

# The Visitor™ Inmate Visitation System

## Offsite Visits from iOS® or Android® devices

You have the option to participate in video visitation from your **iPhone®**, **iPad®**, or **Android®** mobile device using the **ICS Mobile** application in the **Apple App®** or **Google Play®** store. The **ICS Mobile** application turns your mobile device into a remote video visitation station. **To register for an account, add funds, or to schedule a visitation, use your browser and log in to your account at [www.icsolutions.com](http://www.icsolutions.com). Your account must be funded to schedule a visitation.**

### ICS Mobile for iOS® Devices

➤ **Note for iOS users only:** *ICS Mobile for iOS® is not compatible with dark mode for iPhone® or iPad®. Please, take your device out of dark mode before using the app.*

1. Download the app by searching *ICSolutions* in the **Apple App®** store then installing **ICS Mobile**.
2. When you open **ICS Mobile** on your **iOS®** device for the first time, you will see a prompt to read the ICS Mobile License Agreement. Read the agreement and tap **Agree**.
3. Once you have agreed to the ICS Mobile License Agreement, you can log in using the username and password for your existing account or you can create a new account if you don't already have one.
4. To register for a new account, tap **Register**. This will open your device's browser to the registration page of the ICSolutions® web application.
5. Choose your username, PIN, and password, then tap **Sign Up**.
6. Next, enter your billing information and check the box to register for visitation, then tap **Sign Up**.
7. Select the agency that your loved one is located at and tap **Register**.
8. Read the agency's rules completely before continuing, then tap **Agree**.
9. Enter the required information to register for visitation and tap **Register**.
10. **ICS Mobile** will take you to the ICSolutions® web application at [www.icsolutions.com](http://www.icsolutions.com) to register for an account, add funding to your account, and schedule visitations. **You won't be able to schedule a visitation without first funding your account.**

➤ **Note:** *This is the only time **ICS Mobile** will take you to your account screen in the web application. After your initial registration, you must add funding and schedule visitations by going to [www.icsolutions.com](http://www.icsolutions.com) from your browser.*

11. To return to the **ICS Mobile** application, tap **Close** at the bottom of the screen.

12. Enter your Username and Password, then tap **Login**.
13. When you first log in to **ICS Mobile** on your **iOS®** device, the app will ask you to allow ICS Mobile to access the camera and microphone, tap **OK** for both.
14. When you get to your home screen, you will see any visits you have scheduled. If you need to schedule a visit, sign in to [www.icsolutions.com](http://www.icsolutions.com) in your browser to schedule visits or fund your account.
15. Before joining a scheduled visit, **ICS Mobile** tests your network speed and runs an echo test. To begin the network test, tap **Join Visit** for your closest scheduled visit.

➤ **Note:** Log in to your visit up to 15 minutes early and run the network tests in the location you will be visiting from. This will test your visit connectivity more accurately.

16. When your network passes the test, tap **Continue** to begin the echo test.
17. **ICS Mobile** will then take you through the echo test. Read the prompt for the echo test and tap **OK** to continue.
18. When the echo test is complete, which takes about 60 seconds, tap **Join**.
19. Before connecting to your visit, you must read the rules completely and tap **Agree**.
20. At the scheduled time, your timer begins. You can use the whole time or tap **End Visit** to end your visit sooner.

➤ **Note:** If you log in to the visit and run the tests early, you will not be connected prior to the scheduled visitation time. The timer will begin automatically at the scheduled time even if the inmate hasn't connected yet. Once the inmate has connected, you will only have the remaining time left for the visit.

## ICS Mobile for Android® Devices

1. Download the app by searching *ICSolutions* in the **Google Play®** store then installing **ICS Mobile**.
2. When you open **ICS Mobile** on your **Android®** device, the app will ask you to allow **ICS Mobile** to take pictures and record video as well as to record audio, tap **Allow** for both.
3. When you have given your **Android®** device the permissions required, you will now see the prompt to read the ICS Mobile License Agreement. Read the agreement and tap **Agree**.
4. Once you have agreed to the ICS Mobile License Agreement, you can log in using the username and password for your existing account or you can create a new account if you don't already have one.
5. To register for a new account, tap **Register**. This will open your device's browser to the registration page of the web application.
6. Choose your username, PIN, and password, then tap **Sign Up**.

7. Next, enter your billing information and check the box to register for visitation, then tap **Sign Up**.
8. Select the agency that your loved one is located at.
9. Read the agency's rules completely before continuing, then tap **Agree**.
10. Enter the required information to register for visitation and tap **Register**.
11. **ICS Mobile** will take you to the ICSolutions® web application at [www.icsolutions.com](http://www.icsolutions.com) to register for an account, add funding to your account, and schedule visitations. **You won't be able to schedule a visitation without first funding your account.**
12. To return to the **ICS Mobile** application, switch apps as you normally would depending on your navigation settings.
13. Enter your Username and Password, then tap the **Checkmark** .
14. When you get to your home screen, you will see any visits you have scheduled. If you need to schedule a visit or fund your account, tap **SCHEDULE VISIT** or **ADD FUNDS** at the bottom of the screen. This will bring you to the [www.icsolutions.com](http://www.icsolutions.com) web application without the need to sign in again.
15. Before joining a scheduled visit, **ICS Mobile** tests your network speed and runs an echo test. To begin the network test, tap **Join Visit** for your closest scheduled visit.

➔ **Note:** Log in to your visit up to 15 minutes early and run the network tests in the location you will be visiting from. This will test your visit connectivity more accurately.

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