



IDS

Operation Guide

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Documentation Information

This section describes the audience, conventions, and revision history of this document.






Audience

This document is intended primarily for the following audiences:

- Sales and marketing personnel
- Users
- Maintenance engineers

Documentation Conventions

Instruction Conventions

Icon	Description
 TIP	Indicates information that can help you make better use of your product.
 NOTE	Indicates references that can further describe the related topics.
 CAUTION	Indicates situations that could cause data loss or equipment damage.
 WARNING	Indicates situations that could cause minor personal injury.
 DANGER	Indicates situations that could cause major personal injury or even death.

Notation Conventions

Item	Description	Example
Boldface	Denotes menus, tabs, parameter names, window names, dialogue names, and hardware buttons.	To save the configuration, click Apply .
		The Log Level Settings dialogue box appears.
		Press the PTT key.
" "	Denotes messages, directories, file names, folder names, and parameter values.	The screen displays "Invalid Battery!".
		Open "PSS.exe".
		Go to "D:/opt/local".
		In the Port text box, enter "22".
>	Directs you to access a multi-level menu.	Go to File > New .

Item	Description	Example
<i>Italic</i>	Denotes document titles.	For details about using the DWS, refer to <i>Dispatch Workstation User Guide</i> .
Courier New	Denotes commands and their execution results.	To set the IP address, run the following command: vos-cmd - m name IP

Revision History

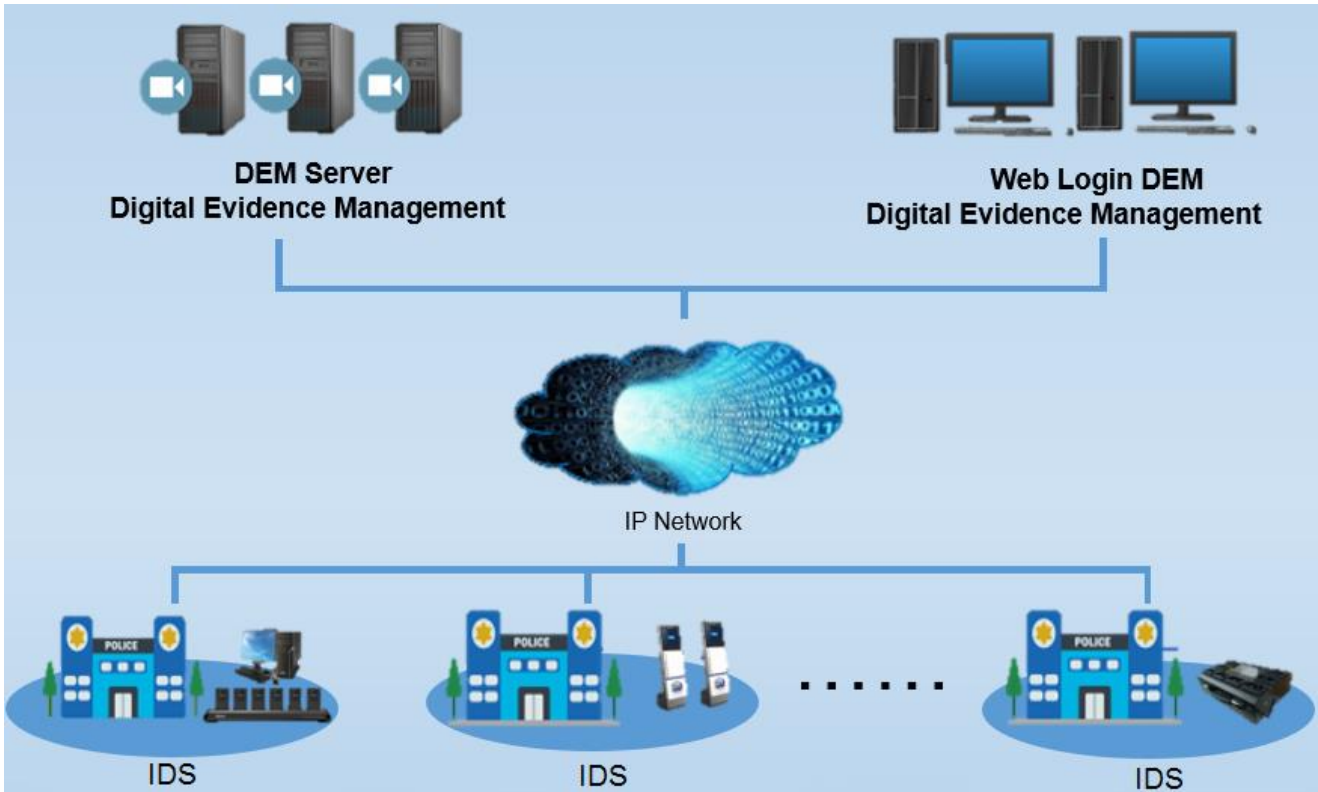
Document Version	Application Version	Release Date	Description
00	V4.5	August 2022	<ul style="list-style-type: none"> ● Added 4.14 Manage Programming Templates. ● Added 4.15 Manage Officers (for IDS installed on Wall-mounted Docking Station Only). ● Added 4.16 Reload Data. ● Updated 4.18.1 Apply for the License.
00	V4.0	September 2021	<ul style="list-style-type: none"> ● Added Manage Firmware. ● Deleted Manage Task.
00	V3.5	March 2021	Initial release.

1. Overview

This document instructs you to use the Integrated Docking Software (IDS), which is used to acquire and manage digital evidences from terminals such as body worn cameras (BWCs) and radios.

1.1 System Networking

The IDS is a part of the evidence management system as shown in the following figure:



The evidence management system is composed of the following:

- Acquisition: data acquisition through the IDS that supports the unattended mode.
- Storage: large-capacity, disaster-tolerant, expandable, and safe storage through cloud computing.
- Management: evidence viewing and management through the B/S architecture.

