



# SCRAM<sup>®</sup>

CONTINUOUS ALCOHOL  
MONITORING



## SCRAM CAM<sup>®</sup>

Quick Reference Guide



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Please read, understand, and follow all information contained in this manual prior to using the SCRAM Continuous Alcohol Monitoring (CAM) Bracelet and Base Station. Retain this manual for future reference.

**Patents:** [www.scrampatents.com](http://www.scrampatents.com)

## Intended Use

The SCRAM CAM Bracelet, SCRAM Base Station, and SCRAM Wireless Base Station are part of an alcohol monitoring system and transfers data to a computerized monitoring network. This equipment is intended for use on individuals being monitored by a trained supervising authority.

## Health and Safety Notice

### WARNING

Improper installation or use of this SCRAM device may cause injury.

Refer to Health and Safety Notice at [www.scramsafety.com](http://www.scramsafety.com) or on SCRAMNET Help page and follow instructions to avoid injury.

## Cleaning

Properly clean and disinfect SCRAM CAM Bracelets before installation using instructions provided on the SCRAMNET Help page.

To avoid damaging equipment, use only cleaning and disinfecting products approved by SCRAM Systems on the SCRAMNET Help page. Never use citrus or pine-based cleaning products. To avoid contaminating alcohol sensors within SCRAM Systems products, never use alcohol or alcohol-containing cleaning products.

## Battery Warnings

### Bracelet

CAM bracelet batteries are non-rechargeable. Do not attempt to charge CAM bracelet batteries.

Dispose of batteries in accordance with all applicable local regulations.

Replace CAM bracelet batteries when recommended by SCRAMNET or by SCRAM Systems Customer Service.

Always use 3V lithium CR2 batteries in SCRAM CAM Bracelet.

### Base Station and Wireless Base Station

Caution – Base station contains Li-ion or Li-polymer battery. Do not heat, throw into fire, deform, short circuit, immerse in or wet with water.

Caution - Risk of Explosion if base station battery is replaced by an incorrect type.

Use only base station replacement batteries provided by SCRAM Systems.

Dispose of batteries in accordance with all applicable local regulations.

Replace base station batteries when recommended by SCRAMNET or by SCRAM Systems Customer Service.

To recharge base station use only the provided SCRAM Base Station charger.

Keep minimum safe distance of 20 cm from user to base station.

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## Regulatory Information - English

### United States

Bracelet

Model – SM02

FCC ID P8M-SM02

Certified to ANSI/UL STD 60950-1



Base Station

Model – SM03

Input 10V  $\overline{\text{---}}$  650mA

FCC ID P8M-SM03

FCC Part 68 AMSMM00BSM03

Wireless Base Station

Model BS-400

Input 5V  $\overline{\text{---}}$  3A

FCC ID P8M-BS400

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, and
2. The devices must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to these devices not expressly approved by SCRAM Systems could void the user's authority to operate the equipment.

### Canada

Bracelet

Model AMS-SM02

Innovation, Science and Economic Development Canada: 8549A-SM02

Certified to CAN/CSA STD C22.2 No. 60950-1



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Base Station

Model AMS-SM03

Input 10V  650mA

Innovation, Science and Economic Development Canada: 8549A-SM03

Wireless Base Station

Model BS400

Input 5V  3A

Innovation, Science and Economic Development Canada: 8549A-BS400

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

**WARNING:** Unauthorized antennas, modifications, or attachments could impair call quality, damage the device, or result in violation of Innovation, Science and Economic Development Canada regulations.

**RF EXPOSURE:** This device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emissions limits for exposure to radio frequency (RF) energy set by Innovation, Science and Economic Development Canada. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by Innovation, Science and Economic Development Canada and international standards bodies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless RF devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the Innovation, Science and Economic Development Canada is 4 W/kg. SAR values at or below that limit are considered safe for the general public. The maximum SAR value when operated in as a hand held device in accordance with this manual is 1.31 W/kg, which is below the limit set by Innovation, Science and Economic Development Canada.

#### Europe

Bracelet: SCRAMX-850

Base Station: SCRAMX-800

Wireless Base Station: BS410



The SCRAMX-850 (Bracelet), the SCRAMX-800 (Base Station), and Direct Connect (with WEEE and CE labels) are European compliant versions of the original SCRAM products designed for use in the United States and Canada.

SCRAMX-850, SCRAMX-800, and BS-410 contain Receiver Category 2, 1% Transmitter Duty Cycle.

Hereby, Alcohol Monitoring Systems, Inc. declares that the above products are compliant with the essential requirements and provisions of all applicable Directives. A full declaration of conformity is available upon request.



This symbol indicates that this product shall not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The recycling of materials will help to conserve natural resources. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased this product.

Hereby, Alcohol Monitoring Systems declares that the radio equipment type BS-410 is in compliance with the Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address <https://www.scramsystems.com/eu-declarations>.

#### **Australia & New Zealand**

SCRAMX Bracelet

SCRAMX Base Station

Wireless Base Station: BS400

Base Station: SCRAMX-900



The SCRAMX Bracelet, Base Station, and Direct Connect are compliant with Australian and New Zealand EMC standards.

Hereby, Alcohol Monitoring Systems, Inc. declares that the above products are compliant with the essential requirements and provisions of all applicable Directives. A full declaration of conformity is available at upon request.



This symbol indicates that this product shall not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The recycling of materials will help to conserve natural resources. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased this product.

#### **Regulatory Information - Spanish**

**Estados Unidos**

Brazalete

Modelo – SM02

FCC ID P8M-SM02

Certificado por ANSI/UL STD 60950-1



Estación de base

Modelo -SM03

Entrada 10V  $\overline{\quad}$  650mA

FCC ID P8M-SM03

FCC Parte 68 AMSMM00BSM03

Estacion Base Inalambrica

Modelo BS-400

Entrada 5V  $\overline{\quad}$  3A

FCC ID P8M-BS400

Estos aparatos cumplen con la parte 15 de las Reglas de la FCC y/o con la parte 68 de las Reglas de la FCC. El funcionamiento de estos aparatos está sujeto a las siguientes dos condiciones:

1. Los aparatos no pueden provocar interferencias dañinas, y
2. Los aparatos deben aceptar cualquier interferencia recibida, incluyendo la interferencia que puede provocar un funcionamiento no deseado.

Los cambios o modificaciones a estos aparatos no aprobados expresamente por los Sistemas SCRAM podrían anular la autoridad del usuario para operar el equipo.

**Canadá**

Brazalete

Modelo AMS-SM02

Innovación, Ciencia y Desarrollo Económico de Canadá:8549A-SM02

Certificado por CAN/CSA STD C22.2 Nro. 60950-1



Estación de base

Modelo AMS-SM03

Entrada 10V  $\overline{\quad}$  650mA

Innovación, Ciencia y Desarrollo Económico de Canadá:8549A-SM03

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Estacion Base Inalambrica

Modelo BS400

Entrada 5V  3A

Innovación, Ciencia y Desarrollo Económico de Canadá:8549A-BS400

Estacion Base Inalambrica (GSM)

Modelo BS500

Entrada 5V  3A

Estacion Base Inalambrica (LTE)

Modelo BS510

Entrada 5V  3A

Este aparato cumple con el(los) estándar(es) de la licencia de la Innovación, Ciencia y Desarrollo Económico de Canadá - RSS exentas. El funcionamiento está sujeto a las siguientes dos condiciones:

1. Este aparato no puede no provocar interferencias.
2. Este aparato debe aceptar la interferencia, incluyendo la interferencia que puede provocar un funcionamiento no deseado del aparato.

**ADVERTENCIA:** Las antenas, modificaciones o anexos no autorizados podrían afectar la calidad de la llamada, dañar el aparato o resultar en una violación de las regulaciones de la Innovación, Ciencia y Desarrollo Económico de Canadá.

**EXPOSICIÓN RF:** Este aparato es un transmisor y receptor de radio. Está diseñado y fabricado para que no exceda los límites de emisiones para exposición a energía de frecuencia de radio (RF) establecida por la Innovación, Ciencia y Desarrollo Económico de Canadá. Estos límites son parte de pautas integrales y establecen niveles permitidos de energía de RF para la población general. Estas pautas se basan en las normas de seguridad establecidas previamente por los organismos de las normas internacionales y de la Innovación, Ciencia y Desarrollo Económico de Canadá. Las normas incluyen un margen sustancial de seguridad diseñado para garantizar la seguridad de todas las personas, independientemente de la edad y de la salud.

El estándar de exposición para aparatos RF inalámbricos emplea una unidad de medida conocida como la Tasa de Absorción Específica, o SAR. El límite de la SAR establecida por la Innovación, Ciencia y Desarrollo Económico de Canadá es de 4 w/kg. Los valores de la SAR en o por debajo de ese límite se consideran seguros para el público general. El valor máximo de la SAR cuando funciona como un aparato manual conforme con este manual es de 1.31 w/kg, lo cual está por debajo del límite establecido por la Innovación, Ciencia y Desarrollo Económico de Canadá.

### Europa

Brazalete: SCRAMX-850

Estación de base: SCRAMX-800

Estacion Base Inalambrica: BS410



El SCRAMX-850 (Brazalete), el SCRAMX-800 (Estación de Base) y Direct Connect (con etiquetas WEEE y CE) son versiones europeas que cumplen con los productos originales SCRAM diseñados para su uso en los Estados Unidos y Canadá.

SCRAMX-850, SCRAMX-800, y BS410 contienen la Categoría del Receptor 2, Ciclo de trabajo del transmisor de 1 %.

Por la presente, Alcohol Monitoring Systems, Inc. declara que los productos anteriores

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cumplen con los requisitos y las provisiones esenciales de todas las directivas aplicables. Una declaración completa de conformidad está disponible bajo pedido.



Este símbolo indica que este producto no debe ser tratado como desecho hogareño. En cambio, debe ser entregado al punto aplicable de recolección para el reciclaje de equipo eléctrico o electrónico. Al garantizar que este producto se deseché correctamente, usted ayudará a evitar consecuencias negativas potenciales para el ambiente y la salud humana, que podrían de otra forma ser provocadas por el manejo inadecuado de desechos de este producto. El reciclaje de materiales ayudará a conservar los recursos naturales. Para obtener información detallada acerca del reciclaje de este producto, contáctese con su oficina de la ciudad local, su servicio de eliminación de desechos hogareños o la tienda donde adquirió el producto.

