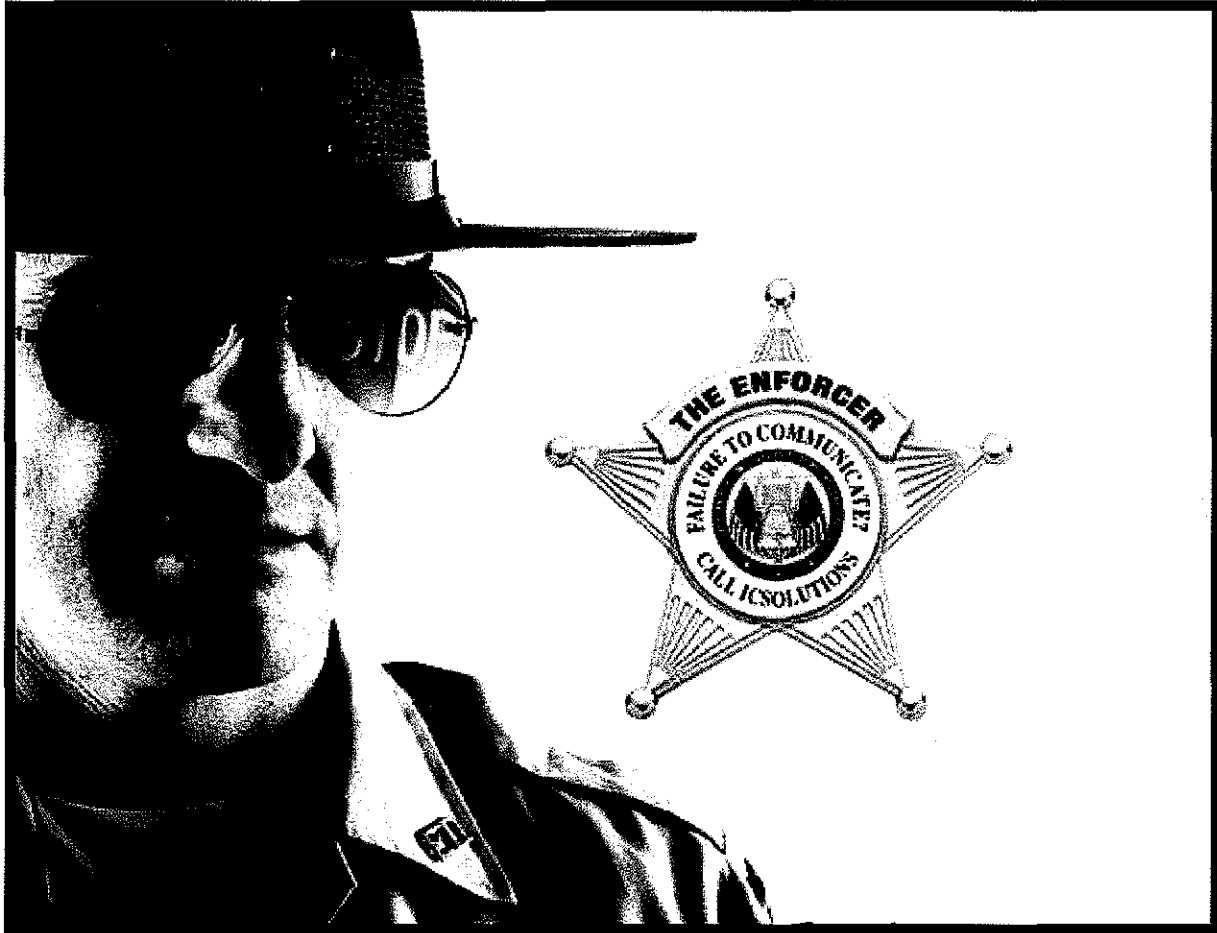


The ENFORCER®

Quick Reference Guide



www.ICsolutions.com

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Block a Number

1. In the **Dialed Phone Number** field of the **Global Numbers** function, input the 10-digit telephone number and **<Click> Find/New**.
2. Input any comments and other data into the appropriate fields relative to the person requesting the block.
3. Move the cursor over the **Blocked** check box and **<Click>** so there is a check mark in the box.
4. **<Click>** the **Save Changes** button to update the database. Failure to **<Click>** the **Save Changes** button will cause your work on this record to be lost!

Below is a sample screen shot of what you should see:

The Enforcer Project: Douglas County
User: thern Ver 0.0350

Inmate Global Numbers Prepaid Monitor Phones Call Info Reports Site Admin ICS Admin Settings Logout

Dialed Phone Number: 12086547787 Find/New Show All Numbers Show all Wildcard Numbers

Find

Not found. Enter data to create new number.

All Sites Number: 1-208-654-7787 Look It Up Name: _____

Speed Dial: _____

Call Type: All

Passive Acceptance

Greeting Off

Block

Do Not Record

Privileged

Email Alert to Address(es)

Page Alert to Number(s)

Monitor Alert to Number(s)

Alert (sets alert flag in call records)

Dial pattern: _____ Rate Table: _____

Hide Recording Hide CDRs

Max Duration (minutes): _____ Ignore DTMF Digits: _____ Time frame (secs): _____

If blank, default is 15 Ignore Silence Seconds: _____

Comments/notes: _____

Cancel Change

Fig 1 Phone Number Data Screen



Unlock a Number

1. In the **Dialed Phone Number** field of the **Global Numbers** function, input the 10-digit telephone number and **<Click> Find/New** (or use the wildcard search as shown and highlight the number you wish to change).
2. Verify your notes and any passwords set by the caller in the **Comments** section that relate to the 10-digit telephone number you entered.
3. Move the cursor over the **Blocked** check box and **<Click>** so the check mark is in the box is removed.
4. **<Click>** the **Save Changes** button to update the database. Failure to **<Click>** the **Save Changes** button will cause your work on this record to be lost!

Below is a sample screen shot of what you should see:

INMATE CALLING
ICsolutions

The Enforcer

Project: Onondaga
User: theam
Ver: 3.421

Inmate | Global Numbers | Prepaid | Monitor Phones | Call Info | Reports | Site Admin | ICS Admin | Settings | Logout

Dialer Phone Number: 13154111081 | Find/New | Show All Numbers | Show all Wildcard Numbers

Name or Comment Search | Find

Not found. Enter data to create new number.

Number: 1-315-411-1081 | Look It Up | Name: _____

Speed Dial: _____

Call Type: All

Passive Acceptance

Greeting Off

Block

Do Not Record

Privileged

Email Alert to Address(es): _____

Page Alert to Number(s): _____

Monitor Alert to Number(s): _____

Alert (sets alert flag in call records)

Dial pattern: _____ | Rate Table: _____

Hide Recording | Hide CDRs

Max Duration (minutes): _____ | Ignore DTMF Digits: _____ | Time frame (secs): _____

If blank, default is 60 | Ignore Silence Seconds: _____

Comments/notes: _____

Save Changes | **Cancel Change**

Fig 2 Phone Number Data Screen



Setting Alerts

1. In the **Dialed Phone Number** field of the **Global Numbers** function, input the 10-digit telephone number for which an alert is to be set and **<Click> Find/New** (or use the wildcard search as shown and highlight the number you wish to change). The number and the number detail will appear, as shown below
2. Move the cursor over the check box of the alert desired and place a check mark in the box by **<Clicking>** in the desired box.
3. Then, in the field associated with the alert, complete the required information.

Each alert must be formatted as follows:

Email alerts must have a properly formatted email address (e.g. Deputy @jail.org).

Pager alerts must have 10 numeric characters, area code, and number.

Monitor alerts must have a 10 numeric characters, area code, and number.

The selected **Alert** will be triggered when the party, dialed by the inmate, has accepted the call. The alert action will,

- a. Send an Email notification that the specified telephone number has been called,
OR
- b. Place a call to the specified pager and send the specified telephone number,
OR
- c. Place a call to the specified telephone number and provide an option to monitor the call in progress.

On the following page is an image of what you should see when setting an Alert for a particular telephone number:



Setting Alerts

INMATE CALLING
ICSolutions

The Enforcer

Project: Onondaga
User: theam
Ver 3.421

| | | | | | | | | | |
|--------|----------------|---------|----------------|-----------|---------|------------|-----------|----------|--------|
| Inmate | Global Numbers | Prepaid | Monitor Phones | Call Info | Reports | Site Admin | ICS Admin | Settings | Logout |
|--------|----------------|---------|----------------|-----------|---------|------------|-----------|----------|--------|

13158760666

| Number | Speed Dial | Name | Block | Do Not Rec | Priv | Call Type | DA | Alerts | Max Dur | Ign DTMF | Ign Sil | PANs | Notes |
|---------------|------------|------|-------|------------|------|-----------|----|--------|---------|----------|---------|------|---------------------------------|
| 1315-876-0666 | | | Block | | | All | | | | | | | called party block; csn=1065659 |

All Sites Name:

Speed Dial:
 Call Type:

Passive Acceptance ?
 Greeting Off ?
 Block
 Do Not Record
 Privileged ?

Email Alert to Address(es) ?
 Page Alert to Number(s) ?
 Monitor Alert to Number(s) ?
 Alert (sets alert flag in call records)

Dial pattern: ? Rate Table:
 Hide Recording ? Hide CDRs ?

Max Duration (minutes): Ignore DTMF ? Digits: Time frame (secs):
 Ignore Silence ? Seconds:

Comments/notes:

Fig 3 Phone Number Data Screen



Add Attorney Numbers

1. In the **Dialed Phone Number** field, input the 10-digit telephone number to be added and **<Click> Find/New**. The screen shown below will be seen
2. In the **Name** box enter the name or title of the attorney. **Comments** or reasons for the DNR or Free status can be added in the **Comments** field at the bottom.
3. Move the cursor over the **Do Not Record** check box and **<Click>** so the box has a check mark.
4. If you need to set the number as **Free**, use the **Call Type** "Drop-down Box" to set the number as **Free**. Note that other calling restrictions or designations may also be set from this "Drop Down Box".
5. Your number will now be set as "**Do not record**" and "**Free**".
6. **<Click>** the **Save Changes** button to update the database.

INMATE CALLING
IC Solutions

Project: Onondaga
User: theam
Ver 9.421

Inmate Global Prepaid Monitor Call Info Reports Site Admin ICS Admin Settings Logout
Numbers Phones

Dialed Phone Number: 12012248139 Find/New Show All Numbers Show all Wildcard Numbers

Name or Comment Search Find

| Number | Speed Dial | Name | Block | Do Not Rec | Priv | Call Types | PA | Alerts | Max Dur | Ign DTMF | Ign Sil | PANs | Notes |
|----------------|------------|---------------|-------|------------|------|------------|----|--------|---------|----------|---------|------|----------------------|
| 1-201-224-8139 | | STUART C DIMA | | DNR | All | | | | | | | | STUART DIMARTINI ESQ |

Showing items 1-1 of 1

Number: 1-201-224-8139 Look It Up Name: STUART C DIMARTINI

Speed Dial:

Call Type:

Passive Acceptance

Greeting Off

Block

Do Not Record

Privileged

Email Alert to Address(es):

Page Alert to Number(s):

Monitor Alert to Number(s):

Alert (sets alert flag in call records)

Dial pattern: Rate Table:

Hide Recording Hide CDRs

Max Duration (minutes): Ignore DTMF Digits: Time frame (secs):

If blank, default is 60 Ignore Silence Seconds:

Comments/notes: STUART DIMARTINI ESQ

Fig 4 Phone Number Data Screen



Removing Attorney Numbers

1. In the **Number** field, input the 10-digit telephone number.
2. Remove any notes relating to the professional in the **Comments** field.
3. Move the cursor over the **Don't Record** check box and **<Click>** so the check mark is removed.
4. If necessary, reset the **Call Type** scroll box from **Free Call to Collect**, or **Prepaid Only**. Once you have completed the above make sure to **<Click>** the **Save Changes** button to update the database. Failure to **<Click>** the **Save Changes** button will cause your work on this record to be lost!

