

STARTING ACESO

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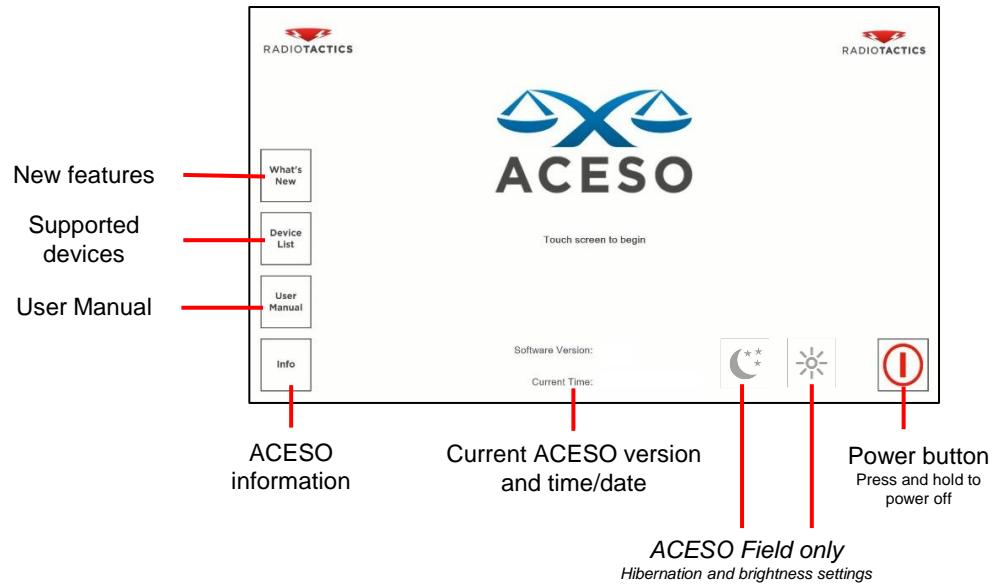
SUB-REPORT

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When ACESO is powered on and completed initialising, you will see the Main Screen:



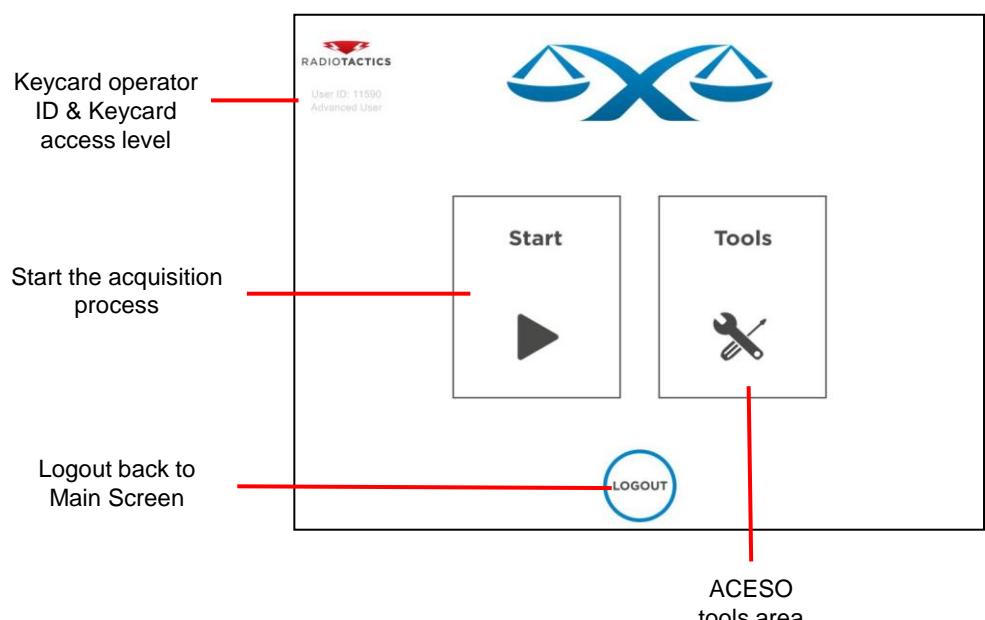
Tap the screen to begin, enter your Keycard and then enter your PIN

If you have forgotten your PIN, tap **FORGOTTEN PIN** button and follow the onscreen prompts

ACESO enforces calibration at every login. Use the up/down arrows to modify the date/time. Select daylight-saving if applicable

It is advised that an accurate time source is used to calibrate against

Once logged in you will see the Main Menu screen:



