Dems 1.0 Manual
06/15/22

Table of Contents

Thank you for choosing the PatrolEyes Digital Evidence Management Software (DEMS). Our DEMS will allow you to manage your body camera data more efficiently and effectively. Please follow the steps below to install the software on your PC.

Installation

Step 1: Please download the DEMS software from the following link:

PatrolEyes DEMS Download

Note: Make sure the account on that PC you are logged in with has administrator privileges.

Step 2: Double-click to run the installer once the file has been downloaded. The installer will create a desktop shortcut on your desktop once the software is installed.

Step 3: Navigate to the desktop icon and right-click the program, Digital Evidence Manager, and run as administrator.
Note: If you do not see that option you are most likely not an administrator and you cannot run the software.

Registering Software

Step 4: When the software opens you will see a screen that will display a machine code and a registration code. Please send us the machine code and register code to support@patroleyes.com and we will send you the license code to activate your software. You are still able to add users and use the software by just selecting cancel on this window, however, you will be limited to only 4 concurrent uploads.

Step 5: When you receive your license code, open the software and paste the code in the license field, and press register. The registration box will disappear, and you will now be taken to the main screen of the software with up to 20 slots available, depending upon the number of device registrations.

Quick Guide - Adding Users and Devices

Step 1: Press the login button on the left side and login with the username SUPER and the password 123456. While logged into the SUPER account, click the User tab on the left side. At the bottom of the User page, click ‘Add User’. The Add User window will pop up allowing you to add a user. Once completed, select Add to add the user.

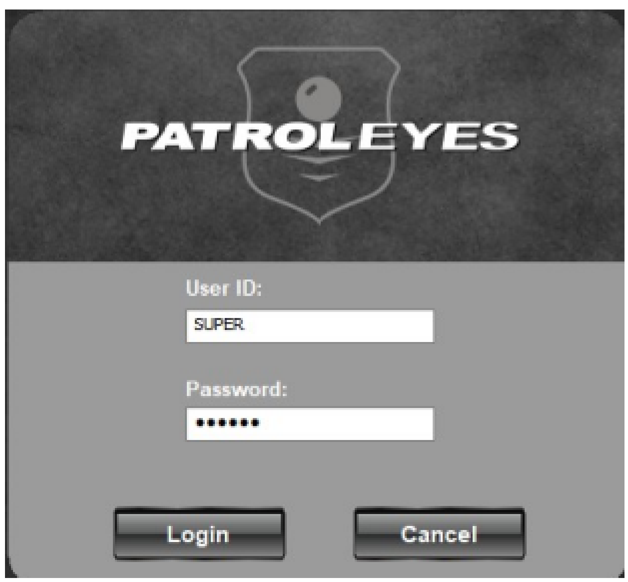
Step 2: While still in the SUPER account, take the device you are going to assign the user and connect it to your computer via a USB cable, the camera's single docking station, or the 8-camera docking station. Once connected, the software will recognize the device connected to port 1. However, it will state “Device Not Registered”. We now need to register the device to the user we just created.

Step 3: To pair the camera with the user, click on the Device tab on the left side of the menu. Click ‘Add Device’ at the bottom of the page and a window will pop up. Enter the user ID of the user we previously created and click ‘Search’. The User field will populate with the user’s information and now a Device Code will be assigned to the camera. The device code can be changed to your liking. Click ‘Register’ and your camera will now be successfully registered and will automatically start uploading data from the camera. Once the data has been successfully transferred, it will automatically delete the footage from the device.

PatrolEyes DEMS Overview

Upload: The upload tab can be used as the primary home screen. It shows the status of all cameras that are currently connected to the software.
User: The user tab allows you to create, delete and modify users. To create a user see Adding Users. See Setting User Permissions for more information on setting user permissions.
Search: The search tab allows users to search and manage evidence.
Device: The device tab allows you to add devices and modify existing devices. See Adding and Registering Devices for more details on how to add a new device and Modifying Devices for more information on how to modify devices.
Configuration: The configuration tab is where you can edit all the settings for the software.
Log: The log tab allows admins to see all actions performed in the software and by what users.
Login / Logout: Pressing the Login/Logout tab will log the current user out or allow users to login.

