



ICE SUMMARY

- 1) ACTIVE/INACTIVE PHONES**
- 2) ADD NUMBERS TO ALLOWED DESTINATION LIST**
- 3) ADD/DELETE USER**
- 4) ADDING NEW INMATE TO ICE**
- 5) BLOCK/UNBLOCK NUMBERS**
- 6) CHANGING USER PASSWORD IN ICE**
- 7) CHECK INMATE BALANCE**
- 8) CHECK INMATE PREPAID PIN/CARD NUMBER**
- 9) CLEARING CACHE**
- 10) CUSTOMER SERVICE TROUBLE REPORT**
- 11) DELETE RECORDED NAME**
- 12) DOWNLOADING CALLS**
- 13) EDIT INMATE**
- 14) INMATE VOICEMAIL**
- 15) LISTENING TO LIVE CALLS AND CALL HISTORY CALLS**
- 16) LISTENING TO MESSAGE LEFT TO THE INMATES**
- 17) MESSAGING**
- 18) RESETTING INMATE 4 DIGIT PERSONAL PIN (2ND PIN)**
- 19) SEARCH FOR INMATE CALLS**
- 20) SEARCH FOR INMATE INFORMATION**
- 21) SET ALLOWED DESTINATION LIST**
- 22) SETTING UP ALERTS**
- 23) TURN OFF INMATE PHONES**
- 24) USER CHANGE LOG**
- 25) VIEWING INMATE AND VISITATION CALLS**
- 26) VISITATION CALLS**

ACTIVE / INACTIVE PHONES

- 1) Click Configuration Tab
- 2) Any phone that is highlighted in RED is a phone that is not being used.
A phone is highlighted in RED after 3 days of no activity.

Currently Tiger C – Right last attempt 7/11/2015 12:55PM

Last completed call 6/29/2015 3:26PM

ALLOWED DESTINATION LIST

- 1) Click Inmates Tab
- 2) Next to the inmate's name click edit
- 3) You will get a Edit Inmate pop up box
- 4) Click on the Restrictions Tab
- 5) In the Allowed Destination List box Click add
- 6) Enter the phone number and notes if you would like
- 7) Click update.
- 8) Repeat steps to add additional phone numbers.

ICE ADD / DELETE USER

ADD USER

- 1) Click Users Tab
- 2) Click ADD out beside any current user
- 3) Assign the new user a username
- 4) Enter Password; reenter password in password verify
- 5) Add First Name Add Last Name;
- 6) Under Permissions click Add
- 7) You will get a permission pop up box
- 8) Assign the user the permissions you would like them to have
- 9) Select Update; you will then be taken back to the edit user box; select update on that box also.

DELETE USER

- 1) Click the USERS tab
- 2) Out beside the user's name click Delete

ADDING NEW INMATE IN ICE

- 1) LOG INTO ICE
- 2) CLICK INMATES TAB
- 3) OUT BESIDES ANY INMATE; CLICK ADD
- 4) HIGHLIGHT THE PIN THAT'S IN THERE HIT DELETE KEY TO REMOVE THAT PIN; ENTER THE INMATE'S PIN(BOOKING NUMBER)
- 5) ENTER INMATE'S LAST NAME
- 6) ENTER INMATE'S FIRST NAME
- 7) CLICK UPDATE

NOTES: If you enter in a new inmate and click update and it takes you back to the login page that means that inmate name or pin number is already in ICE. To check for the inmate or pin number:

- 1) LOG BACK INTO ICE
- 2) CLICK INMATES TAB
- 3) UNDER INMATE STATUS THERE IS A DROP DOWN ARROW CLICK THAT ARROW AND YOU WILL SEE A BLANK SPACE; ACTIVE; NOT ACTIVE CLICK THE BLANK SPACE THAT WILL SHOW YOU BOTH THE ACTIVE AND INACTIVE INMATES
- 4) PUT IN THE PIN NUMBER YOU ARE SEARCHING FOR
- 5) CLICK EDIT
- 6) IF THE ACTIVE BOX IS NOT CHECK THAT MEANS THE INMATE IS IN ACTIVE; CHECK THE BOX IF YOU WOULD LIKE TO MAKE THE INMATE ACTIVE.

