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MANAGING YOUR IVE ACCOUNT

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GETTING STARTED WITH IVE**System Requirements**

IVE is a Windows-based application that works with Windows 2000/XP/Vista software. We currently do not offer a “Mac” version of IVE.

Minimum:

Intel Pentium-III class 800MHz or AMD Athlon-XP 1500+ processor
Microsoft Windows 2000, XP or Vista Operating System
128MB RAM
10MB free hard drive disk space
Microsoft DirectX 8.1 (usually included with Windows)
Sound Card, speakers, microphone
Windows Compatible Web cam
Broadband Internet connection - bandwidth 200Kbps or better
Headset with microphone for the best audio experience

Recommended:

Intel Pentium-4 3GHz or AMD Athlon-XP 3000+ or better (Multiple processor and Hyperthreading technology supported)
Microsoft Windows 2000, XP, or Vista Operating System
256 MB RAM or higher
Microsoft DirectX 9.0c
Sound Card, speakers, microphone
Windows Compatible Web cam, resolution up to 640 x 480 pixels and frame rate of up to 30 frames/sec
Broadband Internet connection - bandwidth 200 Kbps or better
Headset with microphone for the best audio experience
A permanent NIC (Ethernet interface) is required if the license purchased is based on the MAC-Address (license bound to that interface).

Common Errors, Notices and Firewall Compatibility

Before you begin troubleshooting, verify your internet connectivity by browsing to various websites that you don't often visit. Try www.icann.org, www.internic.com, etc.

Error code: 1001004

If you see the following error, “**Error code: 1001004 Cannot contact any of the Carrier Services**”, this typically means that your IVE client cannot reach the server.

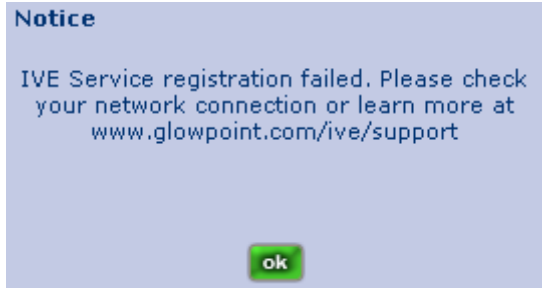


To address this, first verify that if you are running a 'personal firewall', such as ZoneAlarm, Norton Firewall, etc, that the **IVE client (IVE.exe)** is an allowed program to access the internet. Consult the documentation for your personal firewall to learn how to give programs access to the internet.

In many cases, this will solve your problem, and you will be able to log on to, and use IVE.

Notice “IVE Service registration failed. Please check your network connection...”

If you instead see the following error message **“IVE Service registration failed. Please check your network connection or learn more at www.glowpoint.com/ive/support”**, the IVE software cannot access the registration server on all of the necessary ports.



In most cases, this has to do with firewall settings within your broadband router or modem. IVE uses several 'ports' to access and control it's services. Using your router or modem's manual, verify that the following ports are open to and from your computer:

Port Number	Protocol	Direction
80 TCP	HTTP	Destination
443 TCP	SSL	Destination
5061 TCP/UDP	SIP	Source/Destination
4000-5999 UDP	Audio/Video Streaming	Source
10000-12280 UDP	Audio/Video Streaming	Destination

There are many vendors for broadband routers, and in each case the method for opening the above ports will be different. Below is a list of links to popular router manufacturer's support sites. Please contact the manufacturer with specific questions regarding the configurations of these devices. If you still are having trouble connecting, please contact IVE support.

Linksys Routers - http://linksys.custhelp.com/cgi-bin/linksys.cfg/php/enduser/std_alp.php?p_sid=qV11-PUh

Netgear Routers - http://kbserver.netgear.com/kb_web_files/n101145.asp

Motorola Routers -

<http://broadband.motorola.com/consumers/support/default.asp?supportSection=HomeNetworking>

D-Link Routers - <http://support.dlink.com/supportfaq/>

Notice “You’re already signed in at another location.” The following error occurs when you have another machine signed in to IVE. You must exit the application on the other machine before you will be able to use the service on your current system.



Downloading IVE

Download IVE on any computer that meets the minimum specs and sign in with your IVE Username and Password. To download IVE, visit www.instantvideoeverywhere.com. There is no charge to download IVE and you can have IVE on all your computers.

Camera Web cam or Headset Set-up

How does the Camera Denoise option work?

