

Troubleshooting video visitations

You may experience some difficulties during your video visitation. You can try some of the solutions below.

Devices not detected

When you connect to a Video Visitation, the JPay system makes sure your audio and video devices are connected and properly configured. If you receive an error message that says your microphone and camera were not detected, make sure the devices are securely plugged into your computer and try to test your equipment again.

The retest will tell you if your equipment is set up improperly or is not in good working order. If the test indicates that your setup is fine, and you are able to see moving images and hear audio in the testing frame, try to connect to your Video Visit again.

No video

If the video is not working for your video visitation, do one of the following:

- check to see that your camera is connected.
- check to see that you have the latest version of Adobe Flash Player installed. [To see what version of Adobe Flash Player you have click here.](#)

[To download the latest version of Adobe Flash Player click here.](#) Click **Download now** and then follow the instructions to download and install Adobe Flash Player.

No audio

If the audio is not working for your video visitation, do one of the following:

- check to see that your audio system is not muted.
- check to see that your speakers are connected.
- if using a headset check to see that it is connected.

If your problem is still not resolved

If your video visitation is still not working after troubleshooting then please call JPay customer service:

(800) 574-5729