

## General Questions and Answers FAQ- Android

### Q & A- Android

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

CorrLinks Video Service is now compatible with Android devices. Android devices must have a front facing camera and a minimum version of KitKat (4.4 or 19).

#### ○ **What type of device do I need to conduct a video session?**

CorrLinks Video Service requires:

- An Android device running a minimum of KitKat

#### ○ **Why do I get feedback on my device while doing a video session?**

Some Android devices do not have noise cancelling capabilities. It is strongly suggested that you use headphones when conducting your video session. By doing this it will greatly improve your video session experience. **\*Note: wireless earbuds are not compatible with CorrLinks Video Service\***

#### ○ **Can I use a cellular data plan to conduct a video session?**

Yes, if you do not have Wi-Fi, you can use your cellular data to conduct a video session. However, please note, you *may* incur data charges from your cellular provider.

#### ○ **What time is my video session?**

Your video session date and time will display under the “Future Sessions” section. **Session times displayed are consistent with the device’s set time zone.**

#### ○ **How can I check that my mobile device is setup correctly to do a video session with my Person in Custody (PIC)?**

You can run a test at any time. This will take you through the various steps of making sure your device is setup correctly for video sessions.

1. Click “>” next to the “Run Test”.

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

CorrLinks now supports video chat using your personal computer, iOS, or Android device with PICs in select institutions.

- Full color video with clear audio communication from your personal computer or iOS 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 sites and 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!

- **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.

- **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.

- **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 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 testing steps. If you are not able to complete the testing before the video invitation expires, the PIC will need to schedule another video session.

○ **What is “Run Test”?**

The “Run Test” button begins the process of confirming your device’s 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 device 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 a device at one location, but not in another?**

Each location can have different restrictions on the allowed internet connection traffic (when using wi-fi). If you successfully complete a 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 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.

○ **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.

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

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

You can also watch YouTube videos on how to navigate the mobile app by visiting the following links:

Installation- <https://youtu.be/2HP1oELdf7M>

Accept & Join- <https://youtu.be/q7hfCTr0F8E>

- **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

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<p><b>General Questions &amp; Answers</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>Answers basic questions about CorrLinks Video Service.</p>
<p><b>Testing your Android Device</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ValidateInstall_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/ValidateInstall_Android.pdf</a></p>	<p>How to test 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_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/AcceptingRejecting_Android.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_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/JoinSession_Android.pdf</a></p>	<p>How to <i>Join</i> the video session when the scheduled time arrives.</p>
<p><b>CorrLinks Video System Requirements</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/SystemRequirements_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/SystemRequirements_Android.pdf</a></p>	<p>Details requirements needed to successfully use CorrLinks Video Service.</p>
<p><b>Helpful Tips for a Quality Video Session</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/HelpfulTips_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/HelpfulTips_Android.pdf</a></p>	<p>Helpful tips to maximize the overall quality for your video session experience.</p>