



SCRAM Direct Connect™

Quick Reference Guide

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FCC Compliance Statement

These devices comply with part 15 of the FCC Rules and/or part 68 of the FCC Rules. Operation of these devices is subject to the following two conditions:

1. The devices may not cause harmful interference.
2. The devices must accept any interference received, including interference that may cause undesired operation.

FCC Warning: Changes or modifications to these devices not expressly approved by Alcohol Monitoring Systems, Inc. could void the user's authority to operate the equipment.

Technical Support

- Phone - 303.785.7879
- E-mail - support@scramsystems.com

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INTRODUCTION

The *Direct Connect* device was developed to assist our customers with client management and operational efficiencies. This quick guide provides you with all the information you need to perform equipment tasks on the SCRAM CAM Bracelet, SCRAM House Arrest Bracelet, and SCRAM Base Station.

Anywhere you have an Internet connection, *Direct Connect* will allow the bracelet or base station and SCRAMNET to communicate directly through your computer, which eliminates RF interference issues and may speed up the data transfer time. With *Direct Connect*, you save the one thing that you can't have too much of during your busy work day—TIME!

MINIMUM REQUIREMENTS

Hardware

- Processor - 1GHz
- RAM - 512 MB
- Disk Space - 32-bit

Operating System

- Windows XP, Vista, and 7

Additional Software Requirements

- Microsoft Internet Explorer - 6.0 or later

WHAT'S IN THIS QUICK GUIDE?

This quick guide contains the information you need to become familiar with *Direct Connect*, to understand how to install the *Direct Connect* application, and to get started with your client tasks using *Direct Connect*. It is designed to accompany the information that is available in the SCRAMNET Help area.

THINGS TO REMEMBER

There are two things that you should avoid doing when using *Direct Connect*. They are:

- DO NOT unplug the USB cable during *Direct Connect*/bracelet communication.
- DO NOT shut down the *Direct Connect* application during *Direct Connect*/bracelet communication.

OPENING AND CLOSING THE DIRECT CONNECT APPLICATION

To open the *Direct Connect* application, in the Windows taskbar, click: **Start —> All Programs —> SCRAM-NET —> DirectConnect**

Click the **Close** button to close the *Direct Connect* application.

ATTACHING THE DIRECT CONNECT DEVICE TO A SCRAM CAM/HOUSE ARREST BRACELET

To attach the *Direct Connect* device:

1. Align the *Direct Connect* device with the top of the bracelet.
2. Slide the *Direct Connect* device down over the bracelet until it clicks into place.

PLUGGING IN THE DIRECT CONNECT DEVICE

To plug in the *Direct Connect* device:

1. Plug the small (mini-B type) USB port into the *Direct Connect* device.
2. Plug the large (A type) USB connection into a USB port on your computer.

SCRAM EQUIPMENT

Direct Connect can be used to complete several tasks that are typically performed while a client is being monitored for alcohol consumption. They are:

- Bracelet Setup
- Equipment Setup
- Base Station Phone Check
- Manual Data Upload
- Observed IR Readings
- Bracelet Replacement
- Base Station Replacement
- Bracelet Check-in
- Equipment Check-in

Note: For all of the tasks listed above, it is assumed that:

- The USB cable is plugged into your computer
- The *Direct Connect* application is open

SCRAM CAM BRACELET SETUP

The SCRAM CAM Bracelet must be attached to a client's ankle and initialized in order for alcohol monitoring to begin.

To accomplish this using *Direct Connect*:

1. In SCRAMNET, select the bracelet being assigned to the client.

The status is set to *Pending Assignment*.

2. Attach the bracelet to the client's ankle.

Important Note - To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. A "BRACELET STRAP IS OPEN"

message will appear on the *Direct Connect* application if the strap is not properly aligned.

3. Attach the *Direct Connect* device to the bracelet.
4. Wake up the bracelet.

On the *Direct Connect* application, the bracelet status is set to Communicating.

On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.

At this time:

- » All data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.
- » On the *Direct Connect* application, the bracelet status is set to Communication Complete.

5. Verify that the bracelet status is now set to Assigned to Client.

SCRAM HOUSE ARREST EQUIPMENT SETUP

To set up SCRAM House Arrest equipment using *Direct Connect*:

1. In SCRAMNET, select the SCRAM House Arrest Bracelet and Base Station being assigned to the client.

The bracelet and base station status is set to Pending Assignment.

