



HOSTED DESKTOP MANUAL

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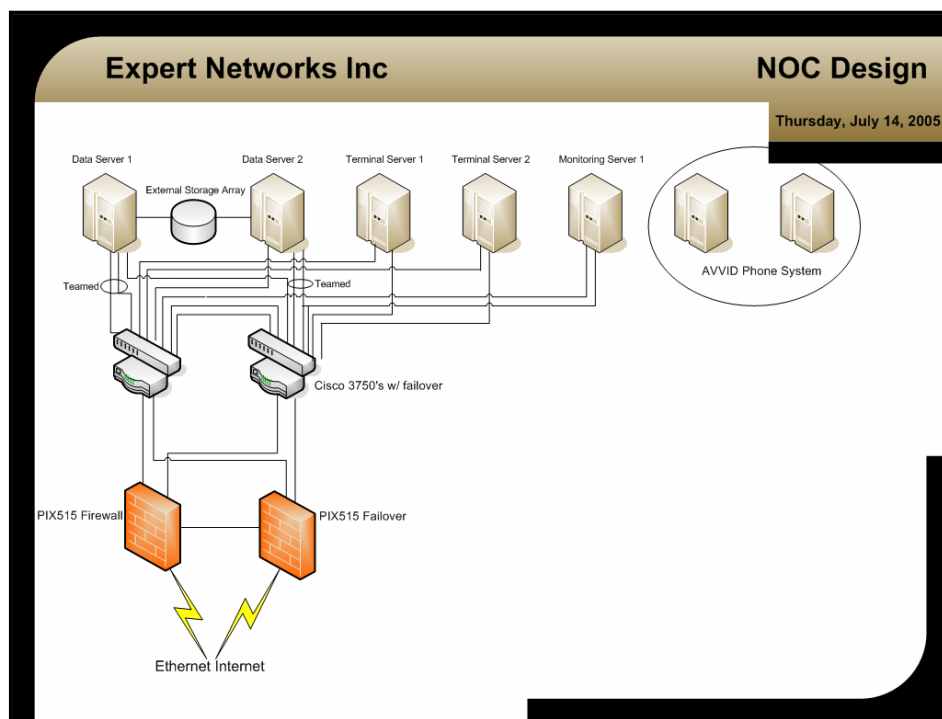
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WHAT IS A REMOTE DESKTOP

A Remote Desktop is a virtual desktop provided by a terminal server. It allows you to access all the features of a normal computer desktop from anywhere. Software, virus, and network security are all included.

How does it work? Using a free Microsoft program called Remote Desktop Connection you dial in through the internet to our Terminal Servers. Our servers then create a virtual desktop for you to do your work on. You don't even need a computer. eXpert Networks can supply you with a cost effective terminal so you no longer need to worry about your hardware. You can access your data and programs from any computer anywhere in the world.

Our setup is secure and highly cost effective to all your network needs.



Our terminal servers are located at a data center in Agoura Hills, CA. This facility provides all the security and safety you require. With 24 hour surveillance, hand print identification and security card for entry you can be assured your data will be completely safe. We also have created a redundant network so your system never goes down. That means we have two of everything so if a piece of hardware goes down a replacement takes the data load. We can then go in and fix the problem without you ever knowing it occurred. Our data center provides backup batteries and generators so that you're even protected from a power failure. Our system stays up 24 hours a day, 7 days a week and 365 days a year.

Security

Our basic System is designed with security in mind. We have two Firewalls at our data facility for redundancy. In case one fails the other takes over. Our data facility is protected 24 hours year round with hand scanners and security personnel. You data will be very secure. We do offer however greater security with our Small Business Security and Enterprise Packages in the form of a Virtual Private Network. A Virtual Private Network links your local computer or network to ours directly, over an

encrypted internet connection. This provides a completely secure connection that is safe for sensitive data, as well as provides a stable connection for peripheral network devices such as printers.

Terminals

The easiest and most cost effective way to set up your Remote Desktop Connection is by using a terminal. A terminal is a small device measuring 7 1/2" x 6 1/4" x 1 3/4". eXpert Networks can provide you with one of these terminals for a small fee. What are the advantages of a terminal? The device is designed solely to work with a remote desktop so there is no expense for new computers or operating systems. Because the terminal runs off our Remote Desktop Service it connects quickly and saves the space of a PC. eXpert Networks will configure your terminal so that all you have to do is plug it in and turn it on.

