# BluTag
# User's Guide
# Version 9.1

Blutag:
FCC ID S5EAA700008
For body worn operation this tracking device has been tested and meets the FCC RF exposure guidelines  The highest reported SAR value is: 0.709 W/kg GSM850 and 0.967 W/Kg GSM1900.

BluHome:
FCC ID S5EBH0107A

**FCC regulatory statement for Part 15 devices -**

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.

**RF exposure for mobile equipment -**

“This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.”

Ninth Edition, Amendment 0 (Dec 2006)

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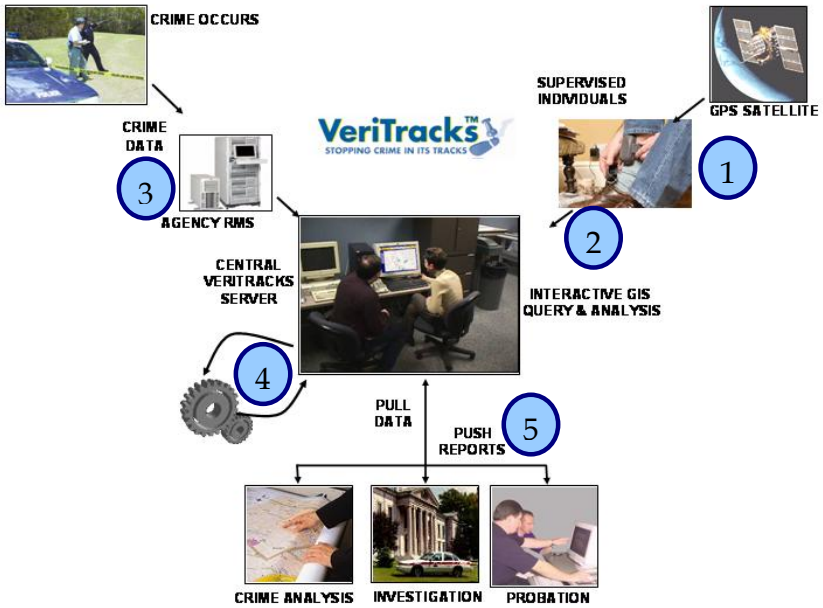
# Chapter 1: ABOUT VERITRACKS™ BLUTAG® AND BLUHOME

VeriTracks™ is an innovative public safety tool developed by General Dynamics Advanced Information Systems and offered exclusively by Satellite Tracking of People (STOP) LLC. VeriTracks™ employs a combination of data integration, geo-mapping, and Global Positioning Satellite (GPS) technology to effectively remove the "anonymity" of non-incarcerated offenders under the supervision of local, state or federal criminal justice agencies. VeriTracks™ is applicable for arrestees on pre-trial release; convicted offenders on probation and other forms of community control; and parolees. The system uses GPS technology to constantly track the precise location of offenders and link that data to the location and time of reported crime incidents. The system also electronically monitors certain "exclusion" and "inclusion" zones for violations. Any intersection of a tracked offender with a crime incident or zone violation is known as a "hit" and is electronically sent to the appropriate police and corrections agencies for action.




1. The supervised offender wears a BluTag® on his/her leg. The "tag" determines and records the offender location.
2. The tag data is collected and stored on the VeriTracks™ central server.
3. Crime incident data from local law enforcement agencies is collected and integrated with offender location data.
4. The "hit" engine determines correlation between offender location and the location of crime incidents to determine if the offender was in the vicinity of the crime when it occurred.
5. Criminal Justice users access the central server through a user-friendly web interface to analyze and investigate offender movement, crime patterns and the correlation of offender location with crime incidents, investigative zones and probationary zones.

# BluTag®

BluTag® is a one-piece device, about the same size as a small PC mouse. It is comfortable to wear and weighs just six ounces. It has a fully rechargeable battery, tamper resistant strap, status call button, audible tone notification, vibration alarm notification, on-board management controls, and is completely waterproof to a depth of 50 feet.

## *Summary of BluTag® Specifications:*

- Single one-piece device, including GPS and GSM/GPRS
- On board logic controller is programmable over the air
- Remote programming of multiple "inclusion" and "exclusion" zones
- Battery re-charge period: about 30 minutes
- Low-Battery notification by a vibration alarm
- Weighs only six ounces
- High temperature stability
- Audible Tone or Vibration alarm can be programmed and sent immediately
- Soft push status call button
- Waterproof
- Tamper resistant fiber optic strap

# BluHome®

Is an accessory to the BluTag that allows positive confirmation of an offenders location. BluHome is also the primary means of communication for Passive BluTag and backup communications for the Active BluTag.

As a monitoring accessory, BluTag® enters BluHome's® radio frequency monitoring range, it will electronically tether itself to the accessory and transmit data. BluHome's® radio frequency monitoring range is highly flexible. The range can be configured in increments of approximately 1 foot from 5 feet to 300 feet.

As a communications accessory BluTag® transmits data to BluHome®, which uses standard AC electricity for power and a landline phone connection for data transmission. BluHome® transmits monitoring data to VeriTracks®

# About this document

This User's Manual describes the use of the VeriTracks™ software and the BluTag® equipment. It will enable you to maximize the value of the program's special features by showing tips and techniques where appropriate.

For easier reading, look for the following conventions in this document:

"Select" refers to selecting an option from the screen with your mouse.

"Enter" refers to entering text or data into a field using the keyboard.

"=>" indicates a series of selections to be made.

Key + Key indicates that two keys on the keyboard should be pressed at the same time.

Filenames, on-screen options, and field names are shown in bold Arial font.

Information to be entered using the keyboard is shown in Courier New font.

Information describing the use of the BluHome menu will be shown as Aerial Shaded font

# Chapter 2: GETTING STARTED

Because VeriTracks™ is Internet-based, you need a 128-bit encrypted browser, such as MS Internet Explorer® 5.5 or higher. If your browser does not have sufficient encryption capability, a message will appear and you will be directed to a site where an upgraded browser can be downloaded. For further assistance, contact our technical support personnel 866-999-6427 toll free.

## System Requirements

To maximize use of your connection to the VeriTracks™ server, here are some requirements you should be aware of:

- Cookies must be enabled on your web browser, for login identification purposes only.
- JavaScript must be enabled on your web browser. (Note: for both #1 and #2, these should be enabled by default when using MS Internet Explorer® 5.5 or higher).
- The best screen resolution setting is at a minimum, 600X800, and optimal, 1280 x 1024. You can verify this setting by Right Clicking on your desktop anywhere => select Properties => select Settings tab => verify Screen Resolution from there.

**TIP** - Using web applications has advantages: such as availability of both left and right mouse clicks, not requiring double clicking, and a status window notifies when multiple windows are open.

**Note: The Back button will not work with VeriTracks™ on the web for security reasons.** Please use the Last Result or Back options shown on the interface.

## Getting Help

The technical support staff at VeriTracks™ is pleased to assist you with any questions you may have regarding the operation of VeriTracks™ and BluTag®.

| | |
|---|---|
| Our Technical Support Center: | 1-866-703-STOP (7867) |
| Our Mailing/Shipping Address is: | 1800 Alexander Bell Drive, Suite 130 |
| | Reston, VA 20191 |
| Or send e-mail to: | TechSupport@stopllc.com |

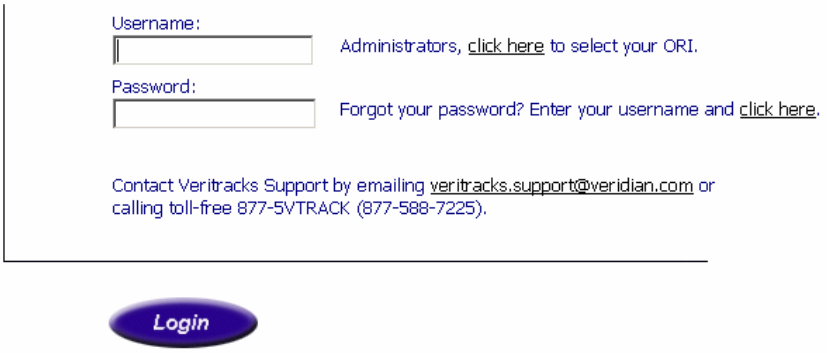
## Logging In

1. To get started, open up your MS Internet Explorer® browser.
2. In the address line on the Home Page, enter the following address using your state name in the space before .veritracks:

   https:// .veritracks.com

3. You will be asked to accept the Security Certificate pictured to the right. After you accept, you will be brought to the login screen for VeriTracks.

4. To login, you will need to enter the User Name and Password assigned to you.
5. If you forget your password, we can email it to you. To receive your password via email, enter your Username in the space provided and then click on the link 'Click Here' in the instructions next to the Password entry box.
6. Click on the Login button when you have finished entering in your account information.