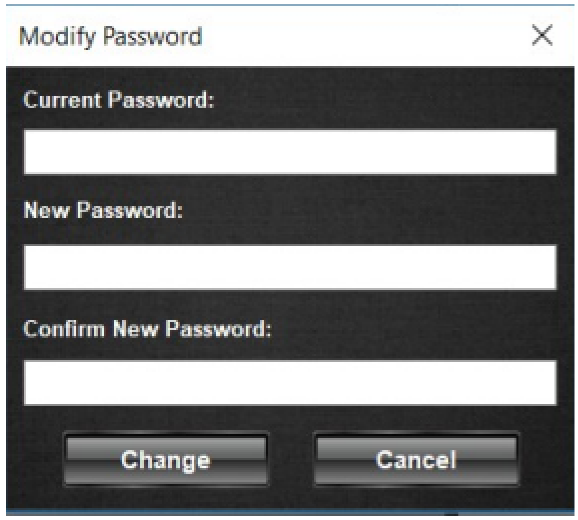
Changing the Default Password



To set up your Administrator account we strongly suggest you change the password. By default, the password is '123456'.

To do this, first, log in to the software by clicking the 'Login' button on the left side. The default username is 'SUPER’, and the default password is '123456'. Once logged in, click on the username in blue in the upper right corner.

This will prompt a new window to open where you can change the password. The password can be up to 16 characters. Click 'Modify' to confirm your password change.



<u>Software Configuration</u>

Server Settings: This allows you to set your server IP for syncing server settings.

Data Storage Configuration: This allows you to set the data retention period and to be notified when your storage is low.

- ❖ **Low Storage Warning:** You will be alerted at the set percentage when your storage is running low.
- ❖ **Regular File Storage Period:** Defines how many days to keep regular files in the system.
- ❖ **Important File Storage Period:** Defines how many days to keep your important files in the system.

Media Type: This allows you to set what files can be uploaded from the devices.

Voice Prompt: Coming soon.

Data Category: This allows you to categorize the data by either Date, User ID, or Media Type.

Enable Thumbnails: This allows the creation of thumbnails for video and image files.

Save Thumbnails: Saves the thumbnails in a separate folder.

<u>Note:</u> We recommend you enable this option.

File Path: The file path setting allows you to change the storage directory location for local files.

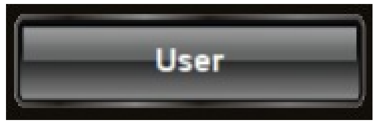
Export with Watermark: Date and Time, the user who exported the video, the purpose of the export, and the department will be stamped onto the video in the top left corner.

<u>Note:</u> The software configuration page is to be used in conjunction with the web server. The web server will be available soon.

Adding Users

To add a user, first, log in to an account with permission to add users. The 'SUPER' user has this permission by default.

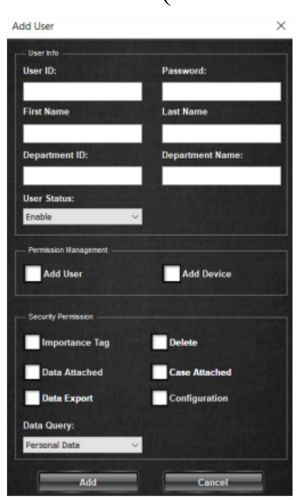
Click the 'User' tab on the left side of the screen.



Then click the 'Add User' button in the lower-left corner. A window will pop up prompting you to add a user.

For this example, this user is only going to have the right to upload data and view their data. First, fill out the User Info section of the window. (Note the password can be up to 16 characters long.) Do not check any of the boxes in the Permission Management section. In the security permission section, check ‘Important Tag’ and Attach Case. For Data Query, make sure it is set to ‘Personal Data’.

