II. Silent Seek Mode

When the Monitoring Phone is turned on, it will default to the Silent Seek mode. See Figure 5. While in Silent Seek mode, the Monitoring Phone will scan the calls that are live on the system. The phone uses 6 seconds as the default speed between scans. Using the Speed buttons, the user may change the speed between scans from 5 to 13 seconds while in Silent Seek mode.



- A. <u>OID</u>: Displays the inmate's PIN number if used
- B. <u>TNI</u>: Displays the phone number the inmate dialed
- C. <u>EXT</u>: Displays the extension of the inmate's phone. This number corresponds with the phone location labeled in "View Current Phone Status" on the TOM. See TOM User's Guide for further information.
- D. <u>00:00:00</u>: Displays the length of the inmate's call in HH:MM:SS
- E. <u>Status of the call</u>: In the example above, the inmate was "Talking", which means the call has been accepted by the called party. Other options are "Dialing" and "Answered" if the called party has answered, but not yet accepted the call. The (FR) displayed after the Talking status means Full Channel Recording. If the call has a (GR) it means an Officer has initialized recording. If an (AR) is displayed, an Alert call is being recorded. The following symbols will appear next to the call record when displayed in "HearSay Playback" on the TOM:

Alert Recording (AR)



Monitoring Phone Recording (GR)

- F. <u>Mode</u>: In the above example, the Monitor Phone is in the Silent Seek mode. The phone will scan all calls on the system silently, meaning the user cannot hear the conversations. Other modes are Voice Scan, when the user can actually hear the conversations while scanning calls, and Monitor Mode. Monitor Mode is used to pause on a certain call. The voices are audible in this mode also. <u>6S</u>: Displays the amount of seconds between scanning calls. The speed may be adjusted with the Speed or Speed + buttons.
- G. <u>Record</u>: The user has the option to press this button to flag the call as recorded by an Officer. This will be noted in the HearSay playback system on the TOM administrative terminal as well as in reports.
- H. <u>Go To</u>: To move to a specific call, the user may press Go To and dial the 3 digit extension of the phone they want to monitor.
- I. <u>Monitor</u>: This button stops the silent scan and switches to Monitor Mode. The system will remain on this call until the call is either terminated, or the user selects another call to monitor or scan.
- J. <u>V Scan</u>: This button switches the mode to Voice Scan where the user can hear the inmate calls in progress while scanning through the active conversations.
- K. <u>Speed -</u>: The user may press this button to subtract seconds between scanning calls.
- L. <u>Speed +</u>: The user may press this button to add seconds between scanning calls.

While in Silent Seek or Voice Scan, the Monitoring Phone constantly receives updates from the system. A circular Update symbol will appear in the upper left corner of the display screen. When this Update circle appears, the Monitoring Phone may not detect any buttons pressed. Make sure to try again if any command is not accepted during an update. See Figure 6.

Update Symbol		
	Update Symbol	Figure 6
	Update Symbol	Figure 6

III. Go To Option

The user always has the option to press the "Go To". This function allows the user to dial a 3 digit extension of an inmate phone. Once the Go To button is pressed a screen will appear that requests the user to enter the 3 digits. See Figure 7.

Note: The digits entered will not be displayed on the LCD.



Go To Screen

Figure 7

Once the system accepts the inmate phone extension, the system will remain in monitoring mode on that particular phone extension. If the user wishes to mark the call as an Officer initiated recording, they may simply press the Record button.

IV. Monitor Mode

If the user presses the Monitor button, the Monitoring Phone will remain on that particular inmate phone call. The conversation will be audible to the user. See Figure 8. The Monitor Mode will remain until the call is either terminated, or the user selects to scan calls by pressing either "V Scan" for Voice Scan, or "S Seek" for Silent Seek. Muting the Monitoring Phone



V. Muting the Monitoring Phone

At any time while the monitoring phone is on, the user may **mute** the phone by pressing the blue speaker phone button a second time. (Note: The blue speaker phone button is pressed once to power on the phone, and then a second time for muting the phone.) See Figure 1.

VI. Voice Scan Mode

If the user presses V Scan for Voice Scan, the system will scan all calls and play the conversations to the user. While the Monitoring Phone receives system updates, the conversations will be muted for those few update seconds. See Figure 9. Using the Speed buttons, the user may change the speed between scans from 6 to 48 seconds while in Voice Scan mode. Speed + adds seconds between scanning, and Speed – subtracts seconds between scanning.



VII. Alert Recordings

If individually specified telephone numbers are entered into the TOM administrative terminal as "Alert" calls, HearSay will automatically begin recording the call. See Figure 10.



A. (AR) Alert Recording

VIII. Powering Off the Monitoring Phone

To power off the Monitoring Phone, the user needs to press the orange "Goodbye" button. See Figure 11.



Inmate System



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HearSay Playback User's Guide

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Table of contents

I.	HearSay Playback	Pg. 3
II.	Recording Descriptions	Pgs. 4-5
III.	Play back Recordings	Pgs. 5-6
IV.	File Menu	Pg. 7
V.	View Menu	Pgs. 8-11
VI.	PlayBack Menu	Pgs. 12
VII.	Report Menu	Pgs. 13-14
VIII.	Report Menu – Recording Notes	Pgs. 15 -17
VIII.	Help Menu	Pg. 18

I. HearSay Playback

When the "HearSay – Listen to Recordings" icon is selected from the desktop of the TOM, the Main Window will appear with recordings and dates. See Figure 1.

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HearSay Playback Main Window	Figure 1

Each date contains the recordings, if any, for that day. If there's a red circle with a line through it to the left of the date, ∞ , it means that there are no recordings for that date. The "..." symbol to the left of the date signifies that there are recordings. To view a complete list of recordings for a particular date, highlight the date and double click. See Figure 2.

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II. Recording Descriptions

Located to the left of each call time is a symbol. Each symbol represents what type of recording was made. The recordings will display the following: See Figure 3.

- A. Gray tape symbol: Signifies a regular full channel recording.
- B. Red circle with X: Signifies that an officer selected this call to record.
- C. Yellow triangle with 1: Signifies an alert recording.
- D. Call Time: The time the call began. (HH:MM:SS)
- E. Duration: The duration of the call.
- F. ID Code: The inmate ID code used to place the call.
- G. TNI: The telephone number the inmate dialed.
- H. ACP: The ACP ID.
- I. Channel: The channel that recorded the call.
- J. Trunk: The Trunk ID.
- K. Phone: The Phone ID. (This is the phone the inmate used to place the call.)



In order to play back a recording, the user must highlight the desired recording under the "Call Time" heading and double click. This will prompt a HearSay Playback Window. See Figure 4.

III. Play back Recordings

By highlighting the desired recording and double clicking, a HearSay Playback window will appear. Under the Playback pull down menu from the main window, there are two options for listening to recordings. If the user has set the playback to "Multimedia", the recording will play on the user's computer with a multimedia program. See Figure 4. If the user has "Dialogic" checked under the Playback pull down menu from the main window, the playback will be performed on the Monitoring Phone. The HearSay Playback window provides users with the following options:



- A. Play back a recording.
- B. Quit this HearSay Playback screen.
- C. Print the contents of the HearSay Playback window.

With Multimedia on, the user must click "Play" to bring up the multimedia program (See Figure 5). The multimedia program selected by the user will have its own volume controls, etc. After listening to a recording the user must select "QUIT" in order to terminate that particular recording and return to the Main Window. If the user does not select "QUIT", the HearSay Playback Window will remain on the screen until doing so. See Figure 4.

Figure 5 is the multimedia program that appears on the screen when the user selects "Play" on the previous window. The following are the options for this default multimedia program.



- A. Play a recording.
- B. Exit this HearSay Playback window.
- C. Stop the Playback recording. (Only available after the recording has begun playing.)
- D. Fast forward the Playback recording.
- E. Rewind the Playback recording. (Only available after the recording has begun playing.)

In the "Dialogic" mode of listening to recordings on the Monitoring phone, the user must select "QUIT" in order to terminate that particular recording and return to the Main Window. If the user does not select "QUIT", the HearSay Playback window will remain on the screen until doing so.

• **NOTE:** Please keep in mind, if an error box should appear, the recording may have been archived or erased. If archived, the recording will need to be restored in order for the user to obtain access to that recording.

<u>Remote Playback option:</u> The TELEQUIP HearSay Playback system has an option to play back recordings to a remote location. If you have a telephone next to the TOM, TELEQUIP will supply a connector so that you can call someone at a remote location and play a recording to that called party. See separate documentation for Remote Playback instructions.

IV. File Menu

The user may exit the program through the "File" pull down menu from the main HearSay Playback window. See Figure 6.

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<u>V.</u>

View Menu

<u>Search/Filter</u> - The next menu on the Main Window is "Search/Filter". Simply highlight the desired number of days to view, or choose "Custom Days" or "Search/Filter". See Figure 7.



<u>Custom Days</u> - If the user highlights Custom Days, the system prompts you to enter the number of days you would like to see. See Figure 8.



<u>Search Filter</u> – The system prompts the user to enter custom viewing data. See Figure 9. After entering the custom data, the system will display the results of the custom search.



Date Sort - The user may sort the records in either ascending order or descending order. See Figure 10.



<u>**Refresh**</u> – Allows the user to refresh the dates and restore to the defaults in the "View" menu. See Figure 11.

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VI. PlayBack Menu

The "Playback" menu from the main window offers two methods to listen to the HearSay recordings. See Figure 12.

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Playback Menu from N	Main Y	Windo	W					Figure 1

The "Dialogic" option allows the user to listen to recordings on the Monitoring Phone. The second option, the default setting, is "Multimedia". With the multimedia option, the user will be able to listen to recordings on their computer with a multimedia program. The user may select the program with the "View Playback" item located last in the Playback pull down menu. See Figure 13.



VII. Report Menu

To perform reporting functions, highlight "Report" from the Report menu. See Figure 14.

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	07/03/2001 Tue		12:25:26	00:27	1234567890		TEL	000	001	107
	07/02/2001 Mon		22 18.28:17	01:38	1234567890		TEL	000	001	107
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Report Menu from Main Window

Figure 14

After selecting Report, the system will prompt the user to enter the desired report data and click OK. See Figure 15.



The system will create a report using the data entered. The date, begin time, end time, duration, ID Code, TNI, and ACP label will be displayed in the custom report. The blocked number, inmate phone location, trunk used and file name are also displayed. See Figure 16.



VIII. Report Menu – Recording Notes

Recording "Notes" are also available from the Report Menu. The user may attach text or notes to any recording.

Create or modify a note by first clicking the recording in which the note will correspond. The time of the call recording will be highlighted. Then, click Report located on the menu, then Recording Notes from the dropdown menu. See Figure 17.

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An MS Word document will automatically open. Type the text you wish stored for the recording selected. Your text will be in a color chosen by the program. <u>NOTE:</u> The user cannot change the color. Otherwise, the user may format the text in virtually anyway desired i.e., using Word formatting options such as font size, font type, underline, bold text, italicize, text alignment, etc. See Figure 18.

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Notes	Figure 18	

Once you have completed your Recording Note, save the document by clicking the Diskette Icon on the tool bar or by clicking File -> Save from the menu. Close the document by clicking the X in the upper right corner of the document.

Additional users can edit the same Recording Note by adding new text or editing the original text. The user opens an already created Note in the same manner as if a new one was being created. All original text will be displayed when the document is opened. If the user tries to delete text, the text will be displayed as a strikethrough. The text will not actually be removed from the document. See Figure 19.



Additionally, the deleted text will be tracked the same as regular text. First the deleted text will be displayed in the user's assigned color then, if the mouse is placed over the deleted text, the username, date, time and action will be displayed. See Figure 20.

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■DDDETTER	Figure 20



The "Help" menu from the main window displays the Playback Version number currently installed. See Figure 21.

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Inmate System



Voice Recording Transfer to CD

User's Guide

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Table of Contents

DUCTION	4
About the Hardware	5
Transferring HEARSAY call recordings to CD	
Steps 1. – 3.	5
Step 4 6.	6
Steps 7. – 9.	7
Steps 10. – 14.	8
Step 15 17.	9
	Transferring HEARSAY call recordings to CD Steps 1. – 3. Step 4 6. Steps 7. – 9. Steps 10. – 14.

INTRODUCTION

WHO SHOULD READ THIS MANUAL?

This manual is designed for technical personnel who are administrating the inmate phone system.

- Site personnel
- Administrators
- Investigators

OVERVIEW

The CD-RW component is installed in the central processing unit of the AT&T Inmate System On-Site Manager (TOM^{TM}) Administrative Terminal. CD-RW allows the user to transfer voice recordings to CD in multimedia playback format. The CD may then be placed in a CD player ("boom box") or laptop computer for the purpose of playing back voice recordings for evidentiary purposes. The recordings are in no way compromised by this transfer. All data is stored exactly as it is recorded without the use of compression techniques.

The **TOM**TM is connected via high-speed Local Area Network (LAN), to the correctional facility's **Digital ACP®** with **HEARSAY**TM. Recordings of the inmate phone calls are created and stored on the **Digital ACP®** with **HEARSAY**TM hard drive or Network Access Storage (NAS) system and are managed on-site by the **TOM**TM. An interface is provided on the **TOM**TM for the user to accomplish the transfer of the voice recordings to CD.

L

About the Hardware

CD-Rewritable Drive

Internal to the **TOM**TM is the CD-Rewritable Drive. The drive writes to CD-R (recordable CD) at speeds up to 8X, or to CD-RW (rewritable CD) at speeds up to 4X. The drive is fully installed and ready to be used.

Compact Discs

In order to create recordable CDs you will need to purchase either the CD-R or CD-RW types discs at your local computer store or contact your inmate phone provider. Please note that CD-R type discs may only be written to one time.

- II. Transferring HEARSAY call recordings to CD
 - 1. Access the call-recording manifest by double clicking on the Playback Recordings icon on the desktop. Locate the recording in the manifest you wish to transfer to CD. For help locating a recording see the "HEARSAY Recording User's Guide".
 - 2. Right click the recording desired then select "Audio CD Recording" from the dropdown menu (Figure 1). The Audio CD Recording window will pop-up verifying the successful conversion of the recording to WAV format (Figure 2). Each recording is stored with a unique file name for identifying the recording. The file name is also displayed in the Audio CD Recording window. Click "OK".

Example: TEL101174141.22901.wav file

TELI	-Represents the Digital ACP system name.
01	- The trunk the call was placed from.
174141	-The Begin Time of the call in HH:MM:SS format
229	- Julian Date (in this example, the 229 th day of the year)
01	- Represents the year

3. At this point, you may either playback the recording or continue to transfer the recording to a CD.

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6			Descending					
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Figure 2	2			

- 4. Minimize the HearSay Playback window.
- 5. Double click the Easy CD Creator 5 Basic icon (Figure 3). (Icons subject to change)



6. Click the "make a Music CD" button (Figure 4) then, click the "music CD project button in the middle of the "Select a Project" screen (Figure 5).



Figure 4



Figure 5

7. The "untitled Music CD Project – Easy CD Creator" window should be open. Locate the .WAV file you created by clicking the dropdown arrow under "Select Source Files" (Figure 6). Click (D:) then double click the file folder named "audiocdwav" (Figure 7).

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Figure 6	Figure 7

8. All .wav files in the directory will be listed. Click on the desired recording file then click the "Add" button on the toolbar in the middle of the window. The recording file will appear in the bottom half of the window under "Track Title" (Figure 8). Repeat this step for any other recordings needed from the list.

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	12300.22501.wav	781KB	Wave Sound	8/14/01 235 Ph			
	74141 (2961 +++++	512KB		B/21/01 1:49 PM			
	New Tide		Artist Name:	New Arbri			
1 TEL10	1094714.23301 1174141.22901	- 44.				NATEL101094714.2 NATEL101174141.2	ligne

 9. The "New CD Title" and "Artist Name" fields may be used to label the CD. For example: New CD Title: Frank Albert Smith Artist Name: Smith County Jail

Recording file names can be renamed from that identified in step 2. However, TELEQUIP strongly discourages this practice because the file name is created by the HearSay system and is completely unique.

- 10. Once all of the desired inmate recordings have been added, click the "Record" button.
- 11. Click the "Start Recording" button (Figure 9).



12. Insert a blank CD or a CD with enough free space to add recordings. Click retry. The Record CD Progress window will display (Figure 10).



13. Once the Record Progress phase has reached 100%, the "Record Complete" window will pop-up (Figure 11). Click "Finalize" if you do not wish to add anymore recordings to the CD. The system will close the CD. Wait several seconds before proceeding to step 14.

OR

Click "Do not Finalize" if you will be adding more recordings to the CD. If you click the "Do no Finalize" button, go to Step 16. WARNING - A CD cannot be played until the "Finalize" process has been completed.



14. Click "Close" on "Launch CD Label Creator". Click "OK" on "Record CD Progress" window. Click "No" on the "Save CD Project Changes".

- 15. Close "Easy CD Creator". Close the "Select a Project" window and remove the CD.
- 16. Click "OK" on "Record CD Progress" window. Click "No" on the "Save CD Project Changes".
- 17. Close "Easy CD Creator". Close the "Select a Project" window and repeat steps 1. 15 to continue adding more recordings to the CD.

NOTE: If the CD is a CD-R the disc may only be used once. If the CD is a CD-RW it may be written to multiple times.

Inmate System



Equipment Installation, Test and Maintenance

- ♦ DIGITAL ACP[™]
- ◆ TOM[™]
- ♦ MONITORING PHONE™

Revision V.06 - October 2001

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AT&T Install Manual

Equipment Installation, Test and Maintenance Revision V.06 – October 2001	1 1
INTRODUCTION	
WHO SHOULD READ THIS MANUAL	
Overview	3
SAFETY CONSIDERATIONS	4
TOOLS AND TESTING EQUIPMENT	
Test Equipment	
Tools	5
DOCUMENTATION	
Cabling and Hardware	5
UTP/STP/COAX	
Adapters/Connectors	6
Paint/Sealants/Adhesives	6
INITIAL SITE SURVEY	
Inmate PHONES	
TRUNKS (C.O. LINES)	
EQUIPMENT LOCATION	
ADDITIONAL CABLE	8
UNPACKING AND RECEIVING INSPECTION	0
SHIPPING DAMAGE	
EQUIPMENT INSPECTION (INSIDE THE CASE)	
SHIPPING CONTENTS	
TOM™ CONTENTS Digital ACP® CONTENTS	10
UPS CONTENTS	
EQUIPMENT INSTALLATION	
DIGITAL ACP® WITH T1 - RACK MOUNT INSTALLATION	17
TOM™ INSTALLATION	23
MONITORING PHONE™ INSTALLATION	26
APPENDIX	30
TROUBLE SHOOTING	
ROUTINE MAINTENANCE	
GLOSSARY OF TERMS	

WHO SHOULD READ THIS MANUAL

This manual is designed for technical personnel who are installing or maintaining AT&T Inmate System equipment, including but not limited to:

- Site personnel
- Local or long distance Bell technicians
- Installation technicians

OVERVIEW

The AT&T Inmate System, **DIGITAL ACPTM**, On-Site Manager (**TOM**TM), and **MONITORING PHONETM** supercedes the original **ACP®**, **Traffic Cop**TM, **HearSay**TM, and **TOM**TM configuration previously sold. Excepting the **TOM**TM and **MONITORING PHONE**TM components, the new "all in one" system performs the functions originally controlled by the multiple component design. **TOM**TM is an administrative system, which connects via high-speed Local Area Network (LAN), to the correctional facility's **DIGITAL ACP**TM system. The **MONITORING PHONE**TM connects to the **DIGITAL ACP**TM using one-pair of a two-pair standard phone cable, a.k.a."silver satin".

- ◆ The **TOM**TM assists the administrative site personnel with generating reports, PIN management, blocking numbers, viewing current phone status, playing back recordings and setting alert numbers.
- The **DIGITAL ACPTM** combines inmate call processing, database and Wide Area Network (WAN) management, and recording and monitoring into one unit.
- ◆ The **MONITORING PHONE**TM monitors, initiates recordings and visually displays the inmate's PIN, dialed number and phone ID.
- **The DIGITAL ACPTM** can operate without the **TOMTM** or **MONITORING PHONETM** as a standalone call processor. Each site configuration is unique.

The AT&T Inmate System reflects all of the safety features that your home or office PC exhibits. However, there are times when you should take extreme caution:

- Never install telephone wiring during a lightning storm.
- Never install telephones jacks in wet locations unless the jack is specifically designed for that purpose.
- Never touch un-insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface. Open telephone wires (Tip and Ring) can create electrical shock during ring or C.O. testing.
- The power supply of the equipment receives its energy from a standard 115 Vac/60 Hz US electrical system. As such, it should be used with the standard precautions.
- The equipment should only be used with the supplied three-prong plug to protect the system against static discharge.
- When proceeding with maintenance activity, appropriate grounding straps should be worn to prevent any electrical discharge. In the absence of proper grounding straps, keep one hand on the case at all times and stand still while working on the equipment.
- Never perform maintenance with the power on.
- Keep electrostatic-sensitive parts in their containers until they are ready for use.
- Do not place the equipment near any electromagnetic devices.

In order to provide the most complete installation, AT&T suggests being prepared with the following lists of tools and testing equipment. Many items may not always be necessary.

TEST EQUIPMENT

Representative Phone Card used by inmates Butt set w/clips and modular adapters Multimeter w/leads T-Carrier test set with adapter cables for modular & TRS

TOOLS

Normal hand tools Hand / power saw for metal and plywood Bending hicky Hilti-style gun and fasteners Hammer drill Batter powered drill / driver Punch down w/cutting bits for 66 /110 Security driver bits 5/32 PIH Hex T-15 PIH torx Nut driver bits Asstd. Adjustable open end wrench Box and open end wrenches 3/8 Socket Driver set Work lights and extension cords

DOCUMENTATION

Site Survey Product Order Form Training Manuals. Equipment configuration and functional block diagram of the system

CABLING AND HARDWARE

Conduit Clamps and screws Solid Conductor # 12 CU for AC (3 Colors W, B, G) Standard # 18 extension cable for carts Marine wall mount and matting male connectors for carts (Hubbell PH6625 sytle) Outlet Strips ~ SP187A by Black Box
UTP/STP/COAX

25 Pair cable Quad Cat 5 Clamps/screws/wrap

ADAPTERS/CONNECTORS

66 / 110 blocks (Verify configuration and qty) RJ11 Plugs RJ45 Plugs RJ11 Blocks RJ45 Blocks AC Power strips and surge protectors

PAINT/SEALANTS/ADHESIVES

Black backboard paint Foam Sealant for cable thimbles



6

INITIAL SITE SURVEY

This chapter will familiarize you with the site survey and provide some helpful hints. AT&T also has a separate site survey form available upon request. Initial considerations are as follows:

- Determining the number of inmate phones
- Determining the number of trunks needed
- Location of the equipment
- Additional cabling
- Additional information on the site survey

INMATE PHONES

During the ordering process, the total number of inmate phones and trunks must be provided. Each site and customer may have varying requests. AT&T will evaluate all the possible configurations with the customer to determine the optimal setup.

TRUNKS (C.O. LINES)

Once the number of trunks required has been determined, you may want to contact the local Telephone Company and request the order specifications for the trunks. This will prevent any problems during the install, such as blocking, incorrect routing, loop start, ground start, etc.

You may not be able to change the order before the equipment is installed. If this is true you should put your request in for a due date and request that a telephone technician is on-site for the cutover. A telephone technician can activate changes during testing.

Note: Trunk surge protectors are available from a number of sources. We highly recommend these protectors to prevent spikes through the phone line.

EQUIPMENT LOCATION

- The equipment should be located in a well-ventilated area and should have proper airflow. A climate-controlled room is preferred.
- A dedicated A/C outlet should be within six feet of the equipment.
- An equipment grounding source, preferably a cold water ground should be available.
- The DIGITAL ACP[™] and TOM[™] require a 10 Base T Cable (Cat 5) connection for the LAN interface.
- The DIGITAL ACP[™] and TOM[™] require a modern line for remote dial-in access.
- One (1) pair or two-conductor (2) wire is required for each MONITORING
 PHONETM installation.
- Equipment racks, if desired, are also available.
- Pursuant to the Limited Warranty Agreement, select a place for the equipment that is free and clear of any dirt, debris, or water that might damage
 DIGITAL ACPTM or its components. Where possible, the DIGITAL ACPTM and its wiring should be raised from the floor to prevent damage due to flooding.

ADDITIONAL CABLE

- During the installation you may need to extend a portion of the equipment some distance away at the site. Additional telephone wire and / or 10 Base T Cable (Cat 5) may be purchased in your area.
- **Note:** Installation of the telephone wires and LAN before the installation day will greatly reduce your install time.

UNPACKING AND RECEIVING INSPECTION

SHIPPING DAMAGE

To ensure the equipment has not been damaged during shipment, please follow these instructions:

- 1. Clean the area where the boxes will be opened to avoid getting dust or dirt in the equipment. Avoid raising dust into the air that might contaminate the equipment fan when the system is powered up.
- 2. Check all around the outer shipping container for visible signs of shipping damage.
- 3. Remove the equipment from the box and also inspect for signs of shipping damage.
- 4. If equipment damage is evident, please refer to the Equipment Inspection section to inspect the interior of the equipment.

EQUIPMENT INSPECTION (INSIDE THE CASE)

- 1. Remove the eight screws located along three of the top side edges that retain the top metal cover. The cover can be lifted off by raising the bottom rear of the cover first and working the top front edge out from under the lip of the front panel.
- 2. Once the computer is open, check that the computer's cards or circuit boards appear to be seated and aligned properly at both ends. Push lightly on the edge of the cards to ensure they are well seated.
- 3. After careful inspection of the electronic cards, connectors, and cables, and if no damage or loose fittings are found, replace the sheet metal cover over the chassis and slide it into place along the front cover. Replace the eight screws removed in Step 1.

Each box of equipment contains individual parts that are required for the install. Please review this section to ensure all of the shipped materials are present.

- ♦ **ТОМ**TM
- DIGITAL ACPTM
- ♦ MONITORING PHONE™
- UPS

TOM™ CONTENTS

◆ TOM[™] System Unit with Power Cord





• Color Display with Power Cord and 15 pin VGA Cable



• Keyboard



• Laser Printer with Power Cable



• Mouse and Mouse Pad



 DAT, DLT or LTO (not shown) Tape Drive or Loader (HearSay Only – May be external or internal to the system)

Internal DAT

Internal DLT







• 10 Base T Cable (Required for Networking) Suggested Cat 5



Multimedia Playback Speakers (HearSay TOM only)



• Surge Protector



Instruction Manual

DIGITAL ACP® CONTENTS

• Digital ACP® System Unit with Power Cord





• Color Display with Power Cord and 15 pin VGA Cable



• Keyboard



Mouse and Mouse Pad



LSI DB37 Cable(s)



• MSI Straight Through Amphenol Cable (s)



• T1 Cable (s)



• MSI Power Cord (s)



• MSI Power Supply (s) or "Brick"



♦ 66 Block (s)



10 Base T Cable (Required for Networking) Suggested Cat 5



Network Access Storage (Optional)





Archival Storage Server (Optional)





◆ * MONITORING PHONETM (s) with Display



* = Depending on the features ordered these items may not be included

UPS CONTENTS

• UPS System Unit



OR



EQUIPMENT INSTALLATION

DIGITAL ACP® WITH T1 – RACK MOUNT INSTALLATION

Overview

The following diagrams represent a Digital ACP system with T1 interface for all outbound trunks, no analog lines (P.O.T.S., P.A.L.S. etc.). The T1 interface is accomplished with the Dialogic T1 interface boards. An installation in which all central office line interfaces is required, Dialogic LSI boards will be used. A mixture of both type boards/interfaces is possible. Additionally, LSI boards are used by the Digital ACP for other functions such as the Monitoring Phone when HearSay technology is included. Dialogic MSI boards are used for interfacing to the inmate phones.

If you are installing a system with all analog lines contact AT&T Inmate Customer Service for assistance.

If you are installing a system with both T1 and analog lines contact AT&T Inmate Customer Service for assistance.

Installation Procedure

WARNING! DO NOT CUTOVER THE INMATE OR CO LINES UNTIL SOFTWARE SETUP IS COMPLETED.

We will now begin the installation of the **DIGITAL ACPTM** with T1 equipment. Our extensive experience in this procedure has been documented to assist you with a step by step procedure. Please follow ALL of the instructions. We pride ourselves in helping you do a professional job wherever the equipment is installed, so please keep your work area clean and double-check your work.

Make sure your demarc or location of the 66 blocks is reasonably close to where the equipment is going to reside. Pursuant to the Limited Warranty Agreement, select a place for the **DIGITAL ACPTM** that is free and clear of any dirt, debris, or water that might damage the **DIGITAL ACPTM** or its components. Where possible, all **DIGITAL ACPTM** parts and wiring should be raised from the floor to prevent damage due to flooding. 1. Install the 66 Block(s) provided on the wall or in the space provided on the rack.

2. Connect the modem line for the **Digital ACP®** from the Telco 66 Block directly to the MBB card located on the back of the system. The jack is labeled "Telco in".



3. After "punching down" the inmate phone cables to the blocks, position the **Digital ACP®** and connect the MSI Straight Through Amphenol cables to the backside of the **Digital ACP® MSI Cards** and use the attached screw to tighten the connection. Each card/block is labeled. Ex. S11, S21, S31. There will be one 66 Block per MSI Card. The first character S = Station, the second character is the card sequence in the system, the third character in the set is the Digital ACP system number. In the example below the system is the first in the group.



