

# NICE PUBLIC SAFETY SOLUTIONS

# NICE INFORM ORGANIZER USER GUIDE

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**NICE** ■ Inform

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# 1 Welcome

The NICE Inform Organizer application enables you to:

- Manage incidents. An incident is a collection of recordings (located using the NICE Inform Reconstruction application) and other files (e.g. a text or an image file). Once all the data has been collected it can be stored, edited and then prepared for distribution.
- Distribute an incident. A distribution can be emailed, saved to a folder or removable media or in a NICE Inform™ Media Player format.

## Application privileges

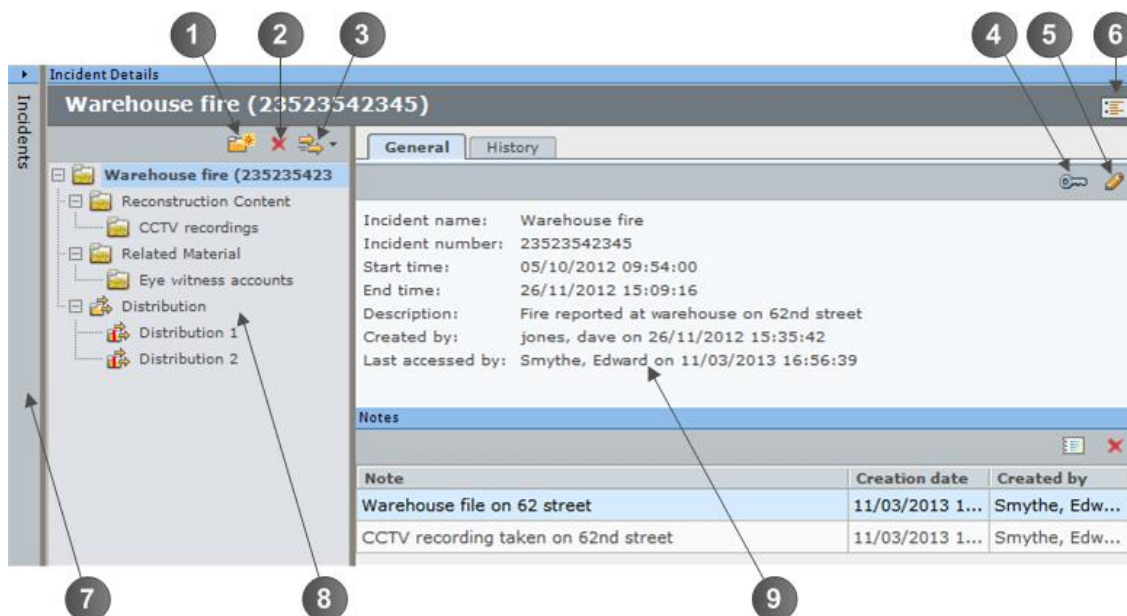
To use the Organizer application, you **MUST** have the required privilege allocated to you (refer to *Application privileges* in *NICE Inform User Administration*). If not, the Organizer option is not displayed in the Application selector bar when you log in.

## 1.1 Navigating NICE Inform Organizer

The NICE Inform Organizer application consists of two distinct panels which can be maximized and minimized to provide the desired view.


**NOTE:** Refer to the table below for a key to each feature.


Figure 1-1: Organizer main screen



**Table 1-1: NICE Inform Organizer features**

Feature number	Description
1	<b>New folder</b> button - creates a new Reconstruction Content, Related Material and/or Draft distribution folders (refer <a href="#">Creating a new folder</a> (see page 33)).
2	<b>Delete</b> button - deletes the selected Reconstruction Content, Related Material and/or Draft distribution folder ( <a href="#">Deleting a folder</a> (see page 34)).
3	<b>Distribute</b> button - distributes and the selected incident folder (refer to <a href="#">Starting your distribution</a> (see page 35)).
4	<b>Access privileges</b> button - enables access to grant customizable access for the incident ( <a href="#">Setting access privileges</a> (see page 85)).
5	<b>Edit</b> button - edits the details for the incident (refer to <a href="#">Editing an incident</a> (see page 28)).
6	<b>Organizer preferences</b> button - enables access to the Preferences control (refer to <a href="#">Setting Organizer preferences</a> (see page 88)).
7	<b>Incidents panel</b> (shown minimized) - enables access to search and open the required incident (refer to <a href="#">Incidents panel</a> (see page 4)).
8	<b>Incident Folders panel</b> - enables access to manage the selected incident (refer to <a href="#">Incident Folders panel</a> (see page 31)).
9	<b>Incident Details</b> panel - enables access to view the details of the selected incident (e.g. replay recordings, view history etc. (refer to <a href="#">Incident Details panel</a> (see page 23))).

To minimize a panel, click the  button associated with the panel that is open.

To maximize a panel, click the  button associated with the panel that is closed.

Maximizing the **Incidents** panel automatically minimizes the **Incident Details** panel to provide as much screen as possible to display the **Incidents** panel. Similarly, when maximizing the **Incident Details** panel, the **Incidents** panel is minimized automatically.

## 1.2 Adding and removing items

Adding and removing items (e.g. resources, users and fields) to and from selected lists is frequently used within NICE Inform Organizer.

► To add items to the list:

1. Highlight the required item in the Available list.
2. Click the **Add >** button. The item is moved to the Selected list.
3. Repeat for each required item.

---

**NOTE:** To move all items to the Selected list, click the **Add All >>** button.

---

► To remove items from the Selected list:

1. Highlight the required item in the Selected list.

2. Click the **< Remove** button. The item is moved to the Available list.
3. Repeat for each item required.

---





**NOTE:** To move all items from the Selected list, click the **<< Remove All** button.

---

#### Additional Operations

- If you wish to select all but one or two items, click the **Add All >>** button to move all items to the Selected list, then remove the items not required.
- The **Quick Search** facility enables you to find the required item. Enter the required text in the box and click **Go**. The search returns all items containing that text as part of its name. The search is **NOT** case sensitive.
- For the Selected list, the list order controls modify the order that the items are displayed:

**Table 1-2: List order controls**

Button	Description
	Moves the highlighted item to the top of the list.
	Moves the highlighted item up one place in the list.
	Moves the highlighted item down one place in the list.
	Moves the highlighted item to the bottom of the list.

## 2 Incidents panel

The Incidents panel is where the incidents are searched for and opened from. It is also where new incidents are created and deleted, as shown here.

Figure 2-1: Incidents panel

Incident name	Incident number	Creation date	Created by	Items contained	Description
Security breach	5352135	19/03/2013 14:45:51	Smythe, Edward	10	Security bre...
Incidents at 21st st...	64252211	19/03/2013 14:46:52	Smythe, Edward	6	Robbery at 2...
Warehouse fire 63r...	152573	15/03/2013 11:57:32	jones, dave	90	Warehouse fi...
Fire at 63rd street	13568933	11/03/2013 16:53:13	jones, dave	14	Fire reported...


Features within the Incidents panel include:

- [Creating a new incident](#) (see page 4)
- [Adding Reconstruction Content to Organizer](#) (see page 7) (using NICE Inform Reconstruction)
- [Deleting an incident](#) (see page 13)
- [Exporting an incident](#) (see page 14)
- [Importing an incident](#) (see page 15)
- [Searching for an existing incident](#) (see page 16)
- [Authenticating an incident](#) (see page 20)
- [Authenticating files within a Distribution](#) (see page 21)
- [Creating an incident snapshot](#) (see page 21)



## 2.1 Creating a new incident


► To create a new incident:

1. Within the **Incidents** panel, click the **Create new incident**  button. The **New Incident Wizard** starts at the **Incident Details** screen.
2. Enter the following details and where applicable use the text boxes provided:
  - **Name** - enter a name for the incident.
  - **Number** - enter a number for the incident.

---


**NOTE:** The number can be an alphanumeric value.

Creating a new incident with the same name and number of an existing incident is not permitted. If this is attempted a message is presented informing you that the incident name or number already exists. Click the **OK** button to this message and change either the name or number for the incident to something unique. However, the same name for the incident can exist but only if its number is different. In addition, the same number for the incident can exist but only if its name is different.

- **Description** - enter a description (if required) for the incident.
- **Enable incident retention** - check the box if you require setting a date before which this incident **CANNOT** be deleted. Once you have enabled this feature, do one of the following:
  - Enter an incident retention date in the **Available for deletion** text box.
  - Click the **Calendar**  button and select a date using the calendar control (refer to *Using the calendar control* in *NICE Inform Reconstruction*).

---

**NOTE:** If the **Enable incident retention** check box is grayed out, incident retention has been set globally by a system administrator when managing incident storage (refer to *Managing incident and evaluation storage for file sharing* in *NICE Inform System Administration*). Once set globally, this incident **CANNOT** be deleted before the date displayed within the Available for deletion text box.

You can **ONLY** set the date after the displayed date and **NOT** before unless you have the **Manage incident retention** privilege assigned to you by a NICE Inform Administrator. If you try and set the date before and you do not have the privilege, a warning icon  is displayed. Hover the cursor over the icon and a tooltip is displayed providing you with information as to the earliest date you can set incident retention. If you ignore the warning and try continuing, you **CANNOT** create the incident until you adjust the minimum retention date.

If an incident property has been configured to determine the incident retention period, the **Enable incident retention** option is not displayed and is replaced with text informing you the incident retention is calculated from the incident property (that has been configured for incident retention). Refer to *Adding an incident property list option* within *NICE Inform System Administration* for help configuring incident retention for an incident property.

---

3. Click the **Next** button to continue.
4. At the **Incident Properties** screen, you can set values for system wide incident properties. These properties are created by a system administrator (refer to *Adding an incident property* in *NICE Inform System Administration*). To set the values for the incident properties:

---

**NOTE:** If there are no system wide incident properties configured, the Incident Properties screen is **NOT** displayed. If so skip to step 5.


---

- a. Do one of the following:
  - Select the **Value** cell for the required incident property and depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.

---


**NOTE:** The Value cell provides guidance to assist you when adding a value. For example, for a numeric incident property type, the numeric range is displayed and for a text incident property type, if a prompt has been created when the incident property type was added, this is also displayed. Once you enter a value this guidance is removed.

---

- Select the required incident property and click the **Edit**  button. The **Edit Incident Property** dialog is presented:
  - (1) Depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.
  - (2) Click the **OK** button.

- b. Repeat either method to add values for additional incident properties.

---

**NOTE:** Some incident properties may have a mandatory state which has been set when they were created which are displayed with an  icon. You **MUST** enter a value for these incident properties otherwise you are unable to continue.

---

5. Click the **Next** button to continue.
6. At the **Access Privileges** screen, you can set read, modify or full control access for particular users or user groups for this incident. For help with the options on this screen, (refer to [Setting access privileges](#) (see page 85)).
7. Once the user access rights have been set, click the **Next** button to continue.
8. At the **Summary** screen, check that the new incident details are correct. Once satisfied, click the **Finish** button. If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.
9. A Wizard Progress dialog is presented providing a summary of the incident that is being created.
10. Do one of the following:

- Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the incident has been created, unless an error has occurred.
- Once the incident has been created, click the **Close** button to close the dialog.

This new incident is displayed in the [Incidents list](#) (see page 12) attributed to the user who created it.

## 2.2 Adding Reconstruction Content to Organizer


---

**NOTE:** In order to add Reconstruction Content to Organizer, you **MUST** have the **Add to Organizer** privilege assigned to you by a NICE Inform Administrator.

---

You can create an incident using recordings from the NICE Inform Reconstruction application or you can add recordings to an existing incident within NICE Inform Organizer.

Before adding Reconstruction Content to Organizer, there are some important things to note:

- Motorola Dimetra encrypted recordings **CANNOT** be added to NICE Inform Organizer incidents.
  - In order to add partial selections to Organizer, you **MUST** have the **Add partial items to Organizer** privilege assigned to you by a NICE Inform Administrator. For help selecting partial selections, refer to *Selecting a recording in NICE Inform Reconstruction*. If a partial selection includes redacted audio, the redacted section is adjusted or removed to the new boundaries of the partial selection.
  - Any audio recordings that include redacted sections are included in the transfer to Organizer.
  - Only complete conversations can be transferred to Organizer. If a partial conversation is selected, the complete conversation is added to Organizer.
  - Audio analytics events are added when a call is fully selected or when a partial selection covers the event.
- To add selected recordings to NICE Inform Organizer:
1. Click the **Transfer**  button and select the **Add to Organizer** option from the drop down menu.

---

**NOTE:** The **Transfer** button is located within NICE Inform Reconstruction.

Up to five of the most recent incident folder locations are displayed when hovering the mouse cursor over the **Add to Organizer** option. If you select an incident folder location, a confirmation message is displayed asking if you are sure you wish to transfer the selected items to the incident folder before the transfer starts. Click the **Yes** button to continue.

---

2. The **Add to Organizer Wizard** within NICE Inform Organizer automatically starts:
3. The Add to Organizer Wizard branches at this point depending whether you select:
  - **Create new incident** - recordings are added to a new incident (refer to [Adding Reconstruction Content to a new incident](#) (see page 8)).

- **Add results to existing incident** - recordings are added to an existing incident (refer to [Adding reconstruction Content to an existing incident](#) (see page 11)).


## 2.2.1 Adding Reconstruction Content to a new incident

For help starting the **Add to Organizer Wizard**, refer to [Adding Reconstruction Content to Organizer](#) (see page 7).


► To add Reconstruction Content to a new incident:

1. At the **Welcome** screen, select **Create new incident** and click the **Next** button.
2. At the **Create New Incident** screen, enter the following details for the new incident using the text boxes provided:
  - A name and/or a number for the incident.
  - A description for the incident (Optional).

Creating a new incident with the same name and number of an existing incident is not permitted. If this is attempted a message is presented informing you that the incident name or number already exists. Click the **OK** button to this message and change either the name or number for the incident to something unique. However, the same name for the incident can exist but only if its number is different. In addition, the same number for the incident can exist but only if its name is different.

3. Within the incident retention section (optional), you can set a date before which this incident **CANNOT** be deleted. To set incident retention:
  - a. Check the **Enable incident retention** box.
  - b. Do one of the following:
    - Enter an incident retention date in the **Available for deletion** text box.
    - Click the **Calendar**  button and select a date using the calendar control (refer to *Using the calendar control* in *NICE Inform Reconstruction*).

---

**NOTE:** If you try and set the date before, a warning icon  is displayed. Hover the cursor over the icon and a tooltip is displayed providing you with information as to the earliest date you can set incident retention. If you ignore the warning and continue you **CANNOT** create the incident until you adjust the minimum retention date.

If you want to override the global incident retention setting, you **MUST** have the **Manage incident retention** privilege assigned to you by a NICE Inform Administrator. Without this privilege, once set globally (refer to *Managing incident and evaluation storage for file sharing in NICE Inform System Administration*), this incident **CANNOT** be deleted before the date displayed within the **Available for deletion** text box. You can **ONLY** set the date after the displayed date and **NOT** before.

If an incident property has been configured to determine the incident retention period, the **Enable incident retention** option is not displayed and is replaced with text informing you the incident retention is calculated from the incident property (name) that has been configured for incident retention. Refer to *Adding an incident property list option within NICE Inform System Administration* for help configuring incident retention for an incident property.

If Incident age based deletion has been configured (refer to *Managing incident and evaluation storage for file sharing in NICE Inform System Administration*), the date on, or, after that this incident will be deleted is displayed at the bottom of this screen.

- 
4. Click the **Next** button and the **Incident Properties** screen is presented for you to set values for system wide incident properties. These properties are created by a system administrator (refer to *Adding an incident property in NICE Inform System Administration*). To set the values for the incident properties:

---

**NOTE:** If there are no system wide incident properties configured, the Incident Properties screen is **NOT** displayed. If so skip to step 5.


---

- a. Do one of the following:
- Select the **Value** cell for the required incident property and depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.

---


**NOTE:** The Value cell provides guidance to assist you when adding a value. For example, for a numeric incident property type, the numeric range is displayed and for a text incident property type, if a prompt has been created when the incident property type was added, this is also displayed. Once you enter a value this guidance is removed.

---

- Select the required incident property and click the **Edit**  button. The **Edit Incident Property** dialog is presented:
  - (1) Depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.
  - (2) Click the **OK** button.

- b. Repeat either method to add values for additional incident properties.

---

**NOTE:** Some incident properties may have a mandatory state which has been set when they were created which are displayed with an  icon. You **MUST** enter a value for these incident properties otherwise you are unable to continue.

---

5. Click the **Next** button and the **Access Privileges** screen is presented. This screen provides you with the functionality to grant users and user groups customizable access to the incident you are creating. For help setting access privileges for your incident, refer to [Setting access privileges](#) (see page 85).

---


**TIP:** Selecting a user group is useful if you require all users in the group to have the same access privileges for the incident as you only need to set the access rights once.

---

---

**NOTE:** It is not mandatory to set access privileges for your incident. If you do not require setting any privileges, click the **Next** button.

---

6. Once you have set any access privileges for your incident, click the **Next** button.
7. At the **Select or Create an Incident Folder** screen, do one of the following:
  - Select the **Reconstruction Content** folder and click the **Next** button. Your Reconstruction Content will be added to this folder.
  - Click the **Create folder**  button to create a new folder for your Reconstruction Content. For help creating a new folder, refer to [Creating a new folder](#) (see page 33). Once created, click the **Next** button.
8. At the **Summary** screen, the following information is presented:
  - **Incident name** - the name of the incident.
  - **Incident number** - the number of the incident. This can be an alphanumeric value.
  - **Incident folder** - the Reconstruction Content folder recordings are to be saved in.
  - **Number of items to add** - the number of recordings that are to be added to the folder.
  - **Estimated space required** - an estimation of space required for the recordings.
  - **Space available** - the space available on the storage device.

---

**NOTE:** If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

---

9. Click the **Add** button and a Wizard Progress dialog is presented providing a summary of the Reconstruction Content that is being added.
10. Do one of the following:

- Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the Reconstruction Content has been added, unless an error has occurred.
  - Once the Reconstruction Content has been added, click the **Close** button to close the dialog.
11. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

## 2.2.2 Adding Reconstruction Content to an existing incident

For help starting the **Add to Organizer Wizard**, refer to [Adding Reconstruction Content to Organizer](#) (see page 7).


► To add Reconstruction Content to an existing incident:

1. At the **Welcome** screen, select **Add results to existing incident** and click the **Next** button.
2. At the **Select a Destination Incident** screen, search for the existing incident prior to adding Reconstruction Content to it (refer to [Searching for an existing incident](#) (see page 16)).
3. Once located, select the incident from the list.

---

**NOTE:** Click the **Authenticate incident**  button to authenticate the incident you are adding recordings to (refer to [Authenticating an incident](#) (see page 20)).

---

4. Click the **Next** button and the **Select or Create an Incident Folder** screen is presented.
5. Select either a Reconstruction folder (including sub folders) to add the recordings to.
6. If you require adding the recordings to a new incident folder, select the required folder and click the **Create folder**  button. For help creating a new folder, refer to [Creating a new folder](#) (see page 33).
7. Click the **Next** button and the **Summary** screen is presented.
8. The **Summary** screen displays the following information:
  - **Incident name** - the name of the incident.
  - **Incident number** - the number of the incident. This can be an alphanumeric value.
  - **Incident folder** - the Reconstruction Content folder recordings are to be saved in.
  - **Number of items to add** - the number of recordings that are to be added to the folder.
  - **Estimated space required** - an estimation of space required for the recordings.
  - **Space available** - the space available on the storage device.



**NOTE:** If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

9. Click the **Add** button and a Wizard Progress dialog is presented providing a summary of the Reconstruction Content that is being added.
10. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the Reconstruction Content has been added, unless an error has occurred.
  - Once the Reconstruction Content has been added, click the **Close** button to close the dialog.
11. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

## 2.3 Incidents list

The Incidents list, as shown here displays all the incidents that have been searched for (refer to [Searching for an existing incident](#) (see page 16)).

**Figure 2-2: Incidents list**

i	Incident name	Incident number	Creation date	Created by	Items contained	Description	Retention date
	Security breach	5352135	19/03/2013 14:45:51	Smythe, Edward	10	Security bre...	
	Incidents at 21st st...	64252211	19/03/2013 14:46:52	Smythe, Edward	6	Robbery at 2...	22/03/2013
	Warehouse fire 63r...	152573	15/03/2013 11:57:32	jones, dave	90	Warehouse fi...	
	Fire at 63rd street	13568933	11/03/2013 16:53:13	jones, dave	14	Fire reported...	



**NOTE:** The last month's incidents that you have privileges to view are automatically searched for and displayed in the Incidents list.

The following information is displayed within the Incidents list:

**NOTE:** Apart from the **i** column, each column can be sorted in descending or ascending order by clicking the column heading and can be reordered by dragging them to the required location.

