

Frequently Asked Questions

2.0 Tablet Information:

Q: What does the new tablet include?

A: The new tablet includes the tablet, ear buds, and charger.

Q: What are the new features on the 2.0 Tablet?

A: The new features include bigger screen, game center, more memory, and more. See DOC Bulletin posted 10/19/2017.

Q: How long is my warranty?

A: The warranty for the tablet, ear buds, and charger is for manufacturer defects only and is for 365 days from receipt of your device. The warranty for the battery is for manufacturer defects only and is for 90 days.

Q: Can I pay to have GTL fix my tablet?

A: No, GTL does not offer a paid repair service. With the cost of shipping, parts and labor; it would be cheaper to purchase a new tablet. If you attempt to repair your tablet on your own, GTL will no longer offer support of any kind for that tablet.

Q: Can I use the microphone on my headphones?

A: No, the microphone has been disabled.

Q: What services can be enabled upon my release?

A: Your tablet has camera/Wi-Fi capabilities, but GTL has removed this functionality while your tablet remains in the facility. When you are released from PA DOC, you can send your tablet back to GTL to have the camera function enabled. DOC staff have a form that you can complete the day of your release. This form and your tablet can be sent to GTL at the address provided. The mortality timer will be removed and camera and Wi-Fi will be enabled.

Q: If my 1.0 tablet breaks, will I get the 2.0 version as a replacement?

A: No, GTL will replace your tablet with the same model.

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Game Information:

Q: The screen on my tablet turn blue when I'm in the Game Center, what should I do?

A: When this happens, please exit the Game Center application and open it again.

Q: Can I change my Game Center language to another language?

A: No, for now Game Center is only in English. We are working to have it display in Spanish in a future update.

Q: Will I have to rebuy my games if I need to purchase a new device?

A: No. If you purchase a new device for some reason, once you receive the new device you can put a support ticket into GTL and they will retrigger your games and any other media items.

Q: Why does GTL charges for Games?

A: GTL charges a fee for the games as they do not have in game purchases and/or advertisements like other mobile games. Game prices may vary.

Q: Can I download games to my old tablet?

A: No games can only be downloaded to the 2.0 version of the tablet.

E-books Information:

Q: When will the E-books be available?

A: GTL and the PA DOC will begin reviewing the requirements for the E-books and plan on making books available for purchase prior to the end of the first quarter of 2018 (March of 2018). As information is "APPROVED", information will be provided by the DOC and added to the document section of the kiosk.

Q: Can I download E-books to my 1.0 tablet?

A: No, E-books can only be downloaded to the 2.0 version of the tablet.

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Miscellaneous Information:

Q: What are link units and how many link units can I purchase

A: Link Units are a type of payment used by GTL so you can purchase songs for your tablet. Link Units are purchased through Commissary. One Link Unit equals \$0.01. If you feel your Link Unit balance does not reflect your purchase, please check your commissary receipt to ensure you had enough money to purchase them before contacting GTL. When the new tablets are implemented at your facility, you will be able to purchase up to 10,000 Link units per week (\$100.00).

How long does it take for my Link Units to be available for me to use?

Link Units are available on your account within 48 hours of purchase when your Commissary order has been submitted. To update your Link Unit balance, sync your device to a kiosk.

Q: What do I do if I am having issues with my tablet, games, media, or e-books?

A: Please submit a ticket to GTL Support via Support Link on the kiosk. Please make sure to give as much detail as possible about the issues you are having. If you have additional information on your issue, please refrain from submitting multiple tickets about the issue or they will be closed without response. Submitting multiple tickets delays your response and other responses.

Q: Where can my family and friends find more information about the new tablets?

A: The DOC has provided the following URL for friends and family to access the bulletin and this FAQ document. Please have them access the DOC public site at the following URL:
<http://www.w.cor.pa.gov/Inmates/Pages/Tablets.aspx>

Q: Is the DOC and GTL looking at other APPS

A: No. GTL and the PA DOC are not looking into any other apps at this time.

Q: I sent my 1.0 device home, will I be able to have the security features removed?

A: No, if you participate in the Trade-in program, GTL will not remove the security features and/or upload purchased media to the 1.0 device. All purchased media will be uploaded to the 2.0 device.

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Trade-In Information:

Q: Who is eligible for the trade-in?

A: Inmates who have possession of the 1.0 tablet assigned to them. Any inmate that has a confiscated item slip indicating that the device was destroyed or sent home.

Q: How many trade-ins am I eligible for?

A: Each inmate is eligible for one trade-in.

Q: How do I trade my 1.0 device in for a new 2.0 device?

A: The DOC will provide preprinted cash slips in order for you to be able to approve the payment deduction and send them to the Business Office.

Q: How often will GTL receive trade-in information from the DOC?

A: The DOC will submit a spreadsheet each Friday with inmates that have approved cash slips. Tablets will be shipped within 7 days.

Q: Will I be without my tablet for a period of time?

A: GTL will deactivate your 1.0 tablet upon shipping your 2.0 tablet to the facility. If you sync your device after they have deactivated the device, you will not have access to your 1.0 tablet. You should sync your device prior to submitting your cash slip and then use the kiosk to send emails. If you follow these directions, you will be able to listen to music on your 1.0 device until you receive the new device. If you sync after the device is deactivated, your 1.0 device will lock.

Q: Why is GTL deactivating the 1.0 device prior to Deliver of the 2.0 Device?

A: GTL is deactivating your 1.0 device when shipping your 2.0 device in order to retrigger your songs so that when you sync your new 2.0 device you will immediately receive your songs from your 1.0 device.

Q: How long will it take to get all of my songs?

A: It may take several syncs and up to 48 hours to receive all of your songs on your device.

Q: What if a songs is not available once I sync my new 2.0 device?

A: GTL will refund songs that are no longer available every Tuesday automatically. Do not submit a support link ticket until you review your balances on the Kiosk to see if you were refunded.

Q: How long will the trade-in program be available?

A: The trade-in program will be available to the approved inmates for six (6) months from the implementation date at your facility.