1.2 Main Functions

You can see the main functions of the IDS in the following table:

Function	Description
Automatic Acquisition	Automatically acquires the digital evidence from the terminals, which are approved and connected to the IDS.

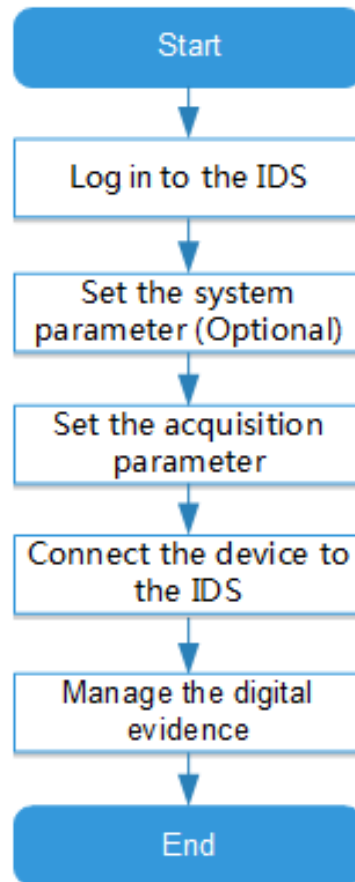
Function	Description
Digital Evidence Cloud Storage	Automatically uploads the digital evidence such as videos, audios and photos to the digital evidence management (DEM), of which the address you have set in 4.4 Set Acquisition Parameters (Admin User Only) .
Digital Evidence Local Management	Locally manages the digital evidence such as videos, audios and photos.
Playing and Editing Digital Evidence	<ul style="list-style-type: none">● Plays back the digital evidence.● Previews the digital evidence on the connected terminals.● Edits the video.

1.3 Applicable Terminals

The IDS applies to the following models:

- VM750D
- VM690 Pro
- VM780
- VM580D

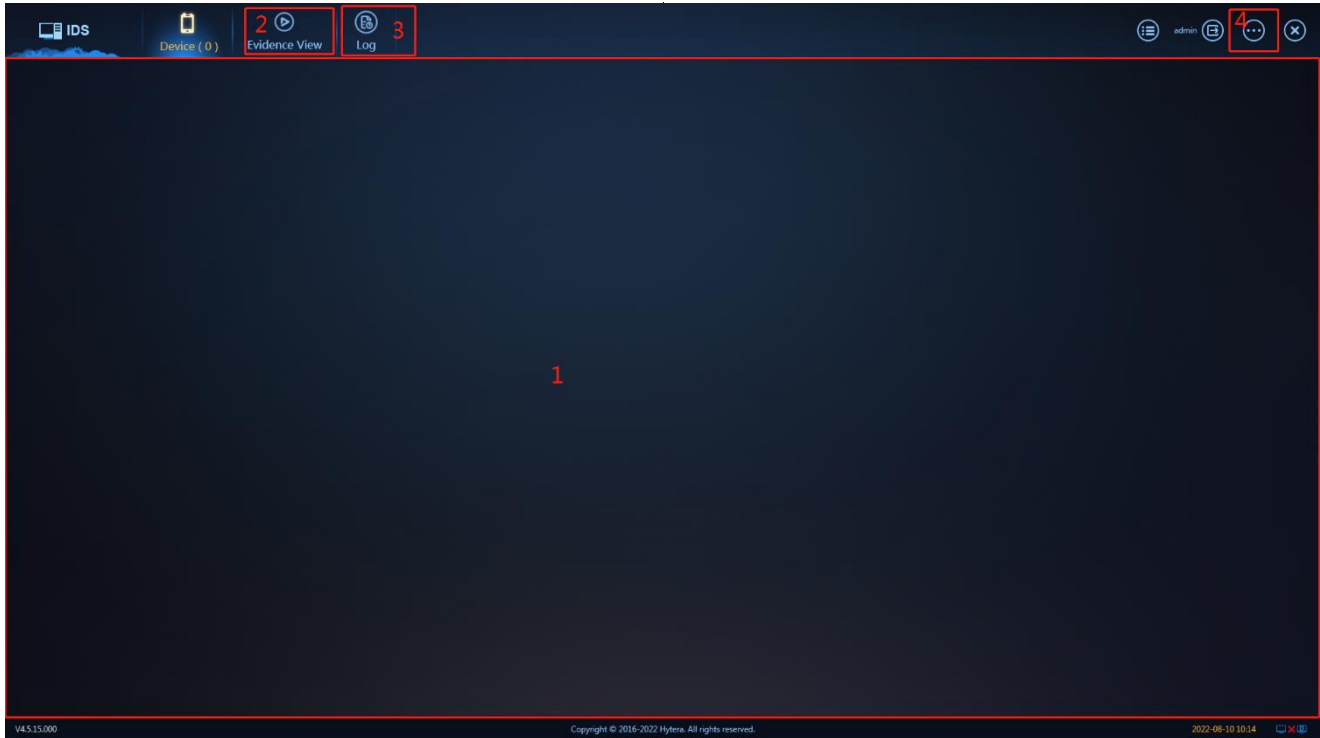
2. Operation Flow



For details about these operations, see [4 Basic Operations](#).

3. Main Interface

You can see the main interface of the IDS as follows:




No.	Description
1	Shows you terminal lists from which you can view the terminal type, task status (executing or idle), SN or TEI, and the quantity of pending tasks.
2	Allows you to use the digital evidence viewer to manage and play local evidence files.
3	<ul style="list-style-type: none"> ● Shows you IDS logs and terminal logs. ● Allows you to view and export logs.
4	<p>Allows you to operate the IDS as different roles:</p> <ul style="list-style-type: none"> ● Admin user (only one default admin user): sets system parameters, terminal parameters, and port, manages common users, changes password, imports license, sets language, and more. ● Common users (created by the admin user): Changes password and sets language. ● Visitors: sets language.