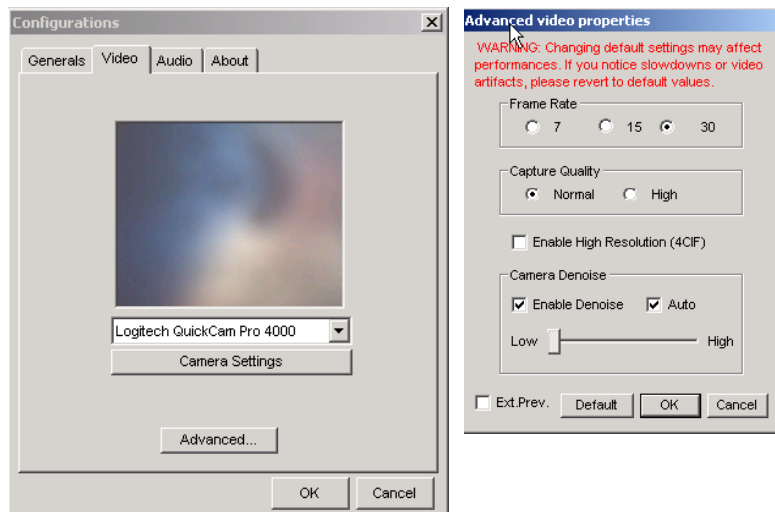
All CCD devices and especially consumer Web cams have a certain amount of thermal noise. You may notice it on a steady image in the form of fast random speckles that are different on each frame.

Thermal noise increases in low-light conditions and with higher frame rates and it may considerably degrade your video call quality. IVE provides an adaptive denoise filter to help alleviate this problem.

The “Auto” setting automatically adjusts the filter and scans each frame in real-time. However, you may prefer to tune the filter manually.

To access the Denoise settings:

1. Click on the settings button at the bottom left hand side of the IVE client.
2. Select the Video tab
3. Click on Advanced
4. Select Enable Denoise



Can I connect my Web cam through a USB hub?

Yes, however it may cause quality issues. It is best used as a direct -connect to your PC.

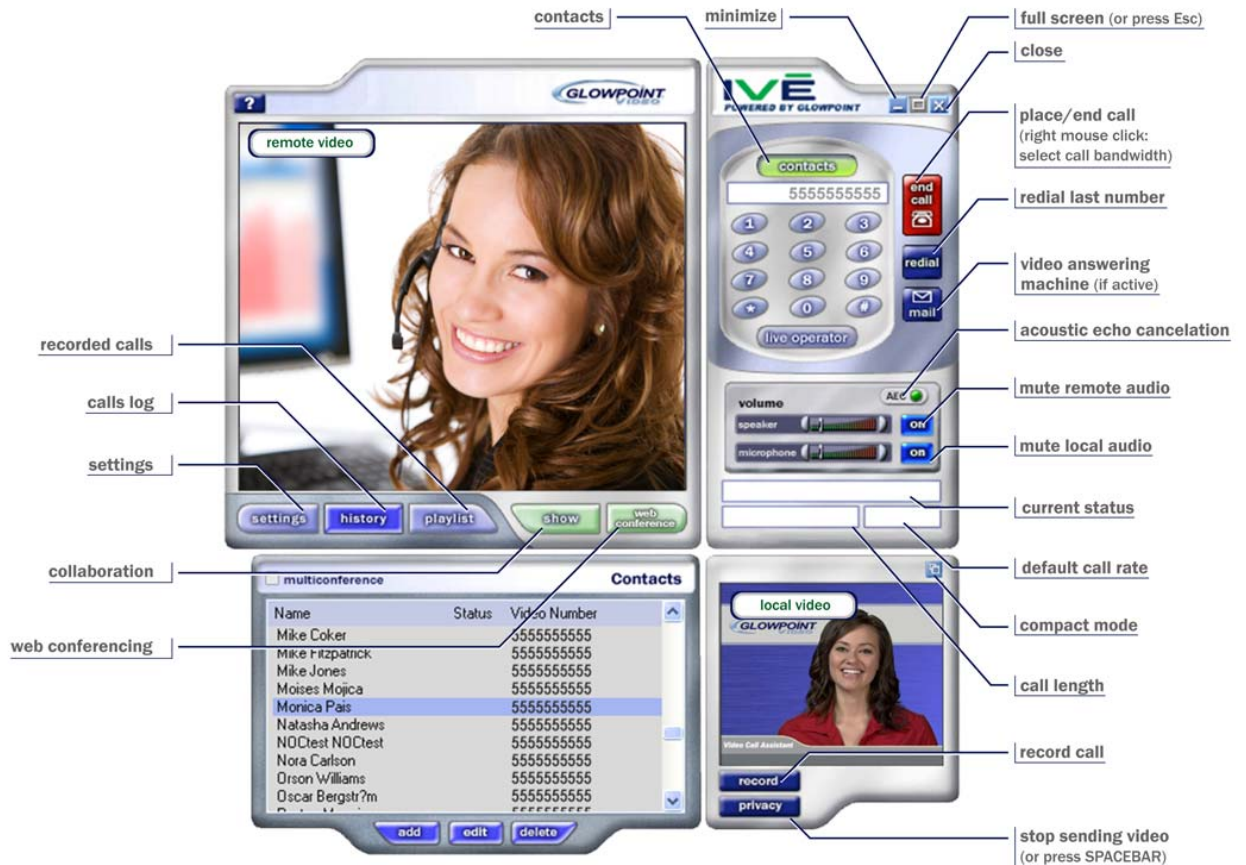
What should I do if my Web cam causes a high CPU load?

