

NexLog
Advanced Recording Solutions



Agent Recording Control (ARC)

User Manual

Version 2025.5[6978]

Pre-Release

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1. INTRODUCTION

Agent Recording Control (ARC) by Eventide Communications™ is a desktop tool that uses customizable recording rules to record, block, suppress, or delete incoming recordings based on operational or compliance needs.

This manual provides details on how to install and configure ARC.

Use of ARC software may be subject to purchase of add-on licenses per NexLog® DX-Series recorders. Please contact loggers@eventidecommunications.com to discuss your requirements.

2. AUDIENCE

This user guide provides the procedural instructions and required information to install, configure, and enable the ARC client for *NexLog DX-Series* recorders through the NexLog Web Configuration Manager.

For this document, administrator-level knowledge of the Web Configuration Manager is assumed for those who are installing the client. See Section 3 - Installing ARC on a Workstation and Section 4 - Configuring ARC for more information.

Call-takers using the ARC Client in conjunction with *NexLog DX-Series* recorders should review Section 5 - Using ARC and Section 6 - Viewing Audio in MediaWorks DX.

3. INSTALLING ARC ON A WORKSTATION

This section highlights how to install the ARC client and enter your MediaWorks DX credentials to prepare the client for configuration.

3.1. How to Access the Installer

To download the installer:

1. Contact your NexLog DX-Series Reseller to obtain the latest ARC installer.
2. Once downloaded, select the ARC installer to launch the installation process. The Agent Recording Control Setup dialog opens.

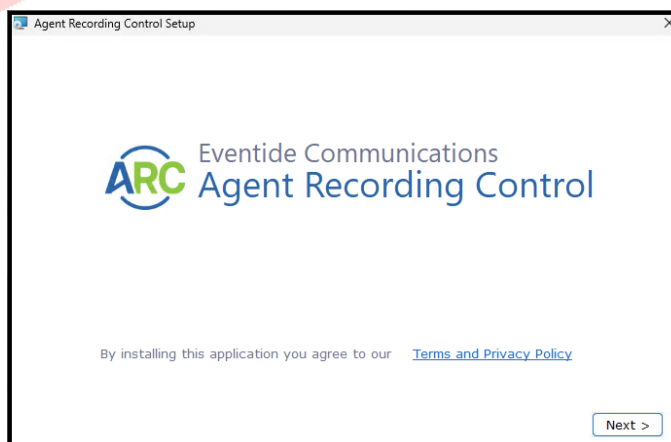


Fig. 3.1 Agent Recording Control Setup Dialog

3. Click Next to continue. The Configure Default Values dialog opens.

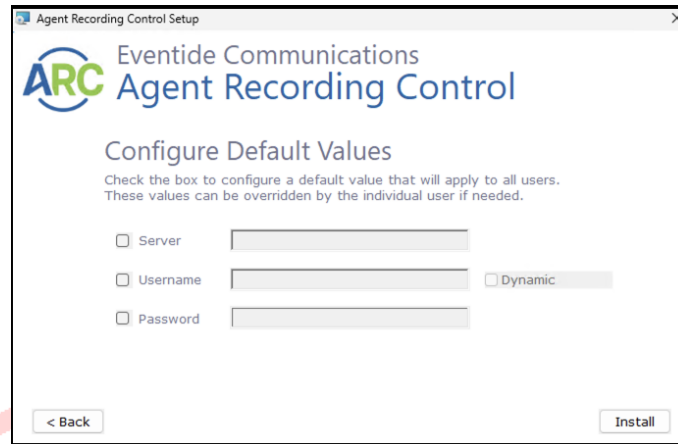


Fig. 3.2 Configure Default Values Dialog

4. Next, configure default values.

- a. In the Server field, select the Server checkbox and then enter the NexLog DX-Series recorder's IP address.
- b. Enter the user account credentials used to access MediaWorks DX:
 - In the Username field, select the Username checkbox and then enter your username.
 - In the Password field, select the Password checkbox and then enter your password.
 - Optionally, to configure pre-populated credentials for users based on the specific Windows account they use to log in to their workstations, select the Dynamic checkbox to the right of Username. For each user who logs in, the username updates automatically.
- c. Alternatively, leave these fields blank. In that case, users must enter their credentials manually for each login session.

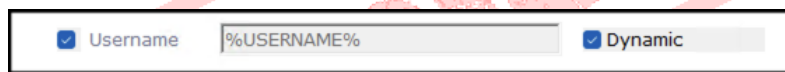


Fig. 3.3 Dynamic Checkbox Enabled for Username

You will see an installation progress bar.

5. After installation has completed, the final ARC installation page displays a checkbox that is selected by default to launch the ARC client automatically.
6. Select Finish to complete the installation and launch the client.

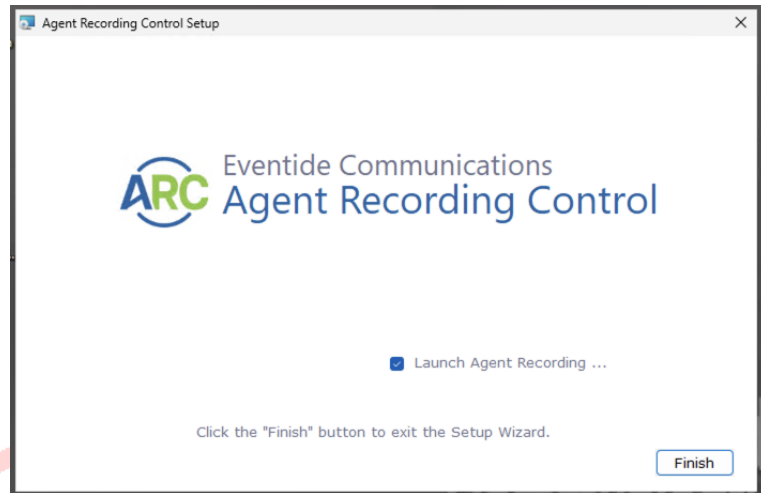


Fig. 3.4 ARC Finish Installation Dialog

If default values are configured during installation, they will be pre-populated in the ARC login page.

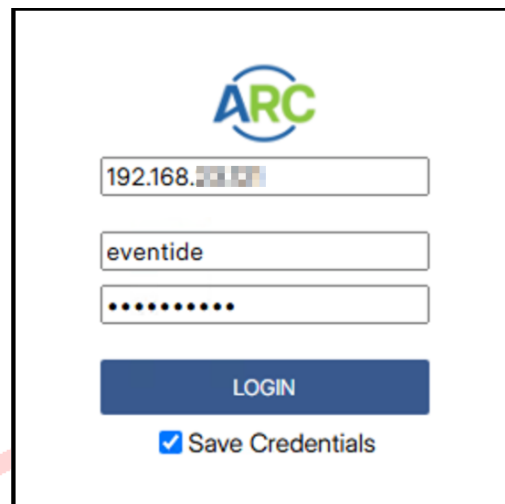


Fig. 3.5 ARC Login Page With Configured Default Values

After successfully installing and launching the ARC client, you can pin it to the Windows taskbar. This is optional but recommended for quick access to the ARC client.

To pin the ARC client to the taskbar:

1. Locate the ARC icon by clicking the down arrow in the taskbar at the bottom right.

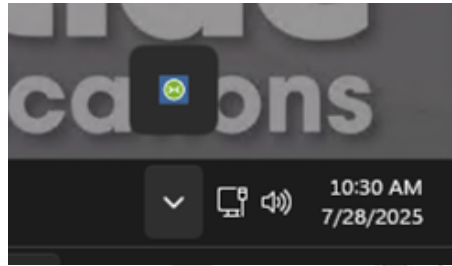


Fig. 3.6 ARC Icon on Taskbar

2. Drag the ARC icon over the downward arrow. When the pin icon appears, release your cursor to pin the ARC client to your taskbar.

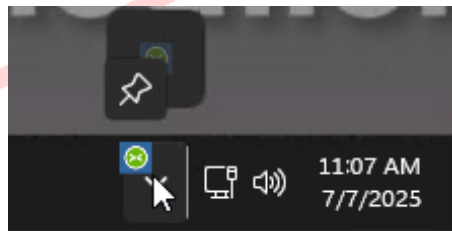


Fig. 3.7 Pinning the ARC Icon to the Taskbar

4. CONFIGURING ARC

The following sections cover the configuration of the ARC client.

4.1. Creating Selective Recording Rules

ARC uses selective recording rules that you can create to record, block, or delete incoming audio, based on specific metadata and channel numbers. You can create selective recording rules for ARC from the Web Configuration Manager of your recorder.

