



Inmate Visitation System

Joining a Call as a Visitor

Updated September 2, 2020

Inmate Visitation System

- 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

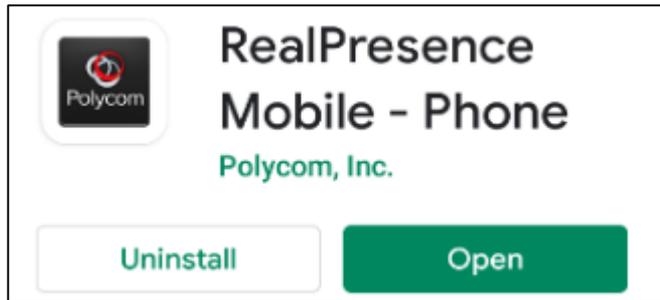
Joining Visitation

- 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:

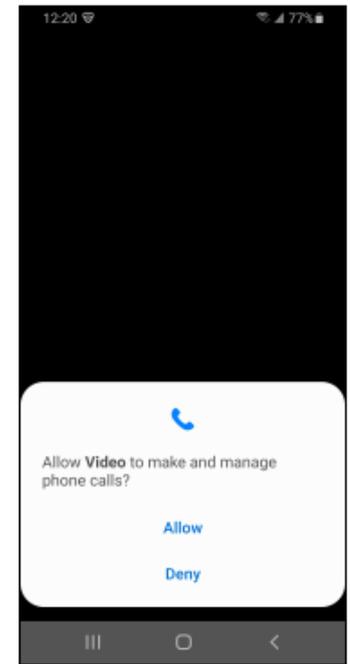
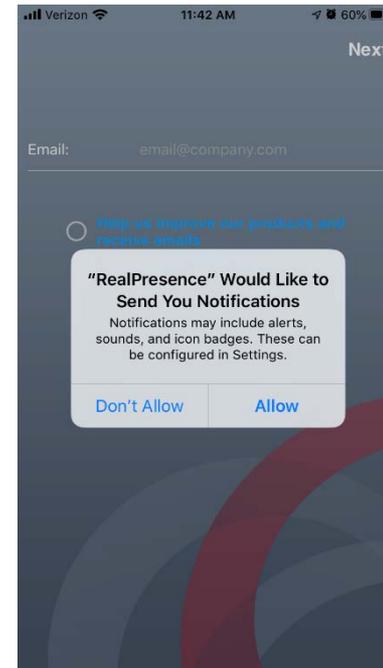
What to do before my scheduled video visit

STEP 1 – Download the Polycom RealPresence Mobile App.



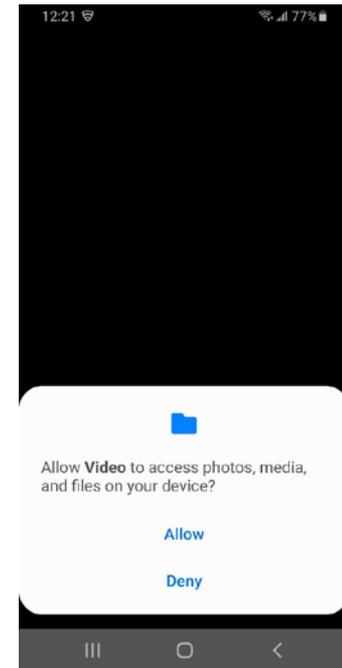
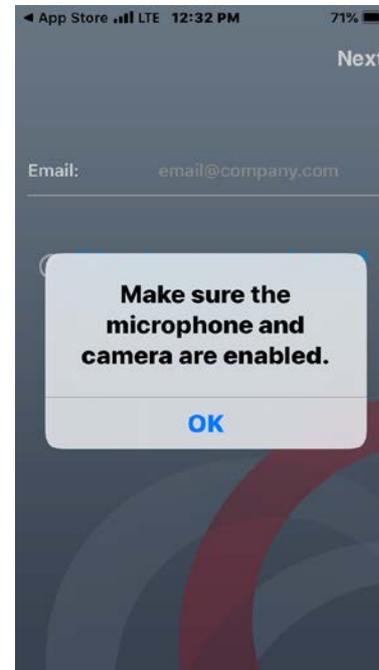
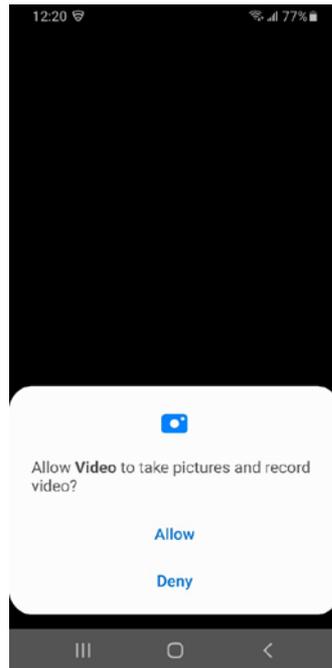
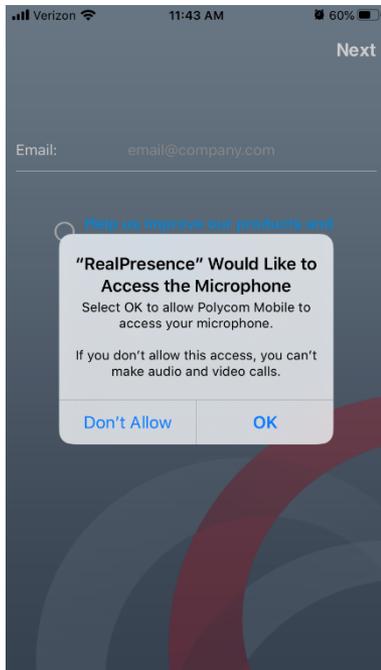
Screenshots: iPhone screenshots are on the right and Android screenshots are on the left

STEP 2 – Open the app select “Allow”.



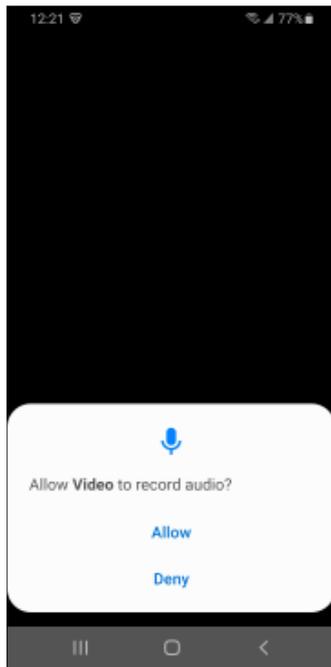
STEP 3 – Select “OK” / “Allow”

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

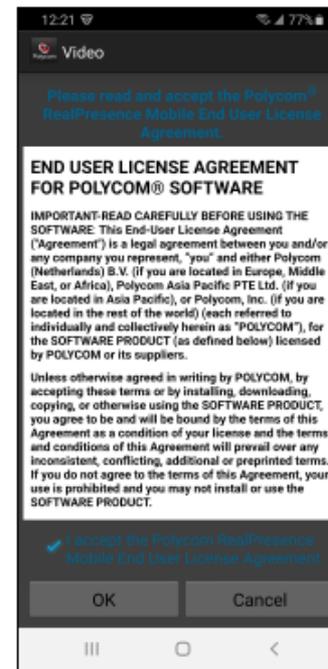


Screenshots: iPhone screenshots are on the right and Android screenshots are on the left

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)

