Eventide® Communications

NexLog® DX SERIES

Speech Factor AI Transcriptions Implementation Guide

Version 2025.5[7251]

P/N: #142454

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Eventide Communications LLC
One Alsan Way
Little Ferry, NJ 07643
201-641-1200

www.eventidecommunications.com

Table Of Contents

1. About This Document

2. Audience

3. Assumptions

4. Related Documentation

5. Licenses

6. Overview

7. Prerequisites

7.1. Networking 17

8. Configuration

8.1. Adding the License 19

8.2. Background Transcriptions 20

8.3. Manual Transcriptions 22

8.4. Configuring Boost 25

8.4.1. Before Configuring Boost 25

9. Searching for Transcriptions

10. Contact Information

10.1. Technical Support 33

10.2. Sales 33

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1. ABOUT THIS DOCUMENT

This configuration guide is intended for Eventide Communications™ reseller (*a.k.a.* Service Provider) technicians and provides step-by-step instructions to configure Speech Factor™ AI Transcriptions for MediaWorks DX from Eventide Communications for *NexLog® DX-Series* recorders.

Where appropriate, this document references related supporting Eventide Communications documentation.

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2. AUDIENCE

This document is intended for Eventide Communications reseller technicians who will use it as a guide to configure Speech Factor AI Transcriptions for NexLog DX-Series recorders.

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3. ASSUMPTIONS

For this document, it is assumed that the customer already has a working integration from Eventide Communications deployed in their environment, together with all appropriate required licenses.

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4. RELATED DOCUMENTATION

Related customer-facing documentation includes:

- NexLog DX-Series Recorder User Manual*
- MediaWorks DX User Manual*

*These manuals can be found in the Web Configuration Manager under Utilities → Documents in both HTML and PDF formats.

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5. LICENSES

AI Transcriptions requires the following Eventide Communications product license for the AI Transcriptions Service.

- DX928 - Speech Factor AI Analytics T1

If your NexLog DX-Series recorder is enabled with this license, you can transcribe recordings in both Background Transcriptions mode and Manual Transcriptions mode. Each of these transcription modes is explained in this document.

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6. OVERVIEW

Speech Factor AI Transcriptions is an optional AI-based transcription product from Eventide Communications that enables a NexLog DX-Series recorder to be configured for Speech Factor AI Transcriptions. This feature, when enabled, offers the ability to transcribe calls as they record, including the ability to record multiple participants during a call. If recordings are separated, AI Transcriptions generates a transcription with each speaker listed individually, providing the ability to generate analytics across all lines.

Speech Factor AI Transcriptions includes the following features:

- Background Transcriptions
- Manual Transcriptions
- 'Boost' Transcriptions

Speech Factor AI Transcriptions can be enabled and configured either to run automatically in the background or can be configured manually. You can transcribe specified channels either in real-time (Background Transcriptions Mode) or can select an individual recording for transcription (Manual Transcriptions Mode) to provide quick and accurate transcriptions of calls and events.

The 'Boost' transcription feature provides ways to correct words or multi-word phrases that AI may mis-transcribe.

Note

Cloud-hosted "Background Transcriptions Mode" recording is sold on an annual basis and is licensed per resource/channel to transcribe.

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7. PREREQUISITES

The Service Account key is required to authenticate NexLog DX-Series recorders to the Google API. The Service Account Key will have been uploaded earlier already by an Eventide Communications technician, as indicated by the green check mark.

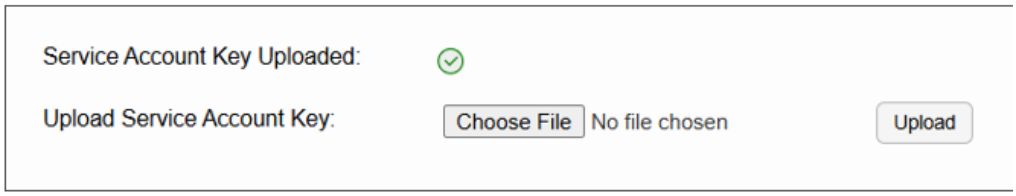

Fig. 7.1 Service Account Key Uploaded

Please contact service@eventidecommunications.com if the Service Account Key has not been uploaded.