A Default rule can be set to activate automatically provided that no other recording rules are enabled for the same channel. For example, if a recording rule to block incoming calls is enabled alongside a default rule to record calls from the same channel, the default rule is not activated because the first rule takes precedence. If the recording rule to block incoming calls is disabled, the default rule is activated.

 Caution

Conflicting recording rules can disrupt audio capture and prevent rules from working as intended. To avoid issues with selective recording, ensure that metadata fields do not overlap with different recording actions.

For example, let's say both the following rules are enabled on the ARC Client:

- Block Channel 5 if Agent ID = Charlie
- Record Channel 5 if Channel Name = Position 5

If Channel 5 is named Position 5 and an incoming call is answered by Agent Charlie, both rules may activate simultaneously. This can cause unpredictable behavior in the ARC Client. The client may attempt to record the audio because the channel name is Position 5, while also trying to block the audio because the agent ID is Charlie. As a result, the outcome of the audio capture may be unpredictable and neither rule may function as intended.

Note that recording rules that feature overlapping channel ranges may not necessarily conflict with each other. Recording rules can share the same channel range provided that each rule includes unique metadata.

For example, the following rules do not conflict with each other:

- Block Channels 1-16 if Channel name = Position 2
- Block Channels 1-16 if Channel name = Position 1

Although these rules share the same channel range, they do not conflict because a channel cannot have more than one name. Position 1 and Position 2 refer to different channels, meaning each rule is activated by unique metadata. As a result, both rules can be enabled at the same time without any issues despite sharing the same channel range.

To create a selective recording rule:

1. In the Web Configuration Manager, click Recording → Selective Recording. The Selective Recording tab opens.

2. Click the Add Rule button to create a new selective recording rule. The Select Recording Rule Page opens.

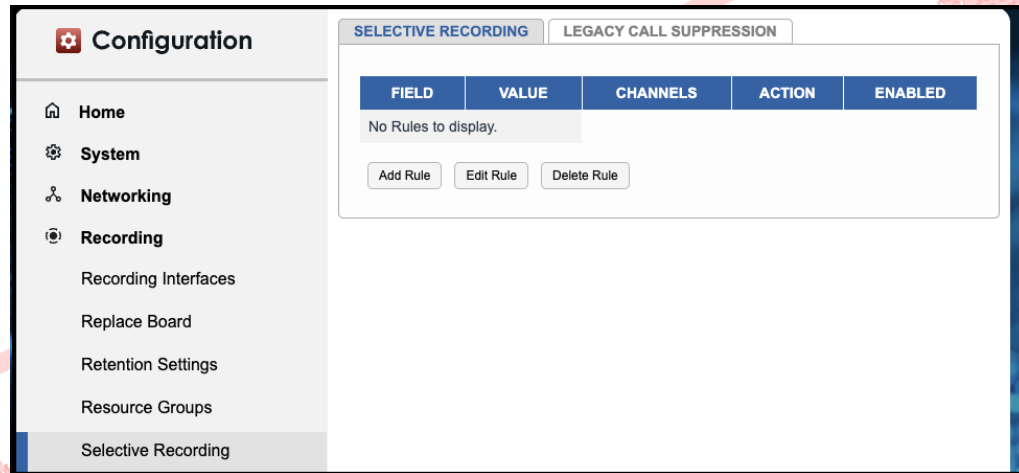


Fig. 4.1 Selective Recording Page

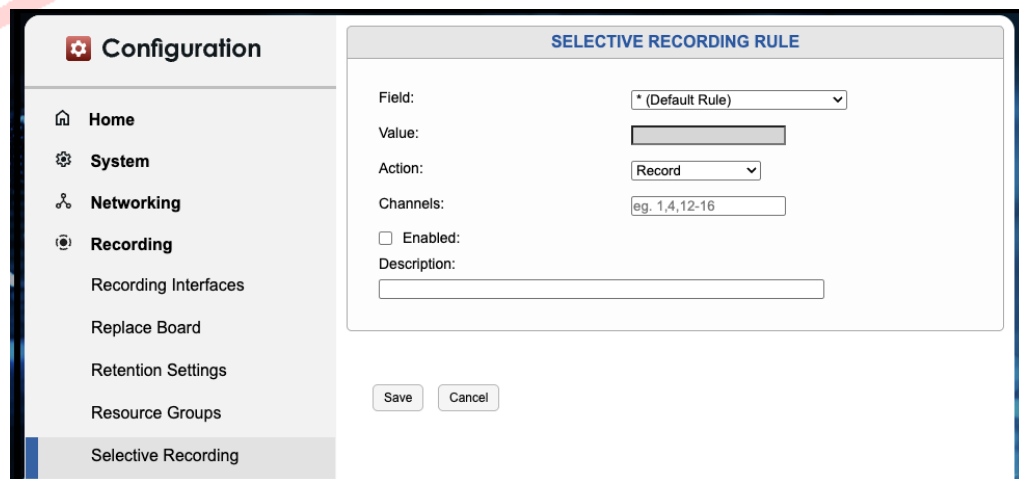


Fig. 4.2 Selective Recording Rule Page

3. Create a recording rule:

- a. Field: From the drop-down menu, select the metadata field that will be activated by the recording rule.
- b. Value: Enter the text for the metadata field. The value field will be grayed out if Field is set to *(Default Rule).

c. Action: Select an action to trigger when the rule matches a call. Available drop-down menu actions are:

- Record: Incoming audio is captured by the recorder. When disabled, audio is not captured unless a default rule is enabled to trigger a different action.
- Suppress: Incoming audio is muted by the recorder, but metadata is captured, and call length remains unaffected. When disabled, audio capture continues and remains part of the same recording. Note that parts of calls can be selectively suppressed.
- Block: Recording stops immediately when a rule is enabled. When disabled, incoming audio creates a new recording.
- Delete: When enabled, audio is captured by the recorder but deleted once the call completes.
- Block and Delete: Incoming audio stops immediately when enabled and recording is deleted once the calls completes.

d. Channels: Enter the channel or a range of channels for which the rule will apply.

e. Enabled: Select the checkbox to enable the rule.

f. Description: Enter a summary of the recording rule. This section is optional and can be left blank.

4. Click Save to create the recording rule.

Selective recording rules are based on metadata fields defined within the Web Configuration Manager. They are activated when metadata values match the values configured in the rules, but not when the change in metadata values is because of an internal where clause.

Certain recorder features—such as some CAD API commands or integrations like Mitel SMDR—can attach or modify metadata after a call has ended. These features often use internal logic, namely, a 'WHERE' clause, to apply metadata to calls. Metadata applied in this way using such conditional logic, does not activate selective recording rules.

4.2. The Configuration File

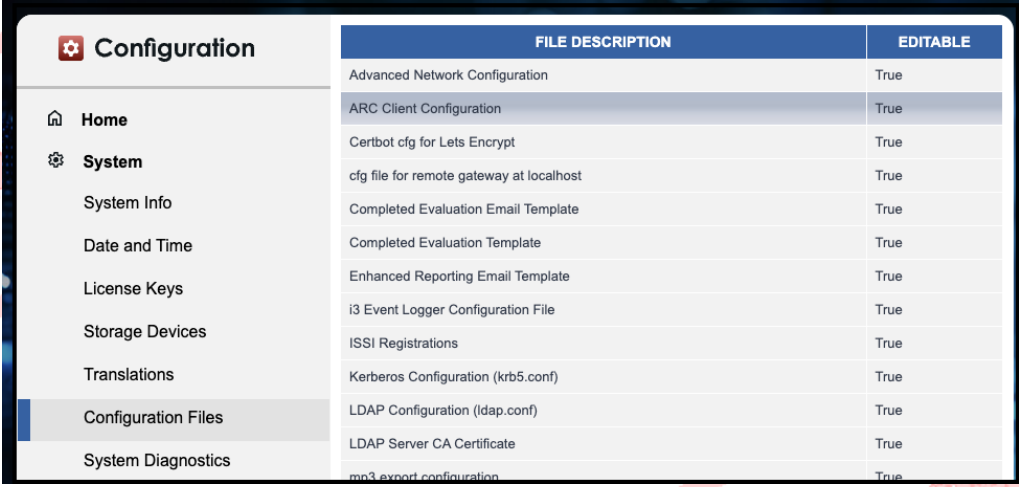
The ARC user interface is generated from a configuration file that includes rule identifiers linked to recording rules created in the Web Configuration Manager. This file can be updated there directly or uploaded as a JSON file. Note that only administrator users have access to the configuration file.

4.2.1. Reviewing the Sample Configuration File

A sample configuration file is available for review in the Web Configuration Manager. The sample file outlines the settings required for configuration with the ARC client.

