



Now you can **video-chat with your incarcerated loved one face-to-face in REAL TIME** when it's convenient... and when it matters most.

With Video Connect, you can participate in LIVE video calls on your smartphone or tablet. If you haven't yet, please download Securus Mobile from the app store, so you can take advantage of even greater options to connect with your loved one LIVE with the latest in audio-video technology.

Enjoy additional facetime and take your loved one with you to experience more of life's special moments together. Get ready to share birthday parties, holidays, events, ballgames... virtually anywhere you go, your loved one can, too!

Video Connect helps the incarcerated stay better connected to their source of inspiration – you, their family and friends.

SECURUS
Technologies®
an aventiv company

CONTACT US
972-734-1111
securustech.net



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You asked for it, and we listened.

**Welcome to
Video Connect.®**



FAMILY & FRIENDS

SECURUS Technologies®
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Next-Gen Video is Here.

You have access to our newest and most feature-packed video calling service ever!



Using Video Connect is as easy as 1-2-3.

- 1 To accept Video Connect calls from an incarcerated loved one on your personal device, please ensure you have a prepaid AdvanceConnect account, which you can load with credit or debit cards – **sign in/sign up on the Securus Mobile app and add funds in the AdvanceConnect section.**
- 2 Since on-demand video calls are initiated by your loved one, **download and set up the Securus Mobile app, sign up for Video Connect, and enable “Allow Video Calls” as well as camera and microphone access** in the AdvanceConnect section.
- 3 In your phone’s settings, **allow notifications for Securus Mobile.**

That’s it!

You’re ready to roll with Video Connect.

Scan this QR code or visit **securustech.net** if you’d like additional information about using Securus services.



Video Connect FAQs

- Q: What are the advantages of using Video Connect?**
- A:** Video Connect offers so many benefits for you and your incarcerated loved one, such as:
- ✓ **Savings** – With simple pay-per-minute billing, you are only charged for the time you use.
 - ✓ **Budget control** – Set up balance alerts and autopay options so you never miss a video call.
 - ✓ **On-demand availability** for your loved one – there is no requirement to schedule sessions in advance.
 - ✓ **Calling without limits** – Pending facility guidelines, Securus has no cap on the number of video calls your loved one can make each day!
- Q: May I decline an incoming Video Connect call?**
- A:** Yes. Just as with phone calls, you may choose to accept or reject any video call.
- Q: How do I get more information about Video Connect or troubleshoot problems?**
- A:** Securus has a recorded information hotline for Video Connect: 877-578-3658, press 1. You may also call our dedicated customer care team 24/7/365 at 972-734-1111 for assistance or funding options.
- Q: How long are Video Connect sessions and how much do they cost?**
- A:** For details, please scan the QR code on this brochure and click Facilities We Serve.

Top 10 Tips for Successful Video Connect Calls:

1. Fund your AdvanceConnect account to accept calls that are billed per minute.
2. Make sure you have a reliable, high-speed internet connection.
3. Keep other network usage low so you have enough bandwidth for video calls.
4. Use high-quality audio accessories (recommend a headset/earbuds with a microphone).
5. Ensure your environment has adequate lighting so your loved one can see you.
6. Limit visual and audio background distractions.
7. Turn off digital notifications so you’re not interrupted by dings and rings.
8. Be in a safe spot – do NOT participate in a video call while operating a vehicle.
9. Create balance alerts that let you know when to fund your AdvanceConnect account.
10. Set up autopay so you never have to worry about missing a video call from your loved one!