4. Basic Operations

4.1 Log In

Only after login, you can perform the basic operations.

Login by Password

1. In the upper right corner, click .
2. In the displayed **Login** interface, enter the user name and password.

Role	Initial User Name	Initial Password
Administrator	admin	99999999
Common user	Subject to the admin user	111111


3. Click **Login**.

NOTE


For initial login, you must change the password. For details, see [4.11 Change Password](#).

Login by Fingerprint

Both the admin user and common users can log in to the account through fingerprints. To add the fingerprint, see [4.8.1 Add a Fingerprint](#).

1. In the upper right corner, click .
2. Press your finger on the fingerprint reader.

4.2 Log Out



1. In the upper right corner, click .
2. Click **OK**.

NOTE

If the IDS remains idle for more than ten minutes, it will automatically log out.

4.3 Set System Parameters (Admin User Only)

You can set the server IP address to connect IDS to the server, and configure basic parameters of IDS.

1. In the upper right corner, go to  > .
2. Click the **System Settings** tab.



- Set the following parameters:

Parameter	Description
Machine Code	Shows you the machine code of the PC installed with the IDS.
Sound	Allows you to set the notification sound to report task download and execution. Options include Voice Notification , Alert Tone , and Off .
Display	<ul style="list-style-type: none"> ● Fullscreen: allows you to set the IDS to be displayed in full screen all the time. ● Normal: allows you to minimize the interface of the IDS.
Auto Start	Allows you to set whether the IDS starts automatically when the computer is turned on.
Logout	Allows you to preset the idle duration of the IDS, after which the IDS will automatically log out.

- Click **OK**.

4.4 Set Acquisition Parameters (Admin User Only)

You can set the parameters that are used to acquire digital evidence from terminals by the IDS and the DEM.

- In the upper right corner, go to  > .
- Click the **Acquisition Settings** tab.
- Set the following parameters:



Parameter	Description	
Basic Settings	File Storage Path	Allows you to set the storage path of digital evidence acquired from terminals.
	Device Password	Allows you to set the password for data acquisition.
	IDS Number	Allows you to view the unique identifier of the IDS for the DEM.
	Auto Register	When Auto Register is checked, no authorization is required for the terminal to connect to the IDS.
Auto-upload Settings	DEM Address	Allows you to set the IP address and port number of the DEM to which the IDS automatically uploads evidence files.
	Safe Mode	Only when the DEM server is in safe mode, you need to check Safe Mode .

Parameter		Description
	File Upload	Allows you to set whether to upload local digital evidence to the DEM.
	Delete after upload	Allows you to set whether the digital evidence is automatically deleted after being uploaded to the DEM.
	Scheduled	Allows you to set the time interval for uploading digital evidence to the DEM from the IDS. If Scheduled is cleared, the IDS will upload digital evidence to the DEM immediately after the evidence is acquired.
	System Mark	Allows you to set the type of digital evidence to be uploaded automatically. <ul style="list-style-type: none"> ● All: All digital evidence will be uploaded. ● Important: Only the marked digital evidence will be uploaded. ● Not important: Only the unmarked digital evidence will be uploaded.
Days of Electronic Evidence Preservation	Not Important	Allows you to set the retention time for unmarked digital evidence.
	Important	Allows you to set the retention time for marked digital evidence.

4. Click **OK**.

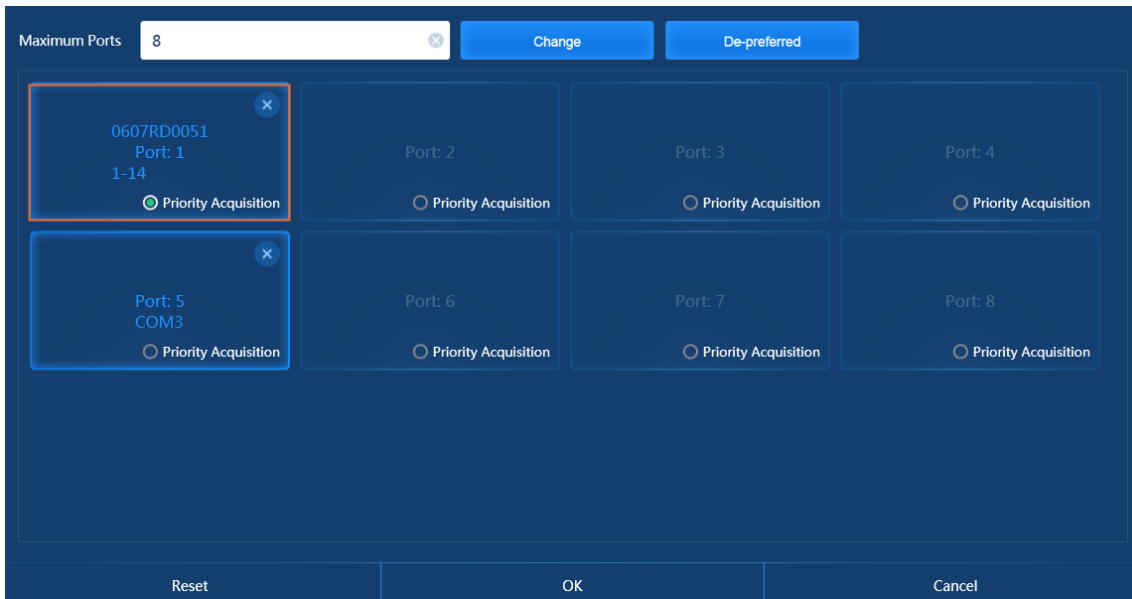
4.5 Set Ports (Admin User Only)

You can set the mapping relationship between the port panel on the IDS and the physical port to which the terminal is connected, so that you can quickly find the terminal.

