



Introduction and Installation

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What is Remote DeskLink for Windows 95?

REMOTE DESKLINK FOR WINDOWS 95 lets you connect to a remote computer and work as if you were directly in front of the computer, running programs and accessing files. You can also “chat” with someone sitting in front of the remote computer during a Remote Control session. You can connect using a modem, network, or Dial-Up Networking. Connect to other DeskLink users, or connect to computers running LapLink for Windows.

Remote DeskLink® for Windows® 95 provides immediate connection to your desktop from wherever you may be. Use DeskLink to connect to your office computer from home in order to do some work, to access office files when you’re on the road, or to connect to a friend’s computer to help them with a computer task or work on a project.

Remote Control lets you operate another computer at a distance. After you connect to another computer and open a Remote Control session, your mouse moves the mouse pointer on the remote computer, your keyboard types characters on the remote computer, and your Remote Control window shows the remote computer’s screen.

Chat lets you “talk” with someone at another computer, exchanging messages in a written conversation. When you have only one phone line, you can chat with someone using DeskLink while you are controlling their computer using Remote Control.

Understanding Remote Control

You can remotely control another computer, or allow another computer running DeskLink or LapLink for Windows to control your computer. When you open a Remote Control window on your computer, you become a Remote Control guest, and the remote computer displayed on your screen becomes the host.

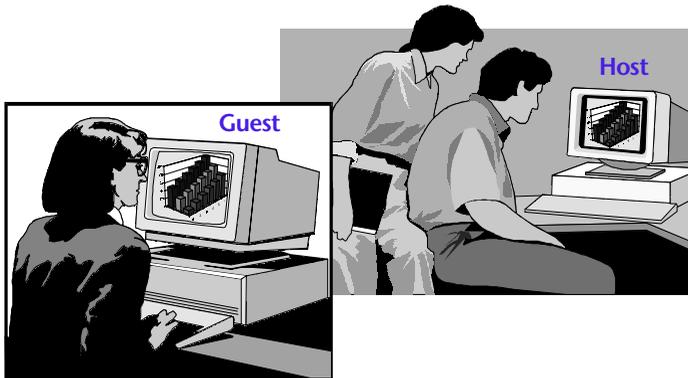
■ A computer set up with DeskLink can act as either a Remote Control host or a Remote Control guest.

Guest When you’re a guest, the host images appear on your screen in a Remote Control window within the DeskLink program. You use your mouse and keyboard to operate the host computer, and your work is done on the host computer.

Host When you set up your computer to be a host, you can set up security on it so that no unauthorized users can work on your computer, and you can control whether the guest has exclusive use of the mouse and keyboard when connected.

There is no special procedure associated with becoming a host. Your computer need only be running DeskLink and set up to allow incoming connections. You do not need to be at your computer. On the other hand, you may want to join the guest as an observer or as an active participant.

Connecting to DeskLink



With DeskLink, you can connect to a remote computer (the host) and work on that computer as if you were in front of it.

If you're remote controlling someone else's computer, and they're in front of the computer, you can use the Chat feature to talk to the other user while controlling their computer.

Connection methods

You can connect to remote computers (or allow other computers to connect to you) by using a modem or connecting over a network.

You can also take advantage of the Dial-Up Networking feature of Windows 95 to connect by modem to other network computers running DeskLink. Using this modem-to-network connection increases your choice of connections.

Connecting to computers running LapLink for Windows

Remote DeskLink for Windows 95 can be used to connect to computers running Traveling Software's LapLink for Windows. You can connect to LapLink computers or let LapLink computers connect to your computer, and you can use Remote Control and Chat.

- You cannot open a connection to a remote computer unless the default security setup on that computer has been changed to grant you access. For more information about security, see page 6.

Installing DeskLink

BEFORE YOU CAN CONNECT to another computer, DeskLink must be installed and running on both computers. When you install DeskLink, you choose between two types of installation: Express and Custom. Choose Custom to determine exactly which ports and devices are enabled during installation. To begin installing from a CD-ROM, insert the CD-ROM and click Install Remote DeskLink Now! To begin installing from floppy disks, double-click Add/Remove Programs in Control Panel.

Types of installation

Setup asks you which type of installation you want. There are two types:

- *Express* Installs all DeskLink files, with a minimum of prompting.
- *Custom* Installs according to your directions. Choose Custom to specify exactly the types of communications you want available to you in DeskLink.

By default, Setup automatically enables any connections by network (both IPX and TCP/IP), modem, and Dial-Up Networking which are installed on your computer. In a Custom installation, you can disable any network or modem connections you do not intend to use in DeskLink (and still leave them enabled for use in other programs).

Installing the software

■ To create floppy disks so that you can install DeskLink on another computer, click Create Setup Disks! on the DeskLink welcome screen.

- 1 Insert the DeskLink CD-ROM in a CD-ROM drive.

Or if you downloaded DeskLink from the Web, double-click the Welcome.exe file in the folder where you downloaded DeskLink.