# Understanding Main Menu Options

The VeriTracks™ home page consists of a Menu Bar and the Display Area in the center of the page. The Menu Bar is accessible from every VeriTracks™ web page, while the Display Area changes to reflect the selected VeriTracks™ function.

This is the VeriTracks™ Main Menu, accessible from all pages.

The VeriTracks™ Menu Bar is divided into five sections:

1. The Search link takes you to search pages where you can define specific parameters for your search. **Law Enforcement agencies** will usually use this menu bar to access read only information. The menu below drops down when you move your mouse over the Search link.

2. The Administration link allows you to add or modify crime incident and zone data, or administer your user name, password, and preferences. On this menu access is restricted to data owned by you or your agency or office. The menu below drops down when you move your mouse over the Administration link.

3. The Supervision link allows you to conduct offender searches, enroll a new offender, administer and schedule tag commands, manage inventory, and create zones. **Agencies with specific caseloads to supervise** will usually use this menu bar to access and update their information. Access to records through this menu is restricted to only that data owned by the

agency or office. The menu below drops down when you move your mouse over the Supervision link.

4. The Map link allows you to map an address or to retrieve previously mapped addresses. The map data entry box drops down when you move your mouse over the Map link.
5. The Logout link logs you out of VeriTracks™. If you close your browser you will automatically time out your session.

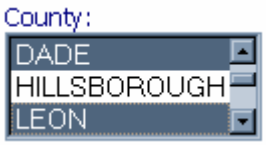
On some of drop down menu items you will see small lock symbols next to the item name. The lock means you do not have access to this menu item.

## Understanding Search and Data Entry Page Features

All Data Entry and Search pages within VeriTracks™ have a number of common features and functions.

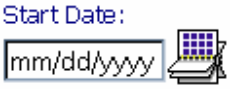
1. Text Boxes – Text boxes allow direct data entry using the keyboard, where multiple values can be entered separated by commas.

2. Scrolling List Boxes – List boxes allow you to pick items from a list. Multiple items can be selected by holding down the control <CTRL> key and selecting the item with the mouse.

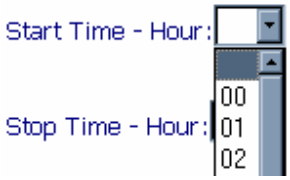



3. Text Box/Clipboard Pop-up Combination – These boxes can be used like a text box or you may use the clipboard to pop-up a pick list of valid values.

4. Date Fields – All dates can be input directly or picked off a calendar pop-up list.




5. Drop Down List Boxes – The drop down list boxes allow you to type information directly into the box, search the list or pick one item off a list that drops down. In these fields, you cannot select multiple values.




6. Buttons – All Search Pages have TEXT, MAP, and RESET buttons. TEXT will produce a text report of the data you queried. MAP will produce a map of the Incident or Tracks you queried. RESET will clear your query and let you start over.

   Data Entry pages will include the ADD button. When you have entered all the data to register a new offender or to create a new zone, you will need to click on the ADD button to add the information to the database.

# Chapter 3: REGISTERING AN OFFENDER

In this Chapter you will learn how to:

- Register an offender and install the tag
  - Register and install Blutag
  - Register and install BluTag and BluHome
- Un-enroll an offender and remove the tag and/or BluHome
- Store and care for tags and/or BluHome
- Swap out equipment if it is damaged or needs maintenance

## *Registering an Offender*

To start using the VeriTracks™ system, you need to register your agency's offenders in the system and activate the BluTag® assigned to a specific offender. The recommended registration process is as follows:

1. Prepare the BluTag® for use
2. Install the BluTag® on the offender
3. Enroll the new offender in VeriTracks™ and assign zones
4. Check the enrollment
5. Complete the appropriate enrollment paperwork

Adding the BluHome unit, required for the Passive BluTag requires the following added steps:

1. Prepare the BluTag® for use
   a. **Prepare the BluHome For use**
2. Install the BluTag® on the offender
   a. **Set up the BluHome at the offenders home**
3. Enroll the new offender in VeriTracks™ and assign zones **and Curfews**
4. Check the enrollment
5. Complete the appropriate enrollment paperwork

## Preparing the BluTag® for Use

The BluTags® are shipped in a "deep sleep" mode. When you un-enroll an offender the tag automatically places itself in a deep sleep mode. Before using the BluTag® you must:

1. Remove the tag from inventory
2. **Wake it up** – Plug the tag in to wake it up.

3. **Charge it up** – Charge the tag for at least 4 hours.
4. **Update it -** If the tag has traveled any distance or is new, the tag will have to be placed in a location where it can acquire GPS almanac and empheris data. This can take up to 30 minutes with a clear view of the sky. If the BluTag® has spent significant time indoors with no GPS whatsoever it may need to do this as well.
5. **Verify Tag Operations** - After at least 2 hours of charging, verify the BluTag® is communicating and has GPS. We recommend verifying that the tag received a GPS fix within the last 30 minutes and called during the previous hour prior to installing it on an offender. The tag still needs a full four-hour charge. Follow the instructions below to verify the tags readiness.
    a. Select Supervision => Inventory Menu Item.
    b. Click Device Data Load Report on left-pane menu list. (It's the second to last report.)
    c. Select your tag number from the table. (Click the arrow images at the top of the screen to scroll list.) You can click any part of a row in the table, it will then turn red, and your results will be displayed

    If there are no records with "Call in Date" of today, the tag has not awoken and it has not connected to the network. If the GPS Date or Positions column are blank or have "NO GPS", the tag has not acquired GPS. **At a minimum, you should see at least one call to VeriTracks™ in the last hour and five GPS positions in last hour before installing the tag.**

    In this example the tag has been communicating (calls at 1:04, 12:56, and 12:37, and had acquired GPS during each call.

| Device | Assigned To | Call In Date | GPS Date | Positions |
|---|---|---|---|---|
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | 11/15/2005 01:01 PM | 32.7965, -117.154 |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | 11/15/2005 01:00 PM | 32.7964, -117.1541 |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 01:04 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:56 PM | 32.7963, -117.154 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:56 PM | 32.7963, -117.154 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:52 PM | 32.7962, -117.1539 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:47 PM | 32.7964, -117.1539 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:45 PM | 32.7965, -117.1542 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:41 PM | 32.7964, -117.154 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | 11/15/2005 12:39 PM | 32.7964, -117.1539 |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:56 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:37 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:37 PM | | NO GPS |
| B00321 | TEST, JOE | 11/15/2005 12:37 PM | 11/15/2005 12:35 PM | 32.7964, -117.1538 |
| B00321 | TEST, JOE | 11/15/2005 12:37 PM | 11/15/2005 12:34 PM | 32.7964, -117.1539 |
| B00321 | TEST, JOE | 11/15/2005 12:37 PM | 11/15/2005 12:33 PM | 32.7963, -117.1539 |
| B00321 | TEST, JOE | 11/15/2005 12:37 PM | 11/15/2005 12:32 PM | 32.7965, -117.1538 |

**Table Columns:**

Call in Date: The date/time the unit last called into the server

GPS Date: The date/time of a successful GPS fix.

Positions: The latitude and longitude of a successful GPS fix.

If the tag is not calling, indicated by no calls from the tag in the past hour, use these techniques to activate the tag's calling into VeriTracks™.

- Plug the unit in and unplug it – repeat, you do not need to keep the tag plugged in for more than a few seconds
- Press the Status Call Button until it buzzes
- Take the tag to a different location – "take it for a drive"

If the tag does not have a current GPS fix (five points in the last hour), use the following techniques.

- Place the tag in the open with a full view of the sky - A car window is a good option
- Take the tag for a walk or drive

Remember it may take a tag 20 to 60 minutes to acquire a GPS fix if the tag has been in storage or shipped a long distance. Tags ship from our Reston, Virginia office in the Washington, DC metro area.

If you cannot rectify either condition, use a different tag and return the tag to STOP LLC.

If you need assistance, **call our Monitoring Center** for assistance

6. **Prepare** - Locate clips, strap, and installation tools.