1. In the upper right corner, go to  > .
2. Click the **Port Settings** tab.
3. Set the total number of ports in **Maximum Ports**, and then click **Change**.
4. Connect the terminal to the rightmost physical port of the IDS.
5. Until the port panel highlights dark blue, connect the terminal to the next port in order from right to left.

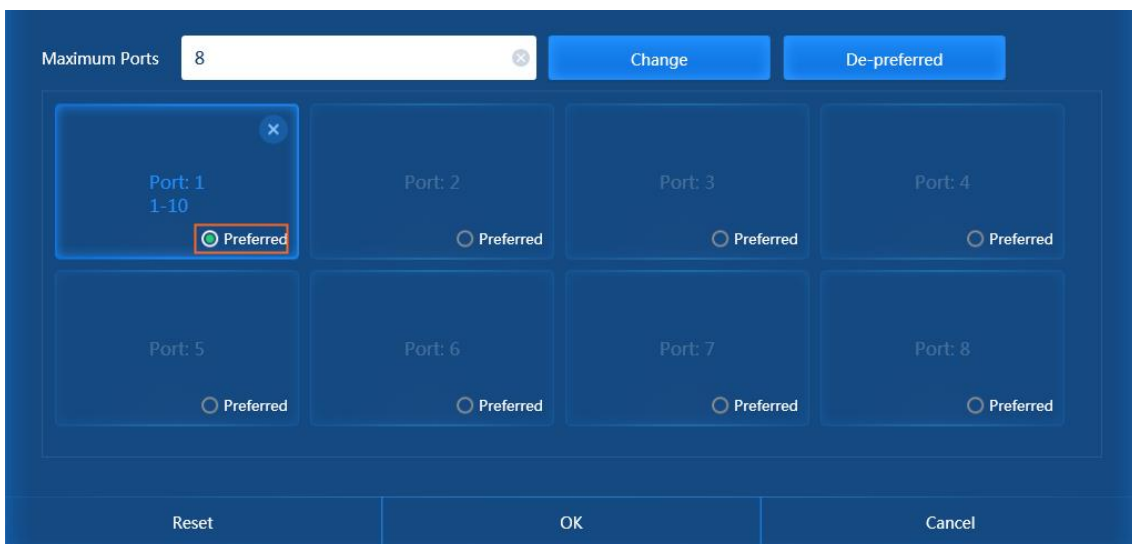
6. Only when the following icon appears, disconnect the terminal from the IDS.

If you want to unmap the port panel from the physical port, click **Reset**.



7. (Optional) Select a port, and then check **Preferred**.

The IDS will firstly acquire data from the terminal connected to this port and suspend data acquisition from other ports automatically. After the data acquisition from this port completes, other ports resume.





8. Click **OK**.




4.6 Manage Common Users (Admin User Only)

You can add, edit, and delete common users.



4.6.1 Add a Common User

1. In the upper right corner, go to  > .
2. Click the **User** tab.
3. Click **New**.
4. In the **New** dialog box, enter the user name and check its operating permissions to the digital evidence.
The default password of the new user is "111111".
5. Click **OK**.

4.6.2 Edit a Common User

1. In the upper right corner, go to  > .
2. Click the **User** tab.
3. In the **Operation** column of the corresponding user, click .
4. In the **Edit** dialog box, edit the user name and re-check its operating permissions to the digital evidence.
5. Click **OK**.



4.6.3 Delete a Common User

1. In the upper right corner, go to  > .
2. Click the **User** tab.
3. In the **No.** column of the corresponding user, check the user to be deleted.
4. Click **Delete**.

4.7 Reset Password (Admin User Only)



Common User

You can reset the password of the common user to "111111".

1. In the upper right corner, go to  > .
2. Click the **User** tab.
3. In the **Security** column of the corresponding user, click **Reset Password**.
4. Click **OK**.

Admin User



When you forget your password, you can use the backup password file to reset your password to "999999".

- Back up the password file
 - a. In the upper right corner, go to  > .
 - b. Click the **User** tab.
 - c. Click **Key Backup**.
 - d. Select a local path to save the .sec file, and then click **Open**.
- Reset the password using the backup password file
 - a. In the **Login** interface, click **Forget password**.
 - b. Select the .sec file, and then click **Open**.



4.8 Manage Fingerprints (Admin User Only)

You can add or clear fingerprints of yourself and other common users.

4.8.1 Add a Fingerprint

1. In the upper right corner, go to  > .
2. Click the **User** tab.
3. In the **Security** column of the corresponding user, click **Fingerprint 1** or **Fingerprint 2**.
4. In the **New Fingerprint** dialog box, enter the fingerprint as guided by screen indications and tones.

4.8.2 Clear All Fingerprints



1. In the upper right corner, go to  > .
2. Click the **User** tab.
3. Click **Clear Fingerprint**.
4. Click **OK**.

4.9 Manage Firmware

You can import firmware, and delete the manually imported and DEM-pushed firmware.



When detecting the connected terminals, the IDS will automatically upgrade the firmware for the terminals.

4.9.1 Import Firmware

1. In the upper right corner, click .
2. Click .

3. Select the firmware, and then click **Open**.


4.9.2 Delete Firmware

1. In the upper right corner, click .
2. In the line of the corresponding firmware, click .

4.10 Import Plugins

You can import plugin for task execution and IDS upgrade.



Auto Download

When connected to the server (that is,  is displayed in the lower right corner), the IDS automatically downloads and installs required plugins

Manual Import



NOTE

If you need to manually import the plugins, contact the Company to obtain the plugin files in .plug or .zip format. The version of imported plugin must be higher than the original version.