To review the sample configuration file:

1. In the Web Configuration Manager, navigate to System → Configuration Files → ARC Client Configuration.



Configuration	FILE DESCRIPTION	EDITABLE
Home	Advanced Network Configuration	True
System	ARC Client Configuration	True
System Info	Certbot cfg for Lets Encrypt	True
Date and Time	cfg file for remote gateway at localhost	True
License Keys	Completed Evaluation Email Template	True
Storage Devices	Completed Evaluation Template	True
Translations	Enhanced Reporting Email Template	True
Configuration Files	i3 Event Logger Configuration File	True
System Diagnostics	ISSI Registrations	True
	Kerberos Configuration (krb5.conf)	True
	LDAP Configuration (ldap.conf)	True
	LDAP Server CA Certificate	True
	mp3 export configuration	True

Fig. 4.3 ARC Client Configuration Selected

2. At the bottom of the page, select View/Edit File. The configuration file page for ARC appears.
3. Click the highlighted icon as shown in Fig 4.4 to review the sample configuration file.

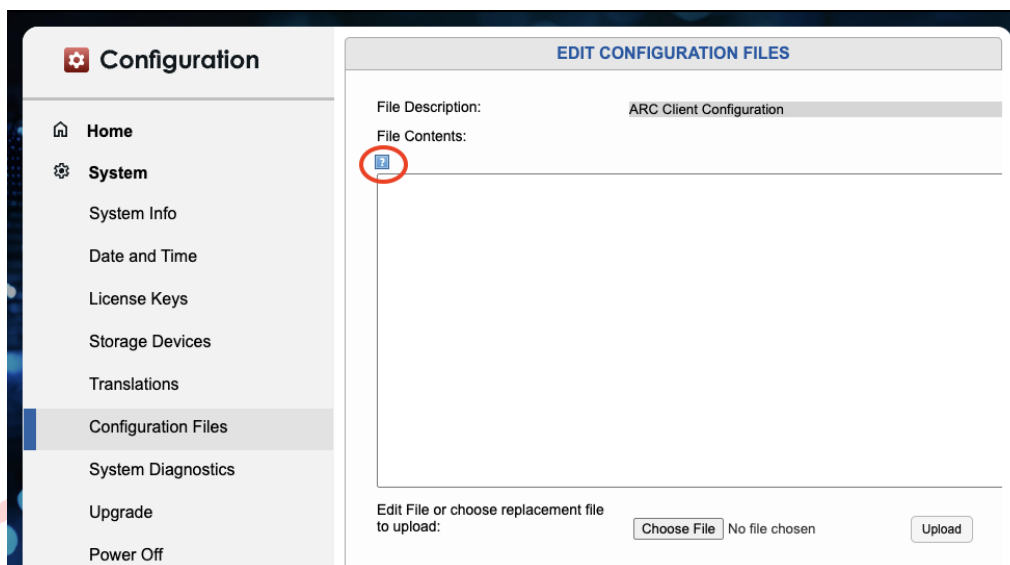


Fig. 4.4 ARC Configuration File Page

4. Review the sample configuration file to customize the ARC user interface. Note only the sections highlighted in red should be modified. The example in Figure 4.5 shows recording rules for the sample agents “Eventide” and “Charlie”.

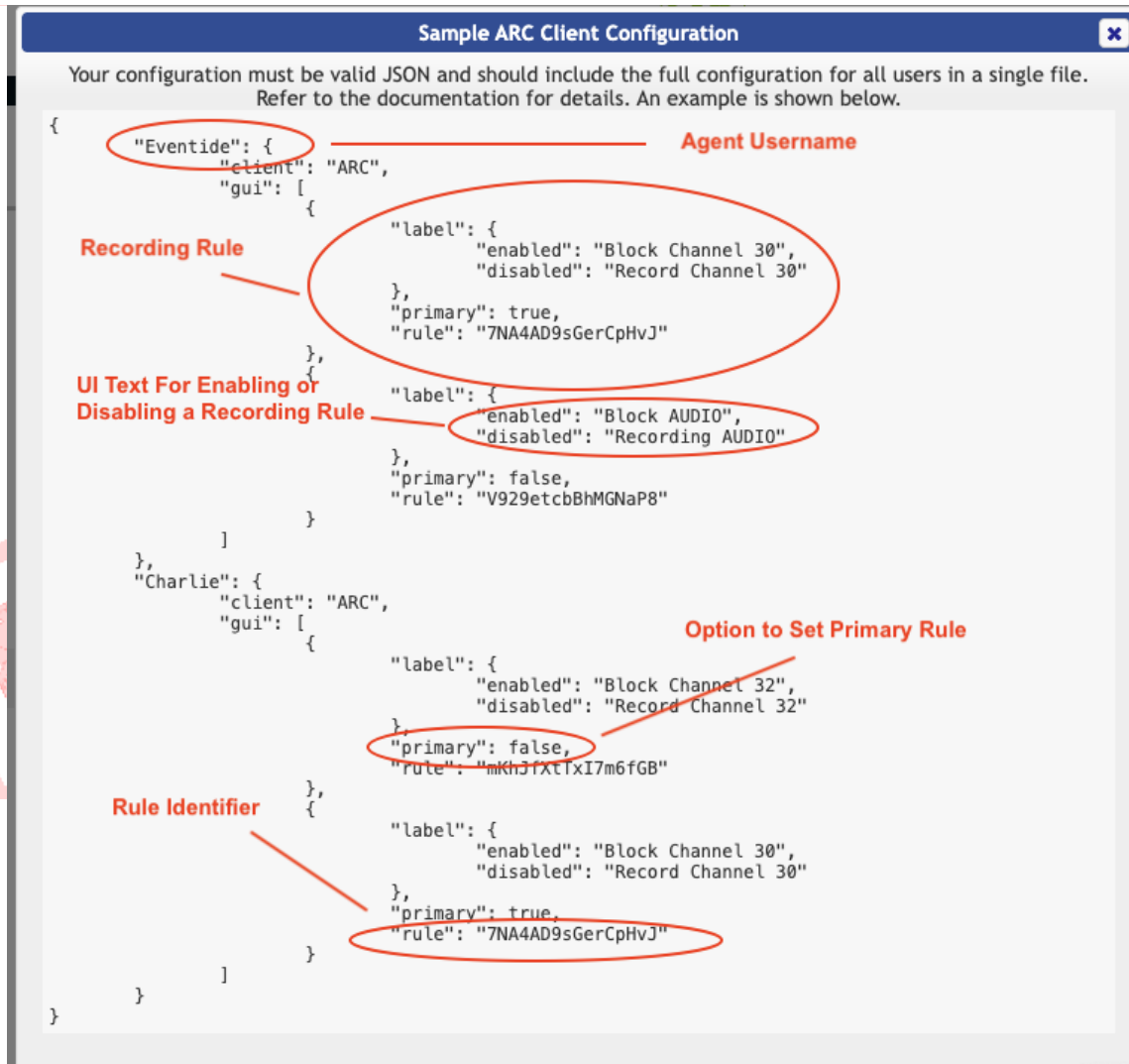


Fig. 4.5 Configuration File Annotated

4.3. Creating a Configuration File

The text within a configuration file should mirror the actions of the recording rules and rule identifier seen within that recording rule. To input this information, refer to the recording rule to update the file.

To create the configuration file:

1. Create a selective recording rule. See section Section 4.1 - Creating Selective Recording Rules for more information.
2. In the Web Configuration Manager, navigate to Recording → Selective Recording.

