

# Remote Access At Its Best



## PRODUCT OVERVIEW

FixMe.IT is one of the leading solutions for providing instant remote technical support to users located anywhere in the world. Its user-friendly design, extensive feature set and affordable price make it an ideal remote support solution for anyone, from businesses large and small, to the occasional home user. Solving issues right from the comfort of your office has never been easier or more secure!

The wide range of available features can be used not only to provide technical support across any distance, but also conduct online presentations, remote training sessions, and much more.

## Key Benefits

- Provide hands-on support across any distance
- Avoid paying extra for features that are never used
- Accelerate problem detection and solving
- Increase support revenue by expanding into new geographical areas
- Improve your ROI by reducing travel costs
- Connect to a remote user in three easy steps



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## Who Uses FixMe.IT

- **IT experts:** System administrators, helpdesk specialists and independent consultants rely on FixMe.IT to solve technical issues remotely.
- **Trainers in any field:** Conduct online trainings and demonstrate live examples of how tasks are performed.
- **Salespeople and representatives:** Demonstrate their products and services to a remote user located anywhere in the world.
- **Finance and account officers:** Work with important data in a well-known local environment.
- **Friends and relatives:** Assist friends and family with computer issues and share files from across the globe.

## How It Works

- Start a new support session by running [FixMe.It/Expert](https://FixMe.It/Expert) in your web browser
- Direct the remote user to [FixMe.It](https://FixMe.It) in order to run the application and obtain a randomly generated Client ID number
- Enter the Client ID in order to connect to the remote user

## Security and Confidentiality

- **Secure data transfer.** All data transmitted with FixMe.IT is fully protected with industry-standard 256-bit SSL encryption technology that ensures the highest level of privacy and security.
- **Two-factor authentication.** To create an additional layer of security for all communication processes and get your business PCI-ready, FixMe.IT delivers optional two-factor authentication that can be enabled for any FixMe.IT account at no extra cost.
- **Reliable server network.** With hardware firewalls and layered mitigation technology built into the architecture, the FixMe.IT server network ensures that all communication between the Expert and the remote Client is highly reliable and secure.



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## Key Features

**Remote Desktop Control:** Instantly connect to the remote user and obtain full view and control of their computer. This key feature allows you to provide instant and complete assistance from the comfort of your office to a user located anywhere in the world.

**Unattended Access:** Configure remote computers to connect without any user interaction at the remote end. Organize and access computers to deliver support and maintenance when it is convenient for both parties.

**Multi-Session Handling:** Provide support or perform time-consuming tasks for an unlimited number of remote users at the same time.

**Multi-Window Control:** Multitask more effectively by viewing and controlling multiple remote desktops simultaneously. Easily switch between remote desktops windows and transfer files from one remote user to another.

**Powerful Screen Scaling Features:** Easily adjust for differences in screen resolution using one of the available view mode options. Original Size setting allows you to view the remote screen without any scaling and will not require any manual scrolling. Scale to Window allows you to increase or reduce the size of the remote screen based on the size of the remote desktop control window. Optimal View provides a convenient view of the remote desktop based on your and the remote user's default screen resolution settings.

**Customization & Integration:** Promote your brand by easily redesigning the entire FixMe.IT interface in accordance with official company style or personal preference. Integrate the Client ID page into your own website and simplify the connection process for remote users.

**2-Way Desktop Sharing:** Share your local desktop with the remote user. Easily conduct training sessions and demonstrate your products to potential customers.

**Remote Reboot & Reconnect (Also available in Safe Mode):** Reboot the remote computer and automatically reconnect without disrupting an active support session. Seamlessly perform any system updates or installations that require rebooting the remote user's computer and resume the support session.



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**Logoff/Logon & Switch User:** Logon and switch Windows users to perform various admin tasks on the remote computer while maintaining an active session.

**File Transfer:** Instantly upload files to the remote computer and download files from the remote computer. There are several options available for performing this operation: Drag & Drop, Copy-Paste, and Send File button.

**Clipboard Sharing:** Share your clipboard with the remote computer to exchange text, images, and other useful data.

**Reporting Tool:** Obtain a detailed summary of all completed remote sessions for review and analysis. Take session notes and track time spent supporting your clients.

**Multi-Monitor Support:** Easily support remote users that have multiple monitors connected to their machines. You can either view all monitors side-by-side or instantly toggle between each individual monitor.

**Video Session Recording:** Capture the entire screen during a remote desktop session for auditing and training purposes. The recorded video will be stored locally on your computer.

**Firewall/Proxy Transparency:** Seamlessly connect to a remote computer behind a firewall, proxy or NAT. Support remote users in any environment regardless of their network settings.

**Annotation Tools:** Easily train clients using a laser pointer and drawing tool. Visually demonstrate instructions or important data to enhance your communication.

**Instant Text Chat:** Exchange text messages with the remote user to maintain a live conversation within the application.

**Native Windows Support:** FixMe.IT is fully compatible with the entire Windows product line starting from Windows XP up to the latest version. This includes native support of 64-bit systems and Windows server platforms.



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## Try It

Get a fully-featured 15-day trial of the latest FixMe.IT version at <https://www.techinline.com/TryItFree>. This evaluation is free of charge and comes without any further obligations. You will not be asked to provide your credit card information.

## About Us

Techinline Ltd. was founded in 2006 by a group of highly-experienced professionals in the IT and business development fields. The company focused on developing an innovative remote support solution that would provide customers with a fast, secure, and reliable connection to a remote party. Techinline has made this task a reality by combining its small business approach with the bright ideas of talented developers from around the world.

## Techinline Ltd

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