G4S Justice Services, Inc

WATCH PATROL® RF and WEB PATROL℠

Reference Manual

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Chapter 1: G4S Justice Services Company Background

G4S Justice Services, Inc. (G4S) is the world's largest and most technologically-advanced provider of electronic monitoring (EM) services. G4S Justice Services is a wholly-owned subsidiary of Group 4 Securicor, a global security solutions provider with operations in 100 countries, employing a staff of over 340,000 people and having an annual revenue of approximately $7.2 billion. Group 4 Securicor's experience in security includes prison management, transportation of prisoners, secure transportation of valuables, juvenile rehabilitation and treatment programs. G4S is now the leading information, technology and services provider for electronic monitoring and tracking.

Located in Southern California, G4S Jutice Services is dedicated exclusively to the development of technology and and monitoring/tracking solutions for the community corrections market. We are a full service provider using the latest electronic advances in Radio Frequency (RF), GPS, and Alcohol and Voice monitoring. We were the first to introduce a web-based caseload management system, allowing officers to instantly view, evaluate and make changes to information they need to manage their caseload. Through continual evaluations and upgrades to our systems, G4S Justice Services offers the most advanced and user-friendly program on the market.

The primary goal of G4S Justice Services is to provide accurate, timely and reliable information. Our entire staff is expertly trained to process monitoring information, provide technical support and perform remote diagnostics. Our expertly-trained staff provide customers with assurance that electronically monitored participants are under close, accurate supervision 24/7 thus enabling program officers to focus their emphasis on their casework. Our customers consist of national, state and local municipalities throughout the United States, Europe and the Middle East. With over 8 years' experience in electronic monitoring, our experience and systems have made us the most reliable and secure electronic monitoring company in the industry.

Figure 1: G4S Justice Services headquarters located in Southern California

A World of Security Solutions

Vision

To be recognized as the global leader in providing security solutions

Values

The values of the organization focus clearly on customers. Integrity runs throughout our operation and by employing and developing the best people in the industry, we can use our security expertise to develop solutions to customer needs. This enables us to drive performance - service performance for customers and financial performance for the organization and its shareholders.

The Values Model

We always focus on the needs of our customers

We are experts in security solutions and know what makes a difference

We have absolute integrity in everything we do

Our customers get the service they demand

Our business gets the profit performance it requires

Our staff are proud to be part of the organization

Our Shareholders get the returns they desire

Figure 2: G4S Justice Services Vision and Values

Chapter 2: How to Use the *WATCH PATROL® RF* Instruction Manual

Equipment requirements for available **WATCH PATROL® RF** programs are listed below.

Transmitter

Transmitter Band

HMU

AC Power Adapter

Retaining Pins

Installation Tools

Cutting Tools

Telephone Cord

When shipped from G4S Justice Services, the carton will contain the items listed above plus an extra Transmitter band and three extra sets of retaining pins.

Purpose and Organization of this Manual

The purpose of this manual is to assist customers with the setup, monitoring, and administration of the **WATCH PATROL® RF** product so that electronically monitored participants are under close, accurate supervision thus enabling program officers to focus their emphasis on their casework.

The manual is organized to guide the customer through the sequence of steps to setup, monitor, and administer the **WATCH PATROL® RF** program.

It is very important that the customer read this section to enroll and setup a participant for the selected program. Setup and operation of these options includes completing agency instruction and forms, preparing the transmitter and home monitoring unit (HMU), and placement of the equipment in the participant's home.

Range Testing of the equipment should be done at the participant's home to insure the equipment is functioning properly and thereby correctly signals if the participant is within the previously designated area (i.e., usually inside their home). These procedures are presented in "Range Testing of the Equipment" on page 22.

Review WEB PATROL^{SM} procedures to learn how to administer the program through the use of the G4S Justice Services website. These procedures present how to exchange monitoring and tracking data concerning your participants such as: enrollment, participant activities, schedules, reports, billing, and deleting participants. These procedures are presented in "Chapter 4: Administering, Monitoring and Reporting Procedures" on page 27. For customers who do not have access to the Internet, see "Administering Participants via WEB PATROL^{SM}" on page 33 for information on obtaining forms and administering the **WATCH PATROL® RF**.

After reading the sections above, G4S Justice Services suggests the following sequence for finding needed information concerning the use of the **WATCH PATROL® RF** equipment.

Review the Table of Contents to find the item of interest.

After finding the item of interest, the introductory paragraphs of the selected chapter should give the reader a good overview of the chapter's contents.

For information on a specific concept or issue, please review the index, or for definitions of technical terms, the glossary.

Chapter 3: WATCH PATROL® RF Program Pre-Enrollment through Post-Enrollment

This chapter presents procedures for enrolling participants and setting up the equipment to monitor their activities under the **WATCH PATROL® RF** program.

How Electronic Monitoring Works

Electronic monitoring under a house arrest program typically includes the following:

A participant fitted with a Transmitter

A receiver, known within G4S Justice Services as a Home Monitoring Unit (HMU)

A Monitoring Center to receive transmissions from the HMU so that the case officer can be informed of any program violations

The illustration below shows the participant and other basic components in a house arrest program.
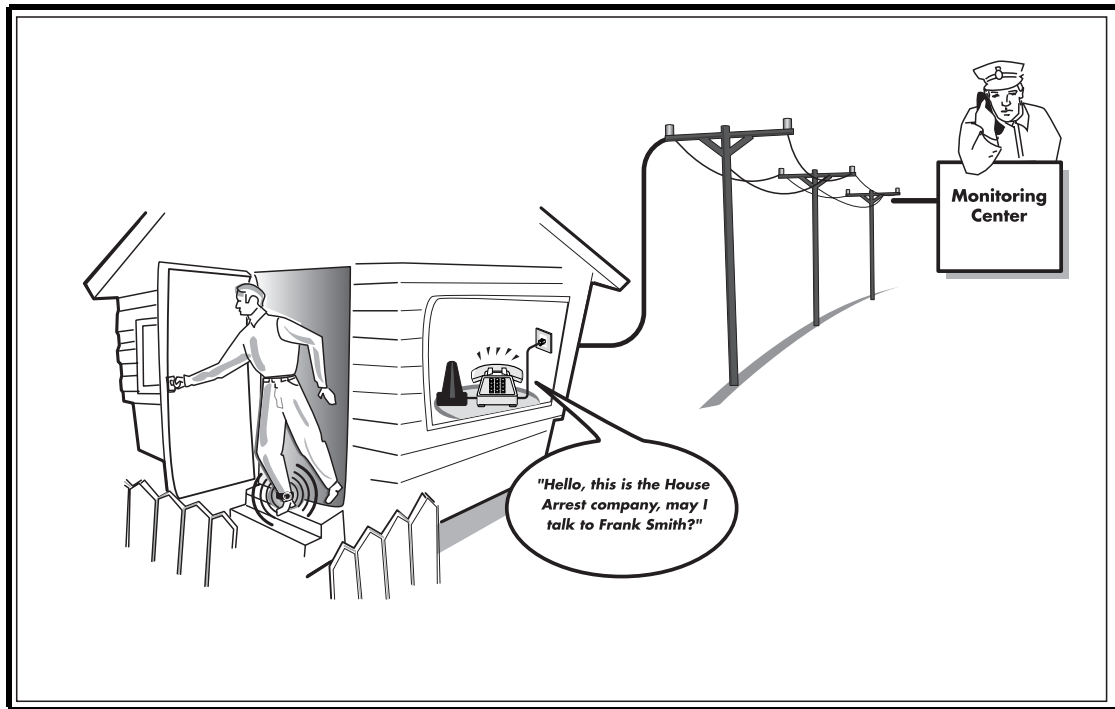
Figure 3: Basic elements of a house arrest program

Radio Frequency (RF) Setup and Operation

The **WATCH PATROL® RF** transmitter is always in one of the three different modes shown in the following table

Table 1: *WATCH PATROL® RF* transmitter Modes of Operation

Type of Mode	Explanation of mode operation	Band Position
Standby Mode	The equipment is not active, "sleep" mode.	Open
Enrollment Mode	This is the only mode which permits changes in the programming of the transmitter.	Open
Monitoring Mode	The equipment is active and monitoring, no further programming is possible in this mode.	Closed

Procedures for shifting the equipment from one monitoring mode to another is presented in the following subsections.

Note: All **WATCH PATROL® RF** transmitters sent from G4S Justice Services are shipped in the Standby Mode.

Shifting from Standby to Enrollment Mode

To shift from Standby to Enrollment Mode do the following:

1 Press the face of the transmitter one time and listen for a series of beeps. This will shift the transmitter to the enrollment mode.

2 Connect the electrical power to the HMU and follow the audible message.

Shifting from Enrollment to Monitoring Mode

To shift from Enrollment Mode to the Monitoring Mode do the following:

1 Follow the procedures in the section: .

2 After completing the pre-enrollment documentation procedures, proceed to .

Putting Equipment in the Standby Mode

When the equipment is not being used, it should be placed in the standby mode to preserve the battery. To put the equipment in the standby mode, do the following:

1 Disconnect the electrical power and the telephone cord from the HMU.

2 Use the transmitter (should be in enrollment mode) press the face once and wait for a series of tones over a 45-second interval. Repeat a second and third time while waiting for the same series of tones. The HMU will audibly count off these three transmissions "1", "2", "3", and then will announce that it will return to the enrollment mode if the electrical power is reconnected.

At this point, you may continue with or without using the silent recharge option for the HMU. If the HMU battery is depleted, or will not be used for several weeks, the HMU should be given a silent charge while it is in the Standby Mode. This will enable the battery to be at full charge when the HMU is placed back in service. If you do not need to use a silent charge, then proceed to the section: "HMU Silent Recharge" on page 7, otherwise proceed to the following section: "Using a Silent Charge for the HMU in Standby Mode" on page 7.

Transmitter into Standby

With the transmitter in the Monitoring Mode, remove the strap from the transmitter and press the face of the transmitter 8 times, at about one second intervals, until the transmitter emits a short one second beep. The transmitter is now in the Standby Mode (also referred to as the sleep mode).

Automatically Putting Equipment in the Standby Mode

To preserve their batteries, the equipment will automatically go into the Standby Mode. The HMU will go into the Standby Mode after the AC Power has been disconnected from it for 48 hours. The transmitter is disconnected by removing the transmitter band, and the HMU is disconnected by removing the electrical power adaptor and the telephone cord.

WARNING: Allowing the HMU to shutdown automatically is not recommended because it will drain the battery.

Using a Silent Charge for the HMU in Standby Mode

In the steps above, the electrical power was disconnected from the HMU. To complete the procedures for placing in the standby mode *with* a Silent Charge, do the following:

1   Use the power adapter and reconnect the electrical power during the delivery of the following message:

    "Please connect the electrical power to return the HMU to the Enrollment Mode."

2   Remove the transmitter band and then press the transmitter face eight times at about one-second intervals until the transmitter beeps back with a slightly delayed confirmation beep.

The transmitter and HMU are now in the Standby Mode and receiving a Silent Charge.

HMU Silent Recharge

In the event that the HMU battery is depleted or if the HMU will not be used for several weeks or more, it is recommended that the electrical power be connected using the power adaptor. This will enable the battery to receive a trickle charge so it will be at full power when the HMU is put back into service. Although charging can be accomplished while the HMU is in any of its operating modes, the only way to silence the voice messages is to follow the above procedure for Standby Mode, and reconnect the electrical power while the HMU is speaking the message "*Please connect the electrical power to return the HMU to the Enrollment Mode.*" The HMU will remain on silent charge until the electrical power is disconnected. Whenever this happens, the HMU will say "HMU is now in the Standby Mode." To return the HMU to the Enrollment Mode, unplug the power adaptor, wait a few seconds and then reconnect the electrical power to the HMU.

Pre-enrollment procedures

The participant should complete all agency instructions and forms. For copies of forms needed to enroll participants see the G4S Justice Services web site. Complete the enrollment via **WEB**

PATROL^{SM} "Chapter 4: Administering, Monitoring and Reporting Procedures" on page 27. If **WEB PATROL**^{SM} is not accessible, the enrollment form can be faxed to G4S Justice Services at 1-800-478-3335. Monitoring cannot begin until G4S Justice Services receives the enrollment. For questions concerning enrollment, please call the G4S Justice Services Monitoring Center at 1-800-589-6003, and request "Enrollment Support."

The sections starting with "Equipment and Tools" on page 8   through "Office vs. Home Installation Procedures" on page 20 present procedures for enrolling one participant / transmitter per HMU for the **WATCH PATROL® RF** program. For procedures To enroll and use multiple transmitters per one HMU see "Enrolling Multiple Transmitters with one Home Monitoring Unit (HMU)" on page 21

Equipment and Tools

The figure below shows the transmitter, Home Monitoring Unit (HMU), electric cord, phone cord and other tools used to install and setup the **WATCH PATROL® RF** equipment.

Figure 4: Monitoring equipment and carrying case

The figure below shows the transmitter on the far right and the various tools used to install the transmitter on the participant. .

Pin Insertion Tool

Dual Pins

Pin Removal Tool

Transmitter

Transmitter Strap

Alignment Tool

Cutting Blade
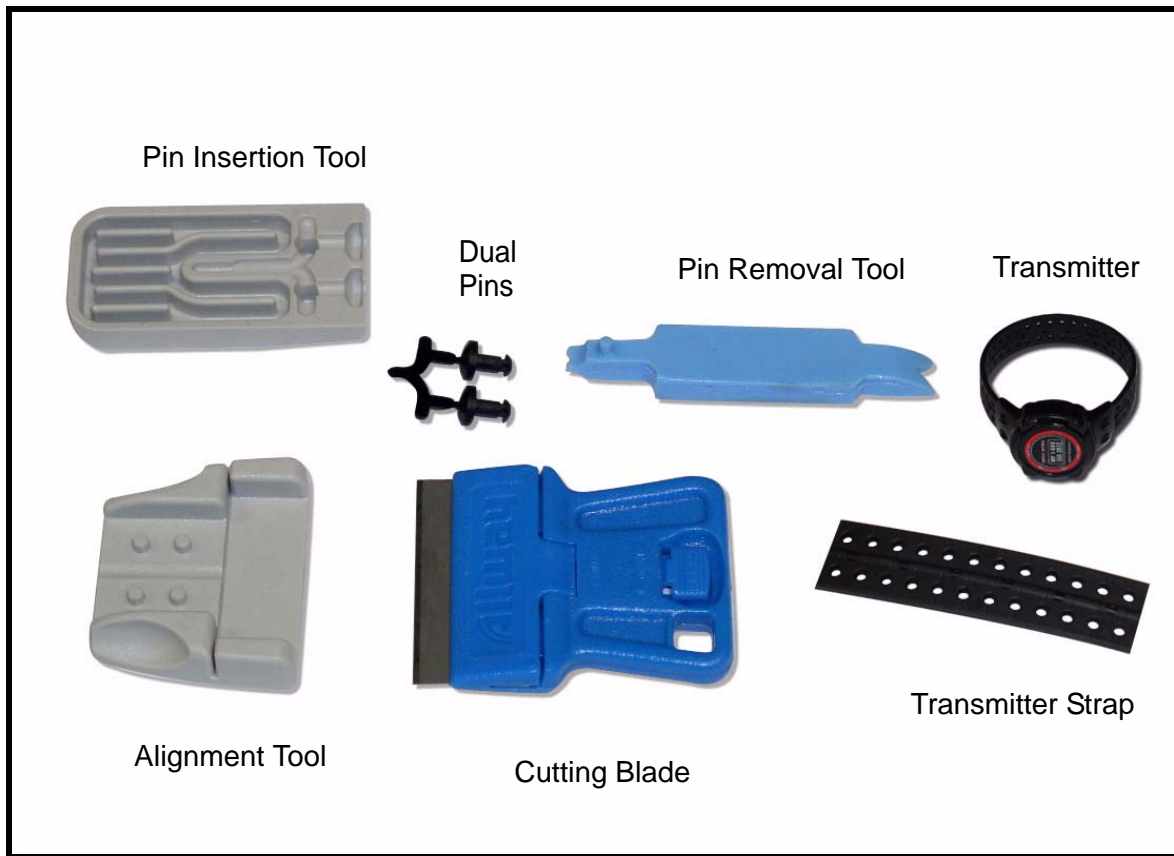
Figure 5: Transmitter with Tools For Installation

Procedures for installing and removing the transmitter and presented in the following sections of this chapter

Installation Checklist for Enrollment

The tools and equipment shown in the previous figures are used to enroll a participant in the **WATCH PATROL® RF** program. A checklist has been prepared to identify household requirements and participant reminders while being enrolled in the program. The installation checklist is shown on the following page.

Installation Checklist For the Home Monitoring Unit (HMU) (Officer's record only)

No Call Waiting

No Caller ID & No Caller ID Blocking

No Call Forwarding

No Three Way Calling

No Conference Calling

Must have a clear static free telephone line with adequate volume (line voltage): 50 volts on the hook and 5 volts off the hook

No computers with modems, No fax machines, No answering machines and No active alarm systems are permitted to share the same HMU telephone number anywhere in the residence

Cordless phones should NOT be allowed due to their range outside the home & potential interference

Participant Reminders

Upon entering the home do not use the telephone for 10 minutes

Do not answer the phone on the first ring

Do not unplug the telephone line after installation without authorization

Do not unplug the power adaptor after installation without authorization

Do not place anything on top of HMU

Do not move the HMU after installation without authorization

Do not place anything in front of, to the side of or in back of the HMU

Do not hang any pictures, mirrors or metal signs next to, under or above the HMU

Placement of the HMU - (Officer)

Install the HMU in a central location in the home (the participant's bedroom is often the preferable first choice)

Install HMU at least three feet off the floor on a non-metallic surface

Insure that there is no 800 block on the phone by calling the 800 AMS # from that phone line

Perform a "Range Test" by utilizing a spare transmitter (on average, a 7 to 10 minute process)

Other HMU reminders - (Officer)

Do not install the HMU on the floor

Do not install the HMU in front of a window or in direct sunlight

Avoid installing the HMU on an outside wall of a home

Do not install the HMU on or within four feet of any large metal objects or within four feet of the devices/objects identified below.

Do not install the HMU in the kitchen or next to household metal appliances such as refrigerators, microwaves, ovens, washing machines and/or clothes dryers

Do not install the HMU on or next to a TV, computer or stereo system

Do not install the HMU in front

Print Officer Name   **Officer Signature**   **Date**

Participant Name   **Participant Signature**   **Date**

Enrollment Procedures

The Installation Checklist on the previous page should be reviewed prior to beginning the enrollment procedures of this section.
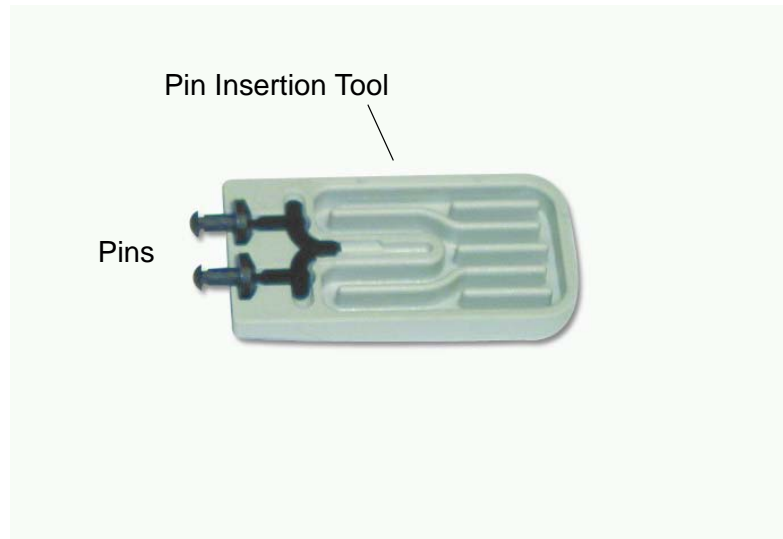
Preparing the Transmitter band

WATCH PATROL® RF has a transmitter that may be installed on the participant's ankle to monitor participants with continuous signaling Radio Frequency (RF). To prepare the transmitter band for installation refer to the following two figures below while performing the following procedures:

1   Slide the alignment tool along the band until the line on the tool coincides with the first cut-line on the band.

    The 4 posts on the tool should also align with the 4 holes in the band.

