



Inmate Visitation System

Joining a Call as a Professional Visitor

March 25, 2021

Who is a Professional Visitor?

Professional visitors include, but are not limited to:

Attorneys
Legislators
Law enforcement
Children and Youth services
Victim advocates
PA Prison Society
etc.

Professional visitors are individuals not on an inmate's authorized visitors list as a personal visitor.

How to Schedule a Professional Visit

To schedule a video visit, the professional visitor shall:

- Call the SCI where the inmate is located and speak to the Superintendent's Assistant.
 - If the Superintendent's Assistant is unavailable at the time of the call, please leave a message and they will return your call.
- If it is the professional visitor's first video visit, the Superintendent's Assistant will add the professional visitor to the inmate visitation system.
 - Info needed: Name, Agency, Category, Email Address, Agency Address and Phone Number
 - Note: Professional visitor details are shared across facilities so each professional visitor will only need added once.
- The Superintendent's Assistant will coordinate a time and date for the video visit.
- The professional visitor will receive an automated email confirmation at the email address provided.
 - This email will include a link to a connection guide and the link to connect to the visit.

Email Address: It is critical that a valid email address is provided to ensure you receive the video visit connection information.

How to Cancel a Professional Visit

Professional Visit Cancellation:

- The professional visitor shall call the Superintendent's Assistant as far in advance as possible to cancel a visit.
- The Superintendent's Assistant will then cancel the visit in the inmate visitation system and the professional visitor will receive an automated cancellation email notification.

Email Address: An automated cancellation email will be sent to the email address on file.

What to do in Advance

1. Determine how you plan to connect to the video visit

- Smartphone (pages 7-14 of this guide)
 - **Attention T-Mobile Customers**: In order to successfully connect to a scheduled visit, T-Mobile customers using an iPhone must utilize a WIFI data connection. Attempts to connect to a scheduled visit while utilizing the T-Mobile cellular data network will fail resulting in an error stating “far end disconnected”. This is a limitation of the T-Mobile cellular network, not the Inmate Visitation System.
- Smart Device – iPad or Tablet (pages 15-16 of this guide)
- Desktop or Laptop – Internet Explorer, Microsoft Edge, Google Chrome or Mozilla Firefox (pages 17-37 of this guide)
- PolyCom Video Conferencing Device
 - Dial string format: [IP Address]##[Personal Meeting ID]

2. Review this connection guide and download the PolyCom RealPresence mobile app if connecting from a mobile device.

3. Ensure the device/equipment you plan to connect from has audio and video capabilities, AND that these capabilities are **enabled**.

Audio and Video: Double check to make sure audio and video capabilities are enabled

What to do at The Time of the Visit

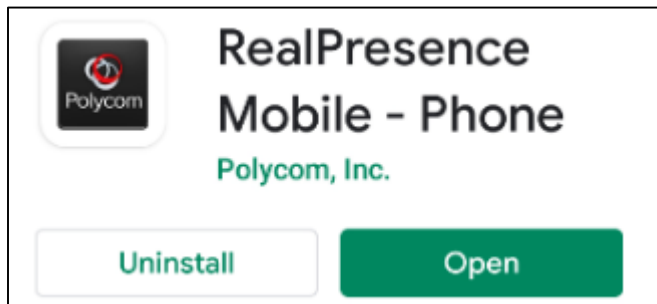
- A professional visitor may join the video visit up to 5 minutes before the scheduled start time.
- Click the video visit URL received in the automated confirmation email.
- You will then be directed to the PA DOC Video Conferencing website (<https://meetme.cor.pa.gov>) where you will select to join 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

iPhone/Android:

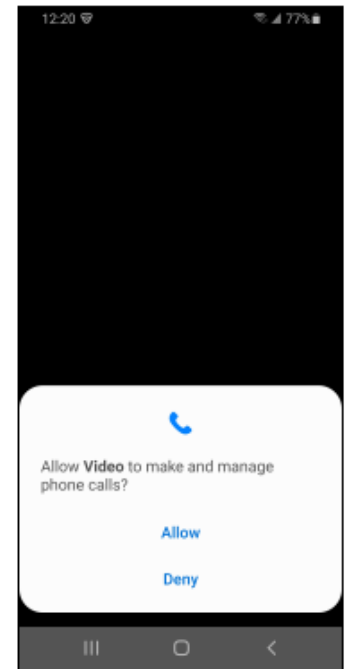
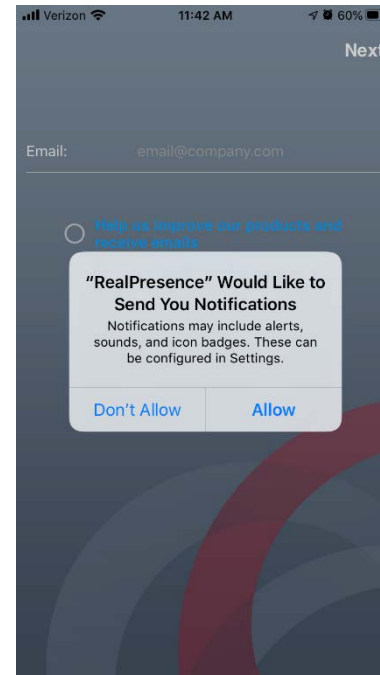
What to do before my scheduled video visit

STEP 1 – Download the Polycom RealPresence Mobile App.

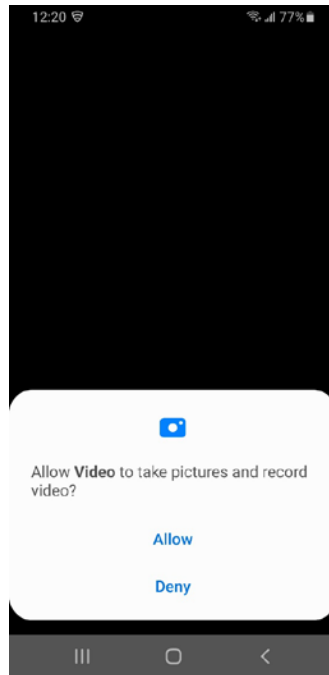
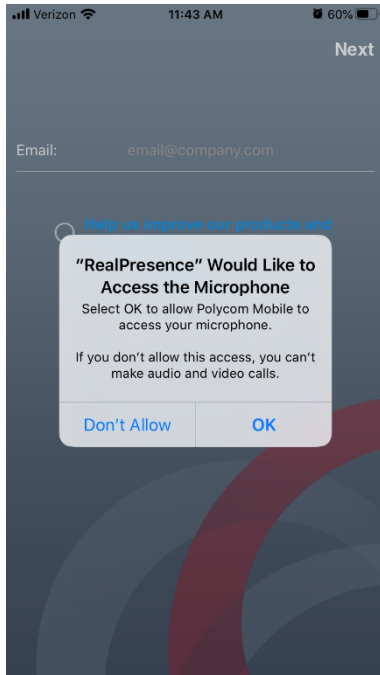


Screenshots: iPhone screenshots are on the right and Android screenshots are on the left

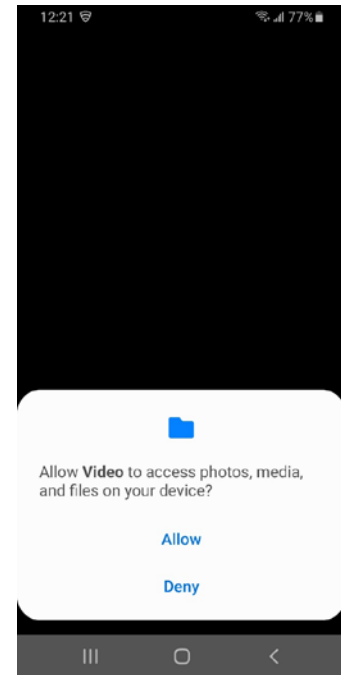
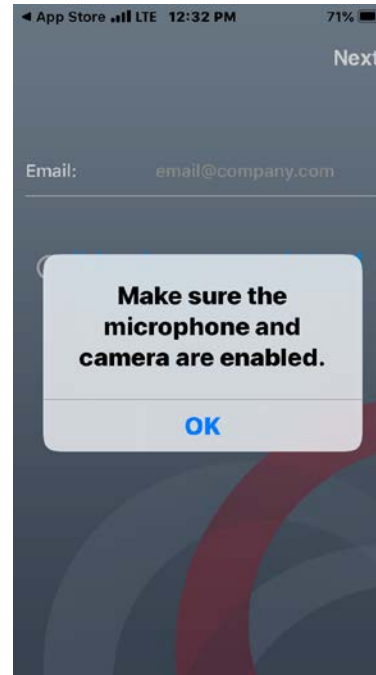
STEP 2 – Open the app select “Allow”.



