



RELIANCE
SYSTEMS

ESTABLISHED IN 1983

Tel 800.896.3201

Fax 701.772.3757

1533 South 42nd Street
Grand Forks, ND 58201

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.)
 - Make sure you are on Wi-Fi
 - 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
 - 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