ICE BLOCK /UNBLOCK NUMBERS

- 1) Log into ICE
- 2) Click the Destinations Tab
- 3) In the space below "Number" Enter the phone number to be blocked or unblocked
- 4) Click EDIT out beside the number
- 5) In the Status box it will indicate Blocked; if the number is blocked; click on the drop down arrow; select Allowed
- 6) Click Update. This will unblock your number

To Block a number just reverse the instructions in step 5)

CHANGING PASSWORD IN ICE

- 1) At the top of the ICE page you will see Welcome, Ben | Documentation | Support | Preferences | Log Out
- 2) Click Preferences; you will get a Edit User pop up box
- 3) In the blank space next to Password; enter your new password; tab over to Password (Verify) reenter the new password
- 4) Click Update at the bottom of the box
- 5) When you log back into ICE you will use your new password.

NOTE: If you ever forget your password contact us at support@ncic.com and we are able to give you the password.

ICE CHECK INMATE BALANCE

- 1) Click the INMATE tab
- 2) Out beside the inmate's name click EDIT
- 3) You will get an Edit Inmate pop up box
- 4) At the bottom you will see a button that says CHECK PREPAID BALANCE
- 5) Click that button and If the inmate has a balance the amount will appear (i.e. \$10.00) and that would be the inmate's balance.

ICE CHECK INMATE PREPAID PIN/CARD NUMBER

- 1) Click the Prepaid Cards tab
- 2) If you would like to see if a pin number has not been used put in the prepaid card number in the prepaid card box hit enter. If the information appears blank then the card has been used.
- 3) Click the Used tab enter the prepaid card number
- 4) If the card has been used you will see the card amount; date issued;
- 5) To check the balance on the card press balance link and it give you the current balance on the card

ICE CLEARING CACHE

- 1) If you are using Internet Explorer; click on Tools
- 2) Scroll to the bottom and select Internet Options
- 3) You will receive a pop up box; under the general tab towards the bottom you will see a delete button click that
- 4) You will receive a pop up box delete browsing history
- 5) Check the following boxes
 - a) Preserve Favorites website data
 - b) Temp Internet Files
 - c) Cookies and website data
 - d) History
- 6) Click Delete

ICE CUSTOMER SERVICE TROUBLE REPORT

1. Click on Call History Tab
2. Select the date range you are looking for
3. Change Complete to ALL
4. Change Disposition to: CS:Trouble Report
5. Select Search (This will give you all of the trouble report calls for that time period you selected)
6. Click the Listen link on the far left to listen to the inmate's message
7. To view the response that was left for the inmate:
 - a. Click the inmate's name; you will get a edit inmate pop up box
 - b. Click the Messaging tab
 - c. You will see all the responses left by our supervisors to the inmates regarding their request.

DELETE RECORDED NAME

- 1) Click INMATES tab
- 2) Click Edit next to the inmate's name
- 3) You will get a Edit Inmate Pop up Box
- 4) Select the Recordings tab
- 5) Click Delete Recording
- 6) Click Update

The inmate will be prompted to say his name again on his next call attempt.

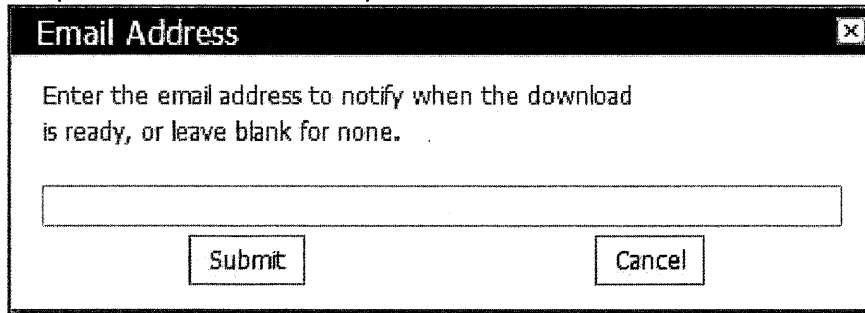
ICE DOWNLOADING CALLS

1. Click the Call History Tab
2. Select your starting date and ending date
3. Enter the inmate Resident ID number
4. To the right is a check box, next to notes, check that box for the calls you would like to download.
5. Click Add To Briefcase; Select New Folder; Enter Folder Name
6. Select Briefcase Tab
7. To Save calls to CD you will click on ISO File
8. To Save calls to your computer or desktop you will click Single Zip File

CONTINUE TO FOLLOW STEPS BELOW

The ZIP and ISO download feature allows the customer to request the calls, while still being able to use ICE while waiting for the download to complete.

When the user clicks the 'Single ZIP File', or 'ISO File' buttons, a window will popup asking for an email address. If the user enters an email address, they will be notified when the zip process is complete and their file is ready for download.



Email Address

Enter the email address to notify when the download is ready, or leave blank for none.

