



## The Illinois Department of Corrections

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### MEMORANDUM

DATE: 9/11/25

TO: All Individuals in Custody

FROM: Director Latoya Hughes

SUBJECT: ICSolutions Phone Dialer Application Launch and Electronic Messaging Update

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Beginning the **week of September 15**, IDOC will enable a Phone Dialer application on ICSolutions tablets statewide. This application will allow each individual in custody to place phone calls directly from their tablet when connected to Wi-Fi.

#### Call Limits and General Usage:

Since this is the first time IDOC is expanding personal phone access to every individual, the Department will impose an **initial** daily limit of 15 total calls (tablets/wall phones) to ensure the system is not overloaded. IDOC selected this initial number based on current usage data, which shows most individuals make fewer than 15 calls per day. **The call limit will be revised as needed.**

- Each tablet call is limited to 20 minutes with a 10-minute lockout period between calls, the same as wall phones.
- Individuals will pay for calls on the application using ICSolutions Units from ICS Debit Phone Accounts, the same process as the wall phones.
- The phone dialer application will only function in Living Units and Dayrooms.

#### Using the Phone Dialer for the First Time:

- When you open the Phone Dialer application on your tablet for the first time, you will see a prompt asking if you agree to monitoring and recording.
- You must select '**Allow**' to use the application.
- If you select '**Deny**,' the tablet will not enable the application.
- If you initially select '**Deny**' and then change your mind, you must turn in your tablet, and staff will reassign it to use the Phone Dialer application.

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*Mission: To serve justice in Illinois and increase public safety by promoting positive change for those in custody, operating successful reentry programs, and reducing victimization.*

### Phone Dialer Downtime:

- The application will not be available from 12:00 a.m. until 8:00 a.m.
- Facilities may also temporarily shut down the Phone Dialer application on tablets when necessary for emergencies.

### Phone Dialer Oversight and Management:

- **IDOC rules regarding prohibited phone calls remain in effect** with the Phone Dialer Application. This is a reminder that abuses of the phone system are not permitted.
- Any attempts to misuse the application could result in disciplinary action in accordance with Department Rule 504 and Administrative Directive 04.01.118.

### Connectivity:

- Connectivity may be limited in certain areas. Additionally, when many individuals place calls simultaneously, **call quality may decrease, or calls may become disconnected.**
- ICS will return to facilities to upgrade the system in the future, which should expand signal coverage and improve connectivity.

### Electronic Messaging Update:

- **Effective Friday, September 12,** the delay on electronic messages will be reduced for most outgoing and incoming messages at all facilities with tablets. This change is possible due to enhanced security measures implemented by the vendor.
- As a reminder, all messages are screened and monitored. Some messages may continue to be held for review if they are flagged for safety and security concerns.
- Abuses of electronic messaging are not permitted, and any attempts to misuse the system may result in disciplinary action in accordance with Department Rule 504 and Administrative Directive 04.01.118.

As communication access expands and usage increases, we will closely monitor system performance to ensure the applications and network operate correctly and will make adjustments based on feedback as needed. We understand that these new features may not function perfectly at first, and we appreciate your understanding and patience as we work to enhance our communication services for you and your loved ones.

Please encourage your loved ones to visit the IDOC website for the latest updates. If you have any questions or concerns, please contact your assigned counselor for assistance. Thank you.

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