2   Press the band down on these posts to secure the band to the alignment tool.

3   Place the razor-blade cutter in the slot on the tool and press down firmly to cut the band.

Figure 6: Razor blade cutter and band

4 Insert the cut end of the transmitter band into the sleeve of the transmitter.

5 Place the dual pins into the Pin Insertion Tool

Figure 7: Pins and pin insertion tool

6 Insert the pins into the holes of the transmitter sleeve and band, and press straight down with a modest amount of force until the pins are secure in the holes.
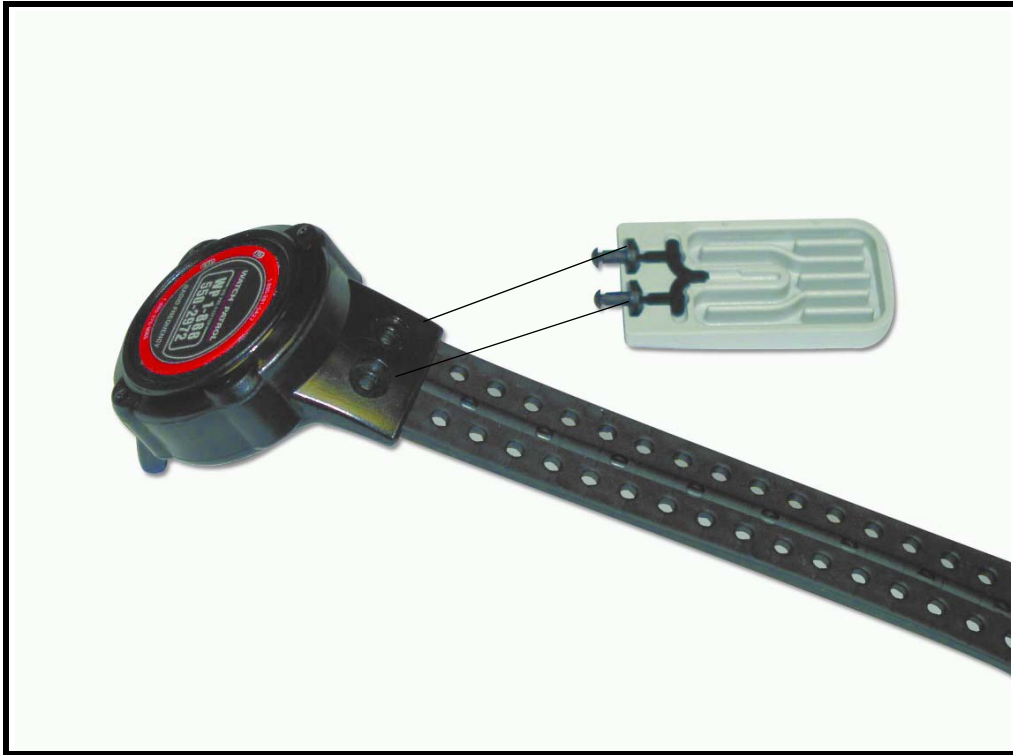
Figure 8: Preparing to insert pins into the transmitter band

7 Break off the plastic tie on the heads of the pins.

8 Inspect the slots in the heads of the pins and confirm they are parallel to the line of the band as shown in the following figure.

Figure 9: Slots on pins parallel to band

NOTE: All *WATCH PATROL® RF* transmitters are provided with tamper-evident pins to secure the transmitter band to the housing. Once inserted, the pins cannot be removed without breaking off (thereby permanently deforming) the two barbed vanes on the tip of the pin

Measuring and Cutting the Transmitter Band

Place the *WATCH PATROL® RF* transmitter around the participant's ankle. The band should be wrapped firmly, but not too tightly (generally one small fingers spacing between the band and the participants skin is recommended). Cut the band to the proper size. To cut the band (see Figure 7), cut along the line closest to the position where the band touches the edge of the face of the transmitter and follow the instructions above to make a proper cut.

G4S Justice Services recommends practicing before doing an actual installation on a participant.

Check the fit of the band by putting the band around the participant's ankle and inserting the end of the band fully into the sleeve to check the fit. You may have to shorten the band by a notch or two. (**Reminder: You can always shorten the band, but you can't lengthen it.**) Next, remove the transmitter from the participant while you program and enroll the transmitter to the HMU.

NOTE: Proper operation of the tamper detection is dependent upon secure fitting of the transmitter and band. The transmitter and band must fit snug, but not so tight as to squeeze the limb. Once installed on the ankle, ask the participant to stand and re-check the tightness. A proper snug fit occurs when the strap can be pulled out 1/8 to 1/4 inch from the surface of the participant's limb, after installation.

CAUTION: Ankle location of transmitter is strongly recommended. If wrist location is chosen, check the compressed hand size versus wrist size. If they are close in size, this necessitates the transmitter being placed on the ankle.

Waking up (Activating) the Transmitter

At this point in the process, of **Preparing the Transmitter band**, the transmitter should be removed from the participant.

To wake up the transmitter from the Standby Mode (also called the "sleep mode"), press the face once. This causes the transmitter to shift from the Standby mode into the Enrollment Mode. It will beep for several seconds, signifying that it is now in Enrollment Mode

NOTE: With the band open or no band attached at all the transmitter will automatically switch into the power-off Standby Mode when not in use for 48 hours .

DO NOT CLOSE THE BAND FOR MORE THAN 30 SECONDS UNTIL YOU ARE READY TO CLOSE THE STRAP FOR MONITORING. OTHERWISE, THE TRANSMITTER WILL GO INTO THE MONITORING MODE AND UPON REOPENING, WILL INDICATE A "BAND TAMPER" FOR THE FIRST 24 HOURS OF USAGE!

Waking up the HMU

Plug in the electrical power, using the AC power adaptor that is supplied as shown in the following figure. The HMU will audibly respond,

"Electrical power is now connected…standby…HMU is in the Enrollment Mode."

Figure 10: Home Monitoring Unit (HMU) with electrical cord

Enrolling the Transmitter with the HMU

Press down on the face of the transmitter. It will immediately beep once, pause for 3 seconds, and then deliver a burst of beeps for a few more seconds. At the end of the beeping, the transmitter will convey the silent radio frequency enrollment code to the HMU in a fraction of a second. The HMU will audibly confirm the serial number of the transmitter that you are enrolling. Verify that the transmitter number is correct. At any point during the enrollment process, if you would like to change how the HMU is programmed, simply reprogram the transmitter and repeat the steps in "Waking up (Activating) the Transmitter" on page 16.

NOTE: If there is no confirmation, repeat the code transmission by pressing the face of the transmitter once again until the HMU acknowledges it. If the HMU announces that it is in the Enrollment Mode, but it will not accept a code from the transmitter with its band open, the transmitter may still be in the Monitoring Mode. Please refer to "Putting Equipment in the Standby Mode" on page 6 for procedures to put the HMU and transmitter into the stand-by / sleep mode.

Connecting the Telephone Cord

After the enrollment code has been received, the HMU will audibly request that the telephone cord be connected to complete the enrollment. See the figure below for the cord configuration. Follow the voice messages. The HMU will automatically check all of its system functions and then call the Monitoring Center to register the new enrollment. Since this will take a minute or two, the HMU may convey an occasional "Standby" message. At this time, the HMU will provide you with another message:

"This would be a good time to attach the transmitter unit to the participant's ankle or wrist."

NOTE: Do not connect the telephone line until the HMU audibly requests you do so. If you inadvertently connect the phone line, the HMU will give you a voice instruction to disconnect it. Also, if the telephone line supplied is not long enough, one of appropriate length can be purchased from a supply store such as Radio Shack or Home Depot.
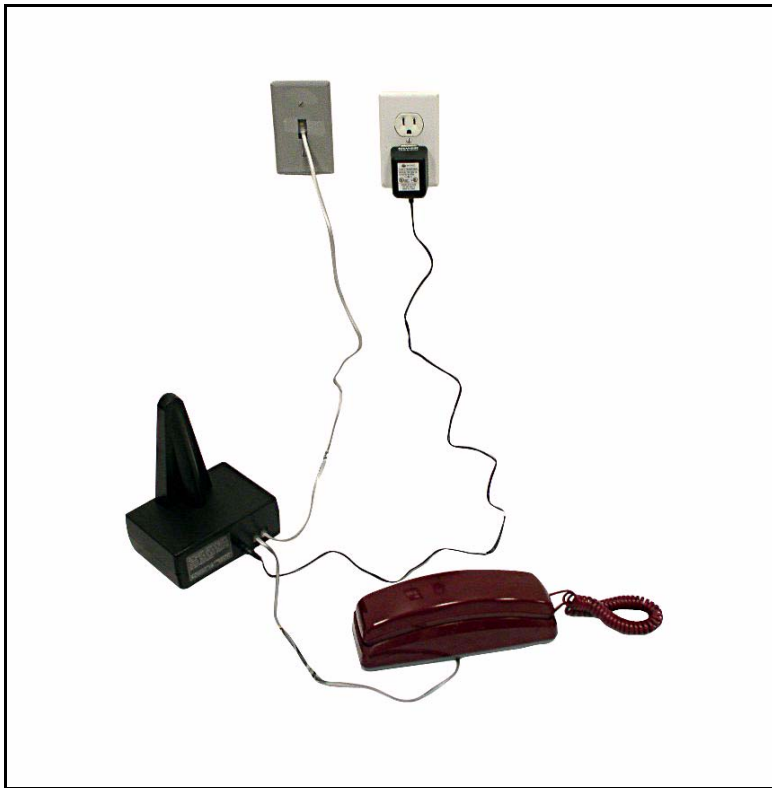
Figure 11: Home Monitoring Unit (HMU) with phone cord and electrical cord connected

WARNING: Connecting the HMU to a digital phone system may cause permanent damage to the HMU. Do <u>NOT</u> connect the HMU into any digital phone system with an on hook voltage greater than 55 volts. For example, many jacks in office buildings (RJ-45 jacks) are connected to digital PBX lines, and connection to these digital jacks can damage the HMU. If your normal phone line is digital, you may want to check your fax line; often the line into your fax machine is not digital. If you are not sure of the type of phone system or its voltage, ask your telecom coordinator or have the voltage level measured prior to connecting the phone line to the HMU.

Attaching the Transmitter Band

Secure the band to the participant with two more retaining pins as shown in the following figure.

Figure 12: Transmitter installed on Participant

Be careful not to install the transmitter upside down, because this will make it difficult for the participant to read the information on the face of the transmitter if you have programmed the transmitter for Random Tracking Calls.

As soon as the transmitter band is closed, whether the pins are in place or not, the transmitter unit will automatically check for band closure. When the band is continuously closed for 30 seconds or more, the unit will make one brief beep to signal you that it has automatically shifted from the enrollment mode into the monitoring mode.

The following messages will be announced by the HMU:

HMU message "Enrollment has been recorded" - After the system check is finished, the HMU is in the Monitoring Mode.

HMU message "HMU is waiting for confirmation" - The HMU will then advise you that it is waiting to determine if the transmitter unit has been attached to the participant and that it is functioning properly.

HMU message "Confirmation has been received" - It will take a minute or so after the band has been closed for the transmitter to silently communicate with the HMU that it is functioning properly.

After the HMU receives this signal, it will advise you that the electrical power and telephone cord may now be disconnected in preparation for sending the monitoring equipment home with the participant.

NOTE: If this is an office installation, we recommend that you review the "Installation Checklist" and instruct the participant on how to connect the HMU in their home

Office vs. Home Installation Procedures

If this is an installation in the participant home, then proceed to "Range Testing of the Equipment" on page 22. If this installation is taking place in the office of a case officer, do the following:

> Give the participant the HMU, review the checklist and sample floor plan with the participant, and instruct the participant on how to connect the HMU in their home using the procedures stated in the sections above.

The participant will need to do the following procedures at their home while referring to the following two figures:

1   Plug in the electrical power, using the adaptor that is supplied. The HMU will audibly respond, "Electrical power is now connected…Please connect the telephone line…"
2   Connect the telephone line, after which the HMU will audibly respond, "Telephone line is now connected…Installation is complete."

NOTE: After completing the enrollment, the phone and power need to be unplugged so that the installation can be completed at the participant's home. When in the office, G4S Justice Services recommends unplugging these lines within ten minutes of the installation. If you wait more than 10 minutes, when these are plugged in at the participant's home, the installation will be complete, but there will be NO verbal message stating: "Electrical power is now connected..."

RECOMMENDATION: G4S Justice Services strongly recommends making a visit to the participant's home to perform a range test.

Enrolling Multiple Transmitters with one Home Monitoring Unit (HMU)

The HMU has the capability to simultaneously monitor up to 10 different transmitters. The transmitters must be the same frequency as the HMU. (HMU units are available in 418 MHz, and 433 MHz.

NOTE: The enrollment process is similar to that used for one transmitter, but involves disconnecting and reconnecting the phone line to enable additional transmitters to transmit code to the HMU.

To enroll multiple transmitters with one HMU, do the following:

1   Complete all agency instructions and forms discussed in the first paragraph of "Pre-enrollment procedures" on page 7.

2   For each transmitter, follow the equipment setup procedures starting with "Equipment and Tools" on page 8, and continue through "Measuring and Cutting the Transmitter Band" on page 15

3   For each transmitter, follow the procedures in "Waking up (Activating) the Transmitter" on page 16

4   Follow the procedures for "Waking up the HMU" on page 16.

5   For the <u>first</u> transmitter, follow the procedures in "Enrolling the Transmitter with the HMU" on page 17

6   Follow the procedures in "Connecting the Telephone Cord" on page 18

   IMPORTANT: Plug in the phone cord following the voice prompt, <u>*then*</u> unplug the phone cord. This step is performed only when using multiple transmitters with one HMU.

7   Repeat steps 5 and 6 for *each* additional transmitter.

8   After enrolling all transmitters for the selected HMU, plug in the telephone cord.

9   For each participant, follow the procedures in "Attaching the Transmitter Band" on page 19

10 After receiving enrollment messages as stated in "Attaching the Transmitter Band" on page 19, proceed to the following section: **Range Testing of the Equipment.**

Range Testing of the Equipment

Range Testing to Verify Participant Environment

Range Testing should be performed during initial installation of the **WATCH PATROL® RF** equipment to verify that the RF signal from the transmitter can be properly received by the HMU in all locations of the participant residence. During this testing, the HMU location may be changed to determine the ideal location to assure continuous receipt of the RF signal.

Range Testing to Verify Participant Absences

Range Testing can be used to verify Participant Absences. For instance, If the system reports that a participant was absent during the curfew period, but the paricipant claims they were home, Range Testing can be performed to check for loss of signal. This will help to verify the validity of the participant's claim.

The following figure presents a sample house floor plan with a suggested location for the HMU unit, and suggested locations within the house to conduct Range testing.
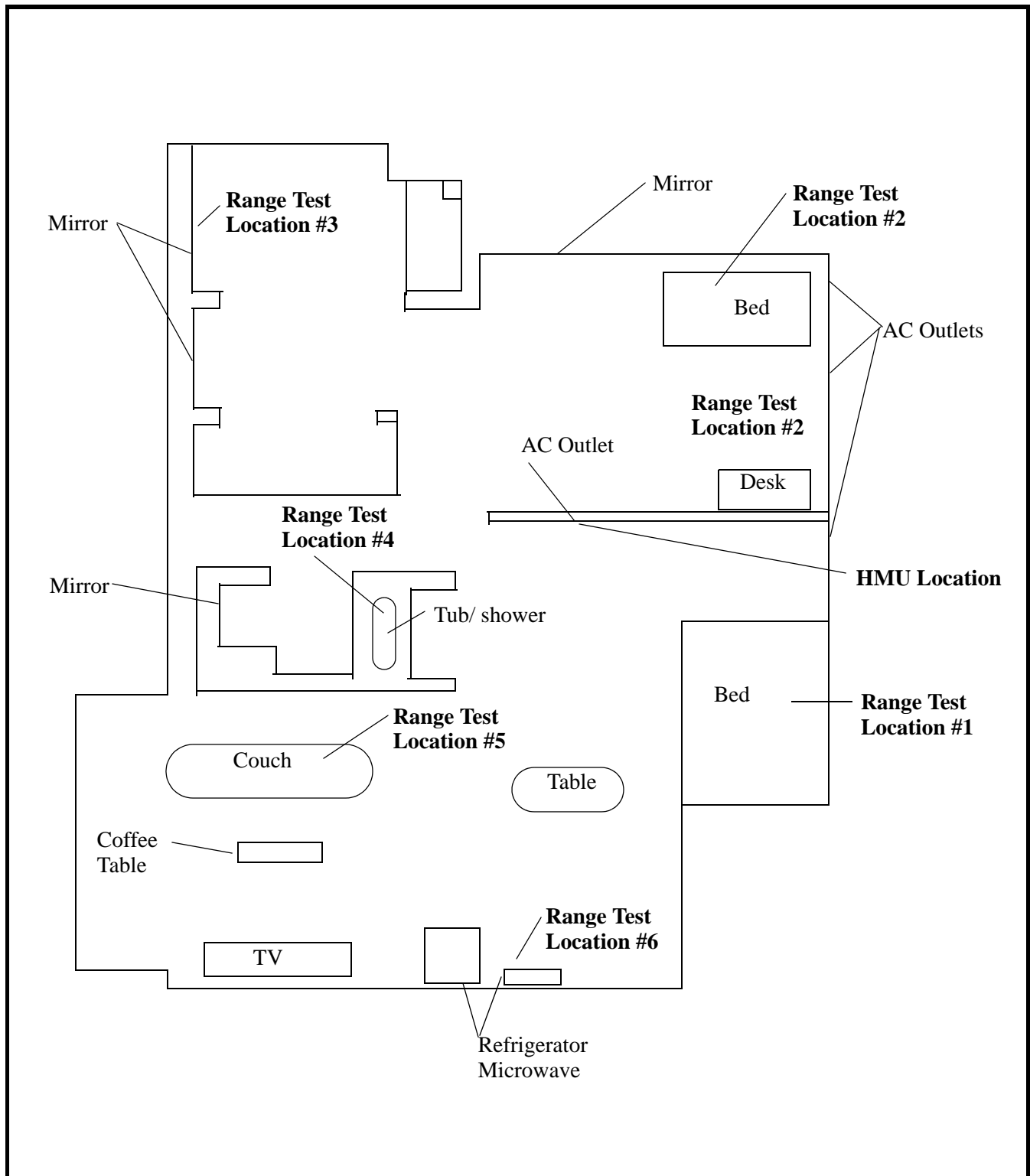
Figure 13: Sample floor plan of house showing areas to Range Test

Refer to the section "Installation Checklist for Enrollment" on page 10 before starting the Range testing of the **WATCH PATROL® RF** equipment. To Range Test the equipment, follow the procedures below:

1 Verify that the HMU you intend to range test is plugged into a power supply and a phone line in the participant's home. The HMU and transmitter being range tested must be enrolled and in the monitoring mode. For more information on equipment modes and their operation see the discussion on Standby, Enrollment, and Monitoring modes at the beginning of "Radio Frequency (RF) Setup and Operation" on page 6.

2 Utilize a spare transmitter on the same frequency. Insure the spare transmitter is in the enrollment mode to put the HMU into "Range Testing". For more information on equipment modes and their operation see the discussion on Standby, Enrollment, and Monitoring modes at the beginning of "Radio Frequency (RF) Setup and Operation" on page 6.

3 Activate range testing by pressing the "SPARE" transmitter face once to wake the transmitter up. Press the transmitter face once again sending the encrypted codes to the HMU…and the HMU will respond "1".

4 Press the transmitter face again and the HMU will respond "2".

5 Press the transmitter face one more time and the HMU will respond "3". After you hear the audible voice prompts "1", "2", "3", you will hear:

6 The HMU will state: "Range testing has now been activated for ten (10) minutes. Unit being monitored is now in range. No band tampering has been detected."

During the Range Test, whenever the spare transmitter transmits a signal within range of the HMU it will respond with: "Coded signal received."

NOTE: If Range Testing does not activate properly, see the troubleshooting suggestions in "Chapter 5: Troubleshooting" on page 76.

Suggested areas of the Home to Range Test

Areas of the home that should be Range Tested include (see Figure 12):

Bathroom (have the participant stand in the shower stall);

Bedroom (have the participant lay down on the bed);

Kitchen (have the participant stand at the sink);

Family Room (have the participant sit in their favorite chair or recline on the couch);

Garage (if allowed)

We recommend that you hear the HMU verbally report "coded signal received" three (3) times at each location outlined above. Checking each location and hearing three (3) times "coded signal received" voice prompts takes about one (1) minute at each of the six locations identified above. If you do NOT hear the HMU voice prompts, see "Chapter 5: Troubleshooting" on page 76.

Administering the Participant's Program with *Web Patrol* ^{SM}

G4S Justice Services recommends use of **WEB PATROL^{SM}** to administer the **WATCH PATROL® RF** program. For more information on administering the **WATCH PATROL® RF** program, see "Chapter 4: Administering, Monitoring and Reporting Procedures" on page 27.

Removing a Participant from the Program

To remove a participant from the **WATCH PATROL® RF** program, follow the procedures in "Terminating a Participant from the Program" on page 65.

