

## General Questions and Answers FAQ

### ○ **What is CorrLinks Video Service?**

CorrLinks now supports video chat using your personal computer, iOS or Android devices with Persons in Custody (PIC) in select institutions.

- Full color video with clear audio communication from your personal computer, iOS or Android device.
- Allowed video session times are set by each institution, but are generally available daily.
- Each video session lasts 25 minutes (for FBOP PICs) and 20 minutes (for USN- CHA PICs); starting at the top and bottom of each hour.
- CorrLinks users are not charged for video sessions, rather they accept invitations from incarcerated family member/friends.
- System uses 640 x 480 video to minimize the network bandwidth needed.

### ○ **Where are CorrLinks Video Services available?**

CorrLinks Video Service is live at designated Federal Bureau of Prison institutions and the USN- CHA institution. Check with your incarcerated family member/friend for specific details.

### ○ **Am I charged money for accepting a video session?**

No, CorrLinks users are not charged for video sessions. The PIC is charged for the video session. For a cost not much more than a phone call of equal length, you can talk face to face!

### ○ **What type of operating system, browser and applications do I need to conduct a video session?**

CorrLinks Video Service requires:

- **Windows 10** or newer computer
- and current version of Internet Explorer or Chrome or Firefox
- and downloading and configuring the CorrLinks Video Service application.
- Note: The *Microsoft Surface RT* is **not** supported, **nor are Windows phones**.

### ○ **Why do I need to use CorrLinks Video Service application?**

CorrLinks Video Service application interacts with the system inside the institution to coordinate the exchange of video/audio between public and institution workstations, and sends the video/audio stream in the specific format needed.

### ○ **What type of internet connection do I need?**

CorrLinks Video Service can be used with both DSL and Cable internet connections. Steps within the configuration process will test and confirm that your internet connection has sufficient speed and bandwidth to support a video session. Due to security limitations implemented by the cellular service providers and Wi-Fi enabled coffee/café shops, wireless hotspot technologies do not work.

### ○ **I don't see a video session icon on my CorrLinks main page?**

You will only see the Video Sessions icon if you have previously been invited to have a video session.

- **What time is my video session?**

Your video session date and time will display on the Video Sessions main page on the CorrLinks website. **All times listed are U.S. Central Time zone.**

- **How do I cancel a visit?**

You may cancel a video session via the “Cancel” button, up until **7 days** before the scheduled date/time.

- **How do I start a video session?**

You may join a video session up to 30 minutes before your scheduled session time. You will see a countdown page. Once the countdown reaches zero, it will connect you to the video session. If, at any time, your session ends prematurely, you may rejoin again until the session end time.

- **Can I use a phone/tablet to conduct a video session?**

CorrLinks Video Service is now compatible with select Apple and Android devices. Please see the iOS and Android help files for specific system requirements.

- **My incarcerated family member/friend sent me a video session invitation; what do I do now?**

Once you receive an invitation from the PIC, you will have 2 options after you have completed the installation and test:

- Accept the invitation; system will confirm time/date and change the status to “Scheduled”.
- Reject the invitation; system will cancel the scheduled video session.

You must download the video software and successfully complete the configuration and testing steps in order to accept an invitation. **If you do not accept the video session request within 48 hours, the invitation will automatically expire and the PIC will need to schedule another video session.**

- **Why can't I accept a visit?**

Prior to being allowed to accept the invitation, you are required to download the video software and successfully complete the configuration and testing steps. If you are not able to complete the configuration and testing before the video invitation expires, the PIC will need to schedule another video session.

- **What is Video Setup?**

On the CorrLinks website, the “Video Setup” button will take you to the screen where you can download the CorrLinks Video Service Application for the very first time. You can also find a link to the instructions on how to install/upgrade and configure your computer for CorrLinks Video Service.

- **How can I check that my computer is setup correctly to do a video session with my PIC?**

You can run a test at any time. This will take you through the various steps of making sure your computer's hardware, etc. are setup correctly for video sessions.

1. Simply, double click the CorrLinks shortcut icon (either on your desktop or in the Program Files menu in your start menu).
2. Click the “Run Test” button.
3. Select the “Test” button.

○ **What is a shortcut?**

A shortcut is a link to a file or program, represented by an icon. If you double-click a shortcut, the file or program opens. CorrLinks automatically creates a shortcut on your desktop (and in the Program Files menu on your start menu) at the time the software is downloaded to your computer.

○ **What is “Run Test”?**

The “Run Test” button begins the process of confirming your computer’s hardware, network connection, and ensures overall setup is suitable for conducting a video session. This includes confirming that the software is able to communicate with your webcam, microphone, and speakers, and also that your computer is able to establish a connection to the correctional agency’s network.

○ **Are there specific ports that my firewall needs in order to operate?**

Yes, modems/routers/firewalls permit inbound and outbound traffic over ports to complete the video visit. CorrLinks’ client uses RTP (UDP) traffic over ports 50000-50250 to communicate. These ports are subject to change.

**IMPORTANT:** These ports may be blocked by many of the non-Microsoft antivirus/firewall products. You may have to configure these products to allow CorrLinks Client full access to the Internet within these products. The CorrLinks application is typically either in:

- *c:\program files\CorrLinks\CorrLinks\_client.exe*
- *c:\program files (x86)\CorrLinks\CorrLinks\_client.exe.*

Please refer to your antivirus/firewall vendor for additional information.

Most modems/routers/firewalls will automatically permit CorrLinks client to communicate on the necessary ports. If your router/firewall does not support such requests, you will need to manually configure it to permit UDP traffic to the CorrLinks client over ports 50000-50250. Please search the Internet for “UPNP port forwarding” or “Double NAT” for additional information.

