

## HELPFUL TIPS AND TRICKS

**NEVER** consume or put in your mouth anything that may contain alcohol, including but not limited to mouthwash, food made with alcohol, or any beverage that you yourself did not prepare. Do not consume anything but water for the 15 minutes leading up to a test if possible.

**NEVER** allow the battery of the Remote Breath device to become depleted.

**NEVER** cover your face or hold the straw during a test.

**NEVER** submerge the Remote Breath device in any water. This is considered a violation and will be reported.

**ALWAYS** be aware of your environment. It is your responsibility to never expose the Remote Breath device or yourself to alcohol.

**ALWAYS** take your scheduled or random tests on time. If you miss a test, turn the device on and take a client-initiated test right away.

**ALWAYS** follow the prompts on the device. If the device asks for a retest, perform the retest immediately when prompted to do so. The device will give you directions and timing for a retest. If a timed retest is necessary, the timer will count down on the screen and audibly prompt for a retest.

**ALWAYS** be aware of where your Remote Breath device is located. It is your responsibility to have the device available during any prompted test.

**All data of the device 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.**

In the event that you cannot complete or take tests due to a health related issue, it is your responsibility to discuss that with your program and obtain any necessary medical documentation.

## 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.



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**SCRAM**  
**REMOTE BREATH**  
CLIENT INFORMATION



**EVERYTHING YOU  
NEED TO KNOW  
ABOUT YOUR  
SCRAM REMOTE  
BREATH**



**1-888-889-6989**

## **I'VE BEEN ORDERED TO USE A SRCAM REMOTE BREATH DEVICE, 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 Remote Breath is a device that is portable, hand-held, and cellular that tests for alcohol as it takes a high-definition photo as well as detecting any abnormality with the tests or photo that is taken.

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 Remote Breath.

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.

The device has a built in scheduling system so being within cellular coverage is not necessary during testing. You will be expected to keep the device accessible to you 24 hours a day. As a courtesy, we can send text reminders to you in order to notify you of test times and when to charge your device.

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 Remote Breath Program.

## **FREQUENTLY ASKED QUESTIONS**

### **Will I be showed how to use the device properly?**

During enrollment you will have the opportunity to take practice tests. You can take as many practice tests as needed to get comfortable with the device.

### **How can I ensure I get a good photo whenever the Remote Breath device takes a test?**

- Be in a well-lit area away from direct sunlight.
- Remove hats, sunglasses/eye glasses, and any hair hanging over the face.
- Stand or sit with your back against a wall, hold your head upright, and look directly forward.
- Hold the device up to your mouth with the breath tube level with the floor.
- Blow steady and consistent until you see STOP on the Remote Breath device.

### **How do I know when I am supposed to take a test?**

You court or program is responsible for designating your test schedule. These can be fixed tests that occur on the same time on certain days, random tests which can occur at any time, and on-demand tests that can be ordered any time. The device itself will turn on and prompt you for a test. When the device turns on, the screen will prompt you to "BLOW" as well as emit a repeating tone every few minutes until you successfully complete a test. Additionally, you can opt to have Courtesy Reminders sent to your cell phone.

### **What are "Courtesy Reminders?"**

Courtesy Reminders are additional reminders that can be sent to your cell phone as a text message in order to prompt you for a test. These are in addition to the notifications that are generated by the Remote Breath device. Only one reminder will be sent per testing period. You will be responsible for any data charges that may apply.

### **The Remote Breath device powered up for no apparent reason. It did not request a test and then shut down. Why?**

The Remote Breath device powers up and connects to the network every 20 minutes to check for any updates. You are only required to take a test if prompted to do so.

### **What cell service does the Remote Breath device use?**

AT&T 3G Network

### **How long do I have to take a test once the device activates and prompts for a test?**

There is a grace period set for each court or program. The grace period is the amount of time that you have to take a test once the test has been initiated. It can be set to any amount of time the court or program wishes. Your supervising agent will tell you what settings are used for your program. You are required to take a test during that grace period. Failure to do so may result in a violation.

### **Can I take a required/requested test while the Remote Breath device is plugged in and charging?**

Yes. You can take a test while the device is plugged in. Just ensure that you are following all the steps for a quality picture during testing.

### **How will I know if my test was taken properly? Will I know if I passed?**

If there is any abnormality in your test the device will prompt you for a retest. The device will tell you what to do if this occurs. The device does not tell you if you pass or not. To ensure that you pass your tests, make sure you follow all proper testing procedures. Do not consume anything other than water prior to taking a test.

### **How often do I have to charge my device?**

You are required to charge it every day. The battery light will turn solid green once the battery is fully charged. Allowing the battery to run low or die is a violation that will be reported to the court or program.

### **I've lost my Remote Breath device. Is there any way it can be tracked?**

Yes. You can contact us or your supervising agent and ask them to send an on-demand test to the device. A GPS location is taken with missed tests as well as taken tests, and a GPS location will be mapped for the device. If the battery has been depleted we can attempt to locate it by the last known location. If it is not located, you may incur the cost to replace the lost device.