INMATE CALLING
CONTROLLING CONNECTIONS

GTL's Inmate Telephone System is the most scalable and feature-rich communications platform available in today's dynamic corrections environment.

GTL's unique Inmate Telephone System (ITS) is a web-based, centralized, turnkey system that comes complete with all equipment, hardware, and software, including the network, circuits, recording system, telephones, and more. Everything is designed specifically for the needs of your facility and is maintained by GTL for the life of your contract.

Managed by the Inmate Call Manager (ICM) application, which is accessed from a single user interface that is browser-based, GTL's ITS provides a wide array of control mechanisms for administrators. Options include setting time windows for when calls are allowed, blocking specific numbers, establishing allowed lists by inmate, scanning calls for keywords, and generating reports.

GTL's ITS can be configured to include cutting-edge investigative solutions that mine valuable data from recorded inmate telephone calls, creating actionable intelligence. Designed with input from leading investigators, GTL's field-tested technology reveals previously hidden activities, identifies incriminating calls, helps investigators solve and prevent crimes, and increases the safety of everyone in a facility.

- **Voice IQ®** saves the inmate's voice recording to compare it to future calls.
- **Phone IQ™** identifies a called party's phone type.
- **Called Party IQ®** detects two or more calls made simultaneously from a GTL system to the same number.
- **Location IQ®** provides geographical coordinates of a called party phone receiving inmate calls.
- **Call IQ®** searches call recordings for keywords or phrases.
- **Reverse Lookup** displays the billing name and address for a specific phone number, along with a street map or satellite image.

Investigators can easily send a secure email link to others in order to play or download recorded calls. ICM also provides convenient access to listen to call recordings from smartphones and tablets on Android, iOS, and other platforms.

In addition to inmates making collect, prepaid collect, and PIN Debit calls from the ITS, inmate friends and family members can use **Inmate Voice Mail** to leave a voice message for an inmate 24 hours a day, 7 days a week without the need to contact the facility. The system is secure and PIN-protected, and all voice messages are recorded, monitored, and subject to playback. For added convenience, facilities can use this feature to make announcements to inmates.

GTL offers a variety of calling options. More information can be found on www.connectnetwork.com.