SETTING UP YOUR REMOTE DESKTOP

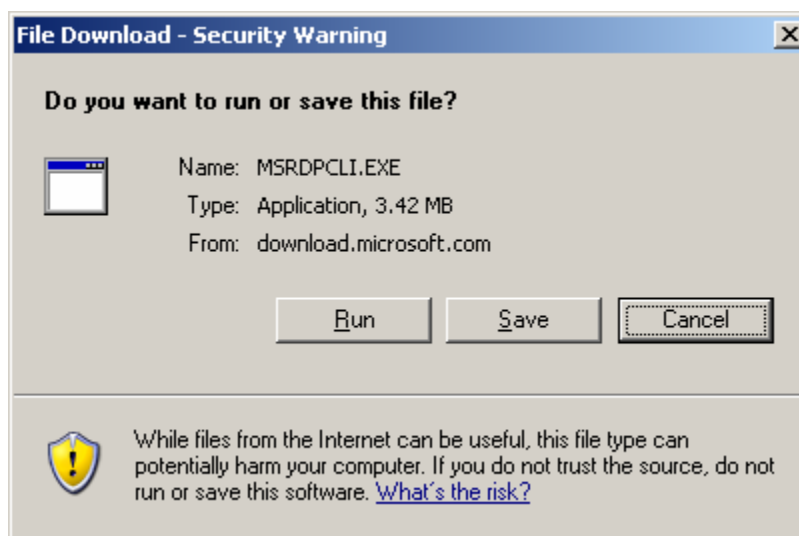
This section will assist you in setting you Remote Desktop Connection. This will allow you to create an icon for easy access to your virtual desktop.

DISCLAIMER: All images have been taken from a system running Windows XP. Individual screen windows and options may be slightly different, but the main functions will remain the same.

Start by clicking the Start Button in the bottom left corner of your desktop window. This should bring up a menu with options like Programs, Documents and Settings. Drag your mouse over Programs and another menu will appear. Move the mouse onto that menu and over the category Accessories. Another menu will appear, then move your cursor over the Communications category. Click on Remote Desktop Connection in that final menu. If you have Remote Desktop Connection installed on your system skip this next step and continue to **Configuring Remote Desktop Connection**.

Installing Remote Desktop Connection

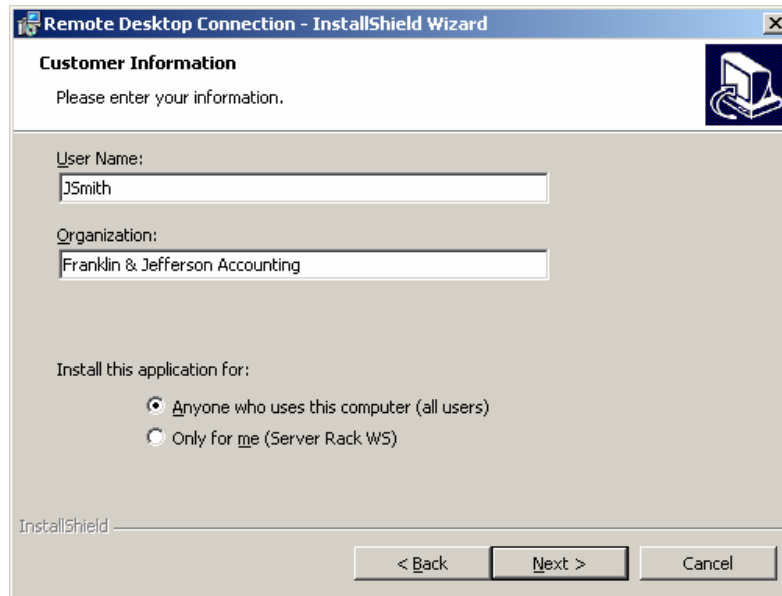
If you do not have Remote Desktop open your web browser and go to <http://www.expertnetworks.us/downloads/msrdpcli.exe>. This will open a new page that will allow you to download the program. Click the Download button and window will pop up like this one.



Click Run and allow the program to install. If you get a security warning, just continue to install the program.

When the first window entitled **Remote Desktop Connection – InstallShield Wizard** opens click the button Next>. This will open a License Agreement which you can review. Click the option for **I accept the terms in the license agreement** and click Next>.

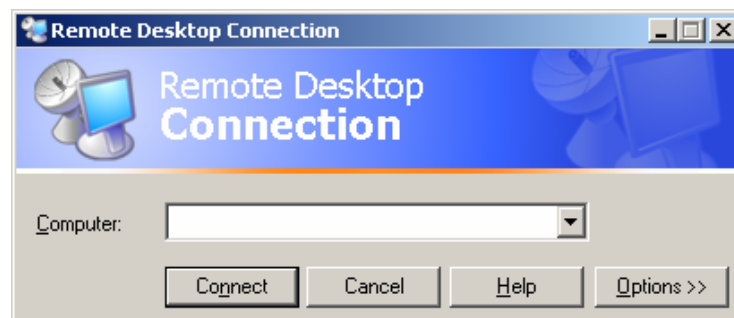
In the next window enter the user name provided by eXpert Networks into the User Name: box and the Organization: should be your company name like the following.