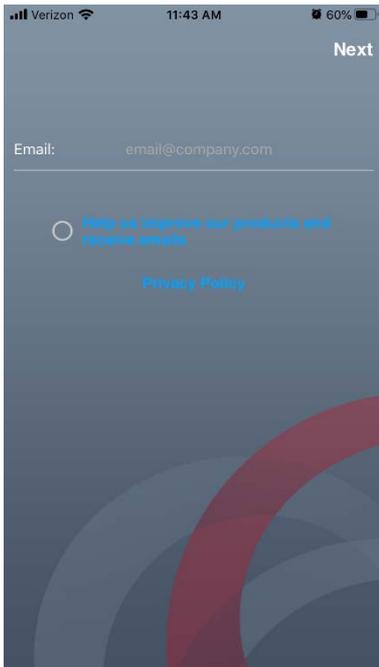


Screenshots: These steps occur only on Android devices

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

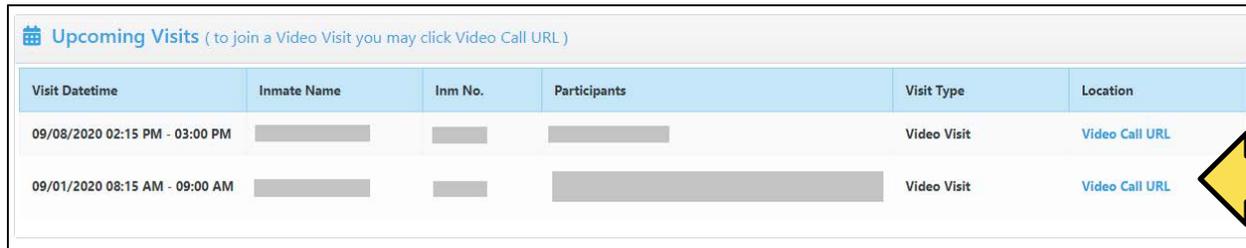
iPhone/Android:

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:

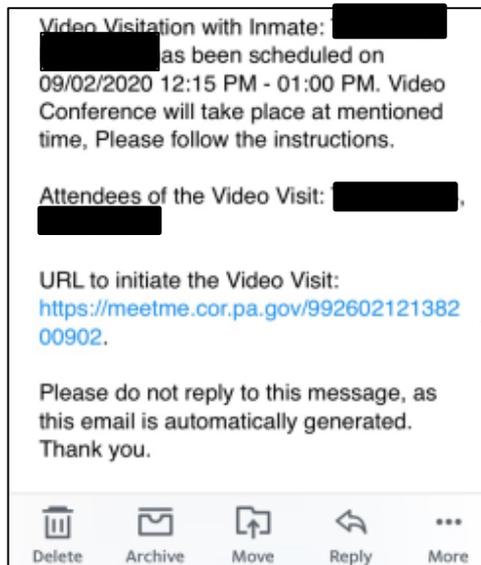
1. Selecting “Video Call URL” within the **Inmate Visitation System** under upcoming visits.
2. Selecting the URL in your **confirmation email**.

1



Visit Datetime	Inmate Name	Inm No.	Participants	Visit Type	Location
09/08/2020 02:15 PM - 03:00 PM	[REDACTED]	[REDACTED]	[REDACTED]	Video Visit	Video Call URL
09/01/2020 08:15 AM - 09:00 AM	[REDACTED]	[REDACTED]	[REDACTED]	Video Visit	Video Call URL

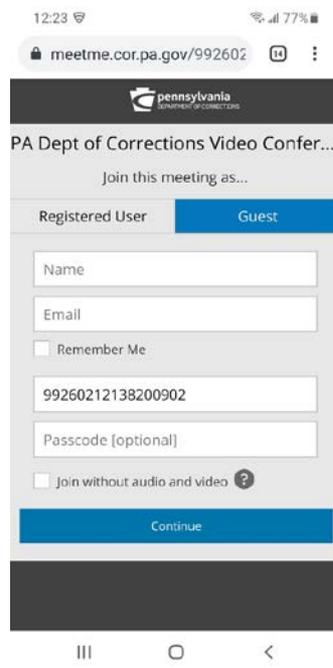
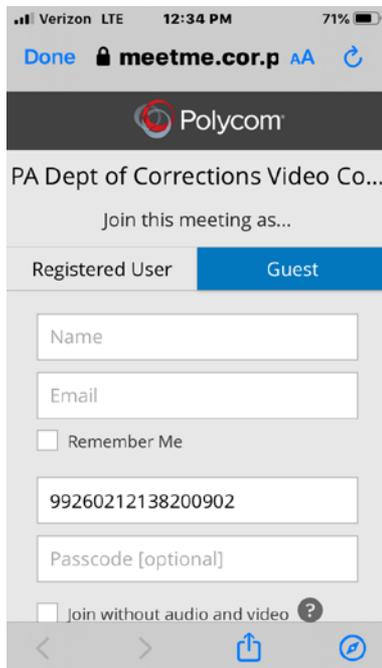
2



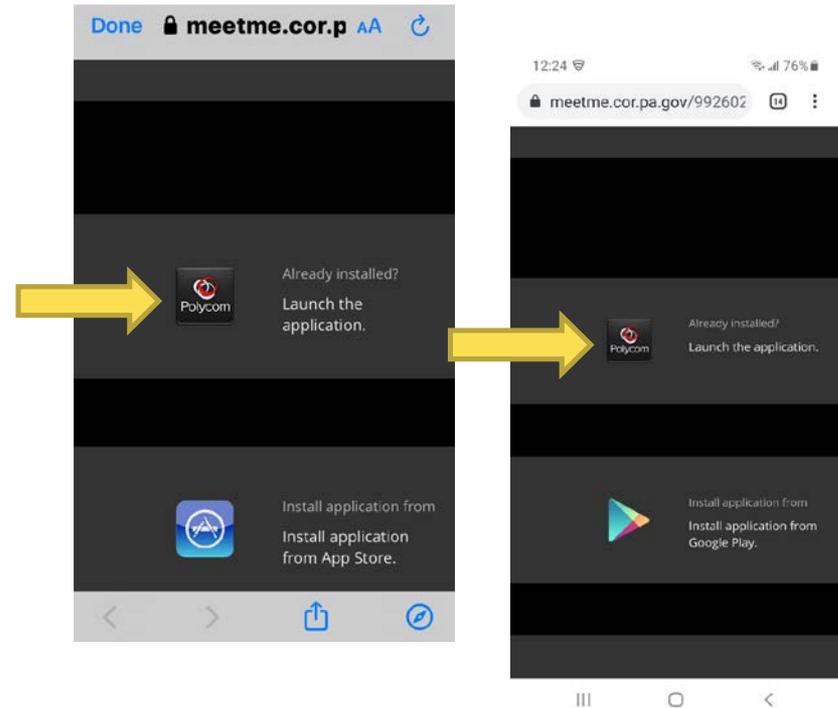
FAR END IS UNFOUND: Do not connect to your visit more than 5 minutes prior to your scheduled visit. If you do, you will receive an error message stating “far end is unfound”. This is because your visit is not yet active therefore you cannot connect.