Por el presente, Alcohol Monitoring Systems declara que el equipo de radio tipo BS-410 está en cumplimiento con la Directiva 2014/53/EU. El texto completo de la declaración de conformidad de la UE se encuentra disponible en la siguiente dirección: <https://www.scramsystems.com/eu-declarations>.

#### **Australia y Nueva Zelanda**

Brazalete: SCRAMX

Estación de base: SCRAMX

Estacion Base Inalambrica: BS400

Base Station: SCRAMX-900



El Brazalete, la Estación de Base y Direct Connect de SCRAMX cumplen con las normas EMC australianas y neozelandesas.

Por la presente, Alcohol Monitoring Systems, Inc. declara que los productos anteriores cumplen con los requisitos y las provisiones esenciales de todas las directivas aplicables. Una declaración completa de conformidad está disponible bajo pedido.



Este símbolo indica que este producto no debe ser tratado como desecho hogareño. En cambio, debe ser entregado al punto aplicable de recolección para el reciclaje de equipo eléctrico o electrónico. Al garantizar que este producto se deseché correctamente, usted ayudará a evitar consecuencias negativas potenciales para el ambiente y la salud humana, que podrían de otra forma ser provocadas por el manejo inadecuado de desechos de este producto. El reciclaje de materiales ayudará a conservar los recursos naturales. Para obtener información detallada acerca del reciclaje de este producto, contáctese con su oficina de la ciudad local, su servicio de eliminación de desechos hogareños o la tienda donde adquirió el producto.

#### **Regulatory Information - French**

États-Unis

Bracelet

Modèle SM02

ID FCC P8M-SM02

Certifié ANSI/UL STD 60950-1



Station de base  
Modèle SM03

Entrée 10 V  650 mA

ID FCC P8M-SM03

FCC Numéro d'article 68 AMSMM00BSM03

Station de Base Sans Fil  
Modèle BS-400

Entrée 5V  3A

ID FCC P8M-BS400

Ces équipements sont conformes à la section 15 et/ou à la section 68 de la réglementation de la FCC. L'exploitation de ces équipements est assujettie aux deux conditions suivantes:

1. Cet équipement ne doit pas générer d'interférences nuisibles.
2. Cet équipement doit accepter toutes les interférences reçues, notamment celles pouvant être à l'origine d'un fonctionnement indésirable.

Des changements ou des modifications non expressément approuvées par SCRAM Systems peuvent annuler le droit de l'utilisateur à exploiter l'équipement.

**Canada**

Bracelet

Modèle AMS-SM02

Innovation, Science et Développement économique Canada:8549A-SM02

Certification CAN/CSA STD C22.2 N° 60950-1



Station de base  
Modèle AMS-SM03

Entrée 10 V  650 mA

Innovation, Science et Développement économique Canada:8549A-SM03

Station de Base Sans Fil

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Modèle BS400

Entrée 5V  3A

Innovation, Science et Développement économique Canada:8549A-BS400

Station de Base Sans Fil (GSM)

Modèle BS500

Entrée 5V  3A

Station de Base Sans Fil (LTE)

Modèle BS510

Entrée 5V  3A

Cet appareil est conforme aux normes RSS d'exemptions de licence d'Innovation, Science et Développement économique Canada. Son utilisation est assujettie aux deux conditions suivantes:

1. Cet équipement ne doit pas émettre d'interférences.
2. Cet équipement doit accepter toutes les interférences, notamment celles pouvant être à l'origine d'un fonctionnement indésirable de l'appareil.

**AVERTISSEMENT:** Des antennes non autorisées, des modifications ou des accessoires peuvent nuire à la qualité des appels, endommager l'appareil ou être à l'origine d'une infraction aux règlements d'Innovation, Science et Développement économique Canada.

**EXPOSITION HF:** Cet appareil est un émetteur-récepteur radio. Il est conçu et fabriqué pour ne pas dépasser les limites d'émissions à l'exposition aux hautes fréquences (HF) établies par Innovation, Science et Développement économique Canada. Ces limites font partie de directives complètes et déterminent les niveaux autorisés d'énergie HF pour la population générale. Ces directives se fondent sur les normes de sécurité précédemment établies par Innovation, Science et Développement économique Canada et les organismes de normalisation internationaux. Les normes comprennent une marge de sûreté substantielle conçue afin d'assurer la sécurité de toutes les personnes, quel que soient leur âge et leur état de santé.

L'exposition normalisée aux équipements HF sans fil utilise une unité de mesure connue sous le nom de Débit d'absorption spécifique ou DAS. La limite du DAS définie par Innovation, Science et Développement économique Canada est de 4 W/kg. Les valeurs du DAS en dessous de cette limite sont considérées comme étant sans danger pour le grand public. Avec un dispositif portatif, la valeur maximum du DAS, conformément à ce manuel, s'établit à 1,31 W/kg, ce qui la situe sous la limite définie par Innovation, Science et Développement économique Canada.

### Europe

Bracelet: SCRAMX-850

Station de base: SCRAMX-800

Station de Base Sans Fil: BS410



Le SCRAM-850 (bracelet), le SCRAM-800 (stations de base) et Direct Connect (avec étiquettes WEEE et CE) sont des versions européennes conformes aux produits originaux SCRAM conçus pour être utilisés aux États-Unis et au Canada.

Les SCRAMX-800, SCRAMX-800, et BS410 contiennent un récepteur de catégorie 2 et un émetteur avec un cycle d'utilisation de 1 %.

Alcohol Monitoring Systems, Inc. déclare ici que les produits ci-dessus sont conformes aux spécifications et aux dispositions essentielles des Directives applicables. Une déclaration complète de conformité est disponible sur demande.



Ce symbole indique que ce produit ne doit pas être traité en tant qu'ordures ménagères. Il doit plutôt être remis au point de collecte de recyclage adéquat des équipements électriques et électroniques. En vous assurant de mettre correctement ce produit au rebut, vous aiderez à éviter des conséquences potentiellement négatives sur l'environnement et sur la santé humaine, qui dans le cas contraire pourraient être provoquées par un traitement inapproprié de ce produit en tant que déchet. Le recyclage des matériaux vous aidera à préserver les ressources naturelles. Pour de plus amples informations sur le recyclage de ce produit, veuillez contacter la mairie de votre lieu d'habitation, le service de mise au rebut des ordures ménagères ou le magasin dans lequel vous avez acheté ce produit.

Alcohol Monitoring Systems déclare par la présente que le matériel radio de type BS-410 est conforme à la Directive 2014/53/EU. Le texte intégral de la déclaration de conformité UE est disponible à l'adresse internet suivante : <https://www.scramsystems.com/eu-declarations>.

#### **Australie et Nouvelle-Zélande**

Bracelet: SCRAMX-850

Station de base: SCRAMX

Station de Base Sans Fil: BS400

Station de base: SCRAMX-900



Les bracelet, station de base et Direct Connect de SCRAMX sont conformes aux normes CEM d'Australie et de Nouvelle Zélande.

Alcohol Monitoring Systems, Inc. déclare ici que les produits ci-dessus sont conformes aux spécifications et aux dispositions essentielles des Directives applicables. Une déclaration complète de conformité est disponible sur demande.



Ce symbole indique que ce produit ne doit pas être traité en tant qu'ordures ménagères. Il doit plutôt être remis au point de collecte de recyclage adéquat des équipements électriques et électroniques. En vous assurant de mettre correctement ce produit au rebut, vous aiderez à éviter des conséquences potentiellement négatives sur l'environnement et sur la santé humaine, qui dans le cas contraire pourraient être provoquées par un traitement inapproprié de ce produit en tant que déchet. Le recyclage des matériaux vous aidera à préserver les ressources naturelles. Pour de plus amples informations sur le recyclage de ce produit, veuillez contacter la mairie de votre lieu d'habitation, le service de mise au rebut des ordures ménagères ou le magasin dans lequel vous avez acheté ce produit.

#### **24/7 Technical Support**

- Phone - 303.785.7879
- E-mail - [support@scramsystems.com](mailto:support@scramsystems.com)



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## INTRODUCTION

This guide contains the core activities that you might perform when managing a client who has been enrolled in the SCRAM Systems® Program and will be wearing the SCRAM CAM Bracelet to be monitored for alcohol abstinence and/or house arrest.

### ***GLOSSARY OF TERMS***

**Event** – Applies only to clients being monitoring for house arrest. Any change of state relative to the bracelet, base station, or communication between the bracelet and base station.

**Alert** – A classification of an event requiring special attention or notification.

**Violation** – A suspected non-compliance event that results in an alert being generated.

**Notification** – An e-mail, text message, or page that is sent when a designated house arrest alert is generated.

**Caseload** – A group of active clients being managed by an Agent or Agent Supervisor.

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

## LOG ON TO SCRAMNET

1. Open browser on your desktop.
  - Internet Explorer - v10 or later
  - Firefox - Versions released in last 6 months
  - Chrome - Versions released in last 6 months
2. Enter the SCRAMNET Internet address in the Address field.
3. Press the **Enter** key.
4. Enter your username and password (case sensitive).
5. Click the **Log on** button.  
The site appears in the browser.

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# INITIAL SCRAM CAM/SCRAM CAM+HA CLIENT SETUP

## ***ADD NEW CLIENT IN SCRAMNET***

1. Enter the agency managing the client and click the **Add a New Client** button.
2. Enter required information in the following sections:
  - Personal Information
  - Contact Information
  - Employment (if known, provided detailed work environment information)
  - Court Information
  - Additional Information
3. Click the **Add New Client** button.
4. Select the 'CAM' or 'CAM + House Arrest' option in the *Monitoring Type* drop-down list.
5. For a CAM+House Arrest (CAM+HA) client, enter/select all required information.
6. Click the **Complete Change Monitoring** button.

## ***ASSIGN SCRAM EQUIPMENT - CAM CLIENT***

The following procedure applies to those clients being monitored for CAM only using SCRAM equipment.

### BEFORE MEETING CLIENT

Perform the following steps shortly before meeting with the client.

1. If you have the client's information available, enter that information into SCRAMNET using the *Add New Client* page.
2. Ensure that the wired or wireless SCRAM Wireless Base Station is fully charged.
3. Install the SCRAM CAM Bracelet components.