ACESO Field has a Saved Acquisitions button to access previously saved acquisitions

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To start acquiring data from a SIM card, device or memory card, tap **Start**

SELECT ACQUISITION TYPE

Note that Acquisition Type is configuration dependent

PRE-ACQUISITION IMAGE CAPTURE

Tap **NEW PHOTO**

The summary number of photos taken is colour coded:

Red: The minimum number of enforced images has not been met

Green: The minimum number of enforced images has been met

Tap **TAKE PHOTO**. The image will be captured and previewed

Optional notes can be added by tapping within the **NOTES** box. The notes will appear below the image in the ACESO report

Tap **RETAKE** if required. Tap **ENLARGE** button to view the image in full screen. Tap anywhere on the screen to return

FRONT COVER IMAGE

Select the **FRONT COVER IMAGE** checkbox to display one of the images on the summary page of the acquisition report. A yellow star denotes which image has been assigned

Image notes can be edited, or the assigned front cover image can be changed by selecting an image from the list and then tapping **EDIT SELECTED**

Note that images cannot be deleted once they are committed to this list

Note that Front Cover Image enforcement is configuration dependent

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ACQUISITION COMPONENTS SELECTION

Tap **DEVICE AND COMPONENTS**

SEARCH FOR A DEVICE

Type the manufacturer's name and select from drop down selection

Type the model number

Tap **SEARCH**

*You can return to the Device Search screen by tapping **RESTART SEARCH***

Tap **NEXT** alongside the relevant device

Enter the relevant device name if required and any device notes

Tap **NEXT**

If the device supports a SIM, tap **ENTER DETAILS** on the SIM Card Details screen and then tap **ACTION** and then select the relevant SIM action:

Acquire SIM card data

Acquire all available data from the SIM card

SIM card not present

Continue with a SIMless acquisition (where applicable)

Do not acquire SIM card (SIM present)

Continue with a SIMless acquisition of the device. The presence of a SIM is recorded in the final report

Select **OK** to continue

You will be returned to the SIM card summary screen. **If the details are green you can carry on with the acquisition. If the details are displayed in red you will not be allowed to continue**

ADD LOOSE SIM can be selected to add any loose SIM cards that are encountered, up to a maximum of 10

If the selected device is a dual or multi-SIM device, you will be required to enter details for all slots before you continue

Tap **NEXT** to continue

If the selected device supports a memory card, select a memory card action:

Acquire memory card

Acquire all available data from the memory card

Memory card not present

There is no memory card in the device

Do not acquire memory card (memory card present)

Continue the acquisition without attempting to acquire data from the memory card. The presence of a memory card is recorded in the final report

Select **ACQUIRE MEMORY CARD** and enter a Memory Card Name and any additional notes relating to your Memory card

Tap **NEXT** to continue

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Enter any relevant case data using the data entry fields

Note that fields displayed vary by configuration

Tap **NEXT** to continue

ACQUISITION IMAGE CAPTURE

Note that image capture is configuration specific

Note that the number of images taken on the bottom left is colour coded to illustrate whether the enforced minimum number of images has been captured

Red: The minimum number of enforced images has not been met

Green: The minimum number of enforced images has been met

Grey: Completed image capture stages

IMAGE CATEGORISATION

A number of images may be required for each image category. Available image categories are SIM Card, Device, Memory Media and General

Assigning the relevant image category to images will ensure that the image(s) are included in the relevant section of the acquisition report

Note that image categorisation is configuration specific

Where an image is required or enforced, selecting the **NEW PHOTO** button will take you to the image capture screen

Tap **TAKE PHOTO**. The image will be captured and previewed

Assign the correct image type using the drop-down menu

Optional notes can be added if required within the **NOTES** field

Press **RETAKE** if required to revert back to the image capture screen

Selecting the **LARGE VIEW** button will enable a full screen view of the image. Touch anywhere on the screen to return to the image preview screen

Select **NEXT** to progress to the Acquisition Photographs screen

Note that the all captured images are displayed in the list along with the image category, name and any supporting notes

Edit image notes by selecting an image in the list and then tapping **EDIT SELECTED**