1. Disconnect the terminal from the IDS.
2. In the upper right corner, go to  > .
3. Click the **Plugin** tab.
4. Disable **Plugin On/Off** of all plugins.
5. Click **Import**.
6. Select the plugin file, and click **Open**.
7. Enable **Plugin On/Off** of all plugins.

4.11 Change Password

You can change the login password. Especially for security, you need to change the password for initial login.

1. Disconnect the terminal from the IDS.
2. In the upper right corner, go to  > .
3. In the **General Settings** tab, enter old password and new password twice.
4. Click **OK**.



4.12 Set Language

1. Disconnect the terminal from the IDS.
2. In the upper right corner, go to  > .
3. In the **General Settings** tab, select a language.
4. Click **OK**.

4.13 Manage Terminals

You can add, import, approve, and edit the terminals such as BWCs and radios.

4.13.1 Add a Terminal



1. In the upper right corner, go to  > .
2. Click the **Devices** tab.
3. Click **Add**.
4. Set the following parameters.

Parameter	Description
SN	Serial number and unique identifier of a terminal.
Officer ID	ID of the officer using the terminal.
Officer Name	Name of the officer using the terminal.

5. Click **OK**.

4.13.2 Import Terminals in Batches

You can import terminals in batches.




1. In the upper right corner, go to  > .
2. Click the **Devices** tab.
3. Click **Download template**.
4. Open the template, and then fill in the following parameters.

Parameter	Description
SN	Serial number and unique identifier of a terminal.

Parameter	Description
Officer ID	ID of the officer using the terminal.
Officer Name	Name of the officer using the terminal.




- Click **Import**, and then click **Open**.

4.13.3 Edit a Terminal

- In the upper right corner, go to  > .
- Click the **Devices** tab.
- Click .
- In the **Edit** dialog box, edit the terminal and officer information.
- Click **Parameters**.




4.13.4 Delete a Terminal

The deleted terminals cannot upload the digital evidence to the IDS.

- In the upper right corner, go to  > .
- Click the **Devices** tab.
- In the line of the corresponding terminal, click .
- Click **OK**.



4.13.5 Approve a Terminal

If the Auto Register feature is disabled, the IDS needs to approve the initial access of the terminal.

- In the upper right corner, go to  > .
- Click the **Devices** tab.
- Click .

4.13.6 Write Officer Name and ID into a Terminal

You can write the officer name and officer ID to unregistered terminals.

- (Optional) To cancel the registration of the terminal, click .
This step is required only if the BWC is registered.
- Click .



3. Edit officer name and officer ID.
4. Click **Parameters**.

The terminal will restart automatically.



4.14 Manage Programming Templates

You can import the programming template, and then push it to the terminal.

4.14.1 Import Programming Template



1. In the upper right corner, go to  > .
2. Click the **Programming Template** tab.
3. Click **Import**.
4. Select a template, and then click **Open**.

4.14.2 Program a Terminal

1. In the upper right corner, go to  > .
2. Click the **Programming Template** tab.
3. Select a template, and then click **Write**.
4. To set the programming mode, do either of the following:
 - Select a terminal, and then click **Write**.
 - Select **Push to all terminals**, and then click **Write**.

Upon being connected to the IDS, the terminal will automatically be programmed.

4.14.3 Cancel Programming Tasks



1. In the upper right corner, go to  > .
2. Click the **Programming template** tab.
3. Select a template, and then click **Details**.
4. Click **Cancel**.

All programming tasks to be executed are canceled.
5. Click **OK**.

4.15 Manage Officers (for IDS installed on Wall-mounted Docking Station Only)

On the IDS installed on the wall-mounted docking station, you can add, edit, or delete officer information, enter officers' fingerprints, and open all terminal doors with one touch. These operations are only available for the admin user.




4.15.1 Add an Officer

1. In the upper right corner, go to  > .
2. Tap the **Officer Management** tab.
3. Tap **Add**.
4. In the **New Officer** dialog box, fill in the following parameters.

Parameter	Description
Officer ID	ID of the officer using the BWC.
Officer Name	Name of the officer using the BWC.
Card ID	ID of the NFC card used by the officer.




5. Tap **OK**.

4.15.2 Edit Officer Name and Card ID

1. In the upper right corner, go to  > .
2. Tap the **Officer Management** tab.
3. In the line of corresponding officer, tap .
4. Edit the officer name and card ID.
5. Tap **OK**.

4.15.3 Delete an Officer

The deleted officer cannot borrow or lend the terminal.

1. In the upper right corner, go to  > .
2. Tap the **Officer Management** tab.
3. In the line of corresponding officer, tap .

4. Tap **OK**.



4.15.4 Add a Fingerprint

The "admin" user can add the fingerprint for officers to verify identity when they borrow and return BWCs.

1. In the upper right corner, go to  > .
2. Tap the **Officer Management** tab.
3. In the line of corresponding officer, tap **Fingerprint 1** or **Fingerprint 2**.
4. In the **New Fingerprint** dialog box, add the fingerprint as guided by the screen indications and tones.



4.15.5 Open All Terminal Pocket Doors

You can open all terminal pocket doors with one touch.

1. In the upper right corner, go to  > .
2. Tap the **Officer Management** tab.
3. Tap **Open all doors**.

4.16 Reload Data

When the database is destroyed, you can reload the data.


1. In the upper right corner, go to  > .
2. Click the **Acquisition Settings** tab.
3. Click **Days of Electronic Evidence Preservation**.
4. Click **Data Repair**.
5. Click **OK**.

4.17 Manage Logs

You can search, export, and clear system and terminal logs.


The system logs record all operations on the IDS. The terminal logs record all operations on the terminals.

