

WHAT YOUR FRIENDS & FAMILY NEED FOR REMOTE VIDEO VISITS

- A Telmate Verified Video Visit Account (They can create this account online at www.gettingout.com, or at any Telmate Kiosk located in the Visitor Lobby)
- A webcam, a microphone & speakers/headphones
- An Internet Browser. We support: IE 7, 8 or 9, Firefox 7, 8 or 9, Safari 4 or 5
- The current Adobe Flash update MUST be installed (If they are not sure what Adobe Flash version they have, go to <http://get.adobe.com/flashplayer> and update your computer to the most current version for free)
- High speed Internet connection (Dial up and satellite are not supported.)
- Test the internet speed at www.speedtest.net
- Test the webcam and microphone at: www.testwebcam.com