

# AlcoTrack™

Calibrated Handset Exchange  
Quick Guide

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1. Complete a *Monitor* procedure in ALCOTRACK and on the handset.

The screenshot shows the ALCOTRACK web application interface. At the top, there's a navigation bar with 'Menu', 'English', 'Español', 'My Settings', 'Log out', and 'Manual'. Below this, the 'Program' section displays client information: 'MARYLAND, ALCOTRACK Service Agreement', 'Program Id: 03200102000005', 'Category, Device: Private, LR', 'Status: Active', 'Install Anticipated End: 09-14-2017', and 'Paid To: 09-19-2017'. A 'View Details' button is present. Below the program info is a table of transactions:

Transaction Id	Type	Date Time	Amount	Previous Account	New Account
032001020000039	Monitor	09-14-2017 13:45:44	-2.79	-0.17	Internal Notes: test (Goodwin, Chad 09-14-2017)
032001020000038	Sale	09-14-2017 13:44:06	-0.17	-2.79	Internal Notes: test (Goodwin, Chad 09-14-2017)
032001020000037	Calibration	09-14-2017 13:36:06			
032001020000036	Install	09-14-2017 13:26:06	-13.24	-0.17	Internal Notes: test (Goodwin, Chad 09-14-2017)
032001020000035	Sale	09-14-2017 13:23:45	-2.79	-13.24	Internal Notes: alc test (Goodwin, Chad 09-14-2017)

2. Click the Pencil icon to create a new transaction.

This screenshot is identical to the previous one, but with a green box highlighting the Pencil icon located in the top right corner of the program information section, next to the 'Paid To' field.

3. In the *Service Group* field, select Handset from the drop-down menu.

The screenshot shows the Alcotrack web application interface. At the top, there's a navigation bar with the Alcotrack logo, a menu, and links for English, Español, My Settings, Log out, and Manual. Below this, the page title is 'Program: Create Transaction'. The main content area has tabs for 'Service Type', 'Products', and 'Payment'. The 'Service Type' tab is active, showing a form with fields for Client (MARYLAND, Alcotrack), Program Id (03200102000005), Current Paid To (09-19-2017), Opening Account (-0.17), and Time (09:00). The 'Service Group' dropdown menu is open, showing options: Monitor, Install, Monitor, EOP, Handset (highlighted), and Others. Below the dropdown are 'Next Step' and 'Cancel' buttons.

4. In the *Service Type* field, select Handset Return from the drop-down menu.

The screenshot shows the Alcotrack web application interface. The 'Service Group' dropdown is now closed, and 'Handset' is selected. The 'Service Type' dropdown menu is open, showing options: Handset Return (highlighted), Handset Exchange, and Handset Return. Below the dropdown are 'Next Step' and 'Cancel' buttons.

5. Select Next Step.

The screenshot shows the Alcotrack web application interface. The 'Service Type' dropdown is now closed, and 'Handset Return' is selected. The 'Next Step' button is highlighted with a green box, indicating it should be clicked.

6. In the *Internal Notes* field, enter “Calibrated HS Exchange”.

The screenshot shows the Alcotrack web application interface. The browser address bar displays the URL: <https://n2.telcomcorp.com/alclock/Program/ViewProgram/03200102000005>. The page has three tabs: 'Service Type', 'Products', and 'Payment'. The 'Service Type' tab is active, showing details for '001 (ALCOLOCK MD Inc)'. The 'Client' is 'MARYLAND, Alclock'. The 'Program Id' is '03200102000005'. The 'Opening Account' is '-0.17'. The 'Service Type' is 'Handset Return'. The 'Product Type' is 'Service/Accessory'. The 'Internal Notes' field is highlighted with a green box and contains the text 'Calibrate HS Exchange'. Below the 'Internal Notes' field are three buttons: 'Previous Step', 'Next Step', and 'Cancel'.

Product	Quantity	Price	Total
		Subtotal	0
		Total	0

7. Select Next Step.

The screenshot shows the Alcotrack web application interface. The browser address bar displays the URL: <https://n2.telcomcorp.com/alclock/Program/ViewProgram/03200102000005>. The page has three tabs: 'Service Type', 'Products', and 'Payment'. The 'Service Type' tab is active, showing details for '001 (ALCOLOCK MD Inc)'. The 'Client' is 'MARYLAND, Alclock'. The 'Program Id' is '03200102000005'. The 'Opening Account' is '-0.17'. The 'Service Type' is 'Handset Exchange'. The 'Product Type' is 'Service/Accessory'. The 'Internal Notes' field contains the text 'Calibrated Handset Exchange'. Below the 'Internal Notes' field are three buttons: 'Previous Step', 'Next Step', and 'Cancel'. The 'Next Step' button is highlighted with a green box.