4.17.1 Search Logs


1. Click .
2. In the **Log** dialog box, click the **System** or **Device** tab.
3. Enter prompt information in the search box.

4. Click **Search**.

4.17.2 Export Logs

1. Click .
2. In the **Log** dialog box, click the **System** or **Device** tab.
3. Click **Export**.

4.17.3 Clear Logs

1. Click .
2. In the **Log** dialog box, click the **System** or **Device** tab.
3. Click **Clear**.

4.18 Apply for or Import License



You have 90 days free trial to use all functions of the IDS. After that, you must apply for the license to use these functions again.

4.18.1 Apply for the License

To obtain the license, send the serial number of the dongle to the Company.

4.18.2 Import the License

Ensure that you have obtained the license file (in .license format) and plugged the dongle to the IDS.

1. In the upper right corner, go to  > .
2. In the **About** dialog box, click **Import License**.
3. Select the obtained license, and then click **Open**.
4. Click **OK**.

4.19 View the Software Version and Copyright

You can view the version and copyright information of the IDS.

In the upper right corner, go to  > .

In the **About** dialog box, the software and copyright information is displayed.


 **NOTE**

The IDS automatically checks new version. You can click **Upgrade** to manually execute upgrade.

4.20 Minimize or Close the IDS



You need to minimize or close the IDS according to the display method set in [4.3 Set System Parameters \(Admin User Only\)](#).

Full-Screen Display

- Minimize the window
 - a. In the upper right corner, click .
 - b. Enter the user name and password of the admin user.
 - c. Click **Login**.
- Close the IDS
 - a. In the task bar, right click the icon of IDS.
 - b. Click **Exit**.
 - c. Enter the user name and password of the admin user.
 - d. Click **Login**.

Normal Display

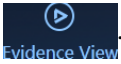
- Minimize the window

In the upper right corner, click  or .
- Close the IDS
 - a. In the task bar, right click the icon of IDS.
 - b. Click **Exit**.
 - c. Click **OK**.

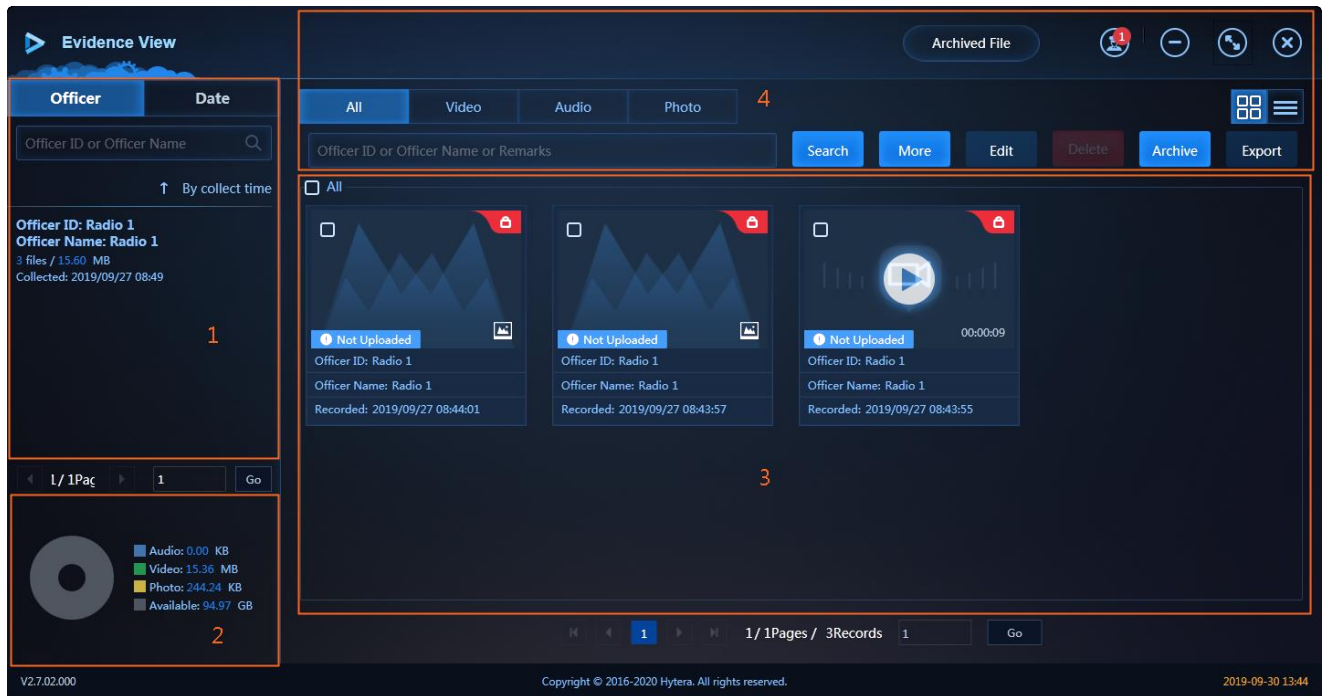
5. Digital Evidence Management

After login, you can manage, view and play the acquired evidence files on the IDS.





5.1 Open the Evidence Viewer

Click 

5.2 Understand the Main Interface of Evidence Viewer



Area	Description
1	Displays the digital evidence list and supports the user to search files by the following information: <ul style="list-style-type: none"> ● Officer: list the quantity, total size and update time of files by officer. ● Date: list the quantity and total size of files by date.
2	Displays the user client capacity. When the local available space is lower than 10%, the IDS prompts "Storage is not enough, please archive files or upload them to DEM".
3	Displays the digital evidences for users to play photos, videos and audios. <ul style="list-style-type: none"> ● No Signature indicates the file is not signed. ● Verification Error indicates the file check failed. ● Uploaded indicates the file has been uploaded to DEM successfully.

