

General Definitions

Agency – An agency is typically a government organization that partners directly with SCRAM Systems to manage clients enrolled in SCRAMNET.

Agent – An agent is the individual that manages clients enrolled in the SCRAM Program.

Alerts – An alert is a classification of an event requiring special attention or notification.

Call Center – A Call Center is a level on SCRAMNET reserved for those supervising authorities that manage multiple agencies.

Caseload – A caseload is a group of active clients being managed by an Agent or Agent Supervisor.

Client – A client is an individual that has enrolled in the SCRAM Program.

Compliance – The term 'compliance' denotes the status of a client that is in full conformity with the terms of the SCRAM Participant Agreement.

Customer – A customer is anyone with whom SCRAM Systems may have a business partnership, such as an Agency or Court.

Direct Connect – Device used to upload readings from the bracelet to SCRAMNET.

Judicial – The Judicial area of the site is specific to court and judge management.

MultiConnect AW Wireless Device – Device used to upload readings from the base station to SCRAMNET using a wireless network.

Non-compliance – The term 'non-compliance' denotes the status of a client that is NOT in conformity with the terms of the Participant Agreement.

Offender – An offender is a client that has been assigned to comply with the terms of the SCRAM Participant Agreement.

Region – The Region area of SCRAMNET provides a way for a customer (normally a national organization) to group different business units.

Scheduled Maintenance – A SCRAM device requires scheduled maintenance. An alert is generated, informing you that scheduled maintenance is required.

SCRAM® – Originally, "Secure Continuous Remote Alcohol Monitor."

SCRAM Systems® – The brand name under which Alcohol Monitoring Systems, Inc, and LMG Holdings, Inc. operate.

SCRAMNET – Web-based application used to monitor and manage monitoring program clients and equipment.

Servicing Location – A Servicing Location is a facility, such as an office, that is used to manage clients and SCRAM equipment.

SCRAM House Arrest Definitions

Alert Types – Alert types are set during the HA Agency set-up process. Establishes which alerts that will be sent to the supervising authority within 15 minutes of being generated in SCRAMNET.

Check-in Call – A Check In Call is a scheduled communication between the base station and SCRAMNET, verifying that the base station is functional and has not been tampered with. Setting the Check In Call Interval HA parameter establishes the amount of time between these communications.

Client Verification Call (CVC) – This is a follow up call placed to the client as a means of immediate follow up on an alert that is received. The purpose of a client verification call is to obtain a statement from the client or interested parties as it relates to the alert as close to the point of the alert as possible. A CVC is typically used as a means of substantiation, follow up, and evidence in court as needed.

Daily Summary Report – A Daily Summary Report is generated every 24 hours. The report displays each client’s HA schedule and any events/alerts that have been generated since the last report was published.

Early Leave – Sets the amount of time, from 0 to 30 minutes, that a client can leave the home prior to the start of a scheduled leave without generating a priority notification. Because notifications are only generated if the customer has decided to enable the priority notification feature, ignore this setting if you elect NOT to utilize that feature.

Early Return – Sets the amount of time, from 0 to 30 minutes that a client can return to the home before the end of a “Must Leave” leave window without creating a priority notification.

Event – An event is any change of state relative to the bracelet, base station, or communication between the bracelet and base station. Events appear in the agency-level Daily Summary Report and the client’s HA Event Log.

HA – House Arrest.

HA Enabled – If selected, this activates the standard notification service. All designated clients will be monitored for both house arrest and alcohol monitoring.

Late Leave – Sets the amount of time, from 0 to 30 minutes, that a client can leave the home after the start of a “Must Leave” leave window without generating a priority notification. Designating the window as a “Must Leave” leave window is accomplished by selecting a check box in the client’s HA schedule.

Late Leave with RF Interference Alert – Generated when the base station detects that the client has moved outside the authorized range after the start of a “Must Leave” leave window, but RF interference may be contributing to that detection.

Late Return – Relevant if the priority notification feature is enabled for the customer, the Late Return notification parameter sets the amount of time, from 0 to 30 minutes that a client can arrive back at the home after the end of a scheduled leave without generating a priority notification.

May Leave Window – Indicates that the client is not forced to leave the home during the leave window.

Must Leave Window – Indicates that the client MUST be outside the range of the base station for the duration of the leave window.

Non-compliance – The term ‘non-compliance’ denotes the status of a client that is NOT in conformity with the terms of the Participant Agreement.

Notification Parameters – Pertains to priority notification clients only. Can be changed at the customer, agency, and client level. The Early Leave, Late Return, Late Leave, and Early Return notification parameters apply to priority notification clients only.