The columns displayed in the Incident list depend on what has been selected in the **Incident List** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). If the preferences have not been set, the defaults are used:

**Table 2-1: Incidents list columns**

Column	Description
i	If the Incident snapshot  icon is displayed then this indicates an incident that has been copied and locked to protect all its files (creating a snapshot). This is only applicable when using an EMC Centra device to manage incident storage (refer to <i>Managing incident and evaluation storage</i> in <i>NICE Inform System Administration</i> ). Once the snapshot incident's retention date has expired, the icon changes  . This icon signifies that the snapshot incident is no longer locked. To view all incident snapshots, click on the + icon of the parent incident. The incident expands to show any locked child incidents. For help creating a snapshot incident whereby the incident is copied and locked, refer to <a href="#">Creating an incident snapshot</a> (see page 21).



Column	Description
<b>Incident name</b>	The name of the incident.
<b>Incident number</b>	The number of the incident. This can be an alphanumeric value.
<b>Creation date</b>	The date and time the incident was created.
<b>Created by</b>	The user who created the incident.
<b>Items contained</b>	The total number of files contained within the incident.
<b>Description</b>	The description added to the incident when it was created.
<b>Retention date</b>	The date before which the incident cannot be deleted. This column is blank if retention has not been set for the incident.
<b>Incident property name</b>	The incident property value.
<b>Snapshot expiry date</b>	<p>Only valid if you have used an EMC Centera device in order to manage your incident storage (refer to <i>Managing incident and evaluation storage</i> in <i>NICE Inform System Administration</i>) and have taken a snapshot of an incident. This is the date until which the copy remains locked for.</p> <hr/> <p><b>NOTE:</b> The Snapshot expiry date field is not part of the default view.</p> <hr/>
<b>Deletion date</b>	The date that the incident will be deleted on or after. The column is only displayed if the system has been configured for incident automatic deletion (refer to <i>Managing incident and evaluation storage for file sharing</i> in <i>NICE Inform System Administration</i> ).


Once the required incident has been located in the Incidents list it can be opened. To achieve this, do one of the following:

- Double-click anywhere within the associated row of the incident.
- Select the incident and open the [Incident Details panel](#) (see page 23).

The NICE Inform Organizer application changes to display the details of the incident within the [Incident Details panel](#) (see page 23).

## 2.4 Deleting an incident

► To delete an incident:

- Within the [Incidents panel](#) (see page 4), select the required incident or incidents (using Microsoft Windows standard Shift and Ctrl methods) from the [Incidents list](#) (see page 12) and click the **Delete incident**  button. A message is presented confirming the deletion.
- Click the **Yes** button and a progress dialog is presented providing a summary of the incident (or incidents) that have been deleted. If any incidents have data retention

set they **CANNOT** be deleted. The progress dialog details any incidents that could not be deleted.

3. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the deletion process completes, unless an error has occurred.
  - Once the deletion process is complete, click the **Close** button to close the dialog.

---

**NOTE:** If all selected incident (or incidents) for deletion have incident retention set or they have been created as a snapshot incident and the retention date has not been reached, you are presented with a message informing you that you **CANNOT** delete these incidents.

---


## 2.5 Exporting an incident

Use this feature to export an incident. Once exported, you can import the incident into another NICE Inform system or back into the original system at a later date and therefore allowing you to store an incident outside of NICE Inform.

Data included in an exported incident includes:

- **Location data** (e.g. ANI/ALI)
- **Annotations**
- **Related Material**
- **Audio and video data**
- **Notes**
- **History**
- **Incident properties**

► To export an incident:

1. In the **Incidents** panel, select the required incident from the Incidents list and click the **Export and Import incident**  button.
2. Select the **Export incident** option from the drop down menu. The **Export incident Wizard** opens at the **Select Destination Folder** screen.
3. Click the **Browse** button and do one of the following:
  - Leave the default location of *Documents\NICE Inform\My Incidents\*.
  - Browse to the desired location to export the incident or enter the location using the text box provided.

---

**NOTE:** If the folder you are exporting the incident to does not exist a dialog may be presented asking if you wish to create it. To create the folder, click the **Yes** button.

---

4. Check the **Authenticate incident before export** box to authenticate the incidents files and associated database entries.

---

**NOTE:** You can also authenticate an incident without having to use this wizard (refer to [Authenticating an incident](#) (see page 20)).

---

5. Click the **Next** button to continue.
6. At the **Summary** screen, check that the export incident settings are correct. Once satisfied, click the **Export** button. If any of the information within the Summary screen is incorrect or there is not available space in the destination folder, click the **Back** button to make any changes.
7. A Wizard Progress dialog is presented providing a summary of the incident that is being exported. The authentication process also starts if you checked the **Authenticate incident before export** box within the **Select Destination Folder** screen.
8. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the export process completes, unless an error has occurred.
  - Once the export process is complete, click the **Close** button to close the dialog.
9. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

## 2.6 Importing an incident


Use the **Import and Incident Wizard** to import an incident into your NICE Inform system.

---

**NOTE:** In order to import an incident it has to have been exported first (refer to [Exporting an incident](#) (see page 14)).

---

► To import an incident:

1. In the **Incidents panel**, click the **Export and Import incident**  button.
2. Select the **Import incident** option from the drop down menu. The **Import incident Wizard** opens at the **Select an Incident** screen.
3. Do one of the following:
  - Click the **Browse** button and browse to the folder location where the incident is stored.
  - Enter the folder location for the incident in the text box provided.
4. Open the incident folder and select the .incident file.
5. Click the **Open** button and the Incident file text box displays the path to the .incident file.
6. Click the **Next** button to continue.

7. At the **Summary** screen, check that the details relating to the incident are correct. Once satisfied, click the **Import** button. If any of the information within the Summary screen is incorrect or if there is not enough available space for this incident, click the **Back** button to make any changes.
8. A Wizard Progress dialog is presented providing a summary of the incident that is being imported.
9. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the import process completes, unless an error has occurred.
  - Once the import process is complete, click the **Close** button to close the dialog.
10. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

## 2.7 Searching for an existing incident

There are a number of search criteria that can be used to locate an existing incident.

To perform a search, navigate to the **Search** panel within the **Incidents** panel.

**NOTE:** When the application is opened the search criteria within the **Incidents** panel displays the last search used. To clear any search criteria, click the **Reset** button.

The **Search** panel (as shown here) is divided into the following sections:

**Figure 2-3: Search panel**

The screenshot shows the 'Search' panel with the following details:

- Time Frame:**
  - Creation date: [dropdown]
  - Any: ☐
  - Show last: ☐
    - 1 [spinners] Months [dropdown]
  - From:
    - 11/03/2013 [calendar icon]
    - To: 20/03/2013 [calendar icon]
- Criteria:**
  - Incident name: [text input]
  - Incident number: [text input]
  - Description: [%63rd street%]
  - Created by: (All) [dropdown] [more options]
  - All properties: [text input]
- Buttons:** Reset, Search

- [Time Frame](#) (see page 18)
- [Criteria](#) (see page 18)
- [Running the search](#) (see page 19)

Each section can be expanded using the button and collapsed using the button. Once customized, this state is remembered for the next time you use the Search panel.

## 2.7.1 Time Frame


► To configure the Time Frame section:

1. Select one of the following search types from the drop down list:
  - **Creation date** - incidents based on the date that they were created are searched for using the Search panel.
  - **Retention date** - incidents based on their retention date are searched for using the Search panel.

---

**NOTE:** The incident **MUST** have had a retention date set in order to utilize the retention date search (refer to [Creating a new incident](#) (see page 4) or [Editing an incident](#) (see page 28)).

---

2. Select one of the following:
  - **Any** - does not restrict the results to a particular time period or search type (creation date or retention date).
  - **last** - defines a range between now and a period in the past. Using the up/down arrows, set the number of units and then click the drop down arrow and select either Minutes, Hours, Days, Weeks, Months or Years.
  - **From** - defines a time range between two specific dates and times. Time entry is assisted by using the up/down arrows and date entry is assisted by clicking the **Calendar**  button. A calendar control is presented to aid in choosing a particular date (refer to *Using the calendar control in NICE Inform Reconstruction*).

---

**NOTE:** When entering a **From** date, the **To** date automatically changes to the same date if the new **From** date is greater than the **To** date.

To perform a successful search, the **To** date **MUST** be greater than or equal to the **From** date.

---


## 2.7.2 Criteria

The Criteria section is used to help you narrow down the search results by using one or more of the properties (fields).

The section is totally customizable. The properties available for selection and the order they are displayed in is configurable within the **Search** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).

The default properties that are available are:


- **Incident name** - enter all or part of the incident name in the text box provided. This can be an alphanumeric value.
- **Incident number** - enter all or part of the incident number in the text box provided.
- **Description** - enter all or part of the incident description in the text box provided.
- **Created by** - to select the user that created the incident, do one of the following:

- Click the drop down arrow and select the required user from the list. Selecting **All** returns all users.
- Click the **Browse**  button and at the **Select Users** dialog, select the user group from the **User Groups** tree and then select the required user (or users) using standard selection methods. Click the **OK** button upon completion.

---

**NOTE:** Refer to [Adding and removing items](#) (see page 2) on how to add or remove selected users from the list.

This searching method particularly useful if there are many users to search for or when you would rather search for a particular user that resides within a user group.

To refresh the Created by list and any list type incident properties, click the **Refresh**  button at the top of the Search panel.

---

- **User-configurable fields** - these fields are defined in the **Search** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).

---

**TIP:** Selecting the All properties field, permits you enter all or part of any incident property including incident name, number and description.

---

### Performing wildcard searches

If not all of the information is known, then a wildcard search can be performed.

A % wildcard is added automatically to the start and end of strings for text fields, so that contains searches are performed rather than exact match searches.

A '%' wildcard can be used to denote one or more characters. For example, if the incident name is called 'fire warehouse incident' by typing '**fire%incident**' all incident names text between 'fire' and 'incident' are returned. In this example, that text is 'warehouse'.

A '?' wildcard can be used to replace a single character that is unknown. For example, if it is known that an incident number consists of five characters which begins with a 12 and ends with 45 then by entering the search of '**12?45**' returns all possible results that resolve that missing character. It is possible to specify multiple '?' wildcards in a search. '**12?4?**' resolves the 2 missing characters.

When using multiple '?' wildcards, two consecutive '?' symbols look for the literal '?' symbol rather than as a wildcard. For example, entering '**1??5**' searches for the single result '**1?5**', and '**1????5**' searches for results like '**1?\_5**' where '\_' is resolved with any character.

Using a combination of '%' and '?' wildcards within the same search is also possible to aid in the search for a particular incident.

---

**NOTE:** Searches are **NOT** case sensitive.

---

### 2.7.3 Running the search

Once the search criteria have been entered you are ready to run the search.

► To run the search:

1. Click the **Search** button.
2. A progress dialog is presented providing a summary of the searched incidents.
3. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the search process completes, unless an error has occurred.
  - Once the search process is complete, click the **Close** button to close the dialog.

All results are displayed in the [Incidents list](#) (see page 12).

To reset the last search criteria, click the **Reset** button.

---


**NOTE:** The number of incidents available for searching depends on the level of user access. Low levels of user access are likely to return less searchable incidents as a higher level of user access. The level of user access is defined by an NICE Inform Administrator.

---

## 2.8 Authenticating an incident

Once an incident has been created you can authenticate its files and associated database entries.

► To authenticate an incident:

1. In the Incidents panel, select the incident that you require to authenticate from within the [Incidents list](#) (see page 12).
2. Click the **Authenticate incident**  button.
3. A Wizard Progress dialog is presented providing a summary of the incident authentication.
4. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the authentication process completes, unless an error has occurred.
  - Once the authentication process is complete, click the **Close** button to close the dialog.

If there is an error authenticating your incident an audit event is raised. You can view this audit event within the NICE Inform Audit application (refer to *NICE Inform Audit*). In addition, an SNMP trap is raised.




## 2.9 Authenticating files within a Distribution

When creating a Sealed distribution using the [Distribution Wizard](#) (see page 34), there is a setting to add an authenticity stamp to all the files that make up that distribution.

Once a distribution has an authenticity stamp, the distribution can be checked at a later date to ensure that the files are the same as when they were initially distributed.

► To check if the distribution is authentic:

1. In the Incidents panel, click the **Authenticate distribution**  button. A dialog is presented for you to browse to location of the Sealed distribution.
2. Ensure that you browse to the correct location and click the **OK** button. If you are authenticating a secure Media Player distribution that has a password set, then you are presented with an extra **Password Required** dialog. Enter the password for the distribution and click the **OK** button.

If the location does not contain an authenticated Sealed distribution, a message is presented informing you that the distribution could not be authenticated. If the Sealed distribution has been deleted from Organizer, then a different message is presented also informing you that the distribution could not be authenticated. In both instances it is not possible to check for authenticity.

---

**NOTE:** The default location for saved distributions is: *Documents\NICE Inform\My Distributions\*

---

3. Browse to the correct location and click the **OK** button. All the distributed files are now checked for their authenticity. There are two potential outcomes:
  - An Authentication Results screen is presented indicating (by the use of a green tick) that the authentication was successful.
  - An Authentication Results screen is presented indicating (by the use of a red cross) that the authentication failed. The files that failed are highlighted red with an associated red cross.

There are a number of reasons as to why a file (or files) fails the authenticity check. These are:



- If a new file has been added to the distribution file location.
- If a file has been removed from the distribution file location.
- If the content of a file has changed within the distribution file location.
- If the size of a file has changed within the distribution file location.
- If a file has been corrupted within the distribution file location.

## 2.10 Creating an incident snapshot

The create snapshot feature creates a copy of an existing incident and then locks it to ensure that an incident with all its contents remains untouched for a chosen period of time.

This feature is **ONLY** available when NICE Inform Organizer is setup with an EMC Centera device for its incident storage (refer to *Managing incident and evaluation storage* in *NICE Inform System Administration*).

► To create an incident snapshot:

1. In the **Incidents** panel, select the incident that you require to copy and lock from within the [Incidents list](#) (see page 12).
2. Click the **Create snapshot**  button and the **Create Snapshot** dialog is presented.
3. Enter the snapshot expiry date by using the text box provided. Date entry is assisted by clicking the **Calendar**  button. A calendar control is presented to aid in choosing a particular date (refer to *Using the calendar control* in *NICE Inform Reconstruction*).
4. Enter the snapshot expiry time (if required) using the text box provided. Time entry is assisted by either selecting the hours, minutes or AM/PM and then using the up/down arrows.

---

**NOTE:** You **MUST** ensure that you have the incident and date correct before continuing. Once you have created the snapshot on the EMC Centera device it **CANNOT** be changed. Once the expiry time has elapsed the snapshot can be deleted.

---

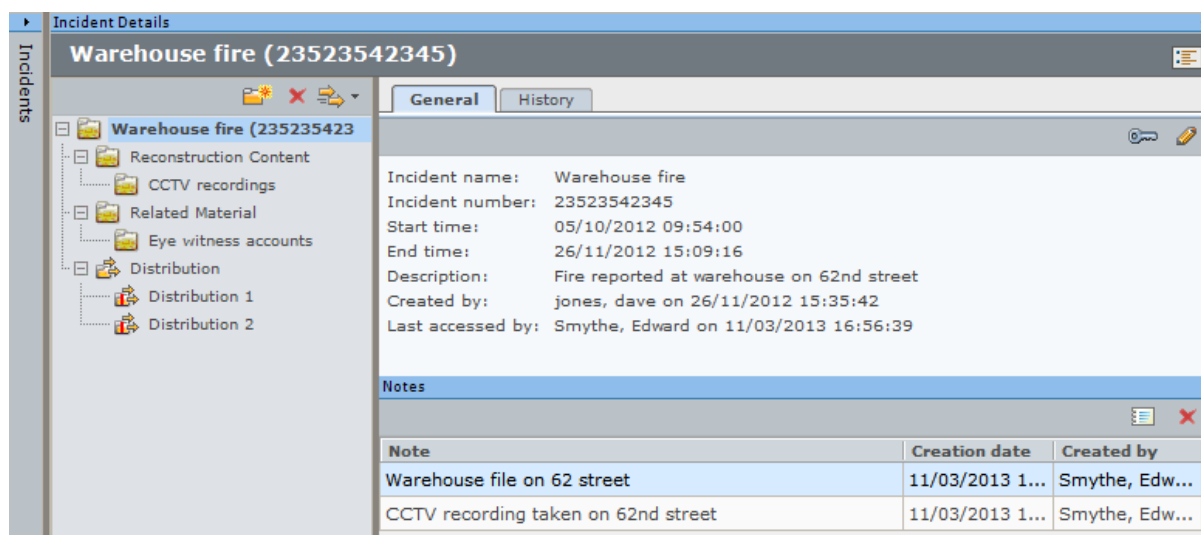
5. Once you have set the snapshot expiry date, click the **OK** button.

A new copy of the incident is now created as a child of the parent incident shown in the [Incidents list](#) (see page 12).

## 3 Incident Details panel

The information displayed within the **Incident Details** panel is related to the folder selected in the **Incident Folders** panel. It displays details through a series of tabbed pages depending on what information is required to be viewed, as shown here.

Figure 3-1: Incident details panel



**NOTE:** When opening an incident, the Reconstruction Content folder is selected and the Content List page is displayed by default.

The heading at the top of the **Incident Details** panel displays the folder name and the folder type (e.g. Reconstruction Content, Draft distribution etc.) that has been selected from the **Incident Folders** tree.

Due to the dynamic nature of the inter-relationship between the incident folder that is selected in the **Incident Folders** panel and what is displayed within the tabbed pages in the **Incident Details** panel, the contents can change even if the tab name is the same. Therefore, all combinations are covered in the following tabbed list as a central hub for all information relating to the pages within **Incident Details** panel.

### Incident Detail tabs

- When the **Incident folder** in the **Incident Folders** tree is selected, the following tabbed pages are presented in the Incident Details panel:
  - [General page](#) (see page 24)
  - [History page](#) (see page 27)
- When either the **Reconstruction Content** folder or any of its sub folders in the **Incident Folders** tree is selected, the following tabs are presented in the **Incident Details** panel:
  - [General page](#) (see page 24)
  - [Content List page](#) (see page 53)
  - [History page](#) (see page 27)

- When either the **Related Material** folder or any of its sub folders in the **Incident Folders** tree is selected, the following tabs are presented in the **Incident Details** panel:
  - [General page](#) (see page 24)
  - [Content List page](#) (see page 71)
  - [History page](#) (see page 27)
- When the **Distribution** folder in the **Incident Folders** tree is selected, the following tab is presented in the **Incident Details** panel:
  - [General page](#) (see page 24)


When a **Distribution (Sealed or Draft)** sub folder in the **Incident Folders** tree is selected, the following tabs are presented in the **Incident Details** panel:

- [General page](#) (see page 24)
- [Content List page](#) (see page 79)
- [Settings page](#) (see page 82)

---

**NOTE:** If there are only **Draft Distribution** sub folders that have been created, the Settings tab is unavailable for selection. This is because the Settings screen displays information once the incident files have been distributed. A draft folder by definition has not been distributed yet.

---

No matter what tabbed page is selected in the **Incident Details** panel, there is one button available for selection. This is the **Organizer Preferences**  button. Clicking this button opens up a separate Preferences control providing the functionality of customizing certain aspects within the NICE Inform Organizer Application (refer to [Setting Organizer preferences](#) (see page 88)).

## 3.1 General page

The General page is relevant to all folders in the **Incident Folders** tree. When the **General** tab is selected a screen similar to this is presented:

Figure 3-2: General page

The screenshot shows a software window titled 'General' with a tab labeled 'General'. The window contains the following information:

- Incident name:** Warehouse fire
- Incident number:** 23523542345
- Start time:** 05/10/2012 09:54:00
- End time:** 26/11/2012 15:09:16
- Description:** Fire reported at warehouse on 62nd street
- Created by:** jones, dave on 26/11/2012 15:35:42
- Last accessed by:** Smythe, Edward on 11/03/2013 16:56:39

Below the metadata is a section titled 'Notes' which contains a table of incident notes.