Area	Description
	<ul style="list-style-type: none"> ●  indicates the file is encrypted and can only be viewed in the viewer. ●  indicates the file is marked.
4	<ul style="list-style-type: none"> ● Uploaded: shows the files uploaded to DEM. ● Not Uploaded: shows the files not uploaded to DEM. ● Archive: archives files to a specified path. ● Export: decrypts and exports the files. ● Delete: manually deletes the files uploaded to DEM. ● Upload: manually upload files to DEM. ● Archived File: views archived files and related case information. ● : view the upload of files to the DEM. ● : set the duration to remind users of files not collected.

5.3 Archive Evidence Files

To release capacity, you can store the files to removable storage device or the disk except File Save Path set in [4.4 Set Acquisition Parameters \(Admin User Only\)](#).

With **Archived Files will be deleted** checked, after files are archived, the IDS automatically deletes evidence files stored in the local path.

- Archiving by files
 - a. Select evidence files.
 - b. Click **Archive** to access the window **Archive**.
 - c. Click **Browse** and set the archiving path.
 - d. Click **OK**.

The evidence files are stored in the folder DEM_YYYYMMD after being archived. Files collected on the same day will be archived in one folder.

- Archiving by collection date
 - a. Click **Archive** to access the window **Archive**.
 - b. Set the following archiving information.

Parameter	Description
Time	Specifies the time range to archive files:

Parameter	Description
	<ul style="list-style-type: none"> ● 7 days ago: all files collected 7 days ago are archived. ● 1 month: all files collected 1 month ago are archived. ● 6 months ago: all files collected 6 months ago are archived. ● 1 year ago: all files collected 1 year ago are archived. ● Custom: sets specific time range and files collected in this range are archived.
Address	Sets the address to which the files are archived.

- e. Click **OK**.

The evidence files are stored in the folder DEM_YYYYMMD after being archived. Files collected on the same day will be archived in one folder.



5.4 Export Evidence

You can export the evidence locally, and the exported evidence can be played with other players.

1. Select evidence files and click **Export**.
2. Set the path and format to store the evidence.
3. Click **OK**.

5.5 Mark Evidence

You can set system mark and write remarks for evidence.

1. Click  to show the evidences in list.
2. Click  to access **Edit** window.

Click **Edit** after selecting multiple evidences to set evidence in match.

3. Set system mark and write remark.
4. Click **OK**.

5.6 View Archived Files


You can view archived files and related case information.

1. Click **Archived File** to access the window.
2. Click **Browse** to select the archiving folder.

3. Click **OK** to access the window **Archived Window**.

5.7 Take Screenshots

You can take a screenshot when playing video.

1. Play the video.
2. Click  in the play bar to take a screenshot.


The screenshot picture will be saved in C:\Users\user account that login in Windows system currently\Documents\IDS Snapshot.

5.8 Delete Evidence Files

1. Select evidence files.
2. Click **Delete** to access the window **Delete**.
3. Click **OK**.


5.9 Set the Reminder to Collect Files

You can set a time to remind yourself to collect digital evidence in time. If the BWC disconnects from User Client over time, User Client prompts the user about the total number of files not collected.

1. Click  on top right to access the window **Uncollected**.
2. Enter the time in the **Time Threshold**, and click **OK**.

5.10 View Acquisition Logs



You can view the acquisition history of each officer.

1. Click the **Officer** tab.
2. Select an officer.
3. Click  to access the window **File Collected**.



5.11 Adjust the Window

This part introduces how to adjust the window size of user client.


- Minimize or restore the window

Click  on top right to minimize the window to the task bar, and click  in the task bar to restore the window.

- Zoom out or restore the window

Click  on top right to zoom out the window. Click the  to restore the window.

- Close the window

Click  on top right to close the window.

6. Troubleshooting


6.1 Terminal Cannot Be Connected to IDS or the Connection Is Instable

Description

The terminal cannot be connected to IDS or the connection is instable.

Solution

1. Go to **Control Panel > Program > Uninstall a program** to uninstall the IDS.
2. Go to **Control Panel > Program > Uninstall a program** to uninstall the driver for the terminal connected to the computer.

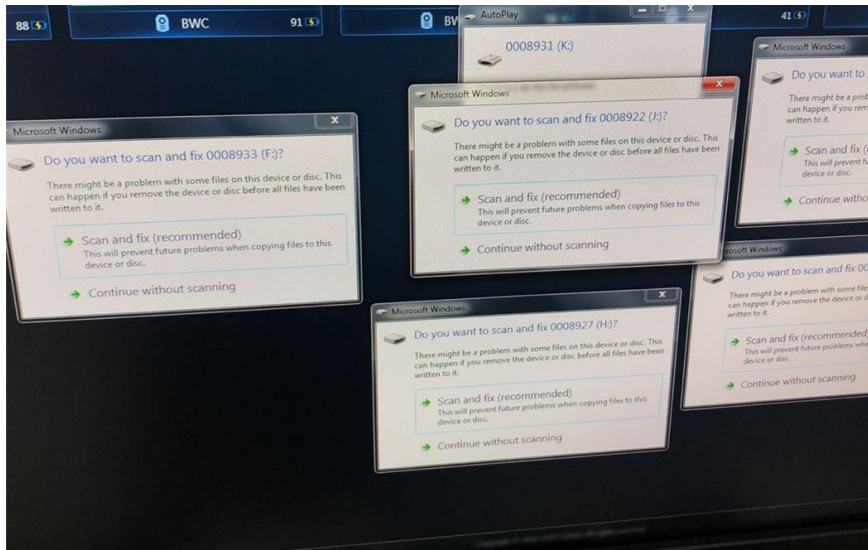
Driver	Description
PL-2303 USB-to-Serial Driver	Driver for narrowband TETRA radios
AndroidDriver	Driver for multi-mode advanced radios
Windows Driver Package-libusb-win32 Ambarella Evaluation Board Devices	Driver for BWCs
Digital USB Driver Software	Driver for narrowband DMR radio  NOTE After this driver is uninstalled, restart the computer.
Hytera G2 USB to Serial Driver	Driver for narrowband TETRA PT3x
Sentinel Runtime	Dongle driver