4. Attach one CAT5 cable/RJ45 to each T1 card then attach the opposite ends to the Smart Jacks or other T1 connection point. Note: Connectors may not be RJ45 and will have to be adapted. There will be one connection point for each 24-line group. In this example, there are 2 groups of 24 or a total of 48 trunks.



5. Attach the LSI DB37 cable to the LSI card and then to the L11 66 Block. For this installation, the LSI card is used for the Monitoring Phone(s) only. No c.o. lines will be attached. Multiple Monitoring Phones will share the same L11 66 Block.



6. Plug the 10 Base T Cable(s) into the ACP(s) and connect the other end to the Network Switch.



7. Now connect a ground wire from the back of the Digital ACP's copper grounding bar to a common ground nearby. USE A MINIMUM OF 6 GAUGE SOLID WIRE.



8. Using the cables provided, connect the MSI cards to the MSI Power Supply(s) or "Bricks". Connect the MSI Power Supply power cables to the power strip. Connect the **DACP®** power cord to the UPS if supplied. The **DACP®** or UPS should be connected to a dedicated A/C outlet. Power-up the UPS by depressing the switch located on the front panel. Now Power-up the **DACP®** by depressing the button on the front panel. Contact Customer service at 1-888-722-4227 for programming.



- 9. Once programming is completed Customer Service will assist you in the test calls.
- 10. Follow steps 2 9 for each ACP.

11. * At this time you may want to notify the site that you will be cutting over the inmate phones to the new system. Cut over the inmate phones to the 66 blocks. Keep notes on the phone location on the block and the physical location in the site. Continue to cut over the trunks (CO) to the **DACP**[®] 66 blocks. Label the 66 blocks appropriately with phone locations for ease of future troubleshooting.

Note: The LAN connection varies from site to site and can be configured in any number of ways. For more assistance with the LAN, contact customer service for assistance at 1-800-329-3290.



TOM™ INSTALLATION

- The TOM[™] is usually placed near administrative offices and requires NO 66 blocks. Pursuant to the Limited Warranty Agreement, select a place for the TOM[™] that is free and clear of any dirt, debris, or water that might damage the TOM[™] or it's components. Where possible, all TOM[™] parts should be raised from the floor to prevent damage due to flooding.
- 2. Connect the modem line for **TOM[™]** by using a jack with an (RJ11) silver satin cord plugging it into the back of the **TOM[™]** labeled "TELCO".



3. Connect the **TOM**TM power cord to the surge protector and UPS if supplied. The **TOM**TM surge protector or UPS should be connected to a dedicated A/C outlet.



 Place the printer near the TOM[™] and connect the A/C cord to the surge protector. Connect one end of the printer cable to the printer and the DB25 male end to the rear of the TOM[™]. There is only one place on the back of the TOM[™] for this cable.



5. Install the mouse by connecting the eight pin male connector round green eight pin female connector. Attach the keyboard to the purple female connector and connect the multimedia speakers to the round green connector on the sound card.



6. Install the VGA monitor and connect the A/C to the surge protector. Connect the DB15 male connector to the rear of the **TOM**TM. There is only one place on the back of the **TOM**TM for this cable.



7. The 10 Base T Cable (Required for Networking) Suggested Cat 5 needs to be run from the phone-room Network Switch to each TOM installed. In certain cases if the cable cannot be run or the run is to long (300ft), the site may approve the use of their network connection or you may use a repeater. Powerup the **TOM**TM by depressing the button on the front panel. Contact Customer service at 1-800-329-3290 for programming



MONITORING PHONE™ INSTALLATION

1. Place the Monitoring Phone in the site's desired location. For each phone, install a RJ11. jack and run standard two-pair cable back to the phone room. Plug the Monitoring Phone into the RJ11 jack. Plug the power cable into an available AC outlet.



2. Connect the cable from the Monitoring Phone to the Skutch Box. Punch down the silver satin to the L11 66 Block provided and plug the other end into the skutch box. Make sure the LSI cable from the Digital ACP is also connected to the L11 66 Block.



FIGURE (A) TOM™ FRONT VIEW DIAGRAM



FIGURE (B) TOM™ SIDE VIEW DIAGRAM



FIGURE (C) TOM™ BACK SIDE VIEW DIAGRAM



FIGURE (D) ACP® FRONT VIEW DIAGRAM



* All other lights and switches are reserved for future use.

FIGURE (E) DACP® INSIDE VIEW DIAGRAM



FIGURE (F) ACP® BACK SIDE DIAGRAM



FIGURE (M) TYPE I - UPS FRONT VIEW DIAGRAM





ACCESSORIES



ACCESSORIES



DIGITAL ACP SAMPLE INSTALLATION



AT&T Install Manual

Revision V.06 October 2001



APPENDIX TROUBLE SHOOTING

You can run any authorized diagnostic routines on your system and check the following table if you encounter any problems with the **TOM**TM or **Digital** ACP^{TM} system. Contact a service representative when your checks and diagnostics fail to resolve the problem.

Problem	Remedy
System Unit Power Lamp not ON	Set Power switch to ON position.
	Check that power cable to processor wall outlet is connected.
	Replace the power cable, if defective.
	Inform site electrician, if no power at wall outlet.
No Screen Display	Check that display is ON.
	Touch any key; display is "blank" in screen saver mode.
	Check that display signal cable is connected.
	Check that power cable to display/wall outlet is connected.
	Adjust brightness and contrast of display.
Printer will not print.	The printer is not "online" (check indicator light. The paper in the paper tray is out.
System appears to be busy on the computer screen but phones do not play any messages	Verify that MSI power bricks are plugged in to AC and ACP.
Some or all phones get immediate operator intecept tones	Verify start/end of day settings for phones - may need to temporarily disable time restrictions on phones.
There is a severe echo on one or more phones	A phone or trunk has been crosswired or there is a short on one of the 66 block connectors. Inspect all connections visually or disconnect wires until problem is isolated.
All phones get immediate busy signal	For a T-1 system, verify green light on T1 card, then signaling type
Red or yellow light on T-1 card	Verify correct wiring and polarity of TX and RX wire pairs to T1 card check T-span signal and framing with T1 test set
Green, red, and yellow lights remain lit for more than 1 minute	T-span is most likely set to incorrect framing. Change T1 framing type. It is normal for all three lights to be illuminated for a short while during system bootup.

ROUTINE MAINTENANCE

Routine maintenance should be performed on the product line monthly. The following items should be completed for each Digital ACP chassis.

1. Power Supply Check

- Verify that the GREEN light located above each power supply fan(s) is illuminated.
- Verify that the power supply fan(s) is running.

2. Temperature

- Feel the chassis with your hand and verify that it is warm but not hot to the touch. A thermometer may also be placed on the chassis to determine the current temperature. The temperature should not exceed

3. Fan Filter

- Remove the filter from the front fan by unlocking the front panel door with the key provided. Clean the filter, preferably with a vacuum, and replace.

4. View Current Phone Status

- Access "View Current Phone Status" on the TOM Administrative Terminal. Verify that the TOM recognizes all Digital ACP(s). If you are unable to see all systems, there may be a network problem or a system has lost power.

OPSCAN 4U SCANNER DATA SHEET

- Faster, up to 2,200 sheets per hour
- Next generation charcoal finish improves aesthetics and operator interaction
- Includes user training CD-ROM
- Complete software compatiblity for easy upgrades
- Available with enhanced ScanTools[®] II scanning utility software





The NCS Pearson[™] OpScan[®] 4U optical mark read (OMR) scanner — weighing only 7 lbs. — is one of the most compact, portable desktop scanners available for automated data entry. Its

powerful processor delivers fast document throughput and transfers into a variety of offhe-shelf and custom software packages.

Scanner Applications

With today's increasing emphasis on accuracy, efficiency, and cost-effectiveness, the OpScan 4U scanner is the answer for information management challenges. Applications include:

- Student testing
- Attendance
- Class scheduling
- · Pre-employment testing
- Training and development survey
- · Customer satisfaction survey
- Product/customer registration
- Conference course evaluation
- Patient encounter/satisfaction
- Crash, incident, EMS reporting

OpScan 4U Scanner Features

Accuracy

 Our digital read head technology helps prevent undetected degradation of read head accuracy. The scanner alerts you when paper dust, erasure bits, etc., begin to build up and block read-cells, or when a read-cell degrades or fails.

- Two light sources for each read-cell minimize the effect of folds and wrinkles in documents.
- Precisely positioned read head wiping surfaces flatten wrinkled and folded documents and automatically clean the read head.
- Sixteen-level mark discrimination differentiates erasures and smudges from valid marks.
- Sheet thickness detector helps ensure that one sheet at a time is read.
- Sheet skew detection helps ensure proper registration while reading.

Speed

- Document throughput rate of up to 2,200 sheets per hour.
- A fixed, automatic feed hopper for 100 sheets eliminates continual reloading.
- Data transmission occurs as each row is scanned, resulting in higher actual scanner throughput.

Ease of Use

 Forty-character, alphanumeric operator messages simplify operation.

TRE - 809

NCS Pearson
- An open feed path provides sheet visibility at all times as well as easy access for sheet removal and transport cleaning.
- The OpScan 4U scanner accommodates both Mark Reflex® and Trans-Optic® scannable documents.
- Scanner self-diagnostics quickly pinpoint any problem.

Options

- Dual-side reflective read head for faster two-sided document scanning.
- Ink read heads to scan both pen and pencil.
- Select stacker separates documents that fail edit checks.
- A programmable, interactive printer that prints information based on scanned data - such as error codes, alphanumeric messages, serial numbers, validation flags, and test scores with no effect on the throughput rate.
- Bar code reader delivers application information.
- Download capability permits ASCII-coded output, which simplifies implementation when not using a PC.
- · SelfScore® module for classroom test scoring and surveys.

Software Interfaces

The OpScan 4U scanner, when connected to a personal computer, is compatible with ScanTools II utility software. This menu driven software allows you to maintain files and define scannable documents - plus scan, edit, validate, and display data. Interfacing with an OpScan scanner into customer application software is done using the ScanTools II Link SDK and ScanTools II software.

For added value, the software converts files of scanned data into formats compatible with other popular software packages, such as Microsoft® Access, Microsoft Excel, Lotus® and SPSS® software.

Physical Description

- Length: 21.25" (without adjustable output stacker)
- Width: 14.5"
- Height: 9.0"
- Weight: 7 lbs.

Environment

- Operating Temperature: 60 to 85 degrees F
- Humidity: 40% to 60% relative; non-condensating
- Heat Dissipation: 130 BTUs per hour nominal

Power

- 100-240 volt operation: 100-240 VAC (-10%, +6%); 47-63 Hz; US 3-prong plug; 15 amp dedicated circuit
- Cords: Plug to power supply = 8 ft. Power supply to scanner = 6 ft.

Communications

- RS232, Asynchronous: using user-defined protocol
- Communication Speed: From 1,200 to 38,400 baud
- Main Port for local or remote connection; cable at no charge when specified by the customer at time of scanner order
- Auxiliary Port allows connection of a terminal printer or video display in series with the scanner; cable may be purchased from NCS Pearson
- Compatibility: Sentry 3000[®] scanner emulation mode

Operation

- 2.5" x 5" to 9" x 14" (60-100 lb. Offset); uses both Mark Reflex and Trans-Optic documents
- · Document Input Capacity: Auto-feed, 100 sheets
- Output Stacker Capacity: 100 sheets main stacker, 100 sheets select stacker (if present)
- Controls: Two push button programmable switches
- Message Display: 40 character, alphanumeric
- Scanning Rate: Model 18 1,800 sheets per hour; Model 22 - 2,200 sheets per hour. (Actual scanning rate depends on quantity of data read from the form and the amount of processing done on the data while scanning.)

Product information subject to change without notice.

NCS Pearson 4401 West 76th Street Minneapolis, MN 55435



NCS Pearson's engineering and production processes for data collection systems and documents are ISO 9001 certified.

All non-U.S. inquiries Phone: 651-683-6294 Fax:

www.ncspearson.com info@ncs.com

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Telephone Enrollment For	Housing Unit: Anthony Center	O Huttonville	O Pruntytown
MARKING INSTRUCTIONS	O Potomac Highland	O Mount Olive	O Southern Regions
 Use number 2 pencil only. Make dark marks that fill the circle completely. 	Central Regional O Denmar Correctional	O Northern Regional Ohio Country	South Central Reg Southwestern Reg
• Erase cleanly any mark you wish to change. • Make no stray marks.	Eastern Regional	O North Central Region	
Last Name	First Name		Middle Name
000000000000000000000000000000000000000	0000000000		0000000
000000000000000000000000000000000000000	EEEEEEEEE		EEEEE
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0 0	0 0 <th>1 1<th></th></th>	1 1 <th></th>	
Gender (choose one)	Male 🔿 Female		e t'se Only
O Mar OOOOOO I numbers on your list must h	form, including all phone numbers e filled out every time you wish to m		
Apr 111111	wledgement that all inmate telephon	e calls shall Application	
C C C C C C C are not monitored or records	nonitoring/listening. Legal and Omb ed.	udsman calls	
			70007
Aug 55555 Signature:		Date 436	78307
○ Sep ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●	PLEASE DO NOT WRITE	IN THIS AREA	
			0
Mark Reflex [©] forms by NCS Pearso	n MM242796-1 654321 GS99 P	rinted in U.S.A.	
PIN Number	anan da an		
You are assigned the PIN Number at the You will be required to dial this PIN Ne every time you make a telephone call.	ımber	436	78307

TRE - 813





VAC Systems offer an extensive array of flexible reporting options to meet the needs of correctional facilities. These include: Maintenance Reports, Investigative Reports, and Financial Reports as described below:

1.1 Financial Reports

Financial Reports are most often used for systems that feature debit or pre-paid calling option. Using the VAC administrative workstation VAC personnel, system administrators, and authorized facility staff are provided with the capability to generate, view and print the following Financial Reports:

- Call Refund Report
- Daily Call Charges
- Financial Transactions
- Inmate Deposit
- Inmate Reconciliation

1.1.1 Call Refund Report

The *Call Refund Report* automatically generates when a user, with the appropriate authorization level, performs a Call Refund transaction. Call Refund generates and prints a summary transaction report. The Call Refund Report includes the following information:

- Inmate DOC Number
- Inmate name
- Date of Transaction
- Time of Transaction
- Type of Transaction
- Reference Number
- Dialed Digits
- Amount of Transaction
- DOC user name (automatically generated from the login)
- Total Number of Call Refund Transactions
- Total Net Amount of Call Refund Transactions





Run Time: 11:2	2.04	<u>Call Refund</u>			
		<u>- </u>			·····
	Star COL		-	000000001	00-00-
	port Site: COF Request: COTB2_WS02			09/20/2001	00:00:0 23:59::
	User ID: TESTADMIN		1110		
Facility Name:-	Savin Marine States and States and	Facil	lity Code;		
DOC	Inmate Name	Date/Time	Reference #	Phone	Amou
	Call Refund Transactions	: 0			
Total Number of					
	t of Call Refund Transactions	:: \$0.00			

1.1.2 Daily Call Charges

The *Daily Call Charges* report displays the total number of calls, duration, and charges for both Collect and Debit calls. The user determines the range of dates covered in the report. Grand totals are available at the bottom of the report. The Daily Call Charges report displays the following information for Debit and Collect calls:

- Facility Name
- Facility Code
- Call Date
- Call Type
- Minutes
- Calls
- Charges
- Total Calls
- Total Minutes

Page 2 of 36



Run Time: 12	2:24:22		Daily C	all Charges	By Facility			
Rep erminal Makir	ort Site: 1g Request: User ID:	COF DRDC_WS(testadmin)2				07/01/2001 07/30/2001	00:00:00 23:59:59
Facility Nam	e: DENVE	R		Facility Code:		DRDC		1
	A share and the second se		and the second sec					
Call Date:	7/19/	21. juni 2. ju						
Call Date:	CallType:	2001 Debit						
Call Date:		2001 Debit	Calls	Charg	es \$2.00			

1.1.3 Financial Transactions

The *Financial Transactions* report provides a record for all inmates with a financial transaction during a specified period. The Financial Transactions report displays the following information:

- Facility Name
- Facility Code
- Inmate ID
- Inmate Name
- Date/Time of transaction
- Amount of transaction
- Reference Number
- Total Number of Financial Transactions for the Inmate



Run Time: 14:21:20	<u>Financial 1</u>	ransactions		-	
Repor	t Site: COF		Fro	om 10/25/2001	0
Terminal Making Re	quest: COTB2_WS02		Th	ru 11/21/2001	2
Us	er ID: TESTADMIN				
Facility Name: [b]	ST BED 2	Facility Code: COTB:	2		
Facility Name: IF.	ST BED 2	Facility Code: COTB	2		
Inmate DOC 00	1299-999 Inmate Name:	LO, CO	2		
Date/Time	1299-999 Inmate Name: Transaction Type			Referen	1.Ce #
Inmate DOC 00 Date/Time 10/25/2001 20:30:08	1299-999 Inmate Name: Transaction Type COLLECT CALL	LO, CO	00.02	Referen 008DDA	1ce #
Inmate DOC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08	1299-999 Inmate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE	LO, CO	00.02 00.02	Referen 008DDA 008DDA	uce #
Inmate D OC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:49	1299-999 Inmate Name: Transaction Type COLLECTCALL COLLECTCALL - INCOMPLETE DEBITCALL	LO, CO	00.0¢ 00.0¢	Referen 008DDA 008DDA 008DDB	uce #
Inmate D OC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:49 10/25/2001 20:30:49	1299-999 Inmate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE DEBITCALL DEBITCALL - INCOMPLETE	LO, CO	00.02 00.02 00.02 00.02 00.02	Referen 008DDA 008DDA 008DDB 008DDB	1.Ce #
Inmate D OC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49	Imate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE DEBITCALL DEBITCALL - INCOMPLETE COLLECT CALL	LO, CO	00.02 01.02 01.02 01.02 01.02	Referen 008DDA 008DDA 008DDB 008DDB 008DDB 008DDC	uce t
Inmate D OC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:49 10/25/2001 20:30:49	Immate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE COLLECT CALL COLLECT CALL - INCOMPLETE	LO, CO	00.02 01.02 01.02 00.02 00.02 00.02	Referen 008DDA 008DDA 008DDB 008DDB 008DDC 008DDC	1.ce *
Inmate D OC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49	Immate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE COLLECT CALL COLLECT CALL - INCOMPLETE COLLECT CALL - INCOMPLETE COLLECT CALL - INCOMPLETE COLLECT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE	LO, CO	00.02 01.02 01.02 01.02 00.02 00.02 00.02	Referen 008DDA 008DDA 008DDB 008DDB 008DDC 008DDC 008DDC 008DDC 008DDD	
Inmate D OC 00 Date/Time 10/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:46:18 10/25/2001 20:46:18	Immate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE COLLECT CALL COLLECT CALL - INCOMPLETE	LO, CO	00.02 01.02 00.02 00.02 00.02 00.02 0.02	Referen 008DDA 008DDA 008DDB 008DDB 008DDC 008DDC 008DDC 008DDD 008DDD	uce #
Inmate D OC 00 Date/Time 01/25/2001 20:30:08 10/25/2001 20:30:08 10/25/2001 20:30:049 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:30:49 10/25/2001 20:46:18 10/25/2001 20:46:35 10/25/2001 20:46:35	Immate Name: Transaction Type COLLECT CALL COLLECT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE COLLECT CALL COLLECT CALL - INCOMPLETE COLLECT CALL - INCOMPLETE COLLECT CALL - INCOMPLETE COLLECT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE DEBIT CALL - INCOMPLETE	LO, CO	00.02 01.02 01.02 00.02 00.02 00.02 0.00 12 00.12	Referen 008DDA 008DDA 008DDB 008DDB 008DDC 008DDC 008DDC 008DDC 008DDD	

1.1.4 Inmate Deposit

The *Inmate Deposit* report provides a record of all inmates with deposits during a specified period. The Inmate Deposit report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- DEP Date (deposit date)
- Deposit (deposit amount)
- Total Inmate Deposits For
- Total Amount (total amount of deposit)



Run Date: 09/22/2001				
Run Time: 16:19:44	Inmate Dep	osits For:	2900	
	For Inmate	_		
Report Site: COF			From 0	
Terminal Making Request: QACO	LO_WS01			0/22/2001 23:59:59
UserID: TESTA	DMIN		1.100 0.	
Facility Name: TEST BED: DOC	INMATE NAME	Nie F	acility Code: TES DEP DATE	1 DEPOSIT
111111 SMITHERS,TO	<u></u>			
	"IAI"		09/12/2001	\$2,500.00
	9/12/01	1	09/12/2081 Total Amount	\$2,500.00 \$2,500.00
Total Inmate Deposits For:	9/12/01	1		\$2,500.00
Total Inmate Deposits For:	9/12/01	1 See E	Total Amount	\$2,500.00
Total Inmate Deposits For: Facility Name: TEST BED DOC	9/12/01	1	Total Amount acility Code: TES	\$2,500.00
Total Inmate Deposits For: Facility Name:	9/12/01	1 1 1	Total Amount acility Code: TES DEP DATE	\$2,500.00
Total Inmate Deposits For: Facility Name: TEST BED DOC 111111 SMITHERS,TO Total Inmate Deposits For:	9/12/01 INMATE NAME DM, 9/21/01	1	Total Amount acility Code: TES DEP DATE 09/21/2001	\$2,500.00 1 DEPOSIT \$50.00 \$50.00
Total Inmate Deposits For: Facility Name: TEST BED DOC 111111 SMITHERS,TO Total Inmate Deposits For:	9/12/01 INMATE NAME DM, 9/21/01	1	Total Amount acility Code: TES DEP DATE 09/21/2001 Total Amount	\$2,500.00 1 DEPOSIT \$50.00 \$50.00
Total Inmate Deposits For: Facility Name: TEST BED DOC 111111 SMITHERS,TO Total Inmate Deposits For: Facility Name: TEST BED	9/12/01 INMATE NAME DM, 9/21/01 INMATE NAME DM,	1	Total Amount acility Code: TES DEP DATE 09/21/2001 Total Amount acility Code: TES	\$2,500.00 1 DEPOSIT \$50.00 \$50.00 \$1

1.1.5 Inmate Reconciliation

The *Inmate Reconciliation* report displays all financial activity associated with a particular inmate account for a specified time period. The Inmate Reconciliation report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Inmate Debit Called Number
- Date/Time (of debit call)
- Duration
- Cost (deposits)
- Inmate Deposits
- Inmate Withdrawals



- Previous balance
- Cost (withdrawals)
- Previous Balance
- Total deposits
- Previous Balance + Deposit
- Total Call Charges
- Ending Balance

Rum Date : 11/21/2001 Rum Time : 14:24:01		Leconciliation For: 3100 Late DOC:299999			
Report Site : C Tennihal Making Request C User ID: T				0/24/2001 00:00:0 1/21/2001 23:59:5	
Facility Name TEST BED		Facility Code Sec			_
	burn ate Name : 1 Inra ate Dehit Calls Callet Nhr	and a second	Duration	Cost	
	linn ate Name : 1 Inn ate Dehit Calls	LO,CO,			
Eaury (Nam € :: 125352172	burn ate Name : 1 burn ate Dehit Calls Callet Nhr 9734292534	LO,CO, Date/Time	Duration	Cost	
	burn ate Name : 1 burn ate Dehit Calls Callet Nhr 9734292534	LO,CO, Date/Time 10/23/2001 20:4133 Date/Time	Duration	Cost Sl.00 Cost	
DOC: 00299-999 PREVIOUS BALANCE	Imm ate Name : 1 Imm ate Debit Calls Called Nhr 9794292334 Imm ate Deposits : \$0.00 : \$50.00 : \$0.00	LO,CO, Date/Time 10/23/2001 20:4133 Date/Time	Duration	Cost Sl.00 Cost	





1.2 Maintenance Reports

The following Maintenance Reports are available via the System workstation, or remote communications for authorized users:

- City by NPA-Nxx Search
- Local Exchanges
- Non Area Code/Exchange Attempts
- Percentage Grade of Blocking
- State by NPA Search

1.2.1 City by NPA-Nxx Search

The *City by NPA-Nxx Search* report provides the city and state for a particular NPA-Nxx. The City by NPA-Nxx Search report includes the following information:

- NPA
- Nxx
- City
- State

Page 7 of 36



Report Site: COF Terminal Making Request: QACOLO_WS01 UserID: TESTADMIN NPA NXX City 303 371 MONTBELLO	
UserID: TESTADMIN NPA NXX City State 303 371 MONTBELLO CO]
NPANXXCityState303371MONTBELLOCO	
303 371 MONTBELLO CO	
	1
719 275 CANON CO	





1.2.2 Local Exchanges

The *Local Exchanges* report provides a list of all area codes and exchanges, which are designated within the local calling area for the designated facility.

The Local Exchanges report contains the following:

- Facility Code
- Area Code
- Exchange associated with the area code
- Total Number of Local Exchanges

Run Date: 09/21/2001 Run Time: 14:05:48

Local Exchange

Report Site:COFTerminal Making Request:QACOLO_WS01User ID:TESTADMIN

Facility Code		
Area Code	Exchange]
972	808	1

Total Number Of Local Exchanges : 1

Facility Code:	7 TEST 2-1
Area Code	Exchange
972	808

Total Number Of Local Exchanges: 2







1.2.3 Non Area Code/Exchange Attempts

The Non Area Code/Exchange Attempts report lists call attempts to invalid area codes. The Non Area Code/Exchange Attempts report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Date/Time of call attempt
- Dialed Digits
- Station
- Number of Calls Attempted with Invalid Area Code/Office

	1/2001			
Run Time: 14:2	7:30 Non Area	Code/Exchange Attem	pts	
R	eportSite: COF		From 09/21/2001	00:00;(
	g Request: COTB2_WS02		Thru 10/26/2001	
	User ID: TESTADMIN			
	No. 1. State			
Facility Name:		Facility Code:		
		Date/Time	Dialed Digits	Station

1.2.4 *Percentage Grade of Blocking*

The *Percentage Grade of Blocking* report provides phone information on a line-by-line basis for the percentage of calls blocked during specific hourly periods. The Percentage Grade of Blocking report displays the following information:

• Facility Name





- Facility Code
- Number of calls attempted
- Number of blocked by traffic
- Blocked Percentage
- Trunk Types

1.2.5 State by NPA Search

The *State by NPA Search* report allows the facility to locate the state for a particular NPA. The State by NPA Search report displays the following information:

- NPA
- State

To generate the State by NPA Search report:

- 1. Select the facility(s)
- 2. Enter the NPA (area code)
- 3. Select Add, Remove, or Clear
- 4. Select stored profile name or leave blank
- 5. Generate the report

Run Time:	14:17:56		State By NPA	Search	
Report Site: Terminal Ma User ID:	kingRequest	COF : QACOLO_WSU TESTADMIN	1		
NPA	State				
719	<u> </u>				





1.3 Investigative Reports

The Investigative Reports are available to view or print:

- Account Telephone Number List
- Alert Notification
- Approved Telephone Numbers Search
- Call Detail Report
- Calls From PIN Not at Facility
- Chronological List of Calls
- Currently Suspended Telephone Accounts
- Extra Dialed Digits
- Inmate Directory
- Inmate History Report
- Inmates Transfers
- Invalid PIN Attempts
- Locally Blocked Telephone Numbers

- New Inmates Report
- Quantity of Calls Placed
- Quantity of Minutes Called
- Released Inmates
- System Wide Blocked Telephone Numbers
- Telephone Numbers Called by More Than One Inmate
- Telephone Numbers Listed In More Than One Account
- Telephone Number Usage
- Toll Free Numbers Called by Inmates
- Toll Free Phone Numbers on Inmate's List
- 3 Way Call Detect Report

1.3.1 Account Telephone Number List

The Account Telephone Number List report displays all the phone numbers on the Allowed List for one or more inmates. The Account Telephone Number List report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Phone Number
- Collect
- Debit
- Allow
- Called Party Language



- Activation Date
- Total Telephone Numbers for Inmate
- Total Telephone Numbers
- Total Active Numbers
- Total Inactive Numbers

Run Time: 14:31:13		A securit T	alambana W.	unk an T int		
Cui 11/16. 14.51.15		Account 1	elephone Nu			
Report 5	Site: COF			From	11/21/2001	00:00:0
Terminal Making Requ	est: COTB2_	WS02		Thru	11/21/2001	23:59:5
Facility Name: TEST	BED 2		Ficility	Code: COTB2		
Facility Name: TEST			Facility			
					Activatio	on Date
DOC : 00299	-999 Collect YES	L Debit YES	nmate Name: Allow YES	LO,CO, Called Party Language ENGLISH	11/21/01	on Date
DOC : 00299 Phone Number	Collect YES YES	Debit YES YES	nmate Name: Allow YES YES	LO,CO, Called Party Language		on Date
DOC : 00299	Collect YES YES	Debit YES YES	nmate Name: Allow YES	LO,CO, Called Party Language ENGLISH	11/21/01	on Date
DOC : 00299 Phone Number	Collect YES YES obers for Inna	Debit YES YES	nmate Name: Allow YES YES	LO,CO, Called Party Language ENGLISH	11/21/01	on Date
DOC : 00299 Phone Number Total Telep hone Num	Collect YES YES obers for Inm bers	Debit YES YES ate:	Allow YES YES	LO,CO, Called Party Language ENGLISH	11/21/01	on Date