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2. Attach the bracelet to the client's ankle.

Important Note - To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. A "BRACELET STRAP IS OPEN" message will appear on the *Direct Connect* application if the strap is not properly aligned.

3. Attach the *Direct Connect* device to the bracelet.
4. Wake up the bracelet.

On the *Direct Connect* application, the bracelet status is set to Communicating.

On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.

At this time:

- » The bracelet initialization process begins.
- » The initial alcohol reading is uploaded to SCRAMNET.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.
- » On the *Direct Connect* application, the bracelet status is set to Communication Complete.

5. Remove the *Direct Connect* device from the bracelet.
6. Give the assigned base station to the client.
7. Instruct the client to apply power to the base station and connect the phone cable into a centrally located analog phone jack.

The following criteria must be met in order for an *Installation Complete* event to appear in the client's HA Event Log:

- » Client data is sent to the bracelet and base station
- » SCRAMNET receives the initial bracelet reading
- » No equipment self-test failures
- » SCRAMNET receives a *Bracelet Strap Closed* event
- » A *First Found - Bracelet in Range* event appears in the client's HA Event Log
- » The phone number that the base station is plugged into is compared to the number entered in SCRAMNET.

8. Verify that the bracelet status is now set to *Assigned to Client*.

SCRAM BASE STATION PHONE CHECK

A SCRAM Base Station phone check is performed to ensure that the phone circuitry in the base station is operational.

To perform the phone check:

1. Plug the USB cable into the base station.

At this time:

- » On the *Direct Connect* application, the status of the base station is set to *Communicating*.
- » Base Station display:
Line 1 - *DIRECT CONNECT*
Line 2 - *ONLINE*

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- » Data is transferred from the base station to SCRAMNET.
 - » The software on the base station is checked and updated, if necessary.

When complete:

- » On the *Direct Connect* application, the status of the old bracelet is set to Communication Complete.

- » Base Station display:

Line 1 - DATE/TIME

Line 2 - MONITORING

2. Connect a phone cord between an analog phone outlet and the base station.
3. Click the **Phone Check** button in the *Direct Connect* application.

A communication event is sent to SCRAMNET over the analog phone line.

Line 1 - DIRECT CONNECT

Line 2 - Steps through DIALING—ONLINE

On the *Direct Connect* application, the bracelet status is set to Communication Complete.

4. Confirm that a Phone Test Passed message appears in the *Direct Connect* application.
5. Remove the power cord, USB cable, and phone cord from the SCRAM Base Station.

MANUAL DATA UPLOAD

You may have clients assigned to the SCRAM Systems Program with no phone in the household or who have very erratic daily schedules. In this case, having the client come into your office to perform a manual data upload may be your best option.

To perform a data upload on a SCRAM CAM or SCRAM House Arrest Bracelet using *Direct Connect*:

1. Attach the *Direct Connect* device to the bracelet.
2. Wake up the bracelet.

On the *Direct Connect* application, the bracelet status is set to Communicating.

On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.

At this time:

- » All data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.
 - » On the *Direct Connect* application, the bracelet status is set to Communication Complete.
3. Verify that 48 readings appear in the client's communication log in SCRAMNET for every day of missed readings and messages.

OBSERVED IR READINGS

AMS may request that a SCRAM CAM client come into your office for observed IR readings.

To upload observed readings using *Direct Connect*:

1. Conduct a thorough inspection of the SCRAM CAM Bracelet to ensure that there is no sign of moisture, a tamper, or damage to the bracelet or the bracelet straps, and that nothing has been placed between the bracelet and the leg. Look

closely at the two slots on the tamper clip for any signs that an object was used to remove the clip.

2. Wake up the bracelet.

In approximately 15 seconds, the bracelet pump will run—indicated by a buzz.

3. Repeat step 2 every 2 minutes until the desired number of readings are taken—AMS recommends at least four readings.
4. Attach the *Direct Connect* device to the bracelet.
5. Wake up the bracelet.

On the *Direct Connect* application, the bracelet status is set to Communicating.

On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.