## *Preparation for Adding the BluHome*

Adding the BluHome requires the following added preparation:

1. Remove the BluHome from inventory
2. **Wake it up** – Plug the BluHome in to wake it up and connect the unit to an analog phone line (in most offices this is your fax line).
3. **Charge it up** – Charge the BluHome for at least 4 hours.
4. **Update it** - No action required
5. **Verify BluHome and BluTag Operations** – At the same time that you verify the operation of the tag, verify the BluHome: a) is calling b) can hear the BluTag.
    a. To verify the BluHome is calling, Check Inventory > BluHome List. The list should show recent records and look something like the table below. The Event column lists the raw events reported by the BluHome. This will include BluTag events reported through the BluHome. The Alarm Info column lists the BluTag for events reported by a BluTag.

| BluHome | Assigned Offender | Event Date | Event | Alarm Info |
|---|---|---|---|---|
| 03-000020 | UNASSIGNED | 11/9/2006 6:49 | BLUHOME SANITY CALL TIMER EXPIRED | |
| 03-000020 | UNASSIGNED | 11/9/2006 6:39 | BLUHOME CALL SUCCESSFUL | |
| 03-000020 | UNASSIGNED | 11/9/2006 6:38 | BLUHOME GUEST PRESS BUTTON | 02004030 |
| 03-000020 | UNASSIGNED | 11/9/2006 6:36 | BLUHOME GUEST DEVICE IN RANGE | |

    b. To verify the BluHome can communicate with the BluTag, use the front panel of the BluHome unit. Complete instructions for using the Menu are provided separately. The instructions below are limited to use of the menu to verify communications between BluTag and BluHome

The Menu or Setup Mode can only be entered from normal mode by holding down the up arrow key on the key pad for 3 to 5 seconds. You cannot move the box during this process or the HMU will enter report mode and call in blocking access to the menus. If the HMU is in Report mode the user will not be able to enter setup and the following will be displayed

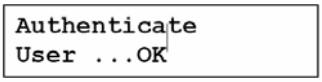
```
HMU Busy!
```

After holding down the up arrow key on the key pad for 3 to 5 seconds the following will be displayed if the HMU is in Normal mode.

```
Authenticate
User
```

The user will be authenticated by a further series of button presses provided separately.

If the authentication is successful you will see




In three seconds you will get the menus.

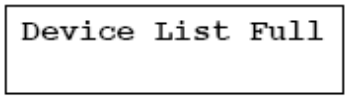
Pressing the down key will progress the display to the next menu item.

The up key will return to the previous menu item. Each of the menu items can be accessed in this way. Pressing the down key on the last menu item will display the first item. Pressing the up key on the first item will display the last item.

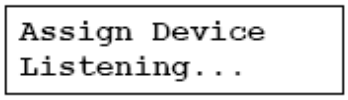
Pressing the enter key will select the displayed item.

Use the arrow key to scroll to the second menu item, set up ccs number – this is the call in number.

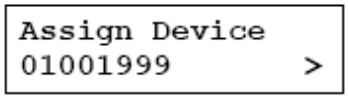
The 3rd menu item is Assign Device. Once this menu option is selected the HMU will display a list of device IDs that it receives a Ping from. The device can then be added to the assigned device list.




If the assigned device table is full this will be indicated on the display.




'Listening..' will be displayed until a Ping is received from any device.




The presence of more than 1 device in the list will be indicated by an arrow on the right of the display. The list of devices can be scrolled using the up /down keys. Pressing the left key will return the display back to the menu option.

Scroll through the list to veriy that the BluHome can communicate with the selected Blutag. Once the BluTag islocated, Exit the menu by pressing the left arrow key. Press the left arrow key a second time to return the BluHome to normal operations. .

Pressing enter will bring up the confirmation screen. The left key will accept the device into the list. Either left or right key will return the display to the device list screen.

***Note that devices should not be manually assigned using this procedure.***

6. **Prepare –** Locate phone line splitter (if required)

# Installing BluTag®

Once you have prepared the tag for use, you will physically attach the device to the offender. Installation on the left leg is recommended to improve tracking in automobiles. Follow these easy steps to install BluTag® on an offender.

1. **Measure the offender's ankle**: A the measuring strip is provided in the installation kit.
2. **Cut the strap to size**. Carefully cut the strap to size using the cutters provided. A straight cut right at the sizing line is required to avoid false bracelet tamper events from occurring.

3. **Attach the device**: Each tag is a one-piece self contained unit. Clips are included in the installation kit. Two clips must be placed on each end of the strap. The clips fit into holes on the strap. Insert one end of the strap (with the two clips) into one side of the tag. Wrap everything around the offender's ankle and place the other end of the strap (with the two clips) into the opposite side of the tag. Note: The ends of the clips must align with the ends of the strap – as shown in photo below.

**Correct alignment** – end of strap and clips are flush.

**Incorrect alignment** – end of strap and clips are not flush.

4. **Check the fit**. Once you have the strap attached, check the fit of the tag. The tag should be tight to prevent it from banging against the ankle. No more than two fingers should fit between the strap and the ankle.
5. **Press the Status Call Button**. This ensures that the tag is operational and clears any tamper alarms. When pressed, the button makes an audible tone.

### *Installing the BluHome*

Adding the BluHome requires the following added installation actions:

7. Plug in the BluHome to AC power and the phone line.

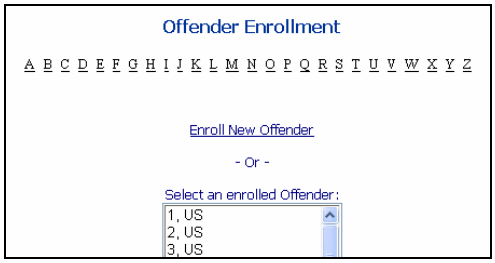
## Enrolling a New Tracked Offender in VeriTracks™

**Do not assign the BluTag® (using the Assign Tab) to the offender in VeriTracks™ until the tag is attached to the Offender's leg.**

To enroll a new offender in VeriTracks™:

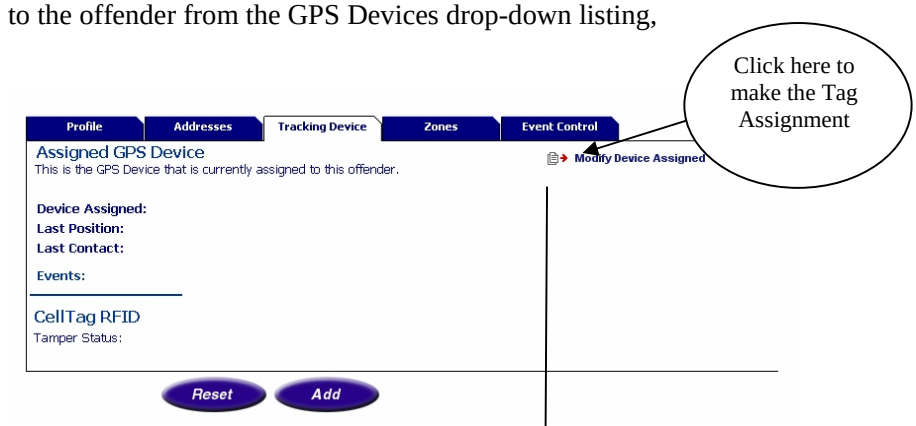
1. Mouse over the Supervision menu option
2. Select Enrollment, then click the Enroll New Offender link to add a new offender to the system. There are five tabs/areas for enrollment: Profile, Address, Tracking Device, Zones, and Event Control.

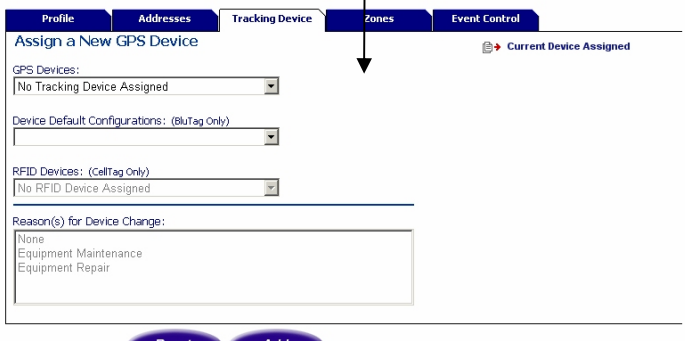
Note: only people in your office can access the enrollment screens for your offenders. VeriTracks™ restricts access to the enrollment data to prevent accidental changes.




3. Fill in Profile and Address tabs. These tabs capture data about the offender. Complete the information on these tabs as described in Appendix 1.