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

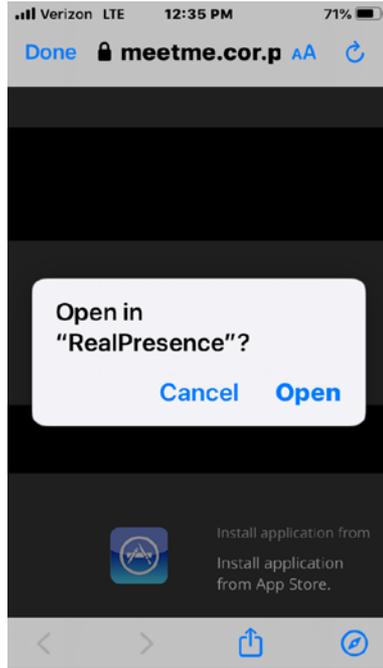


STEP 3 – Select **“Launch the application”**

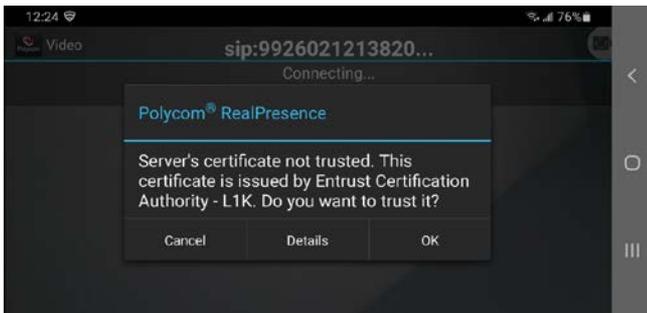
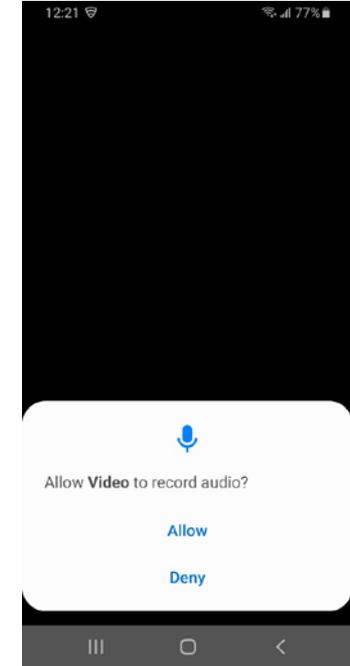
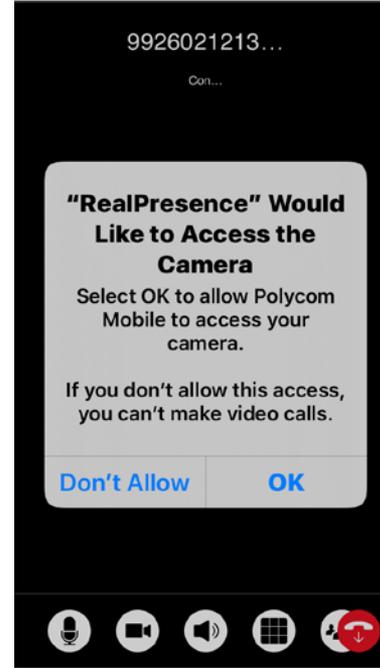


Screenshots: iPhone screenshots are on the right and Android screenshots are on the left

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

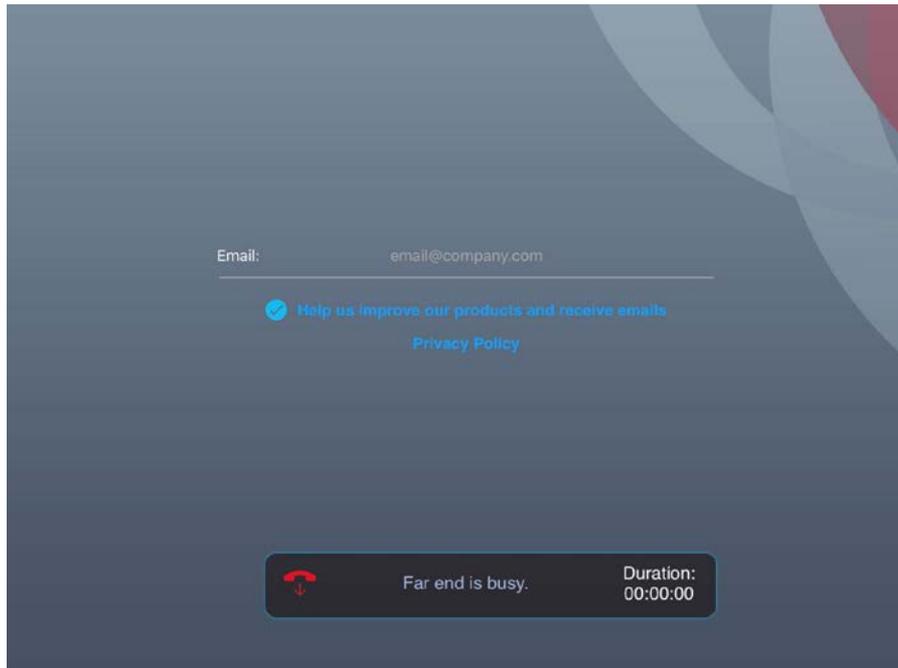
FAR END IS BUSY ERROR. This error will be received when more visitors are attempting to connect to the visit than visitors scheduled for the visit.

- 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:

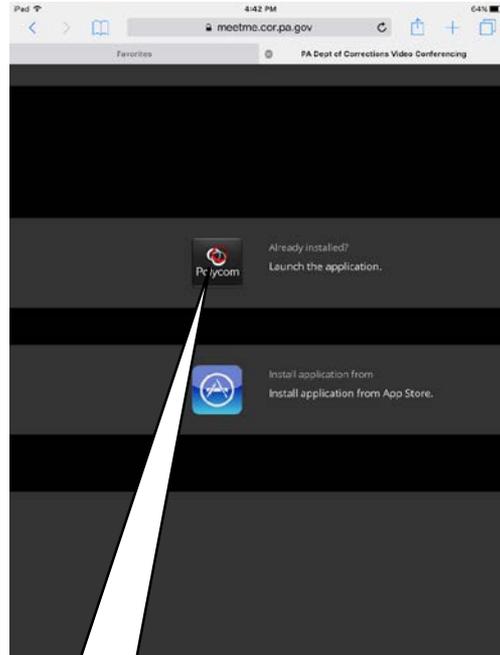
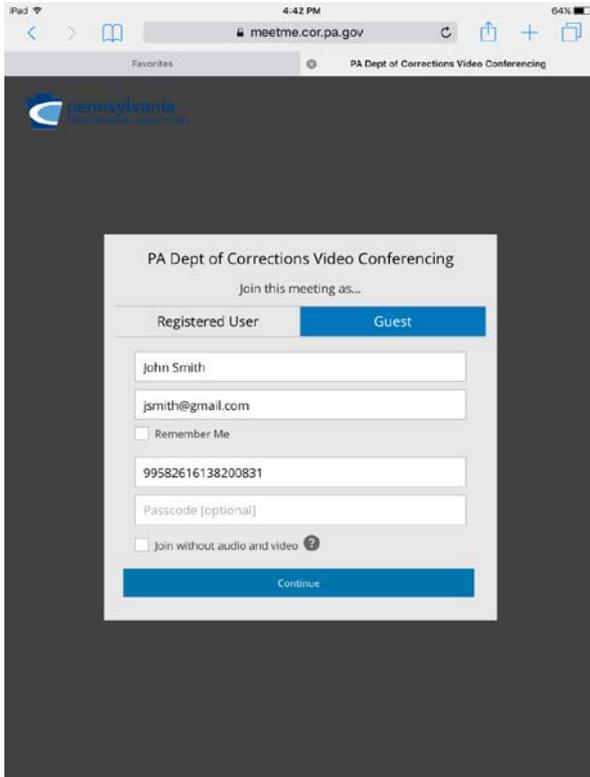
- The inmate will see a black screen but will be able to hear you.
- The inmate may be able to see you but not hear you.



