



Clipstream AudioMail™ – FAQ

November, 2001

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Sending Your Message

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1. What is Clipstream AudioMail™?

The Clipstream AudioMail system allows you to create a streaming audio message using only your telephone. AudioMail plays for any Java-enabled email client or web browser.

2. What is Clipstream™?

Clipstream is a fast, affordable, easy to implement and ultra small Java applet that enables over 90% of web surfers to hear or see your message without having to rely on external player applications or bulky plugins. Web marketers, advertisers and webmasters will appreciate how easy it is to stream compelling audio or video to their viewers without the need of special servers, software or programming knowledge.

3. How can I purchase AudioMail?

There are two ways to purchase AudioMail:

Personal Subscriptions can be purchased on the Clipstream.com website once you have registered for an account. New accounts get 100 free credits! Register here <https://www.clipstream.com/ivr/register.shtml>. When you are ready to purchase more credits, login to your account here:



<https://www.clipstream.com/ivr/login.shtml> and follow the links to purchase more credits.

Enterprise Licenses can be purchased by contacting our sales department through this web page: <https://www.clipstream.com/purchase/enquiries.shtml>.

4. How much does AudioMail cost?

AudioMail™ Personal Subscription pricing can be found at <http://www.streamingaudio.com/buy/pricing.shtml>.

5. Can I purchase an entire AudioMail System for my office?

Yes you can! Clipstream Technologies Inc. offers a custom AudioMail system consisting of hardware and software to suit your needs. To find out more, contact our sales department at <https://www.clipstream.com/purchase/enquiries.shtml>.

6. What do I need to use AudioMail?

You will need the following: A telephone, an email account, an email package capable of viewing HTML formatted emails, a computer connected to the internet, a sound card, and a Clipstream AudioMail account. More information about minimum system requirements can be found here: <http://www.clipstream.com/help/audiorequire.shtml>.

7. What do people need to hear my message?

Your listeners will need the following: An email account, an email package capable of viewing HTML formatted emails, a computer connected to the internet, and a sound card. More information about minimum system requirements can be found here: <http://www.clipstream.com/help/audiorequire.shtml>.

8. I need more help. How can I contact support?

Support can be contacted using the online form found here: <https://www.clipstream.com/help/emailhelp.shtml>.

9. Who is Clipstream Technologies Inc.?

Clipstream Technologies Inc. (CTI) is a privately held company with offices in Vancouver, Tokyo, London, and Silicon Valley. CTI's objective is to be a leading technology sales and marketing company, providing software and services that enable the delivery of a broad range of multimedia content over the Internet and intranets, thereby facilitating the evolution of the Internet into a mass communications and commerce medium.

The technology platform provided by CTI makes it possible for our customers to provide the premier platform for the delivery of digital video and audio content. CTI has recognized the needs of the marketplace for products that provide quality, reliability, and flexibility far beyond what existing streaming solutions can deliver.



10. How do I contact Clipstream Technologies Inc.?

Clipstream Technologies Inc.
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Vancouver, BC Canada
V6B 4N4

T: (604) 609-7736
F: (604) 609-0611
W: www.clipstream.com
E: sales@clipstream.com
Support: help@clipstream.com

11. Who is Destiny Software Productions, Inc.?

Destiny Software Productions Inc. is wholly owned by Destiny Media Technologies, Inc. (<http://www.dsn.com>). Destiny is a leader in developing easy-to-use tools and enabling technologies to distribute digital media through the Internet. The company's suite of streaming and downloadable products includes: MPE™ (<http://www.destinympe.com>), a complete, secure media distribution system that provides e-commerce and digital rights management directly from within an MP3-compatible multimedia file; AudioClipstream™ (<http://www.clipstream.com>), a java-based tool which enables web pages, e-mail and banners to stream audio without the use of a player; VideoClipstream™ (<http://www.clipstream.com>), a technology for embedding streaming video into a web page or e-mail; and the RadioDestiny Broadcaster™ (<http://www.radiodestiny.com>), which allows a user to webcast live or scripted internet radio from a computer to anyone on the Internet. Established in 1991, the company is headquartered in Vancouver, Canada. Destiny Media Technologies is traded as DSNY on the OTC:BB.

