

# ICE INSTANT MESSAGING USER GUIDE

December 2018

## **TABLE OF CONTENTS**

REGISTRATION	5
DEFAULT LAYOUT	6
WIDGETS, REGIONS, WINDOWS, WORKSPACES	6
DRAG & DROP / REGION SPLITTING	
REGION MENU CONTROLS	
SORT TABS TAB POSITION	8
ZOOM REGION CREATE NEW REGION	
MOVE REGION INTO NEW WINDOW REMOVE REGION	
QUICK LAUNCH BAR	
QUICK LAUNCH BAR SORTING	9
THEMES	9
MANAGING WORKSPACES	10
IMPORT DESKTOP VERSION SETTINGS	10
MANAGE CONTACTS	
ADD MORE DETAILS TO CONTACT REQUESTS ACCEPTING REQUESTS	
PRIMARY GROUP	
SET PRIMARY GROUP FOR ENTIRE GROUP	
CONTROL HOW YOU VIEW YOUR CONTACTS	
VIEW CONTACTS' HANDLES	
MY CONTACTS WIDGET (INCLUDING BLOCK USERS)	
SKYPE PERSONAL SUPPORT	14
EMAIL AS A MEANS TO CHAT	16
IM CAPABILITIES	18
PREFERENCES	
TABS SORTING	
CONTACTS SORTING	20
REGION LABELS	20
PRINCIPAL REGION	
ADD REGION LABEL	
NAMING OF TORN OUT CONSOLES	
RIGHT-CLICK MENU - GROUP	
RIGHT-CLICK MENU - INDIVIDUAL ENHANCED MESSAGE SHORTCUTS	
MESSAGE SEARCH	

2/69

BLASTER	
CLEAR BLASTER SELECTIONS AFTER SENDING BLAST MESSAGE	
DISPLAY PRESENCE IN BLASTER	
RECENT ACTIVITY	
DESK CHAT	29
MANAGING DESK CONTACTS	
DESK CHAT PREFERENCES	
DESK ACTIVITY WIDGET	30
CHAT ROOMS	
CHAT ROOM EDITOR	
CHAT ROOM	
CHAT ROOM LIST	
SPIN OFF CHAT ROOM VIA DRAG AND DROP	
SPIN OFF CHAT ROOM VIA RIGHT-CLICK	
BLAST TO CHAT ROOMS	
MESSAGE PRIORITIES	
PUSH NOTIFICATIONS (PNS) FOR CHAT ROOMS AND DESK MESSAGES	
EMAIL NOTIFICATIONS FOR MISSED MESSAGES	
PLAY LOCALLY STORED SOUNDS FOR RECEIVED MESSAGES	38
PLAY SOUNDS FOR ACTIVE TAB	38
SILENCING	38
REMINDER ALERTS	38
KEYBOARD SHORTCUTS	39
EMOJIS	40
ADDITIONAL TIPS	40
PREFERENCE TO SEND WITH ENTER KEY	
QUICK COPY	
DISABLE QUICK COPY	
COPY ALL MESSAGES	
QUICK SORTING OF TABS	
EXPORT CONVERSATION	
CLEAR MESSAGE HISTORY	
VIEW MESSAGE LOGS	
SEND TO MESSAGE CONSOLES IN REGION	
BLAST TO ALL OPEN TABS IN REGION	
TYPING NOTIFICATIONS	
DISPLAY PRESENCE ICON IN TABS	
CONTACT STATUS IN MESSAGE CONSOLES	
CLEARING BADGES FROM NOTIFICATIONS MENU	
CLEAR ALL BADGES ICON	
TOASTER PREFERENCES	
CLOSE ALL OFFLINE TABS	
CLOSE OTHER TABS	
DISPLAY SYSTEM MESSAGES IN CHAT ROOMS	
REMOVE UNDERLINE OF RECOGNIZED MARKETS	
TEAROUT ON DOUBLE CLICK	
SET DEFAULT WINDOW SIZE	
SMART TEXT RECOGNITION	
SMART TEXT RECOGNITION	

INTERCONTINENTAL EX	<b>KCHANGE</b>
---------------------	----------------

DEFAULT PRODUCT FOR CONTACTS	
INLINE DISPLAY	
AVAILABLE TOOLS	
PRICING PREFERENCES	
PRICING SOURCE	
LAYOUTS	
LEFT-CLICK PREFERENCE	
DISPLAY BUY AND SELL OPPORTUNITIES	
DECIMAL PLACES FOR ANALYTICS	
MARKET PRICER	
USER INTERACTIONS FOR RECOGNIZED MARKETS	
PRICE SEARCH	
SUBMIT BLOCK	
SUBMIT BLOCK PREFERENCES	
EQUITIES RECOGNITION	
REPORT MISRECOGNIZED MARKETS	60
USER STATUS	
MANAGE STATUS MESSAGES	
ALWAYS AVAILABLE	
AUTO-AWAY TIMER	
MESSAGE FORWARDING	
DIRECTORY SEARCH	
YOUR PROFILE	64
YOUR CONTACTS' PROFILES	
NOTIFICATION CENTER AND SERVICE MONITOR	
GROUPS MANAGER	
GROUPS SORTING	67
CHROME BROWSER EXTENSION	



# **ICE INSTANT MESSAGING**

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.

## REGISTRATION

There are three ways to launch the new IM service: standalone from <u>www.theice.com</u>, from the WebICE application bar, or in Chrome on your pc or Mac by going to <u>https://iceim.theice.com</u>. Either method will launch the registration process.



Click on the "Let's get started!" button to begin the account setup process.

If you've logged in from WebICE the next screen will allow you to link an existing IM account or have one created for you. If you choose to have one created, an IM account will be auto-provisioned on your behalf and linked to your ICE account.

During the registration you can also link your existing WebICE accounts, as well as your existing AIM and/or Yahoo accounts. Once this is completed, you will be presented with a screen to add contacts to your account.

INTERCONTINENTAL EXCHANGE

NOTE: if you decide not to do this now you can always link your accounts at a later point in time

## **DEFAULT LAYOUT**

Once registration is completed, the default layout will be displayed. This layout consists of one main screen containing the Contact List in the left region, a message console in the middle region, and a recent activity in the right region.

💻 Contact List, Message Console	, Recent Acti	vity		_ 🗆 ×
File Workspaces Preferences C	Contacts Not	ifications Help	A-Z Oscott Bes	sner 🖌 🖬 🌲
	ontact List 💿	Desk Activity 🔍 Directory Search 🛸 Groups Manager 🔹 Recent Activity		0
Secontact List		Principal Region State Console	Recent Activity	
Contact List +	≡	=		=
Filter Contacts Q	4+			
⊕ Oil Traders (1/50)	0			
⊕ Oil Brokers (0/7)	0			
⊕ Traders (0/28)	0			
	0			
⊞ Brokers (0/51)	0			
⊕ Co-Workers (0/0)	0			
⊕ NYSE (0/14)	0			
⊕ Everyone (10/325)	0	Description of a construction of Michaele II and		
⊕ Connect (0/12)	0	Drag Contacts, Groups and Widgets Here		
⊕ ICE Sales Desk (0/50)	0			
⊕ Default (9/176)	0			
⊞ ICE Help Desk (2/12)	3			
⊕ Backoffice (0/3)	0			
⊕ Credit (0/2)	0			
			Q Search	🗆 All Tabs

## WIDGETS, REGIONS, WINDOWS, WORKSPACES

Image: Contract Line         +         6           Point contracts.         Image: Contracts.         Image: Contracts.           Image: Contract contracts.         Image: Contracts.         Image: Contracts.           Image: Contract contracts.         Image: Contracts.         Image: Contracts.         Image: Contracts.           Image: Contract contracts.         Image: Contrats.	Aaron Gostas Brian Lenn joe handelsman		Buttes	ArraMarie Cesa	bertometa					t Bester - 11 A
ene carocta. O Has other carocta D Everyone (72/202) 192	Aaron Goetze Brian Leens	Al Wansky	Interior 1	ArreiMarie Cesa	12522			The second second line ward		
<ul> <li>Has once consta</li> <li>Exception (12/252)</li> </ul>	Brian Lewis	100000000		ArmMane Case	And Sector Sec.					
<ul> <li>Has once consta</li> <li>Exception (12/252)</li> </ul>	water and the second second				Dis intrints	entrated En	an Hamiyan			
ALCONOCESSION CONTRACTOR	joe handelsmin		Dan Mangrum	Greg Campbell	James Brennan	Janes Marphy	Jeff Barbuto	Groups	Contacts	
ALCONOCESSION CONTRACTOR	perintusisini	Joice Wong	krisetrets	Louisen Raia		Usa Taner	Maria Mei			
			100000000000	AND REAL PROPERTY.		Contraction of the	Internet and			
B RF G/M	Mark Heilbrun	Maurisa Bauma	nn Majur Ki	spani Mittari	Michael Sc	haab nyis25				
D.Product Telev (3/10)	Paul Armer	rationad the		Tim Lin Tax	id Kenney Viree		LOA YLSom	Ca-Workers		
I D THE LAS									2	
I II Tant Rannes										
1 🛛 mas navitar 1										
D Co-Habes (0.47)								C Buddies		
		Product To			-					
The second streng and the second strength and the seco		· Product Ter			3			O NYSE		
III-CE CHAT (B/SI)		June Erst	Brien Herrison				•	Default		
B 11 04004 (2112)		in the start				Ten Lin				3111
10 manual (2.74)		Todd Kenne						Q Dectory Search		
e ce une amos								Director, 1 Jar	h	
IS WRITE LEWIS										
III Default (ST/HE)								Search for contacts in the IC nicknames, and companies.	E directory. You can sea	rch using names,
								When searching for someone	, please enter at least to	io of the
		I Dave						following first name, last nam	ne, niclinaine and/or com	ngaliy)
						1	Send			
		10								

- 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.
- INTERCONTINENTAL EXCHANGE

- 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 menu options to **Create New Region**.

**On Top / On Bottom**: On Top will open a new region to the top, On Bottom will open a new region to the bottom.

**To Left / To Right**: To Left will open a new region to the left, To Right 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.

💻 Defaul	t, Recent Activity	, Blaster	_ 🗆 ×				
🗣 Default	Recent Activity	Blaster					
📢 Blaster	🚊 Recent Activity	+	≡				
	LAUNCH	MENU	×				
» BLAST	ER						
» CHAT F	ROOMLIST						
» CONTA	» CONTACT LIST						
» DESK ACTIVITY							
» DIRECTORY SEARCH							
» GROUPS MANAGER							
» RECEN	IT ACTIVITY						

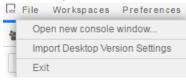
Easily access other message widgets by clicking on the "+" sign next to the last tab in any region;

- **Blaster**: Send a message to multiple contacts at once
- Chat Room List: all of your chat rooms in one widget.
- Contact List: All of your contacts in one easy to access list
- **Desk Activity**: Comprehensive view of all desk messages.
- Directory Search: Search the ICE directory for contacts and/or desks across multiple markets
- Groups Manager: Organize and manage your contact groups
- Recent Activity: Comprehensive view of all inbound messages

#### INTERCONTINENTAL EXCHANGE

#### **OPEN NEW CONSOLE WINDOW**

You can open a new console window under the File menu.



## **REGION MENU CONTROLS**

To edit the layout, there are controls in the region menus.

#### SORT TABS

Choose to sort your tabs alphabetically or reverse alphabetically.

#### TAB POSITION

Change the tab positions to place them on the Top, Left, Bottom, or Right of the region.

#### **ZOOM REGION**

Set the zoom view for each region in percent value ranging from 20% to 200%.

#### **CREATE NEW REGION**

Open a new region in the current console window. The new region could be opened On Top, On Bottom, To Left, or To Right.

### MOVE REGION INTO NEW WINDOW

Tear the region out into its own console window.

## **REMOVE REGION**

Close the region.

## QUICK LAUNCH BAR

The quick launch bar is an easy way to launch your widgets. It is available only in the main console and can be displayed/hidden as you desire. Widgets can be launched:

- By left-click: Opens widgets based on preference "When opening a message widget"
- By right-click: Opens widgets in a new window console
- By drag and drop: Place widgets where you desire, including dragging across windows.

💻 Oil Traders, Chat Rooms, Oil Bi	okers, Everyone, Contact List, AnneMarie Casa, Directory Search		
File Workspaces Preferences C	ontacts Notifications Help	A-Z Scott Besner 🗸	- ▲
📢 Blaster 🗮 Chat Room List 👹 Co	ntact List 🛛 🐵 Desk Activity 🔍 Directory Search 🛸 Groups Manager 🚊	Recent Activity	¢
Sontact List Solid	Traders 💊 Chat Rooms 💊 Principal Region 🗞 Oil Brokers 💊 Everyone	Q Directory Search +	≡

INTERCONTINENTAL EXCHANGE

=		
	Clear All Badges	
	Clear Outgoing Badges	
	Close All Offline Tabs	
	Send Blast	
	Add Region Label	Þ
	Sort Tabs	Þ
	Show Message Shortcuts	
Ø	Show Message Search	
	Show Region Labels	
	Tab Position	Þ
	Zoom Region	Þ
	Create New Region	Þ
	Move Region Into a New Window	
	Remove Region	
	Set as Principal Region	

\_

© 2018 Intercontinental Exchange, Inc.

If the viewable area the bar is within is too small to display the associated text, only the icons will display with tool tips on hover.

💻 Oil	Traders, Cha	at Rooms, Oil	Brokers, E	veryone, Cor	itact List, Ani	neMarie Casa, Di	. 🗆 🗙
File	Workspaces	Preferences	Contacts	Notifications	Help	😑 Scott Besner 🕶	🔒 🌲
1	■	୍ତ ଦ୍ 📎	主				¢°

If the viewable area the bar is within gets even smaller, it will display a drop-down for the icons to be displayed.



### QUICK LAUNCH BAR SORTING

The quick launch bar can be sorted by drag and dropping the buttons to the desired position. There is also the ability to sort them alphabetically or reverse alphabetically by clicking on the gears icon.

📢 Blaster 🔚 Chat Room List 🔮	Contact List 🧐 Desk Activity 🔍 I	Directory Search 🛛 🗞 Groups Manage	r 🚊 Recer	t Activity
Sontact List	Principal Region Schat Rooms	Schat Room List	Secent A	Sort A - Z
🔮 Contact List 🔸 📃	Schat Room Editor		🚊 Recent /	O Sort Z - A
	Q Directory Search ChatCompA	🔳 Chat Room List		O Sort Manually

## THEMES

ICE IM offers you the ability to select a theme; currently there are two with more on the way. To select a theme go to **Preferences**  $\rightarrow$  **Themes** and select the theme you wish to use.

