

SAMSUNG

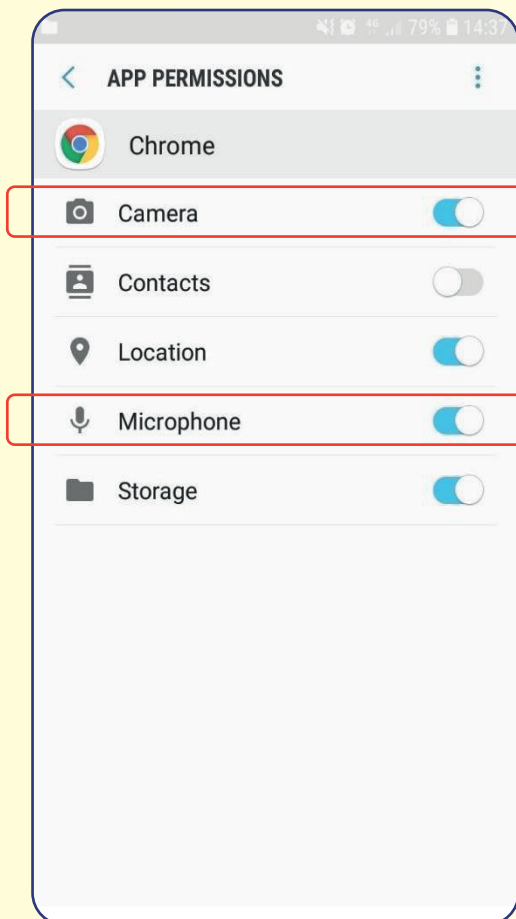
**Guidance For
Joining An Irish Prison Service
Prison Family Video Link
Using Samsung Devices**

The IPS Family Video Link will not operate unless:

Google Chrome is set as the Default Web Browser

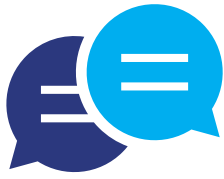


And



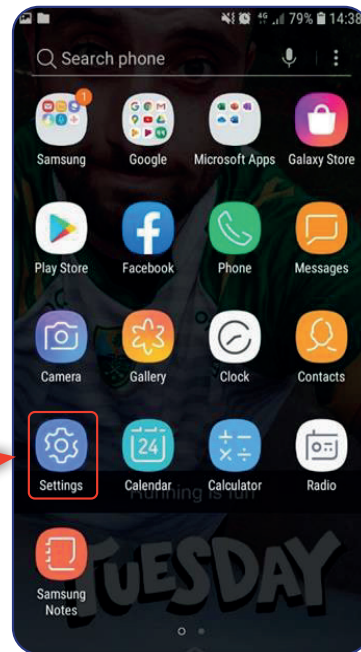
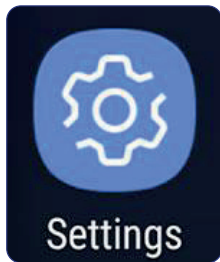
Camera and
Microphone
permissions are
granted to use
Chrome

This guide will explain how to do both.

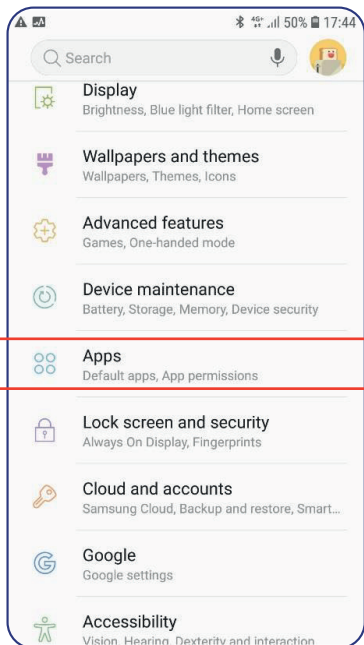


How to set Google Chrome as your Default Web Browser.

STEP 1 Tap on 'Settings'



STEP 2 Tap on 'Apps'



STEP 3 Tap on the 3 dots on the top right corner ...

