

# Welcome to Call Center CROSS-TRAINING



**monitech**  
Ignition Interlock Systems

## Brand Training

**monitech**  
Ignition Interlock Systems



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# North Carolina's Go-To Interlock Provider



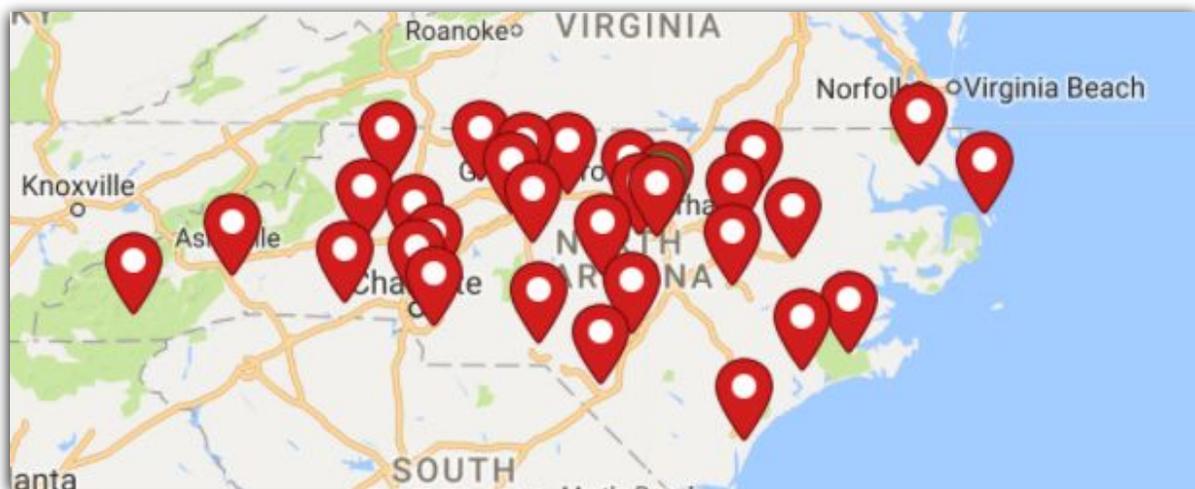
## Monitech Company Overview



# About Monitech

- Founded in North Carolina on August 14, 1989, Monitech has been proudly serving clients for over 30 years.
- Based in Morrisville, NC, we've assisted, monitored, and serviced more than 100,000 clients living in North Carolina.
- We co-founded with the NCDMV North Carolina's Ignition Interlock Program, and remain the local, leading experts in ignition interlock best practices.
- The QT-1 device features were developed specifically for the NCDMV

## Locations



- Certified Company Owned Locations throughout North Carolina
- Full-time certified Technicians located within 50 miles of any North Carolina resident.

## Monitech Corporate Offices Mailing Address:

Monitech, LLC.  
215 Southport Drive  
Suite 400  
Morrisville, NC 27560

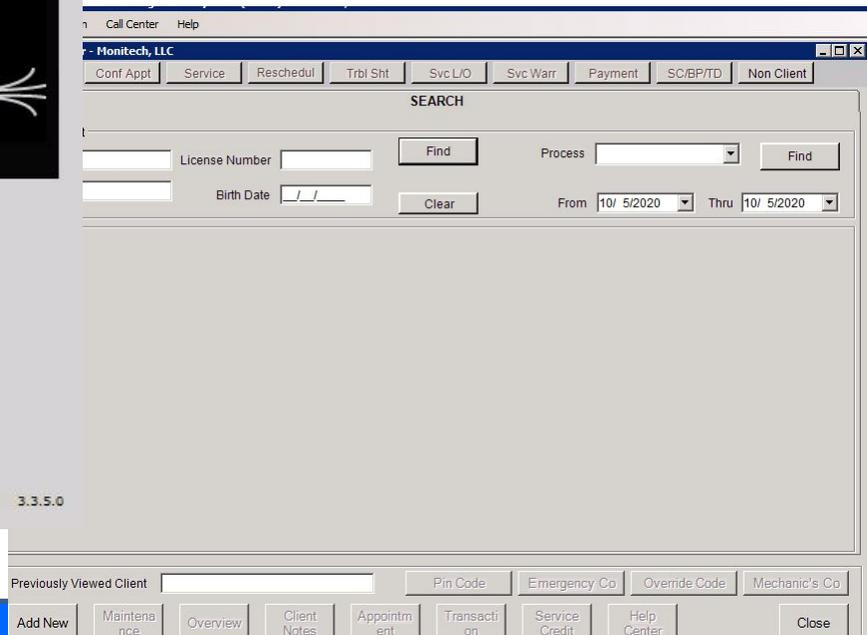
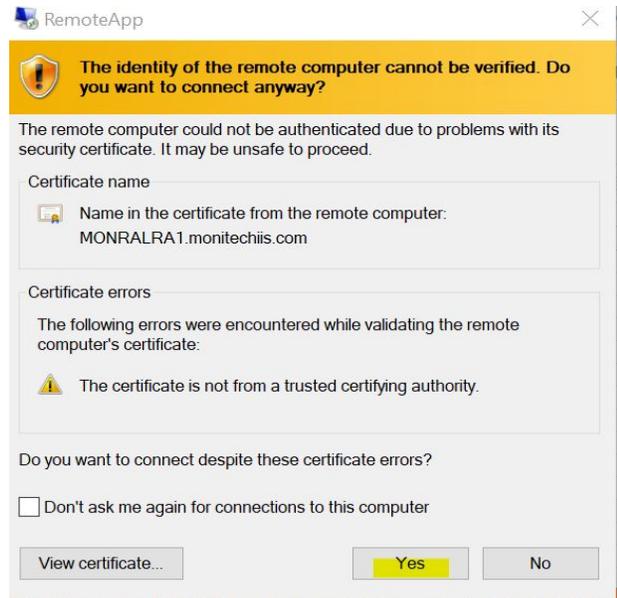
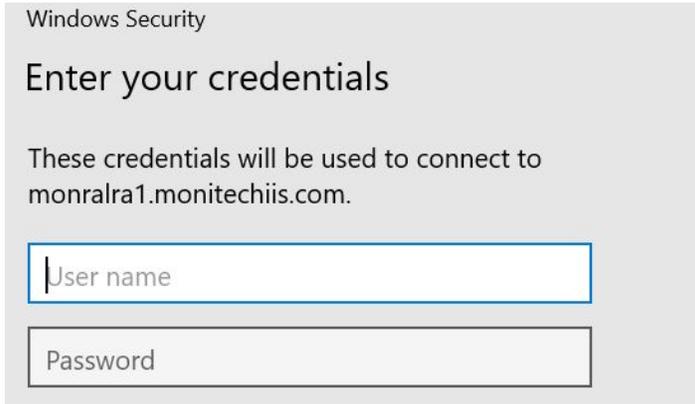
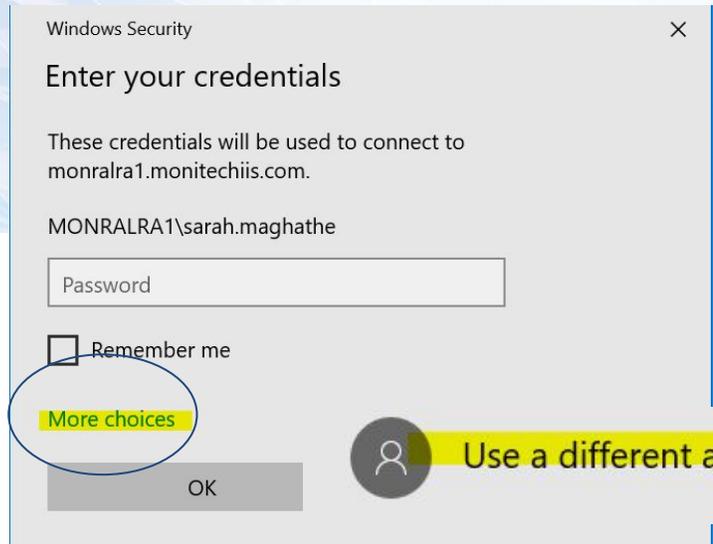
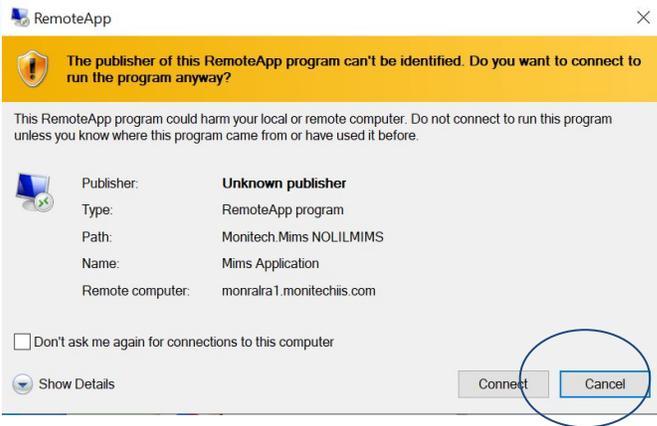
**Corporate Office Hours:** Monday  
thru Friday (except major holidays)  
8:00am – 5:00pm.

Phone: (800) 521-4246  
Fax: (919)459-4246

## North Carolina – Department of Motor Vehicles:

Phone: (919) 715-7000

# Downloading MIMS





Let's talk  
Products

**monitech**  
Ignition Interlock Systems

# 1 Models in use today:

## Monitech QuicTest

### Features of the QuicTest1 device:

#### Ethanol Specific

The QT1 features next generation, fuel cell sensors. This state-of-the-art technology increases accuracy & eliminates errors. No false positives.

#### Adjustable Sample Volume

For clients with breathing difficulties- If they are approved by the state of North Carolina, we can build them a custom device to make it easier to take tests.

#### Visual Alerts

Optional flashing status indicator to prevent missed tests. This LED indicator will flash if the device wants the drivers immediate attention.

#### Bi-Lingual

The QT1 communicates with our clients through voice and text, both being available in either English or Spanish.

#### Vehicle Mechanic Mode

Our clients can easily request a mechanic override code on our website, allowing shops to service the vehicle without causing any disruption to the clients or themselves at no cost.

#### Remote Lockout Override

Clients can receive a code over the phone from a member of our service team that will allow them to bring the device out of a lockout, and get them back on the road immediately without returning to a service center!

#### Ergonomic Design

The QT1 offers a convenient, sturdy design that easily allows clients to safely take tests while on the road.



# Training Videos

## Monitech QuicTest



<https://sites.google.com/lifesafer.com/monitech-training-site/qt1>

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# Monitech Devices and North Carolina Standards

On Back Cover

## Devices and NC Standards

Function	LJ-1	QT-1	QT-1L
Meets NC Standards	<b>YES (2008)</b> <i>available through 7/31/2012</i>	<b>YES (2008)</b> <i>available through 7/31/2012</i>	<b>YES (2011)</b> <i>available starting 8/1/2012</i>
Fuel Cell Sensor Technology	<b>YES</b>	<b>YES</b>	<b>YES</b>
Mouth Contaminant Probability Indicator	<b>NO</b>	<b>YES</b> <i>(on any test)</i>	<b>YES</b> <i>(on two consecutive)</i>
Multi-lingual Voice and Text (English + Spanish)	<b>NO</b>	<b>YES</b>	<b>YES</b>
Remote Lockout Override (via phone)	<b>NO</b>	<b>YES</b>	<b>YES</b>
Car Service (Mechanic) Mode	<b>NO</b>	<b>YES</b>	<b>YES</b>
Authorized User ID	Timed Sequence	PIN Code	PIN Code
Diminished Breath Volume (for medical issues)	<b>NO</b>	<b>YES</b>	<b>YES</b>
Optional Flasher (to prevent missed tests)	<b>YES</b>	<b>YES</b>	<b>YES</b>
Appointment Check Capability	<b>NO</b>	<b>YES</b>	<b>YES</b>
Required Retest for Failed Start Test	<b>NO</b>	<b>NO</b>	<b>YES</b>
Time to Start Car (after pass)	3 minutes	3 minutes	2 minutes
Temporary Lockouts	First Time [5 min] Second + [30 min]	First Time [5 min] Second + [30 min]	First Time [5 min] Second Time [45 min]
Ignored Running Test a violation?	<b>NO</b> <i>(engine off test is)</i>	<b>NO</b> <i>(engine off test is)</i>	<b>YES</b>
Arrival Test	<b>NO</b>	<b>YES</b>	<b>YES</b>
Redundant Alcohol Sensor	<b>NO</b>	<b>YES</b>	<b>NO</b>
Ambient Air Sniffer	<b>NO</b>	<b>YES</b>	<b>NO</b>
Good Behavior Reward (diminished retest probability)	<b>NO</b>	<b>YES</b>	<b>NO</b>
Sample Delivery	Blow only	Blow only	Hum and Blow
Alarm Mode	Siren	Siren and Emergency Flashers	Siren and Flashing Headlights (high-beams)
Stall Protect during Running Test Request	<b>NO</b>	<b>YES</b>	<b>NO</b>
Hourly Engine Off Test	<b>YES</b>	<b>YES</b>	<b>NO</b>

# Activity: Monitech Website Tour

**monitech**  
Ignition Interlock Systems

INTERLOCK BASICS   LOCATIONS   PARTNERS   CUSTOMER SUPPORT   **800-521-4246**

## North Carolina's #1 Ignition Interlock Provider For Over 30 Years

Schedule your ignition interlock installation today.