Check to make sure you do not have any other applications running that may cause the usage to increase to a 90 % or greater level. When using any video device, it can affect the computer and cause the system to run slow or even freeze at times. Try to disengage the video portion by clicking on the privacy button. If the usage drops dramatically then you should contact your camera manufacturer for assistance. Check with your video devices website for driver updates. Your video devices manufacturer may know of problems to your specific device

USING IVE

IVE Interface

Below is a diagram with the name of each button. Each feature is described below as well as in the Features section of our website.



Remote Video – The party you are calling is displayed in the remote video screen.

Contacts – Click on the contacts button to have your contacts displayed in a new screen. You can add, edit, or delete contacts.

Full Screen – This option will expand IVE to full screen.

Close – Click on this to close the IVE application.

Place & End Calls – Once you’ve entered the video number you’re dialing, click on this icon to place a call. When you are on a video call, click on this button to end the call.

Redial Last Number – Click to redial the last number you entered.

Video Answering Machine – This icon gives you access to your personal video answering machine.

Acoustic Echo Cancellation – You should activate the AEC when you are using the loudspeaker (i.e. you are not wearing headphones). The AEC will remove the remote party voice from your microphone input so that the remote party will not hear his voice. If you are hearing your voice back as an echo, then ask the remote party to activate his AEC. *NOTE: When the AEC is active, the microphone level (MIC control) is automatically changed in real time according to estimated environment parameters. Also, the AEC requires some extra CPU power during a call, thus it’s better to disable the AEC when wearing headphones.*

Mute Remote Audio – This will mute the remote site on a video call.

Mute Local Audio – This will mute your side of a video call.

Current Status – This will display the status of a video call. When you are not on a call, your personal IVE video number will be displayed.

Default Call Rate – The default speed at which your video calls will be connected.

Compact Mode – The local video screen only appears when you are on a video call. Clicking on this icon will compact the far site into this space and all other IVE screens will be minimized. Clicking again will restore IVE to its standard view.

Call Length – Indicates how long you have been on the video call.

Record Call – You can spontaneously record any video call. When you click on this icon, the far site will be notified that you are recording the conference. The recording will be stored on your local computer.

Privacy – Clicking on this will make your site audio only, and stop sending a video stream.

Web Conferencing – This button will connect you to the Glowpoint Web Conferencing webpage in the event you would like to add full-service web conferencing to your meeting. Use this when you need all the “bells and whistles” of web conferencing.


Collaboration – Use this option when you simply want to share a document or application. When you click on the “show” button, a list will appear of all your open applications. Select the application or document you wish to display and it will appear in lieu of your video image.

Settings – You will access the administrative options by clicking on this icon. This includes general settings, video, audio, the about options.

Call Log – IVE maintains a log of all your activity, including incoming, outgoing, and missed calls. Information includes the site you called, date, time, and length of the call.

Recorded Calls – Once you have recorded a video call, it can be accessed by clicking on this icon.

Logging in to IVE

1. In order to login to IVE you must first download the client to your PC. If you have not yet done so, please go to <http://www.instantvideoeverywhere.com> to download the client.
2. To launch IVE, double-click on the IVE icon on your desktop. 
3. Enter your user name (your e-mail address) and your password which was sent to you via e-mail when you signed up for IVE.



Please enter your login

Username:

Password:

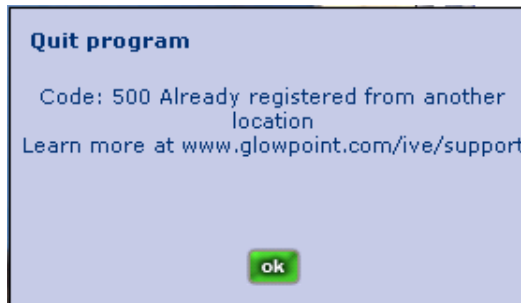
[Don't have a username and password?
Register Now](#)

4. Click on the green “ok” button.
5. If you do not have a username and password, click on “Don’t have a username and password?” to sign up.

Can I login from a different location if I forget to logout of my current session?

Yes, if you have a current session running and leave that location, the system will allow you the option of creating a new session by first verifying that you are trying to log in under the same username and password multiple times. It will disengage the first session and allow you to login at your new location.

When you login at the new location an error box will appear stating that you are already registered at another location. By clicking on the ok button it will close down both locations allowing you to re register and login.