### WHEN CLIENT ARRIVES

Perform the following steps when the client arrives at the initial meeting.

1. Determine the communication method.

#### Cellular/WI-FI

The wireless SCRAM Base Station allows data to be quickly uploaded to SCRAMNET using either cellular or WI-FI services.

#### Internet Service

To use the ethernet port on the base station, using the proper tool such as needle-nose pliers, carefully remove the clear, plastic



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plug from the Ethernet port. Damage may occur if the plug is improperly removed. If the client has an Internet modem or router installed, use an Ethernet cable to connect the base station to an available network port to send data back to SCRAMNET using the client's Internet service.

**Important Note:** AMS has no control over the reliability of the client's Internet service and AMS Customer Services should NOT be contacted if Internet services are interrupted. It is the client's responsibility to contact his/her Internet Service Provider should an interruption occur.

#### Analog Phone Line

An analog phone line can be used to transmit client data to SCRAMNET.

#### Wireless

The MultiConnect AW wireless device can also be used to transmit the client's data to SCRAMNET using a cellular network. Two versions of the device are available for your use. Both function in the same way using two generations of wireless communication technology.

#### Direct Connect

In some cases, you may want the client to come in to the office on a regular basis for a face-to-face meeting. In this situation, Direct Connect can be used during that meeting to upload the client's data. Direct Connect must be used if the three previous communication methods cannot be used. There is no need to assign a base station if Direct Connect is going to be used to upload data.

2. Give the client a breath alcohol test.
3. Perform SCRAMNET tasks.
  - a. If you were not able to enter the client's information in SCRAMNET prior to the client's arrival, enter that information into SCRAMNET now using the *Add New Client* page.
  - b. Assuming that a bracelet and base station are being assigned, use the *Assign Equipment* page to change the status of both to *Pending Assignment*.

**Note:** If a wireless SCRAM Base Station is being used, the status of that device is immediately set to *Assigned to Client*.
  - c. Print the client's Participant Agreement.
4. Attach the bracelet to the client.
  - a. Place the bracelet no more than an index finger above the right or left ankle with the SERIAL NUMBER FACING UP.
  - b. Feed the strap through the buckle and completely tighten. The bracelet should be able to be moved slightly, but not past the shin bone. Be aware that a poorly fitted bracelet could have some impact on the bracelet's ability to take accurate readings and may result in unneeded time taken to re-fit the bracelet.

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**Important Note:** To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened.

5. Open the Direct Connect application.
6. Connect the Direct Connect device with your computer.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then both remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*
7. Attach the Direct Connect device to the bracelet.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
8. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

Bracelet status in the Direct Connect application:  
*Communicating*

On the Direct Connect device, the **red** light turns off while the **blue** light remains on.

At this time:

    - 1) The bracelet initialization process begins.
    - 2) The initial alcohol reading is uploaded to SCRAMNET.

When complete:

    - » The **blue** light on the Direct Connect device turns off for approximately 10 seconds then both lights turn back on.
    - » Bracelet status in the Direct Connect application:  
*Communication Complete*

**Note:** After 1 minute, the status changes to: *Waiting for Bracelet*
  - b. Refresh the client's *Equipment* page to confirm that the status of the bracelet is now set to *Assigned to Client*.
  - c. Remove the Direct Connect device from the bracelet.
9. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.
10. Connect the base station with the Direct Connect application.

Wired SCRAM Base Station Only

  - a. Plug the power cord into the new base station and into an electrical outlet.
  - b. Plug the small (mini-B type) USB connector into the base station.

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At this time:

- » Base station status in the Direct Connect application:  
*Idle -> Communicating*
- » Any remaining data is transferred from the base station to SCRAMNET.
- » The base station software is checked and updated, if necessary.

When complete:

- » Base station status in the Direct Connect application:  
*Communication Complete*
- c. Unplug the power cord and USB cable from the base station.
11. Have the client sign the participant agreement.
  12. Give the base station to the client.

Wired SCRAM Base Station

Include the:

- Phone cable if analog phone line being used.
- MultiConnect AW wireless device and device power cord if cellular network being used.
- Ethernet cable if Internet being used.

Wireless SCRAM Base Station

Give the client a copy of the "Install Wireless SCRAM Base Station at Monitoring Location" quick sheet. The quick sheet is available on the SCRAMNET *Help* page.

## ***ASSIGN SCRAM EQUIPMENT - CAM+HA CLIENT***

The following procedure applies to those clients being monitored for CAM+HA using SCRAM equipment.

### **BEFORE MEETING CLIENT**

Perform the following steps shortly before meeting with the client.

1. If you have the client's information available, enter that information into SCRAMNET using the *Add New Client* page.
2. Ensure that the wired or wireless SCRAM Wireless Base Station is fully charged.
3. Install the SCRAM CAM Bracelet components.

### **WHEN CLIENT ARRIVES**

Perform the following steps when the client arrives at the initial meeting.

1. Determine the communication method.

Cellular/WI-FI

The wireless SCRAM Base Station allows data to be quickly uploaded to SCRAMNET using either cellular or WI-FI services.

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### Internet Service

To use the ethernet port on the base station, using the proper tool such as needle-nose pliers, carefully remove the clear, plastic plug from the Ethernet port. Damage may occur if the plug is improperly removed. If the client has an Internet modem or router installed, use an Ethernet cable to connect the base station to an available network port to send data back to SCRAMNET using the client's Internet service.

**Important Note:** AMS has no control over the reliability of the client's Internet service and AMS Customer Services should NOT be contacted if Internet services are interrupted. It is the client's responsibility to contact his/her Internet Service Provider should an interruption occur.

### Analog Phone Line

An analog phone line can be used to transmit client data to SCRAMNET.

### Wireless

The MultiConnect AW wireless device can also be used to transmit the client's data to SCRAMNET using a cellular network. Two versions of the device are available for your use. Both function in the same way using two generations of wireless technology.

### MULTICONNECT AW WIRELESS DEVICE LIMITATIONS

Be aware of these three product limitations as you determine if using the MultiConnect AW wireless device is your best option for this SCRAM House Arrest client:

- There is no caller ID associated with the SCRAM Base Station when using the wireless device. Consequently, you cannot use caller ID to ensure that a SCRAM Base Station is at a particular location.
- The wireless device does not have a movement sensor, so you must rely on telephone loss and AC power loss messages if you want to be notified when a base station has potentially been moved.
- The wireless device has no back-up battery.

Because of these limitations, the wireless device may be more appropriate for curfew monitoring and low-risk clients. The device may not be appropriate for more rigorous house-arrest programs and high-risk offenders.

2. Give the client a breath alcohol test.
3. Perform SCRAMNET tasks.
  - a. If you were not able to enter the client's information in SCRAMNET prior to the client's arrival, enter that information into SCRAMNET now using the *Add New Client* page.
  - b. Assuming that a bracelet and base station are being assigned, use the *Assign Equipment* page to change the status of both to *Pending Assignment*.

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**Note:** If a wireless SCRAM Base Station is being used, the status of that device is immediately set to *Assigned to Client*.

- c. Print the client's Participant Agreement.
4. Attach the bracelet to the client.
  - a. Place the bracelet no more than an index finger above the right or left ankle with the SERIAL NUMBER FACING UP.
  - b. Feed the strap through the buckle and completely tighten. The bracelet should be able to be moved slightly, but not past the shin bone. Be aware that a poorly fitted bracelet could have some impact on the bracelet's ability to take accurate readings and may result in unneeded time taken to re-fit the bracelet.

**Important Note:** To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. An "Open Strap Detected" event will be generated if the strap is not properly aligned.

- c. Tighten the retaining screws until the two sides of the buckle are flush.
5. Open the Direct Connect application.
6. Connect the Direct Connect device with your computer.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then both remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*.

7. Attach the Direct Connect device to the bracelet.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
8. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

Bracelet status in the Direct Connect application:  
*Communicating*

On the Direct Connect device, the **red** light turns off while the **blue** light remains on.

At this time:

- 1) The bracelet initialization process begins.
- 2) The initial alcohol reading is uploaded to SCRAMNET.

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When complete:

- » The **blue** light on the Direct Connect device turns off for approximately 10 seconds then both lights turn back on.
  - » Bracelet status in the Direct Connect application:  
*Communication Complete*
- Note:** After 1 minute, the status changes to: *Waiting for Bracelet*
- b. Refresh the client's *Equipment* page to confirm that the status of the bracelet is now set to *Assigned to Client*.
  - c. Remove the Direct Connect device from the bracelet.
9. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.
  10. If the client is going to be monitored for house arrest in addition to alcohol abstinence, connect the base station with the Direct Connect application.

Wired SCRAM Base Station Only

- a. Plug the power cord into the new base station and into an electrical outlet.
- b. Plug the small (mini-B type) USB connector into the base station.

At this time:

- » Base station status in the Direct Connect application:  
*Idle -> Communicating*
- » Any remaining data is transferred from the base station to SCRAMNET.
- » The base station software is checked and updated, if necessary.

When complete:

- » Base station status in the Direct Connect application:  
*Communication Complete*
- c. Unplug the power cord and USB cable from the base station.
11. Have the client sign the participant agreement.
  12. Give the base station to the client.

Wired SCRAM Base Station

Include the:

- Phone cable if analog phone line being used.
- MultiConnect AW wireless device and device power cord if cellular network being used.
- Ethernet cable if Internet being used.

Wireless SCRAM Base Station

Give the client a copy of the "Install Wireless SCRAM Base Station at Monitoring Location" quick sheet. The quick sheet is available on the SCRAMNET *Help* page.

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## ***ASSIGN SCRAM EQUIPMENT - REMOTE/JAIL***

### **BEFORE MEETING CLIENT**

Perform the following steps shortly before meeting with the client.

1. If you have the client's information available, enter that information into SCRAMNET using the *Add New Client* page.
2. Ensure that the wired or wireless SCRAM Wireless Base Station is fully charged.
3. Install the bracelet components.
4. Open the Direct Connect application.
5. Connect the Direct Connect device with the Direct Connect application.

- a. Plug the small (mini-B type) USB connector into the Direct Connect device.
- b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then both remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*

6. Attach the Direct Connect device to the bracelet.

CAM ONLY - Ensure that the bracelet straps are NOT connected.

