



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 money in your commissary account or funds deposited to your phone account by friends and family.

**Friends and Family can set up an account via the below methods:**

**Visit our website:**  
[www.ICSolutions.com](http://www.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, Western Union may be used for online or phone payments. Money Orders and Cashier's Check may be mailed in.

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

- 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 4 digit passcode. Dial all digits together before pressing #.

**Collect Calls**

- Select 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 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
- To make an international call, enter '011', country code, and the 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 1-505-542-4059 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 number followed by the '#' sign; press '41' to access the Inmate Voice Mail Messaging System, and the prompts.

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

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

To send and receive messages, friends and family can sign up at [jailatm.com](http://jailatm.com) and add you as a contact.

***"All personal inmate telephone calls, messages and visits are recorded and subject to monitoring at any time."***



Keeping people **CONNECTED** through technology.  
[www.ICSolutions.com](http://www.ICSolutions.com) | (888) 506-8407