3. Select the recording rule and click Edit Rule.

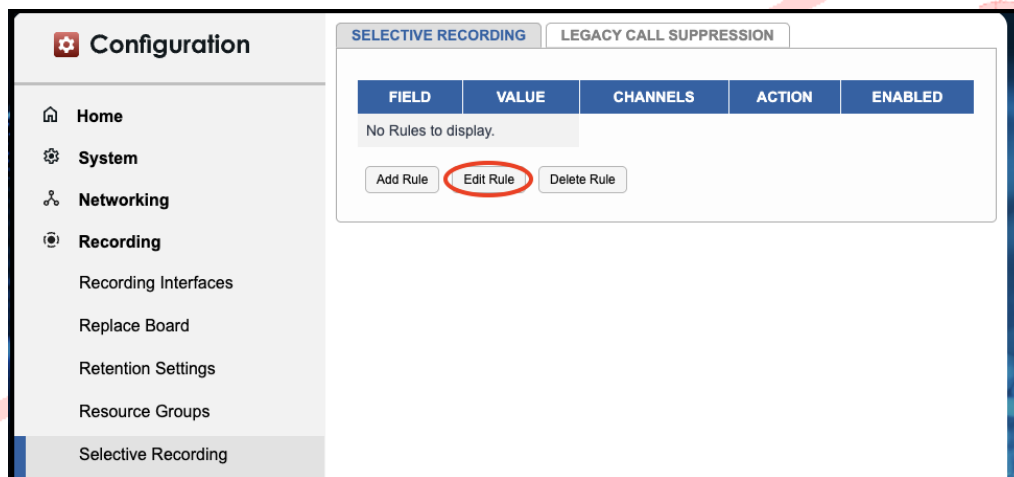


Fig. 4.6 Selective Recording Rule Page

4. Review the information in the recording rule.

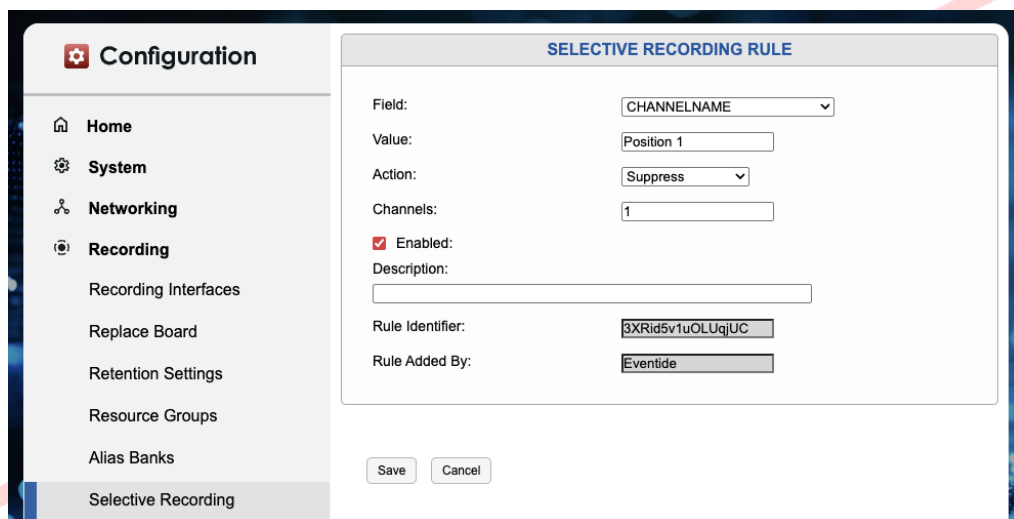


Fig. 4.7 Recording Rule Information

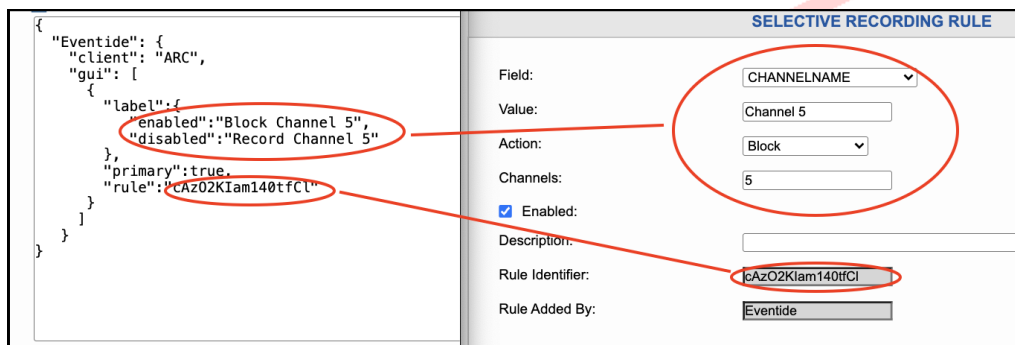
5. Access the configuration file by navigating to System → Configuration Files → ARC Client Configuration.



	FILE DESCRIPTION	EDITABLE
Home	Advanced Network Configuration	True
System	ARC Client Configuration	True
System Info	Certbot cfg for Lets Encrypt	True
Date and Time	cfg file for remote gateway at localhost	True
License Keys	Completed Evaluation Email Template	True
Storage Devices	Completed Evaluation Template	True
Translations	Enhanced Reporting Email Template	True
Configuration Files	i3 Event Logger Configuration File	True
System Diagnostics	ISSI Registrations	True
	Kerberos Configuration (krb5.conf)	True
	LDAP Configuration (ldap.conf)	True
	LDAP Server CA Certificate	True
	mp3 export configuration	True

Fig. 4.8 ARC Client Configuration Selected

6. Scroll to the bottom of the page and select View/Edit File.
7. Update the configuration file by adding the metadata field's information, channel(s) affected, and recording rule to the configuration file. See the next section *Configuration File Examples* for more examples of configuration files.



```

{
  "Eventide": {
    "client": "ARC",
    "gui": {
      "label": {
        "enabled": "Block Channel 5",
        "disabled": "Record Channel 5"
      },
      "primary": true,
      "rule": "cAzO2Klam140tfCl"
    }
  }
}

```

SELECTIVE RECORDING RULE

Field: CHANNELNAME

Value: Channel 5

Action: Block

Channels: 5

☒ Enabled:

Description:

Rule Identifier: cAzO2Klam140tfCl

Rule Added By: Eventide

Fig. 4.9 ARC Configuration File With Selective Recording Rule Information

8. Click Save.
9. Restart the ARC client to apply changes.

4.3.1. Configuration File Examples

Below are examples of ARC Client configuration files to display their different components and how they appear in the ARC client once configured.

4.3.1.1. Enabling or Disabling Values

Edit the values next to “enabled:” and “disabled:” in the configuration file to reflect the selective recording rules created in the Web Configuration Manager.

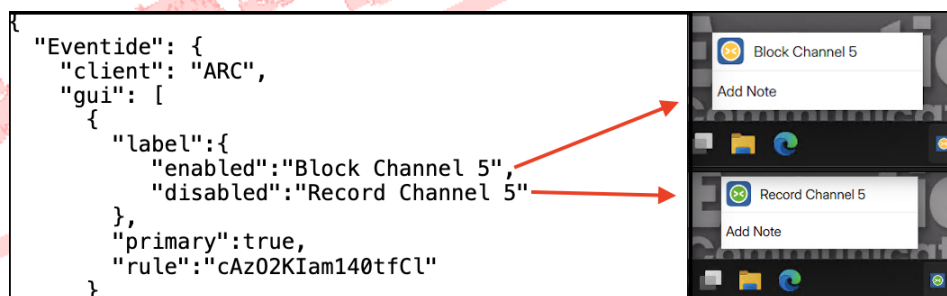


Fig. 4.10 Configuration File Example 1

To configure a recording rule to Block Channel 5, enter the value “Block Channel 5” for the “enabled:” value and “Record Channel 5” next to the “disabled:” value as shown in the example in Figure 4.10,.

You can add multiple rules to the configuration file.

Let’s say that you want to create two recording rules:

- Block Channel 5
- Suppress Channel 4

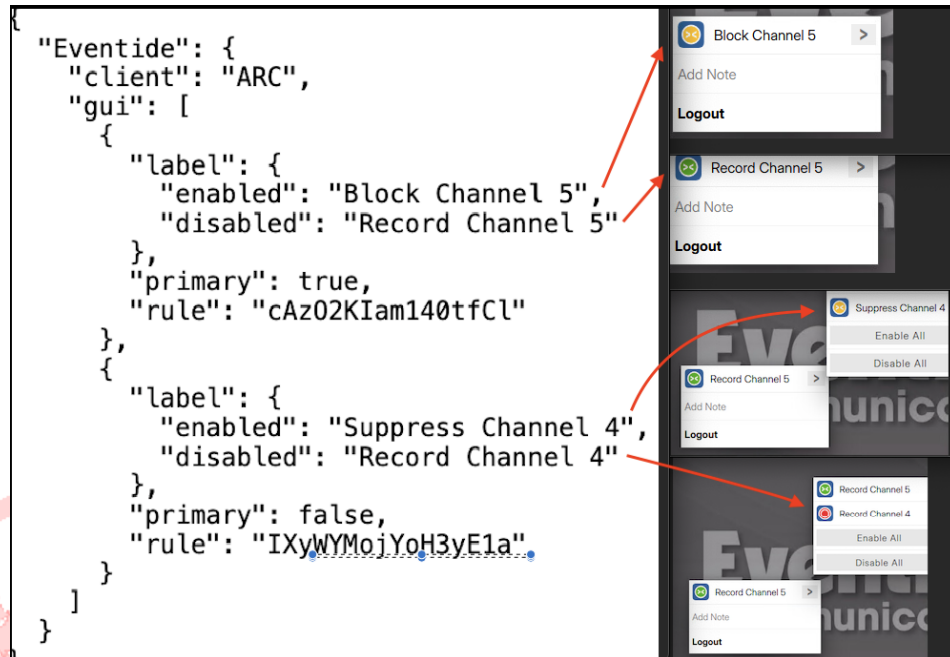


Fig. 4.11 Configuration File Example 2

To configure the first rule, enter the “Block Channel 5” in the “enabled” : value and “Record Channel 5” in the “disabled” : value.