1.3.2 Alert Notification

The *Alert Notification* report displays all accounts or telephone numbers placed on Alert status by facility staff. This is regardless of whether the alert was for all calls by a particular inmate, or calls to a particular number. Ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Facility Name
- · Facility Code
- Inmate Number
- Inmate Name
- Dialed Digits



- Alert
- Date/Time of call
- Station ID
- · Cost of call
- · Total Number of Alerted calls

RunTime	: 09/21/2001 : 14:40:03	Alert Notific	ation				
Report Si Terminal User ID:	te: COF Making Request: QACOLO_WS01 TESTADMIN					4/2001 - 0 1/2001 - 2	
Facility	Name: TEST BED 1 State 200		F	acility Code	TEST		
DOC	Inmate Name	Dialed Digits	Alert	Date/	Time	Station	Cost
1111111	SMITHERS, TOM		PHONE	09/12/2001	15:20:55	0	\$ 0.0
111222	BURNS, MR		PHONE	09/12/2001	15:21:55	0	\$ 8.0
111333	SIMPSON, HOME R		PHONE	09/12/2001	15:22:38	0	\$ 0.0
111444	SMITH, LENNY		PHONE	09/12/2001	15:25:07	0	\$ 0.0
111555	CUTT, BUZZ		PHONE	09/12/2001	15:25:37	0	\$ 0.0
111666	CAREY, DREW	-	PHONE	09/12/2001	15:26:41	0	\$ 0 .0
111000			PHONE	09/12/2001	15:27:22	0	\$ 0.0
111777	FAUNT, ELLE						

1.3.3 Approved Telephone Numbers Search

The *Approved Telephone Numbers Search* report allows for the retrieval of specific or generic telephone numbers inmates are allowed to call. This report is sorted by Inmate number and telephone number. The Approved Telephone Number Search report displays the following information:

- Telephone Number
- Inmate DOC Number
- Inmate name
- Facility
- Number of Inmates with This Number

Page 14 of 36



QACOLO_WS01	Selected Phone Number(s):
TESTADMIN	
Inmate Name	Facility
ERS, TOM	TEST 1
This Number: 1	
	TESTADMIN Inmate Name ERS, TOM

1.3.4 Call Detail Report

The *Call Detail Report* displays a log of calls from specific inmates in the order that they were placed over a specified time. The Call Detail report displays the following information:

- · Facility Name
- Facility Code
- Inmate Name
- Inmate Number
- Trunk
- Called Number
- Date/Time of transaction
- Duration
- Comp Code
- Cost of call





- Total transactions
- Total cost

Run Time: 14:43:22		9	Call Detail R	eport				
Report Site: COF Terminal Making Request: QAC User ID: TES			1. (¹⁹⁴⁴⁾		Ti	om 09/ aru 09/ Both D		:00:00 :59:59 ctCall:
Eacility Name: TEST BEI) l . – 1	ç		Facility	Code: 15	ST.1 _A		
Inmate Name	DOC	TRK	Called Nbr	Date/	lime	DUR	Comp Code	Co
SMITHERS, TOM,	111111	2		09/12/2001	16:30:33	397	10	\$0
SMITHERS, TOM,	111111	6		09/12/2001	18:35:22	397	0	\$3
SMITHERS,TOM,	111111	6	-	09/12/2001	16:42:43	397	0	\$3
SMITHERS, TOM,	111111	6		09/12/2001	16:50:04	397	0	\$2
SMITHERS,TOM,	111111	6	-	09/12/2001	16:57:25	397	0	\$2

1.3.5 Calls From PIN Not at Facility

The Calls From PIN Not at Facility report lists inmate(s) attempts to place calls with invalid PIN numbers. The Calls From PIN Not at Facility report displays the following information:

- Facility Name
- Facility Code
- Inmate Name
- ID
- Date of call
- Phone Number
- Station ID
- Total Number of Calls at this Facility by PIN at Other Facilities





Run Date : 11/2	1/2001			
Run Time: 14:3:	2:13	<u>Calls from PIN not</u>	at Facility	
R	eport Site: COF		From 09/11/2001	00:00:00
Ferminal Making	Request: COTB:	—	Thru 11/21/2001	23:59:59
	User ID: TESTA	ADMIN	Selected Site(s): COF	, COTB
Facility Name:		facil	ty Code:	
Date/Time	DOC	Inmate Name	Dialed Digits	Station

1.3.6 Chronological List of Calls

The *Chronological List of Calls* report displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. The Chronological List of Calls report displays the following information in chronological order:

- Facility Name
- Facility Code
- Inmate Number
- Date/Time of call
- Duration of call in seconds
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Line Number
- Station ID
- Cost of call
- Total Facility Calls
- Total Facility Minutes





Total Facility Cost

Report Site Terminal M User ID:	: COF lakingRequest: QACOLO_						
	lakingRequest: QACOLO_				_		
User ID:		WS01			From		00:00:00
	TESTADM	IN			Thru	09/21/2001	23:59:59
Facility N	ame: TEST B6D:1		2	Facility C	ode: T	EST 1	
DOC	Date/Time	Duration	Dialed Digits	Call Type	Line	Station	Cost
111111	9/12/01 4:30:33 PM	397		InterState	2	0015	\$0.00
111111	9/12/01 4:35:22 PM	397		InterState	6	0014	\$3.00
111111	9/12/01 4:42:43 PM	397		InterState	6	0014	\$3.00
111111	9/12/01 4:50:04 PM	397		InterState	6	0014	\$2.00
111111	9/12/01 4:57:25 PM	397		InterState	6	0014	\$2.00
111111	9/12/01 5:04:47 PM	397	-	InterState	6	0014	\$2.00
111111	9/12/01 5:12:07 PM	397		InterState	6	0014	\$2.00
111111	9/12/01 5:19:28 PM	397	_	InterState	6	0014	\$2.00
111111	9/12/01 5:26:48 PM	397		InterState	6	0014	\$2.00
111111	9/12/01 5:34:07 PM	397		InterState	6	0014	\$2.00
111111	9/12/01 5:41:28 PM	397		InterState	6	0014	\$2.00
	9/12/01 5:48:48 PM	397		InterState	6	0014	\$2.00
111111							
	9/12/01 5:56:09 PM	397		InterState	6	0014	\$2.00
111111 111111 111111	9/12/01 5:56:09 PM 9/12/01 6:03:29 PM	397 397	-	InterState InterState	6 6	0014	\$2.00 \$2.00

1.3.7 Currently Suspended Telephone Accounts

The *Currently Suspended Telephone Accounts* report lists all inmate telephone accounts whose calling privileges have been suspended. Records are sorted by Inmate Number, and then by date of suspension. The Currently Suspended Telephone Accounts report displays the following information:

- · Facility Name
- · Facility Code
- Inmate Number
- Inmate name
- Date/Time suspension began
- · Date/Time suspension ends
- · Number of days of total suspension
- · Days to be Suspended



- Days already Suspended
- Suspended Days Left
- Total Number of Suspended Accounts

RunTime: 14:47	':06 	Currently	Suspended	Telephone	Accounts	
Report Site: Terminal Makinş User ID:	gRequest: Q	OF ACOLO_WS01 ESTADMIN			Selected Sites: TEST	
Facility Name:	TEST BE	DIPA			Facility Code: TEST	1
DOC:	111444		Start Date:	09/21/2001	Days to be Suspended:	1
Last Name:	SMITH		Start Time:		Days Already Suspended:	0
First Name: Middle Name:	LENNY		End Date: End Time:	09/22/2001	Suspended Days	1
<u></u>	l			<u> </u>		
DOC:	733200	·	Start Date:	09/21/2001	Days to be Suspended:	1
Last Name:	WELDON		Start Time:		Days Already	0
First Name:	CHARLES		End Date:	09/22/2001	Suspended:	
Middle Name:	R		End Time:		Suspended Days	1

1.3.8 Extra Dialed Digits

The *Extra Dialed Digits* report lists all calls that extra dialed digits were detected within a specified period. The Extra Dialed Digits report displays the following information in chronological order:

- Facility Name
- Facility Code
- Date/Time
- Inmate Number
- Inmate Name
- Dialed Number



7

- Station ID
- Facility
- Total Number of Calls With Extra Digits Dialed

Report Site: Terminal Mak User ID:	aing Request:	COF QACOLO_ TESTADM			09/04/2001 - 00:00:0 09/21/2001 - 23:59:5
Facility Nan	ne: TEST	BED		Facility Code: IEST	
Date/	Time	DOC	Inmate Name	Dialed Number	Station Facility
09/21/2001	14:52:39	111333	SIMPSON, HOME R		15 TEST 1
09/21/2001	14:54:21	111777	FAUNT, ELLE		15 TEST 1
09/21/2001	14:55:53	111888	CHEETUM, DEWW E		15 TEST 1
Total Numb	er of Calls	With Extra I	Digits Dialed: 3		

1.3.9 Inmate Directory

The *Inmate Directory* report displays a log of all inmates requested by facility or statewide within a specified time. The Inmate Directory report displays the following information:

- Facility Name
- Facility Code
- Inmate Numbers
- Inmate Name
- Total Number of Inmates



Run Date: 0 Run Time: 1		ctory Report
Report Site:	COF	From 09/10/2001 00:00:00
	angRequest: QACOLO_WS01	Thru 09/21/2001 23:59:59
UserID:	TESTADMIN	
Facility Nan	ne TEST BED 1	Facility Code: TEST 1
DOC	Inmate Name	
111111	SMITHERSTOM	······································
111134	SMITHERS,TOM,	
111222	BURNS,MR,	
111333	SIMPSON, HOME, R	
111444	SMITH, LENNY,	
111555	CUTT,BUZZ,	
111666	CAREY, DREW,	
111777	FAUNT,ELLE,	
111888	CHEETUM, DEWW, E	
111999	HOW,ANN,	
733100	REED,Q,	
733200	WELDON, CHARLES, R	
920001	GUY,XFER,GUY	
920002	TEST, GUY, TEST	

1.3.10 Inmate History Report

The *Inmate History Report* displays all transactions placed by inmates over a specified time. The report includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The Inmate History report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Date/Time of transaction
- Transaction Description
- Total Inmate Transactions





	14:50:09 Inmate	History Report	
Report Site: Terminal Ma User ID:	COF kingRequest: QACOLO_WS01 TESTADMIN		From 09/11/2001 00:00:00 Thru 09/21/2001 23:59:59
Facility Nar DOC	ne: TEST BED 1	Facility Code: TEST-1	Transaction Description
111111	SMITHERS,TOM,	09/12/2001 15:20:03	
111111	SMITHERS,TOM,	09/12/2001 15:20:55	
	SMITHERS,TOM,		
	SMITHERS, IOM,	09/12/2001 10.32.17	ACCOUNT-DEPOSIT
111111	SMITHERS,TOM,	09/12/2001 16:30:33	
11111	SMITHERS,TOM, SMITHERS,TOM,	09/12/2001 16:30:33 09/12/2001 16:35:22	
111111			DEBIT-CALL
111111 111111 111111	SMITHERS,TOM,	09/12/2001 16:35:22	DEBIT-CALL DEBIT-CALL
111111 111111 111111 111111 111111	SMITHERS,TOM, SMITHERS,TOM,	09/12/2001 16:35:22 09/12/2001 16:42:43	DEBIT-CALL DEBIT-CALL DEBIT-CALL
111111 111111 111111 111111 111111 11111	SMITHERS,TOM, SMITHERS,TOM, SMITHERS,TOM,	09/12/2001 16:35:22 09/12/2001 16:42:43 09/12/2001 16:50:04	DEBIT-CALL DEBIT-CALL DEBIT-CALL DEBIT-CALL DEBIT-CALL

1.3.11 Inmate Transfers

The *Inmate Transfers* report displays accounts received or transferred from each facility over a specified period. The Inmate Transfers report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- PIN
- Facility code transferred From
- Facility code transferred To
- Suspend (Yes or No)
- Notes





RunDate; RunTime:			Inmate Tra	insfers				
Report Site Terminal N User ID:	e: Aaking Request:	COF QACOLO_WS01 TESTADMIN)				From 09/1 Thru 09/2	 00:00:(23:59::
	ransfer : ame: TESTE	09/12/2001 BED 1	Facility	Code: S	IEST.1			
	ame: TEST		Facility					
Facility N	ame: TEST	BED-1		Code: 12 From 2900	TESTE1	Suspend N		
Facility N DOC	ame: TEST	BED 1	PIN	From	To	Suspend		
Facility N DOC 111111	ame: TEST	BED 14755	PIN 4224	From 2900	To 2900	Suspend N		
Facility N DOC 1111111 1111111	ame: TEST SMITHERS,T SMITHERS,T	BED 1	PIN 4224 4224	From 2900 2999	To 2900 2900	Suspend N N		
Facility N DOC 111111 111111 111134	ame: TEST SMITHERS, SMITHERS, SMITHERS,	BED 1	PIN 4224 4224 0234	From 2900 2999 2999	To 2900 2900 2900	Suspend N N N		

1.3.12 Invalid PIN Attempts

The *Invalid PIN Attempts* report lists inmate(s) attempts to place calls with Invalid PIN numbers. The Invalid PIN Attempts report displays the following information:

- Facility Name
- Facility Code
- Date/Time (of call)
- Inmate number
- Inmate Name
- Dialed Number
- Station ID
- Original Facility
- Total Number of Calls at this Facility by PIN at other facilities



RunTime: 14:51:45		Invalid PIN Attempts			
Report Site:	COF				
Terminal Making Reque	st: QACOL	0_WS01		m 09/03/2	
UserID:	TESTAI	MIM	Th	ru 09/21/2	001 23:59:5
Facility Name: TES		Facility Code: TES	- 1 - 1 - 1 - 1 - 1 - 1		
Facinty Name.		Facility Code: TES	A CONTRACTOR OF A CONTRACTOR OFTA CONTRACTOR O		
Date\Time	DOC	Inmate Name	Dialed Numb	C. d.	0.1 5
			Dialeu numb	en Station	Ung.Facil
9/12/01 4:30:33 PM	111111	SMITHERS, TOM,	Dialed Walling	0015	TEST 1
9/12/01 4:30:33 PM 9/12/01 4:31:01 PM	111111 111222	SMITHERS, TOM, BURNS, MR,		the second se	the second se
		27 S'		0015	TEST 1
9/12/01 4:31:01 PM	111222	BURNS,MR,		0015	TEST 1 TEST 1
9/12/014:31:01 PM 9/12/014:31:44 PM	111222 111333	BURNS,MR, SIMPSON,HOME,R		0015	TEST 1 TEST 1 TEST 1
9/12/01 4:31:01 PM 9/12/01 4:31:44 PM 9/12/01 4:32:33 PM	111222 111333 111444	BURNS,MR, SIMPSON,HOME,R SMITH,LENNY,		0015 0015 0015 0015 0015	TEST 1 TEST 1 TEST 1 TEST 1 TEST 1

1.3.13 Locally Blocked Telephone Numbers

The *Locally Blocked Telephone Numbers* report generates a list of phone numbers locally blocked in the system for the local facility. When an inmate attempts a call to a number on this list, the call is blocked and issued a Completion Code **#2**. The Locally Blocked Telephone Numbers report displays the following information:

- Telephone number
- Inmate Number (if blocked for individual inmate)
- · Inmate name (if blocked for individual inmate)
- Facility code of inmate (if blocked for individual inmate)
- Not Allow Reason for block (comment or description)
- · Total number of inmates with the telephone number on their lists



RunDate: 09/ RunTime: 14:	21/2001 54:05 <u>Locally Block</u>	ed Telephone I	Numbers
Report Site: Terminal Makin User ID:	COF gRequest: QACOLO_WS01 TESTADMIN		Selected Sites: TEST
DOC	Inmate Name	Facility	Not Allow Reason
111444	SMITH, LENNY,	TEST 1	Direct and Collect Calls. Reason:
Number Of In			
Number Of In	mates With This Number : 1		Not Allow Reason
	mates With This Number: 1	Facility TEST 1	
DOC 111333	mates With This Number: 1	Facility	Not Allow Reason
DOC 111333	mates With This Number : 1 Inmate Name SIMPSON,HOME,R	Facility	Not Allow Reason

1.3.14 New Inmates Report

The *New Inmates Report* displays new inmates that were added into the system. Inmates are grouped by facility. The New Inmates report displays the following information:

- · Facility Name
- · Facility Code
- Date Added
- Inmate Name
- Inmate Number
- Notes
- Inmate Count by Facility
- Total New Inmates for Report



m 09/01/2001 00:00:0 u 09/21/2001 23:59:5 THEST 1 Notes
<u>Notes</u>
<u> </u>

1.3.15 Quantity of Calls Placed

The *Quantity of Calls Placed* report lists calls placed by the inmate that exceeded the userdefined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). The Quantity of Calls Placed report displays the following information sorted by the number of calls made in descending order:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Facility
- Number of Calls
- Total Number of Inmates that Made at Least 'X' Calls 'X'



Run Date: 09/21/2001 Run Time: 14:55:48 Quantity of Calls Placed					
Report Site: COF From 09/01/2001 to 09/21/2001 Terminal MakingRequest: QACOLO_WS01 For Both Debit and Collect Calls UserID: TESTADMIN Minimum Number of calls: 2					
Facility Nam	e: TEST BED.1 Fa	cility Code: TEST	# of Calls		
111222	BURNS, MR		228		
111555	CUTT, BUZZ	2900	222		
	SMITHERS, TOM	2900	221		
111111			216		
111111 111666	CAREY, DREW	2900	210 1		
	CAREY, DREW SIMPSON, HOME R	2900 2900	191		
111666					
111666 111333	SIMPSON, HOME R	2900	191		
111666 111333 111444	SIMPSON, HOME R SMITH, LENNY	2900 2900	191 191		

1.3.16 Quantity of Minutes Called

The *Quantity of Minutes Called* report lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. The Quantity of Minutes Called report displays the following information sorted by the total number of minutes called in descending order:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Number of Minutes
- Total Number of Inmates that Called for at Least 'X' Minutes 'X'



Run Time: 14:	Run Time: 14:57:31 Quantity of Minutes Called				
Report Site:	·	COF	From 09	0/01/2001 to 09/21/200	
Terminal Maki	ingRequest:	QACOLO_WS01	For Bo	th Debit and Collect Ca	
UserID:		TESTADMIN	Mir	nimum Mirates	
Facility Nam DOC		Inmate Name	acility Code: TEST 1 Facility	# of Minutes	
DOC		Inmate Name	Facility	# of Minutes	
	SMITH,	Inmate Name			
DOC 111444	SMITH,	Inmate Name LENNY DN, HOME R	2900	# of Minutes	
DOC 111444 111333	SMITH, SIMPS(BURNS	Inmate Name LENNY DN, HOME R	2900 2900	# of Minutes 1629 1625	
DOC 111444 111333 111222	SMITH, SIMPSO BURNS CAREY	Inmate Name LENNY DN, HOME R , MR	2900 2900 2900 2900	// of Minutes 1629 1625 1620	
DOC 111444 111333 111222 111666	SMITH, SIMPSO BURNS CAREY	Inmate Name	Facility 2900 2900 2900 2900 2900	// of Minutes 1629 1625 1620 1606	

1.3.17 Released Inmates

The *Released Inmates* report displays inmates released from incarceration and removed from the ITS system using Manual Transaction. The Released Inmates report displays the following information:

- Facility Name
- Facility Code
- Date of Release
- Inmate Number
- Inmate Name
- Balance
- Total Inmates Released For: 'X'



Run Date: 09/21/2	2001	
Run Time: 14:58:0		Ear: 2900
Report Site:	COF	From 09/04/2001 00:00
Terminal Making Re	equest: QACOLO_WS01	Thru 09/21/2001 23:59
UserID:	TESTADMIN	1114 07/21/2001 25.55
		ode: TEST 1
Date Of Release	: 09/17/01	
Date Of Release	: 09/17/01 Inmate Name	Balance
Date Of Release DOC 920001	: 09/17/01 Inmate Name GUY,XFER,GUY	Balance \$0.00
Date Of Release DOC 920001 920002	: 09/17/01 Inmate Name GUY,XFER,GUY TEST,GUY,TEST	Balance
Date Of Release DOC 920001 920002	: 09/17/01 Inmate Name GUY,XFER,GUY	Balance \$0.00
Date Of Release DOC 920001 920002	: 09/17/01 Inmate Name GUY,XFER,GUY TEST,GUY,TEST eleased For: 09/17/01 2	Balance \$0.00
Date Of Release DOC 920001 920002 Total Inmates Re	: 09/17/01 Inmate Name GUY,XFER,GUY TEST,GUY,TEST eleased For: 09/17/01 2	Balance \$0.00
Date Of Release DOC 920001 920002 Total Inmates Re Date Of Release	: 09/17/01 Inmate Name GUY,XFER,GUY TEST,GUY,TEST eleased For: 09/17/01 2 : 09/18/01	Balance \$0.00 \$0.00

1.3.18 System Wide Blocked Telephone

The System Wide Blocked Telephone report produces a list of phone numbers globally blocked throughout system. When an inmate attempts to place a call to a number on this list, the call is blocked and issued the Completion Code #1. The System Wide Blocked Telephone report displays the following information:

- Telephone Number
- Block Description
- User ID
- Site Code
- Block Type



RunTime: 09:17:01	Sy	System Wide Blocked Telephone					
Report Site: Terminal Making Request: User ID:	COF DRDC_WS01 testadmin		Selected S	Sites: BVCF, COCO, CTCF, D			
and a second sec	k Description	User ID	Site Code				
CDOC FAX LINE		testadmin	CTCF	Blocked by Facility			
Bloc	k Description	User ID	Site Code				
		testadmin	COCOF	Blocked by Facility			
Bloc	k Description	User ID	Site Code	Block Type			
		testadmin	COCOF	Blocked by Facility			
Bloc	k Description	User ID	Site Code	Block Type			
		testadmin	COCOF	Blocked by Facility			
BLOCK TEST		testadmin	DRDC	Blocked by Facility			

1.3.19 Telephone Numbers Called by More Than One Inmate

The *Telephone Numbers Called by More Than One Inmate* report displays telephone numbers called by user-defined inmates within a user-defined range of dates and times. The records are grouped by telephone number. The Telephone Numbers Called by More Than One Inmate report displays the following information:

- Inmate DOC
- Inmate Name
- Date of call
- Originating Station
- Facility name
- Total Calls
- Total Inmates



		ore T <u>han One Inm</u>		
Report Site:	COF			From 09/01/2001 - 00:00:0
Terminal Mak	ingRequest: QACOLO_WS01			Thru 09/21/2001 - 23:59:5
UserID:	TESTADMIN		Minimur	n Number of Immates:
DOC	Inmate Name	Date	Station	Facility
111111	SMITHERS, TOM	09/12/2001	0	TEST 1
111111	SMITHERS, TOM	09/13/2001	0	TEST 1
111111	SMITHERS, TOM	09/21/2001	0	TEST 1
111134	SMITHERS, TOM	09/12/2001	0	TEST 1
111134	SMITHERS, TOM	09/21/2001	0	TEST 1
111222	BURNS, MR	09/12/2001	0	TEST 1
111333	SIMPSON, HOME R	09/12/2001	0	TEST 1
111333	SIMPSON, HOME R	09/18/2001	0	TEST 1
111444	SMITH, LENNY	09/12/2001	0	TEST 1
111444	SMITH, LENNY	09/21/2001	0	TEST 1
111555	CUTT, BUZZ	09/12/2001	0	TEST 1
111666	CAREY, DREW	09/12/2001	0	TEST 1
111777	FAUNT, ELLE	09/12/2001		TEST 1

1.3.20 Telephone Numbers Listed in More Than One Account

The *Telephone Numbers Listed in More Than One Account* report lists all telephone numbers listed on more that one inmate's list of Allowed numbers. The records are sorted by telephone number, then by Inmate Number. The Telephone Numbers Listed in More Than One Account report displays the following information:

- Telephone Number
- Inmate Number
- Inmate Name
- Date Activated (date phone number was placed on the list)
- Facility
- Telephone Number 'X' Appeared 'X' Inmate's Lists



Terminal Making Request: QACOLO_WS01 Thru 01/01/1999 06 Jser ID: TESTADMIN Thru 01/01/1999 06 DOC Inmate Name Date Activated Fa 111111 SMITHERS, TOM 09/13/2001 TESTADMIN	Report Site:		COF				From	01/01/1999	00:00:00
Jser ID: TESTADMIN DOC Inmate Name Date Activated Fa 111111 SMITHERS, TOM 09/13/2001 TES		ngRequest:	QACOLO_W	'SO1					
111111 SMITHERS, TOM 09/13/2001 TES	UserID:		TESTADMIN	ſ					
111333 SIMPSON, HOME R 09/12/2001 TES	DOC	SMITHER		Inmate N	ame				Facility TEST 1
	111333	SIMPSO	N, HOME R				09/12/2001		TEST 1
111777 FAUNT, ELLE 09/12/2001 TES	111777	FAUNT,	ELLE	92.7			09/12/2001		TEST 1
Telephone Number 3212683354 Appeared 3 Inmate's Lists.	Telephone N	umber	321	2683354	Appeared	3 Inm	ate's Lists.		

1.3.21 Telephone Number Usage

The *Telephone Number Usage* report lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: Completed calls, Uncompleted calls, Debit calls, Collect calls, and Duration of calls. The Telephone Number Usage report displays the following information sorted by phone number and then chronologically:

- Telephone Number
- Inmate Number
- Inmate Name
- Date/Time of call
- Duration
- Cost of call
- Facility
- Total calls


Sample Reports

· Total calls for the report

Report Site:	COF			01	From 09/01	/2001 00:00
Terminal Maki User ID:	ngRequest: QACOLO_WS01 TESTADMIN				Thru 09/21	/2001 23:59
					Minimum Call	
DOC	Inmate Name	Dat	e/Time	Duration	Cost	Facility
920001	GUY, XFER, GUY	09/16/2001	15:53:26	25	\$1.00	TEST 1
920001	GUY,XFER,GUY	09/16/2001	15:55:41	31	\$1.00	TEST 1
111333	SIMPSON, HOME, R	09/21/2001	14:52:39	5	\$1.00	TEST 1
111777	FAUNT, ELLE,	09/21/2001	14:54:21	7	\$1.00	TEST 1
Total calls:	4					

1.3.22 Toll Free Numbers Called by Inmate

The *Toll Free Numbers Called by Inmate* report lists toll free numbers (800, 866, 877, 888 etc.) called by inmates. The Toll Free Numbers Called by Inmate report displays the following information:

- · Facility Name
- · Facility Code
- Date/Time of call
- Inmate number)
- Inmate Name
- Toll free Number
- Station ID
- Total Number of Calls to Toll Free Telephone 'X'

Page 33 of 36



n Time: 14:34:10 Toll Free Numbers Called by Inmates	
	09/01/2001 00:00:00
erminal Making Request: COTB2_WS02 Thru User ID: TESTADMIN	11/21/2001 23:59:59
acility Name: Facility Code:	
Date/Time DOC Inmate Name Toll Free I	Number Station

1.3.23 Toll Free Phone Numbers on Inmate's List

The *Toll Free Phone Numbers on Inmate's List* report lists inmates with toll free numbers (800, 866, 877, 888, etc.) on their Allowed List. The Toll Free Phone Numbers on Inmate's List report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Toll Free Number
- Total Number of Calls to Toll Free Telephone 'X'

Page 34 of 36



Report Site: Terminal Making Request: User ID:	COF QACOLO_WS01 TESTADMIN		From 09/01/2001 Thru 09/21/2001	00:00:00 23:59:59
Facility Name:	. A 14	Facility Code: 🔅		
Date/Time	DOC	Inmate Name	Toll Free	e Number
Fotal Number of Calls	: to Toll Free Telephone	0		

1.3.24 3 Way Call Detect Report

The *3 Way Call Detect* report displays the number of times a 3 way call was detected on an inmate's Allowed call list. The 3 Way Call Detect report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Date/Time (of the call)
- Duration (of the call)
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Station ID
- Total Number of 3 Way Calls Detected

Page 35 of 36



Sample Reports

Run Date: 11	/21/2001					
Run Time: 14	:35:41	3	Way Call De	etect Report		
				<u> </u>		
I	Report Site :	COF			From 08/27/2001	00:00:0
Terminal Maki		COTE2_WS02			Thru 11/21/2001	23:59:5
	User ID:	TESTADMIN		Selected Sites	COF	, сот
Facility Nam		6 <u>- 199</u>	ąl	acility Code:		a de la
		ate/Time	Duration	Dialed Digits	Call Type	Station







TECHNOLOGY

INTEGRITY

RELIABILITY

SERVICE

and the second second

YOUR TOTAL SOLUTION FOR CUSTOMIZED

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TRE - 850

foundation for success

VAC's systems are based on reliable, proven technology and system failures are rare. When they do occur, VAC understands that the ability to resolve the problem quickly and efficiently is critical. For those charged with the operation of a correctional facility, security is the #1 concern. Inmate telephones, although necessary, fall somewhere on the lower half of the list of priorities – until the unlikely day when the phones stop working. THIS is the moment when the priorities shift and you discover just how responsive your vendor is.

All of a sudden, the impressive demonstration at the trade show becomes irrelevant and you want responsiveness – and you want it now. This is where VAC's support team shines. Our current projects are some of the largest in the country – and the most demanding. They are also our best references – a fact which speaks volumes about VAC's ability to be your inmate telecommunications technology partner.

AT VALUE-ADDED COMMUNICATIONS We live up to our name

To the facility, we are there to provide reliable technology and service. We do our job well so that correctional

facility management has one less thing to worry about. To the prime telecommunications contractor, we are the

partner that helps to make each installation efficient, effective, and profitable.