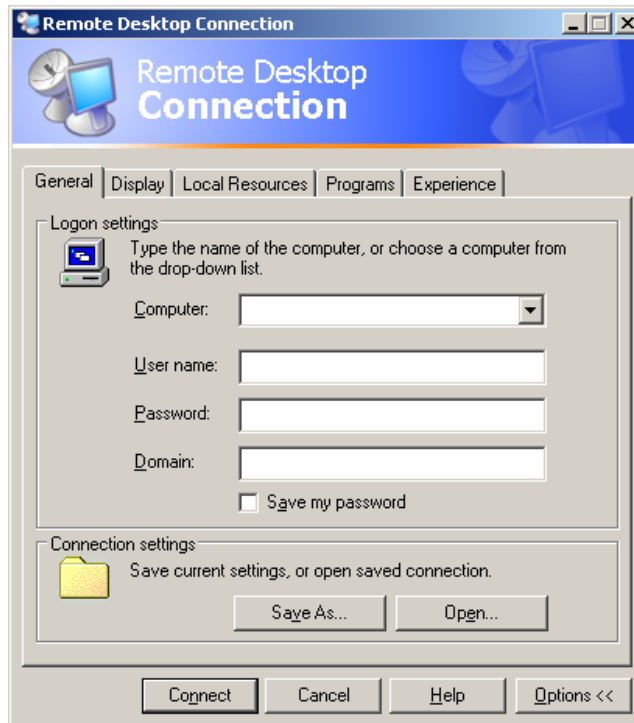
When the next window appears click the Install button. This will install Remote Desktop Connection. To open the program follow the instructions at the beginning of this section.

Configuring Remote Desktop Connection

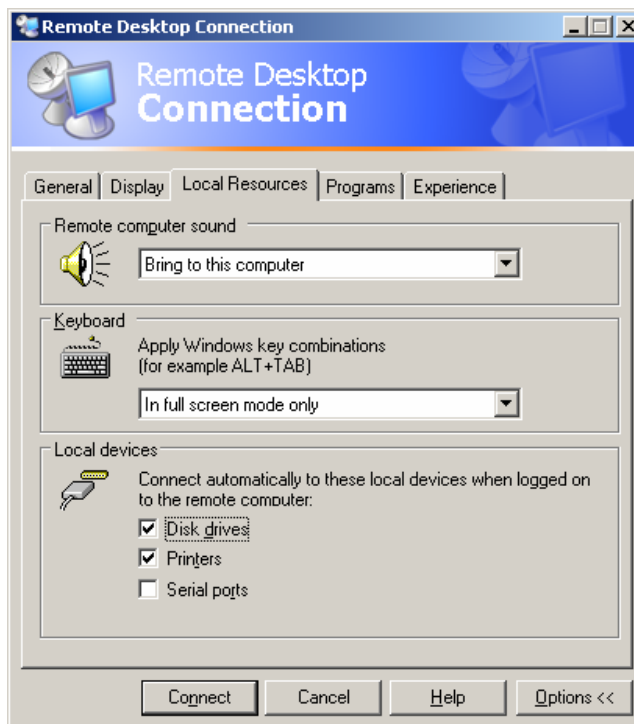
When you open Remote Desktop Connection this window will open.



Click the Options >> button and the window will expand to allow you to create a custom RDC for your desktop.

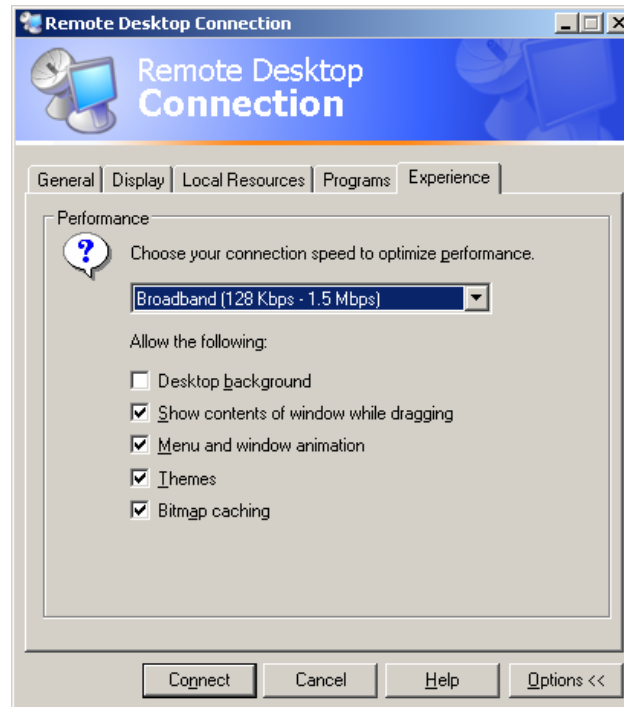


Click the Local Resources Tab and make sure that in the Local Devices area, at the bottom of the window you check the box next to Disk Drives. This will allow you to access files on your personal computer from your hosted desktop. You may also want to select the Serial ports if you have a device that you wish to use with your Remote Desktop that is connected by a serial cable.