Submit Cancel

A download tab was added, which is where the users can go to download their files after the zip process completes. The download links will remain in this list for 3 days.

File Name	Folder	Call Count	Date Requested	Estimated Completion	File Expiration
ICE8504-5-311714661.iso	region	5	2/26/2013 11:26 AM	2/26/2013 11:26:45 AM	3/1/2013 11:26:39 AM

If the user specified an email address as noted above, a notification email will be sent out. This email contains a link to download the file.

ICE Briefcase Zip File Ready - Folder: 10 min calls

ice@ncic.com

Sent: Mon 8/13/2012 3:18 PM

To: Mason Young

The zip file will be available for 3 days.

[Download File](#)

The downloaded ZIP or ISO include the following files and folders:

index.html – used to help navigate the calls

autoplay.inf – used to assist in autoplay when burning the extracted contents of the zip file to cd or dvd


calls folder – contains all the call .wav files

img folder – contains images to support index.html

Name	Type
calls	File folder
img	File folder
autorun.inf	Setup Informa
index.html	HTML Docum

The index.html file was added to help give meaning to calls when they are downloaded. It's format is similar to call history. Note: This contents of the zip file must be extracted for the index.html page to function properly.

CAUsers ICE - Inmate Call Engine CAUsers




Downloaded by: myoung
Downloaded on: 8/10/2012 2:06:56 PM CT

Show File Names Call Player Help

Briefcase Folder: 10 min calls

Listen	CallDate	Facility Name	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration (sec)	Disposition
<input type="checkbox"/> Listen	8/8/2012 1:25 PM	J-5-REAR	J-5-REAR				Weslco, TX	303	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	8/8/2012 1:25 PM	C - 2	C - 2				Bastrop, LA	180	COMP:Prepaid - Caller
<input type="checkbox"/> Listen	8/8/2012 1:24 PM	I-5-FRONT	I-5-FRONT				Mission, TX	157	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	8/8/2012 1:23 PM	WI-2	WI-2				Kansascty, KS	72	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	8/8/2012 1:22 PM	B-1	B-1				Bayonne, NJ	470	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	8/8/2012 1:21 PM	4-Rol Cart-1	4-Rol Cart-1				Wsngrtnz17, VA	374	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	8/8/2012 1:21 PM	T1-1	T1-1				Atlanta He, GA	144	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	8/6/2012 2:39 PM	Bayou A - 5	Bayou A - 5				VL Platte, LA	506	COMP:Prepaid - Destination

The index.html file has a checkbox called 'Call Player Help'. If the customer is having trouble playing calls by clicking 'Listen', they can click this checkbox, which will give them instructions on how to find their calls in the calls folder.



Downloaded by: myoung
Downloaded on: 2/26/2013 11:26:30 AM CT

Show File Names Call Player Help


If you're having problems playing calls by clicking the 'Listen' link, you can play the call .wav files directly.

- 1) First, click the 'Show File Names' checkbox above. A new column will appear next to the Listen column below.
- 2) Copy, or make note of the file name for the call you would like to listen to.
- 3) Open the 'calls' folder from the extracted zip file, or the cd/dvd that was created from the files that were downloaded from ICE.
- 4) You can then search the folder for your call and play it with your preferred player

Briefcase Folder: region

Listen	CallDate	Facility Name	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration (sec)	Disposition
<input type="checkbox"/> Listen	12/26/2012 1:48 PM	Ricks Office2	Ricks Office2					0	SET:Caller Hung Up
<input type="checkbox"/> Listen	10/24/2012 11:01 AM	Building 2 West #6	Building 2 West #6				Neworleans, LA	900	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	10/24/2012 10:58 AM	Cell Block F	Cell Block F				Westby, WI	19	COMP:Prepaid - Caller
<input type="checkbox"/> Listen	10/23/2012 2:31 PM	Sector A 2	Sector A 2				El Salvador	60	COMP:Prepaid - Caller

As instructed in the 'Call Player Help' above, if the customer clicks the 'Show File Names' checkbox, a new column will appear showing the actual file names as they exist in the calls folder.