User ID: JSMITH (max 6 characters)
Password: 123456 (max 16 characters)
Last Name: Smith
First Name: John
Department ID: DE2456
Department Name: Denver PD
User Status: Enable – Allows the user access to the software
Disables – Denies the user access to the software (user can still upload data)



Note: The 'User ID' is what the new user will use to log in to the software. It will also be set as the user ID on the camera's date and time stamp.

Managing User Permissions

When adding a new user there are many different permissions you can assign. Please assign each new user accordingly.

Add User: This allows the new user to add other users to the software.
Note: It is recommended only the administrator account have this permission.
Add Device: This allows the new user to add a device.
Note: All users that will be using a camera with the software need this permission.

Managing Security Permissions

Important Tag: This allows the new user to tag a file as important.
Delete: This allows the new user to delete data.
Upload to Server: This allows the new user to upload data to the web server.
Data Export: This allows the new user to export the data for burning to a DVD or flash drive.

Attach Case: This allows the new user to add a case number and additional details to files.
Configuration: This allows the new user to change program settings in the configuration tab.
Note: It is recommended only the administrator account have this permission.
Data Query:

- **Personal Data:** The user will only be able to manage and search for their data.
- **Department Data:** The user will only be able to manage and search for their own department's data.
- **All Data:** The user will be able to manage and search for all data.

Modifying Users

To modify a user click the User tab on the left side of the screen. Click the user you would like to modify and then click the Modify button at the bottom of the screen. The edit user window will appear allowing you to update the user accordingly.

Adding and Registering Devices.

Before you can upload data from your camera you will need to register the camera with the software.

Login to your account and connect your camera to the computer. Since the device has not been registered yet, it will display 'Unregistered'.

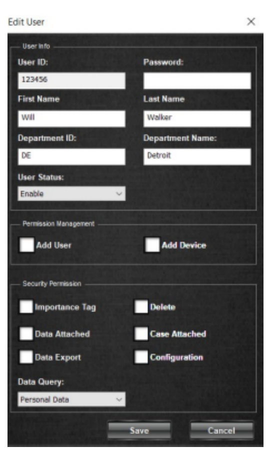
Click on the 'Device' tab and then click 'Add Device' in the lower corner. A window will pop up prompting you to add a device.

Enter your User ID in the 'User ID' field and press 'Search'. When you click the search button the first and last name fields should populate. Press ‘Register’ to register the camera.

<u>Note:</u> When registering a camera, the software will automatically assign every camera a Device ID. We suggest changing the camera's Device ID to the name or badge number of the officer.

Modifying Devices

To modify a device, navigate to the ‘Device’ tab and click on the desired device you wish to modify. A window will appear allowing you to assign the device to another user. There can only be one device assigned to a user at a time.



Uploading Data

Uploading data with the software is very simple. Ensure that the software is open and running and you have registered each device before trying to upload. Turn on the device and either connect it directly to the computer via USB or via the 8-camera docking station. Once connected, the device will automatically upload data to the computer or server, depending on your storage configuration.

Any user can be logged in to upload data from the device. The user that the camera is assigned to does not need to be logged in for data to be uploaded for that user.

Searching and Organizing Data

Login to your account and click the ‘Search’ tab on the left.
Add Note: This allows the user to add a case number and case description.
Display More: This allows the user to search by specific date ranges.
Open File: This allows the user to play the media file.
Add Tag: When a file is selected using this option marks the file as important and is then subject to the custom retention settings.
Remove Tag: Removes the selected videos Important tag.
Export: Exports the selected file to a flash drive or CD drive.
Delete: Deletes the selected file.
You will be able to add important notes and details to individual files here.

To add a case number and add a description to a file simply click on the file and click 'Add Note' in the lower-left corner. A window will pop up prompting you to enter a case number and description.

To search for your files that have been tagged simply put in the keywords you would like to search for in the Keywords box, then click ‘search’. You can also refine your search by Name, File Type, and Case Number.

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