7.1. Networking

The recorder will need to connect to four endpoints using HTTPS 443. In the event your firewall is very secure, please open up the following endpoints:

- https://accounts.google.com/*
- https://googleapis.com/*
- https://oauth2.googleapis.com/*
- https://cloud.google.com/*

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8. CONFIGURATION

You can configure a NexLog DX-Series recorder for Speech Factor AI Transcriptions. For Speech Factor AI Transcriptions to work, you must first set up a resource group from the web configuration manager of your NexLog DX-Series recorder. For more information, see the NexLog DX-Series User Manual 7.3.4. Resource Groups.

This section covers the configuration of each of the following Speech Factor AI Transcriptions features:

- Background Transcriptions
- Manual Transcriptions
- 'Boost' Transcriptions

8.1. Adding the License

To configure Speech Factor AI Transcriptions, you must add the license key to the NexLog DX-Series recorder.

To add the Speech Factor AI Transcriptions license to the recorder:

1. Sign in to the source NexLog DX-Series recorder's Configuration Manager with your credentials.

2. Have your 20-digit Speech Factor AI Transcriptions license key ready.

3. In the left navigation menu, select System → License Keys.

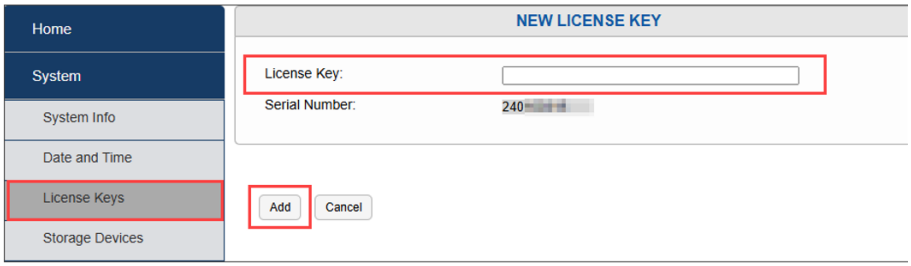
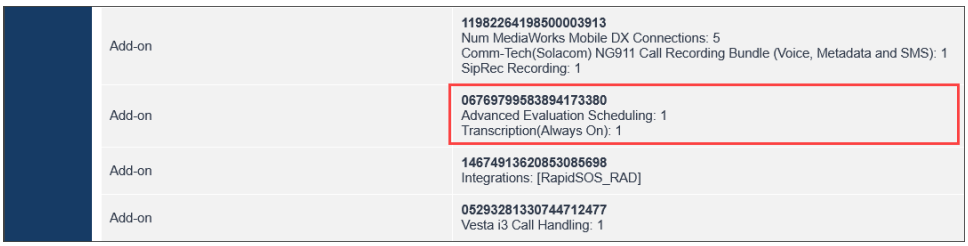


Fig. 8.1 Entering the License Key

4. In the right pane, select the Add Key button.

5. In the License Key field, enter your 20-digit license key.

6. Confirm that your Speech Factor AI Transcriptions license now appears in the License Key column. It will be listed as 'Cloud Transcription'. Your license is now active.



Add-on	**11982264198500003913** Num MediaWorks Mobile DX Connections: 5 Comm-Tech(Solacom) NG911 Call Recording Bundle (Voice, Metadata and SMS): 1 SipRec Recording: 1
Add-on	**06769799583894173380** Advanced Evaluation Scheduling: 1 Transcription(Always On): 1
Add-on	**14674913620853085698** Integrations: [RapidSOS_RAD]
Add-on	**05293281330744712477** Vesta i3 Call Handling: 1

Fig. 8.2 Background Transcriptions

8.2. Background Transcriptions

Background Transcriptions refers to an Speech Factor AI Transcriptions feature that can be enabled to automatically transcribe audio calls as they record in real-time. You can read the transcripts as they happen and instantly search for words or phrases.

> **Note**
>
> The number of channels that can be configured for simultaneous transcription in Background Transcriptions mode is determined by the number of channels purchased for the Speech Factor AI Analytics T1 license.

To enable Background transcriptions and apply them to call recordings, you must access the AI > Transcriptions navigation menu of your NexLog DX-Series recorder's web configuration manager and enable the Background Transcriptions integration.