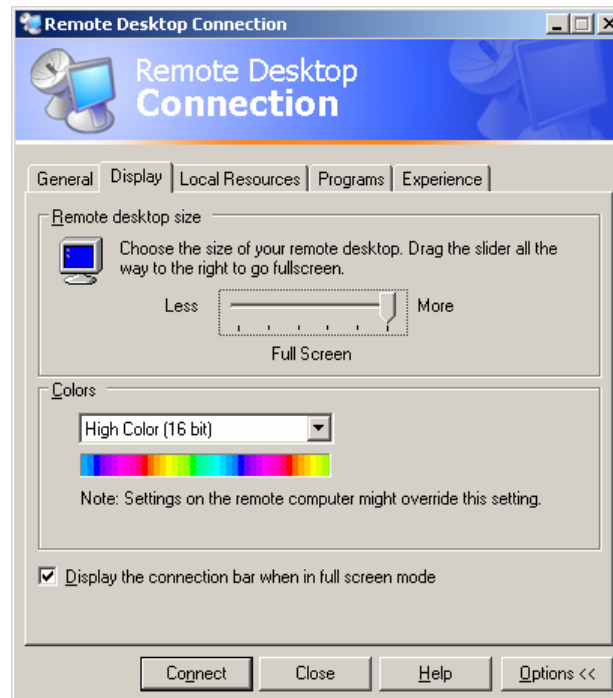


You can skip this step but we highly recommend it.

Now click on the Experience Tab. Set the drop down menu to the internet connection you have. Most likely Broadband. The connection will then be able to adequately display your desktop.



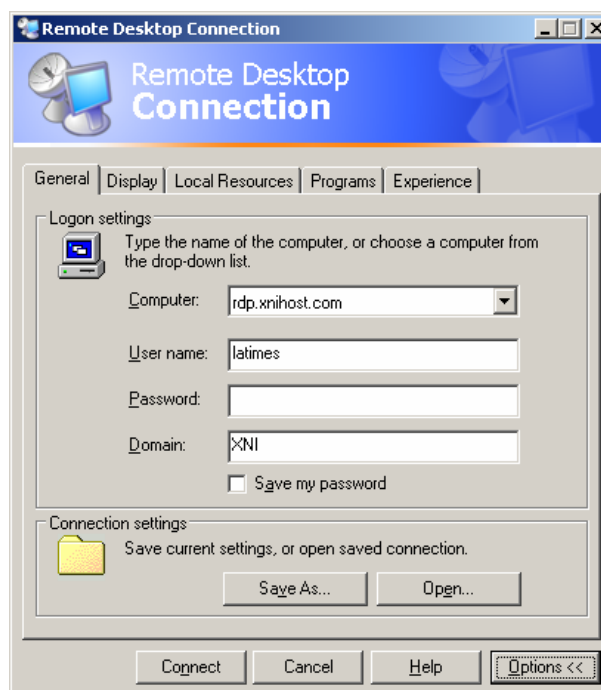
Next click on the Display Tab. Set the Remote desktop size to Full Screen. This will default your Remote Desktop screen to the resolution of settings on your PC.



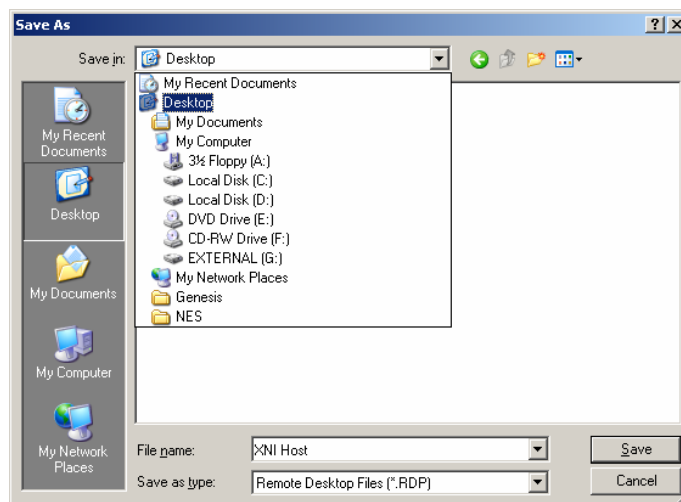
The Colors you select will depend on your internet connection. For slower connections you might have to use 256 Colors. 256 Colors can appear grainy so we normally recommend you set your Colors to High Color (15Bit) or High Color (16 Bit). Unless you have an extremely fast connection True Color (24 Bit) will only slow down your connection and result in poor performance.

Return to the General Tab and enter in the following information.

Computer: ***your company name.xnihost.com***
User Name: (User name provided by eXpert Networks.)
Password: (Leave this area blank. Due to security reasons you will have to provide the password when you log in.)
Domain: **XNI**



Once all the information has been entered click Save As... and the Save As window will come up. Click the down arrow ▼ next to the Save in: window to open the computer drop down menu. Select Desktop towards the top of the options



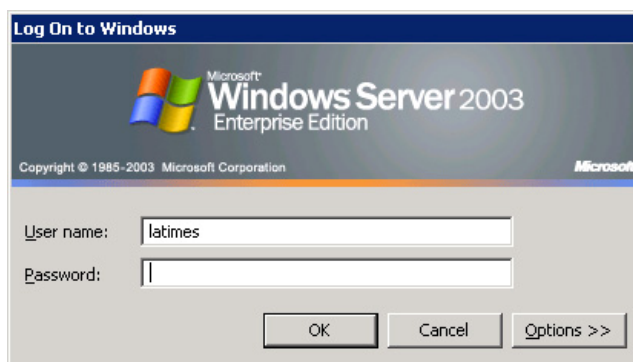
For the purposes of this manual we will name the file **XNI Host** but you can name it whatever you like. Click Save to put a permanent icon on your desktop for easy access to your Remote Desktop.