CALL TO FIND OUT HOW VAC CAN MAKE A DIFFERENCE 866.VAC.JAIL (866.822.5245)









A SOLID FOUNDATION IN Shifting times

Regardless of the world economy's ups and downs, the need for professionally managed correctional facilities never fades. The individuals charged with this task have an overwhelming responsibility and they need a strong foundation of vendor partners to get the job done.



SUCCESS BEGINS WITH THE RIGHT TECHNOLOGY

VAC has been focused on the development of cutting edge inmate call technology for the corrections industry since 1988. From basic automated collect call processing to advanced, networked, multi-site systems; VAC has a solution for every application. Our feature list is constantly expanding to stay ahead of the pack – giving you the advantage.

- W Personal Identification Numbers
- Pre-Paid Debit Calling
- Extensive, Flexible Blocking Capabilitie
- Selective Recording Capability
- Fuli Channel Recording Capability
- Query-Based Reporting
- w On-Site or Remote Administration
- M Single Site or Multi-Site WAN Installation

Our goal is to understand the needs of each individual project and tailor our product line for the perfect fit.

CHANGE IS NEVER EASY

We know that making a vendor change can be difficult. Our seasoned installation teams are experts at seamless transition. We take the time to prepare in advance to ensure minimal intrusion at the time of cut-over. When it is all over, you will wonder why you didn't make the transition sooner.

WE'RE THERE EVERY STEP OF THE WAY

Before the sale, VAC is on-hand to assist with RFP response preparation, system demonstrations, and site inspections. After the sale, VAC steps in to. finalize project details, coordinate the installation process and provide customer training. Most importantly, once the system is in place, VAC is available 365 days a year, 24 hours a day to answer questions, maintain system operations, and manage service calls when they occur.







P.O. Box 941366 Plano, TX 75074 Sales & Marketing Department – 866-VAC-JAIL (866-822-5245) www.vaci.com



System100 Series Inmate Call Processing and Information Management Unit

System100 is a site-based, self-contained, inmate call processing, and data management switch typically configured as part of a WAN-based client-server architecture. It features a digital and analog voice network interface, digital audio recording and monitoring capability, and fully scalable CDR and audio storage capacity.



Call Processing Software: System100 incorporates both PIN and non-PIN inmate access capability together with a full range of collect-only and a combination of prepaid debit and collect call control features. User interaction is through a Windows-based Graphic User Interface and is easy to learn and use.

Audio Recording and Monitoring: System100 incorporates integrated multi-channel digital recording and monitoring capabilities. Recorded conversations are stored on line.

Operating Configuration: Functions in a stand-alone, or large WAN-based client-server environment

Processing Capability: Self-contained integrated processing capability in the form of premium quality industry-standard scalable servers.

Operating System: Windows NT

Workstation Interface: Compatible with most mid- to highrange industry-standard products

Integrated Audio Recording and Monitoring: Digital, realtime recording and call recording. Call recording storage capacity in 30-day, on-line increments up to 365 days before archiving. Audio monitoring of live or played back conversation by local or remote (WAN or LAN) workstation.

Diagnostics: Full support for both remote WAN-based and local diagnostics covering all on-board hardware and software applications.

Voice Network Interface: Digital (e.g., T1, etc.) or analog; line concentration, or 1:1 connectivity. Data Network Interface: Frame, T1, 56-264kbps, dedicated, leased, or dial-up lines. Data Storage: Typical storage of call detail records in 30-day increments up to 365 days before archiving. Integrated Surge Protection and UPS: Integrated. 1200 Watts. Scalable from 15 minutes protection.

GENERAL SPECIFICATIONS

Inmate Telephone Capacity: up to 96 stations x 72 trunks in 4-line increments. Can be grouped with additional *System100* units for almost unlimited inmate station coverage.

Cabinet Dimensions: 23.5" x 31" x 76"

Environmental: Operating Temperature: 35-90° F; Humidity: 2-98% non-condensing.

Power Requirements: 115VAC, 20 amps.

FCC Certification: Meets the requirement of FCC Part 68 and Part 15.



Contact: Sales & Marketing Dept.

Value-Added Communications, Inc.

1601 N. Collins Blvd.

Richardson, TX 75080

Ph: 800.777.9759

www.vaci.com.

Rev. 8.01

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Feature Description

SYSTEM DESIGN FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES
UPRIGHT RACK OR CABINET MOUNT DESIGN	Sturdy mounting for placement in standard 19" frame. Standard installation calls for an enclosed cabinet; open frame installation is available as an option.	Allows for easy upright access to all equipment components and wiring for small and large systems. Minimum amount of space required.
DIRECT DIGITAL INTERFACE	Provides direct interface to digital lines (T-1s) used for call placement.	No separate interface equipment required to provide access to T-1 facilities. Allows larger projects to take advantage of savings produced by use of lower cost digital circuit options.
ANALOG TRUNK INTERFACE	Provides direct interface to analog trunks used for call placement.	No channel bank required for line interface. Cost effective for small applications.
FLEXIBLE STATION: TRUNK RATIO	Provides direct trunking, with one trunk for every phone station installed.	Ensures that callers will not encounter all trunks busy condition.
INTEGRATED TRUNK SHARING AND DISTRIBUTION OPTION	Provides sharing of trunks amongst a larger group of stations. Offers an integrated DACCS for sharing of T-1s across multiple systems for most efficient configuration.	Can provide significant recurring cost savings by purchasing the quantity of trunks needed for the call traffic.
SCALABLE	Allows for expansion of stations (phones) or trunks without system replacement.	Minimizes cost and impact on provider and facility when additional phones or trunks are needed. Provides for seamless operation during expansion.
DIAL-UP POLLING FEE OPTION	Provides access for polling of call records via dial- up modem communications.	Provides extra level of call record data protection by nightly polling and off-site storage.
FRAME RELAY POLLING FEE OPTION	Provides access for polling of call records via Frame Relay circuit.	Provides high speed call record retrieval and extra level of call record data protection by nightly polling and off-site storage.
LEAST COST ROUTING	Allows for multiple outgoing route choices based on the called number. The system is designed to accommodate up to four different trunk groups.	Optional feature which can significantly reduce call cost to provider by using the least costly route for placement of each call type. i.e. local lines for local calls, T- 1 for long distance calls.
UNINTERRUPTIBLE POWER SOURCE	Both the Call Processing System and the Optional Workstation include a UPS which provides a minimum of 15 minutes of continuous operation in the event of a power surge or interruption.	Protects against power fluctuations caused by surges or interruptions.
UNINTERRUPTIBLE POWER SOURCE – EXTENDED COVERAGE FEE OPTION	Additional UPS coverage (up to 2 hours) can be added for a fee.	Provides additional protection in areas where extensive power fluctuation are common.



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Feature Description

SYSTEM DESIGN FEATURES

MULTI LEVEL SECURITY ACCESS CONTROL	Allows for multiple access levels for various user groups.	Controls system access to meet different needs of those that control system operation
TDD EQUIPMENT COMPATIBILITY	Ensures that equipment will not interfere with the operation of TDD equipment.	Allows for integration of TDD equipment as needed for compliance with ADA (Americans with Disabilities Act) regulations.
SYSTEM PHONE SHUTDOWN	Enables shut-down of any or all phones in the system to shut-down at once. May be controlled by phone, living unit, or facility. User may select immediate shut down or a "graceful" shut-down which disables the phone upon completion of the current call.	Provides essential non-scheduled (or emergency) control of inmate phones.
MULTI-SITE SYSTEM CONNECTIVITY AND INMATE TRANSFER FEE OPTION	Allows for multiple site connectivity via WAN and automated transfer of inmates from one site to another without re-entry of PIN data.	Saves administrative time involved with inmate transfer and eliminates inmate calling down-time after transfer.

CALL PROCESSING AND FRAUD PREVENTION FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES
AUTOMATED COLLECT CALLING	Allows inmates to place calls without the assistance of a live operator. This is accomplished through a series of voice prompts and inmate responses through the phone keypad or handset mouthpiece.	Prevents inmate access to live operator systems which can be manipulated to allow otherwise unauthorized call placement. Provides high level of call control not available with live operator services. Eliminates potential for operator harassment.
CUSTOM SITE NAME ANNOUNCEMENT AND BRANDING FEE OPTION	Provides called party with location of caller and name of company providing the calling service.	Prevents inadvertent call acceptances. Provides the called party with company information that helps to recognize billing. Provides the called party with the facility name if needed to request a block or report harassing call attempts. Meets State and Federal regulatory requirements for branding.
CUSTOM CALL RATE BRANDING FEE OPTION	Provides pre-acceptance branding of call rates.	Offers compliance with regulatory requirements.
PRE-PAID DEBIT CALLING	Allows inmates to place pre-paid calls using either a commissary fund account or purchased card.	Can provide a lower cost alternative for inmate calling. Eliminates risk of bad debt and cost of billing.
ENGLISH/SPANISH VOICE PROMPTS	Provides the calling party with the option of English or Spanish voice prompts during call set- up.	Provides greater understanding of system use for Spanish-speaking inmates and call recipients.

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Feature Description

CALL PROCESSING AND FRAUD PREVENTION FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES]
	Provides the calling party with the option of	Provides greater understanding of	
LANGUAGE VOICE	alternate language voice prompts during call set-	system use for non-English-speaking	
PROMPTS	up. Maximum of two active language sets at any	inmates and call recipients.	1
FEE OPTION	time. (Uses standard VAC prompt set translated		
	into the desired language.)		
LIDB VALIDATION	LIDB Validation is available for a transaction	Provides protection against	
FEE OPTION	based fee and can be performed in one of two	placement of calls to numbers with	
	ways: full query for every call attempt or based on	collect call restriction, cell phones, or	
	cached results from prior completed calls.	pay phones. Complies with State and	
		Federal regulations regarding	
		prohibition of collect calls to called	
		parties that have specifically	
		requested blocking of this call type.	
DTMF POSITIVE	Requires acceptance by the called party through	Ensures acceptance by the called	1
CALL ACCEPTANCE	the keypad of their touch-tone phone.	party and virtually eliminates the risk	ł
UALL MOUEPTANUE	The Reyptic of their today tone priories.	of "false" acceptance by answering	· ,
		machines, fax machines or	[
		automated attendant systems.	
	Recognizes acceptance by the called party	Allows calls to be placed to persons	1
ROTARY POSITIVE	through the signal generated by dialing a number	served by older switching equipment	
CALL ACCEPTANCE		that does not offer touch tone service	
	on their rotary phone.	and to those that still own rotary dial	
		phones. Ensures acceptance by the	
		called party and virtually eliminates	
		the risk of "false" acceptance by	
		answering machines, fax machines or	1
		automated attendant systems.	
	Describes facility with the objity to administer call	Provides users with the most familiar	1
WORKSTATION WITH	Provides facility with the ability to administer call	computer architecture and easy-to-	
WINDOWS GUI USER	control features and generate reports through a	learn functions and reporting	,
INTERFACE	user-friendly, on-site workstation built on a		n
FEE	Windows [®] operating system platform. Includes	options.	
	monitor, keyboard, mouse, and printer. Each		
	system can support multiple workstations. (Single		
	workstation is required for each site, additional		
	workstations are optional.)		
WORKSTATION	Provides live call activity detail viewing.	Excellent resource for	
DISPLAY OF CALLS IN		troubleshooting or investigative	
PROGRESS		purposes. Provides instant	
		snapshot of system activity.	
SYSTEM	Provides phone location identification for each call	Excellent cross reference resource	
IDENTIFICATION OF	placed.	for use in system management,	
		maintenance, and surveillance.	
TELEPHONE		1	1
		•	
LOCATION	Litilizes digital signaling from the distant central	Provides the most accurate	
LOCATION CENTRAL OFFICE	Utilizes digital signaling from the distant central		
LOCATION	Utilizes digital signaling from the distant central office to confirm answer.	Provides the most accurate determination of called party answer and therefore the most accurate	

Version 1.0



Feature Description

CALL PROCESSING AND FRAUD PREVENTION FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES
SYSTEM PROVIDED	Internal system metrics are used to determine	Provides reliable confirmation of call
ANSWER	when answer occurs for purposes of initiating	start.
SUPERVISION	voice prompts for collect calls.	
BLOCK SOUND PATH DURING CALL SETUP	Prohibits communication between inmate and called party prior to call acceptance.	Gives the called party the opportunity to reject the call without being heard by the inmate. Eliminates opportunity for inmate to harass the called party during set-up. Eliminates opportunity for the inmate to pass messages during the call set-up period.
PREVENT EXTRA DIALED DIGITS	Blocks keypad entries once the inmate has entered all necessary information for call placement.	Prevents inmate from attempting to by-pass or circumnavigate system controls. Prevents inmates from using the keypad to access the called party's phone system when placed on hold.
HOOK-SWITCH SECONDARY DIALTONE CONTROL	Prevents inmate from manipulating the hookswitch to receive "secondary dial tone." Following call completion or during call set-up.	Prevents inmate from by-passing system controls via hook-switch. Any time the hookswitch is depressed, the system terminates the current call and starts the new call process.
THREE WAY CALL DETECTION AND TRACKING OPTION	Detects three-way call attempts and notates call detail record.	Allows for non-intrusive investigation/tracking of three-way calling activity.
THREE WAY CALL DETECTION VOICE OVERLAY WARNING OPTION	Detects three-way call attempts and initiates a voice overlay announcement.	Provides notice to third party that they are speaking to an inmate at a correctional facility. This is helpful in warning unknowing third parties so that they can report the activity and/or terminate the call.
THREE WAY CALL DETECTION DISCONNECT OPTION	Detects three-way call attempts, disconnects call and notates call record.	Allows for immediate disconnection of potential three-way calling activity.
FREE CALLS OPTION	Allows specified numbers to be called with no charge to the inmate or called party. (Note: Transaction fee applies to "free calls")	Used for facilities that must allow free calls to bail bonds companies, public defenders, tip lines, etc.
ALLOW LIVE OPERATOR OPTION	Allows callers to reach a live operator in specified circumstances. (Default is to block live operator access.)	Used in unique circumstances where a live operator is required for call placement. i.e. areas where international calling is required but cannot be accomplished with automated calling.
RANDOM VOICE OVERLAY OPTION	Provides random voice overlay telling all call parties that the call is originating from an inmate at a correctional facility.	Provides warning to unknowing call recipients – provides some protection against the potential negatives of three-way calling without using detection methods.

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Feature Description

CALL CONTROL FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES
PERSONAL IDENTIFICATION NUMBER OPTION	Requires assignment of an identification number (PIN) for each inmate. PIN must be entered in order for an inmate to place a call.	Provides call tracking to each individual inmate. Allows regulation of the phone privilege on an inmate- specific basis.
SYSTEM GENERATED PIN OPTION	System assigns random PIN for each new inmate entered. Prevents PIN duplication.	Minimizes administrative time required for PIN assignment.
CUSTOMIZED PIN OPTION	System is customized to work with pre-existing inmate identification numbers used by facility in combination with random "private" PIN assigned by the System 100 soffware.	Allows for easy look-up of inmate data by "public" identification number while protecting the "private" PIN used for placing calls. Offers an easier transition for administrators.
PIN WITH ALLOWED CALL LIST OPTION	Limits each PIN to a specified list of allowed telephone numbers to call. No other telephone numbers may be called other than those that appear on the inmate's individual list.	Provides complete control over the phone numbers called by inmates. Minimizes risk of PIN theft.
SELF LEARNED ALLOWED LIST OPTION	Allows the inmate to enter their own allowed call list during a specified set-up period on specified inmate phones. (For example, 24 hours from time of entry on booking area phones only.)	Minimizes administrative burden of entering allowed call lists for each inmate at the time of intake or initial system cut-over.
GLOBAL ALLOWED NUMBERS	Permits the facility to specify allowed numbers that may be dialed by any inmate.	Eliminates need to enter each globally allowed number on each inmate's allowed list. Used for Public Defender's Office, Clergy, other commonly dialed numbers.
SPEED DIALING	Assigns a speed dial code for each allowed number.	Eliminates "wasted" phone time due to dialing errors. Protects privacy of inmate family phone numbers.
INMATE NAME ANNOUNCEMENT – PER CALL OPTION	Records inmate name during call setup of EACH phone call. Recorded name is played back to the called party during the request for call acceptance.	Provides called party with caller identification prior to acceptance.
INMATE NAME ANNOUNCEMENT ONE TIME RECORDING	Records inmate name at the time of PIN assignment or at the time the first call is placed.	Prevents the use of the name recording as a means for passing messages.
CALL DURATION LIMIT	Limits call duration to a specified number of minutes. The standard feature allows a limit to be established as a global setting for all phones/inmates/calls. Alternatively, the limit may be set by individual phone, inmate(PIN), or called number.	Allows all inmates to have phone access by minimizing the ability of any one inmate to monopolize the phone.



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Feature Description

CALL CONTROL FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES
CALL DURATION LIMIT BY PHONE, INMATE, OR CALLED NUMBER	Allows for setting of varying call duration limits by inmate phone, inmate PIN or called number.	Provides flexible management of call placement for special needs areas. Example: Facility wishes to have shorter duration calls in the infirmary, solitary confinement units, or work areas. Also provides extended call duration option for calls to inmate attorneys, clergy, or other unique call recipients
CALL DURATION LIMIT WARNING	Provides inmate with an audible warning that the allowed call duration is about to expire. Warnings are played at 60 seconds and 30 seconds prior to time expiration.	Gives caller time to conclude call and minimizes inmate dissatisfaction with unexpected call termination
INDIVIDUAL CALLED NUMBER BLOCKING	Prevents inmates from calling specified numbers or groups of numbers	Essential feature to stop unwanted call attempts to victims, jurors, facility personnel, etc. Stops harassing call attempts and minimizes "wasteful" use of phones on unwanted calls and leaves more phone time for productive calls.
GROUP CALLED NUMBER BLOCKING	Prevents inmates from calling specified groups of numbers	Essential feature to stop unwanted call attempts to toll free numbers, pay-per-call numbers (900/976), directory assistance, 911, and other large blocks of numbers that can be used for fraudulent purposes.
CALLED PARTY INITIATED BLOCKING	Allows called party to block all future calls from the inmate by dialing specified digits when a call is received.	Provides instant harassment control in the hands of the harassed party.
COMPLETED CALLS LIMITATION OPTION	Limits completed calls to any particular number within a given day.	Allows for control of call volume to help family manage costs and helps to prevent inmates from monopolizing phone access with an excessive amount of calls.
DECLINED CALLS LIMITATION OPTION	Establishes a daily limit for the number of declined calls placed to any given number.	Minimizes hacking attempts and harassment caused by inmates calling the same declined number repeatedly.
SYSTEM OPERATING HOURS CONTROL OPTION	Automatically controls system-wide phone operating hours.	Provides phone access control without facility personnel intervention.



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Feature Description

SURVEILLANCE/MANAGEMENT FEATURES

FEATURE NAME	DESCRIPTION	ADVANTAGES
PRIVILEGED CALL PROTECTION OPTION	Allows facility to identify attorney telephone numbers so that calls to these numbers cannot be monitored or recorded.	Provides inmates with essential attorney/client privilege protection.
MULTIPLE CHANNEL SELECTIVE CALL AUDIO MONITORING OPTION	Allows multiple users to monitor calls selectively based on preset "alerted" called numbers, inmate phones, or PIN.	Provides silent monitoring for surveillance purposes for phone numbers or inmates under investigation.
FULL CHANNEL DIGITAL RECORDING OPTION	Records and stores all calls simultaneously.	Provides the highest level of surveillance with full archive capability
ON-LINE RECORDING STORAGE OPTION	Stores call recordings for immediate system access for up to 30 days.	Provides quick access to the most recent recorded calls.
CENTRALIZED ACCESS TO MONITORING AT MULTIPLE SITES OPTION	Allows audio monitoring of live call activity for multiple sites from a central location.	Provides oversight and centralized monitoring capability, minimizes need to travel to the site for investigative activity. Eliminates awareness of site personnel that calls are being monitored.
CENTRALIZED ACCESS TO RECORDING AT MULTIPLE SITES OPTION	Allows secure access to recorded call files from a central location.	Provides oversight and centralized recording access, minimizes need to travel to the site for investigative activity. Eliminates awareness of site personnel that recorded calls are being reviewed.
CALL REPORTING CAPABILITIES	Extensive reporting and query options are available to review call records in detail or in summary based on user-defined criteria. System reports may be generated on-site via the optional workstation or through VAC's Technical Support Team via remote communications.	Virtually endless combination of reporting options for use in system evaluation, maintenance, or investigative activity.
CUSTOM REPORTS FEE OPTION	VAC will develop custom reports upon request on a project basis.	Provides ultimate customization option for specialized needs.







Debit Calling Options

Pre-Paid or Debit calling has become a high demand feature for use in correctional settings. Debit calling offers the following advantages:

- Allows the family to minimize inmate calling expense to a greater degree.
- Eliminates cost associated with bad debt, validation, billing expense, and unbillable call losses.
- Provides greater potential for inmate to assume responsibility for his/her money management for the calling privilege.
- Potential lower price option in areas where rate pressure exists.
- Allows for international calling where collect is not an option.

VAC offers an assortment of Debit calling solutions designed to fit the corrections application:

System Integrated Debit Calling

VAC has been providing this solution to the corrections industry for 8 years. The latest group of products offers an extensive array of control features by individual inmate. Each inmate is assigned a unique PIN which is used to identify their account to the system. The PIN can be further defined to include inmate name and other critical identification information, allowed call list, allowed call frequency and numerous other calling option parameters. Deposits are made to the account using the system administrative workstation

The debit fund account is also associated with this PIN. Deposits are made to the account using the system administrative workstation. When a call is placed, the inmate has the option to select debit or collect calling. When debit is selected, the inmate's account is checked to ensure that adequate funds are available. If so, the call is placed and the inmate is connected to the called party upon answer. The inmate's account is immediately adjusted to reflect the charge for the completed call.

From a financial standpoint, the System includes specialized accounting functions designed to track all debit account activity. An extensive array of debit reports are available using the VAC system workstation. These include debit account activity detail by inmate, or summary for all debit activity within a given date range.

System Generated Debit Cards

This option is available for use with both the VAC System 70 and System 100. Custom-produced calling cards are created for the facility in agreed denominations (i.e. \$10, \$20, etc.) The cards are activated within the system and provided to the facility to sell to inmate. Call rates are set by the Prime Contractor based on the characteristics and regulatory guidelines for each project.

The Card is active upon purchase by the inmate. When the inmate places a call, they have the option of dialing collect or debit. When debit is selected, the inmate enters the calling card ID number and the number they are calling. The System tracks the card balance and calls placed until the value of the card has been exhausted. At that time, the used card ID number can no longer be used and the inmate will need to purchase another card to place future calls. Upon request, a detailed accounting of call activity can be printed by card or in total for a specified date range.





VAC SYSTEM100 INMATE TELEPHONE SYSTEM (ITS)

USERS MANUAL



RELEASE: 1.04.021 DOCUMENT NUMBER: 100-5098-000



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TABLE OF CONTENTS

1	VAC SYS	<u>[EM100 ITS</u>	.1
	1.1 SYST	EM CONFIGURATION	1
	1.1.1	Hardware – VAC System100 ITS Schematic	.1
	1.1.2	MAGNUM PRO	
	1.1.3	SHADOW (Recording Function)	
	1.1.4	Replicator	
	1.1.5	Station ID	.2
	1.1.6	Trunks	
	1.1.7	Frame Relay	
	1.1.8	<u>Site Server</u>	
	1.1.9	Administrative Workstation(s)	2
	1.1.10	VAC Technical Assistant Center (TAC)	.2
		 WARE	
	1.2.1	File Initialization and Configuration	
	1.2.2	On-line Help	
•			
<u>2</u>	<u>TASKS</u>		4
	2.1 INMA	TE ACCOUNT INFORMATION	5
	2.1.1	Account Tab	8
	2.1.1.1	Adding an Inmate's Account	10
	2.1.1.2	Finding an Inmate's Account	
	2.1.1.3	Transfer Inmate between Facilities	10
	2.1.2	History Tab	10
	2.1.3	Call Records Tab	10
	2.1.4	Telephone List Tab	10
	2.1.4.1	Adding a Phone Number to the Inmate's List	10
	2.1.5	Call Limit Status Tab	10
	<u>2.1.6</u>	Telephone Assignment Tab	
	<u>2.1.7</u>	Access Control Tab	10
	<u>2.1.7.1</u>	Setting an Inmate's Access Control	
		TIPLE TELEPHONE LIST UPDATE	10
	<u>2.2.1</u>	Updating the Multiple Telephone List	10
		UAL FINANCIAL TRANSACTIONS	
	2.3.1	Adding/Editing Financial Transactions	
	2.3.2	Closing an Inmate's System100 ITS Account	
		<u>BLE/DISABLE TELEPHONES</u>	
		ITOR CALLS IN PROGRESS	
	2.6 VIEW	<u>(Calls in Progress</u>	10
		EM ADMINISTRATION	10
	<u>2.7.1</u>	Class of Service Maintenance	
	<u>2.7.1.1</u>	Add/Edit an Inmate's COS	
	<u>2.7.2</u>	Living Unit Maintenance	
	2.7.3	Telephone Location Maintenance	
	<u>2.7.4</u>	Facility Telephone Number Control	
	<u>2.7.5</u>	Nationwide_Telephone_Number_Control	
	2.7.5.1	Customer Defined Special List	
	<u>2.7.6</u>	Facility Default Maintenance	
	2.7.7	Transaction Type Maintenance	
		RADMINISTRATION	
	<u>2.8.1</u>	User Manager	
	<u>2.8.2</u>	Security Level Access	
	<u>2.8.3</u>	<u>User Alerts</u>	10



<u>3</u>	<u>INMA</u>	TE ACCOUNT INQUIRY SYSTEM	10
	<u>3.1</u>	ACCESSING THE INQUIRY SYSTEM	10
		TRANSFERRING FUNDS FROM COMMISSARY	
		DRTS	
<u>4</u>			
		General Report Capabilities	
	<u>4.1.1</u>	Defining Report Parameters	
	<u>4.1.2</u>	Print Report	
	<u>4.1.3</u>	Save and Reprint Reports	
		FINANCIAL REPORTS Call Refund Report	
	<u>4.2.1</u> 4.2.2	<u>Daily Call Charges</u>	
	<u>4.2.2</u> <u>4.2.3</u>	Financial Transactions	
	<u>4.2.4</u>	Inmate Deposit.	
	4.2.5	Inmate Reconciliation	
		MAINTENANCE REPORTS	
	4.3.1	City by NPA-Nxx Search	
	<u>4.3.2</u>	Local Exchanges	
	<u>4.3.3</u>	Non Area Code/Exchange Attempts	
	<u>4.3.4</u>	Percentage Grade of Blocking.	
	<u>4.3.5</u>	State by NPA Search	
		INVESTIGATIVE REPORTS	
	<u>4.4.1</u> 4.4.2	Account Telephone Number List Alert Notification	
	<u>4.4.2</u> <u>4.4</u> .3	<u>Alert Notification</u> <u>Approved Telephone Numbers Search</u>	
	<u>4.4.3</u> <u>4.4.4</u>	Call Detail Report	
	<u>4.4.5</u>	Calls from PIN Not at Facility	
	4.4.6	Chronological List of Calls	
	4.4.7	Currently Suspended Telephone Accounts	
	4.4.8	Extra Dialed Digits	
	<u>4.4.9</u>	Inmate Directory	
	<u>4.4.1(</u>		
	<u>4.4.11</u>		
	<u>4.4.12</u>		
	<u>4.4.13</u>		
	<u>4.4.14</u> 4.4.15		
	4.4.16		
	<u>4.4.17</u>		
	4.4.18		
	4.4.19		
	4.4.20		
	<u>4.4.21</u>		
	<u>4.4.22</u>		
	<u>4.4.23</u>		
	4.4.24		
	<u>4.5</u> <u>4.5.1</u>	VAC GENERATED MONTHLY REVENUE REPORTS	
	<u>4.5.7</u> <u>4.5.2</u>	Cumulative Usage for Fiscal Year Report	
	<u>4.5.2</u> <u>4.5.3</u>	Inmate Usage Report	
	<u>4.5.4</u>	<u>Monthly ITS Debit and Collect Revenue Analysis Report</u>	
	4.5.5	Monthly Property Summary Report	
		Υ	
IN	IDEX		

1 VAC SYSTEM100 ITS

The VAC System100 Inmate Telephone System (ITS) is designed to provide a system that allows inmates to place telephone calls while providing the staff the tools to control the inmate's access, record calls, interact with the inmate's Commissary account, and bill for the call. Value-Added Communication (VAC) is the company that designed the VAC System100 ITS system.

1.1 SYSTEM CONFIGURATION

1.1.1 Hardware – VAC System100 ITS Schematic

The VAC System100 ITS diagram below provides an outline on how the system operates.



1.1.2 MAGNUM PRO

The Magnum Pro (MagPro) portion of the System 100 performs similar to an electronic switchboard that regulates and connects calls from the phones to the proper outgoing trunk line. MagPro is the voice call processing portion of the VAC System100. When one trunk line is busy, the line automatically rolls over to the next available trunk. If all trunks on one MagPro are busy, the call routes to the next available MagPro provided the site has more than one unit. In addition, the MagPro plays the voice prompts heard by the inmate and the recipient of the call, and responds to their menu selections.