STEP 3 – Select “OK” / “Allow”

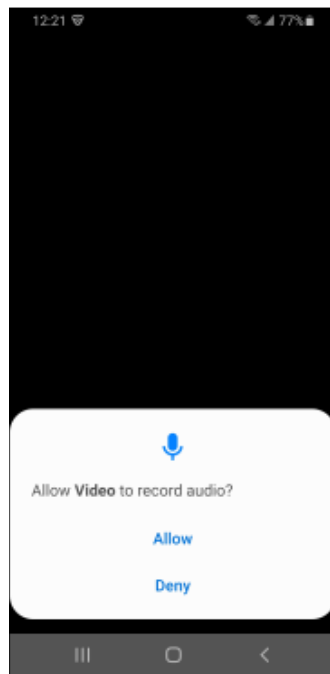


STEP 4 – Make sure that your microphone and camera are enabled in your phone settings. Select “OK” / “Allow”

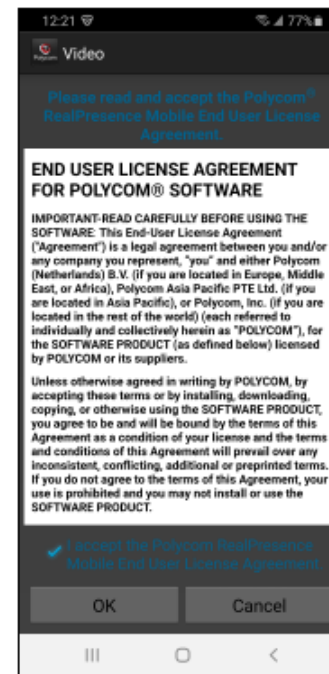


Screenshots: iPhone screenshots are on the right and Android screenshots are on the left

STEP 5 – Select “Allow”
(Android only)



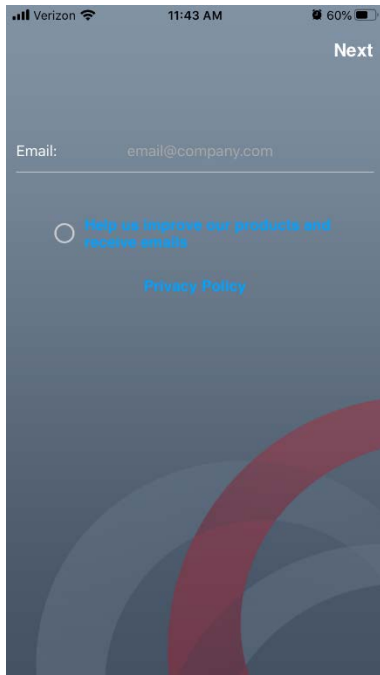
STEP 6 – Check the box next to “I accept the Polycom Real presence End User License Agreement” and Select “OK”
(Android only)



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.



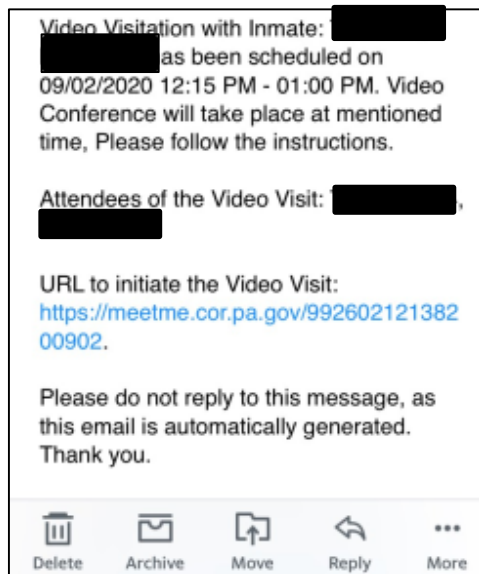
STEP 9 – **You do not need to do anything further in this app.** At this point, you should simply **exit the app**.

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 selecting the URL in your **confirmation email**.

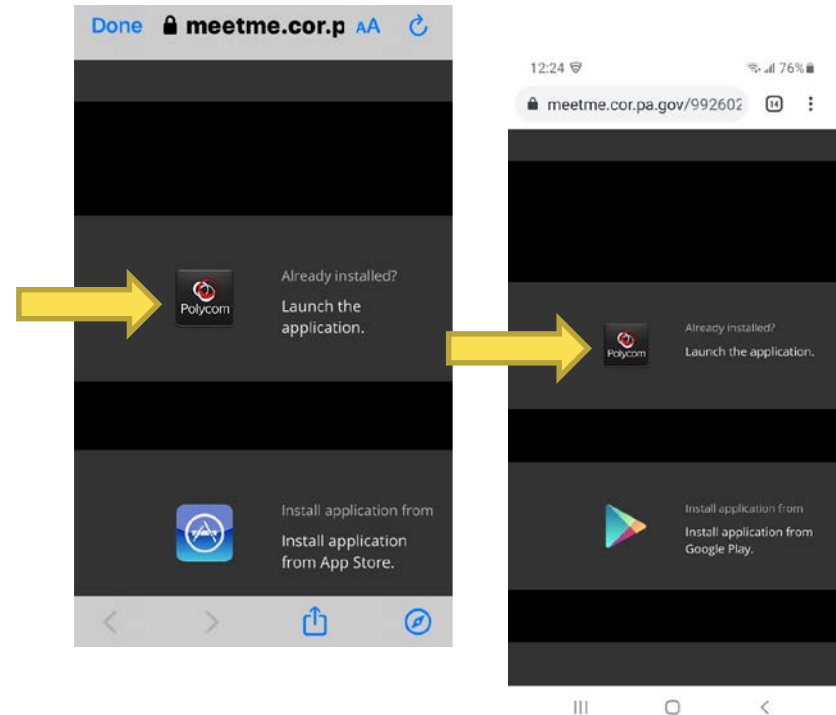


FAR END IS UNFOUND: Do not connect to your visit more than 5 minutes prior to your scheduled visit. If you do, you will receive an error message stating "far end is unfound". This is because your visit is not yet active therefore you cannot connect.

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:

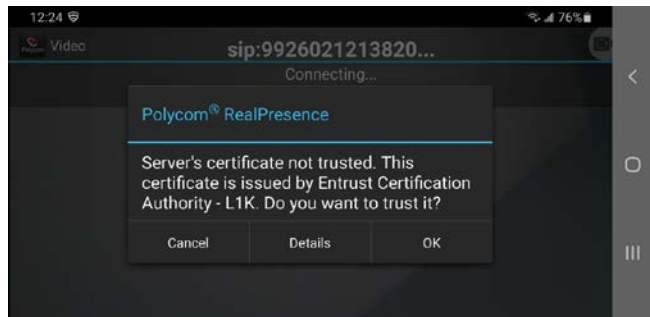
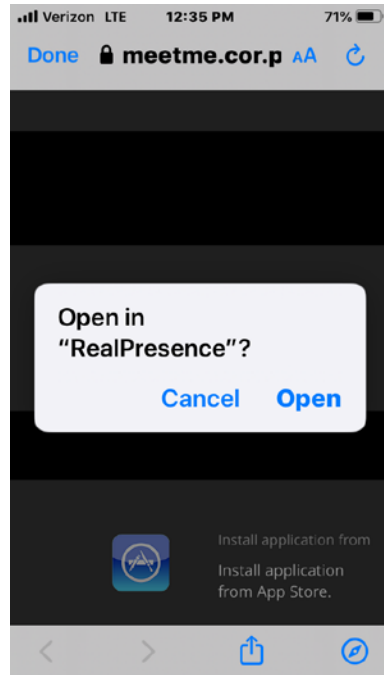
- Enter your **NAME & EMAIL ADDRESS**
- Select “**Continue**”
- For convenience you may check “**Remember Me**” to speed up the process for future visits

STEP 3 – Select “Launch the application”

