



ICE INSTANT MESSAGING

FAQS

SERVICE

1. **How do I import my Yahoo account?**

During the registration process you will be prompted to tag your ICE IM account with your Yahoo account. Once you click Next a confirmation code will be sent to the Yahoo Mail account with the same ID. Retrieve this confirmation code from Yahoo Mail and enter it on the next screen in ICE IM. Next will be steps on how to export your Yahoo contacts from the same Yahoo Mail page and import them into ICE IM.

If you did not tag your account during registration, you can do so by going to your profile by clicking on your name in top right of the main window and clicking **Edit Profile**. Click **Chat Accounts** and under Yahoo Instant Messenger Account click **Link Account**. If you have already linked your account, you will see **Upload Contacts**, which allows you to do a fresh upload of your contacts.

2. **What other IM service providers can I import into ICE IM?**

You can link your AOL account into ICE IM following the same instructions for Yahoo.

3. **Will Skype work?**

Skype Personal does work in ICE IM. Skype is permission-based on a desk level. Once permissioned a user is given a Skype handle = iceimhandle@iceim.theice.com.

Users can import their Skype Personal contacts into their ICE IM account once permissioned.

4. **Is there email integration in ICE IM? *** NEW *****

You can now be provisioned with an ICE IM email address which enables you to send and receive email messages from your ICE IM client keeping all of your message workflow in one application. All messages in and out of the system run through the ICE IM system, ensuring that our proprietary parsing is applied as well all of your compliance rules. Your email address will be ICEIMhandle@im.ice.

5.

6. **How much is ICE IM for non-webICE users?**

Our basic IM service is available for free to non-ICE customers upon request and approval by ICE.

7. **I have added a contact on ICE IM and they have added me. Why don't we show each other online?**

Your ICE IM contact needs to accept your request to make a connection.

LAYOUT

1. **I lost my layout. How do I get it back? Is there a way to keep the layout as designed?**

There is no undo functionality yet in ICE IM. Once you have the layout as you wish, lock the workspace

by clicking on the lock icon in the top right corner of the main ICE IM window. This will prevent any changes to the layout. (Note: to make changes you will need to unlock the workspace.)

2. **I am missing one/some of my groups in the contact list and/or the blaster. How do I get them back?**

Your groups are not missing; simply right-click on the group in the **Contact List** or **Groups Manager** and go to **Visibility**. Change the visibility of the group as desired.

3. **How can I arrange my groups in alphabetical order?**

Groups order can be arranged by drag and drop in the **Groups Manager**.

4. **How can I get IMs in a new window for certain groups? Contacts?**

User preferences have been added to control the opening of message widgets under **Preferences** → **When a new message arrives**

Open New Window Maximized = if contact's tab is open, highlight tab. If contact's tab is not open but group is open - open tab in the window for their group. If contact's tab is not or open and there is no group window open - a new window for their group which pops up.

Open New Window Minimized = if contact's tab is open, highlight tab. If contact's tab is not open but group is open - open tab in the window for their group. If contact's tab is not or open and there is no group window open - a new window for their group which opens in background. (Task Bar still flashes)

FUNCTIONALITY

1. **How do I get to the launch menu?**

The ICE IM launch menu is easily accessible from the “+” found after the last tab in each region.

The new quick launch bar displays on the top of the main console and can be used to quickly launch widgets in ICE IM.

2. **How do I set up a custom status message?**

You can change your status by clicking on the menu under your profile. You can also associate a status message to be displayed to your contacts. Under the status sub-menu, is **Manage Status Messages**. Here you can create custom messages to associate with your status.

3. **How do I get permission to use Chat Rooms?**

Permission to use Chat Rooms should come from the ICE Admin(s) at your firm. Once approved, the ICE Help Desk will enable the permissions.

4. **How do I add myself to an existing Chat Room?**

To join an existing Chat Room you need to be invited by a contact currently in the Chat Room.

5. **How do I add myself to an existing Desk Chat?**

Desk chat handles are controlled by the admin page. To be added to a desk/desk chat, please contact the ICE Help Desk.

6. **Can I add someone who is using the locally installed version of ICE IM to a chat room?**

Users on the locally installed version of ICE IM cannot join chat rooms started in the new ICE IM as the

new ICE IM system has permissions to enable companies to control their users' ability to create and join a chat room with external companies.

7. What permissions are available for ICE IM Chat Rooms?

Users can be permissioned for the following access on chat rooms:

- **Restricted:** Access to chat rooms has been revoked
- **Company Only:** User can only participate in chat rooms with 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

8. Does analytics / recognition work in ICE IM?

All recognized markets will be underlined in ICE IM. There are different permissions allowing users to perform various functions with the data. Currently most of the functionality is in the locally installed version of ICE IM but you can expect to see improved user functionalities related to analytics and recognition in the new ICE IM.

9. What are toasters?

Toasters allow ICE IM to provide notifications to you regardless of whether you are in ICE IM or another app. Toasters pop-up from your computers system tray.

HISTORY / RETENTION / COMPLIANCE

1. How do I view my chat history older than one day?

To view your chat history, right click on a contact in ICE IM and select **View Message Logs**. From this screen you will be able to search all your historical logs by keyword, date range, and contact.

2. How long are message logs stored?

By default, message logs are stored for a minimum of seven years. However, this can be configured by your Compliance team.

3. Where are message logs stored?

Message log data is stored at our US based datacenters.

MOBILE

1. I want to always display as online. How can I do this?

You can set yourself to always display as online to your contacts by clicking on your name (top right corner of the main window). Simply hover over the **Available** or **Away** menu to open the sub-menu and select **Manage Availability & Auto-Away**. In the window will be a new setting **While I'm away or offline**: To always show available to your contacts select **Appear available to contacts and receive PNS based on priority**.

2. How do I receive push notifications (PNS) on my mobile?

Push notifications (PNS) are set based on your message priorities. For each priority you can define whether you want to get PNS and during which time range.

You can set message priorities under the Notifications menu. Your default message priorities can be found by navigating to **Notifications → Message Defaults**. Here you can view or edit the default notification settings for messages received. Under **Notifications → Priorities** you have the ability to view **Available Priorities** as well as create more of your own.

TECHNOLOGY

1. **What version of java is required?**

ICE IM uses a java web start app to launch. ICE IM abides by the ICE standard for JAVA which can be found here: https://www.theice.com/publicdocs/technology/WebICE_System_Specifications_Guide.pdf

2. **Can I run ICE IM on a MAC? In a native browser?**

ICE IM can be run in a Chrome web browser on a pc or MAC. Simply go to: <https://iceim.theice.com> and login. Note there is some functionality which is NOT supported in the Chrome browser version yet:

- **Restoration of console positions**
- **Click to submit**
- **Integration with WebICE**

3. **When running ICE IM in a native browser how can I use some of the enhanced functionality?**

By installing the ICE Instant Message Enhanced Functionality add-in from the Service Monitor you will be able to use some of the enhanced functionalities like:

- **Taskbar flashing**
- **Auto-away tied to IM activity rather than system activity**
- **Quick Copy**

ICE IM plans to provide more functionality through the extension in the future.