

GPS Activation Outcomes

When a probation officer activates a GPS unit, whether for a new enrollment or to replace equipment for a client who has already been enrolled, they will need to call ELMO to confirm that the activation was successful before sending client on their way. These are some of the outcomes you will encounter when checking an activation for a probation officer:

- No current status- Equipment is not currently assigned to the client.

Offender - CARLOS ACOSTA

☐ ☐ **No current status**

Go To:

Assigned Hardware Information	
1 Piece (WMTD):	- unassigned -
Beacon:	- unassigned -

Ask the PO: "Is this a new enrollment?"

- If yes, check with the ELMO staff doing enrollments to see if they require anything else from the PO
 - If yes, transfer the call to ELMO staff doing enrollments.
 - If no, tell the PO that ELMO will email them when the GPS unit is ready to be activated.
- If no, the client was most likely temporarily removed. Ask the PO if this was for a temp removal, then get the equipment numbers from the PO and enter them in Attenti. Now, the PO can activate the GPS unit.

- Activate Pending- The device may or may not have been activated yet.

Offender - Wilfredo Muniz

Current Status: 1 Piece GPS (TD4) Activate Pending (⊕)

⚠ **Device Last Charged:** Never

Battery Status: N/A

Ask the PO: “Has the device been activated yet?”

- If yes, ask if they saw three green lights shortly after activating it.
 - If yes, the client needs to walk outside to update the GPS location.
 - If no, have the PO check which lights are on.
 - If three green, have client walk outside.
 - If one green (and/or any red lights), have client walk outside.
 - If no lights, have PO press button down to activate the GPS unit, look for three green lights, then send client outside for points.
- If no, instruct the PO press button down for roughly 5 seconds to activate the GPS unit, look for three green lights, then send client outside for points.

Important: There cannot be any lights on the GPS unit when it is initially strapped onto the client; it will be impossible to activate as a result. If the PO indicates that there were any lights or the GPS was charging when they strapped it onto the client, the PO must cut the strap and power off the GPS by pressing the button 5 times, holding down on the 5th press until a longer vibration is felt and the lights turn off. Now (as long as the equipment is assigned in Attenti and there are no lights on the GPS), the PO may strap the GPS onto the client and power it on by holding the button for about 5 seconds until a long vibration is felt. The green lights will begin flashing after a few seconds, and the PO may send client outside for points.

- Activated (GPS Pending)- Device has been activated **but has not generated a GPS location yet**. Send “download points” command. This is not a successful activation yet. **Client needs to walk outside for a few minutes to obtain GPS signal, then PO needs to call back.**

Offender - Kaamil Reese

✓ **Current Status:** Activated (GPS Pending)

Go To:

- Points in position unknown- GPS unit has been activated, **but GPS location has not been established**. **Client needs to walk outside for a few minutes to obtain GPS signal, then PO needs to call back.** (Important: If a client’s points are in position unknown, they are never all set. More steps must be taken to update the points.)

Offender - Bryan Gonzalez-Arroyo

Current Status: Okay (?)

⚠ **Device Last Charged:** Never

Battery Status: 91%

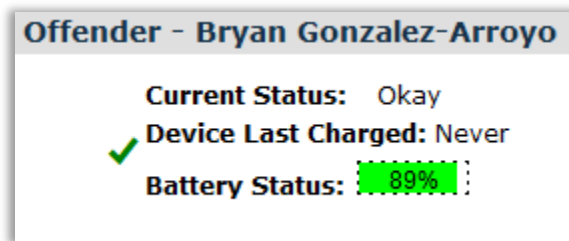
Offender - Lianjun Wu

Current Status: ⌚ (?) 🏠

! **Device Last Charged:** Never

Battery Status: 89%

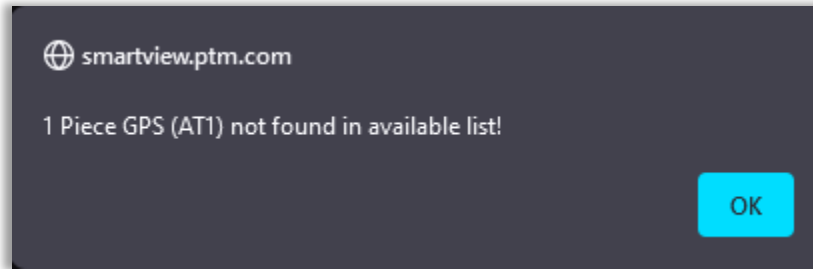
- Current Status: Okay- Look at the map carefully, verify that the points are consistent with a new enrollment, and note the location. Also check the Case Management notes to see if any new alerts generated. **If not, then this is a successful activation.** Inform the PO that client was successfully activated at (date/time/location). Enter a note stating, "Successful enrollment confirmed by (PO) at (time) at (location)."