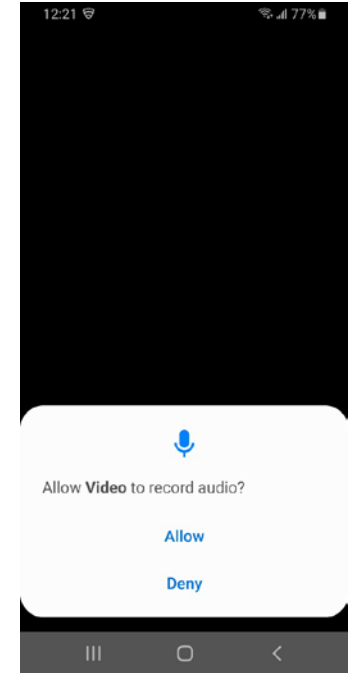
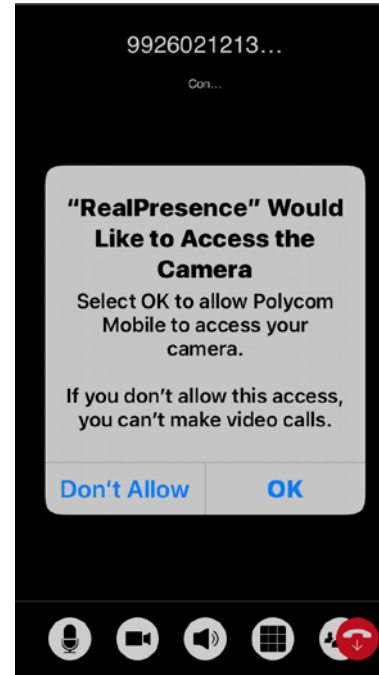


Screenshots: iPhone screenshots are on the right and Android screenshots are on the left

STEP 4 – Select “Open” / “OK”



STEP 4 – Select “Ok” / “Allow”



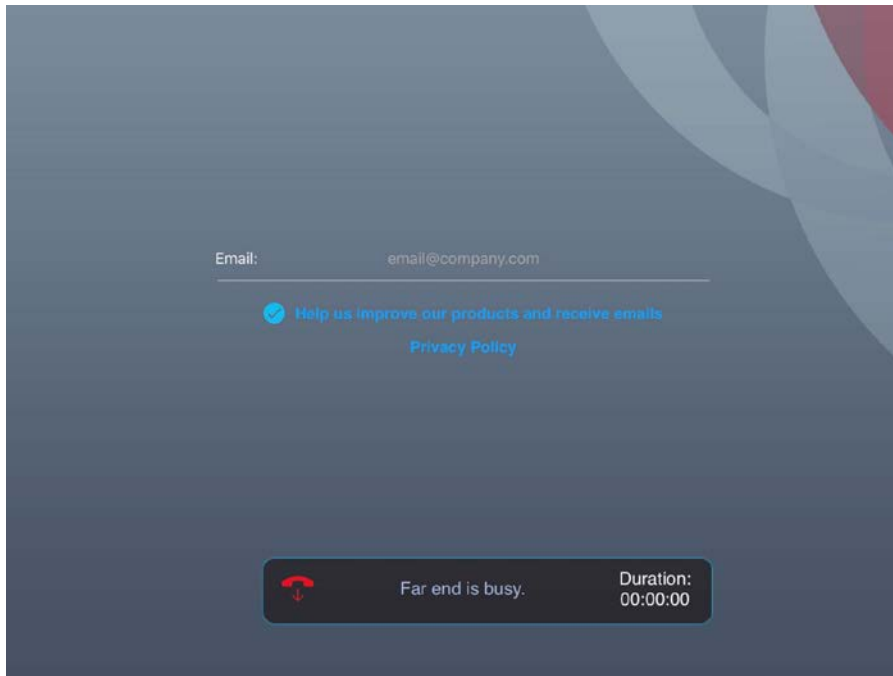
Screenshots: iPhone screenshots are on the right/top and Android screenshots are on the left/bottom

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.



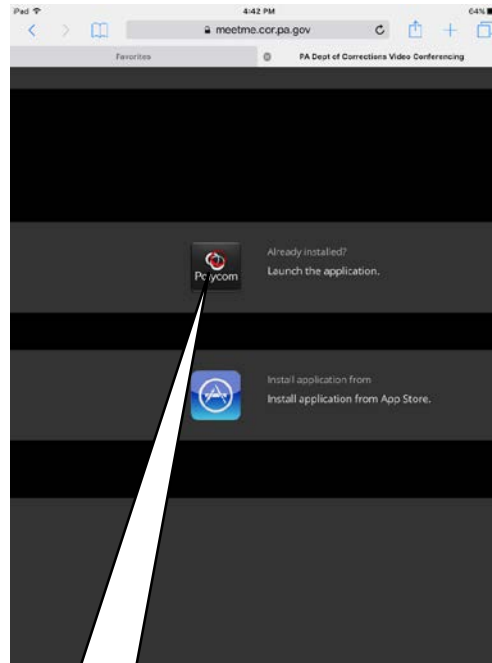
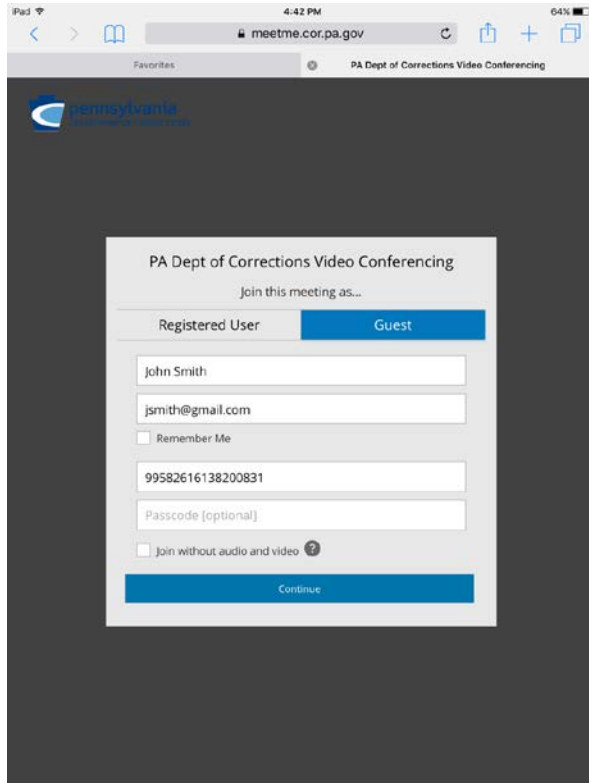
IMPORTANT NOTE: If you do not properly enable audio and video settings, the inmate may not be able to see or hear you. Examples include:

- 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.