To enable background transcriptions:

1. In the left navigation menu, select AI → Transcriptions . The Transcription page opens.

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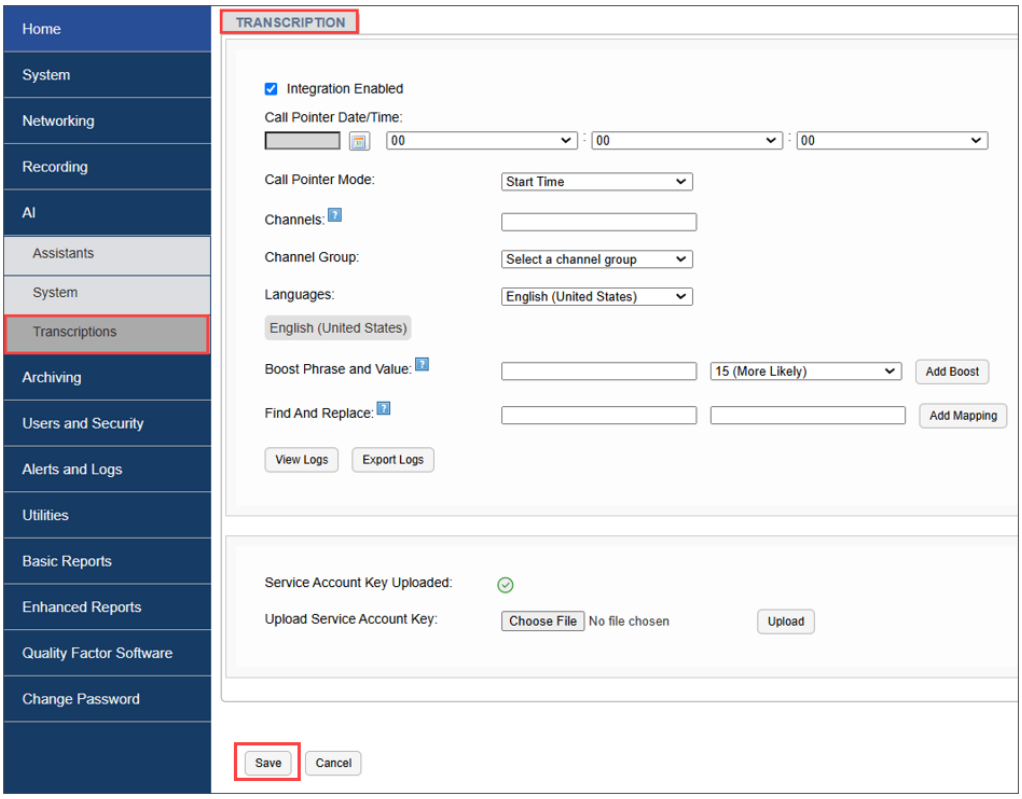

Fig. 8.3 Enabling Background Transcriptions

2. Make sure that the `Integration Enabled` checkbox is selected.
3. Under `Call Pointer Date/Time`, select the `calendar icon` and then select a date to populate the field.
4. To the right of `Call Pointer Date/Time`, select the time in hh:mm:sec for each of the three drop-down menu fields to specify when transcriptions will start.

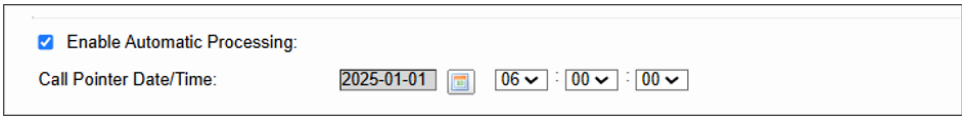

Fig. 8.4 Selecting the Date and Time

5. Under `Call Pointer Mode`, select `Start Time`. Call Pointer Mode Specifies the date and time at which AI Transcriptions will start transcribing call audio.

6. Channels: Specifies which channel(s) will automatically enable transcriptions. You can select an individual channel or a range. However, the preferred method is to select a Channel Group instead to transcribe calls. If you choose this method, you can leave the Channels category blank.

7. From Channel Group: , select a Channel Group to use to automatically transcribe calls.

8. In the Languages drop-down menu, choose your language. “English (United States)” is the default. Additional supported languages include Spanish, Portuguese, French, German, Italian, Russian, and Japanese. You can add up to four languages, which will then be listed on-screen.

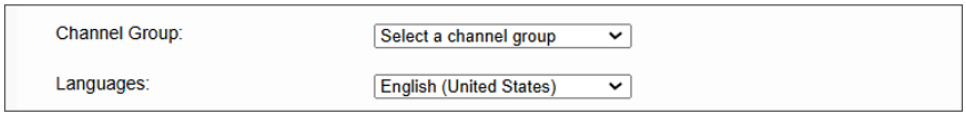

Fig. 8.5 Selecting Channel Group and Language

Once you have configured Background Transcription mode, MediaWorks DX will now automatically generate Speech Factor AI Transcriptions on all enabled resources in the background.