Product	Quantity	Price	Total
ALCOLOCK™ LR PROGRAM FEE	0	2.4658	0.00
		Subtotal	0
		Total	0

8. Select Complete.

The screenshot shows the Alcotrack web application interface for creating a transaction. The browser address bar displays the URL: <https://n2.telcomcorp.com/alcotrack/Program/ViewProgram/03200102000005>. The page title is "Program: Create Transaction".

The form is divided into several sections:

- Service Type:** 001 (ALCOLOCK MD Inc)
- Client:** MARYLAND, Alcotrack
- Program Id:** 03200102000005
- Current Paid To:** 09-19-2017
- New Paid To:** 09-19-2017
- Service Type:** Handset Return
- Next Service Type:** Handset Exchange (dropdown menu)
- Odometer:** 0

Below the form fields is a table with columns: Product, Quantity, Price, and Total.

Product	Quantity	Price	Total
			Subtotal
			0
			Total
			0

At the bottom of the form, there are three buttons: "Previous Step", "Complete" (highlighted with a green box), and "Cancel".

Below the buttons, the following information is displayed:

Opening Account: -0.17    Amount: 0    New Account: -0.17

At the very bottom, there is a footer: "Alcotrack © of Alcotrack Countermeasure Systems | Download ALC 2.26 (May 18, 2017)"

9. Plug in the handset. In ALC, once the client information appears, select the Handset Return icon.

The screenshot shows the ALCLOCK Communicator software interface. The window title is "ALCLOCK Communicator [Chad Goodwin]". The menu bar includes: File, Service, Settings, View, Help.

The toolbar contains several icons, including a "Handset Return" icon (a handset with a return arrow) which is highlighted with a green box.

The main window is divided into two sections:

- Service:** Calibration
- Location:** 032001 - ALCLOCK MD Inc

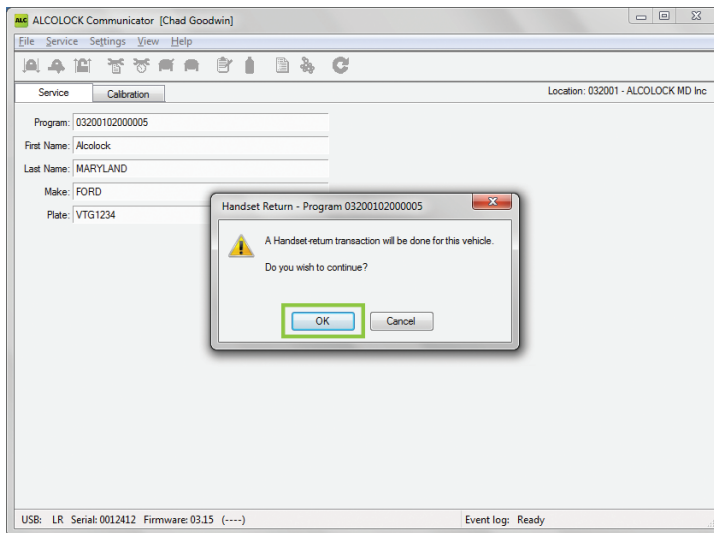
Below the Service and Location sections, there are several input fields:

- Program: 03200102000005
- First Name: Alcotrack
- Last Name: MARYLAND
- Make: FORD
- Plate: VTG1234

