

DEVICE  
OPERATIONS



LowCost  
Interlock

# Reference & Troubleshooting User Guide



Revision 000



## The LCI-777 Handset



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## **OPERATIONS**

1. To start your vehicle, turn your vehicle's key to the on position. This will turn on the ignition interlock device. Once the device is ready, it will prompt you to submit a breath sample.
2. To submit a breath sample, ensure that there is a clean, dry mouthpiece inserted into the device. Take a deep breath, seal your lips around the mouthpiece and exhale at a steady pace for a minimum of 3-seconds. The handset will detect your breath flow and will emit a continuous tone if you are providing a sufficient sample.
3. Once a sufficient breath sample has been submitted, the continuous tone will stop and will be followed closely by a "click" sound. Once you have heard the "click" you can stop submitting your breath sample.
4. You will now see the handset analyzing the sample. After a few seconds, your breath sample will have been analyzed and, if the breath alcohol level is below the pre-set jurisdictional required setpoint, then "PASS" will appear on the handset display.
5. You now have a vehicle start period during which you may start your vehicle. Please note that the IID will return to its standby mode automatically until the next breath test is required.

## **RETESTS**

1. If Random Retesting is required in your jurisdiction, at random intervals following an engine start, the system will power on, sound a series of continuous beeps, and light-up the IID's display notifying the driver that a breath sample submission is required. Per your jurisdiction's requirements, you will typically have 5 to 7 minutes to submit a breath sample, thus pull the vehicle over in a safe location, and submit a proper breath sample as previously described.

*(continued)*

2. If you provide a valid breath sample the handset will display “RETEST PASS” and you will be able to continue to drive.
3. Should you provide an alcohol laden retest sample at or greater than the setpoint, this will be recorded in the device’s memory. The device may enter a state mandated Early Recall mode in which: you must return to the Service Center, the vehicle may become immobilized, and or the vehicle’s horn/ lights may be activated.

## **CALIBRATION**

1. If your jurisdiction requires periodic Calibration and Data Download. A calibration reminder will appear on the device’s screen when the calibration date is approaching; this period is set by your monitoring authority (typically 30 or 60 days).
2. Please note, failure to comply with the required calibration procedures may result in your vehicle becoming immobilized until reset, at your expense, at a government approved Service Center. This process takes less than 10-minutes and typically happens at the service center where installation occurred.

## **REMOVAL**

1. Do not remove the device yourself, a trained technician must complete this to ensure you are compliant with your monitoring authority regulations. If you attempt to remove the device yourself, some states will consider this a device circumvention and you will be subject to stricter penalties including utilizing the ignition interlock for a longer period and in some jurisdictions, this is considered a Class 4 Felony.
2. If you meet your jurisdictional requirements for removal, contact our 24/7 customer support team to schedule an appointment to remove your ignition interlock device.
3. The removal process typically takes less than 1-hour and your vehicle’s electronics will be returned to their pre-installation condition.

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## IID PROGRAM VIOLATIONS

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- 1. FAILING TESTS:** the device has detected alcohol. This includes products that contain alcohol.
  
- 2. MISSING RETESTS:** not taking random rolling tests when requested.
  
- 3. TAMPERING:** attempting to start the vehicle without submitting a breath test.
  - A.** Requesting or allowing someone else to blow into the device so you can operate the vehicle;
  - B.** Manipulating the device or vehicle wiring in any manner to circumvent testing or any other function of the device either by you or any other entity;
  - C.** Taking the device to an unauthorized service center;
  - D.** Attempting to circumvent the device in any way that renders it inoperable or only partially operable; or
  - E.** Removing the device without authorization or by an unauthorized entity.
  
- 4. FAILING TO APPEAR** – not returning to the service center for calibration and service appointments as required.
  
- 5. FAILING TO PAY** – not paying fees associated with the lease and service of the interlock device may result in the device being removed from your vehicle and placing you in non-compliance with your monitoring or governing agency.

## RULES TO AVOID FAILED & MISSED TESTS

Rule:	Indicators:
<b>Do NOT consume alcohol and/or Alcohol Based Products</b>	Products that are a Gel, Liquid or Cream
<b>Do NOT test with anything in your mouth</b>	Products containing alcohol, Food products
<b>Do NOT leave vehicle running or leave key in the ignition</b>	Device continues to beep requesting a breath test

\*If your monitoring agency approves EtG testing as proof of no alcohol consumption, testing must be completed within 24-hours of the first failed test, by a provider approved by your monitoring agency. Follow agency guidelines. Do NOT send results to LCI.

