

Eventide Configuration Note

Eventide Screen Recording Client

Eventide part number 142351-02

Revision B

September 5, 2012

Revision History

Revision	Date	Description
A	22 June 2012	Initial Release
B	5 September 2012	Updated for Screen Capture 2.1.3

Please notify Eventide's Technical Support dept. about any errors in this document, so that we can make improvements as needed.

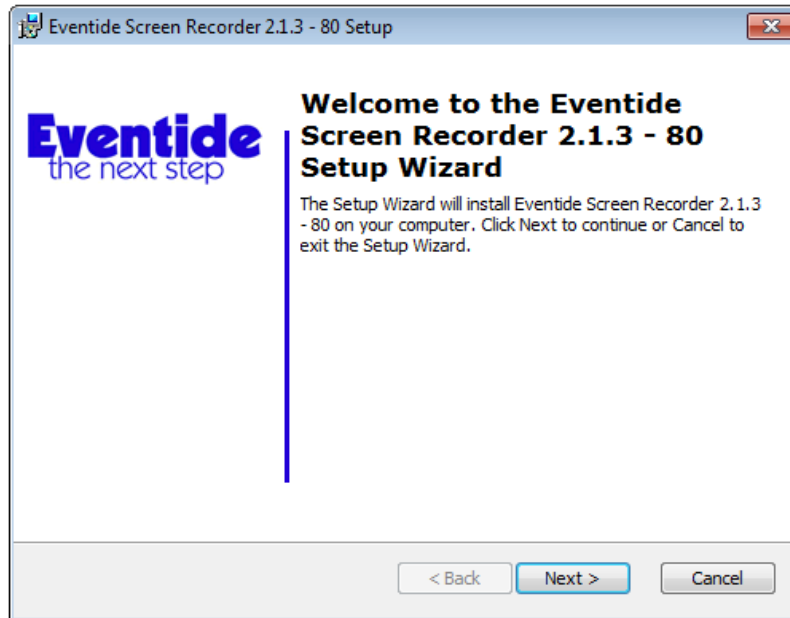
Copyright 2012, EVENTIDE INC.

Specifications and features may require specific Eventide software version(s).
Specifications are subject to change without notice or obligation.
Eventide is a registered trademark of Eventide Inc.

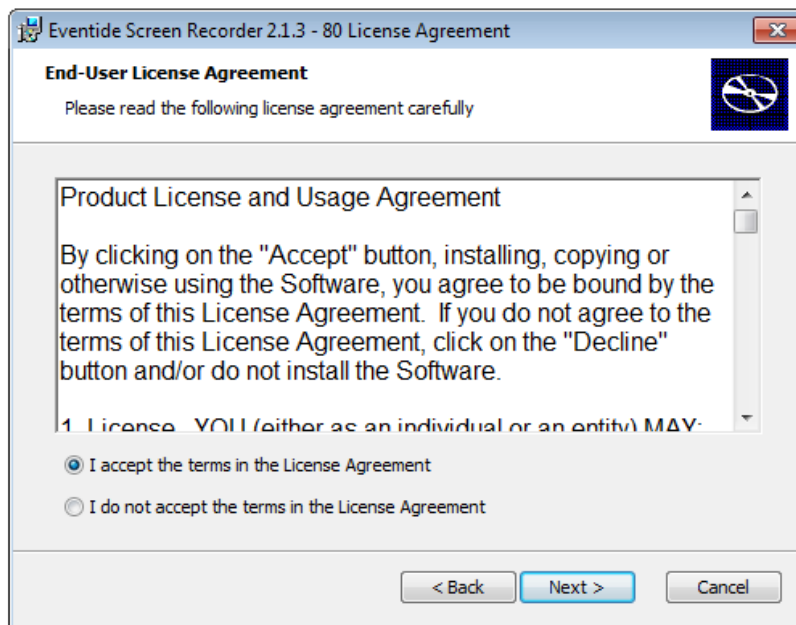
Capability descriptions and configuration instructions in this document that apply to non-Eventide products are provided for convenience, and are not guaranteed by Eventide Inc. to be accurate or complete. For definitive capability descriptions and configuration instructions for non-Eventide products, always refer to documentation provided by the manufacturer.