Below is a sample screen shot of what you should see:

INMATE CALLING
ICSolutions

The Enforcer

Project: Onondaga
User: theam
Ver: 3.421

Inmate Global Numbers Prepaid Monitor Phones Call Info Reports Site Admin ICS Admin Settings Logout

| Number | Speed Dial | Name | Block | Do Not Rec | Priv | Call Types | PA | Alerts | Max Dur | Ign DTMF | Ign Sil | PANs | Notes |
|----------------|------------|----------------|-------|------------|------|------------|----|--------|---------|----------|---------|------|----------------------|
| 1-201-224-8139 | | STUART C. DIMA | | DNR | | All | | | | | | | STUART DIMARTINI ESQ |

Showing items 1-1 of 1

01 5:44:3

Speed Dial:
 Call Type:
 Passive Acceptance
 Greeting Off
 Block
 Do Not Record
 Privileged

Email Alert to Address(es)
 Page Alert to Number(s)
 Monitor Alert to Number(s)
 Alert (sets alert flag in call records)

Dial pattern: Rate Table:
 Hide Recording Hide CDRs

Max Duration (minutes): Ignore DTMF Digits: Time frame (secs):
 If blank, default is 60 Ignore Silence Seconds:

Comments/notes:

Fig 5 Phone Number Data Screen



Running Reports

Inmate Reports

Note: A summary of all reports that can be produced from the Reports menu can be seen in Tab 13

1. From the **Reports** menu button, select the **Inmate Status** option? The screen shown below will be seen:

The screenshot shows the 'Inmate Status Listing' screen. At the top left, it says 'INMATE CALLING ICSolutions'. In the center, the title 'The Enforcer' is displayed. On the top right, it shows 'Project: Onondaga', 'User: thearn', and 'Ver 3.421'. Below the title is a navigation menu with buttons for 'Inmate', 'Global Numbers', 'Prepaid', 'Monitor Phones', 'Call Info', 'Reports', 'Site Admin', 'ICS Admin', 'Settings', and 'Logout'. The 'Reports' button is highlighted. The main content area is titled 'Inmate Status Listing' and contains the following fields and controls:

- Choose Site: Onondaga (dropdown menu)
- Inmate ID: [text input field]
- First Name: [text input field]
- Middle Name: [text input field]
- Last Name: [text input field]
- Choose Status: All Inmates (dropdown menu)
- Choose Inmate Sort: Inmate ID (dropdown menu)
- Date: Mon Apr 23rd, 2007 03:23pm
- Export [button] Run [button]

At the bottom of the screen, it says 'Enter any parameters and click RUN.'

Fig 6 Inmate Status Report Screen

2. Select a particular inmate by entering his name or ID number OR show the status of all inmates by leaving the name and ID fields blank. The report will be sorted by Inmate ID or Inmate Name as selected in the "Choose Inmate Sort" drop down box.
3. **<Click>** on **Run**. This will cause The ENFORCER[®] to display the contents of the query.



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Below is a sample screen shot of an Inmate Report you will see:

04/23/2007 15:27 - Page 1

INMATE CALLING
ICSolutions Name

Inmate Status Listing
Site: Onondaga
Inmate_ID = ALL, First_Name = ALL, Middle_Name = ALL, Last_Name = ALL, Choose_Status = Active Inmates Choose_Inmate_Sort = Last

| Inmate ID | Last Name | First Name | Middle Name | Site | Status | No. Pkts | Max Bkts | Notes |
|-----------|---------------------|-------------|-------------|----------|--------|----------|----------|----------------------|
| 9600167 | | | | Onondaga | flow | 0 | 20 | |
| 98000579 | ABBOTT | ALBERT | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 94002672 | ABDULLAH | DAWUD | | Onondaga | flow | 0 | 20 | |
| 02001366 | ABDULLATIF | MICHAEL | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 99002494 | ABEAR | JAMES | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 03000342 | ABERT | ERIC | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 03002729 | ABRAMS | REGINALD | | Onondaga | flow | 0 | 20 | |
| 06002408 | ABSTON | CLIFTON | | Onondaga | flow | 0 | 20 | |
| 02002375 | ACKERMAN | KYLE | | Onondaga | flow | 0 | 20 | |
| 94001687 | ACKERSON | ROBERT | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 95003288 | ADAMS | RASHON | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 84002801 | ADAMS | ROBERT | | Onondaga | flow | 0 | 20 | |
| 93002347 | ADAMS | STEWART | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 97001023 | ADAMS | JAMES | | Onondaga | flow | 0 | 20 | |
| 95000949 | ADAMS | NGAH | I | Onondaga | flow | 0 | 20 | |
| 07000883 | ADAMS | MARK | MICHAEL | Onondaga | flow | 0 | 20 | |
| 89003901 | ADRIANOS | PETER | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 99001557 | AGER | WILLIAM | | Onondaga | flow | 0 | 20 | |
| 01000656 | AGER | GERALD | L | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 91000265 | AGNEW | WARREN | T | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 04000726 | AGNEW | NAKIA | | Onondaga | flow | 0 | 20 | |
| 01000605 | AGUAYO | HENRY | | Onondaga | flow | 0 | 20 | |
| 06000783 | AGUILAR- PACHECO | ELMI | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 05002662 | AGUIRRE | EMMANUEL | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 01000282 | AIKEN | ANTWAN | | Onondaga | flow | 0 | 20 | |
| 97003111 | AIKEN | RASON | | Onondaga | flow | 0 | 20 | |
| 01002092 | ALBERT | TASHAWN | | Onondaga | flow | 0 | 20 | Initial load 5/02/06 |
| 06000217 | ALBERTI | BARTHOLOMEW | | Onondaga | flow | 0 | 20 | |

Fig 7 Inmate Status Report Screen



The ENFORCER® Quick Reference Guide

Call Record Reports

1. From the **Reports** menu button, select the **Call Detail** option. The screen shown below will be seen:

The Enforcer

Project: Onondaga
 User: theam
 Ver 0.421

Inmate
Global Numbers
Prepaid
Monitor Phones
Call Info
Reports
Site Admin
ICS Admin
Settings
Logout

Call Detail Report

Date: Mon Apr 23rd, 2007 03:38pm

Choose Site:

Phone Number:

Inmate ID:

Choose Completion Code:

Choose Tariff Type:

Choose 3Way Events:

Choose Call Type:

Choose Alerts:

Start Time:

End Time:

Enter any parameters and click RUN.

Fig 8 Call Detail Report Selection Screen

2. Select the desired report parameters by **<Clicking>** on the drop down menus or typing in the necessary parameters.
3. **<Click>** on **Run**. The ENFORCER® will display the contents of the query.

Below is a sample screen shot of a **Call Record Report** you will see.

Call Detail Report
Site: Onondaga
1177357408

04/23/2007 15:43 - Page 2

| Call Start | Dialed Number | Completion Code | Rec | Alert | Call Type | Tariff Type | Talk Seconds | Billed Time | Cost | Inmate ID | Last Name | |
|------------------------|----------------|-----------------|-----|-------|-----------------|-------------|--------------|-------------|------|-----------|-----------|--|
| 2007-04-23 13:08:56-04 | 1-315-479-0143 | Time limit | YES | NO | Admin Setup | Local | 55 | 0 | 0.00 | 05001026 | BARNER | |
| 2007-04-23 10:51:13-04 | 1-315-423-4113 | Time limit | YES | NO | Prepaid collect | Local | 537 | 9 | 2.65 | 03001848 | ORR | |
| 2007-04-23 10:25:01-04 | 1-315-474-1596 | Time limit | YES | NO | Admin Setup | Local | 55 | 0 | 0.00 | 02001539 | SHOLTZ | |
| Total | | | | | | | 647 | 9 | 2.65 | | | |

Fig 9 Call Detail Report Screen



The ENFORCER® Quick Reference Guide

Revenue Reports

1. From the **Site Admin** menu button select the **Revenue Report** option. The following screen will be shown:

| | | | | | | | | | |
|--|----------------|---------------------|----------------|-----------|--|---|-----------|----------|--------|
| INMATE CALLING ICSolutions | | The Enforcer | | | | Project: Onondaga User: theam Ver 0.421 | | | |
| Inmate | Global Numbers | Prepaid | Monitor Phones | Call Info | Reports | Site Admin | ICS Admin | Settings | Logout |
| Revenue Breakdown | | | | | | | | | |
| Date: Mon Apr 23rd, 2007 03:54pm | | | | | Choose Site: <input type="text" value="Onondaga"/> | | | | |
| | | | | | Start Time: <input type="text" value="04/23/2007 00:00:00"/> | | | | |
| | | | | | End Time: <input type="text" value="04/23/2007 23:59:59"/> | | | | |
| <input type="button" value="Export"/> <input type="button" value="Run"/> | | | | | | | | | |
| Enter any parameters and click RUN. | | | | | | | | | |

Fig 10 Revenue Report Selection Screen

2. Select the desired start and end dates for the report by **<Clicking>** on the **Start Time** and **End Time** drop down boxes and selecting the dates.
3. **<Click>** on **Run**. The ENFORCER® to display the contents of the Revenue Report as shown on the following page:



The ENFORCER[®] Quick Reference Guide

| INMATE CALLING IC Solutions | | Revenue Breakdown | | | | 04/23/2007 16:01 - Page 1 |
|--------------------------------|---------------|---|--------------|-------------|---------------|---------------------------|
| | | Site: Oxnardings | | | | |
| | | Start Time = 04/22/07 00:00:00 End Time = 04/23/2007 23:59:59 | | | | |
| Charge Type | Yarif Type | Calls | Talk Secs | Billed Mins | Revenue | |
| Collect | Local | 12 | 3593 | 149 | 35.90 | |
| | Intra Cell | 0 | 0 | 0 | 0.00 | |
| | Intra LATA | 0 | 0 | 0 | 0.00 | |
| | Intrastate | 0 | 0 | 0 | 0.00 | |
| | Interstate | 1 | 1404 | 24 | 25.31 | |
| | Canadian | 0 | 0 | 0 | 0.00 | |
| Subtotal | | 13 | 9997 | 173 | 61.21 | |
| Prepaid collect | Local | 29 | 12839 | 228 | 75.55 | |
| | Intra Cell | 41 | 34498 | 593 | 131.55 | |
| | Intra LATA | 0 | 0 | 0 | 0.00 | |
| | Intrastate | 1 | 685 | 12 | 8.75 | |
| | Interstate | 0 | 0 | 0 | 0.00 | |
| | Canadian | 0 | 0 | 0 | 0.00 | |
| | Caribbean | 0 | 0 | 0 | 0.00 | |
| | International | 0 | 0 | 0 | 0.00 | |
| Subtotal | | 71 | 48022 | 819 | 213.85 | |
| Debit | Local | 0 | 0 | 0 | 0.00 | |
| | Intra Cell | 0 | 0 | 0 | 0.00 | |
| | Intra LATA | 0 | 0 | 0 | 0.00 | |
| | Intrastate | 0 | 0 | 0 | 0.00 | |
| | Interstate | 0 | 0 | 0 | 0.00 | |
| | Canadian | 0 | 0 | 0 | 0.00 | |
| | Caribbean | 0 | 0 | 0 | 0.00 | |
| | International | 0 | 0 | 0 | 0.00 | |
| Subtotal | | 0 | 0 | 0 | 0.00 | |
| Debit card | Local | 5 | 2558 | 45 | 10.60 | |
| | Intra Cell | 14 | 8789 | 154 | 31.92 | |
| | Intra LATA | 1 | 32 | 1 | 1.56 | |
| | Intrastate | 0 | 0 | 0 | 0.00 | |
| | Interstate | 0 | 0 | 0 | 0.00 | |
| | Canadian | 0 | 0 | 0 | 0.00 | |
| | Caribbean | 0 | 0 | 0 | 0.00 | |
| | International | 0 | 0 | 0 | 0.00 | |
| Subtotal | | 20 | 11379 | 200 | 44.08 | |
| Total | | 104 | 69398 | 1211 | 319.14 | |