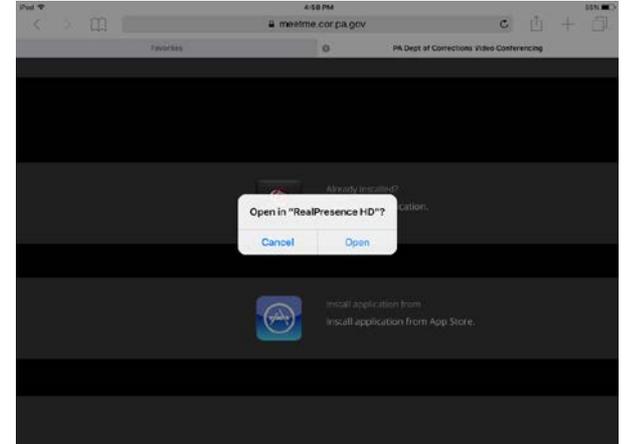
iPad

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.

iPad



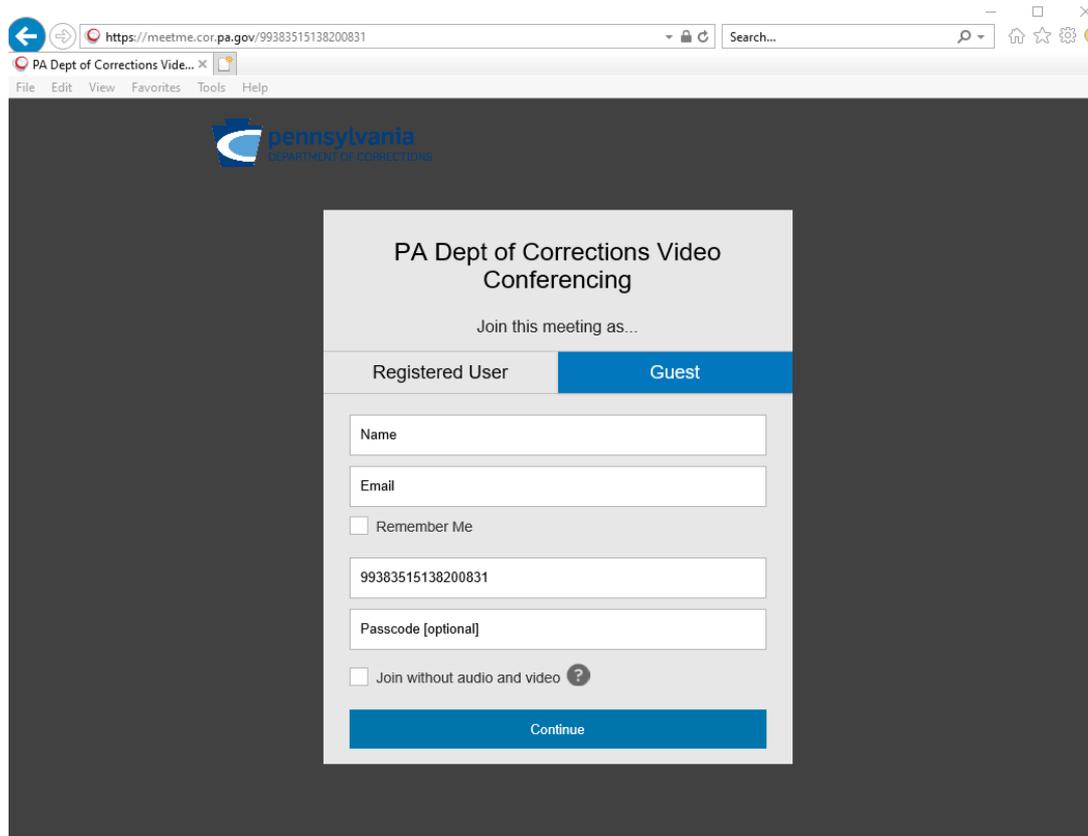
Select to Launch the Polycom App





Internet Explorer

Internet Explorer



The screenshot shows an Internet Explorer browser window with the address bar displaying <https://meetme.cor.pa.gov/99383515138200831>. The page title is "PA Dept of Corrections Video Conferencing". The page content includes the Pennsylvania Department of Corrections logo, the title "PA Dept of Corrections Video Conferencing", and the instruction "Join this meeting as...". There are two tabs: "Registered User" and "Guest", with "Guest" selected. The form fields include: "Name", "Email", a checkbox for "Remember Me", a text field containing "99383515138200831", a text field for "Passcode [optional]", and a checkbox for "Join without audio and video" with a help icon. A blue "Continue" button is at the bottom.

PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User Guest

Name

Email

Remember Me

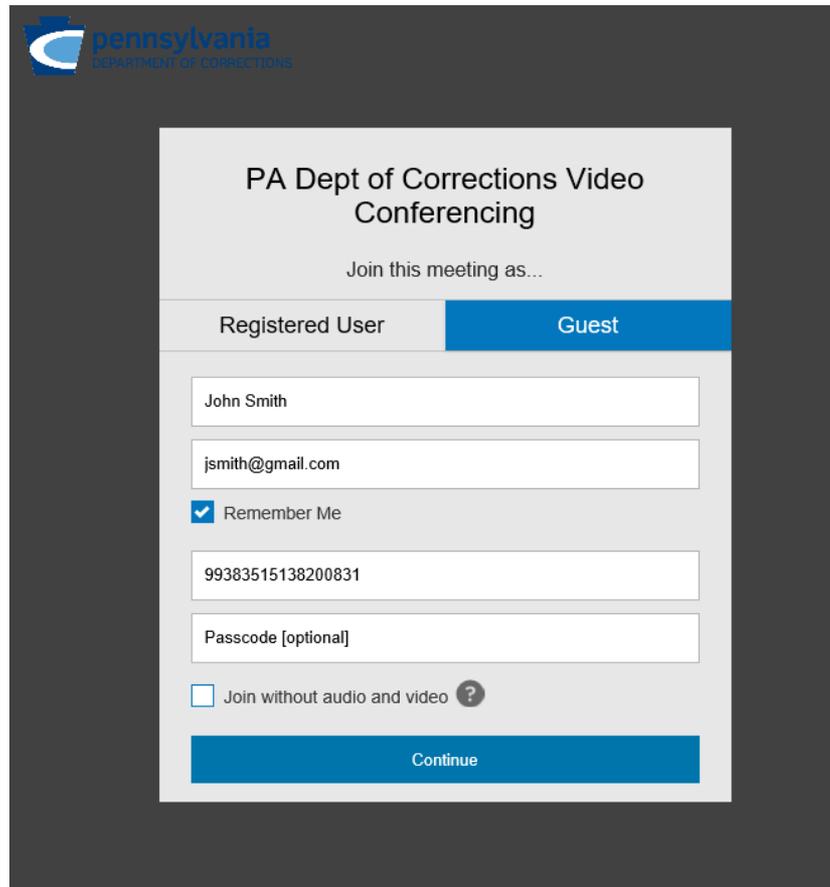
99383515138200831

Passcode [optional]

Join without audio and video ?

Continue

Internet Explorer



The screenshot shows a web interface for joining a video conference. At the top left is the Pennsylvania Department of Corrections logo. The main heading is "PA Dept of Corrections Video Conferencing". Below this is the instruction "Join this meeting as...". There are two tabs: "Registered User" and "Guest", with "Guest" being the active tab. The form contains several input fields: a name field with "John Smith", an email field with "jsmith@gmail.com", a "Remember Me" checkbox which is checked, a phone number field with "99383515138200831", and an optional passcode field. At the bottom, there is a checkbox for "Join without audio and video" with a help icon, and a blue "Continue" button.

 **pennsylvania**
DEPARTMENT OF CORRECTIONS

PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User **Guest**

John Smith

jsmith@gmail.com

Remember Me

99383515138200831

Passcode [optional]

Join without audio and video 

Continue

Internet Explorer

The screenshot shows a web page for Polycom RealPresence Web Suite. The page has a white background with a dark blue header. The Polycom logo is on the left, followed by the text "Polycom | RealPresence® Web Suite". Below this, a message states: "Your download should automatically begin in a few seconds, but if not, [click here](#)." The page is divided into two columns by a vertical line. The left column is titled "Step 1" and features a downward arrow icon. Below the icon, it says "Download and install 'Launcher'". The right column is titled "Step 2" and features an icon of a document with a square around it. Below the icon, it says "Click 'Launcher' to install the application". At the bottom of the page, there is a line of text: "By downloading and installing the 'Launcher' you accept the [End User License Agreement](#)." At the bottom of the screenshot, a yellow download dialog box is open. It contains the text: "Do you want to run or save Launcher_meetme.cor.pa.gov_99383515138200831_53428ae9-a8b3-416f-a6d4....exe (342 KB) from meetme.cor.pa.gov? X". Below this text are three buttons: "Run", "Save", and "Cancel".