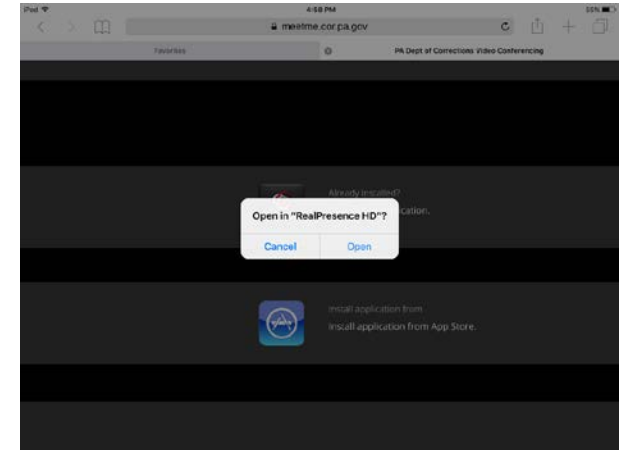
iPad

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

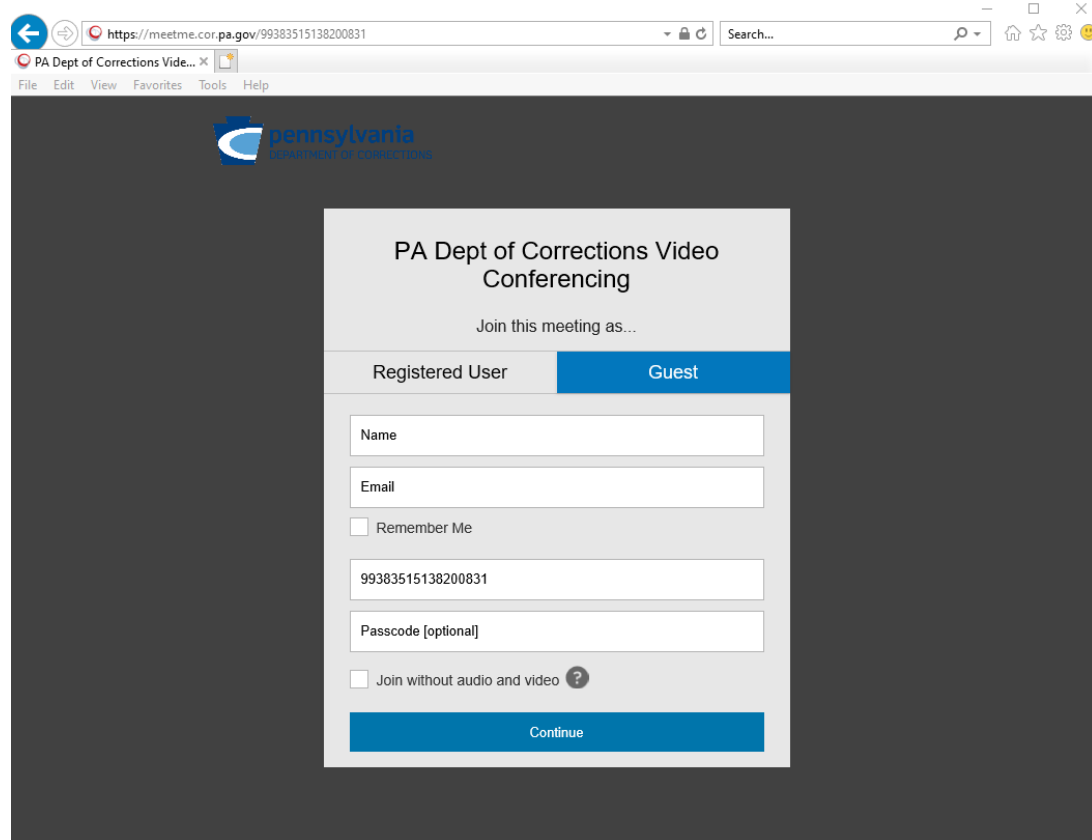


Select to Launch
the Polycom App



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 a logo for the Pennsylvania Department of Corrections, a title "PA Dept of Corrections Video Conferencing", and a prompt "Join this meeting as...". Below this are two tabs: "Registered User" and "Guest". The "Guest" tab is 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

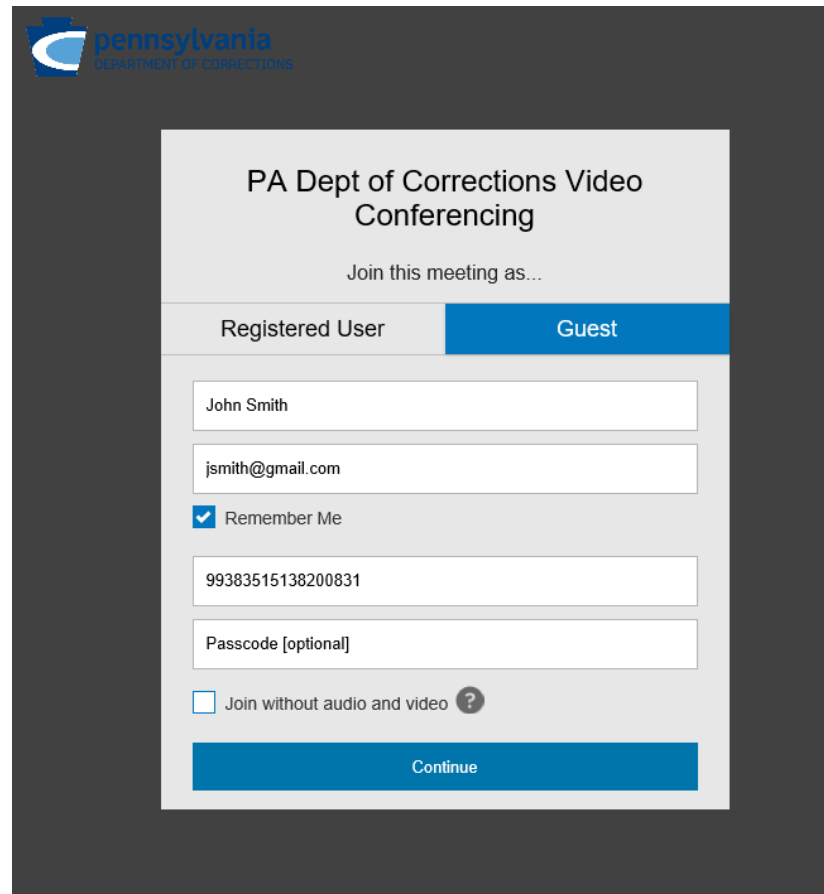
99383515138200831

Passcode [optional]


☐ Join without audio and video ?

Continue

Internet Explorer



The screenshot shows a web interface for the Pennsylvania Department of Corrections Video Conferencing. At the top left is the department's 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 numeric field with "99383515138200831", and a "Passcode [optional]" field. At the bottom is a "Join without audio and video" checkbox which is unchecked, followed by a help 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

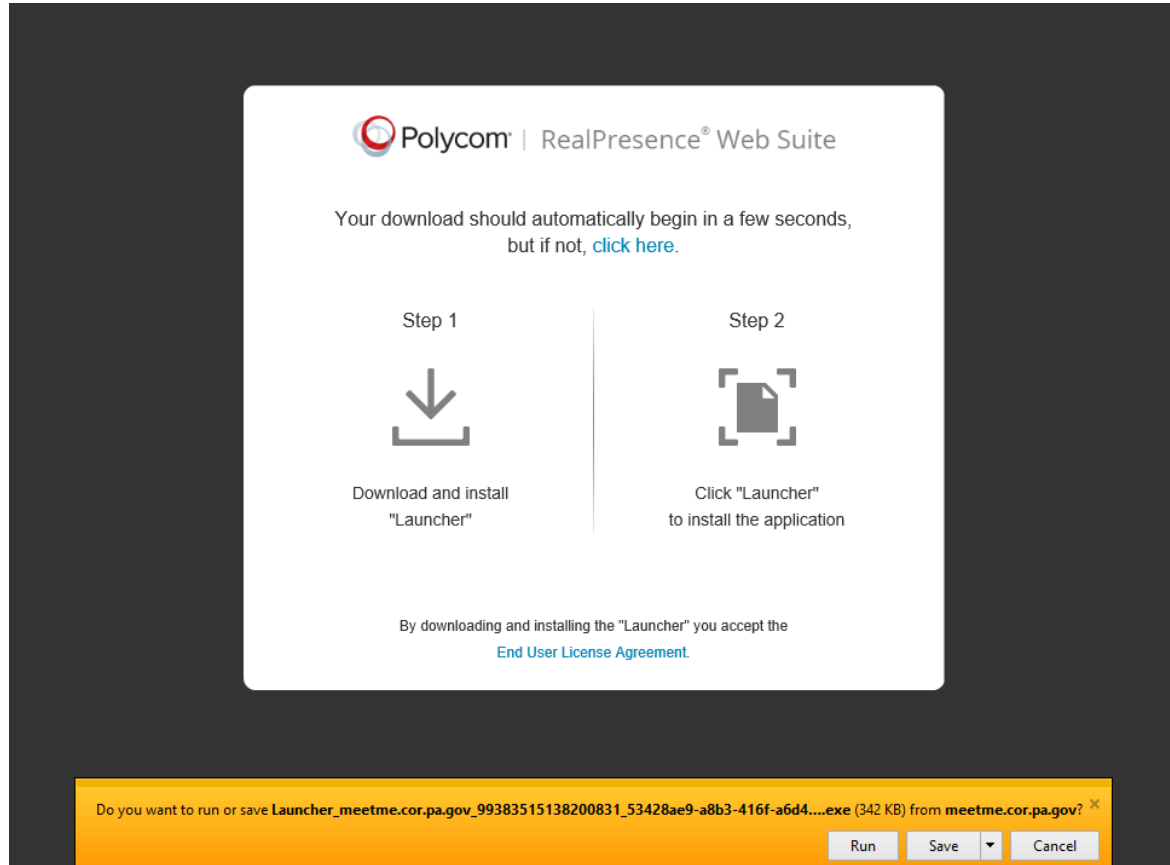
99383515138200831

Passcode [optional]

☐ Join without audio and video ?

