<u>Checking in Equipment</u>

Making sure equipment is checked in properly is very important!!! If equipment is assigned to the client, charges are still being applied for that client. Please make sure to follow these steps every time a client is coming off the SCRAM program.

Note If you do not have client's equipment in your possession and it must be checked in because client is to be off the SCRAM program or have any questions regarding checking in equipment, refer to step 8d.

The following sets of steps are the fastest way to check in equipment when a direct connect device is available. When a direct connect device is not available, see page 2.

1st set of steps are to get the equipment of client into **pending removal**. Equipment **must be in pending removal** prior to the 2nd sets of steps being performed. See below:

- 1. Go to client's equipment screen in SCRAMNet.
- 2. Press Check In equipment.
- 3. Select Yes
- 4. Select Finish
- 5. If client's equipment page does not refresh itself after the maintenance wizard is exited, refresh screen. *Verify client's equipment is in pending removal before proceeding to the 2nd set of steps!!*

2nd set of steps are to actually get the equipment unassigned to client and checked into your inventory.

- 6. Direct connect bracelet. (This downloads bracelet and checks it into inventory at same time.)
- 7. If modem assigned, plug modem into power and phone line *AFTER* bracelet is direct connected.
 - a. When modem has called in, you should see a solid amber light with a flashing red light. This indicates that the modem has been removed.

If a base station is assigned, it can be direct connected **AFTER** the bracelet is direct connected.

- b. The base station should read "storage mode."
- 8. Verify equipment has been removed from client. (This is the most important step!!!)
 - a. Go back to SCRAMNet
 - b. Refresh client's equipment Screen.
 - c. Verify no equipment is present.
 - d. If equipment still present and you cannot get equipment removed, contact AMS by phone at <u>303-</u> <u>785-7879</u> or email at <u>support@alcohomonitoring.com.</u>
 - e. Again, refresh client's equipment screen after AMS has been contacted and verify no equipment is present. Following steps d. and e. will assure charges have been stopped.
- 9. Go to client page and inactivate client with inactivation reason.

Checking in Equipment(without direct connect)

1st set of steps are to get the equipment of client into **pending removal**. Equipment **must be in pending removal** prior to the 2nd sets of steps being performed. See below:

- 1. Go to client's equipment screen in SCRAMNet.
- 2. Press Check In equipment.
- 3. Select Yes
- 4. Select Finish
- 5. If client's equipment page does not refresh itself after the maintenance wizard is exited, refresh screen. *Verify client's equipment is in pending removal before proceeding to the 2nd set of steps!!*

2nd set of steps are to actually get the equipment unassigned to client and checked into your inventory.

- 6. Plug modem or base station into phone line and power.
- 7. If modem, wait for the flashing green light and solid amber only.
 - If base station, wait for it to say wake bracelet w/magnet on LCD screen.
- 8. Wake bracelet up with magnet
- 9. If modem, watch for solid red light to come on modem after bracelet "buzzes."
 - If base station, look for "communicating w/bracelet on LCD screen" after bracelet "buzzes."
- 10. If modem, watch for alternating, flashing red and green lights.
 - If base station, wait for LCD screen to say "dialing."
- 11. When complete: If modem, there should only be a solid amber light with a flashing red.
 - If base station, LCD screen should say "Storage Mode."
- 12. Verify equipment has been removed from client. (This is the most important step!!!)
 - f. Go back to SCRAMNet
 - g. Refresh client's equipment Screen.
 - h. Verify no equipment is present.
 - i. If equipment still present and you cannot get equipment removed, contact AMS by phone at <u>303-</u> <u>785-7879</u> or email at <u>support@alcohomonitoring.com.</u>
 - j. Again, refresh client's equipment screen after AMS has been contacted and verify no equipment is present. Following steps d. and e. will assure charges have been stopped.
- 13. Go to client page and inactivate client with inactivation reason.

ΕQUIPMENT ΤΟ CHECK IN					
Service Provider	ovider		Requested By:		
Bracelet Serial		Modem/Basestation Serial			
Status		Statu	us		
First Name		Last Name			
Reason for termination:					
Date of Inactivatio	on:		CSR / DA :		
ΕQUIPMENT ΤΟ CHECK IN					
Service Provider		Requ	uested By:		
Bracelet Serial	elet Serial		Modem/Basestation Serial		
Status		Status			
First Name		Last Name			
Reason for termination:					
Date of Inactivatio	n:		CSR / DA :		
EQUIPMENT TO CHECK IN					
Service Provider		Requ	uested By:		
Bracelet Serial	t Serial M		Modem/Basestation Serial		
Status		Status			
First Name		Last Name			
Reason for termination:					
Date of Inactivatio	n:		CSR / DA :		