



provides you **MANY WAYS** to **COMMUNICATE** with your loved ones.

A Prepaid Account : Allows anyone to purchase prepaid phone services to receive phone calls from you. They designate one specific number to receive your calls.

A Debit Account: Allows you to call any number that is not blocked by the facility, using the phone time you purchase using your commissary account.

Visit our website:
ICSolutions.com

Call our toll-free number:
1-888-506-8407

Mail Cashier's Check or Money Order:
ICSolutions
Attention: Customer Service
2200 Danbury Street,
San Antonio, TX 78217

The following forms of payments are accepted:

Visa or **MasterCard**, **Debit Cards**, and **Western Union** may be used for online or phone payments. **Money Orders** and **Cashier's Checks** may be mailed in.

For Prepaid Accounts, the following information is required by whoever sets up the account:

✓ The **Name** and **Address** of person you will be calling. ✓ The designated **telephone number** you will call. ✓ The name of the **Facility** where you are incarcerated.

Your PIN is your **ID number plus your commissary PIN**. Dial all digits together before pressing the pound (#) sign.

Collect Calls

- Select your language
- Press '1' to place a call
- Enter your **PIN**, followed by the pound (#) sign
- Press '0' to make a collect call
- Enter the **10-digit telephone number** to call

Debit Calls

- Select your language
- Press '1' to place a call
- Enter your **PIN**, followed by the pound (#) sign
- Press '1' to make a debit call
- Enter the **10-digit telephone number** to call

Voice Mail Messages : Your friends and family members can call and leave you **Voice Mail** messages at any time for \$0.25. They will need a **Prepaid Account** with *available funds* and their **PIN**. Have them call **1-404-678-6120** and follow the automated instructions. They will need to know your **Inmate ID Number**.

To Retrieve a Voicemail : Press '1' for *English* or '2' for *Spanish*; enter your **PIN** followed by the '#' sign; press '41' to access the *Inmate Voice Mail Messaging System* and follow the prompts.

Video Visitation is available for friends and family to visit from home for \$0.25 per minute.

To participate in video visitation, friends and family should go online to ICSolutions.com and log into their existing **Prepaid Account**. Here, they may register and schedule visits or create a new account if they do not have one. From the home page, click **Video Visitation** and select the **Facility** name for more instructions.

Tablets: friends and family can send messages and photos for \$0.25 per message.

To send and receive messages, friends and family need to sign up at GettingOut.com and **add** or **accept** you as a contact.

All inmate telephone calls, messages, and visits are subject to monitoring and recording with the exception of registered attorneys.



Keeping people **CONNECTED** through technology.
www.ICSolutions.com | (888) 506-8407