



SCRAM[®]
G P S



SCRAM GPS[®]

Quick Reference Guide

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Please read, understand, and follow all information contained in this manual prior to using the SCRAM GPS bracelet. Retain this manual for future reference.

Patents: www.scrampatents.com

Intended Use

The SCRAM GPS Bracelet is part of a location tracking and 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 or on SCRAMNET Help page and follow instructions to avoid injury.

Cleaning

Properly clean and disinfect SCRAM GPS 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-based cleaning products.

Battery Warnings

Caution - 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 battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

To recharge use only the provided SCRAM GPS charger. Connect the external charger by sliding terminal connector into the housing slot.

Regulatory Information - English

United States

Model GPS-600

Input 5V  3A

FCC ID P8M-GPS-600

Certified to ANSI/UL STD 60950-1

CDMA VERSION

Model GPS-610

FCC ID P8M-GPS-610



This device complies with part 15 of the FCC Rules. Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference to radio or television reception the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Canada

Input 5V  3A

IC:8549A-GPS600

PMN: GPS-600

HVIN: GPS-600

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

CDMA VERSION

IC: 8549A-GPS610

PMN: GPS-610

HVIN: GPS-610



This device complies with Industry Canada license-exempt RSS standard(s).
Operation is subject to the following two conditions:

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

Regulatory Information - Spanish

Estados Unidos

Modelo GPS-600

Entrada 5V  3A

FCC ID P8M-GPS-600

CDMA VERSION

Modelo GPS-610

FCC ID P8M-GPS-610

Certificado por ANSI/UL STD 60950-1



Este aparato cumple con la parte 15 de las Reglas de la FCC. El funcionamiento de este aparato está sujeto a las siguientes dos condiciones:

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

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

Nota: Este equipo ha sido evaluado y se encontró que cumple con los límites para un aparato digital de la Clase B, conforme con la parte 15 de las Reglas de la FCC. Estos límites están diseñados para proporcionar una protección razonable contra la interferencia dañina en una instalación residencial. Este equipo genera, usa y puede irradiar la energía de frecuencia de radio y, si no se instala y se usa conforme con las instrucciones, puede provocar interferencias dañinas a las comunicaciones de radio. Si este equipo provoca interferencias dañinas a la recepción de radio o televisión, se alienta al usuario a intentar corregir la interferencia con una o más de las siguientes medidas:

- Reorientar o reubicar la antena receptora.
- Aumentar la separación entre el equipo y el receptor.
- Consultar con el proveedor o con un técnico de radio/TV experimentado para obtener ayuda.

Canadá

Entrada 5V  3A

IC:8549A-GPS600

PMN: GPS-600

HVIN: GPS-600

CDMA VERSION

IC: 8549A-GPS610

PMN: GPS-610

HVIN: GPS-610

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



Este aparato cumple con el(los) estándar(es) de la licencia de la Industria Canadiense - 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.

Regulatory Information - French

États-Unis

Modèle GPS-600

Entrée 5V ——— 3A

ID FCC P8M-GPS-600

Certifié ANSI/UL STD 60950-1

CDMA VERSION

Modele GPS-610

FCC ID P8M-GPS-610



Cet appareil est conforme à l'article 15 du règlement de la FCC. L'exploitation de cet équipement est assujettie aux deux conditions suivantes:

1. Cet appareil ne doit pas émettre d'interférences indésirables, et
2. Cet appareil doit accepter toutes les interférences reçues, notamment celles pouvant provoquer un fonctionnement indésirable.

Des changements ou des modifications sur cet appareil qui ne sont pas expressément approuvées par SCRAM Systems peuvent annuler le droit de l'utilisateur à exploiter l'équipement.