CLICK HERE

... and tap on 'Default apps' from the options available

CLICK HERE

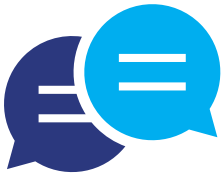
STEP 4 Tap on 'Browser app'

CLICK HERE

In this picture the Default Browser is "Samsung Internet"

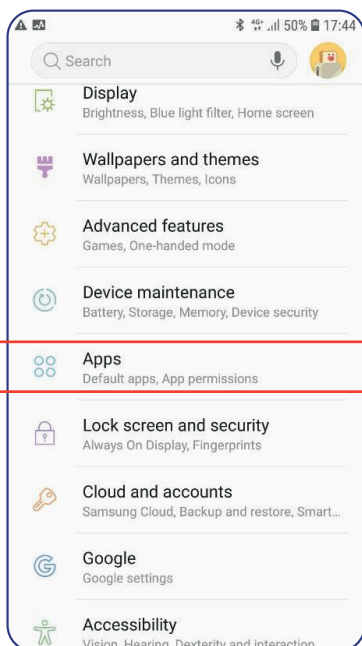
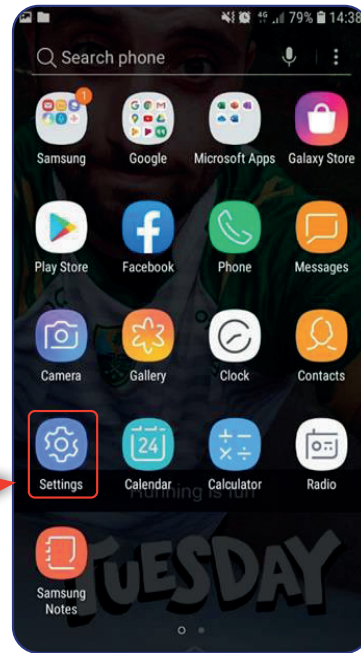
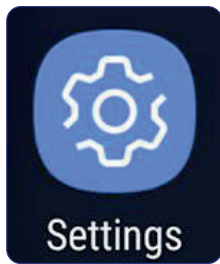
STEP 5 To change your Default Browser select 'Chrome'

CLICK HERE



HOW TO ENSURE THAT YOUR CAMERA and MICROPHONE SETTINGS ARE TURNED ON IN GOOGLE CHROME

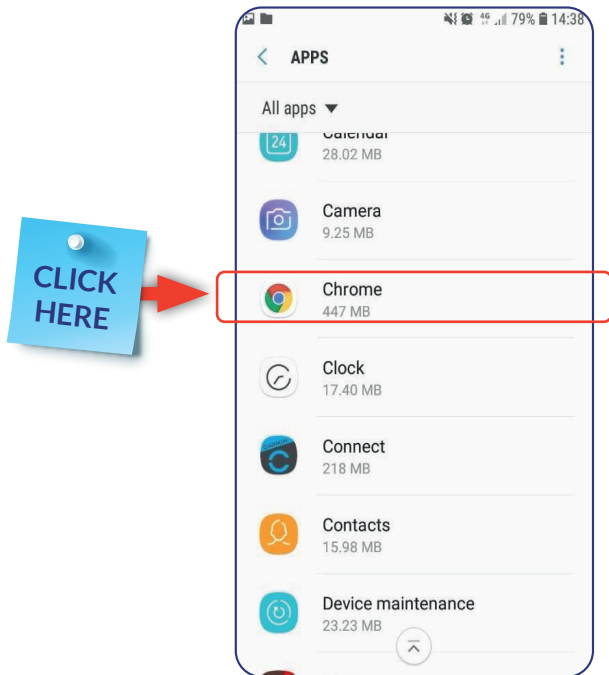
STEP 1 Open the 'Settings' App



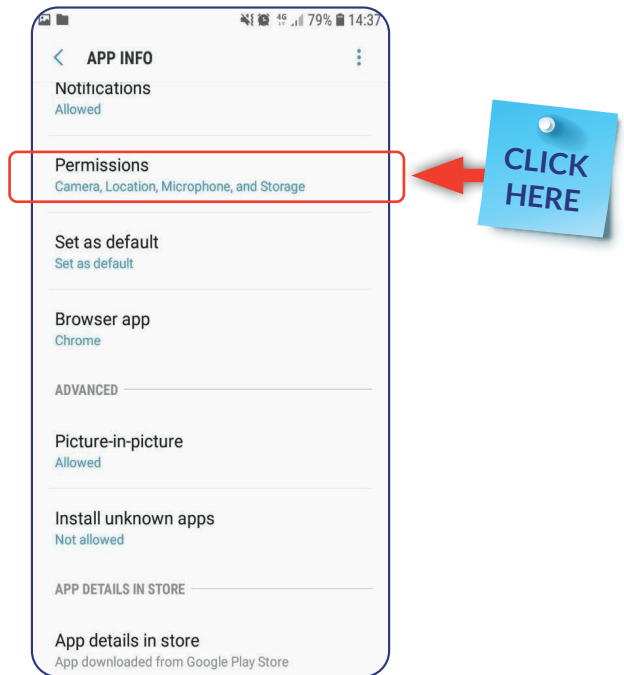
STEP 2 Tap 'Apps'