All of these setting may require the assistance of a local technician, if you are not familiar with the technical details in the response above.

○ **Why did my connection work from my laptop computer at one location, but not in another?**

Each location can have different restrictions on the allowed internet connection traffic. If you successfully complete a validation test in location “A” and connect to the internet in another location (“B”), **you must re-test** in the new location “B” to confirm that there is no communication restrictions or blocking in the new location. Conversely, if the validation test fails in location “A” and works in location “B”, location “A” will still not work. You will need to make changes to the local equipment on location “A” for communication to work correctly.

○ **I changed my Internet Service Provider, will I need to test again?**

Yes, if you change your ISP, you will need to run the test again to ensure all internet connections work.

- **I can't hear any sound out of my speakers?**

Please verify your speakers have been setup via the "Configure" process. You may also refer to the "Tips to Improve Audio Quality" section located toward the bottom of the main CorrLinks Video Service FAQ for further help.

- **My incarcerated family member/friend can't hear me?**

Please verify your microphone has been setup via the "Configure" process. You may also refer to the "Tips to Improve Audio Quality" section located toward the bottom of the main CorrLinks Video Service FAQ for further help.

- **How do I upgrade to the latest version of CorrLinks Video Service?**

CorrLinks Video Service will automatically check for the latest version of the software and prompt you to update if needed. Please refer to the "Installing CorrLinks" section located just below the General Questions and Answers section of the main CorrLinks Video Service FAQ for detailed step by step instructions.

- **Where can I find more information about CorrLinks Video Service?**

The bottom of this document provides links to additional, topic specific, FAQs.

We have also created a YouTube channel with multiple videos to help navigate through the CorrLinks Video Service. You can watch them here:

<https://www.youtube.com/channel/UCHEAiZTKJbI77E48TIF5P2Q>

- **Common Video Session Terms**

- **Pending** = The video session has not been accepted nor rejected
- **Scheduled** = The video session has been accepted and is scheduled to take place
- **Rejected** = The video session has been rejected by the CorrLinks user
- **Canceled** = The video session has been canceled by either the PIC or the CorrLinks user
- **Expired** = The video session was not accepted/rejected in the allotted time and the invitation is no longer valid. The PIC must schedule another video session
- **Accepted** = Previously scheduled video sessions that are now in the past

# CorrLinks Video Service FAQ

<p><b>General Questions &amp; Answers</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/General.pdf">https://corrlinks.blob.core.windows.net/videofaq/General.pdf</a></p>	<p>Answers basic questions about CorrLinks Video Service.</p>
<p><b>Install/Update CorrLinks Video Service</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/InstallingSoftware.pdf">https://corrlinks.blob.core.windows.net/videofaq/InstallingSoftware.pdf</a></p>	<p>Details steps on how to</p> <ul style="list-style-type: none"> <li>• install the CorrLinks Video Service</li> <li>• upgrade the software when a newer version is available.</li> </ul>
<p><b>Configure and Test</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ValidateInstall.pdf">https://corrlinks.blob.core.windows.net/videofaq/ValidateInstall.pdf</a></p>	<p>How configure and test hardware, network and internet bandwidth to confirm they are sufficient to support a video session.</p>
<p><b>Accepting a Video Session</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/AcceptingRejecting.pdf">https://corrlinks.blob.core.windows.net/videofaq/AcceptingRejecting.pdf</a></p>	<p>How to <i>Accept</i> a video session invitation.</p>
<p><b>Joining a Video Session</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/JoinSession.pdf">https://corrlinks.blob.core.windows.net/videofaq/JoinSession.pdf</a></p>	<p>How to <i>Join</i> the video session when the scheduled time arrives.</p>
<p><b>CorrLinks Video Service System Requirements</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/SystemRequirements.pdf">https://corrlinks.blob.core.windows.net/videofaq/SystemRequirements.pdf</a></p>	<p>Details requirements needed to successfully use CorrLinks Video Service.</p>
<p><b>Improving Audio Quality</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ImprovingAudioQuality.pdf">https://corrlinks.blob.core.windows.net/videofaq/ImprovingAudioQuality.pdf</a></p>	<p>Helpful tips to maximize audio quality for your video session experience.</p>
<p><b>Improving Video Quality</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ImprovingVideoQuality.pdf">https://corrlinks.blob.core.windows.net/videofaq/ImprovingVideoQuality.pdf</a></p>	<p>Helpful tips to maximize video quality for your video session experience.</p>
<p></p> <p><b>CorrLinks YouTube Videos</b></p> <p><a href="https://www.youtube.com/channel/UCHEAiZTKJbI77E48TIF5P2Q">https://www.youtube.com/channel/UCHEAiZTKJbI77E48TIF5P2Q</a></p>	<p>How To videos detailing installation, configuring, accepting /joining and improving overall video session experience.</p>

<p><b>Troubleshooting Guide</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/TroubleshootingGuide.pdf">https://corrlinks.blob.core.windows.net/videofaq/TroubleshootingGuide.pdf</a></p>	<p>Flowcharts that will help navigate through the most commonly experienced problems.</p>
<p><b>Looking for iOS help/information?</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/General_iOS.pdf">https://corrlinks.blob.core.windows.net/videofaq/General_iOS.pdf</a></p>	<p>Link to iOS help documents and other iOS information.</p>
<p><b>Looking for Android help/information?</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/General_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/General_Android.pdf</a></p>	<p>Link to Android help documents and other Android information.</p>