

RSUPPORT

Remote User's Guide

A guide to setting up and using RemoteX
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RSUPPORT

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GETTING STARTED

Introducing RemoteX

RemoteX is a powerful new application that allows you to share your desktop with another user while on a Skype call. A “lite” version of our standard-setting RemoteCall 4.0 remote support software, **RemoteX** downloads and installs in minutes on any Windows PC (or Intel Macs with virtual Windows machines) running Skype and provides instant access to desktop sharing. In Skype, simply click on the **Tools > Do More** menu (or right-click a contact and select **Do More** from the drop down menu) and select the **RemoteX** icon to share your desktop or view and even take control of your contact’s desktop.

- × Work on a single document together as if you were at the same desk.
- × Collaborate on a web page.
- × Teach a friend how to use new software by showing them in real time, on *their* PC.
- × Surf the Internet together.
- × View photo albums and slideshows together.
- × Show PowerPoint or other presentations.
- × Fix pesky computer problems.

Simple desktop sharing added to the already free and easy Skype.

Terminology Used

Local PC	The computer you are using to connect with a friend or family member
Remote PC	Your contact’s PC you are remotely connecting with via Skype
Session	The connection between the local and remote PCs
P2P	A direct connection (peer-to-peer) between two PCs
Gateway	A connection between two PCs relayed through a web server
VRVD	Virtual Remote Video Driver (VRVD) is RemoteX’s proprietary video driver
GDI	Graphics Device Interface is a Windows video driver
Session Status Window	The window displayed on the remote PC desktop indicating an active session
Extras Manager	A direct link to Skype’s plug-in database allowing you to download the latest plug-ins
API Access Control	Manage Skype’s plug-in permission settings via the API (application programming interface) Access Control Console

RemoteX Quick Connect

This little section explains just how easy it is to get up and running with **RemoteX** for the first time.

Since you are already connected to your Contacts via Skype, you can connect your computer to theirs in three easy steps.

1. Download and install the **RemoteX** plug-in from the Skype Extras Gallery.
2. A splash screen will ask if you want to **Invite someone to use this Extra**. Choose the person you would like to connect with from the list of available contacts and then click **Continue**.
3. **RemoteX** will automatically send a Skype Extras link to your contact so they can install the plug-in. As soon as they have installed it, you will automatically be connected!

NOTE: When running RemoteX for the first time you will be prompted to select the Skype permission setting. You must select the **“Allow this program to use Skype”** option or RemoteX will not function.

From that point on, connecting is as simple as selecting **Do More > RemoteX** from your Skype menu and then selecting the person you would like to connect with. The other way to do it is to right-click on the contact you want to connect with, then select **Do More > RemoteX**. The RemoteX plug-in will do the rest.

System Requirements

Local and Remote PC	
OS	Windows 2000/2003, XP, Vista
Hardware	Pentium III 1-GHz or higher
Web Browser	MS Internet Explorer 5.0 or higher
Disk Space	8 MB
Internet Connection	56 kbps modem or higher

Technology and Security

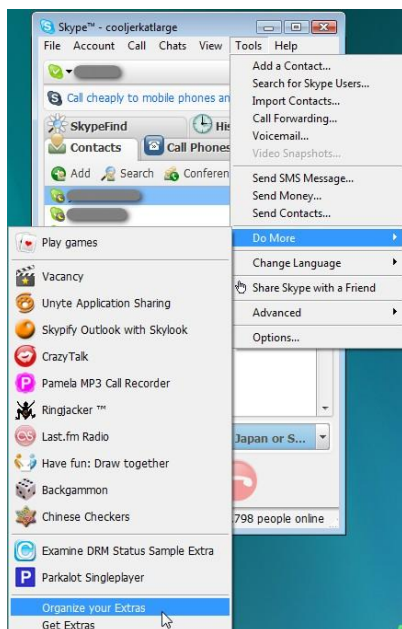
RemoteX does not contain any adware, spyware or other malware. Connecting through one of our relay servers, a direct link is established between the two PCs and is maintained until the user ends the session. We also guarantee the fastest remote connection possible due to RemoteX's Virtual Remote Video Driver (VRVD) and high speed packet switching technology.