Note	Creation date	Created by
Warehouse file on 62 street	11/03/2013 16:57:00	Smythe, Edward
CCTV recording taken on 62nd street	11/03/2013 16:57:14	Smythe, Edward

### 3.1.1 Incident details

Table 3-1: Incident details

Detail	Description
<b>Incident name</b>	The name of the selected incident or incident folder.
<b>Incident number</b>	The number of the incident. This can be an alphanumeric value.
<b>Start time</b>	The date and time of the first recording associated with the incident.
<b>End time</b>	The end date and time of the last recording associated with the incident.
<b>Description</b>	The description of the incident (if the incident is selected in the Incident Folders tree). If any other folder is selected in the tree the heading changes to <b>Folder Description</b> and displays any description for the folder itself.
<b>Created by</b>	The user who created the incident.
<b>Last accessed by</b>	The date and time when the last user accessed the incident.
<b>Originating system</b>	If the incident was imported from a different NICE Inform system, that system is displayed here.
<b>Incident property</b>	If there are any incident properties for this incident, the name and value for each property is displayed here. They are displayed in the order that they are configured (refer to <i>Organizer</i> in <i>NICE Inform System Administration</i> ). Incident specific properties such as one that is associated with an imported incident or a system incident property that has been deleted but still associated with the incident, are displayed below any system configured incident properties.

There are two buttons available for selection within the Incident details section:

- User access to this incident can be configured by clicking the **Access privileges**  button. For help configuring Access privileges, refer to [Setting access privileges](#) (see page 85).
- To edit the details for the incident or incident folder, click the **Edit**  button. For help editing an incident or incident folder, refer to [Editing an incident](#) (see page 28).

Within the **Notes** section, each row in the list corresponds to a separate note created for the folder selected within the Incident Folders tree.

Although it is not mandatory to create a note for an incident, it may be beneficial to provide a brief overview as to the contents of the incident or incident folder for other users who have access to it.

The **Notes** list displays all notes that have been created for the selected folder in the **Incident Folders** tree. However, if the parent folder (the Incident) is selected then all created notes for its children are displayed in this table. For example, if a new note is created for the **Related Material** folder the same note is also displayed associated with the incident itself.

The information displayed within the **Notes** list includes:

- **Creation date** - The date and time the note was created.
- **Created by** - The user who created the note.
- **Note** - The first few words of the note itself.


#### Viewing a note

To view the entire note and not just the first few words, double-click anywhere within the row of the note in the list and the note is displayed in a separate dialog.

#### Creating a note

It is possible to create a note which corresponds to the folder selected within the **Incident Folders** panel.


► To create a note:

1. Click the **New note**  button and the **New Note** dialog is presented.
2. Enter a note in the text box and click the **OK** button.

The note is now displayed within the **Notes** list.

#### Deleting a note

► To delete a note:

1. Select it in the **Notes** list and then click the **Delete note**  button. A confirmation message is presented confirming the deletion.
2. Click the **Yes** button.

The note is now deleted.

---

**NOTE:** Multiple notes can be selected by using Microsoft Windows standard Shift and Ctrl methods.

---

## 3.2 History page

The **History** page displays a historical list relating to the currently selected incident folder in the Incident Folders panel.

Figure 3-3: History page

History				
i	Action date	Last action	Filename	Resource
	15/03/2013 11:57:32	Added user access		
	15/03/2013 11:57:32	Incident created		
	15/03/2013 11:57:32	Added user access		
	15/03/2013 11:57:41	Attached to incident		Precinct
	15/03/2013 11:57:41	Attached to incident		Traffic
	15/03/2013 11:57:41	Attached to incident		City West
	15/03/2013 11:57:41	Attached to incident		Metro south
	15/03/2013 11:57:41	Attached to incident		Officer A
	15/03/2013 11:57:41	Attached to incident		Command center
	15/03/2013 11:57:49	Viewed incident		
	15/03/2013 11:59:28	Viewed incident		
	15/03/2013 11:59:39	Added folder		
	15/03/2013 12:00:29	Added partial item to incident		Intrusion audio
	15/03/2013 12:00:29	Added partial item to incident		Intrusion Video
	15/03/2013 12:00:36	Viewed incident		
	15/03/2013 12:01:21	Attached to incident	Eye witness statement...	
	15/03/2013 12:01:30	Item opened or downloaded	Eye witness statement...	


**NOTE:** Apart from the **i** column, each column can be sorted in descending or ascending order by clicking the column heading and can be reordered by dragging them to the required location.

The columns displayed in the history list depend on what has been selected in the **History** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). If the preferences have not been set, the defaults are used:


Table 3-2: History page columns

Column	Description
<b>i</b>	An icon displaying either the type of recording or any other file that has been attached to this incident (text files, spreadsheet files etc.).
<b>Action date</b>	The date and time when the last action was performed associated with the file or incident folder.
<b>Last action</b>	The last action associated with the file or incident folder (e.g. added to folder, added user access etc.).
<b>Filename</b>	The name of the Related Material file.
<b>Resource</b>	The resource the recording was located on.
<b>Start time</b>	The time the recording started.

Column	Description
<b>Details</b>	Any additional information for the file or recording e.g. when moving a file or recording, details are provided as to the folder where that file or recording has come from.
<b>Name</b>	The user who performed the last action associated with the file or incident folder.
<b>Item reference</b>	The unique item reference.

Click the **Refresh**  button to update the History list with any new actions created by any user associated with the selected incident or incident folder.

### 3.3 Editing an incident



The Editing an incident feature varies depending on your current selection and how you access the **Edit**  button.

You can edit incident details and incident folder details. In order to edit an incident or an incident folder, you **MUST** have:

- Either the **Add, edit and delete incident folders** or **Edit existing folders** privilege assigned to you by a NICE Inform Administrator
- Have at least **Modify** access rights set for this incident. For help changing your access rights, refer to [Setting access privileges](#) (see page 85).

#### Editing incident details

► To edit the incident details:

1. Do one of the following:
  - Within the [Incident details panel](#) (see page 25), click the **General** tab and ensure that the top level parent folder (the incident) is selected in the tree. Click the **Edit**  button and the **Edit Incident dialog** is presented.
  - Within the [Incidents panel](#) (see page 4), select the required incident or a group of incidents (using Microsoft Windows standard Shift and Ctrl methods) and click the **Edit**  button and the **Edit Incident dialog** is presented. When selecting multiple incidents, it becomes the **Edit Multiple Incidents** dialog.
2. Click the **General** tab and the **General** page is presented. Edit one of the following and where applicable use the text boxes required:

---

**NOTE:** If you have selected multiple incidents for editing, the General page is unavailable as the options are for individual incidents only.

---


- **Name** - the incident name.
- **Number** - the incident number.
- **Description** - the incident description.
- **Enable incident retention** - check the box if you require setting a date before which this incident **CANNOT** be deleted. Once you have enabled this feature, do one of the following:




---

**NOTE:** In order to edit the retention period, you **MUST** have full control access rights set for this incident. For help changing your access rights, refer to [Setting access privileges](#) (see page 85).

---

- Enter an incident retention date in the **Available for deletion** text box.
- Click the **Calendar**  button and select a date using the calendar control (refer to Using the calendar control within NICE Inform Reconstruction).


---

**NOTE:** If you try and set the date before, a warning icon  is displayed. Hover the cursor over the icon and a tooltip is displayed providing you with information as to the earliest date you can set incident retention. If you ignore the warning and continue you **CANNOT** create the incident until you adjust the minimum retention date.

If you want to override the global incident retention setting, you **MUST** have the **Manage incident retention** privilege assigned to you by a NICE Inform Administrator. Without this privilege, once set globally (refer to *Managing incident and evaluation storage for file sharing in NICE Inform System Administration*), this incident **CANNOT** be deleted before the date displayed within the **Available for deletion** text box. You can **ONLY** set the date after the displayed date and **NOT** before.

If an incident property has been configured to determine the incident retention period, the **Enable incident retention** option is not displayed and is replaced with text informing you the incident retention is calculated from the incident property (name) that has been configured for incident retention. Refer to *Adding an incident property list option within NICE Inform System Administration* for help configuring incident retention for an incident property.

---

3. Click the **Properties** tab and the **Properties** page is presented. Here you can edit the values for any incident properties that have been added for this incident. If you have selected multiple incidents from the [Incidents list](#) (see page 12) for editing, only common incident properties are displayed. To edit the values for the incident properties:
  - a. Do one of the following:
    - Select the **Value** cell for the required incident property and depending on how the incident property is configured, edit the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now updated in the list.
    - Select the required incident property and click the **Edit**  button. The **Edit Incident Property** dialog is presented:
      - (1) Depending on how the incident property is configured, edit the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now updated in the list.
      - (2) Click the **OK** button.

---

**NOTE:** An incident property that has a value of (multiple) in gray text indicates that more than one of the selected incidents that have this property has different values.

Once you have changed the value, when you close the **Edit Incident Property** dialog, you are presented with a message informing you that **ALL** incidents will be updated with this new value.


Any mandatory incident property and text/numeric validation is not enforced when edited.

---

- b. Repeat either method to add values for additional incident properties.

---

**NOTE:** Selecting multiple incidents and updating commonly used incident properties, is useful as you can update the value for the incident property and all incidents are updated together without the need to perform this step on a per incident basis.

To delete incident properties from the selected incident (or incidents), select the incident property in the list and click the **Delete**  button. A confirmation message is presented confirming the deletion. Click the **Yes** button. The **Delete** button is **ONLY** available for selection when a non-system incident property is selected such as one that is associated with an imported incident or a system incident property that has been deleted but still associated with an incident.


---

4. Click the **OK** button. A message is presented confirming the changes to the incident.
5. Click the **Yes** button.
6. If you have made changes that affects incident properties for multiple incidents, you are presented with some additional steps:
  - a. A message is presented informing you that **ALL** incidents will be updated with this new incident property change. Click the **Yes** button to continue.
  - b. A Progress dialog is presented providing you with a summary of the incidents that are being updated.
  - c. Do one of the following:
    - (1) Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the update process completes, unless an error has occurred.
    - (2) Once the update process is complete, click the **Close** button to close the dialog.

The incident details are now updated.

#### Editing incident folder details

► To edit the incident folder details:

1. Within the [Incident details panel](#) (see page 25), ensure that either a **Reconstruction Content** or **Related Material** sub folder or a Draft distribution folder is selected and click the **Edit**  button. The **Edit Incident Folder** dialog is presented.
2. Edit one of the following using the text boxes required:

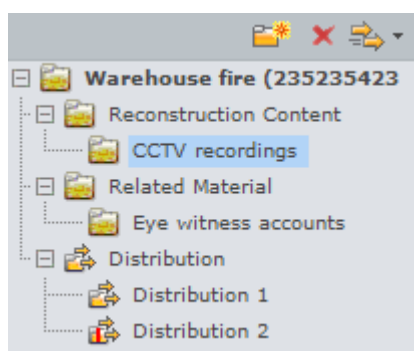
- **Folder name** - the name for the incident folder.
  - **Description** - the description for incident folder.
3. Click the **OK** button.

The details for the incident folder are now updated.

## 3.4 Incident Folders panel

The Incident Folders panel consists of a button bar and a tree with the parent folder being the incident. Its children (sub folders) include all the aspects that make up this particular incident (Reconstruction content etc.).

**Figure 3-4: Incident folders panel**



The information displayed in the **Incident Details** panel depends on the folder selected in the **Incident Folders** panel. Although separate in appearance, the two panes are directly related. The information displayed within the **Incident Details** panel dynamically changes to display data related to the folder selected within the **Incident Folders** tree.

At the top of the Incident Folders panel there is a button bar (refer to [Incident Folders button bar](#) (see page 32)).

### 3.4.1 Incident folders

Below is a list of the different types of incident folders and a brief summary of each:

#### [Incident folder](#)

The parent folder in the tree, the Incident folder relates to the incident selected within the [Incidents panel](#) (see page 4). Displayed is the name and number for the incident.

#### [Reconstruction Content folder](#)

This folder in the tree is concerned with all the Reconstruction Content for the selected incident. This information can be viewed in the Incident Details panel.

- [Reconstruction Content sub folder](#)

The benefit of this sub folder (or folders) is to collate any specific Reconstruction data and add it to one location. A good example of why to use a sub folder is if there is a considerable amount of Reconstruction Content in the parent folder and perhaps a breakdown of the data is required (daily, monthly etc.).

In this instance a new folder can be created to accommodate this information which can then be viewed, edited and distributed in isolation from the parent folder (refer to [Creating a new folder](#) (see page 33)).

Reconstruction Content located in sub folders can be viewed within the [Incident Details panel](#) (see page 23).

#### Related Material folder

This folder is for any data other than **Reconstruction Content**. This could include text, spreadsheet files etc. The files residing within the **Related Material** parent folder can be viewed within the [Incident Details panel](#) (see page 23).

- [Related Material sub folder](#)

The benefit of this sub folder (or folders) is to collate any specific Related Material files (text, spreadsheet files etc.) and add it in one location. A good example of why to use a sub folder is when there is a considerable amount of Related Material content in the parent folder. Therefore, perhaps a breakdown of the data is required (maybe as individual file types etc.).

In this instance a new folder can be created (refer to [Creating a new folder](#) (see page 33)) to accommodate this information which can then be viewed, edited and distributed in isolation from the parent folder within the [Incident Details panel](#) (see page 23).



#### Distribution folder

The purpose of the Distribution parent folder is to create new distribution sub folders (initially draft folders). It is these sub folders that are used to distribute data (Sealed distributions).

For help creating a new distribution sub folder, refer to [Creating a new folder](#) (see page 33).

- [Distribution sub folder](#)

There are two types of distribution sub folders:

- **Draft distribution** - displays all the data (In the Incident Details pane) that is pending distribution. This is for the process of creating a distribution over time whereby files are added when required. Only when all the files have been added to a distribution then it can be sealed following the Distribution Wizard. A draft distribution folder icon looks like this:  For help creating a Draft distribution folder, refer to [Creating a new folder](#) (see page 33).
- **Sealed distribution** - displays all the data (In the Incident Details pane) that have been distributed. A Sealed distribution folder icon looks like this:  To create a Sealed distribution, refer to [Distribution Wizard](#) (see page 34).

### 3.4.2 Incident Folders button bar

The button bar within the [Incident Folders panel](#) (see page 31) provides specific functions relating to what folder is selected in the Incident Folders tree.




---

**NOTE:** Specific terminology is used when navigating the Incident Folders tree. For help with this terminology, refer to *Tree structure terminology* in *NICE Inform System Administration*.

---

The table below briefly describes the functionality of each button within the button bar and what node (folder in the tree) it is related to:

**Table 3-3: Incident Folder panel buttons**


Button	Description	Related to
	<b>New folder</b> - creates a sub folder to save data to relating to the parent incident.	<ul style="list-style-type: none"> <li>Reconstruction Content and its sub folders</li> <li>Related Material and its sub folders</li> <li>Distribution folder</li> </ul>
	<b>Delete</b> - deletes the selected folder but only when the contents of the folder have been deleted first.	<ul style="list-style-type: none"> <li>Reconstruction Content sub folders</li> <li>Related Material sub folders</li> <li>Draft and Sealed Distribution folders</li> </ul>
	<b>Distribute</b> - starts the Distribution Wizard which distributes all the files (audio, documents etc.) related to the folder selected.	<ul style="list-style-type: none"> <li>Parent (Incident folder)</li> <li>Reconstruction Content and its sub folders</li> <li>Related Material and its sub folders</li> <li>Draft Distribution folders</li> </ul>

### 3.4.2.1 Creating a new folder

It is possible to create new Reconstruction Content, Related Material and Draft distribution folders. This process is identical between all three.

**NOTE:** When creating a Distribution folder it is in effect a 'Draft' folder whereby files can be added to it on an on-going basis before the distribution is 'Sealed' using the [Distribution Wizard](#) (see page 34).


► To create a new folder:

1. Within the Incident Folders tree, select the required incident folder where the new folder is to be located and click the **New folder**  button. The **Create New Folder** dialog is presented.
2. A new folder is automatically created and preselected. Overwrite the text with the required name for the new folder.
3. Enter a description for the new folder in the **Description** text box.
4. Click the **OK** button to add the new folder and it now appears in the Incident Folders tree.

#### Creating multiple folders

Within the **Create New Folder** dialog, further folders can be created.

► To create multiple folders:


1. Select the required incident folder where the new folder is to be located and click the **New folder**  button.

2. Enter a name for the folder in the text box provided.
3. Enter a description for the new folder in the **Description** text box.
4. Repeat steps 1-3 to add further folders.

Click the **OK** button to add the new folders and they now appear in the Incident Folders tree.

#### Deleting a created folder


Within the **Create New Folder** dialog, you can also delete the newly created folder before you click the **OK** button and commit the change to the Incident Folders tree.

- ▶ To delete a folder:
  1. Select the folder required for deletion.
  2. Click the **Delete**  button.

The folder is now deleted from the tree.

### 3.4.2.2 Deleting a folder

The function of the **Delete**  button is to delete sub folders within the Incident Folders tree.

- ▶ To delete a folder within the tree:
  1. Ensure that a sub folder of the Reconstruction Content, Related Material or Distribution folder (Draft or Sealed) is selected and click the **Delete**  button. A message is presented confirming the deletion.
  2. Click the **Yes** button.

The folder is now deleted from the Incident Folders tree.

---

**NOTE:** Apart from Sealed distribution folders, the contents of the sub folder have to be deleted first before the folder itself can be deleted. In this instance a message is presented informing you that the folder is not empty. Remove the contents and then delete the folder.

---

## 3.5 Distribution Wizard

Before following the Distribution Wizard, there are some important things to note:

- The data to be distributed depends on what folder is selected within the Incident Folders tree. If the parent incident is selected, then all **Reconstruction Content** and **Related Material** is distributed when the wizard has been completed. If a Draft distribution folder is selected, it changes to a Sealed distribution when it has been distributed.
- Selecting the main **Reconstruction Content** folder (or a related sub folder) and following the wizard it distributes all the content within the selected folder. This process is the same when either selecting the **Related Material** folder or any of its related sub folders.

- Distributing video can take a significant amount of time depending on length, quality and quantity of the video recordings.
- Distributing NICE Recording/NICE Inform Recorder and NICE Perform screen recordings is not supported for Web distributions but are supported for Media Player distributions.

---


**NOTE:** Click the **Back** button at any stage during the **Distribution Wizard** (apart from the initial screen) to return to the previous screen.

Click the **Cancel** button at any stage during the **Distribution Wizard** to cancel the distribution. The wizard now closes.

---

It is possible to distribute files to an email address or directly to a folder or removable media. In addition, you can distribute your files in a NICE Media player format. This enables users that have the NICE Inform Media Player™ to view all the files in the distribution.

### 3.5.1 Starting your distribution

Once you have selected the correct incident folder that you require to distribute, click the **Distribute**  button and the following options are available from the drop down menu:

- **Distribute selected folder** - the selected folder and any sub folders are distributed.
- **Distribute all** - all folders within the distribution are distributed.

---

**NOTE:** If the currently selected folder is the parent incident folder, only the **Distribute all** option is available for selection.

---

Depending on what you select, from this point onwards the Distribution Wizard splits into two different ways:

- In a NICE Inform Media Player format (refer to [Distributing in NICE Inform Media Player format](#) (see page 44)).
- In a Web Page format:
  - A folder or removable media (refer to [Distributing to a folder or removable media](#) (see page 37)).
  - An email address (refer to [Distributing to an email address](#) (see page 41)).

### 3.5.1.1 Distribution Wizard common content


When distributing in a Web page format the following content is the same regardless whether it is to a folder or removable media or to an email address.

#### Distribution settings

The following distribution settings apply within the **Distribution Settings** screen:


- **General settings**

Table 3-4: General settings (Distribution Wizard)

Setting	Description
<b>Include communication properties as XML</b>	Enabling this setting provides an XML file regarding all the settings associated with this distribution.
<b>Add authenticity stamp</b>	Enabling this setting certifies that files within a distribution are identical to files that were originally produced by the Distribution Wizard. To certify that files are the original files, click the <b>Authenticate distribution</b>  button in the <b>Incidents</b> panel. For help checking that a distribution is authentic, refer to <a href="#">Authenticating files within a Distribution</a> (see page 21).
<b>Audio only</b>	Only distributes audio Reconstruction Content and <b>NOT</b> Related Material.
<b>Include incident created by</b>	Enabling this setting includes details of the NICE Inform user that created this incident.
<b>Include incident properties</b>	Enabling this setting includes all incident properties that are part of this incident.

- **Audio settings**

Table 3-5: Audio settings (Distribution Wizard)

Setting	Description
<b>Include spoken data and time</b>	This includes date and time output at a configurable point within a recording. This is customizable within the <b>Playback Settings</b> page within the embedded <b>Reconstruction Preferences</b> control in Organizer. To open the Preferences control within Organizer, click the <b>Preferences</b>  button in the <b>Playback Control</b> panel within the <a href="#">Incident Details panel</a> (see page 23). Change the balance to <b>Left</b> , <b>Center</b> or <b>Right</b> . The output reflects what is selected here.
<b>Include IRIG date and time</b>	A time synchronization format that either selects whether the output is on the <b>Left</b> or <b>Right</b> channel.
<b>Add audio certification</b>	Allows an authorized user to add certification audio to the distributed audio files. When this setting is selected, a further screen ( <b>Add Audio Certification</b> ) is presented in the <b>Distribution Wizard</b> providing the ability to add audio to the start and end of audio files. For help regarding the functionality of adding audio certification, refer to <a href="#">Adding Audio Certification</a> (see page 48).
<b>Automatic gain control</b>	Improves the clarity of quiet audio.