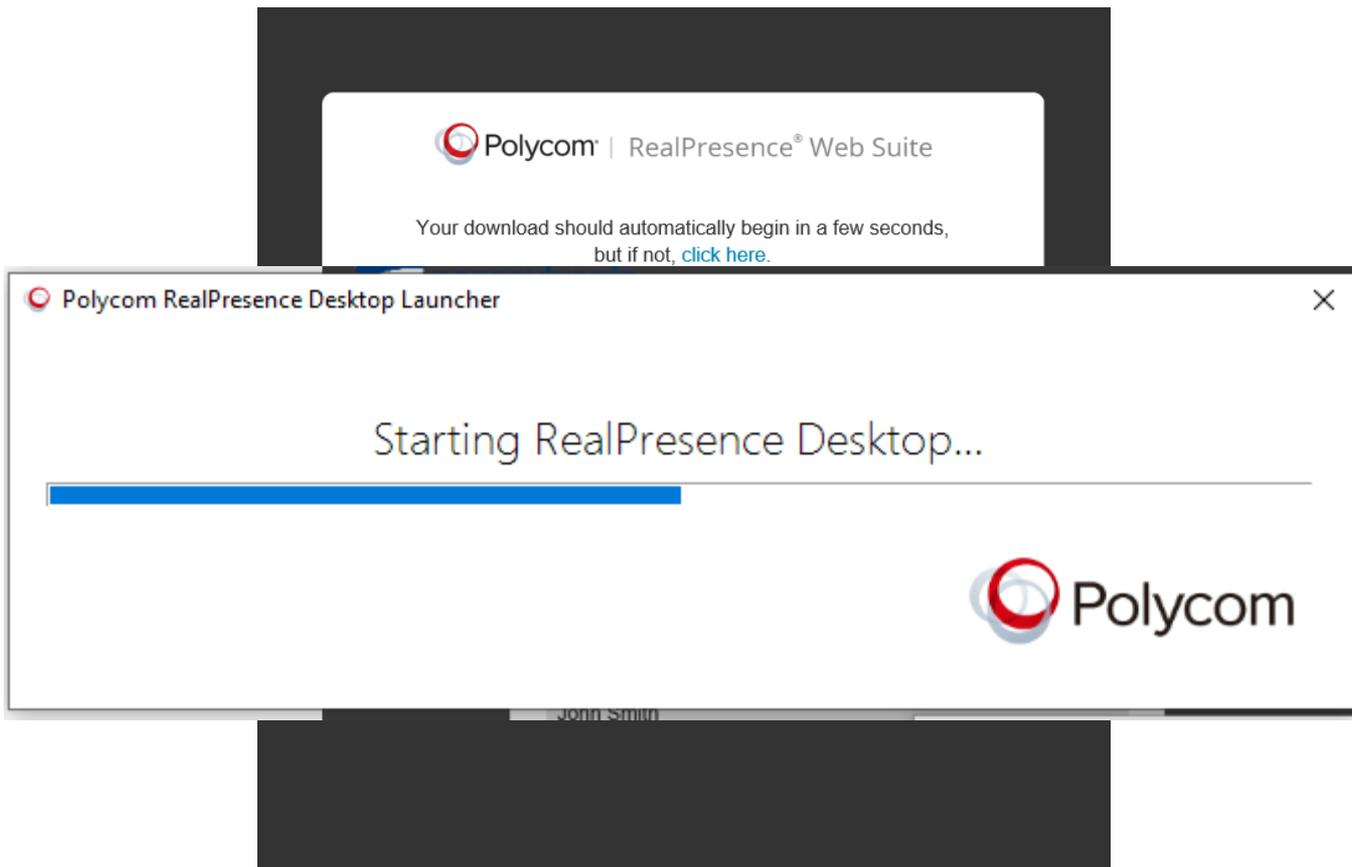
Select "Run"

Internet Explorer

The screenshot shows the Pennsylvania Department of Corrections Video Conferencing interface. At the top left is the logo for the Pennsylvania Department of Corrections. The main heading is "PA Dept of Corrections Video Conferencing". Below this is the text "Join this meeting as..." followed by two buttons: "Registered User" and "Guest". The "Guest" button is highlighted in blue. Below the buttons is a text input field containing "John Smith". There are two more input fields: one with the number "99395118138200831" and another labeled "Passcode [optional]". Below these is a checkbox labeled "Join without audio and video" with a question mark icon. At the bottom right of the form is a blue "Continue" button. Overlaid on the right side of the form is an Internet Explorer security warning dialog box. The dialog box title is "Internet Explorer" and the main question is "Do you want to allow this website to open a program on your computer?". It provides details: "From: meetme.cor.pa.gov", "Program: Launcher", and "Address: plcmlauncher:meetme.cor.pa.gov_99395118138200831_15b3b1dc-7610-405a-b807-". There is a checked checkbox for "Always ask before opening this type of address" and "Allow" and "Cancel" buttons. At the bottom of the dialog box is a warning icon and text: "Allowing web content to open a program can be useful, but it can potentially ham your computer. Do not allow it unless you trust the source of the content. [What's the risk?](#)"

Select "Allow"

Internet Explorer



Internet Explorer

Polycom RealPresence Desktop---Virtual Meeting Room 99395118138200831

RET-001

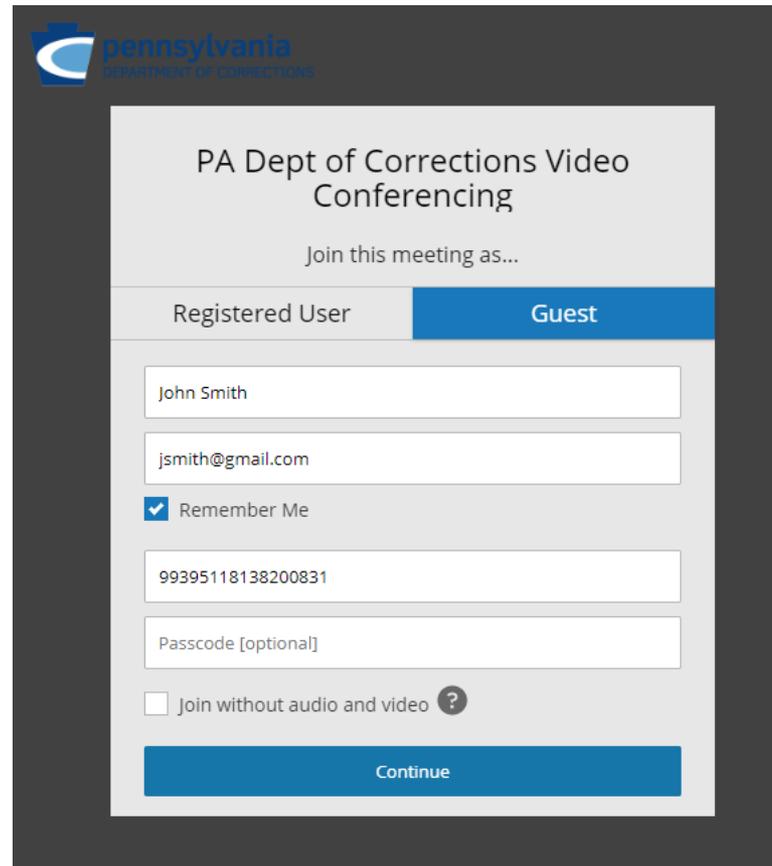
00:03:43

Internet Explorer



Microsoft Edge

Microsoft Edge



The screenshot shows a web interface for joining a video conference. At the top left is the Pennsylvania Department of Corrections logo. The main heading is "PA Dept of Corrections Video Conferencing". Below this is the instruction "Join this meeting as...". There are two tabs: "Registered User" and "Guest", with "Guest" being the active tab. The form contains several input fields: a name field with "John Smith", an email field with "jsmith@gmail.com", a "Remember Me" checkbox which is checked, a meeting ID field with "99395118138200831", a "Passcode [optional]" field, and a "Join without audio and video" checkbox which is unchecked. A "Continue" button is at the bottom.