Downloading RemoteX

To download **RemoteX** to your local PC, you can use the **Skype Extras Manager** or download the .sparc file directly from our website (www.remotecall.com/remotex.asp). To see a video of the installation process, follow this link: <http://www.remotecall.com/remotex/demo.asp>.

Using the Skype Extras Manager

1. Log in to Skype and click **Tools > Do More > Get Extras**



2. Click **Sharing** from the plug-in categories on the left



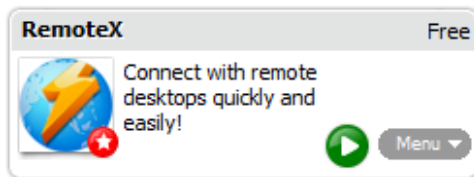
Note: If you do not see RemoteX listed in the Extras Manager > Sharing category, you must update the Extras Manager.

To do so:

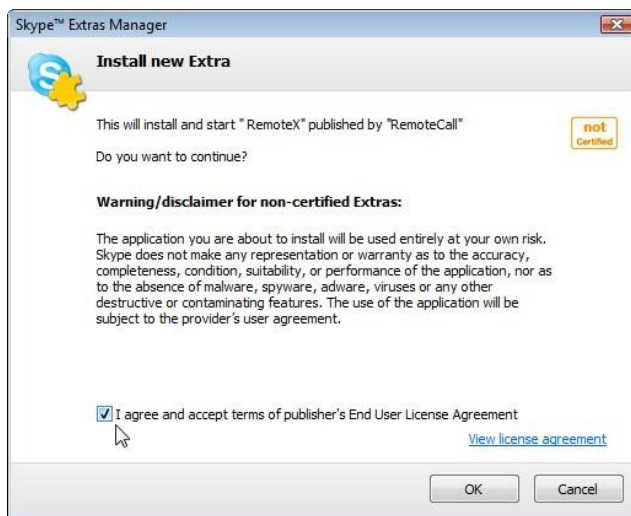
1. Click **Options** in the bottom left corner of the Extras Manager
2. Click **Update Now** from the update tab and wait a few moments

Once the Extras Manager has updated itself the plug-in should be visible from the Sharing category and ready for download.

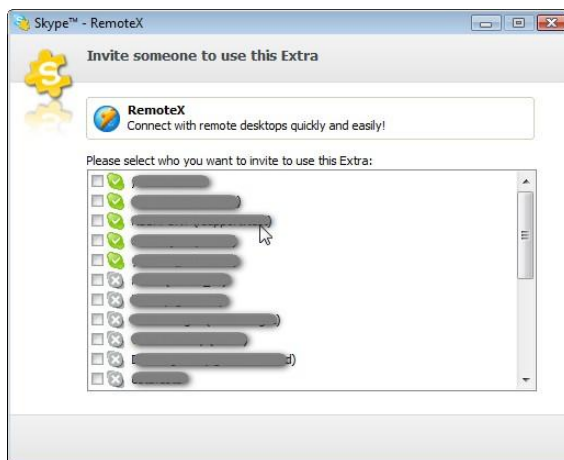
- Find **RemoteX** in the list of applications on the right and click the green play button to open the download the plug-in.



- An **Install new Extra** splash screen will appear. Click the checkbox next to **I agree and accept the terms of the publisher's End User License Agreement**, then click **OK**.



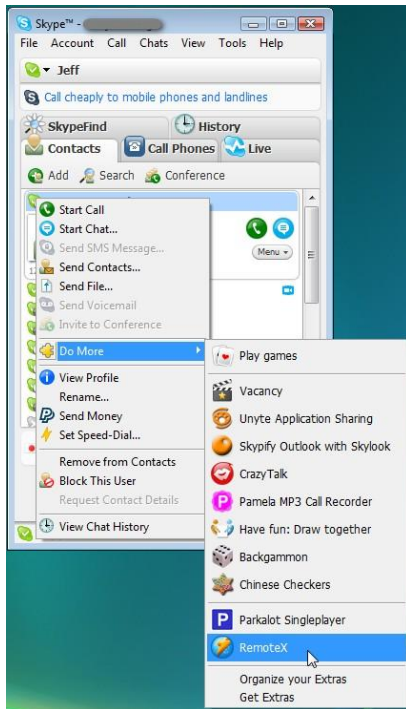
- A dialogue box will appear asking you to **"Invite someone to use this Extra"**. If you want to connect to one of your contacts, select their name from the list and click **Continue**.