4. Assign the tag to the offender. When you first access this tab you will see the status of the tag. For a new enrollment the status fields will be blank. Click on the Modify Device Assigned link to assign a device to a new offender or to modify a currently assigned device (see instructions for swapping a tag later in this chapter. **Select the device** you wish to assign to the offender from the GPS Devices drop-down listing,



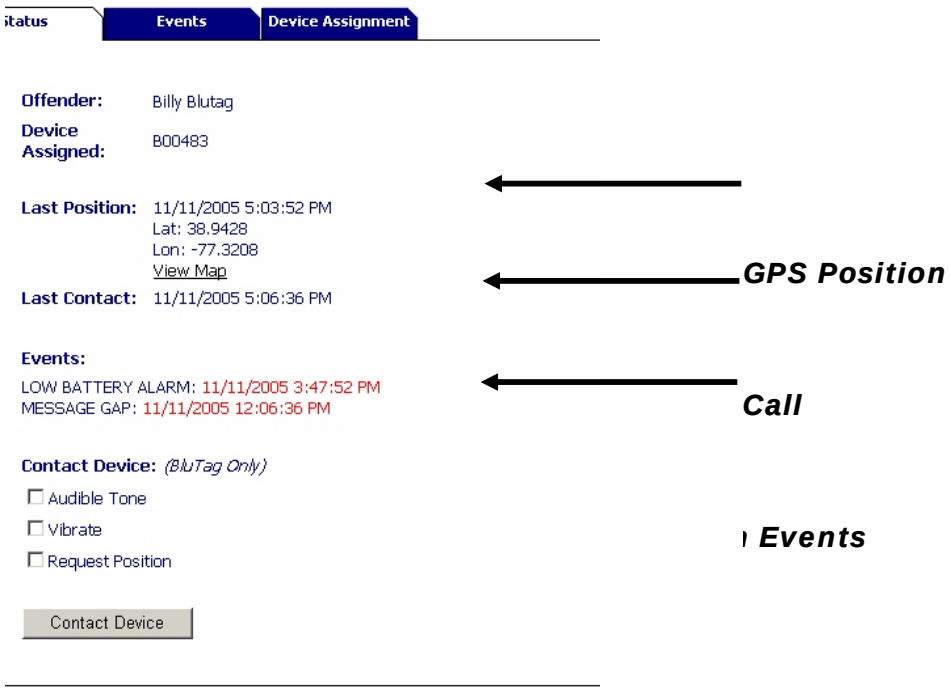

Assign a device by picking the device off the list of available devices.

5. **Press the Status Call Button**. This ensures that the tag is operational and clears any tamper alarms. When pressed, the button makes an audible tone.

6. Complete the final verification of the install.

   To verify that the tag is properly installed. Go to the Supervision => Offender Status screen. Verify that the tag has called in (Last Contact) **since it has been installed** and no open events are listed.

8. Add zones (Chapter 4) , curfews (Chapter 5), and event controls(Chapter 5)




## *Enrolling an offender with the BluHome*

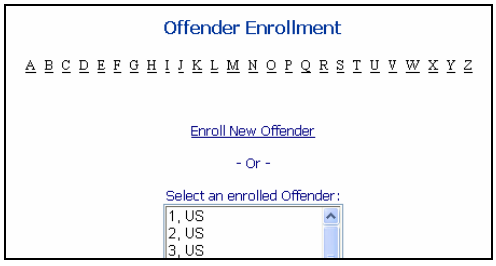
Adding the BluHome is slightly different so the entire enrollment process is repeated here rather than just the added actions.

**Do not assign the BluTag® (using the Assign Tab) to the offender in VeriTracks™ until the tag is attached to the Offender's leg.**

To enroll a new offender in VeriTracks™:

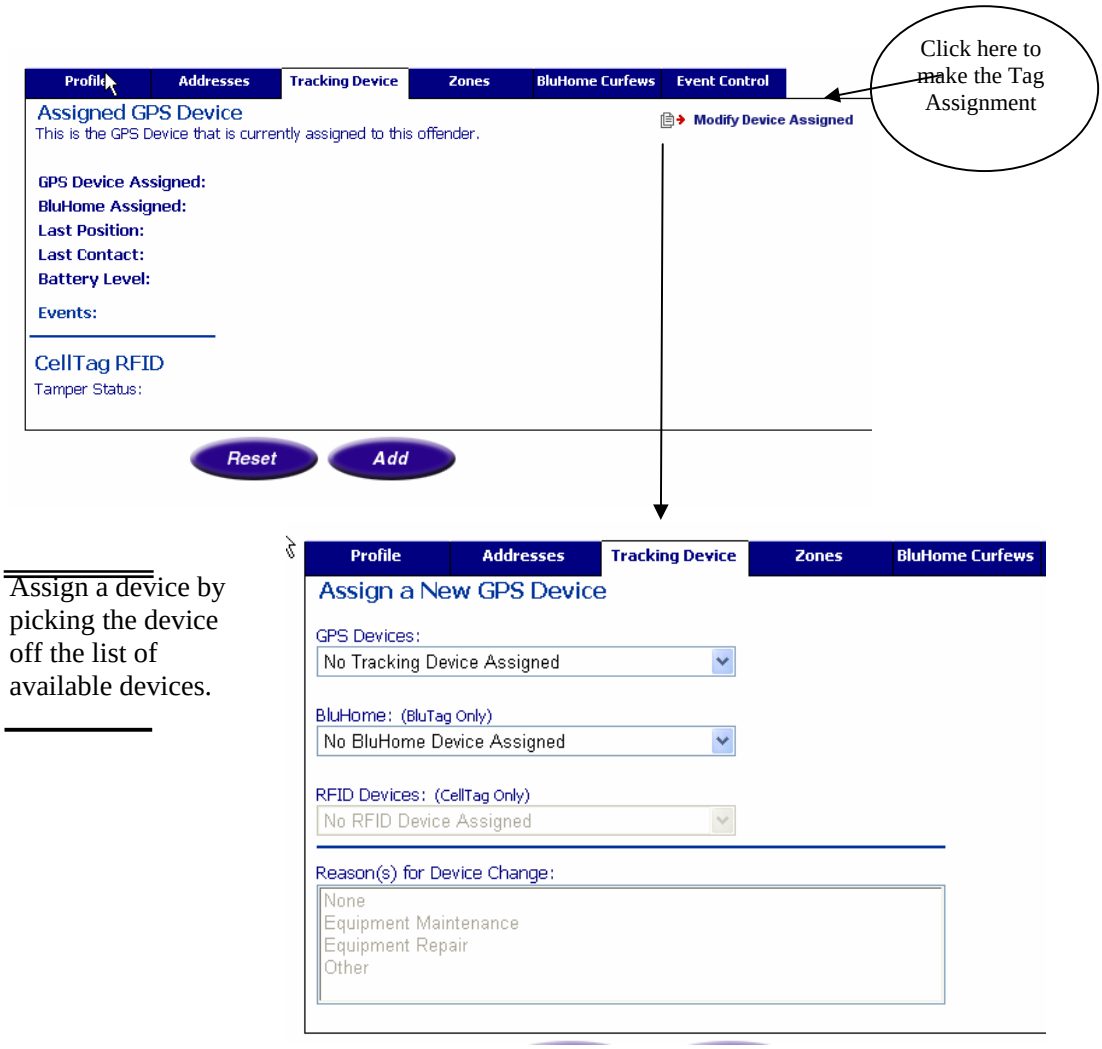
1. Mouse over the Supervision menu option
2. Select Enrollment, then click the Enroll New Offender link to add a new offender to the system. There are five tabs/areas for enrollment: Profile, Address, Tracking Device, Zones, and Event Control.

   Note: only people in your office can access the enrollment screens for your offenders. VeriTracks™ restricts access to the enrollment data to prevent accidental changes.



3. Fill in Profile and Address tabs. These tabs capture data about the offender. Complete the information on these tabs as described in Appendix 1.

4. Assign the tag and BluHome to the offender. When you first access this tab you will see the status of the tag. For a new enrollment the status fields will be blank. Click on the Modify Device Assigned link to assign a device to a new offender or to modify a currently assigned device (see instructions for swapping a tag later in this chapter. **Select the device** you wish to assign to the offender from the GPS Devices drop-down listing,




5. **Press the Status Call Button**. This ensures that the tag is operational and clears any tamper alarms. When pressed, the button makes an audible tone.

6. Complete the final verification of the install.

   To verify that the tag and BluHome are properly installed. Go to the Supervision => Offender Status screen. Verify:

   a. The BluHome has called in (Last Contact) **since it has been installed** and no open events are listed.

a. The Tag has either called in and Has GPS and/or registered an ENTER event.

b. All other events should be cleared including the "AWAITING ENTER at Time" event.

7. Add zones (Chapter 4) , curfews (Chapter 5), and event controls(Chapter 5)

# Complete Enrollment Paperwork

Each agency will have its own policies and procedures; The Administrators Guide contains sample enrollment forms that can be adopted by your agency. These forms are used to gather information needed for enrollment and administration as well as to educate and advise the offender of their responsibilities related to the tracking equipment and your program.

Below are some basic instructions that should be provided to the offender.

**Instructions to offenders:**

*These procedures are the minimum instructions that should be given to all offenders.*

Don't strike or try to open the tag.

Avoid prolonged exposure to extreme temperatures.

Do not force a boot over the tag.

Charge the tag twice a day, once every 12 hours until the light turns green. Charging should take less than 30 minutes.

When charging the tag, the lights should be orange and green.

If the Red light comes on and stays on call your supervising officer.