- 2 Click Install Remote DeskLink Now! on the Welcome screen.
- 3 Specify your serial number and computer name.

The name you give your computer will be seen by others when you connect to their computers and when others are connecting to yours. You can change the name in DeskLink anytime after installation.

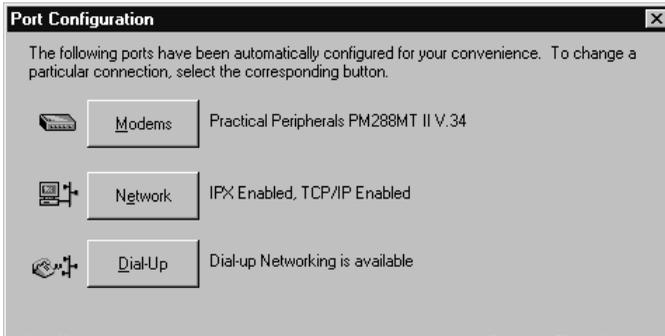
- 4 Choose Express or Custom Setup, and follow the Setup instructions.

To install DeskLink from floppy disks:

■ To remove DeskLink, use the Add/Remove Programs feature in Control Panel.

- 1 Insert the first floppy disk in the drive.
- 2 Click the Windows 95 Start button, point to Settings, and then click Control Panel.
- 3 Double-click Add/Remove Programs.
- 4 On the Install/Uninstall tab, click Install. Then follow the instructions on your screen.

Configuring DeskLink connections during Custom Setup



When you perform a Custom Setup, you can change the types of connections that will be available when you run DeskLink.

In the Port Configuration dialog box, you see the connections Setup has enabled for you.

To enable or disable a connection, click the appropriate button.

Using Custom Setup

If you choose to perform the Custom Setup, you'll have a chance to set up your modem and network ports, as described below.

Modems DeskLink can communicate over any modem installed in Windows 95, using the Windows 95 settings. Giving Windows 95 control of modems simplifies their use in different communications programs; you do not have to configure a modem separately for each program.

By default, Setup makes Windows 95 modems available to DeskLink and gives control to Windows 95. However, you can make your Windows 95 modems unavailable to DeskLink.

To make Windows 95 modems unavailable to DeskLink:

- In the Port Configuration dialog box, click the Modems button. Then click Enable Windows Modems so that it is cleared.

Networks Setup automatically enables communications over any IPX and TCP/IP networks installed on your computer under Windows 95. However, you can make a network connection unavailable to DeskLink.

To make a network connection unavailable to DeskLink:

- In the Port Configuration dialog box, click the Network button, and then click the appropriate network connection so that it is cleared.

Dial-Up Networking If you have Dial-Up Networking installed on your computer, Setup automatically enables this feature for use in DeskLink. Custom Setup tells you whether Dial-Up Networking is available on your computer but does not let you change its status.

- After Setup you can always change port settings in DeskLink by clicking Port Setup on the Options menu.

- You can use network and Dial-Up Networking connections in DeskLink only if they have been installed in Windows 95.

Connecting to another computer

USING DESKLINK, you can connect to another computer by network, modem, or Dial-Up Networking. The other computer must be running DeskLink (or LapLink for Windows), and its security settings must have been changed to allow incoming connections. After you've connected, you can use Remote Control and Chat. You can open Remote Control and Chat while you connect to another computer or after you've connected.

■ To connect two computers, DeskLink (or LapLink for Windows) must be running on both.

Before you can connect two computers, both must be running DeskLink (or LapLink for Windows). You can then connect by network, modem, or Dial-Up Networking. Which type of connection you choose depends mostly on where the remote computer is. If you're in the same company, you might use a network. If you're in separate locations, not connected by network, use a direct modem connection or a Dial-Up Networking connection. You can connect in different ways at different times or even in the same session.

Relaxing security to allow incoming connections

Security settings must be relaxed to allow an incoming connection by network or modem. Initially, DeskLink allows you to make outgoing calls, but nobody can connect to your computer. Likewise, you can connect only with remote computers that allow incoming connections.

■ See the DeskLink online help for information on tightening security by creating a Log-in List.

To change the security settings:

- 1 Start DeskLink.
- 2 Click the Security button on the LinkBar.
- 3 On the General tab, click Anybody (Public System).
 - ▶ Selecting Anybody (Public System) makes your computer and its files completely open to anyone who can connect to your computer.
- 4 Click Remote Control and Chat so that they are checked.
- 5 Click OK.