CAM+HA - Feed the strap through the buckle and completely tighten.

- a. Align the Direct Connect device with the top of the bracelet.
- b. Slide the Direct Connect device down over the bracelet.

7. Wake up the bracelet.

- a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

At this time:

- » Bracelet status in the Direct Connect application: *Communicating*
- » On the Direct Connect device, the **red** light turns off while the **blue** light remains on.
- » Any remaining data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
- » Bracelet status in the Direct Connect application: *Communication Complete*

**Note:** After 1 minute, the status changes to: *Waiting for Bracelet*

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- b. Remove the Direct Connect device from the bracelet.
8. Connect the base station with the Direct Connect application.  
Wired SCRAM Base Station Only
    - a. Plug the power cord into the new base station and into an electrical outlet.
      - » Base station display:
        - ◇ Line 1 – TIME/DATE
        - ◇ Line 2 – CHECK PHONE LINE
    - b. Plug the small (mini-B type) USB connector into the base station.  
At this time:
      - » Base station status in the Direct Connect application:  
*Idle -> Communicating*
      - » Base station display:
        - ◇ Line 1 – DIRECT CONNECT
        - ◇ Line 2 – ONLINE
      - » Any remaining data is transferred from the base station to SCRAMNET.
      - » The base station software is checked and updated, if necessary.  
When complete:
      - » Base station status in the Direct Connect application:  
*Communication Complete*
      - » Base station display:
        - ◇ Line 1 – TIME/DATE
        - ◇ Line 2 – MONITORING
    - c. Unplug the power cord and USB cable from the base station.

## CLIENT MEETING IN JAIL/REMOTE SETTING

Perform the following steps when you meet with the client in a jail/remote setting.

1. Determine the communication method.

### Cellular/WI-FI

The wireless SCRAM Base Station allows data to be quickly uploaded to SCRAMNET using either cellular or WI-FI services.

### Internet Service

To use the ethernet port on the base station, using the proper tool such as needle-nose pliers, carefully remove the clear, plastic plug from the Ethernet port. Damage may occur if the plug is improperly removed. If the client has an Internet modem or router installed, use an Ethernet cable to connect the base station to an available network port to send data back to SCRAMNET using the client's Internet service.

**Important Note:** AMS has no control over the reliability of the client's Internet service and AMS Customer Services should NOT



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be contacted if Internet services are interrupted. It is the client's responsibility to contact his/her Internet Service Provider should an interruption occur.

#### Analog Phone Line

An analog phone line can be used to transmit client data to SCRAMNET.

#### Wireless

The MultiConnect AW wireless device can be used to transmit the client's data to SCRAMNET using a cellular network. Two versions of the device are available for your use. Both function in the same way using two generations of wireless communication technology.

### MULTICONNECT AW WIRELESS DEVICE LIMITATIONS

Be aware of these three product limitations as you determine if using the MultiConnect AW wireless device is your best option if the client is being monitored for house arrest:

- There is no caller ID associated with the SCRAM Base Station when using the wireless device. Consequently, you cannot use caller ID to ensure that a SCRAM Base Station is at a particular location.
- The wireless device does not have a movement sensor, so you must rely on telephone loss and AC power loss messages if you want to be notified when a base station has potentially been moved.
- The wireless device has no back-up battery.

Because of these limitations, the wireless device may be more appropriate for curfew monitoring and low-risk clients. The device may not be appropriate for more rigorous house-arrest programs and high-risk offenders.

#### Direct Connect

In some cases, you may want the client to come in to the office on a regular basis for a face-to-face meeting. In this situation, Direct Connect can be used during that meeting to upload the client's data. Direct Connect must be used if the three previous communication methods cannot be used. There is no need to assign a base station if Direct Connect is going to be used to upload data.

2. Give the client a breath alcohol test.
  3. Perform SCRAMNET tasks.
    - a. If you were not able to enter the client's information in SCRAMNET prior to the client's arrival, enter that information into SCRAMNET now using the *Add New Client* page.
    - b. Assuming that a bracelet and base station are being assigned, use the *Assign Equipment* page to change the status of both to *Pending Assignment*.
- Note:** If a wireless SCRAM Base Station is being used, the status of that device is immediately set to *Assigned to Client*.

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- c. Print the client's Participant Agreement.
  4. Attach the bracelet to the client.
    - a. Place the bracelet no more than an index finger above the right or left ankle with the SERIAL NUMBER FACING UP.
    - b. Feed the strap through the buckle and completely tighten.  
The bracelet should be able to be moved slightly, but not past the shin bone. Be aware that a poorly fitted bracelet could have some impact on the bracelet's ability to take accurate readings and may result in unneeded time taken to re-fit the bracelet.  
**Important Note:** To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. An "Open Strap Detected" event will be generated if the strap is not properly aligned.
    - c. Tighten the retaining screws until the two sides of the buckle are flush.
  5. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.
  6. Give the client a breath alcohol test.
  7. Have the client sign the participant agreement.
  8. Give the base station to the client.

#### Wired SCRAM Base Station

Include the:

- Phone cable if analog phone line being used.
- MultiConnect AW wireless device and device power cord if cellular network being used.
- Ethernet cable if Internet being used.

#### Wireless SCRAM Base Station

Give the client a copy of the "Install Wireless SCRAM Base Station at Monitoring Location" quick sheet. The quick sheet is available on the SCRAMNET *Help* page.

9. Instruct the client to wake up the bracelet to begin the re-initialization process.

### CLIENT MEETING WITHIN 24 HOURS AFTER RELEASE FROM JAIL/ REMOTE SETTING

Follow these steps if the bracelet re-initialization is NOT completed:

1. Complete the Bracelet Maintenance process.
  - a. Access the client's *Equipment* page.
  - b. Click the **Maintenance** link.
  - c. Select the **Fit Adjusted** check box.
  - d. Click the **Complete Bracelet Maintenance** button.
2. Open the Direct Connect application.

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3. Connect the Direct Connect device with your computer.
    - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
    - b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*.
  4. Attach the Direct Connect device.
    - a. Align the Direct Connect device with the top of the bracelet.
    - b. Slide the Direct Connect device down over the bracelet.
  5. Wake up the bracelet.
    - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

At this time:

      - » Bracelet status in the Direct Connect application: *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 bracelet software is checked and updated, if necessary.

When complete:



      - » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
      - » Bracelet status in the Direct Connect application: *Communication Complete*

**Note:** After 10 seconds, the status changes to: *Waiting for Bracelet*
    - b. Remove the Direct Connect device.
  6. Verify that re-initialization has started.
    - a. In SCRAMNET, access the client's *Reports* page.
    - b. Click the Communication sub-tab.
    - c. Verify by looking at the top **Date/Time** link that the base station has recently communicated with SCRAMNET.
    - d. Open the communication and verify that a "Bracelet Started Initialization" message appears.
    - e. If the message does NOT appear, contact AMS Customer Services.

## ***ESTABLISH CLIENT LEAVE SCHEDULE***


Perform the following steps after assigning SCRAM equipment to a client who is being monitored for both alcohol abstinence and house arrest.

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1. Locate the date for the first authorized leave event.
  2. On that line in the schedule:
    - a. Enter the leave name.
    - b. Enter the start and end time.  
The length of the leave window appears in the Duration field.
    - c. If the client is required to leave the premises during the leave event, click the **Must Leave** check box.
    - d. Set occurrence.
      - » One Time - Select the **One Time** radio button if the leave event is not recurring.
      - » Edit Recurrence - With the **Edit Recurrence** radio button selected, click the link and set the parameters for the recurring event.
  3. Add Additional Leave Event.
    - a. Click the **Plus** icon ().
    - b. Repeat steps 2a through 2d above.
  4. Click the **Duplicate** icon () if the event will recur at the same day and time on a weekly basis.
  5. Click the **Save Changes** button.

## ONGOING CLIENT MANAGEMENT

### ***PROCESS ALERTS FROM AGENCY CASELOAD PAGE***

1. On the *Caseload* page, look for any clients who have a red 'x' in the CAM column.
2. Click the **Expand** node () in the left column to display the alert(s).
3. Click the alert link to view alert details.
4. After addressing the alert with the client, click the **Comments** button.
5. Add a comment, if necessary, then click the **Resolve** button.

### ***REPLACE SCRAM CAM BRACELET***

#### BEFORE MEETING CLIENT

Perform the following steps shortly before meeting with the client.

1. Select a new bracelet in SCRAMNET.  
The status of the new bracelet is set to *Pending Assignment* and the status of the old bracelet is set to *Pending Removal*.

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2. Install the bracelet components.

## WHEN CLIENT ARRIVES

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

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then both remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*
  3. Attach the Direct Connect device to the old bracelet.
    - a. Align the Direct Connect device with the top of the bracelet.
    - b. Slide the Direct Connect device down over the bracelet.
  4. Wake up the old bracelet.
    - a. Momentarily place the magnet on the top right side of the bracelet.

At this time:

      - » Bracelet status in the Direct Connect application: *Communicating*
      - » On the Direct Connect device, the **red** light turns off while the **blue** light remains on.
      - » Any remaining data is transferred from the bracelet to SCRAMNET.
      - » The bracelet software is checked and updated, if necessary.

When complete:

After 30 seconds to 2 minutes:

      - » The **blue** light on the Direct Connect device turns off for approximately 5 seconds then both lights turn back on.
      - » Bracelet status in the Direct Connect application: *Communication Complete*

**Note:** After 1 minute, the status changes to: *Waiting for Bracelet*
    - b. Remove the Direct Connect device.
  5. Remove the old bracelet.
    - a. On the buckle, place the shear cutter tips into the two holes where the tamper clips meet.
    - b. Press down firmly.
    - c. Squeeze the shear cutter handles until the plastic center breaks and the two pieces separate from the buckle cover.
    - d. Using the T10 Screwdriver, loosen the two retaining screws.
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- e. Pull the strap back through the buckle, removing the bracelet from the client's ankle.
  6. Attach the new bracelet to the client.
    - a. Place the bracelet no more than an index finger above the right or left ankle with the SERIAL NUMBER FACING UP.
    - b. Feed the strap through the buckle and completely tighten. The bracelet should be able to be rotated slightly, but not past the shin bone.