Continue

Internet Explorer



Select "Run"

Internet Explorer

The screenshot shows the login page for the PA Dept of Corrections Video Conferencing. The page has a dark grey background with a white login form. At the top left of the form is the Pennsylvania Department of Corrections logo. The title "PA Dept of Corrections Video Conferencing" is centered. Below the title is the text "Join this meeting as...". There are two tabs: "Registered User" and "Guest", with "Guest" being the active tab. Below the tabs is a text input field containing "John Smith". Below that is a text input field containing "99395118138200831". Below that is a text input field labeled "Passcode [optional]". Below the passcode field is a checkbox labeled "Join without audio and video" with a question mark icon. At the bottom 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 has a title bar that says "Internet Explorer". The main text asks "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 checkbox labeled "Always ask before opening this type of address" which is checked. At the bottom of the dialog are "Allow" and "Cancel" buttons. Below the buttons is a small shield icon and a warning message: "Allowing web content to open a program can be useful, but it can potentially harm your computer. Do not allow it unless you trust the source of the content. [What's the risk?](#)".

pennsylvania
DEPARTMENT OF CORRECTIONS

PA Dept of Corrections Video Conferencing

Join this meeting as...

Registered User Guest

John Smith

99395118138200831

Passcode [optional]

☐ Join without audio and video ?

Continue

Internet Explorer

Do you want to allow this website to open a program on your computer?

From: **meetme.cor.pa.gov**

Program: Launcher

Address: plcmlauncher:meetme.cor.pa.gov_99395118138200831_15b3b1dc-7610-405a-b807-

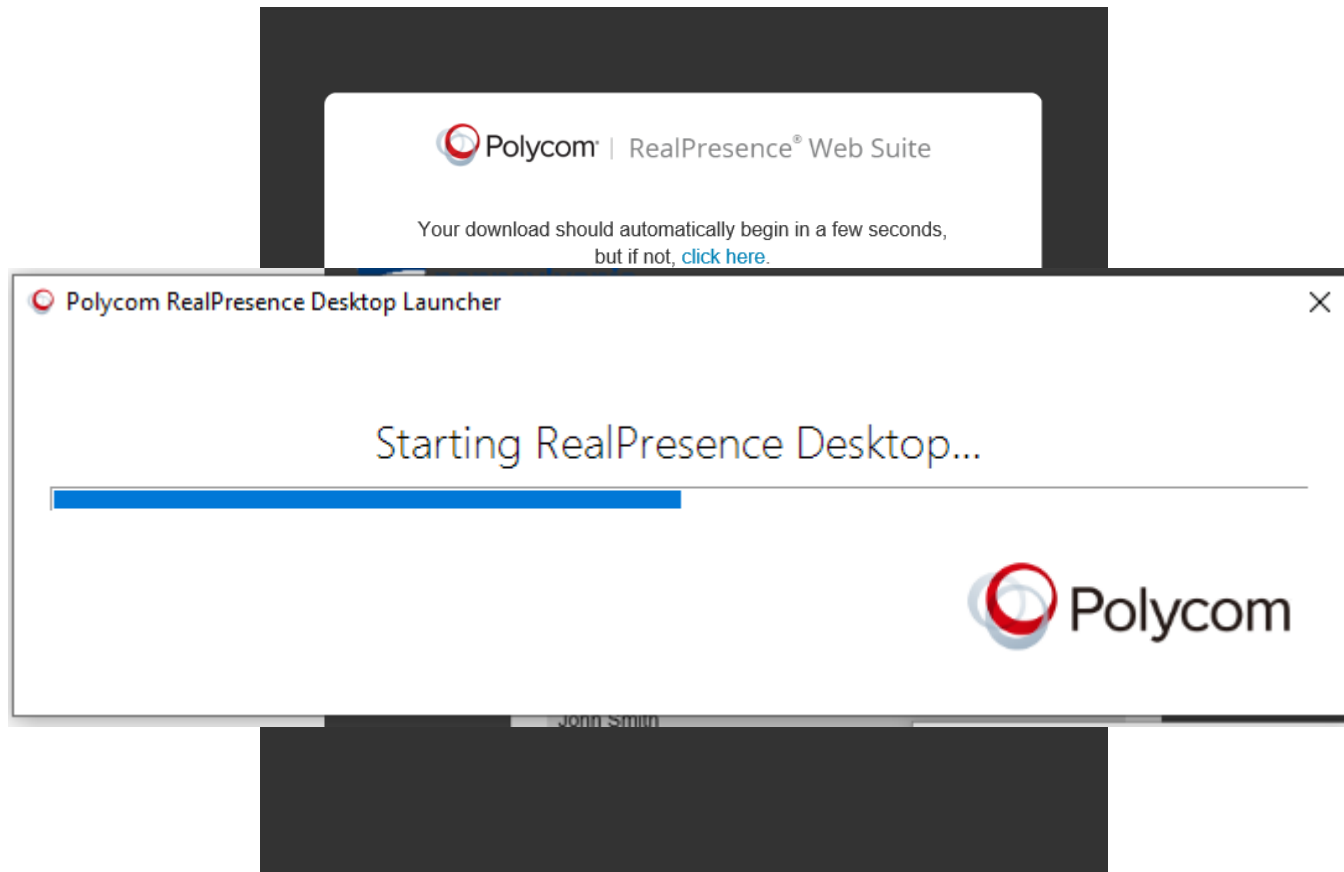
☒ Always ask before opening this type of address

Allow Cancel

Allowing web content to open a program can be useful, but it can potentially harm your computer. Do not allow it unless you trust the source of the content. [What's the risk?](#)

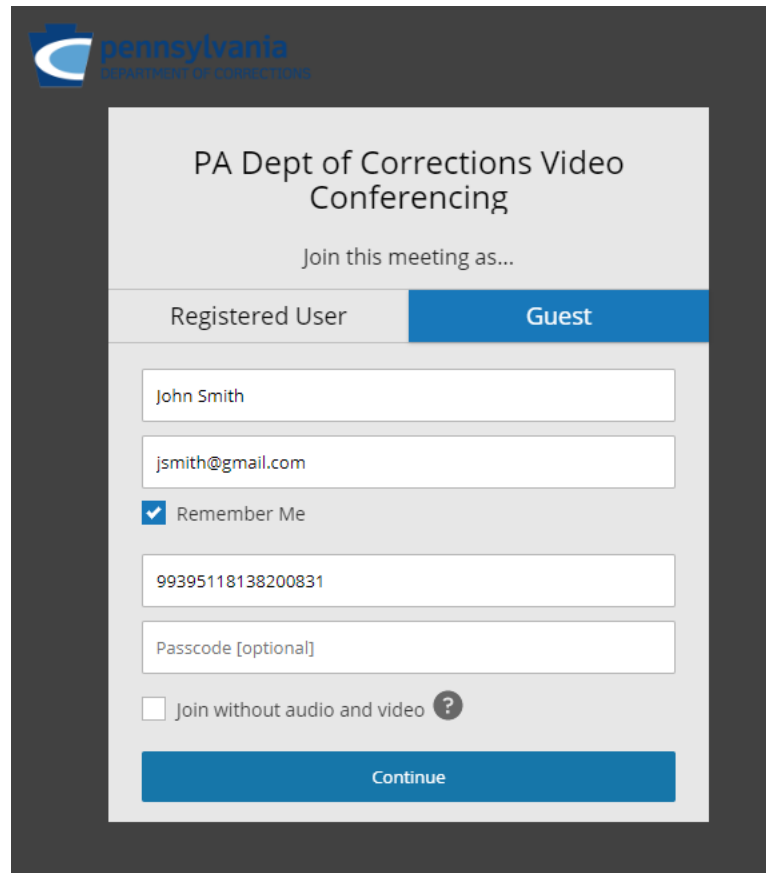
Select **“Allow”**

Internet Explorer




Microsoft Edge

Microsoft Edge



The screenshot shows a web interface for the Pennsylvania Department of Corrections Video Conferencing. At the top left is the department's 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 checkbox for "Remember Me" which is checked, a phone number field with "99395118138200831", and an optional passcode field. At the bottom is a checkbox for "Join without audio and video" with a help icon, and a large 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