Preferences Contacts Notifications Help		
Manage Keyboard Shortcuts		
Tab Sorting		
Message Shortcuts		
When a new message arrives	►	
When opening a message widget	►	
Desk Chat	÷	
Themes	•	O Dark Theme
ICE Block	÷	⊙ Light Theme
Open Message Consoles with only Online Contact	cts	
☑ Display Presence Icons in Chat Tabs		

## MANAGING WORKSPACES

We know that you aren't always working at the same computer every day. Whether you're your desktop or a laptop, the platform allows you to configure as many workspaces as you require fitting your needs. To switch between different workspaces, click on the **Workspaces** menu and select the workspace you wish to load.

You can create new workspaces by navigating to **Workspaces**  $\rightarrow$  **Manage Workspaces**. From the drop-down select the template you wish to use and click Add. The workspace is now added to your list of workspaces.

The following actions are also available from the Workspace Manager window:

- Edit workspace name click on the pencil next to a workspace name
- Activate changes your workspace view to the selected workspace
- Clone copies the workspace. The cloned workspace can then be edited as needed
- Remove delete the workspace from your account

## **IMPORT DESKTOP VERSION SETTINGS**

Your settings from the desktop version of ICE IM can be exported and subsequently imported into the new ICE IM version.

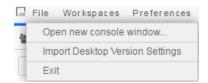
On the desktop version, go to  $\textbf{File} \rightarrow \textbf{Export}$ 

### → ICE Chat Preferences.

Save the file on your pc.

File Manage Help	
Export 🕨	Trade Blotter
Exit	Activity Log
	ICE Chat Preferences
Search Contacts	х
	(08)

#### From the new ICE IM, go to File → Import Desktop Version Settings



The following preferences will be imported through this process:

- Default Message Colors: Incoming Message, Incoming Desk Message, and Outgoing Desk Message
- Available Priorities: Priority Keywords, Priority Contacts (individual), Silenced Contacts, and Silenced Phrases
- Message Shortcuts

## MANAGE CONTACTS

New contacts can be added from the **Add Contact** menu and/or the **Directory Search**. You will have the ability to add an ICE contact as well as someone you know from AIM and/or Yahoo.

## **ADD CONTACT**

From the Contact List, click on the Add Contact icon or navigate to **Contacts**  $\rightarrow$  **Add Contact** to send an invite. Simply enter the username and select the service the contact is on.

G File Workspaces Preference	es Contacts S	end an Invite		>
S Contact List	E	Enter the user's screen	name and service to send them a contact request.	
🗑 Contact List 🔸		Username		
Filter ContactsQ	02 24	Service	ICE IM	-
Phile Contacts	<b>Wo</b>		ICE IM	
		On Behalf Of	Lync	
Incoming Contact Requests		Add to Group	AOL	
Chat Rooms		Primary Group	Default	-

## ADD MORE DETAILS TO CONTACT REQUESTS

When adding a new contact the user will have the ability to add more details to the contact from the Add Contact screen.

Some of the new fields the user will be able to add before even sending the invite are:

- Nickname
- Additional Emails
- Additional Phone
- Default Product
- Notes

Send an Invite		Send an Invite	
Enter the user's screen	name and service to send them a contact request.	Enter additional informa	tion for Scott Brusso @ ICE.
Username	Username	NickName	Nickname
Service	ICE IM	Add to Group	Select
NickName	Nickname	Primary Group	Default
On Behalf Of	Individual	Emails	Work   Enter a new e-mail addess
Add to Group	Select		
Primary Group	Default	Phones	Work   Enter a new phone number
Emails	Work    Enter a new e-mail addess		
		Default Product	Crude - WTI
Phones	Work   Enter a new phone number	Notes	
		Invite	
Default Product	Crude - WTI ×		
Notes			
Invite			

## ACCEPTING REQUESTS (NEW)

When you receive a request to become a contact, you will receive a notification through the System Alerts tab. Your pending connection requests will be listed in your contact list under the group **Connection Requests**. You may also click "View" to view this contact's profile before accepting the request.

Roger Zhao (Contact Request) View ---

Please note that contacts in your own company are automatically accepted as contacts. Simply add an internal contact and chat with them immediately.

Right-click on a contact or click the ellipsis button within that group to accept, ignore, or block the requestor.

<u>Accept</u>: you agree to become a contact with the requestor who can now contact you via IM. When a new contact is accepted their tab will be automatically opened.

**Ignore**: you and the requestor are not connected, but the user can always request you as a connection again.

**<u>Block</u>**: you are blocking the requestor from being able to contact you again. **NOTE:** you do have the ability to unblock the user at any time

### **PRIMARY GROUP**

When you add or accept a new contact, you can specify a **Primary Group**. When you receive a message from a contact whose tab isn't open, their tab will be opened within their primary group except if your user preference is set to open in **Principal Region**.

#### SET PRIMARY GROUP FOR ENTIRE GROUP

Right-click on a group from your Contact List or in the Groups Manager to set the primary group for all contacts within the group.

There is also a button in the Groups Manager, on each group, to perform this function.

💻 Groups Manager			_ 🗆 ×
Sroups Manager +			≡
Groups (14) > Oil Brokers	🖈 SetAs Primary Grou	p for Current Group Members	🗙 Delete Group
Name Oil Brokers			
Settings 🕼 Visible in Blaster 🐨 Visible in Cor	ntact List		
Group Contacts			
Filter Contacts Filters »			
227 Matching Contacts		7 Contacts in Oil Brokers	
Matthew Ryan		Andrew Hutchings	
Maurisa Baumann	Add	Doug Miller	
Maurisa Baumann*	Add	Hayley Brown	
🗌 Mayur Kapani	<<	<ul> <li>Jeff McClure</li> </ul>	
Michael Brewington	Remove	Lawrence Asher	
Michael Gibbs		Maria Mei	
Michael Kelleher		Yves Greatti	
	Changes are saved automa	atically.	

## CONTROL HOW YOU VIEW YOUR CONTACTS

You can choose to view your contacts by their Full Name or Nickname by going to **Contacts**  $\rightarrow$  **Nicknames**.

**TIP**: If you are viewing by nickname, you will see the nickname they have set for themselves unless you choose to edit.

## **VIEW CONTACTS' HANDLES**

To view the handles of a contact, go to Edit Contact. The handles are displayed at the bottom of the window.

Edit Contact		>
Lawren "Larry" ICE	ce Asher	
Emails	<no emails=""></no>	
Phone Numbers	<no phones=""></no>	
Groups	BuddiesYJ-1	
Primary Group	Default	
Priority	3	
Default Product	Natural Gas - Henry and Basis	
Service Handles		
Service	Handle	
ICE	ChatUser3	
YI	userlarrytest20	
Edit		

## MY CONTACTS WIDGET (INCLUDING BLOCK USERS)

The My Contacts widget displays all pending requests related to your contacts. Here you can view the connections requests sent, the connection requests received, those contacts who have removed you from their contact list, as well as those users you have blocked.

Ny Contacts

	Why Contacts						
	My Contacts	+				-	=
	Sent Connect	tion Requests (6)					h
For each Sent Connection Request there is	🗔 David Taba	n		Cancel	Request	Block	
the option to Cancel Request or Block the	🗔 Jessica Fro	ats		Cancel	Request	Block	
user.	🗔 John Tuttle			Cancel	Request	Block	
	🗔 Jonathan E	pstein		Cancel	Request	Block	1
	Reggy Fung	)		Cancel	Request	Block	
	🗔 Rajesh Tho	mas		Cancel	Request	Block	
For each Descined Connection Demuset							1
For each Received Connection Request	Received Co	nnection Requests (4					
there is the option to Accept, Ignore, or	David Asar	Now		Accept	Ignore	Block	
Block the user.	Elaine Gon	zalez		Accept	Ignore	Block	
	Rick Gerba	si		Accept	Ignore	Block	
	Cicky Cho			Accept	Ignore	Block	
		(4)					ł
	Blocked Use	rs (1)					
For each <b>Blocked User</b> in the widget there	Charles Bro	wn			U	JnBlock	
is the option to <b>UnBlock</b> .	O Demond O						ł
	Removed Co						
	Re Alex Vugma	1N*	Delete Contact	Send Co	nnection F	Request	l
	Edward Ke	/makh*	Delete Contact	Send Co	onnection F	Request	
	ICE Tribe C	ompany Desk	Delete Contact	Send Co	nnection F	Request	
For each Removed Contact in the widget	James Brer	inan*	Delete Contact	Send Co	onnection F	Request	
there is the option to <b>Delete Contact</b> or	Robert Mag	gs	Delete Contact	Send Co	onnection F	Request	
							U

## **SKYPE PERSONAL SUPPORT**

ICE IM supports sending and receiving IMs over the Skype personal network. Once enabled, all users are provided their own Skype account - <u>ICEIMuserid@iceim.theice.com</u> - which can be used to communicate to users on Skype.

You can view your assigned handle under your profile.

Send Connection Request.

Clicking on Upload Contacts will allow you to import your Skype contacts from your account.

Edit Profile	× Upload skype Contacts ×
Vpload Picture Nickname Enter a nickname Company ICE Desk Handle IBDD	NOTE: contacts who have a Microsoft live account cannot be exported from Skype. This is a limitation of Skype and not ICE IM. These contacts will need to be re-added manually. Choose File scottlest.vcf Cancel Submit
Contact Data     Chat Accounts       ICE Instant Message Account       Handle:     lasher5       AOL Instant Messenger Account       Handle:     Link Account	<ul> <li>Please be sure to export your contacts from Skype into a .vcf file (default)</li> </ul>
Yahoo Instant Messenger Account Handle: Link Account Skype Personal Account Handle: lasher5@iceim.theice.com Upload Contacts To Change non-editable fields contact the help desk: Chat NowI	• <b>NOTE</b> : contacts who have a Microsoft live account cannot be exported. This is a limitation of Skype and not ICE IM. These contacts will need to be re-added manually.

When adding a Skype contact only include the username. For example, if you're looking to add <u>scottbesner@outlook.com</u> only enter scottbesner in the username field. Then select the appropriate domain.

There will be instances wherein the user will accept your connection request in Skype and you will receive an inbound connection request from the Skype server. The request will be in the format cid-(string of numbers)@domain.com (user's account name). You should accept this contact request and use this to communicate with the Skype contact. You can remove the original contact added.

\*\*\* **NOTE**: For domains which are not listed, there is a different format supported by Skype which is username(domain)@msn.com. For example, if you're looking to add <u>scottbesner@yahoo.com</u> enter scottbesner(yahoo.com) and then select the domain **msn.com** from the dropdown. \*\*\*

When a connection request is received from a Skype contact it will follow the current workflow.

You will see a request in Incoming Contact Requests group in your Contact List as well as a System Alert indicating a contact request. Simply right-click on the contact request and accept the contact.

Send an Invite				Incomin	g Contact R	Requests	
		nd them a contact request.	SI	bez18@	outlook.com	10 Day (Cantact Dequast)	
Visername = skypeuser	name ONLY ex: ( <b>skype</b> u	iser@outlook.com)	Æ	Scott's	Skype Gro	Accept	
Username	scottbesner					Ignore	
Service	Skype Personal		Œ	Default	(1/1013)	Block	
Domain	outlook.com						
NickName	Nickname					Monday, March 06, 2017	
On Behalf Of	Individual		addi	ress as a t	ouddy. To rece	S Bez(sbez18@outlook.com) has added your ind eive messages from this address please add them	
Add to Group	Select		cont	act. Subs	equent messa	ages from this address will be discarded.	
Primary Group	Default						
Emails	Work	Enter a new e-mail addess	Ac	cept Cor	tact Reques	st	
			Do	you want t	o accept the cor	ntact request from sbez18@outlook.com (S Bez)?	
Phones	Work 💌	Enter a new phone number		Groups	× Skype Co	ontacts ×	•
Default Product	None		×			lect one or more groups. The contact will be added to the o if no group is selected.	
Notes	Scott's Skype Persona	al account					
				Primary	Skype Conta	acts	•
Invite				Group		ary group for the contact. This will help to inform the UI whaging widgets for the contact.	ere
kvne conta	cts can be a	added on behalf			Cancel	Accept Request From sbez18@outlook.com (S Bez)	1

📕 😒 Larry Asher

S Larry Asher\*

Once a connection request is made you can chat with your Skype contacts as you would any of your other contacts.



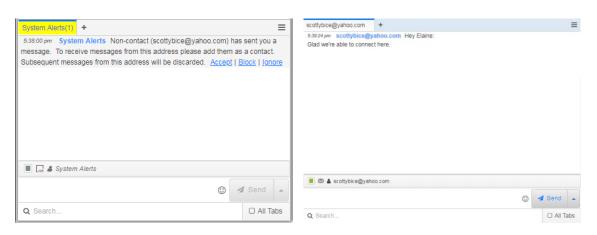
## EMAIL AS A MEANS TO CHAT

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.

When a message arrives from an email address you are not already a contact with, you will have the ability to Accept, Block, or Ignore. The actual message will not be delivered unless you Accept.

# First Message From Non-Contact Email Address

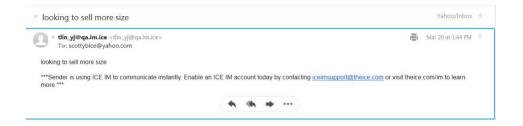
#### Message Delivered After Accepting



Once you're connected to an email address, messages can be sent and received using ICE IM.

scottybice@yahoo.com	+			≡
	gyahoo.com Hey Elaine:			
Glad we're able to conr				
5:40:00 pm scottybice	gyahoo.com natgas x19 3 call bid .18 for 50 0.151			
📕 🖾 🛔 scottybice@yaho	io.com			
			4.0	
		٢	A Send	1

When sending a message from ICE IM to an email address the user will see the first line of the message as the subject so they can see what the message is about without even opening it.



#### ICE IM Email Tips INTERCONTINENTAL EXCHANGE

Q Search...

All Tabs

ICE IM does our best to strip out signatures and disclaimers. ICE IM does our best to strip out history so that only the most recent message comes through

## **IM CAPABILITIES**

Our IM platform offers you not only the basic IM necessities, but also includes some advanced IM features to streamline your workflows.