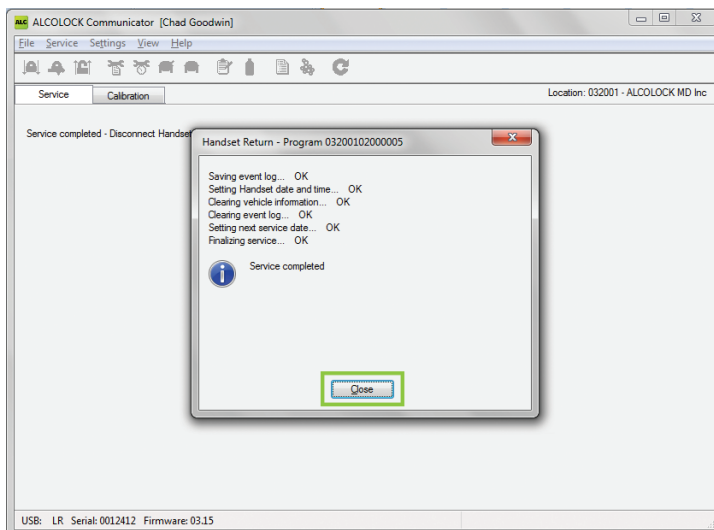
At the bottom of the window, there is a status bar with the following information:

USB: LR Serial: 0012412 Firmware: 03.15 (----)    Event log: Ready

10. A pop up will appear asking “Do you wish to Continue?”. Select OK.



11. Once the handset beeps twice, click Close. Disconnect the handset.





- Connect the new handset to the download station. In ALCOTRACK, click the Pencil icon to create a new transaction.

The screenshot shows the ALCOTRACK web application interface. At the top, there's a navigation bar with 'AlcoTrack' logo, a menu, and language options (English, Español). Below this, the 'Program' section is active, showing a client profile for 'MARYLAND, Alcotrack Service Agreement' and a program '03200102000005 2012 FORD F250'. A pencil icon in the top right corner of the program details is highlighted with a green box. Below the client information, there's a table with transaction details.

Transaction Id	Type	Date Time	Amount	Previous Account	New Account
03200103000039	Monitor	09-14-2017 13:45:44		-2.79	-0.17
				Internal Notes: test (Goodwin, Chad 09-14-2017)	
03200103000036	Sale	09-14-2017 13:44:06		-0.17	-2.79
				Internal Notes: test (Goodwin, Chad 09-14-2017)	
03200103000037	Calibration	09-14-2017 13:38:08			
03200103000036	Install	09-14-2017 13:26:58		-13.24	-0.17
				Internal Notes: test (Goodwin, Chad 09-14-2017)	
03200103000035	Sale	09-14-2017 13:23:45		-2.79	-13.24
				Internal Notes: alc test (Goodwin, Chad 09-14-2017)	

- In the *Service Group* field, select Handset from the drop-down menu.

The screenshot shows the 'Create Transaction' form in the ALCOTRACK web application. The form is titled 'Program: Create Transaction' and has tabs for 'Service Type', 'Products', and 'Payment'. The 'Service Type' tab is selected. The form contains fields for 'Client' (MARYLAND, Alcotrack), 'Program Id' (03200102000005), 'Current Paid To' (09-19-2017), 'Opening Account' (-0.17), 'Service Group' (a dropdown menu with 'Monitor', 'Install', 'Monitor', 'EOP', 'Handset', and 'Others' options, where 'Handset' is highlighted), 'Service Type' (a dropdown menu with 'Monitor' selected), and 'Time' (09:00). A green box highlights the 'Service Group' dropdown menu. At the bottom, there are 'Next Step' and 'Cancel' buttons.

14. In the Service Type field, select Handset Exchange from the drop-down menu. Ensure that the *Next Service Date* and *Time* fields are correct. In the *Exchange Reason* field, select “HS Repair”.

AlcoTrack™ Menu English Español My Settings Log out Manual

Program: Create Transaction

Service Type Products Payment 001 (ALCOLOCK MD Inc)

Client: MARYLAND, Alclock  
Current Paid To: 09-19-2017

Program Id: 03200102000005  
Opening Account: -0.17

Service Group: Handset  
Next Service Date: 09-19-2017  
Scheduler Assistant

Service Type: Handset Exchange  
Time: 09:00  
Exchange Reason: ☒ HS Repair ☐ HS Service/No Vehicle

Next Step Cancel

15. Select Next Step.

AlcoTrack™ Menu English Español My Settings Log out Manual

Program: Create Transaction

Service Type Products Payment 001 (ALCOLOCK MD Inc)

Client: MARYLAND, Alclock  
Current Paid To: 09-19-2017

Program Id: 03200102000005  
Opening Account: -0.17

Service Group: Handset  
Next Service Date: 09-19-2017  
Scheduler Assistant

Service Type: Handset Exchange  
Time: 09:00  
Exchange Reason: ☒ HS Repair ☐ HS Service/No Vehicle