Placing & Receiving Calls

At the IVE main screen, enter the video number of the party you wish to call in the box under the contacts button. You can use either your keyboard or use your mouse on the keypad. Once the number is entered, either press enter or click on the green dial button.

How do I change my calling speed?

You can change your calling speed by changing the default call rate by going to the online portal, manage account section, or by simply right clicking on the green dial button before placing a call. A small pop up will appear labeled "Call Bandwidth" as illustrated below. Enter the desired call rate in the Receive and Transmit fields. Valid call rates are: 128k, 256k, and 384K.



Can I make a voice-only call to a land line or cellular phones?

Only domestic and Canadian numbers may be called. International voice-only calls are prohibited at this time.

In order to make an audio call only, you must first dial 9# and then the area code and the number you are trying to call. You may incur a per minute usage charge for this type of call.

Can I receive a voice-only call from a land line or cellular phone?

Yes. The calling party does not have to do anything different to call your IVE. Simply dial the video number associated with the caller.

Can I make calls to traditional ISDN video conferencing systems?

Yes. In order to make calls to traditional ISDN video conferencing systems you must first dial 1, then the area code, and then the number you are trying to call. You may incur a per minute usage charge for this type of call.

Can I make and receive calls with instant messenger video applications?

No. This feature is not available at this time but may be available in future versions.

Can I place a call via URI (i.e.: john.doe@abc.com) dialing

No. URI dialing is not available today. This may be available in future releases.

How do I dial a call utilizing my contact list?

1. On the IVE Client, click on the contacts button on the upper left hand side
2. A drop down window will appear with a list of your contacts
3. Double click on the person you wish to contact and the number will be dialed automatically.

If I have IVE open and I minimize the application, will I be notified if a caller tries to contact me?

If the auto answer feature is turned on, IVE will automatically take the call. If auto answer is off, you will hear a ringing sound and an incoming call window will ask you to accept or reject the call as depicted below.

How do I know when I am receiving a call?

If you have activated the auto answer option in the settings section and your computer is running, an incoming call will activate IVE automatically and you will see the caller as soon as the connection is made.

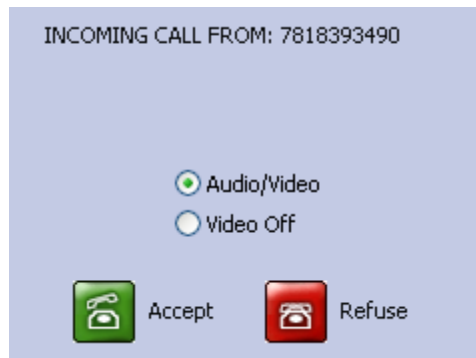
If you choose not to use the auto answer option and have logged in to IVE, you will receive a ring tone with a pop-up screen asking you to accept or refuse the call.

**Can I receive a call when I do not have the IVE client running?**

No. You must be connected to a live internet connection and be logged in to your IVE.

Does IVE have caller ID?

Yes. You can identify the caller's number as the call is coming in. The caller's number will be located at the top of the "Accept/Refuse" call screen under "INCOMING CALL FROM: as depicted below.



“000” Live Video Operators

Similar to your phone company's operator, the live video operator is a person that can transfer calls, answer questions and provide minimal training on system use. There is a per call charge for the live video operator service. IVE Premium and Professional users can click on the "LIVE Video Operator" button on IVE or dial "000."

Video Call Mailbox

This feature is a subscription option allowing callers to leave you a Video Message when your system is busy, you don't answer, or your client is turned off. Unanswered video calls will be sent to your Video Call Mailbox where callers are greeted by either the default greeting or your personally recorded message.

How do I record & change my Video Mailbox greeting?

1. Log in to your IVE
2. Select the mail icon on the right-hand side of your client
3. Press 2 (Customize Settings) and wait for the Welcome Message Menu
4. Press 3 if you would like to use the default (original) greeting
5. Press 2 to record a new greeting
6. Press 1 to end your recording and wait for the Welcome Message Menu
7. Press 1 to review your greeting
8. Press 4 to exit

How do I access my Video Mails?

You can access your video mails via IVE. Click on your mail icon which should be blinking with a number on top, indicating how many messages you have waiting.

Once you have entered the video mailbox, the menu will show "X new video messages" and "X old video messages," if there are any. Please follow the onscreen instructions and select whichever is appropriate.

An information page will provide you with the Video Message Caller ID information caller phone #, date & time of call). Follow the on-screen prompts to Watch Messages, Customize Settings, or Exit the mailbox.

At the end of a video message, a menu will give you the following options:

1. Watch Message (view again the video message)
2. Delete Message
3. Exit the mailbox

While viewing Video Message Caller ID, Date and Time, use the following keys on the remote control: *1 - Skip to the beginning of playback of the Video.