**NOTE:** The settings within the **Audio section** do **NOT** apply to recordings that have been imported from external media.



### 3.5.1.2 Distribution content

The tables below identify what distribution items are included for Web and Media Player distributions.

**Table 3-6: Distribution content (recordings)**

Recordings data type	Web distribution type	Media Player distribution type
Audio	Yes	Yes
Screen	No	Yes
Harris encrypted audio	Yes	No
Motorola encrypted audio	No	No
Imported media	Yes	Yes
NICE Imported Media	Yes	Yes

**Table 3-7: Distribution content (events)**

Recordings data type	Web distribution type	Media Player distribution type
Unassigned location data (e.g. ANI/ALI)	No	Yes
Radio events	No	Yes
CAD incident and events	No	Yes

**Table 3-8: Distribution content (additional data)**

Recordings data type	Web distribution type	Media Player distribution type
Location data (e.g. ANI/ALI)	No	Yes
Annotation (all types)	No	Yes
Related Material	Yes	Yes
Created by	Yes	Yes
Text conversation	Yes	Yes
Audio analytics detections	No	Yes
Incident properties	No	Yes
Notes	Yes	Yes

## 3.5.2 Distributing to a folder or removable media

For help with the initial steps creating your distribution, refer to [Distribution Wizard](#) (see page 34).

► To distribute an incident or incident folder to a folder or removable media:

1. At the **Select Distribution Folder and Description** screen, enter a name for the distribution folder and a description (if required) in the text boxes provided. It is also possible to create a new distribution folder within the Incident Folders tree for this distribution to be saved to. This process is identical to creating a new folder (refer to [Creating a new folder](#) (see page 33)).

2. The **Profile** section consists of a drop down list where the required profile name can be selected. A new profile can be created within the **Distribution Profiles** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).

The benefit of creating a new profile is that the distribution settings can be customized. Therefore, every time a particular profile is selected, the same setting appears by default to save time re-configuring them.

3. At the **Distribution type** section, select **Web Page** from the drop down list.
4. Click the **Next** button to continue and the **Distribution Settings** screen is presented.
5. There are a number of general and audio that can be selected to appear in the distribution that is being created. These settings can be deselected when not required. Check the associated box to select the setting and uncheck the box to deselect it. For information as to what each setting means, (Refer to [Distribution Wizard common content](#) (see page 35)).
6. Once you have configured the distribution settings, click the **Next** button. The **Distribution Action and Format** screen is presented.
7. Select the **Send to folder or removable media** option from the **Action** drop down list.
8. In the **Location** section, click the **Browse** button and select the required location to save the contents of the distribution. It is this location that the distribution files are saved. The file location is displayed within the **Location** text box with the **Folder Name** to act as a reminder of the name of the incident and the name of the distribution itself.

---

**NOTE:** By default, the location is *Documents\NICE Inform\My Distributions\*. This location appears the first time you perform a distribution. If you change the location, then next time you perform a distribution it points (by default) to the new location.

---

If you have a CD burner you can automatically burn the distribution to disk. To perform this function, change the location by clicking the **Browse** button. Browse to the location of your CD drive and click the **OK** button. The location changes to your default temporary burning folder which is where the distribution is sent to ready for burning to disk. Once the Distribution Wizard has been completed, the Microsoft CD burning wizard is starts to burn the distribution files to disk.

9. The **Audio File Format** section consists of three drop down lists:
  - a. The first drop down list enables you to select the file type that all audio is distributed. Select one of the following:
    - **Standard Audio (\*.wav).**
    - **Windows Media Audio (\*.wma).**
    - **Advanced Audio Coding (\*.mp4).**
    - **MPEG-1 Audio Layer III (\*.mp3).**

---

**NOTE:** The \*.mp4 and \*.mp3 options are **ONLY** available if your version of Microsoft Windows supports them. For example, \*.mp4 is supported on Microsoft Windows 7 but \*.mp3 is **NOT** supported. Microsoft Windows 10 supports both formats.

---

- b. If you have selected either the **\*.mp4** or **\*.mp3** Audio File Format, a second drop down list is provided for you to set the sample and bit rate. The higher the sample and bit rate used the higher quality audio file is generated but as a result the file size will be larger. To set, click the down arrow and select the sample rate (kHz) and bite rate (kbps) combination.

---

**NOTE:** You **CANNOT** adjust the sample and bit rates for \*.wav and \*.wma formats and therefore, for those formats the Sample and bit rate option is unavailable for selection.

The available sample and bit rates are dependent upon the available encoder settings.

The Audio format settings are stored in your profile within the [Distribution Profiles page](#) (see page 92) for the next time you save audio. However, fall back settings apply.

---

#### Fall back settings

The Audio format settings are restored to the last used settings for the appropriate Audio format and default to the lowest sample/bit rate combination when no previous selection has been made.

However, when the last used Audio format or format settings are not applicable (for example, you are using a different workstation), the following fall back approach is applied:

- If the Audio format is not available, the **Standard Audio (\*.wav)** Audio format is selected.
- If the Audio format is available but the sample/bit rate is not available, the next lowest sample/bit rate value is selected.
- If the Audio format is available but the sample/bit rate is not available and there are no other sample/bit rates available, the **Standard Audio (\*.wav)** Audio format is selected.

---

**NOTE:** In all fall back cases, if the audio format is not available, a dialog message is displayed informing you that it is not available. Click the **OK** button and make an alternative selection.

---

- c. Select how you require the audio format to be distributed from the third drop down list:
- **Separate audio files:** A separate audio file is created for each recording.
  - **Separate audio file per channel:** For each channel, a single audio file is created whose length is the full extent of the incident and whose contents include all audio selected for distribution on that channel.
  - **Single audio file – Sequential:** All audio selected is played sequentially (one after the other) into a single audio file.

- **Single audio file – Mixed:** All the audio selected is mixed together into a single audio file whose length is determined from the start of the first selection to the end of the last selection.
- **Single audio file - Full incident mixed:** All the audio selected is mixed together into a single audio file whose length encompasses the entire incident.
- **Separate audio file per conversation:** For telephony resources a single file per recording is created and for radio resources a single file per resource (channel/talkgroup) is created.

---

**NOTE:** If any audio recordings include redacted audio, any single file or multiple audio files includes the redacted audio as either silence or as a tone. You can configure whether it is replayed as silence or as a tone within the embedded Reconstruction preferences **Playback Settings** page (refer to *Setting Reconstruction preferences* in *NICE Inform Reconstruction*).

---

10. The **Video File Format** section, select the following file type for all video distributed files:

- **Standard Video (\*.avi).**

---

**NOTE:** Imported external media is distributed in the same format as it was imported i.e. an imported MP3 file can only be distributed as an MP3 file. Therefore, the Audio File Format and Video File Format sections are not applicable.

---

11. The **Text File Format** section consists of the following options:

- a. Select one of the following file types for all text distributed files:

- **PDF (\*.pdf).**
- **CSV (\*.csv).**

- b. At the **Prefix for Text** text box, you can enter a prefix to file name for all distributed text files.

12. Click the **Next** button and the **Distribution Summary and File Review** screen is presented. For help regarding the information displayed in this screen, (refer to [Distribution Summary and File Review](#) (see page 46)).

13. When you have checked all the information within the Distribution Summary and File Review screen, click the **Seal and Distribute** button to finalize the distribution.

14. A Wizard Progress dialog is presented providing a summary of the distribution progress.

15. Do one of the following:

- Check the **Close dialog when complete box**, which causes the dialog to close automatically shortly after the distribution process completes, unless an error has occurred.
- Once the distribution process is complete, click the **Close** button to close the dialog.

All recordings and related material files are then downloaded and distributed to the chosen folder or removable media location.

This new Sealed distribution now appears in the Incident Folders tree.

When the distribution has been completed successfully, an HTM page is added into the saved distribution folder. This page displays all the parameters associated with the created distribution.

### 3.5.3 Distributing to an email address

For help with the initial steps creating your distribution, refer to [Distribution Wizard](#) (see page 34).

► To distribute an incident or incident folder to an email address or multiple addresses:

1. At the **Select Distribution Folder and Description** screen, enter a name for the distribution folder and a description (if required) in the text boxes provided. It is also possible to create a new distribution folder within the Incident Folders tree for this distribution to be saved to. This process is identical to creating a new folder (refer to [Creating a new folder](#) (see page 33)).
2. The **Profile** section consists of a drop down list where the required profile name can be selected. A new profile can be created within the **Distribution Profiles** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).

The benefit of creating a new profile is that the distribution settings can be customized. Therefore, every time a particular profile is selected, the same settings appear by default to save time re-configuring them.

3. At the **Distribution type** section, select **Web Page** from the drop down list.
4. Click the **Next** button to continue and the **Distribution Settings** screen is presented.
5. There are a number of general and audio that can be selected to appear in the distribution that is being created. These settings can be deselected when not required. Check the associated box to select the setting and uncheck the box to deselect it. For information as to what each setting means, (Refer to [Distribution Wizard common content](#) (see page 35)).
6. Once you have configured the distribution settings, click the **Next** button. The **Distribution Action and Format** screen is presented.
7. Select the **Email** option from the **Action** drop down list.

---

**NOTE:** By selecting this option renders the **Location** text box redundant as there is no need to save this distribution to a folder as it is going to be mailed to a recipient or recipients. Therefore, this section of the Distribution Action and Format screen is disabled.

---

8. The **Audio File Format** section consists of three drop down lists:

- a. The first drop down list enables you to select the file type that all audio is distributed. Select one of the following:

- **Standard Audio (\*.wav).**
- **Windows Media Audio (\*.wma).**
- **Advanced Audio Coding (\*.mp4).**
- **MPEG-1 Audio Layer III (\*.mp3).**

---

**NOTE:** The \*.mp4 and \*.mp3 options are **ONLY** available if your version of Microsoft Windows supports them. For example, \*.mp4 is supported on Microsoft Windows 7 but \*.mp3 is **NOT** supported. Microsoft Windows 10 supports both formats.

---

- b. If you have selected either the **\*.mp4** or **\*.mp3** Audio File Format, a second drop down list is provided for you to set the sample and bit rate. The higher the sample and bit rate used the higher quality audio file is generated but as a result the file size will be larger. To set, click the down arrow and select the sample rate (kHz) and bite rate (kbps) combination.

---

**NOTE:** You **CANNOT** adjust the sample and bit rates for \*.wav and \*.wma formats and therefore, for those formats the Sample and bit rate option is unavailable for selection.

The available sample and bit rates are dependent upon the available encoder settings.

The Audio format settings are stored in you profile within the [Distribution Profiles page](#) (see page 92) for the next time you save audio. However, fall back settings apply.

---

#### Fall back settings

The Audio format settings are restored to the last used settings for the appropriate Audio format and default to the lowest sample/bit rate combination when no previous selection has been made.

However, when the last used Audio format or format settings are not applicable (for example, you are using a different workstation), the following fall back approach is applied:

- If the Audio format is not available, the **Standard Audio (\*.wav)** Audio format is selected.
- If the Audio format is available but the sample/bit rate is not available, the next lowest sample/bit rate value is selected.
- If the Audio format is available but the sample/bit rate is not available and there are no other sample/bit rates available, the **Standard Audio (\*.wav)** Audio format is selected.

---

**NOTE:** In all fall back cases, if the audio format is not available, a dialog message is displayed informing you that it is not available. Click the **OK** button and make an alternative selection.

---

- c. Select how you require the audio format to be distributed from the third drop down list:
  - **Separate audio files:** A separate audio file is created for each recording.
  - **Separate audio file per channel:** For each channel, a single audio file is created whose length is the full extent of the incident and whose contents include all audio selected for distribution on that channel.
  - **Single audio file – Sequential:** All audio selected is played sequentially (one after the other) into a single audio file.
  - **Single audio file – Mixed:** All the audio selected is mixed together into a single audio file whose length is determined from the start of the first selection to the end of the last selection.
  - **Single audio file - Full incident mixed:** All the audio selected is mixed together into a single audio file whose length encompasses the entire incident.
  - **Separate audio file per conversation:** For telephony resources a single file per recording is created and for radio resources a single file per resource (channel/talkgroup) is created.

---

**NOTE:** If any audio recordings include redacted audio, any single file or multiple audio files includes the redacted audio as either silence or as a tone. You can configure whether it is replayed as silence or as a tone within the embedded Reconstruction preferences **Playback Settings** page (refer to *Setting Reconstruction preferences in NICE Inform Reconstruction*).

---

9. The **Video File Format** section, select the following file type for all video distributed files:
  - **Standard Video (\*.avi).**

---

**NOTE:** Imported external media is distributed in the same format as it was imported i.e. an imported MP3 file can only be distributed as an MP3 file. Therefore, the Audio File Format and Video File Format sections are not applicable.

---

10. The **Text File Format** section consists of the following options:
  - a. Select one of the following file types for all distributed text files:
    - **PDF (\*.pdf).**
    - **CSV (\*.csv).**
  - b. At the **Prefix for Text** text box, you can enter a prefix to file name for all text distributed files.
11. Click the **Next** button and the **Distribution Summary and File Review** screen is presented. For help regarding the information displayed in this screen, (refer to [Distribution Summary and File Review](#) (see page 46)).
12. When you have checked all the information within the Distribution Summary and File Review screen, click the **Seal and Distribute** button to finalize the distribution.
13. A Wizard Progress dialog is presented providing a summary of the distribution progress.

14. Do one of the following:

- Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the distribution process completes, unless an error has occurred.
- Once the distribution process is complete, click the **Close** button to close the dialog.

All the recordings and related material files are zipped into a single archive and a new email message is with the attached compressed file ready to be sent to a recipient.

---

**NOTE:** Only Microsoft Outlook is supported when distributing to an email address.

---

When the email is sent, this new distribution appears in the Incident Folders tree.

---

**NOTE:** To send the audio and other related files via email when not using Microsoft Outlook, change the **Action** option in the Distribution Wizard to **Send to folder or removable media**. Then change the location to save the files to on your workstation. When using the email client, attach the files that have been saved in this location and send the email.

---

### 3.5.4 Distributing in NICE Inform Media Player format

For help with the initial steps creating your distribution, refer to [Distribution Wizard](#) (see page 34).

---

**NOTE:** Imported external media is distributed in the same format as it was imported e.g. an imported MP3 file can only be distributed as an MP3 file.

---

► To distribute an incident or incident folder in NICE Media Player format:

1. At the **Select Distribution Folder and Description** screen, enter a name for the distribution folder and a description (if required) in the text boxes provided. It is also possible to create a new distribution folder within the Incident Folders tree for this distribution to be saved to. This process is identical to creating a new folder (refer to [Creating a new folder](#) (see page 33)).

2. The **Profile** section consists of a drop down list where the required profile name can be selected. A new profile can be created within the **Distribution Profiles** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).

The benefit of creating a new profile is that the distribution settings can be customized. Therefore, every time a particular profile is selected, the same settings appear by default to save time re-configuring them.

3. At the **Distribution type** section, select **NICE Inform Media Player** from the drop down list.
4. Click the **Next** button to continue and the **Media Player Distribution Settings** screen is presented. Do the following:

- a. At the **Distribution Format** section, select one of the following:



- **Single securable file** - a single secured file is created. Replay by optical media is slower than when selecting the **Folder** option.
  - **Folder** - an unsecured folder is created. Replay by optical media is faster than when selecting the **Single securable file** option.
- b. At the **Location** section, click the **Browse** button and select the required location to save the contents of the distribution. It is this location that the distribution files are saved. The file location is displayed within the **Location** text box with the **Folder Name** to act as a reminder of the name of the incident and the name of the distribution itself.

---

**NOTE:** By default, the location is *Documents\NICE Inform\My Distributions\*. This location appears the first time you perform a distribution. If you change the location, then next time you perform a distribution it points (by default) to the new location.

---

- c. At the **Distribution settings** section, the following settings are available:
- Check the **Secure distribution with password** box if you require entering a password for the distribution. Once enabled, enter a password and confirm it using the text boxes provided.

---

**NOTE:** If you set a password you have to enter it to extract the zipped file in order to open the distribution in the NICE Inform Media Player application.

To create a distribution without a password you **MUST** have the **Allow Media Player distribution without password** privilege assigned to you by a NICE Inform Administrator.

---

- **Include annotations** - check the box to include annotations in the distribution.
  - **Include Location** - check the box to include location records (e.g. ANI/ALI) in the distribution.
  - **Include NICE Inform Media Player** - check the box to include a copy of the NICE Inform Media Player application in the distribution.
  - **Include incident created by** - check the box to include details of the NICE Inform user that created this incident.
  - **Include audio analytics detections** - check the box to include audio analytics detections including detections matching audio analytics categories.
  - **Include incident properties** - check the box to include all incident properties that are part of this incident.
- d. Click the **Next** button and the **Distribution Summary and File Review** screen is presented. For help regarding the information displayed in this screen, (refer to [Distribution Summary and File Review](#) (see page 46)).
5. When you have checked all the information within the **Distribution Summary and File Review** screen, click the **Seal and Distribute** button to finalize the distribution.
6. A Wizard Progress dialog is presented providing a summary of the distribution progress.

7. Do one of the following:

- Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the distribution process completes, unless an error has occurred.
- Once the distribution process is complete, click the **Close** button to close the dialog.

All recordings and related material files are now downloaded and distributed to the chosen folder.

This new Sealed distribution now appears in the Incident Folders tree.

---

**NOTE:** Any audio recordings in the distribution that have redacted audio are saved with the redacted sections removed. Redacted audio can be replayed as silence or as a tone within NICE Inform Media Player. This is a user preference.

---

The Redaction panel is **NOT** available within NICE Inform Media Player.

---



### 3.5.5 Distribution Summary and File Review

The Distribution Summary and File Review screen provides a read-only view of all the settings and parameters that have been configured when following the [Distribution Wizard](#) (see page 34).

---

**NOTE:** When distributing in NICE Inform Media Player format, the screen is called the **Distribution Summary** screen and the **ONLY** sections displayed within the screen are **Distribution Folder** and **Item List**.

---

Each section can be expanded clicking the  button and collapsed clicking the  button.

The sections are:

#### Distribution Folder

The Distribution Folder section displays the **Name** and **Description** that has been created for the distribution. Also displayed is the space required and space available on the storage device.

---

**NOTE:** The space available calculation is **ONLY** applicable when distributing to a folder or removable media.

---

#### Settings

The Settings section displays all the settings that have been enabled for this particular distribution and the distribution profile that was selected.

#### Action

The Action section displays the action type that was selected for the distribution (either to a folder or removable media or an email address). In addition, it displays the location where the distribution is sent to (only relevant when distributing to a folder or removable media).

### Audio File Format

The Audio File Format section displays how the audio is saved for the distribution (as separate audio files etc.) and the file type (standard audio format (\*.wav) or Windows Media Audio (\*.wma)).


### Video File Format

The Video File Format section displays what format the video is saved for the distribution (standard video (\*.avi)).

### Items

The column heading information displayed in the Items list is configurable and can be changed within the **Distribution Content** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). By default, the list displays the following information:

**Table 3-9: Items list columns**

Column	Description
	An icon displaying the type file that has been attached to this incident folder (text files, spreadsheet files etc.).
<b>Start time</b>	The start time of the recording (Reconstruction Content).
<b>Resource</b>	The resource that the recording originated from (Reconstruction Content).
<b>Duration</b>	The duration of the recording (Reconstruction Content).
<b>Creation date</b>	The date and time the file was distributed.
<b>Created by</b>	The user who distributed the file.
<b>Description</b>	A brief description for the file. This can only be configured when the file was initially uploaded to the incident folder (Related Material).
<b>Ref number</b>	The unique location as to where this file resides in the relevant database.
<b>Filename</b>	The name of the file (Related Material).

Once you have reviewed the settings, you need to finalize the distribution.

► To finalize the distribution:

1. Click the **Review File** button and all the files are temporarily distributed for review.
2. A Wizard Progress dialog is presented providing summary information as to how the distribution will perform which acts as a final check before the files are actually distributed. It also displays any errors of files that will not be able to be distributed within the **Warnings & Errors** section. A HTML page is added into the test distribution folder. This page displays all the parameters associated with the temporary distribution.
3. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the distribution review process completes, unless an error has occurred.

- Once the distribution process is complete, click the **Close** button to close the dialog.

---

**NOTE:** Closing this window removes this distribution from the Windows temporary folder.

The Review File button is **ONLY** relevant when distributing Web page distributions and not Media Player distributions.