After following the administrative procedures above, you may remove the participant's transmitter and return the equipment to G4S Justice Services by doing the following:

1 Remove the transmitter from the participant with a pair of scissors by cutting the fiber band in two.

2 To remove the retaining pins, insert the flat end (small end) of the pin removal tool into the slot of each pin as shown in the following figure, and turn the pin one full turn clockwise (360 degrees), followed by a full turn counterclockwise (360 degrees)

Figure 14: Inserting plastic tool to turn pin

3 Turn the tool over and use the raised cylinder protrusion to push the pin up from below..

Figure 15: Using tool to elevate pin from underneath transmitter

4 After pushing the pin up, turn the transmitter over and use the forked-end (crowbar) portion of the tool to remove the pin.

5 To put the transmitter and HMU in the Standby mode, follow the procedures in "Putting Equipment in the Standby Mode" on page 6.

6 After placing in the Standby mode, place the HMU, transmitter, power adapter, and telephone line back in the carrying case.

G4S Justice Services recommends using Lysol sanitary wipes to wipe down the HMU and the transmitter prior to installing on a new participant.

CAUTION: Check the optical windows in the transmitter before installing onto a new participant. If the optical windows on the transmitter are not clean, use a thin Q-Tip dipped in alcohol to gently clean the window.

Chapter 4: Administering, Monitoring and Reporting Procedures

This chapter presents procedures and information for administering the **WATCH PATROL® RF** program's four types of monitoring programs: Radio Frequency, Random Tracking, Schedule Tracking, and the Radio Frequency/Random Tracking combined program.

Features of the *WEB PATROL*^{SM} Administration Program

The most convenient and time-effective method of administering the **WATCH PATROL® RF** program is with **WEB PATROL^{SM}** , a web-based administration program.

Advantages of the **WEB PATROL^{SM}** program include:

Increased accuracy, efficiency and reduced data entry time.

Increased visibility over your caseload.

Access to real-time information.

Color-coded data.

Continuous 24/7 ongoing **WEB PATROL^{SM}** support at 1-800-589-6003.

Back-up support via fax and telephone for emergency use.

presents procedures for enrolling in **WEB PATROL^{SM}** and obtaining login name and password. After receiving login name and password the case officer should review , and the sections following it for accessing information and forms to administer the **WEB PATROL^{SM}** program.

Before setting up your computer system and preparing to login to the **WEB PATROL^{SM}** program, please review the following section .

Automatic Messaging System

The Automated Messaging System (AMS) allows access to review and respond to violations using any touch-tone telephone. The benefits of AMS notification include increased response time and a complete audit trail.

During initial enrollment in the **WATCH PATROL® RF** program, (see for enrollment procedures.) select the AMS option on the **Officer Enrollment Form** and fax or email the form to G4S Justice Services. The officer ID and password are e-mailed to officers after a completed **Officer Enrollment** is received by G4S Justice Services.

AMS Menu Options

After calling the AMS telephone number 1-800-589-6003 you will be prompted for password and other information. The following table presents examples of how to use AMS

Table 2: Automatic Messaging Voice Prompts and Responses

Voice Prompt from Telephone	Response to Voice Prompt from Officer
Enter ID number followed by #	Enter your ID number followed by the # sign
Enter password followed by #	Enter your password followed by the # sign
Main menu options: 1. Listen to violations 2. Change your password. 3. Skip message. 4. Listen to the last five violations. 0. Transfer to operator.	Enter 1,2,3,4, or 0 to select one of the Main menu options.
Example entry when officer selects option 4 above: "Officer Jones you have two pending violation, Press 1 to hear the first violation, Press 0 to speak with the monitoring center."	Press 1 to hear the violation, or press 0 to speak with the monitoring center.

A report of AMS transactions including length of call, number of AMS minutes by officer, violation type, officer name, and other information are available by accessing via **WEB PATROL**[SM]. Follow the steps below to access the report:

1 Login to the G4S Justice Services website (see "Login Procedures and Start Page for WEB PATROL[SM]" on page 33 for a review of the login procedures.)

2 Access the **Start Page** and then select **Caseload Review.**

3 Select the officer reports located under the caseload console.

4 Select the AMS report and enter the appropriate dates.

Key Events and Notifications Options

Some of the Key Events that trigger the Automatic Messaging System are listed in the following table. **Option A** designates immediate notification when a violation occurs and **Option B** designates notification within a specified time of a violation. Web-only notification means the case officer may access information through *WEB PATROL^SM* . Procedures for setting up your system for *WEB PATROL^SM* are presented in the following section, **Setup and Computer System Requirements for *WEB PATROL^SM*** .

Table 3: Key Events that Trigger the Automatic Messaging System

Key Event Name	Key Event Description	Option "A"	Option "B"	Web Only
HMU Installation Complete	Occurs when the HMU has been connected to electrical power and phone line at the participant's home.	Immediate	Immediate	
Leave during curfew	Occurs when the participant leaves home when not scheduled to be away from home. **Note**: default leave window is 10 minutes	Immediate	30 minutes (See note 1 below table)	
Participant not present at curfew start	Occurs when the participant is absent at the start of a curfew period when they were required to be at home.	Immediate	30 minutes	
Return during curfew	Occurs when the participant returns home following a curfew exception.	Immediate	Immediate	
Participant present at start of mandatory leave (Optional event based on curfew selection)	Occurs when the participant remains home for more than 30 minutes after the start of a Mandatory Leave Period.	Immediate	Immediate	
Leave/return during mandatory leave (Optional event based on curfew selection)	Occurs when the participant enters the home more than 30 minutes before the end of a Mandatory Leave Period.	Immediate	Immediate	
Band tamper/ Band open	**Band Tamper** --occurs when the transmitter / band has been tampered with but is not in the open condition **Band Open** -- occurs when the transmitter /band has been tampered with and remains open.	Immediate	Immediate	
Ankle / wrist unit restart	Occurs when the transmitter is initially activated or has been removed, shut down and then restarted.	Immediate	Immediate	

Key Event Name	Key Event Description	Option "A"	Option "B"	Web Only
HMU (Home Monitoring Unit) case tamper	Occurs when the HMU case has been opened.	Immediate	Immediate	
Electrical power disconnect	Occurs when electrical power has been disconnected or electrical power has failed.	24 hours (if no reconnect within 24 hours)	24 hours (if no reconnect within 24 hours)	
Electrical power reconnect	Occurs when electrical power has been reconnected or electrical power has been restored.	If paged after 24 hours for the power disconnect, then the power reconnect will be immediate	If paged after 24 hours for the power disconnect, then the power reconnect will be immediate	
HMU shutdown in progress	Occurs when HMU battery is depleted as a result of disconnection or outage of electrical power for more than 48 hours. After this event, the HMU stops reporting and storing new events. However, any events in memory continue to be stored in the HMU.	Immediate	Immediate	
Phone disconnect/ reconnect	Occurs when the phone line has been disconnected / reconnected or commercial phone service has failed / been restored.	This is paged on if in combination with an Electrical Power Disconnect. When the phone line is reconnected to the HMU, the event is then called into the Monitoring center and notification is sent out to the case officer immediately.	This is paged on if in combination with an Electrical Power Disconnect. When the phone line is reconnected to the HMU, the event is then called into the Monitoring center and notification is sent out to the case officer immediately.	
HMU report overdue	Occurs when the HMU fails to report to the Central Monitoring Station computer as scheduled. Default reporting window is 5 hours.	Immediate (at the fifth hour)	Immediate (at the fifth hour)	

Key Event Name	Key Event Description	Option "A"	Option "B"	Web Only
HMU report from unauthorized phone number/location (unauthorized numbers provided in format "xxx-xxx-xxxx" in **WEB PATROL**^SM)	Occurs when the HMU reports from an unauthorized phone number (other than participant's home number.)	Immediate	Immediate	
Ankle / wrist unit low battery	Occurs when the transmitter battery is low and has 7 to 10 days of life remaining. This is intended to give advance warning for the officer to replace the watch transmitter.	Immediate	Immediate	

NOTE 1: Upon receiving a "Leave During Curfew" event, the Monitoring Center attempts to contact the participant to verify tones from the transmitter and location of the participant. If the participant does not return within 30 minutes, the officer will receive notification of the event.

Setup and System Requirements for *WEB PATROL*^{SM}

Computer system requirements for the **WEB PATROL**^{SM} include:

PC-compatible computer running Windows 95 or later configured for Internet access. The user should be familiar with using Internet Web browser software and applications.

Microsoft Internet Explorer 4.0 or later, or Netscape Navigator, version 4.5 or later.

Internet access.

To obtain a login and password for the **WEB PATROL**^{SM} program do the following:

1   Confirm Internet access by connecting your Internet Service Provider, or whatever is available to you.

2   Fill out the **WEB PATROL**^{SM} enrollment form.

3   Fax the enrollment form to G4S Justice Services @ 1-800-478-3335. You will receive an email from G4S Justice Services within 24 hours (Monday through Friday) with your login name and a temporary password.

You are now ready to Login to the **WEB PATROL**^{SM} program. For procedures to login and begin using the program see .

Administering Participants via *WEB PATROL^{SM}*

Previous sections in this chapter presented how to setup your system to administer the **WATCH PATROL® RF** program through the use of the **WEB PATROL^{SM}** program. The following sections present procedures for accessing forms and information by using the **WEB PATROL^{SM}** program. If you do not have web access, you may obtain the forms shown in the following sections, and administer the **WATCH PATROL® RF** program by contacting G4S Justice Services at 1-800-589-6003.

Login Procedures and Start Page for *WEB PATROL^{SM}*

To login and and use **WEB PATROL^{SM}**, do the following:

1   Access the Internet using procedures provided by your Internet Service Provider.

2   If your browser is Internet Explorer, type **https://customer.emswp.com/fed** in the address field and then hit the **Enter** key. If your browser is Netscape Navigator, type **https://customer.emswp.com/fed** in the "Go To" field and then hit the **Enter** key.

This will bring up **Login Page** shown in the window below.

Figure 16: Customer Login Page

3 Enter your login name in the **Officer ID** field, and your **password** in the window shown above.

4 Click the **Login** button. This will display your personal **Start Page.** A sample **Start Page** is shown in the window below.
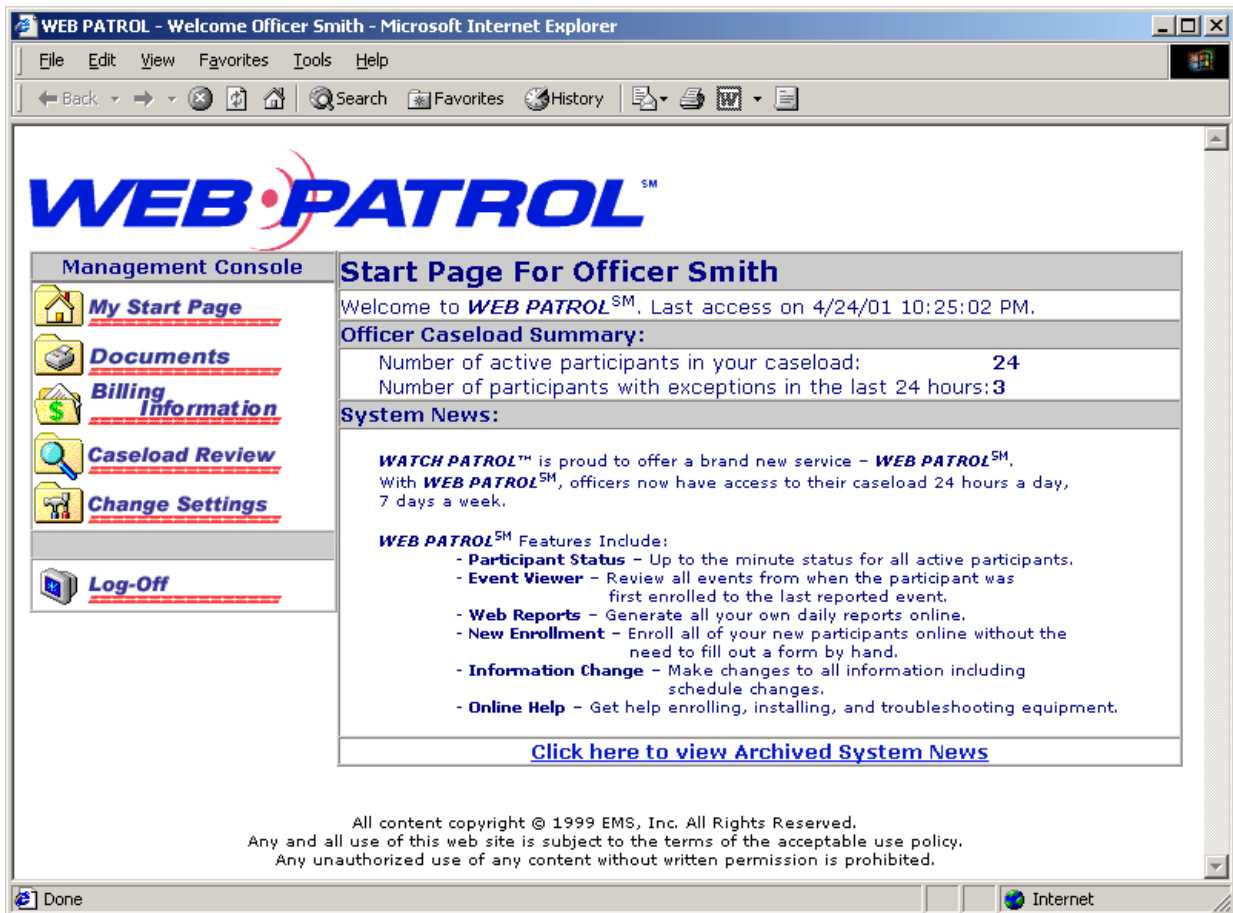
Figure 17: Sample Start Page

After accessing the **Start Page** you may access documents, billing information, caseload reviews, and other information by clicking on the buttons of the **Start Page.** Information available through your **Start Page of** *WEB PATROL^SM* is presented in the following sections.

Available Documents for Administering and Tracking Participants

To access needed documents for administering your caseload, do the following:

1   Access the **Start Page**, and then select **Documents** on the upper left side of the start page.

This will display the following window.
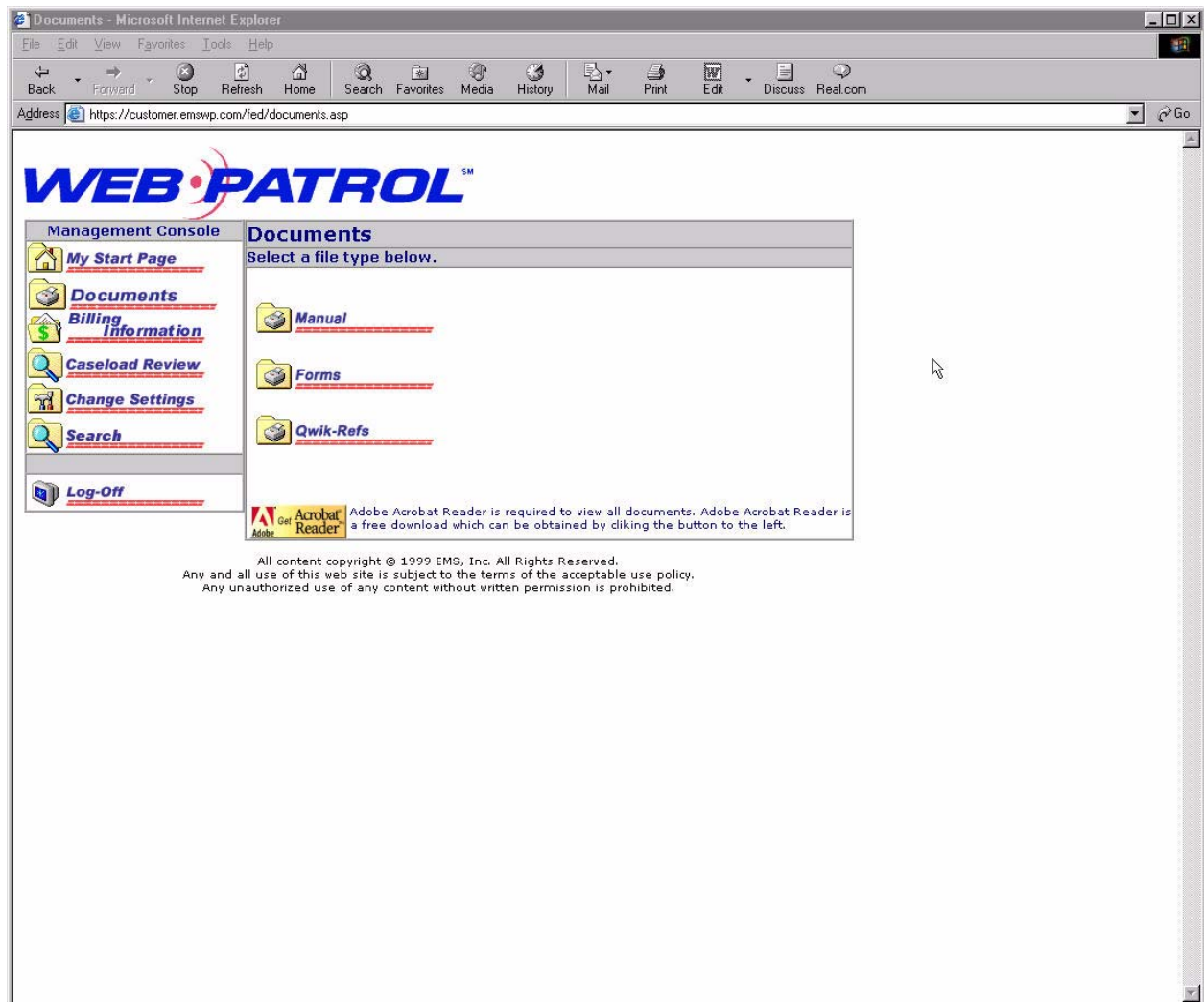
Figure 18: Documents Page

2   In the top middle section of the window above are selections of **Manuals, Forms, and Qwik-Refs.** Selecting one of these options will open these documents.

Note: These documents are in Portable Document Forms (PDF) format. To open and read them you will need Adobe Acrobat Reader. This program is available as a free download at **www.adobe.com**