To configure the second rule, enter “Suppress Channel 4” in the “enabled” : value and “Record Channel 4” in the “disabled” : value.

4.3.1.2. Setting Primary Values

The value of the “primary”: key can be modified to place a recording rule in the main menu. Entering the value as “true” sets a recording rule in the main menu. Entering the value “false” next to the “primary”: key sets a recording rule to appear in the drop-down menu when there are multiple rules.

Note that only one recording rule can be set to a value of “true”. Enabling this option for multiple rules prevents this feature from working as intended.

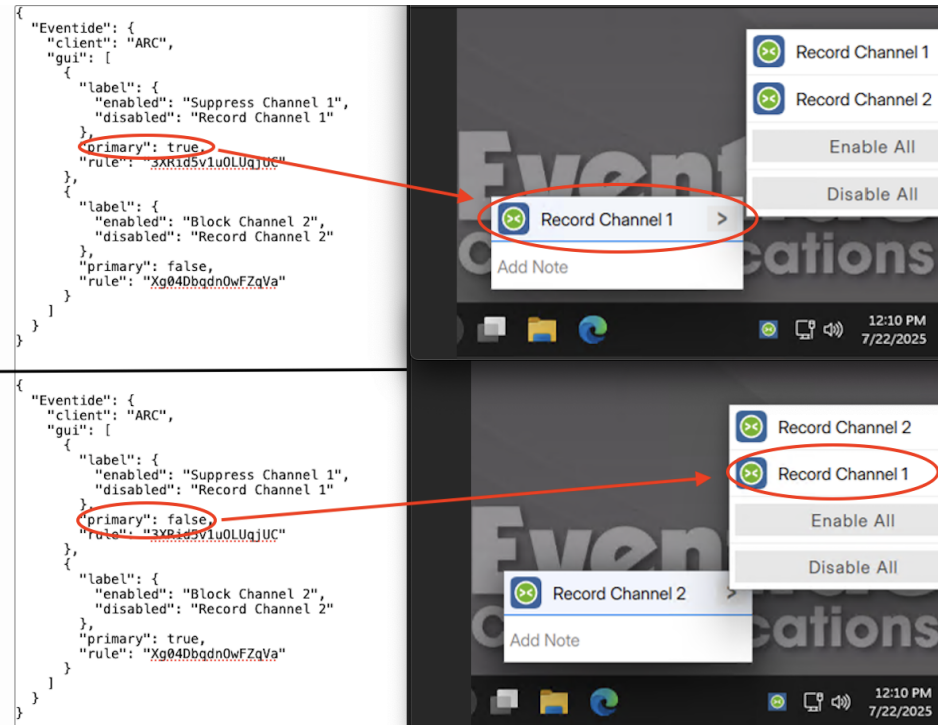


Fig. 4.12 Configuration File Example 3

In the example shown in Figure 4.12, the recording rule to Suppress Channel 1 is enabled and features “primary”: set to “true”. This rule is seen in the main menu and first in the drop-down menu.

When the primary key value of the first rule is set to “false”, and the primary key value for the second rule is set to “true”, the first recording rule becomes the second in the drop-down menu, and the second recording rule appears in the main menu.

5. USING ARC

The ARC client uses three colors to indicate when a channel is either idle, actively recording audio, or when a recording rule is enabled.

To enable a recording rule:

1. Right-click the ARC icon in the bottom right of the task bar. A dialog appears displaying the recording rules
 - If the ARC icon is green, the recording rule is disabled, and the recorder is idle.

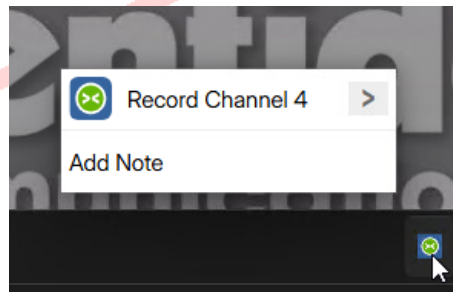


Fig. 5.1 Green ARC Icon

- A red icon indicates the recorder is actively recording calls.

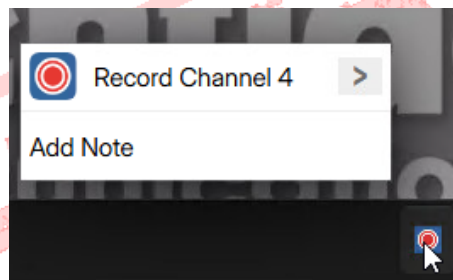


Fig. 5.2 Red ARC Icon

2. Hover your cursor over the recording rule and select it. The icon changes to yellow to indicate the recording rule has been enabled.

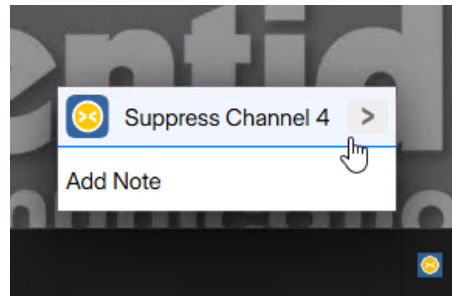


Fig. 5.3 Yellow ARC Icon

To disable a recording rule:

1. Right-click the ARC icon to access the recording rule.
2. Select the recording rule to disable it. The ARC icon changes its color to either a green icon or a red icon to indicate an idle or recording status.

Multiple recording rules can be enabled or disabled together.

To enable or disable multiple recording rules:

1. Right-click the ARC icon to access the recording rules.
2. Click the > symbol to access all the recording rules. A dialog appears showing all the recording rules configured in the client.

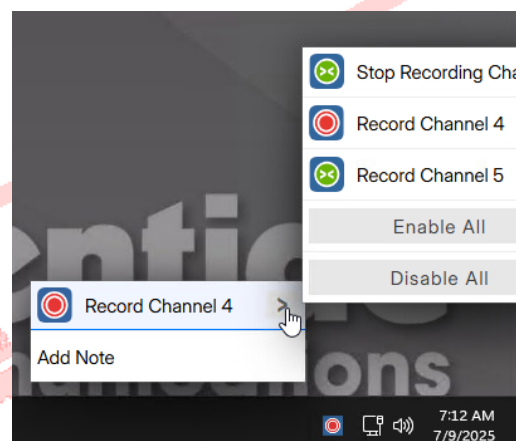


Fig. 5.4 Multiple Recording Rules in ARC

Under the recording rules, there is an option to enable or disable all the rules together.

To enable all the recording rules:

- Select Enable All. The icons next to the recording rules turn yellow to indicate that the rules are active.

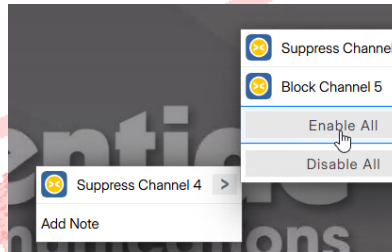


Fig. 5.5 Enable All Recording Rules Option

To disable all recording rules:

- Select Disable All. The icons next to the recording rules turn green or red to indicate that the recorder is idle or actively recording.

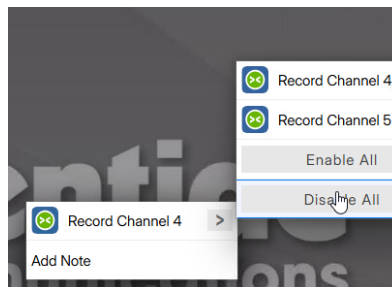


Fig. 5.6 Disable All Recording Option

5.1. Accessing the Settings Menu

Select the ARC icon to access the Settings menu.

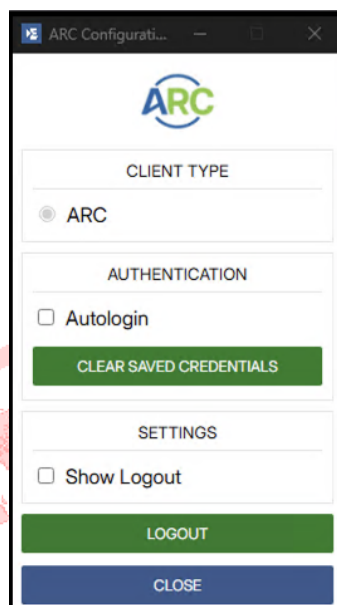


Fig. 5.7 ARC Settings Menu

Use the Settings menu to:

- Enable auto-login
- Clear any saved login credentials
- Logout of the client
- Show Logout menu option in main menu

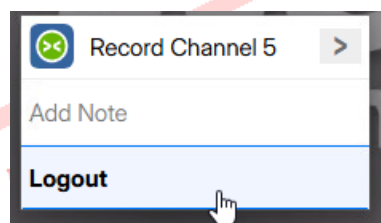


Fig. 5.8 Logout Enabled in Main Menu

5.2. Adding Notes to Recordings

The ARC client includes a feature to add notes to a recording rule. Adding notes is helpful for highlighting critical moments during calls. Notes appear in the recording in MediaWorks DX. This feature can only be enabled on one recording rule and requires enabling additional permissions for agents.