At this time:

- » All data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.
- » On the *Direct Connect* application, the bracelet status is set to Communication Complete.

SCRAM CAM/HOUSE ARREST BRACELET REPLACEMENT

When a SCRAM CAM or SCRAM House Arrest Bracelet malfunctions, all readings must be removed before the old bracelet can be checked in and a new bracelet assigned. Using *Direct Connect* makes this a straightforward process.

To check in the old bracelet and assign a new bracelet using *Direct Connect*:

1. Attach the *Direct Connect* device to the old bracelet.
2. Wake up the old bracelet.

On the *Direct Connect* application, the bracelet status is set to Communicating.

On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.

At this time:

- » All data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.
- » On the *Direct Connect* application, the bracelet status is set to Communication Complete.

3. Remove the old bracelet.
4. Attach the new bracelet to the client's ankle.

Important Note - To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. A "BRACELET STRAP IS OPEN" message will appear on the *Direct Connect* application if the strap is not properly aligned.

5. Attach the *Direct Connect* device to the new bracelet.
6. Wake up the new bracelet.

On the *Direct Connect* application, the bracelet status is set to Communicating.

On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.

At this time:

- » All data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.
- » On the *Direct Connect* application, the bracelet status is set to Communication Complete.

SCRAM BASE STATION REPLACEMENT

When a SCRAM Base Station malfunctions, all readings must be removed before the old base station can be checked in and a new base station assigned.

To check in the old base station and assign a new base station using *Direct Connect*:

1. In SCRAMNET, select the replacement base station.

The old base station is set to Pending Removal while the selected base station is set to Pending Assignment.

2. Plug the USB cable into the old base station.

At this time:

- » On the *Direct Connect* application, the status of the base station is set to Communicating.
- » Base Station display:

Line 1 - DIRECT CONNECT

Line 2 - ONLINE

- » Data is transferred from the base station to SCRAMNET.
- » The software on the base station is checked and updated, if necessary.

When complete:

- » On the *Direct Connect* application, the status of the old bracelet is set to Communication Complete.
- » Base Station display:

Line 1 - DIRECT CONNECT

3. Remove the power cord and USB cable from the old base station.
4. Plug the USB cable into the new base station.

At this time:

- » On the *Direct Connect* application, the status of the base station is set to Communicating.
- » Base Station display:

Line 1 - DIRECT CONNECT

Line 2 - ONLINE

- » Any remaining data is transferred from the base station to SCRAMNET.
- » The software on the base station is checked and updated, if necessary.
- » Client parameters are loaded onto the base station.

When complete:

- » On the *Direct Connect* application, the status of the old bracelet is set to Communication Complete.

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- » Base Station display:

Line 1 - DATE/TIME

Line 2 - MONITORING

5. Remove the power cord and USB cable from the new base station.
6. Give the assigned base station to the client.
7. Instruct the client to apply power to the base station and connect the phone cable into a centrally located analog phone jack.

EQUIPMENT CHECK-IN

1. In SCRAMNET, access the Equipment page and click the **Stop Monitoring** button.
The bracelet and base station status is set to Pending Removal.
2. Attach the *Direct Connect* device to the bracelet.
3. Wake up the bracelet.

At this time:

- » On the *Direct Connect* application, the status of the bracelet is set to Communicating.
- » On the *Direct Connect* device, the **Red** light turns off while the **Blue** light remains on.
- » Data is transferred from the bracelet to SCRAMNET.
- » The software on the bracelet is checked and updated, if necessary.

When complete:

- » The **Blue** light on the *Direct Connect* device turns off for approximately 5 seconds then both lights turn back on.

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- » On the *Direct Connect* application, the status of the old bracelet is set to Communication Complete.
4. Remove the USB cable from the *Direct Connect* device and remove the device from the bracelet.
 5. Plug the USB cable into the base station.

At this time:

- » On the *Direct Connect* application, the status of the base station is set to Communicating.
- » Base Station display:
Line 1 - DIRECT CONNECT
Line 2 - ONLINE
- » Data is transferred from the base station to SCRAMNET.
- » The software on the base station is checked and updated, if necessary.

When complete:

- » On the *Direct Connect* application, the status of the old bracelet is set to Communication Complete.
 - » Base Station display:
Line 1 - STORAGE MODE
6. Remove the power cord and USB cable from the base station.
 7. Remove the bracelet.