8.3. Manual Transcriptions

You can also configure transcriptions manually. Just as in Background Transcriptions mode, in Manual Transcriptions mode, you can generate Manual Transcriptions on any channel or recording by configuring and enabling the Manual Transcriptions integration from your NexLog DX-Series recorder’s web configuration manager, under AI → Transcriptions .

To generate manual transcriptions:

1. In the MediaWorks DX user interface, select a call.

2. Right-select the call and choose Generate Transcription .

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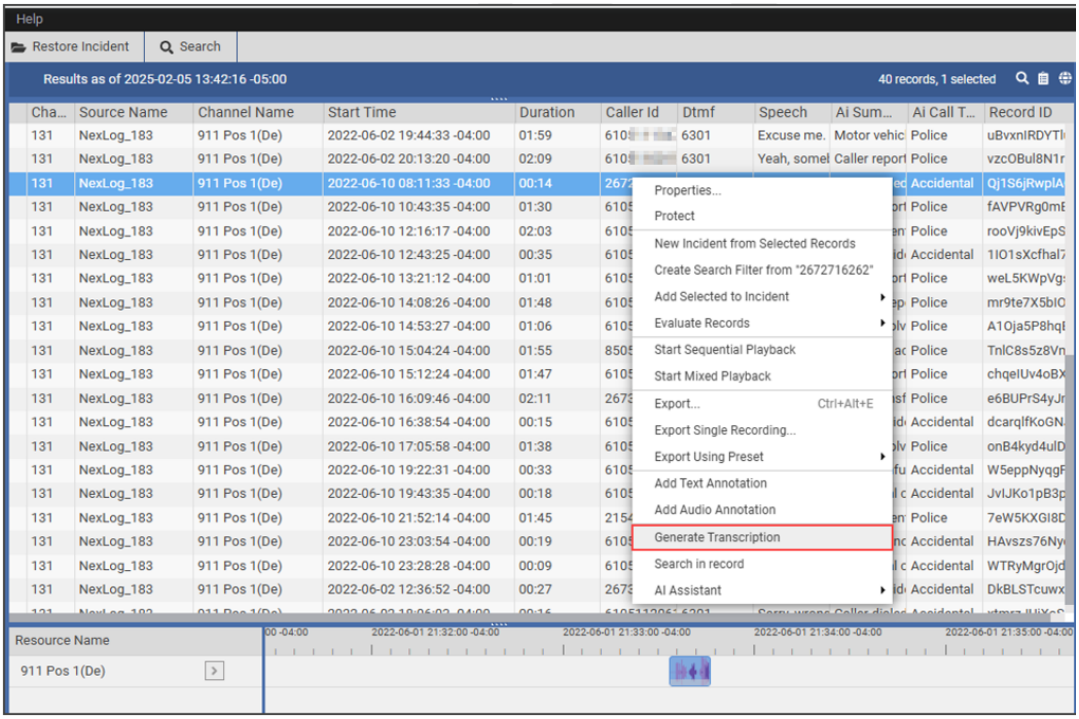

Fig. 8.6 Generating Manual Transcriptions

The call transcription is now generated and displayed in the Call Properties dialog on the Transcription tab.