### PREFERENCES

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

When a new message arrives  $\rightarrow$  (for your inbound messages)

- **Open New Window Maximized** = if contact's tab is open, highlight tab. If contact's tab is not open 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 open a new window for their group which opens in the background. (Task bar flashes)
- **Open in Principal Region** = if contact's tab is open, highlight tab. If contact's tab is not open open a tab in the region you designated as principal region.
- Never open New Window = if contact's tab is open, highlight tab. If contact's tab is not open do not open a new window/tab just highlight the contact list.

Preferences Contacts Notifications	Help	
Manage Keyboard Shortcuts		
Tab Sorting		
Message Shortcuts		
When a new message arrives	Þ	O Open New Window Maximized
When opening a message widget	Þ	O Open New Window Minimized
Desk Chat	Þ	Open in Principal Region
Themes	Þ	O Never open New Window

#### When opening a message widget →

- **Open in Same Region** = if contact's tab is open, focus on the tab. If contact's tab is not open open a tab in whichever region you clicked in.
- **Open in Principal Region** = if contact's tab is open, focus on the tab. If contact's tab is not open open a tab in the region you designated as principal region.
- **Open in New Window** = if contact's tab is open, focus on the tab. If contact's tab is not open open a new window for their group which pops up.

## TABS SORTING

ICE IM offers the ability to sort tabs under **Preferences**  $\rightarrow$  **Tab Sorting**. There are 3 options: Alphabetical, Reverse Alphabetical, or Manual (default).

Tabs will open in their respective regions based on preference selection.



Group By Widget Type Before Sorting: This allows you to specify the order for each widget

ſ

ad So	orting Preferences	>
	e opened based upon your sort selection. When sorting by name, you can further order by widget type.	
) Alpl	nabetical 💿 Reverse Alphabetical 💿 Manual	
1	Group By Widget Type Before Sorting	
≡	Message Console	
=	Chat Room Console	
=	Blaster	
≡	Chat Room Editor	
	Chat Room List	
≡	Contact List	
=		
_	Desk Activity	
=		
=	Desk Activity	
	Desk Activity Directory Search	

Apply & Save Cancel

#### Tabs sorted reverse alphabetically:

S Oil Traders S Ch	at Rooms 👒 Blaster							
🗣 S B 1 Chat Room	🗣 RP, Greg, Mark	Q Paul Question	Paul Arm	er				=
Michael Schwab	Maurisa Baumann	Maria Mei	• Lisa Tarver		Laura Pudney	•	John Cusuman	0
<ul> <li>James Brennan</li> </ul>	🗞 Groups Manager	Desk Activity-ICE Con	nect Beta Feedbad	k*	Brian Harris	on	N Blaster	+

Same tabs sorted reverse alphabetically with the group by widget selected:

Paul Armer	Michael Schwab     Maurisa Baumann     Maria Mei			3				
• Lisa Tarver	• La	iura Pudney	• Joh	n Cusumano	• Ja	mes Brennan	Brian Harrison	
S B 1 Chat Roo	m	RP, Greg,	Mark	Q Paul Que	stion	¥3 Blaster	Desk Activity-ICE Connect B	eta Feedback*

### **CONTACTS SORTING**

You can sort your contacts alphabetically or reverse alphabetically in widgets such as the contact list, the blaster, and the participant lists of your chat rooms. For sorting within the contact list you can also specify if you want to group your contacts by presence before sorting. Go to **Contacts**  $\rightarrow$  **Contact Sorting Preferences**.

Contact Sorting Preferences	×
Applies to all contact listings (contact list, chat rooms, etc.). Does not apply to tabs.	
<ul> <li>Alphabetical</li> <li>Reverse Alphabetical</li> </ul>	
Group By Presence Before Sorting	
Apply & Save Cancel	

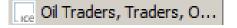
### **REGION LABELS**

Regions are tagged with labels indicating which group(s) comprises 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:

Soil Traders	Chat Rooms 🔷 💊 Principa	l Region 💊 Oil Broke	rs	
<ul> <li>Adrian Raybould</li> </ul>	Andrew Hutchings	😑 AnneMarie Casa	Brian Harrison	😑 Brian Lewis
David Rosser	<ul> <li>Demetrios Skalkotos</li> </ul>	Edward Yavno	Greg Campbell	Hayley Brown

The task bar as well as the window title bar will display the tags.



💻 Oil Traders, Oi	Brokers, Trade	ers, Maurisa B	aumann	
🗣 Oil Traders 🛛 🗣 O	)il Brokers 🔷 💊 Tra	aders		
😑 AnneMarie Casa	😑 Bob brahms	😑 Brian Harris	son 🔅 🖸 🛛	0 0 - I 0 ×
😑 Chandra Madathil	😑 James Brenn	ian 🛛 😑 John C	Cusumano 🛛 🗧 k	Kevin Lau
😑 Laura Pudney	Lisa Tarver	🕽 Maria Mei	🔶 Maurisa Bauma	inn
Michael Schwab	O Mohammad R	ahman 🔶 Pa	ul Armer 🛛 😑 Pa	aul Summermatter
😑 Sachet Sharma	O Tim Fanning	😑 Tim Lin	Todd Kenney	<ul> <li>Will McIver</li> </ul>
🔵 Xuemin Yin 🛛 🔵	Yigal Gelley +			
🔳 🗔 🛎 Maurisa Bau	mann			
				🙂 🔺 Send 🔺
Q Search			Tabs	← → ×

If you wish to un-tag a region, hover on the tag and click "x". This will remove the association between the group and region.

#### PRINCIPAL REGION

You can always set a principal region for opening your message tabs.

Select "Open in Principal Region", from the following preferences:

- When a new message arrives
- When opening a message widget

With this preference set:

- Manually opening message tabs will open in the principal region if there is no instance of the contact 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**".



21/69

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

ADD REGION LABEL

You can add a group label to any region from the Region Menu by selecting "Add Region Label".

A menu will appear with all of your current groups to choose from.

Clear All Badges		
Clear Outgoing Badges		
Close All Offline Tabs		
Send Blast		
Add Region Label	•	Traders
Show Message Shortcuts		Clearing
Show Message Search		Brokers
Show Region Labels		Co-Workers
Tab Position	Þ	NYSE
Zoom Region	Þ	Connect
Create New Region	Þ	ICE Sales Desk
Move Region Into a New Window		Default
Remove Region		ICE Help Desk
		Backoffice
		Credit

### NAMING OF TORN OUT CONSOLES

- When a tab is torn out into a new window console, the window title and task bar icon will display the active tab name.
- When an entire region is torn out, the window title and task bar will display all group labels and widgets as well as the active tab.
- As more widgets, groups, and contacts are added the window title bar will update accordingly.
- With one console the groups and widgets are always displayed as well as each active contact tab in each region.

Blattar E Char Poort	Intel Aut	Contact List 💿 Desk Activity 🔍 Directory Search 🛸 Groups Manager 🚖 Recent Activity			0
Contact List		Oil Traders Chat Rooms Oil Brokers Everyone Principal Region Default Oil Traders Blaster Desk Acti	vity		
Contact List +	=	🛛 🛛 Adrian Raybould 🔹 Andrew Hutchings 🔹 Andrew Mahoney 🔹 Andrew McSween 🛛 🧮 🕒 Brian Harrison 📢 Blaster			=
Filter Contacts	0	🛛 AnneMarie Casa 🔹 Brian Lewis 🔹 Carolyn Cosandey 🔹 Chandra Madathil 🥵 Desk Activity-ICE Connect Beta Feedb	ack*	+	
Enter Gummada	۹	Chris Mingay     Hayden Mattinson     ICE Connect Beta Feedback*			
O <sub>0</sub>	26	ICE EMEA_TradingSolutions     ICE EMEA_TradingSolutions*     ICE Oil Desk*			
Chat Rooms		ICE US_TradingSolutions     ICE US_TradingSolutions*     James Brennan     James Murphy			
Oil Traders (1/50)	0	Jeff Barbuto     Jeff McClure     Jim Ekstrand     John Cusumano     Joice Wong			
Oil Brokers (0/7)	0	Kim Foong*     Asher     Maria Mei     Matt Levy*     Maurisa Baumann			
Traders (0/28)	0	Mayur Kapani     Michael Schwab     Oth Frider     Paul Armer     Paul Summermatter			
E Clearing (0/9)	0	Rajesh Piplani     Ryan Swanson     Sachet Sharma     Tim Fanning     Tim Lin			
Brokers (0/51)	0	Will McIver     William Defilippis     Xuemin Yin     Yves Greats     +			
Co-Workers (0/0)	0				
@ NYSE (0/14)	0				
⊕ Everyone (10/325)	0				
E Connect (0/12)	0				
⊕ ICE Sales Desk (0/50)	0				
Default (9/176)	0				
EICE Help Desk (2/12)	3				
Backoffice (0/3)	0				
	0				
		Carte Matt Levy*			
		🕲 🖪 Send 🔺		0 🛪	Send
		Q. Search & All Tabs Q. Search			🖸 All Tab

📩 Lauren Raia		Hongbin D					n, Hongbin Liu		_10);
Lauren Raia	=	Coup Miler	Hongbin Lu	● Jef McOu	. =	Co-Workers     Coug Miller	Hengtin Liv	• Jarmo	
		Lauren Raia	MatLevy	• TinLin	•	Lauren Raa	MatLevy		
OK NP The Card Bridge Marks	HTTR. LORI		Conf Bridge   Me	N HTTR SO	M	05 NP 194	Cont Bridge Ste	ns [HTTR ] L	OR .
	HTTR LOR		and the second se		N .				OR.

## CONTACT LIST (NEW)

The contact list widget displays all of your contacts. Contacts are listed within their groups and contacts can be members of more than one group.

**Search Contacts** - quickly type-ahead to find the contact you're looking to message. You can search by Name, Desk, and Company.

When you search your contacts, ICE IM will automatically query the ICE Directory for non-contact matches. Current contacts will appear in the "My Contacts" folder. Non-Contacts in your company will appear in the "My Company Directory" folder. External non-contacts will appear in the "External Contacts Directory" folder. You can expand or collapse each folder.

The action menu next to the filter contacts box offers you the following capabilities:

- Expand All Groups
- Collapse All Groups
- Show/Hide Offline Contacts
- Show Only Desk Contacts



INTERCONTINENTAL EXCHANGE

23/69

### **RIGHT-CLICK MENU - GROUP**

The contact list offers functionality via the right-click menu on the group. Users can:

- **Open as Group Message Console**: if the group is not open elsewhere, this will open the group as a new console window.
- Send a **Blast** message to the group, seeding the Blaster with members of the group
- **Create Chat Room** loading the group members into the invite list in the Chat Room Editor. (Permission based)
- Toggle the **Visibility** of a group within the Contact List and/or Blaster
- Manage Group via the Group Manager
- Delete Group

1	Open as Group Message Console	
	Blast	
	Create ICE Chat Room	
	Create Yahoo Chat Room	
	Visibility +	🕼 Blaster
	Manage Group	Contact List
	Delete Group	

#### **RIGHT-CLICK MENU - INDIVIDUAL**

The contact list offers functionality via the right-click menu on the individual as well. Users can:

- **Open in Message Console**: will open the contact within a message console, abiding by user preferences.
- Send a Blast message to the user, seeding the Blaster with the selected user
- **Create Chat Room** loading the contact into the invite list in the Chat Room Editor. (Permission based)
- Edit Contact so you can update their contact details.
- **Copy Contact To** another group; will place the contact in the selected group as well as keep the contact in the current group
- **Move Contact To** another group; will place the contact in the selected group and remove them from the current group
- Remove From Group will remove the contact from the selected group
- Disconnect from the contact so they can longer reach you
- Block a current contact from reaching you in the future

## ENHANCED MESSAGE SHORTCUTS

Message shortcuts are user defined buttons that allow you to send (or queue up) preset messages. For each button you can configure:

- The button label
- The message associated with the button
- The foreground color of the button
- The background color of the button
- A distribution list to associate with the button (default is none)

essag	ge Shorto	cuts							
¢å Gen	eral Setting	gs							
Left C	lick	Right Click							
Auto	Send	Insert							
Messa	ige Shortcu	uts (5)					Add	New S	hortcut
Order	Label	Message	Groups	Contacts	Chat Rooms	FG	BG	Edit	Delet
=	Scott's Test	This is a test blast message with a distribution list associated. This blast will go to the Chat Room "L S 1 Chat Room" along with all contacts in my Default group and the contacts "Larry Asher" and "S Bez"	1	2	1			1	Ċ
=	Good Morning	Good Morning	1	0	0			1	
≡	UR OUT	UROUT	0	0	0			1	۵
	312	Done	0	0	0				
≡	Done	Done					_		

 $\equiv$  Drag the handles to change the order buttons are displayed

To create a message shortcut button, go to **Preferences**  $\rightarrow$  **Message Shortcuts**. Click **Add New Shortcut**. Enter your desired **Label** for the button as well as the **Message** to associate. You can configure the **Text** (foreground) and **Background** color for the button as well.

If you don't want to associate any **Recipients** you can Save this button. If you wish to associate **Recipients** with the button you can select **Chat Rooms**, **Groups**, and/or **Contacts**.

Shortcuts (5)				🖺 Save	×	Cancel	Ô	Dele
Label	Scott's Test							
Message	This is a test blast message with a distribution list asso along with all contacts in my Default group and the con				om "L S	S 1 Chat Ro	oom"	
A Colors	Text Background							
Recipients								
🗣 Chat Rooms	× L S 1 Chat Room							× •
嶜 Groups	× Default							× •
Contacts								
Gontacts	Filter Contacts Filters »							
Guitacts	Filter Contacts     Filters >       All Other Contacts (1)     -		2 Contacts	selected			(	- C
Guitacts				s selected Asher			(	
Gontacts	All Other Contacts (1)	>>		Asher			(	
	All Other Contacts (1)	>> Add	C Larry	Asher			(	□ •
	All Other Contacts (1)		C Larry	Asher			(	
	All Other Contacts (1)	Add	C Larry	Asher			(	-

#### INTERCONTINENTAL EXCHANGE

25/69

There are some **General Settings** to set default actions for the left and right clicks. There are 3 options:

- Auto-Send: Sends the message to the selected tab if there is no distribution list associated with the button or sends the message to the entire associated distribution list if there is one associated.
- **Insert**: Loads the message into the text entry for the selected tab if there is no distribution list associated with the button or loads the message into the Blaster with the associated distribution list selected.
- **None**: Does nothing on mouse click.



Messages can even be built by pressing multiple shortcut buttons. Message shortcut buttons can be displayed or hidden in each region via the user setting in the region menu.

### MESSAGE SEARCH

You are able to search through your messages in each region and can elect to search only the current tab or all tabs in the region. Message search can be displayed / hidden in each region via the user setting in the region menu. As you scroll through your results, the text string will be highlighted.

