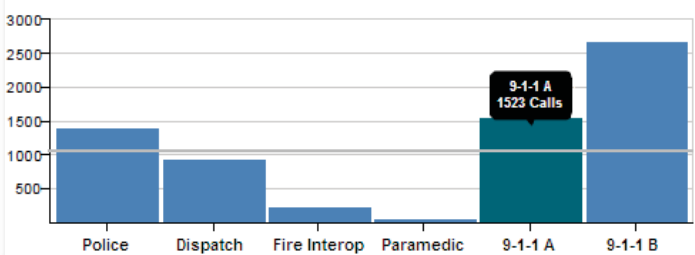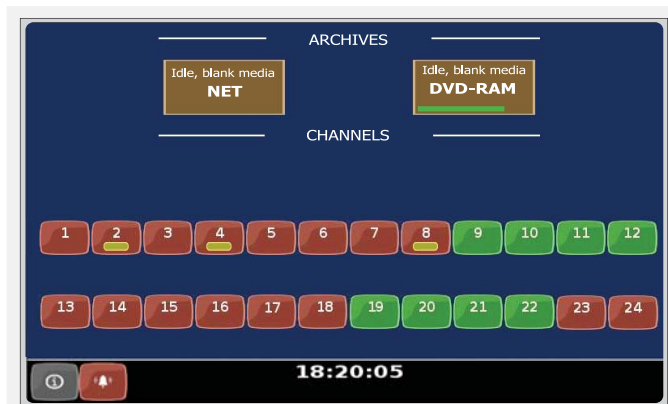

Geo-location data from NG9-1-1 may be retrieved by other applications via the **NexLog** logging web-service, enabling the development of advanced and upcoming applications such as browser-based searching for recordings by geo-shape.

Browser-based Configuration Manager

NexLog communications loggers include the **NexLog** *Configuration Manager* software, which permits secure browser-based access to system configuration parameters. **NexLog** *Configuration Manager* software also allows the administration of password policies and assignment of each user's system access permissions.

NexLog™
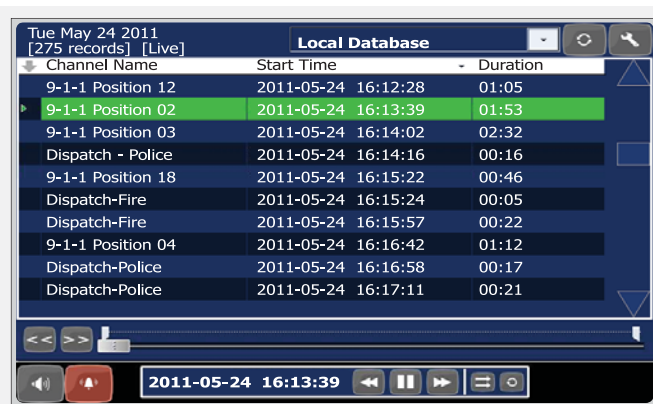### Next Generation Communications Logging Recorders

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Color LCD Touch Screen Option

The available color touch screen provides convenient control and replay at the logger's front panel. You can view the status of channels, archives and alerts, live-monitor channels, and configure the system. Playback functions include search and replay, protect calls, create incidents, add calls to an incident, export, and burn to CD.

Info mode: Status of channels, archives, and alerts; Live-monitor

Replay mode: Search, playback, build incidents, export, burn to CD.

