

HELPFUL TIPS AND TRICKS

NEVER violate curfew or infringe on any exclusionary areas as ordered by your program or monitoring authority. Doing so will result in a violation.

NEVER tamper with the device or charger or attempt to cut the strap of the bracelet. If the device becomes fouled or damaged in any way contact us, your program, or monitoring authority immediately.

NEVER submerge the bracelet in any water. Do not attempt to securely wrap and submerge it. This is considered a violation and will be reported.

ALWAYS keep your bracelet fully charged. Charging your bracelet daily for two hours is required. Failure to do so may result in a violation.

ALWAYS maintain proper hygiene. Showering is encouraged and required. Washing on, under and around the bracelet is recommended.

ALWAYS dry your skin under the bracelet thoroughly after showering or even after exerting yourself to the point of sweating. Keeping the skin dry under the bracelet will prevent irritation and discomfort.

ALWAYS use the round acknowledgment button on the front of your bracelet if the device starts vibrating or an audible tone comes from the bracelet.

All data of the bracelet is recorded. Deviation from any of the above MUST be reported. We do not and cannot make determinations on what is reported or are we responsible for decisions regarding your program participation.

All questions regarding your account must be directed to us ONLY. Individual locations cannot make, cancel or change appointments, give legal advice, answer questions about policy and procedures, or discuss fees or payments.

It is unlikely that the bracelet will cause you any health issues, however, if you experience a medical emergency related to the bracelet or not, consult a doctor or hospital and report that to us immediately.

WE ARE HERE TO MAKE YOUR PARTICIPATION SUCCESSFUL

If you have any questions or concerns about your program you should feel free to contact us right away. Our dedicated Client Services Department will assist you with any situations that may arise.

You can pay your bill with a credit or debit card over the phone, on our website, or with automatic payments, or by check or money order mailed to us at our corporate offices.



Total Court Services
600 E. Eleven Mile Rd.
Second Floor
Royal Oak, MI 48067
888-889-6989

www.totalcourtservices.com



**EVERYTHING YOU
NEED TO KNOW
ABOUT YOUR
SCRAM GPS**



1-888-889-6989

I'VE BEEN ORDERED TO WEAR A SRCAM GPS MONITOR, WHAT DO I NEED TO KNOW?

Your first step is to contact our office right away. Most court orders require that you be installed within 24-48 hours. We will get an appointment set for you right away and answer any questions you might have.

When you call, our Client Services can let you know all the options and costs associated with the program. You will need to have all your paperwork you received from the court, probation department, or jail in front of you when calling our Client Services.

The SCRAM GPS monitor is a device that is worn on the ankle 24 hours of a day, seven days a week and monitors location as well as any abnormality with the device.

Our staff can meet you at the court, jail, probation department, home, school, work, or any other location that is safe and accessible in order to install your new SCRAM GPS.

Our staff will have you read through and sign a contract, billing arrangement, and a participant agreement. These documents will have all the information you need to know about your participation in the program and you will be provided copies either during installation, or they can be e-mailed or sent via postal service to you.

There is an optional GPS beacon that may be required to be plugged into power within your residence. If the optional device is ordered, there may be an additional cost for its use.

We will work with you as much as possible to make your time on the program successful and affordable, however, compliance with payments and guidelines is your responsibility.

On the next pages, we will try to answer some of the most frequently asked questions we get from participants in the SCRAM GPS Program.

FREQUENTLY ASKED QUESTIONS

What does a GPS bracelet do?

GPS stands for Global Positioning System. It uses satellites and cell networks to record and transmit the wearer's location constantly. The device also tracks whether the wearer is at home for designated curfew hours as well as staying clear of areas in which the wearer is not permitted to go for various reasons. Any deviation of curfew or exclusionary areas triggers immediate alerts to the monitoring authority.

What is the round button on the front of my GPS bracelet and what does it do?

The small button is a communication verification button. If you receive a vibration or a tone, you can press this button in order to shut it off and acknowledge that you received the vibration or tone. If you do not press it, or do press it and do not take the action you were instructed to take, the court or monitoring authority will continue to send alerts until you respond.

What does the long vibration on my GPS mean?

If your GPS has a long constant vibration lasting for 30 seconds or more, that is a reminder for you to charge your bracelet. You are required to charge your bracelet before the battery gets low and this vibration is a reminder to you to do just that. Charge your bracelet as soon as possible. You can press the round acknowledgment button on the front of the GPS to stop the vibration.

How do I charge my GPS and how often?

You will be given a special charging cord that works only with our particular GPS bracelets. Even though the bracelet has a long battery life, you are still required to charge the bracelet for two hours each day. The charging cord is long and should provide you enough slack to be able to move around the room in which you are charging. When the bracelet is completely charged, the green battery light on top will turn solid indicating the bracelet has a full charge and you can then unplug the charger. You will know that you have successfully attached the charger when you feel a brief vibration and the green light begins to blink on top of the bracelet.

What does the pulse vibration or the repeating tone on my GPS mean?

The GPS bracelet has built in two-way communication. The pulse vibration or the repeating tone are manually sent to your bracelet by the court or your monitoring authority. When you are initially enrolled in the GPS program you will be instructed as to what you are required to do in the event that either the pulse vibration or tone occur on your bracelet.

Do I have any restrictions while wearing a GPS bracelet?

You can do your normal daily activities—go to work, school, appointments, workout, or anything else that is in your normal routine, outside of avoiding places that you have been instructed to avoid. The device is water resistant, however, we do not permit them to be submerged under water.

Is it safe to wear SCRAM GPS during an MRI, X-Ray, or CT scan?

You cannot wear a monitoring bracelet if you need an MRI. You will need to contact your supervising agency prior to a scheduled appointment to make arrangements to have the bracelet removed prior to the procedure. Your supervising agency may have additional requirements.

Can I exercise with the bracelet on? Will it flop around and will that register as tampering?

Exercise will have no impact to the functions of the bracelet. For comfort, you might want to wear a sweat band or a sock rolled down to prevent the bracelet from "bouncing" on the ankle bone.

Can I travel and go through TSA screening?

Please be sure to check first with the court or agency. We also recommend that you carry your paperwork that addresses your participation in a SCRAM GPS monitoring program. When passing through security, inform the TSA agent that you are wearing an electronic monitoring device that you cannot remove. The TSA agent may "swab" the bracelet and test it. However, you should be permitted to pass through security while wearing the SCRAM GPS Bracelet.