---

4. Click the **Seal and Distribute** button to finalize the distribution process. What is experienced differs at this stage depending on the **Action** type that has been set for the distribution.

### 3.5.6 Adding Audio Certification

Adding audio certification is an additional step within the [Distribution Wizard](#) (see page 34).

Certification audio can be recorded for:

- The start (common preceding statement) of each distributed audio file.
- The end (common concluding statement) of each distributed audio file.
- Both the start (common preceding statement) and end (common concluding statement) of each distributed audio file.
- The start (preceding statement) of each recording within a distributed audio file.

---

**NOTE:** You **CANNOT** add audio certification to recordings that have been imported from external media.

---

► To add audio certification:

1. Within the **Distribution Wizard**, ensure that the **Add audio certification** option is enabled on the **Distribution Settings** screen.
2. The **Audio Certification** screen is presented after the **Distribution Action and Format** screen.
3. The Audio Certification screen is sub divided into two sections:
  - **Preceding statement** - check the **Include preceding statement** box and use the Record control to record your common preceding statement for each distributed audio file.
  - **Concluding statement** - check the **Include concluding statement** box and use the **Record** control to record your common concluding statement for each distributed audio file.

There are a number of buttons available within the Record control to assist you to record a common preceding or common concluding statement for each distributed audio file.

---

**NOTE:** You **MUST** either record a statement or uncheck the box for preceding and concluding statements before you can continue.

---

4. Once you have recorded the required statements, click the **Next** button and the **Add Audio Certification** screen is presented.
5. The Add Audio Certification screen is divided into the following sections.

### 3.5.6.1 Audio Items table

The Audio Items table displays all audio recordings ready to be distributed. To be able to add an individual preceding statement or to review audio, you first need to select the required recording from within the Audio Items table.

---

**NOTE:** Apart from the **i** column, each column can be sorted in descending or ascending order by clicking the column heading and can be reordered by dragging them to the required location.

The columns displayed can vary depending on what **Audio File Format** option is set within the **Distribution Action and Format** screen.

---

The column heading information displayed in this table is configurable and can be changed within the **Distribution Content** page in the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). By default, the table displays the following information:

**Table 3-10: Audio Items table columns**





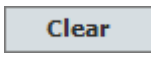
Column	Description
<b>i</b>	Information column header. If an individual preceding statement has been recorded, a green tick is displayed.
<b>Start time</b>	The start time of the recording.
<b>Resource</b>	The resource that the recording originated from.
<b>Duration</b>	The duration of the recording.
<b>Creation date</b>	The date and time when the file was added to the incident folder.
<b>Created by</b>	The user who added the file to the incident folder.
<b>Item reference</b>	The unique location as to where this file resides in the relevant database.

### 3.5.6.2 Record control

There are a number of buttons available within the **Record** control when recording an individual preceding statement for each recording:

**NOTE:** If you selected the audio format on the **Distribution Action and Format** screen to be either **Single audio file - Mixed** or **Single audio file - Full incident mixed** the Record control is disabled.

**Table 3-11: Record control (individual preceding statement)**

Button	Description
	<p><b>Record</b> - click to record an individual preceding statement. The time counter increases accordingly.</p> <hr/> <p><b>NOTE:</b> Before recording an individual preceding statement, you first <b>MUST</b> select the required recording from within the Audio Items table</p> <p>Clicking the <b>Record</b> button twice overwrites the previous statement associated with the selected recording.</p>
	<b>Stop</b> - click to stop recording the individual preceding statement associated with the selected recording in the <b>Audio Items</b> table. The time counter resets.
	<b>Play</b> - click to playback the recorded individual preceding statement associated with the selected recording in the <b>Audio Items</b> table. The time counter increases accordingly.
	<b>Volume</b> - move the slider bar to the right to increase the playback volume level and to the left to reduce the playback volume level.
	<b>Clear</b> - click to discard any recorded individual preceding statement associated with the selected recording in the <b>Audio Items</b> table

### 3.5.6.3 Playback control

A mini playback control is provided for you to review any audio recording associated with the distribution.

This is a simplified version of the Playback control that is provided within the NICE Inform Reconstruction application (refer to *Playback Control panel* in *NICE Inform Reconstruction*).

To replay an audio recording do one of the following:

- Select the recording from within the [Audio Items table](#) (see page 49) and click the **Play** button.
- Double-click the recording from within the [Audio Items table](#) (see page 49).

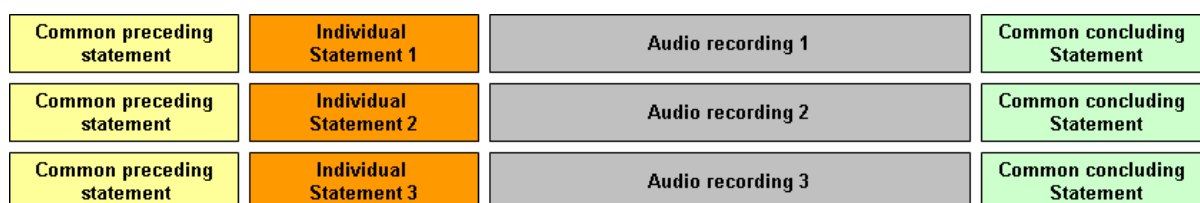
### 3.5.6.4 Audio File Format differences

There are subtle differences when adding preceding and concluding statement to audio files and their audio recordings. This is dependent on what **Audio File Format** option is set within the **Distribution Action and Format** screen. These differences are:

**NOTE:** An accompanying graphical example is provided to illustrate each audio file format scenario.

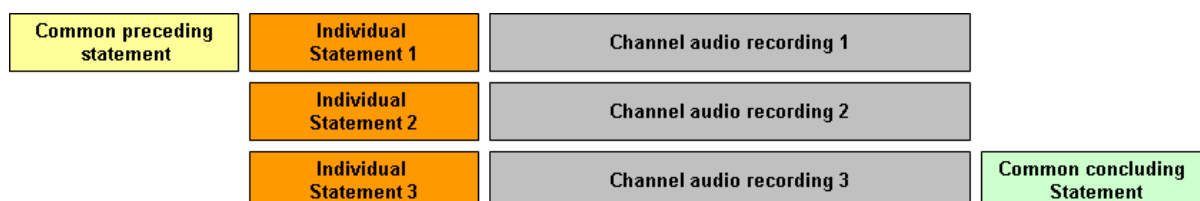
- If the **Audio File Format** option is set to **Separate audio files**, each audio file is distributed with a common preceding and common concluding statement (if recorded) and each audio recording is distributed with an individual preceding statement (if recorded).

**Figure 3-5: Separate audio files example**



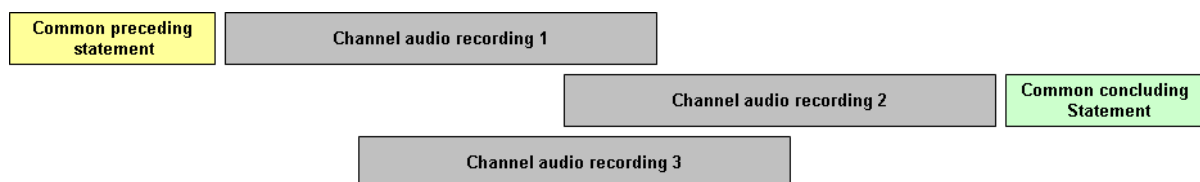
- If the **Audio File Format** option is set to **Single audio file - Sequential**, only one audio file is distributed and therefore only one common preceding and common concluding statement is distributed for the audio file (if recorded). Each audio recording (or section) within the one audio file has an individual preceding statement (if recorded).

**Figure 3-6: Single audio file sequential example**



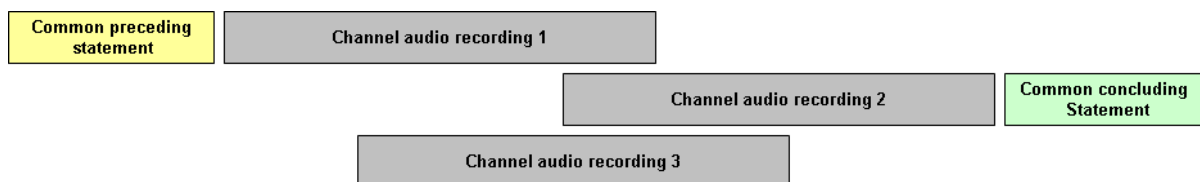
- If the **Audio File Format** option is set to **Single audio file - Mixed**, there is a common preceding statement at the beginning of the audio file and a common concluding statement at the end when distributed (if recorded). You **CANNOT** add an individual preceding statement for an audio recording.

**Figure 3-7: Single audio file mixed example**



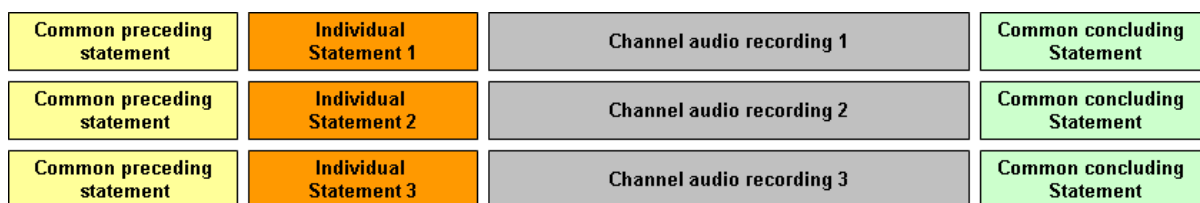
- If the **Audio File Format** option is set to **Single audio file - Full incident mixed**, the same rules apply as with **Single audio file - Mixed** only that this may be a longer audio file as its length encompasses the entire incident including silence. You **CANNOT** add an individual preceding statement for an audio recording.

**Figure 3-8: Single audio file mixed example**



- If the **Audio File Format** option is set to **Separate audio file per channel**, each audio file is distributed with a common preceding and common concluding statement (if recorded) and each audio recording per channel are distributed with an individual preceding statement (if recorded).


**Figure 3-9: Separate audio files per channel example**



### 3.5.6.5 Removing a preceding statement

- To remove an individual preceding statement:

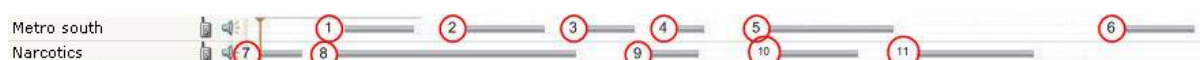
1. Select the audio recording from within the [Audio Items table](#) (see page 49).
2. Click the **Clear** button from within the Record control.

The green tick is now removed from the **Information**  column to indicate that the statement has been removed.

### 3.5.6.6 Adding audio statements according to start times

Any recordings grouped together are ordered by start time. For example, if there are multiple channels associated with the distribution, sorting the **Channels** column sorts all the recordings by start time as well as by the channel (when referring to the **Start time** column). These columns can be added into the [Audio Items table](#) (see page 49) by configuring the **Distribution Content** page in the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).

**Figure 3-10: Timeline display example**



Using the example above (of two channels **Metro south (A)** and **Narcotics (B)** in the Timeline display), by sorting the Channel column in the Audio Items table, all of the recordings within **channel A** are listed in time order and then all the recordings within **channel B** are listed again in time order. This provides a clear time division between the recordings of the different channels in the [Audio Items table](#) (see page 49).

The advantage of being able to sort the recordings in this manner makes it easier for you to record a preceding statement at the first recording (1) through to (6) on the first channel and then repeat the process for subsequent channels.



Once all the necessary statements have been recorded for the audio files (or files) for this distribution, click the **Next** button and the [Distribution Summary and File Review](#) (see page 46) screen is presented.

Once you have finished recording your individual preceding statements and reviewed the necessary audio recordings within the **Add Audio Certification** page, click the **Next** button to continue the distribution of your incident.

---

**NOTE:** If you have selected either the audio file format to **Single audio file - Mixed** or **Single audio file - Full incident mixed** from within the **Distribution Action and Format** page, you **CANNOT** record an individual preceding statement for any of the audio recordings that make up the audio file. In this event, when you click **Next**, you are presented with a message informing you of this. Click **Yes** to the message to continue with the distribution or click **No** to go back and change the audio file format should you require adding individual preceding statements.

---

## 3.6 Reconstruction Content folder tabs

This section covers all the tabbed pages that are within the Reconstruction Content section within the Incident Details panel.

Features within this section include:

- [General page](#) (see page 53)
- [History page](#) (see page 53)
- [Content List page](#) (see page 53)
- [Playback control panel](#) (see page 54)
- [Timeline display](#) (see page 55)
- [Results table](#) (see page 55)
- [Insight panel](#) (see page 55)

### 3.6.1 General page

Refer to the [Incident Details panel](#) (see page 23) section.

### 3.6.2 History page

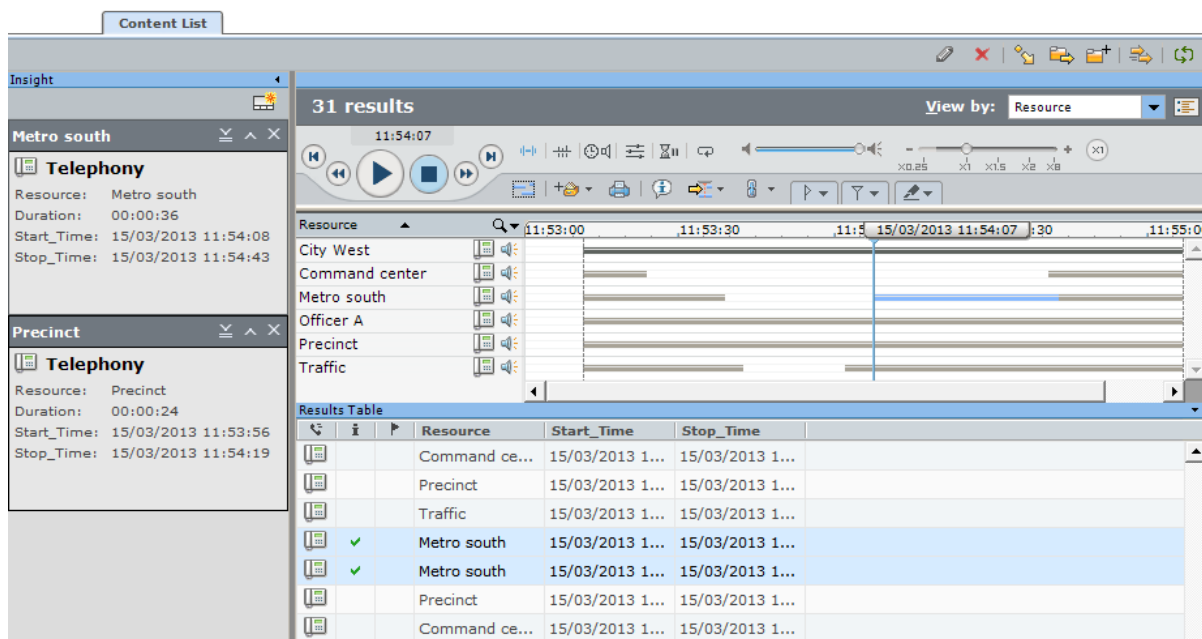
Refer to [Incident Details panel](#) (see page 23) section.

### 3.6.3 Content List page

The Content List page is designed to provide functionality to review the recorded files associated with the incident instead of re-visiting the NICE Inform Reconstruction Application.

Relevant only when the Reconstruction Content folder and any of its sub folders within the Incident Folders tree is selected, clicking the Content List tab displays a page similar to this:

Figure 3-11: Reconstruction Content List page



Within the **Content List** page is the **Reconstruction preferences** button. Clicking this button opens the embedded Reconstruction preferences so that they operate in the same manner as they do in the Reconstruction application (refer to *Setting Reconstruction preferences* in *NICE Inform Reconstruction*).

### 3.6.4 Playback Control panel

Use the Playback Control panel (refer to *Playback Control panel* in *NICE Inform Reconstruction*) to replay recordings selected from the Results table and Timeline display relating to the associated Reconstruction Content incident folder.

Refer to the information provided within *NICE Inform Reconstruction* regarding the Playback control panel features. Any additional functionality unique to the Playback Control panel within NICE Inform Organizer is detailed within this section.

#### Feature unique to NICE Inform Organizer

The following feature is unique to NICE Inform Organizer:

- **Supported imported media playback speeds:** (Ctrl + Shift + G)/(Ctrl + Shift + S) 0.25, 0.33, 0.5, 1.0, 2.0, 3.0 and 4.0.

**NOTE:** Replay at speeds other than 1x is dependent on the speeds the Windows Media Player codec installed on the workstation supports. Sometimes, speeds cannot be determined automatically and do not work as expected. If this occurs try a different playback speed.  
**AGC** (Automatic Gain Control), **Skip silence**, **Sequential playback**, **Date & time output** and **Wait control** are **NOT** supported when replaying imported media files.

### 3.6.5 Timeline display




All recordings associated with the selected Reconstruction folder are displayed in the Timeline display. The Timeline display shows the recordings in a graphical form of horizontal strips (recording bars).

Refer to the information provided within *NICE Inform Reconstruction* regarding the Timeline display (refer to *Timeline display* in *NICE Inform Reconstruction*) as all the functionality is the same within NICE Inform Organizer. Any additional functionality unique to the Timeline display within NICE Inform Organizer is detailed within this section.

#### Feature unique to NICE Inform Organizer

The following feature is unique to NICE Inform Organizer:

- There is an extra icon that is associated with a resource type displayed within the Timeline display.


 - Imported media notification icon associated with a resource type icon (  or  ) indicating that it is an imported external media resource.




### 3.6.6 Results table

All recordings associated with the selected Reconstruction folder are displayed in the Results table. Refer to the information provided within the NICE Inform Reconstruction section regarding the Results table (refer to *Results table* in *NICE Inform Reconstruction*) as all the functionality is the same within NICE Inform Organizer. Any additional functionality unique to the Results table within NICE Inform Organizer is detailed within this section.

#### Feature unique to NICE Inform Organizer



The following features are unique to NICE Inform Organizer:

- There is an extra column displayed in the table:  
 - the Imported media column header. The column is **ONLY** displayed if there are imported media files within the incident and if the **Show imported media notification** icon box is checked in the **General** page within the **Preferences** control (refer to *Setting Reconstruction preferences* within *NICE Inform Reconstruction*).

- There is an extra results type icon displayed within the imported media column:  
 - Imported media notification icon associated with the Result type icon (  or  ).

### 3.6.7 Insight panel

The Insight panel contains Insight windows displaying information during playback. The window displays information that is relevant to the resource and shows the associated data of any selected item from that resource currently beneath the cursor (at the current replay position).

The Insight panel can be maximized by clicking on the  button and minimized by clicking the  button

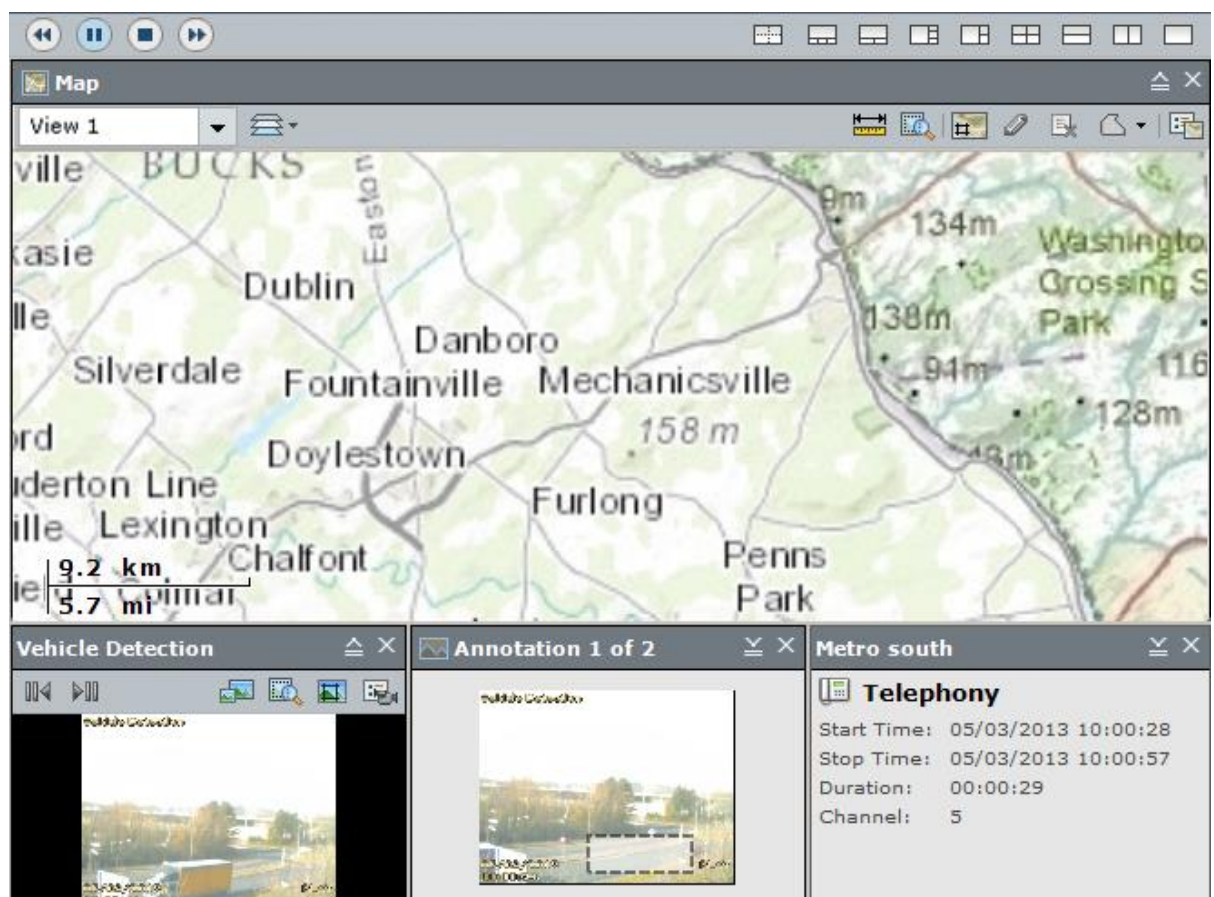
Refer to *Insight panel* within *NICE Inform Reconstruction* as all the functionality within the Insight panel is the same within NICE Inform Organizer.