10:17:19 am Scott Besner wti z 50 calls 5/6 10:17:32 am Scott Besner looking for size

### **BLASTER**

Send one message to multiple contacts and quickly pick and choose recipients within the **Blaster**. Each group you create is available to be blasted to.

Blaster	
📢 Blaster 🛨	=
« Q Find	Contact
Groups (2)	Contacts (64)
Chat Rooms	C Desktop Strategy
Oll Traders	Global Trading Solutions
Oil Brokers	☑ IA Development Questions
Traders	IDP Dev Room
Brokers	VYSE Connect Chat Room
Co-Workers	☑ NYSE Connect Underlings
NYSE	☑ On-Spite
Everyone	Scott & Sales Chat Room
Connect	🕑 Tim, Scott and Maria
ICE Sales Desk	YJ Deploys
Default	Andrew McSween (ICE)
Backoffice	🕑 AnneMarie Casa (ICE)
Credit	Bob brahms (ICE)
Create Message Shortcut: La	Belan Kaliavia (ICE) bel Create
	🙂 🔺 Send



#### **Blaster Resizing**

You can change the layout of the blaster by toggling the groups to be viewable via the icon in the top left.

The divider is now able to be dragged to resize the two regions of the blaster.

#### Sending Messages from the Blaster:

- Select the group(s) you wish to send message to. This can include Chat Rooms.
- 2. You may also select/de-select users or chat rooms from the group(s) selected.
  - a. There are options for Contact Selection to select None, All, or Toggle between the currently selected and deselected ones.
- 3. Type your message in the text entry area and Send.

### Type Ahead and Multi-Select

ICE IM offers the ability to quickly search for the contact(s) you wish to select as recipients via type-ahead search. Along with type ahead search you can perform multi-select functions in the blaster to quickly select/de-select recipients.

💻 Blaster				_ 🗆 🗙
📢 Blaster 🔸				≡
«	Q Find Cor	ntact		•
Groups		Contacts		
Chat Rooms				
Oil Traders				
Oil Brokers				
Traders				
Brokers				
Co-Workers				
□ NYSE				
Everyone				
Connect				
ICE Sales Desk				
0.04.9				
			٢	A Send

### CLEAR BLASTER SELECTIONS AFTER SENDING BLAST MESSAGE

Select Preferences  $\rightarrow$  Blasting  $\rightarrow$  Clear Blaster Selections After Sending Blast Message to clear out all selected recipients in the Blaster after a message is sent.

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018 27/69

Preferences Contacts Notifications Help	
Manage Keyboard Shortcuts	
Tab Sorting	2
Message Shortcuts	
When a new message arrives	
When opening a message widget	· 1
Desk Chat	- 1
Themes	
🗹 Display Quick Launch Menu Bar in Primary Console	
ICE Block	
S Open Message Consoles with only Online Contacts	
☑ Display Presence Icons in Chat Tabs	
Send Message with Enter Key	
C Underline Recognized Markets	
Copen Tabs in New Console on Double Click	
Auto-Open Chat Tab When Accepting New Contact	
Disable Quick Copy	
Blasting	Display Presence in Blaster
0 I I I	Clear Blaster Selections After Sending Blast Messa
	When sending a blast from a region include chat room
	Open chat room tabs when I include them in a blast

### DISPLAY PRESENCE IN BLASTER

To view your contacts' presence in the Blaster go to Preferences  $\rightarrow$  Blasting  $\rightarrow$  Display Presence in Blaster. This will be off by default. If enabled your contacts will display presence in the Blaster.

🕫 Blaster 曽 Contact List 📢 Blaster +		≡
< c	Q Find Contact	
Groups (10)	Contacts (732)	
Yahoo IDs	🕑 📕 Brad James (AOL)	
	Chad Caplin (ICE)	
Nat Gas	Scott B Kneck (ICE)	
Default		
☑ 01		

## **RECENT ACTIVITY**

**Recent Activity** consolidates and displays all incoming messages in chronological order. Use it as a "ticker" for your IMs and view messages as they are delivered without switching between tabs.

You can quickly respond to an IM from **Recent Activity** by clicking on the contact's ID. This will open a tab for the contact.

Recent Activity widgets can be filtered by groups and can include/exclude chat room messages.

≞ Recen	nt Activity +		=
6.54.02 am	livesquawk Deuts	che Bank: Wants To Be Top-5 Debt Trading Bank	
		Brokerage Balances	
7:16:30 am	ICE NatGas_Desk	RFO: PHE 17 2.75/3.00 csprd live 1x	
7:16:38 am	ICE NatGas_Desk	RFQ: PHE k17 2 75/3 00 csprd live 1x	
7:16:46 am	ICE NatGas_Desk	RFO: PHE j17 3:00/3:25 csprd live 1x	
7:16:51 am	ICE NatGas_Desk	RFQ: PHE k17 3.00/3.25 csprd live 1x	
7:17:02 am	ICE NatGas_Desk	RFQ: PHE (17.3.25/3.50 csprd live 1x	
7:17:12 am	ICE NatGas_Desk	REQ: PHE k17 3 25/3 50 csprd live 1x	
7:17:26 am	ICE NatGas_Desk	RFQ: PHE (17.3.50/3.75 csprd live 1x	
7:17:33 am	ICE NatGas_Desk	REQ: PHE k17 3 50/3 75 csprd live 1x	
7;18:02 am	livesquawk ECBL	Inlikely To Boost Bond Lending On Thursday - RTRS Sources	
Mkt	Fears Repo Mkt Squ	eeze At Quarter End	
7:18:18 am	ICE NatGas_Desk	RFO: PHE (17 2 25/2 00 psprd live 1x	
7:18:24 am	ICE NatGas_Desk	RFQ: PHE k17 2:25/2:00 psprd live 1x	
7:18:33 am	ICE NatGas_Desk	RFQ: PHE (17 2 50/2 25 psprd live 1x	
7:18:39 am	ICE NatGas_Desk	RFQ: PHE k17 2:50/2:25 psprd live 1x	
7:18:52 am	ICE NatGas_Desk	RFQ: PHE 117 2 75/2 50 psprd live 1x	
7;19:09 am	ICE NatGas_Desk	REQ: PHE k17 2 75/2 50 psprd live 1x	
7:19:21 am	ICE NatGas_Desk	RFQ: PHE 117 3.00/2 75 psprd live 1x	
7:19:25 am	ICE NatGas_Desk	RFQ: PHE k17 3.00/2.75 psprd live 1x	
7:19:39 am	ICE NatGas_Desk	RFQ: PHE  17.2.70 strd live 1x	
7:19:43 am	ICE NatGas_Desk	RFQ: PHE 117 2.75 strd live 1x	
7:19.48 am	ICE NatGas_Desk	RFQ: PHE 117 2.80 strd live 1x	
7:19:50 am	ICE NatGas_Desk	RFQ: PHE i17 2.85 strd live 1x	
7.19.56 am	ICE NatGas_Desk	RFQ: PHE 117 2.90 strd live 1x	
7:20:00 am	ICE NatGas_Desk	RFQ: PHE 117 2.95 strd live 1x	
7:20:04 am	ICE NatGas_Desk	RFQ: PHE i17 3.00 strd live 1x	
7:20:09 am	ICE NatGas_Desk	RFQ: PHE 117 3.05 strd live 1x	
7.20.13 am	ICE NatGas_Desk	RFQ: PHE i17 3.10 strd live 1x	
7.20.23 am	ICE NatGas_Desk	RFO: PHE k17 2.80 strd live 1x	

## **DESK CHAT**

Desk chat allows a group / desk of users to chat internally as well as view all external chats between the contacts of the desk. The external recipient only communicates with one shared ID. Unlike a chat room, where each user must "join" a specific chat room and remain there to chat, desk chat propagates the message to each user attached to the desk ID.

## MANAGING DESK CONTACTS

When a member of a desk adds a new contact they can select to add a contact on behalf of:

- Individual added contact can only be contacted by desk member who added them. Message would come from user's individual account.
- Desk added contact can be contacted by anyone on the desk. Message comes from desk handle.

Enter the user's screen	name and service to send them a contact re	juest.
Username	Username	
Service	ICE IM	
NickName	Nickname	
On Behalf Of	Individual	
Add to Group	Individual Desk	
Primary Group	Default	
Emails	Work   Enter a new e-mail	addess
Phones	Work   Enter a new phone	number
Default Product	None	×
Notes		

When a contact is added as a Desk contact by one member of a desk, the contact is added to all members of the desk as a desk contact. All members of the desk will receive a notification of the accepted connection.

Desk contacts are distinguished with an asterisk (\*).

## **DESK CHAT PREFERENCES**

When sending a message to a desk contact you can choose whether you wish to display your user name. Under Preferences → Desk Chat select Insert My Username into Messages Sent from Desk Chat to include your user name.	Desk message sent with the preference: On: Desk123 (userID): this is a desk message Off: Desk123: this is a desk message
When another member of your desk sends a message out to a desk contact you will receive a notification. However by default, the tab will not automatically open.	If you wish to have tabs opened when another member of your desk sends a message go to Preferences → Desk Chat and select Open Chat Tabs When Coworkers Send Desk Messages

## **DESK ACTIVITY WIDGET**

The desk activity widget will display all of your desk messages in one tab. This tab includes all inbound and outbound messages for your desk.

Sending messages in this widget will *only* send messages to your desk, *never* externally, just like your internal desk chat. This allows a desk to get a full picture of the markets they're working with their customers while interacting with their own, internal desk.

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018

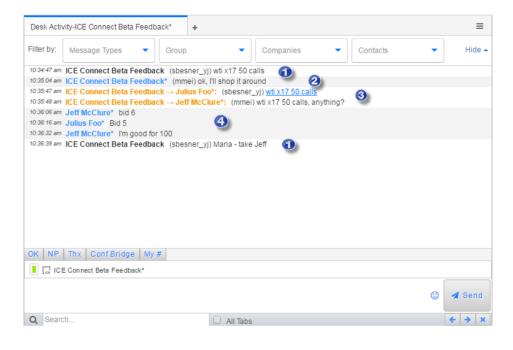
30/69

Although all external messages are displayed here, they are not seen by other external contacts. When an external contact needs to be contacted, clicking on their user name in the window will bring you directly to their tab.

The widget can be filtered to view the messages you wish to see and you can open multiple instances of the widget with different filters set.

Message types within the desk activity widget are:

- Message sent by your to your internal desk.
- Message sent by someone on your desk to your internal desk.
- Message sent by anyone on your desk to an external desk contact, including blast messages to desk contacts.
- Message received from any external desk contact.



## **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 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

INTERCONTINENTAL EXCHANGE

NOTE: AIM and Yahoo chat rooms are enabled or disabled only

Once you've received permissioned access, be able to access your running chat rooms from your **Contact List** and/ or the **Chat Room List**. Snapshots will only be available in the **Chat Room List**. List.

## **CHAT ROOM EDITOR**

If the service type is ICE, you can:

Determine whether members are able to view message history when they join by selecting or deselecting "Reload entire chat room history when a new member joins"; this is selected by default.

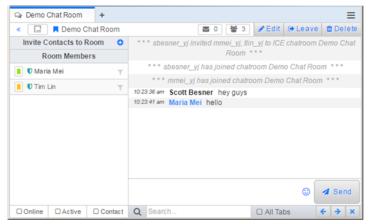
You can make the room permanent or temporary by selecting or deselecting "Keep this chat room running until I delete it"; this is selected by default. You can name the room and select the service you want to create the room on. Inviting contacts is made easy via filtering by company, group, and/or type-ahead search.

Name the Room								Select a Serv	rice	
Demo Chat Room								ICE IM	AOL	Yahool
Chat Room Members										
Filter Contacts	۲	Company	*	Group		*				
All Other Contacts (31	1)		0.		3 Memb	ers in Demo C	hat Room	1		0.
Aaron Gill					O La	wrence Asher				
Aaron Goetze				>>	🗆 Ma	iria Mei				
Adrian Raybouk	i .				🗆 Tir	n Lin				
<ul> <li>Al Wansky</li> </ul>				<< Remove						
Alex Boughton*	0									
Alex Heard* 🤣										
Alak Tandant (A										
Choose Room Settings	È					+ Create	E Sa	ve Snapsho	at e	Cancel
		ry when a new men				1.				

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

## CHAT ROOM

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



Action buttons:

- Edit the room add/remove participants
- Leave the room you will receive no messages sent in the chat room but can rejoin at your convenience
- **Remove** the room you will need to be re-invited to the chat room in order to participate. Room is removed from your platform.
- **Delete** the room (creator only) chat room is deleted from the server for *ALL* participants.

Res Scott & Sales Chat R	loom									_ 0	)×
Q Scott & Sales Christian	+										$\equiv$
« 🐂 🖪 Scott & Sales (	Chat Ro	om			<b>B</b> 0	삼 21			• Leave		elete
Invite Contacts to Room	0		* WID	civer_yj has left				s Chat	Room	~~~	
Room Members							0,2016				
	Y		wmci	ver_yj has joine	d chatro	oom So	ott & Sal	es Chi	at Room		
Amanda Schroeder +	1		jbreni	nan_yj has joine	d chatr	oom Sc	ott & Sa	ies Ch	at Room		
📕 🛡 AnneMarie Casa	T		* jbre	nnan_yj has left	chatroo	om Sco	tt & Sale	s Chal	Room		
Anton Kaplan	Y		jbreni	nan_yj has joine	d chatr	oom Sc	ott & Sa	les Ch	at Room	***	
· · · · · · · · · · · · · · · · · · ·	-		* jbre	nnan yj has left	chatroo	om Sco	tt & Sale	s Chal	Room		
Brian Harrison	τ		ibreni	nan vi has ioine	d chate	nom Sc	off & Sai	es Ch	at Room		
David Gertler +	T			nnan vi has left							10
							Copy Al	I Mess	sages		1
James Brennan	Ŧ		WID	civer_yj has left Wedne		1 N	Display	Syste	m Messa	ages	
James Murphy	τ		shoe	ner yj has joined			off & Sal	os Chi	at Room		
John Cusumano	TO-D			aner vi has left							
	-		000				7,2016	Griat	ADOUT		
📕 🛡 Lisa Tarver	Ŧ	***	choc	ner yj has joined				as Chi	at Room		
Mark Heilbrun	T										
	-		- soe	sner_yj has left		mber 04		Chat	Room		
Maurisa Baumann	T			ner vj has joinei				ar Chi	of Doom		
Michael Kelleher	T			and the second se							1
Michael Schwab	T	OK NP	Thx	Com Bridge	Buy	Sell	Done	Out	TICEN	w web	8
									0	15	end
Olivier Joseph Abihssira 4						1000					
Online Active Co	ntact	Q Searc	n				All Tabs			÷ -	×

You're able to:

- Invite other users
- Remove other users
- Filter messages

#### All users must accept invite.

Pending Chat Room Invitation						
Room Name: Tips Chat Room (/CE)						
Invited By: Maria Mei						
Would you like to accept the chat room invitation?						
✓ Accept X Decline						

All active chat rooms will appear in your contact list as well as the **Chat Room** List.