Fig 11 Revenue Report Screen



The ENFORCER® Quick Reference Guide

Listen to Recordings

1. From the **Call Info** menu button select the **Call Detail** option.

Below is a sample screen shot of what you will see:

Fig 12 Call Detail Selection Screen

2. Select the desired call detail criteria, **Inmate ID**, **Called Number**, **Start Date & Time**, **End Date & Time**, or **More Search Criteria** by typing in the required information or by **<Clicking>** on the drop-down arrow and selecting the input.
3. **<Click>** on the **Search CDRs** button and the system will generate a list of records as shown below:

Found 1632 records.

| Call ID | Date/Time | Category | Inmate Name | Phone Number | Amount | Unit | Phone | Language | Notes | | | |
|--------------------------|---------------------|----------|--------------------|----------------|---------------------|-----------------|------------|----------|-------|--------|------------------------------|---------|
| <input type="checkbox"/> | 04/23/2007 10:37:52 | Normal | 90002082 PULLEY | 1-315-492-5250 | 423.2007 16:38:55 | Prepaid collect | Local | 121 | 3.00 | \$2.05 | Unit 9 Phone 3 | English |
| <input type="checkbox"/> | 04/23/2007 10:26:48 | Normal | 90001781 RHINEY | 1-315-687-9470 | 423.2007 10:27:44 | Prepaid collect | Local | 783 | 14.00 | \$3.15 | Unit 6 Phone 5 | English |
| <input type="checkbox"/> | 04/23/2007 10:24:35 | Normal | 90001596 MULHAUSER | 1-315-374-2180 | 423.2007 10:26:27 | Debit card | Intra Cell | 613 | 11.00 | \$2.28 | Unit 6 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 10:25:00 | Normal | 90002082 PULLEY | 1-315-492-5250 | 423.2007 10:25:46 | Prepaid collect | Local | 683 | 12.00 | \$2.95 | Unit 9 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 10:23:24 | Normal | 04002342 QUILTER | 1-315-422-3180 | 423.2007 10:24:10 | Free | Local | 416 | 7.00 | \$0.00 | Unit 9 Phone 3 | English |
| <input type="checkbox"/> | 04/23/2007 10:22:49 | Normal | 90002082 PULLEY | 1-315-259-4310 | 423.2007 10:24:00 | Prepaid collect | Local | 57 | 1.00 | \$1.85 | Unit 9 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 10:20:15 | Normal | 90001493 CANNON | 1-315-422-6030 | 423.2007 10:21:01 | Debit card | Local | 181 | 3.00 | \$1.84 | Unit 6 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 10:19:15 | Normal | 90002224 CARMAN | 1-315-959-4460 | 423.2007 10:20:06 | Prepaid collect | Intra Cell | 738 | 13.00 | \$3.05 | Unit 6 Phone 6 | English |
| <input type="checkbox"/> | 04/23/2007 10:15:59 | Normal | 90001493 CANNON | 1-315-412-7810 | 423.2007 10:16:59 | Debit card | Intra Cell | 102 | 2.00 | \$1.96 | Unit 6 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 10:15:01 | Normal | 90001146 LUMIA | 1-315-816-3780 | 423.2007 10:16:06 | Prepaid collect | Intra Cell | 381 | 7.00 | \$2.45 | Unit 3 Lower Left B-Section | English |
| <input type="checkbox"/> | 04/23/2007 10:14:59 | Normal | 90002082 PULLEY | 1-315-492-5250 | 423.2007 10:15:52 | Prepaid collect | Local | 409 | 7.00 | \$2.45 | Unit 9 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 10:13:59 | Normal | 90001162 HARPER | 1-315-472-1701 | 423.2007 10:15:11 | Prepaid collect | Local | 90 | 2.00 | \$1.95 | Unit 3 Lower Right B-Section | English |
| <input type="checkbox"/> | 04/23/2007 10:13:59 | Normal | 90000966 MULHAUSER | 1-315-699-7020 | 423.2007 10:13:48 | Prepaid collect | Local | 320 | 6.00 | \$2.35 | Unit 6 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 10:09:39 | Normal | 04003045 ZACHERY | 1-315-472-3180 | 423.2007 10:10:09 | Free | Local | 273 | 5.00 | \$0.00 | Unit 9 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 10:09:16 | Normal | 90000424 WILLIAMS | 1-315-472-4390 | 423.2007 10:09:43 | Collect | Local | 304 | 6.00 | \$2.35 | Unit 8 Phone 1 | English |
| <input type="checkbox"/> | 04/23/2007 10:09:50 | Normal | 90002309 DONZE | 1-315-472-3180 | 423.2007 10:07:35 | Free | Local | 102 | 2.00 | \$0.00 | Unit 9 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 10:09:59 | Normal | 90000030 BUTLER | 1-315-732-8440 | 423.2007 10:09:56 | Collect | Intra LATA | 681 | 15.00 | \$4.75 | Unit 6 Phone 1 | English |
| <input type="checkbox"/> | 04/23/2007 10:08:48 | Normal | 02001814 WILSON | 1-315-808-6230 | 423.2007 10:04:50 | Debit card | Intra Cell | 107 | 2.00 | \$1.50 | Unit 6 Phone 3 | English |
| <input type="checkbox"/> | 04/23/2007 10:08:58 | Normal | 90003204 CARMAN | 1-315-420-5500 | 423.2007 10:04:40 | Prepaid collect | Intra Cell | 792 | 14.00 | \$3.15 | Unit 9 Phone 6 | English |
| <input type="checkbox"/> | 04/23/2007 10:08:28 | Normal | 90003470 BURGESS | 1-315-677-1620 | 423.2007 10:02:36 | Prepaid collect | Intra Cell | 4393 | 34.99 | \$4.15 | Unit 9 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 10:01:24 | Normal | 90000221 STEPHENS | 1-315-412-4670 | 423.2007 10:02:26 | Prepaid collect | Intra Cell | 1210 | 21.00 | \$3.05 | Unit 9 Phone 1 | English |
| <input type="checkbox"/> | 04/23/2007 10:01:12 | Normal | 90001958 TUCKER | 1-315-789-0260 | 423.2007 10:02:26 | Collect | Intra LATA | 67 | 2.00 | \$2.15 | Unit 7 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 10:00:02 | Normal | 04001894 TAYLOR | 1-315-472-3180 | 423.2007 10:01:29 | Free | Local | 269 | 6.00 | \$0.00 | Unit 9 Phone 3 | English |
| <input type="checkbox"/> | 04/23/2007 14:53:18 | Normal | 90001493 CANNON | 1-315-412-7810 | 423.2007 14:54:11 | Debit card | Intra Cell | 150 | 3.00 | \$1.64 | Unit 6 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 14:52:09 | Normal | 02000824 MCKINNON | 1-315-423-3270 | 423.2007 14:53:40 | Prepaid collect | Local | 249 | 5.00 | \$2.25 | Unit 6 Phone 2 | English |
| <input type="checkbox"/> | 04/23/2007 14:51:19 | Normal | 90001493 CANNON | 1-315-767-9260 | 423.2007 14:52:20 | Debit card | Intra LATA | 32 | 1.00 | \$1.50 | Unit 6 Phone 4 | English |
| <input type="checkbox"/> | 04/23/2007 14:48:31 | Normal | 04001378 BUSH | 1-315-716-1700 | 423.2007 14:48:25 | Prepaid collect | Intra Cell | 502 | 9.00 | \$2.25 | Unit 1 Lower C-Section | English |
| <input type="checkbox"/> | 04/23/2007 14:48:17 | Normal | | | 04/23/2007 14:48:13 | Visitation | None | 13 | 0.00 | \$0.00 | Visitation 1 | English |
| <input type="checkbox"/> | 04/23/2007 14:48:13 | Normal | | | 04/23/2007 14:48:13 | Visitation | None | 1 | 0.00 | \$0.00 | Visitation 1 | English |
| <input type="checkbox"/> | 04/23/2007 14:45:35 | Normal | 01001054 THEUS | 1-315-878-4261 | 04/23/2007 14:46:24 | Prepaid collect | Intra Cell | 185 | 4.00 | \$2.15 | Unit 9 Phone 4 | English |

Fig 13 Call Record Detail Screen



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4. Select the recording to be played by **<Clicking>** on the **Select** box in the left column then **<Clicking>** on **“Play Selected Call”** OR by **<Clicking>** on the **play arrow in the left column**. Windows Media Player will open and begin streaming the call for you to listen to on your workstation or laptop.

The “Player” screen you will see is shown below:

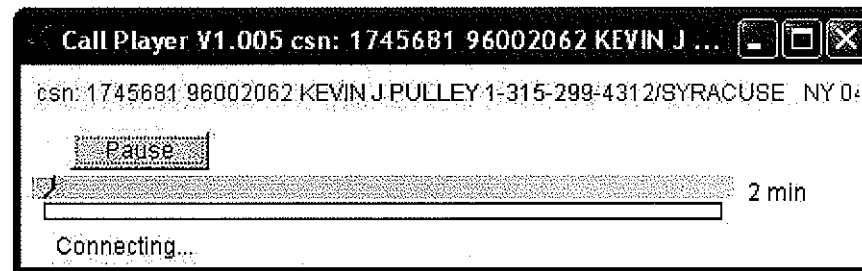


Fig 14 Call Recording Player Screen



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Save Call Recordings onto CD-ROM

1. On the **Main Menu** screen place the cursor on the **Call Info** button and **<Click>** on the **Call Details** option. The Call Details Criteria screen, shown below, will be displayed:

INMATE CALLING
ICSolutions

The Enforcer

Project: Onondaga
User: theam
Ver: 3.421

Inmate
Global Numbers
Prepaid
Monitor Phones
Call Info
Reports
Site Admin
ICS Admin
Settings
Logout

Inmate ID

Start Date/Time

Called Number

End Date/Time

No Criteria Selected.