3   Selecting **Forms** will display the following window.
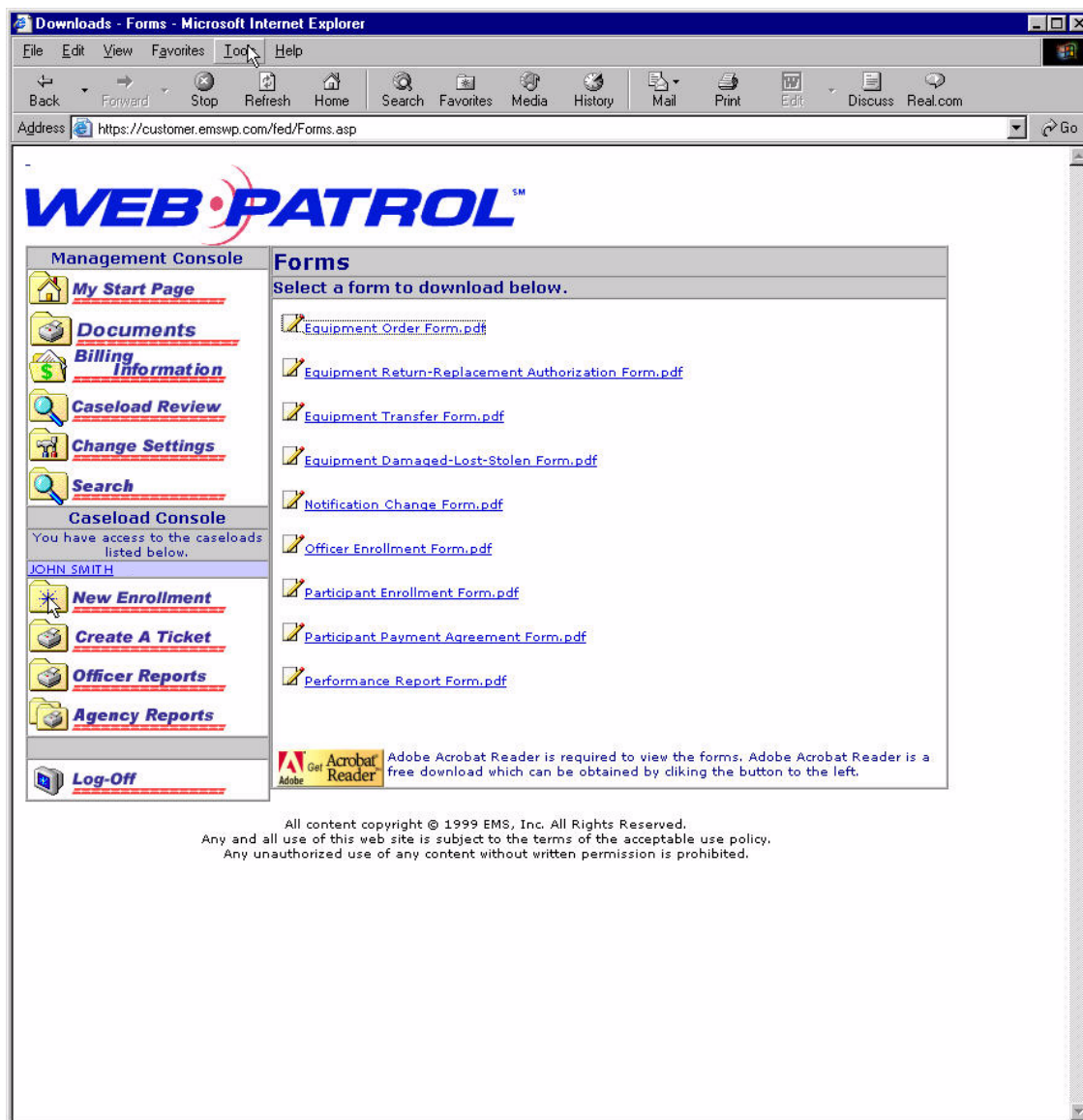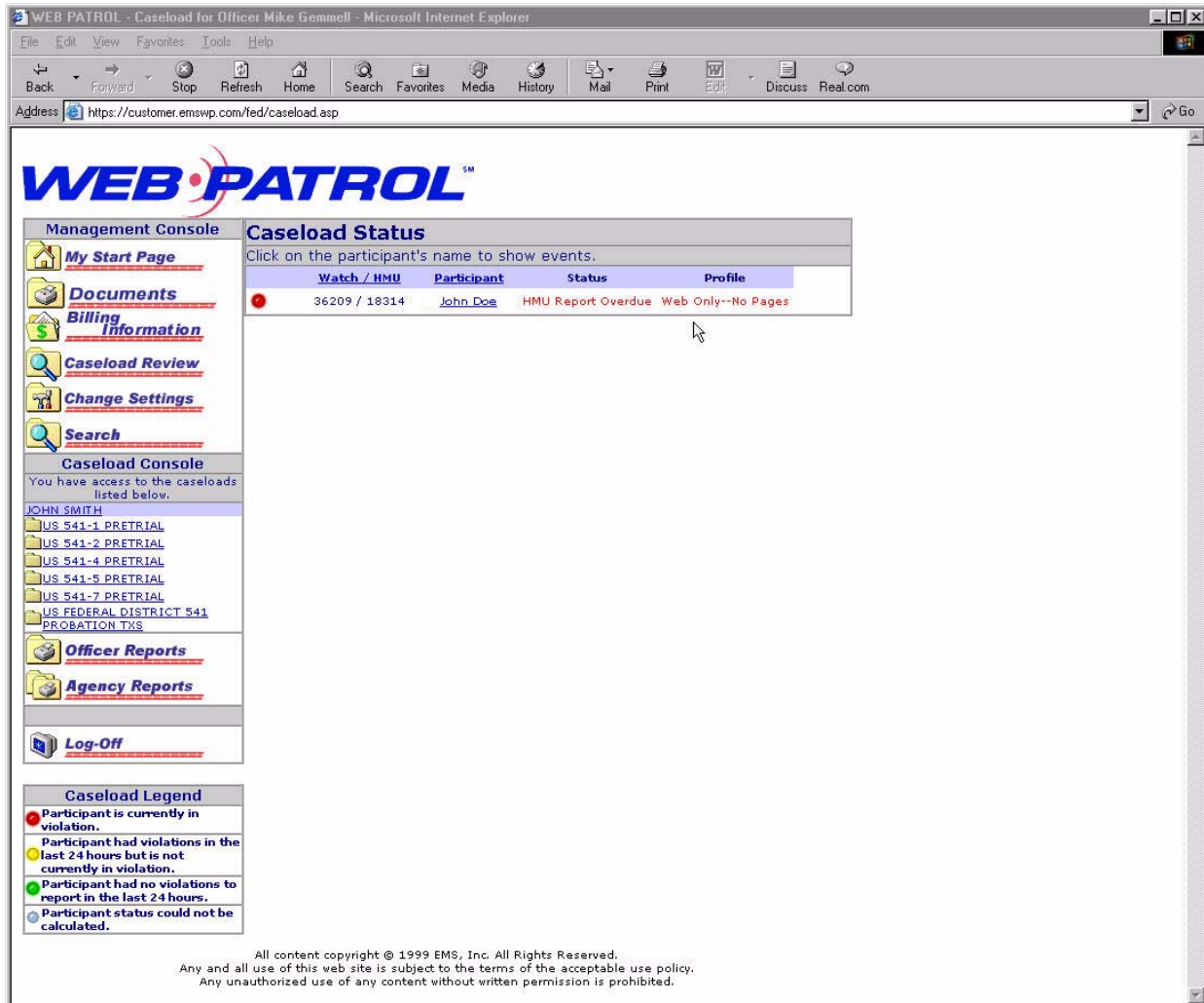
Figure 19: Forms to administer participants program

Reviewing the Officer's Caseload Status

To review a officer's caseload status do the following:

1 Access the **Start Page** and then select **Caseload Review.** Selecting **Caseload Review** from the upper left portion of the **Start Page** will display the following window.

Figure 20: Caseload Status

Reviewing Participant's Events

To review Participant's events do the following:

1 Access the **Start Page** and then select **Caseload Review.** This will display the window above.

2 Click on a selected participant under the **Caseload Status** section of the screen above. This will display the events of the selected participant.

3 Enter in the **Start Date** and **End Date** for the time period that you want information on the participant, and click **Refresh.**
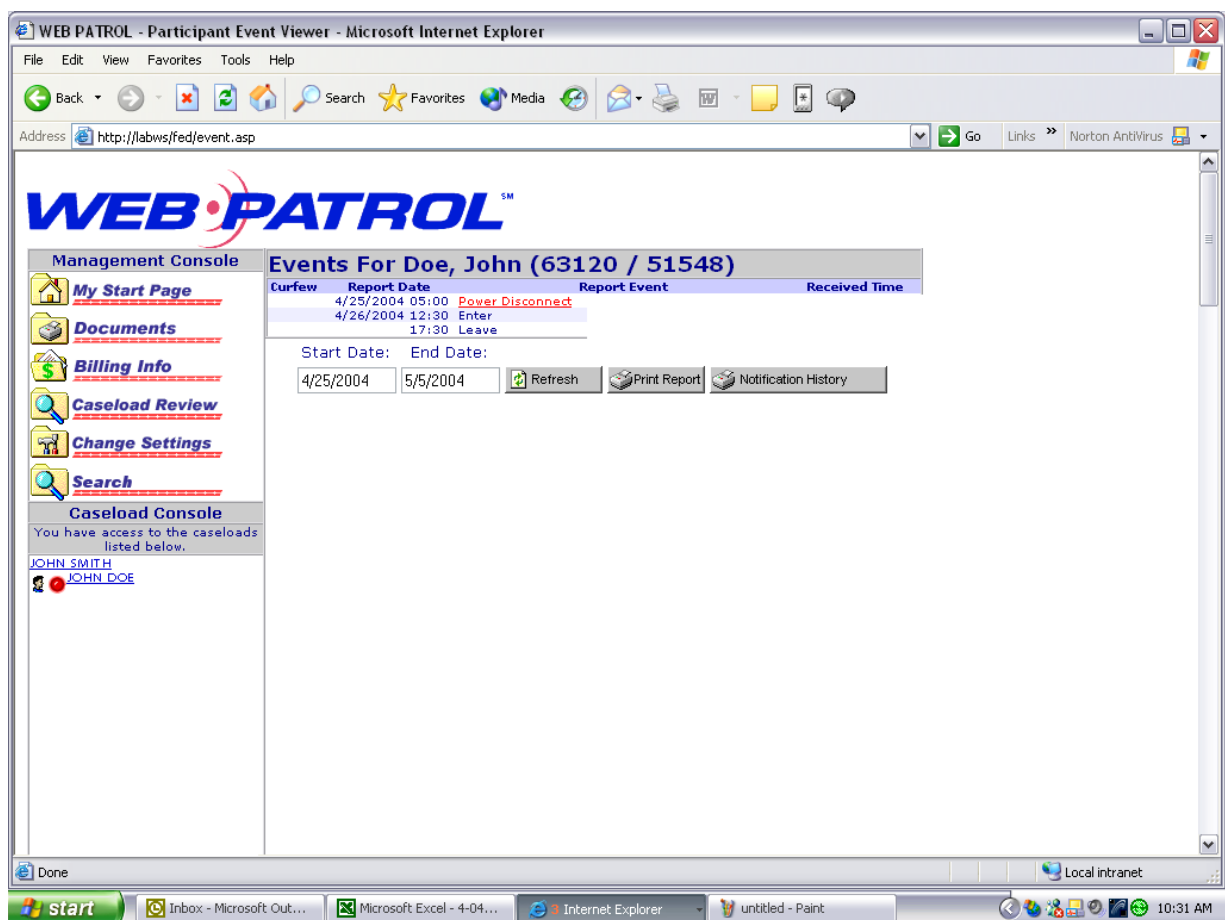
Figure 21: Events for Selected Participant

4 Information on when curfews begin and end and report events will then be displayed.

Clearing an Event

To clear an event, follow steps 1-4 in the previous section to access the previous window, **Events for Selected Participant.** Then do the following:

1 Click on the appropriate event. This will display the following window.

NOTE: If the event is not underlined and in red, the event is not a violation and cannot be cleared.
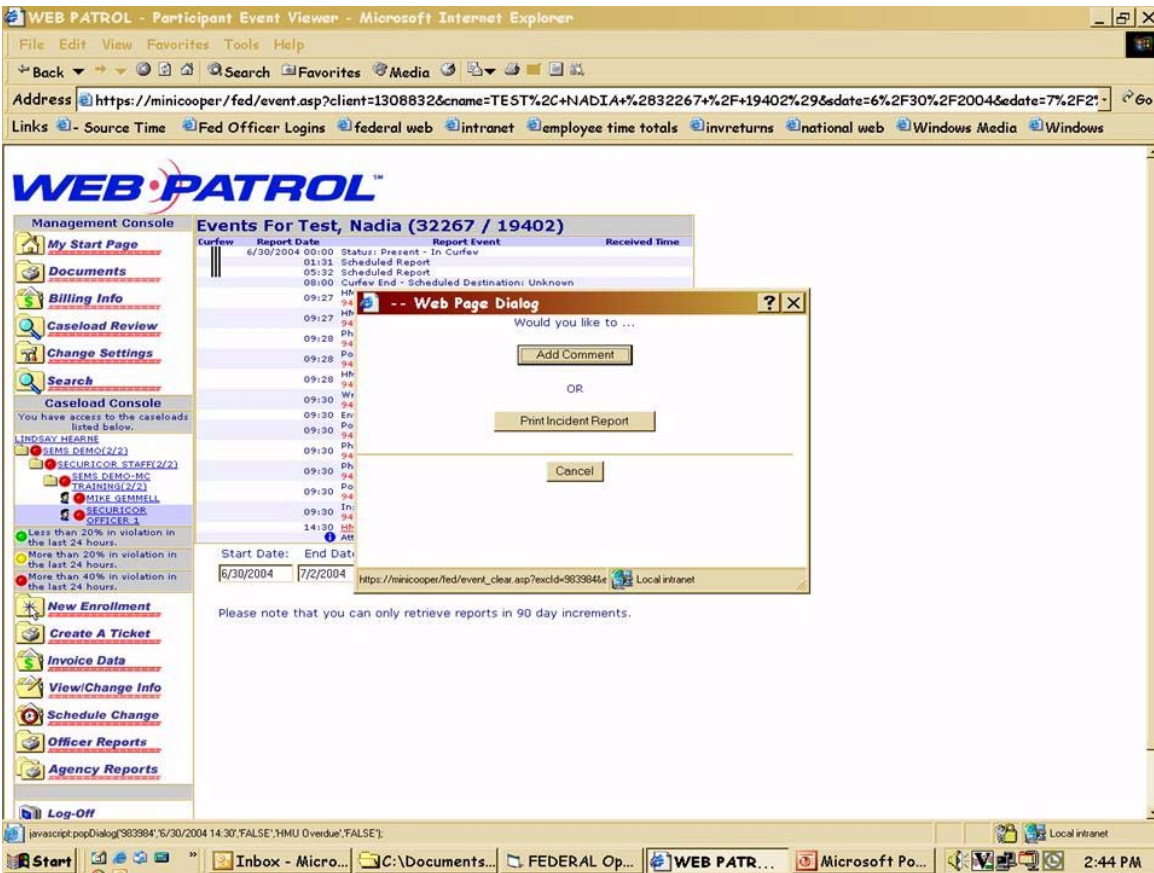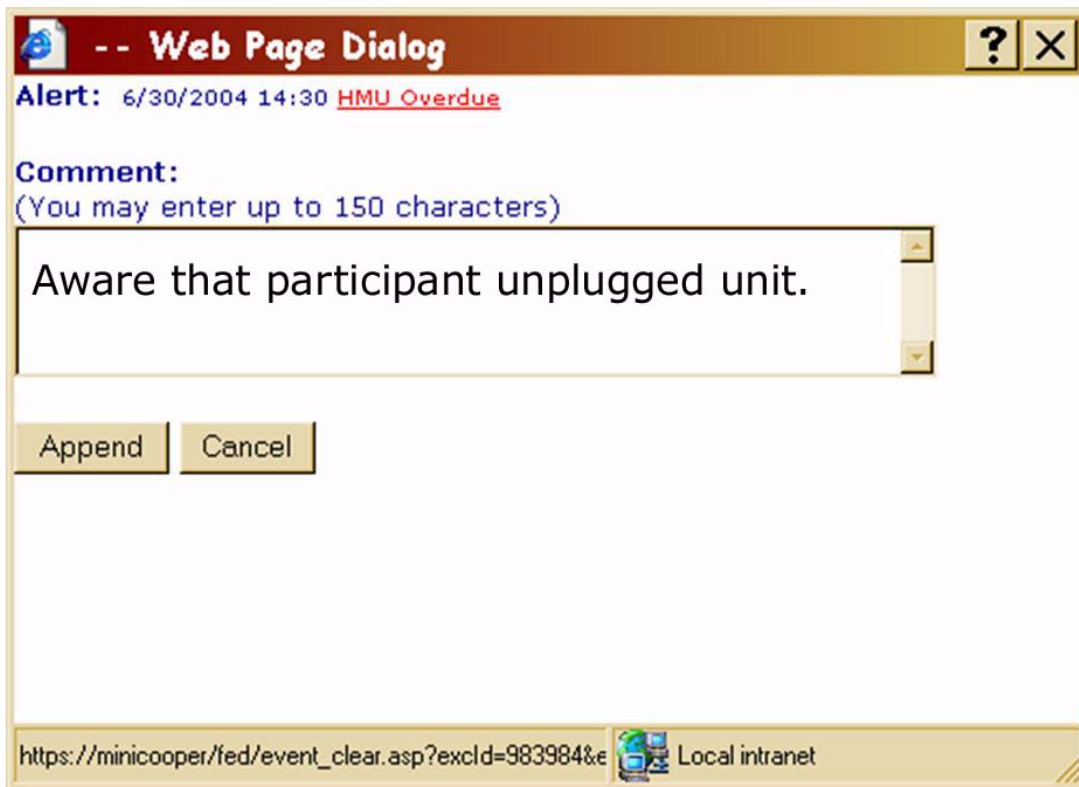
Figure 22: Clearing a participant's events step 1

2 Click on the **Clear Notification /Add Comment** button in the previous window. This will display the following window.

Figure 23: Clearing a participant's events step 2

3 Enter the desired comments, and click the **Append** button.

This will display the following window.
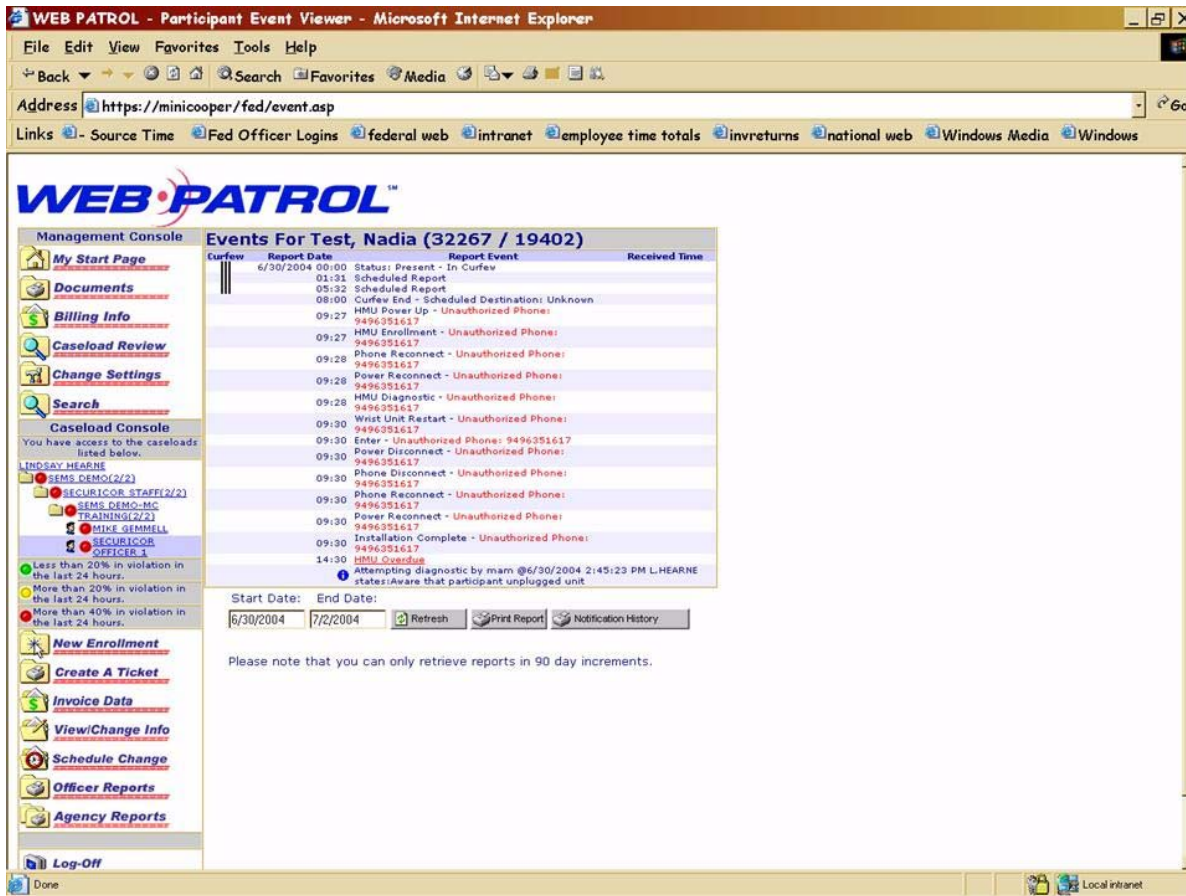
Figure 24: Clearing alerts / Adding comments Step 3

Comments will appear with the first initial and last name of the officer entering the comments, and appear on the participant's activity.

