

# World's First Internet Home Televisit with Videoconferencing

The Singapore Prison Service allows inmates to have visitors on their scheduled visit days. On these occasions, the inmate's visitors often have to travel to distant and remote locations to make the visits.

The Prison Service wanted to provide prison visitors with a convenient and comfortable way of visiting their loved ones by using videoconferencing. Thus, the world's first Internet Home Televisit was born.

## Internet Home Televisit (IHT)



The Internet Home Televisit system allows visitors to visit their loved ones from visitor centres such as the Prisons Link Centre at the Cisco Centre in Jalan Afifi. These visitor centres are linked to the Changi Prison Complex (CPC) and the other remote prisons via videoconferencing technology.

The IHT system consists of Tandberg videoconferencing systems, Gateways and management software developed by NETe2 Asia to manage the day-to-day workflow of the entire IHT.

To ensure top quality performance and reliability, Tandberg videoconferencing systems were used for this important project. Tandberg systems are known worldwide for their high standards in premium quality video and audio technology.

Video calls between the inmates and the CPC visitor centre are made via LAN (local area network) while calls between the inmates and the remote visit centres, via the Tandberg Gateway.

The Tandberg Gateway provides seamless integration between ISDN and IP videoconference calls.

The Tandberg Management System (TMS) is also used to enable IHT administrators to manage and maintain the entire videoconferencing network. The TMS is a web-based software which reduces costs and saves time by delivering real-time information and powerful diagnostic tools.

## Televisit from Home

In fact, relatives of inmates are also able to Televisit from their homes using videoconferencing via broadband Internet access. To enable this, the IHT system is integrated with the public Internet.

Visitors only need a web camera and a computer with Internet access. Each registered IHT home user is given a restricted software to install on their computer. They are issued user IDs and passwords to log on to the system, which enables them to schedule an appointment online, subject to the approval of the Prison Service.

On the day of the scheduled Televisit, the visitor at home turns on the IHT computer system and awaits the actual visit. At the time of the session, the system would automatically initiate the session. Once the session is connected, the visitor will be asked to show their identity card for verification to the prison officer on duty.

## IHT's Successful Implementation

The Internet Home Televisit implementation by the Singapore Prison Service and NETe2 Asia is a major success that has set a high standard for prisons around the world to follow.

For more information on NETe2 Asia, visit [www.nete2asia.com](http://www.nete2asia.com).



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