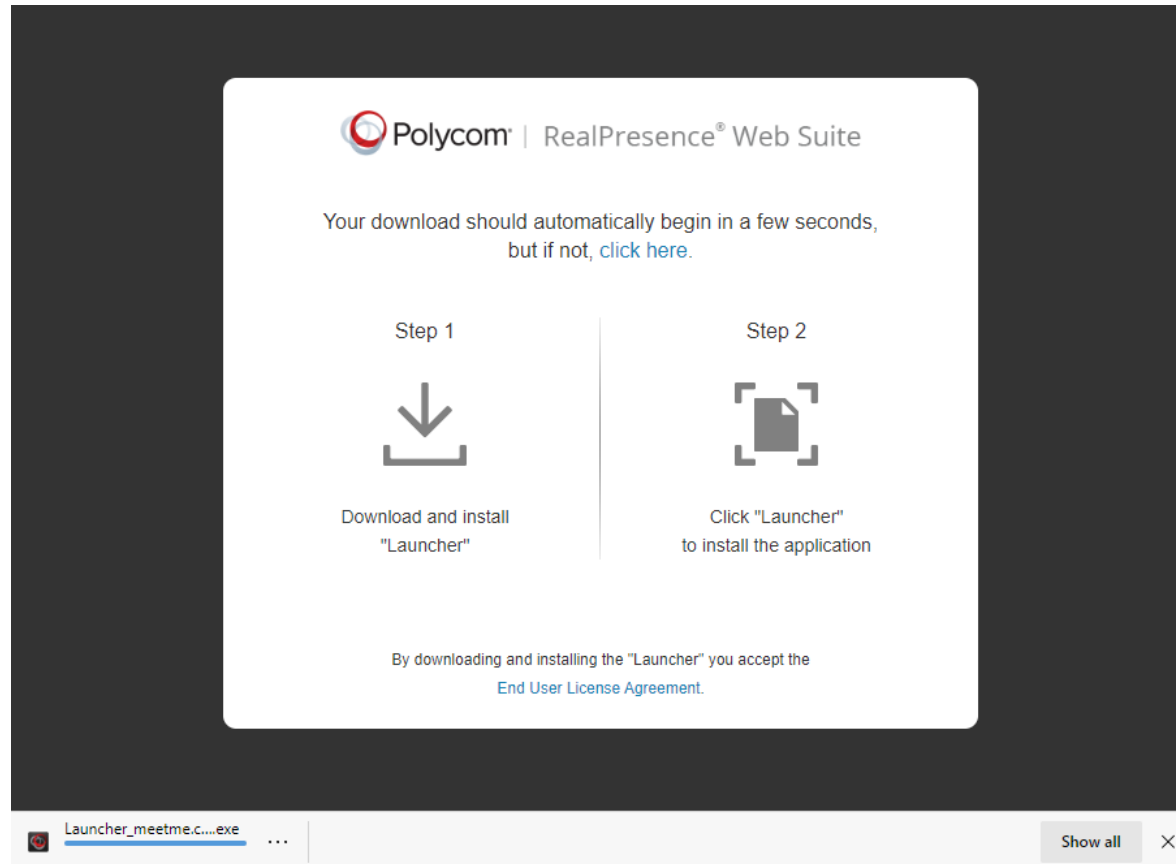
99395118138200831

Passcode [optional]

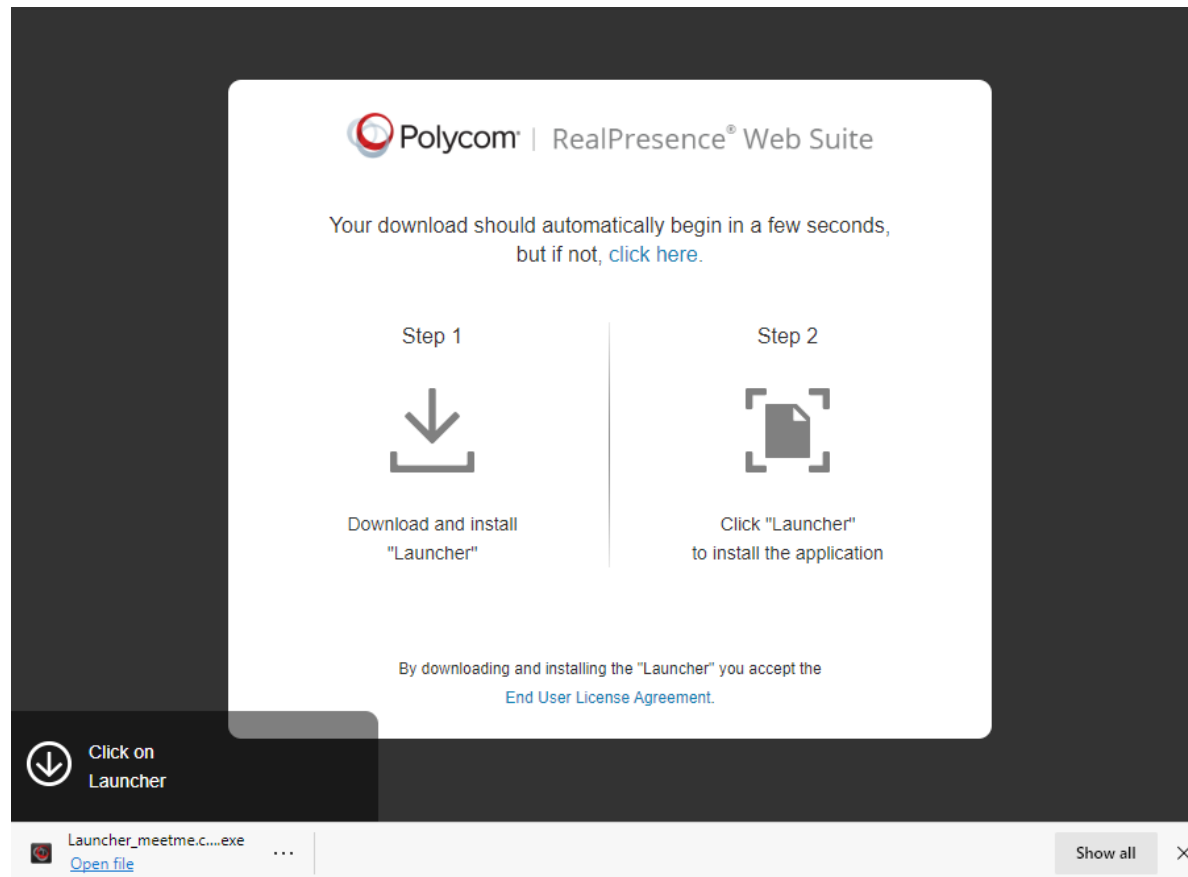
☐ Join without audio and video ?

Continue

Microsoft Edge

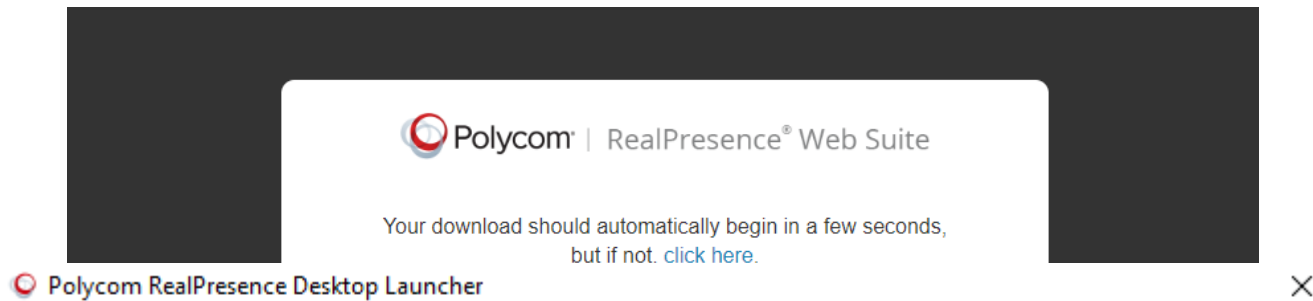


Microsoft Edge



Select "Open File"