If you have trouble please visit <http://www.expert-networks.us/chat.html> and a technician will assist you.

LOGGING INTO YOUR REMOTE DESKTOP

Double Click on the XNI  Host icon.

This should bring up the log in screen for your remote desktop.



Type in your user name and password and click OK. If you do not know your User name: or Password please visit <http://www.expert-networks.us/chat.html> and a technician will assist you.

Please be patient.

Once it has finished loading, your Remote Desktop should look just like a normal desktop.

Your desktop will be equipped with all the programs you will need. If you require another specific program we can add it to our system but you will have to acquire a license from the manufacturer. eXpert Networks can do all this for you.

YOUR REMOTE DESKTOP

This will provide you with a brief overview of the programs and features of your Remote Desktop.

Desktop Settings

Unfortunately our packages do not include the ability to customize your desktops appearance. We apologize but due to latency delay of most internet connections customized desktops often run slower and generally less efficient than our standard desktop. If your company wishes a different color than what is provided you can request one with our technical staff through the Live Chat link. We do offer customizable desktops as an add on but we only recommend you do this if you have at least a T1 connection.

Printing

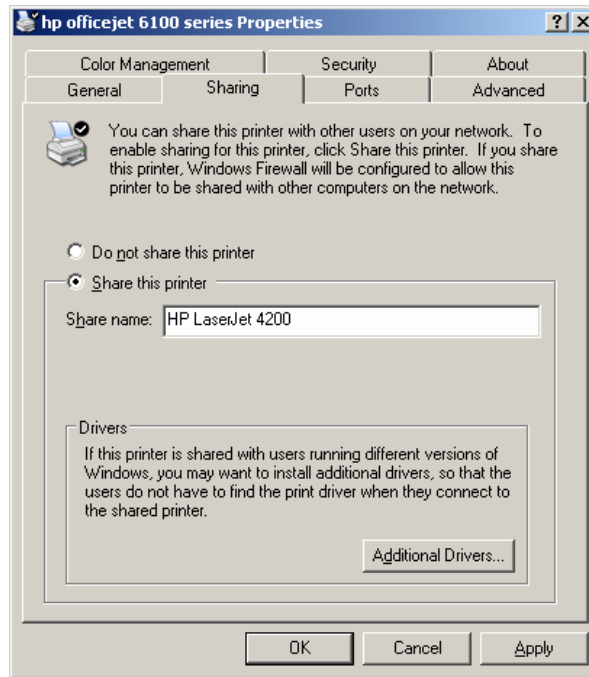
Default Printing

Your Remote Desktop printer will automatically select the default printer of the computer you are using. If you have more than one printer installed on that computer you can change the desired printer to print to in the drop down menu of a specific program. To change the default printer of your remote desktop you must change the default printer on your computer. To do this Click the Start Button on your personal computer and click on Control Panel. Find the icon Printers and Faxes and double click it. This will open up all the printers that are installed on your personal computer. Right click on the computer you want to set as the default and select Set as Default Printer. This should change your local default printing settings.

Note: If your printer is connected by a USB cable you will need to contact or support staff before your Remote Desktop will recognize. The reason is normally windows terminal services will not recognize USB ports for anything other than a keyboard or mouse. We can however install software on your Remote Desktop that should correct this problem for your printer. Unfortunately there are some devices that will not work.

Shared Printers

If you have a printer that needs to be used by other members of your office you need to make sure that its rights are shared. To do this Click the Start Button on your personal computer and click on Control Panel. Find the icon Printers and Faxes and double click it. This will open up all the printers that are installed on your personal computer. Right click on the computer you want to share and click Sharing... A window will open like the following.



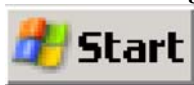
Make sure the Share this printer is selected and type in a share name, usually the manufacturer, name of printer and model number is best. Click OK and your printer should be shared. **NOTE: Since the printer is granted access on the network through a single user account, if that user logs off the printer will no longer be shared.**

If you have a router with IP Printing support contact out Live Support Staff for help in sharing that printer.

