Remote DeskLink for Windows 95

Welcome to *Remote* DeskLink for Windows 95. This document contains information about connection and compatibility issues. For your convenience, this file is installed on your hard disk.

Contents

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I.   Setup issues

A.   *Installing DeskLink and LapLink on the same computer*

You can install DeskLink and LapLink on the same computer, but you cannot run DeskLink and LapLink at the same time.

When DeskLink and LapLink are installed on the same computer, they share the same Address Book and security settings, so you won't need to recreate any of your Address Book or Log-In List entries.

B.   *Installing DeskLink on Windows NT or Windows 3.1*

DeskLink was designed for use with Windows 95 only and should not be installed on Microsoft Windows NT or Windows 3.1.

C. *Making a set of DeskLink floppy disks*

You can make a set of DeskLink floppy disks so that you can install DeskLink on more than one computer.

To make a set of DeskLink floppy disks:
1.   If you have the CD-ROM version of DeskLink, put the CD-ROM in your 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. On the DeskLink welcome screen, click **Create Setup Disks!**

You will be asked to insert formatted floppy disks into your floppy disk drive; the setup program will be copied to the floppy disks.

You can then set up DeskLink on another computer as described below.

To install DeskLink from floppy disks:
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.

II. Remote Control issues

A. *Installing other Remote Control products with DeskLink*

LapLink and DeskLink can be installed on the same computer, but we recommend that you avoid installing other Remote Control products on the same computer, because of possible incompatibilities.

B. *Changing the display properties of a host during Remote Control*

When operating as a guest on a host PC, we recommend that you avoid changing the Refresh Frequency and other settings in the host's Windows 95 Display Properties. To safely change these properties, you should be seated at the host and fully informed of the capabilities of the monitor. Incorrect settings can damage a monitor.

C. *Some 3-D video card drivers might cause problems with Remote Control*

If you have problems starting DeskLink, and your computer has a high-end 3-D graphics card installed, you might need to change your video card driver in order to use DeskLink. Likewise, if you have problems connecting to a host computer that uses a 3-D graphics card, you might need to change the video card driver on the host computer.

Make sure you are using the most recent driver from the 3-D video card manufacturer (drivers might be available on the manufacturer's Web site or bulletin board).

If you think you have the most recent driver, and are still having problems with DeskLink, try using the standard Windows VGA and Super VGA drivers, as described below.

To change to VGA or Super VGA mode in Windows 95:
1. In the Windows 95 Control Panel, double-click Display.
2. On the Settings tab, click the Change Display Type button.
3. Click the Change button next to the Adapter Type box.
4. In the Select Device dialog box, click Show All Devices, and then scroll to the top of the Manufacturers list and select **(Standard display types)**.
5. Click **Standard Display Adapter (VGA)** or **Super VGA**.
   Super VGA is recommended; if this doesn't solve your problem, try changing to VGA.

Consult the technical support Knowledge Base on the Traveling Software Web page (www.travsoft.com) for information on problems with specific video cards.

III. Connection issues

A. Using ISDN

DeskLink provides high-speed remote control over properly configured ISDN devices. That is, if the ISDN hardware has been set up to work correctly according to the instructions of your telephone service provider, then DeskLink will be able to make connections over it. DeskLink will work with the Windows 95 ISDN Accelerator pack.

There are two common ways that ISDN adapters are set up:

- The device may operate as a Windows 95 (TAPI) modem and appear to communications programs as a modem. If this is the case, go to DeskLink's Port Setup and enable the "Win95 Modems" line. Your ISDN modem model will show in the Current Port Status area.

  You can use Connect over Modem or Connect over Dial-up Networking to make a DeskLink connection.

  You will achieve the fastest connections when one ISDN modem is calling into another ISDN modem.

- The device may be set up with its own dialer to log on to a network. With this type of connection, make the network connection first. Then, use Connect over Network to connect to other PCs running DeskLink on the network you are dialing in to.

If you have problems connecting be sure to follow the troubleshooting instructions in your ISDN device documentation. Or, for more information about ISDN data communications call the telephone company providing your ISDN service.

B. Changing firewall security for connections over the Internet and wide-area networks

This section is to inform system administrators of TCP/IP networks how to configure their network security system for DeskLink connections over the Internet and wide-area networks. Unless the firewall configuration is changed, such connections cannot occur.

DeskLink connections require the use of two TCP/IP ports. Traveling Software has registered port 1547 with the Internet Assigned Numbers Authority; this is the number of the port the host computer uses to receive connections. To allow DeskLink connections over the Internet or wide-area networks, open port 1547.