Downloaded by: myoung
Downloaded on: 2/26/2013 11:26:30 AM CT

Show File Names Call Player Help

Briefcase Folder: region

Listen	File Name	CallDate	Facility Name	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration (sec)	Disposition
<input type="checkbox"/> Listen	201212281348.wav	12/28/2012 1:48 PM		Ricks Office2					0	SET:Caller Hung Up
<input type="checkbox"/> Listen	201210241101_2330474_5047842714.wav	10/24/2012 11:01 AM		Building 2 West #6				Neworleans, LA	900	COMP:Prepaid - Destination
<input type="checkbox"/> Listen	201210241058_113243_6086321050.wav	10/24/2012 10:58 AM		Cell Block F				Westby, WI	19	COMP:Prepaid - Caller
<input type="checkbox"/> Listen	201210231431_01150372107055.wav	10/23/2012 2:31 PM		Sector A 2				El Salvador	60	COMP:Prepaid - Caller

The index.html page also has a checkbox at the beginning of each row. This can be used to mark calls of interest. When checked, the row highlights in yellow.



Downloaded by: myoung
Downloaded on: 2/26/2013 11:26:30 AM CT

Show File Names Call Player Help

Briefcase Folder: region

Listen	CallDate	Facility Name	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration (sec)	Disposition
<input checked="" type="checkbox"/> Listen	12/28/2012 1:48 PM		Ricks Office2					0	SET:Caller Hung Up
<input type="checkbox"/> Listen	10/24/2012 11:01 AM		Building 2 West #6				Neworleans, LA	900	COMP:Prepaid - Destination
<input checked="" type="checkbox"/> Listen	10/24/2012 10:58 AM		Cell Block F				Westby, WI	19	COMP:Prepaid - Caller
<input type="checkbox"/> Listen	10/23/2012 2:31 PM		Sector A 2				El Salvador	60	COMP:Prepaid - Caller

EDIT INMATE

- 1) Click Inmates Tab
- 2) Next to the inmate's name click edit
- 3) You will get a Edit Inmate pop up box
- 4) Where it says Active uncheck this box this will make the inmate inactive and unable to make phone calls.
- 5) Click update.

NOTE: When the inmate is deactivated this will move him to the inactive list of inmates. To make him/her active again

- 1) Click Inmates Tab
- 2) Under Inmate Status click the drop down arrow to the far right; select not active
- 3) This will give you a list of all inactive inmates
- 4) Next to the inmate's name click edit
- 5) You will get a Edit inmate pop up box
- 6) Where it say Active check this box this will make the inmate active again and able to make phone calls.
- 7) Click up date.

Inmate Voice Mail

From the outside: When an outside number dials into 800-943-2189 (our main CS #), some quick analysis is done to see if the ANI the call is coming from has a prepaid account with a balance sufficient to leave a voicemail and that the ANI is in a callers allowed list either by someone adding it or from a previous call to that number from a particular inmate. If all this criteria is met then an additional menu option is presented offering to leave a voicemail for an inmate. If multiple Inmates met the criteria, then the IVR goes through a list of their recorded names starting with the most likely one offering them an opportunity to select an inmate to leave a message for.

From the Inmate side: If the inmate has a new voicemail, they are alerted with a prompt that says "you have x new voicemail(s)" after they enter their PIN and before they get into the call menu. They may then press 4 to enter the voicemail menu and listen to and optionally delete the message.

ICE LISTENING TO LIVE CALLS AND CALL HISTORY CALLS

LISTEN TO LIVE CALLS:

- 1) Click the Live Monitoring Tab
- 2) If a call is connected click on the Listen link to the far left
- 3) This will pull up a player pop to listen to calls.

LISTEN TO CALL HISTORY CALLS:

- 1) Click the Call History Tab
- 2) Select the date range you would like to listen to calls from. Click Search
- 3) Click on the Listen link to the far left
- 4) This will pull up a player pop to listen to calls.

LISTENING TO MESSAGE LEFT TO THE INMATES

- 1) Click Call History Tab
- 2) In the Disposition box select the drop down arrow; scroll down until you see MSG:Delivery
- 3) Select your starting date and ending date criteria
- 4) Click Search. This will pull up all the messages left for the inmates for that particular time you selected
- 5) Click on an inmate's name; you will get a pop up box
- 6) Click on the Messaging tab
- 7) Click listen to listen to the message(s) that was left by the inmate.

ICE Messaging

Messaging is a feature that allows ICE users the ability to create recorded or template messages for inmates. It also allows external parties to leave messages for inmates. Users can also check the status of certain types of messages to determine if an inmate has listened to it or not.