 Pennsylvania
DEPARTMENT OF CORRECTIONS

PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User **Guest**

John Smith

jsmith@gmail.com

Remember Me

99395118138200831

Passcode [optional]

Join without audio and video 

Continue

Microsoft Edge

 Polycom | RealPresence® Web Suite

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](#).

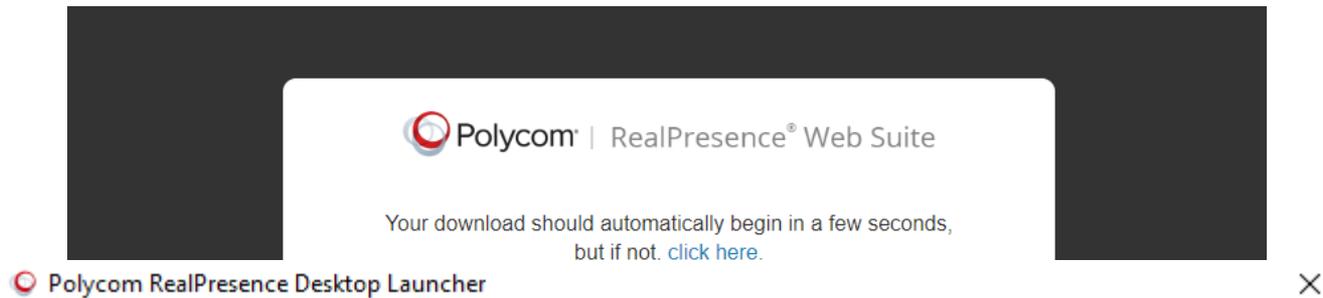
Launcher_meetme.c...exe ... Show all ×

Microsoft Edge

The screenshot shows a web browser window displaying the Polycom RealPresence Web Suite installation instructions. The page has a white background with a dark blue header. The Polycom logo is on the left, followed by the text "Polycom | RealPresence® Web Suite". Below this, a message states: "Your download should automatically begin in a few seconds, but if not, [click here](#)." The instructions are divided into two steps: "Step 1" with a download icon and the text "Download and install 'Launcher'", and "Step 2" with a document icon and the text "Click 'Launcher' to install the application". At the bottom, a note says: "By downloading and installing the 'Launcher' you accept the [End User License Agreement](#)." A dark grey tooltip with a white arrow icon and the text "Click on Launcher" is positioned over the "Launcher" link in Step 1. The browser's address bar shows "Launcher_meetme.c...exe" and "Open file". A "Show all" button is visible in the bottom right corner of the browser window.

Select **“Open File”**

Microsoft Edge



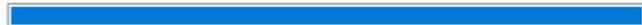
Polycom | RealPresence® Web Suite

Your download should automatically begin in a few seconds, but if not, [click here](#).

ⓧ Polycom RealPresence Desktop Launcher

✕

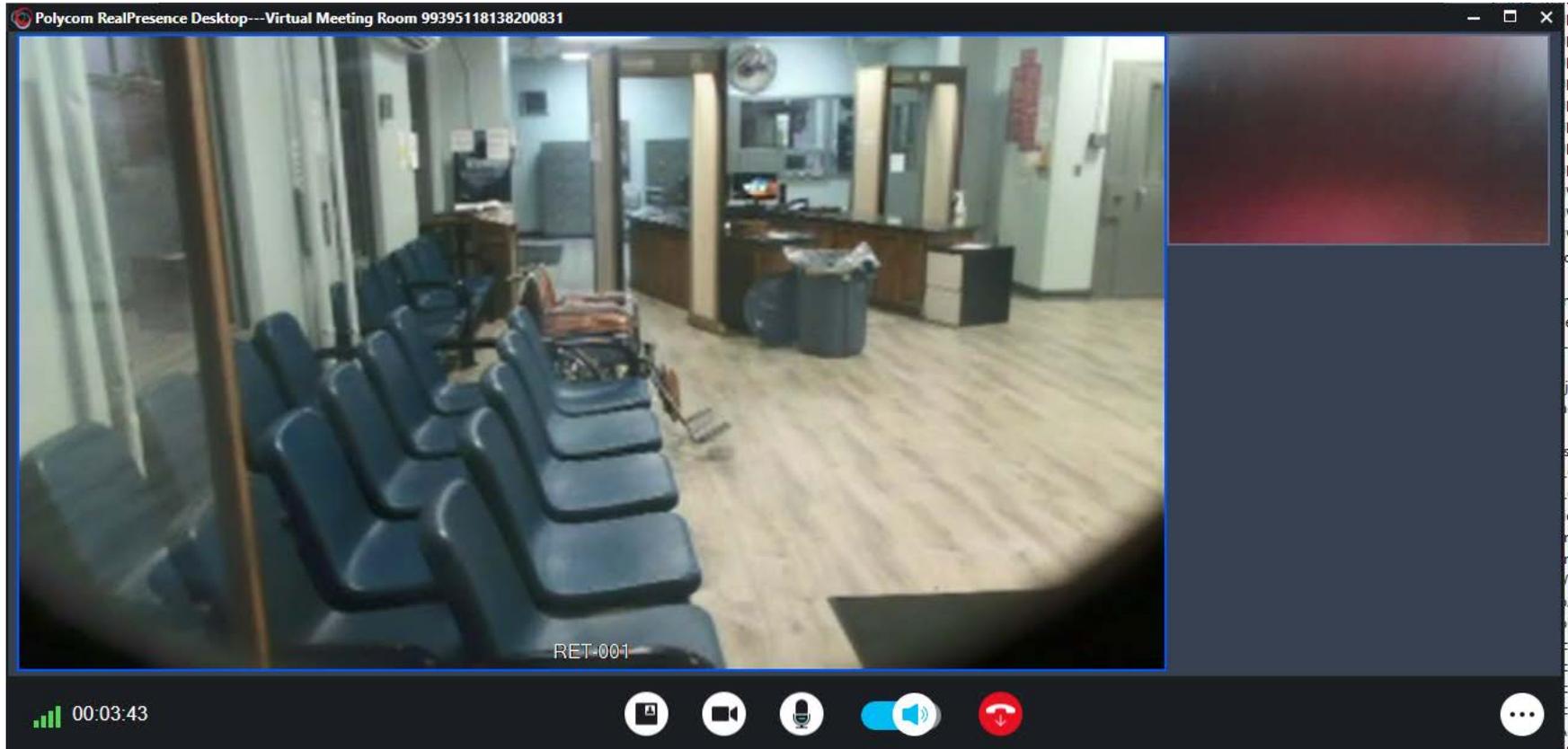
Starting RealPresence Desktop...