Microsoft Edge

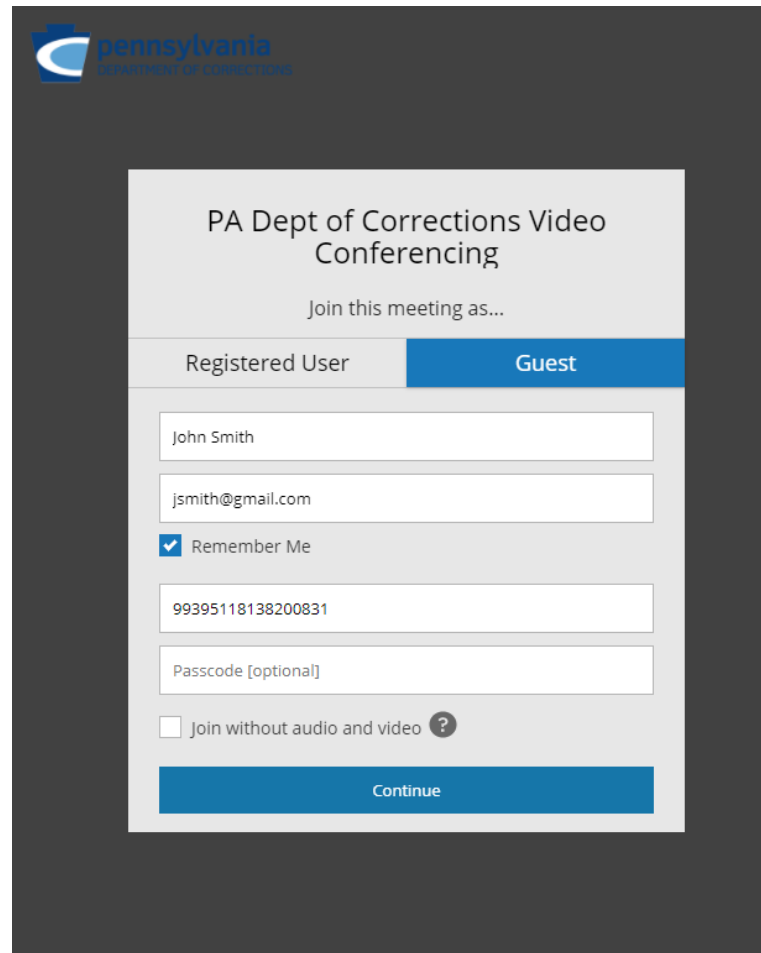


Starting RealPresence Desktop...




Google Chrome

Google Chrome



The screenshot shows a web interface for the Pennsylvania Department of Corrections Video Conferencing. At the top left is the department's 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 numeric field with "99395118138200831", and an optional passcode field. At the bottom 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...

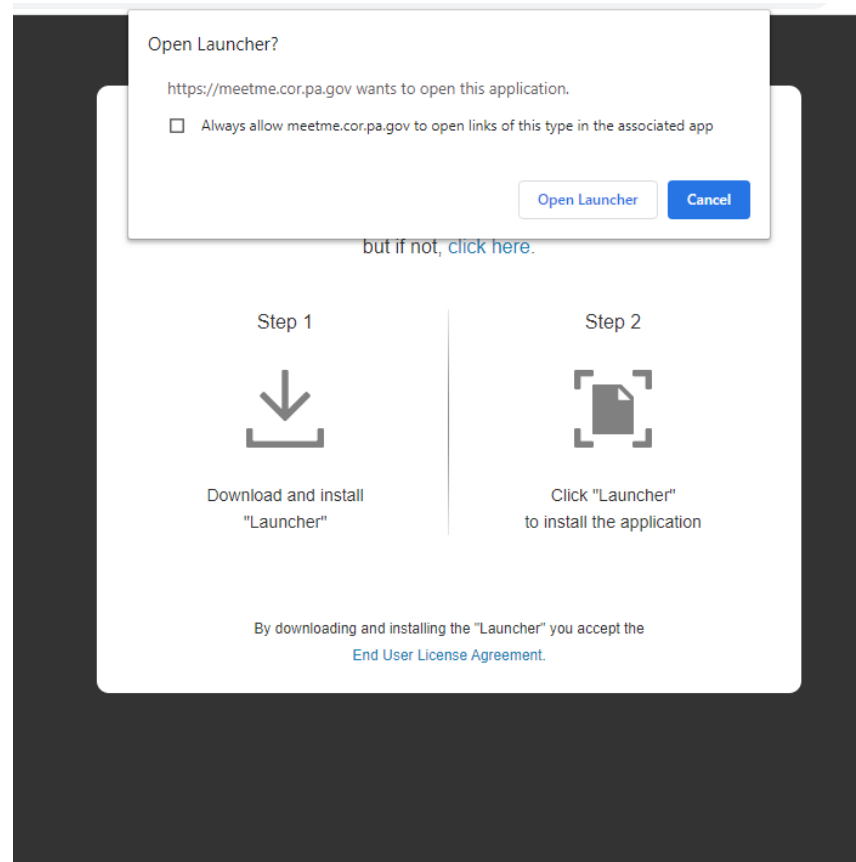
Registered User **Guest**

☒ Remember Me

☐ Join without audio and video ?

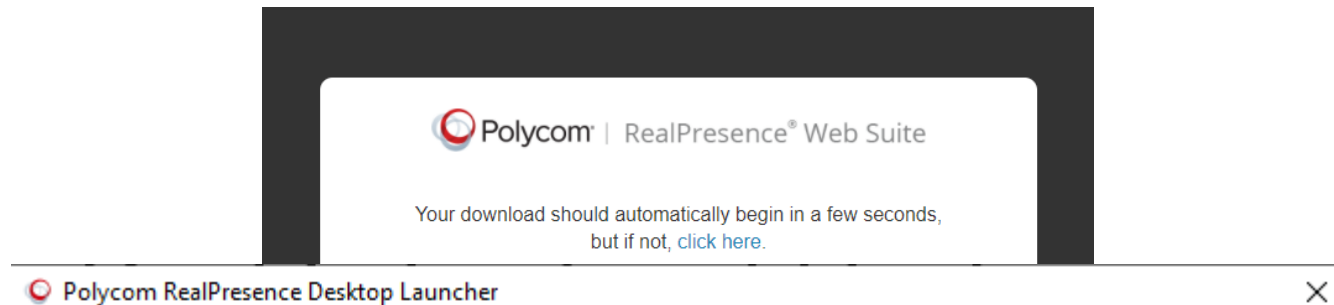
Continue

Google Chrome

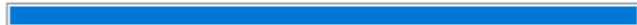


Select **"Open Launcher"**

Google Chrome

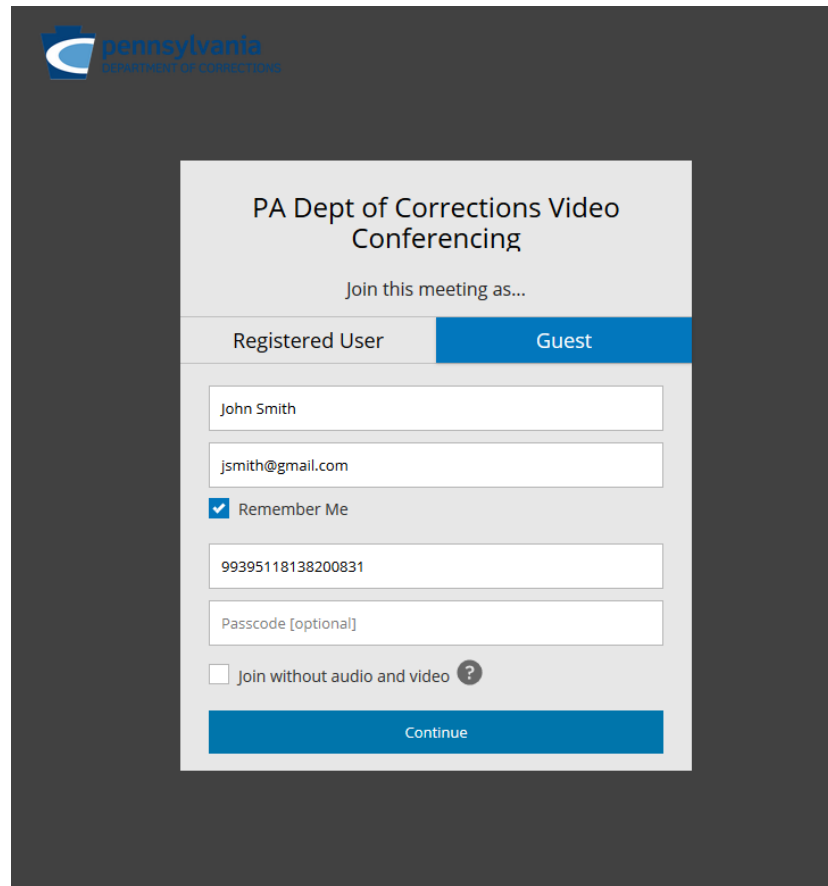


Starting RealPresence Desktop...