Installing Eventide Screen Recording Client on Windows XP or Windows 7 systems:

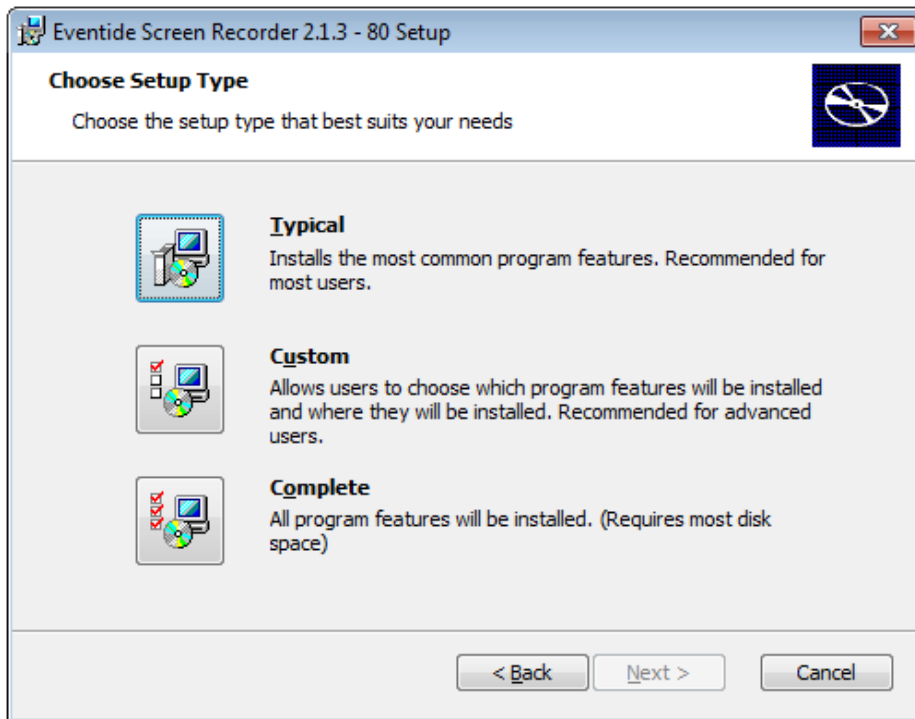
1. Download Eventide Screen Recorder 2.1.3, 272034_Install_Screenrecord_213.zip, from the dealer website.
2. Open the zip.
3. As an Administrator user on the PC, run the 272034_Install_Screenrecord_213.msi.