**Do not:**

- Tamper with the tag, or pull on the strap. The strap is sensitive and will alert the supervising officer if it is tampered with.
- Press the button - this will send an alert to the supervising officer.
- Take the tag into a pool or hot tub
- Take a bath, only showers

<BluHome Only>

- Do not move the unit
- Do not unplug the unit
- Do not unplug the phone line

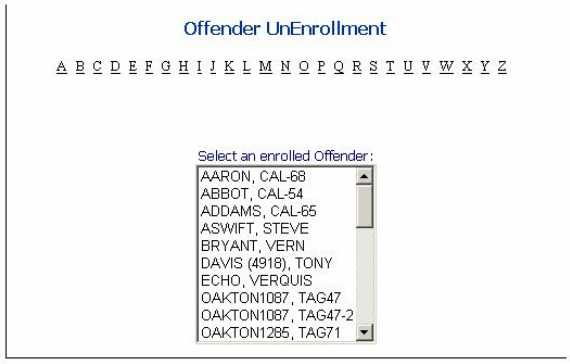
**In general we recommend telling the offender to:**

- Call the supervising officer if it buzzes.
- Charge the tag if it vibrates. Since a vibration indicates a low battery, you may want the offender call if the tag vibrates as well.

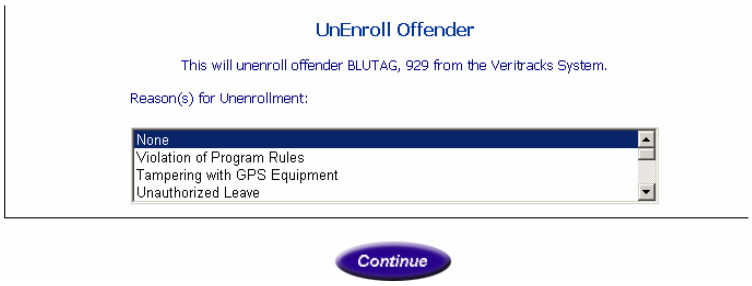
# *Un-Enrolling a Tracked Offender in VeriTracks™*

To un-enroll the offender in VeriTracks™:

1. Mouse over the Supervision menu option, select Enrollment from the list.
2. Under the Enrollment option, select the Un-Enroll link on the left hand side of the screen.
3. Select the offender you wise to un-enroll from the scrolling list.




4. In addition to confirming that you want to un-enroll an offender, you can select a reason for the un-enrollment. For agencies that do not want to use this functionality, the "None" option is automatically selected.




**Notes on un-enrollment:**

A. When you un-enroll the offender, VeriTracks™ orders the tag into a deep sleep. The deep sleep command will turn the tag off indefinitely.

B. Attaching the charging coupler is the only way to activate the BluTag®. The BluTag® will wake up and enter its normal Wake / Sleep cycle currently defaulted to 60 minutes on and 1 minute off

C. If a tag will be reinstalled on an offender in the next 24 hours, we recommend immediately placing the tag on a charger and keeping it there until it is reinstalled.

## Removing the Strap

1. After un-enrolling an offender, cut the strap to remove the tag from his or her ankle.

***ONCE THE OFFENDER HAS LEFT***

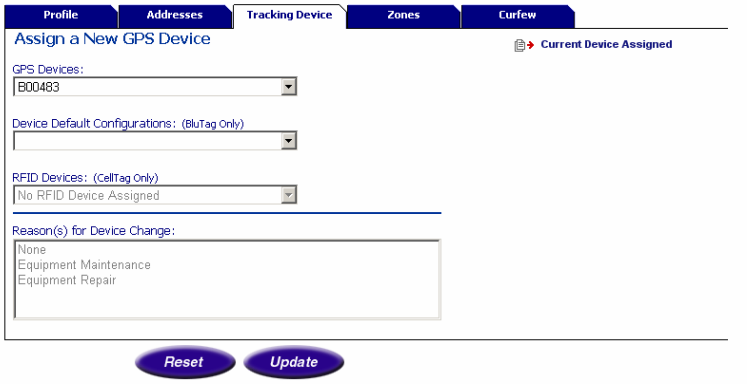
2. Using the supplied screwdriver, remove the four tamper-proof screws

3. Pry the bridge off the tag
4. Remove and discard the old straps and clips.
5. Replace the bridge using the four tamper proof screws

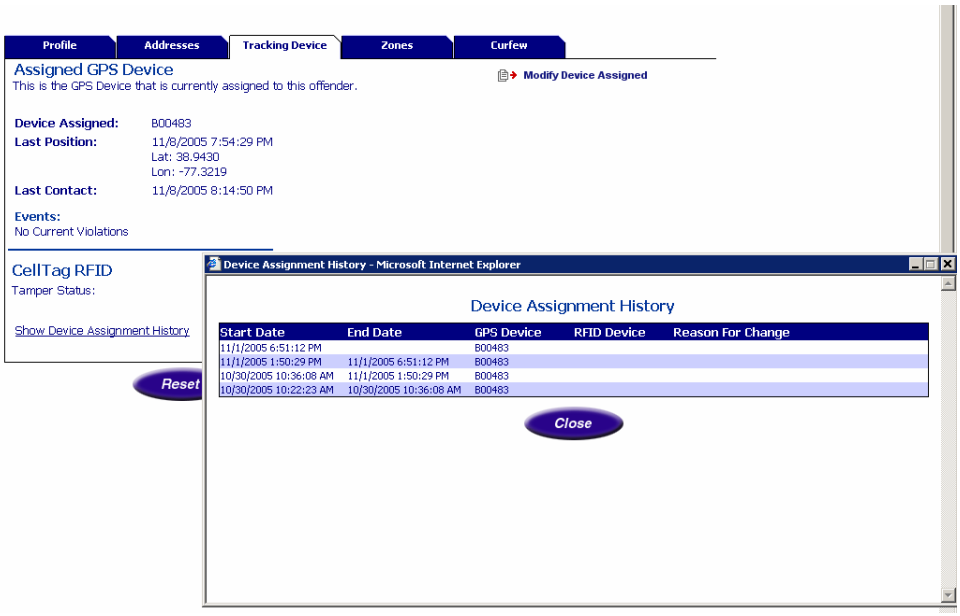
# *Changing a Tag on an Offender*

Occasionally you may need to remove a device from an offender's ankle due to service issues or damage and replace it with a new one. You can either un-enroll and re-enroll the offender or go directly to the Tracking Device tag of Offender Enrollment.

Following the same procedures as described for assigning a tag, you can select the new one from the drop down list. When selecting a new tag, a second drop down list is activated to capture the reason the original tag is being changed. Again, for agencies that do not want to use this functionality, the "None" option is automatically selected.




Note: Under Enrollment, on the Tracking Device tab, the labeled 'Device Assignment History' displays a list of the devices assigned to an offender.



The Device Assignment History Report lists the period of time a device was assigned to an offender, as well as the reason it was removed from the offender.

## *Storing and Maintaining BluTag® and BluHome*

1. Unused tags should be stored in a secure, dry space.
2. Tags do not require charging while in storage.
3. Prior to re-enrolling a tag, follow the instructions for preparing a tag for use, registering an offender, and enrolling an offender.
4. For BluHome, inspect the unit for damage. Clean it with a damp cloth or serial wipe. Store it in a temperature controlled, dry place.

# *Review*

How To…

**Register an offender:**

Prepare the BluTag® for use

Install the BluTag® on the offender

Enroll the new offender in VeriTracks™

Complete the appropriate paperwork for the enrollment

How To…

**Un-Enroll an offender in VeriTracks™**

Un-enroll the offender in VeriTracks™ and remove the tag by cutting the strap.

Complete any paperwork with the offender.

***After the offender has departed:***

Remove the strap ends from the tag by removing the safety screws and pulling off the bridge.

Throw away the strap . Clips are re-usable if not worn, cracked or damaged.

Wipe down the unit down with a damp cloth (dampened with warm water or alcohol).

Place the unit in storage. It is ready for use again.

# Chapter 4: ZONES

In this Chapter you will learn how to:

- Create a zone and assign it to an offender.
- Verifying a zone assignment.
- Edit a zone.
- Un-assign a zone.
- Expire a zone

Zones are a useful way to better track offender movements. A Zone defines a geographic location that an offender must be in (Inclusion Zone) or prohibited from (Exclusion Zone) entering at prescheduled times. You receive notification when an offender violates an assigned zone.

## Create a zone and assign it to an offender.

Creating zones is a two-step process. First the zone is created, then it is assigned to an offender. You can create Inclusion or Exclusion zones and have four ways to assign the zone(s) to the offender. Zone assignment defines the way you are notified about violation events.

### *Creating Zones*

Zones are created to better track offender movements.

Inclusion zones define an area in which an offender must stay. For example, if an offended is confined to only his or her home and work during specific periods of time, zones can be created around each location with time sensitivity. You can then monitor when an offender leaves their assigned zones.