Notify Method – Applies to priority notification clients only. Establishes who will be notified when a designated alert is generated in SCRAMNET.

Priority Notification – This is a selection made at the Agency/Client level within SCRAMNET that allows notification to be made to the agent and/or other interested parties within 15 minutes of the alert being received by SCRAMNET.

RF Out-of-Range Alarm – When the “RF Out-of-Range Alarm” check box is selected, a high-volume noise sounds when the client is outside the RF range and a scheduled leave has not been established.

RF Range – Sets the RF range between the bracelet and base station. This HA parameter, which can be set to Minimum, Average, or Maximum, permits the agent to establish the range based on the size of the client’s home.

Variable Leave Time – Indicates the amount of time that a client is allowed to be out-of-range of the base station before a leave event is recognized. Can be set to between 4 and 10 minutes.

SCRAM House Arrest Events/Alerts

Base Station Battery Depleted Alert – Generated just prior to the base station battery being completely drained.

Base Station Called from Wrong Number Alert – Generated when the phone number that the base station is calling in from does NOT match the phone number previously entered in SCRAMNET.

Base Station Housing Tamper Alert – Generated when the base station detects that the battery cover is not properly attached.

Base Station Housing Tamper Restored Alert – Generated when the base station detects that the cover has been correctly installed.

Base Station Self-Test Failure – Replace Alert – Generated when AC power is applied to the base station and any component in the base station fails the self-test. The event will re-appear every 24 hours until the base station passes all facets of the self-test.

Bracelet Self-Test Failure – Replace Alert – Generated when a battery is installed in the bracelet and any part of the self-test fails. The alert will be re-generated every 24 hours until the bracelet passes all facets of the self-test.

Bracelet Strap Closed Alert – Generated when the base station receives the date and time that the cut strap was replaced.

Bracelet Strap Open Alert – Generated when the base station receives the date and time that the bracelet was cut.

Bracelet Strap Remains Open Alert – Generated 24 hours after the **Bracelet Strap Open** alert is generated and will be re-generated every 24 hours until the bracelet straps are replaced.

Detected RF Hacking Alert – Generated when a client attempts to mimic or “hack” the RF signal being sent from the bracelet to the base station.

Extended Pending Assignment – Base Station Alert – Generated when the base station is NOT put into the “Assigned to Client” status within 24 hours of being put into the “Pending Assignment” status.

Extended Pending Assignment – Bracelet Alert – Generated when the bracelet is NOT put into the “Assigned to Client” status within 24 hours of being put into the “Pending Assignment” status.

Failed to Leave Alert – Generated when the client does NOT leave the home by the start time of a “Must Leave” leave window.

Failed to Return Alert – Generated when the client does NOT return to the home by the end time of “May Leave” or “Must Leave” leave window.

Installation Complete Alert – Generated when all of the installation tasks have been completed.

Installation Incomplete Alert – Generated when any of the installation tasks have NOT been completed. The event will be re-generated every 24 hours until the installation is successfully completed.

Late Leave Alert – Generated when the client leaves the home after the start time of a “Must Leave” leave window.

Late Leave with RF Interference Alert – Generated when the base station detects that the client has moved outside the authorized range after the start of a “Must Leave” leave window, but RF interference may be contributing to that detection.

Late Return Alert – Generated when the client returns to the home after the end of a “May Leave” or “Must Leave” leave window provided that the client did NOT leave outside of any authorized leave window. In that case, this alert would be superseded by the **Return from Unauthorized Leave** alert.

Low Base Station Battery Alert – Generated when the base station’s battery falls below the operational threshold.

Low Bracelet Battery Alert – Generated approximately 7 days prior to the expected failure of the bracelet battery.

Open Strap Detected Alert – Generated immediately after the base station detects that the bracelet strap has been cut.

Power Loss Alert – Generated when the base station loses AC power and is operating on the back-up battery.

Power Restore Alert – Generated when AC power is re-applied to the base station.

Return from Unauthorized Leave Alert – Generated when the client returns to the home from an unauthorized leave, unless that client returns during an authorized leave window.

Telephone Restore Alert – Generated when phone service is interrupted then re-established.

Unauthorized Leave Alert – Generated when a client moves outside the range of the base station at a time when that client is not allowed to do so.

Unauthorized Leave with RF Interference Alert – Generated when the base station detects that the client has moved outside the authorized range, but RF interference may be contributing to that detection.

Unauthorized Return Alert – Generated when the client returns to the home before the end time of a “Must Leave” leave window.