

VAN BUREN COUNTY JAIL POLYCOM PROCEDURES FOR ATTORNEYS

First Notice

Dated: August 17, 2015

Please follow these steps when using the new Polycom System with the jail and you shouldn't have any problems:

1. Download the free Polycom App to your device.
2. Make sure your device is named something that can be viewed publicly, as this is what is seen when you call your client.

Example: Nichole's phone 1 **NOT:** Sweet and Sexy 1
3. You must make your calls **between 8:00 a.m. and 11:00 a.m. and 12:00 noon until 3:00 p.m. Monday through Friday**
4. **Call this number (269) 657 2171** and tell them whom you would like to speak with on Polycom and ask them which system they would like you to call into. (The upstairs system or the downstairs system).
5. Open your Polycom App and type in the address number for the system you were told to call.
6. Press the green call button.
7. Wait for the jail to answer, if no answer, wait and try again as the inmate might not be available yet. This can be resolved by waiting a few minutes after your request (see #4) before placing your call.
8. Use the following address numbers to contact each of the Polycom Systems:

Upstairs: 198.47.60.45##1045
Downstairs: 198.47.60.45##1040
9. When finished speaking with your client, **press the red end button** to disconnect.
10. If you have any problems, please contact the Jail or IT Department at 657 8200 ext 5120