While viewing video messages, you may use the following keys on the remote control:

- *1 - Returns to the information on Caller ID, date and time of the current message
- *2 - Stops playback and takes you to next message, if one exists. If you do not have any additional messages you will be returned to the Menu screen. This function automatically marks the message as "read"
- *8 - Stops playback and shows the Message Options Menu

You can also set up your video mailbox to send you an e-mail any time you have a video mail waiting for you. To set this up please take the following steps:

1. Go to <http://www.instantvideoeverywhere.com/vm>
2. Enter your username and password
3. Click on settings
4. Enter your e-mail address
5. Click on set

Can I access my Video Mails via the World Wide Web?

Yes! You can view your messages on-line by doing the following:

1. Type <http://www.instantvideoeverywhere.com/vm> in your internet browser.
2. Enter your video number and password, and then click "Enter" to log in. The screen will show whether or not you have "New video messages" and/or "Old video messages."
3. Click the "View" button to watch video messages. Once viewed, new messages will automatically move to the "Old video messages" section of the screen.
4. Click "Delete" button if you wish to delete messages.
5. Exit the website when finished.

To change your password or destination address for emails, click the "Settings" button in the upper right-hand corner of the screen.

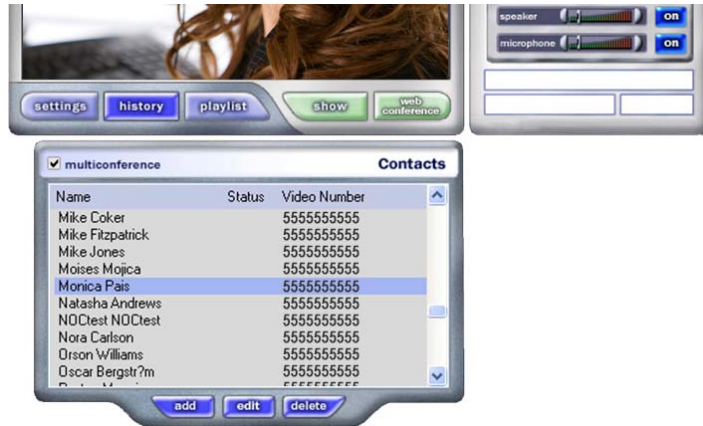
To review set up procedures, click on the "Help" link or PDF icon in the upper right-hand corner of the screen.

How do I disable email notification of Video Mail that is waiting for me?

If you no longer want to receive email notifications of video messages, go to <http://www.instantvideoeverywhere.com/vm> go into "Settings," remove the e-mail address, and click on "Change".

Multi-Party Calling

The amount of people that can be on a multi-conference call depends on the package you purchased. Refer to www.instantvideoeverywhere.com to find out what your package supports.



To start a multi-person video conference call:

Select the “Multi-conference” checkbox in the upper left-hand corner of your contacts.

1. Select the members you wish to contact (the number of members you are allowed to select varies depending on which package you signed up for)
2. Start a Video call by pressing “Call” button

Can I add parties to a multi-conference call that is already in progress?

No. In order to add parties to a call you must hang up the call and re-call all parties that you wish to have on your multi-conference call.

Can I drop parties on a multi-conference call without losing the connection?

No. The only person that has the ability to continue with the call is the person who has initiated the call. Once you as the host party disconnects, the call will terminate and all callers will be disconnected immediately. The host can let anyone drop off at any time and still continue to speak with the remaining guests until he or she decides to end the call.

FAQ's

General FAQ's

What does the Auto Answer option do?

Clicking on this button will answer a call. The caller automatically connects with you if you are logged on. You may not be notified that a call has come in. The calling party will automatically appear on your screen.

How do I change my video settings?

1. Select the settings button on IVE
2. Select the video tab
3. Select camera settings
4. Adjust as desired
5. Click OK to save your changes.

NOTE: Depending on your video camera's capabilities, some settings may not be available or may not be effective.

What does the Frame Rate option do?

The frame rate option allows you to select the desired capture frame rate. This is independent from the actual call frame rate which may be different depending on the remote party’s capabilities and bit-rate. We recommend setting your frame rate to 30.

The higher frame rate also increases CPU utilization which may affect your video quality.

Raising the frame rate on normal Web cams could potentially degrade picture quality.

What does the Capture Quality feature do?

If your video camera supports capture sizes of 640x480 or better, you may choose to capture at high resolution. Bigger capture sizes will improve image quality – especially on video calls using the high-resolution 4CIF format.

Higher capture quality means higher CPU load which could potentially affect video quality. Depending on the actual resolution supported by your device, a captured image may be cropped or may display a tiny black border.

What does the Camera Settings feature do?