Tap **NEXT** to proceed

STARTING ACESO	Insert the specified SIM card into the SIM card holder, and insert the holder into the card reader
PRE-ACQUISITION	Once the SIM card data has been acquired, remove the SIM card reader from the ACESO when prompted
COMPONENT SELECTION	NETWORK BLOCKING OPTIONS Select the relevant network blocking option and tap NEXT to continue
ACQUISITION DETAILS	HANDSET ACCESS CARDS If you selected Create a Handset Access Card , you will be prompted to insert a blank Handset Access Card (HAC), then follow the onscreen prompts <i>Note that for dual or multi-SIM devices, you will be guided through creation of a HAC for each SIM that has been read from the device</i>
SIM ACQUISITION	 <i>Note that when carrying out an acquisition of a SIM, Device or Memory Media, it is possible to skip part of the acquisition process by tapping the SKIP button and selecting a reason for skipping</i>
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The following is based on devices with Advanced or Standard support. See the next section for Basic or Manual supported devices

FILE TYPE SELECTION

Checked boxes in the Acquire Data column indicates that the file type will be acquired from the device (if present). Tap a checkbox to deselect

Note that this selection is recorded as part of the audit log and is clearly indicated in any subsequently generated reports

Note that the data filters that are enabled may differ depending upon the configuration of ACESO that you are using as well as the workflow chosen and your Keycard level

Tap **NEXT** to continue

If File System was selected, you can further define which data is acquired on the File Type Selection Screen

Select/deselect file types as required

Select the **ADVANCED** button of a particular file type and further filter by file extension

Note that operators should use the scroll bar to see all the available extensions

Note that if one or more file extensions are deselected, the top-level checkbox will become hollow to show that it is no longer getting all of that particular data type

Note that the file extension selection/deselection is available for the handset and the memory media

Tap **NEXT** to continue

DEVICE CONNECTION

Carefully follow the on-screen instructions to perform the acquisition of the device

Note that if instructions are not followed in order or skipped, then the acquisition is likely to fail

Note that the serial number of the HAC (if created) that needs to be inserted is clearly indicated

Press **NEXT** and follow any additional instructions

Once all the required drivers have been installed, ACESO will automatically attempt to connect to the device and download the selected data sets. An indication of the time remaining is displayed during the file system acquisition

When the acquisition has completed, you will see a summary of the acquired data:

 Data successfully acquired

 ACESO could not extract this data, e.g. digital rights management to prevent copying; the file is in use; the operator has selected not to acquire a certain file type. The file details such as name and length will still be recorded in the report and may be used to assist a manual check

 The data could not be acquired, it is recommended that the acquisition is repeated as there may have been a transmission error

Select **NEXT** and then select **DONE**

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ACQUIRING BASIC SUPPORT DEVICES

Basic support indicates a temporary support level in which mainly newly released devices are placed

Devices within this category are thought to be compatible with ACESO but have not yet been tested. Once a handset has gone through the Radio Tactics examination process, its support level may increase

Select the required device as shown in the Component Selection section and it will specify the level of support ACESO has for this device

If you wish to continue with a Basic support device, tap **YES** to proceed and continue with the acquisition in the normal way

ACQUIRING MANUAL DEVICES

These are devices that are not currently listed within the ACESO database and as such data may not be able to be acquired from these devices

Note that the ACESO process supports either the option to allow the device details, IMEI and optional notes to be captured and recorded within the acquisition report or to attempt to capture device data using standard device protocols

If the camera is installed, images, videos and details of a manual examination can also be captured and shown within the acquisition report

Select the required device as shown in the Component Selection section and it will specify the level of support ACESO has for this device

If you wish to continue with a Manual support device, tap **NEXT** to proceed and continue with the acquisition in the normal way

Acquire the SIM if present

Enter the device identifier and any notes when prompted

Tap **NEXT**

Note that instructions must be followed carefully. If a HAC has been made you MUST fit it prior to switching on the handset otherwise you may not be able to view all data on the handset or, you may lose data

Select **NEXT** and continue to take photographs/videos of information you require

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These are devices that are not currently listed within the ACESO device database and as such data may not be able to be acquired from these devices

The ACESO process does support either the option to allow the device details, IMEI and optional notes to be captured and recorded within the acquisition report or to attempt to capture device data using standard device protocols

Additionally, if the camera is installed, images and details of a manual examination can also be captured and recorded within the acquisition report

On the device search page, type in the manufacturer and/or model if known. If not known enter ‘Unknown’ for both then tap **Search**

Tap **YES**

Confirm the manufacturer and model or enter the information

Note that both fields are mandatory

Select **NEXT**

There are now two options:

Attempt Device Acquisition

ACESO will then guide the operator through attempting to acquire device data using standardised protocols. Images may still be captured using the ACESO camera (if connected)

