

# SECURUS VIDEO CONNECT TECHNICAL SPECIFICATIONS \ REQUIREMENTS

## Technical Specifications

Note: Securus is not responsible for the quality of your Internet connection or for the setup and operation of your computer, web camera, or other hardware. Problems related to your Internet connection or hardware should be directed to your Internet service provider or a qualified computer repair technician.

## Internet (DSL, Cable, Fiber) Speed

- 256KB minimum upstream and downstream speed
- To test network speed, go to [speedtest.net](http://speedtest.net).

## Configurations Supported by Securus Online

- Windows (XP, 7, 8, 10) with Firefox or IE 9, 9, 10, or 11
  - To optimize performance for IE 9, 10, and 11, add "securustech.net" to Compatibility view settings.
  - Verify the latest Java software is installed – get it at [www.java.com](http://www.java.com). Only one version is needed.
    - If the camera doesn't work, uninstall all Java versions, reboot your PC, and install the latest version of Java.
    - Add <https://securusvideovisitation.securustech.net> to the exception list under the security tab in the Windows "Control Panel" under Java control panel.
- MacOS 10.9+ with Firefox or Safari.

## Supported Smart Phones (running the Securus Video Visit application)

- Android 4.0+
- Apple iOS 8.0+

## Notes about video and sound

- Most built-in cameras on laptops, tablets, and smartphones provide sufficient picture quality.
- Visit is being monitored and recorded.
- Do **NOT** use while driving.
- Headset or earbuds with microphone recommended.