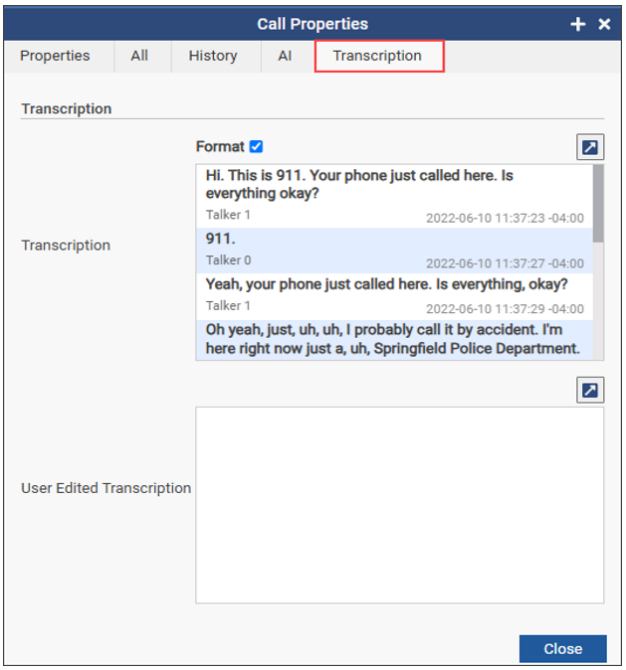

Fig. 8.7 Manual Transcriptions

3. As before, from your MediaWorks DX user interface, right-select a recording and then select `Generate Transcription`.

> **Note**
>
> Manual Transcriptions mode is billed by the number of hours of recordings transcribed, available in quantities of 1000-hour increments.

4. You can now sign into your MediaWorks DX user interface, right-select a recording and then select "Generate Transcription".

Once you have configured your choice of Transcription mode, MediaWorks DX will now automatically generate Speech Factor AI Transcriptions on all enabled channels in the background.

You can now search for your transcriptions in MediaWorks DX. See Searching for Transcriptions for more information.

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8.4. Configuring Boost

The 'Boost' feature provides ways to correct words or multi-word phrases that AI may mis-transcribe. Mis-transcriptions may occur either because AI interprets a word or phrase to be very similar to one found in its AI model, or because it is not found in it.

Boost increases the increases the likelihood that AI will correctly transcribe a word or phrase. The best strategy to have AI correct its transcription depends on whether it is found in AI's model. Here,trial-and-error is required because we have no way of knowing this.

8.4.1. Before Configuring Boost

Before configuring Boost for the customer, Eventide Communications suggests monitoring how transcription is working in the real world, looking at 911 calls. Boost is only required if issues exist to be resolved. As an important example, is the Agency Name being correctly transcribed? Is there a specific pattern of mis-transcribed words or phrases? If not, configuring boost may be deemed unnecessary at this time. If a specific transcription problem(s) exists, set up Boost, then monitor again.

Using Boost properly requires some explanation. Three examples follow that illustrate typical use cases. The first two examples will assume that a word or phrase is found in AI's model.

Example 1:

Suppose you have two similar or identical-sounding valid words, where both are found in AI's model, such as "whether" and "weather". If you wanted "whether" to be the more frequently-transcribed word, you could assign it a greater weight.

To boost a word or phrase:

1. In the `Boost Phrase` field, enter the desired word, "whether".
2. In the `Boost Value` field to the right, from the drop-down menu, select the highest weight value `20 (Very Likely)`.
3. To the immediate right in the `Boost Value` field, from the following drop-down menu options, choose `20 (Very Likely)`.
   - `0 (Very Unlikely)`
   - `5 (Unlikely)`

- 15 (Likely)
- 20 (Very Likely)

4. Select the Add Boost button.

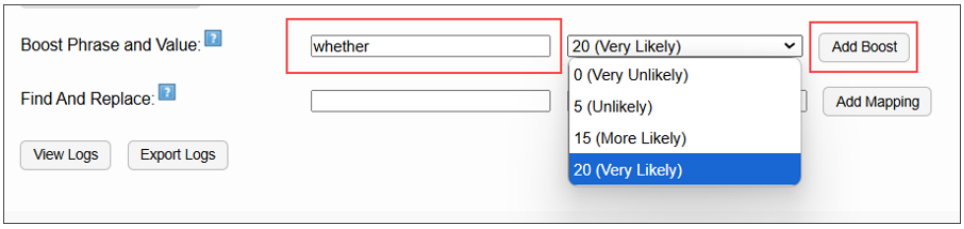

Fig. 8.8 Boosting a Word or Phrase for Transcriptions

Following this procedure maximizes the probability that AI will choose “whether” over “weather”, the majority of the time.

Example 2:

Similarly, suppose your agency name is ‘Barton County’, but AI mis-transcribes it as ‘Pardon County’. The assumption is that this is because although the phrase ‘Barton County’ *is* found in AI’s model, it is not at the top of the list of AI’s phrases. In this case, you can boost ‘Barton County’ so that it is correctly transcribed.

1. In the Boost Phrase field, enter the (correct) phrase, ‘Barton County’.
2. In the Boost Value field, select the greatest value 20 (Very Likely).