This button will open a new window containing specific settings for your video camera. These settings are provided by the device driver and vary depending on manufacturer, model, and driver version. Refer to your device user manual for more information.

What does enable High Resolution feature do?

Enabling this option will try to negotiate any video call at high resolution. If the remote terminal does not support high resolution capabilities or the available bandwidth is too low, then the call will revert to a lower standard resolution. 4CIF format is also automatically disabled during the call if IVE detects that the CPU is overloaded.

How do I set up my contact list?

At the main IVE screen a “contacts” button is displayed.

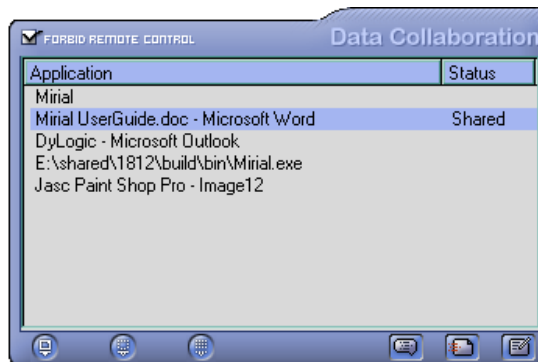
Clicking on the button opens a window displaying your list of members.

You can manage the user contacts in your personal contact list clicking using one of the following options: ADD, EDIT, or DELETE.

For every user you can specify their name, phone number, and other useful details.

How do I share documentation with other users?

You can share documentation with others on your call by pressing the “Show” button during a call. The following Data Collaboration window is presented to you.



Double-clicking on an application in the list will share that application with the remote party.

Video Sharing makes it possible to select an application window from the list, whose image will be sent to the remote party in real time. This is particularly useful for presentations. The shared application window will remain on top of the others for the entire time it is shared (it must be visible on screen for this feature to work).

If you move your mouse over the shared window, a red arrow pointer will be overlaid by IVE on the output video to simulate your mouse pointer.

You may adjust the size of the window to best suit the output proportion and to make any text readable. When you want to stop Video Sharing, just press the “Collaboration” button to close the Video Sharing window.

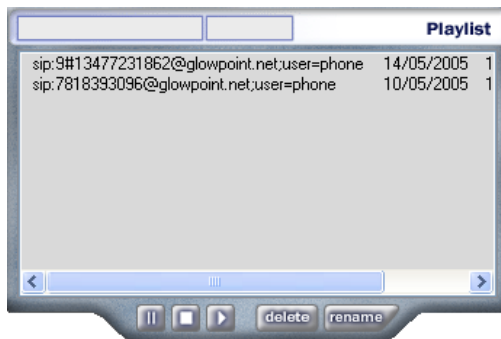
WARNING: Unchecking the “Forbid Remote Control” option gives the remote party the ability to control your shared applications.

What does the Start with Windows checkbox mean?

When you choose the Start with Windows option, IVE is automatically launched each time you start-up your computer. You will also be prompted to enter your username and password. If you do not want IVE to automatically start every time you restart your computer, uncheck the Start with Windows checkbox within your client’s settings up.

What is the Play List button?

The Play List button allows you to access and review all of your “Recorded Calls.” A recorded call can be watched and renamed. It is also possible to add a short description to it.



Troubleshooting

Unrecognized Password

Are my username and password case sensitive?

Your username is your e-mail address and only the password is case sensitive and needs to be between 4 and 12 characters long. You may choose to use a combination of alpha and numeric characters with upper and lower cases. Since passwords can be forgotten or lost, it is recommended that you write down your password for future reference.

I lost my Password

1. Click on the following link: <http://www.instantvideoeverywhere.com/ForgotPassword>
2. Enter your email address
3. Click Submit
4. A new password will be sent to you via e-mail.

I can't log in.

1. Check to make sure you are connected to the internet by opening your web browser and entering <http://www.instantvideoeverywhere.com>
2. Check to make sure you have entered your username (e-mail address) correctly.
3. Check to make sure your firewall is not blocking you from logging in.

When making a call, I am unable to view the other person on the call.

1. Check to see that the web cam has been installed & plugged in the correct USB port.
2. Be sure to have the Web cam installed before running IVE.
3. Verify that the software installation process for your web cam has been completed.
4. Run the "dxdiag" to determine if the system recognizes the new hardware.
5. Logon to IVE, go to settings, and choose the video. You should see your Web cam listed in the drop down menu.
6. Make sure your Web cam is selected. If it is not, select it and close IVE.
7. Restart IVE.

I can't get my web cam to work.

1. Check to see that the Web cam has been installed & plugged into the correct USB port.
2. Be sure to have the Web cam installed before running IVE.
3. Verify that the software installation process for your web cam has been completed.
4. Run the "dxdiag" to determine if the system recognizes the new hardware.
5. Log on to IVE, go to settings, and choose the video. You should see your Web cam listed in the drop down menu.
6. Make sure your Web cam is selected. If it is not, select it and close IVE.
7. Re-start IVE.