Changing Settings in the Events for Selected Participant Screen

To change information in the previous window: **Events for Selected Particpant,** select **Change Settings.** This will display the following window.
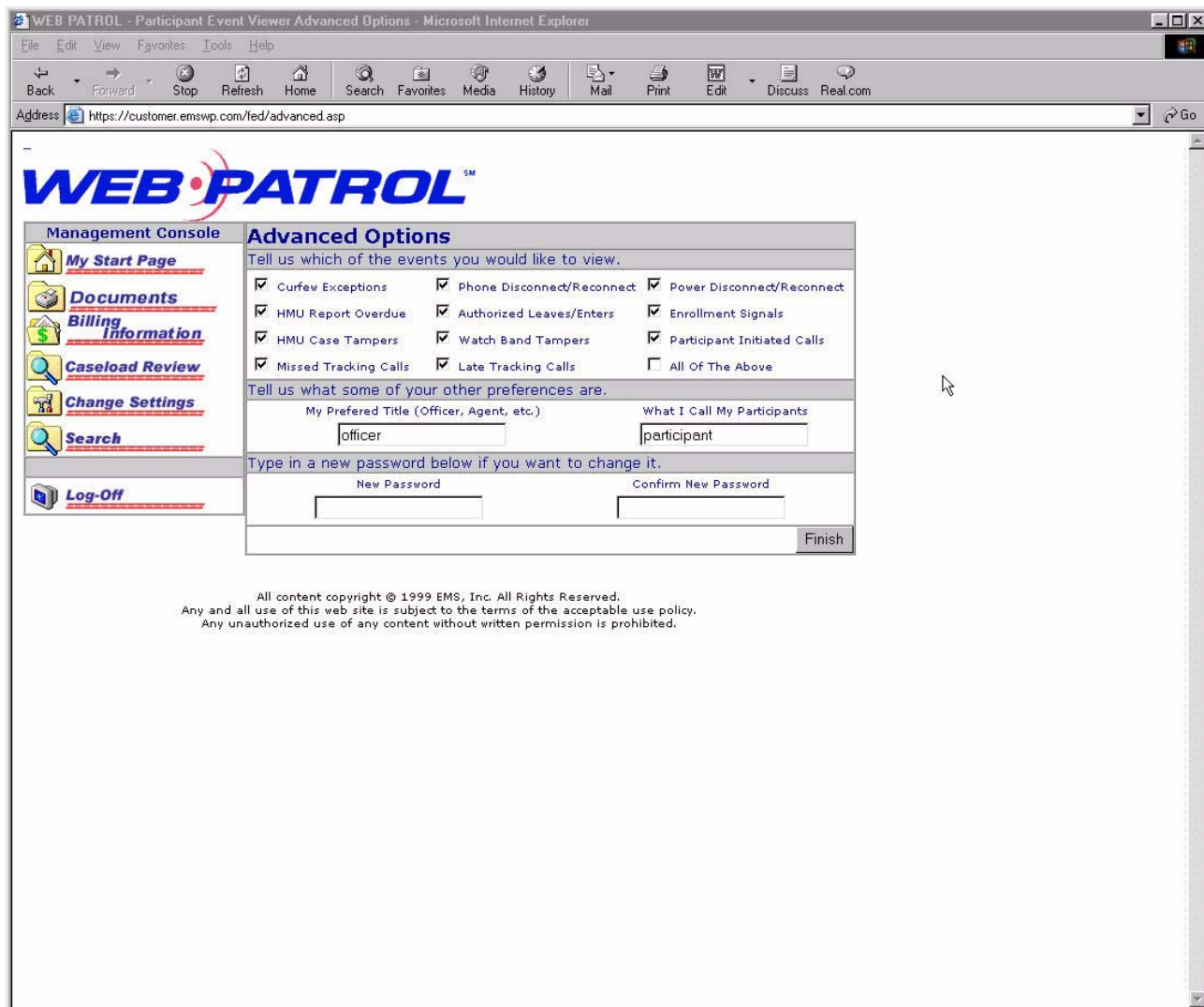
Figure 25: Advanced Options (Changing the Settings in the Events for Participant Window)

In the **Advanced Options** screen, you may change your title, how the participant is referred to, and also your password.

To change these settings, type in the new entry in your selected fields above, and click **Finish.**

Enrolling a New Participant

To enroll a new participant, do the following:

Access the **Start Page** and then select **Caseload Review.**

Click on the **New Enrollment** button on the left side of the window. This will display the following window.

Figure 26: New Enrollment: Step 1

1   In the **New Enrollment, Step 1** window, enter name, address information and other information in the fields shown.

2 After providing information in the selected fields of the **New Enrollment, Step 1** window, click the **Next** button in the far right portion of the window to display the following window. .

Figure 27: Step 2 for New Enrollment

3 Enter the information in the fields shown in the window above, and then click **Next.**

> **NOTE:** The city in the window above is automatically designated via the zip code entered in the previous window.
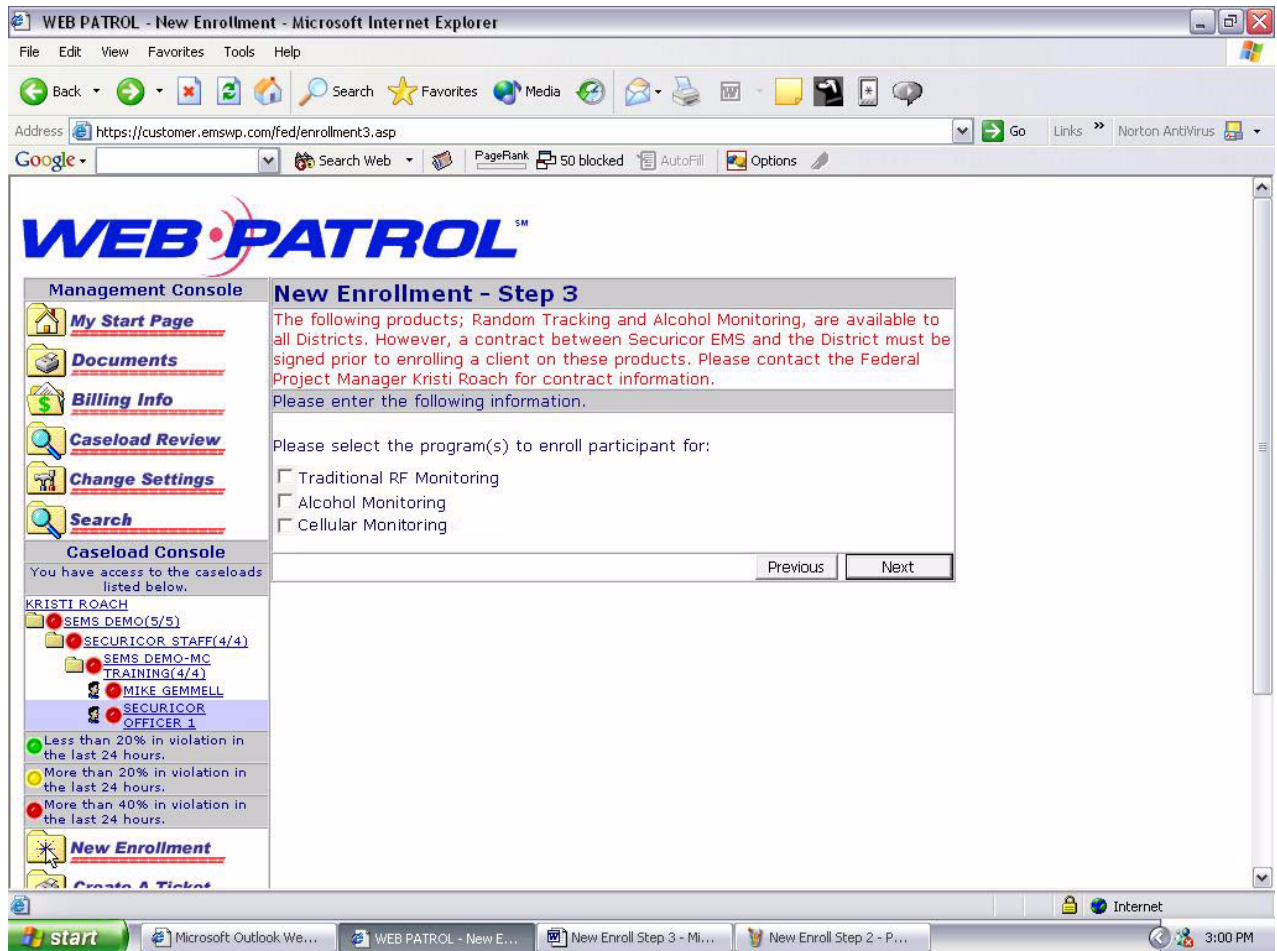
Figure 28: Step 3 of New Enrollment

4   Enter in the appropriate programs which the participant is to be enrolled, as shown in the example above, and then click **Next.**
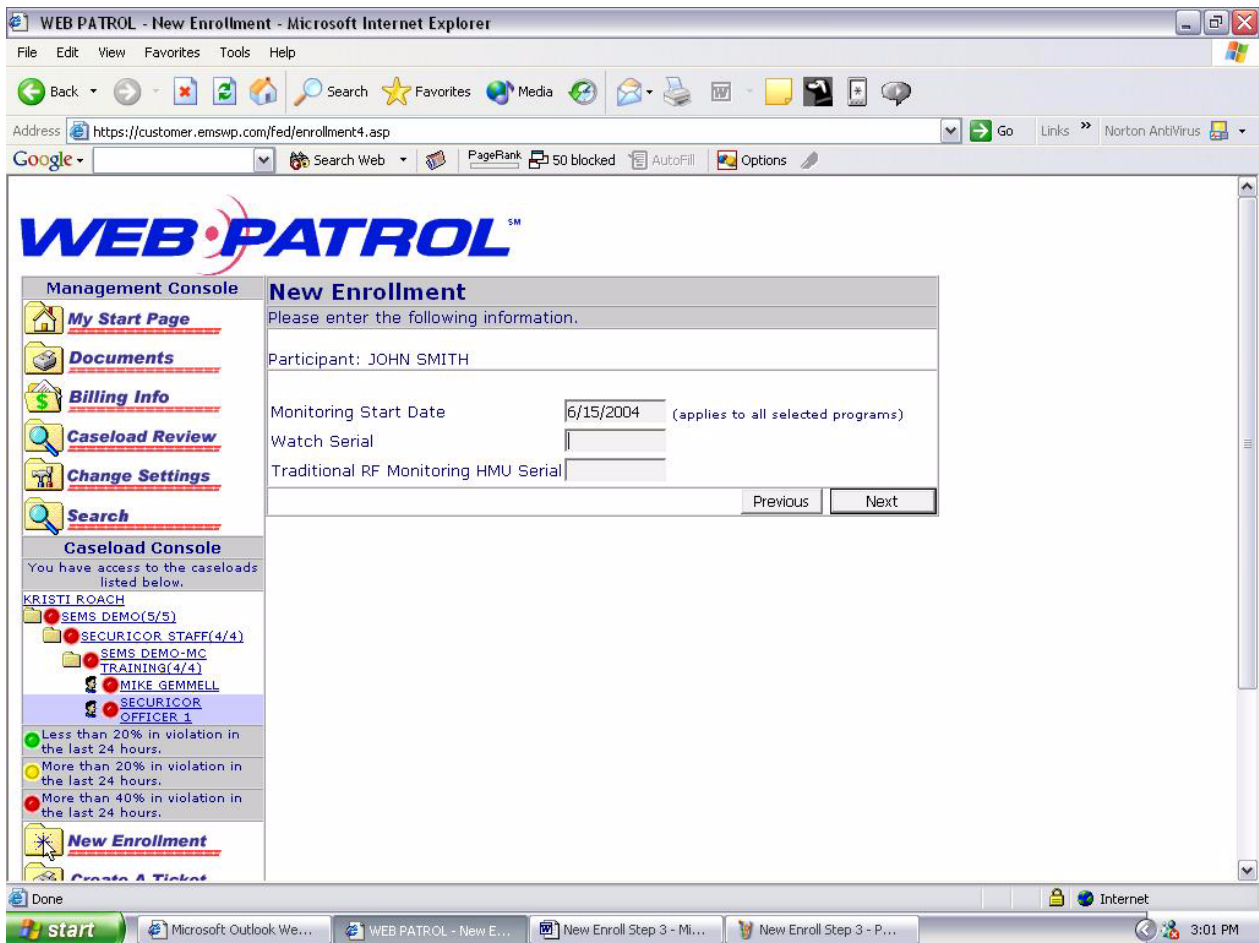
Figure 29: New Enrollment Step 4

5   Enter the watch serial number as shown in the example above, and then click **Next.**

This will display the following window.
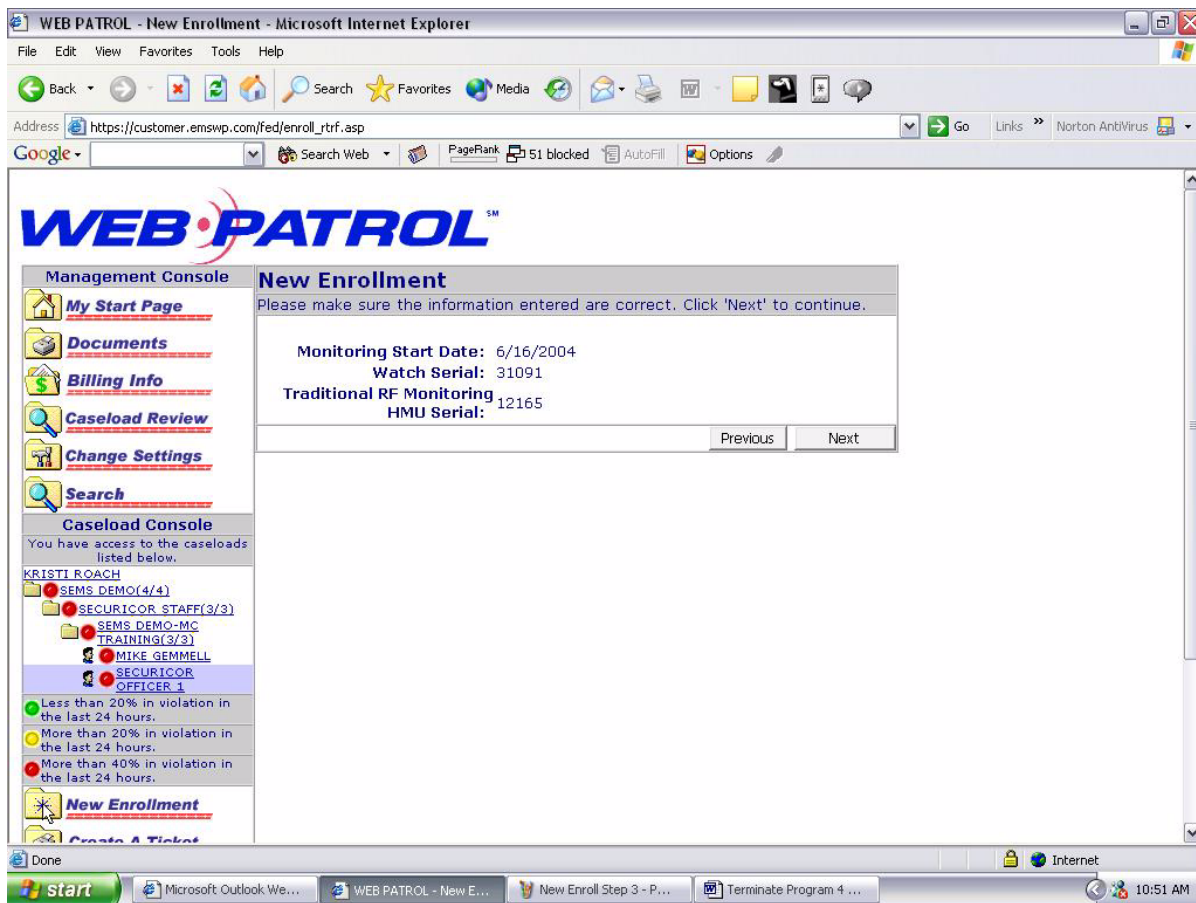
Figure 30: New Enrollment step 5 continued

6 Verify that the information shown in the window above is correct, and then click **Next** to display the following window**.** If the information is incorrect, click **Previous** to return to the previous screen.

The following screen provides the officer the ability to choose a profile (per contract) and enter in the appropriate schedule for the participant. Once the profile and schedule have been entered, click **Next.**

Figure 31: New Enrollment Step 6

The window shown above allows the officer to view the information that has been entered

This will display the following window.

Figure 32: Viewing information that has been entered

The window shown above allows the officer to view the information that has been entered for new enrollment.

7 Press **Next** to display the following window.

Figure 33: New Enrollment Billing Information Screen 2 of 2

The **New Enrollment Billing Information** window shown above designates the program(s) that the participant is enrolled in and the **Enrolled Program(s) Rate.** The **Total Rate** is the amount that the agency and participant are responsible for on a daily basis. The **participant's Co-Pay Amount** is the amount the participant is responsible for on a daily basis.

In the window shown above, if the participant is going to pay for part or all of the monitoring fees, either enter the amount in the box or click in the box next to maximum co-pay amount.

8   Verify that the information in the previous window is correct, and click **Next.** This will display the following window.
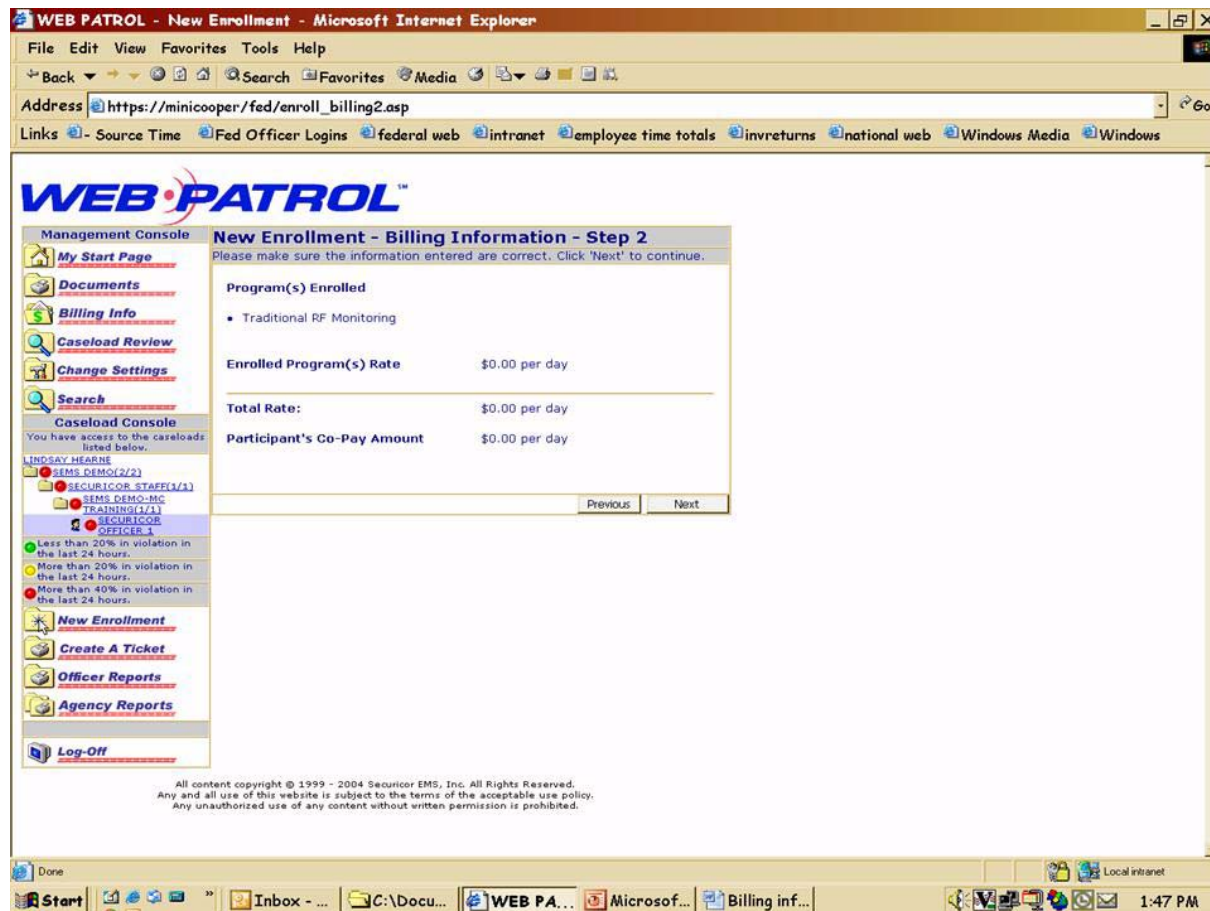
Figure 34: New Enrollment Billing Information Screen 2 of 2

9   Verify the information in the window above is correct, and click **Next.**

The folllowing window indicating the participant has been accepted will then be displayed.
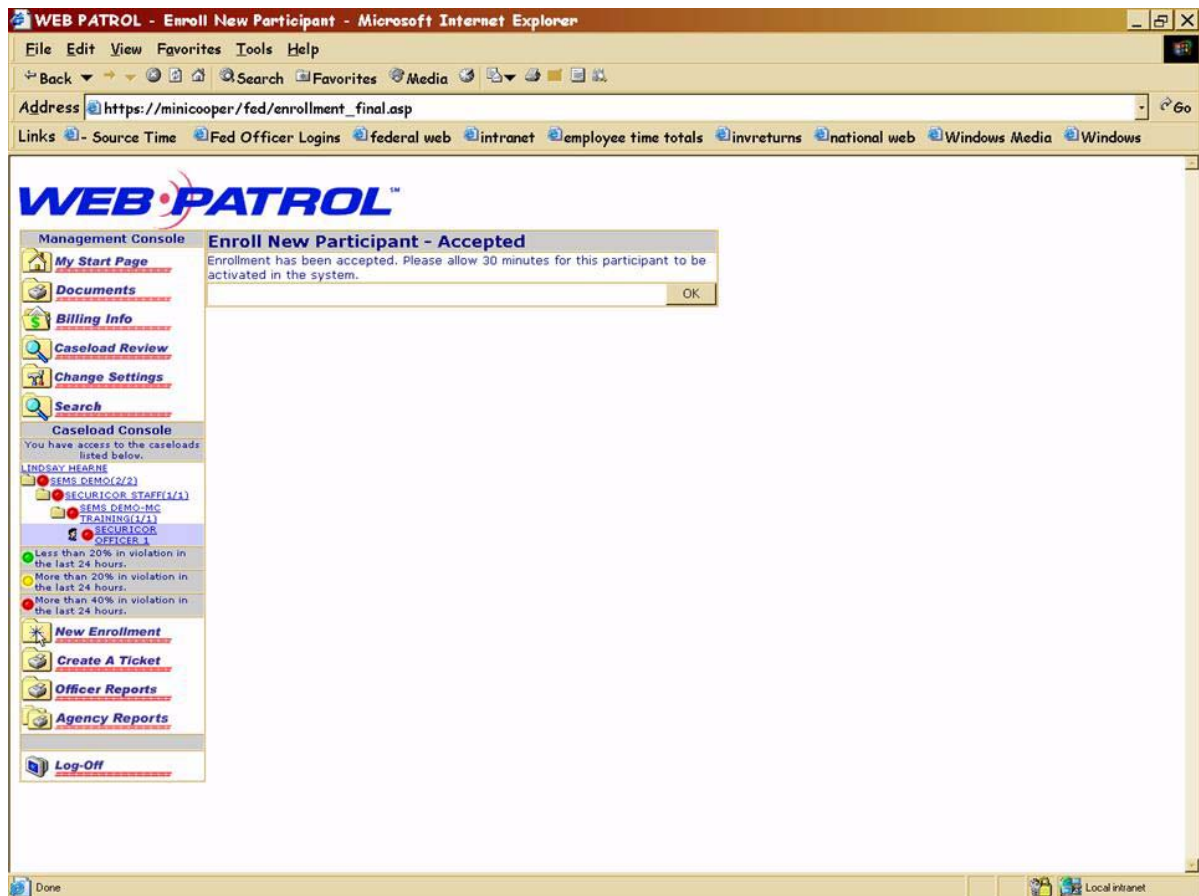
Figure 35: New Enrollment Accepted