Exclusion zones define an area(s) where an offender is not allowed to enter. For example, if an offender has been ordered to keep a distance of at least 500 feet from his or her former spouse's home, a zone can be set up around that location with time sensitivity and remain active 24/7. When the offender enters into this zone, this will produce a violation.

There are two ways to create a zone:

1) Based on an address.
2) Directly on the map.

### Create a zone based on an address

The following are the steps necessary to create a zone based on an address:

1. Mouse over either the Supervision or the Administration menu options and select Zone. You can create a new zone or select one that you have previously created.
2. Click on Add New Zone.
3. Complete the Zone Entry fields as follows:

| | |
|---|---|
| **Zone Name** | Name your zone. Be sure to use a specific name that is meaningful to you. Each organization may want to come up with a naming schema. **The name must be unique. If the name is not unique you will receive a message that the zone cannot be created.** |
| **Street No** | The Zone Address Street Number. |
| **Street Name** | The Zone Address Street Name. |
| **Cross Street Name** | The Zone Address Cross Street Name, if not using the street number. |
| **City** | The Zone Address City Name. |
| **Zip Code** | The Zone Address Zip Code. |
| **Geocode** | Click on this button to produce the Latitude and Longitude coordinates from the address entered. The address MUST be able to produce Latitude and Longitude in order for you to be able to map the address. HINT: if the Geocode does not work: check spelling and street type (Ave, Blvd, Rd), check for alternative street names (RT 50 vs. Arlington Blvd), or try using an address of a neighboring building and adjust your zone size. |
| **Buffer Distance** | Enter the zone's buffer distance in Feet, Yards, or Miles. |
| **Exclusion/Inclusion** | Select if this is an Exclusion or Inclusion Zone. |
| **Start/Stop Dates** | Enter or select the Start and Stop Dates from the calendar pop-up for the zone. |
| **Schedule** | The zone will be effective during specific times. Set-up the zone schedule from here by selecting times for each day. Select everything when the zone applies all the time, or use the smart select to specify periods of time across each day. |
| **Reset/Add** | Select the Reset button to start your zone entry again. Select the Add button to add the new zone. |

## Create a Zone from the map

The following are the steps necessary to create a zone based on an address:

1. Locate the zone area on the map. You may want to go to a specific address using the Map link on the main menu.
2. Click on the Create/Edit Zone icon. This will place a small blue ball onto the middle of your map. Drag the blue ball to create the circumference of the zone you wish to create. Then move the center green ball to the location of the zone (it does not have to be exactly in the center of the map).
3. Click on the Create/Edit Zone icon again. This will take you to the Zone Entry form.

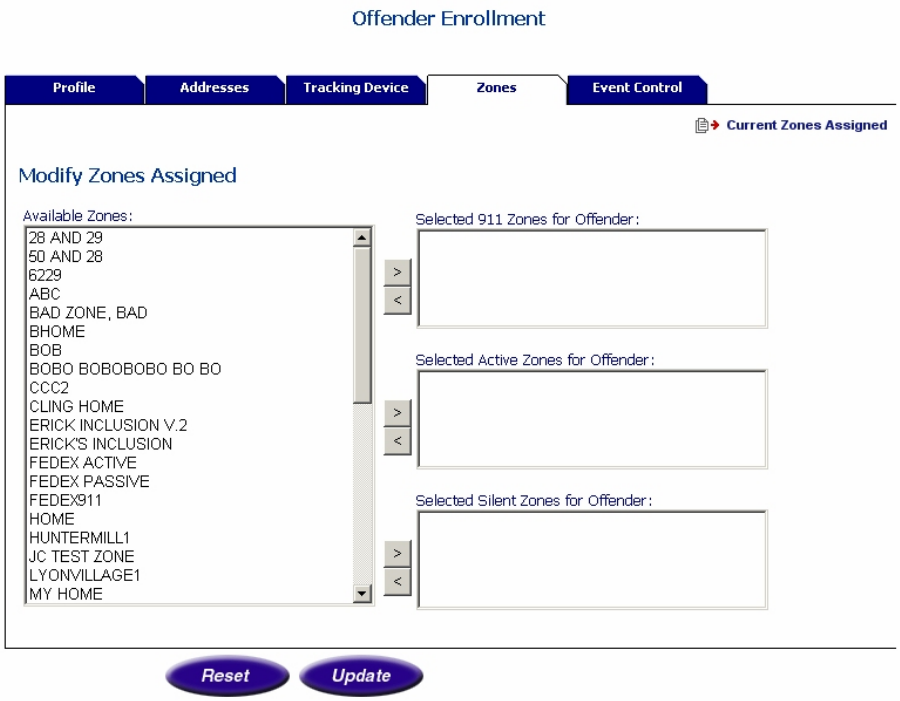
4. Complete the Zone Entry fields as described above beginning with the Zone Name. Because the zone location and size are already defined you do not need to add the zone address, Geocode, or enter the buffer distance.

## *Assigning Zones*

On the Enrollment screens, (Supervision – Enrollment – Zone Tab) the Zones tab allows you to view zones that are currently assigned to an offender and assign existing zones to an offender. A zone can be assigned as one of three types of zones: 911, Active, and Silent.

- 911 zones are assigned to and monitored on a 24 hour/7 day-a-week, active basis within the device itself. Notifications for 911 Zone violations can be set up to your preferences and sent out for immediate response. 911 zone notifications are also sent to the monitoring center for human intervention and follow up. 911 zones are not available to all agencies or may incur an additional, per-event charge.
- Active zones are assigned to and monitored on a 24 hour/7 day-a-week, active basis within the device itself. Unlike 911 zones, the notification is sent to the probation officer but the monitoring center does not automatically follow up. Notifications for Active Zone violations can be set up to your preferences and sent out for immediate response.
- Silent zones are like active zone except the tag will not notify the offender but the notification is still sent to the supervising officer if they subscribe to it. Silent zones can be used like a passive zone. If the officer does not subscribe to the immediate notifications the event will only appear on the daily summary report.
- Global zones are applied to all offenders being monitored within the VeriTracks™ program only by law enforcement agencies. A supervising officer cannot assign a global zone.

To assign a zone select **Modify Zones Assigned.** This brings up a screen like the one shown below. To add a zone to an offender's monitoring schedule, simply click on the zone name in the listing on the left side of the page and move it into either the Active or Passive zone list on the right by pressing the arrow button next to the type of zone.

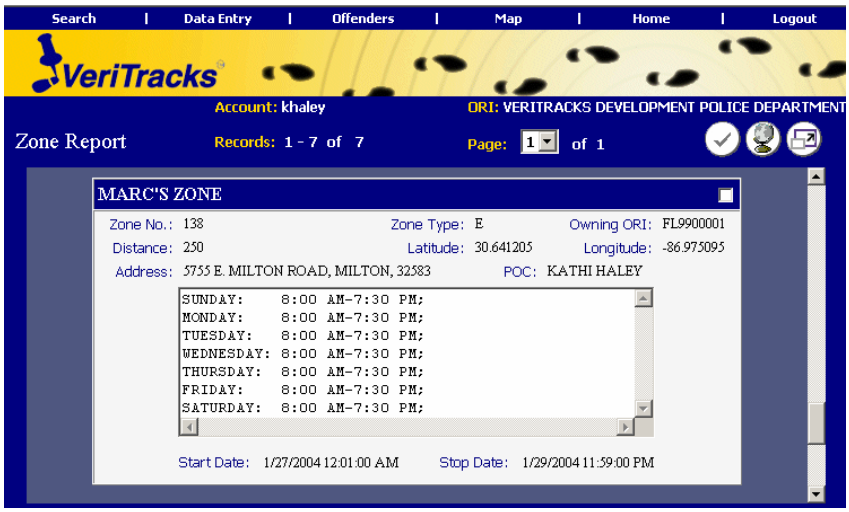



# Verifying a zone assignment

After a zone is set up you should verify that the zone is assigned to the correct offender and in the correct location.

## *Verify the zone is assigned to the offender*

To verify the zone is assigned to the correct offender search for the offender, Supervision => Search. On the Offender Report, select Zone




### *Verify the zone is in the proper place*

The most effective way to verify the location of a zone is to view it by mapping it in the from the Zone report. Select the (1) check box on the Zone report and (2) hit the globe.

For inclusion zones you may also want to map the zone after the first night the offender has gone home to verify the offenders points are in the correct place. If the zone is incorrectly mapped you can edit the location of the zone.

## Edit a zone

**Any time a zone is edited, it must be reassigned to all offenders that it was assigned to before the edit.**

To edit any of the text fields on the zone creation page, select the zone off the main zone page. Edit the fields and update the changes. If you need to change the address on a zone, make sure to manually clear the latitude and longitude filed and use the Geo-Code button to recalculate the zones new latitude and longitude.