#### Chat Room Resize

You can now choose to hide the side panel of a chat room or resize. To resize the side panel simply drag the divider to the desired size.

To show/hide the side panel there is a toggle in the top left corner of each chat room.

### **CHAT ROOM LIST**

Under **Running Chat Rooms** you will find a list of all the chat rooms you are currently a participant of; including information on the number of unread messages and the number of participants. All action buttons listed above are available in this widget as well.

There is also a list of your **Saved Chat Room Snapshots**, which allow you to spin up a chat room from a template.

## SPIN OFF CHAT ROOM VIA DRAG AND DROP

You can quickly spin up a chat room and add contacts to a chat room via drag and drop. While on the tab you want to spin off the chat room with, drag any other contact into the middle of the region to see target drop points. Simply release the contact onto **Create Chat Room** to start up a chat room with the two contacts and you!

Recent Activity	y				
Julius Foo*	Jeff McClure*	Q Scrum	≞ Recent Activity	+	=
10:36:06 am Jeff N	onnect Beta Feedback IcClure* bid 6 IcClure* I'm good for 1		50 calls, anything?		
			+ Add To reg	ion	
			🔉 Create Chat	Room	
	Conf Bridge My#				
📕 🗔 🏜 Jeff McC	Clure*				
					🙂 🖪 Send 🔺
Q Search			All Tabs		+ → ×

To add other contact(s) to any existing chat room, drag them into the middle of the chat room region and drop them on **Add To Chat Room.** 

34/69

🗣 Re	cent Activity							
😑 Ju	lius Foo*	Jeff McCl	ure*	🔉 Scrum	≞ Recent Activity	+	≡	
Ge	Scrum					🛛 0 🚰 10	🖋 Edit 🕒 Leave 🗙 Remove	
li	nvite Contact	s to Room	0			* * *		
	Room M	embers		tcook_prod i		miller_prod, jmcclure_prod, las sner_yj to ICE chatroom Scrum	her1, mmei_yj, ngreen_prod2,	
	Andrew H	utchings	٣		306	* * *		
	🛡 Doug Mille	r	Т		*** tcook_	prod has joined chatroom Scru	IM ***	
	U Jeff McClu	re	т		*** jmcclure	_prod has joined chatroom Sc	rum ***	
			т		*** sbesn	er_yj has joined chatroom Scru	IM ***	
Josh Willis + T			1	*** lasher1 has joined chatroom Scrum ***				
	Lawrence	Asher			+ Add To regi	on	ed by tcook_prod ***	
	🛡 Maria Mei						***	
	🛡 Neil Greer	) +			🔉 Add To Chat R	oom	oom Scrum ***	
	€ testc6 first	testc6 last +	т					
	U Tyler Cool	¢	Т					
				OK NP Thx	Conf Bridge My #			
							🙂 🔺 Send	
	nline 🛛 A	ctive 🗆 Co	ntact	Q Search		All Tabs		

## SPIN OFF CHAT ROOM VIA RIGHT-CLICK

Clicking on a chat tab now offers the ability to invite more users to a chat room by selecting **Invite More Contacts**. This selection will bring you to the **Chat Room Editor** widget with the current contact selected.

•	David Zhang	
	nvite More Conta	cts
E	Export Conversati	on
(	Clear Message H	istory
١	/iew Message Lo	gs
5	Silence Contact	
E	Edit Contact	
1	Fearout Tab	
(	Close Tab	
(	Close Other Tabs	

From here you can select other contact(s) to invite to a chat room. Message history will not be carried over so new people joining will not see what was discussed previously.

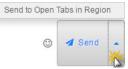
## **BLAST TO CHAT ROOMS**

Chat rooms can be selected as recipients of your blast messages. You can select which chat rooms to send a blast message to within the blaster or you can include them when blasting from a region.

Blaster			>
r∮ Blaster +			=
4	Q Find Cor	tact	*
Groups (1)	8.	Contacts (6)	
Chat Rooms		C Desktop Strategy	
OII Traders		Dev Support Chat	
Oil Brokers		CE Mobile	
Clearing		Market Watch	
Traders		YNYSE Connect Chat Room	n
Brokers		Scott & Sales Chat Room	
Co-Workers			
NYSE			
Everyone			
Connect			
C ICE Sales Desk			
Default			
CETIP			
Creditex			
OK NP Thx Conf Brid	pe Trade UR OU	Good Morning Done	
			😊 🖪 Send

If your Chat Rooms group isn't visible in the Blaster, right-click on the Chat Room group and select **Visibility**  $\rightarrow$  **Blaster**.

Under **Preferences**  $\rightarrow$  **Blasting** select When sending a blast from a region include chat rooms to include chat rooms when blasting from a region menu or from the arrow next to Send.



Select **Open chat room tabs when I include them in a blast** if you want the chat room to open when included in your blast.

## **MESSAGE PRIORITIES**

With priority messaging you can play a custom sound and display a custom color tab every time a message is received from a specified contact or whenever a message contains a specified keyword. You can also indicate when you want a push notification sent to your phone.

You can set message priorities under the Notifications menu. Your default message priorities can be found by navigating to **Notifications**  $\rightarrow$  **Message Defaults**. Here you can view or edit the default notification settings for messages received.

efault Message Colors and Sounds					
Туре	Color	Sound	Send Mobile Push Notifications	Remind Me	Send Email Notifications When I'm
Incoming Message		Default 🕶 🕒 🕨	Always -	Never 🕶	Away or Offline 👻
Incoming Desk Message		Default	Always Except between	Never	Never
Outgoing Desk Message		Default	Never	Never	Never
ICE Chat Rooms		Default	Always	Never	Never

Under Notifications → Priorities you have the ability to:

- View Available Priorities as well as create more of your own
- View predefined Prioritized Keywords and add your own keywords

```
INTERCONTINENTAL EXCHANGE
```

ICE Instant Messaging | December 2018 36/69

• Define Prioritized Contacts

# PUSH NOTIFICATIONS (PNS) FOR CHAT ROOMS AND DESK MESSAGES

Under Notifications  $\rightarrow$  Message Defaults a user is now able to select to send push notifications for missed messages in a chat room as well as for inbound and outbound desk messages. For chat rooms, the PNS will be sent based on your status, whether you're away or offline, as well as if you're a member of the chat room.

For desk messages, the PNS will be sent based on your status, whether you're away or offline regardless of anyone else on the desk being available. This means that although a contact of the desk might see the desk as available, you can still receive PNS for those messages.

Default Message Col	ors and S	Sounds			×
Туре	Color	Sound	Send Mobile Push Notifications	Remind Me	Send Email Notifications When I'm
Incoming Message		Default	Always	Never	Away or Offline
Incoming Desk Message		Default	Always	Never	Never
Outgoing Desk Message		Default	Always	Never	Never
ICE Chat Rooms		Default	Always	Never	Never

## EMAIL NOTIFICATIONS FOR MISSED MESSAGES

Similar to getting push notifications (PNS) for missed messages sent to your phone, you will now be able to have an email sent for your missed messages. This can be set from Notifications  $\rightarrow$  Message Defaults. A new column, Send Email Notifications When I'm is available with the following choices:

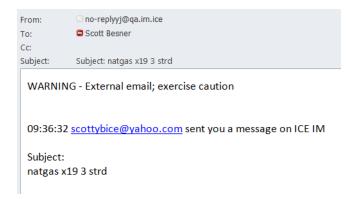
- Away of Offline sends an email
- Away
- Offline
- Never

The email will be sent to the email you are registered for ICE IM under. These emails for missed messages are batched on the server and delivered so as to not inundate you with emails.

Default Message Col	lors and S	Sounds			×
Туре	Color	Sound	Send Mobile Push Notifications	Remind Me	Send Email Notifications When I'm
Incoming Message		Default	Always	Never	Away or Offline
Incoming Desk Message		Default	Always	Never	Never
Outgoing Desk Message		Default	Always	Never	Never
ICE Chat Rooms		Default	Always	Never	Never

The email will come from ICE IM with the message in the email.

#### INTERCONTINENTAL EXCHANGE



# PLAY LOCALLY STORED SOUNDS FOR RECEIVED MESSAGES

You are able to select your own sounds for your incoming messages by going to the priority you wish to update and clicking the sounds file icon. This will allow you to browse your computer for your own .wav files to play when a message is received.

Default Me	essage Co	olors and Sounds			×
Туре		Color Sound		Send Mobile Push Notifications	
Incoming Me	essage	Defa	ult 🕶 💽 🕨	Always 🕶	
Priorities					×
Priority	Color	Sound		Send Mobile Push Notifications	
1		Default 🗸 💽 🕨		Always -	

# PLAY SOUNDS FOR ACTIVE TAB

Under Notifications  $\rightarrow$  Sounds you can select to Play Sounds For Active Tab. With this selected, your sounds will play for the active tab.

### SILENCING

Contacts, entire groups, or specified phrases can be silenced within the platform. When silenced, the message is still received but no notification is displayed to the user. Silencing settings are found under **Notifications**  $\rightarrow$  **Silencing**.

### **REMINDER ALERTS**

For each priority there is the ability to set a reminder alert so if a message tab has not been acknowledged, a new alert can be triggered. This is available for the **Message Defaults** and **Available Priorities**, both of which are found under the **Notifications** menu.

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018 38/69

For each priority, the reminder alerts can be set under the **Remind Me** column. The default is set to **Never**, which means no reminder will be triggered. To enable a reminder, change **Never** to **After** and select the time period after which a new alert will be sent.

riority	Color	Sound	Send Mobile Push Notifications	Remind Me
		Default	Always	After 1 minutes and 0 seconds
2		Default	Always	Never
3		Default	Always	Never
olor				
olor 				

The alert will make the tab flash/pulse from a bright shade of the associated color as well as make the task bar flash.

💻 Chat Rooms,	, Everybody,	Larry Asher*		_ 🗆 ×	📕 Chat Roon	is, Everybody, L	arry Asher*		
Schat Rooms	Everybody				Chat Rooms	Everybody			
<ul> <li>ICE Brent Desk*</li> </ul>	😑 Larry Ash	er* 🛛 🔵 Ramya Datla	a(1) • David Zhang	≡	<ul> <li>ICE Brent Desk</li> </ul>	* 😑 Larry Asher	Ramya Datla(1)	) • David Zhang	≡
• Eve Daley •	Larry Asher	William Defilippis	+		• Eve Daley	Larry Asher	William Defilippis	+	
GM LIR DONE	wti x 18.50	strd No interest	1 New Button for I	Demo		<1 WTLX18 50 s	trd No interest 📢	New Button for I	lemo
S & Larry Ashe					S Larry As		and another set 14		
			•	Send 🔺				•	Send 🔺
Q Search				🗆 All Tabs	Q Search				🗆 All Tabs

# **KEYBOARD SHORTCUTS**

ICE IM is shipped with 2 keyboard shortcuts allowing you to quickly navigate through your open tabs in a region. Keyboard shortcuts can be found under **Preferences**  $\rightarrow$  **Manage Keyboard Shortcuts**.

#### Keyboard Shortcuts Manager

Name	Shortcut	Description		
region:activate-next-tab	ctrl+tab	Go to the next tab in the region		
region:activate-previous-tab	ctrl+shift+tab	Go to the previous tab in the region		

Look for enhancements to this functionality in future releases.

# **EMOJIS**

John Cusu O John Cusuman

📕 🗔 🏜 John Ci

ICE IM offers a set of emojis which contains search capabilities.

To search for an emoji, enter your term in the search box within the emoji selector.

Emojis can be inserted by clicking on the emoji symbol next to the send button.

											8	10		٢	3	?	9	
											hap	ру						
апо	+								_		Pe	ople						
												<b>6</b>		:	8	-	0	:
												3	-	÷	*		3	25
	_										0							
0	101		٢	8	?	0	*					_						
Sear	ch										8	100		٢	•	•	9	
Pe	ople										hase	eball						
	8	8	-			8												
0	3	0	0	•		3	8				Ac	tivity						
-	*ŝ.		05	C.		¥	÷	0	A Se	end 🔺	1							

# **ADDITIONAL TIPS**

The IM platform has built in user shortcuts to improve your workflow.

#### INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018

40/69

### PREFERENCE TO SEND WITH ENTER KEY

The default in ICE IM is to send a message when the enter key is struck. There is a preference to change this: **Preferences**  $\rightarrow$  **Send Message with Enter Key**.

### **QUICK COPY**

Copy and paste content from messages by clicking and dragging over the text. You can quick copy by clicking to the left of the text; this copies the text of the message excluding the timestamp and userID.

17:19 am Scott Besner wti z 50 calls 5/6

The following text will be copied: "wti z 50 calls"

## DISABLE QUICK COPY

Quick copy can be disabled/enabled under **Preferences**. There is a selection to **Disable Quick Copy**.

### **COPY ALL MESSAGES**

You can right-click in the body of a tab and select **Copy All Messages** to copy the entire message within the tab, including the timestamp and userID(s).

### QUICK SORTING OF TABS

This is only available while you're in manual sort mode. Quickly sort your tabs in each region on the fly with a menu choice in the Region menu. Click on the Region menu and select **Sort Tabs**. You can then select to sort them alphabetically (**A-Z**) or reverse-alphabetically (**Z-A**).

≡			
	Clear All Badges		
	Clear Outgoing Badges		
	Close All Offline Tabs		
	Send Blast		
	Add Region Label	×	
	Sort Tabs	×	A-Z
0	Show Message Shortcuts		Z-A
	Show Message Search		
Ø	Show Region Labels		
	Tab Position	×	
	Zoom Region	¥.	
	Create New Region	×	
	Move Region Into a New Window	1	
	Remove Region		

### **EXPORT CONVERSATION**

To export the conversation from the selected tab into a .txt file, right-click and select **Export Conversation.** 

### **CLEAR MESSAGE HISTORY**

To clear out message history within a tab, you can right-click on the tab and select **Clear Message History**.