Technical Specifications – *NexLog* Communications Logging Recorders

System platform	▪ Non-proprietary recording and logging appliance ▪ Embedded Linux operating system ▪ Relational SQL database
Hardware base	▪ Industrial motherboard or System Host Board with Intel Core2 Quad CPU
Security	▪ User profiles control access by role and channels ▪ Programmable password expiration ▪ User access and actions audited
Local system control	▪ Control via optional 7" color LCD touch screen on front panel ▪ Control via keyboard, display, and mouse
Front panel audio controls	▪ Volume control ▪ Headset jack ▪ Line out (re-record) jack ▪ Built-in amplified speaker
Configuration utility	▪ Web-based *NexLog* Configuration Manager software for complete system management
Compression rates	▪ 13kbs GSM ▪ 16kbs ADPCM ▪ 32kbs ADPCM ▪ 64kbs PCM
Audio characteristics	▪ Frequency response: 200 Hz to 3400 Hz ▪ Signal/Noise: >50dB ▪ Crosstalk: -60dB ▪ AGC: programmable
Record activation	▪ VOX ▪ Off-hook ▪ Continuous ▪ Scheduled ▪ On-demand ▪ Optional contact closure detection
Network	▪ Ethernet 10/100/1000Mps ▪ TCP/IP protocol ▪ Dual NIC binding supported
Time synchronization	▪ Network time protocol (NTP) ▪ RS-232 ▪ Optional IRIG-B card
Analog interface	▪ High-impedance (10kOhm) inputs ▪ Integrated beep (warning) tone generation ▪ Tip/Ring voltage detection
Digital PBX telephone interface	▪ Passive recording for a wide range of popular digital PBX telephones
T1/E1 interface	▪ High-impedance passive recording ▪ T1 ▪ T1/ISDN-PRI ▪ E1 ▪ E1/ISDN30
VoIP recording interface	▪ Passive recording via port mirroring of a wide range of VoIP PBX telephones and SIP trunks ▪ Cisco BiB active recording
IP Dispatch and RoIP interface	▪ Recording of unicast or multicast RTP audio ▪ IP-dispatch console systems ▪ RoIP interoperability systems
Next Generation 9-1-1 interface	▪ SIP-Invite method for recording NG9-1-1 primary interactions ▪ NG9-1-1 data logging web service

	NexLog 740		*NexLog* 840	
Channel capacities	▪ VoIP phones: 8 - 96+ ch. ▪ NG9-1-1 SIP: 8 - 96 ch. ▪ Digital 2-wire: 8 - 96 ch. ▪ T1/ PRI: 24 - 192 ch. ▪ Mitel Superset, ROLMphone, or 4-w digital: 4 - 48 ch.	▪ SIP trunks: 8 – 96+ ch. ▪ Analog 2-wire: 8 - 96 ch. ▪ ISDN-BRI: 4 - 48 circuits ▪ E1/ISDN30: 30 - 240 ch.	▪ VoIP phones: 8 - 96+ ch. ▪ NG9-1-1 SIP: 8 – 96 ch. ▪ Digital 2-wire: 8 - 240 ch. ▪ T1/ PRI: 24 - 240 ch. ▪ Mitel Superset, ROLMphone, or 4-w digital: 4 - 120 ch.	▪ SIP trunks: 8 – 96+ ch. ▪ Analog 2-wire: 8 - 240 ch. ▪ ISDN-BRI: 4 - 120 circuits ▪ E1/ISDN30: 30 - 240 ch.
Hard disk drive array options	▪ 1 TB RAID-1 [2 x 1 TB] ▪ 3 TB RAID-5 [4 x 1 TB] ▪ RAID 1+0 options	▪ 2 TB RAID-1 [2 x 2 TB] ▪ 6 TB RAID-5 [4 x 2 TB] ▪ SAN option via FC-interface	▪ 1 TB RAID-1 [2 x1 TB] ▪ 3 TB RAID-5 [4 x 1 TB] ▪ RAID 1+0 options	▪ 2 TB RAID-1 [2 x 2 TB] ▪ 6 TB RAID-5 [4 x 2 TB] ▪ SAN option via FC-interface
Archive options	▪ Network archive to NAS ▪ USB Flash drive(s) ▪ Single/dual 9.4GB DVD-RAM	▪ Central archive ▪ USB HDD(s) ▪ Removable 500GB HDD	▪ Network archive to NAS ▪ USB Flash drive(s) ▪ Single/dual 9.4GB DVD-RAM	▪ Central archive ▪ USB HDD(s) ▪ Removable 500GB HDD(s)
Power supplies	▪ Dual hot-swap supplies ▪ 100-240 VAC, 50/60Hz ▪ 350 W		▪ Dual hot-swap supplies ▪ 100-240 VAC, 50/60Hz ▪ 400 W	
Form factor, Physical	▪ 3U, rack-mountable ▪ 50 to 80 pounds (23 to 34 kg) ▪ 5.25"H [134mm] x 19"W [482mm] x 24"D [610mm]		▪ 4U, rack-mountable ▪ 65 to 95 pounds (30 to 43.2 kg) ▪ 7"H [178mm] x 19"W [482mm] x 26"D [661mm]	
Environmental requirements	(Operating) ▪ Temperature: +5C (41F) to 40C (104F) ▪ Humidity: 10-80%RH, non-condensing			

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