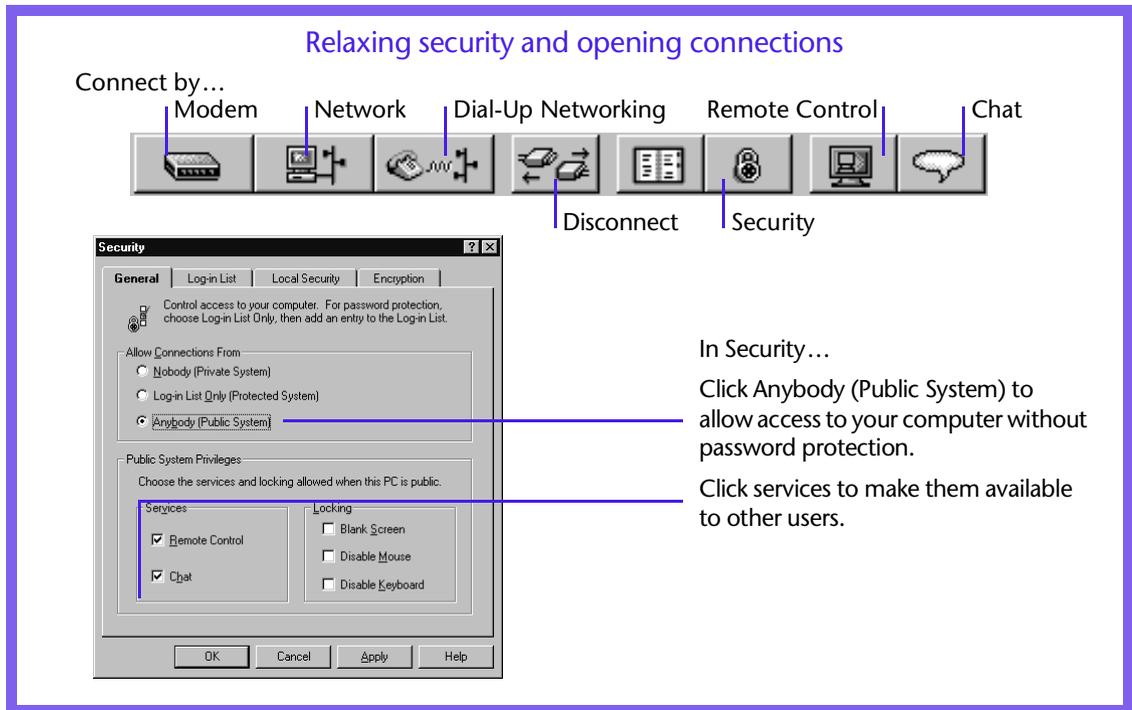
Making a connection

You start a DeskLink session by connecting to another computer.

To make a connection:

■ See the DeskLink online help for more information on using the different connection methods.

- 1 Click the appropriate Connect Over button on the LinkBar, or click one of the Connect Over commands on the Connect menu.
- 2 In the Connect dialog box, under Services, click Remote Control or Chat so that it is checked. You must open at least one window (either Remote Control or Chat) in order to connect.



In Security...

Click Anybody (Public System) to allow access to your computer without password protection.

Click services to make them available to other users.

Opening a Remote Control window

When you connected to the remote computer, you may have opened a Remote Control window. Otherwise, you can open a Remote Control window at any time during a connection.

To open a Remote Control window after opening a connection:

- Click the Open Remote Control Window button on the LinkBar. Or click Open Remote Control on the Window menu.
- ✓ If you have more than one connection open, select the Chat window of the desired connection *before* opening Remote Control.

Opening a Chat window

When you connected to the remote computer, you may have opened a Chat window. If not, you can open one at any time.

To open a Chat window:

- Click the Open Chat Window button on the LinkBar. Or click Open Chat on the Window menu.
- ✓ If you have more than one connection open, select the Remote Control window of the desired connection *before* opening Chat.

■ If you prefer to display the host screen across your entire screen instead of in a window, press CTRL+SHIFT+F. For more information, see the next section.

■ To find out how to use Chat to communicate with the other computer, see page 20.

Controlling another computer—Viewing the host

AS A GUEST, you can alternate between two views of the host screen. Your first view appears in a window within DeskLink. Inside the window, you control the host; outside the window, you perform other tasks, in DeskLink or in other applications on your computer. Switch to a full-screen view when you want to maximize your view of the host and use Remote Control exclusively. If you cannot see the entire host screen even in full screen, you can change the resolution of the host screen or scale its image to fit within your view.

Devoting your entire screen to a view of the host

You can view the host screen in two ways:

- In a window within DeskLink (the default)
- As a full-screen display, hiding DeskLink and the rest of your Windows workspace

In a window view, you have quick access to Chat, and other DeskLink features. You can also switch to other applications on your computer.

To maximize the area in which you view and control the host, switch to a full-screen view. Your entire screen is now devoted to controlling the host; you do not have access to your own applications. When you want to do something other than control the host, switch back to the window view.

To switch between window and full-screen view:

■ You can substitute another key combination for CTRL+SHIFT+F. For more information, see the next section.

■ Press CTRL+SHIFT+F.

✓ In full screen, you can also switch to a window from the copy of DeskLink running on the host: If DeskLink is an icon, click it to restore it to a window. Then click the icon representing your Remote Control window, and click Guest Full Screen to remove the check mark.

