

Attorney-Inmate Remote Conference Guidelines

Rowan County now has Cisco DeskPro Mini devices installed in conference or visitation rooms in both the main Detention Center and the Annex. As a result, it will be possible for attorneys to confer with inmates via WebEx through a secure, confidential remote connection. The inmates will be alone in the rooms, and the conversations will not be recorded by the Detention Center or Annex staff, offering the same level of privacy as an in-person visit.

Also, the Detention Center and Annex have investigated utilizing a system whereby attorneys can visit with the inmates using their tablets. This system would be run through the service provider for the Detention Center and Annex tablets. It is not currently in use, but in the event it is added in the future it is included in the guidelines.

With the two DeskPro units currently in service as of the date of these guidelines, February 2025, the only available WebEx option is a WebEx CALL. WebEx meetings may not currently be scheduled due to an equipment issue. When that issue is resolved, meetings may also be used.

Here are the guidelines for scheduling and conducting such conferences:

1. Virtual meeting requests may be initiated by either the inmate, by emailing the attorney through the jail kiosk or through “jail mail” or by the attorney. Once the attorney receives a request to schedule a conference or wishes to initiate a request for a conference, they should send an email to JLMainRV@rowancountync.gov for inmates in the main jail and to JLAnnexRV@rowancountync.gov for inmates in the Annex. All detention supervisors and Admin Staff will have access to those and will check throughout the day.
2. Conferences will need to be scheduled by the day before the conference is desired, preferably 24 hours, if possible, to give the detention center and annex personnel sufficient opportunity to get them scheduled and make sure the inmates are available. If an attorney wishes to schedule a conference on a shorter time frame, they will need to contact the RCDC admin on duty.
3. Conferences will be booked in 30-minute blocks. If you believe you need longer than 30 minutes, book consecutive slots. If you want to book consecutive slots for different inmates, but are booking them at different times, then notify the scheduler that you have a previously scheduled time slot for a different inmate and see if there is a way the request can be accommodated.
4. Conferences will be booked during designated times so as not to interfere with regular activities such as mealtimes or roll calls conducted by the detention staff. If you need a time other than a designated time, contact the on-duty admin staff or detention supervisor to request. The detention center admin staff can advise as to what hours are available and anticipate evening visitation hours will be open as well.
5. Conferences will be booked on a first come, first served basis. If there are competing requests for a time slot, the scheduler will determine priority based on the age of the case, punishment classification (with highest punishment classification cases having priority),

status of the case (such as if it is on a trial calendar or is currently being tried), or other factors determining the urgency of the conference.

6. Detention center supervisor or admin staff shall send an email reply to the requesting attorney confirming the date and time of the visitation, the address of the DeskPro unit (main or annex) for the appropriate visitation room where the conference is scheduled to be heard, and shall be responsible for the inmate being in the room at the designated time.
7. Once a time slot has been booked, the attorney shall either (1) create a WebEx meeting and send the link therefore to the appropriate DeskPro unit email address, which shall be provided to Attorney by Scheduler when the time block is reserved, or (2) send an email to the jail requesting a time for a WebEx call, which must then be initiated **by the attorney at the designated time.** For WebEx meetings, Scheduler will arrange for the inmate to be in the designated visitation room and will activate the DeskPro to join the meeting, then leave and not return until the scheduled end time. For WebEx calls, the system is configured to automatically answer the call when it comes in, so the jail will have the inmate in the WebEx room designated in the reply email to the attorney. The DeskPro unit will automatically answer when the WebEx call is placed by the attorney to the designated DeskPro unit (main jail or annex) at the scheduled time. Once the call is placed and the unit answers, the detention center staff member will leave and return at the designated stop time. DeskPro addresses to call shall be on Exhibit A.
8. If the visit is to be done via the Paytel/Homewav inteleVISIT system using the inmate's tablet, the same process shall be followed with respect to reserving a time slot and then the attorney is responsible for scheduling the visit using the app or website and send a confirmatory email to Scheduler that the visit has been scheduled with the day and time and noting that it will be via tablet so that the detention staff can make appropriate arrangements. **PLEASE NOTE: As stated in the opening, at this time the Paytel option is NOT available. If/when it becomes available, an email update will be sent.**
9. Court usage will have priority over attorney conferences. If an inmate is scheduled for a court appearance via video, CRAVE or otherwise, that will take priority both as to the availability of the inmate and the availability of either system for conferences.
10. As with in-person conferences, prohibited or sensitive information shall not be transmitted, nor shall inappropriate material be shown or discussed.
11. The system shall be used for legal communication purposes only. It shall not be used to facilitate personal communication or visitation between third parties and the inmate.
12. Violation of Guidelines shall be reported to the appropriate authorities and shall subject the violators to suspension of access via the remote conference system and/or other sanctions as merited. Hopefully no reminder that more serious sanctions are available if any laws are violated needs to be given, but if not, remember that these guidelines do not supersede either the law or the ethics rules.