**Call to Get Started**

Top-rated ignition interlock provider

Our customers say **Great** ★★★★★ 3.9 out of 5 based on 361 reviews ★ Trustpilot

- What is an interlock?**  
An ignition interlock device prevents a vehicle from operating if your breath alcohol...
- Where's the nearest location?**  
Our company-owned service centers are conveniently located across North Carolina...
- What questions do you have?**  
It's our goal to make your interlock journey as easy as possible. That's why we've...

## Interlock Basics, Locations, FAQs, and Customer Support

# Monitech Location Search

When searching for the best service center for your client, you will use the Monitech location finder. You will need to bookmark this link:

<https://monitechnc.com/locations/>

**Fun Fact: All Monitech shops are company owned and operated.**

## ACTIVITY –

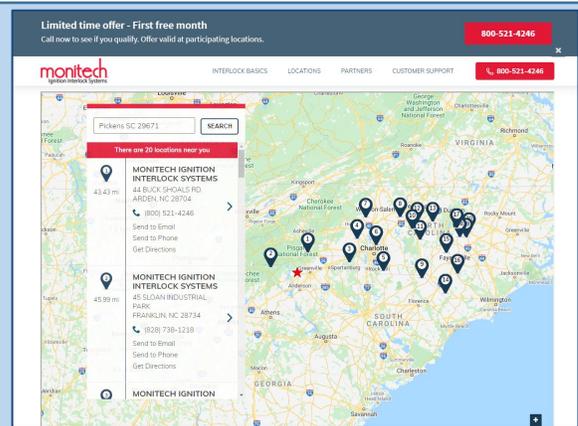
Let's go to the Website and explore!

Zip Codes to try:

27106 Winston-Salem

28379 Hickory

28348 Hope Mills



# Activity– MIMS Tour of the System

The screenshot displays the Monitech Interlock Management System (MIMS) interface. The window title is "Monitech Interlock Management System (MIMS) - Monitech, LLC - CALL CENTER - LYOUNG - [Client Center - Monitech, LLC]". The interface includes a menu bar with "File", "Technician", "Call Center", and "Help". Below the menu bar is a navigation bar with buttons for "Install In", "Court Appt", "Service", "Recertified", "Inflight", "Bye Bye", "Bye Bye", "Payment", "LOGOFF", and "Non Client".

The main area is titled "SEARCH" and contains a search form with the following fields and buttons:

- Search Client:
- Last Name:  License Number:  Find
- Process:  Find
- First Name:  Birth Date:  Clear
- From:  Thru:

Below the search form is a section for "Previously Viewed Client" with a text input field and buttons for "Pin Code", "Emergency Co", "Oreinda Code", and "Mechanic's Co".

At the bottom of the interface is a row of buttons: "Add New", "View Details", "Overview", "Client Notes", "Appointment", "Transaction", "Service Credit", "Help Center", and "Close".

# **Full Monitech Training Program**



- **Will you need to leave work or school for your appointments?**

**60 Days** - We know your time is valuable, that's why Monitech only requires you to come in for monitoring appointments every 60 days. Other companies make you come every month! Our Customers keep telling us how much they love this option. They appreciate not having to use all their vacation days to come in every month.

- **Do you want an easy to use device?**

**Simple** - The Monitech device uses a simple combined **hum and blow technique** for breath samples. Our Customers find it simple to use. We've even had Customer leave other companies and come to Monitech because of this. Not to mention that others charge you up to \$50 if you don't blow quite right 3 times. There are no three strikes and you're out rules here at Monitech.

- **Do you want the convenience of remote overrides?**

**Overrides** - The Monitech device also offers advanced remote service overrides which allow entry of a lockout code to temporarily extend service appointments after a lockout. This feature prevents the extra cost of a tow bill or service call. Our Customers tell us they love the fact that, in many cases, we can unlock them until their next appointment. Other companies charge you up to \$15 more for an override code and only give you 6 hours to drive to a service center. Miss that 6 hours and you're looking at a towing bill!

- **Will you be able to arrange and pay for towing should you experience issues with your device?**

**Service Calls** - If you need assistance with your interlock and cannot get your vehicle to a service center, we offer service calls across the state of North Carolina. Others make you have your car towed in, we come to you! Our Customers love that we come out to their homes in the evenings to assist them.

- **Would you ever need an appointment on a Saturday?**

**Saturdays** - We offer install and service appointments on Saturdays. Our Customer's kept telling us how Saturday appointments would make their lives easier, so we've extended our work week.

- **Do you travel across North Carolina?**

**Full Coverage** - We have service centers and a team of full-time certified technicians that provide complete coverage across the state of North Carolina. Our Customers are in all 100 counties in North Carolina, so we made sure to have a service center within 50 miles of everyone in the state.

- **Would you prefer a NC based company?**

**Local** - For more than 20 years Monitech has served Customers from all 100 counties in North Carolina. We have service centers located within 50 miles of any North Carolina citizen. Our Customer's like the fact that we are North Carolina based and North Carolina focused. We actively make sure that we provide exactly what the **NC DMV** wants to make your life easier.

- **Is it important for you to trust your interlock provider?**

**Trust worthy** - Monitech is accredited with the Better Business Bureau who defines businesses you can trust. Monitech has a BBB rating of A+, and is the only BBB accredited interlock provider in the state. I'd recommend that you check the rating of any company you decide to go with!

## Locate and Verify a Client Profile:

- Search Account by Drivers License, Name, or Date of Birth



Search Client				
Last Name	<input type="text"/>	License Number	<input type="text"/>	<input type="button" value="Find"/>
First Name	<input type="text"/>	Birth Date	<input type="text" value="//"/>	<input type="button" value="Clear"/>

## Verify a Client Profile:

- Select **Maintenance**
- Verify Account:
- Name
  - Email Address

Previously Viewed Client		Orr, Jo		
<input type="button" value="New"/>	<input type="button" value="Maintenance"/>	<input type="button" value="Check Driver License"/>	State <input type="text" value="NC"/>	
Address 2		Birth Date <input type="text" value="04/09"/>		
Zip Code	<input type="text" value="28027 - CONCORD, NC"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female		
Home Phone	<input type="text" value="(704) 490-8126"/>	<input type="checkbox"/> Diminished		
Work Phone	<input type="text" value="(704) 400-4970"/>	<input type="checkbox"/> Hearing Imp		
Cell Phone	<input type="text" value="(980) 290-1093"/>	<input type="checkbox"/> Handicapp		
Email	<input type="text" value="none"/>	<input type="checkbox"/> Financial A		
Emergency Contact	<input type="text"/>	Contact Phone	<input type="text" value="( ) - -"/>	
Nearest Relative (not living with you)	<input type="text"/>	Relative Phone	<input type="text" value="( ) - -"/>	
Previous Address (if at current < 2 years)	<input type="text"/>	Zip Code	<input type="text"/>	
Bank Name	<input type="text"/>	<input checked="" type="checkbox"/> ACTIVE		
Created	<input type="text" value="TAKUCHTA"/>	<input type="text" value="8/6/2009"/>	Last Modified	<input type="text" value="RMMITCHELL"/>
SEARCH CLIENT OVERVIEW				
<input type="button" value="Save"/>	<input type="button" value="Prev &lt;&lt;"/>		<input type="button" value="Next &gt;&gt;"/>	

# Monitech Service Overview and Call Flow Details



As a Monitech Ignition Interlock phone Agent you will take a wide variety of Customer calls and inquiries.

As with all LMG brands, you will be handling with care issues such as: Sales inquiries, Troubleshooting device issues as well as setting up various types of Service appointments.

The level of service that you provide is critical to the overall success of our business.

**Following is the Opening and Closing you will use for every call:**

## OPENING

*“Thank you for calling Monitech. My name is \_\_\_\_\_ how may I help you?”*

(Listen to Caller’s answer)

*“I’d be happy to help you with that. To better serve you, I will need some additional information to access your account.*

- *Can you please verify your first and last name please?*
- *Home Address*
- *Phone Number*
- *Email Address*

*“One moment while I access your account.”*

## CLOSING

*“Is there anything else I can help you with (Name)?”*

*“Thank you for calling Monitech. Have a safe evening/morning.”*

# Agency Selection Guide



**CRL-2 (formerly DMV)** Chosen if the customer has had a *hearing within the last 6 months*. (If it has been longer than 6 months, the customer must contact the NC-DMV)

**LDP-2 (formerly JUD)** Chosen if the customer has been *convicted within a year*. If it has been more than a year, select 17.8.00-2.

**17.8.00-2 & 17.8.04-2 (formerly D/J)** Chosen if the customer has been *without his/her license for 1 year or more*. Ask if the customer has their "Restrictions Letter" from the DMV. *(Have the customer bring this letter with them to their Install appointment)*

- Set to **17.8.04-2** if,  
Customer's *"Restrictions Letter" lists a BAC level of "0.04"*
- Set to **17.8.00-2** if,  
Customer's "Restrictions Letter" lists a BAC level of "0.00"  
Customer *does not have "Restrictions Letter" with them at that time*.  
Let them know to bring their letter with them to their Install appointment so that we can make sure their device is properly set. If they cannot find their letter, they can request a copy from the DMV or simply show their license to the technician at their first monitor appointment. The information needed should be on the back of their restricted license. **If not sure – select this one.**

## G Client is Voluntary

# Conditional Restoration License North Carolina



## What is it?

Those who have been convicted of habitual impaired driving may have their driver's license permanently revoked. A conviction of impaired driving is found when someone has at least 4 convictions of DWI within a 7 year period. Although the revocation is considered "permanent" there is still a way to receive a conditional license restoration so long as certain conditions are met.

There are 4 conditions which must be met before a conditional license will even be granted. Once these conditions are met then it is possible for someone with a permanent revocation to regain his or her driving privileges in North Carolina. When they do earn the ability to drive, they are granted a **Conditional Restoration License (CRL)**.

When we have a Client with a CRL License, the state define how we resolve specific situations and it is required that we handle these clients a little differently based on those requirements.

As a Call Center Agent your responsibility is to handle all clients with the same level of understanding and care. While the state does not allow you to provide an Override in cases of a test Fail for these individuals you will want to continue to guide and advise them to provide the highest level of service possible.

# monitech Vehicle Classification

Ignition Interlock Systems

## Tier 1: Premium Vehicle Installs

- All Push Button Vehicles
- All Hybrid Vehicles
- All vehicles 5 years new from the year of the vehicle to the actual year.

*Example: It is currently 2022- so all vehicles 2017 or newer are Tier 1.*

- Schedule: 10:00 a.m. or 1:00 p.m. Only
- Email technician and cc DM (found on the [field schedule](#))

### *Email Example:*

*Subject: Tier 1 vehicle*

*Message: Year, make, model of vehicle (push start, key start, hybrid) was scheduled @10am on 10/10/17 in Arden.*



# Appointments

# Initially pulling up the Client account

## Things to possibly review:

### ‘Appointments’ in MIMS:

- “Payment” Appointment is a Monthly Client appointment. So they come in every 30 days.
- “Monitor” Appointment is every other month.
- Payment appointments are in between Monitor appointments. Ex: Monitor one month, Payment the next month.

**IMPORTANT:** A Payment and Monitor Appointment can NEVER be Cancelled. They can only be moved. If they are cancelled, they would appear in AWOL status.

### Locating ‘Agency’ to determine the Client’s Program:

- On the left side of the Overview screen, in ‘Programs’, scroll to the right until you see “agency” to determine the program.

# Scheduling an Installation Appointment

Adding a New Installation Appointment

Appointment > Select the vehicle > Next > Select Appointment

Fill out Agency only

The screenshot shows a software window titled "PROGRAM - Monitech, LLC" with a "Program Edit" form. The form is organized into several sections:

- Agency and Personnel:** Includes dropdown menus for "Agency" (highlighted in yellow), "Lawyer", "Officer", "Charge City", "Service Center" (set to "HICKORY"), and "Judge".
- Dates:** Includes dropdown menus for "Begin Date" (1/11/2022), "End Date" (1/11/2022), "Convicted Date" (1/ 1/1900), and "Charge Date" (1/ 1/1900).
- Violation and Court Order:** A text field for "Violation" and a checkbox for "Court Order Attached to Lease".
- EOP (End of Program) Information:** Includes "EOP Code" (dropdown), "EOP Date" (1/ 1/1900), and an empty text field.
- Metadata:** "Created" and "Last Modified" fields with empty text boxes.
- Program Drive Days & Times:** A sub-section with "Begin Time" and "End Time" text boxes, and checkboxes for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat).
- Drive Time Options:** Three checkboxes: "Use Drive Times" (checked), "Drives Times Cause Non-Compliance" (unchecked), and "Enforce Drive Times" (unchecked).

At the bottom of the window are "Ok" and "Cancel" buttons.