**Important Note:** To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. An "Open Strap Detected" event will be generated if the strap is not properly aligned.
    - c. Tighten the retaining screws until the two sides of the buckle are flush.
  7. Attach the Direct Connect device to the new bracelet.
    - a. Align the Direct Connect device with the top of the bracelet.
    - b. Slide the device down over the bracelet.
  8. Wake up the new bracelet.
    - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

At this time:

      - » Bracelet status in the Direct Connect application: *Communicating*
      - » On the Direct Connect device, the **red** light turns off while the **blue** light remains on.
      - » Any remaining data is transferred from the bracelet to SCRAMNET.
      - » The bracelet software is checked and updated, if necessary.
      - » Client data is downloaded to the bracelet.

When complete:

      - » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
      - » Bracelet status in the Direct Connect application: *Communication Complete*

**Note:** After 1 minute, the status changes to: *Waiting for Bracelet*
    - b. Remove the Direct Connect device.
  9. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.
  10. Refresh the client's *Equipment* page to confirm that the status of the new bracelet is *Assigned to Client*.

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## ***ASSIGN SCRAM BASE STATION***

Perform these steps if, sometime after the initial equipment assignment, you elect to have the SCRAM CAM client use a base station to transfer data to SCRAMNET.

### **BEFORE MEETING CLIENT**

Perform the following steps shortly before meeting with the client.

1. Select a base station in SCRAMNET, setting the status to *Pending Assignment*.

**Note:** If a wireless SCRAM Base Station is being used, the status of that device is immediately set to *Assigned to Client*.

2. Ensure that the wired or wireless SCRAM Wireless Base Station is fully charged.

### **WHEN CLIENT ARRIVES**

Perform the following steps when the client arrives at your office.

1. Determine the communication method.

#### **Cellular/WI-FI**

The wireless SCRAM Base Station allows data to be quickly uploaded to SCRAMNET using either cellular or WI-FI services.

#### **Internet Service**

To use the ethernet port on the base station, using the proper tool such as needle-nose pliers, carefully remove the clear, plastic plug from the Ethernet port. Damage may occur if the plug is improperly removed. If the client has an Internet modem or router installed, use an Ethernet cable to connect the base station to an available network port to send data back to SCRAMNET using the client's Internet service.

**Important Note:** AMS has no control over the reliability of the client's Internet service and AMS Customer Services should NOT be contacted if Internet services are interrupted. It is the client's responsibility to contact his/her Internet Service Provider should an interruption occur.

#### **Analog Phone Line**

An analog phone line can be used to transmit client data to SCRAMNET.

#### **Wireless**

The MultiConnect AW wireless device can be used to transmit the client's data to SCRAMNET using a cellular network. Two versions of the device are available for your use. Both function in the same way using two generations of wireless communication technology.

#### **Direct Connect**

In some cases, you may want the client to come in to the office on a regular basis for a face-to-face meeting. In this situation, Direct Connect can be used during that meeting to upload the

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client's data. Direct Connect must be used if the three previous communication methods cannot be used. There is no need to assign a base station if Direct Connect is going to be used to upload data.

2. Open the Direct Connect application.  
Wired SCRAM Base Station Only
3. Connect the base station with your computer.  
Wired SCRAM Base Station Only
  - a. Plug the power cord into the new base station and into an electrical outlet.
    - » Base station display:
      - ◇ Line 1 – *STORAGE MODE*
      - ◇ Line 2 – *BATTERY CHARGED*
    - b. Plug the small (mini-B type) USB port into the base station.  
At this time:
      - » Base station status in the Direct Connect application:  
*Idle -> Communicating*
      - » Base station display:
        - ◇ Line 1 – *DIRECT CONNECT*
        - ◇ Line 2 – *ONLINE*The base station assignment process begins.
      - 1) Any remaining data is transferred from the base station to SCRAMNET.
      - 2) The base station software is checked and updated, if necessary.
      - 3) Client parameters are loaded on the base station.When complete:
      - » Base Station status in the Direct Connect application:  
*Communication Complete*
      - » Base station display:
        - ◇ Line 1 – *TIME/DATE*
        - ◇ Line 2 – *MONITORING*
    - c. Unplug the power cord and USB cable from the base station.
  4. Give the base station to the client.  
Wired SCRAM Base Station

Include the:

    - Phone cable if analog phone line being used.
    - MultiConnect AW wireless device and device power cord if cellular network being used.
    - Ethernet cable if Internet being used.Wireless SCRAM Base Station

Give the client a copy of the "Install Wireless SCRAM Base Station at Monitoring Location" quick sheet. The quick sheet is available on the SCRAMNET *Help* page.



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# ***REPLACE SCRAM BASE STATION***

## **BEFORE MEETING CLIENT**

Ensure that the wired or wireless SCRAM Base Station is fully charged.

## **WHEN CLIENT ARRIVES**

1. Select a new base station in SCRAMNET.  
The status of the new base station is set to *Pending Assignment* and the status of the old base station is set to *Pending Removal*.  
**Note:** If a wireless SCRAM Base Station is being used, the status of that device is immediately set to *Assigned to Client*.
2. Open the Direct Connect application.  
Wired SCRAM Base Station Only
3. Connect the old base station with the Direct Connect application.  
Wired SCRAM Base Station Only
  - a. Plug the power cord into the old base station and into an electrical outlet.
    - » Base station display:
      - ◇ Line 1 – DATE/TIME
      - ◇ Line 2 – CHECK PHONE LINE
    - b. Plug the small (mini-B type) USB connector into the base station.  
At this time:
      - » Base station status in the Direct Connect application:  
*Idle -> Communicating*
      - » Base station display:
        - ◇ Line 1 – DIRECT CONNECT
        - ◇ Line 2 – ONLINE
      - » Any remaining data is transferred from the base station to SCRAMNET.
      - » The base station software is checked and updated, if necessary.
  - c. Unplug the power cord and USB cable from the base station.  
When complete:
    - » Base station status in the Direct Connect application:  
*Communication Complete*
    - » Base station display:
      - ◇ Line 1 – STORAGE MODE
4. Connect the new base station with your computer.  
Wired SCRAM Base Station Only
  - a. Plug the power cord into the new base station and into an electrical outlet.
    - » Base station display:
      - ◇ Line 1 – TIME/DATE

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- ◇ Line 2 – CHECK PHONE LINE
  - b. Plug the small (mini-B type) USB port into the base station.  
At this time:
    - » Base station status in the Direct Connect application:  
*Idle -> Communicating*
    - » Base station display:
      - ◇ Line 1 – DIRECT CONNECT
      - ◇ Line 2 – ONLINEThe new base station assignment process begins.
    - 1) Any remaining data is transferred from the base station to SCRAMNET.
    - 2) The base station software is checked and updated, if necessary.
    - 3) Client parameters are loaded on the base station.When complete:
    - » Base Station status in the Direct Connect application:  
*Communication Complete*
    - » Base station display:
      - ◇ Line 1 – DATE/TIME
      - ◇ Line 2 – MONITORING
  - c. Unplug the power cord and USB cable from the base station.
5. Refresh the client's *Equipment* page to confirm that the status of the new base station is *Assigned to Client*.  
Wired SCRAM Base Station Only
  6. Give the base station to the client.  
Wired SCRAM Base Station  
Include the:
    - Phone cable if analog phone line being used.
    - MultiConnect AW wireless device and device power cord if cellular network being used.
    - Ethernet cable if Internet being used.Wireless SCRAM Base Station  
Give the client a copy of the "Install Wireless SCRAM Base Station at Monitoring Location" quick sheet. The quick sheet is available on the SCRAMNET *Help* page.

## **REMOVE SCRAM BASE STATION**

Perform the following steps when the client arrives with the base station being removed.

1. Set the SCRAM equipment to *Pending Removal*.
  - a. Access the client's *Equipment* page.
  - b. Click the **Remove Base Station** button in the base station row and complete the process.  
The status of the base station is set to *Pending Removal*.

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**Note:** If a wireless SCRAM Base Station is being removed, the status of that device is immediately set to *In Inventory*.

2. Open the Direct Connect application.  
Wired SCRAM Base Station Only
3. Connect the base station with the Direct Connect application.  
Wired SCRAM Base Station Only
  - a. Plug the power cord into the old base station and into an electrical outlet.
    - » Base station display:
      - ◇ Line 1 – DATE/TIME
      - ◇ Line 2 – CHECK PHONE LINE
    - b. Plug the small (mini-B type) USB connector into the base station.  
At this time:
      - » Base station status in the Direct Connect application:  
*Idle -> Communicating*
      - » Base station display:
        - ◇ Line 1 – DIRECT CONNECT
        - ◇ Line 2 – ONLINE
      - » Any remaining data is transferred from the base station to SCRAMNET.
      - » The base station software is checked and updated, if necessary.  
When complete:
      - » Base station status in the Direct Connect application:  
*Communication Complete*
      - » Base station display:
        - ◇ Line 1 – STORAGE MODE
  - c. Unplug the power cord and USB cable from the base station.

## ***REPLACE BATTERY IN SCRAM CAM BRACELET***

1. Complete the Bracelet Maintenance process.
  - a. Access the client's *Equipment* page.
  - b. Click the **Maintenance** link.
  - c. Select the **Battery, Faceplate, and Exhaust Cap Replaced** check box.
  - d. Click the **Complete Bracelet Maintenance** button.  
The bracelet re-initialization, which must be performed each time the bracelet is removed, will begin the next time that the bracelet communicates with SCRAMNET using Direct Connect.
2. Remove the bracelet.
  - a. On the buckle, place the shear cutter tips into the two holes where the tamper clips meet.

- 
- b. Press down firmly.
    - c. Squeeze the shear-cutter handles until the plastic center breaks and the two pieces separate from the buckle cover.
    - d. Using the T10 screwdriver, loosen the two retaining screws.
    - e. Pull the strap back through the buckle, removing the bracelet from the client's ankle.
  3. Remove the old faceplate.
    - a. Insert the Faceplate Removal Tool into the slots on the right side of the bracelet.
    - b. Press the tool in until the faceplate disengages.
    - c. Remove the faceplate.

**Note:** Discard the faceplate as it is a "single-use-only component."
  4. Remove the old battery.
    - a. Place your finger tip on the edge of the negative (flat) side of the battery.
    - b. Pull up on the battery, removing it from the bracelet.