Quick Start Guide:

1. Internal Messaging :

- a. **User/Security Edit** – Users should have the permission to Edit, View or Administer messaging (located in the *Permissions* area on the *Edit User* popup). *[For more information and screenshot, see the User Permissions paragraph.]*
- b. **Inmate Edit** – Enable messaging service at Inmate level (located on the *Messaging* tab on the *Edit Inmate* popup). *[For more information and screenshot, see the Internal Messaging paragraph.]*
- c. **Profile Edit** – Enable messaging service at the Profile level (located on the *Profile Details* popup). *[For more information and screenshot, see the Internal Messaging paragraph.]*

2. External Messaging:

- a. **Facility Edit** – Enable messaging service at the Facility level (located on the *Configurations* tab, on the *Edit Facility* popup). *[For more information see the External Messaging paragraph.]*
- b. **Destination Edit** – Adding /Inserting the number at the Destination level (located on the *Destinations* tab, on the *Edit Destination* popup). *[For more information and screenshot, see the External Messaging paragraph.]*

Internal Messaging:

Messaging is enabled at various levels in ICE.

1. Profile – By enabling messaging at the profile level, inmates will be given the option to hear messages or get to their messaging inbox from phones in that profile.

Disabling messaging on a profile removes the messaging call flow completely from any phone in that profile.

Profile Details

Basic Restrictions

Company: Facility:

Name: Status:

General

Free Calls:

Record Calls

Prepaid Debit Cards Used

Prepaid Card Length:

Max Call Length

Collect/Destination Prepaid:

Inmate Prepaid:

Free Calls:

Call Options (Called Party)

Rate Quote

Acceptance Required for Prepaid Calls

Call Options (Calling Party)

Languages Offered:

PIN Required

PIN2 Required

Collect

Inmate Prepaid

Customer Service

Length:

Length:

Destination Prepaid

Speed Dial

Record Name

Wait time between calls (min):

Messaging

Messaging Service

Update Cancel

2. Inmate – By enabling messaging at the inmate level, inmates will be given the option to hear messages or get to their messaging inbox after pins are entered.

Disabling messaging for a specific inmate removes the messaging call flow after pins are entered.

- a. Broadcast messages (non-tracking) will still play to the inmate as soon as the phone is taken off hook
- b. The Messaging tab will only be visible if pins are enabled

Edit Inmate

InmateInfo
Notes
Restrictions
Alerts
Recordings
Statistics
Messaging

Enable Messaging

	Message	Deliver	Expire	Enabled	Broadcast	Created By	Urgent	Listen Count	Last Listened	Deleted
		▼	▼	▼	▼		▼		▼	▼
Add Delete	In response to your request this number has been blocked permanently.	10/22/2013 3:24 PM	11/22/2013 3:24 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[User]	<input type="checkbox"/>	0		<input type="checkbox"/>
Add Delete	In response to your request no calls were found to review	10/22/2013 10:51 AM	11/22/2013 10:51 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[User]	<input type="checkbox"/>	0		<input type="checkbox"/>
Add Delete	Listen	10/22/2013 9:32 AM	10/22/2013 11:59 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[User]	<input type="checkbox"/>	0		<input type="checkbox"/>
Add Delete	Listen	8/29/2013 2:11 PM	9/29/2013 11:59 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	[User]	<input type="checkbox"/>	0		<input type="checkbox"/>

Update
Cancel

User Permissions:

There are 3 levels of permissions for users.

1. View – allows users to view messages that they have created for inmates in the messages grid
2. Edit – Allows users to create, disable and delete messages for inmates
3. Administrator – Allows users to view messages that anyone has created for inmates in the messages grid

Security Details

Facility:

User Name: Status:

Documentation	<input checked="" type="checkbox"/> View		Call Download	<input checked="" type="checkbox"/> View
Live Monitoring	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Listen	Briefcase	<input checked="" type="checkbox"/> View
	<input checked="" type="checkbox"/> Add Notes	<input checked="" type="checkbox"/> Terminate Calls	Alerts	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit
Call History	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Listen		<input checked="" type="checkbox"/> Administrator
	<input checked="" type="checkbox"/> Add Notes	<input checked="" type="checkbox"/> Show Caller Name	User Management	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit
	<input type="checkbox"/> Show System Notes		Reports	<input checked="" type="checkbox"/> Call Volumes <input checked="" type="checkbox"/> Revenue
Inmates	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit	Contract: <input type="text" value="All"/>	Company	<input type="checkbox"/> View <input type="checkbox"/> Edit
	<input checked="" type="checkbox"/> Check Balance	<input checked="" type="checkbox"/> Edit	Facility	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit
Destinations	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Allowed Free Call	Area Profiles	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit
	<input checked="" type="checkbox"/> Check Balance	<input type="checkbox"/> Edit	Phones	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit
Gateways	<input type="checkbox"/> View		Prepaid Cards	<input checked="" type="checkbox"/> View
	<input type="checkbox"/> Show Credentials		FacilityShutDown	<input checked="" type="checkbox"/> Edit
Charges / Invoices	<input checked="" type="checkbox"/> View			Max Duration (Minutes): <input type="text" value="1440"/>
SpeedDial	<input type="checkbox"/> View <input type="checkbox"/> Edit		Messaging	<input checked="" type="checkbox"/> View <input checked="" type="checkbox"/> Edit
				<input checked="" type="checkbox"/> Administrator
			Service	<input type="checkbox"/> View