However, unique to NICE Inform Organizer is the [Imported video playback panel](#) (see page 68).

### 3.6.8 Insight Grid

The Insight Grid (as shown here) is a separate window that allows you to undock Insight windows and drag them in to a customizable view. The Insight Grid can be arranged to suit different display requirements and as it is a separate undocked window, it can be moved to any location on your primary display or any additional displays.

Figure 3-12: Insight Grid










Refer to *Insight Grid* within *NICE Inform Reconstruction* as all the functionality within the Insight Grid is the same within NICE Inform Organizer.

Also refer to *Dragging an Insight window to the Insight Grid* within *NICE Inform Reconstruction* for help dragging Insight windows into an available slot in the Insight Grid.

### 3.6.9 Reconstruction Content button bar

There are a number of available buttons within the Content List page for selection:

Table 3-12: Reconstruction Content button bar

Button	Name
	Edit media
	Delete
	Import media
	Move to folder
	Copy to incident
	Distribute
	Refresh

#### 3.6.9.1 Editing imported media


- ▶ To edit the details of an imported external media file:

1. Select an imported media file from within the Timeline display or Results table.

---

**NOTE:** You **CANNOT** edit the properties of an imported media file if it is within a sealed distribution folder.

---

2. Click the **Edit imported media**  button and the **Edit Imported Media** dialog is presented.


---

**NOTE:** The Edit imported media button is **ONLY** available when you select imported media.


---

The **Filename** and **Size** fields are read-only and **CANNOT** be edited.

---

3. Edit one or more of the following:
  - **Duration** - the duration of the file. Edit the duration entry by using the up/down arrows.
  - **Start time** - the start time and date when the file was created. Edit the date entry by clicking the **Calendar**  button. A calendar control is presented to aid in choosing a particular date (refer to *Using the calendar control* in *NICE Inform Reconstruction*). Edit the time entry by using the up/down arrows. You can also change whether the time is AM or PM depending on how the time is configured on your workstation.
  - **File type** - the file type. Click the drop down arrow and select either **Audio**, **Video**, **NICE Audio** or **NICE Video** to match the selected file type.
  - **Resource** - The assigned resource for the audio or video file. Each added audio or video file requires an assigned resource so that the file can be replayed within the Timeline display or Results table. If the file type is set to **Audio**, you can **ONLY** select audio resource types.

To add a new resource:

- a. Click the **Browse**  button and the **Add Resource** dialog is presented.
- b. Enter the following details:
  - **Resource name** - enter the name for the resource in the **Resource name** text box.
  - **Resource type** - click the down arrow and select whether the resource type is **Audio**, **Video**, **NICE Audio** or **NICE Video**.
- c. Click the **Save** button.
- d. Click the down arrow and select the resource that you have just created.

---

**NOTE:** Multiple files of the same type can have the same resource assigned to them. However, if the time overlaps at any point on two or more recordings they **CANNOT** be replayed within the Timeline display or Results table.

---


- **Title** - if required, edit the title for the file in the text box provided.
  - **Description** - if required, edit the description for the file in the text box provided.
4. On completion, click the **Save** button. Any changes made to the imported media file are now saved.

#### Editing imported media files associated with a distribution

If one or more imported media files are associated with a distribution, a dialog message is presented listing all these files. The following conditions apply:

- You **CANNOT** edit any files that are associated with a Sealed distribution. You have to delete the Sealed distribution folder (refer to [Deleting a folder](#) (see page 34)) before the files can be edited.
- Imported media files associated with a Draft distribution can be edited. Click the **Yes** button to edit the recordings from the incident folder and from the Draft distribution. Click the **No** button to stop the files being deleted.

### 3.6.9.2 Deleting recordings

- ▶ To delete a recording (or recordings) from a Reconstruction Content folder:
  1. Select a recording (or recordings) from the Results Table or from the Timeline display (refer to *Selecting a recording in NICE Inform Reconstruction*).
  2. Click the **Delete**  button. A message is presented confirming the deletion.
  3. Click the **Yes** button.

The recording (or recordings) is now deleted from the incident folder.

---

**NOTE:** You **CANNOT** delete partial selections of imported media recordings. You can only delete the entire recording.

You **CANNOT** delete partial selections of text conversations. You can only delete the entire conversation.


---

### Deleting recordings associated with a distribution

If one or more recordings are associated with a distribution, a dialog message is presented listing all these recordings. The following conditions apply:

- You **CANNOT** delete any recordings that are associated with a Sealed distribution. You have to delete the Sealed distribution folder (refer to [Deleting a folder](#) (see page 34)) before the recordings can be deleted.
- Recordings associated with a Draft distribution can be deleted. Click the **Yes** button to delete the recordings from the incident folder and from the Draft distribution. Click the **No** button to stop the recordings being deleted.

### 3.6.9.3 Importing media

Clicking the **Import media**  button starts the **Import Media Wizard**. This wizard allows the importing of the following to a Reconstruction Content folder:

- External audio
- External video
- NICE Inform scenarios

---


**NOTE:** NMF (NICE Media Format) file formats are supported.

NMF files can be redacted but all other regular imported audio files (e.g. MP3 files) **CANNOT** be redacted (refer to *Redaction panel* in *NICE Inform Reconstruction*).

Once started, you **CANNOT** cancel the import process.

---

► To import audio and video to a Reconstruction Content folder:

1. Click the **Import media**  button and the **Import Media Wizard** starts at the **Welcome** screen.
2. The Import Media Wizard splits at this point depending whether you select:
  - **Import audio and video** - audio and video media is imported to a Reconstruction Content folder (refer to [Importing audio and video media](#) (see page 59)).
  - **Import NICE Inform scenarios** - media from NICE Inform scenarios is imported to a Reconstruction Content folder (refer to [Importing media from NICE Inform scenarios](#) (see page 62)).



### 3.6.9.4 Importing audio and video media

For help starting the **Import Media Wizard**, refer to [Importing media](#) (see page 59).

---

**NOTE:** Only text annotations are supported when importing media from a NICE Inform scenario. Image and image annotations are excluded from the imported media.

---

► To import audio and video media to a Reconstruction Content folder:

1. At the **Welcome** screen, select **Import audio and video** and click the **Next** button to continue.
2. At the **Data Selection** screen:
  - a. Click the **Add** button, browse and select the required audio or video file and click the **Open** button. Multiple files can be selected using Microsoft Windows standard Shift and Ctrl methods.
  - b. Once the required files have been added, each file can be selected in the table and its properties displayed and some can be updated within the [Properties](#) (see reference table on page 60) section

---

**NOTE:** Updating any file property automatically updates the associated property of the file in the table.

To remove any files that have been added in error, select the recording and click the **Remove** button.







---


3. Once you have updated the required properties for each of the added audio and video files, click the **Next** button to continue.
4. At the **Summary** screen, check that the details relating to the files are correct. Once satisfied, click the **Import** button. If any of the information within the Summary screen is incorrect or if there is not enough available space for the files, click the **Back** button to make any changes.
5. A Wizard Progress dialog is presented providing a summary of the scenario that is being imported.
6. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the import process completes, unless an error has occurred.
  - Once the import process is complete, click the **Close** button to close the dialog.
7. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.



### 3.6.9.5 Properties

**Table 3-13: Properties section (Import Media Wizard)**

File property	Description
<b>Filename</b>	The filename including the extension (e.g. AVI) of the added file
<b>Size</b>	The size (KB) of the file
<b>Duration</b>	<p>The duration of the file. Where possible, the duration is automatically detected when the file is added. If the duration cannot be determined or you require changing the detected duration, it can be changed. Duration entry is assisted by using the up/down arrows.</p> <hr/> <p><b>NOTE:</b> If the file format is NMF or NVF, you <b>CANNOT</b> edit the duration and start if known.</p> <hr/>
<b>Start time</b>	<p>The start time and date when the file was created. If the start time is incorrect it can be changed. Date entry is assisted by clicking the <b>Calendar</b>  button. A calendar control is presented to aid in choosing a particular date (refer to <i>Using the calendar control</i> in <i>NICE Inform Reconstruction</i>). Time entry is assisted by using the up/down arrows. You can also configure whether the time is AM or PM depending on how the time is configured on your workstation.</p> <hr/> <p><b>NOTE:</b> If the start time for the file is more than 24 hours before or after the incident time range, an icon  is displayed within the  column in the table associated with the file.</p> <hr/>
<b>File type</b>	<p>The file type. Click the down arrow and select either <b>Audio, Video, NICE Audio or NICE Video</b> to match the selected file type.</p> <hr/> <p><b>NOTE:</b> If the start time for the file is more than 24 hours before or after the incident time range, an icon  is displayed within the  column in the table associated with the file.</p> <hr/>
<b>Resource name</b>	<p>The assigned resource name for the audio or video file. Each added audio or video file requires an assigned resource so that the file can be replayed within the Timeline display or Results table. If the file type is set to <b>Audio</b>, you can <b>ONLY</b> select audio resource types.</p> <p>To add a new resource and then select it:</p> <ol style="list-style-type: none"> <li>Click the <b>Browse</b>  button and the <b>Add Resource</b> dialog is presented.</li> <li>Enter the following details: <ul style="list-style-type: none"> <li><b>Resource name</b> - enter the name for the resource in the Resource name text box.</li> <li><b>File type</b> - click the down arrow and select whether the file type is <b>Audio, Video, NICE Audio or NICE Video</b>.</li> </ul> </li> <li>Click the <b>Save</b> button.</li> <li>Click the down arrow and select the resource that you have just created.</li> </ol>

File property	Description
	<p><b>NOTE:</b> Multiple files of the same type can have the same resource assigned to them. However, if the time overlaps at any point on two or more recordings they <b>CANNOT</b> be replayed within the Timeline display or Results table. If this happens, an error icon is displayed within the  column in the table associated with the affected files. It is recommended that you change the resource for one or more of these files.</p>
<b>Title</b>	If required, enter a title for the file in the text box provided.
<b>Description</b>	If required, enter a description for the file in the text box provided.

### 3.6.9.6 Importing media from NICE Inform scenarios


For help starting the **Import Media Wizard**, refer to [Importing media](#) (see page 59).

**NOTE:** Only text annotations are supported when importing media from a NICE Inform scenario. Image and video annotations are excluded from the imported media.

- ▶ To import audio and video media to a Reconstruction Content folder:
  - At the **Welcome** screen, select **Import NICE Inform scenarios** and click the **Next** button to continue.
  - At the **Data Selection** screen do one of the following:
    - Click the **Browse** button and browse to the folder location where the NICE Inform scenario is stored.
    - Enter the folder location for the NICE Inform scenario in the text box provided.
  - Click the **Next** button to continue.
  - A Wizard Progress dialog is presented providing a summary of the NICE Inform scenario that is being loaded ready for importing.
  - Do one of the following:
    - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the loading process completes, unless an error has occurred.
    - Once the loading process is complete, click the **Close** button to close the dialog.
  - At the **Summary** screen, check that the details relating to the NICE Inform scenario are correct. Once satisfied, click the **Import** button. If any of the information within the Summary screen is incorrect or if there is not enough available space for the files, click the **Back** button to make any changes.
  - A Wizard Progress dialog is presented providing a summary of the NICE Inform scenario that is being imported.
  - Do one of the following:

- Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the import process completes, unless an error has occurred.
  - Once the import process is complete, click the **Close** button to close the dialog.
9. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

### 3.6.9.7 Moving Reconstruction Content to a folder


The **Move to folder**  button provides the functionality of moving recordings from one Reconstruction Content folder to another Reconstruction folder or copying recordings to a Draft distribution folder.

---

**NOTE:** You **CANNOT** move partial selections of imported media recordings. You can only move the entire recording.

You **CANNOT** move partial selections of text conversations. You can only move the entire conversation.


---

- To move a recording (or recordings) to another folder:
1. Select a recording (or recordings) from the Results Table or from the Timeline display (refer to *Selecting a recording in NICE Inform Reconstruction*).
  2. Click the **Move to folder**  button and the **Move to Folder** dialog is presented.
  3. Select the required folder to move the recording (or recordings) to and click the **OK** button.

The recording (or recordings) are now moved to the selected **Reconstruction Content** folder or copied to a Draft distribution folder.

#### Creating a new folder

Within the Move to Folder dialog, a new folder can be created to move recordings to.

- To create a new folder:
1. Select the required incident folder where the new folder is to be located and click the **New folder**  button.
  2. Enter a name for the folder in the text box provided.
  3. Enter a description for the new folder in the **Description** text box.

---

**NOTE:** If required, multiple folders can be created using the Move to Folder dialog. To create multiple folders, repeat steps 1-3 above.


---

4. Click the **OK** button to move the recordings to this new folder. The new folder now appears in the Incident Folders tree.


### Deleting a folder

Within the Create New Folder dialog, you can also delete the selected folder before you click the **OK** button and commit the change to the Incident Folders tree.

► To delete a folder:

1. Select the folder required for deletion.
2. Click the **Delete**  button. The folder is deleted from the tree.

### 3.6.9.8 Copying Reconstruction Content to an incident

Clicking the **Copy to incident**  button starts the **Copy to Incident Wizard**. This wizard provides the functionality of copying Reconstruction Content from one incident to another. Reconstruction Content can either be copied to an existing incident or to a new incident.

---

**NOTE:**


You **CANNOT** create an incident folder to copy Reconstruction Content to. Reconstruction Content is copied to the new incident in the same folder structure as it was copied from the originating incident. If that folder structure does not exist it is created automatically.

You **CANNOT** copy partial selections of imported media recordings. You can only copy the entire recording.

You **CANNOT** copy partial selections of text conversations. You can only copy the entire conversation.

---

► To copy Reconstruction Content from one incident to another:

1. Select the required recording (or recordings) from the Results table or from the Timeline display (refer to *Selecting a recording in NICE Inform Reconstruction*).
2. Click the **Copy to incident**  button and the **Copy to Incident Wizard** starts at the **Welcome** screen.
3. The Copy to Incident Wizard splits at this point depending whether you select:
  - **Create new incident** - recordings are copied to a new incident (refer to [Copying Reconstruction Content to a new incident](#) (see page 66)).
  - **Add results to existing incident** - recordings are copied to an existing incident (refer to [Copying Reconstruction Content to an existing incident](#) (see page 64)).

### 3.6.9.9 Copying Reconstruction Content to an existing incident


For help starting the **Copy to Incident Wizard**, refer to [Copying Reconstruction Content to an incident](#) (see page 64).

► To copy Reconstruction Content to an existing incident:

1. At the **Welcome** screen, select **Add results to existing incident** and click the **Next** button to continue.

2. At the **Select a Destination Incident** screen, search for the existing incident prior to adding Reconstruction Content to it (refer to [Searching for an existing incident](#) (see page 16)).
3. Once the incident has been located, select it from within the Incident list.

---

**NOTE:** Click the **Authenticate incident**  button to authenticate the incident you are copying recordings to (refer to [Authenticating an incident](#) (see page 20)).

---

4. Click the **Next** button and the **Summary** screen is presented.
5. The Summary screen displays the following information:
  - **Reconstruction Content** - the total number of Reconstruction Content that will be copied.
  - **From incident** - the originating incident where the Reconstruction Content is going to be copied from.
  - **To incident** - the destination incident where the Reconstruction Content is going to be copied to.
  - **Space required** - an estimation of space required for the Reconstruction Content.
  - **Space available** - the space available on the storage device for the Reconstruction Content.


---


**NOTE:** If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

---

6. Click the **Next** button and a Wizard Progress dialog is presented providing a summary of the Reconstruction Content that is being copied.
7. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the Reconstruction Content has been copied, unless an error has occurred.
  - Once the Reconstruction Content has been copied, click the **Close** button to close the dialog.
8. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

### 3.6.9.10 Distributing Reconstruction Content

Clicking the **Distribute**  button starts the [Distribution Wizard](#) (see page 34). This wizard provides the functionality of distributing a particular recording or a group of recordings within a Reconstruction Content folder.


- ▶ To distribute a recording (or recordings):
  1. Select a recording (or recordings) from the Results Table or from the Timeline display (refer to *Selecting a recording in NICE Inform Reconstruction*).
  2. Click the **Distribute**  button and the [Distribution Wizard](#) (see page 34) starts.

### 3.6.9.11 Copying Reconstruction Content to a new incident

For help starting the Copy to Incident Wizard, refer to [Copying Reconstruction Content to an incident](#) (see page 64).


- ▶ To copy Reconstruction Content to a new incident:
  1. At the **Welcome** screen, select **Create new incident** and click the **Next** button to continue.
  2. At the **Create new incident** screen, add the details for the new incident you are creating.
  3. Enter a **Name** and/or a **Number** for the incident.
  4. Enter a **Description** (Optional).

Creating a new incident with the same name and number of an existing incident is not permitted. If this is attempted a message is presented informing you that the incident name or number already exists. Click the **OK** button to this message and change either the name or number for the incident to something unique. However, the same name for the incident can exist but only if its number is different. In addition, the same number for the incident can exist but only its name is different.

5. Within the incident retention section, you can set a date before which this incident **CANNOT** be deleted. To set incident retention:
  - a. Check the **Enable incident retention** box.
  - b. Do one of the following:
    - Enter an incident retention date in the **Available for deletion** text box.
    - Click the **Calendar**  button and select a date using the calendar control (refer to *Using the calendar control in NICE Inform Reconstruction*).

---

**NOTE:** If the **Enable incident retention** check box is grayed out, incident retention has been set globally by a system administrator when managing incident storage. Once set globally, this incident **CANNOT** be deleted before the date displayed within the **Available for deletion** text box. You can **ONLY** set the date after the displayed date and **NOT** before.

If you try and set the date before, a warning icon  is displayed. Hover the cursor over the icon to present a tool tip which provides you with information as to the earliest date you can set incident retention. If you ignore the warning and continue you **CANNOT** create this incident until you adjust the minimum retention date.

---

6. Click the **Next** button and the **Incident Properties** screen is presented for you to set values for system wide incident properties. These properties are created by a system administrator (refer to *Adding an incident property in NICE Inform System Administration*). To set the values for the incident properties:

---

**NOTE:** If there are no system wide incident properties configured, the Incident Properties screen is **NOT** displayed. If so skip to step 7.


---

- a. Do one of the following:
- Select the **Value** cell for the required incident property and depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.

---


**NOTE:** The Value cell provides guidance to assist you when adding a value. For example, for a numeric incident property type, the numeric range is displayed and for a text incident property type, if a prompt has been created when the incident property type was added, this is also displayed. Once you enter a value this guidance is removed.

---

- Select the required incident property and click the **Edit**  button. The **Edit Incident Property** dialog is presented:
  - (1) Depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.
  - (2) Click the **OK** button.

- b. Repeat either method to add values for additional incident properties.

---

**NOTE:** Some incident properties may have a mandatory state which was set when they were created which are displayed with an  icon. You **MUST** enter a value for these incident properties otherwise you are unable to continue.

---

7. Click the **Next** button and the **Access Privileges** screen is presented. This screen provides you with the functionality to grant users and user groups customizable access to the incident you are creating. For help setting access privileges for your incident, refer to [Setting access privileges](#) (see page 85).