1.1.3 SHADOW (Recording Function)

The SHADOW is the recording function in the System 100 and the recordings are stored in the site server. SHADOW records calls using the ITS. SHADOW's default is "Activate" for each call unless specifically flagged for no recording or monitoring (e.g., as in an approved call from an inmate to an attorney). SHADOW can simultaneously monitor multiple phone lines and automatically associate each recorded call with the Call Detail Record (CDR). The CDR is generated using parameters such as Date, Time, Inmate ID, Called Number, Station ID, etc. SHADOW is a very high-tech application that consists of several other external applications; therefore, detailed information will be placed in a separate User Manual.

1.1.4 Replicator

Replicator is the process running on each facility site server. Replicator accesses the count of records located in the XACTION tables. All inmate and call information works through this central component of the VAC System100. When an inmate places a call through the system a Call Detail Record (CDR) is generated by Inmate Telephone Access Control (ITAC). Data is stored first at the local site server then replicated across the Wide Area Network (WAN) to the VAC TAC. ITAC at the site stores each inmate's previous twelve-month period of ITS transaction data. For data older than the previous 12 months, the site ITAC will access the Technical Assistance Center (TAC).

1.1.5 Station ID

A *Station ID* number is assigned to each phone in the ITS system, and identifies the phone a call was originated from on certain reports. A Station ID is not the same as the phone's *unit number*, which is physically stamped on the phone like a serial number to identify that piece of hardware.

1.1.6 Trunks

Trunks are the line connections from the MagPro unit to the telecommunication network. The MagPro automatically rolls over to the first available trunk line with the same trunk type if the first is busy. There can be up to four (4) different trunk types.

1.1.7 Frame Relay

The System 100 has continuous contact with the VAC TAC and other locations set up for the system of inmate facilities. This is normally handled through Frame Relay circuits and a WAN. The size of the Frame Relay circuits and WAN is dependent on the amount of data that must be transmitted between sites.

1.1.8 Site Server

The Site Server is a computer that controls the site's LAN and provides several software programs that supply various control and administration functions for the System 100.

1.1.9 Administrative Workstation(s)

The Administrative Workstation(s) is a standard personal computer equipped with specialized hardware and software that provides the user interface for access to and control of the System 100 including the SHADOW subsystem.

1.1.10 VAC Technical Assistant Center (TAC)

VAC TAC is the centralized Technical Assistant Center that provides various validation, billing, routine maintenance, remote trouble analysis, site dispatch, and routine monitoring capabilities for the System 100(s) in the network.

1.2 SOFTWARE

1.2.1 File Initialization and Configuration

The VAC System100 ITS software is pre-installed and configured by Value Added Communications. Modifying, relocating, deleting, or otherwise tampering with any of the files may prevent the VAC System100 ITS from working properly, and should not be attempted except by personnel authorized to do so.





1.2.2 On-line Help

The ITS consist of a comprehensive on-line help system accessible from any screen within the program. Pressing the F1 key, displays help for the screen you are viewing. The Help button is used to access the system's main help screen.



Figure 1. Help System Main Screen



2

TASKS

The Tasks menu provides the administrative personnel the capability to perform the following functions:

- Access inmate account information (where Personal Identification Numbers (PIN) are provided)
- Update multiple inmate telephone number lists (if used)
- Enter financial transactions for inmates manually (allowed only with debit feature)
- Enable/Disable Telephones
- Monitor Calls in Progress
- View Calls in Progress
- Access System Administration functions (allowed only for the System Administrator)
- Access the User Administration functions (allowed only for specific security access level personnel)



Figure 2. Tasks Menu

2.1 INMATE ACCOUNT INFORMATION

An inmate must have an ITS Account established in order to make phone calls if PINs are used. Some sites may call these Personal Access Code (PAC) or other similar names. This nomenclature can be set up at the initial installation of the system. This information will be stored locally on the site server and at VAC's TAC. When an inmate is transferred from one facility to another, the inmate's account information, including ITS balance, Class of Service (COS) and phone lists are transferred to that facility. Information about specific calls and other transactions are stored at the site where they occurred. All information regarding the inmate's ITS data is available from the VAC's TAC.

All inmates must have a VAC System100 ITS Account with funds to pay for phone calls if using the debit feature. In order for an inmate to place a Debit call, they must have sufficient funds in the inmate's ITS Account. This account is separate from the inmate's Commissary or Canteen account. VAC can provide customer interfaces from the System 100 to various Commissary/Canteen systems on an individual quote basis. This interface would allow for automated transfer of data between the System 100 and the Commissary/Canteen system. A staff member can perform a Manual Transaction into the inmate's System100 ITS Account for them. At no time will the inmate's ITS Account balance be allowed to drop below zero.



Figure 3. Inmate Account Information

The Inmate Information bar displays the following information at the top of every page of an inmate's account information:

- Inmate ID Number
- Inmate Name (Last, First, Middle)
- Personal Identification Number (PIN)
- Facility
- Living Unit
- Language Preference

The buttons on the Inmate Information bar function as follows:



- < > Buttons Use the arrow buttons to go to the next or previous inmate of the last search list generated
- Find Inmate Access inmate's account from any page on the Inmate Account Information screen
- Add Inmate To add a new inmate account

Inmate ID Number – The *Inmate ID Number* identifies an inmate in the system and cannot be changed. The ID number is a six-to-fourteen digit number (ex. 012504). If for some reason, the inmate's ID number needs to be changed, this is done from the *Inmate Account Information/Account tab* screen by clicking the **Change ID** button.

Personal Identification Number – An inmate's Personal Identification Number (PIN) allows the inmate to be identified by the VAC System100 ITS system, and therefore access the system. The PIN is a four-to-fourteen digit number unique to them throughout all VAC systems (ex. 0311) the inmate should keep this number confidential. Should the number be lost or stolen, a new PIN should be assigned as soon as possible to prevent fraud. This is done from the *Inmate Account Information/Account tab* screen by clicking the **Change PIN** button. A new unique PIN autogenerates from a unique pool of numbers and assigned to the inmate. The System 100 has the capability to have an external system generate the PIN number, as a special option at the time of installation.

Inmate Name – An inmate's name is broken down into their Last Name, First Name, and Middle Name. This allows the staff to search for an inmate using any part, or a combination of parts, of the inmate's name. Names are displayed in all capital letters. If the inmate's name needs to be edited, this is done from the *Inmate Account Information/Account tab* screen by clicking the **Change** button, modifying the name, and then clicking the **OK** button to confirm the changes. Clicking **Cancel** will discard any changes.

Facility – The facility name is assigned automatically when the inmate's account is activated at the facility. It cannot be changed manually. Each facility, if there is more than one facility, is assigned a three or four-letter designation code. To save space on reports that contain a field indicating the facility, this code is used instead of the facilities full name. The code for each facility is determined by the site name, and may be located from the main menu by selecting *Tasks/System Administration/Facility Default Maintenance*. Input from the facility is normally provided in determining the facility designation code.

Living Unit – When an inmate is assigned to a *Living Unit*, cellblock or pod, they are also assigned that living unit's default Class of Service (COS), and are limited by default to those phones within that unit. The facility default is all phones for all inmates.

Language Preference – The language the VAC System100 voice prompts are heard by the inmate. Languages available in the system is *English* and *Spanish*. The default is English. Any two languages may be utilized at a site. More than two languages at one site is a special build requirement, normally before initial installation.

Status Bar – The information fields on the status bar displays the account status (Read Only if the account is inactive), the title of the tab you are currently on, the facility name (Local or Headquarters), and the database from which data is being accessed.

DBI Records

Figure 4. Status Bar

2.1.1 Account Tab

The Account Tab screen allows the user to access the database for all facilities. Inmate information available from the Account Tab screen includes:

- ITS Account Balance
- Account Activation Date
- Arrival Date
- Inmate Status
- Suspension status (box checked indicates currently suspended)
- Alert status (box checked indicates all calls from this inmate trigger Alert)
- Comments





Figure 5. Account Tab

The buttons on the Account Tab function as follows:

- Change PIN Assigns and prints a new unique PIN to the inmates account
- Print PIN Prints an inmate's Personal Identification number PIN, inmate name, and ID Number
- Change ID Allows user to modify the Inmate ID Number
- Change Allows the user to modify Name, Living Unit, inmate Language Preference, and Comments. Changes made must be confirmed by pressing the OK button when done. Pressing the Cancel button will abort changes
- Alert Sets an alert on the inmate's account. User must select the security level that will be alerted when triggered
- Suspend Inmate Places a Suspension on the inmate's account for the number of days specified. Suspensions expire at midnight of the End Date

ITS Account Balance – An inmate's ITS account is used to pay for *Debit* calls from their account. This is separate from any money they may have in the inmate's Commissary Account. When placing a Debit call, the inmate must have enough of a balance to pay for at least a three-minute call, or they will be informed that they have insufficient funds to place the call.

Account Activation Date – Account Activation Date is the date the inmate's ITS account was originally created. It is supplied automatically by the program, and cannot be modified. Financial and call records for an inmate should be available up to this date. The most recent 12 months of data is kept locally on the site's database. If the inmate is transferred within the 12-month period, only the data since the transfer is kept. At the end of the first 13 months, the oldest month of data is archived and continues to be archived throughout the term of the contract. The ITS data is kept at VAC TAC.

Date of Arrival – Date of Arrival is the date an inmate arrives at the current site. The Date of Arrival is automatically generated by the ITS when an inmate is transferred to a new facility.

Inmate Status – Inmates are assigned a status to help the staff separate the inmates into various classifications. A description of each status is listed below:

- Pending Add Inmate is in the process of being activated
- Active Inmate is active at this facility and is able to make calls
- Pending Transfer Inmate is in the process of being transferred to another facility
- Transferred Inmate has been transferred to another facility and account is inactive at facility the inmate moved from
- Pending ReAdd Inmate is in the process of being re-activated at this facility. Inmate was
 released and back in prison
- Pending Release Inmate is in the process of being released from the system
- Released Inmate is released from the system and account is inactive

Suspension – The staff has the capacity to temporarily *Suspend* an inmate's calling privileges. During this period, an inmate will not be able to make calls. Suspensions are set for either 24-Hour or Day increments. Suspensions in 24 Hour increments expire after the hour at which they were set, while suspensions in Day increments expire at midnight. Therefore, a one-day suspension will by default begin immediately and expire at midnight the next day. Once a suspension has expired, the inmate's account will automatically be accessible again.

To place an inmate's account in suspension, from the *Inmate's Account Information/Account tab*, click the **Suspend Inmate** button. Enter the number of days the inmate is to be suspended. The suspension defaults to begin immediately. If this is not the case, change the starting date or time for the suspension to begin. Once suspended, the box next to *Suspension* will be checked.

Information regarding an inmate's last suspension remains displayed even after the suspension has expired. The Suspension generates an administrative transaction, which goes into a log that tracks through the VAC System100.

Alert Flag – Alerts are set to alert the staff when an inmate places a call. Calls placed by the inmate are flagged to the staff monitoring calls using *View Calls in Progress* or *Monitor Calls in Progress*. The alert flags the *User Security Level* that set it, and optionally, other levels as well. All numbers set for Alert remain in the database unless deleted or changed.

To set an alert on an inmate's account, from the *Inmate's Account Information/Account tab*, click the **Alert** button. Select the minimum *User Security Level* that will be notified if this inmate places a call. Confirm that an alert is to be set. The *Alert* box will now be checked.

To remove an alert from an inmate's account, click the **Alert** button, and then click **Remove All**. The **Remove All** function will not remove alerts set by a higher security level.



Comments – This is the place to add any detailed comments regarding the particular inmate and the inmate's ITS account. The Comments field is 250 characters. To add or change comments for an inmate, from the *Inmate's Account Information/Account tab*, click the **Change** button, make the comments, and confirm the changes by clicking **OK**.



2.1.1.1 Adding an Inmate's Account

To add an inmate's account in the system perform the following steps:

- 1. From the Task menu option, select Inmate Account Information
- 2. You should be on the Account tab. If not, select the Account tab
- 3. Click the Add Inmate button
- 4. Enter Inmate ID Number
- 5. Enter inmate's Last, First and Middle (middle name not a required field) name. The names of the inmates will automatically appear in all capital letters
- 6. Select Living Unit
- 7. Select the Language Preference from the Language drop down list. Language Preference matches facility default. Default is English
- 8. Click the OK button
- 9. Do you want to a print out of the PIN generated Yes or No
- 10. Select the Telephone Assignment tab
- 11. Select the phone lines that the inmate will be allowed to use to place a call. **Note**: By default, choosing no specific phone lines will allow them to use any phone at the facility "<No restrictions>"
- 12. Enter any applicable *Comments* from the *Account* tab sheet. The Comments field is 250 characters.
- 13. To add additional information such as Allowed Phone Numbers or Customized Class of Service, click on the appropriate tab

2.1.1.2 Finding an Inmate's Account

To find an inmate's account:

- 1. If not already visible, display the Inmate Account Information screen by selecting *Tasks/Inmate* Account Information
- 2. Click the Find Inmate button to search an inmate
- 3. Enter the six-digit *Inmate ID Number* (or partial number using the "%" wildcard) and press the **OK** button
- 4. OR Enter the inmate's full name or partial name by using the "%" wildcard and press the Enter button

2.1.1.3 Transfer Inmate between Facilities

When an inmate is transferred from one System100 facility to another System100 facility, the inmate's ITS Account must be transferred, which will grant the inmate full access to the system. To transfer an inmate from one facility to another perform the following steps:

- 1. From the Task menu, select Manual Financial Transactions
- 2. Enter the inmate's ID# being transferred
- 3. Select the Transfer Transaction Type
- 4. To automatically generate the reference number, tab through the reference number field
- 5. Press the Add button
- 6. Select the facility the inmate is being transferred to from the drop down box by double clicking on the new site



- 7. Pending Transfer appears in the Inmate Status box on the Inmate Account screen until transaction is complete
- 8. Once the transaction is complete, the inmate's status appears as 'Active' at the new site and 'Transferred' at the old site
- 9. To start making calls from a new facility the inmate: (1) pick up the phone, (2) enter the ID, PIN and Phone Number

2.1.2 History Tab

The *History Tab* screen displays ITS transactions for an inmate's account for the year and month selected in the *Year* and *Month* fields. This includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to the inmate's telephone list. For each transaction the follow data displays:

- Date
- Time
- Туре
- Amount
- Balance (remaining balance of an account)
- Facility (where transaction occurred)
- Reference Number

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Figure 6. History Tab

The buttons on the History Tab function as follows:

- **Display** Refreshes the list box with the information for the year and month selected. The default is the current year and month. This must be done each time the page is accessed
- Current Month Displays the information for the current month
- Sort Order Determines the order in which the information will be displayed. The choices are Date/Time (ascending or descending), or Transaction Type/Date/Time (ascending or descending)


2.1.3 Call Records Tab

The *Call Records Tab* screen displays information concerning each call made or attempted, and whether or not the call was successful. The range of dates displayed is determined by the selection in the Year and Month field. Other information on the Call Records screen includes the Date and Time of the call attempt, the digits dialed, duration in minutes, the cost of the call, the call type (Debit or Collect), the Call Result as shown by the Completion Code, and any triggered alerts.

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Figure 7. Call Records Tab

The buttons on the Calls Records Tab function as follows:

- Display Use this button to refresh the list box with the information for the year and month selected. The default is the current year and month. This must be done each time the page is accessed.
- Current Month Displays the information for the current month.
- Sort Order Determines the order of displayed information. The choices are Date/Time (ascending or descending), or by Dialed Number.
- Call Detail Select a call and either hit this button or double click on the selection to bring up the Call Detail. The additional information available in call detail includes the Call Result, Facility called from, Telephone Location, Station ID, Destination, Call Type, and Carrier.

2.1.4 Telephone List Tab

The Telephone List Tab screen provides the following information:

- Allowed Phone Numbers
- Restricted Phone Numbers (indicated by Allow box being unchecked)
- Date Number Last Changed
- Comments
- Called Party Language
- Collect and Debit Permissions
- Alert Flag
- Recorder Flag
- Extra Dialed Digits
- Active Telephone Numbers
- Maximum Active Telephone Numbers



Figure 8. Telephone List Tab

The buttons on the Telephone List Tab function as follows:

- Add Adds new phone numbers to an inmates phone list
- · Change Changes information on a particular number
- Delete Removes a number from the list

Allowed Phone Numbers – In order for an inmate to place a call, the number must be included on the inmate's Allowed Phone Numbers list. To place a number on the inmate's Allowed List, the number must have the Allow box checked. The number must have an area code even if it is a local number. International numbers must have: 011 – Country Code – City Code – Number. International numbers cannot be called collect.



An inmate's *Restricted Phone Number* list, and the *Special List (Blocked)* take precedence, so even if a number is on an inmate's Allowed List, it is still possible that they would not be able to call it. In addition, the recipient may have placed a block that prevents them from receiving Debit, Collect, or both types of calls from that inmate.

Restricted Phone Numbers – *Restricted Phone Numbers* display phone numbers the inmate is not allowed to call. Often this list consists of numbers the inmate may have victimized or harassed. To be placed on the inmate's Restricted List, the number must have the *Allow* box unchecked. In addition, the restricted numbers on the inmate's list supersedes their *Allowed Phone Numbers* list.

Date Number Last Changed – The *Date Changed* field indicates the last time a setting for a phone number was modified, starting with the date the number was first added to the list.

Called Party Language – Like the inmate's *Language Preference*, this setting determines the language in which the recipient of the call will hear the voice prompts. These prompts notify the recipient regarding the origin of the call and from whom, the cost of the call if any, offer the option to decline the call, as well as the option to decline all future calls of that type (Collect or Debit) from the inmate. The system provides two language choices English or Spanish. The default is English.

Collect and Debit Permissions – In order for a number to receive either a Collect or Debit call from an inmate, the corresponding box for *Debit* or *Collect* must be checked. If it is not, calls of that type will not go through, and a brief reason for the restriction may be entered. Some reasons are automatically generated by the System100, such as when the recipient of the call has requested future calls be blocked by pressing '7'. The information is available on the Telephone List Tab screen by clicking on the telephone number. CP Block (Called Party Block) appears in the Not Allow Reason box.

Comments – Comments allow the facility to provide a brief descriptive comment for each number. The Comments field is 250 characters. Usually the Comments field will be used to describe for whom the number is for, such as "Mother", "Attorney", "Alex Johnson (brother)", etc.

Alert Flag – Alert Flag allow calls to be flagged and monitored by the staff using *View Calls in Progress* or *Monitor Calls in Progress*. The alert can only be set by the staff with the appropriate security level. The initial default setting for *Alert* is OFF (unchecked) for each phone number. However, the default setting can be changed on the *Facility Default Maintenance* screen. It is not recommended an Alert be placed on every number; this will defeat the purpose of alerting only those calls that warrant special attention. All numbers flagged as Alert remain in the database until removed or changed.

Recorder Flag – Record Flag determines if the facility's recording device will or will not automatically be turned on with the call. For instance, a facility may want to disengage the recorder for private calls to an attorney. The initial default setting for *Record* is ON (checked) for each phone number. However, the default setting can be changed on the *Facility Default Maintenance* screen. If the Record box is unchecked, passive acceptance is engaged and the recipient of the call is not required to accept the call by dialing '5'. Approved attorney numbers should remain unchecked.

Extra Dialed Digits – Extra Dialed Digits indicates how many digits the inmate may dial after the call has connected. The purpose of these extra digits is to allow the inmate to navigate touch-tone menus when necessary. However, the number of extra digits allowed is restricted to reduce attempted fraud. The default is four digits.

Active Telephone Numbers – Active Telephone Numbers displays the number of phone numbers currently on the inmate's *Allowed List*.

Maximum Active Telephone Numbers – Maximum Active Telephone Numbers limits the inmate's total number of Active Telephone Numbers. The ITS will not allow the facility add more numbers than the maximum. The default setting can be adjusted on the *Facility Default Maintenance* screen. The default is 30 numbers.







2.1.4.1 Adding a Phone Number to the Inmate's List

To add a phone number to the inmate's Telephone List when required:

- 1. Select from the Task menu, Inmate Account Information and enter the inmate's ID#
- 2. Select the Telephone List tab, then click on the Add button
- 3. Enter the telephone number, including the area code (for International numbers, include 011, country code, city code, and number)
- 4. Enter a descriptive comment for the number (i.e. "Mother", "Mr. Smith", "Attorney")
- 5. The default is 'Allowed'. To allow the inmate to make **Debit** calls to a number, select the *Debit* box. If the *Debit* box is not selected, enter a reason stating why debit calls are not allowed to the number. **NOTE:** *International calls must be debit*
- The default is 'Allowed'. To allow the inmate to make Collect calls to a number, select the Collect box. If the Collect box is not selected, enter a reason stating why collect calls are not allowed to the number
- 7. The default is 'Allowed'. To allow the inmate to make calls to a number, select the Allow box. If the Allow box is not selected, enter the reason stating why calls to the number are restricted. Restricted numbers are placed on the inmate's Restricted list
- 8. Select the Language Preference in which the recipient will hear the voice prompts (The default is English)
- 9. Select the Alert Telephone Number box to set the alert whenever an inmate calls this number
- 10. Select the *Record* box, which activates the call recording equipment whenever an inmate calls this number. Deselecting the *Record* box will disable the recording equipment and engage Passive Acceptance for that telephone number. The recipient is not required to accept the call by dialing '5". The Record Box should remain unchecked for approved attorney numbers
- 11. The default is four (4) digits. Set the maximum *Extra Dialed Digits*, which specifies the number of digits, the inmate can dial before being disconnected. The *Extra Dialed Digits* option also allows the inmate to navigate through touch-tone menu options
- 12. Click the OK button to add the number to the inmate's list
- 13. Select the following: default Language Preference, Debit calls, Collect calls, Allowed, Alert, Record, and Extra Dialed Digits match the Facility Default Maintenance settings.



2.1.5 Call Limit Status Tab

The *Call Limit Status Tab* restrict changes being performed from this screen. To adjust any of the maximums allowed by this COS, you must either modify the COS from the Class of Service Maintenance screen which change the settings for all inmates of this COS, or modify the access privileges for a particular inmate from the *Access Control* tab.

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Figure 9. Call Limit Status Tab

Number of Calls displays the maximum number of calls allowed for the inmate's COS, how many calls the inmate has made, and the remaining number of calls for the Day, Week, and Month. These figures are broken down for Collect, Debit, and Total Calls. The default is unlimited.

Number of Minutes displays the maximum number of minutes allowed for the inmate's COS, the time the inmate has used, and the remaining number of minutes for the Day, Week, and Month. These figures are broken down for Collect calls, Debit calls, and Total Calls. The default is unlimited.

Number of Inquiries displays the maximum number of ITS Inquiries, Commissary Inquiries and Fund Transfers to ITS (future use) allowed for the inmate's COS, the number the inmate has used, and the remaining inquiries for the Day, Week, and Month. The default is unlimited.



2.1.6 Telephone Assignment Tab

The *Telephone Assignment Tab* screen lists the phones an inmate is allowed to use to make calls. Phones are listed by Station ID and the inmate is allowed to use only those phones within their assigned Living Unit. To allow an inmate to use any phone from the facility, remove all phones from the allowed list. The allowed list will then display "<No restrictions>" indicating that they may use any phone at the facility. "All phones for all inmates" is the default.



Figure 10. Telephone Assignment Tab

The buttons on the Telephone Assignment Tab function as follows:

- Change Changes the list of phones from which an inmate may make calls
- • Adds or removes phones from an inmate's allowed list



2.1.7 Access Control Tab

Access Control Tab screen allows the facility to set the calling limits and permissions by assigning a predefined Class of Service (COS) to the inmate. The default COS for that Living Unit is assigned to the inmate account. Only those facility staff members with the appropriate security level can change the COS.

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Figure 11. Access Control Tab

To perform a COS change:

- 1. Click the Assign button
- 2. Select another COS from the drop-down list
- 3. Then click the OK button that appears when in change mode

In addition, all the settings and permissions can be customized for the inmate manually by:

- 1. Clicking the Change button
- 2. Modifying the settings as desired
- Then clicking the OK button that appears when in *change* mode. The *Class of Service* field changes to "<Personal>", indicating the inmate's settings have been personalized, overriding the default settings.

Call Access Controls – Call Access Controls option determines the maximum number of calls allowed per day, week, or month. These limits are separated for Collect, Debit, and both types of calls. They also control how many total cumulative minutes are allowed within those times. *Minutes per Call* determines the maximum duration for each call type. If *Minutes Between Calls* is greater than zero, inmates must wait that many minutes before placing another Collect or Debit call. The default is zero (0) minutes between calls.

Call Schedule – Call Schedule option determines when the inmate may use the phone system. This schedule will only appear if the staff requesting this schedule has the appropriate user level. For each day of the week, the staff can make a selection from the *Day* drop-down list. There is a checkbox for each half-hour period. For each selection, calls are allowed to begin during that half-hour. For example, if 9:30 pm is selected, calls will begin anytime between 9:30 pm and 9:59 pm.

Note: The Call Schedule only dictates when a call may begin. It does not control when a call will end. If in the above example calls were not allowed past 10 pm, a call at 9:58 pm will still go through limited only by the call duration limit, or the ITS funds available.

ITS Access Controls – ITS Access Controls settings determine how many times the inmate may perform an ITS inquiry for each day, week, or month.

Maximum Active Telephone Numbers – Maximum Active Telephone Numbers limits the number of phone numbers on an inmate's Approved List. The **Commissary Controls** button allows control of when and how often inmates may access the Commissary system and transfer funds. To return to call control click the **Call Controls** button. Other options on this screen include:

- Require Approved Number List (Collect) Limits collect calls to numbers that are specifically on the inmate's Approved List. Note: The exception is if the number is on the Special List (Approved).
- Require Approved Number List (Debit) Limits Debit calls to numbers that are specifically on the inmate's Approved List. Note: The exception is if the number is on the Special List (Approved).
- Allow Special Number List Allow Special Number List allows an inmate to place calls to numbers on the Special List (Approved), even if those numbers are not on their personal Approved List. The Special List would be for snitch numbers. This call will not appear on any list.
- Use Call Branding Message Call Branding is used at the beginning of every call from this inmate.
- Use Intermittent Message Intermittent Messages plays during every call from this inmate.

Call Branding – Call Branding allows the called party to hear a pre-recorded message at the beginning of every call. This message can be set for the individual inmate, a living unit, or all inmates at a facility.

Intermittent Messages – Much like Call Branding, Intermittent Messages plays a pre-recorded message throughout the call. How often the message plays is determined within a set minimum and maximum duration between plays. This ranges from zero to nine (0 - 9) minutes between messages played. Intermittent Messages may be turned on or off at the discretion of the staff.

Note: The range setting is not controlled from this program. It is within the MagPro software, and can only be changed by VAC.

TRE - 890





2.1.7.1 Setting an Inmate's Access Control

To set an inmate's access control perform the following steps:

- 1. Select the Access Control tab
- 2. Class of Service (COS) will match the facility default
 - Check that Call Access Controls are correct for all categories
 - Collect, Debit, and Total
 - Calls per Day, Week, and Month
 - Minutes per Day, Week, and Month
 - Minutes between calls
 - Minutes per call
 - Check Call Schedule for each Day.
 - Check COS options are correct.
 - Require Approved Number List (Collect)
 - Require Approved Number List (Debit)
 - Allow Special Number List
 - Use Call Branding Message
 - Use Intermittent Message
 - Maximum Active Telephone Numbers There are 30 available
 - ITS Access Controls should match the COS
 - ITS Inquiries per Day, Week, and Month
 - Fund Transfers to Commissary per Day, Week, and Month
 - Click the Commissary Controls button
 - Check Commissary Access Controls:
 - Commissary Inquiries per Day, Week, and Month
 - Fund Transfers to ITS per Day, Week, and Month
 - Fund Transfer Schedule for each Day:
- 3. Change Class of Service (COS)
 - Click Assign button
 - Select a COS
 - Click OK to confirm
- 4. Customize access
 - Click the Change button
 - Customize the permissions for the individual inmate
 - Click OK to confirm

2.2 MULTIPLE TELEPHONE LIST UPDATE

The *Multiple Telephone List Update* screen is used to add several phone numbers to an inmate's account allowing the facility to view options chosen for each number. To display an inmate's record, enter the inmate's *Inmate ID Number* and tab to the next field to display the record.

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Figure 12. Multiple Telephone List Update

Information displayed on the Multiple Telephone List Update screen includes:

- Telephone numbers
- Record flag The default is set to record. If the telephone number is entered with the Record box unchecked, the system will not monitor the call such as for attorneys. Passive Acceptance is also engaged with the Record box unchecked. The recipient of the call is then not required to accept the call by dialing "5".
- Called Party Language (preferred language of the called party)
- Alert (telephone numbers flag)
- Allow (whether the number is on the inmate's Allowed List (Yes) or Restricted List (No))
- Allow Collect (whether the inmate can call the number collect)
- Allow Debit (whether the inmate can call the number debit)
- Comments

The buttons on the Multiple Telephone List Update screen function as follows:

- Cancel Cancels the current changes
- Add Adds the number and the settings chosen
- Change Allows modifications to be performed on the selected number
- Delete Removes the number from the list
- OK Accepts all changes that have been made to all numbers
- Close Closes the window without saving changes
- 2.2.1 Updating the Multiple Telephone List

To update telephone numbers on the Multiple Telephone List:

- 1. Select the Multiple Telephone List Update from the Task menu
- 2. Enter the Inmate ID Number
- 3. Cursor should be in the Telephone Number field. Enter a 10-digit telephone number
- 4. Click the ADD button
- 5. Check default settings Debit, Collect, Allow, Record Language, Comments, Extra Dialed Digits
- 6. To delete a phone number, highlight the telephone number to be deleted
- 7. Click Delete
- 8. Click OK

2.3 MANUAL FINANCIAL TRANSACTIONS

The *Manual Financial Transactions* screen allows the staff members to manually transfer funds in or out of an inmate's VAC System 100 ITS Account. This feature also allows the staff transfer inmates between facilities, issue call refunds, and release the inmate from prison.