### VIEW MESSAGE LOGS

Need to see more history? Right-click on the contact's tab and select **View Message Logs**. This will load up the client area as a tab in a new window console with the logs between you and the contact selected.

NOTE: viewing logs is contingent upon your company's compliance recording preferences.

### SEND TO MESSAGE CONSOLES IN REGION

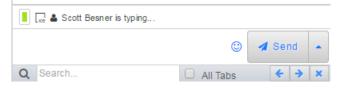
Quickly send a blast message to all contacts tabs open in a region by clicking the arrow next to Send and clicking **Send to Message Consoles in Region**. The message is sent to all open message console tabs within the region upon clicking.

### **BLAST TO ALL OPEN TABS IN REGION**

By clicking **Send Blast** under the **Region Menu**, the **Blaster** will be seeded with all contacts for whom a tab is opened in the region.

### **TYPING NOTIFICATIONS**

While you're on a tab, you are able to view whether or not your contacts are responding to you. If they are actively typing a message to you, their name in their tab will be underlined. In addition to the underline of the tabs who are currently typing, you will see "is typing" in the active message console.



Sending and receiving these notifications can be controlled by going to Contacts  $\rightarrow$  Typing Notifications and toggle:

- **Display Typing Indicators in Message Tabs** controls seeing whether your contacts are actively typing to you
- Send Typing Notifications controls whether you want your contacts to see that you are actively typing to them.

### DISPLAY PRESENCE ICON IN TABS

You can choose to view your contacts' presence icon on the chat tabs themselves to quickly see if a contact is available, away, or offline.

To enable this preference, go to Preferences menu and select **Display Presence Icons in Chat Tabs** 

Preferences	Contacts	Notifications	Help						
Manage Key	/board Shortd	uts							
Tab Sorting									
Message Shortcuts									
When a new	When a new message arrives								
When openi	ng a messag	e widget	Þ						
Desk Chat			Þ						
Themes			Þ						
ICE Block			Þ						
Open Messa	age Consoles	with only Online	Contacts						
🗹 Display Pres	sence Icons ii	n Chat Tabs							

# CONTACT STATUS IN MESSAGE CONSOLES

You can view your contacts' status message in the message console as well as the Contact List.

📕 🗔 🛓 Larry.	Asher	Displaying Larry's	Status Message Here

### **CLEARING BADGES FROM NOTIFICATIONS MENU**

You can quickly clear badges across the entire platform or for each region. To clear badges across the entire platform navigate to **Notifications**  $\rightarrow$  **Clear All Badges**.

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018 43/69

To clear badges for a specific region, click on the Region Menu and select:

- Clear All Badges clears all badges within the selected region
- Clear Outgoing Badges clears all outbound (desk) badges within the selected region

## CLEAR ALL BADGES ICON

You can quickly clear badges across the entire platform by simply clicking on the **Clear All Badges** icon found to the right of the **Help** menu.

Chat Rooms, Everybody, Contact List, ICE Brent Desk*, Directory Search									
File	Workspaces	Preferences	Contacts	Notifications	Help	Ø +	A-Z	😑 Andrew Hutchings 🕶	<b>₽</b> ▲

## TOASTER PREFERENCES

Toaster preferences can be found under **Notifications**  $\rightarrow$  **Toasters**.

Show Toasters On: There are four choices of where to display the toasters:

- Top Left
- Top Right
- Bottom Left
- Bottom Right (default)

The toasters will display in the location the user selected on the monitor where their "main" window displays.

**Show Toasters for All Incoming Messages**: This will control seeing the toaster pop-up for all inbound messages, including desk messages.

**Show Toasters for Outbound Desk Messages**: This will control seeing the toaster pop-up for all outbound desk messages.

**Show Toasters for Chat Rooms**: This will control seeing the toaster pop-up for all chat room messages.

Notifications Help				
Clear All Badges				
Message Defaults				
Priorities	•			
Silencing	•			
Sounds	•			
Toasters	•	Show Toasters On	F	O Top Left
Mobile Notifications	•	Show Toasters for All Incoming Messages		O Top Right
		Show Toasters for Outbound Desk Messages		O Bottom Left
		Show Toasters for Chat Rooms		<ul> <li>Bottom Right</li> </ul>

# **CLOSE ALL OFFLINE TABS**

When you wish to "clean up" your message console and remove those users who are no longer online, click on the **Region Menu** and select **Close All Offline Tabs**.

# **CLOSE OTHER TABS**

While on a tab, right-click and select **Close Other Tabs** to close all tabs except the one you're actively on.

# **DISPLAY SYSTEM MESSAGES IN CHAT ROOMS**

A toggle has been added via right-click to allow a user to display or hide the system messages in chat rooms. Right-click anywhere in the message history of a chat room to select / deselect **Display System Messages**.

## **REMOVE UNDERLINE OF RECOGNIZED MARKETS**

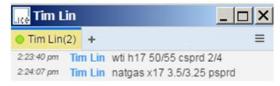
A preference is added to change the display of recognized markets from the blue, underlined text to the same as "regular" text. The recognized markets will retain all their functionality. Go to **Preferences**  $\rightarrow$  **Underline Recognized Markets** to toggle this off and on.

#### Preference Set to Display with Underline

Ice Tim L	.in		_ 0	×
🔵 Tim Lin	(2)	+		≡
2:23:40 pm	Tin	n Lin	wti h17 50/55 csprd 2/4	
2:24:07 pm	Tin	n Lin	natgas x17 3.5/3.25 psprd	

INTERCONTINENTAL EXCHANGE

Preference Set to Display without Underline



# TEAROUT ON DOUBLE CLICK

A new preference is added to control tearing out a tab when double clicking. This preference is found under **Preferences**  $\rightarrow$  **Open Tabs in New Console on Double Click**. This will be selected by default which tears a tab out into its own window when double clicked. Deselecting the preference will disable this.

# SET DEFAULT WINDOW SIZE

When you resize a window, the size will be saved and automatically set as the default size for all new windows opened.

# DISPLAY TIME IN 24 HOUR FORMAT (NEW)

Click on your preferences menu to toggle timestamp display to use 24 hour formatting.

# **SMART TEXT RECOGNITION**

ICE IM offers proprietary message recognition technology which turns market messages into market data. Connect an analytics model to ICE IM and get instant feedback on buy/sell opportunities.

ICE IM allows the customization of the message data views; Display the data you want wherever you want.

# DEFAULT PRODUCT FOR CONTACTS

To properly utilize our proprietary recognition engine, ensure your contacts are set with the proper default products. If one is not set properly, you must specify the product you're sending a market on. You can set a contact's default product by editing the contact.

### **INLINE DISPLAY**

Once enabled for recognition, the message views can be set to display analytics and pricing in the message layouts themselves. The following pieces of data will be available as tools, all of which can be added or removed in the message layouts as desired. The data tools can be added in any order via drag and drop functionality.

AVAILABLE TOOLS

INTERCONTINENTAL EXCHANGE

46/69

### 

Name	TOOL DISPLAY
Theo Indicator	<ul> <li>Based on preferences for colors.</li> </ul>
Open ICE Order Ticket	=
ICE Price Indicator	Lice
hh:mm:ss user message	9:46:53 am Scott Besner brent k18 40/45 csprd 3.7/3.9
Theo	3.92
Theo with Color	3.93 3.93
Delta	∆ 7.06
Residual Delta	Res Δ-3.02
Gamma	Γ-0.54
Vega	v -0.043
Theta	⊖ 0.002
ICE Bid	B: 3.75
ICE Bid Quantity	BQty: 100
ICE Offer	O: 4.05
ICE Offer Quantity	OQty: 100
Under Price	UnderPr: 53.75
Last Trade	Last Trade: 3.75
Open Pricer	*
New Line (Line Break)	4 New Line
Tab	Tab
Reprice	

# PRICING PREFERENCES

All ICE IM users can send and receive markets to and from their counterparties. However, to take advantage of the added recognition functionality special permissions are required.

Once permissioned a new menu option, Pricing, will be available under Preferences.

### PRICING SOURCE

There are two selections to get pricing in ICE IM:

- 1. Trade (Application): sends the analytics and pricing values through from the Trade application. These values will come through whether the pricing api or Options Analytics is being used in Trade.
- 2. Options Analytics (Server): uses the valuations from ICE Options Analytics

#### LAYOUTS

ICE IM offers full customization of the message layouts once permissioned for recognition. Four predefined layouts are provided. Note that the only portion of the message layout which cannot be broken up is the timestamp, sender, and message.

#### hh:mm:ss pm Sender message...

#### **BASIC DOCKED**

- This layout does not change the current layout of the messages.
- There is no inline data and all analytics and pricing is displayed in the market pricer at the bottom of the consoles.

_	ls here hh:i	mm:ss.pm <mark>Send</mark>	er message	Drag tools here
	9:41:27 am	Scott Besner	brent k18 40/4	5 csprd

#### DOCKED

- This layout adds a theo indicator to the left of the message timestamp as well as an ICE indicator when there is a better price on ICE for the same market.
- All analytics and pricing is displayed in the market pricer at the bottom of the consoles.

hh:	mm:ss pm Sen	<mark>der</mark> message	Drag tools here
9:46:53 am	Scott Besner	brent k18 40/4	5 csprd 3 7/3 9

#### BASIC

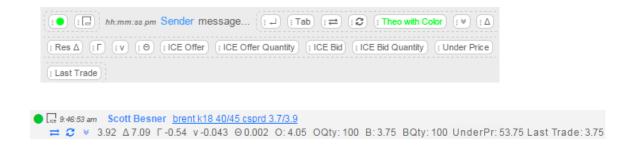
- This layout adds a theo indicator to the left of the message timestamp as well as an ICE indicator when there is a better price on ICE for the same market.
- A new line break and a tab space are added after the message, creating a new line for the analytics data.
- On the new line will be a colored theo price and the delta.



#### **ALL TOOLS**

- The All Tools layout will add all available tools to the message layout.
- To the left of the message timestamp will be a theo indicator as well as an ICE indicator when there is a better price on ICE for the same market.
- A new line break and a tab space are added after the message, creating a new line for the analytics data.
- On the new line will be all of the available tools.
- INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018 48/69



#### **CUSTOMIZE LAYOUTS**

The predefined layouts can be customized as desired by simply dragging and dropping tools into and out of the layout as well as reordering.

All changes are updated and saved dynamically for the layouts.



#### CREATE NEW LAYOUTS

Clicking the "+" button on the Layouts layer provides the ability to create a new blank layout or add any Preset layouts. Likewise, the ability to duplicate the selected layout will be available.

-	rce Trade (A	pplication)	Optio	ns Analytics	s (Server)					
outs	asic Docked	Docked	Basic	All Tools	Scott's I	ayout	Scott	t's One L	ine Layout	+
					-	Blank	Layou	t		
ame	Scott's One Line	Dupli	ate: S	cott's On	e Line Lay	out				
		- 1	Prese	t: Basi	c Docked	1				
rag pricin	ig tools to posi	tion them w	ithin the	message la	yout belo	Prese	t: Docl	ked		
						Prese	t: Basi	с		
( <b>•</b> h	h:mm:ss pm <mark>Se</mark>	nder mess	age	Theo with Co		Prese	t: All T	ools		
Tools	Theo Indica     ∆ Delta Re     ICE Offer R	es ∆ Residual	Delta	Г Gamma	ı v Vega	Θ Theta	I ICE	Bid Quar	tity (ICE	
Tools	∆ Delta ( Re	es ∆ Residual	Delta	Г Gamma	ı v Vega	Θ Theta	I ICE	Bid Quar	tity (ICE	Bid
	∆ Delta I Re	es ∆ Residual ICE Offer Qu ITab	I Delta (i uantity (i	Г Gamma	I v Vega	e ⊖ Theta de) (i ⊭	I ICE	Bid Quar	tity (ICE	Bid
/hen I left	Δ Detta () Re () ICE Offer () () e New Line	es A Residual ICE Offer Qu (1 Tab)	arket,	F Gamma) Under Price Display Marl	Last Tra	e ⊖ Theta de) (i ⊭	I ICE	Bid Quar	tity (ICE	Bid
/hen I left	△ Delta ( Re ( ICE Offer ( ( • New Line)	es A Residual ICE Offer Qu (1 Tab)	arket,	F Gamma) Under Price Display Marl	Last Tra	e ⊖ Theta de) (i ⊭	I ICE	Bid Quar	tity (ICE	Bid

#### **COPY LAYOUTS**

By selecting a layout and then clicking on the drop-down arrow, an option to **Copy Layout** is presented. Clicking this will copy the layout. From there, the layout can be customized.

#### **DELETE LAYOUTS**

Select the layout to delete and click the Delete button.

#### LEFT-CLICK PREFERENCE

For all layouts, there is a preference for the left-click action on a recognized market. When I leftclick on a Recognized Market,

- Display Market Pricer opens the market pricer in the bottom of the consoles
- Open in Watch Tab selects the market in the Market Watch in Trade.

#### **DISPLAY BUY AND SELL OPPORTUNITIES**

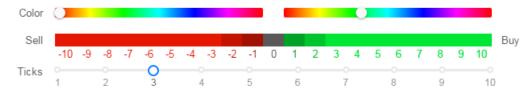
The colors displayed for buy and sell opportunities can be configured as well. This will be under "Display Preferences when comparing Theo vs Bid/Offer".

These colors will affect the Theo Indicator tool as well as the Theo with Color tool.

- Select the base color for **Sell** and **Buy** opportunities from the respective sliders. The default base colors are red for a sell opportunity and green for a buy opportunity.
- Select the number of ticks to shade the **Theo Indicator** and **Theo with Color** tools by. The default number of ticks is 3.
- Once the selections are made, a preview of the various shadings will be displayed in the color sliders.

#### Default settings for the preferences:

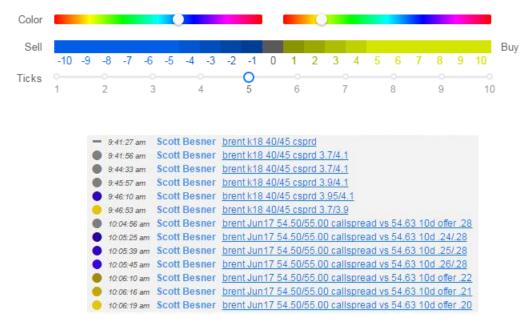
Display Preferences when comparing Theo vs Bid/Offer





#### Customized settings for the preferences:

Display Preferences when comparing Theo vs Bid/Offer



#### **THEO INDICATOR**

The Theo Indicator tool will display as a colored circle displaying when there is a buy/sell opportunity, based on the preference settings, when there are prices sent/received on the IM markets. Should there be no buy/sell opportunity the neutral indicator is a gray circle.

