

# PROFESSIONAL

# INMATE

# COMMUNICATION OPTIONS



COLLIER COUNTY SHERIFF'S OFFICE - 3347 TAMIAMI TRAIL EAST, NAPLES, FL 34112

## ATTENTION!

Legal calls are no longer scheduled for our Attorney / Client Room. All professionals must utilize one of the inmate communications options listed on this flyer.



Create **one** SmartInmate account for inmate messaging, inmate phones & remote video visitation.

Get started by visiting [SmartInmate.com](http://SmartInmate.com) or contact Customer Care at 1-888-253-5178.



## INMATE PHONE CALLS

All professionals will need to create a SmartInmate account in order to receive confidential calls from inmates. **For your phone calls to be confidential, you must select that you're an attorney at the time of registration.**

Smart Communications offers different calling account options to allow you to pay for inmate phone calls in advance and stay connected.

**Prepaid Collect (PPC)** - allows family and friends to pay for collect calls they receive from an inmate in advance. The PPC account holder decides which phone numbers are allowed and how much they want to spend on receiving collect calls.

**PIN Debit** - family & friends can deposit funds directly into PIN Debit accounts. These account funds are owned by the inmate and can be used to pay for calls they place to any facility-approved phone number.



**To prevent disconnection, avoid the following during a call:**

- Press any button on the phone's keypad
- Attempt to transfer or perform a 3-way call
- Stop the conversation or place call on hold
- Use or answer "call waiting"

## VIDEO VISITATION

**Remote Visits** - SmartVisit Video Visitation allows you to have video calls with your client from the privacy of your office. Professionals can schedule and conduct remote video visits **Monday through Sunday 8:00am to 10:30am / 12:00pm to 4:00pm / 6:30pm to 10:00pm.**

*Please direct your visitation questions to the Sheriff's Office Visitation Center at (239) 252-9556.*



## IN-PERSON VISITATION

**In-Person Professional Visits** - Can be scheduled by contacting the Lobby Officer at (239) 252-9520 or by emailing your request to [ProfessionalVisits@Colliersheriff.org](mailto:ProfessionalVisits@Colliersheriff.org). These in-person visits take place in Attorney/Client. In-Person visits can be scheduled and conducted **Monday to Sunday from 7:00am to 10:45am / 12:30pm to 3:45pm / 6:45pm to 10:00pm.**

*Please direct your in-person visitation questions to the Jail by calling (239) 252-9520.*

## INMATE MESSAGING

SmartInmate accounts provide a two-way electronic messaging service that allows you to send and receive messages from your smartphone or PC **free of charge.**

Inmates can send and receive messages on secure, password protected kiosks or tablets.



## INMATE LEGAL MAIL

All **privileged/legal** correspondence including discovery, must be uploaded through [www.SmartInmate.com](http://www.SmartInmate.com) and there is a 60MB limit per upload at **no charge.** This is a confidential electronic mail system between the inmate and their legal counsel. Only the two parties have access through a secondary password for the inmate to access.

*In the event that legal mail must be provided in paper form due to an emergent need, legal counsel will need to obtain permission from Jail Administration by calling (239) 252-9515.*



**For questions, please contact Inmate Systems Management at (239) 252-9663. For billing inquiries, call 1-888-253-5178.**