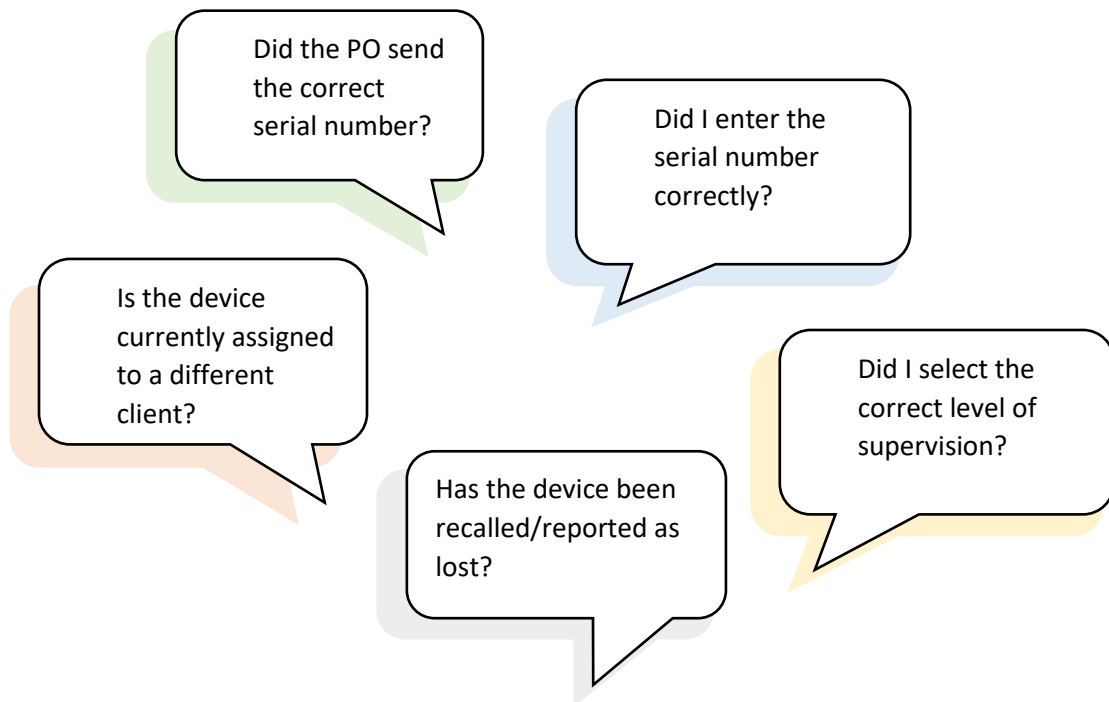
- Current Status: Alert (with active points)- Successful activation, but client generated an alert upon activation. Determine the type of alert and ask the PO how much time they would like to grant client to return home or vacate the area (depending on type of alert), and enter the temporary release accordingly. Inform the PO that client was successfully activated at (date/time/location). Enter a note stating, "Successful enrollment confirmed by (PO) at (time) at (location)."



GPS Assignment Issues



This error message can appear for several reasons. If you see this message when you are trying to assign equipment to somebody, you may need to ask these questions to resolve the issue:



Helpful tip: In EM Manager Settings, make sure you enable "Load All Hardware!" This allows you to assign hardware that is in any court's inventory; otherwise, you will only be able to assign hardware in the inventory of the court that supervises the client in question.

More About GPS Activations

1. The GPS unit can only be powered off if the strap is cut.
2. The GPS unit cannot be plugged into the charger when it is strapped onto the client.
3. There cannot be any lights on the GPS unit when it is strapped onto the client.
4. In case (1) or (2), the PO will need to start over.
 - a. PO must cut the strap.
 - b. PO must turn off the GPS unit by pressing the button 5 times, holding down on the 5th press until a longer vibration is felt and the lights turn off.
 - c. Now that there are no lights on the GPS unit and it is not connected to the charger, the PO can strap the GPS unit onto the client.
 - d. Finally, the PO can activate the GPS unit by holding down the button for 5-7 seconds until a long vibration is felt. After several seconds, three green lights will appear on the GPS unit, and the PO can now send the client outside for points.