Update Cancel

Message Types:

There are 4 total types of messages that can be created. Each has their own unique behavior in the call flow:

Message Type	
Type	Call Flow Behavior
Broadcast	Played to all active inmates when the phone is taken off hook
Broadcast With Tracking	Played to all active inmates immediately after they enter their pin
Specific Inmates	Can be specified to play immediately after an inmate enters their pin, or sent straight to the inmates inbox
Template	Sent straight to the inmates inbox

Message Creation:

Messages can be created from two different places, the Messaging tab under the Inmates tab, and from the Messaging tab in the Inmate Edit popup. From both places, clicking 'Add' in the messages grid will open the Edit Message popup, which guides the user through the creation process.

Edit Message Screens:

- Message Type:
 - Select which type of message to create. Grouped into two categories – Recorded Messages and Templates:
 1. Broadcast (To all inmates when the phone is picked up)
 2. Broadcast With Tracking (To all inmates immediately after pin is entered)
 3. Specific Inmates (Can be set to play immediately after pin is entered, or just go to their message inbox)
 4. Template

Edit Message

Message Type

Recorded Message

- Broadcast (To all inmates when the phone is picked up)
- Broadcast With Tracking (To all inmates immediately after pin is entered)
- Specific Inmates (Can be set to play immediately after pin is entered, or just go to their message inbox)

Template Message

- Template

Message Details:

Previous

Next

- Inmate Selection:
 - Select the inmates that should receive the message (pins must be enabled)

Edit Message

Inmate Selection

Available:

Clear

	Last Name	First Name	Middle Name	Pin
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Message to be delivered to:

	Last Name	First Name	Middle Name	Pin

Message Details:

Message Type: Recorded to Specific Inmates
 Inmate Count: 0
 Delivery: Not Visited
 Time Frame: Not Visited
 Finish: Not Yet

- Delivery Details:
 - Select at what point in the call process to play the message:
 1. Directly to inbox (Message is placed into the inmates inbox for them to listen to if they want)
 2. Urgent (Message is played after inmate enters their pin, and before they can place a call)

Edit Message

Delivery Details

- Directly to inbox (Message is placed into the inmates inbox for them to listen to if they want)
- Urgent (Message is played after inmate enters their pin, and before they can place a call)

Message Details:

Message Type: Recorded to Specific Inmates
Inmate Count: 1
Delivery: Directly to inbox
Time Frame: Not Visited
Finish: Not Yet

Previous Next

- Time Frame:
 - Select the time frame in which the message will be enabled for the inmate to listen.
 - Note – The default for Template messages is one month
 - The dates can be selected by clicking and dragging, or using hotkeys (click, then shift + click or ctrl + click to select the range)
 - Time is specified in military time

Edit Message

Time Frame

Select a date range for this message (Click, hold, and drag to select multiple days, or click a begin date, and hold the 'Ctrl' key then click an expire date to select all dates between.)

« < December 2013 > »

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Begins on
12-18-2013 at:

11:34

Expires on
12-18-2013 at:

23:59

Message Details:

Message Type: Recorded to Specific Inmates
 Inmate Count: 1
 Delivery: Directly to inbox
 Time Frame: Begins on 12-18-2013 at 11:34
 Expires on 12-18-2013 at 23:59
 Finish: Not Yet

- Record Message:
 - Specific to messages in the Recorded Message category
 - Instructions to call and create a message
 - Displays Pin used to create message

Edit Message

Record Message

Your Pin is: [REDACTED]

Please call [REDACTED] and enter the pin above to record your message

Message Details:

Message Type: Recorded to Specific Inmates

Inmate Count: 1

Delivery: Directly to inbox

Time Frame: Begins on 12-18-2013 at 15:53

Expires on 12-18-2013 at 23:59

Finish: Please follow the instructions to the left

- Create Message:
 - Specific to Template message. Select the template message
 - The drop down list has all template messages
 - When selected, all input controls (text boxes, calendars, etc.) will be created on the page.
 - All controls must be filled out before the message can be created

Edit Message Paths

Each Messaging Type has its own path through the Edit Message popup, which also changes depending on where to create a message from, and whether or not pins are enabled

