

Have a question? Here is a list of the most commonly asked questions from SCRAM Remote Breath clients.



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SCRAM Remote Breath®

Frequently Asked Questions, Continued

What are best practices for enrollment photos?

- Be in a well-lit area away from direct sunlight.
- Remove hats, sunglasses/eye glasses, and any hair hanging over the face.
- Stand or sit with your back against a wall, hold your head upright, and look directly forward.
- Hold the device up to your mouth with the breath tube level with the floor.
- Blow steady and consistent until you see STOP on the Remote Breath device.
- Do NOT blow as hard as you possibly can when prompted, as this can cause bad test photos.

How can I ensure I get a good photo whenever the Remote Breath device takes my photo?

Follow the same steps you did for an enrollment photo.

How many practice tests can be taken?

As many as needed to get comfortable with taking a test.

What is the “Grace Period?” What can it be set to?

The Grace Period is the amount of time that you have to take a test once the test has been initiated. It can be set to between 2 and 60 minutes. Your supervising agent will tell you what settings are used for your program.

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

The Remote Breath device powers up and connects to the network every 20 minutes to check for any updates in schedule, on-demand tests, or assignment updates.

What are “Courtesy Reminders?”

Courtesy Reminders are additional reminders that can be sent to your cell phone to remind you that you have a test coming up. The intervals for reminders can be set to notify you at test time, 15 or 30 minutes prior to test. These are in addition to the alerts that are generated by the Remote Breath device. Only one reminder will be sent per testing period.

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

Yes. You can contact your supervising agent and ask them to send an on-demand test to the device. A GPS location is taken with missed tests as well as taken tests, and a GPS location will be mapped for the device.

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Frequently Asked Questions, Continued

What if the battery on my Remote Breath device is dead and I can't locate it?

Contact your supervising agent and let them know what has happened. The Agent can look at the last known location of the device. If the device cannot be located that way, then the device will have to be replaced, and the lost device will be placed in lost status until it is located. If it is not located, you may incur the cost to replace the lost device.

The Remote Breath device battery light is solid or sometimes blinking, what does it mean?

You will see solid battery lights when the device is plugged into the charging cord. The blinking lights occur when the device is not plugged into the charger. A Green light indicates a charged battery. An indicates a low or critically low battery, and a Red light indicates the battery is dead and needs to be charged for at least 6 hours. Amber light

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

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

I have really bad asthma/am a heavy smoker and I'm having a hard time blowing for the length of time needed to take a test. Does the test expire?

Once you have started to blow, you have 5 minutes to complete that test before an Incomplete Test alert is generated. Be sure to talk to your supervising agent, who may ask you to obtain a note from a physician in order to determine whether Remote Breath testing is right for you.

What cell service does the Remote Breath device use?

AT&T 3G Network