Record Device Details

Record the previously entered device make, model, unique identifier and optional notes. No attempt will be made to retrieve data directly from the device. Images may still be captured using the ACESO camera (if connected)

Always **Attempt Device Acquisition** unless there is no data connection port

Select **Device Type**

Select **Operating System**

Select **NEXT**

Note that all on-screen instructions must be followed carefully and in order

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Select the File Types as specified earlier

Select **NEXT** to continue

Insert the memory media into the memory card slot

Note that depending on the memory media type, this may require the use of one or more adaptors supplied by Radio Tactics

Once the acquisition has completed it is possible to remove the memory media, whilst the system performs compressing, hashing and cleaning of temporary data processes. This will be indicated on the screen

The display will then indicate that the memory card has been successfully read

Remove the memory card to continue

*Note that when carrying out an acquisition of a SIM, Device or Memory Media, it is possible to skip part of the acquisition process by tapping the **SKIP** button and selecting a reason for skipping*

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PRE-ACQUISITION	<p>Apple devices Android devices, with or without a Memory card Memory cards acquired separately USB Mass storage</p>
COMPONENT SELECTION	This is a good way of limiting the size of the acquisition. Additional/Application decoders are not filtered and files outside the date range are excluded from the acquisition
ACQUISITION DETAILS	<i>Note that if it is found that these files are required, another acquisition must be carried out</i>
SIM ACQUISITION	
DEVICE ACQUISITION	
BASIC & MANUAL SUPPORT DEVICES	Checked boxes in the Acquire Data column indicates that file type will be acquired from the device (if present). Tap a checkbox to deselect
UNLISTED DEVICES	<i>Note that this selection is recorded as part of the audit log and is clearly indicated in any subsequently generated reports</i>
MEMORY MEDIA ACQUISITION	<i>Note that the data filters that are enabled may differ depending upon the configuration of ACESO that you are using, as well as the workflow chosen and your Keycard level</i>
FILTERING DATA	<p>Tap NEXT to continue</p> <p>If File System was selected, you can further define which data is acquired on the File Type Selection Screen</p> <p>Select/deselect file types as required</p> <p>Select the ADVANCED button of a particular file type and further filter by file extension</p> <p><i>Note that operators should use the scroll bar to see all the available extensions</i></p> <p><i>Note that if one or more file extensions are deselected, the top-level Tick will become hollow to show that it is no longer getting all of that particular data type</i></p> <p><i>Note that the file extension selection/deselection is available for the handset and the memory media</i></p>
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ACQUIRED DATA MENU

When components have been acquired you will be presented with the Acquired Data Menu

There are three options:

Preview Report

This option shows the full report on the ACESO prior to export

Export Data

Export a copy of the report to either a CD/DVD or USB Drive

Edit Report

Select this option to edit report details – see below

Note that these options are configuration specific and some options may be greyed out and un-selectable until other options have been selected

EDIT REPORT

Tap **Edit Report**

And select the option required:

Note that these options are configuration and/or device specific

Add Photos

Add photos to the report

Modify Case Data

Change information added as part of the investigation

Notes

Add notes to the report

Run Decoders

Filter or run app decoders

Date Filters

Modify the date filters for messages only

Frequent Locations

Manually recover iOS Frequent Locations

Make Video

Capture videos of evidence on the device

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PREVIEW REPORT

Tap the **Preview Report** button to view the acquired data directly on the ACESO screen

Once the Report is open, navigate through the data using the touchscreen controls

Tap the section headings in Preview to jump to that section of the Report

Expand sections by tapping the triangle button

Use the navigation buttons at the bottom of the screen to navigate the Report

Use the scroll bar at the right of the screen to scroll up/down

Tap **Contents** to return to the Table of Contents

Tap **Exit Preview** to return to the Acquired Data Menu

AUDIO AND VIDEO FILES

Audio and video files can be played within ACESO Preview

Tap on the hyperlink in the relevant audio/video section of the Report and the audio/video file will open for review in the embedded media player

Controls are available for the embedded media player

Note that the media player volume is set to zero by default. Use the volume buttons to adjust the volume

SEARCH

Tap the **Search** button to search for words, names and numbers across the whole ACESO report

Note that it is not possible to search the additional data decoders towards the bottom of the report

Type in a search term and tap **Start**

Search results will be displayed, with the search term **highlighted yellow**

Tap the relevant search result to jump to that section of the Report

Tap **Exit Search** to end the search function

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Sub-reporting in ACESO gives operators the ability to add only relevant data to a smaller Sub-report using the buttons at the top of the Report:

Create Sub-report

Tap this to begin creating a Sub-report

Edit Details

Change Sub-report details

Note that this will only appear once a Sub-report has been started

Delete Sub-report

Sub-report

View Sub-report when in Master Report

Master Report

View Master Report when in Sub-report

Multiple Selection

Tap this to add multiple images from the Image Grid

Help

Displays the help page

Tap **Create Sub-report** and then tap **New**

The Sub-report author field is auto-populated based on the ACESO Keycard. Enter the relevant Title and Notes

Tap **NEXT**

ADD ITEMS TO SUB-REPORT

You will now see new icons present in the Report:



Add item to Sub-report



Remove item from Sub-report



Activate the Sub-report dropdown menu, which gives the following options:

Add a complete section

Add individual items

Add a group of items as a multi-selection

Once an item has been added to the Sub-report, it will be **highlighted green**

ADD IMAGES TO SUB-REPORT

Navigate to the Image Grid section of the Report and tap on an image

Tap **Add to Sub-report** to add

Tap **Multiple Selection** at the top and then tap multiple images to add to Sub-report

Tap **Sub-report** in the top menu to view Sub-report

Note that it is possible to remove items when viewing the Sub-report

Tap **Master Report** to exit the Sub-report

STARTING ACESO	Tap Export Data
PRE-ACQUISITION	ACESO will generate the data ready for export and export the acquisition report onto a USB stick or Network location a variety of selectable export formats <i>Note that USB and Network exports may be disabled in your ACESO configuration or require use of a Keycard with elevated operator levels</i>
COMPONENT SELECTION	Tap the checkboxes next to the corresponding data formats to select/deselect the export type <i>Note that some options may be auto-selected or not selectable based on the configuration being used</i>
ACQUISITION DETAILS	Tap NEXT and follow the onscreen prompts
SIM ACQUISITION	If RTLX is selected you will be prompted to enter a password, or use the auto-generated one and tap NEXT <i>Note that operators should take a note of the password. It is case-sensitive and can consist of letters, numbers and special characters</i>
DEVICE ACQUISITION	Export progress is displayed
BASIC & MANUAL SUPPORT DEVICES	Once completed, if exporting to disc, it will be ejected automatically. If exporting to USB you will be prompted to remove the USB stick
UNLISTED DEVICES	Press DONE to return to the Acquired Data Menu
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PRE-ACQUISITION	USER TOOLS This management area offers the following options: Calibrate Terminal Re-calibrate the date and time of the ACESO Change Keycard PIN Follow the onscreen prompts to update your Keycard PIN <i>Note that it is recommended to update PIN on receipt of a new Keycard</i> Change Keycard Type Follow the onscreen prompts to change the Keycard level <i>Note that this requires an authorization code from Radio Tactics</i> Error Report Required if Radio Tactics Support requests as part of a support query. Follow the onscreen prompts and select Copy Log Files... to a USB stick or Write Log Files to CD...
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CALIBRATING THE ACESO TOUCHSCREEN

It may be necessary to re-calibrate the ACESO touchscreen if you notice that tapping the ACESO screen does not correspond to the location on the screen

With ACESO powered on, press the **Windows key** on the keyboard to display the Start menu

Press the **Up arrow** until **Touch Screen Setup** is highlighted, then press **Enter**

*Note that if **Touch Screen Setup** is not present in the Start menu, highlight **All Programs** and press **Enter**. Use the arrow keys to navigate to **Touch Screen Setup**, then press **Enter***

Follow the onscreen prompts, touching the blinking symbols in turn. The touchscreen will now be re-calibrated

Note that it is recommended to use the stylus if recalibrating the touchscreen on the ACESO Field

ERROR MESSAGES

Occasionally the ACESO may encounter an issue which will result in an error being displayed. This section shows some errors and their causes

Unable to connect to phone

If the device is not connected to ACESO within 30 seconds, then a Timeout Screen will appear

Tap **OK** and then select the relevant option:

Retry driver installation

This option will take you through re-connecting the device to the ACESO

Skip driver detection

This option attempts to connect to the device even though some have not installed

Perform Manual Acquisition

This option allows you to manually record details of the device you are attempting to connect and, if the ACESO includes the camera feature, record photographic records of the device

Connected Phone Not Correct Model

If the connected device is not the same as the device selected then this error will appear. The operator will be offered the same options as above

Invalid Handset Access Card Entered

This error occurs when a used or corrupted Handset Access Card has been used