3. Install the IDS.

6.2 Computer Ejects Hardware Detection after Accessing Terminal

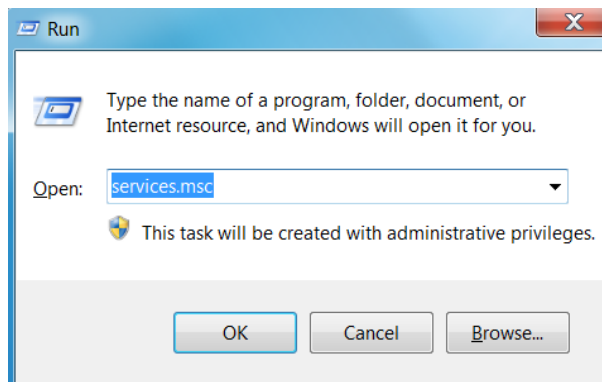
Description

The computer ejects automatically hardware detection after accessing terminals.

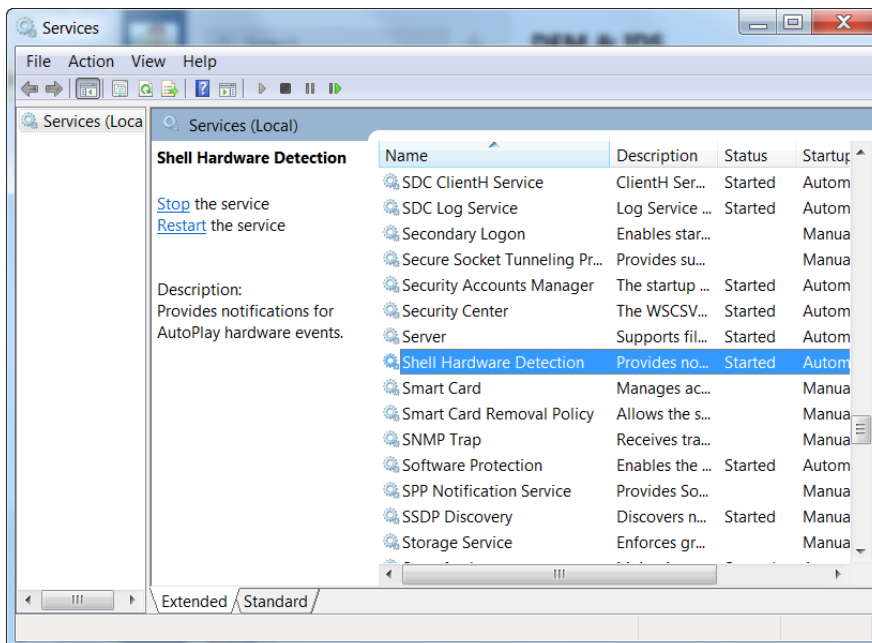


Solution

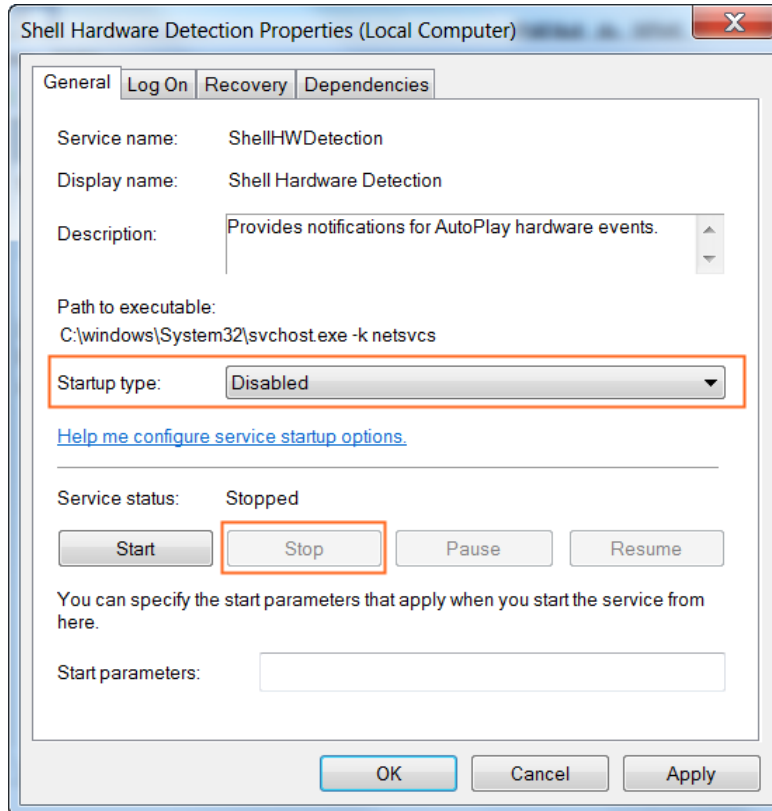
1. Press the **Win + R** key combination.
2. In the **Run** window, enter `services.msc`, and then press **Enter**.



3. In the **Services** window, double-click the "Shell Hardware Detection" file.



4. Click **Stop**.
Service status is set to **Stopped**.
5. Set **Startup type** to **Disabled**.



6. Click **OK**.

7. Abbreviations

Abbreviation	Full name
BWC	Remote Video Speaker Microphone
DEM	Digital Evidence Management
IDS	Integrated Docking Software



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