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018 51/69

If no prices are included on the IM markets or a market was reloaded the Theo Indicator tool will display as a dash, clearly indicating there was no price to check against the model.

= Dice 9:41:27 am Scott Besner brent k18 40/45 csprd

### **DECIMAL PLACES FOR ANALYTICS**

If the Pricing Source is set to Trade (Application) the decimal places will be displayed as they are set within the Trade application.

If the Pricing Source is set to Options Analytics (Server) there is a slider to select how many decimal places to display the analytics.

Pricing Source	Trade (Appli		Options Analytics (Server)									
Decimal places f	or Analytics	0.00	.000	.0000	.00000	.000000						

### MARKET PRICER

The market pricer is available on the bottom of the consoles and can be displayed based upon the left-click preference being set to **Display Market Pricer** or by adding the **Open Pricer** tool into any views and clicking that.

brent k18 40.00/45.00 csprd 3.70/3	.90			4/20/2017, 9:46:53 A	M 2 3	≡ ×
BQty: 100	B:3.75 ≓	3.92 ∆7.09 Г-0.54 v-0.043 ⊖0.002 UnderPr:54.54 Last Trade: 3.75	O:4.05 ≓	OQty: 100		

The layout of the market pricer is not customizable and contains the following information.

In the top left of the market pricer will be the ICE IM standardized string for the recognized market. This will show confirmation of what was actually recognized and constructed by the ICE IM recognition engine.

In the top right of the market pricer will be the timestamp of the message along with a **Reprice** tool, an action menu, and ability to close the pricer itself.

**BQty**, **B**, **O**, and **OQty**: These four fields represent the ICE screen prices for the same market if available. The Bid and Offer fields will have the **Open ICE Order Ticket** tool to quickly allow for order entry on the Trade application.

**Theo with Color** tool will display the theo returned from the pricing source colored if a potential buy or sell opportunity is there based on the preferences.

Delta [Residual Delta], Gamma, Vega, Theta are all returned from the pricing model.

Clicking on the **Reprice** tool will update the analytics data for the market loaded in the pricer. The timestamp will update with the time the new pricing data was received.

The action menu contains the action items available for the market in the pricer, much like the right-click menu on a recognized string. These actions are documented in the User Interactions section.

### USER INTERACTIONS FOR RECOGNIZED MARKETS

The actions available for recognized markets are based on permissions and user preferences.

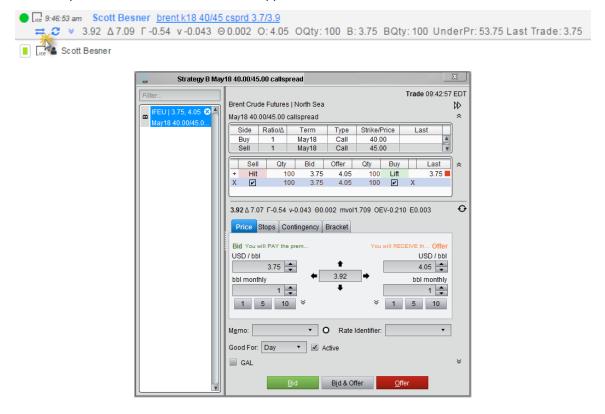
**THEO INDICATOR - PIN MARKET** 

Clicking on the **Theo Indicator** tool will pin a market to the Market Watch tab in the Trade application. The theo indicator tool itself will change to a pin icon indicating that the market was successfully pinned to the market watch tab.



#### **OPEN ICE ORDER TICKET**

If a market received and recognized has a corresponding market listed on the ICE, clicking this tool will open an order ticket in the Trade application.



#### **OPEN PRICER**

Use the **Open Pricer** tool to view the docked market pricer on the bottom of the console for more information.

brent k18 40.00/45.00 csprd 3.70/4.10		4/20/2017, 9:46:53 AM
BQty: 100 B: 3.75 =	3.92 ∆7.09 Г-0.54 v-0.043 ⊖0.002 UnderPr: Last Trade: 3.75	O: 4.05 ≓ OQty: 100

#### REPRICE

Click the **Reprice** tool to refresh the analytics for the market.

#### LEFT-CLICK

On the preferences screen there is a setting for the left-click action. When I left-click on a Recognized Market, has two choices available:

- **Open in Watch Tab** brings the market into focus in the Market Watch tab in Trade.
- Display Market Pricer opens the Market Pricer in the bottom of the ICE IM console.

#### **RIGHT-CLICK**

The right-click menu will be available on all recognized markets. Available options are dependent upon user permissions.

🔵 🕞 9:46:53 am	Scott Besner	brent k18 40/45 csprd 3.7/3	Submit RFQ
			Submit Cross
			Submit Block
			IM Blast
			Сору
			Open in Watch Tab
			Pin Market
			Reprice Market

• Submit RFQ prepopulates the RFQ Wizard in Trade. \*\*

 $c \equiv x$ 

ld Structu	EST (7839) *				_		_		_	_	_		RFQ	
B   Brent Crude Futures   North Sea									<u>5</u>	0 -	Call Spread 🙀			
Action	Ratio/Delta%	Quantity	Strip	Strike		Туре	Price							
Buy	1 🖨	1	May18	40.00	¥	Call								
Sell	1 🖨	1	May18	45.00	¥	Call								
Add Call	Add Put	Add Hedg	e 🛧						mvol 1.715				/	

• Submit Cross prepopulates a crossing order ticket in Trade. \*\*

🔜 Cross - brent k18 40/45 csprd 3.7/3.9 (FunctionalTest2 - sbesner_yj @ YJISV)	$\ominus \oplus \otimes$
YJ ISV TEST (7839) *	Cross
Build Structure / Select Parties / Trade Confirm	Single Page Ticket
B   Brent Crude Futures   North Sea	Call Spread 🕺 🗞 🔹
Action Ratio/Delta% Quantity Strip Strike Type Price	
Buy 1 ♀ 1 May18 40.00 ▼ Call	
Sell 1 May18 45.00 · Call	
	CROSS
4	011099.
Add Call         Add Put         Add Hedge         ☆         3.92         ∆ 7.14         Γ -0.55         v -0.043         Θ 0.002         mvol 1.715         OEV -0	0.210 E 0.003/
May18 40.00/45.00 callspread	
Price: 3.75 🖨 🔓 Qty: 1 🖨	Reset Next

• Submit Block prepopulates a block order ticket in Trade. \*\*

ICE B	lock - brent k1	8 40/45 cspro	1 3.7/3.9	(Functiona	ITest2 -	sbesi	ner_yj (	@ YJISV	n	-	-	-	-	ΘΘ	$\mathbb{D} \otimes$
YJ ISV T	EST (7839) 👻													ICE Block	
Build Structu	re 🗸 Select Partie	s / Pre-Confirm	/ Trade Cor	firm									Sir	ngle Page Ti	icket
B   Bren	t Crude Futures	North Sea								<b>☆</b> 0	* Call Spre	ad	☆®・	BLOCK	*
Action	Ratio/Delta%	Quantity		Strip	Strike		Туре	Price							41
Buy	1		1‡	May18	40.00	¥	Call		18.47 🜲	Ê					
Sell	1		14	May18	45.00	¥	Call		14.67 🜲	Ê					
													BLO	CK	
															1
Add Cal		Add Hedge	Multiple P	Products	☆	3.92	∆ 7.14	F -0.55	5 v -0.04	3 0 0.002	mvol 1.715	OEV -0.21	0 E 0.003	/	ļ
May18 40	0.00/45.00 cal	lspread	_												
Net Price		3.80											R	leset Ne	ext

• IM Blast prepopulates the ICE IM Blaster with the recognized market string.

📕 Blaster	
¶⊄ Blaster +	≡
« Q Find C	ontact 🔹
Groups (1)	Contacts (7)
Chat Rooms	Andrew Hutchings (ICE)
Oil Traders	Doug Miller (ICE)
Oil Brokers	Hayley Brown (ICE)
Traders	Jeff McClure (ICE)
Brokers	Lawrence Asher (ICE)
Co-Workers	🗹 Maria Mei (ICE)
NYSE	Yves Greatti (ICE)
Everyone	
Connect	
ICE Sales Desk	
Default	
Backoffice	
Create Message S Label	Create
brent k18 40/45 csprd 3.7/3.9	🙂 🖪 Send

- **Copy** copies the market string.
- Open in Watch Tab brings focus to the market in the market watch tab
- Pin Market pins market to the top of the market watch tab

3.9	2	Δ: 7.14	Г: -0.55	v: -0.043	Θ: 0.	002	m	vol: 1.715	5 OEV: -0.210	ε: 0.003	UnderPr:	Last	Updated:	16:30:47							
St	+/-	Updated	Type 🗤	7 Contact	V	CC	V	Strip ∇		De	scription			RFQ	Sell	B Qty	Bid	Theo	Offer	O Qty	Buy
Ū		11:38:07	IM-R	Scott Besne	er	В		May18	brent k18 40.00/4	5.00 csprd 3	3.70/3.90						3.70	3.92	3.90		

• **Reprice Market** reprices the market's analytics.

\*\* Requires an ICE account with permissions to Trade and/or Block. \*\*

**ACTION MENU IN MARKET PRICER** 

The action menu found in the market pricer will have the same menu options as the right-click menu described above.

	Submit RFQ						
	Submit Cross						
	Submit Block						
• Ire 9:46:53 am Scott Besner brent k18 40/45 csprd 3.7/3.9	IM Blast						
3.93 ∆7.06 Г-0.54 v-0.043 ⊖0.002	Сору						
E Cott Besner	Open in Watch Tab						
	Pin Market						
	Reprice Market						
brent k18 40.00/45.00 csprd 3.70/3.90 4/	20/2017, 10:02:04 AM 🖸 📃 🗙						
BQty: 100 B: 3.75 ≓ O: 4.05 ≓	OQty: 100						
3.93 ∆7.06 Г-0.54 v-0.043 ⊖0.002 UnderPr:54.54 Last Trade: 3.75							

## **PRICE SEARCH**

The Price Search functionality provides the ability to price markets prior to sending. The price search is available in the blaster by default and can be added to the message consoles and desk activity widget if desired. It can be toggled off/on in any of these widgets from any of the region menus.

Add Region Label		📕 Blaster			_ 🗆 X
Send Blast		📢 Blaster 🕂			≡
Clear All Badges		*	Q Find Co	ontact	•
Clear Outgoing Badges		Groups	•	Contacts	
Close All Offline Tabs		Everyone			
Show Message Shortcuts		D IDP			
Show Price Search in	☑ Blaster	Co-Workers			
Show Message Search	Desk Activity	FRIENDS			
Move Region Into a New Window	Message Console				
Remove Region		Buddies			
Show Region Labels		ICE Lync			
		NYSE			
		Default			
					🙂 계 Send

#### **PRICE A MARKET**

- Type a market into the field Find market to price...
- Price the market by:
  - o Clicking the Price button
  - Hitting the Enter key
  - o Hitting F9

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018

Find market to price.

•

📕 Blaster			
≮ Blaster +			≡
«	Q Find Conta	ict	-
Groups		Contacts	
Everyone			
Co-Workers			
FRIENDS			
CE CHAT			
SI GROUP			
Buddies			
ICE Lync			
NYSE			
Default			
			🙂 🦪 Send
brent k18 40/45 callspread		×	<ul> <li>Price Insert</li> </ul>
brent k18 40.00/45.00 csprd		4/20/2017, 9	:46:53 AM C = ×
BQty: 100	B: 3.75 ≓	O: 4.05 ≓ OQty: 100	]
		52 v-0.042 ⊖0.002 Last Trade: 3.75	

• Click Insert to populate the market into the text entry area and Send when ready.

#### **REPRICE AND RESEND MARKETS**

The price search text entry field is also a type-ahead drop-down displaying the last ten recognized markets priced and/or sent.

Select a previous market to price again to get an updated snapshot of the analytics.

wti z 55 strad			
wti x 50 c @5.22			
wti jun 50 calls vs 55 60d bid 20			
wti dec17 bid 55.50			
wti f 48 calls bid 13			
wti z 55 c	2	2 7	
wt	х 💌	Price	Insert

### **SUBMIT BLOCK**

If you are permissioned for block trading on ICE, when a recognized market is received you can have the ICE Block order ticket automatically populated with the order details by right-clicking on the recognized market and selecting **Submit Block**.

The ticket will open in WebICE or ICE Block for you to submit for straight-through-processing on the ICE trading platform.

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018

Principal Region Contact List					
🔮 Contact List Test User 11(2)	•				=
1:27:28 pm Test User 11					
1.27.34 pm Test User 11	Z 50/60 Num City				
	•				
	ICE Block - z 50/ (cs (Stag	jing - d_manley @ MCQ)	and the Party of the	⊖⊕⊙	
	Mecquarie Bank LTDBroker (10251) •			ICE Block	
	Build Structure / Select Parties / Pre-C	onfirm / Trade Confirm		Single Page Ticket	
	PHE   NG Pen Futures   Henry		* 🛈 - Call Spread	*0 · 8.00x ·	
	Action Ratio/Delta% Quantity	Strip Strike	Type Price	(A)	
	Buy 1	1 Dec16 0.500	• Cil 2.6860 🛊 🧃	6	
	54	1¢ Dec16 0.600	- Cel 2.5876		
				DI OCK	
				BLOCK	
	Add Call Add Put Add Hedge	Hultiple Products		-/	
	Dec16 0.500/0.600 callspread				

#### SUBMIT BLOCK PREFERENCES

Once a block ticket is submitted, pre-confirms and confirms are automatically sent via IM on behalf of your desk. If you wish to modify these settings go to **Preferences**  $\rightarrow$  **ICE Block**.

- Auto Send Pre-confirm and Confirm Messages
- Send Confirm Messages on Behalf of Desk

## **EQUITIES RECOGNITION**

Inline Analytics also supports displaying the analytics data for recognized equities data via the ICE IM API (AppLink).