On most systems, the second (source) port is assigned dynamically, by providing the next available TCP port number above 1024. On such systems, opening port 1547 alone will allow Internet connections.

On some systems, however, the guest computer must request a specific source port. To allow Internet connections on these systems, you must open a second port. The port number can range from 1025 to 65535 other than 1547; the higher the number, the less chance of a conflict with another TCP/IP application.

In addition, DeskLink users must edit their RDL.INI file to request use of the specified port. (The RDL.INI file is located in the TSI32\DeskLink folder within the Windows folder.)

To request a specific source port, edit the [TCPIP] section of the RDL.INI file to include this line:

ClientPort=*nnnnn*

where *nnnnn* is the number of the source port.

C. Ensuring that telephone numbers are dialed correctly

In DeskLink you can use the Windows Dialing Properties to simplify the process of accessing outside lines and making long-distance and international calls. With the recent proliferation of area codes in the United States, however, Dialing Properties may not always produce the correct number to dial. This may happen, for example, when you make a local call to another area code or a long-distance call within the same area code.

If you find that a number is not being dialed correctly, revise its entry in the DeskLink Address Book:

1. Clear the Use Country Code and Area Code box.
2. In the Telephone Number box, type the number exactly as it is to be dialed. Include the number for outside access, country code, area code, and "1" for long-distance, as required.

Note: Address Book entries created in this way do not automatically change with the location from which you dial. If you travel with your computer, you may have to edit the telephone number in Address Book to reflect your current location.

D.   Disconnecting a Dial-Up Networking connection

When connecting by modem, you can instruct DeskLink to break a connection after a specified number of minutes in which there is no activity at either end of the connection. (Click Connect Options on the Options menu; then click the Disconnect tab.)

In most cases, the connection is completely broken after the specified period. With Dial-Up Networking connections, however, you must complete the process: on the Connect menu, click Disconnect. Then click Disconnect All.

E.   Connecting to a computer running LapLink for Windows

You can connect to a computer running LapLink for Windows just as you would a computer running DeskLink. You can open Remote Control and Chat sessions to the LapLink computer, or allow the LapLink computer to connect to you as a guest and initiate Remote Control and Chat sessions.

IV. Uninstalling DeskLink

It is strongly recommended that you restart your computer after uninstalling DeskLink. You cannot reinstall DeskLink properly unless the computer has been restarted since DeskLink was uninstalled.

V. Upgrading from DeskLink to LapLink

LapLink for Windows 95 provides file transfer and synchronization features, in addition to Remote Control and Chat. For information on upgrading from DeskLink to LapLink, see the Traveling Software Web site at **www.travsoft.com**.

Note: if you upgrade from DeskLink to LapLink, it is recommended that you install LapLink first, before uninstalling DeskLink, so that you do not uninstall your Address Book and security (Log-in List) settings.

VI. Online documentation for DeskLink

The DeskLink *Introduction and Installation* guide is provided in Adobe® Acrobat® format for your convenience. Adobe Acrobat Reader is a popular software package that allows you to view and print online documents; it is free and can be downloaded from the Adobe Web site at **http://www.adobe.com**. Be sure to download the 3.0 version of the Acrobat Reader.

If you have the CD-ROM version of DeskLink, you can find the Adobe Acrobat Reader in the DLGuide folder of your CD-ROM; just double-click the ACROREAD.EXE file in that folder to install the software.

To open the DeskLink guide:

1. Install the Acrobat Reader software, if it is not already installed on your computer.

2. In Windows Explorer, double-click the Acrobat file for the DeskLink guide:

    DESKLINK.PDF

    If you have the CD-ROM version of DeskLink, this file is found in the DLGuide folder on the CD-ROM.

    If you downloaded DeskLink from the Web, this file is found in the folder where you downloaded DeskLink.

3. Adobe Acrobat Reader should automatically start and display the DeskLink *Introduction and Installation* guide, which you can then view and print. See the Acrobat Reader Help menu for help viewing and printing Acrobat files.

    If the Acrobat Reader does not start automatically when you double-click the DESKLINK.PDF file, start the Acrobat Reader program first (on the Windows 95 Start menu, point to Programs, point to the Adobe Acrobat folder, and click Acrobat Reader 3.0) and then open DESKLINK.PDF using the Open command on the Acrobat Reader File menu.

VII. Making suggestions for improvements

Traveling Software is constantly looking for ways to improve its products. Over the years, our customers have been the ones who have provided some of the best product improvement suggestions.

We encourage you to send us your comments, criticisms, and ideas. We will try to implement your requests in future versions. When writing, please specify the component you are referring to by name.

Mail your comments to:

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Bothell, WA 98011 USA

Or send e-mail to desklink95_comments@travsoft.com

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