

Placing a call

When you want to book a visit:

- call the normal booking line for the prison and say that you will be doing it by VC
- SPS will then email you a dial code and PIN.

Agents should ensure that they only dial from a **secure broadband network**. Use of the mobile phone network and mobile hotspots should not be used as this may compromise the security of the connection.

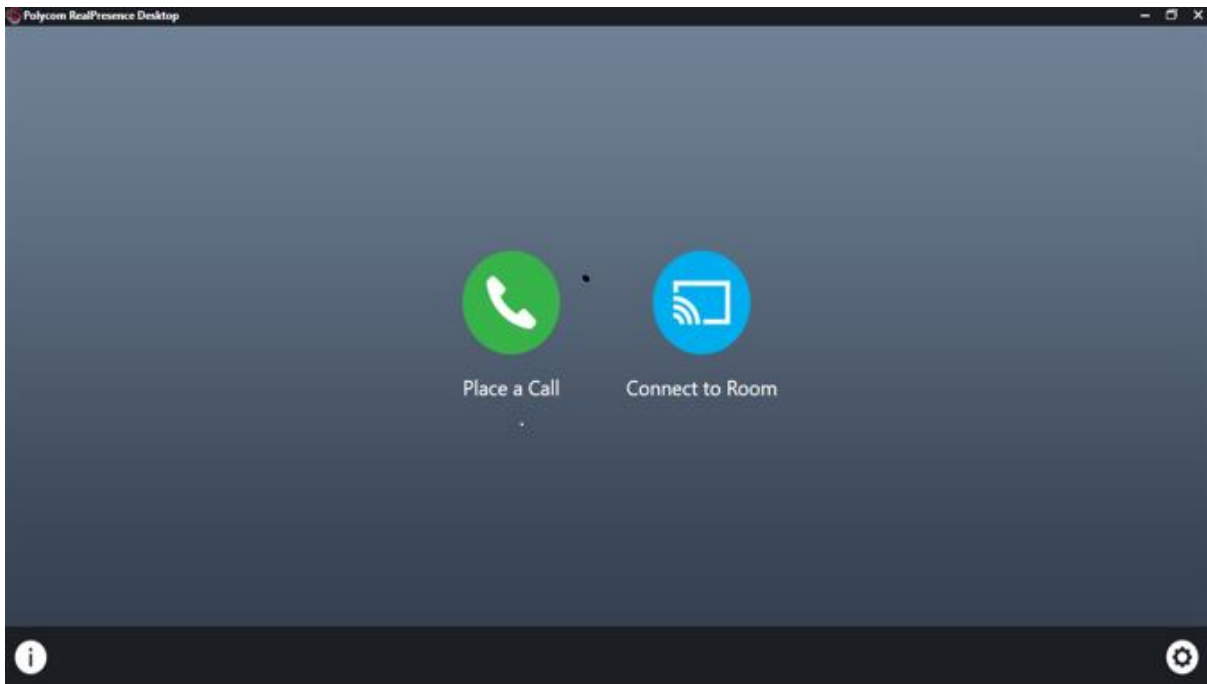
We would also suggest that when connecting from your office or home you should consider your surroundings and remove any personal items that you would not wish to be visible to your client.

Before opening the Polycom application ensure that other applications such as social media sites or news applications are closed. If these applications are running in the background and update during video link visits, this can impact the quality of the connection.

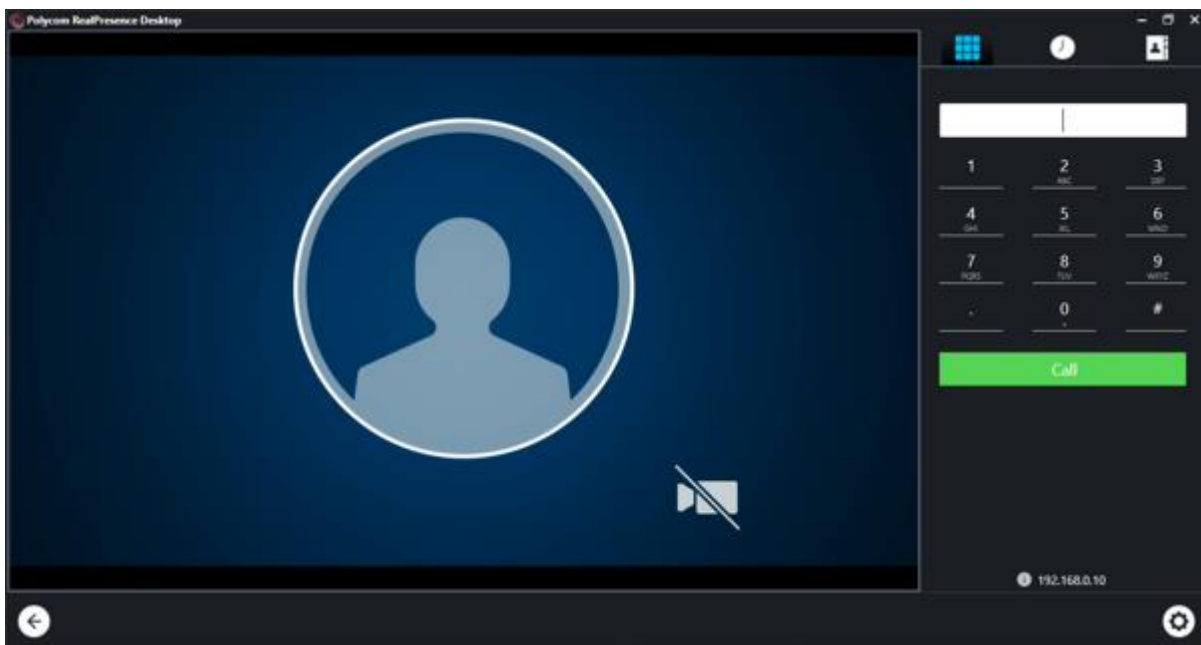
When you open the Polycom application you will have the option:

- to place a call
- connect to a room.

Please select the option 'Place a Call'



This screen will display. Ensure that your camera is on and allows Polycom access.



Enter the dial code which will be eight digits followed by [@uc.sps.gov.uk](https://uc.sps.gov.uk). You will then be asked for the four digit

PIN followed by the £ key. If the £ key doesn't display on the dial pad or it doesn't work, try the # key.