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Figure 13. Manual Financial Transactions

The information available from the Manual Financial Transactions screen includes:

- Inmate ID Number
- Inmate name (Last, first, middle)
- Type of transaction (defaulted from previous transaction, and selectable from pick list. May be Deposit, Refund, Transfer, Withdrawal, Exception, and Release). See Transaction Type Maintenance for more details on transaction types.
- Amount of transaction
- Reference Number (automatically generated by the System100)

Upon completing all Manual Transactions for an inmate, a Manual Transactions Report generates automatically.

2.3.1 Adding/Editing Financial Transactions

To add or edit a Financial Transaction:

- 1. From the Tasks menu, select Manual Financial Transactions
- 2. Enter the inmate ID Number and press the Enter key
- 3. Select a Transaction Type (The inmate must have funds in their System100 ITS account to make calls, if this is the first transaction for an inmate select Deposit.)
- 4. Enter the amount of the transaction
- 5. Verify that the amount entered meets specification limits (\$99,999.99). Transactions will not allow a negative balance to exist
- 6. Give the transaction a reference number
- 7. Click the Add button
- 8. Click the Close button
- 9. Verify the default printer is ready then click the OK button
- 10. If the report prints correctly, click Yes at the prompt
- 11. Manual Financial Transactions can be reprinted by executing the Reprint Manual Financial Transactions option in the reports financial menu option

2.3.2 Closing an Inmate's System100 ITS Account

The Manual Financial Transactions screen is also used to close an inmate's System100 ITS account, which is done by setting the Transaction Type to Release. The staff will first reconcile the inmate to obtain current ITS account balance. Then release the inmate using the Manual Transaction Screen. The inmate's ITS Account automatically changes the inmate's status to 'Pending Release' and generates a withdrawal transaction. The inmate remains in 'Pending Release' status while the release is being processed. The next static state for the inmate is 'Released' which appears in the Inmate Status box when the release is complete and the inmate account is inactive. No further calls or transactions are possible through this account while the inmate's status remains inactive. In addition, a record of this release is automatically placed on the Inmate Release Report.

2.4 ENABLE/DISABLE TELEPHONES

The *Enable/Disable Telephones* screen allows the facility staff members (with the appropriate security level) to control which phones are currently active within the facility. Control can be at the individual phone level identified by Station ID, the Living Unit level, or facility wide. Because this screen works directly with the MagPro, facility staff members with the appropriate security level can delete an inmate's recorded name that plays for the recipient at the beginning of a call which will allow the inmate to re-record their name the next time they place a call. To access the Enable/Disable Telephones option select *Tasks/Enable/Disable Telephones*.

Station II	Line State	TEST BED 1 LU
#0017	ON	
# 0018	ON	
#0019	ON	
#0020	ON	
#0021	ON	
#0022	ON	
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# 0024	ON	
#0025	ON	
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Figure 14. Enable/Disable Telephones

For each phone level, the buttons function as follows:

- Enable Turns the phone on for use
- Disable after current call Waits until current call is completed before shutting off phone(s)
- Cut Off Immediately shuts off the phone line(s)
- Reset Name Recording Deletes the inmate's recorded name (prompts the Inmate for a ID Number) so a new one may be recorded. The facility staff members must have the appropriate security level to control this feature.
- Close Closes the Enable/Disable Telephones screen



2.5 MONITOR CALLS IN PROGRESS

The *Monitor Calls in Progress* screen allows the facility to view calls in progress and to listen in on specific calls. This option is performed using the Remote Spy function of SHADOW. While the call is being monitored neither the inmate nor the recipient of the call will be able to detect any changes in the sound quality.

The information available from the Monitor Calls in Progress screen includes:

- Calls that have triggered the Alert Flag
- Living Unit
- Inmate ID Number
- Inmate Name
- Time call started
- Duration
- Phone number dialed
- Station ID
- Line Number



The color codes displayed on the Monitor Calls in Progress screen represent the following:

- Green Dot (*) Ordinary call
- Yellow Legal call. These calls are set with 'Record' and monitor turned off. If the facility enters the telephone number with the record box unchecked, the system will not monitor calls such as for attorneys. This will also flag the call for passive acceptance and the recipient will not have to accept the call by pressing '5'
- Red Check Mark () Alert call. The inmate or the party called has triggered the Alert Flag
- Eye Icon (@) Monitor call. The call is being monitored



The buttons on the Monitor Calls in Progress screen function as follows:

- Monitor Turns on the SHADOW monitor for that call
- End Monitoring Turns off the SHADOW monitor for that call
- Close Closes the Monitor Calls in Progress screen



2.6 VIEW CALLS IN PROGRESS

The View Calls in Progress screen enables the facility to view a list of calls currently in progress.

The information available from the View Calls in Progress screen includes:

- Calls that have triggered the Alert Flag
- Living Unit
- Inmate ID Number
- Inmate name
- Time call started
- Duration
- Phone number dialed
- Station ID
- · Called party info (based on Comment field for that number)
- Facility called from
- Call Type (Debit, Collect)
- Reason (Completion Code)
- Line Number



The color codes displayed on the View Calls in Progress screen represent the following:

- Green Dot (*) Ordinary call
- Yellow Legal call. These calls will usually be set with 'Record' off
- Red Check Mark () Alert call. The inmate or the called party has triggered the Alert Flag





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TRE - 900

2.7 SYSTEM ADMINISTRATION

The System Administration screen allows the facility to customize their system. Only authorized staff has permission to change these settings. A user's Security Level is determined when they first log into the Windows NT system and is based on their User Name and access level set for them in the User Manager. To access the System Administration options select the Tasks menu.

The System Administration menu options include:

- Class of Service Maintenance
- Living Unit Maintenance
- Telephone Location Maintenance
- Facility Telephone Number Control
- Nationwide Telephone Number Control
- Facility Default Maintenance
- Transaction Type Maintenance



Figure 15. System Administration Menu



2.7.1 Class of Service Maintenance

The *Class of Service Maintenance* (*COS*) screen defines the overall level of access given an inmate to use the ITS phone system. This includes the total number of minutes or total number of calls an inmate may make in any given Day, Week, or Month. The COS also provides the facility with the ability to set the day, time, and maximum duration of a call. The facility can set restrictions on accessing the Inquiry system, limiting the number of inquiries or transfers from Commissary. The facility has the capability to change the parameter settings for the Class of Service Maintenance. Access levels are defined by the 'Default COS', but may be customized for one inmate or a group of inmates.



Figure 16. Class of Service Maintenance



2.7.1.1 Add/Edit an Inmate's COS

To add or edit the COS perform the following steps:

- 1. From the Tasks menu, select System Administration/Class of Service Maintenance.
- 2. To Edit COS, click on the left or right arrows located next to the Description field then select the COS you want to edit.
- 3. Once a COS is selected, click the change button, perform desired changes, and then click OK.
- 4. To create a new COS profile, click the **Add** button, name the new COS, create the desired COS, then click **OK**.
- 5. To change access to the ITS Inquiries or Call Schedule, click **Change**, change the desired parameters, then click **OK**.
- 6. To change Commissary Controls or the Fund Transfer Schedule, click **Commissary Controls** then click **Change**, change the desired parameters, and then click **OK**.
- To modify the *ITS* or *Fund Transfer Schedule*, select either Call Control or Commissary Control, then click Change. Next, select the day from the drop down list, and check each allowed half hour increment for calls or inquiries. *Note: This must be done for each day.*
- 8. Click OK to save changes or Cancel to discard changes.

An individual inmate may also have their COS customized specifically for them by manually setting the inmate's parameters, which will set the inmate's COS to '<personal>'. This is done in the following manner by personnel with the appropriate user level:

- 1. From the Tasks menu, select Inmate Account Information.
- 2. Click on the Access Control tab.
- 3. To change access to the ITS Inquiries or Call Schedule, next click **Change**, change the desired parameters, and then click **OK**.
- 4. To change the Commissary Controls or the Fund Transfer Schedule, click **Commissary Controls**, next click **Change**, change the desired parameters, and then click **OK**.
- 5. To modify the *ITS* or *Fund Transfer Schedule*, select either **Call Control** or **Commissary Control**, next click **Change**, then select the day from the drop down list. Check each allowed half hour increment for calls or inquiries. *Note: This must be done for each day*.
- 6. Click OK to save changes or Cancel to discard changes.



2.7.2 Living Unit Maintenance

Many correctional facilities assign unique designations to individual buildings or wings; also know as *cellblocks or pods*. The ITS identifies these cellblocks as *Living Units*. There are several controls and settings for an entire Living Unit, including setting the default COS for that unit. If assigned a Personal designation this overrides a Living Unit designation and a Living Unit designation overrides a Facility designation. The *Living Unit Name* is assigned to the cellblock or pod. The *Living Unit Class of Service* is the default COS assigned to inmates in that living unit. The Living Unit Class of Service default is the facility's default. The *Number of Living Unit Telephones* is for informational purposes only, and does not affect the program. To access the Living Unit Maintenance screen select *Tasks/System Administration*.



Figure 17. Living Unit Maintenance

The buttons on the Living Maintenance screen function as follows:

- Add Adds a new Living Unit
- Change Modifies an existing unit
- Delete Removes a Living Unit from the list
- OK Accepts changes made while modifying a unit. *Note:* OK is dimmed until in 'Change Mode
- Close Closes the Living Unit Maintenance screen. Note: Any changes not confirmed with OK are lost



2.7.3 Telephone Location Maintenance

The Telephone Location Maintenance screen allows the facility to define the ITAC site server, the MagPro, the Station ID, the facility's Living Unit, and location for each telephone station. All parameters except the Line # can be changed. This screen is usually populated by the installing technicians.

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0001	COT82LU1	LINE #1	1	ITACNT COTB2
0002	COTB2LU1	LINE #2	2	
0003	COTB2 LU1	LINE #3	3	Schligh Munifier
0004	COT82LU1	LINE #4	4	0007
0005	COT92LU1	LINE #5	5	
0006	COTB2LU1	LINE #6	6	
0007	COTB2LU1	LINE #7	7	COTB2 LU1
0008	COTB2 LU1	LINE #8	8	
0009	COTB2 LU1	LINE #9	9	LINE #7
0010	COTB2LU1	LINE #10	10 🐇	
0011	COTB2LU1	LINE #11	11	A Construction of the second
0012	COTB2LU1	LINE #12	12	Charles

Figure 18. Telephone Location Maintenance Screen

The buttons on the Telephone Location Maintenance screen function as follows:

- Change/OK Changes the listing. In change mode, the button displays as OK to accept the changes.
- Close Closes the Telephone Location Maintenance screen



2.7.4 Facility Telephone Number Control

The Facility Telephone Number Control screen provides the facility the ability to define a list of numbers that supersedes the inmate's personal telephone number list for Collect and/or Debit numbers at the facility level. The facility can block telephone numbers for all inmates, which will prevent the call from processing even if the number is on the inmate's personal list (for example, facility employees telephone numbers). The facility can also approve telephone numbers for all inmates at the facility, in which case the call will go through even if it is not on the inmate's personal list (for example, a snitch telephone number or maintenance telephone number for inmates to use when reporting phone problems). This call would not appear on any list. How many *Extra Dialed Digits* for the facility is allowed, if any, may be defined as well. To access the Facility Telephone Number Control.

The number of days a telephone number is actively on the list may also be set. Setting *Number of days* to zero (0) causes the number to be active on the list indefinitely. Any number greater than zero (0) will cause the number to only be active for that number days, starting from when the number was added to the list as indicated by *Date*. All numbers entered remain in the database until removed or changed.

A brief Comment may also be included describing the number or the reason it is on the list. The Comments field is 250 characters. The User Security Level that added the number is indicated and cannot be modified by *User*.



Figure 19. Facility Telephone Number Control

The buttons on the Facility Telephone Number Control screen function as follows:

- Add Adds a new number to the list
- Change Allows the information for a number to be modified
- Delete Removes a number from the list
- International Switches to the list of international numbers
- OK Confirms that additions or changes to the list are to be saved
- Close Closes the screen. Unsaved changes are lost



2.7.5 Nationwide Telephone Number Control

The Nationwide Telephone Number Control screen provides the facility with the capability to define a list of numbers that takes the place of both the inmate's personal telephone number and facility number control list for either Collect and/or Debit numbers at the national level.

The Nationwide Telephone Number Control screen may only be accessed with *File/Open Headquarters* checked on, and the user needs a sufficient security level access. Without the appropriate security level, the Nationwide Telephone Number Control screen will not display on the user's workstation. All numbers entered remain in the database until removed or changed. To access this option select *Tasks/System Administration/Nationwide Telephone Number Control*.



Figure 20. Nationwide Telephone Number Control

The buttons on the Nationwide Telephone Number Control screen function as follows:

- <u>A</u>dd Adds a new number to the list
- Change Allows the information for a number to be modified
- Delete Removes a number from the list
- International Switches to the list of international numbers
- OK Confirms that additions or changes to the list are to be saved
- <u>Closes</u> Closes the screen. Unsaved changes are lost

2.7.5.1 Customer Defined Special List

The *Customer-defined Special List* affects each facility and can either be *Blocked* or *Allowed*. Numbers can be *Blocked* for all inmates at all facilities, in which case calls to that number will not go through even if they are on an inmate's personal list. Numbers may also be *Allowed* for all inmates at all facilities, in which case the call will go through even if it is not on the inmate's personal list. For more information regarding the Approved List, please refer to Facility Telephone Number Control. The number of *Extra Dialed Digits* allowed, if any, can be defined as well.

The facility can also define the number of days a number is actively on the list. Setting *Number of days* to zero (0) causes the number to be active on the list indefinitely. Any number greater than zero (0) causes the number to be active only for that number days, starting from when the number was added to the list as indicated by *Date*. The default is indefinite number of days.

A brief Comment may also be included describing the number or the reason it is on the list. The User field indicates the User Security Level needed to add/edit a number on this screen. This field cannot be modified.



Figure 21. Nationwide International Telephone Number Control



2.7.6 Facility Default Maintenance

The Facility Default Maintenance screen allows the facility to set the default values. This information is set up at installation by VAC or the facility. To access the Facility Default Maintenance screen select Tasks/System Administration.

The information available includes:

- Facility Number
- · Facility Code (automatically generated three or four-letter designation code)
- Facility Name
- Originating ANI
- The number of Living Units (available for informational purposes only)
- The number of phone stations (available for informational purposes only)
- · The number of trunk lines (available for informational purposes only)
- Living Unit
- Language Preference
- Telephone Number Default
- Extra Dialed Digits
- Maximum Active Telephone Numbers



Figure 22. Facility Default Maintenance

For each Living Unit, the default Language Preference can be set for new inmates. For each phone number added, the defaults can be set for the called party to accept Collect or Debit calls, even if the Recorder is on or an Alert set. This is also, where the number of extra dialed digits is set, which determines how many digits may be entered beyond the actual phone number. Extra Dialed Digits are used to navigate touch-tone phone menus. The Maximum Active Telephone Numbers indicates the maximum number of active numbers per inmate account.

The buttons on the Facility Default Maintenance screen function as follows:

- Change/OK Allows changes to be made to the listing. In change mode, the button displays as OK to accept the changes.
- Close Closes the Facility Default Maintenance screen

Facility Code – Each facility is assigned a three or four-letter designation code. This code is used instead of the facility's full name to save space on reports that contain a field indicating the facility. The code for each facility is determined by the site name. The code is automatically placed in the field and cannot be modified.

Originating ANI – An Originating ANI (Area Number Identifier) is the Caller ID number that identifies the number that is calling. The Originating ANI would therefore identify the source of a call. Despite having multiple lines, a facility has only one ANI that identifies all calls the same way.

WARNING: ORIGINATING ANI SHOULD ONLY BE MODIFIED BY VAC!

Extra Dialed Digits – This setting indicates how many digits the inmate may dial after the call has connected. The purpose of these extra digits is to allow the inmate to navigate touch-tone menus when necessary. However, the number of extra digits allowed is restricted to reduce attempted fraud.

Maximum Active Telephone Numbers – Maximum Active Telephone Numbers limits the total number of Active Telephone Numbers the inmate can call. The ITS will not allow adding more numbers than the maximum. The default setting can be adjusted on the *Facility Default Maintenance* screen.

2.7.7 Transaction Type Maintenance

The *Transaction Type Maintenance* screen allows the facility to add new financial Transaction Types to the available list. To access the Transaction Type Maintenance screen select *Tasks/System Administration/Transaction Type Maintenance*.



Figure 23. Transaction Type Maintenance

The following is a list of Transaction Types:

- · Deposit Allows the inmate to make deposits into their ITS account
- Withdrawal Allows the inmate to move money into Commissary from ITS
- Fund Transfer
- Refund Issues a refund for a particular call
- Inmate Fund Transfer
- Exception Credits or removes Financial Transaction
- Release Inmate is released from incarceration



The buttons on the Transaction Type Maintenance screen function as follows:

- Add Adds the transaction chosen.
- Close Closes the window without saving changes

2.8 USER ADMINISTRATION

Only authorized facility staff members, Qwest, and VAC personnel are approved to access the ITS telephone system. In addition, access is limited to only those facilities for which the staff is responsible, unless granted increased access by a higher security level. The User Administration options include:

- User Manager
- Security Level Access
- User Alerts



Figure 24. User Administration Menu



2.8.1 User Manager

The User Manager screen is a self-contained application used for assigning access privileges to facility staff members. VAC administers this process. An explanation of this application is beyond the scope of this manual; please refer to your system administrator or the On-Line Help available from within the application for an explanation of how the User Manager functions.



Figure 25. User Manager



2.8.2 Security Level Access

The Security Level Access screen (also called User Level) determines the level of access the facility staff member has to information and modifying settings in the ITS system. For each security level, the access capabilities can be set for each feature, as indicated by the radio button. This access ranges from 'None' to 'Full' access. Full access allows the user to 'View, Add, Change, Delete' records or settings within the feature. To access the Security Level Access screen, select *Tasks/User Administration*.

Security Levels include:

- OPR –Operators
- MON Monitors
- CHIEF INV Investigative
- TECH Technicians
- SUPER –Supervisors
- HQ Headquarters
- ADMIN VAC



Figure 26. Security Level Access

TRE - 915

2.8.3 User Alerts

The User Alerts screen determines which security levels are alerted when an Alert is activated set by a specific security level. To access the User Alerts screen select *Tasks/User Administration*.

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Figure 27. User Administration

To make modifications to the User Alerts perform the following steps:

- 1. Select the appropriate User Level for the pull-down list
- 2. Click Update. Note: The 'Update' button will then change to say 'OK'
- 3. Select from the View Alerts For table, users you want view alerts for
- 4. Select in the **Set Alert For** table, to view alerts for the users that you have set. **Note:** To select or de-select multiple users, hold down the Ctrl key and click the appropriate user
- 5. Click OK



3 INMATE ACCOUNT INQUIRY SYSTEM

3.1 ACCESSING THE INQUIRY SYSTEM

Within restrictions set by the facility, an inmate can use the VAC System100 ITS phone system to perform an ITS Account inquiry. The number of inquiries an inmate may make in a given period may be limited by the facility. To access the VAC System100 ITS Account Inquiry Menu, the inmate performs the following steps:

- 1. Pick up the phone
- 2. Dial the inquiry code: 00
- 3. Enter their PIN number
- 4. Select their inquiry option:
 - Inquire about their ITS Account balance
 - Transfer funds from the inmate's Commissary account to their ITS Account
 - Inquire about the cost of the last call (Does not deduct from their Inquiries count)
- 5. Follow the inquiry voice prompts to make their selections

3.2 TRANSFERRING FUNDS FROM COMMISSARY

Within restrictions set by the facility, an inmate can use the VAC System100 ITS phone system to transfer funds from their Commissary account into their ITS Account. The inmate can do so using the ITS Account Inquiry Menu system, assuming the inmate has not exceeded the limitations on inquiries or transferring funds set by the facility. It is also possible for a facility staff member to perform a Manual Transaction on the inmate's ITS account.


4 **REPORTS**

4.1 GENERAL REPORT CAPABILITIES

The VAC System100 ITS allows for quick and easy tabulation of data. Every report contains at a minimum, certain general report capabilities. Reports may either be generated automatically at certain times, under certain conditions, or printed upon demand by a facility staff member with appropriate user level access. Reports may be generated for one facility or a combination of facilities, depending upon the input criteria and the requesting facility staff member's user level.

All reports contain, at a minimum, the following basic information:

- Time
- Terminal making request
- Parameters of the report
- Number of pages
- Report heading
- End of report footer
- Report heading on each page
- Report title on each page
- Identifier of the staff member creating the report

A report Header is included on each page of the report containing:

- Facility name
- Report name
- Date and time of the report
- Page number
- Field headings

A report Footer is included at the end of the report containing:

- Totals for all columns containing dollar values
- Total count of inmates if the report contains inmate information
- Total call counts or total call duration if report includes this information



Defining Report Parameters 4.1.1

Various reports have different selection criteria and parameters to be defined before running the report. Many will prompt the user for a Start Date/Time and an End Date/Time. Others require the user to select individual or multiple records at a time. Some reports utilize 'wizards', such as the Phone Wizard, that allow the use of pre-saved selections.

The blue title bar on the Parameters screen displays the name of the report being generated. The two fields beneath the blue title bar displays the computer the report is running from and the level of the logged-in user requesting the report. The Selected Sites field displays the number and name of the facility. The binocular icon allows the user to select a site(s) from the Selection screen (Figure 29).



Figure 28. Selecting Report Parameters

The Selection screen displays the available choices in the left panel. The right panel displays the selection(s).



Figure 29. Selection Screen

To move one record at a time, highlight the record then press the > button, S> to move several highlighted facilities, or >> to move all facilities into the right column. To remove a record from the right pane select the record and then press the < button to move one record at a time or << to remove all the records. When selections are complete, press the Select button. The initial Parameters screen (Figure 28) appears. The Report Parameters screen displays the selected



records. To advance to the next screen, press the **Next** button. To cancel this process, press the **Exit** button.

4.1.2 Print Report

The blue title bar on the Print Report screen displays the activity and the name of the generated report. The two fields beneath the blue title bar display the computer running the report (left) and the level of the user requesting the report (right).

The *Print Report* area displays the report name, the site running the report, and the selected criteria. To finalize the *Print At* settings press the **Set** button. If the user does not want to use the default printer, they can select another printer by clicking on the **Set Printer** button. A prompt appears allowing the user to select the next available printer for that workstation.

The Use Default if selected fails option means the report failed to print from the newly selected printer and the report will try to print again from the default printer. The **Default** button reverts the printer selection to the default printer for that workstation.

Checking the *Show Preview* box prints the report to screen first, giving the user the option to send the report to the printer. Once the user is ready to produce the report, whether to screen or printer, press **Print** to generate the report.

If at any time before generating the report the user wants to return to the previous screen to make a change, press the **<< Back** button.



Figure 30. Print Report

4.1.3 Save and Reprint Reports

The Save and Reprint Reports option provides the facility with the capability to run the reports, and to save/reprint the report later. To save and reprint a report:

1. Select the "Export Icon," which is located to the right of the "Print Icon" on the menu bar

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- Select the type of <u>Format</u> to save the report as. The recommended document types to use are either a) Word Document (doc) or b) Rich Text File (rtf). Use the pull down menu to select document type
- 3. Select the save to Destination, and then click on the OK button

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4. On the Choose Export File screen type a name for the report in the File name: field

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5. Click on the Save button



4.2 FINANCIAL REPORTS

The Financial Reports menu provides the facility with the capability to generate and print the following reports:

- Call Refund Report
- Daily Call Charges
- Financial Transactions
- Inmate Deposit
- Inmate Reconciliation



Figure 31. Financial Reports Menu



4.2.1 Call Refund Report

The *Call Refund Report* automatically generates when the facility's staff, with the appropriate user level, performs a Call Refund transaction. Call Refund generates and prints a summary transaction report. The Call Refund Report includes the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate name
- Date/Time (of the transaction)
- Type of Transaction
- Reference Number
- Phone
- Amount (of the transaction)
- Total Number of Call Refund Transactions
- Total Net Amount of Call Refund Transactions

To generate the Call Refund report:

- 1. Select Reports/ Financial/ Call Refund.
- 2. The Parameter screen appears. Select a Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 5. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.2.2 Daily Call Charges

The *Daily Call Charges* report displays the total number of calls, duration, and charges for both Collect and Debit calls. The user determines the range of dates covered in the report. Grand totals are available at the bottom of the report. The Daily Call Charges report displays the following information for Debit and Collect calls:

- Facility Name
- Facility Code
- Date
- Debit Calls
- Duration
- Charges
- Collect Calls
- Duration
- Charges
- Facility Total
- Report Total

To generate the Daily Call Charges report:

- 1. Select Reports/ Financial/ Daily Call Charges.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays. Highlight the facility(s) then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button. The initial Parameters screen reappears press the <u>Next</u> button to advance to the next screen. Note: Security Level Access may limit report to current site only.
- 3. Select a Start/End date range and then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.





4.2.3 Financial Transactions

The *Financial Transactions* report provides a record for all inmates with a financial transaction during a specified period. The Financial Transactions report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Date/Time (of the transaction)
- · Amount of transaction
- Reference Number
- Total Number of Financial Transactions for the Inmate

To generate the Financial Transactions report:

- 1. Select Reports/ Financial/ Financial Transactions.
- 2. The Parameter screen appears. Select a Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 5. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.2.4 Inmate Deposit

The *Inmate Deposit* report provides a record of all inmates with deposits during a specified period. The Inmate Deposit report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Deposit Date
- Deposit Amount
- Total Inmate (s) Deposits For
- Total Amount (total amount of deposit)

To generate the Inmate Deposit report:

- 1. Select Reports/ Financial/ Inmate Deposit.
- 2. The Parameter screen appears. Select a Start and End date for the report.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 5. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.2.5 Inmate Reconciliation

The *Inmate Reconciliation* report displays all Commissary deposits, withdrawals, and Debit calls placed by the inmate via the System100 for a specified period. The Inmate Reconciliation report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Inmate Deposits
- Date/Time (of deposit)
- Cost (deposits)
- Previous Balance
- Total Deposits
- Total Withdrawals
- Previous Balance + Deposit
- Total Call Charges
- Ending Balance

To generate the Inmate Reconciliation report:

- 1. Select Reports/ Financial/ Inmate Reconciliation.
- 2. The Parameter screen appears. Select a Start/End date and time for the report.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select an Inmate ID from the drop-down list or the checkbox for All press the <u>Next</u> button.
- 5. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



TRE - 927

4.3 MAINTENANCE REPORTS

The Maintenance Reports menu provides the facility with the capability to generate and/or print the following reports:

- City by NPA-Nxx Search
- Local Exchanges
- Non Area Code/Exchange Attempts
- Percentage Grade of Blocking
- State by NPA Search

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Figure 32. Maintenance Reports Menu



4.3.1 City by NPA-Nxx Search

The *City by NPA-Nxx Search* report provides the city and state for a particular NPA-Nxx. The City by NPA-Nxx Search report includes the following information:

- NPA
- Nxx
- City
- State

To generate the City by NPA-Nxx Search report:

- 1. Select Reports/ Maintenance/ City by NPA-Nxx Search.
- The Parameter screen appears. To select a facility click on the binocular icon the selection screen displays. Highlight the facility(s) then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen and then press the <u>Next</u> button.
- 3. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the Add button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the Save button. To select from a list of profiles previously created by the logged-in user, press the List button, highlight the profile name then press the Use button. The initial Phone Settings screen appears press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.3.2 Local Exchanges

The Local Exchanges report provides each facility with a list of all area codes and exchanges, which are designated within the local calling area for that particular facility. This is the local calling area for pay phones, which may be different from the local calling area for residential or business use. The Local Exchanges report contains the following:

- Facility Code
- Area Code
- Exchange (associated with the area code)
- Total Number of Local Exchanges

To generate the Local Exchanges report:

- 1. Select Reports/ Maintenance/ Local Exchanges.
- The Parameters screen appears. To select a facility click on the binocular icon and highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

NOTE: SHOULD ONLY BE EXECUTED IN LOCAL MODE.