Note: If you don't want to connect with a contact right away then just click **Cancel**.

You can launch a session afterwards by clicking a contact from your Skype contacts list.

6. **RemoteX** should now be installed and ready to work with Skype.

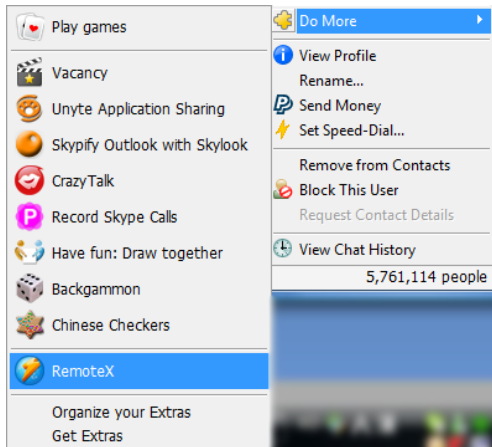


Downloading from RemoteCall.com

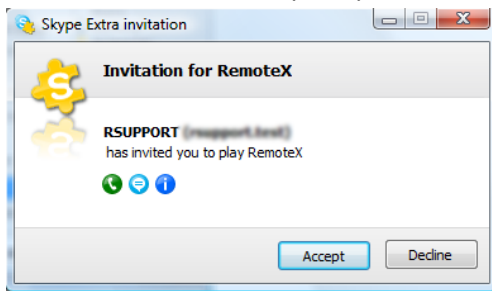
Go to www.remotecall.com/remotex.asp and click **Get RemoteX Now!** from the side bar on the right. After downloading, double click the **RemoteX** icon to start the set up process. Refer to steps 4-6 from the previous section.

Connecting with a Skype User

1. Right-click a Skype contact and select **Do More > RemoteX**



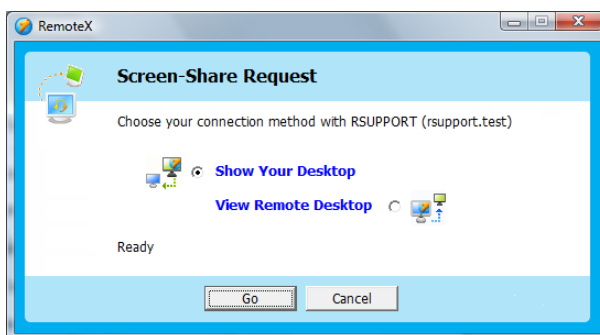
2. The remote user will be prompted to accept the invitation to use **RemoteX**



Note: If the remote user does not have the Skype plug-in installed, they will automatically be prompted to download it. This may take a minute or two depending on their internet connection.

3. Once your invitation has been accepted you will have the choice of:
 - a. Displaying your screen to the remote user
 - b. Viewing the remote user's screen

Make your selection and click **Go**



IMPORTANT!