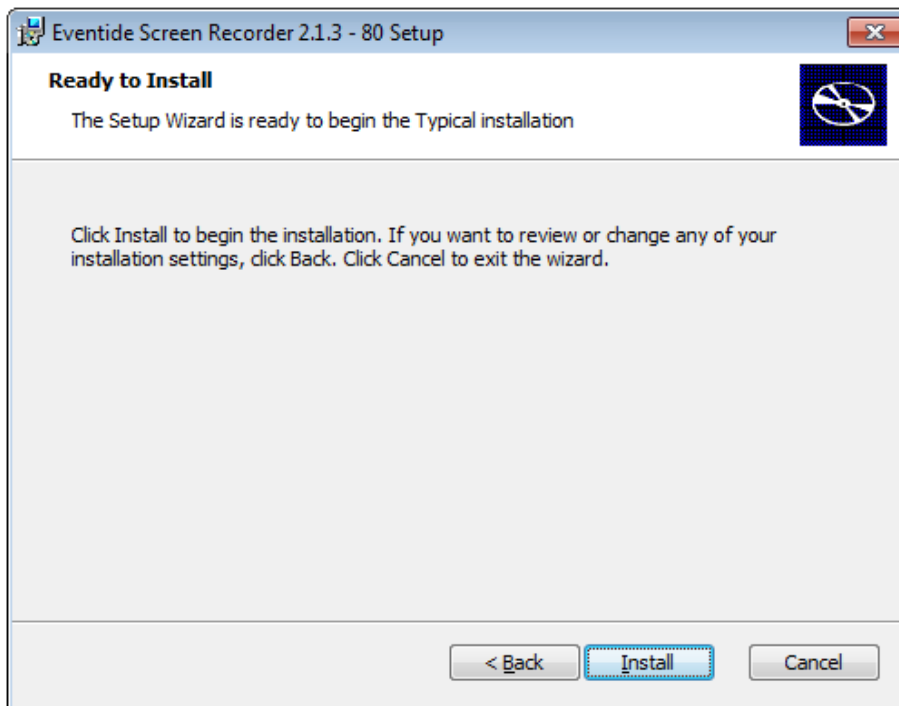
4. Click *Next >*



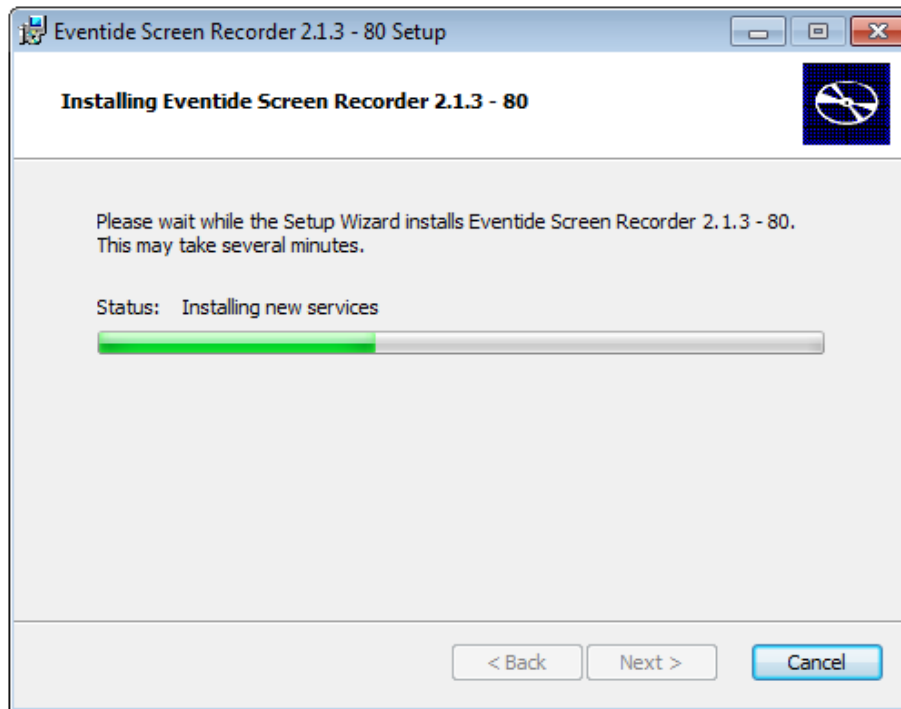
5. Read the Product License and Usage Agreement, then click *I accept the terms in the License Agreement*, then click *Next >*