5.2.1. Prerequisite: Enabling Permissions for Notes

To access the notes feature in the ARC client, you must enable additional permissions for agents in the configuration manager.

To enable adding notes to recordings:

1. Open the configuration manager and access the permissions page by clicking Users and Security → Permissions → Agents.
2. At the bottom of the page, click Edit Permissions.

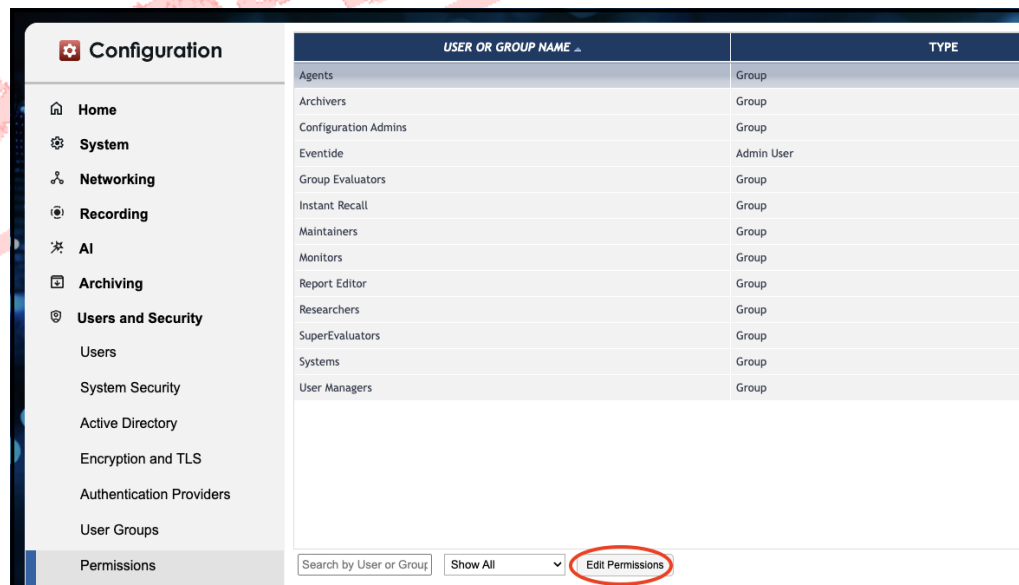


Fig. 5.9 Permissions Page in Configuration Manager

3. Enable the permissions listed below for agents. Use the search bar at the bottom of the page to find the permissions more efficiently.

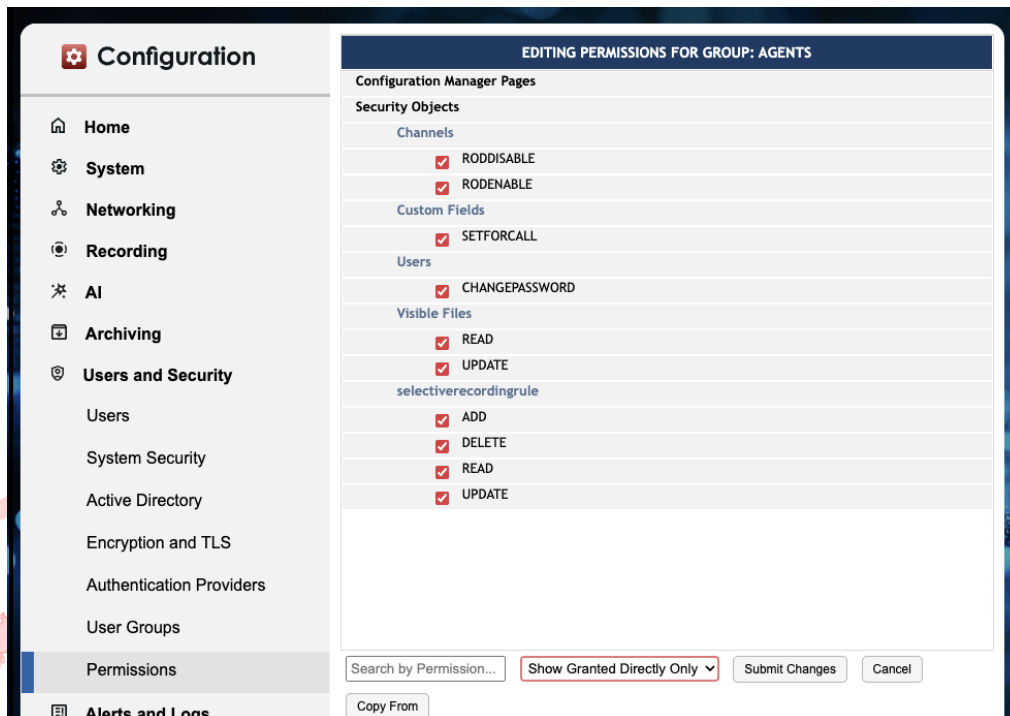


Fig. 5.10 Agent Permissions Needed for ARC

4. Click Submit Changes to save your changes to agent permissions.

5.2.2. Adding Notes in ARC

To add a note:

1. Log out of the ARC client.
2. Navigate to the configuration file by clicking System → Configuration Files → ARC Client Configuration.

Configuration	FILE DESCRIPTION	EDITABLE
Home	Advanced Network Configuration	True
System	ARC Client Configuration	True
System Info	Certbot cfg for Lets Encrypt	True
Date and Time	cfg file for remote gateway at localhost	True
License Keys	Completed Evaluation Email Template	True
Storage Devices	Completed Evaluation Template	True
Translations	Enhanced Reporting Email Template	True
Configuration Files	i3 Event Logger Configuration File	True
System Diagnostics	ISSI Registrations	True
	Kerberos Configuration (krb5.conf)	True
	LDAP Configuration (ldap.conf)	True
	LDAP Server CA Certificate	True
	mp3 export configuration	True

Fig. 5.11 ARC Client Configuration Selected

3. Scroll to the bottom of the page and select View/Edit File.
4. In the configuration file, change "primary": "false" to "primary": "true" to enable the note feature.

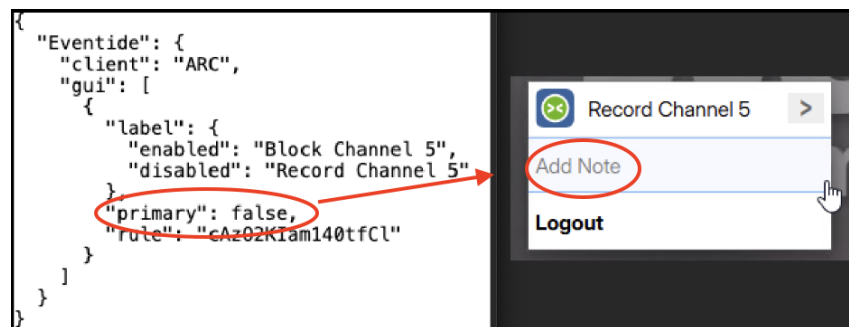


Fig. 5.12 Primary Set to False With Add Note Greyed Out

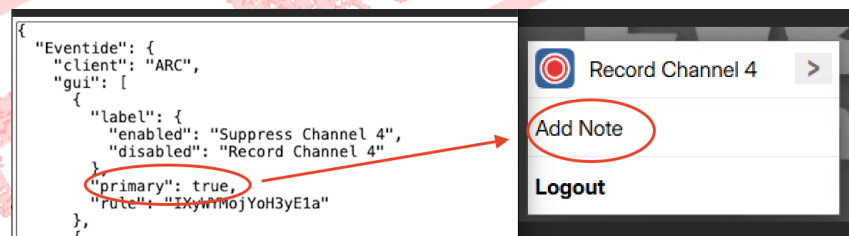


Fig. 5.13 Primary Set To True With Add Note Feature Enabled

5. Click save.

6. Log into the ARC client.
7. Click the ARC icon on the task bar. The primary rule appears with the note section bolded.
8. Click Add Note. A dialog appears with a textbox.