This the 11th day of February, 2025.


Michael S. Adkins
Senior Resident Superior Court Judge
Judicial District 27

UPDATED: 3/19/2026

Addresses needed to contact Jail through WebEx Call:

Rowan County Jail Main:

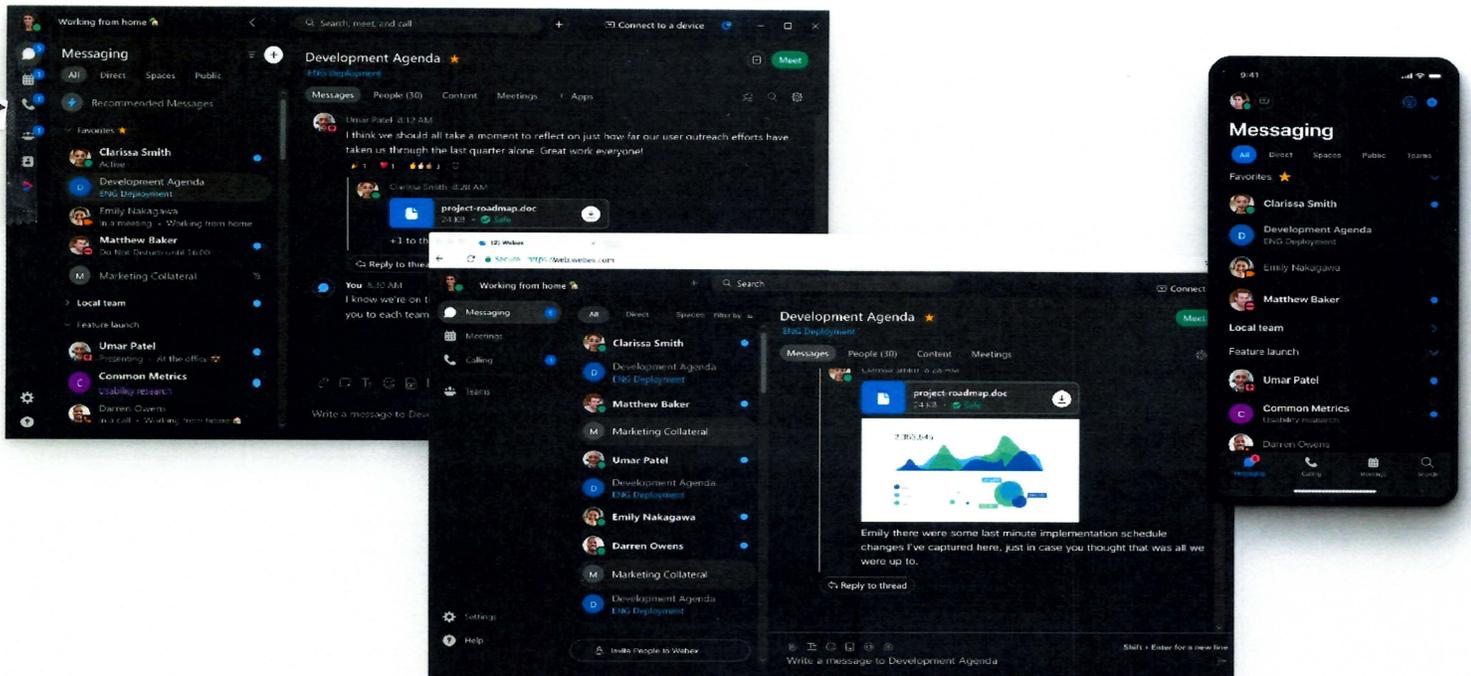
**[rowan_county_jail_-_desk_2_dc@nccourts.rooms.
webex.com](mailto:rowan_county_jail_-_desk_2_dc@nccourts.rooms.webex.com)**

Rowan County Jail Annex:

rowan_county_jail_-_desk_1@nccourts.rooms.webex.com

WebEx Instructions:

****Select the Calling Button.**



*****Enter one of the following Email Addresses in the “Search or Dial a Number” box and hit the Video button.**

Rowan County Jail Main:
rowan_county_jail_-_desk_2_dc@nccourts.rooms.webex.com

Rowan County Jail Annex:
rowan_county_jail_-_desk_1@nccourts.rooms.webex.com

