ICE Instant Messaging (IM)

ICE’s enhanced instant messaging (IM) application offers the tools to keep you connected to the people and information that move markets. Featuring an easy-to-use, fully customizable interface, you can tailor your workspace solutions to increase workflow efficiency and react seamlessly to trading opportunities in real-time.

Widgets, Regions, Windows & Workspaces

1. **Widget**: A widget is an application. The first widgets available are message tabs, recent activity, contact list, message blaster, groups manager and the directory search.

2. **Region**: A Region is a section within a console window which contains widgets.

3. **Console Window**: A console window can be split into one or more regions, allowing for layout customization.

4. **Workspace**: A workspace is an arrangement of console windows that can be distributed across one or more screens. Users can design and switch between multiple workspaces.
**DRAG & DROP / REGION SPLITTING**

You can open new regions using advanced drag and drop functionality. Drag and drop a group or a contact from the contact list to create a new region and start communicating instantly. Drag a tab from one region to create a new one. As you drag new regions within your workspace, the application will automatically highlight the recommended drop positions and sizes.

There is also the ability to configure your workspace layout prior to opening widgets with the use of region controls to split regions.

**Vertically:** Left click will open a new region to the top, right click will open a new region to the bottom

**Horizontally:** Left click will open a new region to the left, right click will open a new region to the right

**TIP:** When your workspace is just the way you want it, lock it to prevent any unwanted changes.

**PREFERENCES**

User preferences have been added to control the opening of message widgets.

When a new message arrives; this option controls where and how to open a contact’s message tab when you receive a message and their tab is not already open.

When opening a message widget; this option controls where and how to open a contact’s message tab when the user clicks to initiate a conversation.

Selecting “Open in Principal Region” will control the opening of message tabs as follows:

- Manually opening message tabs will open in the principal region if there is no instance of the message tab open already
- Incoming messages will open in principal region if there is no instance of the contact open already
- You can change the principal region from the region menu within any region by selecting “Set as Principal Region”
**TABS SORTING**

Ability to sort tabs under Preferences / Tab Sorting. There are 3 options: Alphabetical, Reverse Alphabetical, or Manual (default).

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**CONTACT SORTING**

Ability to sort contacts alphabetically or reverse alphabetically, optionally using presence, in widgets such as the contact list, the blaster, and the participant lists of chat rooms.

Go to Contacts / Contact Sorting Preferences

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**REGION LABELS**

Regions are tagged with labels indicating which group(s) are shown within the region. Regions can contain multiple groups. The opening of message widgets, both manually and upon receiving a message, will abide by the region tags.

When a region is tagged, the labels will be displayed above the tabs as well as in the task bar on the windows title bar.

By hovering on a tag and clicking the “x” the association between the group and region will be removed.

In the Region Menu, you can show/hide region labels by selecting/de-selecting “Show Region Labels”. With this de-selected, the rules of the labels still apply.

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**CHAT ROOMS**

Chat rooms, which can be created on the ICE server, AIM, and/or Yahoo, are fully compliant and controlled by each user’s permissions. Users can be permissioned for the following access on ICE chat rooms:

- **Restricted:** Access to ICE chat rooms are revoked
- **Company Only:** User can only participate in chat rooms with other users from their company
- **Company +1:** User can participate in chat rooms with users from their company and one other company only
- **Full Access:** User can participate in chat rooms with any users

*(Note that AIM and Yahoo chat rooms are enabled or disabled only)*

Once you’ve received permissioned access to chat rooms, you’ll be able to access your running chat rooms from your Contact List and/or the Chat Room List widget. Snapshots will only be available in the Chat Room List widget.
CHAT ROOM EDITOR WIDGET

If the service type is ICE, you can:

You can name the room and select the service you want to create the room on. Inviting contacts is made easy via filtering by company, group, and/or type-ahead search.

Select whether members view history when they join by selecting/deselecting “Reload entire chat room history when a new member joins”; Selected by default.

Select to make the room permanent or temporary by selecting/deselecting “Keep this chat room running until I delete it”; Selected by default.

You can create snapshot templates of chat rooms for quick start up of a new room.

All users will receive announcements when another user has joined or left.

You’re able to:
- Invite other users
- Remove other users
- Filter messages

Action buttons:
- Edit the room
- Leave the room
- Delete the room (creator only)

All users must accept invite.

FILTER RECENT ACTIVITY BY GROUPS

Right-clicking on the Recent Activity tab offers the ability to filter your Recent Activity by groups.

You can open multiple Recent Activity widgets, each with a different filter.
YOUR PROFILE

You can upload a profile picture, edit your nickname, and add the contact information you want to make available to your contacts.

Simply click “Edit Profile” under your name in the top right corner of the main window.

EDIT CONTACT PROFILES

You also have the ability to update information on your contacts’ profiles by right-clicking and selecting “Edit Contact”. This menu is accessible from the Contact List or Chat Tab. You can change a contact’s nickname, add additional emails and/or phone numbers, update the contact’s primary group, update their priority, change their default product type used to recognize markets, and free form notes.

LINK AOL & YAHOO ACCOUNTS

During the initial registration process, you can link your existing AOL and/or Yahoo account to your ICE IM.
If you did not connect your accounts initially, you can go to “Edit Profile” and click on “Chat Accounts”. Simply click on “Link Account” under AOL or Yahoo to launch the same screens as seen above to link your accounts.

**SEND TO MESSAGE CONSOLES IN REGION**

Quickly send a blast message to all contacts tabs open in a region by clicking the arrow next to Send.

**COPY ALL MESSAGES**

Right-clicking within the message history area and selecting “Copy All Messages” will quickly copy all messages in the active tab.

**CONTACT US**

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