✓ To make Remote Control alternate between full screen and icon, bypassing the window view, click Remote Control Options on the Options menu. On the Guest tab, click Always Use Full-Screen so that it is checked.

Viewing the entire host screen at once

There are two ways to fit the host screen into your view:

- From your computer, lower the resolution of a higher-resolution host screen to match that of your screen.
- Scale the image of the host screen to fit within your view.

Alternating between a window and a full-screen view of the host



By default, your view of the host screen appears in a window within DeskLink.

CTRL+SHIFT+F
↔



When you switch to full-screen view, the host screen occupies your entire screen, hiding your local Windows 95 workspace.

Temporarily changing the resolution of the host screen When using a laptop to control a desktop, you normally can't view the entire host screen at once, since a desktop typically operates at a higher screen resolution. From your laptop, you can lower the desktop's screen resolution to match your laptop's.

You can then view all of the host screen in full-screen view. The original resolution is restored automatically on disconnect or at your direction.

To lower the resolution of the host screen to match that of your screen:

- 1 On the Options menu, click Remote Control Options.
- 2 On the Guest tab, click this option so that it is checked: Match Host to Guest.

Clicking the option again restores the host to its original resolution.

- 3 Click OK.

Scaling the image of the host screen to fit You can also view the entire host screen at once by scaling the image to fit your view of it. You always see all of the host's screen, whether you are working in full screen or window, though the image may be distorted.

To scale the image of the host screen to fit within your view:

- Press CTRL+SHIFT+S.

Pressing CTRL+SHIFT+S again restores the image to normal.

- You cannot lower the resolution of a host computer unless its monitor and display adapter allow the change without restarting Windows.

- In full-screen view, you can also scale the image of the host screen by clicking the icon in the host's DeskLink workplace which represents your connection. Then click Guest Scale to Fit.

Controlling another computer

Customizing keyboard control

BY DEFAULT, Windows system keys pressed on the guest computer take effect on the host. If you want the system keys to operate on the guest while working in a Remote Control window, click Remote Control Options on the Options menu. Then on the Guest tab, click Execute on Guest. Through Remote Control Options, you can also change the key combinations that control your view of the host.

■ Windows system keys are keys that take effect in Windows; other key combinations, like CTRL+C or CTRL+BREAK, that affect DOS sessions, are not affected by DeskLink settings.

■ If you intend to control a remote computer using the keyboard exclusively (without a mouse), set the Windows system keys to execute on your computer (the guest). When you want the keys to execute on the remote computer (the host), switch to the full-screen view.

Windows system keys

Windows system keys are key combinations that perform a variety of tasks. Pressing ALT+TAB, for example, switches to the program you used last. By default, DeskLink sends most system keys to the host during Remote Control: pressing ALT+TAB on the guest, therefore, switches to the program last used on the host.

You can make system keys work on your own computer (the guest) when you are working in a Remote Control window.

✓ Windows system keys (except CTRL+ALT+DELETE) always take effect on the host when you are using Remote Control in the full-screen view.

To execute Windows system keys on the guest:

- 1 Click Remote Control Options on the Options menu, and then click the Guest tab.
- 2 Click Execute on Guest.
- 3 Click OK.

✓ CTRL+ALT+DEL always takes effect on the guest, regardless of this setting. To send CTRL+ALT+DEL to the host to reboot it, click the Reboot Host command in the Session menu during a Remote Control session. (You must have permission from the host in order to reboot it.)

Remote Control shortcut keys

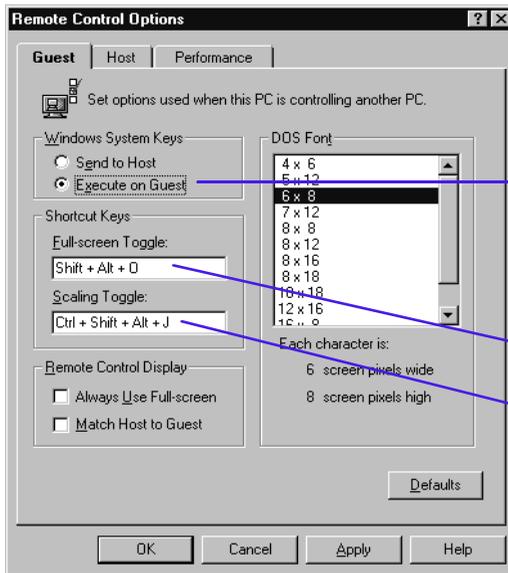
DeskLink offers two shortcut keys to change your view of a host screen. Pressing CTRL+SHIFT+F switches between full-screen and window view of the host. Pressing CTRL+SHIFT+S switches between scaled-to-fit and normal view. (See the previous section for more information.)

You can change these default key combinations to certain other combinations. (To avoid interference with other DeskLink and Windows shortcut keys, you are limited in your choice of replacements.)

To change the DeskLink shortcut key combinations:

- 1 Click Remote Control Options on the Options menu.

Customizing keyboard options in Remote Control Options



When you are working in a Remote Control window, the Windows system keys you press on your computer (the guest) take effect on the remote computer.