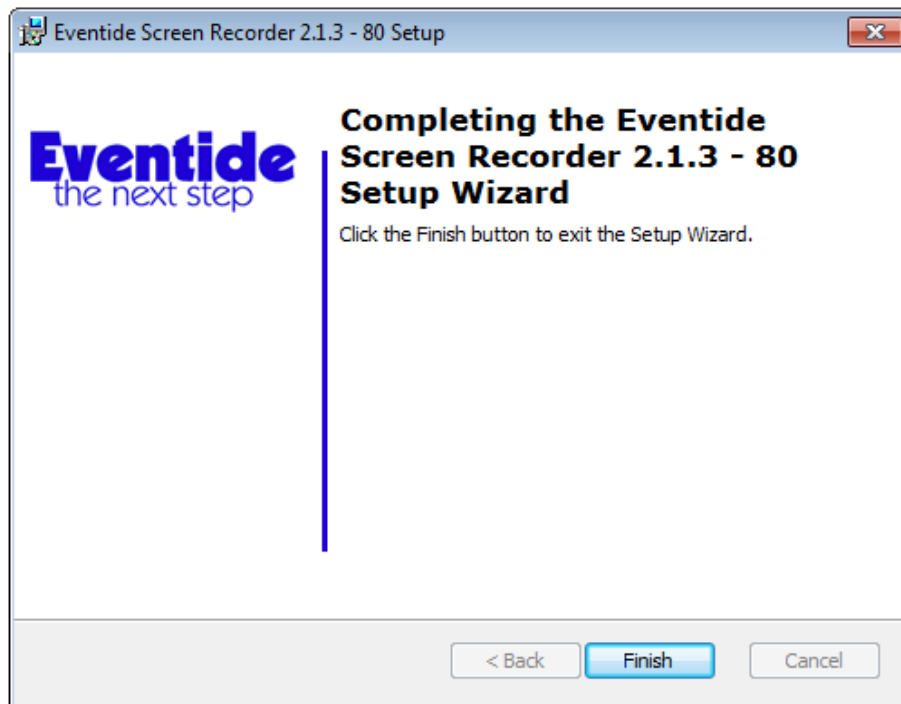
6. Click *Typical*.



7. Click *Install*.



8. The software will install.



9. Click *Finish* to exit the installer.

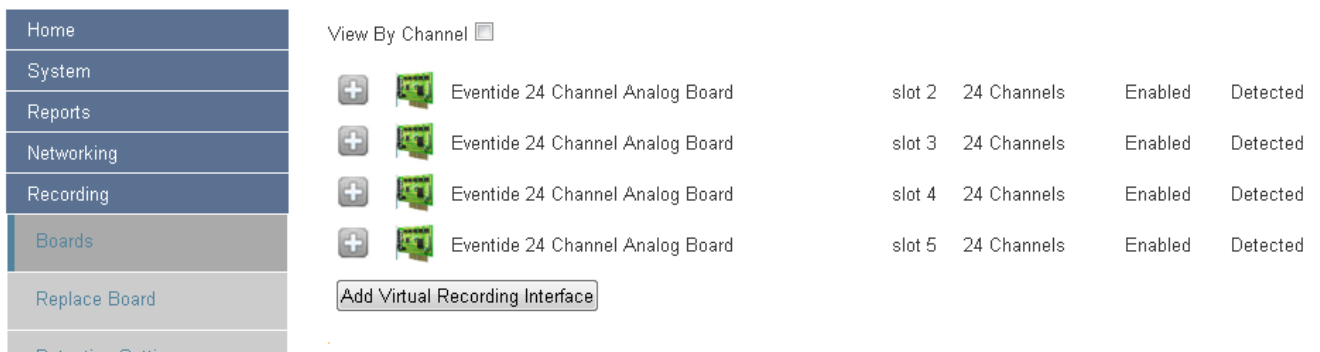
How to Configure the Eventide Screen Recorder Channel from the Recorder:

NOTE: Add-on licensing for the screen recording channels is required on the Eventide call logger (added using front panel setup or web-based Configuration Manager); you must add the license in order for the screen recording channels to record anything.

Configuration of the screen recording channel can be performed either from the recorder, or from the PC. It is not necessary to do both.

Eventide recorder configuration setup steps are provided below:

1. As described above, install the Eventide Screen Recorder Client on the Windows XP or Windows 7 system to be recorded.
2. Log into the Configuration Manager of the NexLog system you will be recording with.
3. Navigate to Recording: Boards:



4. Click Add Virtual Recording Interface:

ADD INTERFACE

Camera

Drop Box

Local IP No Template

Screen

Gateway

Channel Count:

5. It will default to Screen and a channel count of 1, leave these as is and press save. (You must have an individual virtual recording interface for each screen recording channel.)

