

## Decommissioned NICE Recording Devices

The State 911 Department is in the process of replacing all NICE DLRs with a new Digital Logging Recorder from Equature. When the new DSS DLR is installed, it will be used for all NEW recordings processed from the date and time of installation moving forward. All OLD calls, from that date and time will be retrievable on the NICE DLR, which will be turned over to the PSAP at their request and considered decommissioned.

At the time the NICE DLR is decommissioned, a monitor, keyboard and mouse (provided by the PSAP) will be attached to the NICE DLR and the Scenario Replay software for recording retrieval will be installed. This way the PSAPs can retrieve their calls through SR just as they always have – but directly through the NICE recorder, as opposed to the 9-1-1 Admin PC. When retrieving recordings and creating .WAV files through Scenario Replay on the NICE DLR, the .WVA files will NO LONGER be burned to a CD. But rather, need to be saved to a USB thumb drive. If a CD is needed, the saved file will need to be saved using that USB thumb drive, to a Department PC that allows for CD burning. UNDER NO CIRCUMSTANCES can the USB thumb drive be placed into the 9-1-1 Admin computer to create a CD. There is a ban on placing thumb drives into any PCs on the 9-1-1 network by Verizon. **Below are the steps you will need to follow for retrieving recordings, and saving the .WAV files to the USB thumb drive from the NICE DLR and Scenario Replay.**

## Scenario Replay

### To Search for a Recording:

1. Within the Scenario Replay screen, enter the search criteria for the recording within the **CLS Search** tab of the **Search Bar**.  
*For a DATE search: Enter the "From and To" or "Last" date ranges within the **When** field or choose a set duration to search within.*  
*For a CRITERIA or FILTER search: Enter the criteria within the appropriate field in the **Search Criteria/Filter** field.*  
*For a LOGGER search: Check off the channels you wish to search on.*  
*For an ANNOTATION search: In the Search Criteria section, under Annotation Text, type the entire annotation that you want to search for (numbers or letters accepted).*
2. Once the appropriate date search criteria have been entered, click once on the **Search** button to perform the search of the CLS Logger.  
*All transmissions matching your search criteria will be displayed in the **Transmission List** and **Scenario View** of the Scenario Replay screen.*

### To Play a Single or Series of Recording:

1. From either the **Transmission List** or **Scenario View**, select a transmission(s) to be played.  
*To select a single transmission from the **Transmission List** or **Scenario View**, click once on a listed transmission.*  
*To select multiple transmissions from the **Transmission List** or **Scenario View**, use the control button and click once on each transmission you would like selected.*
2. To play a single transmission, double click on the transmission to begin playing.  
*Adjust Playback options as needed using the tools provided in the Toolbar above.*
3. To play multiple transmissions, you **MUST click the PLAY** button on the toolbar.  
*The mode selected (Mixed Sorted or Sequential) will determine if the recordings playback with overlap or sequentially one after another.*

### To Change Playback Options:

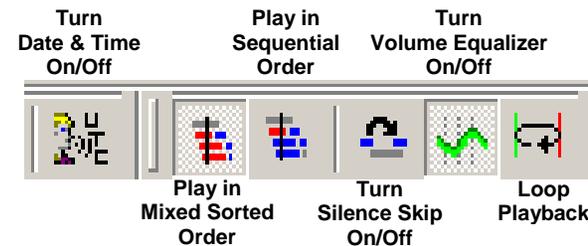


Figure 4

**Make sure all playback options, including playback speed, are set correctly before saving to a .WAV file.**

### Retrieval of Archived Recordings:

The NICE Recorder temporarily stores audio on the hard drive of the Logger, and archives to DVD for permanent storage of the transmissions. The hard drive only holds a certain amount of recordings and **therefore there will be times in the future when a recording is no longer accessible through Scenario Replay**. If the audio records needed to be reviewed again and is no longer available from the hard drive, the audio must be reloaded from the DVD to the logger.

The system will allow you to retrieve older recordings from archived media and reload them to the hard drive, for access in Scenario Replay, by using the Retrieval function within the **Backup Module** of **NICE Administration**.