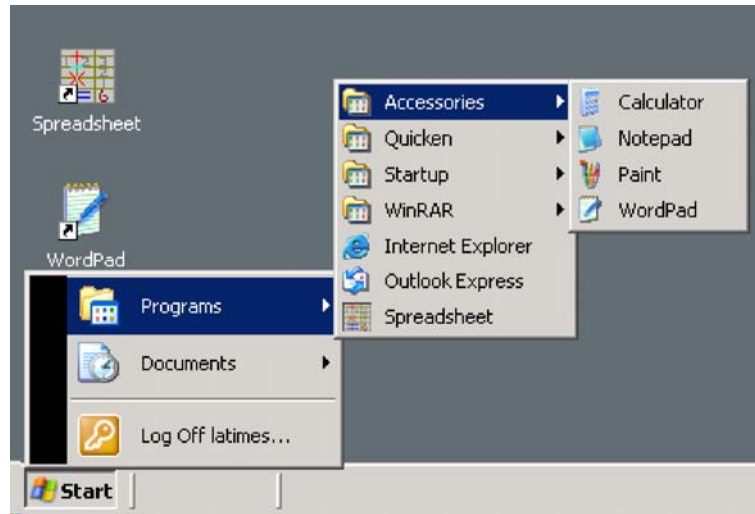
IP Printing

IP Printing is method whereby a printer is assigned an internet address or IP Address, and can be printed to by anyone who has the security rights to do so. It allows more than one user to print to company printer without having to be directly connected. Please contact our support staff for installation on your network.

Using the Start Button



You can access your programs and recent documents through the Start Button. When you click on it you should be able to access your programs.



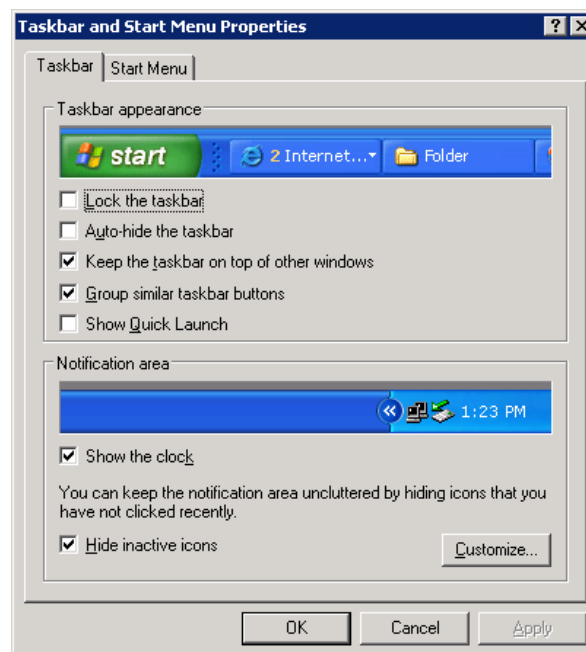
It is a handy tool to access programs while other programs are running. You'll notice that it looks different from a normal computer. We have streamlined your setup to eliminate all irrelevant icons so you don't need to search through your entire system to find the program you need.

The Documents section will hold your most recently opened documents. It's a quick way to open up the last few files you were using. You can also access your My Documents from this area.

Log Off will be discussed at the end of this manual.

Toolbar Options

The toolbar is the grey bar and the bottom of your screen that provides you with access to programs and the start menu. You can customize your toolbar at the bottom of the screen for your personal preferences. To open the options menu click the Start Button, Settings, and Taskbar and Start Menu. This will open the following window.



Taskbar Options

Lock the taskbar: This will keep the taskbar from being changed once you exit the options menu. Once you have your taskbar set the way you like this is a good way to maintain it.

Auto-hide the taskbar: This option will remove the taskbar from your screen when you are not using it. To bring the toolbar back up simple drag to mouse to bottom of the screen and your toolbar should roll back into view for use.

Keep the taskbar on top of other windows: This keeps the toolbar available while you are using your programs.

Group similar taskbar buttons: This is a space saving device that will combine multiple open windows of the same program. For example: If you have five internet explorer windows open and there is no more room on your toolbar it will group them into one button that acts like a drop down menu.

Show Quick Launch: Quick Launch is a handy feature if you would like to have the option of opening a new program without having to close out your open program windows. It is an alternative method to the Start Menu.

Show the Clock: This allows you the option of having the clock in the bottom right corner of the screen.

Hide inactive icons: Whenever a program is running in the background of your system an icon will show in the bottom right corner of the screen next to the clock. If you do not wish to see these icons uncheck this box.

The customize button will allow you to choose which inactive icons you wish to display and which you don't.

Adding Items to Your Quick Launch Toolbar

The Quick Launch toolbar is the area right next the Start Button that allows you to access to programs at the touch of a button. It helps like the Start button and allows you to open programs while other programs are running.

Uploading and Downloading Information



Due to for security reasons the easiest way to move data from your personal PC to your Remote Desktop or vice versa is by cutting and pasting. Simply highligh the file(s) you wish to copy. Then right click and select copy or your can press Ctrl+C. Next open the folder where you want the files to go and right click and select paste or press Ctrl+V. The files will then be copied to the new location. If you no longer want to keep the original file you can delete it. Just make sure the file has finished copying and opens properly.

NOTE: Upload and download times vary depending on you bandwidth. It is usually a 3 to 1 ration. If your download is 280k your upload is going to be around 95K. So please be patient. If you have a large file please contact our support staff to see if a hardcopy on CD or DVD would be a better option.

