



Oregon

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Subject: Update on the Music Warden MP3 System

MP3 player pre-sales will begin September 10, 2012 (not September 1 as originally communicated). 4 GB players will cost \$119.99 and 8 GB players will cost \$139.99 (DOC is offering a \$25 rebate for inmates who turn in a functioning CD player – see rebate section below for more information). MP3 players will be available at the same incentive levels as CD players. Delivery of MP3 players purchased during the pre-sale period will begin October 1, 2012.

MP3 players will take about two to three weeks to deliver. The players are not kept in inventory. Canteen will order them as they are purchased, similar to other high cost items.

Music

Inmates will have about 6 million song titles to choose from. They will purchase music from canteen, which will be placed on a music account with the vendor, much like funds for telephone calls are on an account with Telmate. Inmates will select the songs they want to buy directly from their MP3 player. Then they will connect their MP3 player to the Music Warden kiosk. They should have access to a Music Warden at least once per week.

The 4 GB MP3 player holds about 700 songs at once and the 8 GB MP3 player holds about 1,400 songs at once. Inmates will always own all the songs they buy, no matter how many (even if it's more than 700 or 1,400). Songs in excess of an MP3 player's storage will be stored on the vendor's server. Inmates can switch out songs on the MP3 player by "deleting" songs off their player – this does not actually delete songs, it just moves them to storage on the vendor's server, and inmates can always get them back. If the MP3 player is destroyed or inmates want to upgrade, they still own all the music they have purchased. They just purchase another player, and get all their old music back.

Music Warden Kiosks

The Music Warden kiosks (where inmates will connect their MP3 player to download ordered songs) will be installed beginning in late August. **Kiosks will be located where the greatest number of inmates can reach them. As more MP3 players are purchased, more kiosks will be installed.** Kiosks may be located inside and/or outside. All kiosks will be able to connect with at least two MP3 players at once, although some can connect with four at a time.

First, the kiosk checks to see if the MP3 player is valid (it is valid if it hasn't been reported stolen and hasn't had any restrictions placed on it). If it is valid, the kiosk checks to see that the inmate has money on his/her account for music. Each master kiosk holds several thousand songs on its hard drive. If the inmate selected songs that are in the kiosk hard drive, the songs download right then (all kiosk models take eight seconds per song to download). If the inmate selected a song that is not in the master kiosk, it will download from the vendor's storage at midnight that night. The song will be available in every DOC master kiosk the next day, but the inmate will have to go back to the kiosk to connect the MP3 player to download the song.

The MP3 players come with instruction booklets and ear buds. The players need two AA batteries. Inmates can purchase accessories like protective covers for the MP3 unit, AC power adaptors, keyboards, and screen protectors. MP3 players and any accessories will be distributed by canteen staff.

It will be important that inmates report an MP3 player that is stolen. If an inmate reports a player stolen, the vendor can lock it down so that it does not work until DOC asks the vendor to unlock it. However, a stolen MP3 that is not reported as stolen can be connected to a kiosk by anyone and music downloaded from the inmate's account. Any DOC staff can hold down the menu button for three seconds and get the SID number of the registered owner of the MP3 player. We are working with the vendor to download inmate photos along with SID numbers.

The MP3 player should be connected to a Music Warden kiosk every 30 days, even if the inmate does not buy new music. If the inmate does not connect to a kiosk within 30 days, the player will not work until connected again to the kiosk. Once connected to the Music Warden kiosk, the inmate can use the player without connecting for another 30 days.

What to Do with an MP3 Player After Release

When an inmate releases from DOC custody, the vendor will be informed. If the MP3 player is connected to a Music Warden kiosk after the registered owner's release, it will be shut down. If the MP3 player is connected to anything other than a Music Warden kiosk (such as a home computer) it will be deactivated.

After release, inmates can pay \$24.99 to ship the player to the vendor and they will remove the security features and then return the player to the address the inmate provides. Shipping the player back is included in the \$24.99. If the MP3 player is plugged into anything other than a Music Warden kiosk before the security features are removed, it will deactivate.

\$25 Rebate Details

- Starting with pre-sale of MP3 players on September 10 (not September 1 as originally communicated), canteen will offer a \$25 rebate against the purchase price of an MP3 player for inmates that turn in a FUNCTIONING CD player and all CDs.
- Inmates won't have to trade in their CD player and CDs until the MP3 player is delivered.
- The starting point for all methods of disposing of CD players will be the canteen.
- When inmates pick up their MP3 player from canteen, they must demonstrate that their CD player is functioning.
- Inmates may qualify for the rebate by turning their CD player and all CDs in to canteen, mailing their CD player and all CDs home or, in some institutions, turning the CD player and all CDs over for a visitor to pick up. The option to send a CD player and CDs out with a visitor must be accomplished in an authorized manner in institutions that allow that practice.
- If inmates choose to mail out the CD player and CDs, it will be at their expense.
- Each institution will communicate to inmates its own process for verifying that a CD player is functioning and how it can be mailed out or sent out with a visitor.
- The \$25 rebate will be offered through the end of the holiday buying period.
- This year the holiday buying period will be from November 26 through December 28.

Other Information on CD Players and CDs

- If inmates buy an MP3 player, they may choose to keep their CD player and CDs previously purchased, but will not be eligible for the \$25 rebate.
- There will be no set date that CD players and CDs will have to be removed from DOC institutions. After the sale of CD players is discontinued, the players will be phased out individually when they no longer function.
- The last opportunity to buy CD players and CDs will be October 31, 2012.
- When DOC stops selling CD players and CDs, sending CD players out for repairs will not be allowed, unless the CD player is still under warranty.
- When the CD player no longer works, or if inmates mail out functioning CD players, **all** CDs will need to be mailed out or turned over to staff for disposal.
- If inmates no longer have a CD player on their property list, and are found with CDs, they will be considered contraband.
- There may be special circumstances for allowing inmates access to CD players and CDs in the future. This will be reviewed on a case-by-case basis.
- **It is not possible to copy music from CDs onto the MP3 player while in DOC custody.** Upon release, inmates can copy CDs to their player if they shipped it to the vendor and have the security features removed (as outlined above).