Remarque: Cet équipement a été testé et est conforme aux limites d'un appareil numérique de classe B, en vertu du paragraphe 15 du règlement de la FCC. Ces limites ont été établies pour fournir une protection raisonnable contre des interférences préjudiciables dans un environnement résidentiel. Cet équipement génère, utilise et peut rayonner de l'énergie HF et, s'il n'est pas installé et utilisé selon les instructions, peut générer des interférences préjudiciables aux radiocommunications. Si cet équipement génère des interférences préjudiciables à la réception de la radio ou de la télévision, l'utilisateur est invité à essayer de corriger l'interférence en utilisant une ou plusieurs parmi les mesures suivantes:

- Réorientez ou déplacez l'antenne réceptrice.
- Augmentez la distance entre l'équipement et le récepteur.
- Contactez le revendeur ou un technicien radio/télévision qualifié.

Canada

Entrée 5V  3A

IC:8549A-GPS600

PMN : GPS-600

HVIN : GPS-600

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

CDMA VERSION

IC: 8549A-GPS610

PMN: GPS-610

HVIN: GPS-610



Cet appareil est conforme aux normes RSS d'exemptions de licence d'Industrie 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.

24 / 7 Technical Support

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

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INTRODUCTION

This guide contains the core activities that you might perform when logging into SCRAMNET GPS, setting up the site, or adding and managing an offender who has been enrolled in the SCRAM Systems® Program. A *Glossary of Terms* and *Alert/Event Definitions* are also included for easy reference.

GLOSSARY OF TERMS

Alerts – A generic term that refers to events that can potentially generate notifications. This term is often used interchangeably with events.

Events – A generic term that is used to describe any bracelet-related occurrence that can be displayed in the Event Details window. Events can be informational, such as plugs and unplugs, or they can represent a critical incident that needs immediate attention.

Messages – Refers to the actual data that is sent by a bracelet to the system. Messages include a variety of information including location, battery status, bracelet status, and event information.

Notifications – Notifications are emails and/or text messages that are sent to recipients when designated events are generated.

Onboard Zones vs. Exclusion / Inclusion Zones – Onboard zones can only be circular. Eight exclusion zones and two inclusion zones can be established for each offender.

Violations – Violations refer to events where the offender has entered or exited a zone when a schedule required him to be either in (inclusion zones) or out (exclusion zones) of the zone. Exclusion zones always have a 24/7 schedule. Neutral zones automatically generate alerts, but have no schedules and therefore no violations.

Log On SCRAMNET GPS

To log on to the SCRAMNET GPS website:

1. Go to <https://insight.gryphex.com>.
 - Internet Explorer - v10 or later
 - Firefox - Versions released in last 6 months
 - Chrome - Versions released in last 6 months
2. Enter the user name in the User Name field.
3. Enter the password in the Password field.
Note: The Password is case sensitive.
4. Click the **Login** button.

SYSTEM SETUP

ADD USERS

To add a user:

1. Click the **Add User** button.
2. Enter/select all information in the fields and drop-down lists with the light-blue background.
3. Enter the user's address in the Address panel.
4. Click the **Phone Number** tab and enter all of the user's cellular phone numbers.
5. Click the **Save** button.

ADD ADDITIONAL RECIPIENTS

By default, all users added in SCRAMNET GPS are automatically designated as notification recipients. To add an additional recipient:

1. Click the **Add Recipient** button.
2. Enter/select all information in the fields and drop-down lists with the light-blue background.

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3. Enter the user's cell phone number in the Cell Phone field.
 4. Click the **Save** button.

ADD ACCOUNT ZONES

Account zones can be used for multiple offenders. To add an account zone:

1. Click the **Add Zone** button.
2. Select the type of account zone being added.
3. Enter the account zone name in the Name field.
4. Select the zone shape (circle or rectangle) in the *Shape* drop-down list.
5. Enter/select address information.
6. Click the **Apply Changes** button.
The map moves to the address entered.
7. Click the **Save** button.

INITIAL SCRAM GPS OFFENDER SETUP

ADD NEW OFFENDER

PROFILE

To set up the offender profile:

1. Enter the offender's first and last name and any additional information.
2. In the Manage Photos panel, click the **Select** button to add a photograph of the offender.
3. Click the **Address** tab and enter the offender's home address.
4. Click the **Save** button.

