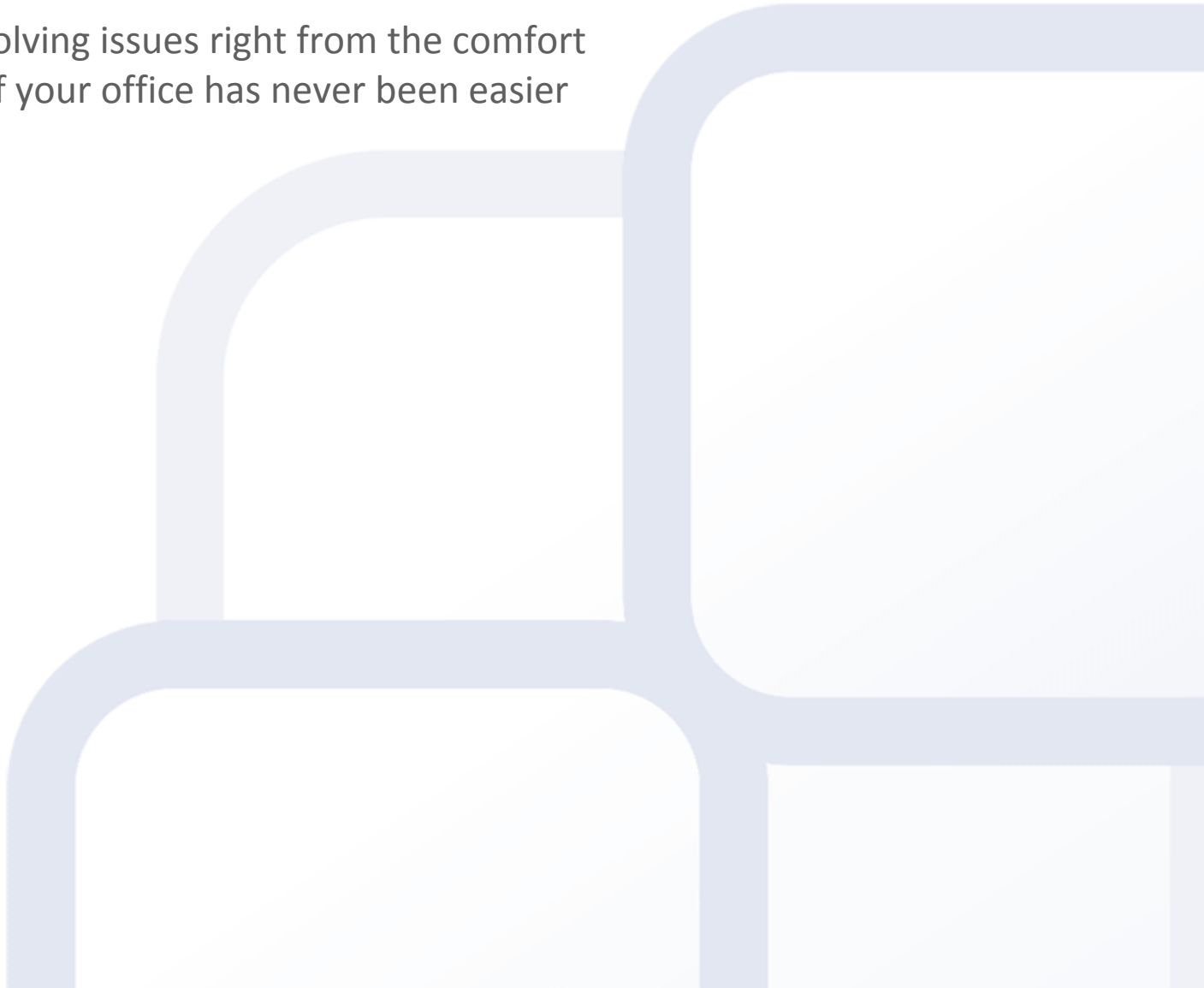


Remote Access
At Its Best!