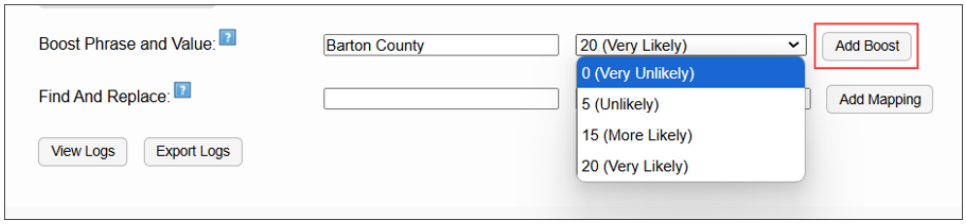

Fig. 8.9 Configuring the Boost Value Field

3. Select the Add Boost button. ‘Barton County’ is now likely to be transcribed the majority of the time.

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4. Similarly, add additional words or phrases as per customer requirement. Service Provider technicians should boost the end customer's Agency Name. Each added boost phrase becomes listed on-screen with its corresponding boost value.

   Conversely, had you assigned the lowest weight of "0 Very Unlikely" to 'Barton County', this would minimize the likelihood of 'Barton County' being transcribed, as opposed to similar-sounding phrases in AI's model. If this strategy fails, likely, the word or phrase is not found in AI's model.

   Example 3:

   In this example, the assumption is that a mis-transcribed word or phrase is *not* in the AI's model. This scenario requires a different strategy consisting of just two steps. Continuing with the "Barton County" example, again, suppose that phrase is mis-transcribed as 'Pardon County'. In this case, 'Barton County' is unknown to AI.

   To remedy this is a two-step procedure. In step one, what we can do is boost 'Pardon County'—the mis-transcribed word —which *is* in AI's model. (The reason for this will be made clear in step two). This gives 'Pardon County' the highest weight among similar phrases known to AI. The result is to increase the likelihood that the AI will transcribe that phrase.

   Now, in step two, we can use Search and Replace to create a fixed, one-to-one mapping between the mis-transcribed phrase, 'Pardon County' and 'Barton County', so that AI is now highly likely to transcribe 'Barton County' over any other phrase the majority of the time.

   The following steps illustrate this procedure.

To map a boosted word or phrase to another using find and replace:

1. In the `Boost Phrase` field, enter 'Pardon County', the mis-transcribed phrase.
2. In the `Boost Phrase Value` field, from the drop-down menu select `20 (Very Likely)`.

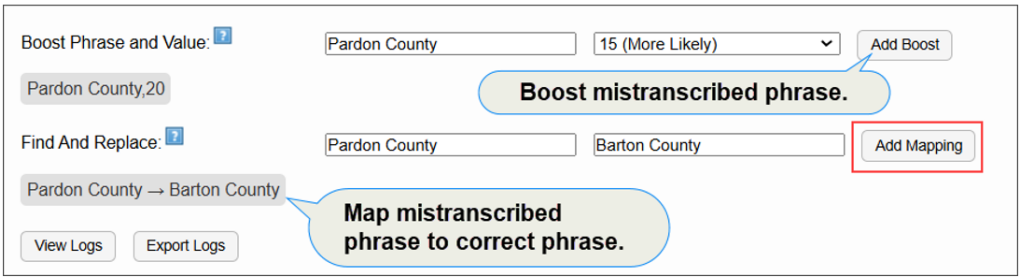

Fig. 8.10 Boosting a Word or Phrase Using Find and Replace

3. Select `Add Boost`.
4. In the `Find` field, enter ‘Pardon County’.
5. In the `Replace` field, enter ‘Barton County’.
6. Select the `Add Mapping` button.

   This mapping now maximizes the likelihood that AI will correctly transcribe ‘Barton County’ instead of ‘Pardon County’.

7. Repeat this process to configure replacement words for unknown names, adding word or phrase mappings as required. Each new mapped pair will appear on-screen across the page.
8. Leave the `Service Account Key` section as-is. The Service Account Key will have been uploaded earlier already by an Eventide Communications technician, as indicated by the green check mark in the next screenshot.

   By default, only configure the ‘911 Positions’ Resource Group for transcriptions.