12. How do I contact Destiny?

Destiny Media Technologies Inc.
Destiny Software Productions Inc.
950-555 West Hastings Street
Vancouver, BC Canada
V6B 4N4

T: (604) 609-7736
F: (604) 609-0611
W: www.dsn.com
E: sales@clipstream.com
Support: help@clipstream.com

13. How do I sign up?



Visit <http://www.clipstream.com/ivr/register.shtml> and enter your email address and choose a password. Click the Register button. Your user ID will be sent to the email address you registered with.

14. How much does it cost to sign up?

Signing up is free! In fact, when you sign up, we will give you 100 free credits.

15. What is a User ID?

Your User ID is used to identify you on the Clipstream AudioMail system. Your user ID is unique to you. When you dial the AudioMail recording system you will be asked to type in this number. This is how we know which account to use, and where to email the recorded message.

16. How do I get a User ID?

Visit <http://www.clipstream.com/ivr/register.shtml> and enter your email address and choose a password. Click the Register button. Your user ID will be sent to the email address you registered with.

17. I have forgotten my Use ID, can you send it to me?

Yes. Visit <https://www.clipstream.com/ivr/login.shtml> and enter in your email address and click "Send my ID and Password". Your ID and Password will be sent to your email address.

18. Can I choose my own User ID?

No. User IDs are created for you by the Clipstream AudioMail system.

19. Why do you need my email address?

Your email address is needed as a secure way to send you your registration information, and as the place where your recorded messages will be sent. Your email address will never be sold or distributed to an outside company. View our privacy policy here: <http://www.clipstream.com/legal/privacy.shtml>

20. What is a credit?

Credits are purchased on the AudioMail System. You get 100 free credits when you register. 1 credit equals 1 play of your message. When your message is deleted or expires, all unused credits are returned to your account.

21. How much do credits cost?

AudioMail™ Personal Subscription pricing can be found at <http://www.streamingaudio.com/buy/pricing.shtml>

22. Where can I buy credits?



Credits can be purchased on the Clipstream.com website once you have registered for an account. New accounts get 100 free credits! Register here <https://www.clipstream.com/ivr/register.shtml>. When you are ready to purchase credits, login to your account here <https://www.clipstream.com/ivr/login.shtml> and follow the links to purchase more credits.

23. How do I use my credits?

Credits are used when you record your messages. You will be asked to specify how many times you would like your message to be played. Each play equals one credit.

24. What if someone listens to my message more than once?

Each time a message is played, one of your credits is used. It is important to be generous with the number you enter, as some people will listen to the message more than once, and some will forward the message to others. We suggest using a multiple of three. For example, if you plan to send a message to 50 business clients, you should set the message to play 150 times. Don't worry, when your message expires, or you delete it, all unused credits will be returned to your account. The important thing is that your message can always be heard!

25. What happens to left over credits?

When a message is disabled, deleted, or time expires, all unused credits are returned to your account.

26. What number do I call to record a message?

Call (604) 609-0185 to record your message.

27. How long of a message can I record?

Your message can be up to 5 minutes long.

28. Do you have a number local to my area?

No. Call (604) 609-0185 to record your message. Contact your local telephone company or ISP to request a Clipstream AudioMail System in your area. Better yet, talk to us about becoming a distributor for AudioMail.

29. Why won't my rotary dial telephone work?

Clipstream AudioMail requires a Touch Tone Telephone to work properly. Without a touch tone telephone, you will not be able to enter in the necessary numbers.

30. Can I record a message from my cell phone?

Yes! Any telephone device that is touch tone should work just fine.

31. Do I always have to listen to the message prompts?



No. If you are already familiar with the Clipstream AudioMail telephone recording system, you can type in your numbers just as the audio prompts start for that particular section.

32. When I have finished recording, can I just hang up?

Yes you can. If you hang up, you will not be able to listen or re-record your message.

33. Can I listen to my message before I send it to my email?

Yes. When you have finished recording your message by pressing the # key, press 2 to listen to your message.

34. I don't like my message. Can I record it again?

If you have not already hung up, and you have finished recording by pressing the # key, press 3 to re-record your message.

35. So I have recorded a message, now what?

Once your message has been recorded, it will be sent to your email account. From there you can send it to as many people as you desire. Just remember, once your credits or plays for that message run out, the email will play the expired message.