GETTING STARTED

Solving issues right from the comfort
of your office has never been easier



About this Guide

The purpose of this guide is to assist users of Techinline Remote Desktop with the following:

- Discover various spheres where Techinline Remote Desktop may be useful
- Realize how Techinline Remote Desktop is designed
- Become familiar with the main sections of the service such as the **Expert Main Form, My Account Form, and Options Menu**
- Understand how to connect to a Client in 5 easy steps
- Learn the existing configuration adjustments
- Discover the available customization options
- Find out where and how to obtain additional information, support, and consultation

What is Techinline Remote Desktop?

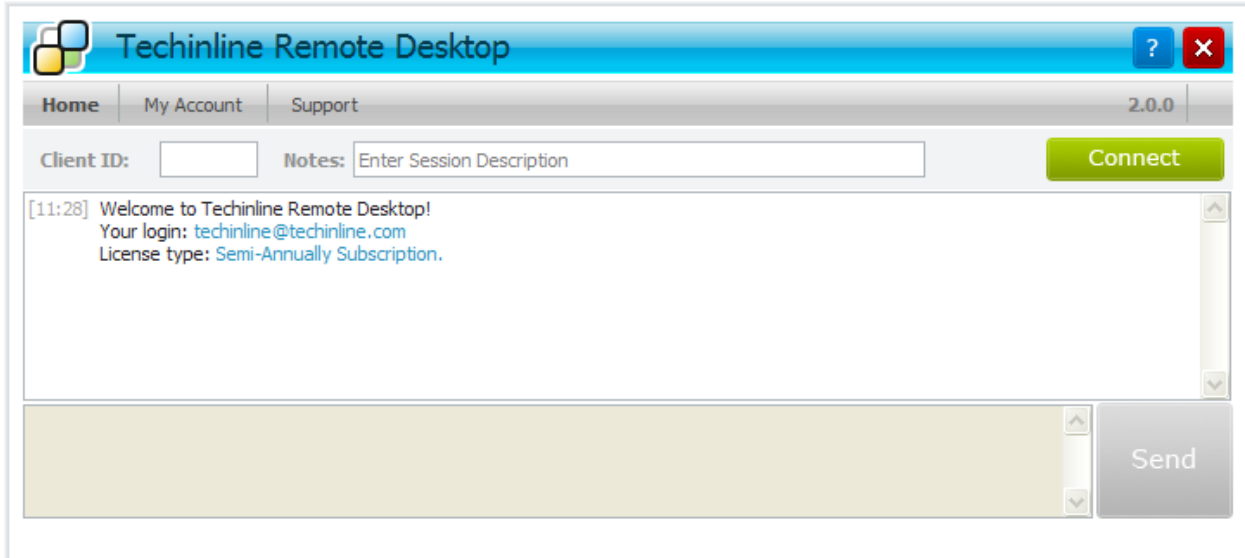
Techinline Remote Desktop is a next generation browser-based service which enables you to connect to a remote computer, view its desktop, and if needed, take full control of its mouse and keyboard. In addition, you may share your own desktop with the remote party, exchange text messages, and transfer files of any size and volume between the two machines.

The main application of Techinline Remote Desktop is found at IT helpdesks that specialize in providing technical support across any distance. Nevertheless, a constantly growing number of professionals from various fields rely on Techinline Remote Desktop to perform their everyday duties. Such applications include online training sessions, demos and presentations, as well as carrying out any other tasks which require remote access.

All that is needed to use Techinline Remote Desktop is a browser along with an internet connection. The freedom and flexibility presented by this browser-based technology enables practically anyone around the globe to take advantage of our service.

Defining Techinline “Session” Participants

A Techinline Remote Desktop connection, also referred to as a session, takes place between an **Expert** (Techinline account holder) and a **Client** (remote user’s computer).



Upon launching Techinline Remote Desktop for the first time, the Expert is asked to install a missing browser plug-in, after which they are ready to use the service. The majority of the Expert's work is conducted through the interface of the **Expert Main Form**. This page appears to the Expert immediately after logging into their Techinline account.

The **My Account Form** and **Options Menu** contain customization and configuration options that are available with the Techinline account. Here, you can make any adjustments which you feel will allow you to work with the service in a comfortable and efficient manner.