From the Messaging tab under the Inmates tab, all 4 types of messages can be created when pins are enabled:

Created from the Messaging tab under Inmates tab with pins enabled	
Type	Path
Broadcast	Message Type Time Frame Record Message
Broadcast With Tracking	Message Type Time Frame Record Message
Specific Inmate	Message Type Inmate Selection Delivery Details Time Frame Record Message
Template	Message Type Inmate Selection Message Creation

From the Messaging tab under the Inmates tab, there is 1 type of message that can be created when pins are not enabled:

1. Broadcast

Created from the Messaging tab under Inmates tab with pins not enabled	
Type	Path
Broadcast	Message Type Time Frame Record Message

From the Messaging tab on the Edit Inmate popup there are 2 types of messages that can be created:

1. Specific Inmates
2. Template

Created from the Messaging tab on Edit Inmate popup	
Type	Path
Specific Inmate	Message Type Delivery Details Time Frame Record Message
Template	Message Type Message Creation

External Messaging / Paid Inmate Messaging:

This trumps all other messaging settings. Enabling messaging service at the facility level, allows users to create messages (with proper permissions). The Messaging tabs in Inmate Edit will not be visible unless messaging is enabled.

The screenshot shows the 'Edit Facility' window with several tabs: General, Collect, Inmate Prepaid, Destination Prepaid, Commissary, and Defaults. The 'General' tab is active, showing fields for Company, Facility, and Status (set to 'Enabled'). Below this are sections for Address, Contact Info, Messaging, Cust. Service Info, Rating Options, Other Info, and Freeside Destination Prepaid Configuration. The Messaging Service is set to 'Internal/Outside Calls', with a Max Time of 4 and a Cost Per Msg of 1.5000. The Freeside Destination Prepaid Configuration section includes settings for Instate and Interstate/International services, such as Min Deposit Amount, Agent, and Package. The Freeside Inmate (Caller) Configuration section includes Agent and Package settings. At the bottom, there are 'Update' and 'Cancel' buttons.

There are three ways of providing messaging permission:

Messaging Service	
Type	Description
None	Facility does not have messaging capability.
Internal	Can leave messages only internally.
Internal/Outside	External parties can leave messages both internally and from outside.

Internal/Outside:

The destination number has to be either inserted by the user or the inmate should have dialed the destination number atleast once, for the external parties to leave a message.

Whenever an external caller with an established account (If they don't have funds they will be prompted that their balance is too low) on their phone calls into the Customer Service #, along with the traditional options for adding funds etc., they are also given the option "to leave a msg for someone at a facility, press 3".

Later they are prompted with the recorded name of the inmate(s) whom they are able to leave a message along with the cost of the message. If they choose to leave a message they are then presented with a prompt sequence that allows them to leave/review a message.

The minimum time to allow a message recorded for inmate messaging is 3 minutes. This can be increased depending on the facility.

The cost of the message is then deducted from their account balance similar to a regular phone call.

At the facility, the next time the inmate enters their PIN #, if there are any paid messages, they are included in the list of new messages in their inbox along with any broadcasted messages. Users will be able to view the calls in the Call Details tab, after filtering the Disposition column to **"COMP: Prepaid-MSG from outside caller"**, but they would not be able to listen to the recording until the inmate actually listens to the message in their inbox. The inmate will be prompted when he goes to make a call that he has 1 unheard message to listen to the message please press 1 to skip the message and make your phone call please press 2.

Listen	Call Date	Facility Name	Flag	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration	Disposition	Alert	Notes
<input type="checkbox"/>	01/02/2014 10:55:28	00:09	COMP: Prepaid - Msg	<input type="checkbox"/>	
<input type="checkbox"/>	01/02/2014 09:58:59	00:25	COMP: Prepaid - Msg	<input type="checkbox"/>	
<input type="checkbox"/>	01/02/2014 09:28:15	00:36	COMP: Prepaid - Msg	<input type="checkbox"/>	
<input type="checkbox"/>	01/02/2014 09:10:06	00:50	COMP: Prepaid - Msg	<input type="checkbox"/>	
<input type="checkbox"/>	01/02/2014 09:03:39	00:22	COMP: Prepaid - Msg	<input type="checkbox"/>	
<input type="checkbox"/>	01/02/2014 08:04:31	00:27	COMP: Prepaid - Msg	<input type="checkbox"/>	
<input type="checkbox"/>	01/02/2014 06:00:25	00:34	COMP: Prepaid - Msg	<input type="checkbox"/>	

ICE RESETTING INMATE PERSONAL ID (2ND PIN)

- 1) Click Inmates Tab
- 2) Type in Inmate's name or PIN number
- 3) Click Edit out beside the inmate's name
- 4) In the General Box highlight the 4 digit Pin (PIN 2)
- 5) Hit Backspace to delete the pin
- 6) Click Update

When the inmate goes to make his next call he will be prompted to set up a 4 digit personal pin ID.