SUPERVISION PLAN

The SCRAM GPS Bracelet being assigned to the offender is selected while establishing the supervision plan that will be used. To perform these steps:

1. Click the **Supervision Plan** tab.
2. Select the bracelet being assigned in the *Locator* drop-down list.
3. Click the **Add** button in the Assign Locator section.
4. Select the supervision plan being used for this offender in the *Supervision Plan* drop-down list.
5. Click the **Apply** button.

OFFENDER ZONES

To create an offender zone:

1. Select the **Zones** tab.
2. Click the **Create Zone** button.
3. Select the type of zone being created.
4. Enter the zone name in the Name field.
5. Select the zone shape (circle, polygon, or rectangle) in the *Shape* drop-down list.
6. Select an option in the *Location Type* drop-down list.

The 'Home' and 'Work/School' options are only available for Onboard Inclusion zones. The 'Other' option can be used for any type of zone.

7. Enter/select address information.
8. Select the **Enters** and/or **Exits** check boxes if you want to view when the offender enters or exits this zone.
9. Click the **Apply Changes** button.

The map moves to the address entered.

10. Click the **Save** button.

ZONE SCHEDULES

To establish the schedule for an offender:

1. Click the **Schedules** button.
The 'Zones and Schedule' pop-up window appears.
2. Double-click the date/time field where the schedule will begin.
The 'Schedule Details' pop-up window appears.
3. In the pop-up window:
 - a. Select the zone that you want to schedule.
 - b. Name the schedule.
 - c. Select the schedule start date.
 - d. Select the allowed out time.
 - e. Select the the days in which the schedule applies.
 - f. Select travel time and/or grace period.
 - g. Click the **Save** button.
The schedule windows now appear in the 'Zones and Schedule' pop-up window.
4. Close the 'Zones and Schedule' pop-up window.
5. Click the **Save** button.

USERS AND RECIPIENTS

To select users who will be managing the offender and recipients who will receive notifications:

1. Select the **Users and Recipients** tab.
2. Select the appropriate personnel in the All Users field.
3. Click the upper **Right Arrow** icon.
The selected users now appear in the Assigned Users By Account ID field.
4. Select the appropriate personnel in the All Recipients field.
5. Click the lower **Right Arrow** icon.

The selected recipients now appear in the Assigned Recipients By Account ID field.

NOTIFICATIONS

To select the events that will result in a notification being sent to designated individuals:

1. Select the **Notifications** tab.
2. Select an individual in the *User/Recipient* drop-down list.
3. In the Critical, Serious, Warning, and Message panels, select the appropriate **Text Message** and/or **Email** check boxes.
4. Click the **Save** button.

INSTALL SCRAM GPS BRACELET

PRE-INSTALLATION

1. Connect the external charger by sliding the terminal into the housing slot. AMS Best Practices for charging recommend that the device be charged until the **Green** light stops blinking.
 - Charging - Flashing **Green** Light
 - Charge Complete - Solid **Green** Light
2. Ensure that the teeth on the back plate are not missing or damaged.
3. Ensure that the indicator lights on the bracelet are facing up and are visible by the offender while wearing.
4. Note the proper orientation of the back plate on the strap prior to wrapping the strap around the offender's ankle.

BRACELET INSTALLATION

To install the bracelet on the offender's lower leg:

1. Place the back plate flat against the offender's lower leg.
2. Wrap the bracelet around the leg to overlap the loose end.

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3. Locate the tabs on the bracelet near the anchor point and insert the tabs into the slots on the back plate.
 4. Being careful not to push the bracelet flush with the back plate, push the bracelet until you hear a soft click.
 5. Ensure that the fit is correct and readjust if necessary.
 6. Ensure that the tabs are securely in the slots.
 7. Push the bracelet flush with the back plate.

You should hear two distinct clicks as the bracelet is secured.

One finger should fit between the strap and leg.

If the installation is successful, a Device Tamper event will be generated.

ONGOING OFFENDER MANAGEMENT

PROCESS EVENTS

To process events in SCRAMNET GPS:

1. On the Dashboard page, click the **Details** link.
The 'Events/Alerts' pop-up window appears.
2. Select the check boxes for each event being processed.
Note: Select the top-left check box to process all events at once.
3. Click the **Clear Selected** button.
The 'Enter Exception Notes' pop-up window appears.
4. Enter a note and click the **Submit** button.
All selected events are removed.

