

EasyID Frequently Asked Questions

Do I have to subscribe to any wireless identification lists to use the software?

NO. EasyID includes the IMS Wireless Block Identifier database and the Ported landline-to-Wireless and Wireless-to-Landline files.

Do I need any other software for EasyID to work?

Yes! You will need to install Microsoft Access 2000 or a later version on the machine running the software. Microsoft access is included with Microsoft Office Professional or can be purchased separately from any retail outlet that sells software (Staples, CompUSA, Amazon, etc.). The current version is Access 2007 (If this version is used, see the Readme file that is downloaded with the software to update the “Trusted Zone”)

How are the integrated files updated?

IMS will update the integrated files twice monthly and make a new version of the program available for download.

When will the software be available for download?

The new software will be updated and ready for download around the 10th and 24th of each month.

How easy is the software to operate?

The program was designed to be easy to use. We include full documentation, a quickstart readme and help button on each screen to assist the person operating the software. And they can always call us with any questions or for assistance. Our number is 203-653-2762

Maybe I won't like the software?

We know you will like it, but if for any reason you don't want it, we have an unconditional 30 day money back guarantee.

What happens if I forget to download the latest version of the software this month?

If the integrated wireless database is more than 20 days old, the system will display a message directing you to download a new version of the software. If the integrated database is greater than 40 days old, the software will stop working.