# Installations and Appointment Tips

**Before enrolling and scheduling a new client for their initial installation, there are a few guidelines that you will need to follow as it relates to their appointment time.**

- Most install appointments should only be scheduled at the following times:
  - 10:00 a.m.
  - 1:00 p.m.MONDAY - FRIDAY
- Saturday Installs only : @ 8:00am, 10:00am, 1:00pm, 3:00pm
- NO SERVICES, PAYMENTS, OR MONITORS SHOULDNT BE SCHEDULED ON SATURDAYS.
- The Install appointments are always scheduled for 2 hours to cover the installation and Client training.
- For Tier 1 vehicles (high-end), those appointments should only be scheduled at:
  - 10:00 a.m.
  - 1:00 p.m.
- Most Service Centers are open from 8:00 a.m. to 6:00 p.m., but you would want to confirm this on the field schedule before communicating specifics to the Client.
- All centers are closed from 12 (noon) to 1:00 for lunch.
- Enrollment and the Installation Appointment can be scheduled by someone other than the Client. However, you are unable to communicate specifics about the Clients situation or any other account information. The exception is if the Client granted permission.

# Appointment Tips

**Remember: Monitor and Payment appointments can not be cancelled – only moved.**

Previously we learned that there are specific times for Installations. While general appointments offer more options there are also specific windows of time that are important. Here are a few guidelines to make scheduling your Clients appointment easier:

MONITORS / SERVICES / PAYMENTS  
SCHEDULED FROM : 8:00 AM -9:40 AM AND FROM 3:00 PM - 5:40 PM  
MONDAY - FRIDAY

- Most Service Centers are open from 8:00 a.m. to 6:00 p.m., but you would want to confirm this on the field schedule before communicating specifics to the Client.
- **No Service appointments (Monitor, Payment, Service, Service Calls..etc.) between 10:00 AM -3:00 PM**
- Service calls, where we send a technician out to the Client are always the last appointments of the day. This would normally be in the 6:00, 6:20 or 6:40 time slots depending on the center's hours. Be sure to page and email each appointment sending a Technician out, to the actual Technician and their District Manager.
- With Service Centers closing at 6:00 p.m. The latest appointment should be at 5:40 p.m.
- Same-day appointments must also be emailed to the technician and District Manager.
- All centers are closed from 12 (noon) to 1:00 for lunch.
- **Monitor Appointments can only be rescheduled a week prior to the original appointment date. They can also only be extended up to 7 days after the original appointment for a \$35 or \$45 fee.**  
- Recall Code 4031

## If a Different Appointment Time is Required

### Monitor or Payment Appointments CANNOT Be Cancelled.

You would need to schedule their Appointment by:

- Click on Appointment that they missed
- Click 'next'
- In the drop down screen "Cannot make Appointment"
- Click NEXT
- On Appointment screen, click on location that they go to
- Put a date in / erase technicians name
- Click 'Get Open Appts'
- Keep changing the date until you find the appropriate date/time
- Schedule Appointment
- Be sure to lock them out on the right date.

**Do NOT cancel the appointment to reschedule and do not change the appointment Type when moving.**

# Additional Appointment Scenarios

## WHEN A CLIENT NEEDS AN APPOINTMENT FOR THE SAME DAY:

Usually a client has adequate time to call and schedule an appointment for any unexpected recall or service light that requires technical assistance. Although, sometimes we have clients that request an appointment for the same day they are calling. If you add any appointment to the schedule for the same day, you must:

- Find an available slot on the system and make sure you are not double booking. This can be done by checking the current schedule.
- Page and email the technician immediately with the appointment that was added to the schedule.

## WHEN A CLIENT CALLS FOR A MISSED MONITOR APPOINTMENT:

**AWOL: Do not communicate AWOL status to the client. This is an internal term. Instead, inform the Customer that *“their account is in delinquent status.”***

The system automatically marks Clients when they miss their monitor appointments. The client is marked “**AWOL**”. The word “AWOL” will show in red letters in the top right corner. If a client is AWOL, you must:

- Find out how long the client has been AWOL. This can be done by checking the date on the missed monitor.
- If client has been AWOL less than a week, you must tell client that an appointment must be scheduled as soon as possible to be in compliance with the Ignition Interlock Program. The vehicle should be in permanent lockout. The client has the following options:
  - If client has a **QT-1L unit**, client can receive an override over the phone (a charge of \$35.00 or \$45.00 may apply) in order to bring the vehicle in for monitoring.

# Changing Unit from one Vehicle to Another

**To change the device over from one vehicle to another the following things are important:**

- Both cars must be present
- If scheduling the appointments separately, they must be scheduled one at a time. De-install first, Install second.
- The appointment is set as a 2 hour appointment in an ‘Install’ slot: 10:00, and 1:00
- Be sure to add the year, make and model of the vehicle (push start, etc.) in the notes section when scheduling the appointment for changeover. This is the only place you add the vehicle!

## Changeover Disclaimer

*“You must have both vehicles at the service center at the same time to have the unit swapped out. At that time, you will also need to pay the \$75 changeover fee.*

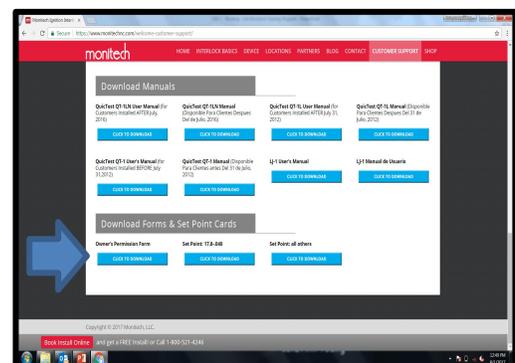
*To this appointment, you must bring your Registration Card, a photo I.D. and the vehicle must have current tags.*

*If the vehicle is not registered to the client, the owner will need to be present or a permission form will need to be signed.*

*If you are unable to keep the appointment, please give at least a 48 hour notice to cancel the appointment or reschedule..”*

**The Owners Permission Form can be found on the Monitech website:**

<https://www.monitechnc.com/> > at the bottom of the ‘Customer Support page under Download Forms & Set Appointment Cards> Owners Permission Form (Form shown on next page).



**RESPONSIBILITY**

# **SERVICE**

**Calls**

**QU**

**SUPPORT**

**SOLUTION**

**ASSISTANCE**

**RELATIONSHIP**

# Is Service Appointment Needed?

## When A Customer Believes That their Device Is Not Working Properly:

*"If you believe that your device is not working properly, I can set you up with an appointment to have it checked at a service center.*

*At the appointment the technician will check your device for any issues. If they find an issue with your device, any fees will be adjusted accordingly.*

*This appointment will need to be scheduled for sometime in the next 7 days. Would you like me to set up that appointment?"*

**[IF YES]** *"Ok, I'd be happy to schedule that for you."* Set up appointment

**[IF NO]** Proceed with providing override if needed

Please do not use the word "dispute". Customers need to understand that they are going in to have the device checked not to just have fees removed.

## To Schedule Service Appointment:

- Go to Appointment Screen
- Click on the vehicle installed in
- Press 'Next'
- Click on 'Service'
- Enter Date of Appointment desired
- Click FIND APPOINTMENT (be sure to delete the tier or bay)
- Be sure to check the location and review what days are appropriate to book.

# Scheduling a Service Call

## Steps

**IMPORTANT:** Please refer to Mobile Service section of the SOP for the charges before scheduling the client.

- Go to Appointment Screen
- Click on the vehicle installed in
- Press NEXT
- Click on SERVICE CALL
- It will take you to the screen to put in the closest location
- Click FIND APPOINTMENT
  - You will need to keep changing the date until you find an appointment day that will work
  - Schedule for 6:00, 6:20 or 6:40. It also should be the LAST scheduled appointment for that day but does not necessarily matter what time.
  - Schedule the service to the available technician in the area
  - Once you schedule the Appointment, click SAVE
    - Once the appointment is scheduled let the client know the Tech will be in touch in about 24-48 business hours.

**Detailing the Service Call address and contact information:**

- Go back and right-click on the Appointment
  - Request the address where the vehicle is located
  - Request two phone numbers where the client can be reached
- Again, SAVE the Appointment

**Communicating the appointment and noting the account:**

- Click email) Appointment (to email and page) – In dropdown box put the address and phone number in the Notes Section.
- Subject – Erase Urgent Appointment and type in Service Call
  - **EXAMPLE – Service call page:** Subject: SERVICE CALL UNABLE TO TAKE TEST RECALL 0000; SH (Tech Initial)
- Send it to the technician who is working that day and CC District Manager

**IMPORTANT:**

NEVER tell a client that there will be no charge for the service call. Clients usually inquire about the cost of a service call prior to requesting one. We are unable to determine the costs prior, because until the technician must download the logger, or observe the client taking the test in order to determine the cause of the client's difficulty. Once the service call has been performed, the technician will be able to determine if the issue will be covered by warranty or if charges will apply.

## DISCLAIMER

### **Read Word for Word**

#### Service Call Disclaimer

*“At the time of service the technician will download the unit. If the unit is **found to be defective** the service call will be covered under warranty and there will be no charge.*

*If the unit is **found to not be defective** the service call charges will apply at \$45 an hour minimum of two hours and \$0.48 cents per mile from the service center to the vehicle back to service center.*

*The technician has a 48 hour response time and work at the service center until 6:00 PM. They do not come out until after 6PM unless their schedule permits them to come out sooner.*

*The technician will contact you when he is on the way he will call from a private or restricted number inform them to answer the phone the tech will need to speak to you before coming out. If he doesn't speak with you he will not come out on the service call.”*

# De-installation Instructions.

## Setting a Removal Appointment

How to determine if the client is eligible for removal.

- Have client verify with NC DMV or Court.

Removal appointments are schedule for the same time frame as monitor/payments

Removal Fee: \$0

Early Termination Fee: \$150

Monitech is required to remove the device if you ask that it be removed (and then a de-installation report is generated and automatically forwarded to DMV).

**Since you cannot cancel a Monitor appointment:** If the Client has a Monitor appointment set already, you can add a second active appointment if approved to end their program. Schedule the de-install and the Technician will cancel the future monitor appointment.

# De-installation Instructions.

When a Client calls to discuss the de-installation of their device, a few different scenarios may be taking place. You will want to follow the appropriate procedure below.

## Setting a Removal Service Call

If a Customer is requesting a service call for the removal of the device, the minimum service call fee must be paid up front prior to scheduling the service call. The amount that must be paid Minimum charge of \$90.00 (2hrs labor and 30 miles minimum). Always communicate that if the final cost of the appointment is higher due to labor time or miles driven, the difference will be billed to the Customer following the removal of the device.

**Since you cannot cancel a Monitor appointment:** If the Client has a Monitor appointment set already, you can add a second active appointment if approved to end their program. Schedule the de-intall and the Technician will cancel the future monitor appointment.

## Faxing Removal Instructions to Mechanic OUT OF STATE

If the Client is out of state and needing the device removed, you will need to fax the instructions **directly to the Licensed Mechanic ONLY.**

**You will not want to share the instructions over the phone as customer do not have access to this information.**



# De-installation Instructions.

## Out of State



**\* To be FAXED ONLY directly to the mechanic.**

### **DEINSTALLATION INSTRUCTIONS / OUT OF STATE:**

- Follow wiring harness out of the back. of the control module to where the connections were made.
- Cut RED and WHITE wires. Tape the vehicle wires using electrical tape.
- Cut the two large gauge BLUE wires. Reconnect these wires under the dash and splice back together so vehicle will start;
- Follow GREEN and BLACK. wires under the hood and cut each as close to the connection to the vehicle as possible. Tape any exposed connections with electrical tape.
- Cut ORANGE and BLACK wires leading to siren. Remove siren and pull wires through firewall.
- Provide invoice or receipt, control module, sample head, wiring harness and siren in to client and he must return unit within 7 days from removal.

**DO NOT SHARE THIS INFORMATION WITH ANY IGNITION INTERLOCK-CUSTOMER of Monitech, Inc.**

- Questions? Please call: 1-800-521-4246

# Troubleshooting



# Recall Codes

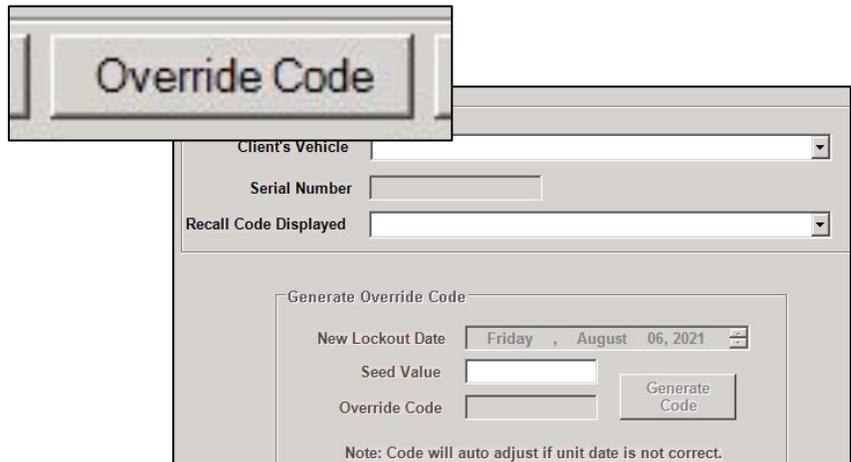
Many of the calls you will receive throughout your work day are Clients who have a recall code on their ignition interlock device.

There are also circumstances where you are unable to fix their situation at that time and the Customer will need to come into the shop for further steps to be taken to get them back on the road. In these cases, helping the Customer create a plan to resolve their issue can be equally as important.

Following are the possible steps you will need to take in processing a Recall Code to allow for a remote override.