To add an event note:

1. In the 'Events/Alerts' pop-up window, select an event.
2. Click the **Add Event Note** button.
An 'Enter Exception Notes' pop-up window appears.

-
3. Enter a note in the field.
 4. Click the **Submit** button.
- A **Note** icon appears in the Notes column for the selected event.

Map Features

- **Map Views**
 - » **Map** - Typical view shown when a map is accessed in SCRAM_{NET} GPS.
 - » **Satellite** - Image view from overhead. By default, the image is displayed at a 45° angle with street labels shown.
 - » **Street Level** - Displays a panoramic view of an exact location and its surrounding area.
-
- **Zone Colors**
 - » **Red** - Exclusion Zone
 - » **Green** - Inclusion Zone
 - » **Purple** - Neutral Zone
-

UTILIZE GPS ANALYTICS

1. Select the **GPS Analytics** top-navigation option.
The GPS Analytics page appears.
2. Select a report in the *Report Types* drop-down list.

OFFENDER STOP PATTERNS REPORT

1. Select the offender.
 2. Select a start and end date.
 3. Select the minimum number of points at the location.
 4. Click the **Run Report** button.
- The GPS Analytics chart and map are displayed.

OFFENDER SHARED LOCATIONS REPORT

1. Select at least two offenders.
2. Select a start and end date.
3. Select the minimum number of points at the location.

-
4. Click the **Only Locations Visited at Same Time** check box (optional).
 5. Click the **Run Report** button.

Locations that at least two offenders visited are listed.

VIEW OFFENDER'S CURRENT LOCATION

1. On the Dashboard page, highlight the offender.
2. Click the **Locate Now** icon.

A 'Command Sent' pop-up window appears, then the pop-up window is date and time stamped, and then the offender's current location is shown.

VIEW OFFENDER'S LAST KNOWN LOCATION

1. On the Dashboard page, click the **Map** icon for the offender.

The Location History panel appears with the offender's last known location shown on the map.

VIEW OFFENDER'S MOVEMENT - PAST 24 HOURS

1. On the Dashboard page, click the **Map** icon for the offender.

The Location History panel appears.

2. Click the **Show** button.

All points visited during the last 24 hours are listed.

VIEW OFFENDER'S MOVEMENT - CUSTOM

1. On the Dashboard page, click the **Map** icon for the offender.

The Location History panel appears.

2. Select the 'Custom' option in the left drop-down list.
3. Click in the From field, select a date and time in the calendar, and click the **Done** button.
4. Click in the To field, select a date and time in the calendar, and click the **Done** button.

-
5. Click the **Show** button.

All points visited during the selected time period are listed.

CLOSING TASKS

INACTIVATE OFFENDER / UNASSIGN SCRAM GPS BRACELET

1. On the Dashboard page, click the link of the offender's name.

The 'Profile Summary' pop-up window appears.

2. Click the **Device Information** link.
3. In the Device Configuration section, click the **Unassign** button.

A message box appears.

4. Click the **OK** button to close the message box.
5. Click the **Profile** tab.

The offender's Profile panel appears.

6. Select the 'Inactive' option in the *Status* drop-down list.

An 'Inactivation Reason' pop-up window appears.

7. Select the reason for inactivation and click the **Inactivate Offender** button.
8. Click the **Save** button.

REMOVE SCRAM GPS BRACELET

To remove the bracelet from the offender's lower leg:

1. Fully insert a 5/16 inch flat-blade screwdriver into one of the tab-release slots, located on the back plate, to tear through the thin plastic partition.
2. Twist the screw driver at least 180 degrees until you hear a loud click, indicating that the back plate tab has broken.

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3. Repeat steps 1 and 2 on the other tab-release slot.
 4. With both tabs broken, pull the bracelet away from the back plate.
 5. Remove the back plate and strap from the offender's ankle area.