-	bez18m	ets			×
bez	18mets	+			=
•	12:16:01 pm	Scott Besner	aa jan 20 call bid 2 for 50 0.890 Δ 53.22 Γ 18.43 v 4.289 😅		
	12:16:28 pm	Scott Besner	SPY jun 115/120/125 put fly bid .25 for 40k 0.480 Δ-0.47 Γ-0.10	v -2.207 🙄	
•	12:16:50 pm	Scott Besner	<u>SPY jun 115/120/125 put fly bid .51 for 40k</u> 0.480 Δ-0.47 Γ-0.10	v -2.207 😷	
•	12:16:56 pm	Scott Besner	ibm june 18 150/155 csprd offer 500 @ 2 2.210 A 7.84 F -0.01 v -	0.259 😷	
•	12:17:17 pm	Scott Besner	aa jan 20 call bid 1.2 for 50 0.890 Δ 53.22 Γ 18.43 v 4.289 C		
	🕞 🛔 bez1	8mets			
			0	🔺 Send	
Q	Search				abs

INTERCONTINENTAL EXCHANGE

ICE Instant Messaging | December 2018

# REPORT MISRECOGNIZED MARKETS \*\*\*NEW\*\*\*

Users may now report a misrecognized IM quote to the ICE Market Recognition team directly from their message console.

To report a misrecognized market, right click on the market and select **Report Misrecognized Market** OR Right click next to a completely unrecognized market and select **Report Misrecognized Market** 

2:10:32 pm bharrison_yj brent m18:60 call 3/5:50 Δ C		
2:15:12 pm bharrison_yj brent m18:60 call 3/5:50 ∆ €		
2:15.52 pm bharrison_yj brent m18:60 call 3/5:50 △ C		
2:15:54 pm bharrison_y] brent m18:60 call 3/5:50 △ C		
2:15:57 pm bharrison_yj brent m18:60 call 3/5:50 Δ C		
2.16.28 pm bharrison_yj btent m18.60 call 3" IM Blast		
10:51:23 am bharrison_yj sing 380 Apr18 363 Copy		
Report Misrecognized Market		
10:14:52 am bharrison_yj brent Sep18:67.90/bs 🛛 😅		
10:17:18 am bharrison_yj brent Nov 18:60/80 Δ C		
10:19:21 am Scott Besner 3.5% brg.crk.Oct18.3/5 A 3		
4:02:54 pm Scott Besner wti u18 65/z18 65 calls sprd vs 66	Com All Managers	
Your contact appears to be offline and may not receive your mess	Copy All Messages	
	Show Message Search	e's the
🛛 🗔 🌡 bharrison_yj	Report Misrecognized Market	

In the **Report Misrecognized Market** dialog box, enter the Expected market and any comments on how it should be properly parsed, then click submit. The recognition team will receive your report and follow up if they have any questions regarding the submission.

Misrecognized Mar	ket Report submitted!	
Received Message	wti u18 65/z18 65 calls sprd vs 66	
Recognized As	Not Recognized	
Expected Message	wti u18 65/z18 65 calls sprd vs 66	
Comment	laying up both against 66	

# **USER STATUS**

There are 3 user statuses available on the IM platform. A user can set their status to:

- Available: your contacts see you online and active
- Away: your contacts see you online and inactive

Z-A	😑 Scott Besner 💌 🔒
	🗹 Available
Member Visit	Away
Out of Office	Invisible
Away - In a meeting	Message Forwarding
Manage Status Messages	Edit Profile
Manage Availability & Auto-Away	Logout

• Invisible: your contacts do NOT see you online

You can change your status by clicking on the menu under your profile in the top right corner of your main console window. You can also associate a status message to be displayed to your contacts.

### MANAGE STATUS MESSAGES

Under the status sub-menu, is **Manage Status Messages**. Here you can create custom messages to associate with your status; Once created they will appear in the menu above.

### ALWAYS AVAILABLE

You can manage your settings to never appear "away" or "offline" to your contacts by clicking on your name in the 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 setting **While I'm away of offline:** 

To always show available to your contacts select **Appear available to contacts and receive PNS based on priority**.

#### Manage Availability & Auto-Away

Set my status to away after 3 minutes

While I'm away or offline:

Appear away/offline to contacts and receive PNS based on priority

Appear available to contacts and receive PNS based on priority

Save

### AUTO-AWAY TIMER

The platform will automatically set your status to away based on your specified settings. You can adjust this setting under the status sub-menu by selecting **Manage Availability & Auto-Away.** 

**TIP:** If you wish to *NEVER* appear away, enter 0 minutes.

### **MESSAGE FORWARDING**

**Message Forwarding** allows you to forward your message to another contact on ICE IM when you're online and away, or offline.

To set up message forwarding, open the **Message Forwarding Setup** window and select a contact to be the recipient of your forwarded messages.

- To turn on message forwarding while you're online but away, select **Enable online** message forwarding
- To turn on message forwarding while you're offline, select **Enable offline message** forwarding
- You can decide if you want to receive a mobile notification for each message which gets forwarded on your behalf by selecting the checkbox **Send mobile notifications when enabled**
- Each forwarded message can display which IM service the original sender was on if you so choose, just select **Show IM service in forwarded messages**

A user who forwards a message will see that message both in the chat window for the original sender and also copied into the chat window of the forwarding recipient.

A user who is the recipient of a forwarded message will receive the message on the tab of the forwarding user. In order to reply to the original sender of the message, the forwarding recipient and original sender must be connected. The actual sender will be <u>hyperlinked</u> in the forwarded message to allow the forwarding recipient to quickly reply or add the original sender as a contact if they are not connected.

ICE Instant Messaging | December 2018

62/69

×

5:43:23 pm Scott Besner 😌 (forwarded from evavno yi:ICEChat) testing msg forwarding

# DIRECTORY SEARCH

The **Directory Search** provides access to a community of more than 20,000 ICE participants via a digital rolodex containing user profiles customized to meet the privacy requirements of each firm and/or user.

Q Directory Search +		≡
Directory Search		
Search for contacts in the ICE directory. You can search using na	ames, nicknames, and companies.	
Name/Desk Name	ICE	Search
When searching for someone, please enter at least two of the fo	llowing: first name, last name, nickname and/or company.	

You are able to search for individual contacts as well as desks. All searches on individual contacts outside your own firm must include at least two of the following: first name, last name, nickname and/or company. If you're searching for a desk, these rules do not apply.

You can search the directory from both the directory widget and contact list.

### 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.

When you edit your own nickname, this becomes the nickname all of your contacts will view (based on their preferences) unless they've added their own nickname for you.

Clicking on the **Chat Accounts** tab will display all of your linked accounts.

If you did not link your AOL or Yahoo account during registration, you can do it here by clicking on **Link Account**.

Even after you linked your Yahoo account, you have the ability to update the contacts by clicking on **Upload Contacts.** 

Edit Profile				×
RUCE		BEZ ICE ICEConnectBetaFeedback		
Contact Data	Chat Accounts			
Email Address	ses			
Work	scott	besner@theice.com		
Work	▼ En	nter a new item		
Phone Numbe	ers			
Work	212	323 6076		
Work	▼ En	ter a new item		
To Chan	ge non-editable fie	elds contact the help desk:	Chat Now!	
To Chan	ge non-editable fie	Ids contact the help desk:	Chat Now!	×
	ge non-editable fie Nickname	Ids contact the help desk:	Chat Now!	×
	Nickname Company		Chat Now!	×
	Nickname Company	BEZ ICE ICEConnectBetaFeedback	Chat Now!	×
Edit Profile	Nickname Company Desk Handle Chat Accounts	BEZ ICE ICEConnectBetaFeedback	Chat Now!	×
Edit Profile	Nickname Company Desk Handle Chat Accounts	BEZ ICE ICEConnectBetaFeedback	Chat Now!	×
Edit Profile	Nickname Company Desk Handle Chat Accounts essage Acco ner_yj	BEZ ICE ICEConnectBetaFeedback	Chat Now!	×
Edit Profile	Nickname Company Desk Handle Chat Accounts essage Acco ner_yj Messenger Ac	BEZ ICE ICEConnectBetaFeedback	Chat Now!	×
Edit Profile	Nickname Company Desk Handle Chat Accounts essage Acco ner_yj Messenger Acco	BEZ ICE ICEConnectBetaFeedback unt :count	Chat Now!	×
Edit Profile	Nickname Company Desk Handle Chat Accounts essage Acco ner_yj Messenger Acco	BEZ ICE ICEConnectBetaFeedback unt count	Chat Now!	×

# YOUR CONTACTS' PROFILES

	mschwab_yj
	CE
Emails	Work michael.schwab@theice.com
	Work   Enter a new e-mail address
Phone Numbers	Work nil
	Work   Enter a new phone number
Groups	Oil Traders, Everyone
Primary Group	Everyone
Priority	None
Default Product	Crude - WTI × 👻
Notes	
ervice Handl	es
Service	Handle
CE	mschwab_yj

You can view your contacts' information by right-clicking on them from a tab or from the **Contact List** and selecting **Edit Contact**.

Here you'll be able to view the basic contact information.

Click the Edit button to enable editing of their contact information. This includes editing their **Primary Group**, **Priority**, and **Default Product** for recognition.

# **NOTIFICATION CENTER AND SERVICE MONITOR**

The Notification Center and Service Monitor are available to give you more insight into what is going on with your account. The Notification Center will provide ICE the ability to notify users of information related to their account while the Service Monitor gives you a view of your accounts connectivity and services.

Both can be found in the upper right corner of your main console under one new icon: A. The icon will display in the color of the highest priority of any items under it when there is a reason to

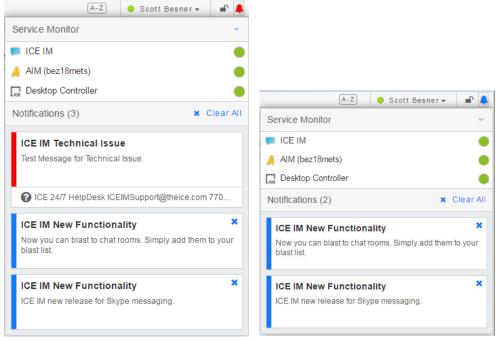
notify you.

Under Service Monitor you will be able to see the connectivity of the following, provided they're permissioned:

- ICE IM
- AIM
- Skype
- ICE Connect
- Desktop Controller
- Analytics
- Chrome Extension only available in Chrome

	_	
MANUAL	😑 Scott Besner 🕶	A .
Service Monitor		<u> </u>
CE IM		•
🦂 AIM (bez18mets)		•
Desktop Controller		•
Notifications		
You have r	no notifications	

Notifications will come into the Notification Center only went sent from ICE. ICE will decide whether the message could be cleared by the user or not. If so, there will be an "x" to clear it, if not the notification can only be cleared by ICE.



# **GROUPS MANAGER**

The Groups Manager provides an interface to make mass updates to your groups.

In the first view of groups manager you can view all of your groups with some basic information about them. The group order can be rearranged here via drag and drop.

🔖 Grou	ips Manager +				
Group	s (14)			+ Add	New Group
Order	Name	Contacts	Blaster	Contact List	Edit
≡	Oil Traders	47	~	×	
≡	Oil Brokers	8	~	*	1
=	Clearing	10	~	×	1
≡	Traders	28	~	×	1
≡	Brokers	51	~	~	8

Clicking on any group will open a more detailed group view where you are able to:

- Edit group name simply type the new name in the Name field
- Edit membership of groups
- Delete Group
- Control a group's visibility choose to have the group Visible in Blaster and/or Visible in Contact List

Groups Manager			
Groups Manager +			
Groups (14) → Oil Brokers ★ SetAs	Primary Gro	up for Current Group Members	× Delete Group
Vame Oil Brokers			
Settings 🗹 Visible in Blaster 🗷 Visible in Contact List			
Group Contacts			
Filter Contacts « ICE × •	Group	-	
227 Matching Contacts		7 Contacts in Oil Brokers	
Nick Edwards		Andrew Hutchings	
Norm Johnson		Doug Miller	
Ofri Frider		<ul> <li>Hayley Brown</li> </ul>	
Olivier Abihssira	>> Add	Jeff McClure	
Olivier Boudard		Lawrence Asher	
Olivier Boudard*	_ <<	Maria Mei	
Otto Nino	Remove	Yves Greatti	
Pad Kankipati			
Patrick Pan			
Paul Armer			
Paul Fulcher			

QUICK TIP: Utilize the various type-ahead filters to quickly find contact(s) to take action on:

- Contact
- Company
- Group

### **GROUPS SORTING**

On the main page of the Groups Manager, to the right of the Add New Group link is a toggle to quickly sort your groups A-Z, Z-A, or manually.

INTERCONTINENTAL EXCHANGE ICE Instant Messaging | December 2018 67/69

	ups Manage						<u>_   ×</u>
Group	ups Manager	+				+ Add New Gr	oup 😋
Order	Name		Cor	ntacts	Blaster	O Sort A - Z	
≡	Brokers			2	~	O Sort Manually	
≡	Default			4	×	~	1
≡	Everybody			13	~	~	ø
≡	Traders			3	×	~	<i>.</i>
		≡	Drag the handles to cha	ange the ord	ler groups are	displayed	

# **CHROME BROWSER EXTENSION**

The ICE Instant Message Chrome extension provides users some of the functionality of the full Instant Message application inside Chrome such as:

- Taskbar Notifications/Flashing
- Quick Copy Functionalities
- Status Reports (Available vs. Away)

To install the Chrome Browser Extension, go to the Service Monitor when you're running in Chrome. You will see ICE IM Chrome Extension with an Install button. Simply click the Install and follow the prompts.

Open Service Monitor and Click Install	Click Add on the Confirm Screen
A-Z O Scott Besner -	Add to Chrome ×
Service Monitor	ICE Instant Message Enhanced
ICE IM	Functionality
差 AIM (bez18mets)	8 users <u>View details</u>
💿 ICE IM Chrome Extension 🛛 🗛 🌗	It can:
Enables Taskbar flashing and more. + Install	Read and change your data on all theice.com sites
Notifications	Read your browsing history
	Communicate with cooperating     websites
You have no notifications	
	Add Cancel

Once the install is done you will see a Restart button in the Service Monitor, click this to complete the installation.

	5		A-Z 🕒 Scott Besner 🗸 🔒	
Ice <sup>2</sup>	ICE Instant Message Enhanced Functionality has been added to	× arks	Service Monitor	~
	Chrome. Use this extension by clicking on this icon.	~	ICE IM	•
	Manage your extensions by clicking Extensions in the Tools menu.		差 AIM (bez18mets)	•
	O ICE IM Chrome Extension	A 😑 🌀 ICE IM Chrome Extension	ICE IM Chrome Extension	
	Success! Restart ICE IM to complete installation.	Restart		
	Notifications		Notifications	
	You have no notifications		You have no notifications	

#### SUBMIT FEEDBACK

If you would like to submit feedback go to  $Help \rightarrow Submit Feedback$ ; we are always looking to improve our platform, and would welcome your comments and feedback.