If you prefer to have system keys take effect on your computer, click Execute on Guest.

With this option, you can change the shortcut key that alternates between full-screen and window view.

With this option, you can change the shortcut key that alternates between scaled to fit and normal view.

2 On the Guest tab, click in one of these boxes:

- *Full-screen Toggle* Changes the shortcut key that alternates between full screen and window.
- *Scaling Toggle* Changes the shortcut key that alternates between scaled-to-fit and normal view.

3 Press any of the following key combinations:

SHIFT+ALT+N (where *N* is a number or letter)
 CTRL+SHIFT+N (where *N* is a number or letter)
 CTRL+ALT+N (where *N* is a number or letter)
 CTRL+SHIFT+ALT+N (where *N* is a number or letter)

Controlling another computer

Locking and rebooting the host

AS A GUEST, you can ensure privacy and prevent interruptions by blanking the host's screen, locking its keyboard, and disabling its mouse. You can also reboot the host computer. To perform any of these operations, click the appropriate command on the Session menu. If the commands are not available, the host computer has not granted permission to lock or reboot.

■ Permission to lock and reboot the host is granted by the host. For more information, see page 16.

Locking the host

With the permission of the host computer, you can:

- *Blank the host screen* The host's screen is darkened, preventing your work from being viewed at the host.
- *Disable the host keyboard* The host's keyboard is locked, preventing anyone at the host from using the keyboard to interrupt your work.
- *Disable the host mouse* The host's mouse is locked, preventing anyone at the host from using the mouse to interrupt your work.

To lock the host during a remote control session:

- On the Session menu, click one of these commands so that it is checked: Blank Host Screen, Lock Host Mouse, or Lock Host Keyboard.
- ✓ If a command is dimmed, it is not available: Either the host cannot perform the action, or the security setup of the host computer does not allow it. For more information about the security setup, see page 16.
- ✓ To disable locking, click the command again to remove the check mark.
- ✓ Through Address Book, you can request the kinds of locking you want to take effect as soon as you open a Remote Control session. Your requests will be honored as long as they are allowed by the host. For information on using Address Book to make connections, see the online help.

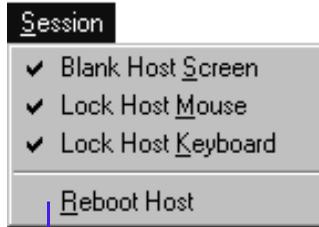
Rebooting the host

As a guest, you may want to restart a host computer to put into effect changes you have made on that computer. Or you may want to restart a host computer to ensure that no one else can call in after you disconnect.

To reboot the host from the guest:

- On the Session menu, click Reboot Host.
You are then asked for confirmation. If you have not saved your work, you are asked if you want to do so before rebooting.

Locking and rebooting the host from the guest



Reboot Host restarts the host computer from the guest. It cannot be used unless the security setup of the host computer has been modified to allow it to be restarted.

To ensure privacy and prevent interruptions at the host, blank the host screen and lock its mouse and keyboard.

A check mark beside a command means the protection is in effect. Clicking the command again removes the check mark—and the protection.

If the commands appear dimmed on your Session menu, the security setup of the host computer must be changed to allow their use.

✓ If Reboot Host is dimmed on the Session menu, the host has not set the option to allow rebooting by a guest. For more information, see page 16.

Hosting a Remote Control session

WHEN YOU ALLOW your computer to be remote controlled, you become the host to a guest computer. For Remote Control to take place you need only be running DeskLink—you do not need to be at your computer. Sensitive information is protected by the conditions of the connection. You can grant greater access, or limit these conditions, through the DeskLink security system.

■ To allow other computers to control your computer by modem or network, you must relax the security setup established during installation. (See page 6.) The only other action needed to prepare a host is to run DeskLink.

■ You can make the DeskLink workplace remain a window when a guest connects: click Remote Control Options on the Options menu, and then click the Host tab. Click this option so that it is cleared: Minimize when this computer is a host.

As a host, you have control over who can connect to your computer and the kinds of services the guests can use. For example, you can limit a guest to Remote Control only, or you can allow access to Chat as well. You can even allow a guest to blank your computer's screen or disable the mouse and keyboard. All of these options are set in the DeskLink security system.

You can leave the host computer unattended, giving an authorized user exclusive control. Or you can stay at the computer and interact with the guest by trading off control. For example, the two of you could edit a document together, participate in a training session, or explore a new program.

✓ A computer can serve as a host to only one other computer at a time. In the meantime, other computers can open Chat connections to the host.

What you see as a host

When a guest connects to your computer and begins Remote Control, your DeskLink workplace is minimized. When you double-click the icon, the DeskLink workplace is restored to a window.