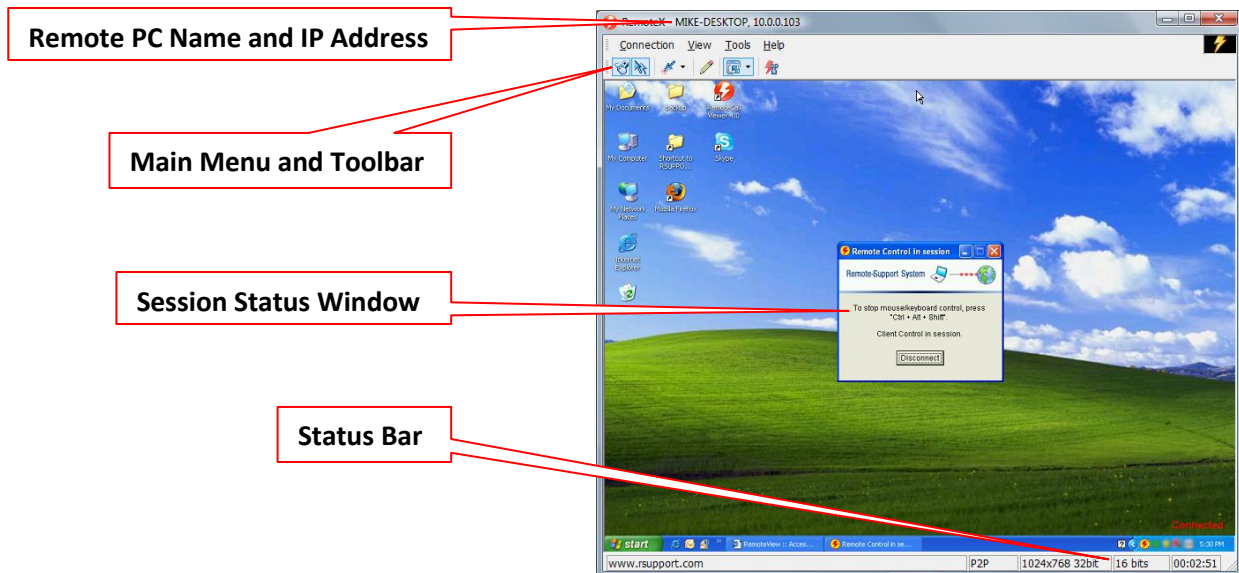
When running RemoteX for the first time you will be prompted to set the permission for the plug-in.

You must select **"Allow this program to use Skype"** or RemoteX will not function.

This must be done by both you and the remote user!

USING REMOTEX

Local User Interface



Main Menu and Toolbar

The features of RemoteX are easily accessed using a standard menu system, and/or a button icon toolbar. The RemoteX interface includes the following menus and toolbar:



Keyboard/Mouse Control takes control of the remote PC's keyboard and mouse.



Mouse Chase displays the real-time location of the remote PC's mouse cursor.



Laser Pointer highlights sections of the remote desktop, using a dot or arrow.



Draw allows you to draw on the remote desktop in real time.



Zoom adjusts the scale of the RemoteX Console in sizes of 50%, 60%, 70%, 80%, 90% and 100%.





Performance Optimization let's you improve session performance by optimizing connection and display settings in RemoteX during the session.

The RemoteX interface includes the following menus:

- ◆ **Connection** – Session management and connection information
- ◆ **View** – Screen size options and toolbar/interface settings
- ◆ **Tools** – Tools and Performance Optimization
- ◆ **Help** – Information about RemoteX

Connection	Use the Connection menu to disconnect an existing session or check connection details.
Disconnect	Disconnects the active session.
Connection Information	Displays relevant information about the current session, such as, connection status, connection method (Gateway or P2P), total session time, and remote PC name, IP, and OS version.
Exit	Exits and closes RemoteX.

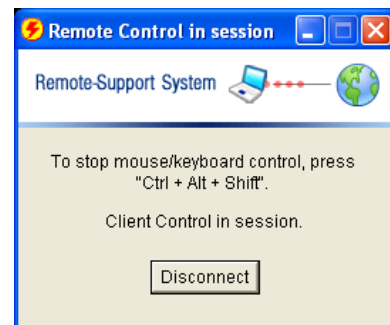
View	Use the View menu to configure the RemoteX Console screen size and user interface features.
Full-Screen	Maximizes the RemoteX session window to full screen. A quick menu is available at the top of the screen while in full screen mode. To return to a resizable viewer window, click the Full Screen icon. <i>*Note: You can only enter full screen mode if the remote desktop's resolution is the same or higher than the local PC's.</i>
Window-Scale to Fit Toolbar	Scales the image of the remote desktop to fit within the session window. Displays/hides the following Basic Toolbar at the top of the RemoteX Console: <ul style="list-style-type: none"> Basic Toolbar 
Status Bar	Displays/hides the status bar at the bottom of the session window.