Next Step Cancel

16. In the *Internal Notes* field, enter “Calibrated Handset Exchange”.

The screenshot shows the Alcotrack web application interface. The browser address bar displays the URL: <https://v2.falconcorp.com/alcotrack/Program/ViewProgram/03200102000005>. The page has three tabs: 'Service Type', 'Products', and 'Payment'. The 'Service Type' tab is active. The form contains the following fields:

- Client:** MARYLAND, Alcotrack
- Program Id:** 03200102000005
- Current Paid To:** 09-15-2017
- Opening Account:** -0.17
- New Paid To:** 09-19-2017
- Service Type:** Handset Return
- Product Type:** ☒ Service/Accessory ☐ Discount ☐ Refund ☐ V3/Drivesafe
- Add Product:** (Dropdown menu)

Below these fields is a table with columns: Product, Quantity, Price, and Total.

Product	Quantity	Price	Total
		Subtotal	0
		Total	0

At the bottom, there are three text input fields: 'Remarks', 'Government Comments', and 'Internal Notes'. The 'Internal Notes' field is highlighted with a green box and contains the text 'Calibrate HS Exchange'. Below these fields are three buttons: 'Previous Step', 'Next Step', and 'Cancel'.

17. Select Next Step.

This screenshot shows the same Alcotrack web application interface as the previous one, but with the 'Next Step' button highlighted with a green box. The 'Internal Notes' field still contains the text 'Calibrate HS Exchange'. All other elements, including the browser address bar, tabs, and form fields, are identical to the previous screenshot.

## 18. Select Complete.

AlcoTrack

Alcohol Countermeasure Systems Corp [CA] | https://w2.felcomcorp.com/alcoClock/Program/ViewProgram/03200102000005

Program: Create Transaction

Service Type: Products: Payment: 001 (ALCOLOCK MD Inc)

Client: MARYLAND, Alclock

Program Id: 03200102000005

Current Paid To: 09-19-2017

New Paid To: 09-19-2017

Service Type: Handset Exchange

Next Service Type: Monitor

Product	Quantity	Price	Total
ALCOLOCK™ LR PROGRAM FEE	0	2.4658	0.00
		Subtotal	0
		Total	0

Opening Account: -0.17    Amount: 0    New Account: -0.17

Previous Step: **Complete**    Cancel

AlcoTrack © of Alcohol Countermeasure Systems | Download ALC 2.26 (May 19, 2017)

## 19. Plug in the handset. In ALC, confirm that the correct client information is highlighted, and select the Handset Exchange icon.

ALCOLOCK Communicator [Chad Goodwin]

File Service Settings View Help

Service: **Handset Exchange**    Location: 032001 - ALCOLOCK MD Inc

Program: 03200102000005

First Name: Alclock

Last Name: MARYLAND

Make: FORD

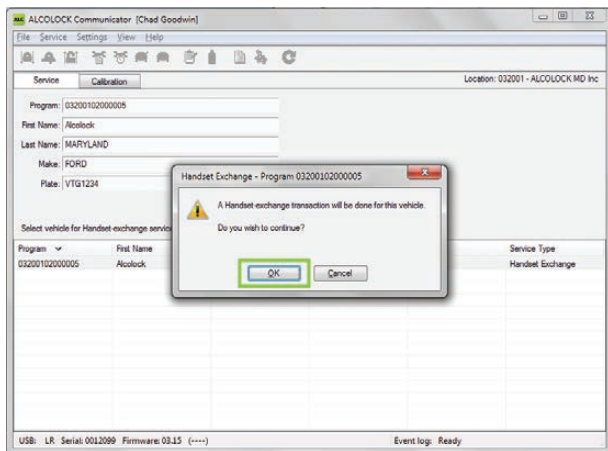
Plate: VTG1234

Select vehicle for Handset exchange service...

Program	First Name	Last Name	Make	Plate	Service Type
03200102000005	Alclock	MARYLAND	FORD	VTG1234	Handset Exchange

USB: LR Serial: 0012099    Firmware: 03.15    (----)    Event log: Ready

20. A pop up will appear asking “Do you wish to Continue?”. Select OK.



21. Once the handset beeps twice, click Close. Disconnect the handset.

