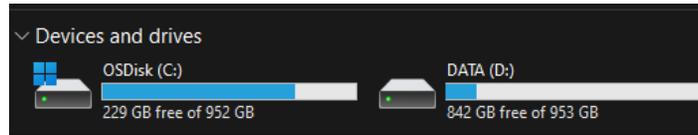


Evidence.com Downloads FAQ

1. I ran out of disk space downloading evidence, what can I do?

a. For Windows, Check disk space available using File explorer Icon (Yellow folder)

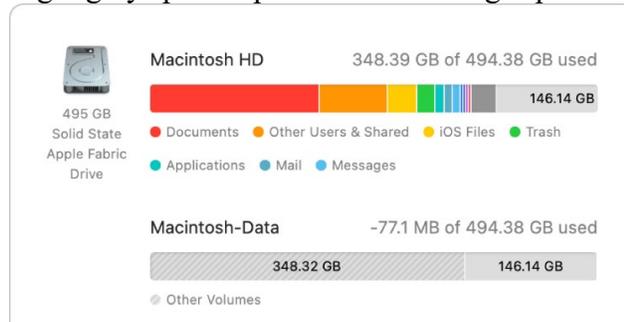


b. On your Mac, choose Apple menu  > System Settings, then click

General  in the sidebar. (You may need to scroll down.)

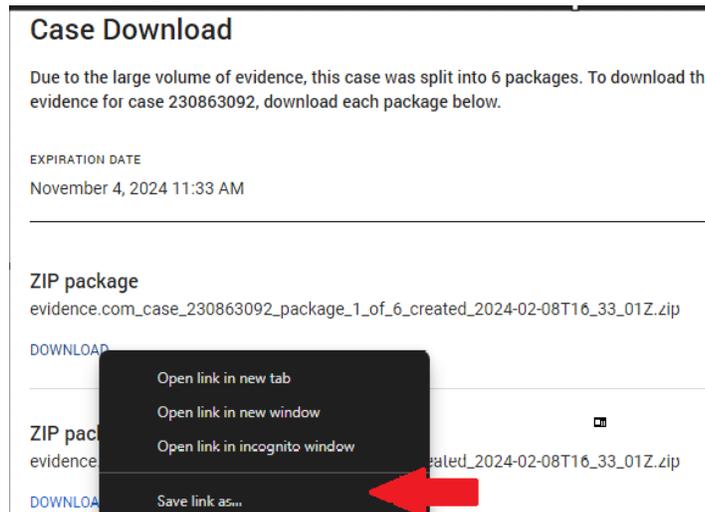
c. Click Storage on the right, then click All Volumes.

d. Move the pointer over a color to see the amount of space each category uses. Light gray space represents free storage space.



e. Free enough disk space or save evidence downloads to an external USB drive, not your Downloads folder on your computer.

i. Click the link in your email, on the webpage right click the word download and choose Save Link As, to select the save location on your USB drive.



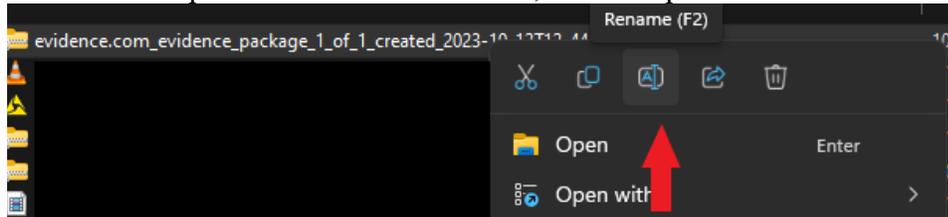
Evidence.com Downloads FAQ

2. Downloads take an extremely long time or fail.
 - a. See item one above and check your free disk space.
 - b. Do not attempt to download while using the free Wi-Fi in the court house, a coffee shop or the library. Limited internet speed in these locations make them unsuitable for the amount of data to transfer quickly.
 - c. Due to the large amount of data on some cases it may take overnight to download the files. Adjust your computer sleep settings if using a laptop to ensure the computer stays online to complete the download
 - d. If a different evidence download completes without issue and repeated attempts on the same file are unsuccessful. Contact the prosecutor and request a new link be sent, it is possible a particular file is problematic.
3. The files/zip gives an unexpected error or path is too long error when I try to unzip or view videos.

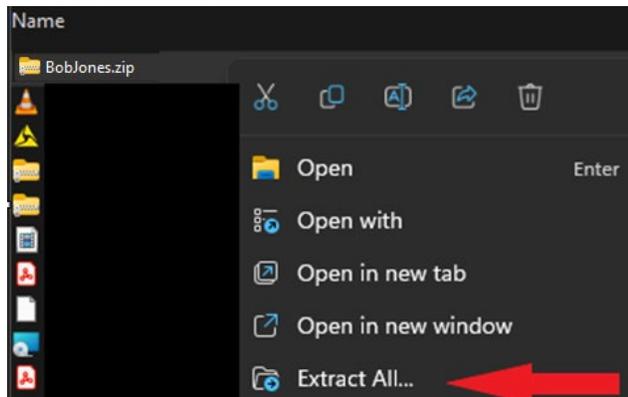
- a. Use the File explorer Icon (Yellow folder) to access the location of the saved file (default folder is Downloads)



- b. Rename the zip file to a shorter file name, “client.zip”



- c. Always extract the files from the zip before trying to view them, right click and choose Extract All



Evidence.com Downloads FAQ

4. Some video files don't play
 - a. Try downloading the free [VLC Player](#) it plays many common video file types.
 - b. If files still don't play in VLC, contact the prosecutor on your case to find out if a special player is required.
 - c. If a special player is required it will likely only work on a Windows PC, not a MAC.
5. When contacting the prosecutor's office for help regarding digital evidence delivery please provide the case number, any error messages displayed (screenshots are helpful). If the error happens on a specific file, the name of the file.