

Frequently Asked Questions

The term "Officer" is used below to refer to any Officer, Deputy, Case Manager, or other person who has legal authority for supervising offenders on any form of supervised release. The term "offender" is used below to refer to any offender, defendant, client, participant, inmate or other person who is subject to supervision in the community.

How can I get additional information? Contact us at info@dmsprogram.com or 800-369-5528

General Operation & Use

How does roboCUFF work?

roboCUFF performs both random and scheduled check-ins using both inbound and outbound calls to verify that each offender is at home, school, work, or other locations as authorized.

What equipment is required to use roboCUFF?

None! There are no devices for offenders to wear and no devices in their homes. Officers or Case Managers can set up and manage cases from any computer over the Internet.

How does roboCUFF determine the location of the offender?

Caller ID identifies the originating location of each call; roboCUFF compares the Caller ID to the telephone number of the offender's authorized location(s) at the time of the call.

What if the offender's telephone has "Caller ID Blocking"?

roboCUFF receives the originating telephone number for every call even if Caller ID Blocking is being used.

What about offenders with no wired telephone?

roboCUFF offers alternate methods to monitor offenders without a wired telephone, however many programs already require wired telephone service as a condition of release or participation. (also, see "Assistance for Low-Income Families" below)

How does roboCUFF identify an offender on the telephone?

roboCUFF uses Automated Speaker Verification (see below) to compare the caller's voice to the offender's "Voiceprint".

How long does it take to set up a new case in roboCUFF?

About 5 minutes, including "Voiceprint" enrollment (see below).

Do any services or devices need to be removed from the offender's telephone line?

No. You may allow offenders to use Call Forwarding, Call Waiting, Caller ID, Voice Mail, and even Caller ID Blocking, subject to your agency policy and the circumstances of each case.

Do any services or devices need to be added to the offender's telephone line?

No. They only need to be able to place toll-free calls and receive normal telephone calls.

What happens when an offender misses a check-in?

According to the requirements of each case, roboCUFF immediately notifies the supervising Officer or Case Manager by telephone, cell phone, pager, fax, or email.

Automated Speaker Verification, or "Voiceprint"

What is Automated Speaker Verification?

Automated Speaker Verification compares prior measurements of a known person's voice (their "Voiceprint") to the voice of a speaker to verify the identity of the speaker.

How reliable is Automated Speaker Verification?

When properly implemented and tuned, Automated Speaker Verification is over 99% accurate, leading to wide acceptance and growing use by government and commercial entities, including banks, airlines, military, intelligence, courts and law enforcement agencies.

How does roboCUFF capture the offender's "Voiceprint"?

During a brief enrollment call in the presence of the supervising Officer or Case Manager, roboCUFF records the voice of the offender as they repeat a series of phrases.

How does roboCUFF detect imposters or prevent pre-recorded check-ins?

roboCUFF incorporates multiple security features and countermeasures for these and other attempts to thwart supervision. Details will be provided to agency officials as appropriate.

Cost & Payment

What does it cost?

Daily fees range from \$X to \$Y depending on service bundle. roboCUFF is priced at a simple, low rate per case per day, with no license fees or shelf charges.

Are there any long distance telephone charges?

No. All calls to roboCUFF are toll-free.

Can offenders pay monitoring fees directly to Partner Name?

Yes, based on agreement with your agency defining terms for usage, payment and notification.

Assistance for Low-Income Families

What about offenders who cannot afford to pay roboCUFF Monitoring Fees?

Contact us about generating and managing funds to pay monitoring fees.

What about offenders who cannot afford wired telephone service?

Contact us for information about federal and state subsidies for eligible families.

How and Where is roboCUFF Being Used?

What kinds of programs are currently using roboCUFF Voice Monitoring?

Pretrial, Probation/Community Corrections, Parole, Detention Facilities, Drug Court and other diversion programs for Adults and Juveniles.

How many jurisdictions are currently using roboCUFF Voice Monitoring?

roboCUFF is being used by over 100 state and local agencies in more than 30 states and growing. Contact us for information about agencies like yours that are using roboCUFF Voice Monitoring.