**Note:** Discard the battery.
  5. Install the new battery.
    - a. Look closely for the outline of a battery at the bottom of the battery slot and insert the battery, starting with the positive side being pushed against the bottom side of the battery slot and pushing down on the negative (flat) side, which faces up towards the serial number.

A small, **green** light on the bracelet will turn on for 5 seconds.
  6. Install the new faceplate.
    - a. Place the faceplate on the bracelet with the battery side flush with the case.

**Note:** The faceplate is designed to align in only one direction.
    - b. Starting on the top-right side and going clockwise, press down firmly on each corner of the faceplate with your thumb.

You should hear a pronounced click as you push each corner of the faceplate.

**Warning:** Moisture may enter under the faceplate if these instructions are NOT followed.
  7. Attach the bracelet to the client.
    - a. Open the bracelet.
    - b. Place the bracelet no more than an index finger above the right or left ankle with the SERIAL NUMBER FACING UP.
    - c. Feed the strap through the buckle and completely tighten. The bracelet should be able to be rotated slightly, but not past the shin bone.
-

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**Important Note:** To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. An "Open Strap Detected" event will be generated if the strap is not properly aligned.

- d. Tighten the retaining screws until the two sides of the buckle are flush.
8. Open the Direct Connect application.
9. Connect the Direct Connect device with your computer.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then both remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*
10. Attach the Direct Connect device to the bracelet.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
11. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

Bracelet status in the Direct Connect application: *Communicating*

On the Direct Connect device, the **red** light turns off while the **blue** light remains on.

At this time:

    - 1) The bracelet initialization process begins.
    - 2) The initial alcohol reading is uploaded to SCRAMNET.

When complete:

    - » The **blue** light on the Direct Connect device turns off for approximately 10 seconds then both lights turn back on.
    - » Bracelet status in the Direct Connect application: *Communication Complete*

**Note:** After 1 minute, the status changes to: *Waiting for Bracelet*
  - b. Remove the Direct Connect device from the bracelet.
12. Verify that re-initialization has started.
  - a. In SCRAMNET, access the client's *Reports* page.
  - b. Click the Communication sub-tab.
  - c. Verify by looking at the current top **Date/Time** link that the base station has recently communicated with SCRAMNET.
  - d. Open the communication and verify that a "Initial Baseline Reading Taken" message appears.

- 
- e. If the message does NOT appear, contact AMS Customer Services.
13. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.

## ***RE-INITIALIZE SCRAM CAM BRACELET***

1. Complete the Bracelet Maintenance process.
  - a. Access the client's *Equipment* page.
  - b. Click the **Maintenance** link.
  - c. Select the check box that represents the bracelet maintenance activity that was just completed.
  - d. Click the **Complete Bracelet Maintenance** button.

The re-initialization will begin the next time that the bracelet communicates with SCRAMNET using Direct Connect.
2. Attach the bracelet to the client.
  - a. Place the bracelet no more than an index finger above the right or left ankle with the SERIAL NUMBER FACING UP.
  - b. Feed the strap through the buckle and completely tighten.

The bracelet should be able to be rotated slightly, but not past the shin bone.

**Important Note:** To properly align the bracelet strap, ensure that the tooth alignment tab is positioned between two teeth when the buckle is tightened. For a CAM+HA client, an "Open Strap Detected" event will be generated if the strap is not properly aligned.
  - c. Using the T10 screwdriver, tighten the retaining screws until the two sides of the buckle are flush.
3. Open the Direct Connect application.
4. Connect the Direct Connect device with your computer.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*
5. Attach the Direct Connect device.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
6. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

At this time:

- » Bracelet status in the Direct Connect application:  
*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 bracelet software is checked and updated, if necessary.

When complete:

- » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
  - » Bracelet status in the Direct Connect application:  
*Communication Complete*
- Note:** After 10 seconds, the status changes to: *Waiting for Bracelet*

- b. Remove the Direct Connect device.
7. Verify that re-initialization has started.
  - a. In SCRAMNET, access the client's *Reports* page.
  - b. Click the Communication sub-tab.
  - c. Verify by looking at the top **Date/Time** link that the base station has recently communicated with SCRAMNET.
  - d. Open the communication and verify that a "Initial Baseline Reading Taken" message appears.
  - e. If the message does NOT appear, contact AMS Customer Services.
8. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.

## ***PERFORM OBSERVED IR READINGS***

1. Wake up the bracelet.
  - a. Momentarily place the magnet on the top right side of the bracelet.  
In approximately 15 seconds, the bracelet pump will run—indicated by a buzz.
2. Repeat Step 1a.
  - a. Repeat step 1a every 60 seconds until the desired number of readings are taken. AMS recommends at least five readings.
3. Open the Direct Connect application.
4. Connect the Direct Connect device with your computer.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.  
The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then remain on.  
Bracelet status in the Direct Connect application: *Waiting for Bracelet*

- 
5. Attach the Direct Connect device to the bracelet.
    - a. Align the Direct Connect device with the top of the bracelet.
    - b. Slide the Direct Connect device down over the bracelet.
  6. Wake up the bracelet.
    - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

At this time:

- » Bracelet status in the Direct Connect application:  
*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 bracelet software is checked and updated, if necessary.

When complete:

- » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
- » Bracelet status in the Direct Connect application:  
*Communication Complete*

**Note:** After 10 seconds, the status changes to: *Waiting for Bracelet*

- b. Remove the Direct Connect device from the bracelet.
7. Notify AMS Customer Services that observed IR readings have been taken.

## ***PERFORM SCRAM CAM BRACELET HARD RESET***

1. Perform preliminary steps.
  - a. Re-initialize the bracelet.
    - 1) In SCRAMNET, access the client's *Equipment* page.
    - 2) Click the **Maintenance** link.
    - 3) Enter a date.
    - 4) Select the **Fit Adjustment** check box.
    - 5) Click the **Complete Bracelet Maintenance** button.  
The re-initialization will begin when the hard reset process is complete.
  - b. Open the Direct Connect application.
  - c. Remove the bracelet.
  - d. Remove the bracelet faceplate and battery.  
**Note:** Discard battery and faceplate as both are "single-use-only" components.
2. Perform a hard reset.
  - a. Attach the Direct Connect device to the bracelet and connect the USB cable between the device and your computer.



- 
- b. Place the magnet on the Direct Connect device where the word "magnet" appears.
  - c. After 30 seconds, with the magnet still held on the device, install a new battery.
  - d. Immediately remove the magnet.  
On the Direct Connect device, the **red** light turns off while the **blue** light remains on.
  - e. When both lights on the Direct Connect device turn back on and the status on the Direct Connect application displays *Communication Complete*, remove the device from the bracelet.
3. Perform final steps.
    - a. Install a new faceplate.
    - b. Attach the bracelet.
    - c. Verify that the re-initialization has started:
      - 1) In SCRAMNET, access the client's *Reports* page.
      - 2) Click the Communication sub-tab.
      - 3) Verify by looking at the current top **Date/Time** link that SCRAMNET has received bracelet readings.
      - 4) Open the communication and verify that a "Initial Baseline Reading Taken" message appears.
    - d. Wake up the bracelet to ensure that the pump runs.
    - e. Insert the tamper clips into the buckle slots and squeeze together until you hear a distinct click.

## ***PERFORM MANUAL DATA UPLOAD***

1. Open the Direct Connect application.
2. Connect the Direct Connect device with the Direct Connect application.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.  
The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then remain on.  
Bracelet status in the Direct Connect application: *Waiting for Bracelet*
3. Attach the Direct Connect device to the bracelet.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
4. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word Magnet appears.

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At this time:

- » Bracelet status in the Direct Connect application:  
*Communicating*
- » On the Direct Connect device, the **red** light turns off while the **blue** light remains on.
- » Any remaining data is transferred from the bracelet to SCRAMNET.
- » The bracelet software is checked and updated, if necessary.

When complete:

- » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
- » Bracelet status in the Direct Connect application:  
*Communication Complete*

**Note:** After 10 seconds, the status changes to: *Waiting for Bracelet*

- b. Remove the Direct Connect device.
5. Access the client's *Reports/Communication* page to verify that all data was retrieved from the bracelet.

## SUPERVISION MODIFICATION

### ***ADD HOUSE ARREST TO EXISTING CAM CLIENT***

1. In SCRAMNET, navigate to the client who is having house arrest activated.
2. On the client's *General* page, click the Monitoring sub-tab.  
The *Client Monitoring* page appears.
3. Select the 'CAM + House Arrest' option in the *Monitoring Types* drop-down list.
4. The options in the CAM + House Arrest Settings section defaults to the Agency-level settings. Make any changes to the parameters that will be unique to the client.
5. If you wish to establish an expedited communication standard, select the left button in the Optional Services section.
6. The Priority Notification Settings section will only appear when priority notification is selected. Like the House Arrest settings, the Priority Notification settings default to the Agency-level settings. Make any necessary changes.
7. Click the **Complete Change Monitoring** button.  
House arrest monitoring will begin the next time that the bracelet and base station communicate.
8. Select a base station, setting the status to *Pending Assignment*.
9. Ensure that the base station is fully charged.

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## WIRED OR WIRELESS SCRAM BASE STATION NOT ASSIGNED

If a wired or wireless SCRAM Base station was not previously assigned, instruct the client to come into the office and perform the following steps.

1. Determine the communication method.

### Cellular/WI-FI

The wireless SCRAM Base Station allows data to be quickly uploaded to SCRAMNET using either cellular or WI-FI services.

### Internet Service

To use the ethernet port on the base station, using the proper tool such as needle-nose pliers, carefully remove the clear, plastic plug from the Ethernet port. Damage may occur if the plug is improperly removed. If the client has an Internet modem or router installed, use an Ethernet cable to connect the base station to an available network port to send data back to SCRAMNET using the client's Internet service.

**Important Note:** AMS has no control over the reliability of the client's Internet service and AMS Customer Services should NOT be contacted if Internet services are interrupted. It is the client's responsibility to contact his/her Internet Service Provider should an interruption occur.

### Analog Phone Line

An analog phone line can be used to transmit client data to SCRAMNET.

### Wireless

The MultiConnect AW wireless device can be used to transmit the client's data to SCRAMNET using a cellular network. Two versions of the device are available for your use. Both function in the same way using two generations of wireless communication technology.

