

FAQ" ICUNOW© - How to install

"ICUNOWGuest" Installation

ICUNOW© Internet Communications Unlimited Network On Web Collaboration software solution platform

STEP 1: Turn-off any form of anti-spy software and close other programs to have saved any work-in-progress.

Your computer system should be updated regularly! Upgrades are appropriate to improve your online Internet security and functionality. You should check your computer by going to this: [Microsoft free update website](#).

IMPORTANT: Computers using Microsoft XP Pro/2000/3000 must have current Microsoft OS upgrades; [Service Pack update](#) and [Microsoft .NET Framework 2.0](#) (minimum) installed before proceeding.

For Microsoft Vista (all versions), the .NET Framework is built-in to this newest MS-OS.

STEP 2: Go to <http://www.adriacomm.com/downloads.asp> and enter your reply address. Within a few minutes a secure link will be sent to your email address with a link to download the ICUNOWclient® software. Your email address will only be used to provide the download link and follow-up support to assist you with our free ICUNOW© demo. **Your name/address is not distributed in any manner to anybody.**

STEP 3: The ICUNOWclient® install process will begin. Follow the Microsoft Wizard and accept the options in each pop-up. After this the ICUNOWclient® will be installed in your Working Software folder.

STEP 4: Restart your computer and you are ready to launch your first ICUNOW© collaborative conference.

STEP 5: You should see an "ICU.NET Icon" short-cut on your desktop for easy access. Position the icon appropriately. The "ICU.NET" may also be in the Start Folder (lower menu bar - left corner).

STEP 6: Launch ICUNOW© by double clicking on the icon and log-on to the ICU.NET server.

Site Name: ICUNOWGuest

User ID: GuestA through GuestZ (pick any one of the 26 variety)

Password: "icunow" (for all 26 guest accounts and is case sensitive)

In case ICUNOW© is taking longer than 30-45 seconds to log-on (Connecting to site ICUNOWGuest), please wait a minute. Rarely, it may be necessary to restart your PC and try again. This time it will connect.

Remember you are logging on as: GuestA through GuestZ. Of course you need to arrange with someone else, in advance, to have a conference with (just two people the first time so as to simplify the process). If it is convenient, have the two of you talking on the telephone to be sure you are agreed which person will use which guest number, GuestA to GuestZ since obviously multiple users can not use the same guest account at the same time.

For quick reference guide please click here:

<http://www.adriacomm.com/downloads/IcunowUserFlipChart.pdf>

Once logged on to the system click on Public Address Book, right click on the Guest# you want to call.

You can contact us directly at info@AdriaComm.com or phone our offices:

8:00am to 5:00pm (408) 295-8904 (CA) - or - (202) 558-7077 (WDC)

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