Launching Service for Expert

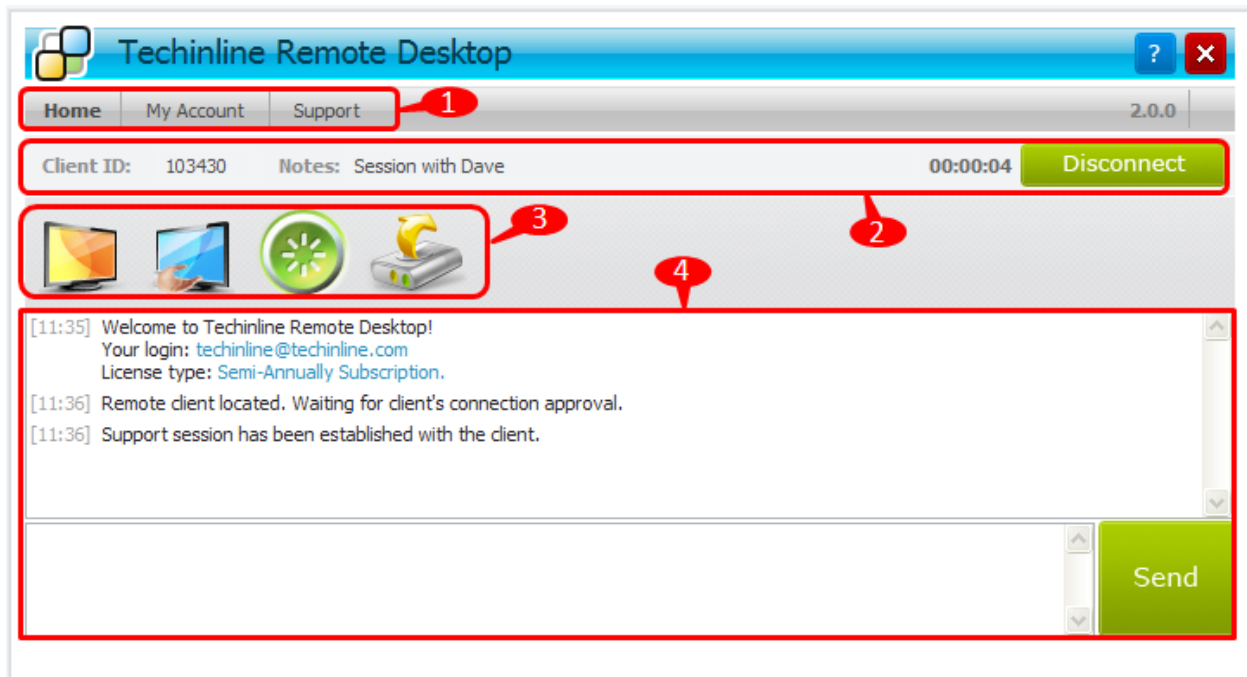
Congratulations! You have created a Techinline Remote Desktop account either by registering for the 15-day evaluation free trial or purchasing one of the available license types. In order to launch the service, please perform the following steps:

1. Run a web-browser.
Techinline Remote Desktop currently supports **Internet Explorer 6-9, Mozilla Firefox 2.xx and later, Google Chrome, and Opera.**
2. Go to FixMe.it/Expert.
3. Input your Techinline **Username** and **Password**.
4. Click the **Log in** button.
5. You have successfully logged in. Now, you are ready to begin working with our service.

You will be automatically directed to the **Expert Main Form**, from which you may perform a wide range of available operations.

Expert Main Form

This guide will help you learn the basics of Techinline Remote Desktop with emphasis on the **Expert Main Form** interface and the procedure of connecting to a remote party. For detailed information about our service, please refer to the [Online Documentation](#).

