

# NexLog DX-Series Software Upgrade Subscription (DXSUS)

With the introduction of the new NexLog DX-Series recording solutions, Zetron is pleased to announce the Eventide DXseries Software Update Subscription (DXSUS) program. In a world of rapid innovation, technological changes and cyber security threats, participation in the DXSUS program assures that the NexLog DX-Series recording solution stays up to date with the latest software versions and updates.

## What is a DXSUS?

- DXSUS enables the installation of software updates on a DX-Series recording solution or Smart Edge Capture Device.

## DX-Series software version identification

- DX-Series software versions are identified by the Year the software is released, followed by a sequential update number (e.g. 2021.3).

Each yearly DX-Series software release may include:

- Linux Operating System updates and kernel revisions.
- Operating System and Application level security updates.
- New features that are considered part of the base product.
- Efficiency and performance innovations.
- Support for evolving interfaces and standards.
- Fixes to issues discovered in previous releases.

**NOTE 1: Value added features (e.g., new data integrations to other systems) remain separately purchased and licensed.**

## Purchasing a DXSUS:

- The first 12 months of DXSUS is included with the purchase of each of the following DX-Series products:
  - ◊ NexLog 740 DX-Series recorder
  - ◊ NexLog 840 DX-Series recorder
  - ◊ NexLog DX-Series Virtual recording solution
  - ◊ DX-Series Smart Edge Capture Device
- Each subsequent 12 month period can be purchased at 3% of the list price (see NOTE 2)
- Multiple 12 month periods can be pre-purchased.
- The initial 12 month DXSUS includes one additional month to allow for the time between the system being licensed and installation at a customer site.
- If additional time is needed prior to “go-live,” an additional month(s) of initial DXSUS may be available upon special request.

## Compatibility and Support

- Eventide will continue to provide complimentary partner technical support, regardless of the current status of DXSUS on a given system. However, if any incremental software update(s) are issued to resolve a problem, then those update(s) will only be compatible with the latest DX-Series software version.
- Note that DXSUS does not imply any service level agreement, special technical support entitlement or product maintenance entitlement.

## What happens if DXSUS is not purchased?

- After the DXSUS has expired, the DX-Series product will be unable to accept new software versions and updates.
- 30 days prior to DXSUS expiration, notifications will appear upon each login to the system (in both the MediaWorks DX web-based incident replay software and the NexLog DX-Series Web Configuration utility).
- Upon DXSUS expiration, notifications will appear at all times (in both the MediaWorks DX web-based incident replay software and the NexLog DX-Series Web Configuration utility).

## Is a DXSUS required for continued product operation of a Turn-Key NexLog DX-Series Recorder or Smart Edge Capture Device?

- **No:** The turn-key NexLog 740 DX-Series recorders, NexLog 840 DX-Series recorders and DX-Series Smart Edge Capture Devices will continue normal operation if the product's DXSUS has expired. (However, the products will provide notifications to users of the expired DXSUS status).

## Is a DXSUS required for continued product operation of a Virtual (VM) NexLog DX-Series Recording Solution?

- **Yes:** Continuous DXSUS coverage is mandatory for Virtual (VM) NexLog DX-Series recording solutions.
- If DXSUS expires on a Virtual (VM) NexLog DX-Series recording solution, then (after a 30 day grace period) the solution's Replay capabilities will be disabled (but recording of new calls will continue), Installation of a new DXSUS license key will restore all replay functions.

### *NOTE 2: The following items are excluded from the "3% of List Price" Calculation for DXSUS:*

- Spare parts
- Peripheral items
- Services
- Extended Hardware Warranty
- Cables and Quick Install Kits



#### ZETRON AMERICAS

PO Box 97004,  
Redmond, WA USA 98073-9704  
(P) +1 425 820 6363  
(F) +1 425 820 7031  
(E) zetron@zetron.com

#### ZETRON EMEA

27-29 Campbell Court,  
Bramley, Hampshire RG26 5EG, UK  
(P) +44 1256 880663  
(F) +44 1256 880491  
(E) uk@zetron.com

#### ZETRON AUSTRALASIA

PO Box 3045, Stafford Mail Centre,  
Stafford QLD 4053, Australia  
(P) +61 7 3856 4888  
(F) +61 7 3356 6877  
(E) au@zetron.com

005-3014A