Common Products	What to Do*
<p>Mouthwash, hand sanitizer, inhalers, perfumes, colognes, liquid or gel airfresheners, radiator/coolant fluid, windshield wiper fluid, liquid medications, breath sprays</p> <p>This is NOT a comprehensive list of all alcohol-based products. You are responsible for all products you use or place in your vehicle</p>	<ul style="list-style-type: none"> <li>• Do NOT Use/Store in the vehicle cabin trunk.</li> <li>• Roll down windows to air out vehicle.</li> <li>• Wait 15 minutes before testing.</li> <li>• Always submit to another test when permitted, especially if camera is installed.</li> <li>• Use Alcohol Free products (i.e. mouthwash and medications).</li> </ul>
<p>Products containing yeast (bread); liquor candies; flavored drinks; unpasteurized drinks; protein bars. In general, follow the rules in the next column if eating/drinking anything other than water</p>	<ul style="list-style-type: none"> <li>• Rinse mouth with water before testing.</li> <li>• Always wait a minimum of 3-minutes before testing after eating.</li> <li>• Always submit to another test when permitted.</li> </ul>
<p>Not Applicable</p>	<ul style="list-style-type: none"> <li>• Always turn off the vehicle and remove key from ignition when you are not in vehicle.</li> <li>• Turn off the vehicle and complete another breath test.</li> </ul>

**You are responsible for all data recorded on your device.  
All Violations will be reported to your monitoring agency.**

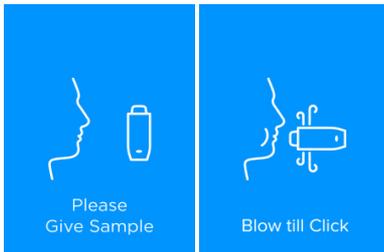
**It is your responsibility to KNOW & COMPLY with all program requirements, court orders, and State laws.**

## To start utilizing your interlock device:

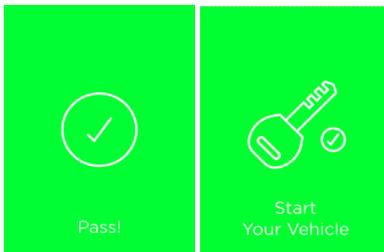
Turn vehicle key to the “ON” position or press the Power Button on the device.



The LCI-777® is typically ready for a breath test in less than 30-seconds. In extreme cold, the device must warm the sensor to a set temperature. This may take up to 2-minutes. The temperature of the sensor and mouth are key factors in alcohol breath testing.



When the device is ready, blow into the mouth-piece; a successful breath test typically takes 3-5 seconds to complete. If you are providing the breath sample correctly, an alternating tone will sound. The device will click letting you know the test is done.



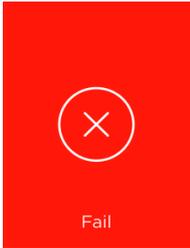
Upon passing a test, the screen will turn green and show “Pass.” Now, you’re ready to start your vehicle.



While driving, the device will request random rolling tests. Pending your interlock requirements, you will have a minimum of 5-minutes to complete a rolling retest; it is suggested to pull your vehicle over in a safe location. **ROLLING RETESTS ARE NOT OPTIONAL.** The device will beep continuously to alert you of a rolling retest request. Not taking a rolling retest is a violation!



Some of these icons may appear on your IID display indicating the device and its accessories are working properly. Please note, not all of the icons are required in all jurisdictions.



If a red screen with “Fail” appears on the display, the device detected alcohol. If you have not consumed alcohol, you are encouraged to test again as soon as the device allows. Failed tests are considered “violations” and may extend your interlock period.



If the test sample was not given correctly, an icon will appear with a simple explanation telling you how to provide a correct breath sample.



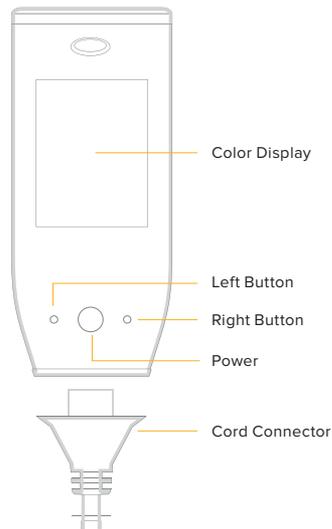
Calibration is required at set intervals established by your monitoring authority. The IID will display a countdown reminder, if you pass the date, the unit will lock out.



The device will display “UNIT IN LOCK OUT” if any of the following violations are recorded (pending your program requirements): FAILED TESTS, MISSED RETESTS, CIRCUMVENTION, TAMPERING OR A MISSED CALIBRATION APPOINTMENT. If your device displays a countdown, you must return to the service center before the time expires. If you do not return, your vehicle will not start.



You can prevent ALL Lockouts by simply following the rules on page 4 and 5.