My Documents



Your basic data folder. This is your own private folder that none one else in your company will have access to. It is a good work folder for projects and personal files. .If you wish to share files save them in your company directory. It is an excellent way to organize your data. You are free to customize it however you wish.

To create a folder, open My Documents and click on  **Make a new folder** in the top left corner of the window. A new folder will appear . Just type in the name of the  folder you want and hit enter.

If for some reason you misspelled or want to change the name of the folder right click on the folder. Select Rename and type in the folder name.

Company Data Storage

Each company will be provided with a data storage area that only your company and eXpert Networks Support staff will have access to. It is a great way to share files and information through the company. **Please be aware that any changes to this directory will be company wide.** Personal or sensitive files should be stored in you're my Documents folder and not on the company storage.

Adobe Reader



This program will allow you to view files ending with the .pdf, like this document and other manuals. You most likely will not need to open this program manually. If you click on a .pdf document it should open automatically. To close, click the X in the upper right corner.

Internet Explorer

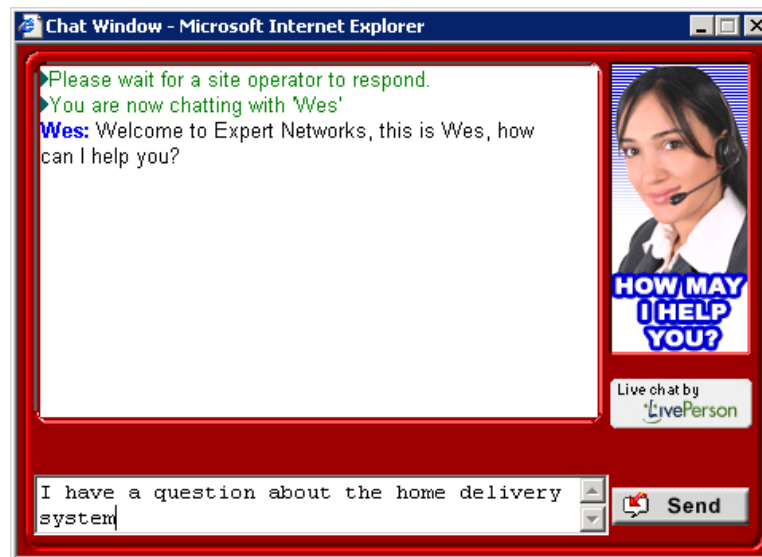


Microsoft's internet search browser. You may use this program to find information online or simply surf the web. Double click to open. The default home page is Google. Use this search engine to find whatever it is you need.

Live Chat/Technical Support



This will allow you to open a chat window with one of our technicians. Just click on the Live Chat icon on your desktop to open up the chat page. Our live chat is normally available Monday through Friday from 8:00am to 6:00pm. Internet explorer will open and click on the link. A chat window will pop up a technician will be with you shortly. Please be patient. Once the technician has pick up your chat you will see a message like this

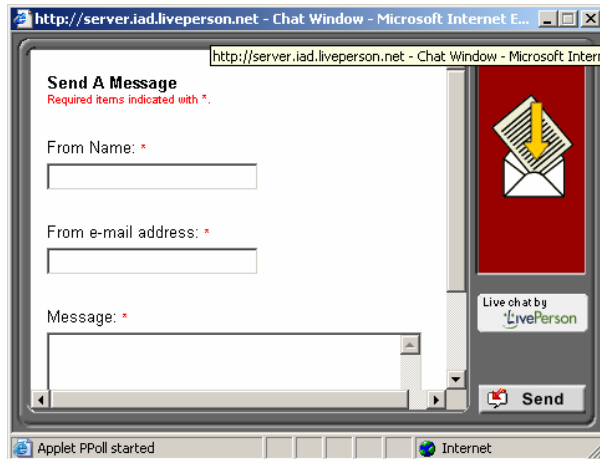


Simple type in your question and hit the Enter key. The technician will stay with you until your question has been answered. When you are finished simply click the X in the upper right corner to close your window.



and Message.

During non business hours you may see an image like this, when you open the Live Chat link. This means there are no available technicians for Live Chat. Simply click the link and a window will open up where you can enter in your name e-mail address



Note: If you don't have or don't use an e-mail address simply enter sales@expert-networks.us. Make sure you include a telephone number so we can answer your question.



Sometimes during business hours you may see an image like this. This simply means that all of our technicians are busy. Simply click on the link and a technician will be with you shortly. Please be patient.

Notepad



This is a basic typing program. It will allow you to enter information and print out data.