View By Channel

		Eventide 24 Channel Analog Board	slot 2	24 Channels	Enabled	Detected
		Eventide 24 Channel Analog Board	slot 3	24 Channels	Enabled	Detected
		Eventide 24 Channel Analog Board	slot 4	24 Channels	Enabled	Detected
		Eventide 24 Channel Analog Board	slot 5	24 Channels	Enabled	Detected
		Screen Recording Channel		1 Channel	Enabled	

Add Virtual Recording Interface

- After you save, the Boards page will reload. Click on the text “Screen Recording Channel” (not on the + sign) and the Edit Board page will load:

EDIT BOARD | INFORMATION

Enable Recording Interface:

Channel Count:

Host:

Port:

User:

Password:

Save Cancel Delete

- Enter the IP address of the Windows XP or Windows 7 system to be recorded into the Host: field, and click Save.
- Click the + box.

		Eventide 24 Channel Analog Board	slot 5	24 Channels	Enabled	Detected
		Screen Recording Channel	192.168.22.158	1 Channel	Enabled	

ACTIVITY	INPUT LEVEL	NAME	ENCODING	DETECT TYPE	TRIGGER	TIMEOUT	MORE
97	-48dB	Channel 97	VNC	ON	-32db	8 Sec	

Add Virtual Recording Interface

9. The default settings are to always record, with the recording broken into calls that are 12 hours long. If you would like other settings, you can edit the channel as you would any other NexLog channel. Click the gear to easily access an options page:

EDIT CHANNEL

Channel 97 ON VNC

Enable AGC:

Max Recording Duration(secs): 900 Enable

Activity Timeout(secs): Enable

Inactivity Timeout(secs): Enable

Metadata Missing Alert(count): 4 Enable

Gain: Enable

Data Summary Frequency 10 Compression Rate 40 Enable

Tag with windows user

Config Text

Metadata Cache Timeout Uses Enable

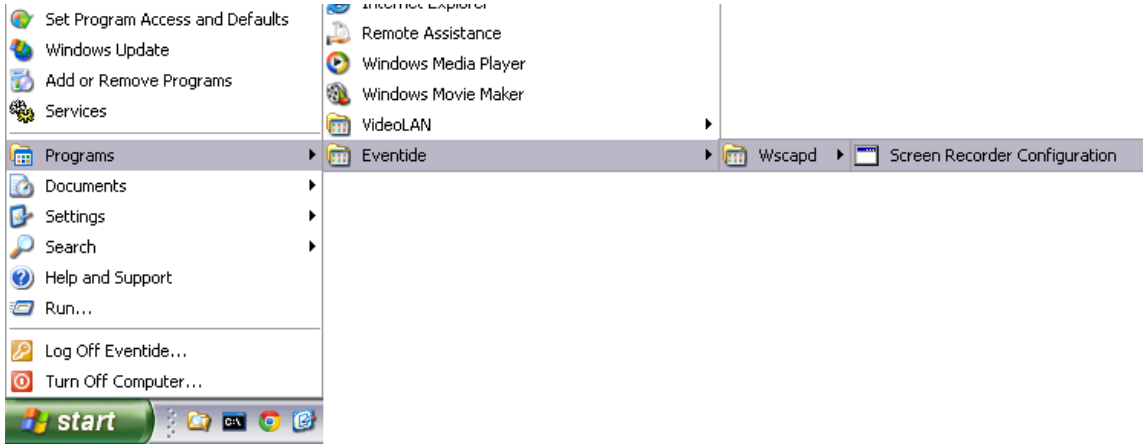
Save Cancel

10. The maximum duration of a call can be set with the Max Recording Duration (secs) option. Enable it first in order to edit the duration time. Then save.
11. To configure screen recording to be triggered by call activity on another channel, such as the telephone line of the workstation being recorded, see the next section on Call Grouping.

