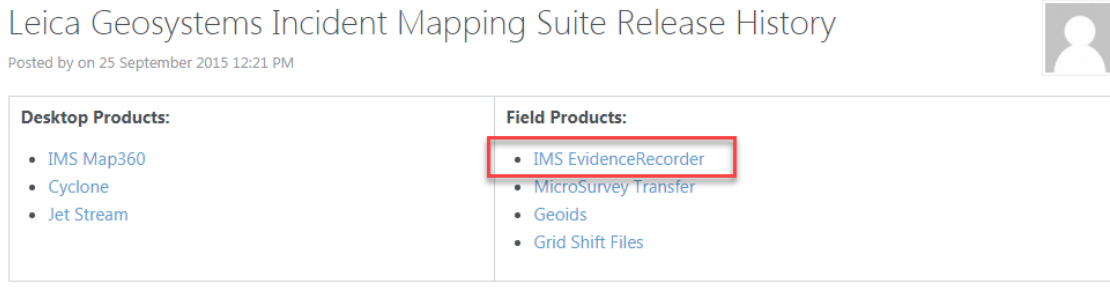# Evidence Recorder Installation and Register Instructions

Registering a New Installation

1. Downloads for Evidence Recorder data collection software: **Downloads Page**

2. Select **IMS Evidence Recorder** under the Field Products as shown below:

   ### Leica Geosystems Incident Mapping Suite Release History
   Posted by on 25 September 2015 12:21 PM

   Desktop Products:
   - IMS Map360
   - Cyclone
   - Jet Stream

   Field Products:
   - IMS EvidenceRecorder
   - MicroSurvey Transfer
   - Geoids
   - Grid Shift Files

3. Check for the most recent version at the top of the page and click link for "All Language Downloads". This opens the download page then scroll down for hardware device options: Windows Mobile Handheld, Tablet or PC (Windows 7-10) <u>or</u> Leica Captivate Series.

4. Run the software to install it onto your device.

5. Go to Evidence Recorder registration screen on your device to find your **Device ID** that will be 16 digits with this configuration: EXXX-XXXX-XXXX-XXXX

6. You now need to **connect to internet** and to our **on-line registration portal** at: http://www.microsurvey.com/register/.

7. Pick Evidence Recorder and follow the website instructions as prompted:
   a. First enter your **Software Serial Number/GUID** which was provided at time of purchase with this configuration: XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX   (8-4-4-4-12 digits)

   b. On the following page, enter your **Device ID** that appears on your device screen

8. The web portal will now issue your **Password** (8 groups of 4 alpha numeric digits separated with dash in between). Enter this password into **your device** and click the "Apply Key" button to the right to complete the activation process.

Upgrading an Existing Installation

1. Contact MicroSurvey Support at 1-800-668-3312 to verify the latest version of Evidence Recorder you are eligible to install with your purchased license before you start. If your CCP (Annual Maintenance) is not current, you may need to renew maintenance to install upgrades.

2. Download and install the desired version of Evidence Recorder from the [Evidence Recorder Downloads](#) page.

3. Run the software:
    a. If you are updating within the same major version, for example from 11.0 to 11.1, you are now complete with the upgrade, and your old password will continue to work with the updated version
    b. If you are updating between major versions, for example from 10.x to 11.x, continue to Step 4 below.

4. Contact MicroSurvey Support at 1-800-668-3312 with your original **Software Serial Number/GUID** and request for it to be reset.

5. MicroSurvey Support/Admin staff will send you confirmation that your **Software Serial Number/GUID** is ready to be re-registered for a new password through the portal. Same process as registering a **New Installation** above on page one.

[Click Here](#) for more detailed information on the registration procedure.

If you require assistance, please contact MicroSurvey Support at 1-800-668-3312 (07:00-17:00 Pacific Time) or email. register@microsurvey.com.

Special Notes:

Mobile Device Installation
For devices running **Windows Mobile 6 operating system** such as the Nautiz X7/X8, Leica CC55 and others. You can use ActiveSync or Windows Mobile Device Center to connect your data collector to your computer and install the software using the *.exe file. Alternatively, you can also Copy the *.cab file onto the device using a memory card or cable. Double click the copied *.cab file on the device to finish the installation.

PC/Tablet Installation
Supported all Windows 7, 8 and 10 operating Systems

Leica Captivate Series Installation
Copy the *.cab file onto the CS20 or Total Station using an SD card or flash drive. Double click the copied *.cab file on the device to finish the installation. To disable Captivate auto-launch please follow [this guide](#).

d) Follow the prompts to run the installation

e) Only for Mobile Handheld Operating System
Otherwise skip this step if installing on Tablet, PC or Captivate versions. Install Microsoft Active (for Windows XP or earlier) or MicroSurvey Windows Mobile Device Center (for Windows 7, 8.1, 10, or newer) installed on your computer. [Link to download WMDC](#).

CPP Customer Care Program – Annual Maintenance
Our very affordable maintenance plan allows you to keep your software always current with all updates and major updates.

Optional Transfer Program

The optional transfer program helps automate the process of taking the file from the data collector and copies into the correct folder of your IMS Map360 CAD drawing program so you know where to access it. It can be done manually using copy and paste commands or you can use the optional transfer program described in this movie and link to download below. Link to download page and scroll down to MicroSurvey Transfer section: Download MicroSurvey Transfer

Configure MicroSurvey Transfer Instruction Movie: Transfer Demo Movie

Learning and Resources

1. Evidence Recorder Training Movie Webpage

Visit this webpage for the training movies: EVR Training Movies

2. Download PDF Guide

Download the PDF Guide (scroll down on the page): Quick Start Setup Instructions

3. Online Help

Use this manual for online help: Manual for Evidence Recorder

4. EVR home page

Link to the EVR Knowledgebase helpful articles and tutorials: Evidence Recorder Knowledgebase

5. Supported Hardware

Use this link as reference for supported total stations, GPS units and data collectors: Evidence Recorder Supported Hardware

## 6. Release Notes

Evidence Recorder Release Notes – what is new: General Overview Release Notes for EvR versions

Downloads for Evidence Recorder data collection software demo: Downloads Page

Technical Support Questions?

*IMS has a support website dedicated to forensic users, visit ims.microsurvey.com to review available articles, movies, tutorials, download links and button to "**Submit a Ticket**" for tech support.*
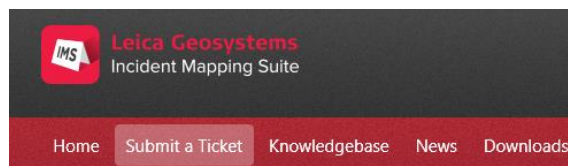
*The first time you use this it will prompt you to set up an account to be registered. Once you do that you can either contact support by email at: IMS@MicroSurvey.com or use same link to Submit Ticket for future requests.   For time sensitive issues call us toll free at: **1-888-632-8285** 7:00-17:00 Pacific Time.*