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)

SPORICIDIN / SPORE CLEAR

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 clean device using this product, spray on and wipe off with a paper towel or cloth.

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.

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

INVENTORY MANAGEMENT

MOVE SCRAM GPS BRACELETS TO ANOTHER ACCOUNT

1. Select the check box for each bracelet being moved.

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2. Select the receiving account in the *Move Devices To* drop-down list.
 3. Click the **Move** button.

The transferred SCRAM GPS equipment will now appear in the receiving account.

RETURN EQUIPMENT

Contact AMS Customer Services at 303.785.7879 to request an RMA so the GPS equipment can be shipped and replaced.

E-mail: gpssupport@scramsystems.com

ALERT / EVENT DEFINITIONS

BRACELET ALERTS / EVENTS

Critical Alerts	Description
Exclusion Zone Violation	Generated when an offender enters an exclusion zone and the system determines that one or more location points are inside the zone.
Exclusion Zone Violation Clear	Generated when the offender exits the exclusion zone.
Device Tamper	Generated when an offender separates or damages the back plate that secures the bracelet to the offender. User clears this alert from Dashboard page after entering note.
Strap Tamper	Generated when an offender cuts, damages, or removes the strap from the bracelet. User clears this alert from Dashboard page after entering note.

Serious Alerts	Description
Battery Critical	Generated when the bracelet battery reaches a pre-defined low point, which is approximately 30 minutes of battery life left.

Serious Alerts	Description
Battery Low Clear	Generated when the bracelet is plugged into an AC outlet and reaches a pre-defined charge level.
Communication Failure	Generated when the bracelet fails to communicate with the system for a period that exceeds the transmission frequency interval of the offender's supervision plan, and the user-defined buffer period for communication failures.
Communication Failure Clear	Generated when the bracelet re-establishes communication with the system.
Location Failure	Generated when the bracelet is unable to transmit a valid location within the communication interval established by the offender's supervision plan and a user defined buffer period.
Location Failure Clear	Generated when the bracelet receives a valid location point after there has been a location failure and that location point is successfully communicated to the system.
Inclusion Zone Violation	Generated when an offender moves outside the boundaries of an inclusion zone during a schedule period.
Inclusion Zone Violation Clear	Generated when the offender enters an inclusion zone for which there was an inclusion zone violation.
Exclusion Zone Buffer Entry	Generated when the offender enters a user-defined buffer area surrounding an exclusion zone.
Exclusion Zone Buffer Exit	Generated when the offender exits the exclusion zone buffer area by moving away from the exclusion zone.

Warning Events	Description
Battery Low	Generated when the bracelet battery level reaches a predefined low level.
Battery Low Clear	Generated after the bracelet has been plugged into an AC outlet for a period of time needed to give the battery a sufficient amount of charge.

Message Events	Description
AC Plugin	Indicates that the bracelet has been plugged into an AC outlet and is currently being charged.
AC Unplug	Indicates that the bracelet has been unplugged from an AC outlet and is currently running on battery power only.

Message Events	Description
Exclusion Zone Entry	Indicates that the offender has entered an exclusion zone. If user chooses, this event is generated independent of the Exclusion Zone Violation Event that would also be generated when an offender enters an exclusion zone.
Exclusion Zone Exit	Indicates that the offender has exited an exclusion zone.
Inclusion Zone Entry	Indicates that the offender has entered an inclusion zone.
Inclusion Zone Exit	Indicates that the offender has exited an inclusion zone.
Neutral Zone Entry	Indicates that the offender has entered a neutral zone.
Neutral Zone Exit	Indicates that the offender has exited a neutral zone.
Audible - Command Sent	Indicates that the user sent an audible alarm to the bracelet.
Audible - Device Received	Sent by the bracelet to indicate that it received the audible command from the system.
Vibrate - Command Sent	Indicates that the user sent a vibrate alarm to the bracelet.
Vibrate - Device Received	Sent by the bracelet to indicate that it received the vibrate command from the system.
Acknowledgement	Indicates that the offender has responded to the audible or vibrate command by pressing the button on the bracelet.
Exclusion Zone Buffer Exit	Generated when the offender exits the exclusion zone buffer area by moving away from the exclusion zone.
Battery Low Vibrate - Offender did not push button	Generated when a user sends a vibrate command to the bracelet and the offender does not acknowledge by pushing the button on the bracelet.
Battery Low Vibrate - Offender pushed button	Generated when a user sends a vibrate command to the bracelet and the offender pushes the button on the bracelet.
End Of Service	Indicates that the offender has been inactivated.

