

## IVE Top Frequently Asked Questions

### 1. HOW DO I PLACE AND RECIEVE CALLS

#### Place a Call

Open up your IVE software by clicking on the IVE Icon on your desktop. Enter the IVE video number (Premium and Professional users can also enter cell phone or telephone numbers) of the party you wish to call in the box under the contacts button on the right hand side of your IVE Screen. 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.

#### Receive a Call

If you have your IVE open, when a call comes in your IVE will automatically ring. Simply choose to accept the call.

### 2. CAN I MAKE OR RECEIVE VOICE-ONLY CALLS TO/FROM A LAND LINE OR CELLULAR PHONES?

IVE Premium and Professional users can place calls to cell phones and standard phones for \$.08 per minute. Only domestic and Canadian numbers may be called. International voice-only calls are not available 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.

IVE Premium and Professional users can receive calls from cell phones and standard phones at no charge.

### 3. CAN I MAKE CALLS TO TRADITIONAL ISDN VIDEO CONFERENCING SYSTEMS?

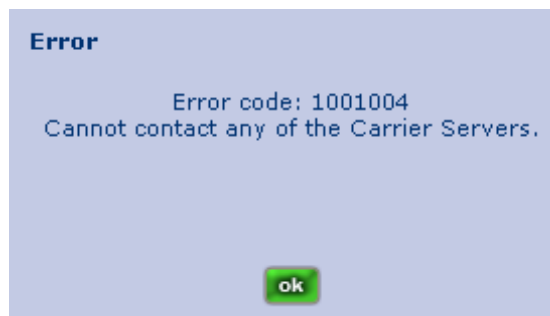
IVE Professional users can make calls to traditional ISDN video conferencing systems you must first dial 1, then the area code, and then the number you are trying to call. Per minute usage charges will occur. Please visit [www.instantvideoeverywhere.com/IVEPricing.aspx](http://www.instantvideoeverywhere.com/IVEPricing.aspx) to check the rates.

### 4. I AM GETTING AN ERROR CODE, WHAT DOES IT MEAN?

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

#### IVE Error Notice: 1001004

If you see the following error, "**Error code: 1001004 Can not contact any of the Carrier Servers**", this typically means that your IVE client cannot reach the server.

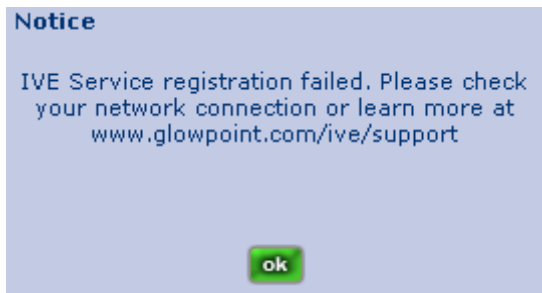


To address this, first verify that if you are running a 'personal firewall', such as ZoneAlarm, Norton Firewall, etc, that the **IVE client (IVE.exe)** is an allowed program to access the internet. Consult the documentation for your personal firewall to learn how to give programs access to the internet.

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

**IVE Error 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...**”, 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	HTTP	Destination
5061	SIP	Source/Destination
4000-5999	Audio/Video Streaming	Source
10000-10699	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](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](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/>

**IVE Error 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.



5. I GET A “FEATURES ALERT” SCREEN WHEN I TRY TO DIAL THE LIVE OPERATOR, WHY IS THIS?

The Live Video Operator service is available for IVE Premium and Professional users only.

- 6. HOW DO I UPGRADE/DOWNGRADE MY ACCOUNT OR CHANGE MY ACCOUNT INFORMATION?**  
The IVE Account portal located at: [www.myive.com](http://www.myive.com) offers you a host of account management options. Simply login to your account using your IVE username and password and follow the onscreen options.
- 7. DOES IVE INSTALL SPYWARE OR ROOTKIT ON MY PC?**  
No. IVE does not install any spyware or rootkit software on your PC.
- 8. CAN I SELECT A LOCAL NUMBER TO RECEIVE AND MAKE CALLS WITH IVE?**  
Video numbers are regionalized at this time. Check our website periodically to see what new numbers have become available in your area.
- 9. I WAS NEVER SENT MY USERNAME AND PASSWORD, HOW DO I GET IT?**  
If you are using an internet based email service such as Yahoo or MSN, check your Junk Mailbox as your internet provider may have flagged the email with your username and password as SPAM. If you are part of a company, check with your IT administrator to see if the username and password email was flagged as SPAM. If you still cannot locate your username and password, click on the following link to submit a request to have your username and password resent to you.  
<http://www.instantvideoeverywhere.com/contactus>
- 10. DOES IVE SUPPORT MAC OR LINUX OPERATING SYSTEMS?**  
IVE is not currently offered on the MAC or Linux platforms. We do hope to offer IVE versions for all commonly used platforms in the future.