Adding New Programs for Participants

To add a program to the exising monitoring program, do the following:

1 Access the **Start Page** and then select **Caseload Review.**

2 Click on a selected participant under the **Caseload Status** section.

3 Click on **Add Programs**. This will display the following window.

4 Select the desired program to be added, and click **Continue.**
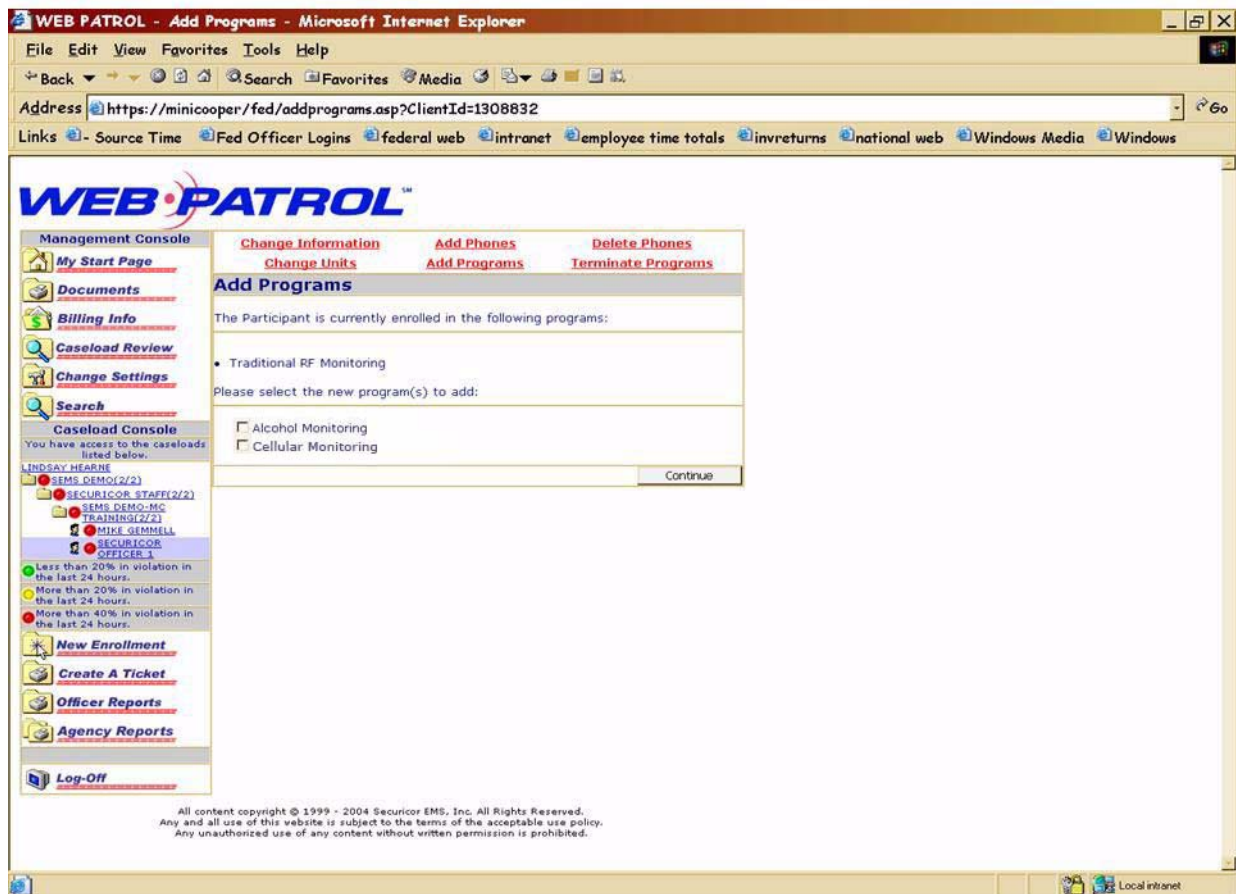
Figure 36: Adding New Programs

Viewing General Information on a Participant

To view general information on a Participant, do the following:

1 Access the **Start Page** and then select **Caseload Review.**

2 Click on a selected participant under the **Caseload Status** section.

3 Select **View Information**. This will display the following window.

This window is view only, and cannot be used to change Participant information. To change Participant information see the following section **Changing Participant Information**
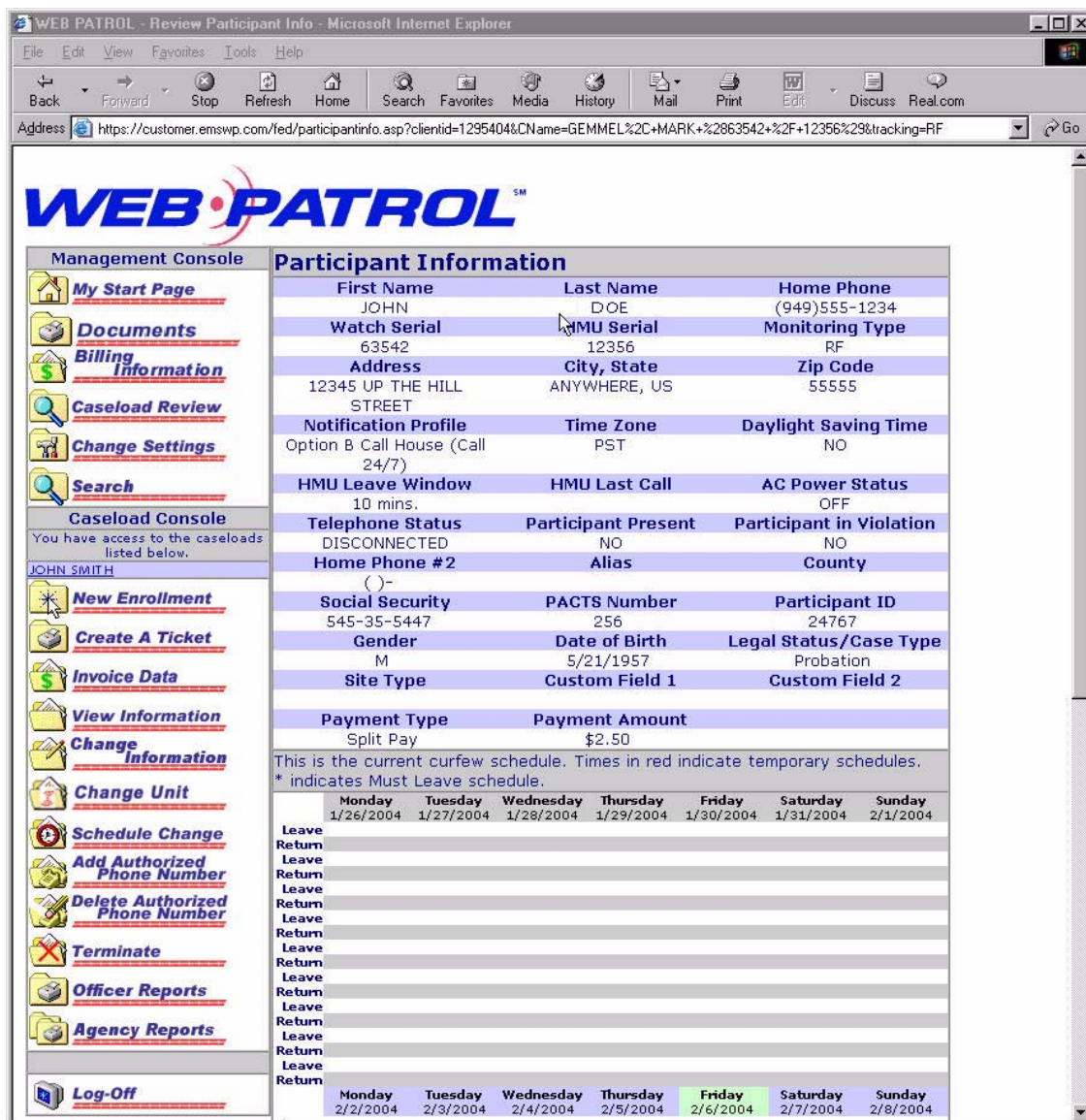
Figure 37: Viewing Participant Information

Changing Participant Information

To change general information on a Participant, do the following:

1 Access the **Start Page** and then select **Caseload Review.**

2 Click on a selected participant under the **Caseload Status** section.

3 From the **Caseload Console** area, click the **View/Change Info** tab.

4 Select **Change Information** in the upper left portion of the window

This will display the window shown below. Changes can be made to the address, transmitter serial number, and all other fields displayed.

5 Change the appropriate information, and click **Submit.**

Changes will be relected online within 30 minutes of receipt.

Figure 38: Changing Information on a Participant (1 of 2)

6 Make changes in the selected fields of the previous window **(Figure 38)**, and then click **Step 2.** This will display the window below.

Figure 39: Changing Information on a Participant (2 of 2)

The window above is a view-only window.

7 Verify that the information shown is correct and click **Submit,** or if there is an error, use the back button on your web browser to return to the window **Changing Information on a Participant (1 of 2).** Then repeat steps 4 and 5.

Making Schedule Changes to a Participant's Program

To make schedule changes on a Participant's program, do the following:

1   Access the **Start Page** and then select **Caseload Review.**

2   Click on a selected participant under the **Caseload Status** section.

3   Select **Schedule Change**. This will display the window shown below.

Figure 40: Participant Schedule Change (1 of 3)

4   In the window above, enter in the start and ending date for the schedule change and choose permanent or temporary under **Schedule Type**, and click **OK.**

If you make a schedule change that overlaps the current schedule in the system, the following window will be displayed..
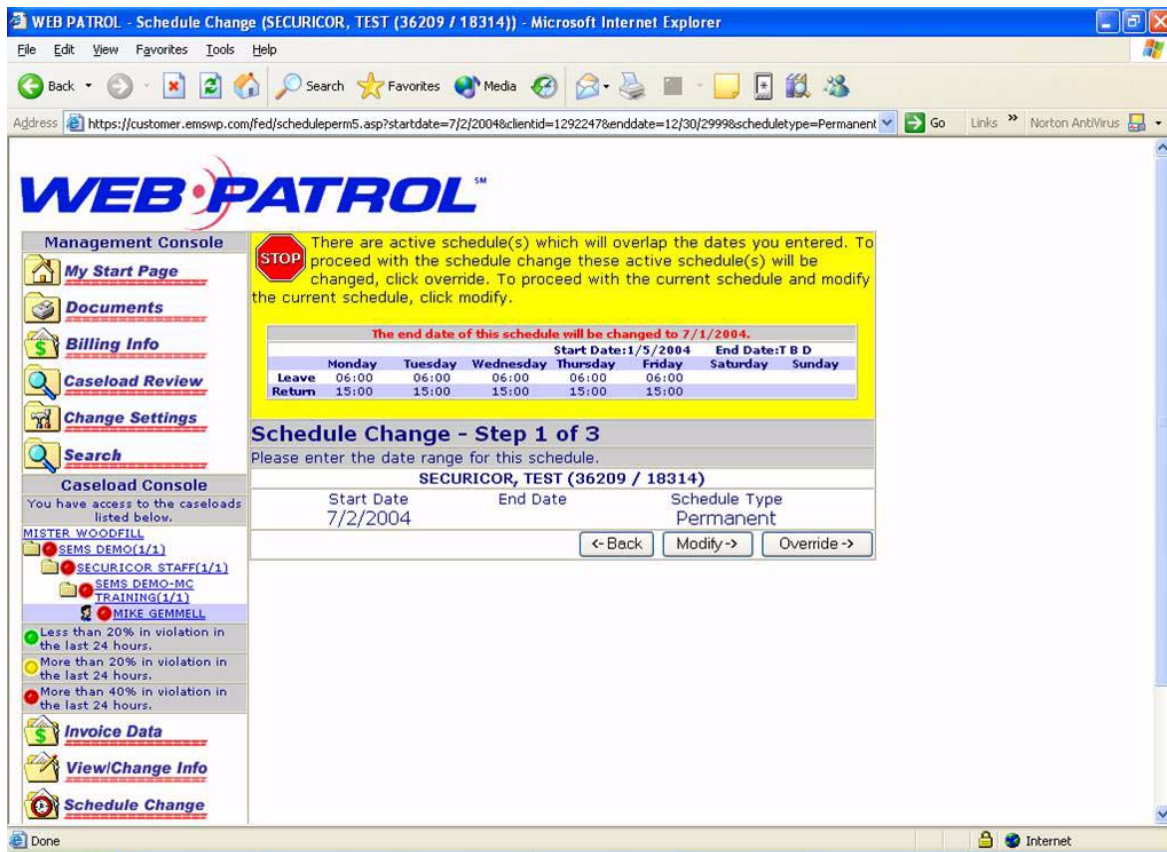
Figure 41: Participant Schedule Change (1 of 3) Override reply

5 The message onscreen will indicate a schedule overlap. If this happens, review the changes and go back to Step 1 if something is not correct. If you wish to go ahead with a schedule that overlaps the current one, click on the **Override** button. To modify the existing schedule, click the **Modify** button.

This will display the following window..

Figure 42: Schedule Change (Step 3 of 3)

6 Fill in the schedule change information in the window above.

The small check box to the left of each **Leave/Return** field should be checked if the leave is mandatory. After filling in the information in one **Leave/Return** set of fields, the **Copy and Paste** selections can be used to speed up the entry of information into the window.

7 When the selected information has been changed, click **Step 3** to display the Step 3 Window below.
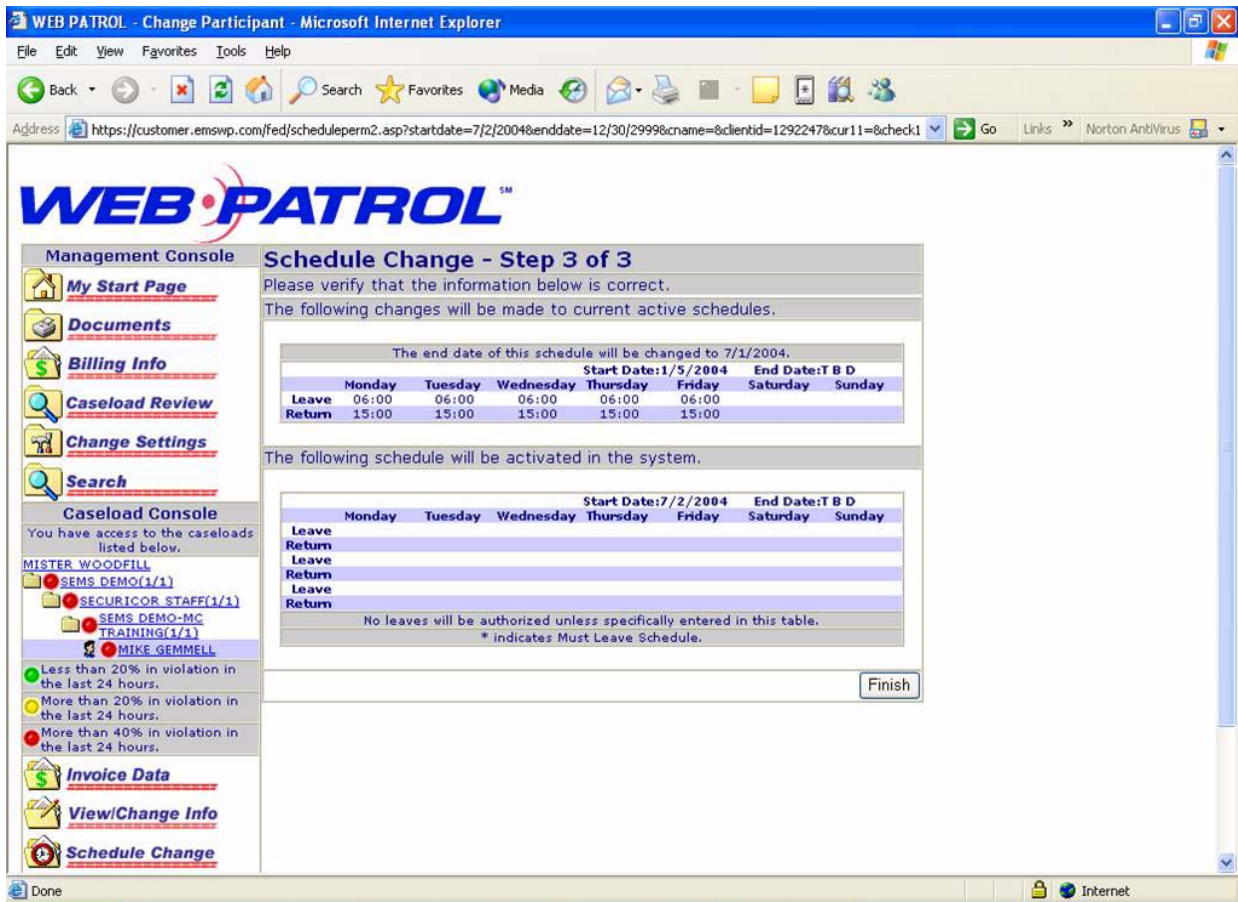
Figure 43: Schedule Change (Step 3 of 3)

8 Review the changes in the window above and click **Finish** if they are correct, or hit the **Back** button on your Web browser to modify the changes.

The window will display **Schedule Change Accepted** after clicking the **Finish** button.

Adding Authorized Phone Numbers

To add authorized phone numbers to a Participant's, in the **Random Tracking** program, do the following:

1   Access the **Start Page** and then select **Caseload Review.**

2   Click on a selected participant under the **Caseload Status** section.

3   Select **Add Authorized Phone Number**. This will display the window shown below.

Figure 44: Adding Authorized Phone Numbers

4   Select **Add Phone.**

5   In the specified fields, enter phone type, and phone number with area code. Enter as many phone types and numbers as needed.

---

6 Click **Step 2** when finished. This will display the window below.

Figure 45: View only Window (Step 2 of 2) for Adding an Authorized Phone Number

7 Review the information in the window above and verify that the information is correct. To correct any information click the **Back** button on your Web browser to return to the previous window. If the information is correct, click **Submit.**

The message onscreen will say "Authorized numbers have been accepted."