## Locate and Define Recall Codes:

- Ask for the Recall Code.
  - Select Override Code
  - Select Active Vehicle
  - Input 4 Digit Recall Code



Override Code

Client's Vehicle [dropdown]  
Serial Number [input]  
Recall Code Displayed [dropdown]

Generate Override Code

New Lockout Date: Friday, August 06, 2021  
Seed Value [input]  
Override Code [input] [Generate Code]

Note: Code will auto adjust if unit date is not correct.

## Determine if your Client is CRL

- **Determine if you have a CRL CLIENT:**  
On the same screen>Under Programs> Under 'Agency'

PROGRAMS	End Date	Agency	EOP Code
	06/14/2022	LDP-2	

# QT DEVICE AND CRL CLIENTS

## Conditional Restoration License

- The recall code will let you know if the Customer received an Alcohol failure. CRL Customers with alcohol related recalls **MUST** come into a service center within the number of days specified by their device.
- They are only to be given an override code if they are already in a permanent lockout.
  - This code is just to get them to the service center ASAP. Set the lockout date for the day after their appointment you schedule for them.
- CRL Clients have to call on the day of the appointment to be reset for fail codes if in a permanent lockout and must have the unit downloaded by a technician.
- Units can only be reset the day of the appointment but must pay \$35.00 or \$45 before the code is provided.

**Examples: 5090, 5032, 5038**

**IMPORTANT: Do not reset a CRL client.** CRL clients must come back in to explain the failure unless they are in a permanent lockout within 3 days. If they are in permanent lockout, then reset for return to a Service Center only within 3 days.



## Words to Use for – *Why am I getting this violation?*

If the client tells you that he had an alcoholic drink the day prior, advise the client that the only way we can assure a clean test is if the client does not drink any alcohol 24 hours prior to testing (User's manual, page 8).

### Suggested responses:

**“I received a violation, but I didn’t do anything wrong.”**

*“It looks like your device was checked and calibrated properly at your last appointment, however if you feel that your device is not working properly, I’d be glad to schedule an appointment for you to have it checked for any issues. Unfortunately, I do not have the ability to tell what happened from here.”*

**“Why am I receiving this violation?”**

*“Unfortunately, we do not have the ability at the corporate office to view your device remotely. I can tell you.....I’d be happy to assist you with that, I will just need the 4 digit code from your device to look into it..”*

Important note: If the Client’s device is not asleep at the time they call you, you will need to have it go to sleep then awake it up to obtain the code. The code only appears at the initial start.



# Overview - Recall Code Process

## QT Device

### Purpose of the Call:

As mentioned before, there are a number of reasons that a QuikTest Ignition interlock might not allow our Client to start their car. In some cases, once we review the callers situation and specific account details we are able to provide an override code to get them safely back on the road. However, before we can do so, we need to determine a few things about the Caller and their situation in order to appropriately address the caller's situation.

The following process details the steps you must take when considering the appropriate actions do address your specific caller's QuikTest Ignition Interlock Lockout, and if deemed appropriate, provide an override code to them over the telephone.

### Call Process:

When a client makes contact requesting a recall or lockout override, confirm the following with them, against the database.

- **The name of client, and their status as a QuikTest client.**  
Locate Customer Account>Appointment  
Explain to them that if at all possible, **they should be using a cell phone** or wireless phone that will allow them to be at the vehicle while talking to you.

- **The date of their next appointment.**  
Typically their unit will be set to lockout 3 days after their appointment date. Which is at midnight at the conclusion of the 3<sup>rd</sup> day after the date a recall was initiated. EXAMPLE: If an appointment was scheduled for July 9 (Monday) and it was missed, the vehicle will be in lockout at 12:00AM (midnight), July 12<sup>th</sup>. Going into the morning of the 13<sup>th</sup>.

Likewise, if the unit went into 3 day recall due to an event on Monday, July 9<sup>th</sup>, the vehicle will be in lockout at 12:00AM (midnight), July 12<sup>th</sup>. Going into the morning of the 13<sup>th</sup>.

The day of the appointment or recall event (July 9) is 3 days (not counting the current day) from lockout; then 2 days (Tuesday, July 10<sup>th</sup>); then 1 day (Wednesday, July 11<sup>th</sup>), and then 0 days (Thursday, July 12<sup>th</sup>).

- **Determine the Client's situation**  
(i.e. missed appointment, unplanned recall due to malfunction, etc.) Get details about what the client was doing and how the unit behaved prior to recall or lockout if the issue is NOT due to a missed appointment.
- **Refer to Recall Code List for appropriate actions to take.**  
After the device notifies the client of a recall or lockout, a 4 digit event code will be displayed on the device (Sample Head) display. Ask the client for that number, and use the QuicTest Recall Code list to determine what the unit indicates the cause was.
- **Determine if the situation is suitable for a lockout override.**  
Follow any applicable company guidelines if it is late at night, or the client appears to not be replying honestly, or acts like they may be impaired, angry or otherwise unstable.

If the event codes indicate that the Sample Head case or Control Module Case has been opened or that Emergency bypass button has been pushed, do not override the unit.

### **What if a customer says *“I can’t pay for the override?”***

- The customer still has the option to schedule an appointment and tow their vehicle in. (A tow will cost more than an override.)
- If the customer claims to not have an electronic form of payment, advise them to
  - Purchase a prepaid debit card and to call back.
  - See if someone else is able to make the payment for them.
  - Schedule an appointment and tow the vehicle in.

# Override Code Training for Customer:

1<sup>st</sup> override free for 5079, and 5047, 4008.

**Alcohol related override fees are never waived.**

## **For 5079, SH disconnect not allowed. – Train the Customer**

1) Go to "Remove Unit" mode on device before disconnecting.

### **Updated Sample Head Procedure:**

Customers will not be allowed to bring the Sample Head in without the vehicle present to perform any type of appointment, except a sample head swap out - if warranted. If after troubleshooting you feel that a sample head swap is needed, contact the Customer's tech or DM for approval.

## **For 5047, Arrival Test Ignored. – Train the Customer:**

- 1) If device is asking for a test, even if you've reached your destination, take it. Do not just turn the vehicle off.
- 2) If you turn the vehicle off and it requests a test, take the test, do not try to turn the vehicle back on.
- 3) To be safe, you can press all 3 buttons on your device, at the same time, after you turn your vehicle off to reset the device. You will see the "Start Test" screen.

## **For 4008, Alarm Mode was entered.**

- Over the phone, unable to determine the cause.
- Provide code once as a courtesy.
- Advise Client to schedule an appointment if it happens again.

## **When client calls for an alcohol failure (BAC Fail):**

**Alcohol related override fees are never waived.**

- Inform the client of the type of failure according to the recall code.
- Inform the client that the 1st lockout will last 5 minutes and the 2nd will last for 45 minutes. This will continue to occur until the client is able to take a "clean" test.

## QT - Recall Code List and Troubleshooting:

The following section will guide you on troubleshooting, detailing the reason for the recall code and whether or not an override code is warranted.

### Abbreviations you will need to know:

SH = Sample Head

CM = Control Module

CRL = Conditional Restoration License (see previous page)

Access Help Center in MIMS for a complete list, to explore codes and for troubleshooting

Recall Code/Description of Problem	Warranty Issue ?	Attempt Override Code ?	How to Troubleshoot
1007 - SH Dataflash Failed	Yes	YES	SH must be replaced. Attempt override code. If the code works, schedule service appointment immediately. If not, schedule service call to have SH replaced. Client can bring SH to service center for replacement, if possible.
0000 -	Yes	Yes	Provide override at no charge. If client receives this recall more than once, schedule service appointment. When entering into MIMS it is displayed as code 0
1017 - SH Temperature Sensor Failed	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1018 - SH Humidity Sensor Failed	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1022 - Fuelcell Baseline Too High	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1023 - Fuelcell Baseline Too Noisy	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1024 - Fuelcell Response Too Slow	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1033 - Syringe Sensor Failed	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.

Recall Code/Description of Problem	Warranty Issue?	Attempt Override Code?	How to Troubleshoot
1034 - Syringe Failed Activation	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1042 - SH Log Near Full	YES	NO	Schedule client for SH replacement immediately. If their monitor appointment is within 5 days provide an override code at no charge to their monitor date.
1046 - Fuelcell Baseline Too Low	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
1060 - Fuelcell Went Negative	YES	NO	SH must be replaced. Service call will need to be placed unless client can bring SH to service center.
2007 - CM Dataflash Failed	YES	NO	CM must be replaced. Schedule service appointment for CM replacement immediately.
2022 - Primary Relays Failed Open	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment for SH replacement.
2025 - Siren Activation Failed	POSSIBLY	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment. Possible CM replacement or wiring issue.
2026 - Flasher Activation Failed	POSSIBLY	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment. Possible CM replacement or wiring issue.
2027 - Auxillary Activation Failed	YES	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment. Possible CM replacement or wiring issue.
2030 - CM Log Near Full	YES	NO	Schedule client for CM replacement immediately. If their monitor appointment is within 5 days provide an override code at no charge to their monitor date.
4008 - Alarm Mode Entered	POSSIBLY	POSSIBLY	<p>There are several reasons a device could recall for this reason. The best way to determine the cause is for the technician to review the logger. <b>Provide an override code for the first time at no charge.</b> If the recall persists, tell the client that they have 2 options:</p> <ol style="list-style-type: none"> <li>1. Schedule a service appointment to have the technician read the logger and determine if charges will apply.</li> <li>2. Charge the client for an override code and reset until the next monitor appointment.</li> </ol> <p>***If the client has recently received a service code for mechanical work, provide an override at no charge. If the unit recalls again afterwards, schedule a service appointment immediately.</p>

Recall Code/Description of Problem	Warranty Issue?	Attempt Override Code?	How to Troubleshoot
<b>4031 - Scheduled Lockout</b>	NO	YES	Charge client \$35/\$45 missed appointment fee. Client must be reset to come in within 1 week. If client has high balance, client must pay balance in full before override can be given.
4037 - Serial Number Mismatch	YES	NO	Device must be reset or possibly replaced. Schedule service call.
4038 - Firmware Mismatch	YES	NO	Device must be reset or possibly replaced. Schedule service call.
4039 - Fatal Mode Entered	YES	NO	Device must be reset or possibly replaced. Schedule service call unless client is able to bring SH to service center to get reset.
4042 - Lockout Date Out Of Range	YES	YES	SH will need to be replaced. Determine unit date based on seed number given by the client. Set next lockout date 3 days from that date. Schedule client for service appointment immediately.
<b>4043 - Running Test Ignored</b>	NO	YES	Charge client \$35/\$45 and provide override to next monitor appointment.
4044 - Invalid Configuration	YES	NO	Unit needs to be reset. Set up service call.
<b>4046 - Required Retest Ignored</b>	NO	YES	Charge client \$35/\$45 and provide override to next monitor appointment.
4047 - Jurisdiction Code Mismatch	YES	NO	Unit needs to be reset. Set up service call.
5001 - Emergency Button Sequence Failed	POSSIBLY	YES	Unit needs to be checked for tampering and possibly replaced. Schedule client for service appointment immediately.
5003 - CM Case Intrusion	POSSIBLY	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment. Possible CM replacement or tampering.
5004 - SH Case Intrusion	POSSIBLY	YES	Provide override at no charge. If client receives this recall more than once, schedule service appointment. Possible SH replacement or tampering.
<b>5032 - Prestart Test High Fail</b>	NO	YES	<a href="#">CRL clients must return to service center immediately for non-compliance.</a> All other clients have the option of being charged \$35/\$45 fee and reset until their next monitor appointment or they can return to the service center for logger download.
<b>5038 - Running Test High Fail</b>	NO	YES	<a href="#">CRL clients must return to service center immediately for non-compliance.</a> All other clients have the option of being charged \$35/\$45 fee and reset until their next monitor appointment or they can return to the service center for logger download.

5046 - Arrival Test High Fail	NO	YES	CRL clients must return to service center immediately for non-compliance. All other clients have the option of being charged \$35/\$45 fee and reset until their next monitor appointment or they can return to the service center for logger download.
5047 - Arrival Test Ignored (See training to share below grid)	NO	YES	Provide override for first offense at no charge. Advise client that if a running test is requested and they are about to shut off the vehicle, they need to complete the running test first before turning the vehicle off. If recall persists, schedule them for an early service appointment.
5050 - Standing Test Ignored	NO	YES	Charge \$35/\$45 and reset client to next monitor appointment.
5079 - SH Disconnect Not Allowed (See training to share below grid)	NO	YES	Provide override for first offense at no charge. Advise client of SH disconnect procedure and that SH must remain connected while engine is running. If recall persists, schedule service appointment to have unit checked.
5090 - Required Retest High Fail	NO	YES	CRL clients must return to service center immediately for non-compliance. All other clients have the option of being charged \$35/\$45 fee and reset until their next monitor appointment or they can return to the service center for logger download.
6015 - Tachometer Fault	POSSIBLY	YES	Provide override at no charge. If recall persists, schedule service appointment to have unit and wiring checked.
6016 - Tachometer Missing	POSSIBLY	YES	Provide override at no charge. If recall persists, schedule service appointment to have unit and wiring checked.
Completely dead unit	POSSIBLY	N/A	Have the client turn on the ignition switch and the vehicle headlights.  If the vehicle dash lights come on and the headlights stay lit have the client disconnect the battery for 20 minutes. If the unit still will not power up, schedule a service call to have unit replaced.  If headlights are dim or do not turn on and dash lights do the same, have client put a jumpbox or jumper cables on the battery. If the unit still will not power up, schedule a service call to have unit replaced.
Display not displaying correctly	YES	N/A	Have the client disconnect the SH quickly(alarm will sound so client should try to reconnect ASAP). If problem is still present, schedule a service appointment for SH replacement.