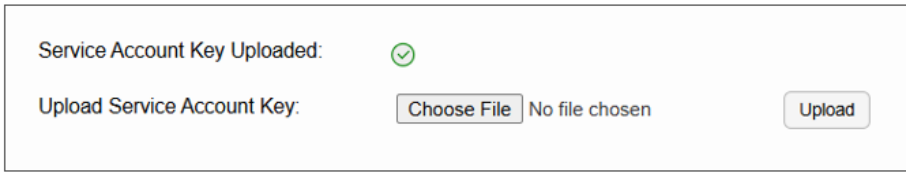

Fig. 8.11 Service Account Key

9. Select `Save`.

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9. SEARCHING FOR TRANSCRIPTIONS

You can search for and view your transcriptions in MediaWorks DX using the Transcription Tab search function. Transcription Tab search is a robust search filter option that gives you the ability to find keywords directly from call transcriptions.

To search for transcriptions:

1. Sign in to MediaWorks DX with your credentials.
2. Select the Search icon.

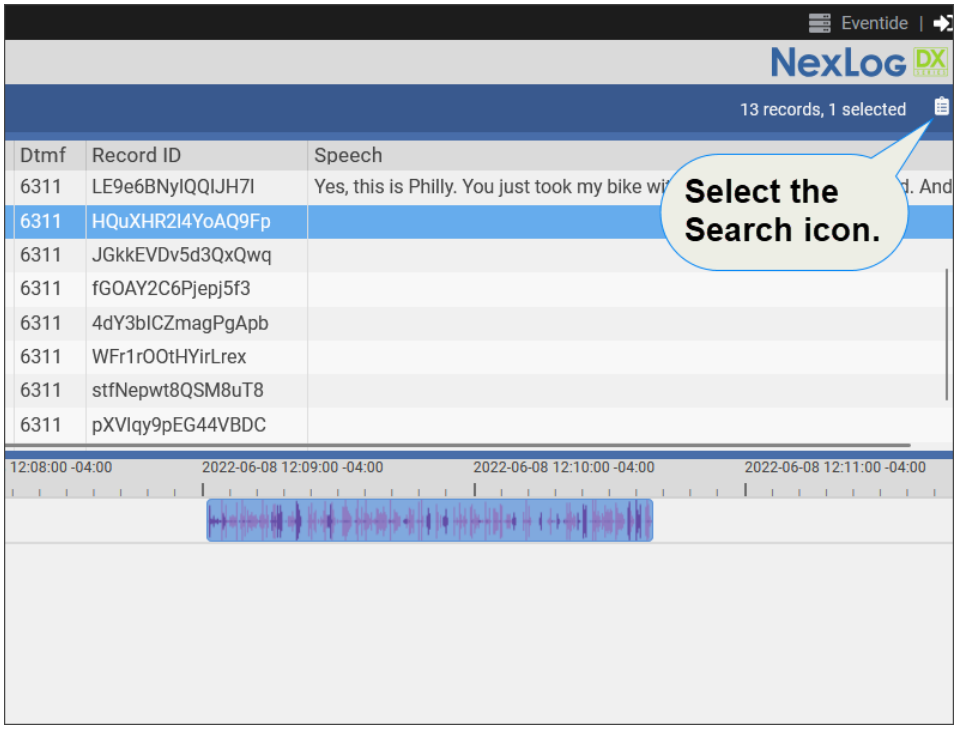

Fig. 9.1 Select Search Icon

The AI Transcriptions Search Tab dialog appears.