End User License Agreement

ⓧ Click on Launcher

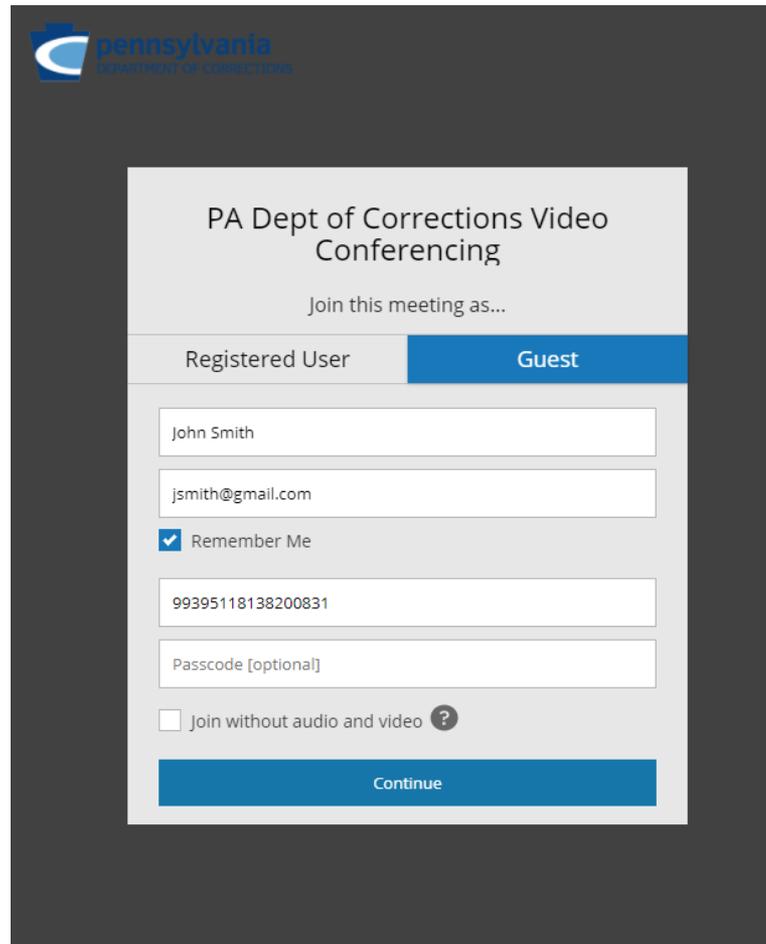
Microsoft Edge





Google Chrome

Google Chrome



The screenshot shows a web interface for joining a video conference. At the top left is the Pennsylvania Department of Corrections logo. The main heading is "PA Dept of Corrections Video Conferencing". Below this is the prompt "Join this meeting as...". There are two tabs: "Registered User" and "Guest", with "Guest" being the active tab. The form contains several input fields: a name field with "John Smith", an email field with "jsmith@gmail.com", a "Remember Me" checkbox which is checked, a phone number field with "99395118138200831", an optional passcode field, and a checkbox for "Join without audio and video" with a help icon. A blue "Continue" button is at the bottom.

 **pennsylvania**
DEPARTMENT OF CORRECTIONS

PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User **Guest**

John Smith

jsmith@gmail.com

Remember Me

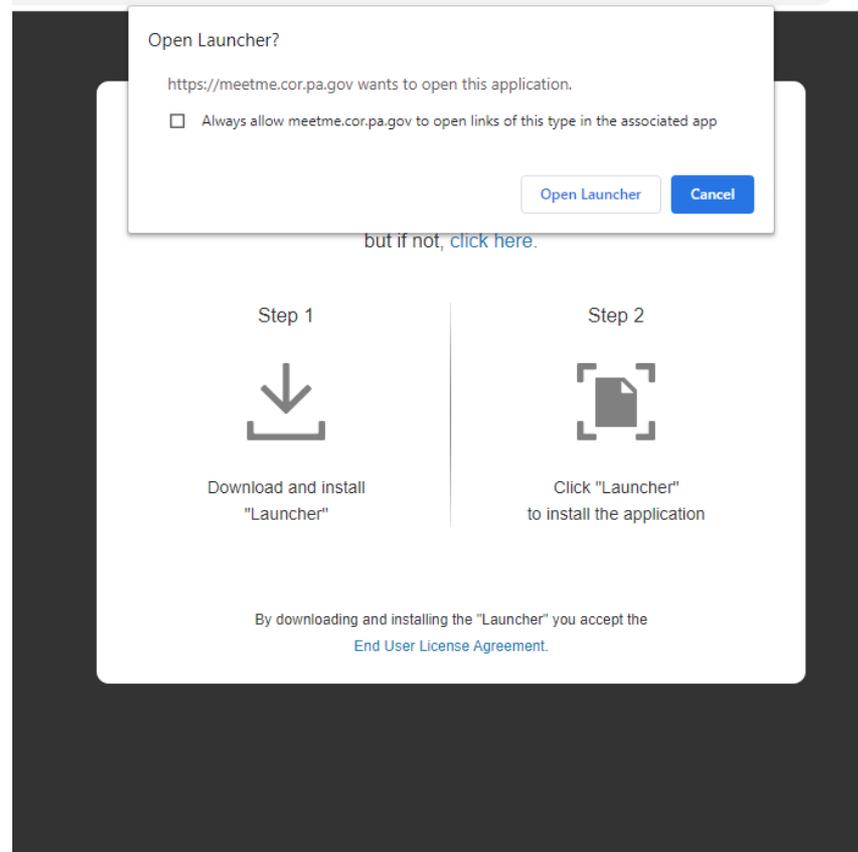
99395118138200831

Passcode [optional]

Join without audio and video ?

Continue

Google Chrome



The image shows a Chrome dialog box titled "Open Launcher?" with the text "https://meetme.cor.pa.gov wants to open this application." and a checkbox "Always allow meetme.cor.pa.gov to open links of this type in the associated app". Below the dialog box is a link "but if not, click here." and a two-step installation guide. Step 1 is "Download and install 'Launcher'" with a download icon. Step 2 is "Click 'Launcher' to install the application" with a launcher icon. At the bottom, it says "By downloading and installing the 'Launcher' you accept the End User License Agreement."

Open Launcher?

https://meetme.cor.pa.gov wants to open this application.

Always allow meetme.cor.pa.gov to open links of this type in the associated app

Open Launcher Cancel

but if not, [click here.](#)

Step 1

Download and install "Launcher"

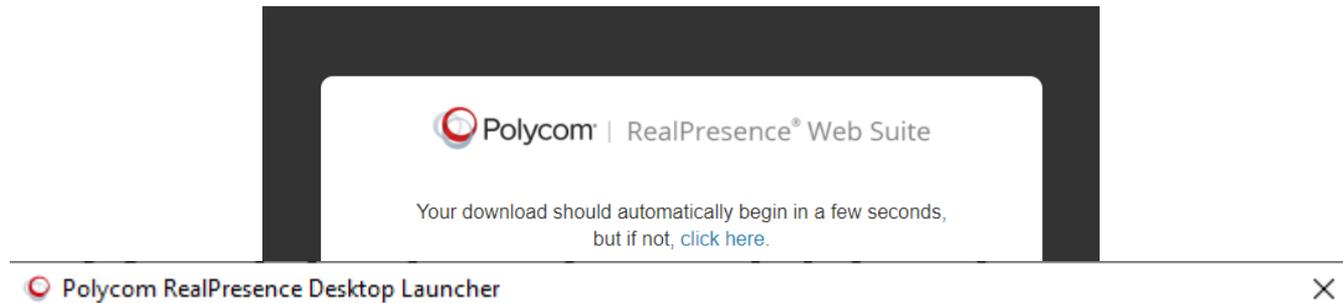
Step 2

Click "Launcher" to install the application

By downloading and installing the "Launcher" you accept the [End User License Agreement.](#)

Select **"Open Launcher"**

Google Chrome



Starting RealPresence Desktop...