Recall Code/Description of Problem	Warranty Issue?	Attempt Override Code?	How to Troubleshoot
Do not blow now	YES	N/A	Have the client disconnect the SH quickly(alarm will sound so client should try to reconnect ASAP). If problem is still present, schedule a service call for unit replacement. Have client disconnect battery until tech arrives to keep from draining the vehicle's battery.
Invalid sample	POSSIBLY	N/A	If it is cold outside have the client hold the mouthpiece in their hand and blow into it to warm it up. Attempt the test again.  Try switching out the mouthpiece with a new one. Repeat the same warm up technique as described above.  Disconnect the SH for 1 hour (preferably, bring the SH indoors and let it warm up) and try testing again.  If none of these work, schedule a service call or see if client can bring SH to service center for replacement.
No audio or abnormal audio	YES	N/A	Have client disconnect the SH and reconnect. If problem persists, schedule a service appointment to have SH replaced.
One button does not work	YES	N/A	If one of the front buttons isn't working, have the client use the other one to scroll around.  If the trigger is not working, push both front buttons at the same time.  Schedule service appointment to have SH replaced.
Pass but no vehicle start	POSSIBLY	N/A	1. Verify that the vehicle is in park or neutral. 2. Ask them if the starter is engaging. If yes, there is a vehicle issue. If no, go to the next step. 3. Have the client look at the QT display when attempting to start. If the display goes dark there is a battery issue with the vehicle. Have the client hook up jumper cables or jump-box and try starting again. If not, go to the next step. 4. Have the client disconnect the battery for 20 minutes. If the vehicle still won't start, schedule a service call.
Unable to take test	YES	N/A	Have client disconnect SH for 5 minutes and try testing again. If problem persists, schedule service call for SH replacement.



# Troubleshooting – Device Blow sequences

## QT Blow Sequence

- Change out mouthpiece
- Take a deep breath
- Doing one long blow, say the word “Do”.
- The device will register once it gets to 1.5 liters of air.
- Continue to blow until you hear the click.

## OUT OF STATE - Experiencing Issues

**Also - Before you tow - Monitech does not reimburse for towing**

Device is not working correctly and not taking blows and they are out of state.

- Investigate- is it the device or not
- Disconnect and reconnect.
- If two does not work and it is the device we can ship another device over to them overnight but you need to contact the DM for that area and then
- If that does not work they would have to get a licensed mechanic to remove the device. We can send out removal instructions.

**Device Reset  
with Override**



# Changing the Lockout Date

**There are 3 reasons that you may need to change the Lockout date.**

The Unit will automatically set the Lockout Date following the Clients Monitor Appointment. In some cases, this date will need to be manually changed for the following reasons:

- The Client has already exceeded their grace period. We would set their next Monitor, Service or Payment appointment as soon as possible. However, we will set the lockout date to eliminate any additional grace period by setting the lockout date for the following day.
- Change the Lockout Date if the Client has a Payment Appointment scheduled before their next Monitor Appointment.
- Set it for 3 days after the Payment Appointment
- CRL client is in a PERM Lockout due to an Alcohol Failed Violation. Only provide a client with the code the DAY of the scheduled appointment.
- Set lockout for the NEXT DAY.



# Reset unit with Override Code



## QT OVERRIDE CODE PROCESS

- Wake the unit up by shaking it. Unit will say *“QuicTest by Monitech”*
- Press **NEXT** – button on right (FYI – BACK is the left button) until you see **OVERRIDE** – Pull the Trigger
  - If you need to change the Lockout Date – you will already have the vehicle and recall code selected, change the Date here.
- Wait for the Unit to stop talking
- Press **NEXT** one time, a series of numbers will display.
- Ask “What are the numbers, enter the numbers in **SEED VALUE**. The press **GENERATE CODE**.
- Have the Customer again press **NEXT**.
- Say *“I will provide you with a series of numbers that you will need to enter into the unit. Do you know how to enter and accept numbers in the unit?”*
  - If they do not know *“Press NEXT until you see the first number. To select it, pull the trigger.”*
    - Give Client 3 numbers at a time to let them enter.
    - Do the same process for each number that I give you. Find the number and pull the trigger.
- After the last digit, again pull the trigger.

**The Unit says: “OVERRIDE CODE ACCEPTED”**

Note Account: Recall Code \_\_\_ (subject line)

Client Paid \$\_\_\_\_\_, Conf code \_\_\_\_

- If an error is made in entering the code instruct the Client to keep pulling the trigger until the unit says *“Service code invalid”*. Start over providing the code.
- Some Customers are nervous and unable to enter the code correctly while on the phone. You can attempt a few times, then simply give them the code to try when off the phone.

# Taking Payments



# Current Pricing

The current sales pricing will change pretty regularly, be sure to check your **online resources** to ensure that you are offering the most up to date pricing. Printed price sheets for the purpose of this session may only be correct during your training. Online resources will be the prices you will be responsible for sharing once on calls with Monitech Customers.



# Balance on Account

## Balance on account

Balance should be collected if client is rescheduling a payment appointment past their three day grace.

Client will pay balance on account + override fee

-Balance on account in these situations is the lease monitor fee for the unit.

## AWOL

Clients needs to schedule an appointment ASAP.

Appointment should not be schedule 7 days past their monitor/payment appointment.

If client is more that 7 days past due advise client to contact NC DMV

# Understanding the Payment Policy

## Payment Policy - New



### New Payment Policy

**Customers are not able to add to their balance through the Call Center. This means that:**

- Overrides must be paid for at the time they are given out. Customers may no longer apply the fee to their account.
- Reinstalls may not be scheduled with a balance. Balance must be paid prior to scheduling. (See Supervisor if needed)

#### **Possible words to use:**

*"I have two options for you. First, we can schedule you a service appointment and you can arrange to have your vehicle towed in at your own expense. The second option is that I can provide you with an override code to reset your device over the phone. There is a \$35 charge for this option, however it is less expensive than most tow bills."*

#### **What if a Customer can't pay or has no form of electronic payment?**

##### **If a Customer can't pay, recommend that they:**

- o Call us back once they have the funds to pay for the override.
- o Have someone call in to make a payment on their behalf.

##### **If a Customer has no electronic form of payment**

- o Recommend that Customer purchase a prepaid Visa card to make a payment over the phone.
- o Have someone call in to make a payment on their behalf.
- o The Customer still has the option to schedule an appointment and tow the vehicle in. (An override would most likely be cheaper though.)

\*\* If a Customer calls in prior to their monitor because they will not be able to pay, advise them that we do not handle payments for that type of appointment. The Customer will need to go to their appointment as scheduled and speak with a technician.

**We will Return to PROCESSING the Payment –  
After we determine the Callers Issue**

# Take the **OVERRIDE** Payment 2 System Process

Process  
#1

## Processing Payment – In *Clover*

Virtual Terminal  
\*Required fee

Transaction Type  
Take payment **1**

Sale detail

Subtotal\*  
\$0.00 **2**  
Total must be between \$0.01 and \$999,999.99

Note for item or service **3**

This is a mail or phone sale (MOTO)

Tax  
\$0.00

Total \$0.00

Payment information

Customer ADD NEW CUSTOMER

Search customer or business name **4**

Card Number \* **5** 15- to 19-digit card number

Card holder name **6**

Expiration \* MM/YY CVV \* 3-digit security code Zip / Postal Code \* **7**

Card holder street address  
Address must be 127 characters or less

Add a customer to save a card on file

Total \$0.00 **8** Complete Payment

1. Select 'Take Payment' in the dropdown
2. Enter Payment Amount
3. Note a brief reason for the payment
4. Enter the Customer Name
5. Input the Card Number, Expiration, and CVV
6. Enter Name of the Card Holder
7. Enter Billing Zip Code
8. Select 'Complete Payment'

ayeezy.  
First Data Powered

# Payment Documentation

Process  
#2

## THEN, PAYMENT PROCESS IN MIMS

### PAYMENT OTHER THAN BALANCE

1. Look up client
2. Click on client and then click on "**TRANSACTION**"
3. Click on client's vehicle
4. Click "**NEXT**"
5. If paying for an **Override** or **Missed Appointment Fee**, enter the fee into the "**Adjustment**" field.
6. Select payment method
7. Click on "**ADD PAYMENT**"
8. Fill out all information in the pop-up window
  - a. Card number= **last 4 digits of card**
9. Enter payment amount
10. Click "**SAVE**"
11. In the notes area, enter "Recall Code ." or "Missed Payment Fee"
12. If no remaining balance, Click "**SAVE**" and you are finished.

### **If balance remains on account, select "deferred" on the transaction screen**

- a. Click "**ADD PAYMENT**"
- b. Enter initials & today's date into pop up window.
- c. Click "**OK**"
- d. Click "**SAVE**"

# Additional, General Payment Information

## The other way to make a payment include (if not locked out):

- Go to a nearest Monitech Service Center- Payment can be taken immediately.
- We accept Visa, MasterCard and Discover as forms of payment

### IN MIMS

### IF Customer IS PAYING BALANCE IN FULL

1. Look up client
2. Click on client and then click on "TRANSACTION"
3. Click on client's vehicle
4. Click "NEXT"
5. Select payment method
6. Click on "ADD PAYMENT"
7. Fill out all information in the pop-up window.
  - a. Card number= last 4 digits of card
8. Click "PAY BALANCE" - **\*\* NOTE: Only click balance if payment should clear the balance in full. If not, enter the amount paying at that time.**
  - **If there is still a balance remaining: Click ADD PAYMENT again and click 'deferred'. In the pop up, place your initials.**
10. Click "SAVE"
11. In the notes area, enter "Payment called in on (*Today's Date*). (*Enter your initials*)"
12. Click "SAVE"

# Mechanic Service Code Process (QT)

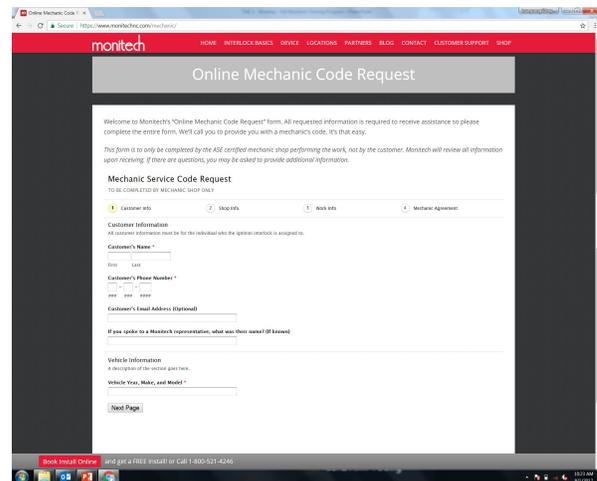
If the Customer calling is a QT Client needing vehicle maintenance by a garage mechanic, the following process will allow the mechanic to operate the vehicle for a limited amount of time without requiring the Customer's presence during that work to take a breath test.

Customer Calls: Add note in MIMS (include shop info), have customer provide mechanic shop with steps below. The steps can also be provided should the Mechanic calls for directions.

Step 1- Go to <https://www.monitechnc.com/mechanic/>

Step 2 - The mechanic must complete the entire form on the webpage.

Step 3 - Once the form is submitted, the mechanic will be taken to a webpage to download service code instructions. (Can be printed out from there)

A screenshot of a web browser displaying the Monitech 'Online Mechanic Code Request' form. The form is titled 'Mechanic Service Code Request' and is intended to be completed by a mechanic shop. It includes sections for 'Customer Information' (Name, Phone Number, Email Address, and Dealership Name) and 'Vehicle Information' (Year, Make, and Model). The form is presented in a multi-step layout with numbered tabs for 'Customer info', 'Shop info', 'Work info', and 'Mechanic Agreement'. A 'Next Page' button is visible at the bottom of the form.

Step 4 - After verification, Monitech will contact the mechanic shop to provide the code.

- 2 Days of codes can be given at a time.
- To do this, provide the first code, close out of that screen and go back in to provide the next code.

**Note:** After providing the code to the mechanic, please put a note in MIMS stating... "Service code provided to *insert shop name here*".

# Mechanic Service Code Process (QT)

## Providing Code to Mechanic

1. Review account. (Sometimes the client might be locked out/advise mechanic to have client follow up with Monitech before offering the code. Depending what the code is. Also a lot of mechanics will get into the car and turn the car to on position to get the mileage off and will code vehicle, usually 4043. If this happens please make note and provide override code and then mechanic code.)
2. Go back to MIMS home page. Click on mechanic's co (mechanics code)
3. In drop down put in clients vehicle
4. Make sure your service date is the date the mechanic needs
5. Then add your note: Starting with shop name to shop phone number and cut and paste into notes. (if more than one day please add date to note. Only two days can be given at a time.)