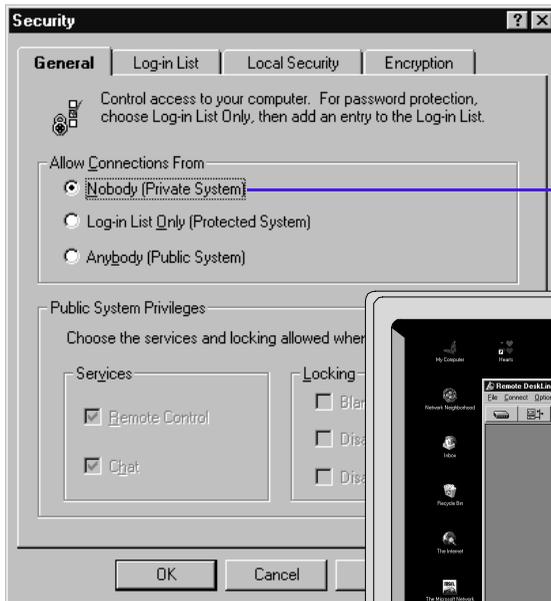
At the bottom of the restored DeskLink workplace, you see an icon for the incoming Remote Control connection. The icon is identified by the name of the remote computer. Clicking this icon displays a Windows menu with standard commands. Clicking Close closes the Remote Control connection.

Reversing a Remote Control session

There may be times when the guest and you want to switch roles so that you become the guest controlling the remote computer.

To reverse the direction of Remote Control, the current Remote Control connection must be broken on either computer. Then, as the prospective guest, you open a Remote Control window and begin controlling the other computer.

Hosting a Remote Control session



To allow a computer to serve as a host for the first time, you must change the security setup.

The default setup prevents incoming connections by modem or network.

To prepare a computer to host a Remote Control session, start DeskLink and leave it running. There is no special host setup procedure.



To reverse a Remote Control session:

- 1 Open a Chat window to the other computer, if a Chat window is not already open.
- 2 Close the Remote Control window.
- 3 Have someone at the other computer open a Remote Control window to your computer.

■ DeskLink only closes a connection if all services running over that connection are closed. Opening a Chat window prevents the connection from being closed.

Hosting a Remote Control session

Configuring a host to be locked and rebooted

BY DEFAULT, no guest can “lock” the host computer in any way—whether by blanking the screen or disabling the keyboard or mouse. Nor can a guest reboot the host. Through the security system on the host, you can grant guests permission to lock the host. And through the Remote Control Options command on the Options menu, you can grant guests permission to restart the computer.

■ As a host, you can keep guests from changing your locking and reboot settings during Remote Control sessions by setting up password protection for your security system. For more information, see the online help.

Configuring a host for locking

You can configure a host to determine who can lock it and how it will be locked. Guests cannot lock the host without your permission.

There are three kinds of locking you can permit on the host:

- Blank the screen
- Disable the mouse
- Disable the keyboard

Whether you permit any kind of locking depends on how you intend to use DeskLink. If you want to use Chat, for example, there should be no locking.

Locking permission is granted by changing the security setup on the host computer: click the Security button on the LinkBar. You then have a choice:

- Open the system to any user by clicking Anybody (Public System). Click Remote Control so that it is checked, and then click any of the three options under Locking. The permissions will apply to all guests.
- Set up a Log-in List by clicking Log-in List (Protected System) and adding one or more entries. In each entry, click any of the three options under Locking Permissions. The permissions will apply only to guests whom you provide with the appropriate log-in name and password.

For more information about changing the security setup, see page 6.

Configuring a host for rebooting

You can configure a host to allow any guest to restart it during a Remote Control session. You can also require that the host be restarted whenever a Remote Control connection is broken.

To configure a host computer for rebooting:

- 1 On the Options menu, click Remote Control Options.
- 2 Click the Host tab.

3 Under **Rebooting This Computer**, click either one or both of these options:

- *Allow guest to reboot on command* Click this option to allow guests to restart the host using the **Reboot Host** command on their computers.
- *Always reboot when guest disconnects* Click this option to automatically restart the host whenever any guest breaks a connection or the connection is broken accidentally.

4 Click **OK**.

Ensuring access after a reboot

At the same time you are configuring a host for rebooting, you can configure it so that the guest will be able to resume a DeskLink connection after the host is rebooted. The host will run DeskLink when Windows is started, allowing the guest to call back in and use Remote Control to log on to Windows and a network.

To configure a host to so that it automatically runs DeskLink each time Windows is started:

- On the **Host** tab of **Remote Control Options** (**Options** menu), click this option so it is checked: **Always start DeskLink before Windows 95 logon**.

DeskLink will now be started each time you start Windows.

Transferring information between computers using the clipboard

COMPUTERS IN A REMOTE CONTROL CONNECTION share a common clipboard: You can copy or cut information to the clipboard on one computer and paste this information on another. Only information put in the clipboard during Remote Control is available to other computers.

■ Clipboard information can be shared only in connections between computers running DeskLink or version 7.5 of LapLink. Older versions of LapLink do not support sharing clipboards.