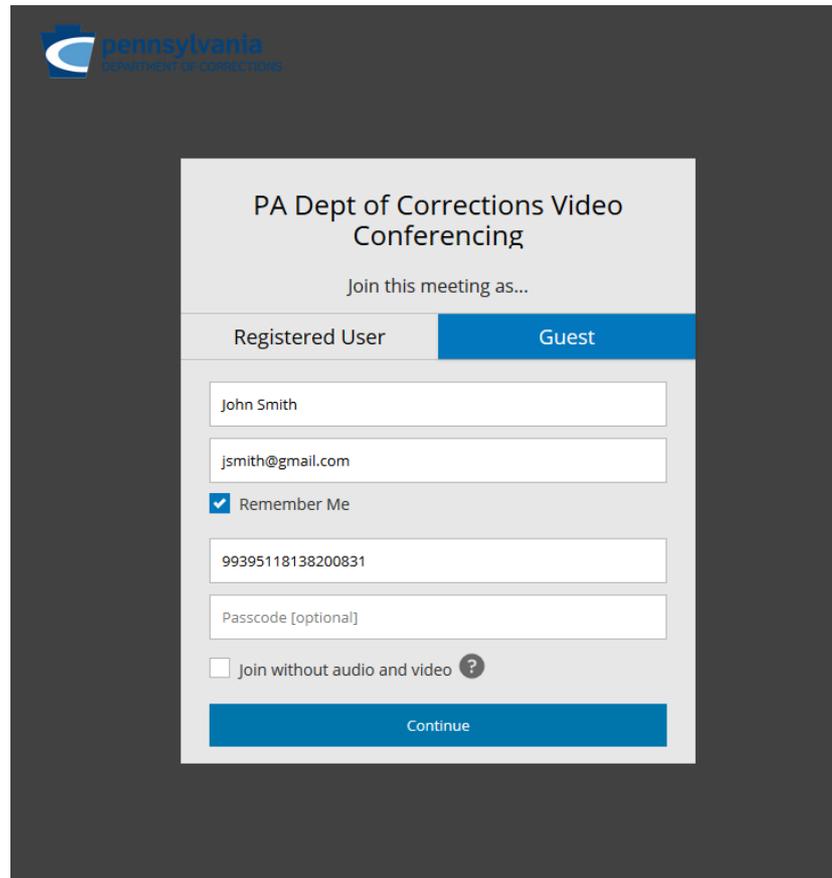
Google Chrome





Mozilla Firefox

Mozilla Firefox



The screenshot shows a web interface for joining a video conference. At the top left is the logo for the Pennsylvania Department of Corrections. The main heading is "PA Dept of Corrections Video Conferencing". Below this is the instruction "Join this meeting as...". There are two tabs: "Registered User" and "Guest", with "Guest" being the active tab. The form contains several input fields: a name field with "John Smith", an email field with "jsmith@gmail.com", a "Remember Me" checkbox which is checked, a phone number field with "99395118138200831", and a "Passcode [optional]" field. At the bottom of the form is a "Join without audio and video" checkbox which is unchecked, followed by a question mark icon. A blue "Continue" button is at the bottom of the form.

 **pennsylvania**
DEPARTMENT OF CORRECTIONS

PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User **Guest**

John Smith

jsmith@gmail.com

Remember Me

99395118138200831

Passcode [optional]

Join without audio and video ?

Continue

Mozilla Firefox

The screenshot shows the Polycom RealPresence Web Suite installation page. It features a two-step process: Step 1, 'Download and install "Launcher"', and Step 2, 'Click "Launcher" to install the application'. A file save dialog box is overlaid on the page, showing the file name '...200831_444a3c84-4204-4781-b384-0ebd7c9c2106_en-US.exe' and the source URL 'https://meetme.cor.pa.gov'. The dialog box has 'Save File' and 'Cancel' buttons.

Select **“Save File”**

Mozilla Firefox

https://meetme.cor.pa.gov/99395118138200831#/ma

Polycom | RealPresence® Web Suite

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

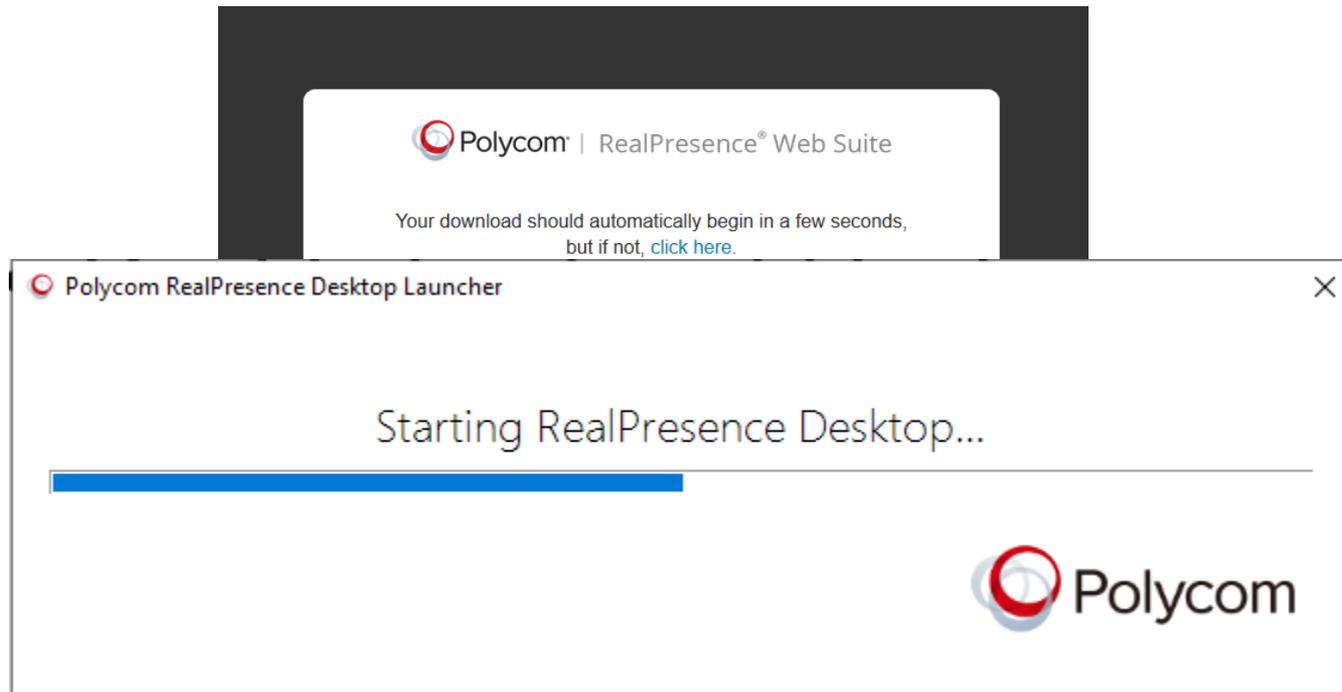
By downloading and installing the "Launcher" you accept the [End User License Agreement](#).

Select down arrow

Mozilla Firefox

The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL: <https://meetme.cor.pa.gov/99395118138200831#/ma>. A download notification is visible at the top, showing a file named "Launcher_meetme.cor.pa.g...-40c8e907eb8e_en-US.exe" with a size of 342 KB, which has been completed. Below the notification is a "Show All Downloads" link. The main content area of the browser displays the Polycom RealPresence Web Suite installation page. The page includes the Polycom logo and the text "RealPresence® Web Suite". It instructs the user: "Your download should automatically begin in a few seconds, but if not, [click here](#)." The installation process is divided into two steps: Step 1, "Download and install 'Launcher'", and Step 2, "Click 'Launcher' to install the application". At the bottom, it states: "By downloading and installing the 'Launcher' you accept the [End User License Agreement](#)". A callout box with the word "Select" in red text points to the download notification.

Mozilla Firefox



Mozilla Firefox