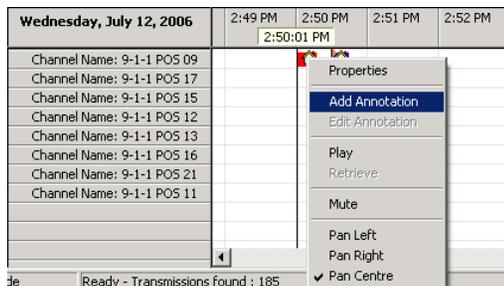
Please refer to the **NICE Recording Systems Job Aid – Advanced Functions** for complete instructions.

# Decommissioned NICE Recording Systems – Quick Reference Sheet

## To Add Annotations:

1. Within the Scenario Replay screen, enter the search criteria for the recordings using either the **CLS Search** or **Logger** tab of the **Search Bar**.
2. Click once on the **Search** button to perform the search of the CLS/Logger.
3. Select a transmission to play and confirm that the transmission being heard is part of the incident being researched.

4. **With the transmission selected from the Scenario View (highlighted in red), right click on the transmission and choose Add Annotation.**



**PLEASE NOTE: You cannot have more than ONE transmission selected.**

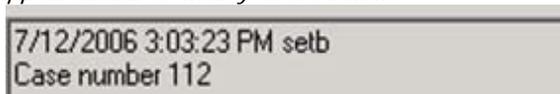
**The Annotation Window on the LOWER LEFT hand side of the screen will activate. If the window is collapsed, click once on small arrow to expand the window.**



5. From within the Annotation Window, **enter the annotation in the free text box.** The Annotation can be up to 3000 characters, and up to 10 Annotations can be added to a single transmission. A suggested format for the Annotations is use of a call number or incident number from your CAD system.



6. Once the text is entered, click once on the **Save icon** to save the annotation. The text will appear similar to what you see below.



**PLEASE NOTE: If you do not click Save, the Annotation will be lost.**

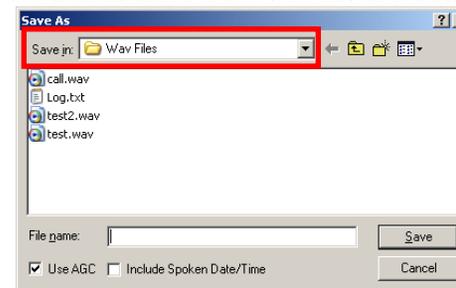
7. **Repeat steps 4 thru 6 for all other transmissions needed in this incident.**

**HINT:** Before saving, you can copy the typed annotation and paste it in the text area of the Annotation Window for other transmissions. To do this:

- Before saving the annotation, select the typed text, right click and select Copy.
- Follow steps 4 thru 6 from above for the next Annotation, but instead of typing your text, click inside the free text area, right click and select Paste.

## To Save Transmissions as a Single Recording (.wav) File:

1. From the **Transmission List**, select a transmission or a series of transmissions to be saved. Make sure all playback options are set correctly before saving (Figure 4).
2. From the **File Menu**, choose to **Export Scenario To File**.
3. Choose to save the file as one of the following:  
**Selection As Single File** - which will save all selected transmissions to one .wav file  
**All As Single File** - which will save all transmissions on the screen to one .wav file  
*The Save As... dialog box will be displayed.*
4. When the **Save As...** dialog box is displayed, in the **Save in:** drop down at the top of the box, select the **thumb drive from this list of locations** to save to.



5. **Name the .wav file** and click once on the **Save** button. By default, all .wav files are saved in the **My Documents → Scenario Replay → Wav files folder.**

## To Save All Transmissions In a Search as a SR Scenario (.xml) File:

**SR Scenarios are for use ONLY in Scenario Replay.**

1. From the **Transmission List**, select a transmission or a series of transmissions to be saved in the scenario.
2. From the **File Menu**, choose to **Export Scenario To File**.
3. Choose to save the file as one of the following:  
**Selection As a Scenario**- which will save all selected transmissions to one file  
**All As a Scenario**- which will save all transmissions on the screen to one file
4. When the **Save As...** dialog box is displayed, in the **Save in:** drop down at the top of the box, select the **thumb drive from this list of locations** to save to.

5. Create a new folder to by clicking once on the **Create New Folder** button. *The new folder should be named based on the incident, such as "Main Street Incident". All scenarios are saved with a generic "scenario" name and cannot be renamed.*
6. **Highlight the new folder** and click once on **Open** to open the newly created folder.
7. Click once on the **Save** button to save the scenario file to the specified folder.