When you cut or copy information for pasting in another document, the information is stored temporarily in the clipboard. Normally, clipboard information is transferred between documents on the same computer. When you use Remote Control, however, you can use the clipboard to transfer information from one computer to another. You can copy text or graphics on the host computer, for example, and paste it on the guest.

If you are controlling several computers at the same time, information you cut or copy on any of the linked computers can be made available for pasting on any of the others.

✓ Only information placed in the clipboard *during* Remote Control can be pasted on other computers. You cannot share any information copied or cut to a clipboard before a Remote Control connection is opened.

✓ When you clear the contents of the clipboard on one computer, you clear the contents of all the other clipboards as well.

Sharing information using the clipboard

To share information using the clipboard, copy it from one computer's document, and paste it into a document on the connected computer.

To share information using the clipboard:

- 1 With a Remote Control session running, copy information from a document on the first computer (either on the host or the guest).
- 2 On the second computer, open the document where you want to paste the information, and use that program's Paste command

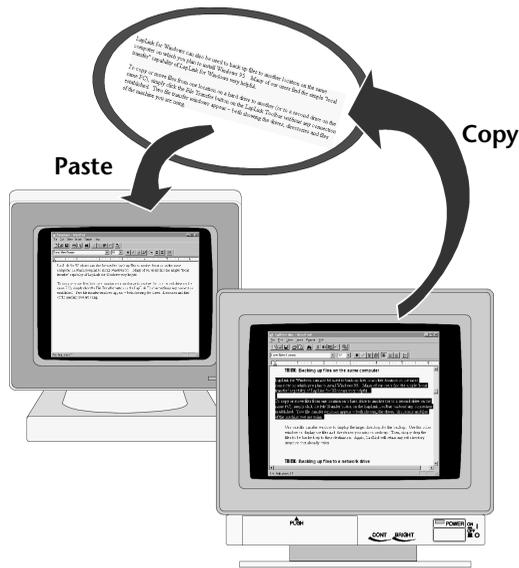
Pasting from the clipboard during Remote Control

When you copy or cut information to the clipboard during Remote Control, only a small part of the information is transferred to the other computer immediately. The rest of the information is transferred when you paste.

To prevent the loss of information added to the clipboard during Remote Control, paste the information before disconnecting.

If you are controlling several remote computers, information in the clipboard on your computer is available to any of the remote computers. If

Sharing clipboard information during Remote Control



When you are controlling another computer, the two computers share a common clipboard.

You can cut or copy text or graphics on either computer and paste it on the other.

Only information placed in the clipboard during a Remote Control session is available to other computers.

you want to transfer clipboard information from one remote computer to another, however, you must first paste the information into a document on your computer; then paste it on another remote computer.

Disabling clipboard sharing

To disable clipboard sharing:

- 1 Open a Remote Control connection to another computer.
- 2 On the Edit menu, click Link Clipboards to remove the check mark.

If there is data in the common clipboard that hasn't been transferred completely, you are asked whether to complete the transfer.

✓ To enable clipboard sharing again, repeat the procedure to restore the check mark to Link Clipboards. Only data placed in the clipboard *after* you enable this option can be shared with other computers.

Using Chat

CHAT LETS YOU EXCHANGE typed messages with a person sitting at a remote computer. Used with Remote Control, or by itself, Chat is useful for exchanging brief messages and sending instructions.

Opening a Chat window

When you connected to the remote computer, you may have opened a Chat window. If not, you can open one now:

To open a Chat window:

- Click the Open Chat Window button on the LinkBar. Or click Open Chat on the Window menu.
- ✓ If you have opened more than one connection, click a window for the desired connection *before* opening Chat.

Sending messages

A Chat window consists of two parts:

- The upper part displays the messages you have sent to the remote user as well as those the remote user has sent to you. Each message is identified by the name of the computer from which it was sent.
- The lower part serves as a note pad on which you write your messages. It clears each time you send a message.

To send a message to the remote user:

- 1 Click the Chat window.
- 2 Type your message.
Avoid pressing ENTER until your message is complete. To start a new paragraph, press CTRL+ENTER.
- 3 Press ENTER to send the message.