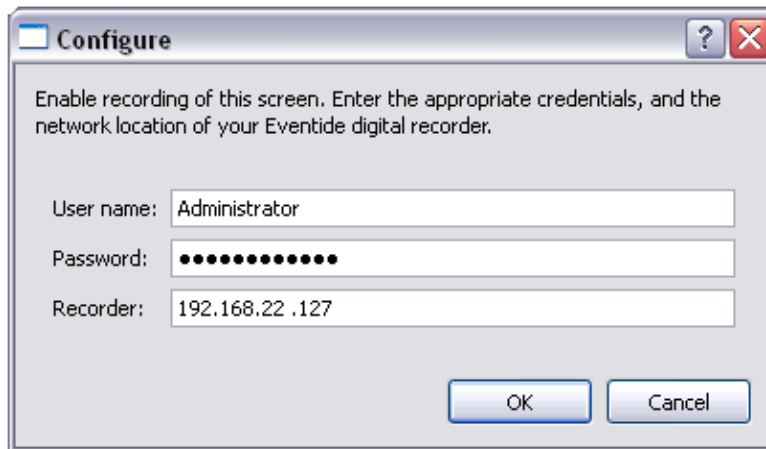
How to Configure the Eventide Screen Recorder Channel from the PC:

NOTE: Configuration of the screen recording channel can be performed either from the recorder, or from the PC. It is not necessary to do both.

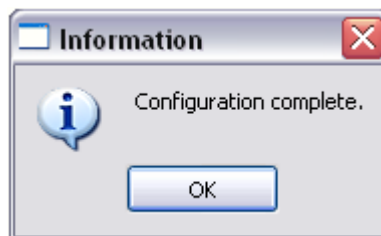
1. From the Start menu, select Programs: Eventide: Wscapd: Screen Recorder Configuration.



2. Enter the User Name and Password of an Administrator account on the Recorder you want to record to.
3. Enter the IP address of the Recorder.



4. Click OK.
5. A Configuration Complete message box will appear.

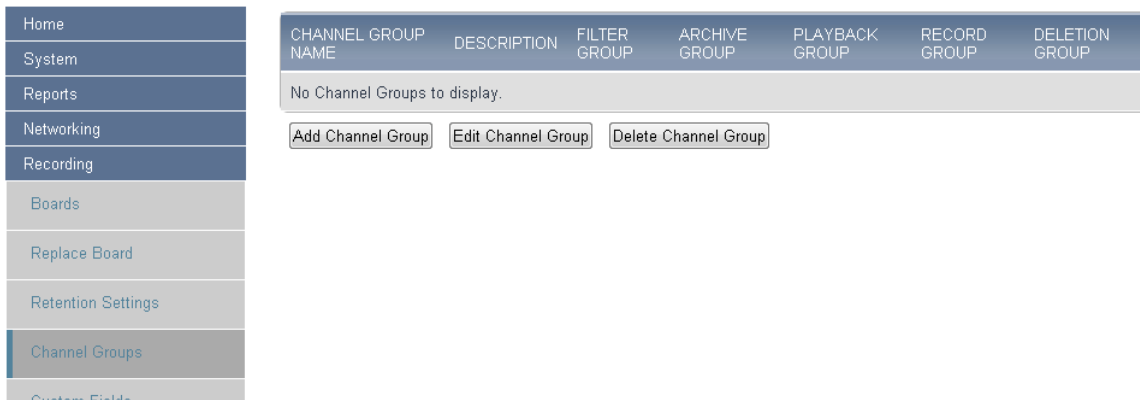


How to Configure the Eventide Screen Recorder Channel Grouping:

Channel grouping allows screen recording to be active when a phone call comes in at the workstation being recorded. The phone call is recorded normally and the screen channel records while the call is in progress, and then stops recording a configurable amount of seconds after the call finishes.