---

**TIP:** Selecting a user group is useful if you require all users in the group to have the same access privileges for the incident as you only need to set the access rights once.

---

---

**NOTE:** It is not mandatory to set access privileges for your incident. If you do not require setting any privileges, click the **Next** button.

---

8. Once you have set any access privileges for your incident, click the **Next** button and the **Summary** screen is presented.
9. The Summary screen displays the following information:
  - **Reconstruction Content** - the total number of Reconstruction Content that will be copied.
  - **From incident** - the originating incident where the Reconstruction Content is going to be copied from.
  - **To incident** - the destination incident where the Reconstruction Content is going to be copied to.
  - **Space required** - an estimation of space required for the Reconstruction Content.
  - **Space available** - the space available on the storage device for the Reconstruction Content.


---

**NOTE:** If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

---

10. Click the **Next** button and a Wizard Progress dialog is presented providing a summary of the Reconstruction Content that is being copied.
11. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the Reconstruction Content has been copied, unless an error has occurred.
  - Once the Reconstruction Content has been copied, click the **Close** button to close the dialog.
12. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

#### 3.6.9.12 Refreshing the display


Clicking the **Refresh**  button refreshes the display within the Content List control.



### 3.6.10 Imported video playback panel

The Imported video playback panel provides the ability to replay video that has been imported to a Reconstruction Content folder (refer to [Importing media](#) (see page 59)).

To use the Imported video playback panel, a video resource has to be allocated an Insight window within the Insight panel. For help regarding the Insight panel and attaching a video resource into an available Insight window, refer to *Video, & screen playback* in the *Insight panel* section within *NICE Inform Reconstruction*.

To display the Imported video playback panel button bar (refer to [Imported video playback panel button bar](#) (see page 69)), click the **Show Menu**  button in the Insight panel toolbar (refer to *Insight panel toolbar* within *NICE Inform Reconstruction*).

A screen similar to the example below is presented:




**Figure 3-13: Imported video capture**




#### 3.6.10.1 Imported video playback panel button bar

There are a number of available buttons within the Imported video playback panel for selection:

**Table 3-14: Imported video playback panel button bar**

Button	Name
	<b>Next frame</b>
	<b>Previous frame</b>
	<b>View auto/native size</b>

#### 3.6.10.2 Next frame

Clicking the **Next frame**  button once steps the video forwards by one frame. For each click of the **Next frame** button, time is shifted forwards accordingly. For example, if the video


is recorded at one frame per second the time moves forward by one second within the Timeline display. The Replay cursor therefore moves to reflect this change.

---

**NOTE:** The Next Frame feature is **ONLY** available when the video is paused.

---

### 3.6.10.3 Previous frame

Clicking the **Previous frame**  button once steps the video backwards by one frame. For each click of the **Previous frame** button, time is shifted backwards accordingly. For example, if the video is recorded at one frame per second the time moves backward by one second within the Timeline display. The Replay cursor therefore moves to reflect this change.

---

**NOTE:** The Previous Frame feature is **ONLY** available when the video is paused.

---

### 3.6.10.4 Viewing in native or auto scale

Toggling the **View auto/native size**  button causes the display to change:

- **View auto size** - the video is automatically scaled to fit the Insight window.
- **View native size** - the video is resized within the Insight window to the native resolution that it was recorded in e.g. 352 x 240. The video image maintains the correct aspect ratio with black borders being applied around the video as appropriate. If the content does not fit in the insight window, scroll bars are provided to enable navigation of the video.

## 3.7 Related Material folder tabs

This section covers all the tabbed pages that are within the Related Material section within the Incident Details panel.

The following tabbed pages are available:

- [General page](#) (see page 53)
- [History page](#) (see page 53)
- [Content List page](#) (see page 71)

### 3.7.1 General page

Refer to the [Incident Details panel](#) (see page 23) section.








### 3.7.2 History page

Refer to [Incident Details panel](#) (see page 23) section.

### 3.7.3 Content List page

This is relevant only to the **Related Material** folder and any of its sub folders within the Incident Folders tree. When the **Content List** tab is selected a screen similar to this is presented:

Figure 3-14: Related Material Content List page

Content List						
						
i	Creation date	Filename	Description	Created by	Size (KB)	Item
	15/03/2013 12:01:21	Eye witness statement.docx		jones, dave	16	140
	15/03/2013 12:02:03	Warehouse plan.docx		jones, dave	16	141
	15/03/2013 12:03:55	Car damage.jpg		jones, dave	3,916	142
	15/03/2013 12:03:55	Fire damage1.jpg		jones, dave	2,159	143
	15/03/2013 12:03:55	Fire damage2.jpg		jones, dave	2,251	144
	15/03/2013 12:03:55	Fire damage3.jpg		jones, dave	2,124	145

#### 3.7.3.1 Related Material list

The Related Material list displays all the files associated with the selected folder in the Incident Folders tree. You can attach files relevant to the incident to this list (refer to [Attaching files](#) (see page 72)).

**NOTE:** Apart from the **i** column, each column can be sorted in descending or ascending order by clicking the column heading and can be reordered by dragging them to the required location.

The column heading information displayed in this list is configurable and can be changed within the **Distribution Content** page in the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). By default, the list displays the following information:

Table 3-15: Content List columns (Related Material)

Column	Description
<b>i</b>	An icon displaying the type file that has been attached to this incident folder (text files, spreadsheet files etc.).
<b>Creation date</b>	The date and time the file was uploaded to the incident.
<b>Filename</b>	The name of the file.
<b>Description</b>	A brief description for the file. This can only be configured when the file was initially uploaded to the incident folder.
<b>Size (KB)</b>	The size of the file in Kilobytes (KB).
<b>Created by</b>	The user who uploaded this file to the incident folder.
<b>Item reference</b>	The unique location as to where this file resides in the relevant database.

To view a file in the Related Material list, double-click anywhere within the row of the required file and it opens.









The default location that files are saved in is in the **My Downloads** folder within the **Documents** folder of the local user.

If on the workstation there is not a registered application installed to view a particular file (e.g. Microsoft Word) then you are presented with a Save As dialog to save the file. From there, an alternate application can be used to open the file (e.g. Notepad).

### 3.7.4 Related Material button bar


There are a number of available buttons within the Content list page for selection:

Table 3-16: Related Material button bar

Button	Name
	Attach files
	Abort file transfer
	Delete
	Move to folder
	Copy to incident
	Distribute
	Print
	Refresh

#### 3.7.4.1 Attaching files

► To attach a file (or files) to a Related Material folder:

1. Click the **Attach files**  button and the **Attach Files** dialog is presented.
2. Click the **Browse** button and browse to the location where the files are stored. Once located, add the files and they appear in the **Selected Files** list.
3. Add a description (if required) for the files to be added using the **Description** text box.

---


**NOTE:** If a file has been added to the **Selected Files** list by mistake, then select it from the list and click the **Remove selected files**  button.

---

4. When satisfied that the files are ready to be attached to the incident, click the **OK** button.

The files are now added to the **Related Material** list.


Once the files have been uploaded, a green tick is displayed in the left hand column in the Related Material list. If the files failed to upload, a red cross appears in the left hand column alongside the corresponding failed files.

In the event of a failure during the upload of the files, a small circle is displayed alongside the red cross in the left hand progress column in the Related Material list. Hover your mouse over the circle to display the tooltip providing more details regarding what caused the error. It is not possible to view the file as it does not reside on the server. The error (may be a password locked file etc.) needs addressing first. Once resolved, click the **Refresh**  button to remove the file in question and then re-upload the file.

### 3.7.4.2 Aborting file transfer

This button is only selectable when attaching a new file or files to the Related Material list (refer to [Attaching files](#) (see page 72)). During the process of uploading the file it appears in the Related Material list.

► To abort transferring files to an incident:

1. Select the relevant file and click the **Abort file transfer**  button. A confirmation message is presented.
2. Click the **Yes** button.


The file transfer is now aborted.

Aborting a file transfer is only normally relevant when the file is particularly large in size. Typically, small files of less than 1000 Kilobytes (KB) upload so quickly that there is no time to abort.

However, you can delete files that have already been uploaded to the Related Material list (refer to [Deleting Related Material files](#) (see page 73))

### 3.7.4.3 Deleting Related Material files

► To delete a file (or files) from a Related Material folder:

1. Select a file or a group of files from the [Related Material list](#) (see page 71) (using Microsoft Windows standard Shift and Ctrl methods).
2. Click the **Delete**  button. A message is presented confirming the deletion.
3. Click the **Yes** button.


The file (or files) is now deleted from the incident folder.

#### [Deleting files associated with a distribution](#)

If one or more files are associated with a distribution, a dialog message is presented listing all these files. The following conditions apply:


- You **CANNOT** delete any files that are associated with a Sealed distribution. You have to delete the Sealed distribution folder (refer to [Deleting a folder](#) (see page 34)) before the files can be deleted.
- Files associated with a Draft distribution can be deleted. Click the **Yes** button to delete the files from the incident folder and from the Draft distribution. Click the **No** button to stop the files being deleted.

### 3.7.4.4 Moving Related Material to a folder

The **Move to folder**  button provides the functionality of moving files from one Related Material folder to another Related Material folder or copying files to a Draft distribution folder.

► To move a file (or files) to another folder:

1. Select a file or a group of files (using Microsoft Windows standard Shift and Ctrl methods) from the [Related Material list](#) (see page 71).


2. Click the **Move to folder**  button and the **Move to Folder** dialog is presented.
3. Select the required folder to move the file (or files) to and click the **OK** button.

The file (or files) are now moved to the selected Related Material folder or copied to a Draft distribution folder.

#### Creating a new folder

Within the Move to Folder dialog, a new folder can be created to move files to.

► To create a new folder:

1. Select the required incident folder where the new folder is to be located and click the **New folder**  button.
2. Enter a name for the folder in the text box provided.
3. Enter a description for the new folder in the **Description** text box.

---

**NOTE:** If required, multiple folders can be created using the Move to Folder dialog. To create multiple folders, repeat steps 1-3 above.

---

4. Click the **OK** button to move the files to this new folder. The new folder now appears in the Incident Folders tree.

#### Deleting a folder


Within the Create New Folder dialog, you can also delete the selected folder before you click the **OK** button and commit the change to the Incident Folders tree.

► To delete a folder:

1. Select the folder required for deletion.
2. Click the **Delete**  button.

The folder is now deleted from the tree.

### 3.7.4.5 Copying Related Material to an incident

Clicking the **Copy to incident**  button starts the **Copy to Incident Wizard**. This wizard provides the functionality of copying Related Material from one incident to another. Files can either be copied to an existing incident or to a new incident.


---

**NOTE:** You **CANNOT** create an incident folder to copy Related Material to. Related Material is copied to the new incident in the same folder structure as it was copied from the originating incident. If that folder structure does not exist it is created automatically.

---

► To copy Related Material from one incident to another:

1. Select a file or a group of files from the Related Material list (using Microsoft Windows standard Shift and Ctrl methods).

2. Click the **Copy to incident**  button and the **Copy to Incident Wizard** starts at the Welcome screen.
3. The Copy to Incident Wizard splits at this point depending whether you select:
  - **Create new incident** - files are copied to a new incident (refer to [Copying Related Material to a new incident](#) (see page 75)).
  - **Add results to existing incident** - files are copied to an existing incident (refer to [Copying Related Material to an existing incident](#) (see page 77)).


### 3.7.4.6 Copying Related Material to a new incident

For help starting the Copy to Incident Wizard, refer to [Copying Related Material to an incident](#) (see page 74).

- To copy Related Material to a new incident:


1. At the **Welcome** screen, select **Create new incident**.
2. At the **Create new incident** screen, add the details for the new incident you are creating.
3. Enter a **Name** and/or a **Number** for the incident.
4. Enter a **Description** (Optional).

Creating a new incident with the same name and number of an existing incident is not permitted. If this is attempted a message is presented informing you that the incident name or number already exists. Click the **OK** button to this message and change either the name or number for the incident to something unique. However, the same name for the incident can exist but only if its number is different. In addition, the same number for the incident can exist but only its name is different.

5. Within the incident retention section, you can set a date before which this incident **CANNOT** be deleted. To set incident retention:
  - a. Check the **Enable incident retention** box.
  - b. Do one of the following:
    - Enter an incident retention date in the **Available for deletion** text box.
    - Click the **Calendar**  button and select a date using the calendar control (refer to *Using the calendar control in NICE Inform Reconstruction*).

---

**NOTE:** If the **Enable incident retention** check box is grayed out, incident retention has been set globally by a system administrator when managing incident storage. Once set globally, this incident **CANNOT** be deleted before the date displayed within the **Available for deletion** text box. You can **ONLY** set the date after the displayed date and **NOT** before.

If you try and set the date before, a warning icon  is displayed. Hover the cursor over the icon to present a tool tip which provides you with information as to the earliest date you can set incident retention. If you ignore the warning and continue you **CANNOT** create this incident until you adjust the minimum retention date.

---

6. Click the **Next** button and the **Incident Properties** screen is presented for you to set values for system wide incident properties. These properties are created by a system administrator (refer to *Adding an incident property in NICE Inform System Administration*). To set the values for the incident properties:

---

**NOTE:** If there are no system wide incident properties configured, the Incident Properties screen is **NOT** displayed. If so skip to step 7.


---

- a. Do one of the following:
  - Select the **Value** cell for the required incident property and depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.

---


**NOTE:** The Value cell provides guidance to assist you when adding a value. For example, for a numeric incident property type, the numeric range is displayed and for a text incident property type, if a prompt has been created when the incident property type was added, this is also displayed. Once you enter a value this guidance is removed.

---

- Select the required incident property and click the **Edit**  button. The **Edit Incident Property** dialog is presented:
  - (1) Depending on how the incident property is configured, enter the property value as either text, numbers or select the required value from the drop down box. The value for the incident property is now displayed in the list.
  - (2) Click the **OK** button.

- b. Repeat either method to add values for additional incident properties.

---

**NOTE:** Some incident properties may have a mandatory state which has been set when they were created which are displayed with an  icon. You **MUST** enter a value for these incident properties otherwise you are unable to continue.

---

7. Click the **Next** button and the **Access Privileges** screen is presented. This screen provides you with the functionality to grant users and user groups customizable access to the incident you are creating. For help setting access privileges for your incident, refer to [Setting access privileges](#) (see page 85).

---

**TIP:** Selecting a user group is useful if you require all users in the group to have the same access privileges for the incident as you only need to set the access rights once.

---

---

**NOTE:** It is not mandatory to set access privileges for your incident. If you do not require setting any privileges, click the **Next** button.

---

8. Once you have set any access privileges for your incident, click the **Next** button and the **Summary** screen is presented.
9. The Summary screen displays the following information:
  - **Related Material** - the total number of Related Material that will be copied.



- **From incident** - the originating incident where the Related Material is going to be copied from.
- **To incident** - the destination incident where the Related Material is going to be copied to.
- **Space required** - an estimation of space required for the Related Material.
- **Space available** - the space available on the storage device for the Related Material.

---

**NOTE:** If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

---

10. Click the **Next** button and a Wizard Progress dialog is presented providing a summary of the Related Material that is being copied.
11. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the Related Material has been copied, unless an error has occurred.
  - Once the Related Material has been copied, click the **Close** button to close the dialog.
12. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.

#### 3.7.4.7 Copying Related Material to an existing incident

For help starting the Copy to Incident Wizard, refer to [Copying Related Material to an incident](#) (see page 74).

- To copy Related Material to a new incident:
  1. At the **Welcome** screen, select **Add results to existing incident**.
  2. At the **Select a Destination Incident** screen, search for the existing incident prior to adding Related Material to it (refer to [Searching for an existing incident](#) (see page 16)).
  3. Once the incident has been located, select it from within the Incident list.

---

**NOTE:** Click the **Authenticate incident**  button to authenticate the incident you are copying files to (refer to [Authenticating an incident](#) (see page 20)).

---

4. Click the **Next** button and the **Summary** screen is presented.
5. The Summary screen displays the following information:
  - **Related Material** - the total number of Related Material that will be copied.
  - **From incident** - the originating incident where the Related Material is going to be copied from.
  - **To incident** - the destination incident where the Related Material is going to be copied to.

- **Space required** - an estimation of space required for the Related Material.
- **Space available** - the space available on the storage device for the Related Material.


---

**NOTE:** If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.


---

6. Click the **Next** button and a Wizard Progress dialog is presented providing a summary of the Related Material that is being copied.
7. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the Related Material has been copied, unless an error has occurred.
  - Once the Related Material has been copied, click the **Close** button to close the dialog.
8. At the **Wizard Complete** screen, click the **Finish** button to exit the wizard.


#### 3.7.4.8 Distributing Related Material

Clicking the **Distribute**  button starts the **Distribution Wizard**. This wizard provides the functionality of distributing a particular file or group of files within a Related Material folder.


► To distribute files (or files):

1. Select a file or a group of files (using Microsoft Windows standard Shift and Ctrl methods) within the [Related Material list](#) (see page 71).
2. Click the **Distribute**  button and the [Distribution Wizard](#) (see page 34) starts.

#### 3.7.4.9 Printing Related Material details

Clicking the **Print**  button starts the Printing Wizard. For help regarding the Printing Wizard, refer to [Printing incident details](#) (see page 87).

#### 3.7.4.10 Refreshing the display

Clicking the **Refresh**  button refreshes the display within the Content List control.

## 3.8 Distribution folder tabs

This section covers all the tabbed pages that are within the Distribution folder section within the Incident Details panel.

The following tabbed pages are available:

- [General page](#) (see page 79)
- [Content List page](#) (see page 79)
- [Settings page](#) (see page 82)

### 3.8.1 General page

The General page is only available when a Draft or Sealed Distribution has been selected from the Incident Folders tree. For help regarding the General page, refer to [Incident Details panel](#) (see page 23).

## 3.8.2 Content List page

This is relevant only to created Draft distribution folders or incident folders that already have been distributed (Sealed) within the Incident Folders tree. When the **Content List** tab is selected a screen similar to this is presented:

Figure 3-15: Distribution Content List page

The screenshot displays the 'Content List' tab in the NICE Inform Organizer. The table below represents the data shown in the interface:


i	Start time	Resource	Duration	Creation date	Created by
	15/03/2013 11:5...	City West	00:01:55	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Traffic	00:01:55	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Officer A	00:01:55	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Metro south	00:01:55	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Command center	00:01:55	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Precinct	00:01:55	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Intrusion audio	00:01:16	15/03/2013 12:05:41	jones, dave
	15/03/2013 11:5...	Intrusion Video	00:01:16	15/03/2013 12:05:41	jones, dave
				15/03/2013 12:05:41	jones, dave
				15/03/2013 12:05:41	jones, dave
				15/03/2013 12:05:41	jones, dave
				15/03/2013 12:05:41	jones, dave
				15/03/2013 12:05:41	jones, dave
				15/03/2013 12:05:41	jones, dave

Below the table, the 'Selected Items' section shows '1 item'. The media player interface displays a play button, a progress bar at 11:53:12, and a volume icon. The channel is identified as '7212 - 5'. The item details on the right show 'Item reference: 134', 'Last reviewer: None', 'Last action: Sent to folder or removable', and a blank 'Description' field.

### 3.8.2.1 Distribution Files list


The Distribution Files list displays files from a Sealed distribution folder such as incident files that have been distributed already via email, to a folder or removable media.

It also displays files that are part of a Draft distribution folder. Such a folder is used to collate files on an ongoing process before it is finally sealed (distributed). For help creating a Distribution refer to [Distribution Wizard](#) (see page 34).

**NOTE:** Apart from the  column, each column can be sorted in descending or ascending order by clicking the column heading and can be reordered by dragging them to the required location.

The column heading information displayed in this list is configurable and can be changed within the **Distribution Content** page in the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). By default, the list displays the following information:

**Table 3-17: Content List columns (Distribution Files)**

Column	Description
	An icon displaying the type file that has been attached to this incident folder (text files, spreadsheet files etc.).
<b>Start time</b>	The start time of the recording (Reconstruction Content).
<b>Resource</b>	The resource that the recording originated from (Reconstruction Content).
<b>Duration</b>	The duration of the recording (Reconstruction Content).
<b>Creation date</b>	The date and time when the file was distributed (Sealed) or the date when the file was added to the Draft incident folder.
<b>Created by</b>	The user who distributed the file (Sealed) or the user who added the file to the Draft incident folder.
<b>Description</b>	A brief description for the file. This can only be configured when the file was initially uploaded to the incident folder.
<b>Item reference</b>	The unique location as to where this file resides in the relevant database.
<b>Filename</b>	The name of the file (Related Material).