## USER MAINTENANCE

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For cleaning and care of the device, if necessary, simply wipe the handset with a lightly dampened cloth. **Do not use chemical solvents, abrasives, or excess water as these could damage both the case material and the internal sensors.**

## FAQ'S AND TROUBLESHOOTING

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Q: What is an ignition interlock device?

A: An interlock device is an alcohol detection system installed in a vehicle that requires a breath test to prevent a vehicle from starting if alcohol is detected.

Q: Will the device ask me to test while I'm driving?

A: Yes. If your vehicle is on, the device will ask for rolling tests at random intervals. You will have a minimum of five minutes to complete a test before a violation is logged. We strongly encourage you to pull over safely before taking a rolling test.

Q: What happens if I fail a test?

A: The interlock may enter a temporary lockout period depending on your program requirements. After the lockout period, you may test again. A failed test is often considered a violation of your interlock program. If you have questions or want to dispute a violation, contact your monitoring authority.

Q: What happens if I miss a rolling test?

A: A missed rolling retest may also be considered a violation. If you miss a rolling test, your vehicle's horn and/or lights may be activated depending your program requirements. We always recommend you pull over and test again immediately. If you have questions or want to dispute a violation, contact your monitoring authority.

Q: Will the device turn off my engine?

A: No. The device will never turn off a running engine. In some states, a device is connected to the vehicle horn and/or lights. If a retest is missed or failed, the horn and lights will activate.

Q: What happens if my vehicle stalls?

A: The device allows a restart for up to two minutes, unless a rolling test is missed or failed.

Q: Do I have to take the device in for periodic service?

A: Yes. Service period intervals vary by state and monitoring authorities. Your device will show a reminder of your service date a minimum of three days before service is due. If you have violations, you may be required to return to the service center prior to the service date.

Q: What happens if I don't go in for service?

A: If you miss your scheduled service, most monitoring authorities allow a grace period of three days or more. Your device will display the number of days left before your vehicle is locked out. If your vehicle is locked out, you will have to tow the vehicle to the service center or in some jurisdictions you can contact LCI for an override PIN.

## FAQ'S AND TROUBLESHOOTING (CONTINUED)

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Q: Will condensation affect my device?

A: Yes. The device and the mouthpiece must be kept dry. If you see condensation in your mouthpiece, dry it out or replace it with a new, dry mouthpiece immediately. If you attempt to test when condensation is present, the device may not accept your test and you will not be able to start your vehicle.

Q: Can I leave my mouthpiece in the handset?

A: Yes. The mouthpiece should remain inserted in the handset, especially, while driving.

Q: Are the mouthpieces reusable?

A: Yes. We recommend you keep your mouthpiece clean by washing it in warm water with a mild detergent. Rinse it thoroughly and do NOT use it again until it is completely dry.

Q: What does "Breath Profile Out of Range" mean?

A: This message will appear if the device detects an oddity in a breath sample that is not characteristic with the human breath. It is possible for this to occur when the outside temperature is very cold. In this case, warm the device prior to taking a sample by placing the device in front of the vehicle's heater vent or in your jacket. Then before testing, take a deep breath and hold for 15 seconds, then blow into the device.

Q: What do I do if the device gave me a "false positive" result?

A: The device's sensor is alcohol specific, meaning it will only detect alcohol. If you use an alcohol based product, such as mouthwash, the result is not false. The device is detecting alcohol. It's important you avoid using alcohol based products for at least 15 minutes before testing. Products containing alcohol should not be stored in the cab or trunk of your vehicle. If you wish to dispute a positive test, you must contact your monitoring authority.

Q: What happens if I need to take my car in for repairs?

A: We cannot override the device while it's being repaired. We recommend you give a new mouthpiece to the mechanic and instruct them on the proper use of the device. Remind the mechanic that state law prohibits disconnection of the device. Should this occur, you are responsible for any fees to repair or re-install the device. Be advised that you may face criminal and/or administrative sanctions. Make sure you receive a receipt showing the date(s) and time(s) the vehicle was in the shop and what vehicle maintenance was completed that may have interfered with the IID.

Q: What happens if my vehicle's battery is low, dead, or needs replaced?

A: Please notify LCI of the battery issues so LCI can notate your account. Please provide any documentation (e.g. new battery receipt, shop maintenance receipt) to LCI as well and contact your monitoring authority notifying them of the situation as this may be recorded as a violation and or circumvention by your IID.

For specific information about your interlock program (violation definitions, alcohol set points, calibration periods, and reporting requirements) contact your monitoring authority.

\*Features such as GPS and camera will be disabled if prohibited by state law.



**800.352.4872**

For 24/7 assistance and for any other questions, please call Low Cost Interlock.

Email: [info@lowcostinterlock.com](mailto:info@lowcostinterlock.com)

[lowcostinterlock.com](http://lowcostinterlock.com)

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