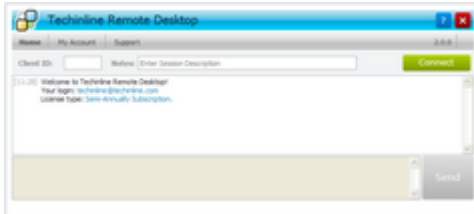


1. **Tabs.** The tabs are used to access the configuration pages, as well as return to the Expert Main Form.
2. **Connection Panel.** This panel displays general information about the session in progress. It displays the Client ID which was used to establish the connection to the remote party. The Notes field can be used by the Expert to create a title for the session or add any important remarks which may be reviewed at a later stage. The content of this field is stored in the **Session Usage Report**. The timer displays the duration of the running session.
3. **Remote Desktop Toolbar.** These buttons are used to **View Remote Desktop, Control Remote Desktop, Share Desktop View, Share Desktop Control, Reboot Remote Computer, and Send Files.**
4. **Status/Chat Area.** This panel displays important messages concerning the status of your Techinline account, as well as instant messages exchanged during the session between its participants.

The [Clipboard transfer](#) and [Drag and Drop file transfer](#) functions are performed without the use of any extra buttons and/or panels. These operations are carried out in the same manner as on your local machine.

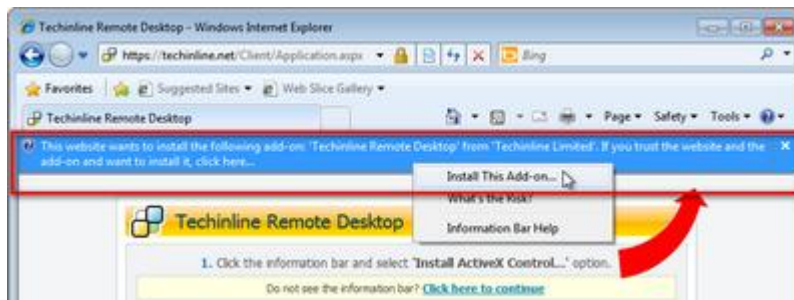
Starting your First Session

After you have launched Techinline Remote Desktop as the Expert, the **Expert Main Form** appears. Now, it is time to invite the Client into the remote session.



1. Ask your Client to go to FixMe.it.
2. If the Client is using the service for the first time, they will be asked to install an Active X plug-in.

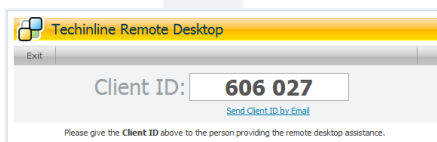
After clicking **Install This Add-on**, the Client will complete easy steps of installation which will take about 10-15 seconds.



If the Client cannot or does not wish to install the plug-in for any reason, such as due to a lack of Administrator privileges on the machine, they may use the **Run stand-alone Client** link displayed in the figure below.

Having trouble installing the ActiveX Control? [Run stand-alone Client](#)

3. Once these steps have been completed, the Client will receive a generated 6-digit number (**Client ID**). The Client must communicate this number to you.



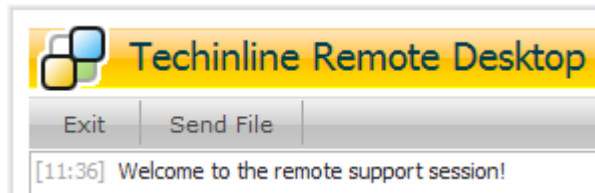
4. Input the **Client ID** provided by the Client into the **Client ID** field, and click the **Connect** button to connect to the remote computer.



The **Notes** field may be used to enter the Client's name, or any other important information about the running session. The content of the **Notes** field is stored in the Session Usage Report and may be reviewed at a later time.

Notes: Remote session with Dave

5. The Client is notified that the session has been started.



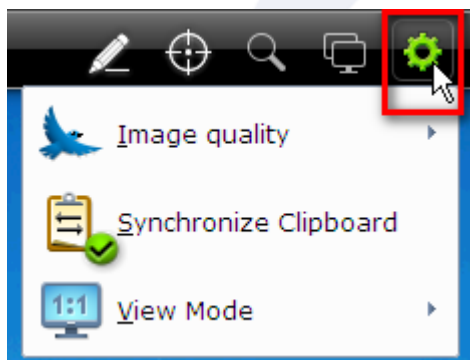
The Expert is now connected to the Client's machine, and is ready to provide remote assistance, exchange files, and communicate with the Client via a built-in chat system.