Deleting Authorized Phone Numbers

To delete authorized phone numbers from a Participant's program, do the following:

1   Access the **Start Page** and then select **Caseload Review.**

2   Click on a selected participant under the **Caseload Status** section.

3   Select **Delete Authorized Phone Number**. This will display the following window..
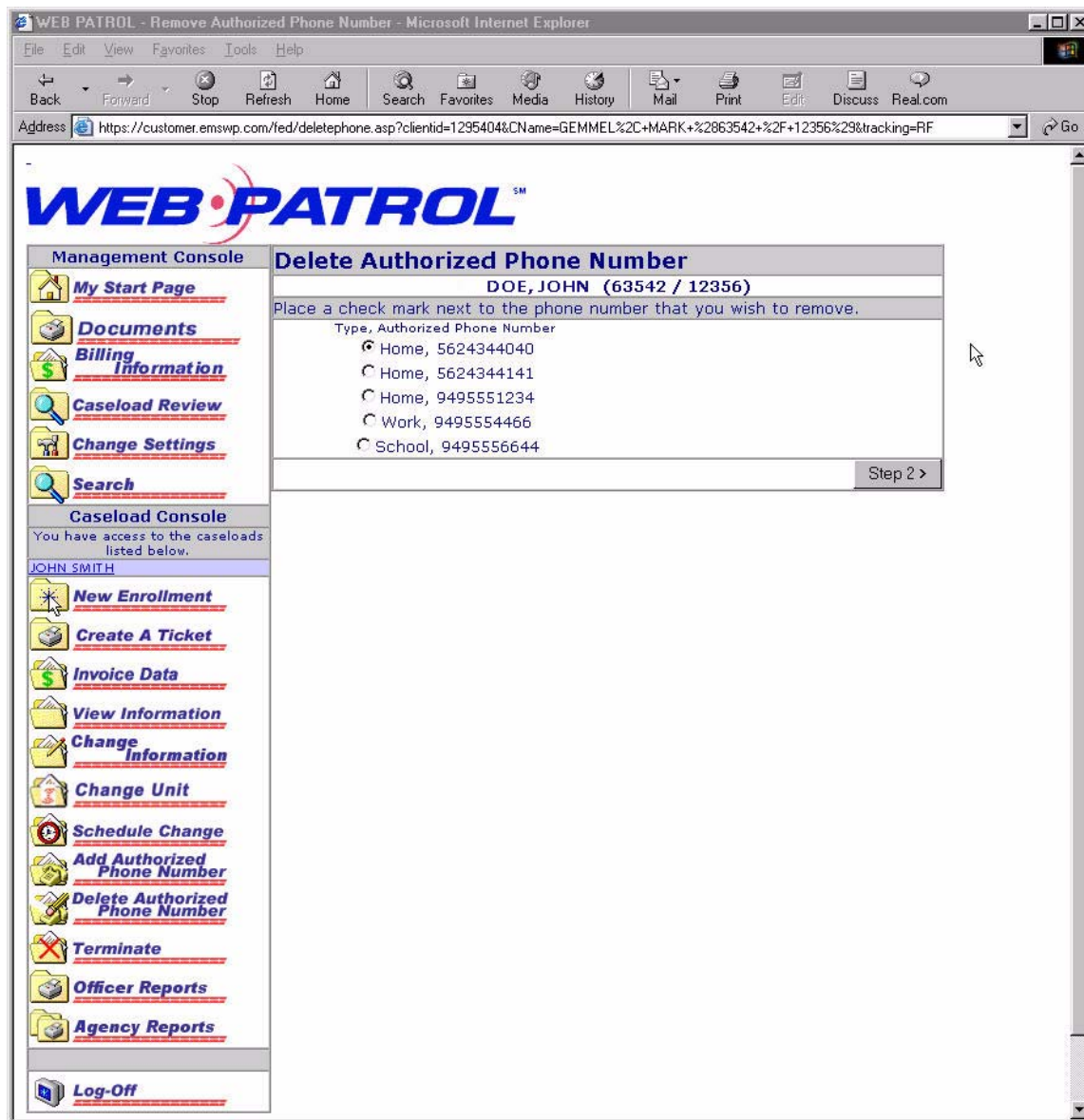

Figure 46: Deleting Authorized Phone Numbers

4   Place a check mark by the phone numbers you wish to be removed.

5 Click **Step 2** when finished. This will display the following window.
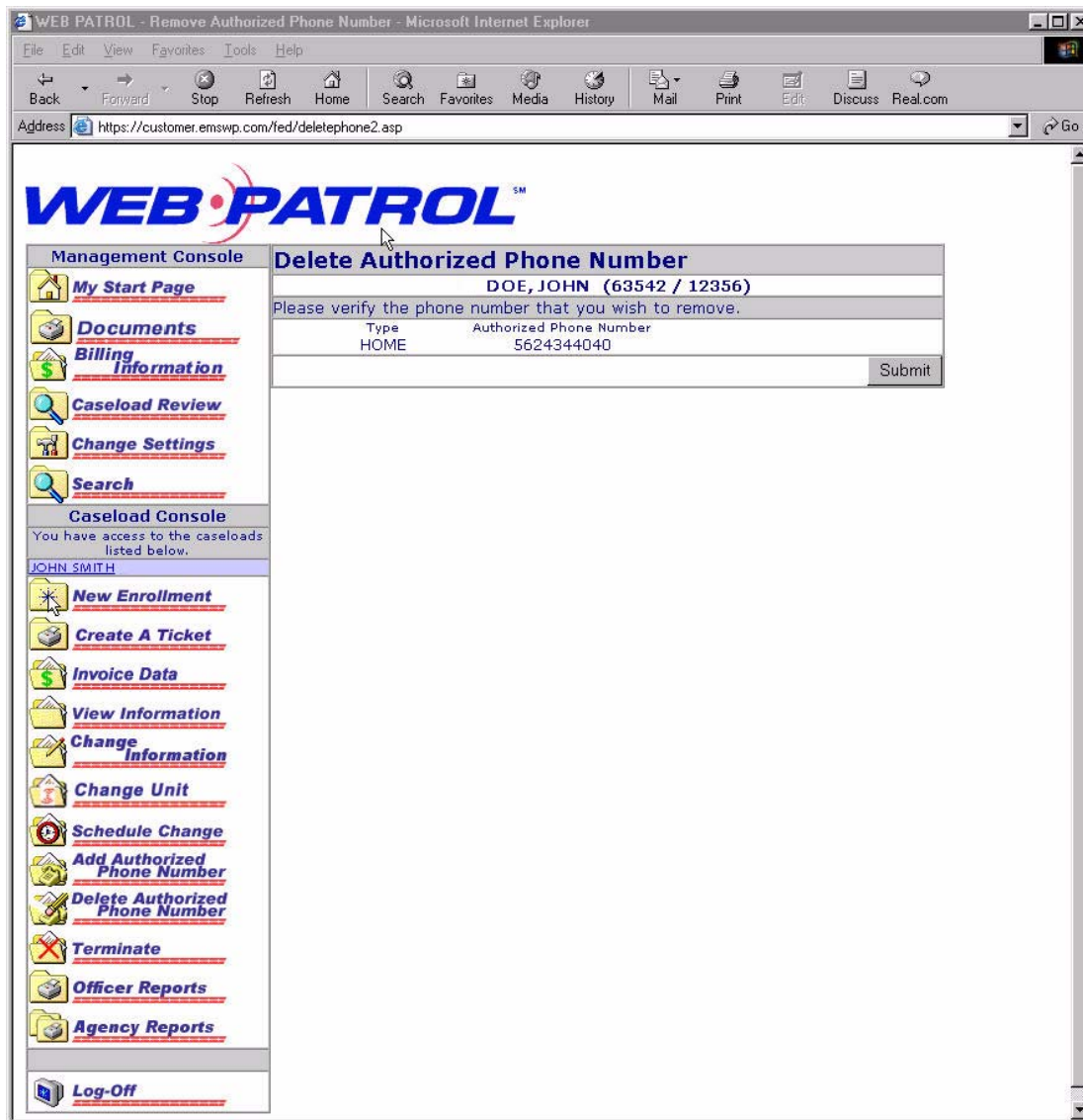

Figure 47: View only Window (Step 2 of 2) for Deleting an Authorized Phone Number

6 Review the information in the window above, and verify that the information is correct. To correct any information click the **Back** button on your Web browser to return to the previous window. If the information is correct, click **Submit.**

This will delete the phone number(s) from the participant's authorized list of numbers. The screen will also display the following message: "Please allow 30 minutes for the phone numbers to be removed from the system."

Terminating a Participant from the Program

To terminate a Participant's monitoring program, do the following:

1   Access the **Start Page** and then select **Caseload Review.**

2   Click on a selected participant under the **Caseload Status** section.

3   Select **View Change Info** from the **Caseload Console.**

This will display the following window..

Figure 48: Terminating a Participant's Monitoring Program step 1 of 4

4   Click the **Terminate Programs** button in the upper right corner.

This will display the following window.
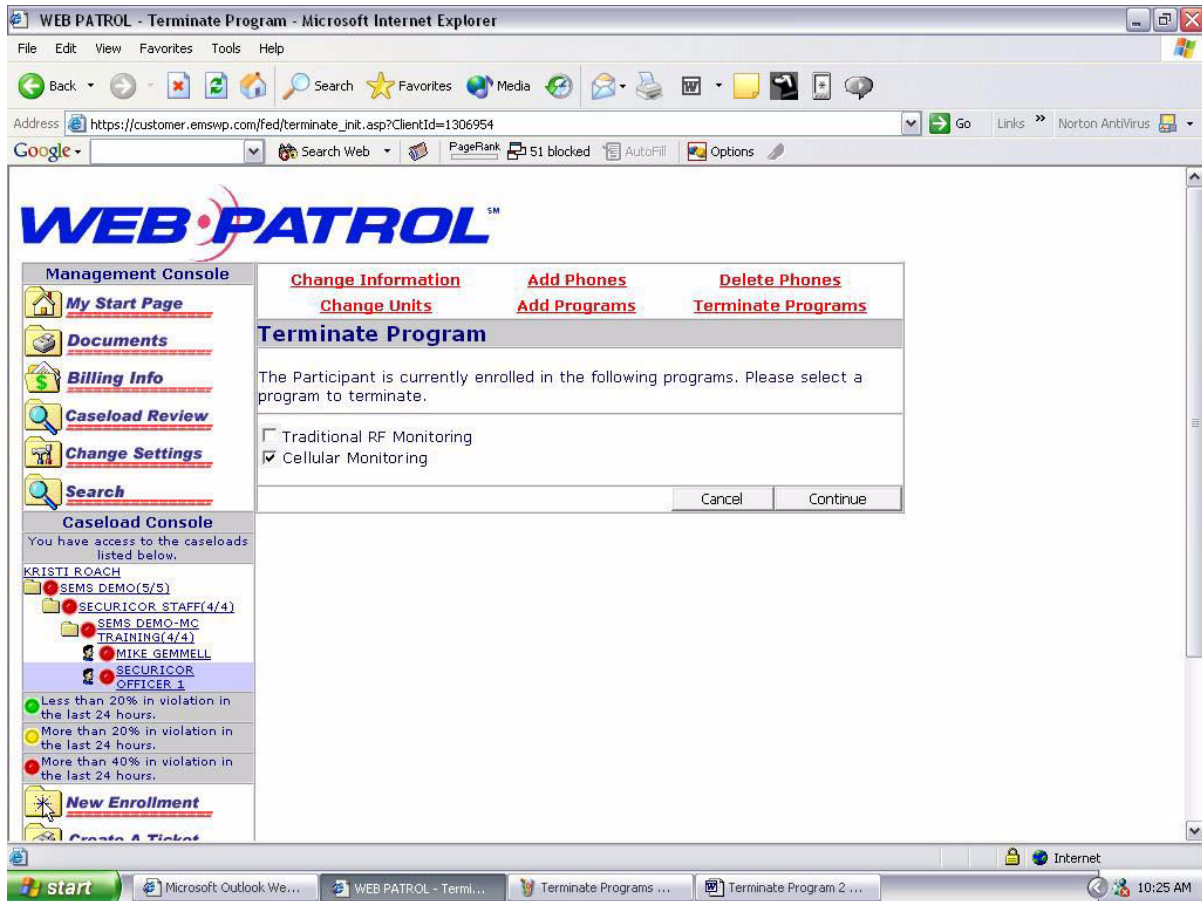
Figure 49: Terminate screen 2 of 5

5　Place a checkmark next to the program to be terminated, and click **Continue.**

This will display the following window.
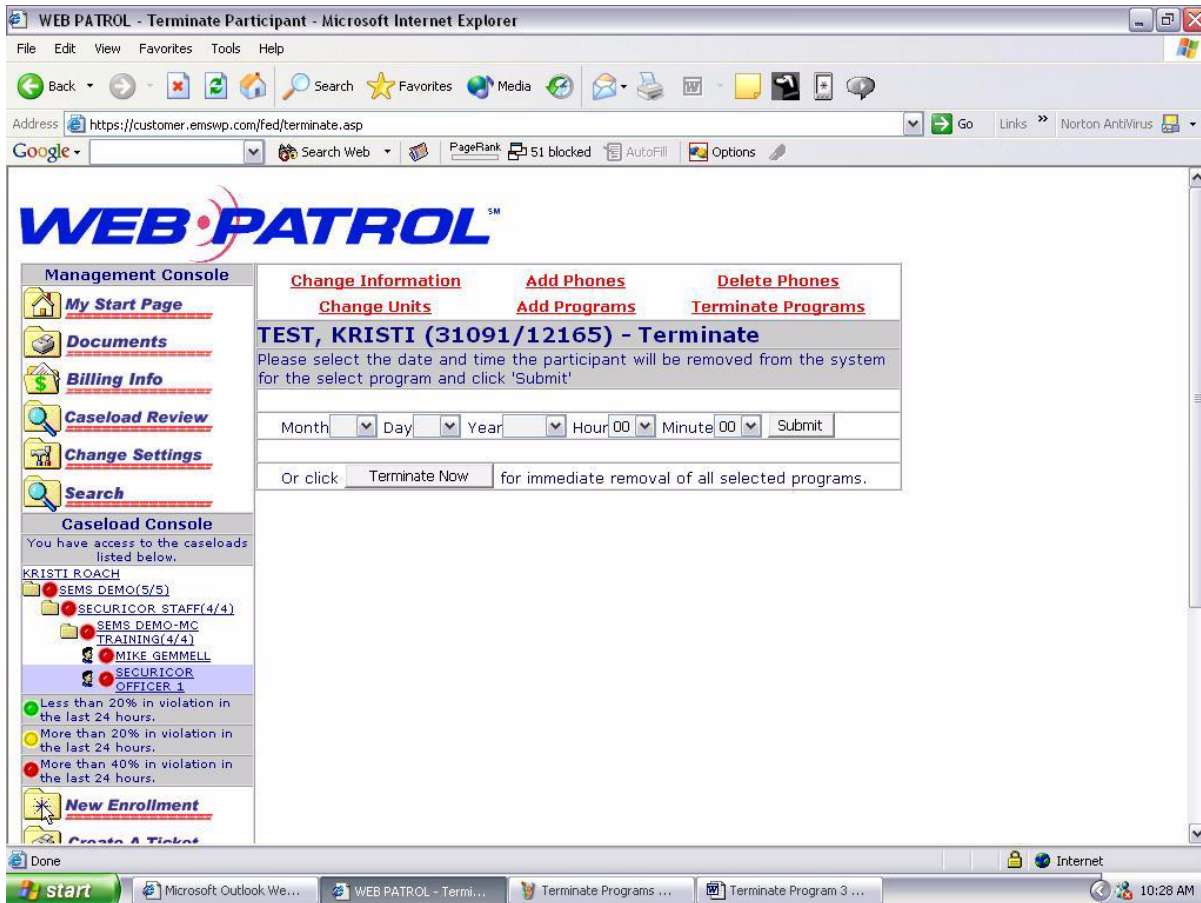
Figure 50: Terminate Programs step 3 of 5

The window displayed above provides the option to terminate a program on a future date, or terminate now.

6 Select the date and time the participant is to be removed from the system, or select the **Terminate Now** button in the window above.

This will display the following window.
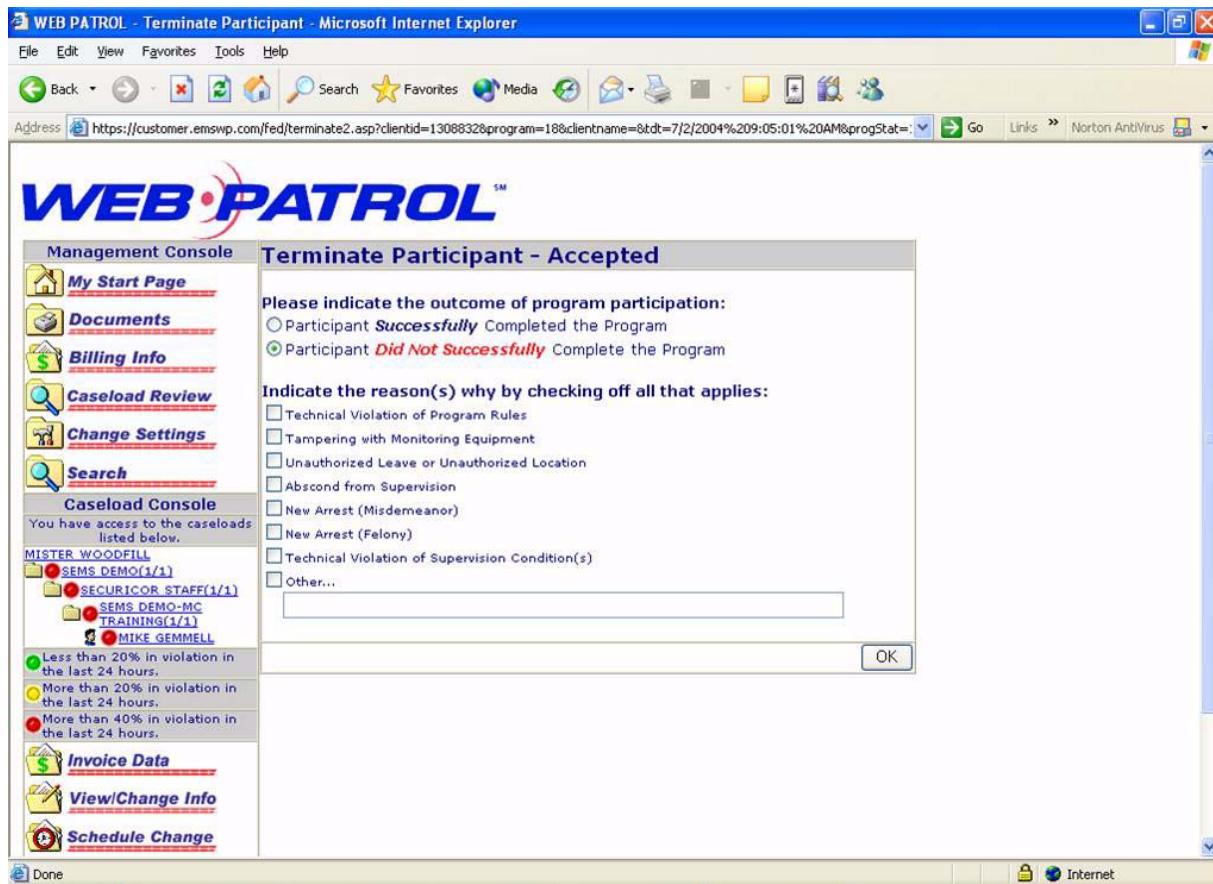
The window above prompts the officer to choose the outcome of the program participation, and the reasons why if the participant did not successfully complete.

7 After making a selection, click **OK.**

This will display the following window.
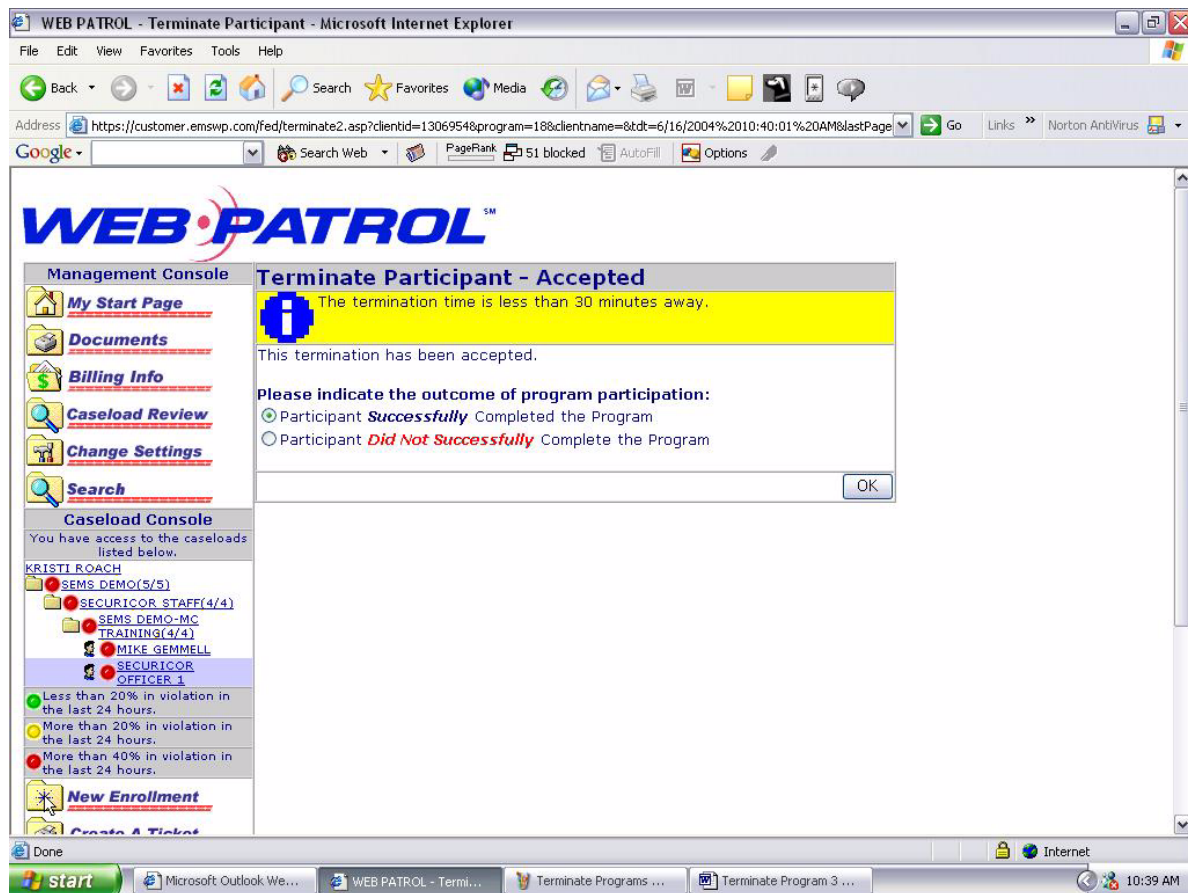
Figure 52: step 6 for terminating program

The program will be terminated within 30 minutes of receipt.