CDRs Displayed: 1000

Fig 15 Call Details Criteria Screen

2. Select the desired search criteria into the **Inmate ID**, **Called Number**, **Start Date & Time**, **End Date & Time** and any other **Search Criteria**. **<Click>** the **Search CDRs** button and a list of the calls matching the search criteria will be displayed, as shown below:

| | | | | | | | | | | | | |
|--------------------------|---------------------|-----------|----------|----------------|---------------------|-----------------|------------|-----|-------|--------|--------|---------|
| <input type="checkbox"/> | 04/26/2007 07:08:21 | Normal | 20070079 | 1-260-247-0092 | 04/26/2007 07:10:07 | Debit card | Intrastate | 122 | 3:00 | \$1.50 | 1410CL | English |
| <input type="checkbox"/> | 04/25/2007 22:53:45 | Normal | 20060272 | 1-260-356-2831 | 04/26/2007 06:09:01 | Collect | Intrastate | 271 | 5:00 | \$2.75 | 1410CR | English |
| <input type="checkbox"/> | 04/25/2007 22:53:55 | Normal | 20070079 | 1-260-715-0415 | 04/25/2007 22:55:03 | Prepaid collect | Intrastate | 450 | 8:00 | \$3.15 | 1410CL | English |
| <input type="checkbox"/> | 04/25/2007 22:53:33 | Time limi | 20060346 | 1-765-967-4590 | 04/25/2007 22:54:48 | Prepaid collect | Intrastate | 903 | 15:00 | \$4.72 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 22:38:06 | Normal | 20060346 | 1-765-967-4590 | 04/25/2007 22:39:11 | Prepaid collect | Intrastate | 859 | 15:00 | \$4.72 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 22:36:46 | Normal | 20050259 | 1-260-701-0076 | 04/25/2007 22:38:26 | Debit card | Intrastate | 867 | 15:00 | \$7.50 | 1200L | English |
| <input type="checkbox"/> | 04/25/2007 22:22:49 | Normal | 20060276 | 1-765-499-9245 | 04/25/2007 22:24:30 | Debit card | Intra LATA | 226 | 4:00 | \$2.00 | 1410CL | English |
| <input type="checkbox"/> | 04/25/2007 22:22:30 | Normal | 20060346 | 1-765-967-4590 | 04/25/2007 22:23:22 | Prepaid collect | Intrastate | 877 | 15:00 | \$4.72 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 22:13:17 | Normal | 20070080 | 1-260-497-0536 | 04/25/2007 22:14:10 | Prepaid collect | Intrastate | 899 | 15:00 | \$4.72 | 1200L | English |
| <input type="checkbox"/> | 04/25/2007 22:12:16 | Time limi | 20070076 | 1-260-515-4837 | 04/25/2007 22:13:46 | Debit card | Intrastate | 60 | 1:00 | \$0.50 | 1400CR | English |
| <input type="checkbox"/> | 04/25/2007 22:07:29 | Normal | 20070099 | 1-260-417-1704 | 04/25/2007 22:08:33 | Prepaid collect | Intrastate | 666 | 12:00 | \$4.05 | 1410BL | English |
| <input type="checkbox"/> | 04/25/2007 22:07:07 | Normal | 20060346 | 1-765-967-4590 | 04/25/2007 22:08:03 | Prepaid collect | Intrastate | 863 | 15:00 | \$4.72 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 21:56:13 | Normal | 20060346 | 1-765-967-4590 | 04/25/2007 21:57:04 | Prepaid collect | Intrastate | 380 | 7:00 | \$2.92 | 1400CR | English |
| <input type="checkbox"/> | 04/25/2007 21:49:10 | Normal | 20070079 | 1-260-715-0415 | 04/25/2007 21:49:58 | Prepaid collect | Intrastate | 792 | 14:00 | \$4.50 | 1410CL | English |
| <input type="checkbox"/> | 04/25/2007 21:40:24 | Normal | 20060346 | 1-765-967-4590 | 04/25/2007 21:41:25 | Prepaid collect | Intrastate | 864 | 15:00 | \$4.72 | 1400CR | English |
| <input type="checkbox"/> | 04/25/2007 21:34:36 | Normal | 20070079 | 1-260-247-0092 | 04/25/2007 21:36:23 | Debit card | Intrastate | 713 | 12:00 | \$6.00 | 1410CL | English |
| <input type="checkbox"/> | 04/25/2007 21:27:54 | Normal | 20060346 | 1-765-967-4590 | 04/25/2007 21:29:02 | Prepaid collect | Intrastate | 675 | 12:00 | \$4.05 | 1400CR | English |
| <input type="checkbox"/> | 04/25/2007 21:25:59 | Normal | 20020028 | 1-423-663-3168 | 04/25/2007 21:28:24 | Debit card | Interstate | 67 | 2:00 | \$1.00 | 1204R | English |
| <input type="checkbox"/> | 04/25/2007 21:18:45 | Normal | 20070079 | 1-260-715-0415 | 04/25/2007 21:19:37 | Prepaid collect | Intrastate | 872 | 15:00 | \$4.72 | 1410CL | English |
| <input type="checkbox"/> | 04/25/2007 21:10:52 | Normal | 20060346 | 1-765-935-1208 | 04/25/2007 21:11:57 | Collect | Intrastate | 873 | 15:00 | \$5.25 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 21:02:56 | Normal | 20000237 | 1-765-348-0414 | 04/25/2007 21:03:57 | Prepaid collect | Local | 154 | 3:00 | \$3.56 | 1200L | English |
| <input type="checkbox"/> | 04/25/2007 20:54:59 | Normal | 19850067 | 1-317-984-9573 | 04/25/2007 20:57:10 | Debit card | Intra LATA | 178 | 3:00 | \$1.50 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 20:49:17 | Normal | 20020028 | 1-765-374-3034 | 04/25/2007 20:51:23 | Debit card | Intra LATA | 471 | 8:00 | \$4.00 | 1204R | English |
| <input type="checkbox"/> | 04/25/2007 20:46:45 | Normal | 20070076 | 1-260-492-1112 | 04/25/2007 20:48:09 | Debit card | Intrastate | 234 | 4:00 | \$2.00 | 1400CR | English |
| <input type="checkbox"/> | 04/25/2007 20:33:21 | Normal | 20070076 | 1-260-515-4837 | 04/25/2007 20:35:12 | Debit card | Intrastate | 629 | 11:00 | \$5.50 | 1400CR | English |
| <input type="checkbox"/> | 04/25/2007 20:27:18 | Time limi | 19860157 | 1-260-824-2021 | 04/25/2007 20:29:06 | Debit card | Intrastate | 303 | 5:00 | \$2.50 | 1204R | English |
| <input type="checkbox"/> | 04/25/2007 20:24:31 | Normal | 19850067 | 1-765-287-8242 | 04/25/2007 20:26:01 | Debit card | Intra LATA | 310 | 6:00 | \$3.00 | 1400CL | English |
| <input type="checkbox"/> | 04/25/2007 20:22:36 | Normal | 20060346 | 1-765-935-1208 | 04/25/2007 20:23:40 | Collect | Intrastate | 16 | 1:00 | \$1.75 | 1400CL | English |

Fig 16 Call Record Detail Screen



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3. Select the calls to be burned by **<Clicking>** on the box in the Select column.
4. Open the CD-ROM tray on your workstation or laptop.
5. Insert a blank writeable CD-ROM and close the tray.
6. **<Click>** on the **"Burn Call to audio CD-R"** button, shown above in **Fig 15**. The screen on the following page will be displayed:

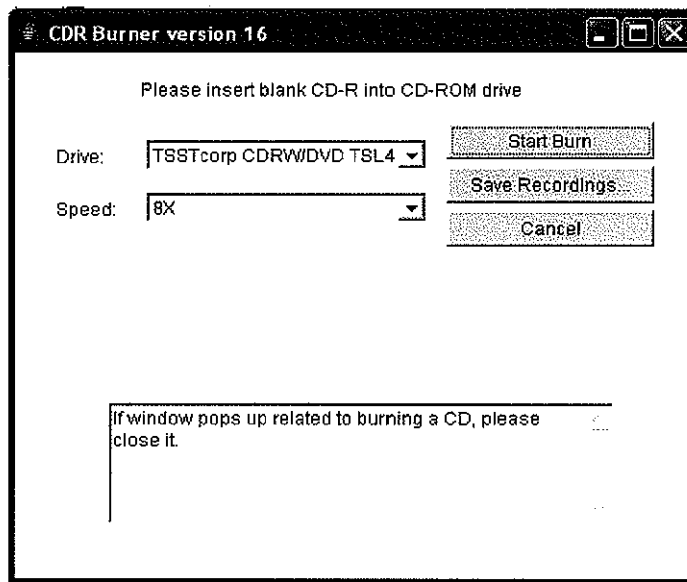


Fig 17 Burn CD-R Start Screen



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7. **<Click>** on the **Start Burn** button and follow the on-screen prompts until your writing is completed. The screen shown below will be displayed:

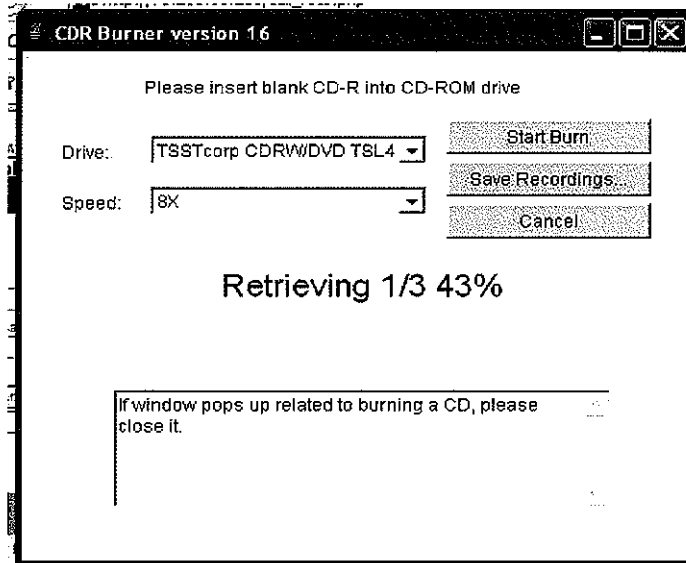


Fig 18 Burn CD-R Screen

8. When the burn is complete the following screen will be displayed:

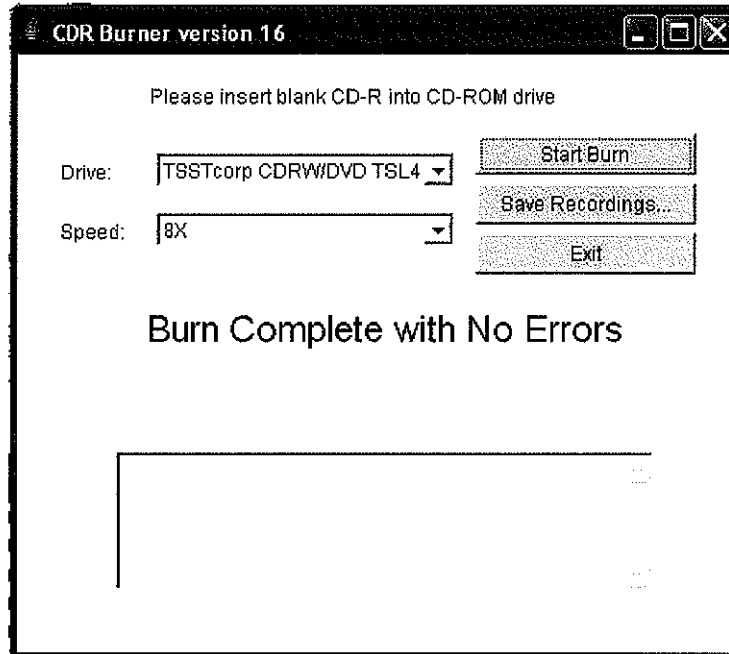


Fig 19 CD-R Burn Complete Screen



Call Status Monitor

To review all the calls in progress and to listen to live calls,

1. From the Main Menu **<Click>** on the **Monitor Phones** button. You will see the screen below:

| Status | Station | Number | Min | Cost | Inmate no. | Name | Alert |
|--------|------------------------------|----------------|-----|------|------------|------------------|-------|
| dial | Unit 1 Lower C-Section | Dialing | | | 04001375 | BUSH, JOHNNIE L | |
| rec | Unit 4 Upper Right A-Section | 1-315-295-3241 | 3.8 | 2.15 | 05002306 | MCCANDLESS, NAYI | |
| rec | Unit 6 Phone 1 | 1-315-863-6234 | 8.0 | 2.65 | 02001914 | WILSON, TOMARCO | |
| rec | Unit 6 Phone 3 | 1-315-430-5506 | 11 | 2.95 | 98003224 | CARMAN, RYAN E | |
| ring | Unit 6 Phone 4 | 1-914-332-0244 | 0.7 | 0.00 | 07000424 | CAPALBO, MATHEW | |
| dial | Unit 6 Phone 5 | Dialing | | | | | |
| rec | Unit 7 Phone 6 | 1-315-516-1781 | 10 | 2.28 | | | |
| ring | Unit 9 Phone 1 | 1-315-289-8958 | 0.6 | 0.00 | 93000087 | GONZALEZ, HECTOR | |

Fig 20 Call Status Monitor Screen

2. **<Click>** on the station to be monitored. It will be highlighted.
3. **<Click>** on the **Listen** button. After a few seconds, the conversation in progress on the selected station will begin playing through the workstation speakers.
4. **<Click>** on the **X** button to terminate monitoring the call.



Disabling or Enabling Phones

1. From the **Call Monitoring** screen **<Click>** on any port that you wish to disable so that it is highlighted.
2. **<Click>** on the **Disable** button to render the station or trunk inoperable. The System will no longer allow calls to be made through the selected station or trunk.
3. The Port in question can be re-enabled by **<Clicking>** the **Enable** button.
4. Once a Port is disabled, the type font in the display will be shown in a pale gray color. When the Port is re-enabled, the type font will return to a full black color.
5. Multiple ports can be disabled or enabled at one time. Select the first port then while holding down the CTRL key, **<Click>** on other calls to be selected. You may also select the first port then while holding down SHIFT key **<Click>** on a second port and all the ports in between the two selections will be highlighted. **<Clicking>** the **Disable** or **Enable** button will act on all the selected ports. Selecting active Ports for enabling will have no effect. Selecting disable for previously disabled Ports will also have no effect. To change the status of a Port, you must select the opposite action.

Terminating Calls

1. From the **Call Monitoring** screen, **<Click>** on a call to highlight the row.
2. **<Click>** the **Cut off** button to stop the call that is in progress.
3. The parties to the terminated call will be notified that it has been terminated by the System Administrator through a voice prompt played to both parties. The **Call Detail** Record will show that the call was terminated by administration.



Personnel Identification Numbers

Adding PIN Numbers

1. From the Main Menu <Click> on the **Inmate** button. The inmate search screen as shown below will be displayed:

Inmate ID: Find/New
Prev Next

Last Name: Find Only search active inmates
 Only search site

Fig. 21 Inmate Query Screen

2. Enter the **Inmate ID** and <Click> **Find/New** to retrieve the inmate's data sheet or enter **Last Name** and <Click> **Find** to retrieve all inmates with that last name then select the subject inmate for PIN assignment. The inmate data screen, as shown below, will be displayed.

Note: To retrieve a listing of all inmates in the system, sorted by Inmate ID, <Click> on **Find/New** or **Find** with no entry in the data boxes and a list of all inmates will be displayed. Then highlight the subject inmate row and click.

Last Name: HECTOR First Name: SHAWN Middle Name:

Inmate ID: 92000459
Passcode: 642679
Delete Code
PIN: 642679
Recorded Name: Play Erase
Status: Allow
Location:

Alert (sets alert flag in call records and live monitoring)
 Email Alert to Address (es):
 Page Alert to Number(s): Save Changes
 Monitor Alert to Number (s): Cancel Changes

Max Allowed PANs: if blank, defaults to: 20 Only allow calls to PANs or global numbers

[Click here to skip down to: Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#) [Commissary](#)

Fig. 22 Inmate Data Screen

3. If the **Inmate ID** number is not in the database, the system will generate the **PIN Code**, and **Passcode**, display them in the **PIN Code** and **Passcode**. Move the cursor to the **Name Fields** and complete data entry.
4. If an account with this number exists, the name of the inmate will be displayed. If you have entered the number in error, move the cursor back to the **Inmate ID** to correct or clear the contents.



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5. The **Last Name**, **First Name**, and **Middle Name** fields will accept a maximum of 32 alphanumeric characters each.
6. **<Tab>** to the data input boxes to set the appropriate **Alerts** and **PAN** limits.
7. Save Changes.

Disabling or Enabling PIN Numbers

1. From the Main Menu **<Click>** on the **Inmate** button. The inmate search screen as shown below will be displayed:

Inmate ID: [] Find/New
Prev Next

Last Name: [] Find Only search active inmates
 Only search site

Fig 23 Inmate Query Screen

2. Enter the **Inmate ID** and **<Click>** **Find/New** to retrieve the inmate's data sheet or enter **Last Name** and **<Click>** **Find** to retrieve all inmates with that last name then select the subject inmate for PIN assignment. The inmate data screen, as shown below, will be displayed.

Note: To retrieve a listing of all inmates in the system, sorted by Inmate ID, <Click> on Find/New or Find with no entry in the data boxes and a list of all inmates will be displayed. Then highlight the subject inmate row and click.

Last Name: HECTOR First Name: SHAWN Middle Name: []

Inmate ID: 92000459
Passcode: 642679
Delete Code
PIN: 642679
Recorded Name: [] Play Erase
Status: Allow
Location: []

Alert (sets alert flag in call records and live monitoring)
 Email Alert to Address (es): []
 Page Alert to Number(s): [] Save Changes
 Monitor Alert to Number (s): [] Cancel Changes

Max Allowed PANs: [] If blank, defaults to: 20 Only allow calls to PANs or global numbers

Click here to skip down to: Notes Suspensions Station Groups PANs Commissary

Fig 24 Inmate Data Screen

3. **<Click>** the **Status** Drop Down box and select or **Allow** or **Deny** as appropriate. **<Click>** on **Save Changes**.



Personnel Account Numbers

Note: Personal Account Numbers or PANs is a preauthorized list of numbers to which an inmate's calling can be restricted. PINs must be in use to use PANs.

Adding Phone Numbers to PAN Accounts

1. **<Click>** the **Inmate** button on the main menu, enter the inmate ID number and **<Click>** **Find/New**. The data sheet for the selected inmate will be opened as shown below.

The screenshot shows the 'Inmate Data Screen' for an inmate named HECTOR SHAWN. The form includes the following fields and options:

- Inmate ID:** 92000459
- Passcode:** 642679 (with a 'Delete Code' button)
- PIN:** 642679
- Recorded Name:** Play, Erase (with a speaker icon)
- Status:** Allow (with a dropdown arrow)
- Location:** (empty text box)
- Name Fields:** Last Name: HECTOR, First Name: SHAWN, Middle Name: (empty)
- Alert Options:**
 - Alert (sets alert flag in call records and live monitoring)
 - Email Alert to Address (es): (empty text box)
 - Page Alert to Number(s): (empty text box)
 - Monitor Alert to Number (s): (empty text box)
- Buttons:** Save Changes, Cancel Changes
- Max Allowed PANs:** (empty text box) if blank, defaults to: 20 Only allow calls to PANs or global numbers

At the bottom, there is a link: [Click here to skip down to: Notes Suspensions Station Groups PANs Commissary](#)

Fig. 25 Inmate Data Screen

2. **<Click>** on **PANs** or scroll down the PANs input screen as shown below:

The screenshot shows the 'PANs' input screen. It features the following elements:

- Header:** PANs
- Buttons:** Edit PANs..., PAN History
- Text:** No PANs

Fig 26 PANs Input Screen



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3. **<Click>** on the **Edit PANs** button and the screen below will be shown:

| PANs (Personal Allowed Numbers) | | | | | | | | | |
|---|-----------|-----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-------------------------------------|--------|
| Inmate ID: 00001558 MATTHEW OWEN KELLER | | | | | | | | | |
| Save Changes | | Back to Inmate Editor | | | PAN History | | | | |
| <input type="text"/> | Look # Up | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input checked="" type="checkbox"/> | Delete |
| <input type="text"/> | Look # Up | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input checked="" type="checkbox"/> | Delete |
| <input type="text"/> | Look # Up | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input checked="" type="checkbox"/> | Delete |
| <input type="text"/> | Look # Up | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input checked="" type="checkbox"/> | Delete |

Fig 27 PAN Edit Screen

4. The **Phone Number** field requires must include the area code, even for local numbers or numbers with the same area code. Do not enter hyphens, slashes, or parentheses when entering the **Phone Number**.
5. **<Click>** on **Look # Up** to determine the owner of the phone number.
6. Enter the owners name in the **Name** field. The **Name** field will accept a maximum of 32 alphanumeric characters. The **Description** field will accept a maximum of 96 alphanumeric characters.
7. Enter the remaining data. **<Click>** on the checked box in the **Block** column to allow the call.
8. **<Click>** on the **Save Changes** button to add the new PAN data to the inmate's account.

Deleting and Blocking Phone Numbers from PAN Accounts

1. Follow steps 1, 2, and 3 of the **Adding Phone Numbers to PAN Accounts** instructions.
2. Find the number to be deleted in the inmates PAN list and **<Click>** the **Delete** button in the **Delete** column.
3. To block the number **<Click>** the box in the **Block** column and a check will appear indicating the number is blocked.
4. When all additions or deletions have been completed, make certain to **<Click>** on the **Save Changes** button to permanently record the changes.



Debit Accounts

Adding Funds

This is done by the inmate when purchasing phone time through the internal commissary system.

Removing or Modifying Funds Balances

1. On the Enforcer Main Menu, point to the **Prepaid** button and **<Click>** on the **Debit Acct** option. The screen below will be displayed:

Find/New Find Only search for inmates

Fig 28 Debit Acct. Selection Screen

2. Enter the **Inmate ID** number of the account to be modified and **<Click>** **Find/New**. The screen below will be displayed:

Inmate ID: 19850042 Name: ALBERT BLAKE CHARLES

Create New Restricted Debit Acct...