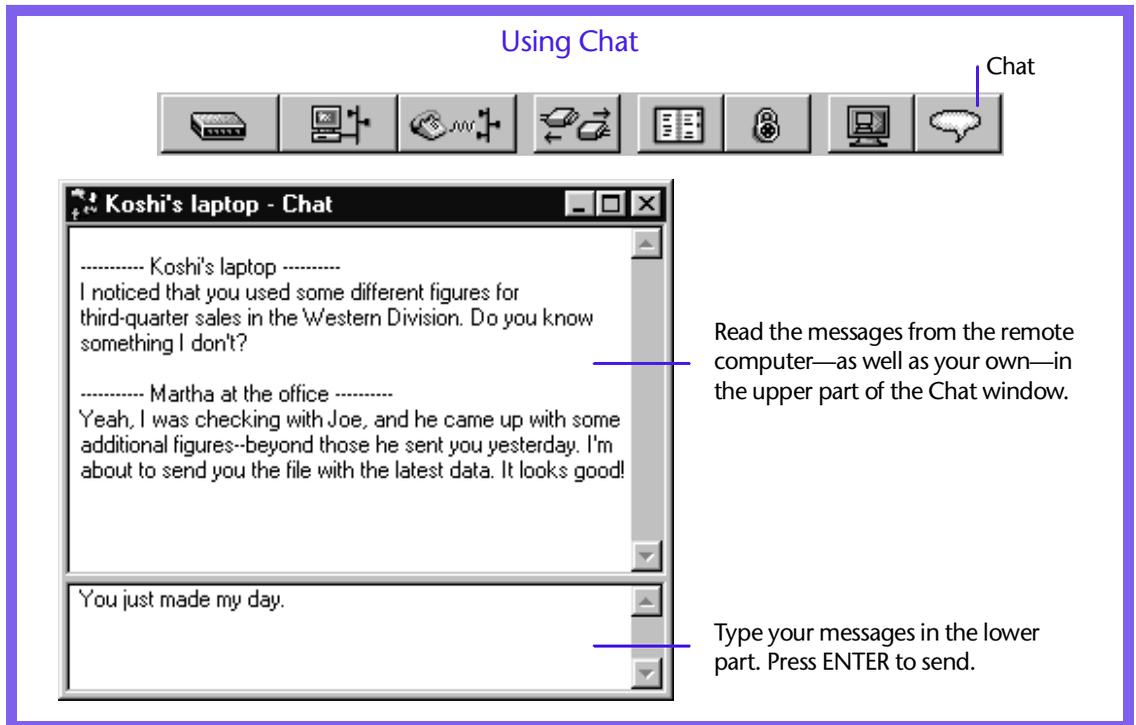
Pasting text into your Chat window

Instead of typing messages while connected, you can prepare them ahead of time and paste them into the Chat window as necessary.

To paste text into a Chat window:

- 1 In Notepad or another Windows text editor, select the text and copy it.
- 2 In DeskLink, click the lower part of the Chat window.
- 3 Click Paste on the Edit menu.

■ A Chat window pops to the foreground on your screen whenever the remote user sends a message. To keep the Chat window from activating automatically, click Chat Options on the Options menu. Then click Restore Chat Window Automatically so that it is cleared.



Copying text from your Chat window

You can copy part or all of a Chat conversation and paste it into another Windows program.

To copy your Chat conversation:

- 1 In the upper part of the Chat window, highlight part of the text, or select the entire conversation by clicking **Select All** on the **Edit** menu.
 - 2 Click **Copy** on the **Edit** menu.
 - 3 Switch to another Windows program, and paste the text into that program.
- ✓ As a guest during Remote Control, you can carry on a Chat conversation with the host only by viewing the host screen in a window. (In full-screen view, you cannot see your own Chat window.) To arrange the Chat window beside the Remote Control window, click **Tile Side by Side** on the **Window** menu.

- To reverse your latest editing action in the lower part of a Chat window, click **Undo** on the **Edit** menu.

Getting help

WHEN YOU NEED HELP getting your work done, use the DeskLink online Help system. For instructions on working in a dialog box, simply open the dialog box. A Quick Steps window appears automatically. (To disable Quick Steps, click Quick Steps on the Help menu.) For detailed instructions on identifying and solving problems you may encounter, consult a troubleshooter: click Help Topics on the Help menu and open the Troubleshooting book. Through Help, you can also get explanations of items in a dialog box and buttons on a toolbar.

■ To get Help for a command without opening its dialog box, open the menu, point to the command, and press F1.

■ Even after disabling Quick Steps, you can get Help for a particular dialog box by clicking the Help button in the dialog box.

■ Click anywhere to make a pop-up explanation disappear.

Refer to Quick Steps for step-by-step instructions

When you click a button to make a connection or choose a command from one of the menus, a Help window appears beside the dialog box. Refer to the window for a concise, step-by-step guide though the dialog box.

To disable Quick Steps:

■ On the Help menu, click Quick Steps to clear the check mark.

To enable Quick Steps again, click Quick Steps to place a check mark.

Use Troubleshooting topics when you get stuck

Answers to questions most commonly asked by users appear in the Troubleshooting topics. In some cases, a Troubleshooting topic takes you directly to the dialog box where you can find the solution to your problem.

To use Troubleshooting:

- 1 On the Help menu, click Help Topics. (If you have a Help window open, click the Help Topics button in the window instead.)
- 2 Click the Contents tab.
- 3 Click the Troubleshooting book, and then click Open.
- 4 Click a topic under Troubleshooting, and then click Display.

Determine what's what on the screen

When you're not sure about something on the screen, you can display a brief explanation of what it is or does.

To find out about an item on the screen:

■ In a dialog box, click the question mark button, and then click the item. Or use the right mouse button to click the item, and then click the What's This? command.

■ On a toolbar, place the mouse pointer over a button for a second or two.

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