You can also edit the location of the zone right on a map. Select Supervision => Zone then select the zone off the drop down menu. You can only edit zones you created. Select the map button to map the zone location. Once the zone has been mapped, you can move it by clicking and dragging.

You can also resize the zone. Once you moved the zone, click on the Create/Edit Zone icon. This will take you back to the Zone Entry form.

Edit the Zone Entry fields as desired. Because the zone location and size were already redefined they do not need editing.

Make sure you update the zone to save your changes. Then reassign the zone to all offenders who were assigned to it before the edit.

## Un-assign a zone

To un-assign a zone, select **Modify Zones Assigned.** This brings up a screen like the one below. Click on the zone name you want to remove by pressing the out arrow button next to the type of zone.

## Expire a zone

**Zones cannot be deleted.** To expire a zone once you are done with it, un-assign it from all offenders first.

To expire a zone, mouse over either the Supervision or the Administration menu options and select the zone you wish to expire. Change the Stop Date to today's date and the zone will expire.

# *Review*

How To…

**Create a Zone**

1. Locate the zone area on the map. You may want to go to a specific address using the Map link on the main menu.
2. Click on the Create/Edit Zone icon to place a small blue ball on the middle of your map. Drag the blue ball to create the circumference of the desired zone. Move the center green ball to the location of the zone
3. Click on the Create/Edit Zone icon again. This will take you to the Zone Entry form.
4. Complete the Zone Entry fields.

# Chapter 5: CURFEWS, RANGES, AND EVENT CONTROL

In this Chapter you will learn how to:

- Set up curfew schedule
  - Edit a schedule.
  - Delete a schedule.
- Set up a range for a BluHome – BluTag pair
- Set up a schedule for controlling events.
  - Edit a schedule.
  - Delete a schedule.

While the purpose of each of these functions is different the application of each is similar so we placed both the curfew and event control guidance in this chapter.

## Curfews

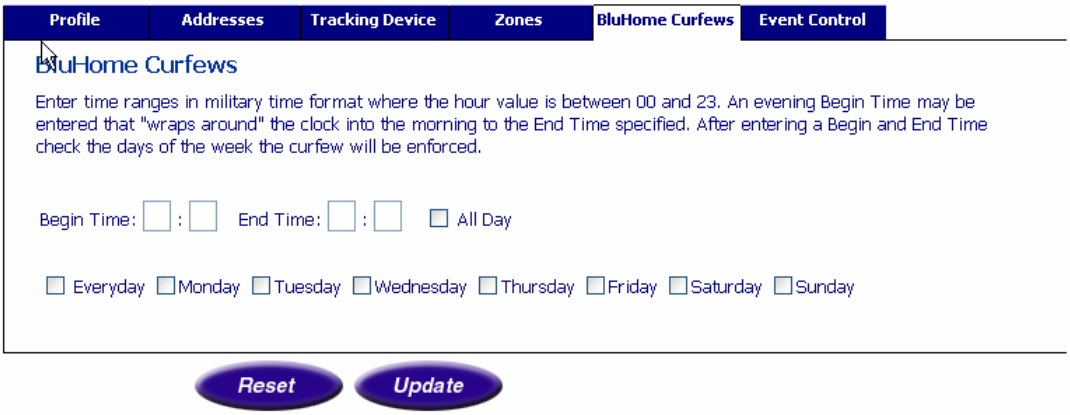
Curfews define the time period that an offender must be in range of the BluHome. Placing the BluHome at a specific location, like the home, is a stronger method of verifying offender location than through the use of inclusion Zones alone. The curfew works much like the inclusion zone in that when an offender is late arriving in range of the BluHome or leaves the area of the BluHome during the curfew period an alarm is raised.

### *Setting up a schedule*

The Curfew tab on the enrollment screens allows you to set the times that the curfew is enforced and curfew violations are reported. The areas shown in Blue are the times for when curfew events are recorded and notifications sent.

Select the start and end time for the curfew schedule. You can pick end times that are in the next day, VeriTracks™ will wrap the times around past midnight into the next day.

If you want to exclude certain days from having a curfew simply make sure the box next tot eh day is unchecked.




### *Deleting a schedule*

To drop a curfew for an offender simply uncheck the everyday or selected days and the curfew will be removed.

## Ranges

The variable range setting for the BluHome – Blutag pair is set through he menu on BluHome.

The instructions are as follows.

```
Setup
4.Set Range
```

The set range menu item allows the RSSI validation limit to be set for any device assigned to the BLUHOME.

```
Set Device Range
01001999        >
```

On selecting the option a list of assigned devices will be displayed. The up / down keys will scroll through the list.

Pressing enter will select the displayed device

```
No Devices
Assigned
```

If no devices are assigned to the BLUHOME this will be indicated on the display. The display will return to the menu option after 3 seconds.

```
Are You Sure?
<-YES      NO->
```

A confirmation screen is provided to avoid accidental use. The right key will cancel the operation and the left will start the set range process.

```
Max  652 Min 320
Mean 482 No  127
```

Once started, the BluHome will wait for a message from the device. The BluHome will send a test request reply to the tag which will put it into setup mode. This causes the tag to transmit every 10 seconds.

The BluHome measures the RSSI of each received message and displays the maximum, minimum and mean value received as well as the number of messages received. The higher the given RSSI value the stronger the received signal.

Pressing the enter key will end the setup range process. The BluHome will send an exit setup reply to the next message from the tag.

The new RSSI limit will be calculated (exact calculation to be determined after testing) and displayed. The user can then accept the limit using the left key.

The right key will cause the RSSI limit to be disabled for that device

# Event control

Event control allows you to select time periods where events and the associated notifications are reported. While this functionality works for the BluTag, it is designed primarily for the CellTag.

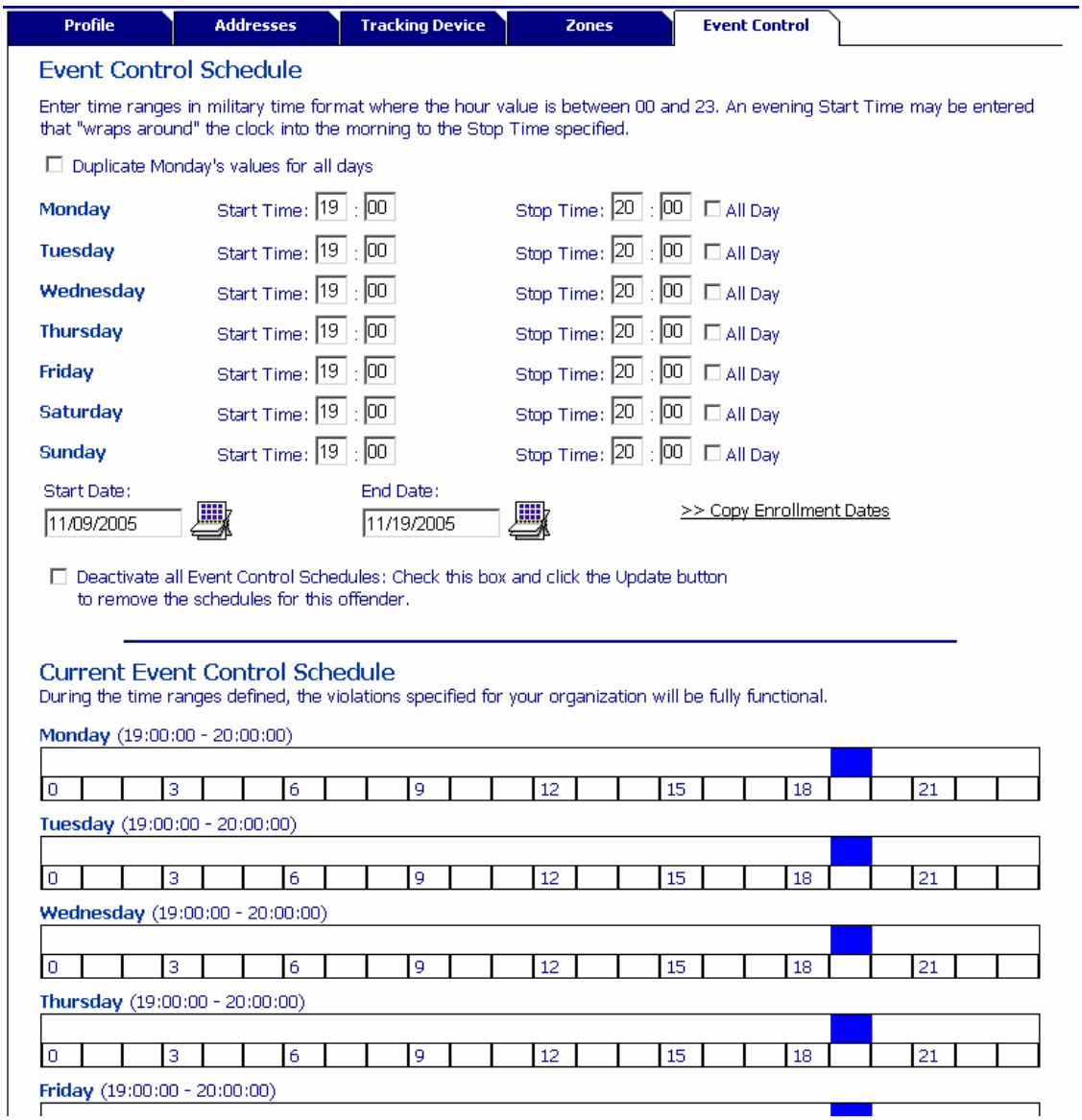
During the selected time periods any event (Bracelet gone, etc) will be reported by the system. During all other times, events will be ignored by the system and no notification of a violation will occur. This functionality is used to suppress events and notifications in cases where an offender is in a custody or controlled situation and you do not want the events recorded. For instance, for an offender in a shelter or work release program, event control could be used to suppress events like a bracelet gone when the CellTag is taken from the individual for the evening.

