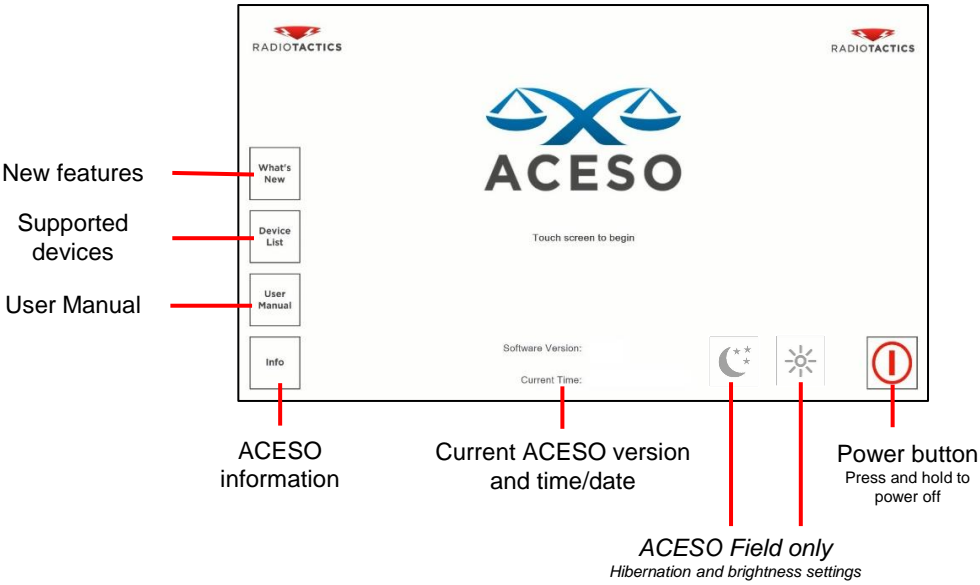


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When ACESO is powered on and completed initialising, you will see the Main Screen:



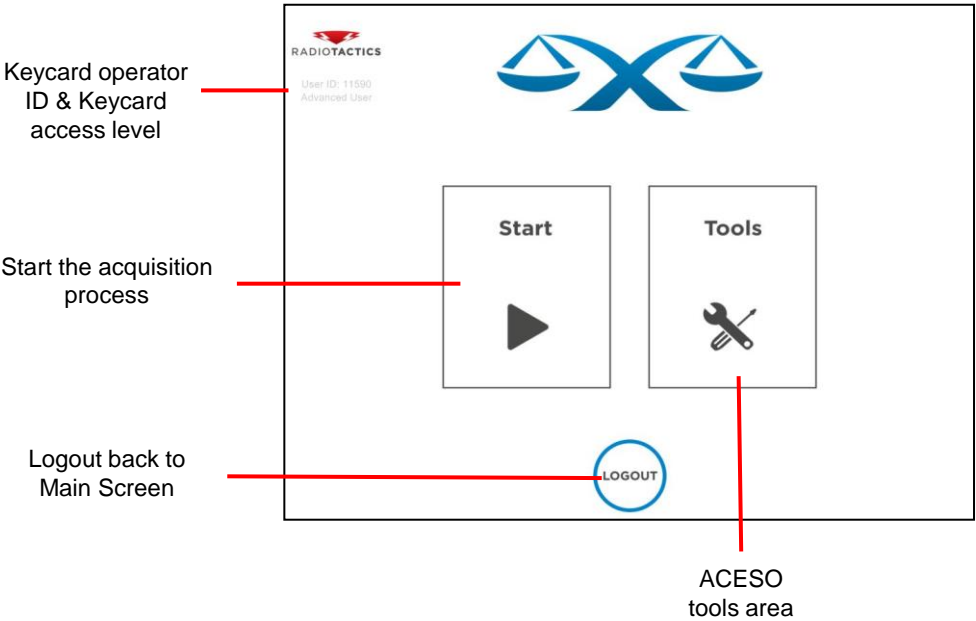
Tap the screen to begin, enter your Keycard and then enter your PIN