36. How do I send this to someone?

There are two ways to send your message to someone. You can use the forward function of your email package to forward the message to your contacts, just like any other email. Or, you can use the built in forward function found in the body of the Clipstream AudioMail email message.

37. I have recorded several messages. How do I know which is which?

There are a few ways to determine which AudioMail is which. First, the number of plays assigned to each AudioMail is displayed in the subject line of the email which is sent from the AudioMail system. Second, you can listen to your message from within your email package. Finally, you can listen to your message online through the Clipstream AudioMail account management system at <https://www.clipstream.com/ivr/login.shtml>.

38. When I listen to my message in my email, does it cost me a credit?

Yes. Every time your message is listened to, a credit is deducted from your account.

39. Can I have my own email template?



Enterprise license holders can have their own templates as part of the Clipstream AudioMail Enterprise License package. We are currently upgrading the Subscription AudioMail system to allow individuals to have their own templates as a premium service. Contact sales to find out more at <https://www.clipstream.com/purchase/enquiries.shtml>.

40. Can I have this automatically sent to my email list?

Not currently. We are working on upgrading our system to allow for automated email lists that will be sent directly from the Clipstream AudioMail System.

41. Why can't I see any audio player?

It is possible that you either do not have HTML email enabled, or do not have Java enabled. Click there to learn more: <https://www.clipstream.com/help/visitorhelp.shtml>.

In addition, you must also have a sound card and an active connection to the internet. Click here to learn more about minimum requirements: <https://www.clipstream.com/help/requirements.shtml>.

42. Why can't I hear audio?

It is possible that you either do not have HTML email enabled, or do not have Java enabled. Click there to learn more: <https://www.clipstream.com/help/visitorhelp.shtml>.

In addition, you must also have a sound card and an active connection to the internet. Click here to learn more about minimum requirements: <https://www.clipstream.com/help/requirements.shtml>.

43. Why can't the people I sent this message to hear the audio?

It is possible that they either do not have HTML email enabled, or do not have Java enabled. Click there to learn more: <https://www.clipstream.com/help/visitorhelp.shtml>.

In addition, They must also have a sound card and an active connection to the internet. Click here to learn more about minimum requirements: <https://www.clipstream.com/help/requirements.shtml>.

44. My recording says it has expired. Why?

When your credits have run out for a particular message, or a message has been disabled or deleted, a default "expired" message is played by the Clipstream AudioMail System. If your message has simply run out of credits, or has been disabled, you can visit <https://www.clipstream.com/ivr/login.shtml> to add more credits to the message and activate it again. Once this is done, your message will play again until it is disabled, deleted, expires or runs out of credits again.

45. How do I get rid of the expired message?



If your message has simply run out of credits, or has been disabled, you can visit <https://www.clipstream.com/ivr/login.shtml> to add more credits to the message and activate it again. Once this is done, your message will play again until it is disabled, deleted, expires or runs out of credits again. If your message has been deleted, you must re-record your message.

46. Can I re-activate an expired message?

Yes you can. Simply visit <https://www.clipstream.com/ivr/login.shtml> and add more credits to the message and it will be enabled again.

47. How can I find out about how many credits I have left?

Visit <https://www.clipstream.com/ivr/login.shtml> to find out your account balance, order more credits or to administer your messages.

48. How can I manage all of my messages?

Visit <https://www.clipstream.com/ivr/login.shtml> to find out your account balance, order more credits or to administer your messages.

49. I have forgotten my password. Can you send it to me?

Yes. Simply visit <https://www.clipstream.com/ivr/login.shtml> and enter your email address at the bottom of the page and click "Send my ID and Password". Your password will be sent to the email address that you used to register for Clipstream AudioMail™.

50. Can I make a previously sent message no longer play?

Yes. Visit <https://www.clipstream.com/ivr/login.shtml> and log on to the Account Management System. Find your message and then click "Disable". You can delete it to, if you want, but it will no longer be accessible if you want to reactivate it later.

51. Can I listen to previously recorded messages?

Yes. Visit <https://www.clipstream.com/ivr/login.shtml> and log on to the Account Management System. Your messages are stored there for three months.

52. How long do my messages stay on the Clipstream AudioMail system?

Messages are active for three months from the date of the recording. After three months, your messages will expire and play the expired message. At this time, all credits remaining on the message will be returned to your account. After four months, the message is deleted from the system.