Billing ID: 1017

Adjust Funds

Debit account restricted to: Unrestricted Balance: \$0.05

Amount: 0.00 ? Type: Deposit

Description:

Adjust Funds

Show all call records for this account

Fig 29 Debit Acct Modification Screen

3. Enter the **Amount** to be credited or debited to the account (either positive or negative), the **Type** deposit (using the drop down box) and a description of the necessity or reason for the modification and **<Click>** on the **Adjust Funds** button. The **Balance** box should display the adjusted funds amount.



Prepaid Accounts

PrePaid accounts are accounts created by persons outside the facility who contact ICSolutions and make billing arrangements based on their telephone number. An inmate can only call the phone number for which the account was set up.

1. To check the balance in a prepaid caller's account, point to the **Prepaid** button and **<Click>** on the **Prepaid Collect** option. The account selection screen shown below will be displayed:

Prepaid Phone Number Find

Fig 30 Prepaid Calling Selection Screen

2. Enter the **Prepaid Phone Number** account number to be checked. The should be the 10 digit phone number. **<Click>** on **Find**. The **Prepaid Phone Number** account screen shown below will be displayed.

Prepaid Collect is currently enabled for this phone number (standard collect not allowed)

Adjust Funds

Amount: Balance:
Type:
Description:

[Show all call records for this account](#)

Fig 31 Prepaid Phone Number account screen

3. Disabling the account as a prepaid collect account as well as modifications to the account can be performed from this page by **<Clicking>** the **Disable Prepaid** button or making the required account adjustments in the **Amount** box and **<Clicking>** on the **Adjust Funds** button. The **Balance** box should display the changes made.



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Brochures Available for Inmate Family Orientation

ICSolutions provides brochures to the facilities to inform new inmate friends and families about use of the inmate phone system and the methods of payment available to them. At your request they can be made available in the jail lobby or visitation center. The brochure is also a useful tool for training new members of the jail management team. The Brochure is shown below. To request copies please contact us at sales@ICSolutions.com or 1-866-228-4031.

INMATE CALLING ICSolutions

This brochure provides important information about placing phone calls to friends and family using the secure phone system installed at this facility.

Please share this information with those you wish to call.

Essentials about Inmate Calling:

- PrePaid Services
- Call Blocks
- Customer Service

INMATE CALLING ESSENTIALS...

Frequently Asked Questions

Who is ICSolutions?

ICSolutions services the inmate telephone system responsible for processing all secure calls placed from this facility.

Why is the number I want to call blocked?

There are a number of reasons why this may occur:

- At the called party's request
- A block placed by the facility for security reasons or
- The lack of a billing arrangement with the called party's local phone service provider

The message you hear when trying to call that number should provide you with information as to the reason for the block.

If you have a question about any block, please have a family member contact ICSolutions at 888-506-8407... We are available 24x/365 days a year.

Why are PrePaid services required?

PrePaid calling options are required in the following conditions:

- The called party's local telephone company does not offer billing of collect calls
- The called party's phone number is a cellular phone
- If the called party's phone number has exceeded their allowed spending limit for collect calling

The good news is that PrePaid calling options provide the called party with a method to continue to accept your calls when the above conditions occur.

What can cause my call to be disconnected?

Calling features used on your home telephone such as: three-way calling, call forwarding, call waiting, and tele-zappers can cause disconnections during a conversation between an inmate and a friend or family member. Also, long periods of silence or pressing keys on the phone keypad after connection will also result in unwanted call termination. These types of services or actions are consistent with attempts to complete unauthorized calls. Depending on the policy of this facility, these calls may either be disconnected or tracked. Use of unauthorized calling services or attempts to complete three-way calls may result in loss of calling privileges or blocking of calls to involved parties.

How much does it cost?

Rates vary by facility and the location of the person you are calling. Rate information is available to the called party during the call set-up process or by calling our customer service department for assistance.

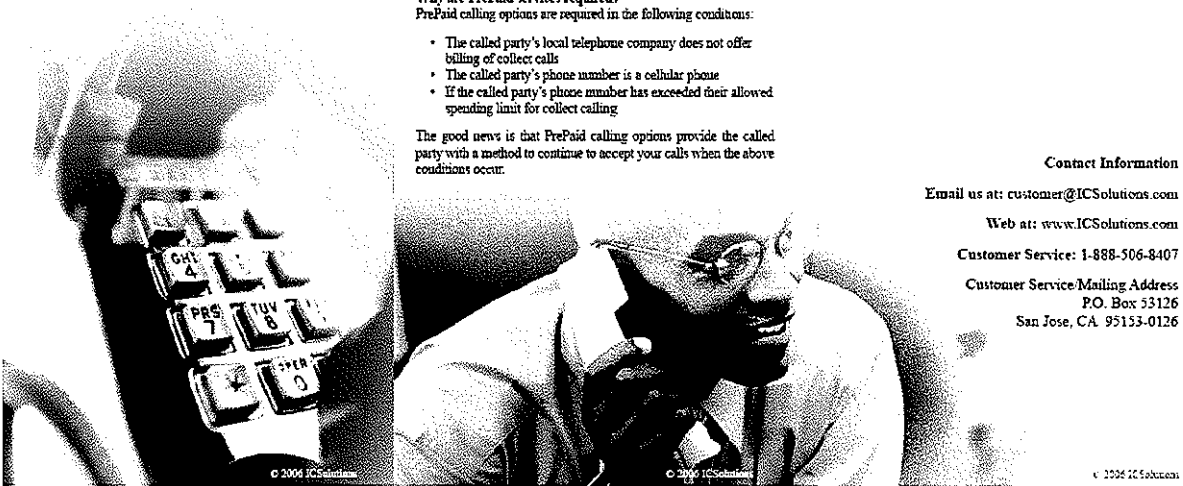
Contact Information

Email us at: customer@ICSolutions.com

Web at: www.ICSolutions.com

Customer Service: 1-888-506-8407

Customer Service/Mailing Address
P.O. Box 53126
San Jose, CA 95153-0126



Family Brochure Page 1



The ENFORCER[®] Quick Reference Guide

INMATE CALLING **ICSolutions**

How Does PrePaid Calling Work?

When an unbillable destination number is called, the called party will hear voice prompts providing information regarding PrePaid Calling services and the toll free number of 888-506-8407 to reach the ICSolutions' prepayment center. The called party is invited to stay on the line for a short one-time free call with their caller and at the conclusion of the call they will be automatically transferred to the prepayment center. The series of events is as follows:

1. The called party is advised of requirement of PrePaid services
2. The called party is invited to stay on the line for a short one-time free call.
3. At the end of the free call, the called party is automatically transferred to the prepayment center. The inmate is notified of the transfer and disconnected from the call.
4. The called party will be offered a choice of payment options (Credit Card, Debit Card, Check-By-Phone, Western Union[®], MoneyGram[®], Money Order & Cashiers Check) to establish the PrePaid account.
5. Once the account is funded, the phone system is automatically updated and the inmate will again be able to call that person.
6. The entire process takes as little as 15 minutes but maybe longer depending on the payment method selected by the called party.

Contact Information

Email us at: customer@ICSolutions.com

Web at: www.ICSolutions.com

Customer Service: 1-888-506-8407

Customer Service/Mailing Address
P.O. Box 53126
San Jose, CA 95153-0126

Advantages of PrePaid Calling

- Rapid Account Activation
- Balance notification with every call
- Ability to manage phone expense
- No bills to pay
- No preset limit
- Calls allowed to numbers that would otherwise be blocked
- No commissary fund needed
- No application to complete or credit check to pass
- Refunds returned in five business days when account is no longer needed

For your convenience, you can also establish and fund your PrePaid account utilizing our online payment system at www.ICSolutions.com



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Family Brochure Page 2



The ENFORCER[®] Quick Reference Guide

Contact Numbers for ICSolutions

Sales

Toll Free: (866) 228-4040
Email: sales@ICSolutions.com

Technical Support

Toll Free: (866) 228-4031
Email: service@ICSolutions.com

PrePaid Services

Toll Free: (888) 506-8407
Email: prepaid@ICSolutions.com

Customer Service (Friend and Family)

Toll Free: (888) 506-8407
Email: customer@ICSolutions.com

Customer Service/Mailing Address

P.O. Box 53126
San Jose, CA 95153-0126



Table I
User Security Level Access Definitions

| | User Categories | | | | | | | | | | |
|--------------------------------|------------------------|-------------------|------------------|---------------------|----------------|----------------|-------------------|--------------------------|-----------------|-------------------------|------------------------|
| | System Admin | Site Admin | Site User | Investigator | Booking | Monitor | Commissary | PPCollect Support | Disabled | Commissary Admin | Recording Admin |
| <u>Allowed Features</u> | | | | | | | | | | | |
| <u>Inmate Tab</u> | | | | | | | | | | | |
| Modify | Yes | Yes | Yes | No | Yes | No | No | No | No | No | No |
| Add Notes | Yes | Yes | Yes | Yes | Yes | No | No | No | No | No | No |
| Show Alerts | Yes | Yes | Yes | Yes | No | No | No | Yes | No | No | No |
| Change Alerts | Yes | Yes | Yes | Yes | No | No | No | No | No | No | No |
| View Suspensions | Yes | Yes | Yes | Yes | No | Yes | Yes | Yes | No | Yes | No |
| Change Suspensions | Yes | Yes | Yes | No | No | No | No | No | No | No | No |
| View Groups | Yes | Yes | Yes | Yes | No | Yes | Yes | Yes | No | Yes | No |
| View Pan | Yes | Yes | Yes | Yes | No | Yes | Yes | Yes | No | Yes | No |
| View Inmate | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | No |
| <u>Global Numbers</u> | | | | | | | | | | | |
| <u>Tab</u> | | | | | | | | | | | |
| Global Numbers Visible | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | No | No | Yes |
| Show Alerts | Yes | Yes | Yes | Yes | No | No | No | No | No | No | Yes |
| Change | Yes | Yes | Yes | Yes | Yes | No | No | Yes | No | No | Yes |
| Change DNR | Yes | Yes | Yes | No | No | No | No | No | No | No | Yes |
| Set as Free | Yes | Yes | No | No | No | No | No | No | No | No | No |
| Set Dialing Pattern | Yes | No | No | No | No | No | No | No | No | No | No |
| Hide Recordings | Yes | No | No | No | No | No | No | No | No | No | Yes |



The ENFORCER[®] Quick Reference Guide

Debit Accounts

Tab

| | | | | | | | | | | | |
|--|-----|-----|-----|-----|----|----|-----|-----|----|-----|----|
| Debit & Debit Visible | Yes | Yes | Yes | No | No | No | Yes | No | No | Yes | No |
| Debit & Debit Card Create and Adjust Accts | Yes | Yes | Yes | No | No | No | Yes | No | No | Yes | No |
| Prepaid Collect Visible | Yes | Yes | Yes | Yes | No | No | No | Yes | No | No | No |
| Prepaid Collect Create and Adjust Accounts | Yes | No | No | No | No | No | No | Yes | No | No | No |

Monitor Tab

| | | | | | | | | | | | |
|-----------------|-----|-----|-----|----|----|-----|----|----|----|----|-----|
| Monitor Visible | Yes | Yes | Yes | No | No | Yes | No | No | No | No | Yes |
|-----------------|-----|-----|-----|----|----|-----|----|----|----|----|-----|