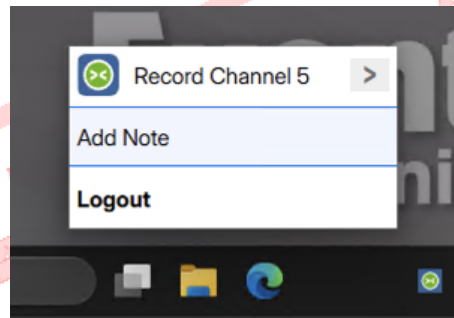


Fig. 5.14 Add Note Option

9. In the textbox, enter the note and click ADD NOTE.

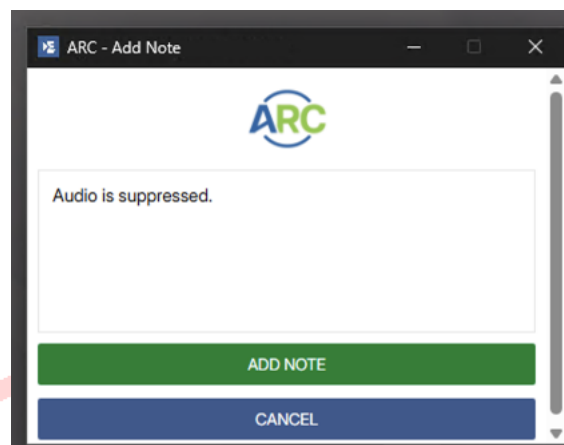


Fig. 5.15 Add Note Textbox

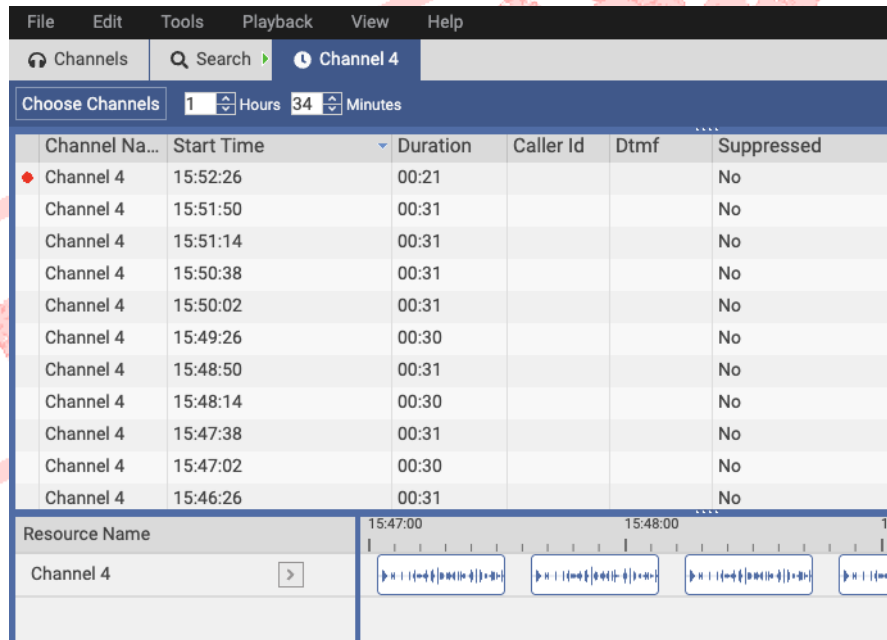
The note appears next to the recording in MediaWorks DX.

Results as of 2025-07-14 14:54:56 -04:00			
Channel Na...	Start Time	Duration	Note
▶ Channel 5	2025-07-14 14:52:33 -04:00	00:50	Audio is suppressed.
Channel 5	2025-07-14 13:37:16 -04:00	00:15	
Channel 5	2025-07-14 13:37:06 -04:00	00:07	
Channel 5	2025-07-14 13:36:53 -04:00	00:06	
Channel 5	2025-07-14 13:36:25 -04:00	00:19	
Channel 5	2025-07-14 13:35:51 -04:00	00:28	
Channel 5	2025-07-14 13:34:07 -04:00	00:56	

Fig. 5.16 Added Note From ARC In MediaWorks DX

6. VIEWING AUDIO IN MEDIAWORKS DX

In MediaWorks DX, incoming audio streams continuously without interruption unless a call ends or a recording rule is applied.



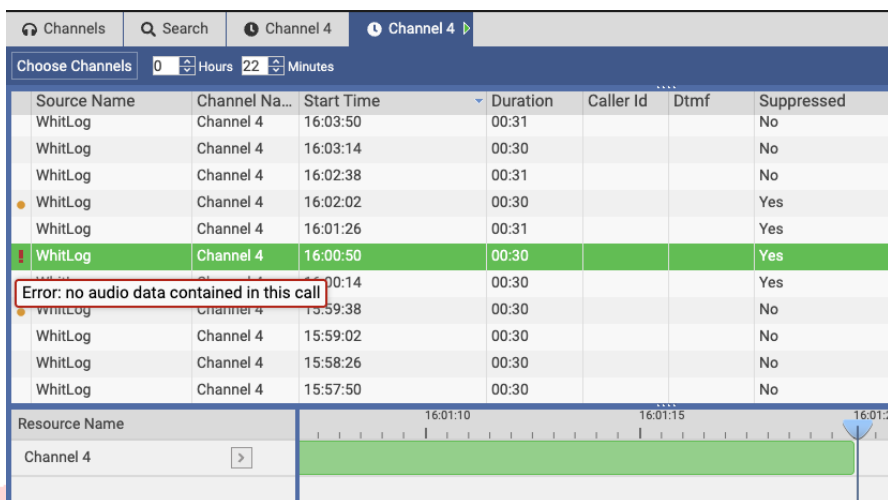
Channel Na...	Start Time	Duration	Caller Id	Dtmf	Suppressed
Channel 4	15:52:26	00:21			No
Channel 4	15:51:50	00:31			No
Channel 4	15:51:14	00:31			No
Channel 4	15:50:38	00:31			No
Channel 4	15:50:02	00:31			No
Channel 4	15:49:26	00:30			No
Channel 4	15:48:50	00:31			No
Channel 4	15:48:14	00:30			No
Channel 4	15:47:38	00:31			No
Channel 4	15:47:02	00:30			No
Channel 4	15:46:26	00:31			No

Resource Name: Channel 4

Timeline: 15:47:00 to 15:48:00

Fig. 6.1 Audio Capture Without Rules Enabled in MediaWorks DX

When an entire recording is suppressed, an exclamation point appears next to the channel name and no wavelengths appear in the timeline indicating captured audio in the recording.



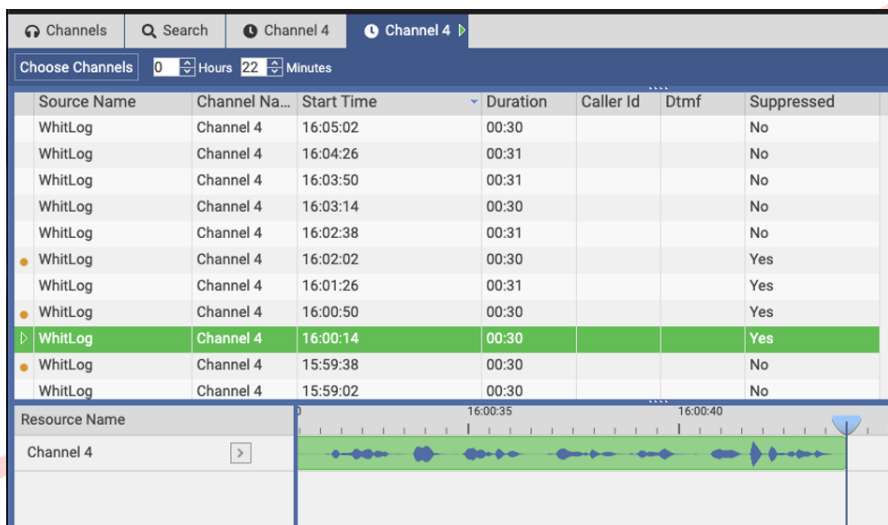
Source Name	Channel Na...	Start Time	Duration	Caller Id	Dtmf	Suppressed
WhitLog	Channel 4	16:03:50	00:31			No
WhitLog	Channel 4	16:03:14	00:30			No
WhitLog	Channel 4	16:02:38	00:31			No
WhitLog	Channel 4	16:02:02	00:30			Yes
WhitLog	Channel 4	16:01:26	00:31			Yes
WhitLog	Channel 4	16:00:50	00:30			Yes
WhitLog	Channel 4	16:00:14	00:30			Yes
WhitLog	Channel 4	15:59:38	00:30			No
WhitLog	Channel 4	15:59:02	00:30			No
WhitLog	Channel 4	15:58:26	00:30			No
WhitLog	Channel 4	15:57:50	00:30			No

Error: no audio data contained in this call

Resource Name: Channel 4

Fig. 6.2 Suppressed Call Example 1 - Full Call

When the suppression rule is enabled and then disabled in the middle of a call, the audio recording skips over the suppressed part of the call when re-played. The Yes value displayed under the Suppressed field indicates that the call has been suppressed while recording.



