Inmate Visitation System

Joining a Call as a Visitor

Updated September 2, 2020
A PA DOC visitation participant may join the video visit up to 5 minutes before the scheduled start time. If you attempt to join early, you will see a far end error.

The video visit URL can be found in:
- The email received when the visit was scheduled.
- Within the inmate visitation system under the visitors account. The URL is listed under upcoming visits.

Both of the above options will direct you to the PA DOC Video Conferencing website (https://meetme.cor.pa.gov) where you will select to join the visit as a GUEST (not registered user). The Meeting ID will automatically populate but you must enter your name and email address.
- For convenience, you may select remember me” to expedite connection in the future.

**Meeting ID:** The Meeting ID is different for each Visitation
Joining Visitation

- Tablets and Mobile Phones
  - iOS
  - Android

- The following Browsers may be used to join the visitation
  - Internet Explorer 11
  - Microsoft Edge
  - Google Chrome
  - Mozilla Firefox
  - Safari
iPhone/Android:
What to do **before** my scheduled video visit

**STEP 1** – Download the Polycom RealPresence Mobile App.

**STEP 2** – Open the app select “**Allow**”.

**Screenshots**: iPhone screenshots are on the right and Android screenshots are on the left
STEP 3 – Select “OK” / “Allow”

STEP 4 – Make sure that your microphone and camera are enabled in your phone settings. Select “OK” / “Allow”

Screenshots: iPhone screenshots are on the right and Android screenshots are on the left
STEP 5 – Select “Allow” (Android only)

STEP 6 – Check the box next to “I accept the Polycom Real presence End User License Agreement” and Select “OK” (Android only)

Screenshots: These steps occur only on Android devices
STEP 7 – You **DO NOT** need to enter your email address at this screen. **You may exit the app at this point.**
- If you happen to select “next”, see step 8.

STEP 8 – If you selected “next” on the previous screen instead of exiting the app, you **DO NOT** need to enter a server address. Simply select “**skip sign in**” and exit the app.

STEP 9 – **You do not need to do anything further in this app.** At this point, you should simply **exit the app.**

**Screenshots:** iPhone screenshots are on the right and Android screenshots are on the left.
iPhone/Android:

What do I need to do to connect my visit?

STEP 1 – You **DO NOT** initiate connection to your visit through the Polycom app. You connect to your visit by either:

1. Selecting “Video Call URL” within the **Inmate Visitation System** under upcoming visits.
2. Selecting the URL in your **confirmation email**.

**FAR END IS UNFOUND:** Do not connect to your visit more than 5 minutes prior to your scheduled visit. If you do, you will receive an error message stating “far end is unfound”. This is because your visit is not yet active therefore you cannot connect.
STEP 2 – After selecting the URL link you will be redirected to the PA DOC Video Conferencing website (https://meetme.cor.pa.gov) using your devices default web browser. Select join the visit as a **GUEST** (DO NOT attempt to join as a registered user. Connection will fail and delay your visit). The Meeting ID will be auto populated, you must:

- Enter your **NAME & EMAIL ADDRESS**
- Select **“Continue”**
- For convenience you may check **“Remember Me”** to speed up the process for future visits

STEP 3 – Select **“Launch the application”**

**Screenshots:** iPhone screenshots are on the right and Android screenshots are on the left
STEP 4 – Select “Open” / “OK”

STEP 4 – Select “Ok” / “Allow”

Screenshots: iPhone screenshots are on the right/top and Android screenshots are on the left/bottom
Connection Errors

FAR END IS BUSY ERROR. This error will be received when more visitors are attempting to connect to the visit than visitors scheduled for the visit.
- In example, if only 1 person is registered for the visit, only 1 device may connect. If a 2nd device attempts to connect, the below error will occur.

FAR END IS UNFOUND: Do not connect to your visit more than 5 minutes prior to your scheduled visit. If you do, you will receive an error message stating “far end is unfound”. This is because your visit is not yet active therefore you cannot connect.

IMPORTANT NOTE: If you do not properly enable these settings, the inmate may not be able to see or hear you. Examples include:
- The inmate will see a black screen but will be able to hear you.
- The inmate may be able to see you but not hear you.
iPad

The previous steps followed for an iPhone user also apply to an iPad user. Please refer to the above pages to see what to do before your visit and what to do to connect to your visit.
Select to Launch the Polycom App
Internet Explorer
PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User

Guest

John Smith

jsmith@gmail.com

Remember Me

99383516138208831

Passcode [optional]

Join without audio and video

Continue
Internet Explorer

Select “Run”
Select “Allow”
Microsoft Edge
PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User

John Smith
jsmith@gmail.com

Guest

99395118138200831

Passcode [optional]

Continue

Join without audio and video?
Your download should automatically begin in a few seconds, but if not, click here.

**Step 1**
Download and install "Launcher"

**Step 2**
Click "Launcher" to install the application

By downloading and installing the "Launcher" you accept the End User License Agreement.
Microsoft Edge

Select "Open File"
Google Chrome
PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User

John Smith
jsmith@gmail.com

Guest

993951181382000831

Passcode [optional]

Join without audio and video

Continue
Google Chrome

Select “Open Launcher”
Mozilla Firefox
Mozilla Firefox

Select “Save File”
Mozilla Firefox

Select down arrow
Mozilla Firefox

Select

Polycom | RealPresence® Web Suite

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