Call Info Tab

| | | | | | | | | | | | |
|---------------------|-----|-----|-----|-----|----|----|----|-----|----|----|-----|
| Call Detail Visible | Yes | Yes | Yes | Yes | No | No | No | Yes | No | No | Yes |
| Alerts Visible | Yes | Yes | Yes | Yes | No | No | No | No | No | No | Yes |
| Hide CDR | Yes | No | No | No | No | No | No | No | No | No | Yes |

Reports Tab

| | | | | | | | | | | | |
|-----------------|-----|-----|-----|-----|-----|----|-----|-----|----|-----|----|
| Reports Visible | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | No | Yes | No |
|-----------------|-----|-----|-----|-----|-----|----|-----|-----|----|-----|----|

Global Collect

| | | | | | | | | | | | |
|------------------------|-----|-----|-----|-----|----|----|----|-----|----|----|----|
| Global Collect Visible | Yes | Yes | Yes | Yes | No | No | No | Yes | No | No | No |
| Global Collect Edit | Yes | Yes | Yes | No | No | No | No | Yes | No | No | No |



The ENFORCER[®] Quick Reference Guide

Settings

| | | | | | | | | | | | |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Settings Visible | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

Site Admin

| | | | | | | | | | | | |
|-------------------------------|-----|-----|----|----|----|----|----|----|----|----|----|
| Site Admin Menu Visible | Yes | Yes | No | No | No | No | No | No | No | No | No |
| User Accounts Visible | Yes | Yes | No | No | No | No | No | No | No | No | No |
| Phone Sched Visible | Yes | Yes | No | No | No | No | No | No | No | No | No |
| Clone Inmate | No | No | No | No | No | No | No | No | No | No | No |
| Clone Inmate (Site 5015 only) | Yes | Yes | No | No | No | No | No | No | No | No | No |

ICS Admin

| | | | | | | | | | | | |
|-----------------------------|-----|----|----|----|----|----|----|----|----|----|----|
| ICS Admin Visible | Yes | No | No | No | No | No | No | No | No | No | No |
| System Admin Accounts Write | Yes | No | No | No | No | No | No | No | No | No | No |
| Sys admin. | Yes | No | No | No | No | No | No | No | No | No | No |

Commissary

| | | | | | | | | | | | |
|----------------------|-----|-----|----|----|----|----|-----|----|----|-----|----|
| Commissary Visible | Yes | Yes | No | No | No | No | Yes | No | No | Yes | No |
| Special Acct Visible | Yes | Yes | No | No | No | No | No | No | No | Yes | No |



Table II
Reports

Report Name

Number Status – A listing of phone numbers that have been entered into the system for special handling e.g. Blocked, Do Not Record, etc

Number History – The history of access and changes to a specified phone number with special handling

Debit Statement – A summary of calls charged to and payments to an inmate's debit account.

Debit Activity – A summary of all debit calls made by an identified inmate or all inmates including debit account number, number called, duration of call, Total calls and total minutes of each call.

Debit Transaction – A summary of the debit transaction for a particular between a specified date and time frame.

Call Detail – A summary of all calls and attempts for the specified date and time frame. Other criteria may be used to narrow the search, e.g. completed calls only, a particular inmate, a particular destination number and other criteria.

Inmate Calling List – A list of the allowed calling numbers on a specified inmates Personal Allowed Number (PAN) List

Inmate Status List – A list of all inmates showing their ID number, number of PANs, maximum PANs allowed, etc.

Inmate Suspensions – A list of all inmates on telephone suspension and the status of that suspension.

Station group – A listing of all inmates and the station group to which they are assigned.

Call Stats – A summary of each call type attempted and completed showing completion codes and number of each

Inmate Alerts – A listing of all inmate PIN alert calls made by any inmate.

Number Alerts – A listing of all destination number alert calls made to any number.

Volume Users – A listing of the inmates making the most calls for the specified time period. The number of calls for the threshold can be set by talk time or number of calls

Frequently Called Numbers – A list of all called numbers showing name of the called party, how many attempts to each and how many minutes to each.

Station Activity – A list of the total call attempts from each inmate phone station

Trunk Usage – A list of all outbound trunks and the number of calls routed to each by the inmate phone system.

ICSPlayer Quick Reference Guide

ICSPlayer is an advanced tool that provides the User with multiple options while playing back recorded audio files. The recordings (audio files) can be played to allow full conversation or partial conversation on either the Inmate or Called Party side of the line. Multiple bookmarks can be added to allow detailed notes at various intervals during the call playback. Segments can be added should loop playback be necessary to better understand certain parts of the call. Goto is a feature that allows the User to go to an identified portion of the call or jump to a particular timeframe in the recording during play back.

The screenshot displays the ICSPlayer application window. At the top left, the ICSolutions logo is visible. Below it, a table shows metadata for the current recording:

| Field | Info |
|---------------|---------------------|
| CSN | 2527218 |
| Date/Time | 2007-07-25 15:47:00 |
| Station Name | 2315 |
| Header Length | 25.9 |

Below the metadata, there are playback controls including a play button, a 'Goto...' field, a 'Mute' checkbox, and a 'Time/Total' display showing 25.899/336.620. There are also checkboxes for 'Inmate Waveform' and 'Called Party Waveform', and a 'View (percent):' display set to 100.000. A 'Loop Playback' checkbox is also present.

At the bottom, there are buttons for 'Bookmark Help...', 'Segment Help...', 'Add', 'Remove', 'Edit', 'Begin Sgmt', 'End Sgmt', and 'Clear Sgmt'. To the right, a 'Recording List' section contains buttons for 'Add Recording', 'Remove Recording', 'Save all...', and 'Save as...'. Below these buttons is a table listing recordings:

| Time (Sec) | Comment | CSN | Date/Time | Inmate ID | Inmate Name | Dialed Num... | Path/Filename |
|------------|---------------------|---------|---------------------|-----------|-------------|---------------|-------------------|
| 25.900 | End of audio header | 2527218 | 2007-07-25 15:47:00 | | | | C:\Recordings\... |
| | | 2505532 | 2007-07-24 16:10:09 | | | | C:\Recordings\... |
| | | 2505457 | 2007-07-24 16:03:52 | | | | C:\Recordings\... |
| | | 2505415 | 2007-07-24 16:00:31 | | | | C:\Recordings\... |

All features are activated by "Clicking" on the desired option.

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The screenshot shows the ICSPlayer application window. At the top left, there is a metadata table with the following data:

| Field | Info |
|---------------|---------------------|
| CSN | 2527218 |
| Date/Time | 2007-07-25 15:47:00 |
| Station Name | 2315 |
| Header Length | 25.9 |

Below the metadata table is a playback control area with buttons for Goto..., Mute, Inmate Waveform, and Called Party Waveform. It also includes a Time/Total slider set to 25.899/336.620 and a View (percent) slider set to 100.000. There are also checkboxes for Loop Playback and Celled Party Waveform.

At the bottom, there is a Recording List table with the following data:

| Time (Sec) | Comment | CSN | Date/Time | Inmate ID | Inmate Name | Dialed Num... | Path/Filename |
|------------|---------------------|---------|---------------------|-----------|-------------|---------------|-------------------|
| 25.900 | End of audio header | 2527218 | 2007-07-25 15:47:00 | | | | C:\Recordings\... |
| | | 2505532 | 2007-07-24 16:10:09 | | | | C:\Recordings\... |
| | | 2505457 | 2007-07-24 16:03:52 | | | | C:\Recordings\... |
| | | 2505415 | 2007-07-24 16:00:31 | | | | C:\Recordings\... |

Waveform is activated by clicking on the Inmate Waveform or the Called Party Waveform. Sometimes a 3 Way call can be seen as a flat line in the Called Party Waveform.

Mute can be activated for either side of the call, Inmate or Called Party, by clicking on the desired side of the call.

Loop Playback is often used to help the User understand certain parts of a call when slang language is being used or during fast talking conversations. However, two bookmarks and segments must be created before this feature can be activated.

Sliderbar can be used to aggressively move forward or backwards during audio file playback. To activate place the cursor on the slide bar of the Time/Total or the View/Percent and drag to the left or right.

Goto is activated by clicking on the item and entering the desired duration in seconds that you want the playback of the call to skip forwards to.

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The screenshot shows the ICSPlayer application window. At the top left, the title bar reads 'ICSPlayer'. Below it, the 'ICSolutions' logo is displayed. A metadata table is visible on the left side of the main window:

| Field | Info |
|---------------|---------------------|
| CSN | 2527218 |
| Date/Time | 2007-07-25 15:47:00 |
| Station Name | 2315 |
| Header Length | 25.9 |

Below the metadata, there are playback controls including a play/pause button, a 'Goto...' field, and checkboxes for 'Mute', 'Inmate Waveform', 'Loop Playback', and 'Called Party Waveform'. A progress bar shows 'Time/Total: 90.260/336.620' and 'View (present): 100.000'. Below the controls are buttons for 'Bookmark: Help...', 'Segment: Help...', and a 'Recording List' section with buttons for 'Add Recording', 'Remove Recording', 'Save all...', and 'Save as...'. The recording list is a table with the following data:

| Time (Sec) | Comment | CSN | Date/Time | Inmate ID | Inmate Name | Dialed Num... | Path/Filename |
|------------|---------------------|---------|---------------------|-----------|-------------|---------------|-------------------|
| 25.900 | End of audio header | 2527218 | 2007-07-25 15:47:00 | | | | C:\Recordings\... |
| 55.237 | test1 | 2505532 | 2007-07-24 16:10:09 | | | | C:\Recordings\... |
| 97.256 | test2 | 2505457 | 2007-07-24 16:03:52 | | | | C:\Recordings\... |
| | | 2505415 | 2007-07-24 16:00:31 | | | | C:\Recordings\... |

Bookmark is a comment that is associated with a specific timecode in an audio file. ICSPlayer has the functionality to allow the User to define an unlimited number of bookmarks for any audio file.

The **Add** button records the current position of the playback cursor and allows the User to record a comment for that timecode.

The **Remove** button will remove the bookmark that is currently selected in the record.

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The **Edit** button will allow the User to edit the bookmark that is currently selected. This does not allow the user to edit the timecode however – to place a comment at a different timecode, make a new bookmark at the new timecode and copy and paste the comment or enter a new comment.

The playback cursor (the yellow line) can be placed manually by clicking on the waveform. Also, the audio file does not need to be playing for a bookmark to be set.

The screenshot displays the ICSPlayer application window. At the top left, the 'ICSolutions' logo is visible. Below it, a metadata table shows the following information:

| Field | Info |
|---------------|---------------------|
| CSN | 2527218 |
| Date/Time | 2007-07-25 15:47:00 |
| Station Name | 2315 |
| Header Length | 25.9 |

Below the metadata, there are playback controls including a play/pause button, a 'Goto...' field, and checkboxes for 'Mute', 'Inmate Waveform', 'Loop Playback', and 'Called Party Waveform'. A progress bar shows 'Time/Total: 90.260/336.620' and 'View (percent): 100.000'. There are also buttons for 'Bookmark Help...', 'Segment Help...', 'Add Recording', 'Remove Recording', 'Save all...', and 'Save as...'. At the bottom, a 'Recording List' table is displayed:

| Time (Sec) | Comment | CSN | Date/Time | Inmate ID | Inmate Name | Dialed Num... | Path/Filename |
|------------|---------------------|---------|---------------------|-----------|-------------|---------------|-------------------|
| 25.900 | End of audio header | 2527218 | 2007-07-25 15:47:00 | | | | C:\Recordings\... |
| 55.237 | test1 | 2505532 | 2007-07-24 16:10:09 | | | | C:\Recordings\... |
| 97.256 | test2 | 2505457 | 2007-07-24 16:03:52 | | | | C:\Recordings\... |
| | | 2505415 | 2007-07-24 16:00:31 | | | | C:\Recordings\... |

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Segment Definition and Playback allows the User to define a segment of the currently loaded audio file for repeated playback. ICSPlayer uses bookmarks to define the beginning and ending of segments, but it can only define one segment at a time. When a segment is set, ICSPlayer cannot playback any audio outside of the beginning and ending of the segment.