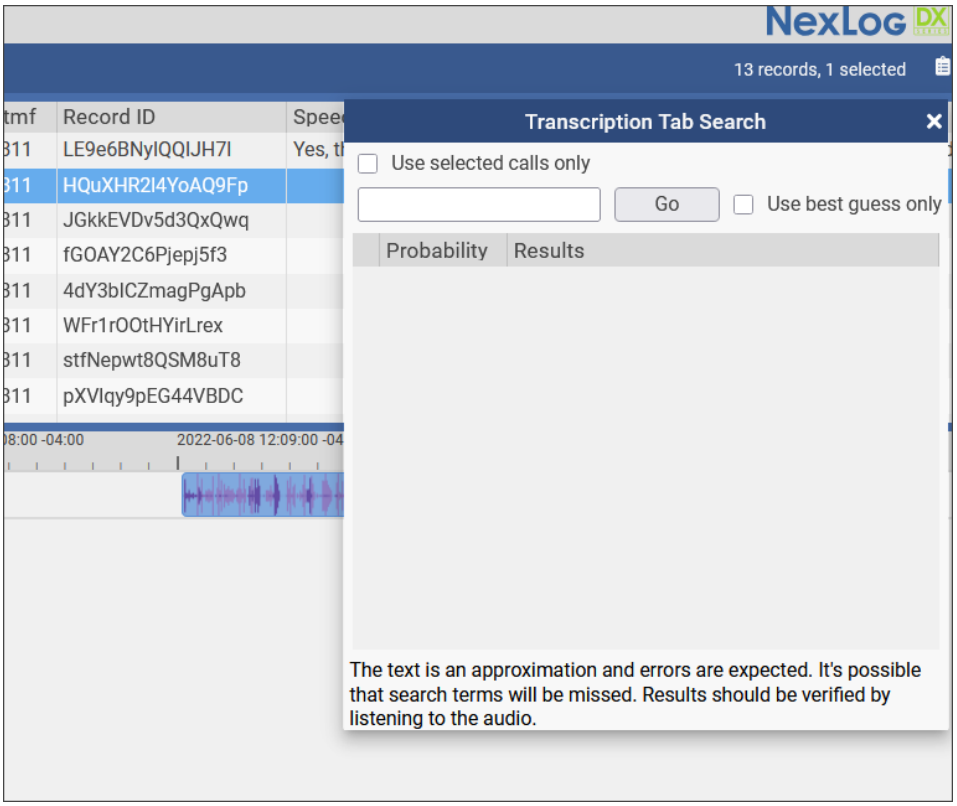

Fig. 9.2 Transcription Tab

1. In the Transcription tab Search window, type a search term or phrase (e.g. “call dropped”) in the search field and then select Go. All available transcription records that contain your search term or phrase will be listed in the Transcription tab Search window.
2. Select a target call from the results to listen to it.
3. To view the transcription, hover your mouse at the bottom of the timeline over the thin grey bar. The transcription text now becomes visible.
4. To confirm the accuracy of transcription results, listen to the call audio by selecting a call listed in the Transcription Tab Search window. Each call is shown with a green right-pointing arrow.

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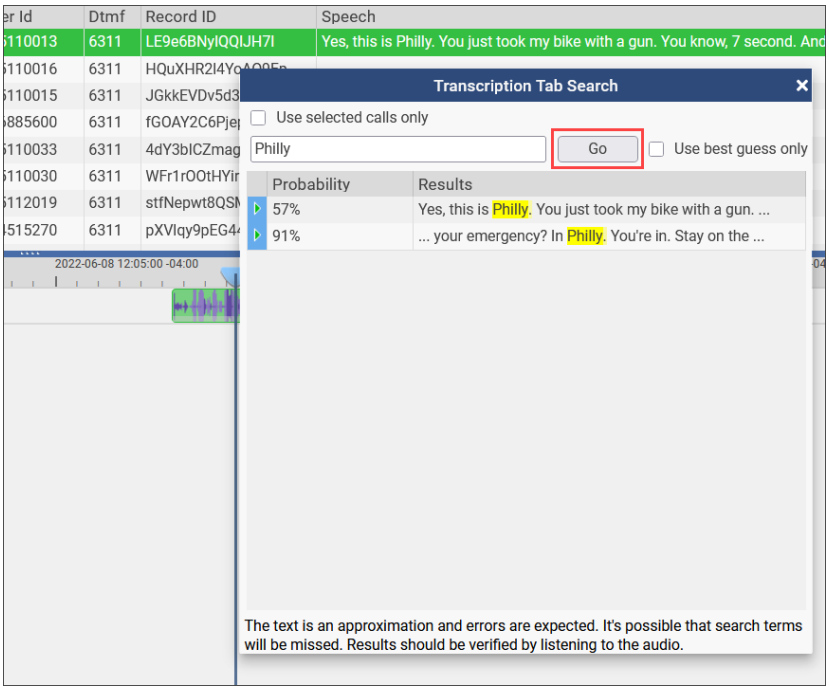

Fig. 9.3 Transcription Tab Search

You can view Transcriptions in recordings by hovering your mouse towards the bottom of the timeline, on its grey section, and also within the recording's call properties.

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10. CONTACT INFORMATION

10.1. Technical Support

Web: Eventide Communications Support

Email: service@eventidecommunications.com

Phone: +1(201) 641-1200, (Option 6, then 2)

Hours of Operation: 7:00 A.M. and 7:00 P.M. EST, Monday through Friday, except Eventide Communications business holidays.

10.2. Sales

Email: loggers@eventidecommunications.com

Phone: +1(201) 641-1200, (Option 6, then 1)

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