



SWITCHING TO ICE IM FROM AOL INSTANT MESSENGER FAQS

1. When is AIM discontinuing support of their messaging platform?

The AIM platform will be decommissioned on Dec 15th but in order to maintain connection to your AIM contacts you should encourage them to move over by Dec 1st. For more information, please refer to [this notice](#) from AOL.

2. Can I import my AOL contacts to ICE IM?

Yes, it must be done before the AIM deprecation on December 1st, 2017. During the initial registration process, you can link your existing AOL to your ICE IM to maintain connections to those contacts that have moved to ICE IM.

3. What does that mean for my usage of AIM itself?

AIM is discontinuing all versions of their instant messaging services. Users would be able to continue chatting with their AIM contacts on ICE IM.

4. What does this mean if I'm using ICE Instant Message while I'm chatting to an AIM contact that is still using AIM?

ICE IM users will be able to maintain contact prior to December 1st, 2017. After December 1st, users will no longer be able to communicate with contacts remaining on any version of AIM. Please encourage your AIM contacts to register for a free ICE IM account to continue communicating via the ICE IM. They can sign up for [here](#).

5. Is ICE IM a free messaging service?

Our basic IM service without compliance set up is available free to anyone in the industry, including all ICE customers and their contacts.

6. How can I register for an ICE IM account?

If you have already have an ICE account, ICE IM can be launched from login menu on theice.com or from your WebICE or ICE Block application bar. You can log in using your existing ICE ID. Please log in to the ICE Trader Dashboard to view our training materials. Sign up for the ICE IM trial registration [here](#).

7. Does ICE IM support Skype Personal?

Yes.

8. If I'm using ICE IM to chat with an AIM contact who is also using ICE IM, will I experience any issues?

No, you should not experience any issues.

- Your messages will be upgraded and routed to your contact over the secure, reliable ICE network.
- We can guarantee delivery of such messages.

9. What are the advantages of moving to the ICE network?

The secure, reliable ICE network guarantees message delivery between contacts that are using the network without relying on public channels. The ICE network offers:

- A private marketplace directory
- Access to a large percentage of the trading community (who are already on the ICE network)
- A message blaster
- Permission-based, persistent chat rooms
- Access to our IM app across desktop and mobile devices

10. Do you offer compliance?

Multiple compliance options are available via our ICE IM Compliance package or through integration with our 3rd party compliance vendors. Supported vendors include:

- Global Relay
- Actiance Vantage
- Smarsh
- Fairwords
- Symantec IM Manager