Mozilla Firefox

Mozilla Firefox



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 text "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 is a checkbox for "Join without audio and video" with 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

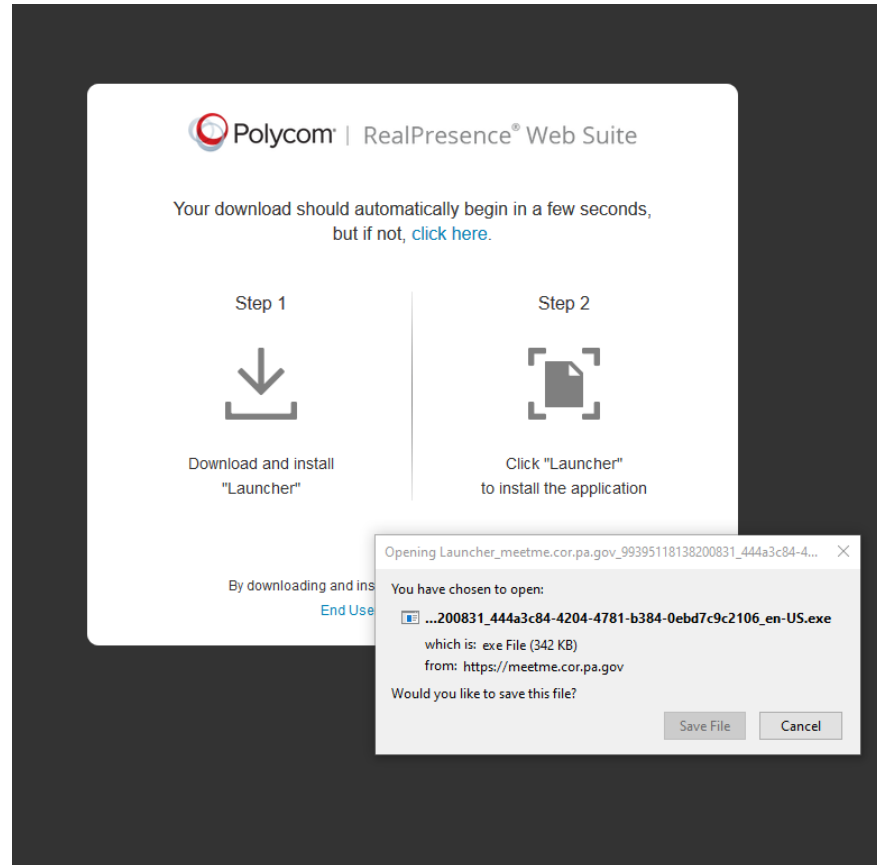
99395118138200831

Passcode [optional]

☐ Join without audio and video ?

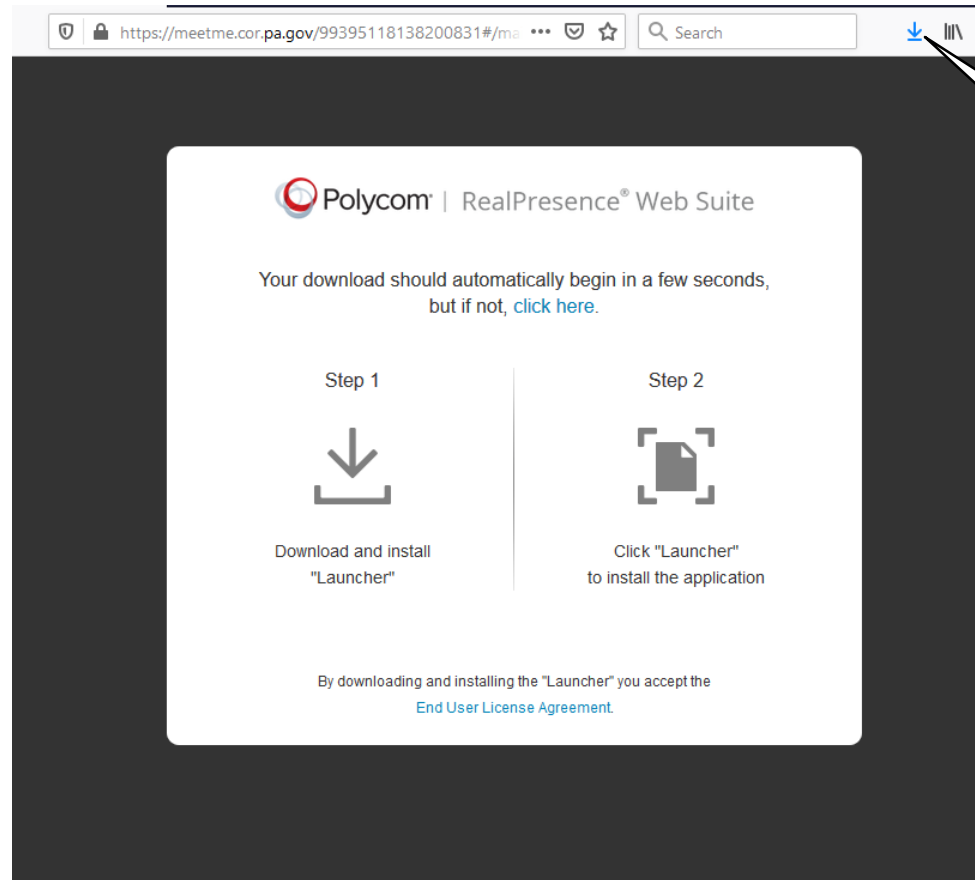
Continue

Mozilla Firefox

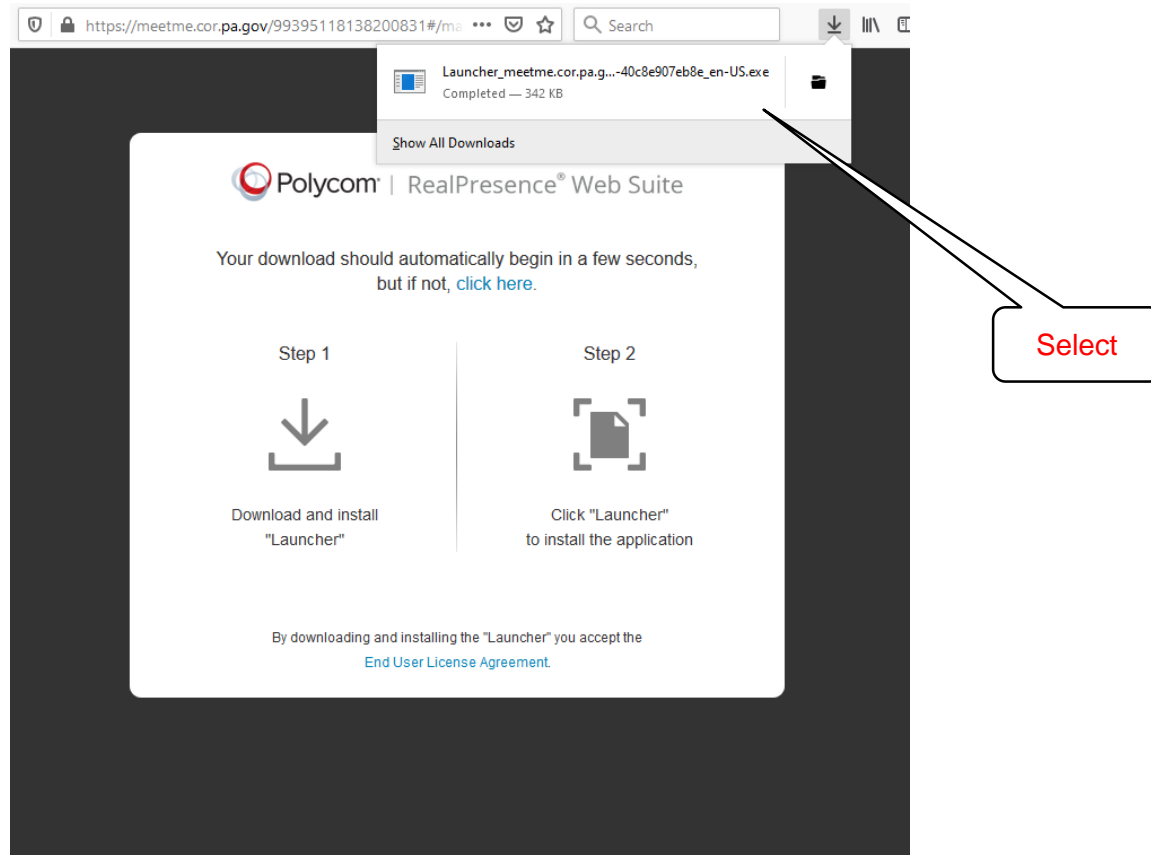


Select **“Save File”**

Mozilla Firefox



Mozilla Firefox



Mozilla Firefox