My video picture is out of focus.

1. Check your hardware manual to adjust the focus. Some products are adjusted manually while others may adjust automatically.
2. Clean the lens on your camera with a soft non-abrasive cloth.

I always experience poor video quality when on a call.

Depending on the time of day, internet congestion can cause wide variations in your results. Check to make sure the system hasn't exceeded the 90% threshold by going to your task manager to verify the amount of CPU usage. You may need to shut down other applications.

Why is it that when I use my camera, the CPU usage climbs to about 90% or greater and the picture gets choppy or unmanageable.

All video capturing devices increase CPU usage, along with the size of the bandwidth from your internet provider.

1. Check to make sure your system meets the specified minimum requirements.
2. Check with your camera manufacturer to see if there is an available driver update for your specific camera that may reduce CPU utilization.
3. Check your task manager for applications that may be utilizing a lot of memory. You may want to shut down some of your other applications.

How do I shut off my video display without losing the call?

If you wish to place or get a video call in "privacy mode," you can click on the "Privacy" button, which will appear after a call has been initiated. You may also press the spacebar on the keyboard. The remote party will receive only your audio.

When I answer an incoming call, I can see the calling party but I can't hear them.

Since not all products work well with IVE or Windows 2000/XP/Vista, you should first determine if the hardware setup meets our minimum requirements.

1. Check the cable to make sure it is plugged into the correct port.
2. Ask the calling party to check if their mute button is on as well as their microphone or headset if one is used.
3. If a headset or microphone is being used, determine if it has ever worked on the calling parties PC in the past.
 - a. If not check with the manufacturer to see if the equipment being used is compatible with the IVE service and the PC in question.
4. On IVE, go to settings and run the audio and video test to verify that the camera and microphone work locally.
5. Run the "dxdiag" test to verify if the equipment is being recognized by the computer.
6. Verify that the bandwidth meets our system requirements. This can be done by going to www.pcpitstop.com

How do I perform the audio Test play to determine if my headset is working?

1. At the IVE main screen, click on the settings button.
2. Tab over to the audio section and click on the test play button. To determine if your microphone working, speak into your microphone and you should see a green bar which will populate when you speak.

Why do I always experience poor audio quality?

You may have exceeded maximum calling bandwidth or exceeded maximum combined calling bandwidth. Check with your internet provider or run a bandwidth test at www.pcpitstop.com. Your bandwidth needs to exceed 200 Kbps. If it does not, this will cause poor audio quality.

It is also recommended that you utilize a headset and microphone instead of the microphone and speakers that come with your PC. The microphone on your PC will cause "choppy" audio quality. External or PC speakers will cause extreme echo.

Commonly Used Terms

What is SIP?

The Session Initiation Protocol (SIP) is a signaling protocol used for establishing sessions in an IP network. A session could be a simple two-way telephone call or it could be a collaborative multi-media conference session. SIP is a request-response protocol that closely resembles two other Internet protocols, HTTP and SMTP (the protocols that power the World Wide Web and email). SIP sits comfortably alongside Internet applications. Using SIP, telephony becomes another web application and integrates easily into other internet services. SIP is a simple toolkit that service providers can use to build converged voice and multimedia services.

What is H.323?

H.323 is a protocol defined by the International Telecommunications Union –Telecommunications (ITU-T) as the standard for real-time multimedia communications and conferencing over packet-based (IP) networks. The protocol defines a common set of CODECs, call set-up and negotiating procedures, and basic data transport methods. It allows dissimilar communication devices to communicate with each other by using a standardized communication protocol.

What is ISDN?

Integrated Services Digital Network (ISDN) is an international standard for end-to-end digital transmission of voice, data, and signaling. It is a system of digital telephone connections that allow multiple digital channels to be operated simultaneously through a single, standard interface. The Basic Rate Interface (BRI) consists of two 64 kbps plus another lower rate channel to handle signaling. Primary Rate Interface (PRI) consists of 23 channels plus a signaling channel.

What is PSTN?

Short for Public Switched Telephone Network, which refers to the international telephone system based on copper wires carrying analog voice data. This is in contrast to newer telephone networks based on digital technologies, such as ISDN and FDDI. Telephone service carried by the PSTN is often called plain old telephone service (POTS).

What is an ISP?

ISP stands for Internet Service Provider. An ISP provides access to the Internet for others via some connectivity service(s). This might be in the form of dial up services, web hosting services or the combination of both. It provides you with the ability to send and receive Internet e-mail, browse the World Wide Web and download files from Internet servers. Internet Service Providers sometimes offer other Internet-related services such as web-site design and hosting.