# Monitech QuicTest Mechanic

## Service Code Instructions



**EXAMPLE – DO NOT SHARE**

**Please read these instructions completely.**

A Monitech representative will give you a code to enter into the unit that will allow you to operate the vehicle without taking a breath test. **Do not enter this code into the unit until you are ready to operate the vehicle.**

This code will allow the vehicle to have a total of 30 minutes of "Engine Run Time" (total) and 45 minutes of "Ignition On Time" (total, including the 30 minutes when the ignition is on for Engine Running) These times are cumulative, in other words it does not matter whether the engine is on for 30 minutes solid or whether it is started and stopped several times. The total amount of time allowed for the engine to be running is 30 minutes. The same holds true with the 45 minutes of "Ignition On Time". This means that you can start the vehicle and operate normally as needed until these times expire.

Five minutes before these times expire, the portion of the device located under the dash (not visible) will start to beep to warn you that time is about to expire. If the engine or ignition is still on at the time of expiration, the unit will go into alarm mode (The siren and flashers will activate). The only way to silence the unit without circumvention is to reconnect the unit. At this time the Alarm should stop after a few seconds (Note: If alarm mode is entered - it may put the unit into a 3 day recall) - Please tell us if this occurs.

If additional time is needed for the same day that a code was introduced, reconnect unit and restart process using the same code. If you need codes for additional days, you will need to contact Monitech each day you need an additional code.

### **How to Use the Service Code:**

1. Press the NEXT button several times, until the display reads SERVICE. At this point you must press the TRIGGER button on the back of the unit. This will select and enter the Service Mode. After the message plays ("To obtain Service Code call..."). Then press the NEXT button again.
2. The Display will now show "PIN \_\_\_\_". Enter the code you received from the Monitech representative by using the DOWN / UP (Left/ Right) buttons to change the first digit to what it should be. Press the TRIGGER to enter that digit. Repeat this process for the remaining digits. You must input one digit at a time.
3. If the device says "*SERVICE CODE INVALID*", recheck the code, repeating the process once more, If it is rejected again, call Monitech at 1-800-521-4246
4. When the Service Code is accepted, the device will say "Service code accepted Disconnect unit now"
5. Disconnect the handheld piece of the device. **This needs to be done within 10 seconds of the unit saying "Disconnect unit now"**. To do this, hold the hand held piece of the device in one hand, and locate the knurled ring on the connector that plugs into the handle held piece. Grip ONLY the knurled ring with your thumb and fingers, and pull straight back (DO NOT grip the entire connector and try to pull it or attempt to disconnect the hand held piece by pulling on the coil cord.) Once removed, the hand held piece can now be placed on or under the seat of the vehicle. (*In extremely hot temperatures, place it under the seat to avoid direct sunlight. In extremely cold temperatures {below 10F}, instruct them to take the SH into the office.*)
6. When the work on the vehicle is complete, and you have moved the vehicle to where the customer will pick it up, you MUST reattach the handheld piece before the client picks up the vehicle. To do this, line up the tab and notch on the connectors, and plug in the connector in until it locks. **This is extremely important.** Doing this will clear the service code and will reset the device to normal operation.

**If you have any difficulty or questions that you cannot address, please contact Monitech Customer Service at 1-800-521-4246.**



## Monitech, Inc.

### Permission of Ignition Interlock Installation by Registered Vehicle Owner

#### EXAMPLE – DO NOT SHARE

I duly certify this letter as official authorization and acceptance of the installation of an ignition interlock alcohol breath analyzer system on the below-described vehicle and that said vehicle is currently registered in my name or the company for which I am the official representative.

As the owner and/ or company officer responsible for the below-described vehicle, I hereby understand and accept all requirements, restrictions, policies and procedures pertaining to the vehicle and its operation as set forth by the North Carolina Division of Motor Vehicles and the Ignition Interlock Service Provider. For the duration of the interlock installation, \_\_\_\_\_ shall be the primary operator of the below- described vehicle.

I reserve the right to require removal of the ignition interlock system by the interlock service provider at any time upon reasonable notification, or reasonable effort to notify, the below-named ignition interlock participant. Such notification shall not be necessary should the below-named participant be found in violation of his/her restricted driving privileges or other requirements, restrictions, policies and procedures as set forth by the North Carolina Division of Motor Vehicles and/or the Ignition Interlock Service Provider. The interlock provider shall be required to remove the interlock system by appointment and free of charge within three business days upon presentation of the vehicle by owner at the Monitech designated service center.

In lieu of returning the vehicle to an ignition interlock service center, I reserve the option to have the interlock system removed by Monitech service personnel or other Monitech-approved technician at vehicle location. Any reasonable service charges for on-site removal shall be paid by me to the service provider at the time of removal.

I understand and accept responsibility for making the interlock-equipped vehicle available to the ignition interlock service provider for unit removal should the below-named ignition interlock participant fail to return the vehicle for prescribed service and/or removal due to loss of his/her driving privilege. I shall not be responsible for any costs of removal of the system in such a circumstance.

Under no circumstance shall I be responsible for lease fees as accrued by the below-named interlock participant so long as vehicle is returned and/or made available to service provider for interlock removal on a timely basis.

At the bottom of this form the vehicle owner must provide specific car information, and personal information.

## Review the North Carolina SOP > CRT Tab

### CRT INFORMATION

Please transfer all reporting requests to Next Gen CRT Reporting Campaign, if after hours/weekend please transfer to voicemail or submit a ticket in the [UTR](#)

> We cannot dispute violations in this state. Agents should not mention we only look at device issues. If a client does mention device issues, we can look into it, but in most cases we cannot assist and the client will have to work with the state.

> Records Request: A third party authorization form is REQUIRED with a copy of the client's driver's license to verify the signature. This request can take up to 5 business days to process.

[THIRD PARTY AUTHORIZATION FORMS](#)

# Person Calling Other Than Client

## When information is requested by other than the client

Privacy policies prevent us from communicating with anyone other than the client about details of a client's program. A client may authorize someone to handle their account for them.

If an unauthorized person calls to discuss a client's account please inform them that we need authorization from the client in order to speak with them.

Detailed information such as BAC failures, disclosing logs information or Non-compliances, are only to be disclosed to the client.

### Suggested responses:

#### When someone calls for assistance who is not authorized on the account

*"Unfortunately, because you are not authorized on the Customer's account I won't be able to assist you at this time. If you can pass the phone to the Customer, or have them contact us to authorize you, we'd be happy to assist you. Due to privacy issues, our policy only allows us to assist those that are authorized, even if the person calling is a relative of the Customer or even the owner of the vehicle."*

#### If not authorized but owns vehicle and wants device removed

*"I can assist you with a removal if you are the registered owner of the vehicle. What I'll need you to do is to email or fax us a copy of the up to date registration for the vehicle showing you as the owner. Once we receive that information, we'll contact you to arrange the removal."*

# Spanish Unit Prompts / Switch Device Language Spanish to English

## Spanish Unit Prompts

First, allow the unit to go to sleep. This is the case when the unit says “Adios”. From sleep mode, Wake the unit up. Press NEXT (right button) after each word to move to the next word to be displayed.

**Once the unit is awake, it will show on the display window the following:**

I-N-I-C-I-E	P-R-U-E-B-A	Start Test
F-I-J-E	V-O-L-U-M-E-N	Volume
<b>I-D-I-O-M-A</b>		<b>Language</b>
R-E-T-I-R-E	U-N-I-D-A-D	Remove Unit
S-E-R-V-I-C-I-O		Service
A-N-U-L-A-C-I-O-N		Override
C-I-T-A	S-E-R-V-I-C-I-O	Service Appointment
I-N-F-O	U-N-I-D-A-D	System Information

**Once the unit shows IDIOMA (Language) on the display window, ask the Client to push the trigger. They will see:**

E-S-P-A-N-O-L (Spanish)	Press NEXT
I-N-G-L-E-S (English)	Push Trigger

Unit will switch back to English.

# Change in Status: Moving out of State / Client in Jail / Client Passes Away

## Client Moving out of State

While we want to continue to service them as Customer, be aware that:

- We only service the Monitech devices in the state of North Carolina
- This means that should they have any reason that the vehicle will not start due to the unit, they will need to call us to learn the options available.

## Client In Jail

In cases where the Client is in jail:

- The registered owner of the car can have the device removed.
- If the car is registered to the Client, they will be billed.

## Client Passes Away

When a Client's family member contacts us to report that our Client has passed away. You will want to:

- Apologize for their loss.
- Documentation - Death certificate will need to faxed into NC Admin.
- Find out if the Client's relative is able to bring the vehicle to the Monitech Service Center. If they are not able to, then arrange a service call – AT NO COST.
- Be sure to page the technician with the code: ext. De-Install.

# Client's Vehicle Repossessed with Unit

## Client's Vehicle Repossessed w Unit

- Request the vehicle location. This might include the repossession company name, address and phone number or the name of the impound lot. Be sure to ask if they were provided a Contact number and name for the company that has their vehicle.
- If the Client indicates that they want to schedule installation of the ignition interlock device into another vehicle, inform them that the original unit would need to be recovered from the repossessed vehicle before the installation into the next vehicle.
- Inform the Client that if our technician is sent out to recover the device, charges for this service may be applied.
- If the unit cannot be recovered it will be a \$1,550 charge.
- Any outstanding balance on their account must be paid in full before we can provide them with a re-install appointment.



# Report Stolen Unit / Collection Account

## When a client calls to report a stolen unit

1. Get the client's information
  - a. Name
  - b. Phone Number
  - c. Date Stolen
  - d. ***Does client have any parts of the interlock?*** If missing sample head: \$775. Or Control module: \$775.
2. Did client file a police report?
  - a. Inform client that due to the requirements of reporting a stolen unit, they will need to fax a copy of the police report to Morrisville Office and provide the client with our fax number. - (919)459-4246
  - b. Inform client he/she will be responsible for the cost of the interlock and provide cost amount.
  - c. Inform client that the Re-installation appointment cannot be given without the police report being faxed.

Clients that owe money have to be approved for re-installation by the Finance Department prior to being scheduled for an appointment. If client has any parts of the Interlock, it will need to be turned into Monitech prior to scheduling an appointment.

## Collection Account

When you access an account and there is a note in the notes section in the lower Right side of the account stating the account has been sent to collections, review SOP to determine if a UTR needs to be submitted or to transfer to A-1 Collections number is 888-958-8138.

## Out-of-State Prospect wants an Interlock Device / Request to put device in a Rental Car

### WHEN AN OUT-OF-STATE PROSPECT WANTS AN INTERLOCK DEVICE:

- If a client calls with an out of state licenses and would like to have the ignition interlock installed in the State of North Carolina there are several steps to be followed:
- Ask what state the client received their DWI.
- Ask if North Carolina or another state is requiring them to have the interlock.
- If another state is requiring them to fulfill their time in that state, ask how long they are required to have it. Ask the client to request that the DMV/agency of the interlock program in that state send us a letter stating how long the client will need to have the Ignition Interlock.
- Ask the client if the DMV or preferred agency would like the client or Monitech to send/fax any paper to them confirming the installation.

**The final authority when the Client is moving out of state is the North Carolina DMV. Their number is (919) 715-7000.**

### WHEN CLIENT REQUESTS AN INSTALLATION ON RENTAL VEHICLE:

- Unfortunately, we do not install the unit on rental vehicles, no exceptions.



# Updating and Existing Vehicle on File

Overview > Select the vehicle > Next > Update and Save

Overview

**Vehicle Main**

Make	MAZDA	*	License Plate Number	BDA9374	
Model	CX5	*	License Plate State	NC	*
Color	red	*	VIN	JM3ER293670135683	<input checked="" type="checkbox"/> Pushbutton Start
Year	2017	*	Engine	4 CYLINDER	<input type="checkbox"/> Hybrid
Pin Code	0000		Title	77024313092929W	<input type="checkbox"/> Diesel
EBC Code	111		Title State	NC	Transmission
	<input type="button" value="Vehicle Owner"/>		Engine Run Type	Voltage Rise	<input type="radio"/> Manual
					<input checked="" type="radio"/> Automatic
					Vehicle Status
					Available

# LIST OF IMPORTANT LINKS

Keep in your 'Favorites'

## **DAMAGE CLAIM FORM**

[https://docs.google.com/a/monitechnc.com/forms/d/e/1FAIpQLSd7BOYpk11\\_P3YYR8rC\\_KnaACQ7SzDFLC6nYxa5Iszd-jUdVg/viewform](https://docs.google.com/a/monitechnc.com/forms/d/e/1FAIpQLSd7BOYpk11_P3YYR8rC_KnaACQ7SzDFLC6nYxa5Iszd-jUdVg/viewform)

## **REGISTERED CAR OWNER – INSTALLATION PERMISSION FORM**

<https://www.monitechnc.com/wp-content/uploads/2014/04/MonitechPermissionForm.pdf>

## **ONLINE MECHANIC CODE REQUEST FORM**

<https://www.monitechnc.com/mechanic/>

## **PAYEEZY – Payment System**

<https://globalgateway4.firstdata.com/?lang=en>

## **REFERRAL LINK**

<https://monitech.wufoo.com/forms/mux4rwh05x8yob/>

# Resources

## **LIST OF 'DISCLAIMERS'**

### **Read Word for Word**

#### **Service Call Disclaimer**

*“At the time of service the technician will download the unit. If the unit is **found to be defective** the service call will be covered under warranty and there will be no charge.*

*If the unit is **found to not be defective** the service call charges will apply at \$35 an hour minimum of two hours and \$0.48 cents per mile from the service center to the vehicle back to service center.*

*The technician has a 48 hour response time and work at the service center until 6:00 PM. They do not come out until after 6PM unless their schedule permits them to come out sooner.*

*The technician will contact you when he is on the way he will call from a private or restricted number inform them to answer the phone the tech will need to speak to you before coming out. If he doesn't speak with you he will not come out on the service call.”*

#### **Client reports Vehicle Difficulty caused by Device**

##### **Disclaimer to customer:**

*“You may choose to have repair work done to your vehicle prior to being contacted by our claims representative. Keep in mind that if work is completed before we are able to process your request, claim coverage may be void and/or not paid in full.”*

#### **Changeover – Changing device to another vehicle.**

*“You must have both vehicles at the service center at the same time to have the unit swapped out. At that time, you will also need to pay the \$75 changeover fee.*

*To this appointment, you must bring your Registration Card, a photo I.D. and the vehicle must have current tags.*

*If the vehicle is not registered to the client, the owner will need to be present or a permission form will need to be signed.*

*If you are unable to keep the appointment, please give at least a 48 hour notice to cancel the appointment or reschedule.”*



# Frequently Asked Questions



### Eligibility

#### **1. What happens if I live or work out-of-state?**

Monitech cannot guarantee service calls outside of North Carolina, although certain warranty service may be performed in areas of close proximity to your Local service center. Of course all monitoring appointments must occur in one of our 31 service centers located throughout the State. If you are out-of-state and the unit enters permanent lock-out, or is otherwise inoperable, you should contact the 24/7 toll free number at (800) 521-4246 for consultation. Monitech technicians or any ASE certified mechanic are available to advise you in solving your vehicle difficulties.

