

What is the website my F&F use to set up a messaging account?

Gettingout.com

Will F&F need to put funds on the GettingOut account to send messages?

Yes, F&F will need to fund the GettingOut account to send messages to those with an ICS tablet. ICSolutions is testing software that will allow F&F to utilize their current ICSolutions prepaid account to send their messages in addition to paying for their phone calls and video visits.

How do I send a message to invite F&F?

Go to the free profile, contact list, and follow the instructions. You will need to enter your contacts email address. You are limited to adding 5 contacts in a 24-hour period.

How do F&F add me as a contact?

F&F will need to download the GettingOut app on their device. Click contacts at the bottom of the app. At the top of page, click add a contact. Select country, state and facility. Enter contacts name, select the individual and send the invitation. All parties will accept or be able to block the contact invite.

What happens if I accidentally send a message through my CorrLinks account after the ICSolutions tablet transition has taken place?

A message received or sent through your CorrLinks account after the transition has occurred will not be received by the recipient and there will be no refund for the message. You will not be able to access CorrLinks messages after the site has transitioned to ICS tablets. Plan accordingly with your loved one as the site's transition date approaches.

Will I be able to message staff?

Yes, messaging department staff may be available at your site. You will find the available department mailboxes in the free profile under the Request tab and pick a form within the tablet. Select the appropriate recipient and complete your message. Please allow 5-7 business days for a response. Staff messaging is limited to 500 characters.

How do I transfer trust funds to pay for tablet services?

You will use the same ICS Debit account and method that you use currently to fund your phone calls.

Can the access pass be purchased only once a month?

If the 500 minutes are used within the 30-day period, another Basic Access pass may be purchased and starts the 30-day clock over. The basic access pass for 500 minutes of time must be used within 30 days from purchase.

Can the Basic Access Pass, Stingray Unlimited Music subscription and the VP unlimited music subscription be purchased at the same time?

Yes, you can purchase more than 1 at a time.

Can a Monthly Music Subscription be purchased at the same time as the Standard and Premium Profiles?

Not at this time.

Can I get a refund for a subscription if I change my mind?

No. once you choose to purchase a subscription, you have access to that content for 30 days.

Is a plan needed to purchase messaging?

No there is no plan for messaging. Sending a message costs \$0.15 after the PIOC sends three free weekly messages regardless if you are sending messages on the Free profile or under a paid profile. Unused free messages will expire Mondays at 8am (CST).

Can I message while listening to music and is there a message character limit?

The character limit for F&F messages is 2000. Access messaging and photos under the free profile. However, messaging may also be accessed while also using a paid profile., i.e. you can write a message while listening to music.

Why does the free profile display a number of available minutes to be used?

The free profile usage time is unlimited. Once the time displayed is used, the minutes will restart.

What happens to the unused media credits I had on the ATG tablet?

Those funds will be transferred to your ICS Debit account to be used for ICS services (phone, video visitation and tablet services). The unused media credits will be moved to your ICS Debit account approximately the first business day of the month after the institution transitions to the ICS tablets.

Will Video Visitation be available on the tablet?

It will not. Video visitation will continue to be available on the video visit units only.

Why am I charged when I am just looking at the apps and not using one yet after clicking start?

The billing begins when you press start, not when you are just browsing the apps. You are able to browse the apps before pressing start by clicking "see Details".

On the Pluto app, when I select certain content, why won't it play?

Certain genres, such as Late Night or Dark Hours, contain restricted content and is therefore not playable. If you make a selection and the content doesn't play, that content has been restricted. Please exit.

In the Pluto app, while watching a movie or show, why do I stop seeing the content and see a spinning icon?

This is where a commercial is likely to be shown to those not incarcerated.

Why did my funds get taken out of my account when I only used the tablet for a couple minutes?

Funds are held in increments of 3 hours. Once you log out, any funds not used will be returned to your ICS Debit Communication account. This process may be changing.

Will the phone rates change?

Below are per minute rates for calls. In addition to per minute rates, all calls are charged applicable taxes and fees, as the current system does now. International calls will now be allowed on the inmate phone system, but the inmate must have the funds available in their debit account to pay for the call. PIOC's receive two free phones calls weekly. **Note:** *Unused free phone calls will expire on Saturdays at 6 pm (CST).*

One party is charged for the cost of the phone call.

- In state/Out of state/US Caribbean calls -- \$.06 / minute plus applicable fees and taxes.
- Canada -- \$.11 / minute plus applicable fees and taxes.
- Mexico -- \$.20 / minute plus applicable fees and taxes.

- Other international call rates will vary by country. You will receive per minute rates, plus applicable fees and taxes prior to the call.

Are there phone limitations?

- All telephone calls will be 20 minutes in length and will require a 20-minute break between completed calls. This will also apply to the dayroom/wall phones.
- The tablet phone feature will not be available during the following times:
 - ✓ Mon. – Thursday 10pm- 6am and Friday/Saturday Midnight- 6am.
 - ✓ 15 minutes prior to the count time and 15 minutes after the count time.
 - ✓ ICS outage due to maintenance or upgrades.

Can I order Canteen using the tablet?

If you currently place canteen orders using the phone, it will also be an option on the tablet phone feature. If your site uses only the bubble sheets for ordering, you will be able to use the phone tablet feature for ordering within a month of the transition to the ICS tablet. Check at your institution for a specific date. After the new commissary contract is awarded, there will be a vendor app for ordering and reviewing the menu on the tablet.

Will the tablet phone calls be recorded?

Yes, unless you have an approved DOC 1631 Add/Delete Attorney. Approved attorney calls will not be recorded the same as they are on the dayroom/wall phones. **Note** - *The first time you enter the tablet phone application, a prompt will ask if you agree to the calls being recorded. If you say **NO**, you will not be able to use the phone feature on the tablet.*

Can I print electronic photos and messages?

You may request printing of approved photo and messages at a cost. Printing of photos and messages will be charged directly from ICS Communication account at time the request is made on the tablet. Messages printed in black and white cost \$.25. Photo printing costs \$.65. They will be printed in color and on standard paper.

When I request a photo or message to be printed, when should I expect to receive it?

You will need to rely on your facility's procedure for printing and delivery of the content. The printing requests may be reviewed and processed on a weekly basis at the site.

What do I do when the app starts to buffer?

There is a separate memo posted on the units to refer too. In short, touch the square on the bottom of the screen, the screen will then shrink, touch it again and hit resume. From there, touch the 15 seconds to fast forward the show/movie until it is past the red mark indicating buffering on the bottom.

What if it continues to buffer?

Log off and try again otherwise look for something else to watch.

Why does it buffer?

It could be where a commercial plays or a part that is now allowed per the DOC.

Why am I paying for buffering?

We hope to minimize that by providing a way to work around the buffering.

Does it buffer due to lack of wifi or is that part of Pluto TV?

Although it could be both, the red marks on the screen where it shows the time of the show or movie, indicate a planned buffering time per Pluto TV.