Video Calling instructions:

Public information

1. Receive Invite text with link to Reliance website
2. Choose which version of the App you can use (Android or Apple)
   a. Select Google Play Store if you have an Android device
      i. Search for Reliance Connect if the link does not work
   b. Select Apple App Store if you have an Apple device
      i. Search for Reliance Connect if the link does not work
3. Sign in with Reliance Account if you have an existing account or create a new account
4. Follow the App setup steps to verify your phone number and make a test call to ensure initial connection.
5. Let the inmate know that you can receive video calls now

Public Tips and troubleshooting:

• You can fund an inmate’s account at www.reliancetelephone.com, video calling is the same as texting. Just click on “Fund Inmate Texting account”
• For best quality and results connect to a wireless network for video calling, this will also prevent data usage.
• If the call has issues (i.e. inmate/public side can’t see/hear the other, audio delay etc.)
  o Make sure you are on Wi-Fi
  o Close the App out and reopen it
    ▪ On an Apple device- double click the home button and then swipe up on the app
    ▪ On an Android device- this varies based on manufacturer
  o Uninstall and reinstall the app
    ▪ On an Apple device- hold your finger on the App icon until it shakes, then click the small “X” in the corner of the app icon
    ▪ On an Android device- drag the App icon to the uninstall option
• If you are still having issues you can email us at android@reliancetelephone.com or call our customer service Monday-Friday 8-5p CST 800-896-3201