#### **2. Can I enroll in the ignition interlock program on a voluntary basis?**

Yes, clients enroll voluntarily to mitigate child custody disputes, to ensure safe driving habits for inexperienced drivers, to help family members under temporary difficulties, or to provide other non-judicial safeguards. Interlocks provided to voluntary participants perform within the same stringent DMV certified standards, but may at times be modified to allow a lower frequency of retesting or other minor mechanical functions after careful consultation. Inspection, data download, and calibration must still occur at a Monitech service center every sixty days. Results of the Monitech data download are normally provided only to the user. However, in child custody cases, the voluntary user is often required to designate other recipients (spouse's attorney, etc.) to meet court-ordered obligations. Parents of dependent children may also receive the interlock test results.

#### **3. Can I disable the unit myself to let someone else drive the vehicle?**

No, tampering or any attempted circumvention of the ignition interlock device is a violation of the North Carolina Ignition Interlock Program and may result in loss of your driving privileges and result in actual charges to replace or repair the interlock. The interlock participant may designate other individuals to operate the interlock vehicle, but in so doing, the interlock participant accepts any and all responsibility for interlock damages and/or program violations. The State treats all interlock violations as those of the interlock participant, regardless of who was driving the interlock vehicle. The interlock participant should utilize extreme caution in allowing someone else to operate the interlock vehicle.

## Eligibility, cont'd.

### 4. What happens if my car needs repairs? Would that affect the ignition interlock?

It is important for you to provide your mechanic with our website [www.monitechnc.com/mechanic](http://www.monitechnc.com/mechanic) prior to any invasive mechanical work on your vehicle. Minor work such as oil and filter changes or parts replacements do not necessarily require consultation as long as the vehicle can be started by the interlock participant or other designated user. When in doubt, please call the toll free number. There is no charge to you or the designated garage representative for consultation with a Monitech representative.

### 5. Can a driver under the age of 21 have an ignition interlock?

No, currently, North Carolina law prevents anyone under 21 years of age from participating in the Ignition Interlock Program. However, the North Carolina General Assembly may change this aspect of interlock law. You should always rely on DMV, the Court, and/or your attorney to determine eligibility.

### 6. Can the ignition interlock be installed on Motorcycles? Yes

Client Must sign a: MOTORCYCLE INSTALLATION  
ACKNOWLEDGEMENT AGREEMENT

### 7. Can the ignition interlock be installed on a commercial vehicle?

The interlock cannot be installed on any vehicle requiring the driver to maintain a CDL driver's license. However, other local service vehicles used in day to day business calls may be allowed.

### 8. Can the ignition interlock be installed in older vehicles?

Under most circumstances, the ignition interlock can be installed on any vehicle that operates with a (12-volt electrical system. However, since the ignition interlock monitors a number of vehicle functions, especially the alternator and charging system, the electrical system must meet certain minimal standards. At your installation appointment, the Monitech technician will first determine if your vehicle has service difficulties. If the vehicle does not meet minimal standards, the difficulties will be pointed out to you and a second appointment date will be established at no extra charge.

## Eligibility, cont'd.

### **9. Can the ignition interlock be installed on more than one vehicle?**

Yes. The same service requirements will apply.

### **10. What if the vehicle is registered in someone else's name?**

#### **How do I obtain a Permission Form?**

If the vehicle is not registered in your name, it is necessary to provide a Permission Letter from the owner. This letter is available for printout on our website at <https://www.monitechnc.com> > Customer Support tab at bottom of page > Under: Download Forms & Set Point Cards > Owner's Permission Form

If the owner of the vehicle will be present at the time of installation, they may sign the permission letter at that time.

# The Monitech Product

## 1. How does it work?

The ignition interlock interrupts the signal from the ignition to the starter until a valid breath sample is provided that meets minimal alcohol guidelines. At that point, the ignition circuit is automatically "closed" and the vehicle starter can be initiated from the ignition switch or "button." Established regimen for the standing test (first start-up and each time the vehicle is turned off during the day) also includes a "learned" timing, coordination, and dexterity test. Random "running" retests are required, but do not include the "learned" test sequence.

## 2. What is classified as a Warn or FAIL level?

WARN and FAIL levels are established by the respective adjudication agency and range from less than 0.01% BAC to 0.04% BAC and above. Another important SAC level is the 0.08% SAC (and above), which generates an automatic recall to the Monitech service center within 72 hours. You should carefully review your individual agency requirements with the Monitech technician at the time of installation and understand the serious ramifications of most BAC readings.

These ramifications range from inability to start the vehicle to loss of driving privilege.

## 3. What is a "Rolling Retest" or "Random Running Test?"

The "rolling retest" is a misnomer for the more appropriate designation of "random running retest." To start the interlock vehicle, a "standing" test (with the vehicle turned off) requiring both a valid breath sample and dexterity test must be performed prior to turning the key or pressing the start button.

Randomly thereafter, the interlock will signal the need for a "running retest" that requires ONLY the provision of a breath sample. The vehicle need not be "rolling," as it is the option of the driver to determine if it is safe to provide the breath sample while the vehicle is underway (rolling). The driver may opt to stop the vehicle temporarily in a safe location and simply provide the breath sample without performing the dexterity test-so long as the vehicle is not turned off. In North Carolina, the driver is required to fully stop the vehicle and turn it off every hour of continuous driving (standing retest). After turning the vehicle off, the user must perform both the breath sample and dexterity test before startup.

## 4. Can someone else blow into the unit?

The interlock program participant is responsible for any BAC violation level of alcohol detected by the ignition interlock and should be especially cautious when allowing another person to use the interlock vehicle. Any person using the interlock vehicle should be carefully re-trained and observed by the interlock participant each time prior to vehicle use. As a convenience to the interlock participant, the interlock vehicle may be driven to a service appointment by another person who has been carefully trained. If violations are discovered during the monitoring appointment, however, the interlock participant is required to return to the service center within 72 hours. This requirement is necessary in order for the interlock participant to respond to the violation report prior to delivery of the report to the adjudicating agency.

## The Monitech Product, cont'd.

### 5. Is the unit noticeable?

Yes, Monitech engineers and manufactures its ignition interlock devices right here in Morrisville, North Carolina. These devices prevent a vehicle from operating if your blood alcohol content exceeds the legal limit established by the state. These ignition interlock devices are reliable and deliver accurate readings under every condition, so when you need to jump in your car and run an errand or get to work, you can count on getting there.

- Ethanol Specific features of the QuicTest device: Next generation, fuel cell sensor technology increases accuracy & eliminates errors. Adjustable Sample Volume
- For persons with breathing difficulties. If approved by the state of North Carolina, we can build you a custom device to make it easier to take tests.
- Visual Alerts - Optional flashing status indicator to prevent missed tests. This LED indicator will flash if the device wants your attention. Great for those who love their windows down and music blaring!
- Bi-Lingual Text and voice messages (English or Spanish).
- Vehicle Mechanic Mode for easy vehicle servicing. Don't want to have to sit around all day taking required tests while your vehicle is being serviced? Our device has a mechanic mode to allow repair or servicing of your vehicle without you there!  
Remote Lockout Override
- If needed, we can reset the device for you with a simple code, delivered over the phone.
- Ergonomic Design. Easy to handle case design makes it easy to take tests while operating your vehicle.

### 6. Where is the Ignition Interlock located in the vehicle?

This decision is made in consultation with you upon arrival at the service center, although the final decision must rest with the technician to guarantee the utmost safety and security. Under normal circumstances, the ignition interlock will be installed at the dash or console.

### 7. Will the Ignition Interlock shut the vehicle off while driving?

The interlock interrupts the ignition signal to the starter motor before startup and, as such, cannot turn the vehicle off-but only prevent the vehicle from starting-even if malfunctioning. If a random running retest is failed, the ignition interlock will sound an alarm and allow the driver time to find a safe place to pull over and turn the vehicle off. The device then requires the driver to perform a standing retest, and if passed, will allow the vehicle to resume operation. If the BAC fail is excessive, the driver will be required to contact Monitech within 72 hours.

## The Monitech Product, cont'd.

### 8. Will the Ignition Interlock damage the vehicle?

The ignition interlock monitors a number of important mechanical and electrical functions of the installed vehicle, but once properly installed cannot cause vehicle damage. Proper installation is confirmed both mechanically and technically prior to vehicle departure, and under normal circumstances, any difficulties would be revealed immediately after startup. The ignition interlock device (and all work by our service technicians) is warranted by Monitech.

Customers are encouraged to discuss service concerns regarding the interlock installation with their service technician, but please understand certain information cannot be revealed because of security precautions within the interlock enforcement procedures.

### 9. Can I disconnect the vehicle battery?

The battery can be disconnected for normal replacement or servicing of the vehicle by a mechanic. Follow all appropriate procedures and special precautions should be taken not to arc the cables at the battery terminals. Because the ignition interlock monitors certain vehicle aspects even when off, the battery should not be disconnected more than necessary. Please consult with a Monitech service operator or your local technician prior to extended disconnect or for any questions regarding battery change or charging.

### 10. Does the unit drain my battery?

The ignition interlock monitors the vehicle, even when it is turned off, and requires a very small amount of battery power for this continuous exercise. Therefore it is necessary for the vehicle to be utilized periodically. If the vehicle is to be left for an extended period of time, it is imperative that a service operator or technician be consulted for advice at (800) 521-4246. Extended periods of idleness may cause excessive battery drain.

### 11. Can I have an ignition interlock if I have breathing difficulties (asthma, emphysema, etc.)?

Yes, if you have a medically confirmed diminished lung capacity that prevents you from normal air exhalation, you should contact the Medical Section of the NC Division of Motor Vehicles in Raleigh to determine if you qualify for special medical dispensation. DMV will require measurement and confirmation of your breathing disability from two independent doctors. DMV will then notify you of the breath pressure setting specific to your medical condition. This should be provided to Monitech by the customer.

## The Monitech Product, cont'd.

### **12. Can I have an ignition interlock if I am physically disabled, but still can drive?**

Yes, in most cases, if a person can operate a motor vehicle, then they can qualify for use of an ignition interlock device. If you have suffered loss of limb or paralysis, it may be necessary to consult with a DMV hearing officer and/or the Medical Section at DMV in Raleigh. When necessary and appropriate, DMV will order that you be relieved of certain physical elements of the interlock test procedure. Please contact your local hearing officer or the North Carolina DMV's Medical Section for more information.

### **13. Can the weather affect the unit?**

Monitech interlock devices exceed all of the standards established by the National Highway Transportation Safety Administration. However, the automobile environment can be particularly harsh, and over time, the average automobile interior will experience significant ambient air contaminants and extreme temperature changes. The most noticeable result is a slight delay in "test ready" under extreme cold conditions. The interlock user should maintain a relatively clean vehicle interior and periodically wipe the device with a damp, soft cloth. Please do not use cleaning agents and most certainly do not expose the device to alcohol or other ethanol derivatives. Avoid extended exposure to direct sunlight.

### **14. Does the interlock void the factory warranty on my vehicle?**

As a matter of course, Monitech has not experienced any incidents of warranty invalidation. However, you should contact your dealer or vehicle manufacturer for warranty information if you have concerns. Please do not hesitate to refer the dealer or manufacturer's representative to Monitech for complete information regarding the interlock installation, ongoing maintenance, and removal.

### **15. Is it possible that some foods can cause a BAC reading?**

Any substance with alcohol or ethanol derivatives will be recognized and recorded by the ignition interlock. Such substances can cause BAC FAILS and WARNS and result in serious consequences for the interlock program participant, especially if the user is a conditionally restored driver. It is imperative that the interlock user refrain from contaminating the mouth with any food or beverage prior to testing. All medications should be carefully reviewed. Consult the User Manual and installation technician for more information.