TROUBLESHOOTING

Issue	Indication	Recommended Action
No Communication	Indicates that the bracelet is unable to communicate with cell tower. On the Dashboard page, a solid red icon appears in the Equipment column for the client.	Instruct offender to plug device in for 15 minutes. If communication failure does not clear, instruct offender to stand outside for 15 minutes in an attempt to communicate with cell tower.
No Location	Indicates that the satellites are unable to acquire the offender's bracelet to give a current location point. On the Dashboard page, a solid red icon appears in the Location column for the client.	Instruct offender to step outside for 15 minutes and send a 'Locate Now' command to the offender's bracelet through the software.
"NA" Battery Status	Indicates that the bracelet battery voltage has not updated within the last 2 hours. On the Dashboard page, the Battery icon in the Locator Battery column will display "NA" inside the battery.	Check the 'Events Detail' window to determine if the offender let the bracelet battery completely deplete due to lack of charging. If so, have offender charge the bracelet. If the bracelet has been in communication failure for over 2 hours then the bracelet will go into "NA" battery status. Follow the recommended actions to clear the communication failure.
Bracelet Tamper	Indicates that there was a potential back plate tamper. On the Dashboard page, a blinking red icon appears in the Equipment column for the client.	Visually inspect the bracelet for signs of a tamper around the back plate. If there are no signs of a tamper, replace the back plate. If the back plate fails to secure completely or the bracelet regenerates a tamper alert shortly after replacing the back plate, replace the bracelet and request an RMA from AMS.

Issue	Indication	Recommended Action
Strap Tamper	Indicates that there was a potential strap tamper. On the Dashboard page, a blinking red icon appears in the Equipment column for the client.	Visually inspect the bracelet for signs that the strap has been cut or compromised by a heat source. If there are no signs of a tamper, replace the bracelet and request an RMA from AMS.
Battery Critical Low Battery	May indicate that the bracelet is not charging properly or the bracelet is not holding a charge. The 'Event Details' window will display the charging history.	For a bracelet that is not charging, ensure that a green flashing light turns on when the bracelet is placed on a charger. If no lights turn on, replace the charger. If replacing the charger does not correct the issue, replace the bracelet and request an RMA from AMS. For a bracelet that is not holding a charge, check the 'Event Details' window to ensure that the offender is charging the bracelet as instructed. If the offender appears to be charging the bracelet as instructed and the battery is depleting faster than normal, replace the bracelet and request an RMA from AMS.

PRODUCT SPECIFICATIONS

BRACELET

Dimensions:	8.3 cubic inches (3.37" tall x 2.75" wide x 0.90" deep)
Weight:	5.5 oz (156 grams)
Waterproof:	IP68 military standard (2 meters)
Strap Material:	Hypoallergenic, industrial-grade plastic, embedded fiber optic cable
Cellular Network:	3G GSM (AT&T)
GPS Monitoring Options:	Active, Hybrid, Passive

Primary Location Technology:	Autonomous GPS, Assisted GPS
Secondary Location Technology:	Cell tower triangulation and tower location-based services (LBS); RF base station
Memory (storage):	On-board, up to 3,600 events
Battery Life:	50+ hours
Battery Recharging Time:	AMS Best Practices for charging recommend that the device be charged until the green light stops blinking
Two-way Communication:	Audible tone and vibrate notifications; client acknowledge button
Zones:	Inclusion, Exclusion, and Neutral. On-board and on-server zone storage
Tamper Detection:	Cut strap and device tamper (backplate removal)
Alert Notification:	User configurable e-mail or text



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