

## Deposit Options

### Calling Accounts

There are a variety of ways to deposit funds into calling accounts. Once processed, deposited funds are available for immediate use.

**Online** - quick, convenient, secure and available 24/7/365. Visit [www.smartinmate.com](http://www.smartinmate.com) and log into your account.

**Live Operator** - available 7 days a week from 7:00am to 12:00 Midnight EST by calling our toll-free Customer Care at 888-253-5178.

**Lobby Kiosk** - some facilities have lobby kiosks where deposits can be made with credit card or cash.

**Automated Operator** - available 24/7/365 by calling our toll-free Customer Care at 888-253-5178 and selecting "Make a Deposit" from the automated menu.

**Mail** - deposit funds via money order or certified check. Include the phone number of the Prepaid Collect (PPC) or PIN Debit calling account in which funds are to be deposited. Also include the phone number of the party depositing funds. Make payable to "Smart Communications" and mail to:

Smart Communications Deposit Center  
P.O. Box 9179  
Pinellas Park, FL 33780

Notes: Online, Kiosk and automated operator deposits are subject to a \$3.00 processing fee. Live operator deposits are subject to a \$5.95 processing fee. Deposits sent through mail are not subject to a processing fee.

\*\*Varies by location

### SmartInmate™ Accounts

SmartInmate™ account funds can only be deposited online. Visit [www.smartinmate.com](http://www.smartinmate.com) and log in to your account. A minimum \$5.00 deposit is required. Each deposit is subject to a \$1.50 processing fee.

## Postal Mail Tracker

Mail that you send to an inmate through the postal service will be processed off site and delivered to the inmate on password protected kiosks or tablets. The MailGuard® service is free and ensures the safety of everyone.

Sign up for a free account at [www.mailguardtracker.com](http://www.mailguardtracker.com):

- View delivery status
- Receive rejected mail notifications
- Download copies of processed mail

### MailGuard®

All regular inmate postal mail (postcards, letters, greeting cards, etc.) will be scanned into the system and available to the inmates to view their postal mail via the kiosks.

All Inmate postal mail must be sent to the following address:

Smart Communications/ Middle River  
Regional Jail  
Adam Smith #123456 (example  
inmate) PO Box 9179  
Seminole, FL 33775-9174

The inmates' name and booking/ID number must be clearly printed on the outside of the envelope or post card to ensure the mail is posted to the current account.

### Questions?

Contact Customer Care at 888-253-5178 or visit [www.smartinmate.com](http://www.smartinmate.com)

### Corporate HQ

Smart Communications  
10491 72nd St.  
Seminole, FL 33777



## Staying Connected Resource Guide



## Getting Started

Visit [www.smartinmate.com](http://www.smartinmate.com) or contact Customer Care at 888-253-5178 to create your account and deposit funds.

Calling account funds can be used for:

- Prepaid Collect (PPC) phone number(s) to receive prepaid calls or leave voicemails
- PIN Debit for inmates to make prepaid calls

SmartInmate™ account funds can be used to:

- Send "postage paid" messages
- Open/read "collect/COD" messages
- Send digital photos to your loved one
- Schedule/conduct Remote Video Visitations

## Messaging

SmartInmate™ provides a two-way electronic messaging service that allows you to send and receive messages from your smartphone or PC.

Inmates can send and receive messages on secure, password protected kiosks or tablets stationed at the institution.

## Photo Delivery

SmartInmate™ also provides a one-way photo delivery service. Photos can be accessed by inmates an unlimited number of times.

## Customer Care

Our Customer Care Call Center is open 7 days a week, twenty-four hours a day and can be reached toll-free at 888-253-5178.

Our friendly, knowledgeable, U.S. based Customer Care representatives are prepared to assist you:

- Create an account
- Deposit funds into an account
- Communication service questions and rates
- Billing and refund questions

## Inmate Telephone Service

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.

**Voicemail Exchange (VMX™)** - PPC calling account funds can also be used to leave voicemails for an inmate.

**PIN Debit** - family and 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 buttons on phone's dial pad
- Attempt to transfer or perform a 3-way call
- Stop the conversation or place call on hold
- Use or answer "call waiting"

INMATE TELEPHONE SYSTEM PER MINUTE CALL RATES			
Call Type	Collect	PPC	PIN Debit
Local	\$0.13	\$0.13	\$0.13
IntraState	\$0.13	\$0.13	\$0.13
InraLATA	\$0.13	\$0.13	\$0.13
InterState	\$0.13	\$0.13	\$0.13
InterLATA	\$0.13	\$0.13	\$0.13
International	\$0.13	\$0.13	\$0.13

\*Rates exclude taxes & fees

## Remote Video Visitation

SmartVisit Video Visitation allows you to have video calls with an inmate from the comfort and privacy of your own PC with web camera and internet connection.

- Include your loved one in everyday activities, birthdays, holiday gatherings, etc.
- Saves time, expense and hassle of traveling to the facility
- More comfortable visiting experience for younger children



### INMATE VISITATION SYSTEM

	On-Site	Remote	VOD
<b>Rate</b> (per min.)	FREE	\$0.20	\$0.20

Please review this guide to learn more about the communications services at Middle River Regional Jail to help you and your loved one stay connected.