Tools	Use the Tools menu to select a specific RemoteX tool or function.
Always on top	Places the RemoteX Console on top of other windows.
Tools	Access RemoteX support tools and functions: 

Session Status Window

Once connected, a remote user applet, the **Session Status Window**, should appear on the remote desktop.

This applet allows for quick control of the remote session. Either user can click **Disconnect** to immediately end the connection. A remote user can also immediately suspend user control of the mouse and keyboard by pressing **Ctrl + Alt + Shift**.




Display Options

Zoom and Scale-To-Fit

During a session you may want to adjust the size of the viewer to fit the entire image of the remote desktop. You can do this in two ways.


First, you may try adjusting the zoom percentage of the image. By default the image is zoomed at 100%, however the remote desktop may have a larger screen resolution than the local PC you are using.

By clicking the **Zoom** icon  you can adjust the scale of the displayed image until it fits within your window.

The second way is to click **Window-Scale-to-fit** from the “View” menu. This will automatically scale the current image to fit within the viewer.

Full-Screen Mode

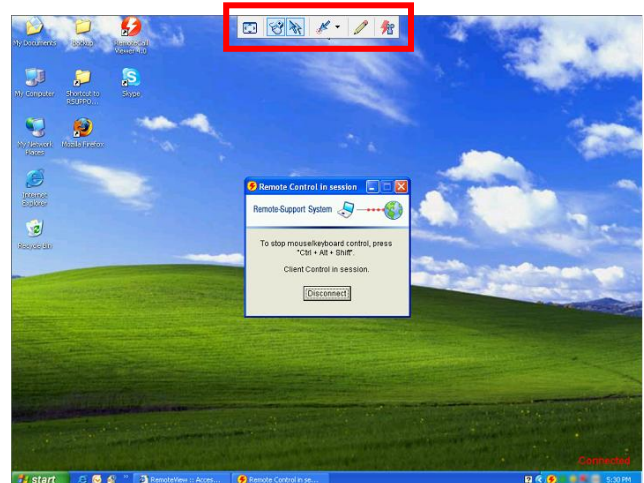
During a session you can view the remote desktop in full-screen mode (**View > Full-Screen Mode**).

You can use the Basic Toolbar located at the top of the screen to access tools and features while in full-screen mode. You can exit full-screen mode at any time by clicking the **Exit Full-Screen** icon .

1 2 3 4 5 6




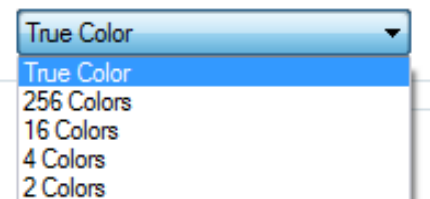
1. Exit Full-Screen
2. Mouse/Keyboard Control
3. Mouse Chase
4. Laser Pointer
5. Draw
6. Performance Optimization



Display Color Depth

You may customize the color depth in the RemoteX Console to enhance image quality or improve performance. Open **Performance**

Optimization  and select the **General** tab, then adjust the color depth of the **Local Display**.



Screen Scrolling

While viewing the remote desktop at 100% scale you may not be able to see the entire screen at once. Using the screen scrolling feature you can navigate within the viewer, without the need to zoom out and lose detail. **RemoteX** has two screen scrolling functions:

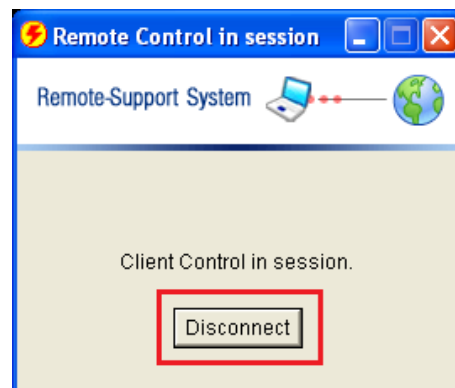
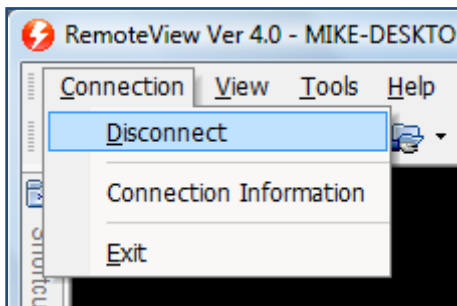
Auto Scroll: Moving your cursor to the edge of the RemoteX Console window will automatically scroll in the direction of your cursor.

Panning Scroll: Clicking and holding the middle mouse button let's you drag the screen in the direction you wish.


Ending the Session

The remote session can be ended in one of three ways.

1. Click **Connection > Disconnect** from the menu
2. Close the **RemoteX** Console by clicking the **red (X)** in the top right corner
3. Click the **Disconnect** button on the "Session Status" window located on the remote desktop



Performance Optimization/Viewer Settings

When a session is launched, **RemoteX** will start with default settings enabled. You can, however, make changes to these settings during an active session by clicking the **Performance Optimization** icon  or by using the menu **Tools > Performance Optimization**. Here you can adjust settings to boost performance or display quality.

General

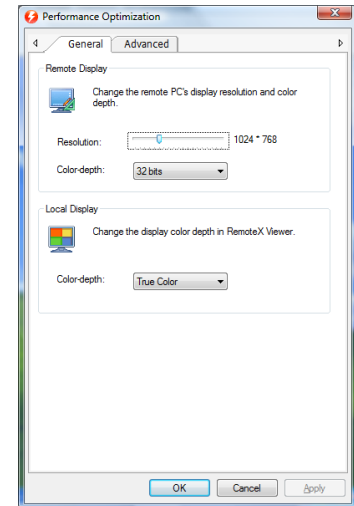
Remote Display

Change the remote PC's display resolution and color depth.

Local Display

Change the display color depth in **RemoteX**.

NOTE: Lowering the displayed color depth will increase performance.

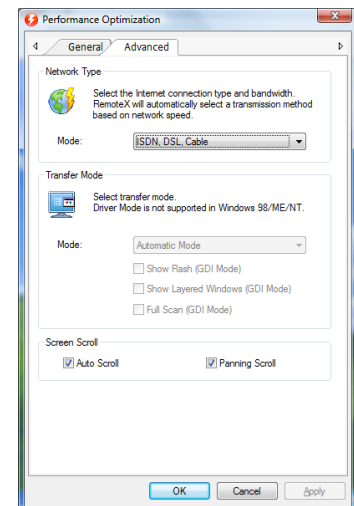


Advanced

Network Type

Select the network connection type (LAN, ISDN/DSL/Cable, or Modem/Satellite) according to the remote PC's available bandwidth.

NOTE: Choosing the appropriate connection speed is important as it will optimize your remote connection speeds.



Transfer Mode

The transfer mode selection is disabled for this product. The default "Automatic Mode" is enabled.

Screen Scroll


Select the screen scrolling functions in the **RemoteX** session window.

Auto Scroll will pan the screen automatically when the cursor reaches the edge of the screen.

Panning Scroll is a click and drag method of scrolling. Simply hold down the middle mouse button to click and drag the screen.

Examples of Session Settings

For Low Speed Internet

RemoteX can connect to users with low-speed Internet access—even those using a 56K dial-up modem or a 2-way satellite for Internet access. While in a remote session click the **Performance Optimization** button  on the Toolbar to adjust the following settings:

- ◆ Network Type: Modem/Satellite
- ◆ Color depth: 16 or 256 Colors

For Graphic and Multimedia Files

If you are connecting with a user to watch videos, view pictures or use a graphic intensive application, we recommend adjusting the following settings for the best display quality and response time:

- ◆ Network Type: LAN
- ◆ Color depth: True Color

REMOTEX FAQs

1. So what is RemoteX anyway?

RemoteX is an Extra designed for Skype that allows you to share your desktop with another user while on a Skype call. A lighter version of our standard-setting RemoteCall 4.0 software, it provides an instant, secure remote access solution.