Source Name	Channel Na...	Start Time	Duration	Caller Id	Dtmf	Suppressed
WhitLog	Channel 4	16:05:02	00:30			No
WhitLog	Channel 4	16:04:26	00:31			No
WhitLog	Channel 4	16:03:50	00:31			No
WhitLog	Channel 4	16:03:14	00:30			No
WhitLog	Channel 4	16:02:38	00:31			No
WhitLog	Channel 4	16:02:02	00:30			Yes
WhitLog	Channel 4	16:01:26	00:31			Yes
WhitLog	Channel 4	16:00:50	00:30			Yes
WhitLog	Channel 4	16:00:14	00:30			Yes
WhitLog	Channel 4	15:59:38	00:30			No
WhitLog	Channel 4	15:59:02	00:30			No

Error: no audio data contained in this call

Resource Name: Channel 4

Fig. 6.3 Suppressed Call Example 2 - Middle of Call

When blocking is enabled, recording stops and the call ends. There is no record of any blocked audio in MediaWorks DX. Once disabled, incoming audio starts as a new recording.

File Edit Tools Playback View Help			
Channels		Channel 5	
Channel Name	Cha...	Live Monitor	Channel Status
Channel 8	008		Idle
Channel 7	007		Idle
Channel 6	006		Idle
Channel 5	005		Recording Disabled
Channel 4	004		Recording
Channel 3	003		Recording
Channel 2	002		Idle
Channel 1	001		Inactive

Fig. 6.4 Block Rule Enabled On Channel 5

When a call is blocked and deleted, incoming audio stops and the call record is not preserved. Disabling this rule continues audio capture as intended.

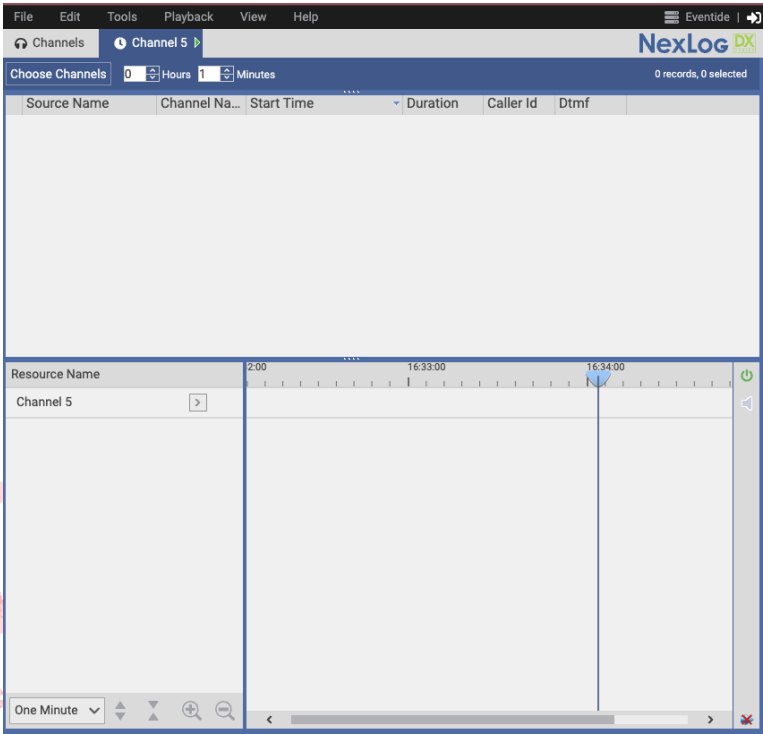


Fig. 6.5 Call Recording Deleted

7. UNINSTALLING ARC

To uninstall ARC:

1. In the Windows search bar, type “Add or remove programs.”
2. Select the system setting under Best match.

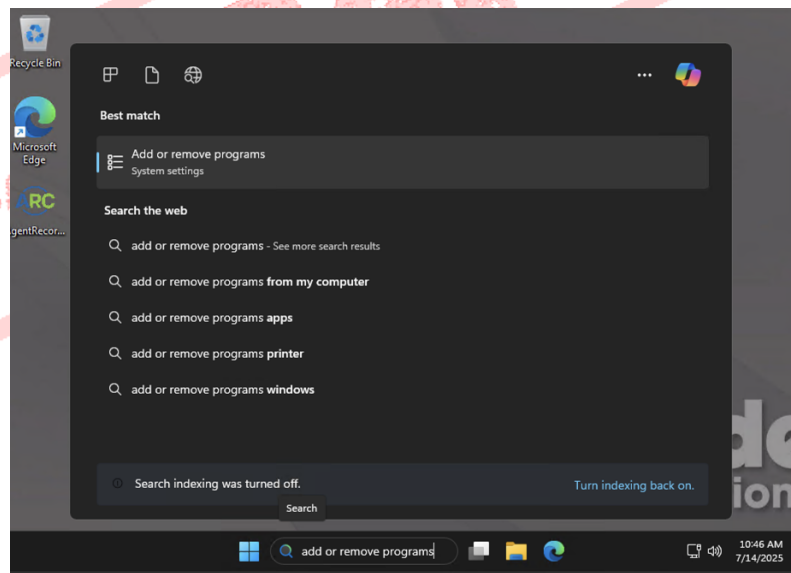


Fig. 7.1 Add or Remove Programs System Setting Highlighted

3. In the Installed apps page, click the three dots next to Eventide Agent Recording Control.

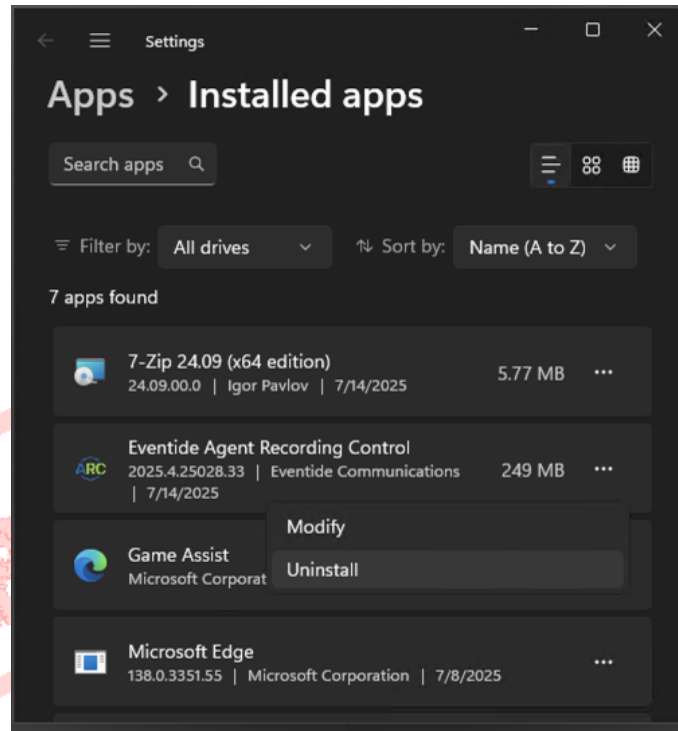


Fig. 7.2 Uninstall Option For ARC

4. Select Uninstall. A dialog opens to confirm uninstallation.

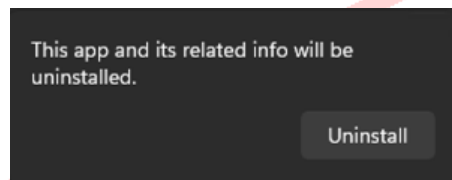


Fig. 7.3 Uninstall Option For ARC

5. In the Windows Installer dialog, select Yes.

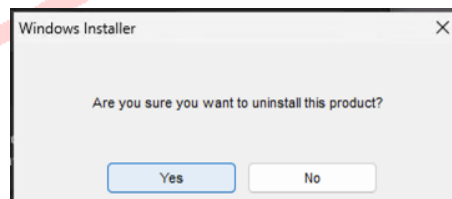


Fig. 7.4 Windows Installer Dialog



8. REPORTING PROBLEMS

It is the policy of Eventide Communications to work directly with dealers. To process service/support requests, your dealer must report problems to Eventide Communications with the following information:

- 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 Communications customer service for support:

- E-Mail: service@eventidecommunications.com
- Phone: 1-201-641-1200, (Dial 6, then 2) between the hours of 7:00 A.M. and 7:00 P.M. EST Monday