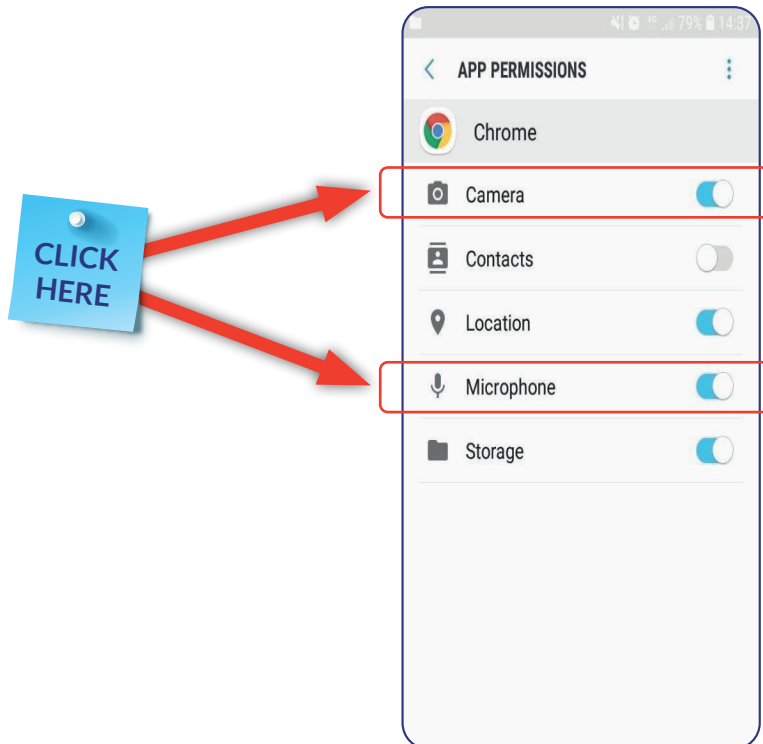
STEP 3 Tap 'Chrome' App



STEP 4 Tap 'Permissions'

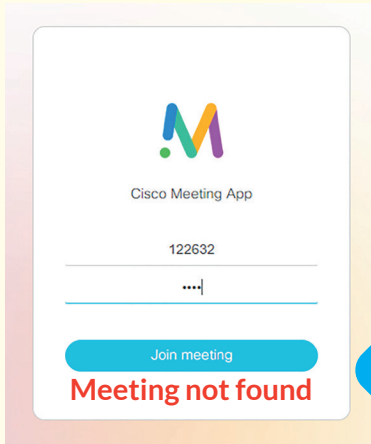


STEP 5 Turn on permission for 'Camera' and 'Microphone'





Trouble Shooting



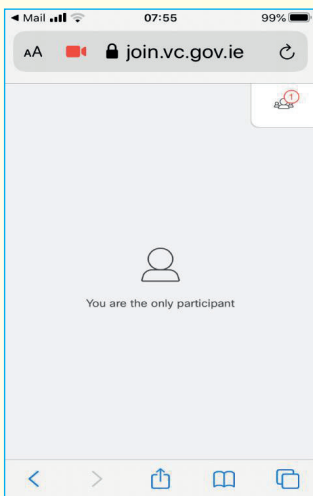
Problem: 'Meeting not found'

Solution: You have logged in too early or too late.

Solution: Log in again closer to the scheduled time.



**You may have logged in too early??
You may have missed the call??**



Problem: 'You are the only participant'

Solution: No one has logged in yet at the prison. Stay connected and wait until the other participant joins the link.



Problem: 'You can see the person in the prison, but you cannot hear them.'

Solution: Check the mute icon is not clicked and check the volume is turned up.

Problem: Your screen freezes or the call disconnects.

Solution: Close the CISCO application down, move to an area with greater wifi strength and click 'Join Call' again. You will need your Passcode number again.

Alternatively, use the 3G network rather than wifi, which may incur additional costs.



Problem: Your screen freezes.

Solution: Close the CISCO application down and click 'Join Meeting' again.



IRISH PRISON SERVICE

CREATING A BETTER ENVIRONMENT