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

STARTING ACESO	<p>Enter any relevant case data using the data entry fields</p> <p><i>Note that fields displayed vary by configuration</i></p>
PRE-ACQUISITION	<p>Tap <b>NEXT</b> to continue</p>
COMPONENT SELECTION	<p><b>ACQUISITION IMAGE CAPTURE</b></p> <p><i>Note that image capture is configuration specific</i></p> <p>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</p> <p><i>Red: The minimum number of enforced images has not been met</i>  <i>Green: The minimum number of enforced images has been met</i>  <i>Grey: Completed image capture stages</i></p>
ACQUISITION DETAILS	
SIM ACQUISITION	<p><b>IMAGE CATEGORISATION</b></p> <p>A number of images may be required for each image category. Available image categories are SIM Card, Device, Memory Media and General</p> <p>Assigning the relevant image category to images will ensure that the image(s) are included in the relevant section of the acquisition report</p> <p><i>Note that image categorisation is configuration specific</i></p>
DEVICE ACQUISITION	<p>Where an image is required or enforced, selecting the <b>NEW PHOTO</b> button will take you to the image capture screen</p>
BASIC & MANUAL SUPPORT DEVICES	<p>Tap <b>TAKE PHOTO</b>. The image will be captured and previewed</p>
UNLISTED DEVICES	<p>Assign the correct image type using the drop-down menu</p>
MEMORY MEDIA ACQUISITION	<p>Optional notes can be added if required within the <b>NOTES</b> field</p>
FILTERING DATA	<p>Press <b>RETAKE</b> if required to revert back to the image capture screen</p>
POST ACQUISITION	<p>Selecting the <b>LARGE VIEW</b> button will enable a full screen view of the image. Touch anywhere on the screen to return to the image preview screen</p>
PREVIEW	<p>Select <b>NEXT</b> to progress to the Acquisition Photographs screen</p> <p><i>Note that the all captured images are displayed in the list along with the image category, name and any supporting notes</i></p>
SUB-REPORT	<p>Edit image notes by selecting an image in the list and then tapping <b>EDIT SELECTED</b></p>
EXPORT	<p>Tap <b>NEXT</b> to proceed</p>
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Insert the specified SIM card into the SIM card holder, and insert the holder into the card reader

Once the SIM card data has been acquired, remove the SIM card reader from the ACESO when prompted

**NETWORK BLOCKING OPTIONS**




Select the relevant network blocking option and tap **NEXT** to continue

**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

*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*

*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*

STARTING ACESO	The following is based on devices with Advanced or Standard support. See the next section for Basic or Manual supported devices
PRE-ACQUISITION	
COMPONENT SELECTION	<p>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</p> <p><i>Note that this selection is recorded as part of the audit log and is clearly indicated in any subsequently generated reports</i></p> <p><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></p>
ACQUISITION DETAILS	Tap <b>NEXT</b> to continue
SIM ACQUISITION	If File System was selected, you can further define which data is acquired on the File Type Selection Screen
DEVICE ACQUISITION	<p>Select/deselect file types as required</p> <p>Select the <b>ADVANCED</b> 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 checkbox 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>
BASIC & MANUAL SUPPORT DEVICES	Tap <b>NEXT</b> to continue
UNLISTED DEVICES	
MEMORY MEDIA ACQUISITION	
FILTERING DATA	<p><b>DEVICE CONNECTION</b></p> <p>Carefully follow the on-screen instructions to perform the acquisition of the device</p> <p><i>Note that if instructions are not followed in order or skipped, then the acquisition is likely to fail</i></p> <p><i>Note that the serial number of the HAC (if created) that needs to be inserted is clearly indicated</i></p>
POST ACQUISITION	Press <b>NEXT</b> and follow any additional instructions
PREVIEW	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
SUB-REPORT	When the acquisition has completed, you will see a summary of the acquired data:
EXPORT	<p> Data successfully acquired</p> <p> 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</p> <p> The data could not be acquired, it is recommended that the acquisition is repeated as there may have been a transmission error</p>
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Select **NEXT** and then select **DONE**