## *Setting up a schedule*

The Event Control tab on the enrollment screens allows you to set the times that events are reported. The areas shown in Blue are the times for when events are recorded and notifications sent.

For each day, select the start and end time for the schedule. You can pick end times that are in the next day, VeriTracks™ will wrap the times around past midnight into the next day.

Once you have saved the schedule **THE TIMES THE SYSTEM WILL RECORD AND REPORT VIOLATIONS WILL BE IN BLUE.**




## *Deleting a schedule*

Select "Deactivate all Event Control Schedules" to clear the schedule.

# Chapter 6: EVENTS AND NOTIFICATIONS

This chapter covers:

- BluTag® Events.
- BluTag and BluHome Events
- Immediate Notifications.
- The Daily Summary Report Notification.

To supervise an offender you need to have the important and time-critical information delivered to you (any where).

The most frequently used tools for monitoring offenders are events and notifications. BluTag® and VeriTracks™ can be used to detect violations of program rules and release conditions. When time critical events occur, VeriTracks™ can immediately notify you. For less time critical events, VeriTracks™ provides summary notification reports on a daily basis.

## *Understanding Events and Notifications*

Events are generated by either the tag or by a rule violation in the VeriTracks™ software. For instance, if the tag detects that the strap has been tampered with or that it is in an exclusion zone, the tag will generate an event. Events are also generated by the server if, for instance, the tag fails to call on schedule, or the offender violates a silent zone. The events you receive and the method of notification vary with the type of tracking device and your preferences. For instance, with a one-piece device there are no "Bracelet Gone" events since the entire unit is self-contained.

A notification is the way in which the event information is delivered to the supervising officer or other users. The VeriTracks™ system has two types of notifications: Event driven and Periodic. To receive a notification, a user simply subscribes to the given notification and provides an e-mail address that will receive notifications. The e-mail address can be for an account on the users desktop, mobile phone, pager, PDA, or Blackberry device.

### BluTag® Events

The BluTag® and VeriTracks™ generate the following events:

| | |
|---|---|
| BRACELET STRAP<br>BRACELET STRAP CLEAR | Bracelet strap on the tracking device may have been tampered with. |
| ON CHARGER<br>OFF CHARGER | Tag is placed on the charger |
| LOW BATTERY ALARM<br>LOW BATTERY ALARM CLEAR | Warning that the battery needs recharging. Clears when placed on charger. |
| MESSAGE GAP<br>MESSAGE GAP CLEAR | The unit has failed to call in a specified time period. Default is six hours. |
| CELL ID CHANGE<br><br>CELL ID CLEAR | The unit has communicated with a different cell tower during each scheduled call-in over a specified number of call-ins. |

| | |
|---|---|
| EXCLUSION ALARM<br>EXCLUSION CLEAR | When an offender enters an area in which he/she is not allowed. |
| INCLUSION ALARM<br>INCLUSION CLEAR | When an offender exits an area in which he/she is required to stay. |
| SILENT EXCLUSION ALARM<br>SILENT EXCLUSION ALARM CLEAR | See above |
| SILENT INCLUSION ALARM<br>SILENT INCLUSION ALARM CLEAR | See above |
| 911 EXCLUSION ALARM<br>911 EXCLUSION ALARM CLEAR | See above |
| 911 INCLUSION ALARM<br>911 INCLUSION ALARM CLEAR | See above |
| PRESS BUTTON | The Status call button has been pressed |

# BluTag® and BluHome® Events

Using BluTag® with BluHome and VeriTracks™ generate some additional events. BluHome only events are in **Bold** below:

| | |
|---|---|
| BRACELET STRAP<br>BRACELET STRAP CLEAR | Bracelet strap on the tracking device may have been tampered with. |
| ON CHARGER<br>OFF CHARGER | Tag is placed on the charger |
| LOW BATTERY ALARM<br>LOW BATTERY ALARM CLEAR | Warning that the battery needs recharging. Clears when placed on charger. |
| MESSAGE GAP<br>MESSAGE GAP CLEAR | The unit has failed to call in a specified time period. Default is six hours. |
| CELL ID CHANGE<br>CELL ID CLEAR | The unit has communicated with a different cell tower during each scheduled call-in over a specified number of call-ins. |
| EXCLUSION ALARM<br>EXCLUSION CLEAR | When an offender enters an area in which he/she is not allowed. |
| INCLUSION ALARM<br>INCLUSION CLEAR | When an offender exits an area in which he/she is required to stay. |
| SILENT EXCLUSION ALARM<br>SILENT EXCLUSION ALARM CLEAR | See above |
| SILENT INCLUSION ALARM<br>SILENT INCLUSION ALARM CLEAR | See above |
| 911 EXCLUSION ALARM<br>911 EXCLUSION ALARM CLEAR | See above |
| 911 INCLUSION ALARM<br>911 INCLUSION ALARM CLEAR | See above |
| PRESS BUTTON | The Status call button has been pressed |
| **BLUHOME LOW BATTERY CLEAR** | **The low battery on BluHome has clear, the unit has had power restored** |
| **BLUHOME POWER LOSS CLEAR** | **The BluHome unit has regained AC power, it is no longer running on battery** |

| | |
|---|---|
| BLUHOME POWER ON / RESET | The BluHome unit had lost power, Battery and AC. As a result it had shut down and has been restarted. |
| BLUHOME POWER LOSS | The BluHome unit no longer has AC power, it is now running on battery |
| BLUHOME MOVEMENT | The BluHome unit has been moved |
| BLUHOME MOVEMENT CLEAR | The BluHome unit stopped moving |
| BLUHOME LID TAMPER CLEAR | The BluHome unit has been closed |
| BLUHOME LID TAMPER | The BluHome unit has been opened |
| BLUHOME SANITY CALL TIMER EXPIRED | The BluHome unit made a sanity call |
| BLUHOME CALL SUCCESSFUL | The BluHome has completed a call, note this event is not transmitted until the next call |
| BLUHOME LOW BATTERY | The BluHome battery is low, the BluHome needs to be plugged in to a working AC power outlet |
| AWAITING ENTER | The tag has been assigned to the BluHome but the tag has not registered it first arrival event |
| ENTER | The tag has entered the BluHome area |
| LEAVE | The tag has left the BluHome area |
| BLUHOME CURFEW ALARM | The offender failed to arrive or left during curfew |
| BLUHOME CURFEW CLEAR | The offedner arrived or returned into the BluHome area |
| BLUHOME SETUP RSSI CHANGED | The range on the tag has been changed |
| BLUHOME: BLUTAG BRACELET STRAP | Bracelet strap on the tracking device may have been tampered with. |
| BLUHOME: BLUTAG LOW BATTERY ALARM | Warning that the battery needs recharging. Clears when placed on charger. |
| BLUHOME: BLUTAG PRESS BUTTON | The Status call button has been pressed |
| BLUHOME SETUP DEVICE ASSIGNED | A devcie has been manually assigend to the BluHome. This is not recommended |
| BLUHOME: BLUTAG ON CHARGER | Tag is placed on the charger |
| BLUHOME: BLUTAG OFF CHARGER | Tag is off the charger |
| BLUHOME: BLUTAG BRACELET STRAP CLEAR | The BluTag Strap violation has cleared |
| BLUHOME: BLUTAG LOW BATTERY ALARM CLEAR | The tag has been placed onteh charger |

# Notifications

Event driven reports are delivered when zones are violated or technical violations occur (e.g. when the tracking device is tampered with). Each event report is related to a specific event. Event reports are generated as they occur and delivered to the supervising officer based on his/her preferences.

Periodic notifications include the daily summary report, monthly activity reports, and any custom report you may require. The most common of these are the daily summary reports. They are delivered each morning and summarize events from the previous day. There are three daily summary