2. What are the RemoteX system requirements?

RemoteX requires Skype (of course) and Windows 98/2000/XP/Vista. At this point, RemoteX does not work with Mac OS X or Linux.

If you use an Intel Core Duo Mac with Parallels Desktop or Boot Camp installed, you can use RemoteX with Skype on the Windows virtual machine.

3. What is Skype Extras Manager?

The Skype Extras Manager is where Skype links you to all of the plug-ins that are currently available. Unfortunately, Skype doesn't automatically update your Extras Manager for you when new plug-ins are available, so you must do this manually if you want all the latest and greatest plug-ins (including RemoteX). If RemoteX is not listed in the Extras Manager it will not start.

4. Can I connect to a remote PC that is behind a firewall or proxy?

Yes, RemoteX works transparently through any firewall or proxy without the need to change your existing network settings.

5. Can I use RemoteX by myself to access my home/work computer?

No. RemoteX was designed as a support tool to connect and work "with" another remote user. There are also security concerns to consider when allowing unattended remote access. We do, however, offer another standalone application called RemoteView intended for this purpose. For more information on RemoteView, please visit <https://rview.net>.

6. Can I connect with multiple machines simultaneously?

No, RemoteX can only connect two Skype users.

7. Can I use a dual-monitor display with RemoteX?

Yes, RemoteX supports and displays dual monitor setups. Both displays will be shown together simultaneously in the RemoteX Viewer window.

8. Can I transfer files to and from the remote PC?

RemoteX does not support file transfers itself, but you can transfer files via Skype's Send File function.

9. Does the remote user know when the computer is being controlled?

Yes, a dialogue box appears on the screen notifying the remote user that a connection has been established. During the remote session, "Connected" is displayed in the bottom right corner of the screen. The remote user's wallpaper is temporarily disabled and replaced with a black background.

10. Why does the session connect as a gateway and not a P2P when I'm connecting to a LAN PC?

If you are running RemoteX for the first time or have not added RemoteX to the Windows Firewall Exception List then it will connect through the gateway. When prompted by Windows Firewall, click **Allow** to add RemoteX as an exception and try connecting again.

11. Why am I losing control of the mouse and keyboard when viewing a flash animation or flash video?

There is a compatibility issue with Kaspersky Anti-virus. While this program is running there is a buffering issue which slows the response of the mouse and keyboard control requests while viewing a flash based animation or video. To remedy this, you must add the program **rcviewer.exe** to Kaspersky's Trusted Zone list.

RemoteX Troubleshooting

1. Make sure your Extras Manager is up to date!

In order for the RemoteCall plug-in (or any shared Skype Extra) to work properly, your Skype Extras Manager must be up to date. The person you are using RemoteX with must also have the updated version of Extras Manager as well, or they won't play well together.

To update your Extras Manager, you need to do the following:

- 1) Open the Skype Extras Manager by clicking Tools > Do More > Organize your Extras.
- 2) Look at the blue hyperlinks in the bottom left-hand corner. Click Options.
- 3) The Skype Extras Manager Options window will open. In the Updates tab, click Update Now.

2. Make sure your Skype plug-in permission for RemoteX is correctly set!

You need to check the Skype permission settings for RemoteX and make sure to "Allow this program to use Skype"! When running RemoteX for the first time, a dialogue box will prompt you to allow the program to use Skype. You must select "Allow this program to use Skype" or RemoteX will not work.

If you accidentally selected "Do not allow this program to use Skype" or are not sure which selection you made, you can update the permission setting from Skype's settings menu.

- 1) Click Tools > Options...
- 2) The Skype Options window will open. Click the Advanced button in the list on the left.
- 3) Look in the Advanced Settings main window. Click the blue hyperlink at the bottom that says "Manage other programs' access to Skype".
- 4) Select RemoteX and click the Remove button

Now, restart Skype and try running RemoteX again making sure to select the appropriate permission setting when prompted.

This must be done for both Skype programs!

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