Billing**What and where is the verification number on my credit card?**

The Card Verification Code, or CVC, is an extra code printed on your debit or credit card. Code names vary per card company. You may also know it as the Card Verification Value (CVV), the Card Security Code or the Personal Security Code. All names cover the same type of information.

With most cards (Visa, MasterCard, bank cards, etc.) it is the final three digits of the number printed on the signature strip on the reverse of your card. As the CVC is not embossed (like the card number), the CVC is not printed on any receipts, hence it is not likely to be known by anyone other than the actual card owner.

We ask you to fill out the CVC here to verify beyond any doubt that you actually hold the card you are using for this transaction, and to avoid anyone other than you from shopping with your card number. All information you submit is transferred over secure SSL connections.

For your safety and security we require that you enter your card verification number if one is available. The verification number is a 3 or 4 digit number printed on your card. If you are using a Visa, MasterCard, Discover or a debit card with a Visa or MasterCard logo, it is a 3 digit number that appears to the right of your card number in the signature area on the back of the card.



If you are using an American Express card, the verification number is a 4 digit number that appears on the front of your card. It is located above the card number on either the left or right side.



4 digit card verification number

What payment methods are acceptable?

We offer a number of different payment options. If you are an existing customer with business service, you can apply your IVE charges to your existing account.

If you are not an existing customer, you can sign up on-line using a credit card.

Not all options are available in every country. When you get to the page where you can select your payment method you might not see all of the options below.

- **Visa**
- **MasterCard**
- **American Express**

What is the length of the contract if I choose to signup?

All IVE accounts are billed monthly. Please [contact us](#) if you wish to set up billing arrangements for multiple accounts in your company.

How do I change my account information?

1. Go to www.myive.com
2. Click on Edit in the appropriate section.
3. Input your change.
4. Save.

How do I change my credit card information?

5. Go to www.myive.com
6. Click on Edit in the appropriate section.
7. Input your change
8. Save

How can I get my account balance or invoice?

When you login at www.myive.com, you will see your most recent activity. You can see all your account activity including what has been charged to your credit card.

I'm still getting charged after I cancelled the service.

During the purchase process, we send an authorization request to your credit card issued to check that sufficient funds are available. This is often shown as a booking or reservation on your credit card statement. It is not an actual charge. If the purchase subsequently fails, we cancel your transaction and remove this reservation.

However, it has come to our attention that some credit card issuers may not immediately show the transaction as removed, even if it has been. We assure you that funds were not withdrawn from your credit card and that we have reversed the authorization request. If you have any doubts or require additional confirmation, please check with your credit card issuer and financial institution to further verify this. This process depends on the nature of your bank's integration with credit card companies. As a guideline, it may take up to two weeks to clear these transactions from your statement, but typically the time period is much shorter.

My credit card is not being accepted.

1. Verify that the number was entered correctly.
2. Verify that you are entering the correct security code.
3. Verify that your credit or debit card has sufficient credit or funds to purchase the product.
4. Try another credit card.

Why would my credit card be rejected?

This means that the payment was rejected by your payment provider. This may have occurred for a number of reasons, for example, not having sufficient funds on your card or bank account to complete the transaction. Check with your credit card company as to why it was rejected.

How often do I get billed?

Your monthly subscription fee billing will commence upon sign-up. You will be billed one month in advance. Long distance usage billing will be billed each month after the usage has occurred and the total usage costs do not exceed \$100 in a given billing period. In the event usage charges surpass \$100 in billing before the monthly billing period is up, your credit or debit card will be billed automatically when you have exceeded the \$100 threshold.

Do I get charged for making long distance calls?

If you are calling another IVE subscriber or another video system connected to the internet, you will not incur long distance charges. If you are calling a video system that does not reside on the internet, a cellular phone, or a land line, you may incur long distance charges.

MANAGING YOUR IVE ACCOUNT**Upgrade/Change Account**

You may upgrade or change your account by logging in to your account at www.myive.com. You will be asked for a username and password. Please use your IVE user name (e-mail) and your IVE Password to sign in. Select "upgrade now" to upgrade or change your plan. If you wish to cancel your account, simply select the "FREE" IVE plan and your Credit Card will no longer be billed. NOTE: Canceled or changed accounts take effect at the start of the next billing cycle.

Changing Personal/Billing Information

You may change your personal and billing information at www.myive.com. You will be asked for a username and password. Please use your IVE user name (e-mail) and your IVE Password to sign in.

Change Password

To change your password:

1. Go to www.myive.com.
2. Enter your username and password
3. Click on change password located in the left hand section of the page.
4. Enter the current password the new password
5. Retype the new password for confirmation.
6. Click on the submit button and your new password will be sent to you via e-mail for your records.

Your password can be between four and 12 characters, upper or lower case. It is recommended that you write down your password for future reference.