TRE - 930

4.3.3 Non Area Code/Exchange Attempts

The Non Area Code/Exchange Attempts report lists call attempts to invalid area codes. The Non Area Code/Exchange Attempts report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Date/Time (of call attempted)
- Dialed Digits
- Station
- Number of Calls Attempted With Invalid Area Code/Office Code

To generate the Non Area Code/Exchange Attempts report:

- 1. Select Reports/ Maintenance/ Non Area Code/Exchange Attempts.
- The Parameters screen appears. To select a facility click on the binocular icon and highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.3.4 Percentage Grade of Blocking

The *Percentage Grade of Blocking* report provides phone information on a line-by-line basis for the percentage of calls blocked during specific hourly periods. The Percentage Grade of Blocking report displays the following information:

- Hour
- Trunk Types

The Percentage Grade of Blocking report contains information for the following trunk types:

- Type 1 Debit and Collect, Long Distance
- Type 2 For Future Use
- Type 3 Inquiry only
- Type 4 Local, Intralata Debit and Collect

To generate the Percentage Grade of Blocking report:

- 1. Select Reports/ Maintenance/ Percentage Grade of Blocking.
- The Parameters screen appears. To select a facility click on the binocular icon and highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.3.5 State by NPA Search

The *State by NPA Search* report allows the facility to locate the state for a particular NPA. The State by NPA Search report displays the following information:

- NPA
- State

To generate the State by NPA Search report:

- 1. Select Reports/ Maintenance/ State by NPA Search.
- The Parameter screen appears. To select a facility click on the binocular icon which displays the selection screen. Highlight the facility(s) then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen and then press the <u>Next</u> button.
- 3. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the <u>Add</u> button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the <u>Save</u> button. To select from a list of profiles previously created by the logged-in user, press the <u>List</u> button, highlight the profile name then press the <u>Use</u> button. The initial Phone Settings screen appears then press the <u>Next</u> button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4 INVESTIGATIVE REPORTS

The Investigative Reports menu provides the facility with the capability to generate and/or print the following reports:

- Account Telephone Number List
- Alert Notification
- Approved Telephone Numbers Search
- Call Detail Report
- Calls From PIN Not at Facility
- Chronological List of Calls
- Currently Suspended Telephone Accounts
- Extra Dialed Digits
- Inmate Directory
- Inmate History Report
- Inmates Transfers
- Invalid PIN Attempts
- Locally Blocked Telephone Numbers

- New Inmates Report
- Quantity of Calls Placed
- Quantity of Minutes Called
- Released Inmates
- Speed Dial Search
- System Wide Blocked Telephone Numbers
- Telephone Numbers Called by More Than One Inmate
- Telephone Numbers Listed In More Than One Account
- Telephone Number Usage
- Toll Free Numbers Called by Inmates
- Toll Free Phone Numbers on Inmate's List
- 3 Way Call Detect Report



Figure 33. Investigative Reports Menu

4.4.1 Account Telephone Number List

The Account Telephone Number List report displays all the phone numbers on the Allowed List for one or more inmates. The Account Telephone Number List report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Phone Number
- Collect
- Debit
- Allow
- Called Party Language
- Activation Date
- Total Telephone Numbers for Inmate
- Total Telephone Numbers
- Total Active Numbers
- Total Inactive Numbers

To generate the Account Telephone Number List report:

- 1. Select Reports/ Investigative/ Account Telephone Number List.
- 2. The Parameter screen appears. Specify a Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select the Phone Status (Both, Active, Inactive).
- 5. Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 6. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.2 Alert Notification

The Alert Notification report displays all accounts or telephone numbers placed on Alert status by the facility. This is regardless of whether the alert was for all calls by a particular inmate, or calls to a particular number. Ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Dialed Digits
- Alert
- Date/Time (of the call)
- Station
- Cost (of the call)
- Total Number of Alerted calls for the Facility

To generate the Alert Notification report:

- 1. Select Reports/ Investigative/ Alert Notification.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the Select button to return to the initial Parameters screen.
- 3. Select a Start/End date and time range and then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.



4.4.3 Approved Telephone Numbers Search

The Approved Telephone Numbers Search report allows for the retrieval of specific or generic telephone numbers inmates are allowed to call. This report is sorted by Inmate ID and telephone number. The Approved Telephone Number Search report displays the following information:

- Phone Number
- Inmate ID Number
- Inmate Name
- Facility
- Number of Inmates with this Number

To generate the Approved Telephone Numbers Search report:

- 1. Select Reports/ Investigative/ Approved Telephone Numbers Search.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the Add button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the Save button. To select from a list of profiles previously created by the logged-in user, press the List button, highlight the profile name then press the Use button. The initial Phone Settings screen appears then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.

4.4.4 Call Detail Report

The Call Detail Report displays a log of calls from specific inmates in the order that they were placed over a specified time. The Call Detail report displays the following information:

- Facility Name
- Facility Code
- Inmate Name
- Inmate ID Number
- Trunk
- Called Number
- Date/Time (of the transaction)
- Duration
- Comp Code
- Cost (of the call)
- Total transactions
- Total cost

To generate the Call Detail report:

- 1. Select Reports / Investigative / Call Detail Report
- 2. The Parameters screen appears. Select the Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select the Call Type (Both, Debit, Collect).
- 5. Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 6. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.5 Calls from PIN Not at Facility

The Calls from PIN Not at Facility report lists inmate(s) attempts to place calls with invalid PIN numbers. The Calls from PIN Not at Facility report displays the following information:

- Facility Name
- Facility Code
- Date/Time (of the call)
- Inmate ID Number
- Inmate Name
- Dialed Digits
- Station
- Total Number of Calls at This Facility by PIN at Other Facilities

To generate the Calls from PIN Not at Facility report:

- 1. Select Reports/ Investigative/ Calls from PIN not at Facility.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen.
- 3. Select a Start/End date and time range then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.6 Chronological List of Calls

The *Chronological List of Calls* report displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. The Chronological List of Calls report displays the following information in chronological order:

- Facility Name
- Facility Code
- Inmate ID Number
- Date/Time (of the call)
- Duration (of the call in seconds)
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Line Number
- Station
- Cost (of the call)
- Facility Calls
- Facility Minutes
- Facility Cost
- Total Number of Calls
- Total Minutes
- Total Cost

To generate the Chronological List of Calls report:

- 1. Select Reports/ Investigative/ Chronological List of Calls.
- 2. The Parameters screen appears. Select a Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select the Call Type (Both, Debit, Collect).
- 5. Select an Inmate ID from the drop-down list or the checkbox for All then press the Next button.
- 6. The Print Report screen appears. The **Show Preview** checkbox is checked by default. **Note:** *If the user does not want the preview of the report to display, de-select the Show Preview checkbox.* Press the **Print** button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.



4.4.7 Currently Suspended Telephone Accounts

The *Currently Suspended Telephone Accounts* report lists all inmate telephone accounts whose calling privileges have been suspended. Records are sorted by Inmate ID Number, and then by date of suspension. The Currently Suspended Telephone Accounts report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate name
- Start Date/Time (suspension began)
- End Date/Time (suspension ends)
- Days to be Suspended
- Days already Suspended
- Suspended Days Left
- Total Number of Suspended Accounts

To generate the Currently Suspended Telephone Accounts report:

- 1. Select Reports/ Investigative/ Currently Suspended Telephone Accounts.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

NOTE: THE TIME THE SUSPENSION WILL END IS AT MIDNIGHT OF THIS DATE.

4.4.8 Extra Dialed Digits

The *Extra Dialed Digits* report lists all calls that extra dialed digits were detected within a specified period. The Extra Dialed Digits report displays the following information in chronological order:

- Facility Name
- Facility Code
- Date/Time
- Inmate ID Number
- Inmate Name
- Dialed Digits
- Station
- Duration
- Total Number of Calls with Extra Dialed Digits

To generate the Extra Dialed Digits report:

- 1. Select Reports/ Investigative/ Extra Dialed Digits.
- 2. The Parameters screen appears. Select a Start/End date and time for the report.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select the Call Type (Both, Debit, Collect).
- 5. Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 6. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.4.9 Inmate Directory

The *Inmate Directory* report displays a log of all inmates requested by facility within a specified time. The Inmate Directory report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Numbers
- Inmate Name
- Total Inmate(s) Number

To generate the Inmate Directory report:

- 1. Select Reports/ Investigative/ Inmate Directory.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen.
- 3. Select a Start/End date range and press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.4.10 Inmate History Report

The *Inmate History Report* displays all transactions placed by inmates over a specified time. The report includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The Inmate History report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Date/Time (of transaction)
- Transaction Description
- Total Inmate(s) Transactions

To generate the Inmate History report:

- 1. Select Reports/ Investigative/ Inmate History Report
- 2. The Parameters screen appears. Select a Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- Select an Inmate ID from the drop-down list or the checkbox for All then press the <u>Next</u> button.
- 5. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.4.11 Inmate Transfers

The *Inmate Transfers* report displays accounts received or transferred from each facility over a specified period. The Inmate Transfers report displays the following information:

- Facility Name
- Facility Code
- Date of Transfer
- Inmate ID Number
- Inmate Name
- PIN
- From (facility code transferred from)
- To (facility code transferred to)
- Suspend (Yes or No)
- Notes
- Total Transfers For
- Total Transfers For Report

To generate the Inmate Transfer report:

- 1. Select Reports/ Investigative/ Inmate Transfers.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.4.12 Invalid PIN Attempts

The *Invalid PIN Attempts* report lists inmate(s) attempts to place calls with Invalid PIN numbers. The Invalid PIN Attempts report displays the following information:

- Facility Name
- Facility Code
- Date/Time (of the call)
- Inmate ID number
- Inmate Name
- Dialed Digits
- Station
- Orig. Facility
- Total Number of Records

To generate the Invalid PIN Attempts report:

- 1. Select Reports/ Investigative/ Invalid PIN Attempts.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.4.13 Locally Blocked Telephone Numbers

The Locally Blocked Telephone Numbers report generates a list of phone numbers locally blocked in the system for the local facility. When an inmate attempts a call to a number on this list, the call is blocked and issued a Completion Code **#2**. The Locally Blocked Telephone Numbers report displays the following information:

- Telephone number
- Inmate ID Number (if blocked for individual inmate)
- Inmate name (if blocked for individual inmate)
- Facility (code of inmate, if blocked for individual inmate)
- Not Allow Reason (comment or description for block)
- Number of Inmates With This Number

To generate the Locally Blocked Telephone Numbers report:

- 1. Select Report/ Investigative/ Locally Blocked Telephone Numbers.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.

4.4.14 New Inmates Report

The New Inmates Report displays new inmates that were added into the System100 ITS system. Inmates are grouped by facility. The New Inmates report displays the following information:

- Facility Name
- Facility Code
- Date Added
- Inmate Name
- Inmate ID Number
- Notes
- Inmates Count
- Total New Inmates for Report

To generate the New Inmates Report:

- 1. Select Reports/ Investigative/ New Inmates Report.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.15 Quantity of Calls Placed

The *Quantity of Calls Placed* report lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). The Quantity of Calls Placed report displays the following information sorted by the number of calls made in descending order:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Number of Calls
- Total Number of Inmates that Made at Least 'X' Calls

To generate the Quantity of Calls Placed report:

- 1. Select Reports/ Investigative/ Quantity of Calls Placed.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date range and press the Next button.
- 4. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the <u>Add</u> button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the <u>Save</u> button. To select from a list of profiles previously created by the logged-in user, press the List button, highlight the profile name then press the <u>Use</u> button.
- 5. Select a Call Type (Both, Debit, Collect).
- 6. Select the Minimum Number of Calls and press the Next button.
- 7. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.16 Quantity of Minutes Called

The *Quantity of Minutes Called* report lists calls placed by the inmate that has exceeded the userdefined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. The Quantity of Minutes Called report displays the following information sorted by the total number of minutes called in descending order:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Number of Minutes
- Total Number of Inmates that Called for at Least 'X' Minutes

To generate the Quantity of Minutes Called report:

- 1. Select Reports/ Investigative/ Quantity of Minutes Called.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date range and press the Next button.
- 4. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the <u>Add</u> button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the <u>Save</u> button. To select from a list of profiles previously created by the logged-in user, press the <u>List</u> button, highlight the profile name then press the <u>Use</u> button.
- 5. Select a Call Type (Both, Debit, Collect).
- 6. Select the Minimum Duration time and press the Next button.
- 7. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.

4.4.17 Released Inmates

The *Released Inmates* report displays inmates released from incarceration and removed from the ITS system using Manual Transaction. The Released Inmates report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Release Date
- Type
- Amount of Transfer
- Comments
- Total Inmates Released For

To generate the Released Inmates report:

- 1. Select Reports/ Investigative/ Released Inmates.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.18 System Wide Blocked Telephone

The System Wide Blocked Telephone report produces a list of phone numbers globally blocked throughout system. When an inmate attempts to place a call to a number on this list, the call is blocked and issued the Completion Code #1. The System Wide Blocked Telephone report displays the following information:

- Telephone Number
- Block Description (reason for block)
- User ID
- Site Code
- Block Type (who placed the block)

To generate the System Wide Blocked Telephone Numbers report:

- 1. Select Reports/ Investigative/ System Wide Blocked Telephone Numbers
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.

TRE - 952



4.4.19 Telephone Numbers Called by More Than One Inmate

The *Telephone Numbers Called by More Than One Inmate* report displays telephone numbers called by user-defined inmates within a user-defined range of dates and times. The records are grouped by telephone number. The Telephone Numbers Called by More Than One Inmate report displays the following information:

- Phone Number
- Inmate ID
- Inmate Name
- Date (of the call)
- Station
- Facility
- Total Calls
- Total Inmates

To generate the Telephone Numbers Called by More Than One Inmate report:

- 1. Select Reports/ Investigative/ Telephone Numbers Called by More Than One Inmate.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the <u>Add</u> button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the <u>Save</u> button. To select from a list of profiles previously created by the logged-in user, press the List button, highlight the profile name then press the <u>Use</u> button.
- 5. Select the Minimum Number of Inmates to appear on the report then press the Next button.
- 6. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.


4.4.20 Telephone Numbers Listed in More Than One Account

The *Telephone Numbers Listed in More Than One Account* report lists all telephone numbers listed on more that one inmate's list of Allowed numbers. The records are sorted by telephone number, then by Inmate ID Number. The Telephone Numbers Listed in More Than One Account report displays the following information:

- Phone Number
- Inmate ID Number
- Inmate Name
- Date Activated (date phone number was placed on the list)
- · Facility (facility code of inmate)
- Telephone Number 'X' Appeared on 'X' Inmate's Lists

To generate the Telephone Numbers Listed in More Than One Account report:

- 1. Select Reports/ Investigative/ Telephone Numbers Listed in More Than One Account.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the <u>Add</u> button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the <u>Save</u> button. To select from a list of profiles previously created by the logged-in user, press the <u>List</u> button, highlight the profile name then press the <u>Use</u> button. The Phone Settings screen reappears press the <u>Next</u> button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.4.21 Telephone Number Usage

The *Telephone Number Usage* report lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: Completed calls, Uncompleted calls, Debit calls, Collect calls, and Duration of calls. The Telephone Number Usage report displays the following information sorted by phone number and then chronologically:

- Phone Number
- Inmate ID
- Inmate Name
- Date/Time (of the call)
- Duration
- Number Cost (of the call)
- · Facility (facility code of inmate)
- Total calls

To generate the Telephone Number Usage report:

- 1. Select Reports/ Investigative/ Telephone Number Usage.
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. Select a Start/End date and time range and press the Next button.
- 4. The Phone Settings screen appears. To create a new list of phone numbers insert the phone number(s) in the Phone Number field then press the <u>Add</u> button. To create a profile for the phone numbers, type a profile name in the Stored Profile Name field and press the <u>Save</u> button. To select from a list of profiles previously created by the logged-in user, press the <u>List</u> button, highlight the profile name then press the <u>Use</u> button.
- 5. Select a Call Type (Both, Debit, Collect).
- 6. Select the Minimum Duration time and press the Next button.
- 7. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.

4.4.22 Toll Free Numbers Called by Inmate

The *Toll Free Numbers Called by Inmate* report lists toll free numbers (800, 866, 877, 888 etc.) called by inmates. The Toll Free Numbers Called by Inmate report displays the following information:

- Facility Name
- Facility Code
- Date/Time (of the call)
- Inmate ID Number
- Inmate Name
- Toll Free Number
- Station
- Total Number of Calls to Toll Free Telephone Numbers

To generate the Toll Free Numbers Called by Inmate report:

- 1. Select Reports/ Investigative/ Toll Free Numbers Called by Inmate
- 2. The Parameters screen appears. Select a Start/End date and time range.
- 3. Select a Facility Number from the drop-down list or the checkbox for All.
- 4. Select the Phone Status (Both, Active, Inactive).
- 5. Select an Inmate ID from the drop-down list or the checkbox for **All** then press the <u>Next</u> button.
- 6. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.

4.4.23 Toll Free Phone Numbers on Inmate's List

The *Toll Free Phone Numbers on Inmate's List* report lists inmates with toll free numbers (800, 866, 877, 888, etc.) on their Allowed List. The Toll Free Phone Numbers on Inmate's List report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Inmate Name
- Toll Free Number
- Total Number of Accounts with Toll Free Telephone Numbers

To generate the Toll Free Phone Numbers on Inmates List report:

- 1. Select Reports/ Investigative/ Toll Free Phone Numbers on Inmates List
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays, highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen, and then press the <u>Next</u> button.
- 3. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the <u>Print</u> button to generate a preview of the report. Once the preview has displayed, press the **print** icon at the top left of the screen to print the report.

4.4.24 3 Way Call Detect Report

The 3 Way Call Detect report displays the number of times a 3 way call was detected on an inmate's Allowed call list. The 3 Way Call Detect report displays the following information:

- Facility Name
- Facility Code
- Inmate ID Number
- Date/Time (of the call)
- Duration (of the call)
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Station
- Total Number of 3 Way Calls Detected

To generate the 3 Way Call Detect report:

- 1. Select Reports/ Investigative/ 3 Way Call Detect Report
- The Parameters screen appears. To select a facility click on the binocular icon the selection screen displays highlight the facility(s) to be selected, then press > to move one facility, S> to move several highlighted facilities, or >> to move all facilities into the right column. Once selections are complete, press the <u>Select</u> button to return to the initial Parameters screen.
- 3. Select a Start/End date and time range and then press the Next button.
- 4. The Print Report screen appears. The Show Preview checkbox is checked by default. Note: If the user does not want the preview of the report to display, de-select the Show Preview checkbox. Press the Print button to generate a preview of the report. Once the preview has displayed, press the print icon at the top left of the screen to print the report.



4.5 VAC GENERATED MONTHLY REVENUE REPORTS

The *Monthly Revenue Reports* are detailed reports generated by VAC and are not accessible from the VAC System100 ITS software. The purpose of these reports are to analyze the financial aspects of the Inmate Telephone System, ranging from the revenue generated to the type of calls most commonly dialed.

4.5.1 Debit Sales by Facility Report

The *Debit Sales by Facility Report* is a monthly revenue report generated by VAC. This report summarizes the revenues generated from Debit calls made from the facility. The Debit Sales by Facility Report consist of the following information:

- Fiscal year average inmate population to date (derived from the number of inmate ITS accounts that have had account activity during the period)
- Total Debit revenues
- Annualized average total Debit revenue per inmate
- For each Debit call type (Local, Long Distance, International):
 - Revenues
 - Annualized average revenue per inmate
 - The number of active inmate accounts with no activity during the period
- Totals for each field

4.5.2 Cumulative Usage for Fiscal Year Report

The *Cumulative Usage for Fiscal Year Report* is a monthly revenue report generated by VAC. The Cumulative Usage for Fiscal Year Report consist of the following information:

- · Percentage of total call minutes for each Debit call type (Local, Long Distance, International)
- · Percentage of total call minutes for each Collect call type
- Percentage of total call minutes across all Debit call types
- · Percentage of total call minutes across all Collect call types
- Totals and averages for each field

4.5.3 Inmate Usage Report

The *Inmate Usage Report* is a monthly revenue report generated by VAC. The Inmate Usage Report consist of the following information:

- Number of ITS accounts that have had activity during the period (inmates)
- Minutes per inmate per month for Debit for each call type (Local, Long Distance, International)
- · Number of calls per inmate per month for Debit for each call type
- Minutes per inmate per month across all Debit call types
- Number of calls per inmate per month across all Debit call types
- · Minutes per inmate per month for Collect calls for each call type
- Number of calls per inmate per month for Collect calls for each call type
- Minutes per inmate per month across all Collect call types
- Number of calls per inmate per month across all Collect call types
- · Number of active inmate accounts with no activity during the period
- Minutes per inmate per month across all call types
- Number of calls per inmate per month across all call types



• Totals and averages for each field and for both minutes and number of calls



4.5.4 Monthly ITS Debit and Collect Revenue Analysis Report

The *Monthly ITS Debit and Collect Revenue Analysis Report* is a monthly revenue report generated by VAC. This report divides the ITS revenue into Debit or Collect calls, facility, and then by month in the fiscal year. The Monthly ITS Debit and Collect Revenue Analysis Report consist of the following information:

- Revenue for each call type (Local, Long Distance, International)
- · Total revenue across all Debit or Collect call types per month in the fiscal year
- · Subtotals for each call type per facility across the fiscal year to date
- Grand totals of all subtotals

4.5.5 Monthly Property Summary Report

The *Monthly Property Summary Report* is a monthly revenue report generated by VAC. This report summarizes for the month the number of calls and the minutes for Collect and Debit calls. Totals are displayed for each facility, and for all of facilities combined. The report includes the following information:

- · Number of calls per month per property
- Number of minutes per month per property
- Amount of revenue per month per property
- · Average revenue per call per month per property
- Average revenue per minute per month per property
- Average minutes per call per month per property
- Number of calls per month for each call type per property (Local, Long Distance, International)
- Number of minutes per month per call type per property (Local, Long Distance, International)
- Amount of revenue per month per call type per property (Local, Long Distance, International)

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APPENDIX A – COMPLETION CODES

Every call or call attempted is recorded with a particular code indicating the result of the call, whether it was successful, blocked or terminated and why. This code can be found for each call on the *Inmate Account Information* pages on the *Call Records* tab, under the *Call Result* field.

inmate Acc	count information pages on the Call Records tab, under the Call Result field.
CODE #	DESCRIPTION
0	COMPLETED CALL
1	CALL BLOCKED (GLOBAL)
2	CALL BLOCKED (LOCAL)
3	OUT OF SITES OPERATING HOURS
4	COUNTRY CODE INVALID
5	CARRIER BLOCKED CALLED NUMBER (FAILED LIDB)
6	INMATE PIN IS INVALID
7	CALLED NUMBER IS NOT ON PHONE LIST
8	INMATE CALLING FROM THE WRONG FACILITY
9	INMATE HUNG UP
10	RING NO ANSWER OR BUSY
11	CALL NOT ACCEPTED
12	COLLECT CALL ATTEMPTED
13	DEBIT CALL ATTEMPTED
14	EXCEEDED WAIT TIME FOR RESPONSE FROM VALIDATION SERVER (LIDB)
15	VAC REQUESTED BLOCK
16	VAC CALLED PARTY CREDIT LIMIT HAS BEEN REACHED
17	DEBIT RESPONSE MESSAGE. SYSTEM ERROR
18	DEBIT RESPONSE MESSAGE. CALL ABANDONED
19	DEBIT RESPONSE MESSAGE. PIN ALREADY IN USE
20	DEBIT SERVER NOT AVAILABLE
21	EXCEEDED NUMBER OF DEBIT CALLS ALLOWED
22	EXCEEDED NUMBER OF COLLECT CALLS ALLOWED
23	EXCEEDED NUMBER OF DEBIT MINUTES ALLOWED
24	EXCEEDED NUMBER OF COLLECT CALL MINUTES ALLOWED
25	VIOLATED MINIMUM TIME BETWEEN COMPLETED CALLS
26	EXCEEDED EXTRA DIALED DIGITS ALLOWED
27	SUSPENDED BY FACILITY
28	INMATE DIALED NUMBER NOT ALLOWED
29	CALL IS NOT ALLOWED FROM THIS PHONE
30	CALL IS OUTSIDE OF CALLING SCHEDULE
31	BLOCKED BY CALLED PARTY
32	COLLECT CALL RESPONSE MESSAGE. PIN ALREADY IN USE
33	
34	NUMBER OF CALLS LIMIT VIOLATION
35	NUMBER OF MINUTES LIMIT VIOLATION
36	MINIMUM TIME BETWEEN CALLS VIOLATION
37 38	TRUNK TYPE WAS BUSY ALL TRUNKS WERE BUSY
39	INVALID AREA CODE OR EXCHANGE
39 40	LIDB NETWORK ERROR MESSAGE
40 41	LIDB CANNOT FIND MATCHING NUMBER
41	LIDB CANNOT FIND MATCHING NOMBER
42	INVALID STATION NUMBER
43 44	STATION IS DISABLED
44	INQUIRY REQUEST. PIN IS ALREADY IN USE
46	INQUIRY REQUEST. PIN IS INVALID
40	LINE/DHONE DISABLED BY FACILITY



APPENDIX B – System100 STANDARD VOICE PROMPTS

Voice prompts and messages are played in either English or Spanish, depending upon the Language Preference selected. The following is a list of messages:

- 1. YOUR ACCOUNT IS NOT AVAILABLE AT THIS TIME. PLEASE TRY AGAIN LATER.
- 2. YOUR ACCOUNT IS NOT AUTHORIZED CALLS AT THIS TIME.
- 3. YOU ARE NOT AUTHORIZED CALLS FROM THIS AREA.
- 4. YOU HAVE SIXTY SECONDS REMAINING.
- 5. YOU HAVE THIRTY SECONDS REMAINING.
- 6. YOUR CALL WAS NOT ACCEPTED.
- 7. YOUR CALL CAN NOT BE COMPLETED AS DIALED.
- 8. YOU MUST WAIT BEFORE PLACING YOUR NEXT CALL.
- 9. THE PIN YOU HAVE ENTERED IS INCORRECT. PLEASE HANG UP AND TRY YOUR CALL AGAIN.
- 10. THE PHONE NUMBER YOU HAVE DIALED IS NOT ALLOWED.
- 11. THE PHONE NUMBER YOU HAVE DIALED IS NOT ON YOUR LIST.
- 12. THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS.
- 13. THE SYSTEM IS NOT AVAILABLE FOR COLLECT CALLING. PLEASE TRY AGAIN LATER.
- 14. YOUR CALL IS BEING PROCESSED.
- 15. THIS CALL IS FROM WRIGHT COUNTY JAIL.
- 16. THIS NUMBER HAS BEEN BLOCKED AT THE CUSTOMER'S REQUEST.
- 17. YOU HAVE INSUFFICIENT FUNDS TO PLACE THIS CALL.
- 18. THIS IS A PREPAID CALL. YOU WILL NOT BE CHARGED FOR THIS CALL. THIS CALL IS FROM.
- 19. HANG UP TO DECLINE THE CALL, OR TO RECEIVE THE CALL DIAL FIVE NOW <ONE SECOND PAUSE> TO BLOCK FUTURE PREPAID CALLS FROM THIS PERSON DIAL SEVEN, SEVEN.
- 20. YOU HAVE DIALED YOUR CALL INCORRECTLY. PLEASE REFER TO THE DIALING INSTRUCTIONS AND TRY YOU CAL AGAIN.
- 21. PLEASE ENTER YOUR P.A.C NUMBER AT THE TONE. (BONG)
- 22. AT THE TONE PLEASE STATE YOUR NAME.
- 23. THE NUMBER YOU HAVE DIALED HAS BEEN RESTRICTED
- 24. YOUR ACCOUNT HAS BEEN RESTRICTED BY THE CORRECTIONAL FACILITY.
- 25. DEBIT SERVER ERROR.
- 26. YOU ARE NOT AUTHORIZED CALLS FROM THIS PHONE LOCATION.
- 27. YOU HAVE A CALL ALREADY ACTIVE.
- 28. YOU HAVE EXCEEDED THE NUMBER OF CALLS ALLOWED.
- 29. YOU HAVE EXCEEDED THE NUMBER OF MINUTES ALLOWED.
- 30. THANK YOU
- 31. IT IS NOT NECESSARY TO DIAL A ONE TO PLACE THIS CALL.
- 32. YOUR CALL CAN NOT BE PLACED AT THIS TIME.
- 33. YOUR CALL IS BEING TRANSFERRED.
- 34. YOUR PIN IS IN USE OR INVALID.
- 35. THE SYSTEM IS NOT AVAILABLE AT THIS TIME.
- 36. THE SYSTEM IS NOT AVAILABLE FOR DEBIT CALLING, PLEASE TRY YOUR CALL AGAIN LATER.
- 37. THIS PHONE IS DISABLED.
- 38. YOU HAVE DIALED AN AUTHORIZED NUMBER.
- 39. THIS IS A QWEST PREPAID COLLECT CALL THIS CALL IS FROM.

- 40. HANG UP TO DECLINE THE CALL, OR TO RECEIVE THE CALL DIAL FIVE NOW <ONE SECOND PAUSE> TO BLOCK FUTURE PREPAID CALLS FROM THIS PERSON DIAL SEVEN, SEVEN.
- 41. <SPANISH PREPAID COLLECT>
- 42. THIS CALL IS FROM WRIGHT COUNTY JAIL.
- 43. ARE YOU SURE YOU WANT TO BLOCK FUTURE CALLS OF THIS TYPE FROM THIS INMATE? DIAL SIX TO CONFIRM.
- 44. HANG UP TO DECLINE THE CALL, OR TO ACCEPT THE CALL DIAL FIVE NOW <ONE SECOND PAUSE> TO BLOCK FUTURE COLLECT CALLS FROM THIS PERSON DIAL SEVEN, SEVEN.
- 45. HANG UP TO DECLINE THE CALL, OR TO RECEIVE THE CALL DIAL FIVE NOW <ONE SECOND PAUSE> TO BLOCK FUTURE PREPAID COLLECT CALLS FROM THIS PERSON DIAL SEVEN, SEVEN.
- 46. THIS CALL MAY BE MONITORED OR RECORDED
- 47. THE MAXIMUM COST OF THIS OUT-OF-STATE CALL IS A



GLOSSARY

Α

Alert – An Alert is used to bring to the facility staff's attention when certain situations occur. There are two types of Alerts. The first is when a particular inmate places a call. The second is when a particular phone number is called. The Alert flags the user security level that set it, and optionally, higher levels as well.