Begin Segment designates the currently selected bookmark as the beginning of the segment.

End Segment designates the currently selected bookmark as the end of the segment.

Clear Segment will clear any currently set segment definitions.

The User must have at least two bookmarks defined in order to use segments. If a segment is defined and the "Loop Playback" checkbox is checked, ICSPlayer will repeat the defined segment (instead of the entire file) until the user stops it.

The screenshot shows the ICSPlayer application window. At the top left, there is a metadata table with the following data:

| Field | Info |
|---------------|---------------------|
| CSN | 2527218 |
| Date/Time | 2007-07-25 15:47:00 |
| Station Name | 2315 |
| Header Length | 25.9 |

Below the metadata table is a playback control area with buttons for "Goto...", "Mute", "Loop Playback", and "Called Party Waveform". A progress bar shows "Time/Total: 90.260/336.620" and "View (percent): 100.000".

At the bottom, there is a "Recording List" table with the following data:

| Time (Sec) | Comment | CSN | Date/Time | Inmate ID | Inmate Name | Dialed Num... | Path/Filename |
|------------|---------------------|---------|---------------------|-----------|-------------|---------------|-------------------|
| 25.900 | End of audio header | 2527218 | 2007-07-25 15:47:00 | | | | C:\Recordings\... |
| 55.237 | test1 | 2505532 | 2007-07-24 16:10:09 | | | | C:\Recordings\... |
| 97.256 | test2 | 2505457 | 2007-07-24 16:03:52 | | | | C:\Recordings\... |
| | | 2505415 | 2007-07-24 16:00:31 | | | | C:\Recordings\... |

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INMATE CALLING
ICSolutions

The Enforcer

Project: Escambia Detention Center
User: kdass
Ver: 0.404

Inmate Global Prepaid Monitor Call Info Reports Voice Records Site Admin R/S Admin Settings Logout

Inmate ID: Search... Start Date/Time: 07/26/2007 Search CDRs
Called Number: End Date/Time: More Search Criteria... Clear Search
Min secs: 120 CDRs Displayed: 100

Change Columns... Select all Select none Play selected call Burn calls to audio CD-R Burn calls to mp3 CD-R or Save locally Export call records to file Printable

Found 352 call records. Displaying records 1-100 [Next 100](#)

| Serial | Call ID | Call Type | Inmate ID | Pin | Language | Program | Phone Number | Bill Start Time | Call Type | Rate Type | Bill Time | Station ID | Phone |
|-------------------------------------|---------|-----------|-----------|--------------|----------|---------|----------------|---------------------|-----------------|------------|-----------|------------|----------|
| <input checked="" type="checkbox"/> | 2548287 | Normal | 5117 | 501313238700 | BARGE | HARRY | 1-850-207-4080 | 07/26/2007 13:52:51 | Prepaid collect | Intra Cell | 15:00 | 4209 | R20 |
| <input checked="" type="checkbox"/> | 2548263 | Normal | 5117 | 315417712400 | LICEA | SHARIKA | 1-321-514-5051 | 07/26/2007 13:52:13 | Prepaid collect | Intrastate | 15:00 | 2321 | 4N-4 CBD |

Loading Calls (Audio Files) into ICSPlayer To load calls into the ICSPlayer from the Call Info/Call Detail screen, Select the desired recordings and Click on "Burn calls to mp3 CD R or Save locally". The below screen will be displayed and "Save Recordings" should be chosen. Another screen will populate and Click on "Speex format" then Click "OK". This will direct the User to Microsoft Office and a Recordings Folder is suggested to store all audio files.

CDR Burner version 1.9

Please insert blank CD-R into CD-ROM drive

Drive: Start Burn
Speed: Save Recordings...
Cancel

If window pops up related to burning a CD, please close it.

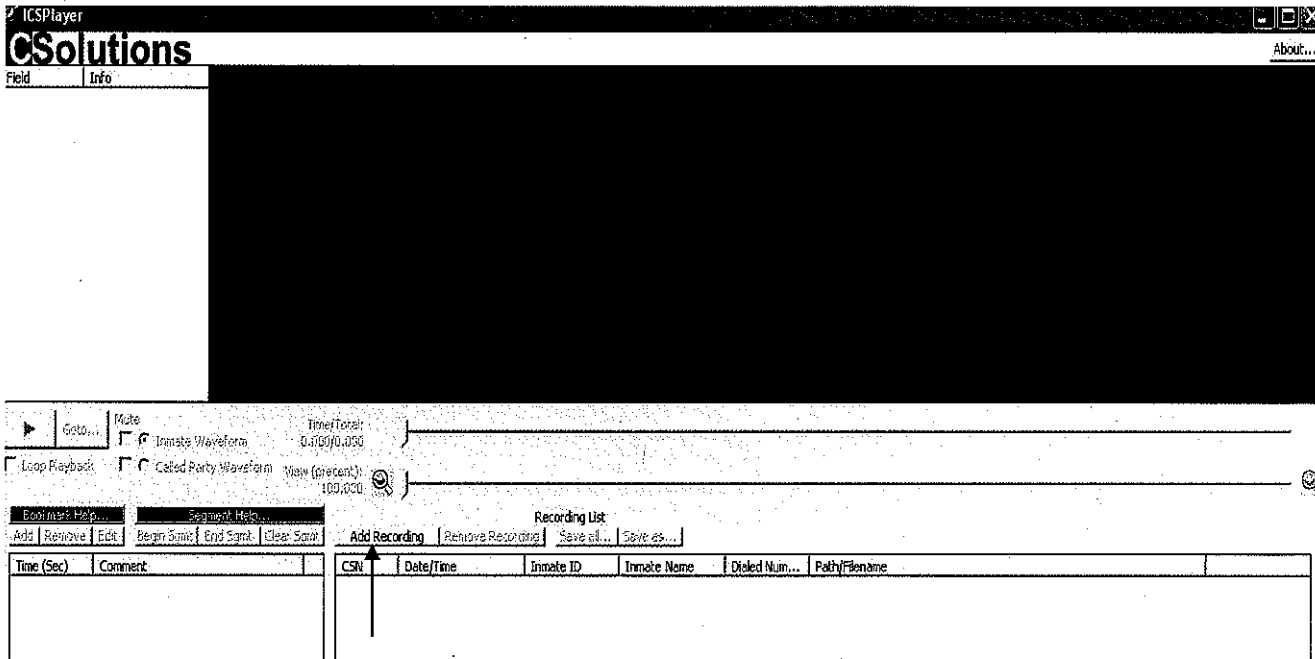
Choose file type

What format do you want to save the recordings in?

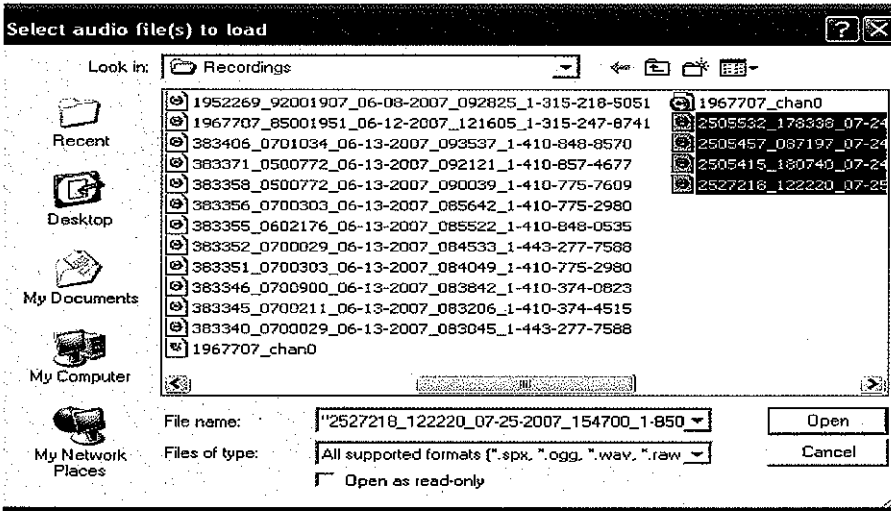
MP3 Format
 Speex format
 WAV format

OK
Cancel

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Adding Recordings (Audio Files) into ICSPlayer: Once calls or audio files have been stored into a Microsoft Folder they must be added into the ICSPlayer. Click on “Add Recording” and Click on the Recordings that you want to add to the ICSPlayer and Click on “Open”. Please continue to next page.



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The screenshot shows the ICSPlayer application window. At the top left, there is a table with the following data:

| Field | Info |
|---------------|---------------------|
| CSN | 2527218 |
| Date/Time | 2007-07-25 15:47:00 |
| Station Name | 2315 |
| Header Length | 25.9 |

Below this table are playback controls including a play button, a progress bar labeled 'Time/Total' with values '25.899/336.620', and checkboxes for 'Mute', 'Inmate Waveform', 'Loop Playback', and 'Called Party Waveform'. A volume control icon is also present.

At the bottom, there is a 'Recording List' table with the following columns: Time (Sec), Comment, CSN, Date/Time, Inmate ID, Inmate Name, Dialed Num..., and Path/Filename.

| Time (Sec) | Comment | CSN | Date/Time | Inmate ID | Inmate Name | Dialed Num... | Path/Filename |
|------------|---------------------|---------|---------------------|-----------|-------------|---------------|---|
| 25.900 | End of audio header | 2527218 | 2007-07-25 15:47:00 | | | | C:\Recordings\2527218_122220_07-25-2007_154700_1-850-432-9014.spx |
| | | 2505532 | 2007-07-24 16:10:09 | | | | C:\Recordings\2505532_178338_07-24-2007_161009_1-850-256-3759.spx |
| | | 2505457 | 2007-07-24 16:03:52 | | | | C:\Recordings\2505457_087197_07-24-2007_160352_1-850-479-8342.spx |
| | | 2505415 | 2007-07-24 16:00:31 | | | | C:\Recordings\2505415_160740_07-24-2007_160031_1-225-654-8636.spx |

Adding Recordings (Audio Files) into ICSPlayer: After Clicking on "Open" you will notice that the recordings (audio files) are now displayed in the ICSPlayer. From this point the User is now has the ability to select the various recordings and utilize the features that have been previously defined.

Remove Recordings: "Click" on the desired recording (audio file) and "Click" on Remove Recording. The recording will be removed from the ICSPlayer but will remain the Microsoft Folder and in the Call Info/Call Detail section of the system.

Save all: "Click" on "Save all" to save any bookmarks or segments that have been created in the recordings (audio files) or to burn to CD.

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