SEARCH FOR INMATE CALLS

- 1) Click Call History Tab
- 2) In the Caller box; type in the inmate's jacket number or last name
- 3) Select your starting date and ending date criteria
- 4) Click Search. This will pull up all the calls for that particular inmate for the dates you picked.

SEARCH FOR INMATE INFORMATION

- 1) Click Call Inmate's Tab
- 2) In the Pin box; type in the inmate's SO number enter
- 3) This will pull up this inmate's name
- 4) Click Edit out beside the inmate's name and you will get an edit inmate pop up box with the inmate's information.
- 5) Click update if you make any changes

ICE – SET ALLOWED DESTINATION LIST

- 1) Click Inmates Tab
- 2) Select Edit beside Inmate's name; you will get an edit pop up box
- 3) Click Restrictions Tab
- 4) Under Allowed Destination List:
 - a. Click Add to add a new number to the list
 - b. Click Delete to remove a number from the list
- 5) Change Destination Limit to 5
 - a. This means the inmate can only call the 5 numbers that you have added to his list
 - b. If the inmate attempts to make a call to a number that isn't on this list he will get a recording stating "calls to this number are not allowed" and the phone system will hang up his call attempt

ICE SETTING UP ALERTS INMATE / DESTINATION NUMBER

INMATE:

1. Click INMATES Tab
2. Select EDIT out beside the inmate you would like to set the alert on; you will get an Edit Inmate popup box
3. Select the ALERTS tab
4. Select Add; you will get an Edit Alert popup box
5. If you would like to receive an alert via email or text or both check the box out beside the Email and/or Text
6. Enter your email address or email address if more than one person would like to receive alerts via email; separate with semi-colon (;) Box holds up to 250 characters
7. To receive Text Alert enter your cell phone number; select your carrier
8. To receive Alert via phone call enter your cell phone number; select your carrier
9. Click update

DESTINATION NUMBER

1. Click DESTINATION Tab
2. Select EDIT out beside the destination number you would like to set the alert on; you will get an Edit destination popup box
3. Select the ALERTS tab
4. Select Add; you will get an Edit Alert popup box
5. If you would like to receive an alert via email or text or both check the box out beside the Email and/or Text
6. Enter your email address or email address if more than one person would like to receive alerts via email; separate with semi-colon (;) Box holds up to 250 characters
7. To receive Text Alert enter your cell phone number; select your carrier
8. To receive Alert via phone call enter your cell phone number; select your carrier
9. Click update

TURN OFF INMATE PHONES

- 1) Click Configuration Tab
- 2) Click ShutDown Tab
- 3) If you would like to turn off ALL phone at the facility; or a block of phones
 - a. Click facility name or Profile name
 - b. You will get Shut down pop up box
 - c. Select time and duration how long you would like the phones to be off
 - d. Click Update

- 4) If you would like to turn off just one phone:
 - a. Click the “+” out beside the profile name (Inmate Phone)
 - b. You will get a list of the phones
 - c. Click on the phone you would like to cut off
 - d. You will get the Shut down pop up box
 - e. Select time and duration; how long you would like the phone to be off
 - f. Click Update

ICE USER CHANGE LOG STEPS

- 1) Click on Users tab
- 2) Click Edit out beside the user you would like to see their changes
- 3) You will get a Edit User pop up box
- 4) Click the Change Log
- 5) Select Starting Date and Ending Date
- 6) If any changes were made you will see what they made change to if it is a new add it will indicate Insert if they made a change it will indicate update and the date
- 7) If you click the + it will give you a box with the change date; Pin; Number; and notes
- 8) Select Export if you would like to be able to save these changes to a spreadsheet; CSV file or PDF file.

ICE – VIEWING INMATE AND VISITATION CALLS

1. Enter inmate's pin in Caller box
2. Click the drop down arrow; change Complete: Yes to Complete: All
3. Click Search

This will allow you to view the inmate's phone and visitation calls.

ICE – VISITATION CALLS

1. Click Call History Tab
2. Select starting date range
3. Select the drop down arrow next to Complete: Select NO
4. Over to the right next to Profile; select the drop down arrow to VISITATION PHONE

This will give you all of the visitation calls for that date range.