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<b>BASIC &amp; MANUAL SUPPORT DEVICES</b>	<h2>ACQUIRING BASIC SUPPORT DEVICES</h2> <p>Basic support indicates a temporary support level in which mainly newly released devices are placed</p> <p><i>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</i></p> <p>Select the required device as shown in the Component Selection section and it will specify the level of support ACESO has for this device</p> <p>If you wish to continue with a Basic support device, tap <b>YES</b> to proceed and continue with the acquisition in the normal way</p> <h2>ACQUIRING MANUAL DEVICES</h2> <p>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</p> <p><i>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</i></p> <p>If the camera is installed, images, videos and details of a manual examination can also be captured and shown within the acquisition report</p> <p>Select the required device as shown in the Component Selection section and it will specify the level of support ACESO has for this device</p> <p>If you wish to continue with a Manual support device, tap <b>NEXT</b> to proceed and continue with the acquisition in the normal way</p> <p>Acquire the SIM if present</p> <p>Enter the device identifier and any notes when prompted</p> <p>Tap <b>NEXT</b></p> <p><i>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</i></p> <p>Select <b>NEXT</b> and continue to take photographs/videos of information you require</p>
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STARTING ACESO	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
PRE-ACQUISITION	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
COMPONENT SELECTION	Additionally, if the camera is installed, images and details of a manual examination can also be captured and recorded within the acquisition report
ACQUISITION DETAILS	On the device search page, type in the manufacturer and/or model if known. If not known enter 'Unknown' for both then tap <b>Search</b>
SIM ACQUISITION	Tap <b>YES</b>
DEVICE ACQUISITION	Confirm the manufacturer and model or enter the information
BASIC & MANUAL SUPPORT DEVICES	<i>Note that both fields are mandatory</i>
UNLISTED DEVICES	Select <b>NEXT</b>
MEMORY MEDIA ACQUISITION	There are now two options: <div> <div> <b>Attempt Device Acquisition</b>  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) </div> <div> <b>Record Device Details</b>  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) </div> </div>
FILTERING DATA	Always <b>Attempt Device Acquisition</b> unless there is no data connection port
POST ACQUISITION	Select <b>Device Type</b>
PREVIEW	Select <b>Operating System</b>
SUB-REPORT	Select <b>NEXT</b>
EXPORT	<i>Note that all on-screen instructions must be followed carefully and in order</i>
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STARTING ACESO	Select the File Types as specified earlier
	Select <b>NEXT</b> to continue
PRE-ACQUISITION	Insert the memory media into the memory card slot
	<i>Note that depending on the memory media type, this may require the use of one or more adaptors supplied by Radio Tactics</i>
COMPONENT SELECTION	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
ACQUISITION DETAILS	The display will then indicate that the memory card has been successfully read
SIM ACQUISITION	Remove the memory card to continue
	<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 <b>SKIP</b> button and selecting a reason for skipping</i>
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STARTING ACESO	ACESO has the ability to Pre-filter the file system and Post filter the messaging on the following acquisition types:
PRE-ACQUISITION	<p><b>Apple devices</b></p> <p><b>Android devices, with or without a Memory card</b></p> <p><b>Memory cards acquired separately</b></p> <p><b>USB Mass storage</b></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	<b>DATE FILTERING</b>
DEVICE ACQUISITION	Enter the Start date and End date to filter data by date. You can enter the date using the keyboard or by using the on-screen date picker
BASIC & MANUAL SUPPORT DEVICES	<b>FILE TYPE FILTERING</b>
UNLISTED 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
MEMORY MEDIA ACQUISITION	<i>Note that this selection is recorded as part of the audit log and is clearly indicated in any subsequently generated reports</i>
<b>FILTERING DATA</b>	<p><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></p> <p>Tap <b>NEXT</b> 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 <b>ADVANCED</b> 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>
POST ACQUISITION	<b>APP FILTERING</b>
PREVIEW	When a file system is read from a device or memory media, ACESO will attempt to identify any files that can be decoded
SUB-REPORT	Select/deselect app decoders types as required
EXPORT	Tapping the <b>i</b> button provides further details of the individual app decoder
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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 <b>Export Data</b>
PRE-ACQUISITION	<p>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</p> <p><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></p>
COMPONENT SELECTION	<p>Tap the checkboxes next to the corresponding data formats to select/deselect the export type</p> <p><i>Note that some options may be auto-selected or not selectable based on the configuration being used</i></p>
ACQUISITION DETAILS	Tap <b>NEXT</b> and follow the onscreen prompts
SIM ACQUISITION	<p>If RTLX is selected you will be prompted to enter a password, or use the auto-generated one and tap <b>NEXT</b></p> <p><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></p>
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 <b>DONE</b> to return to the Acquired Data Menu
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All management operations for the ACESO are performed by tapping **Tools** on the Main Menu screen.

**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

*Note that it is recommended to update PIN on receipt of a new Keycard*

**Change Keycard Type**

Follow the onscreen prompts to change the Keycard level

*Note that this requires an authorization code from Radio Tactics*

**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...**

**SYSTEM MANAGEMENT**

*Note that System Management is only available when using an elevated Keycard*

*Note that some System Management options are configuration dependent*

This management area offers the following options:

**System configuration**

**Date/Time Options**

Update the ACESO date/time format as well as the time zone

*Note that this affects all timestamps for ACESO interface, preview and export*

**Upgrade Software**

Tap this and follow the onscreen prompts to upgrade the ACESO software

**Unit Identifier**

Tap this to define the ACESO unit identifiers which will appear in the Report and Audit Logs:

**Location Code**

Use to define the physical location of the ACESO

**Unit Identifier**

Use to define a particular ACESO within a location

**Acquisition Sequence**

Incremental numbering of each acquisition

**Reporting**

Tap to and follow the onscreen prompts to export the Audit Log files and

select **Copy Audit Files...** to a USB stick or **Write Files to CD...**

**Network configuration**

Tap to amend the ACESO network settings when using a network connected ACESO

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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 options 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