Area Number Identifier (ANI) – An ANI is the Caller ID number that identifies the number that is calling. The originating ANI would therefore identify the source of a call. Despite having multiple lines, a facility might only have one ANI so that all calls are identified the same way.

Archives – For each inmate, ITS data that is older than 12 months is stored at the COF in the *Archives*. The Archives store the inmate's data for the length of the contract.

В

Branding – Branding allows a pre-recorded message to be played for the called party at the beginning of every call. This message can be set for the individual inmate, a living unit, or all inmates at a facility. Call branding may be turned on or off at the discretion of the facility. An example of a call branding message, "This call is from a Correctional Facility", is played when the recipient first receives the call.

С

Central Office (CO) – The CO is the headquarters for the correctional facility. The CO has complete unrestricted access to the MAGNUM PRO ITS system. The CO is connected by way of the frame relay to all correctional facilities through the WAN.

Central Operating Facility (COF) – The COF is where the information from all the individual correctional facilities is stored, and acts as a network server for the entire VAC System100 ITS system. The COF connects to individual facilities through a WAN. It is also connected to a sister facility referred to as the Alternate COF, which is a fully redundant facility of the COF to act as a backup, and connected via a T1 line.

Class of Service (COS) – Class of Service defines the overall level of access given an inmate to use the VAC System100 ITS phone system. This includes the total number of minutes or total number of calls an inmate may make in any given day, week, or month. It also sets the day and time that calls can be made, their maximum duration, and the time the inmate must wait between calls. The facility may also set restrictions on access to the Inquiry system limiting the number of inquiries.

Collect Call – A collect call is a call that the recipient agrees to accept the charges for that call. Billing begins upon the recipient accepting the call. Recipients have the ability to block specific inmates from calling them collect. International calls may not be called collect.

Commissary Account – An inmate's Commissary account is an account set up for the inmate, which allows the inmate to purchase items such as candy and magazines. This account is separate from an inmate's System100 ITS Account, which is used exclusively for making phone calls. Staff is able to transfer funds from the Commissary Account to the VAC System100 ITS using the Manual Transaction screen. Currently, Commissary is not connected to the VAC System100.

Completion Code – Every call or call attempted is recorded with a particular code indicating the result of the call, whether it was successful, blocked or terminated and why. See *Appendix A* for a list of Completion Codes.

D

Debit Call – A debit call is one in which the inmate's call is charged to their ITS account. Debit Call is also referred to as a Debit call. An inmate must have enough funds in their ITS Account to pay for at least a three-minute call, otherwise the inmate is informed they have insufficient funds to place the call. Billing begins upon the recipient's acceptance of the call. Recipients may also block specific inmates from being able to call them directly. International calls must be Debit.



Ε

Extra Dialed Digits – These are digits that are dialed after a call has been connected. Extra digits are sometimes necessary in order to make selections from touch-tone menus.

F

Facility – Each facility is represented by a three or four-letter code to save space on reports. This code will often be similar to the actual name of the facility. The facilities three-letter code may be found on the Facility Default Maintenance screen.

Frame Relay – The Frame Relay is the type of WAN used by the VAC System100 ITS system. The servers transmit packets of information at a time, and vary their bandwidth usage depending upon the current demand.

Η

Hardware – The physical components that make up the VAC System100 ITS system are referred to as 'hardware'. For example, the computers, the printers, the MagPro, and the phones are hardware.

I

Inmate ID Number – The Inmate ID Number identifies an inmate in the VAC System100 ITS system. It is a sixdigit number (ex. 106564).

Inmate Telephone Access Control (ITAC) – The ITAC is the facility's site server that sends and receives information from the COF through the WAN connection. All inmate and call information works through this central component of the VAC System100 ITS system. It stores each inmate's previous twelve-month period of VAC System100 ITS transaction data. For data older than the previous 12 months, the ITAC will access the archives at the COF.

Inmate Telephone System (VAC Sytem100 ITS) – The Inmate Telephone System allow inmates to place outgoing telephone calls. It also allows the facility to restrict the inmate's access to the phone system, make records of all calls and call attempts, and allow the transfer of funds from an inmate's Commissary Account into their ITS Account.

Inquiry System – The Inquiry System allow inmates to locate their ITS Account balance. An inmate may also inquire as to the cost of their last call without being charged for the inquiry.

Intermittent Messages – Much like Call Branding, Intermittent Messages play a pre-recorded message throughout a call. How often the message plays is randomly determined, within a set minimum and maximum duration between plays. This ranges from zero to nine (0 - 9) minutes between messages played. Intermittent Messages may be turned on or off at the discretion of the facility.

International Call – International calls are calls outside of the United States, Canada, and the Caribbean Islands. International calls can only be called debit. International collect calls are not allowed. International Numbers are entered as International on an inmate's phone list as: 011 + Country Code + City Code + Number.

ITS Account – Inmates establish an ITS Account which provides funds to pay for phone calls. In order for an inmate to place a Debit call, the inmate must have sufficient funds in the inmate's ITS Account to pay for at least a three-minute call. This is separate from their Commissary Account.

L

Language Preference – This determines the language in which the System100 voice prompts will be heard. This preference can be set both for the inmate, and for the call recipient. The languages available are *English* or *Spanish*.



Local Area Telephone Access (LATA) – The phone company segments a state into several geographical regions, or LATA, which designates one calling zone from another, and therefore determines pricing.

Living Unit – Correctional facilities often assign unique designations to individual buildings or wings. The VAC System100 ITS system has a number of settings that may be applied to an individual inmate, a living unit, or the entire facility. This allows the facility to adjust the system for a group of inmates at a time.

Local Area Network (LAN) – LAN is the networking of several computers within a given area, usually in one building. In the case of the VAC System100 ITS, all workstations at a facility are connected to ITAC by LAN.

Local Call – Calls placed within the local calling area to the facility are local calls. The entire ten digits of the phone number must be entered on the inmate's phone list for debit or collect calls.

Long Distance – Any call that is neither Local nor International falls into the Long Distance category. More specifically, long distance calls include calls that are IntraLATA (long distance with the Local Area Telephone Access), InterLATA (outside of LATA, but within the state), or InterState (outside the state, but within the United States, Canada, or the Caribbean Islands).

М

Magnum Pro – The Magnum Pro, or MagPro, acts as an electronic switchboard to regulate the calls and connect them to the proper outgoing trunk line. When one trunk line is busy, it automatically rolls over to the next available trunk. In addition, the MagPro performs the voice prompts heard by the inmate and the recipient of the call, and responds to their menu selections.

Manual Transactions – These are the financial transactions performed directly by the facility, with the appropriate security level, on an inmate's ITS account, such as deposits, transfers, or release

Monitoring Calls – Call monitoring allows the facility to listen in on specific calls. This is done through the Shadow device. Both the inmate and the recipient of the call will not be able to detect any change in sound quality to indicate that a call is being monitored. Legal/Attorney calls are not monitored.

Ρ

Personal Identification number (PIN) – An inmate's PIN allows them to be identified by the ITS system, and therefore access the system. It is a four-digit number unique to them throughout the facility system. The inmate should keep this number confidential. Should the number be lost or stolen, a new PIN should be assigned as soon as possible to prevent fraud.

R

Record Flag – This is an option for every number on an inmate's Allowed List. It determines if the facility's recording device will or will not automatically be turned on when a call is placed. The initial default setting is for Record to be ON (checked) for each phone number. Phone numbers called with Record OFF (unchecked) disable the recording device and monitor for that call. See "Recorder". Legal/Attorney calls are not recorded.

S

Security Level Access – Security Level (also called *User Level*) determines how much access a facility has to work with information and modify settings in the VAC System100 ITS system.

Software – Also referred to as the 'program', software is the set of electronic instructions that allow a user to work with a computer and manipulate data.

SHADOW – SHADOW is the hardware and software that allows authorized members of the facility to monitor an inmate's call. Monitoring a call is audibly undetectable by either the inmate or the recipient of the call. Legal/Attorney calls are not monitored.

Station ID – A Station ID number is assigned to each phone in the VAC System100 ITS. This allows the facility to identify on certain reports from which phone a particular call was made. This is not the same as the phone's unit number, which is physically stamped on the phone like a serial number.

Suspension – The facility has the capability to temporarily suspend an inmate's calling privileges. During this period, an inmate will be unable to make calls. Suspensions are set in Day increments. Suspensions expire at midnight after the number of days they were set for has expired. Once a suspension has expired, the inmate's account will automatically be accessible again. All accounts that are suspended are listed on the Suspended Telephone Accounts Report

Т

T1 – This is a class of Data Transmission Line. T1 is the telephony format used in North America. It is capable of transmitting data at the rate of 1.544 MB/sec.

Trunks – Trunks are the line connections from the MagPro switchboard to the local phone company. The switchboard automatically rolls over to the first available truck line within the same trunk type if the first is busy.

U

User Manager - This is a self-contained application used for assigning access privileges to facility staff members.

۷

Value-Added Communications (VAC) - VAC is the company that designed and maintains the System100 ITS. They also administer the COF.

Voice Prompts – These are audible prompts played by the MagPro to provide feedback and prompt for menu selections during the calling process.

W



Wide Area Network (WAN) – A WAN is a networking of computers over a large distance. In the case of the VAC System100 ITS, all individual facilities are connected to the COF and Alternate COF (VAC) through a WAN.

Wildcards – Wildcards are used in certain searches to represent that any characters may be substituted for the wildcard. The percent sign (%) is used to represent a group of characters. For instance, a phone number search of "972398%" would find all "973398" numbers, regardless of the last four digits.

VALUE-ADDED

INDEX

3

3 Way Call Detect Report	82
--------------------------	----

A

Access Control Tab	17
Accessing the Inquiry System	41
Account Activation Date	
Account Tab	7
Account Telephone Number List	59
Active Telephone Numbers	13
Add/Edit an Inmate's COS	
Adding a Phone Number to the Inmate's List	14
Adding an Inmate's Account	
Adding/Editing Financial Transactions	
Alert Flag	
Alert Notification	
Allow Special Number List	18
Allowed Phone Numbers	12
Approved Telephone Numbers Search	

С

Call Access Controls	17
Call Branding	18
Call Detail Report	62
Call Limit Status Tab	15
Call Records Tab	11
Call Refund Report	47
Call Schedule	
Called Party Language	13
Calls from PIN Not at Facility	
Chronological List of Calls	
City by NPA-Nxx Search	
Class of Service Maintenance	28
Closing an Inmate's System100 ITS Account .	
Collect and Debit Permissions	
Comments	
Completion Code	
Completion Codes	
COS	
Cumulative Usage for Fiscal Year Report	
Currently Suspended Telephone Accounts	
Customer Defined Special List	

D

Daily Call Charges	48
Date Number Last Changed	
Date of Arrival	8
Debit Sales by Facility Report	83

Defining Report Parameters......43

E

Enable/Disable Telephones	24
Extra Dialed Digits	. 13, 36, 66

F

Facility	6
Facility Code	
Facility Default Maintenance	
Facility Telephone Number Control	
File Initialization and Configuration	2
Financial Reports	.46
Financial Transactions	.49
Finding an Inmate's Account	9

G

General Report	Capabilities	42
-----------------------	--------------	----

Η

Hardware - VAC System100 ITS Schematic	1
History Tab	10

ī

Inmate Account Information	5
Inmate Account Inquiry System	41
Inmate Deposit	
Inmate Directory	
Inmate History Report	68
Inmate ID Number	
Inmate Name	6
Inmate Reconciliation	51
Inmate Status	8
Inmate Telephone System	1
Inmate Transfers	69
Inmate Usage Report	83
Intermittent Message	
Intermittent Messages	18
Invalid PIN Attempts	
Investigative Reports	58
ITS Access Controls	
ITS Account Balance	7

L

Language Preference......6

VALUE-ADDED

Living Unit	6
Living Unit Maintenance	. 30
Local Exchanges	. 54
Locally Blocked Telephone Numbers	. 71

М

MAGNUM PRO	1
MagPro	
Maintenance Reports	
Manual Financial Transactions	
Maximum Active Telephone Numbers 13, 18,	
Monitor Calls in Progress	25
Monthly ITS Debit and Collect Revenue Analysis	
Report	84
Monthly Property Summary Report	84
Monthly Revenue Reports	83
Multiple Telephone List Update	20

N

Nationwide Telephone Number Control	33
New Inmates Report	
Non Area Code/Exchange Attempts	
Number of Calls	15
Number of Inquiries	15
Number of Minutes	

0

On-line Help	
Originating ANI	36

Ρ

Percentage Grade of Blocking	56
Personal Identification Number	
Print Report	44

Q

Quantity of Calls Placed7	3
Quantity of Minutes Called74	

R

Recorder Flag	
Released Inmates	75
Replicator	
Reports	

Require Approved Number List (Collect)	18
Require Approved Number List (Debit)	18
Restricted Phone Numbers	13

S

Save and Reprint Reports	
Setting an Inmate's Access Control	19
SHADOW	1
Software	2
State by NPA Search	57
Station ID	2
Status Bar	6
Suspension	8
System Administration	
System Configuration	
System Wide Blocked Telephone	
SYSTEM100 Standard Voice Prompts	

T

Tasks 4 Telephone Assignment Tab 16 Telephone List Tab 12 Telephone Location Maintenance 31 Telephone Number Usage 79 Telephone Numbers Called by More Than One 77 Telephone Numbers Listed in More Than One 77	
Account	
Toll Free Numbers Called by Inmate80	
Toll Free Phone Numbers on Inmate's List81	
Transaction Type Maintenance	
Transfer Inmate Between Facilities9	
Transferring Funds From Commissary41	
Trunks	

U

Updating the Multiple Telephone List	21
Use Call Branding Message	18
User administration	37
User Alerts	
User Manager	38

v

View Calls in Progress26

Value=Added Communications

ITS SHADOW® Functional Specification

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·			



SHADOW® Functional Requirements Specification

March 12, 2002

Table of Contents

1 Introduction	, 1
1.1 Shadow Overview	. 1
2 Hardware	. 2
2.1 Server Requirements	. 2
2.2 Network Interface	. 2
3 Monitor Conversations	, 3
3.1 Remote Spy Application	. 3
3.1.1 Remote Spy Main Screen	. 3
3.1.2 Call Details Pop-Up	. 4
<u>3.1.3 System Menu</u>	. 5
<u>3.1.4 View Menu</u>	. 5
3.1.5 Display Select Menu	. 6
3.1.6 Config Menu	. 6
3.1.7 Line Functions Menu	, 7
3.1.8 Password Menu	. 8
3.1.9 Audio Menu	. 8
3.1.10 Data Base Menu	. 9
4 Record, Store, and Playback Conversations	10
4.1 Playback via Inmate Account Information Call Records	10
4.2 Performing Recording Queries	11
<u>4.2.1 File Menu</u>	12
4.2.2 Selection Menu	12
<u>4.2.3 Results Menu</u>	13
4.2.4 Configuration Menu	13
4.3 Recording Playback	13
<u>4.3.1 Spy Player Options</u>	14
4.4 Copy Recordings to CD.	15
4.4.1 Create Export List	15



1 INTRODUCTION

1.1 Shadow Overview

Value Added Communications, Inc has developed a revolutionary telephone conversation monitoring, recording, exporting, and playback capability for use in the judicial correctional environment. This unique capability named "SHADOW" is tightly integrated into the VAC ITS system. SHADOW provides the capability to: (1) monitor real-time inmate telephone conversations; (2) digitally record, store, and playback the conversations; and (3) export 3DES encrypted conversations to CD and to play the conversations stored on CD back using a MS Windows compatible player provided by VAC. SHADOW software can reside on a separate site server, which provides maximum flexibility in implementation and sizing of the system.



2 HARDWARE

2.1 Server Requirements

The minimum hardware requirements for the Server running the Shadow applications include:

- 885 MHz or greater Processor
- 256K or greater RAM
- 2 Meg of Hard Disk Space for Programs
- 10 or 10/100 BaseT Ethernet connectivity
- CD-R/W Drive

The per-site required disk space for recorded conversations (average recording size x number of recordings per day x number of days to archive).

2.2 Network Interface

The SHADOW site server uses the server Ethernet Interface to provide access from up to 16 workstations to the SHADOW software applications and stored recording.



3 MONITOR CONVERSATIONS

3.1 Remote Spy Application

Remote Spy is the real-time inmate telephone conversation monitoring application. Remote Spy allows facility personnel, with the proper username/password, to monitor conversations using up to 16 workstations.

Remote Spy is launched from the Remote Spy icon on the workstation desktop. The main screen displays inmate stations as icons with call status information to aid operator selection. Double clicking on a station icon launches the Call Details screen, which displays pertinent station status and conversation information. The user at this point has complete control over the conversation and can elect to force a hang-up, start recording (if not already being recorded), monitor the conversation (via the workstation speakers), or view the recording's stored file name.

Remote Spy allows the operator to "auto monitor" by automatically selecting a station with an active conversation and playing that conversation for a user defined amount of time, before automatically selecting the station with an active conversation. Calls can also be automatically monitored or monitored plus recorded by Inmate ID, ANI (Called Number), or station name.

3.1.1 Remote Spy Main Screen

The Main screen provides the intuitive user interface for real-time monitoring of the inmate telephone conversations. The station status is indicated by the icon header background color bar (Dark Blue = Selected by user; Green = Active conversation).

The Main screen also displays if automatic monitoring and automatic monitoring by Inmate ID, ANI, or name is active.

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Figure 1. Remote Spy Main Screen



3.1.2 Call Details Pop-Up

Double clicking on the station icon launches the Call Details screen, which provides the following information:

- Phone number of called party
- Inmate ID
- Line out Name
- Inmate First Name
- Inmate Last Name
- Screen Block
- Line Enabled or Disabled
- Current status of line
- Off hook time
- On hook time

The user can elect to use the following user options:

- Force Hang-up Immediately terminates the conversation
- Host Record File Name Views the Host Recording File Name
- Start Monitoring Listens to the conversation through the workstation speakers
- Start Local Recording Records the conversation (if not already being recorded)
- Local Record File Name Views the Local File Name

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Figure 2. Remote Spy Call Details Screen



3.1.3 System Menu

The System Menu options allows the facility operator to:

- Logout
- Exit

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ENABLED
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12 N



3.1.4 View Menu

The View Menu options allows the facility operator to select individual stations that displays on the Main screen using the following options:

- View Trunk User can select the stations to be displayed on the Main screen (up to 35)
- Auto Arrange Auto arrange all station icons selected for display on the Main screen

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Figure 4. View Menu Options



3.1.5 Display Select Menu

The Display Select Menu options allow the facility operator to select a predefined group of stations (i.e., by living unit) for display on the Main screen.



Figure 5. Display Select Options

3.1.6 Config Menu

The Config Menu options allow the facility operator to configure the display selections for the Display Select menu options.

- Assign Screen to Lines Allows the operator to add stations to groups for the Display Select menu option
- Modify Screens' Name Allows the operator to change the names of the groups for the Display Select menu option
- Network Communication Monitor Stores network messages sent and received by the Remote Spy application for problem analysis
- Server Status Display Provides the operator the status of all servers where the Remote Spy application is active

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Figure 6. Configuration Options Screen



3.1.7 Line Functions Menu

The Line Functions Menu options allow the facility operator to control the auto monitoring feature and station status.

- Start/Stop Auto Monitoring All Lines Enables/disables auto monitoring for selected stations. The selection option toggles depending on the monitoring state. If auto monitoring is enabled, the disable option is displayed
- Start Auto Monitoring Lines Enables auto monitoring for manually selected stations. The selection option toggles depending on the monitoring state. If auto monitoring is enabled, the disable option is displayed
- · Select Lines to Auto Monitor Manually adds stations to the auto monitor list
- Monitor Line Stops auto monitoring and continuously monitor the selected station
- Start Recording Line Records the current conversation and stores to disk
- Enable Disable Lines -- Sets the station status to enabled or disabled



Figure 7. Line Functions Options



3.1.8 Password Menu

The Password Menu options allow the facility operator to assign passwords/usernames with access levels.

- Edit Entry Allows the operator to add, change, or delete usernames/passwords and assign user levels to them
- Assign to Menu Allows the operator to assign required user levels to the menu functions of Remote Spy

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Figure 8. Password Menu Options

3.1.9 Audio Menu

The Audio Menu options allow the facility operator to mute or adjust the level of the workstation speaker monitor volume.

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Figure 9. Audio Menu Options



3.1.10 Data Base Menu

The Data Base Menu options allows the facility operator to perform automatic monitoring or monitoring plus recording of calls based on Inmate ID, Called Number, or station name.

- ID ANI Edit Allows the operator to add, edit, or delete the Inmate ID, ANI (Called Number), or station name and select whether to automatically monitor or monitor plus record the conversation
- Start/Stop Using ID ANI Enables/disables the automatic monitoring and recording of conversations by Inmate ID, ANI, or station name
- Show ID ANI Calls Shows all calls that have occurred since Start ID ANI monitoring and recording was enabled

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Figure 10. Data Base Menu Options



4 RECORD, STORE, and PLAYBACK CONVERSATIONS

4.1 Playback via Inmate Account Information Call Records

While seamlessly integrated into the ITS software, SHADOW is modular in design allowing it to be added to an existing ITAC ITS site without reloading of the ITS software and with minimal downtime for the system. The SHADOW software can reside on a separate site server for the exclusive use of the site or on the site PDC Server to digitally record all inmate telephone calls, unless a call is marked as "Do Not Record". As an integrated part of the ITS software, SHADOW is completely transparent to the user. An intuitive user interface is provided for playback of the conversation. The user can access SHADOW from the Inmate Account Information Call Records screen, which provides information on all calls by the particular inmate.

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Figure 11. Call Record Screen





Double clicking on the desired call record displays a pop-up window with the complete call details. SHADOW will automatically launch the playback function by selecting the <u>Play</u> button at the bottom of the screen. The playback function is described in detail in another section of this document.

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Figure 12. Inmate Account Information Call Details Screen

4.2 Performing Recording Queries

SHADOW allows the user to generate queries to locate stored messages based on date, time, Inmate ID, called number, originating station, and search strings. The standalone application used to perform such queries is called Text Scan. Text Scan is launched from the Text Scan Icon on the workstation desktop. When the program is launched, the Text Scan Main screen displays. The operator must enter the desired search criteria and select the Results Menu options. When results from the query displays the operator can play the recordings by double clicking them. The playback function is described in detail in another section of this document.



4.2.1 File Menu

The File Menu options allow the operator to select the desired site and to process any query selection requests.

- Select Site The operator must select a site from the displayed list
- Load Selection Retrieves a previously saved selection query result
- Save Selection Allows the operator to save the current selection query result
- Process Processes the current selection criteria
- Printer Font
- Exit

Select Site			
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4.2.2 Selection Menu

The Selection Menu options allow the operator to choose the desired query criteria (i.e., Date, Inmate, Called Number, Originating Station and/or search strings). After selecting the query criteria, the operator must select "process" from the File Menu options or select the Results option.

- Dates Select the desired dates of recordings to query
- Inmates Select the desired inmates from the pull down screen
- Destination Ani Select the desired called number
- Originating Station Select the desired Originating Station
- Search Strings Select the text string to search for in the call record comments files
- Times Select the time of day search criteria
- Included Records Select which record storage locations to include in search



Figure 14. Text Scan Selection Menu



4.2.3 Results Menu

The Results Menu option allows the operator to launch the query after completing the search criteria request.

4.2.4 Configuration Menu

The Configuration Menu option allows the operator to set the CD-R/W write speed.

4.3 Recording Playback

When the operator selects a recording for playback from the Inmate Account Information, from a recording search, or from a CD with exported recordings, the SHADOW application that performs the playback is the Spy Play. The left half of the player screen displays pertinent information concerning the stored conversation. The right half of the screen provides the user options associated with SHADOW and the player.



Figure 15. Spy Player Main Screen



4.3.1 Spy Player Options

- <u>Play</u> Starts the playing of the select call
- Pause Stops the play back of the select call until the Pause button is depressed again. When the Pause button is again depressed, the recorded conversation resumes from the point at which the Pause button was selected. This button is highlighted after the Play button has been clicked to start the playback.
- <u>Stop</u> Halts the playback operation. The playback of the selected call record at the beginning of the conversation resumes by depressing the <u>Play</u> button.
- <u>Back</u> Permits the user to rewind the recording. Playback automatically resumes when the <u>Back</u> button is released.
- Step Permits the user to fast forward in the recorded conversation to any point. Playback automatically resumes when the Step button is released.
- <u>Mark Loop Begin Marks the beginning of a selected segment of the recorded</u> conversation for repeated playback. This feature is extremely useful when a segment of the recorded conversation is not readily understood.
- Mark Loop End Marks the end of a selected segment of the recorded conversation for repeated playback. This button is grayed until the Mark Loop Begin button is activated.
- Play Loop Starts the repeated playback of the conversation from the Mark Loop Begin to the Mark Loop End. Repeated playback continues until the Stop button is depressed. This button is grayed until the Mark Loop Begin button is activated.
- <u>Close</u> Closes the SHADOW application and returns the user to the Call Details screen.
- <u>Volume</u> Permits the user to adjust the volume to a desired level by sliding the bar to the desired setting.
- Comments Info Allows the user to view the comment files associated with the recordings. There is a View Comment window and there can be an optional add comment window depending on the application accessing the comment file.

The Wave <u>Form</u> allows the user to view a waveform representation of the voice recording. The user can optionally scroll through and zoom in on the waveform for analysis.



Figure 16. Player Audio Wave Form Screen

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4.4 Copy Recordings to CD

The SHADOW functionality allows the user to export recordings to CD via the Spy Player window. When creating a CD with inmate telephone conversations the operator must create a "list" of all recordings to be placed on the CD. When the list is complete, SHADOW allows the operator to optionally encrypt the recordings before creating the CD.

4.4.1 Create Export List

The operator must create the CD of exported recordings from the Spy Player application. After listening to the recording, the operator selects the "Add to CD Export List" button from the Spy Player application screen.



Figure 17. Spy Player Main Screen



The following message displays indicating the number of messages on the current recording list. If this is, the first message to be placed on the list the operator must select "Yes" to delete the current list and start a new list. If this is not the first recording, the operator must select "No" (the default).

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After selecting "Yes" to create a new list, the message below appears. If it is the last recording, the CD creation will start. If there are additional recordings to add the operator selects "No" and will play and export additional recordings until all desired recordings are added to the list.



When the operator has completed adding recordings to the CD Creation List, the system will prompt for optional 3DES encryption of the recordings. If the operator elects to encrypt the messages, the messages are not accessible by anyone without the encryption keys including the investigator requesting the CD.





SHADOW automatically generates a unique set of encryption keys using alphanumeric characters with small and capital letters. The operator may elect to manually enter the encryption keys but the CD <u>will not be useable</u> without the correct encryption keys.



After electing to Encrypt or Cancel the encryption a prompt appears requesting the operator to verify there is a writeable CD in the drive. After selecting "OK", the CD is created.





Play Back CD Recordings

When a SHADOW created CD is placed in a workstation, PC, or Laptop running a MS Windows operating system, the Selector application automatically starts and offers the operator a list of voice recordings stored on the CD. If the CD was created without encryption, the player application starts. From the Selector application, the recordings are sorted by date/time, inmate name, dialed number, location name, or living unit.

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Figure 18. Selector Screen

If the recordings were encrypted the operator is prompted to enter the encryption keys.





The Spy Player operations are explained in detail in another section of this document.



Figure 19. Spy Player Main Screen

TRE - 993

KV-SS25D Scanner



Panasonic is pleased to introduce the latest duplex scanner the KV-SS25D. It is the ideal input device for electronic filing systems, facsimiles, optical character readers (OCRs) and desktop publishing systems.

This 20ppm upright scanner is revolutionary in design, with superb paper handling and small footprint, making it an extremely attractive solution for space and time critical image processing applications.

Features:

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White Level Follow, Halftone Pattern, Dither and Error Diffusion, Gamma 4 Correction, 255 steps Brightness, 255 steps Contrast, 5 modes of Image Emphasis, Mirror Image, Reverse Image, 8 bit and 4 bit Gray Scale, Subwindows, Automatic Separation, Automatic Threshold and Noise Reduction, SCSI-II Interface, ISIS® driver & TWAIN drivers.

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	V-SS25D Specifications					
Scanning Face	Duplex Scanning Moving document method CCD Image sensor and contact image senso 20 ppm (simplex) at 200 dots/inch 40 ipm (duplex) at 200 dots/inch					
Scanning Method						
Scanning Speed						
Resolution	Main scanning direction: 150-300 dpi					
Paper Size	2.2" x 3.6" to legal 8.5" x 14"					
Paper Thickness	Single paper feed; 2.0 to 7.9 mils Continuous paper feed: 2.4 to 5.9 mils 1 mil = 1/1000 inch					
Paper Weight	Single paper feed: 11 to 34 lbs; Continuous Paper feed: 13 to 27 lbs.					
External Dimensions	15.3" H x 22.3" W x 17.7" D					
Weight	31 ibs.					
Power Requirements	120V +/- 12 VAC, 60 Hz					
Power Consumption	1.3A maximum (scanning); 0.5A (standby)					
Operating Envir onment	59°F to 86°F; 30% to 80% RH					
Storage Environment	32°F to 95°F; 10% to 80% RH					
Accessories	Document tray, exit tray, exit tray sheet, power cord, ISIS* and TWAIN drivers, opera tion manual and installation manual, repacking instructions.					