Eventide Channel Grouping setup steps are provided below:

1. As described above, install the Eventide Screen Recorder Client on the Windows XP or Windows 7 system to be recorded, and configure the screen channel on the Eventide NexLog.
2. Log into the Configuration Manager of the NexLog system you will be recording with. Navigate to Recording: Channel Groups.



3. Click Add Channel Group.
4. Enter a name and description.
5. Click the checkbox labeled Record Group:

The screenshot shows the "Add Channel Group" dialog box. It has four tabs: "CHANNEL GROUP" (selected), "CHANNELS", "PLAYBACK GROUP", and "RECORD GROUP". The "Name" field contains "Workstation 1 Group" and the "Description" field contains "Records Screen 1 when C". Under the "Options" section, there are five checkboxes: "Filter Group", "Archive Group", "Playback Group", "Record Group" (checked), and "Deletion Group". At the bottom of the dialog are "Save" and "Cancel" buttons.

6. Click the Channels tab.
7. The channel group is defined here, by adding filters that include channels by matching channel name or channel number. The channel that determines recording behavior for all channels in the group is the Master channel, and when creating a channel group, the checkbox for Master will default to on for the first channel added.
8. Enter the number of the Master voice channel by clicking the Range radio button, then entering its number in both fields, like so:

The screenshot shows the 'CHANNELS' tab in a configuration window. At the top, there are four tabs: 'CHANNEL GROUP', 'CHANNELS', 'PLAYBACK GROUP', and 'RECORD GROUP'. Below the tabs, there is a form with the following fields:

- Name Filter:** A radio button is selected, followed by an empty text input field.
- Range:** A radio button is selected, followed by two text input fields containing the number '4', with the word 'to' between them.
- source:** A text input field containing the word 'local'.
- Master:** A checked checkbox.
- Add Filter:** A button located below the 'Master' checkbox.

Save Cancel

9. Click Add Filter. The Master checkbox will automatically be deselected
10. Repeat for the number of the screen recording channel associated with the workstation.

The screenshot shows the 'CHANNELS' tab in a configuration window. At the top, there are four tabs: 'CHANNEL GROUP', 'CHANNELS', 'PLAYBACK GROUP', and 'RECORD GROUP'. Below the tabs, there is a form with the following fields:

- Remove:** A button located at the top left of the filter area.
- Summary:** Text indicating the current filter settings: 'Range: 4 to 4, Source:local, Master:Yes'.
- Name Filter:** A radio button is selected, followed by an empty text input field.
- Range:** A radio button is selected, followed by two text input fields containing the number '97', with the word 'to' between them.
- source:** A text input field containing the word 'local'.
- Master:** An unchecked checkbox.
- Add Filter:** A button located below the 'Master' checkbox.

Save Cancel

11. Then click on the Record Group tab.

CHANNEL GROUP CHANNELS PLAYBACK GROUP **RECORD GROUP**

Wrap up time (secs):

12. This tab allows you to set a “Wrap up time” in seconds. This is time that the screen channel will continue recording after the voice channel is done recording, in order to record the actions of the agent as they wrap up the call in the call taker system. It defaults to 0.

13. Save the Channel Group by clicking the Save button.

14. Return to the screen channel on the Recording: Boards page:

		Eventide 24 Channel Analog Board	slot 5	24 Channels	Enabled	Detected
		Screen Recording Channel	192.168.22.158	1 Channel	Enabled	

ACTIVITY	INPUT LEVEL	NAME	ENCODING	DETECT TYPE	TRIGGER	TIMEOUT	MORE
	-48dB	Channel 97	VNC	ON	-32db	8 Sec	

15. Click the Detect Type, which defaults to ON, and set it to SCRIPT.

16. The voice channel should be set to something other than ON or OFF, for new calls to be started; when a new call comes in on the voice channel set in the group, the screen channel will also start recording.