Configuration

Techinline Remote Desktop can be configured to better meet your preferences and requirements. The **Options Menu** and **My Account Form** provide a wide range of adjustments which can be made.

Options Menu

The **Options Menu** is accessed through the **Remote Desktop View/Control Window** when you view or control the Client's desktop.

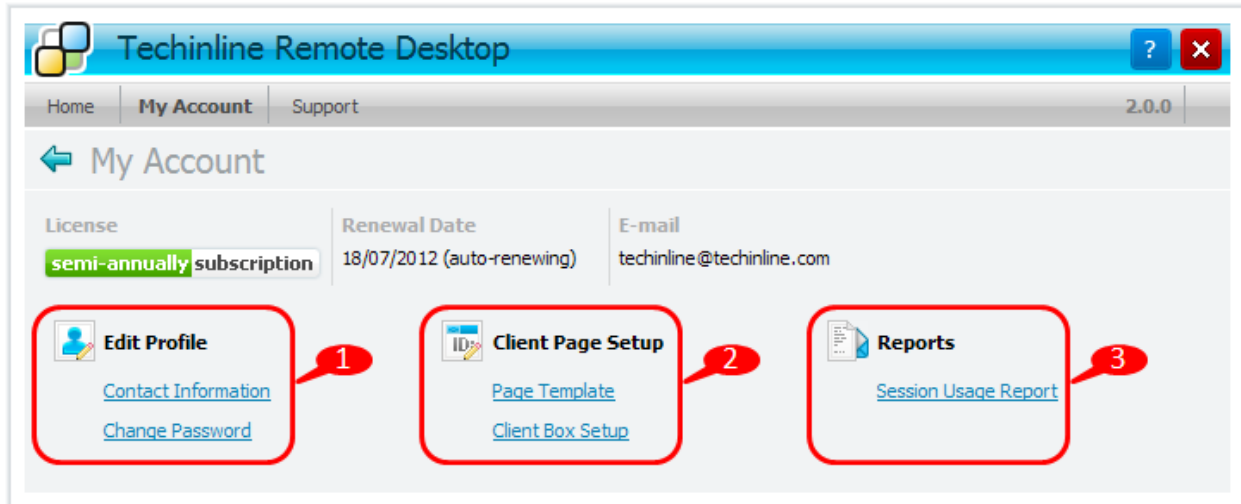


This menu allows you to:

- Adjust the image quality of the remote screen
- Adjust the size of the remote screen
- Enable/disable clipboard synchronization

My Account Form

The **My Account Form** is accessed through the **Expert Main Form**.



1. **Edit Profile.** Manage your profile, update personal contact information. Maintain privacy and confidentiality by changing your password regularly.
2. **Client Page Setup.** Add more creativity to your services by customizing the appearance of the Client Page interface. Redecorate the Page Template in accordance with company style or your personal preferences.
3. **Reports.** Our built-in reporting tool allows you to keep track of all conducted sessions. Use PDF or XLS formats to create internal and external records, compose work sheets, invoices, and any other documentation.

Useful Links:

Official website: <http://www.techiline.com>

Complete online documentation: <http://www.techinline.com/help>

Frequently Asked Questions: <http://www.techinline.com/support/faq>

Contact Information:

Please forward any questions or concerns to the appropriate email address:

info@techinline.com - for general enquiries and suggestions, website, feedback, and other proposals

sales@techinline.com - for subscriptions, pricing, product enquiries, and personal demos

You may also contact the Sales Department to learn more about Techinline Remote Desktop. We will be happy to answer any of your questions, as well as provide a **personal demo** of our service.

support@techinline.com - for any technical issues

orders@techinline.com - for questions or concerns about an existing Techinline account

We guarantee to respond to your request within 24 hours.

You may also contact a live representative regarding any issue:

Phone US & Canada: 1-617-381-4349

United Kingdom: +44 (0)20 8144-7131

Skype: techinline