### Direct Connect

In some cases, you may want the client to come in to the office on a regular basis for a face-to-face meeting. In this situation, Direct Connect can be used during that meeting to upload the client's data. Direct Connect must be used if the three previous communication methods cannot be used. There is no need to assign a base station if Direct Connect is going to be used to upload data.

2. Open the Direct Connect application.
3. Attach the Direct Connect device to the bracelet.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
4. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

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At this time:

- » Bracelet status in the Direct Connect application:  
*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 bracelet software is checked and updated, if necessary.

When complete:

- » The **blue** light turns off for approximately 5 seconds then both lights turn back on.
- » Bracelet status in the Direct Connect application:  
*Communication Complete*

**Note:** After 10 seconds, the status changes to: *Waiting for Bracelet*

- b. Remove the Direct Connect device from the bracelet.

5. Connect the base station with your computer.

Wired SCRAM Base Station Only

- a. Plug the power cord into the new base station and into an electrical outlet.
  - » Base station display:
    - ◇ Line 1 – STORAGE MODE
    - ◇ Line 2 – BATTERY CHARGED
- b. Plug the small (mini-B type) USB port into the base station.

At this time:

- » Base station status in the Direct Connect application:  
*Idle -> Communicating*
  - » Base station display:
    - ◇ Line 1 – DIRECT CONNECT
    - ◇ Line 2 – ONLINE
- The base station assignment process begins.
- 1) Any remaining data is transferred from the base station to SCRAMNET.
  - 2) The base station software is checked and updated, if necessary.
  - 3) Client parameters are loaded on the base station.

When complete:

- » Base Station status in the Direct Connect application:  
*Communication Complete*
- » Base station display:
  - ◇ Line 1 – TIME/DATE
  - ◇ Line 2 – MONITORING

- c. Unplug the power cord and USB cable from the base station.

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6. Give the base station to the client.

Wired SCRAM Base Station

Include the:

- Phone cable if analog phone line being used.
- MultiConnect AW wireless device and device power cord if cellular network being used.
- Ethernet cable if Internet being used.

Wireless SCRAM Base Station

Give the client a copy of the "Install Wireless SCRAM Base Station at Monitoring Location" quick sheet. The quick sheet is available on the SCRAMNET *Help* page.

An *Installation Incomplete* alert will be generated if the client does NOT properly install the SCRAM equipment in the home. If this occurs, hover over the **yellow Information** icon for House Arrest that appears on the client's *General* page.

Resolve any installation criterion that are NOT completed:

- *Client parameters sent to base station* – Contact the client to again unplug and re-plug in the base station. If the criterion is NOT set to "Yes", instruct the client to come into the office to connect the base station to your computer using the Direct Connect USB cable so the base station can communicate with SCRAMNET.
- *Client parameters sent to bracelet* – Contact the client to come into the office to attach the Direct Connect device and wake up the bracelet.
- *Initial baseline reading taken* – Contact the client to come into the office to attach the Direct Connect device and wake up the bracelet, and connect the base station to your computer using the Direct Connect USB cable so the base station can communicate with SCRAMNET.
- *Bracelet Strap Closed* – Contact the client to come into the office to refit the bracelet.
- *Successful call from Base Station* – Contact the client to determine why the communication method being used (analog phone line, Internet, wireless) is not functioning correctly.
- *First-found bracelet in range* – Contact the client to again unplug and re-plug in the base station and stay within the range of the base station until the criterion is set to "Yes". If the criterion cannot be set to "Yes", instruct the client to come into the office to attach the Direct Connect device and wake up the bracelet, and connect the base station to your computer using the Direct Connect USB cable so the base station can communicate with SCRAMNET.

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# CLOSING TASKS

## ***CHECK IN SCRAM EQUIPMENT***

### WHEN CLIENT ARRIVES

Perform the following steps when the client arrives to be removed from the SCRAM Systems Program.

1. Set the SCRAM equipment to *Pending Removal*.
  - a. Access the client's *Equipment* page.
  - b. If a MultiConnect AW wireless device is assigned to the client, click the **Remove MultiConnect** link to unassign the wireless device.
  - c. Click the **Stop Monitoring** button and complete the process.

The status of the SCRAM equipment is set to *Pending Removal*.

**Note:** If a wireless SCRAM Base Station is being unassigned, the status of that device is immediately set to *In Inventory*.
2. Open the Direct Connect application.
3. Connect the Direct Connect device with the Direct Connect application.
  - a. Plug the small (mini-B type) USB connector into the Direct Connect device.
  - b. Plug the large (A type) USB connector into a USB port on your computer.

The **red** and **blue** lights on the Direct Connect device blink for approximately 5 seconds then both remain on.

Bracelet status in the Direct Connect application: *Waiting for Bracelet*
4. Attach the Direct Connect device to the bracelet.
  - a. Align the Direct Connect device with the top of the bracelet.
  - b. Slide the Direct Connect device down over the bracelet.
5. Wake up the bracelet.
  - a. Momentarily place the magnet on the Direct Connect device where the word "magnet" appears.

At this time:

    - » Bracelet status in the Direct Connect application: *Communicating*
    - » On the Direct Connect device, the **red** light turns off while the **blue** light remains on.
    - » Any remaining data is transferred from the bracelet to SCRAMNET.
    - » The bracelet software is checked and updated, if necessary.

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When complete:

After 30 seconds to 2 minutes:

» The **blue** light turns off for approximately 5 seconds then both lights turn back on.

» Bracelet status in the Direct Connect application:  
*Communication Complete*

After 1 minute, the status changes to: *Waiting for Bracelet*

The bracelet is now back in inventory and available for use on another client after being cleaned.

b. Unplug the USB cable from the Direct Connect device and remove the Direct Connect device from the bracelet.

6. Connect the base station with the Direct Connect application.  
Wired SCRAM Base Station Only

a. Plug the power cord into the old base station and into an electrical outlet.

» Base station display:

◇ Line 1 - DATE/TIME

◇ Line 2 - CHECK PHONE LINE

b. Plug the small (mini-B type) USB connector into the base station.

At this time:

» Base station status in the Direct Connect application:  
*Idle -> Communicating*

» Base station display:

◇ Line 1 - DIRECT CONNECT

◇ Line 2 - ONLINE

» Any remaining data is transferred from the base station to SCRAMNET.

» The base station software is checked and updated, if necessary.

When complete:

» Base station status in the Direct Connect application:  
*Communication Complete*

» Base station display:

◇ Line 1 - STORAGE MODE

c. Unplug the power cord and USB cable from the base station.

7. Remove the bracelet.

a. On the buckle, place the shear cutter tips into the two holes where the tamper clips meet.

b. Press down firmly.

c. Squeeze the shear-cutter handles until the plastic center breaks and the two pieces separate from the buckle cover.

d. Using the T10 Screwdriver, loosen the two retaining screws.

e. Pull the strap back through the buckle, removing the bracelet from the client's ankle.

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## ***CLEAN/DISINFECT SCRAM EQUIPMENT***

To avoid damaging SCRAM equipment, use only cleaning and disinfecting products approved by SCRAM Systems as listed below.

**NEVER USE CITRUS/PINE-BASED CLEANING PRODUCTS OR ALCOHOL AND/OR ALCOHOL-CONTAINING CLEANING PRODUCTS.**

### APPROVED PRODUCTS

- Sporidicin® Disinfectant (USA)
- SporeClear™ Disinfectant (outside of USA)
- Windex® Multisurface Disinfectant Cleaner (yellow Windex)
- Clorox Healthcare® - Bleach Germicidal Cleaner
- Cidex OPA® Disinfectant Cleaner

### SPORICIDIN/SPORECLEAR

Sporidicin (USA) is available to order online or from SCRAM Systems, SporeClear (outside of USA) is only available online. Both products are strongly recommended for disinfecting all SCRAM ankle bracelets. These are medical-grade disinfectants that do NOT contain alcohol and kill 100% of disease and odor-causing organisms\*.

To disinfect a SCRAM bracelet using either of these products:

1. If the situation warrants, remove the faceplate and bracelet straps.
2. Spray on and allow surfaces to remain wet for 10 minutes.
3. Rinse with water or wipe surfaces.
4. Dry with a paper towel or cloth.
5. If the bracelet straps were removed, install bracelet straps and faceplate.

### WINDEX

Windex Multisurface Disinfectant Cleaner (yellow Windex) is readily available at most department stores and home improvement stores. It does not contain alcohol, is approved for all SCRAM Systems products, and kills 99.9% of all germs and bacteria\*. To disinfect device using this product:

1. Spray on and allow surfaces to remain wet for 10 minutes.
2. Wipe surfaces dry with a paper towel or cloth.

### CLOROX HEALTHCARE

The Clorox Healthcare Bleach Germicidal Cleaner, also available at most department stores and home improvement stores, is effective against 50 pathogens. Also EPA-registered to kill outbreak-causing viruses such as Norovirus, MERS-CoV, SARS-CoV, influenza A and B, and Enterovirus D68\*. To disinfect device using this product:

1. Spray on and allow surfaces to remain wet for 1 minute.
2. Wipe surfaces dry with a paper towel or cloth.



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## CIDEX OPA

CIDEX OPA Disinfectant Cleaner provides a broad-spectrum activity against bacteria, mycobacteria, viruses and fungi. To disinfect device using this product:

1. Spray on and allow surfaces to remain wet for 12 minutes.
2. Wipe surfaces dry with a paper towel or cloth.

## GENERAL INFORMATION

*Handle all previously worn SCRAM ankle bracelets with gloves and a facemask prior to disinfecting.*

If you feel a piece of SCRAM equipment may pose a specific health hazard, minimize the number of people who come into contact with the device and dispose of it in a sealed, plastic bag.