## Legal-Related Questions

### **1. What are the "Illegal driving times" listed on the Monitor Report?**

Some ignition interlock participants have restricted drive times. If your conditional restoration or driving privilege does not include these restrictions, then you may ignore this information. If you are restricted to certain drive times, it is imperative that you carefully abide by these specific times as required by the adjudicating agency or court.

### **2. What does the "number of events" represent on the Monitor Report?**

The ignition interlock device may collect information on hundreds of events on an hourly basis, including interlock "power up" and "power down," vehicle start and off times, mechanical and electrical operations, and many other "calendar events," as well alcohol test results. The sum total provides an indication of vehicle use and necessary firmware capacities. Under normal circumstances and vehicle use, it has no impact on program participation.

### **3. Can I blow into the ignition interlock to find out if I have alcohol in my system without affecting the program or having negative consequences?**

The ignition interlock participant should NEVER introduce or allow someone else to introduce a breath sample with the possibility of alcohol. All test results are, recorded internally and cannot be erased. At the monitoring or service appointment, data download and reporting to the adjudicating agency occur automatically without input from the interlock technician. BAC findings may result in loss of the driving privilege.

### **4. Can Monitech determine my program end date or when I am eligible to remove the device?**

The ultimate end date must be determined by the Division of Motor Vehicles. Your interlock service time may not begin until all schools, counseling, and assessments have occurred, as well as fees paid, and all local court findings officially transferred to DMV. For that reason, if there is any doubt, the interlock participant should confirm with the NC Division of Motor Vehicles Help Line at (919) 715-7000 that your interlock program service has officially begun.

## Legal-Related Questions, cont'd.

### **5. I just received a temporary license from DMV, and the official license will be coming through the mail. Is the temporary license sufficient to have my unit de-installed?**

Monitech cannot provide legal advice regarding the driving license qualifications or interlock service period by DMV. However, if DMV has provided a temporary license as an official license and you and/or your attorney have determined you no longer need the ignition interlock, then you may choose to have the device removed.

Either way, Monitech is required to remove the device if you ask that it be removed (and then a de-installation report is generated and automatically forwarded to DMV). If there is any doubt, then Monitech strongly recommends that you wait until the permanent license is received in the mail. The permanent license will clearly state on the reverse side whether the interlock is still required or not (if interlock is not mentioned).

Understandably, if your current monitoring period is almost up, you would want to remove the device immediately to avoid any further lease fees. In that case, please confirm your period is complete by calling the DMV Help Line at (919) 715-7000. To set up an appointment for removal, please call toll free at (800) 521-4246.

### **6. What should I do if DMV has notified me that my conditional restoration has been cancelled?**

If your conditional restoration has been cancelled by DMV, you will no longer receive credit with DMV for additional time served on the program.

We should note that you are not eligible to drive during this time. You should contact Monitech to discuss options.

### **7. Can anyone at Monitech provide any legal advice regarding driving privileges, hearings; or consequences from BAC failures/program violations?**

Monitech is prohibited by law to provide any legal advice regarding BAC WARNS, FAILURES, or other program violations. However, anytime a violation is to be reported, Monitech can provide the interlock client with a violation report (or non-compliance report) and a "Client Response Form" for you to complete and include with the Monitech violation packet. The client should retain copies of all of these documents in preparation for consultation with legal counsel and possible preparation for a DMV hearing or other legal proceeding.

## Legal-Related Questions, cont'd.

### **8. Can a Monitech representative cancel, verbally modify, or supersede any agreements or obligations set forth in the signed lease agreement?**

The corporate lease agreement with the interlock customer specifically prohibits such actions by the local service technician. The customer should contact Monitech Corporate at the toll free number and explain any difficulty or concern. The operator will solicit specific information and refer the difficulty to a manager if necessary.

### **9. What can cause my license to be revoked?**

Aside from additional traffic offenses, interlock participant's driving privileges can be revoked for evidence of alcohol use (fails and even a series of warns), tampering or circumvention, and possibly failure to appear for required appointments. Still, none of the above should be considered a legal imperative regarding any specific case. Because of the gravity of losing the driving privilege, one should always consult with an attorney or at least contact DMV for feedback and answers or advice regarding exact causes for license revocations.

### **10. Under what circumstance can the interlock device be legally removed early?**

As your service provider, we will remove the ignition interlock from your vehicle at your request. However, this is an enforcement program, so any premature removal of the device is likely to cause you to lose your driving privileges. Unless you are resigned to the probable consequences, it is imperative that you contact DMV and/or your attorney before requesting the ignition interlock be removed. If Monitech can assist in addressing continuing concerns or unanswered questions, please call the Customer Service Center and explain your situation.

### **11. Under what conditions can the interlock device period be extended?**

The interlock service period is not normally extended beyond the original program period established for the various offender categories (one, three, or seven years, etc.). However, the interlock period start date may not begin until all other conditions of the court or conditional restoration are met. The interlock participant must take care to pay all court fees and fines, as well as fulfill assessment, counseling, and any other conditions established by the court (or your conditional restoration) prior to or certainly in close proximity to beginning your interlock service period. Your lease period may be extended by you personally if your program period is officially over and you wish to transition to a voluntary status.

# Financial Arrangements

## 1. When are my lease payments due?

The lease payments are due every 60 days and can be paid at each monitoring appointment. The signed lease agreement will provide the lease payment date. Payment is due at the time of service. You can choose monthly monitoring if that works best for you.

## 2. What forms of payment does Monitech accept?

Monitech accepts cash (only in denominations of \$1.00 or larger and the correct change), Visa, MasterCard, money orders, and personal checks. If a personal check is returned for insufficient funds, there is a service charge of \$35.00 and personal checks can no longer be accepted.

## 3. Can I make Payments over the phone?

Yes, payments by credit card may be made over the telephone. This sometimes occurs when someone other than the interlock participant is making the payment. However, payment by telephone does not eliminate the absolute necessity of delivering the vehicle to the selected service center for the regular monitoring appointment. Under special circumstances, the monitor may occur at the location of the interlock vehicle for an additional charge. This may not occur in sequence (two monitoring appointments in a row) and the vehicle may still be required to come into the service center.

## 4. Should I go to my appointment if I cannot pay my balance?

No, even under financial difficulty, you have 72 hours to reschedule your appointment.

**Monitech can under no circumstance delay payment.** Also, payment may be made remotely by someone other than the interlock participant (See Item 41). Please remember FAILURE TO APPEAR for an interlock appointment may cause loss of the driving privilege.

## 5. Does Monitech offer 'special payment arrangements'?

Varying payment structures may be established under certain extenuating circumstances.

These payment options are posted in our service centers. We do allow monthly monitoring.

## 6. Who should I contact if I have questions about my interlock account balance?

For inquiries related to payments and balances, please call Monitech's Credit and Collection's Office at 1-800-521-4246.

## Financial Arrangements, cont'd

### **7. If I have the device installed and removed the same day (or prior to the end of the two month's pre-payment period), can I get a refund?**

The installation fee and first two month's lease fee are not refundable after installation. However the lease fees may be applied if the interlock device is reinstalled within 45 days. Under this circumstance, it is imperative that you confirm eligibility for the ignition interlock prior to installation and payment of any fees. The potential interlock user may also opt to request a short demonstration of the interlock testing sequence prior to installation and payment of any fees to affirm the ability and desire to use the interlock. Again, it is imperative that you verify with North Carolina DMV, prior to installation that you are eligible to receive interlock program service credit for use of the device in your vehicle.

### **8. Where should I mail correspondence, payments, and equipment?**

Monitech, Inc.  
215 Southport Drive, Suite 400  
Morrisville, NC 27560

### **9. Can the technician adjust financial balances?**

No, Monitech technicians are not allowed to make any financial adjustments or other changes to the contract. To discuss balances or ask any questions regarding the contract, please contact the Monitech Credit and Collection's Office at 1-800-521-4246.

### **10. Who should I contact if I need a copy of my documents? Is there a charge for documents? Can I get copies of my documents if I have a balance?**

All documentation is provided to the client at installation and monitoring appointments. It is imperative that you always retain these documents during your time in the program. In some instances, such as noncompliance hearings, additional documentation may be needed. Please contact 1-800-521-4246 for copies of documents if necessary. Nominal charges may apply.

# Working with Monitech

## 1. Do I need an appointment to go to a Service Center?

Yes. Local Monitech technicians are prohibited from scheduling appointments in the local service center because of program enforcement procedures and to avoid scheduling conflicts. Please call 1-800-521-4246 to schedule all appointments, even for the most minor need.

## 2. Can I contact a local Monitech service center directly?

No, all appointments and customer inquiries must go through our Customer Call Center for security and efficiency and to ensure the very best quality in the timeliest manner for you. Typically, our technicians are working one-on-one with our customers and unavailable to take phone calls.

## 3. Where are the Monitech Service Centers Located?

Monitech service center are conveniently located throughout the State. Please go to <http://www.monitechnc.com/installationcenters.html> for directions and addresses to all of our service center locations. It is important that you study these directions and allow extra time to find any service center location, Unfortunately, unit may not be installed if you are late for appointment.

## 4. Can I go to a service center without an appointment?

All service center schedules are prepared in advance to ensure the most efficient use of time and personnel. A phone call to the Corporate Call Center can set up an appointment time that corresponds with your need and the ongoing schedule in the local service center. If you go to a service center unexpectedly and without an appointment, the technician will try to assist you. However, he is understandably required to give top priority to scheduled appointments. There may be an extended waiting period before being seen and there is the very real possibility of being rescheduled for later that day or the next.

## 5. How long will it take<sup>1</sup> to install?

Please reserve two hours for your ignition interlock installation. Varying vehicle types may require more or less time, almost always depending upon the vehicle's electrical system and ease of access for making the necessary connections.

Of course many other things besides the actual install must take place during the installation appointment. The technician will inspect your vehicle, identify probable interlock location and connector points, configure the device to conform to specific adjudication requirements, and train you in the use of the interlock. The technician will carefully explain the device and functions and complete all necessary paperwork with you which includes the lease agreement between you and Monitech. You should take this opportunity also to ask any and all questions you have about your interlock and the rules of the program.

## Working with Monitech, cont'd.

### 6. How often do I have to come back after getting the ignition interlock installed?

You are required by North Carolina DMV to have your device inspected and monitored every sixty days. Failure to have the device inspected will result in lock-out which is a violation of the NC Ignition Interlock Program and may cause loss of the driving privilege.

### 7. Can I disconnect the ignition interlock sample head and keep it with me when my car is parked in an unsafe area?

Under normal circumstances, you should never disconnect the ignition interlock's sample head from your vehicle. However, it is conceivable that certain extenuating circumstances (unsafe parking environment) might require careful removal. Please discuss such removals with your local service technician and receive complete instructions on removal and replacement.

### 8. What do I do if I missed my monitor appointment?

Please call the Customer Care Call Center at 1-800-521-4246 to determine your options and/or to reschedule as soon as you are aware of any possibility of missing your appointment. A customer care specialist can reschedule you for an earlier appointment, change you to another service center, extend your appointment by two days or make other special arrangements to help avoid inconvenience to you (and still abide by the enforcement requirements of the interlock program-and avoid permanent lockout). The interlock will go into permanent lockout 72 hours after a missed appointment.

### 9. What do I do if my device is damaged or stolen?

If your device is stolen, notify law enforcement immediately, and contact Monitech at 1-800-521-4246. It is important to note that the ignition interlock participant is responsible for any loss or damage to the unit

## Working with Monitech, cont'd.

### **11. What do I do if my vehicle has been involved in a collision, leaving my vehicle inoperable or in need of major repairs?**

Such incidents are handled on a case-by-case basis. Please call 1-800- 521-4246 for specific instructions regarding your particular situation.

### **12. What does Monitech do with the paperwork after the installation? What do I do with the paperwork I receive?**

All information collected by Monitech is the property of the North Carolina DMV. A copy is retained by Monitech, and a copy is provided to DMV. It is important that you also retain in a safe spot a copy of all documentation collected through the program.

### **13. What do I do when my interlock time is up?**

Please contact DMV to make sure you have received sufficient program credit, and then contact Monitech to schedule the device removal. To avoid premature removal and unnecessary expense later, we strongly suggest you have in your possession an unrestricted driver's license before removing the ignition interlock.

## About Monitech

### **1. Can Monitech provide an interlock device for another state's program?**

Monitech handles such cases regularly. Normally the offender provides Monitech with the proper adjudicating agency, contact name, and the telephone number in the state of conviction. With this information, and the proposed interlock user's personal information, Monitech will call and confirm any necessary certification and/or reporting procedures. Once installed, all required information is forwarded to the proper authorities.

If you are interested in using a Monitech device in another state, please collect the above information and contact Monitech toll free at (800) 521- 4246. Our team can expedite the necessary paperwork if needed.

### **2. Is Monitech the only service provider option in North Carolina?**

They are not. Although Monitech and the DMV co-founded the Ignition Interlock Program of North Carolina in 1989. For 28 years, Monitech has also been the provider of choice in North Carolina with the lowest price and best technology. To learn more please contact the DMV at (919) 715-7000.