► To view a Related Material file in the Distribution Files list:

1. Double-click anywhere within the row of the required file and it opens. If the file exists a message is displayed prompting you to replace it.
2. Click the **Yes** button to replace the file or click the **No** button to not replace it. The default location that files are saved in is in the **My Downloads** folder within the **Documents** folder of the local user.

**NOTE:** If on the workstation there is not the required application installed to view a particular file (e.g. Microsoft Word) then you are presented with a **Save As** dialog to save the file. From there, an alternate application can be used to open the file (e.g. Notepad).

► To play a Reconstruction file in the Distribution Files list:

1. Double-click anywhere within the row of the required recording.
2. The Playback control panel automatically plays the recording within the [Selected Items control](#) (see page 82).

Further general and historical information can be viewed regarding every file in the Distribution Files list. To see this, click on the file in question and the [Selected Items control](#) (see page 82) is populated with details relating to this file. It is also possible to select multiple files by using Microsoft Windows standard Shift and Ctrl methods.

### 3.8.2.2 Selected Items control

The Selected Items control displays detailed information associated with a file (or files) within a distribution.

Once a file is selected within the [Distribution Files list](#) (see page 80), the Selected Items control displays details relating to the file.

Details include:

- **Last Reviewer** - the user who last opened the file and the date and time this occurred.
- **Last Action** - the last action associated with this file e.g. when an item was added to a particular distribution folder.
- **Description** - the description created for the file when it was initially downloaded to the incident.

However, if a recording is selected in the [Distribution Files list](#) (see page 80), the screen is divided up into two sections. The left hand section provides playback options so that the selected recording can be replayed for reviewing purposes. This is a simplified version of the Playback control that is provided within the NICE Inform Reconstruction application (refer to *Playback Control panel* in *NICE Inform Reconstruction*).

The right hand section of the control displays the same information as any other file.

If multiple files are selected in the [Distribution Files list](#) (see page 80) an extra control is presented. Click the **Next** and **Previous** hyperlinks to provide detailed information relating to each file.

### 3.8.3 Settings page

Only relevant to an individual Sealed distribution within the Incident Folders tree, the **Settings** page displays a read-only view of the settings specific to the distribution. These settings are configured within the [Distribution Wizard](#) (see page 34).

Under the heading (Distribution name) is a list of information relating to the distribution. The information displayed here includes:





- **Profile name** - the name of the profile selected within the Distribution Wizard. A new profile can be created within the **Distribution Profiles** page in the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)).
- **Profile settings** - the settings chosen for this particular distribution within the [Distribution Wizard](#) (see page 34) e.g. audio only or Automatic gain control (AGC).
- **Action** - the type of distribution e.g. to an email address.
- **Save as** - the format the audio file was distributed e.g. as a separate audio files, single audio file mixed etc.

### 3.8.4 Distribution folder button bar

There are a number of available buttons within the Content list control for selection.


The buttons available for selection depend on the type of distribution sub folder selected in the Incident Folders tree. These types are Sealed distribution and Draft distribution folders. Unless stated otherwise, the following buttons are available for both types of distribution:

**Table 3-18: Distribution folder button bar**

Button	Name
	Delete
	Distribute
	Print
	Refresh


#### 3.8.4.1 Deleting draft distribution content


This button is only available for Draft distribution folders as you **CANNOT** delete files from a Sealed distribution.

- ▶ To delete a file (or files) from a Draft distribution folder:
  1. Select a file or a group of files (using Microsoft Windows standard Shift and Ctrl methods) within the [Distribution Files list](#) (see page 80).
  2. Click the **Delete**  button. A message is presented confirming the deletion.
  3. Click the **Yes** button.

The file (or files) is now deleted from the Distribution Files list and therefore removed from the Draft distribution folder itself.


#### 3.8.4.2 Distributing a draft distribution

Clicking the **Distribute**  button starts the [Distribution Wizard](#) (see page 34). This wizard provides the functionality of distributing a particular file or group of files. It is only relevant to files within a Draft distribution folder.


- ▶ To distribute files (or files):
  1. Select a file or a group of files (using Microsoft Windows standard Shift and Ctrl methods) from the [Distribution Files list](#) (see page 80).
  2. Click the **Distribute**  button and the [Distribution Wizard](#) (see page 34) starts.

When the selected file (or files) has been distributed from a Draft distribution folder, the folder remains in its original draft state i.e. it does not become a Sealed distribution. If the Draft folder is then distributed it will become Sealed.

### 3.8.4.3 Printing draft distribution details

Clicking the **Print**  button starts **Printing Wizard**. For help regarding the Printing Wizard, refer to [Printing incident details](#) (see page 87).

### 3.8.4.4 Refreshing the display

Clicking the **Refresh**  button refreshes the display within the Content List control.



## 4 Setting access privileges

---



Any incident created is associated with the user who created it who has full control access rights. Whilst creating the incident, further users can be granted customizable access. The Access Privileges control provides this functionality.

---

**NOTE:** Setting access privileges for an incident from an external system is not supported.

---

There are two methods in opening the Access privileges control:

- When creating a new incident and clicking the **Access privileges**  button (refer to [Creating a new incident](#) (see page 4)).
- Within the [Incident Details panel](#) (see page 23):
  - a. Ensure that the incident is selected within the [Incident Folders panel](#) (see page 31).
  - b. Click the **General** tab in the [Incident Details panel](#) (see page 23).
  - c. Click the **Access privileges**  button.

---

**NOTE:** Access privileges can also be set when adding Reconstruction Content to a new incident using the Add to Organizer Wizard (refer to [Adding Reconstruction Content to a new incident](#) (see page 8)).

---

Using either method the **Access Privileges** control is presented. The following sections are available:

### User groups

- ▶ To select a user or a user group from a user group to provide him/her access to an incident:
  1. Select the relevant **User group** folder from the tree view. and all the users associated with that group and any sub user groups are displayed within the **Available users** list.
  2. Select the required user or user group from the list.
  3. Move the required users or user group to the **Selected users** list.

---

**NOTE:** If there are many users within a particular user group, use the **Quick Search** text box. Enter the first or last name (or part of the first or last name) of the required user and click the **Go** button. The search results are displayed in the window below the **Quick Search** text box.

Refer to [Adding and removing items](#) (see page 2) on how to add or remove selected users or user groups from the list.

---

### Selected users

The Selected users list displays any users or user groups who have been selected for access of the incident.

If a user group has been selected, all the users within that group are added to the Selected users list but only the user group is displayed.

---

**TIP:** Selecting a user group is useful if you require all users in the group to have the same access privileges for the incident as you only need to set the access rights once.

---

**NOTE:** When clicking the **Access privileges**  button for the first time the Selected users section initially **ONLY** displays the user who created the incident.

When creating a new incident, the Selected users list does **NOT** display the user who is creating the incident as it has not been created yet. Only when the **OK** button is clicked will the incident be created.

---


### Access rights

The following user access rights can be set associated with the user or user group selected within the Selected users list:


- **Read** - provides read-only access for the incident (default access privilege).
- **Modify** - provides read and edit access privileges.
- **Full control** - same as **Modify** access with delete privileges included.

## 5 Printing incident details

---

When selecting the Content List tab in the Incident Details panel, the button bar in some instances displays a **Print**  button. Clicking this button starts the **Printing Wizard** allowing you to print details of selected files within the Content List page.

► To print incident details:

1. Within the button bar in the [Incident Details panel](#) (see page 23), click the **Print**  button at the top of the application. The **Printing Wizard** opens at the **Welcome** screen.
2. Click the **Next** button to continue and the **What would you like to print** screen is presented.
3. Select one of the following:
  - **Print SELECTED items as a table**
  - **Print ALL items as a table**
4. Click the **Next** button to continue and the **Select Fields** screen is presented.
5. Select the fields you wish to print:

---

**NOTE:** Refer to [Adding and removing items](#) (see page 2) on how to add or remove selected fields from the list.

The fields displayed depend on what has been selected in the **Printing** page within the **Preferences** control (refer to [Setting Organizer preferences](#) (see page 88)). If the preferences have not been set, the defaults are used.

---


6. If these fields are your normal requirements, click the **Keep these settings as my Preferences** check box.
7. If there is a particular column that you wish to sort in ascending order, select the required column and check the **Sort Printing** check box.
8. Click the **Next** button to continue and the **Print** screen is presented. The following options are available:
  - Select the required **Printer** from the drop down list of printers available.
  - Add a suitable **Comment** (if required).
  - Click the **Preview** button to view a print preview of the document.
  - Click the **Settings** button to check or change the printer settings.
9. Click the **Print** button.
10. At the **Wizard Complete** screen, click the **Finish** button to send the print job to the printer.

## 6 Setting Organizer preferences

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The Organizer preferences is available from the following locations:

- [Incidents panel](#) (see page 4)
- [Incident Details panel](#) (see page 23)

In both locations, click the **Organizer preferences**  button and the **Preferences** control for the Organizer application opens. The control consists of the following tabbed pages:

- [Incidents List page](#) (see page 88)
- [Search page](#) (see page 89)
- [History page](#) (see page 91)
- [Printing page](#) (see page 91)
- [Distribution Content page](#) (see page 92)
- [Distribution Profiles page](#) (see page 92)

---

**NOTE:** This is the Organizer Preferences help. It should not be confused with the Reconstruction Preferences help.

---

### Resetting preferences

- ▶ To reset the preference pages back to their default setting:
  1. Click the **Use Defaults** button. A message is presented confirming the reset.
  2. Click the **Yes** button.

All Organizer preferences are now reset to their default settings.

### Common controls

Several of the tabbed pages within the preferences control provide two lists. These are fields that are available for selection, and fields which you have selected.

---

**NOTE:** Refer to [Adding and removing items](#) (see page 2) on how to add or remove selected fields from the list.

---

## 6.1 Incident List page

The Incidents List page enables you to select which fields are displayed in the [Incidents list](#) (see page 12) within the [Incidents panel](#) (see page 4).

The default fields are:

**Table 6-1: Incidents list page columns**

Field	Description
<b>Incident name</b>	The name of the incident.
<b>Incident number</b>	The number of the incident. This can be an alphanumeric value.
<b>Creation date</b>	The date and time the incident was created.
<b>Created by</b>	The user who created the incident.
<b>Items contained</b>	The total number of files contained within the incident.
<b>Description</b>	The description added to the incident when it was created.
<b>Retention date</b>	The date before which the incident cannot be deleted. This column is blank if retention has not been set for the incident.
<b>Deletion date</b>	The date that the incident will be deleted on or after. The column is only displayed if the system has been configured for incident automatic deletion (refer to <i>Managing incident and evaluation storage for file sharing</i> in <i>NICE Inform System Administration</i> ).

---

**NOTE:** If your system is configured for incident properties, you can select any available incident properties from the **Available properties** list.

---

Once the required selections have been made to the Incidents list page, click the **OK** button to commit the changes.

## 6.2 Search page

The Search page enables you to customize which properties are available within the **Search** panel **Criteria** section (as shown here).

Figure 6-1: Search panel

The screenshot shows the 'Search' panel with a title bar and a close button. Below the title bar is a green refresh icon. The panel is divided into two main sections: 'Time Frame' and 'Criteria'. The 'Time Frame' section includes a dropdown menu for 'Creation date', radio buttons for 'Any', 'Show last:', and 'From:'. The 'Show last:' option is selected, with a value of '1' and a unit of 'Months'. The 'From:' option is also selected, with a date field set to '11/03/2013' and a calendar icon. The 'To:' option is selected, with a date field set to '20/03/2013' and a calendar icon. The 'Criteria' section includes text input fields for 'Incident name:', 'Incident number:', and 'Description:'. The 'Description:' field contains the text '%63rd street%'. There is a dropdown menu for 'Created by:' with '(All)' selected and a three-dot menu icon. At the bottom of the 'Criteria' section is a text input field for 'All properties:'. At the very bottom of the panel are two buttons: 'Reset' and 'Search'.

**NOTE:** The order you set the select the properties in corresponds to the order that they are displayed in the **Search** panel.

The properties available depend on what data sources that you have configured in your system.

For help using the Search panel, refer to [Searching for an existing incident](#) (see page 16).

The default properties are:

**Table 6-2: Search page properties**

Field	Description
<b>Name</b>	The incident name.
<b>Number</b>	The incident number.
<b>Description</b>	The description for the incident.
<b>Created by</b>	The user who created the incident.

**NOTE:** If your system is configured for incident properties, you can select any available incident properties from the **Available properties** list.

Once the required selections have been made to the Search page, click the **OK** button to commit the changes.

## 6.3 History page

The History page enables you to select which fields are displayed in the [History page](#) (see [page 27](#)) within the [Incident Details panel](#) (see [page 23](#)).

The default fields are:

**Table 6-3: History page columns**

Field	Description
<b>Action date</b>	The date and time when the last action was performed associated with the file or incident folder.
<b>Last action</b>	The last action associated with the file or incident folder (e.g. added to folder, added user access etc.).
<b>Filename</b>	The name of the Related Material file.
<b>Resource</b>	The resource the recording was located on.
<b>Start time</b>	The time the recording started.
<b>Details</b>	Any additional information for the file or recording e.g. when moving a file or recording, details are provided as to the folder where that file or recording has come from.
<b>Name</b>	The user who performed the last action associated with the file or incident folder.
<b>Item reference</b>	The unique item reference.

Once the required selections have been made to the History page, click the **OK** button to commit the changes.

## 6.4 Printing page

The Printing page enables you to select which fields are printed in the printed table and the order they are printed in (refer to [Printing incident details](#) (see page 87)).

---

**NOTE:** The Printing page applies to Related Material and distribution content.

---

The default fields are:

**Table 6-4: Printing page columns**

Field	Description
<b>Filename</b>	The name of the file.
<b>Folder</b>	The incident folder that the file resides in.
<b>Size (KB)</b>	The size of the file in Kilobytes (KB).
<b>Description</b>	The description created for Related Material items when attached to the incident.
<b>Created by</b>	The user who added the file to the incident folder.
<b>Creation date</b>	The date and time when the file was added to the incident folder.
<b>Item reference</b>	The unique item reference.

## 6.5 Distribution Content page

The Distribution Content page enables you to select which fields are displayed in the **Audio Items** table within the **Add Audio Certification** section of the [Distribution Wizard](#) (see page 34) (refer to [Adding Audio Certification](#) (see page 48)).

The default fields are:

**Table 6-5: Distribution Content page columns**

Field	Description
<b>Start time</b>	The date and time of the first recording associated with the incident.
<b>Resource</b>	The resource that the recording is allocated to.
<b>Duration</b>	The duration of the recording (hours/minutes/seconds).
<b>Creation date</b>	The date when the file was added to the incident folder.
<b>Created by</b>	The user who added the file to the incident folder.
<b>Description</b>	A brief description for the file. This can only be configured when the file was initially uploaded to the incident folder.
<b>Item reference</b>	The unique item reference.
<b>Filename</b>	The name of the file.

Once the required selections have been made to the Distribution Content page, click the **OK** button to commit the changes.



## 6.6 Distribution Profiles page

The Distribution Profiles page enables you to create a default custom profile for the [Distribution Wizard](#) (see page 34). Creating a new profile and then customizing the subsequent sections, stops the need to change the distribution settings every time a new distribution is created.

Creating a custom profile is therefore useful when many distributions need to follow the same distribution settings.

---

**NOTE:** A created profile can be used by all users and not just the user who created it. In addition, any profile that is set as default is only relevant to the user who set it as the default profile.

---

The Distribution Profiles page changes depending on whether you are customizing your profile settings for:

- Web page distributions (refer to [Distributing to a folder or removable media](#) (see page 37) or [Distributing to an email address](#) (see page 41))
- Media Player distributions (refer to [Distributing in NICE Inform Media Player format](#) (see page 44))

Refer to the list below for all the available distribution profile sections:

- [Profile section](#) (see page 93)
- [Settings section](#) (see page 94)
- [Action section](#) (see page 94)
- [Audio File Format section](#) (see page 94)
- [Video File Format section](#) (see page 95)
- [Text File Format section](#) (see page 95)
- [Distribution Format section](#) (see page 95)
- [NICE Inform Media Player section](#) (see page 95)

Once the required selections have been made to the Distribution Profiles page, click the **OK** button to commit the changes.

### 6.6.1 Profile section

The Profile section enables you to create a new profile for the [Distribution Wizard](#) (see page 34). The new profile you create is available for selection within the **Select Distribution Folder and Settings** screen within the wizard.

The following options are available in the Profile section:

#### [Creating a new profile](#)

- ▶ To create a new profile:
  1. Click the **New Profile** button and the **New Distribution Profile** dialog is presented.
  2. Enter a name for the profile and click the **OK** button.

This new profile is now an available option within the **Profile Name** drop down list and is now an available profile to select from when creating a new distribution.

3. Select the profile from the **Profile Name** drop down list and click the **Set as Default** button followed by the **OK** button. This profile is now the default used every time the [Distribution Wizard](#) (see page 34) is run.

Use the **Description** text box to enter a description relating to the selected profile. This can act as a reminder when changing profiles, ensuring that the correct profile is selected.

#### Deleting a profile

► To delete a created profile:

1. Select the required profile from the **Profile Name** drop down list.
2. Click the **Delete** button. A message is presented confirming the deletion.
3. Click the **Yes** button.

The profile is now deleted.

#### Distribution type

Select the required distribution type from the **Distribution Type** drop down list. The **Select Distribution Folder and Description** screen displays this distribution type. Select one of the following:

- **NICE Inform Media Player** - a further section is provided enabling you customize Media Player settings (refer to [NICE Inform Media Player](#) (see page 95)).
- **Web page** - the distribution is created in a web page format.

For help with the Distribution Wizard, refer to [Distribution Wizard](#) (see page 34).

## 6.6.2 Settings section

Select the required profile from the **Profile** section and select the required settings by marking the associated check boxes. These are now the default settings for this profile. When this profile is selected within the [Distribution Wizard](#) (see page 34) these settings are selected by default. Refer to [Distribution Wizard common content](#) (see page 35) for details of each setting.

## 6.6.3 Action section

Select the required profile from the **Profile** section and select the required action from the **Action** drop down list. This is now the default action type for this profile. When it is selected in the [Distribution Wizard](#) (see page 34), the **Distribution Action and Format** screen now displays this action type.

### 6.6.4 Audio File Format section

Select the required profile from the **Profile** section above and select the required file formats from the **Audio File Format** drop down lists. These are now the default audio file format types and telephony / radio pre-fixes for this profile. When this profile is selected in the [Distribution Wizard](#) (see page 34), the **Distribution Action and Format** screen displays these format types and pre-fixes.

The default content for both the pre-fix text boxes is Audio\_. These settings are used when naming files for any Web Page distribution: the default naming is "Audio\_<ItemID>" – the "Audio\_" part can be changed for telephony / radio resources. Audio files for Generic resources always use the default naming.

### 6.6.5 Video File Format section

Select the required profile from the **Profile** section above and select the required video format from the **Video File Format** drop down list. This is now the default video file format type for this profile. When this profile is selected in the [Distribution Wizard](#) (see page 34), the **Distribution Action and Format** screen displays this format type.

### 6.6.6 Text File Format section (Distribution profiles page)

Select the required profile from the **Profile** section above and select the required text format from the **Text File Format** drop down list. At the **Prefix for Text** text box, you can enter a prefix to file name for all distributed text files.

These are now the default text file format type for this profile. When this profile is selected in the [Distribution Wizard](#) (see page 34), the **Distribution Action and Format** screen displays this format type.

### 6.6.7 Distribution Format section

The Distribution Format section enables you to select the format type for your Media Player distribution.

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**NOTE:** In order to use this section you must have selected the **NICE Inform Media Payer** distribution type option within the [Profile section](#) (see page 93).

---

select one of the following:

- **Single securable file** - a single secured file is created. Replay by optical media is slower than when selecting the **Folder** option.
- **Folder** - an unsecured folder is created. Replay by optical media is faster than when selecting the **Single securable file** option.

## 6.6.8 NICE Inform Media Player section

The NICE Inform Media Player section enables you to customize the additional settings for your Media Player distribution.

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**NOTE:** In order to use this section you must have selected the **NICE Inform Media Payer** distribution type option within the [Profile section](#) (see page 93).

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Select one or more of the following options:

- **Include annotations** - check the box to include annotations in the distribution.
- **Include Location** - check the box to include location records (e.g ANI/ALI) in the distribution.
- **Include NICE Inform Media Player** - check the box to include a copy of the NICE Inform Media Player application in the distribution.
- **Include incident created by** - check the box to include details of the NICE Inform user that created this incident.
- **Include audio analytics detections** - check the box to include audio analytics detections including detections matching audio analytics categories in the distribution.
- **Include incident properties** - check the box to include all incident properties in the distribution.



## ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)

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