Generating Officer Reports

To generate officer reports, do the following:

1 Access the **Start Page.**

2 Select **Officer Reports.** This will display the following window.

Figure 53: Officer Reports

3 Enter the date you want the report to run.

4 Click on the desired report in the window displayed above to view the selected report.

The window below shows a **Daily Status Report** displayed.

Figure 54: Daily Status Report

5 To print the selected report, click the printer button located at the top left of the report screen.

Generating Agency Reports

To generate officer reports, do the following:

1   Access the **Start Page.**

2   Select **Agency Reports.** This will display the window shown below
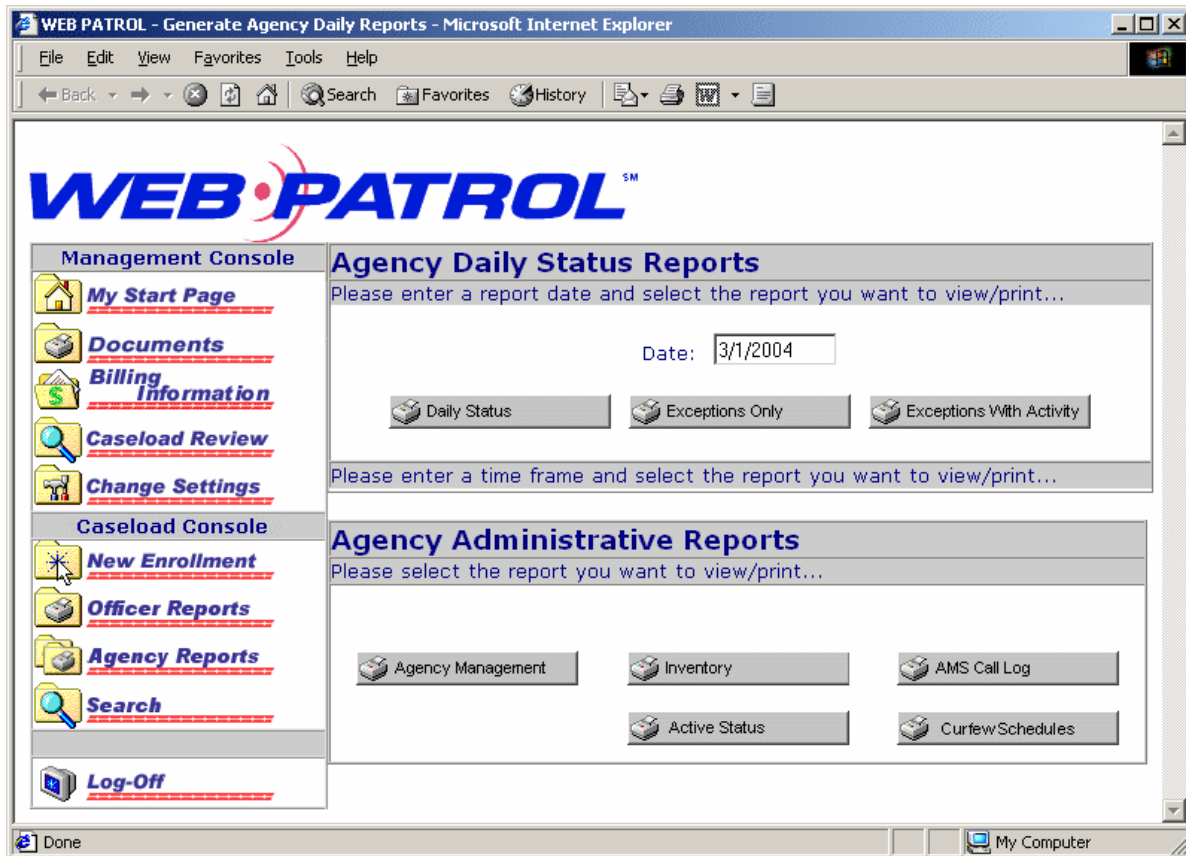
Figure 55: Agency Reports

3   Enter the date you want the report to run.

4   Click on the desired report in the window above to display the selected report.

5   To print the selected report, click the printer button located at the top left of the report screen.

Using the Search Function to Find Participant's

To search for participants by their Last name, or Watch (Transmitter) number, or PACTS number, do the following:

1   Access the **Start Page.**

2   Select **Search.** This will display the window shown below

Figure 56: Searching for Participants by Last name or Watch (Transmitter) Number or PACTS number

3   Enter the Last name or Watch (Transmitter) number or PACTS number in the window above to search for a participant. The PACTS number is a unique identification number for each participant.

Reviewing Participant Invoices

To review a Participant's invoice information, do the following:

1 Access the **Start Page** and then select **Caseload Review.**

2 Click on a selected participant under the **Caseload Status** section.

3 Select **Invoice Data**. This will display the following window..

Figure 57: Invoice Data for a Participant

Reviewing a Participant's Billing Status

To review a participant's billing status do the following:

1 Access the **Start Page**, and then select **Billing Information** to view the participant's billing status. A sample **Billing Information** page is shown in the following window..

Figure 58: Billing Page

Chapter 5: Troubleshooting

This chapter presents suggested actions for troubleshooting a variety of possible equipment problems. The following table presents the possible problem on the left and the suggested action to address the problem on the right. **NOTE**: Band Tamper issues are addressed in "Troubleshooting Band Tampering Issues" on page 79.

If at any point you are unable to resolve the equipment question, please call the **Monitoring Center** at 1-800-589-6003 who can assist you in resolving the matter.

Important: Be sure that the HMU and transmitter are both asleep (stand-by mode) before starting. For details on this issue see the discussion of Standby, Enrollment, and Monitoring modes at the beginning of "Radio Frequency (RF) Setup and Operation" on page 6.

General Troubleshooting Issues

Table 4: General Troubleshooting Issues and Possible Solutions

Problems enrolling the transmitter to the HMU	Check the transmitter mode (see "Radio Frequency (RF) Setup and Operation" on page 6) Confirm the transmitter is in the enrollment mode. If you can press the transmitter face 8 or more consecutive times and hear a short beep each time, the transmitter is in the monitoring mode. (You can NOT enroll in the monitoring mode.)
Problems enrolling the HMU	The HMU may also be in the monitoring mode…shut it down and start again. (Refer to "Shifting from Standby to Enrollment Mode" on page 6.
	The HMU will not work on a digital telephone line; try using an analog phone line, for example an office fax line.
	Electrical equipment may be interfering - move HMU a few feet or possibly into another room.
	Confirm that the AC outlet is working
	Check the telephone line for dial tone.
	Place a telephone handset on the line and dial the AMS # 1-800-589-6003. If the call is successful, the HMU will call into 1-800 numbers.
Leave Time violations	Complete a "RANGE TEST" with the participant present to simulate where and what he/she was doing.(See "Range Testing of the Equipment" on page 22
HMU Overdue(s)	HMU Overdue may be caused by the following:
	Participant has unplugged the telephone line.
	Participant is occupying the phone (talking on the phone, or on Internet))
	The telephone socket or line is loose /damaged / painted
	A feature such as 800 blocking has been added to the telephone line.
	The HMU is internally damaged and unserviceable
	Check for static on phone line.
	Excessive db loss (loss of signal quality) can only be verified by the phone company.
	If not able to connect to 1-800-589--6003, then change the telephone line and try again. Also, attempt to dial by placing the handset directly into the telephone wall socket.

General Troubleshooting	Is the HMU placed 3 to 6 feet off the floor on a wood non-metallic surface?
	Is the phone line that is attached to the HMU in good visible working order? We provide new phone lines with each HMU, please utilize the phone lines we provide.
	Is the phone line fully inserted into the phone jack & HMU?
	In order to check the HMU, attach a telephone handset to the spare socket in the rear of the HMU…then generate an event by unplugging the unit from both power and telephone for approx 2 minutes, then reconnect. Pause for 15 seconds and lift the telephone handset. It should be possible to hear the unit dialing in to report the events.
	Wait 5 minutes, then phone the monitoring center and confirm that the events have been received and confirm the correct equipment serial numbers have been assigned
	Press the face of the transmitter attached to the participant and insure that it is emitting tones (check to see that the transmitter battery is not dead)
	Are you cutting the G4S Justice Services fiber optic band with the tools provided? Please do NOT fit the fiber optic band by cutting with standard scissors or wire cutters - the cut may not be even (might bend the fibers) and could result in intermittent band tampers.
	If enters and leaves occur only at night, review with the participant the possible causes of interference
	Are you confirming proper range by conducting the seven (7) to ten (10) minute Range Test?
Range Test Activation Failure	Verify that the HMU has electrical power - Plug a lamp or night light into the outlet that the HMU is plugged into.
	Verify that the HMU has the telephone line connected and that there is a dial tone - Pick up the telephone receiver that is plugged in to the jack on the back of the HMU and listen for the dial tone. If the HMU does not have a telephone plugged into it, plug a telephone from another jack into the back of the HMU and listen for the dial tone.
	Verify that the spare transmitter is in Enrollment Mode - Press the face of the transmitter eight or more times. If the transmitter emits a short one second beep after each press of the transmitter face, on the eighth beep, the transmitter will emit a short tone which will put the transmitter back into the stand-by mode. At this point, it would be a good idea to refer back to your Qwik-Ref for range testing to properly go through the range testing process.

Range Testing Issues	If you have trouble range testing the radio frequency equipment, follow the sequence of steps below:
	1 If signals are not received approximately every 18 seconds, it is likely that the HMU should be relocated to a more suitable location in the home. Relocate the HMU and retest the range.
	Tip: Sometimes this only requires moving the HMU a few feet one direction or another.
	2 If the HMU is not receiving signals from the participant's transmitter at all, press the face of the spare transmitter from the same location. The HMU should respond "Coded Signal Received" after the beeping tones have subsided. If signals are received from the spare transmitter and not from the participant's transmitter, then fit the participant with a new transmitter following the normal enrollment procedure, and return the nonfunctioning transmitter to G4S Justice Services for further evaluation.
	3 If the HMU is still not acknowledging signals after step 2, move progressively closer to the room the HMU is installed in and press the face of the spare transmitter every 10 to 15 feet, waiting for a response. When the HMU responds with "Coded Signal Received," stop and try the participant's transmitter in the same location. If the HMU acknowledges the signal from the participant's transmitter at that point, relocate the HMU to a more suitable location and then again verify the range in the new location. If the HMU acknowledges the spare transmitter but not the participant's transmitter, replace the participant's transmitter and return the nonfunctioning transmitter to G4S Justice Services. Then verify range of the new transmitter.
	4 If no signals were received after step 3, then replace the HMU and verify the range as outlined above.

Troubleshooting Band Tampering Issues

Band tampering can be checked at the office or in the field by performing the following sequence of steps:

1 First, remove the transmitter by cutting the fiber optic transmitter band off. Turn the transmitter over and inspect the pin barbs. If the pin barbs are broken off, tampering has occurred.

2 Perform a visual inspection for scratches and any other sign of tampering. Elongated holes in the fiber optic band or small holes in the transmitter face or body (made possible by a small drill bit, reinforced needle, ice-pick or a flat head screwdriver) are indicators of a tamper.

3 Remove the fiber optic band and check the cut.   The cut must be straight for optimal performance of the light transmissions thru the fiber optic band.

4 Check that the optical windows inside the base of sleeves of the transmitter are clean.   If you can see a cloudy film over the windows, this transmitter should definitely be cleaned.   Tip: We recommend a thin Q-Tip swab dipped in alcohol to clean the window found inside each sleeve of the transmitter.

5 If you have found no evidence of tampering and the windows appear to be clean (clear), please return the transmitter to G4S Justice Services for evaluation as soon as possible. Attention: "Quality Control" so further diagnostics can be run on this transmitter. Include a short explanation of the problem.

NOTE: If you are in the field and replace the participant's transmitter with a different transmitter, after you activate the new transmitter so they can enroll it to the HMU **phone the Monitoring Center and provide the new transmitter serial number.** Instruct the monitoring center to dial into the HMU and re-program the new transmitter serial number.

Appendix

The Appendix includes supplementary information for the **WATCH PATROL® RF** program including Specifications for the **WATCH PATROL® RF** equipment, Random Tracking Drive-by receiver, FCC Guidelines and Notification, and Glossary of Terminology.

HMU and Transmitter Specifications

Backup Battery -- 48 hours of expected life under normal operating conditions - However, it is not unusual for G4S Justice Services' HMU to last many days longer on battery power only.

Transmitter -- Transmitter is water resistant.

Transmitter Rate -- 36 seconds with an additional random signal between each pulse.

Enrollment Mode Duration -- For 2 hours after the electrical power is connected or until an enrollment code from a transmitter has been received and conveyed to the Monitoring Center (monitoring continues during this enrollment period).

Leave Window -- Variable - The default value is ten (10) minutes - we do not recommend reducing this down below four (4) minutes. The Monitoring Center can change default setting upon request.

Memory Capacity -- Greater than 1,000 events, which are stored in a nonvolatile memory.

Monitoring Mode Duration -- Indefinite while electrical power remains connected-if power is disconnected, Monitoring Mode continues for up to 48 hours before the HMU automatically reverts to the Standby Mode.

Periodic HMU Reporting Interval -- Variable (default value is 4 hrs.) - Can be adjusted lower or higher. The Monitoring Center can change default setting upon request.

Radio Signal Range -- Variable (default value is approximately 150 feet) - Can be adjusted lower.   Three approximate ranges are available: High = 150 feet;   Medium = 100 feet;   Low = 50 feet.

Range-Testing Mode Duration -- 10 minutes

HMU re-dial -- The HMU attempts to call the Monitoring Center 15 times, at approximately 3 minute intervals, to call in an event or report in at 4 hour intervals from the last recorded event. On arriving home, participant should wait 10 minutes before using the phone to allow the HMU to phone in the enter and other possible events related to the status of the transmitter.

FCC Guidelines - Customer Information

This equipment complies with 47 CFR. Part 68 of the rules. On the back of this equipment is a label that contains, among other information, the certification number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

Facility Interface Code (02LS2). Service order 9.OY.

A compliant telephone cord and modular plug is provided with equipment. This equipment is designated to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 08 compliant. See Installation Instructions for details.

If the terminal equipment HMU causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the

customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, the HMU, for repairs or warranty information, please contact G4S Justice Services, 30201 Aventura, Rancho Santa Margarita, CA 92688, Tel. 800-589-6003, If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user repairables with this equipment.

This HMU cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

The telephone Consumer Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send a message unless such message contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. For programming the equipment, required information can be found in "Installation Checklist for Enrollment" on page 10.

This equipment does not call out to emergency numbers.

FCC Notification

PRODUCT LABEL FCC PART 15C

TX FCC ID: NSN***********

This device complies with Part 15 of the FCC Rules. Operation 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.

Because of the small size of the transmitter, which is worn by participants on their ankle, there is not sufficient space to attach the full product label to the device. Therefore, a smaller FCC ID

label, made of mylar, will be secured to the back of the device with a durable adhesive, as shown in the following figure.

Figure 59: Location of FCC ID and bar code label and attached to back of transmitter

Bar Code Label

The label shown above is used to identify four attributes of the Transmitter:

1   The Bar Code identification.

2   The 5-digit serial number.

In this example, the serial number is 33433.

3   The 7-digit Part Number.

In this example, the part number 244000A

4   The 4-digit Battery Replacement Date, in month/year (XXYY) sequence

In this example, 1207, the batteries are due for replacement in December 2007.

Glossary of Terms

AC Off	The power for the HMU has been removed.
AC On	The power for the HMU has been plugged in.
Alternate Telephone Number	The telephone number located on the top of the face of the transmitter. This number is to be used only if the participant is unable to complete the call using the primary number.
AMS	Automated Messaging System
Band Open	The transmitter has been tampered with and the band is open.
Band Tamper	The transmitter has been tampered with, but is not currently in the open condition.
Circuits Busy	The HMU attempted to call the Monitoring Center but was unable to connect because the Telephone Company circuits were busy.
Comm Error	The HMU called the Host Computer and was unable to download information due to a communication error.
Continuous Monitoring	The monitoring level that uses the transmitter and the HMU. Monitoring is provided using RF transmissions.
Curfew End	The curfew has ended.
Curfew Start	The curfew has started.
Daily Status Report	A report generated daily that shows the detailed activity of the participant for the previous 24 hours.
Day Light Savings Time	G4S Justice Services updates our system clock to time changes when they occur. Updates are made by zip code at the appropriate time. No activitiy is required by the officer. Issues could arise if an HMU is relocated to another zip code during this period.
Enrollment	This is done to enroll a participant on a monitoring program. This needs to be done by entering information into **WEB PATROL**^{SM} or by faxing a form to the Monitoring Center before monitoring begins or any reports can be generated.
Enrollment Call	The call made by the enrolling officer or supervisor before attaching transmitter to the participant. This call transmits the information programmed into the transmitter by the enrolling officer to the Monitoring Center.
Enrollment Mode	One of the three modes associated with the transmitter and the HMU. This is the only mode in which programming can be done. The other modes are Monitoring and Standby.

Enter	The participant is in range of the HMU.
Exception / Violation	An event generated by a participant that does not meet monitoring guidelines. Example: Band Tamper.
Fiber Optics	The center of the transmitter band contains fiber optic cables that transmit light through the band, part of anti-tamper circuitry.
HMU	Refers to the Home Monitoring Unit. The HMU is a sophisticated RF receiver monitoring black box.
HMU Diagnostic	A diagnostic on the HMU was performed. This is done on all enrollments and can be performed on demand by the Monitoring Center.
HMU Enrollment	The HMU has started the enrollment process.
HMU Low Battery	The HMU battery is low.
HMU Overdue	The HMU did not call the Monitoring Center within the 5-hour time frame.
HMU Power-up	The HMU was plugged in after it detected a low battery condition and shutdown.
Leave	The participant is out of range of the HMU.
Leave During Curfew	The participant left during curfew.
Lockdown	Period during RF monitoring when the participant is not allowed to leave.
Mandatory Leave	The participant must leave house or officer is paged.
Modification / Completion	This is used to change, update, or modify existing participant information. Also used to remove a participant from a monitoring program. This can be done by fax or by entering the information into **WEB PATROL**^{SM}.
Monitoring Mode	One of the three modes associated with the transmitter and the HMU. The other two modes are Enrollment and Standby.
No Dial Tone	The HMU detected no dial tone on the telephone line. This will only appear if the telephone is in use or the telephone is off the hook when the HMU attempts to make a call.
PACTS (Probation and Pre-trial Services Officers Guide	The participant identification number assigned when they enter the system, usually upon their appearance before a U.S. Magistrate Judge. It is assigned at the pretrial stage. This number is kept throughout sentencing and supervision as long as they are located in that district. Their PACTS number will change if they transfer to another district.

Pins	Black plastic, screw-like fasteners used to secure the transmitter band to the transmitter and which serve as physical evidence of tampering.
Range Test	A test performed on the HMU to determine the range or distance that coded signals can be transmitted from the transmitter to the HMU.
RF	Radio Frequency
Serial Number	The number on the side of the transmitter or the bottom of the HMU.
Standby Mode	One of the three operating modes associated with the transmitter and the HMU. Also called sleep mode. In Standby Mode, the equipment is turned off. The other two modes are Enrollment and Monitoring.
Telephone Off	The telephone has been disconnected.
Telephone On	The telephone has been reconnected.
Tools	Devices used in the installation and removal of the transmitter. These include the band-cutting tool, the band-cutting guide, the pin-insertion tool, and the pin-removal tool.
Transmitter Band	The black, flexible plastic strap used to attach the transmitter to the participant.
Transmitter Low Battery	The internal battery in the transmitter is low; change out transmitter within the next 7 days.
Unadjusted Compliance Factor	A number expressed as a percentage that is provided at the bottom of the Daily Status report. This number can be used to evaluate the compliance of the participant.
***WATCH PATROL® RF* Transmitter**	The transmitter used with the HMU for continuous home monitoring. This black-faced transmitter has the words "Radio Frequency" on the face.
Ankle / Wrist Unit Restart	Transmitter has been restarted.
X	Indicates an exception.

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