Contact SCRAM Systems Customer Services at 303.785.7879 or support@scramsystems.com with the serial number of the device being removed and/or decremented from your inventory. **DO NOT return the device to SCRAM Systems.**

\*According to manufacturer's published claims

## ALERT AND EVENTS

### ***CAM ALERTS***

Alerts	Description
<b>Alcohol Detected Alert</b>	Generated when the bracelet generates three consecutive readings above 0.020 with at least one of those readings above the agency-selected threshold, which indicates that the client has consumed alcohol.
<b>Potential Tamper Alert</b>	Generated when there is an unacceptable change in IR voltage from the previous readings, which indicates that the client has inserted something under the bracelet in order to inhibit the testing of alcohol.
<b>Potential Removal Alert</b>	Generated when the client cuts the strap or removes the bracelet without damaging the strap. This alert may indicate that supervisory personnel replaced the bracelet battery.
<b>Critical Comm. Alert</b>	Generated when the bracelet does not communicate with the base station for 48 hours, the bracelet does not communicate with Direct Connect for 48 hours after the scheduled download time, or the base station does not communicate with SCRAMNET for 48 hours.
<b>Comm. Alert</b>	Generated when the bracelet does not communicate with the base station for 24 hours, the bracelet does not communicate with Direct Connect for 24 hours after the scheduled download time, or the base station does not communicate with SCRAMNET for 24 hours.

Alerts	Description
<b>Replace Equipment Alert</b>	Generated when data indicates that an equipment problem requires immediate replacement.
<b>Equipment Assignment Alert</b>	Generated when the base station is unable to download setup information from SCRAMNET, a problem occurs during setup, or the bracelet fails to start the setup process or complete it within the time limit.
<b>Replace Battery/Faceplate Alert</b>	Auto-generated every 90 days after a new battery is installed in the bracelet when the bracelet is using the base station or Direct Connect to upload readings to SCRAMNET. The alert is generated after 60 days if the bracelet is being used on a house arrest client.
<b>Battery Low Alert</b>	Generated when the battery on the bracelet needs to be replaced.
<b>Perform Strap Maintenance Alert</b>	Generated when the bracelet detects that the buckle strap or long strap on the bracelet needs to be replaced.

## ***HOUSE ARREST ALERTS/EVENTS***

Alerts/Events	Description
<b>Base Station Battery Depleted Alert</b>	Generated just prior to the base station battery being completely drained.
<b>Base Station Called from Wrong Number Alert</b>	Generated when the phone number that the base station is calling in from does NOT match the phone number previously entered in SCRAMNET.
<b>Base Station Housing Tamper Alert</b>	Generated when the base station detects that the battery cover is not properly attached.
<b>Base Station Housing Tamper Restored Alert</b>	Generated when the base station detects that the cover has been correctly installed.
<b>Base Station Self-Test Failure – Replace Alert</b>	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.
<b>Bracelet Self-Test Failure – Replace Alert</b>	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.
<b>Bracelet Strap Closed Alert</b>	Generated when the base station receives the date and time that the strap was fed through the buckle and tightened.
<b>Bracelet Strap Open Alert</b>	Generated when the base station receives the date and time that the bracelet was cut.
<b>Bracelet Strap Remains Open Alert</b>	Generated 24 hours after the Bracelet Strap Open alert is generated. Will be re-generated every 24 hours until the bracelet straps are replaced.

Alerts/Events	Description
<b>Detected RF Hacking Alert</b>	Generated when a client attempts to mimic or "hack" the RF signal being sent from the bracelet to the base station.
<b>Extended Pending Assignment – Base Station Alert</b>	Generated when the base station is NOT put into the <i>Assigned to Client</i> status within 24 hours of being put into the <i>Pending Assignment</i> status.
<b>Extended Pending Assignment – Bracelet Alert</b>	Generated when the bracelet is NOT put into the <i>Assigned to Client</i> status within 24 hours of being put into the <i>Pending Assignment</i> status.
<b>Failed to Leave Alert</b>	Generated when the client does NOT leave the home by the start time of a "Must Leave" leave window.
<b>Failed to Return Alert</b>	Generated when the client does NOT return to the home by the end time of "May Leave" or "Must Leave" leave window.
<b>Installation Complete Alert</b>	Generated when all of the installation tasks have been completed.
<b>Installation Incomplete Alert</b>	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.
<b>Late Leave Alert</b>	Generated when the client leaves the home after the start time of a "Must Leave" leave window.
<b>Late Leave with RF Interference Alert</b>	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.
<b>Late Return Alert</b>	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.
<b>Low Base Station Battery Alert</b>	Generated when the base station's battery falls below the operational threshold.
<b>Low Bracelet Battery Alert</b>	Generated approximately 3 days prior to the expected failure of the bracelet battery.
<b>Open Strap Detected Alert</b>	Generated immediately after the base station detects that the bracelet strap has been cut.
<b>Power Loss Alert</b>	Generated when the base station loses AC power and is operating on the backup battery.
<b>Power Restore Alert</b>	Generated when AC power is re-applied to the base station.
<b>Return from Unauthorized Leave Alert</b>	Generated when the client returns to the home from an unauthorized leave, unless that client returns during an authorized leave window.
<b>Telephone Restore Alert</b>	Generated when phone service is interrupted then re-established.

Alerts/Events	Description
<b>Unauthorized Leave Alert</b>	Generated when a client moves outside the range of the base station at a time when that client is not allowed to do so.
<b>Unauthorized Return Alert</b>	Generated when the client returns to the home before the end time of a "Must Leave" leave window.

## TROUBLESHOOTING

Issue	Indication	Recommended Action
<b>Bracelet will not power up/no green light</b>	Indicates that the bracelet is not powering up.	<p>Replace bracelet battery.</p> <p>Perform a bracelet reset:</p> <ol style="list-style-type: none"> <li>1. Remove battery.</li> <li>2. Hold magnet on upper-left corner of bracelet.</li> <li>3. Reinsert battery.</li> </ol> <p>Contact AMS.</p>
<b>Bracelet will not communicate with base station</b>	Indicates that the bracelet is not communicating and transferring data to the base station.	<p>Instruct client to read information from base station.</p> <p>Instruct client to read the base station serial number and verify that the number matches the serial number displayed on the client's Equipment page.</p> <p>Wake bracelet with magnet and observe if the base station begins reading information from bracelet.</p> <p>Perform bracelet hard reset:</p> <ol style="list-style-type: none"> <li>1. Remove battery.</li> <li>2. Hold magnet on upper-left corner of bracelet.</li> <li>3. Reinsert battery.</li> </ol> <p>Contact AMS.</p>
<b>Alcohol detected during installation</b>	Indicates that the bracelet is measuring alcohol when the bracelet is assigned, which is preventing initialization and baseline.	<p>Ensure that no sanitizers or cleaners are being used on the bracelet or client other than water or Sporicidin.</p> <p>Perform a breathalyzer test to ensure that no breath alcohol is present and that client has not been drinking.</p> <p>Replace the faceplate, perform observed readings, then use Direct Connect on the bracelet.</p> <p>Assign another bracelet. If alcohol is still present, the client may be emitting alcohol or there is an interferant on the client or installer.</p>

Issue	Indication	Recommended Action
<b>Bracelet submerged in water</b>	Indicates that the bracelet may not be operational or operating incorrectly due to water being in the bracelet electronics and/or pump.	<p>Visually inspect the bracelet for water or condensation in the clear window on top of bracelet.</p> <p>Look inside for signs of water or battery rust.</p> <p>Question client regarding bathing, swimming, sauna, steam room, walking in puddles, or using water in work environment.</p>
<b>Bracelet battery draining quickly/ Low Battery alerts</b>	Indicates that battery in the bracelet requires replacement before the scheduled time. (90 days CAM monitoring or 60 days CAM+HA monitoring)	<p>Determine if the client has been excessively waking up the bracelet with a magnet.</p> <p>Check for water damage.</p> <p>Replace battery with a new battery from an unopened package.</p> <p>Contact AMS if a Low Battery alert is generated again before the scheduled maintenance.</p>
<b>Build up on inside of bracelet</b>	Indicates that a build up of material on the inside area of bracelet may be causing alerts to be generated.	<p>Ensure that the client understands proper procedures for cleaning under the bracelet.</p> <p>Determine if the issue is intentional or a hygiene issue.</p> <p>Remove the bracelet and straps. Clean the pogo pins with a toothbrush and lint free cloth. Reinstall straps and bracelet on client.</p>

# PRODUCT SPECIFICATIONS

## ***BRACELET***

Dimensions:	5.9 cubic inches (appx. 2.8" tall x 2.8" wide x 0.75" deep)
Weight:	5.8 oz. (164 grams)
Solid Object and Water Resistance Rating:	IEC 60529: IP24 - Ingress resistant to solid objects larger than 12mm and water spray from any direction.
Operating Conditions:	Intended for indoor/outdoor use. May be used in wet locations but not submerged.
Relative Humidity:	95% non-condensing humidity.
Max Operating Altitude:	10,000 feet (3,048 meters)
Pollution Degree (UL 61010-1):	POLLUTION DEGREE 2: only non-conductive pollution occurs except that occasionally a temporary conductivity caused by condensation is expected.
Operating Temperature:	59° - 113°F (15° - 45°C)
Strap Material:	Hypoallergenic, industrial-grade thermo-plastics, embedded steel cable
Monitoring Options:	Continuous Alcohol Monitoring (CAM) and House Arrest (HA)
Testing Interval:	Collects continuously - controlled sample tested every 30 minutes
Memory (storage):	Onboard up to 160 days of readings
Battery Life:	90 days CAM, 60 days CAM+HA, field replaceable
Tamper Detection:	Strap, temperature, obstruction, body mass, faceplate removal
Alert Notification:	User Configurable e-mail or text

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## **BASE STATION**

Dimensions:	Appx. 3.00" tall x 6.00" wide x 6.00" deep
Weight:	15.0 oz. (425 grams)
Range:	35 - 150 foot radius
Backup Battery:	48 hours
Memory (storage):	Onboard up to 30 days of readings
Tamper:	Unplugged, housing breach, power failure, potential movement (power failure and unplugged phone line)
Communication:	Landline or Ethernet (external device required for cellular)
Client Communication:	LCD
Firmware Updates:	Direct Connect via mini-USB
Antennas:	Two internal multi-directional antennas

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## **WIRELESS BASE STATION**

Dimensions:	Appx. 3.00" tall x 6.00" wide x 6.00" deep
Weight:	16.5 oz. (469 grams)
Range:	35 - 150 foot radius
Backup Battery:	48 hours
Memory (storage):	Onboard up to 30 days of readings
Tamper:	Unplugged, housing breach, power failure, potential movement
Communication:	Cellular or WI-FI
Client Communication:	LCD
Firmware Updates:	Cellular or WI-FI
Antennas:	Two internal multi-directional antennas



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# NOTES

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# NOTES





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