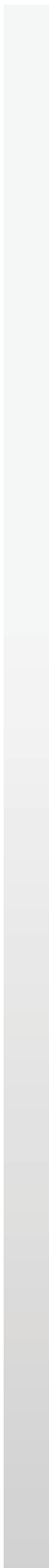
TROUBLESHOOTING

The corrective actions below are designed to assist you with isolating a *Direct Connect* problem. Perform the steps sequentially, stopping if a particular step resolves the issue.

Symptom	Corrective Action
The <i>Direct Connect</i> application did NOT install correctly.	<ol style="list-style-type: none">1. Verify with your IT department that you have administrative permissions to install the <i>Direct Connect</i> application.2. Verify with your IT department that no firewall issues exist.3. Verify that the .NET 4 framework is installed on your computer.4. Verify that Windows Installer 4.5 is installed on your computer.5. Uninstall and reinstall the <i>Direct Connect</i> application.6. Call AMS Customer Services.
The <i>Direct Connect</i> application will NOT launch.	<ol style="list-style-type: none">1. Uninstall and reinstall the <i>Direct Connect</i> application.2. Call AMS Customer Services.
Cannot log into the <i>Direct Connect</i> application.	<ol style="list-style-type: none">1. Verify that your Internet connection is functioning properly.2. Verify with your IT department that no firewall issues exist.3. Ensure that the authorization key is correct.4. Ensure the username and password are correct.5. Call AMS Customer Services.
Message: SCRAM _{NET} Communication: Network Unavailable	<ol style="list-style-type: none">1. Verify that your Internet connection is functioning properly.2. Call AMS Customer Services.

Symptom	Corrective Action
The device does NOT appear in the Device grid.	<ol style="list-style-type: none"> 1. Ensure that both cable connectors are firmly inserted. 2. Call AMS Customer Services.
<p>The Red light on the <i>Direct Connect</i> device is blinking rapidly.</p> <p>Bracelet Communication Status: Communication Failure</p>	<ol style="list-style-type: none"> 1. Ensure that the <i>Direct Connect</i> device is on the bracelet before waking the bracelet. 2. When the Red light quits flashing, 15 seconds have elapsed, and the Red and Blue lights turn back <u>on</u>, wake up the bracelet again. 3. Unplug the USB cable from the bracelet, wait for the bracelet to be removed from the Device grid, then reconnect the USB cable. 4. Reboot your computer and reopen the <i>Direct Connect</i> application. 5. Call AMS Customer Services.
<p>The Red light on the <i>Direct Connect</i> device is blinking rapidly.</p> <p>Base Station Communication Status: Communication Failure</p>	<ol style="list-style-type: none"> 1. Click the Restart Communication button. 2. Unplug the USB cable from the bracelet, wait for the bracelet to be removed from the Device grid, then reconnect the USB cable. 3. Reboot your computer and reopen the <i>Direct Connect</i> application. 4. Call AMS Customer Services.
<p>The Red light on the <i>Direct Connect</i> device is blinking rapidly.</p> <p>Bracelet Communication Status: Server Error</p>	<ol style="list-style-type: none"> 1. Call AMS Customer Services.
The Blue light does NOT turn <u>on</u> when the USB cable is plugged into the <i>Direct Connect</i> device.	<ol style="list-style-type: none"> 1. Unplug the USB cable from the bracelet, wait for the bracelet to be removed from the Device grid, then reconnect the USB cable. 2. Close and reopen the <i>Direct Connect</i> application. 3. Call AMS Customer Services.

Symptom	Corrective Action
The Red light remains <u>on</u> when the bracelet is awakened.	<ol style="list-style-type: none"> 1. Check the <i>Direct Connect</i> device orientation on the bracelet. 2. Perform a hard reset on the bracelet. 3. Replace the bracelet. 4. Use another <i>Direct Connect</i> device. 5. Call AMS Customer Services.
The Red and Blue lights on the <i>Direct Connect</i> device are <u>off</u> .	<ol style="list-style-type: none"> 1. Ensure that both USB cable connectors are firmly inserted. 2. Use another USB cable. 3. Use another <i>Direct Connect</i> device. 4. Call AMS Customer Services.





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