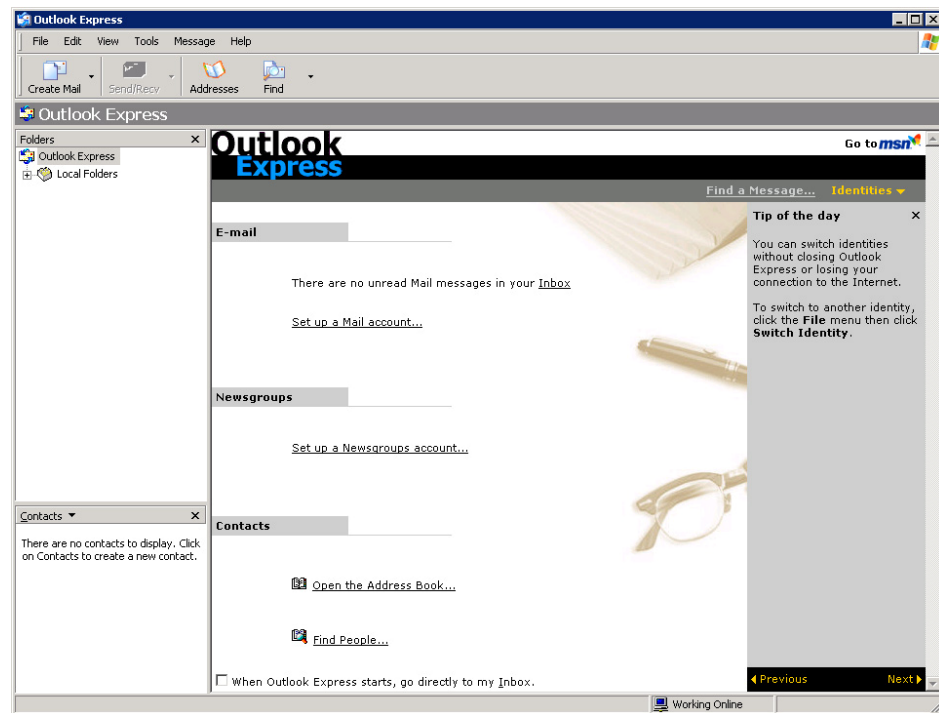
Microsoft Programs

We do provide Microsoft Programs for our Enterprise Package or as Add Ons for our Basic and Small Business Security Packages. If you have Microsoft Office installed on your system please refer to the folder labeled Microsoft Program Manuals for information on the use of those products.

Outlook Express

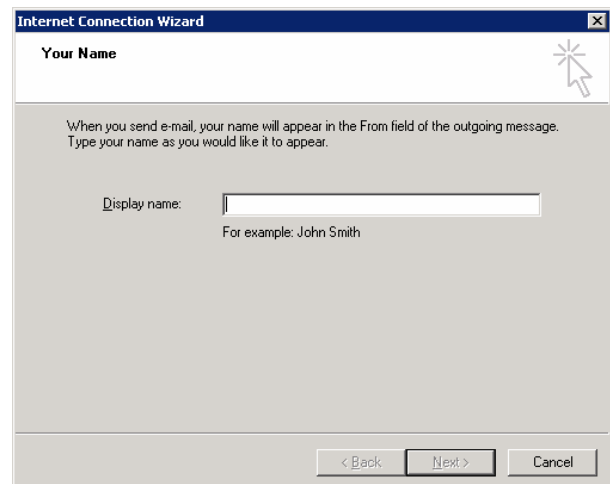


Outlook Express is a simple e-mail program that will allow you to view e-mail. We do offer the full version of Outlook which allows many useful features not found in Express for our Enterprise Package or as Add Ons for our Basic and Small Business Security Packages. To set up your accounts with Outlook Express open the program.



Set Up an E-mail Account

To set up your Mail account Click Set up a Mail account... and the following window will open. Enter your name into the Display name: box.



After that you will be asked to enter your e-mail address.

Click Next >

The screenshot shows the 'Internet Connection Wizard' dialog box with the title 'Internet E-mail Address'. The main text reads: 'Your e-mail address is the address other people use to send e-mail messages to you.' Below this is a text input field labeled 'E-mail address:' with the example 'someone@microsoft.com' shown underneath. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

The next window will ask you mail server information. If you have a Hotmail or MSN e-mail account Outlook will supply all of the information you need. Simply select the appropriate service provider and click Next >. If however you have an e-mail address from another provider you will have to contact them and get the Incoming mail (POP3, IMAP or HTTP) server: information as well as the Outgoing mail (SMTP) server: information. Once you have that information insert it into the corresponding box and click Next >.

The screenshot shows the 'Internet Connection Wizard' dialog box with the title 'E-mail Server Names'. It contains several fields: 'My incoming mail server is a' with a dropdown menu set to 'HTTP'; 'My HTTP mail service provider is' with a dropdown menu set to 'Hotmail'; 'Incoming mail (POP3, IMAP or HTTP) server:' with a text box containing 'http://services.msn.com/svcs/hotmail/httpmail.asp'; and 'Outgoing mail (SMTP) server:' with an empty text box. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Double check and make sure your account name is correct and enter your password. If you want Outlook Express to remember your password so you don't have to keep entering it keep the box labeled Remember password checked. The only reason you might not want to do that is if you plan to have others use your Remote Desktop and you don't want them to have access to your mail.

If your service provider requires Secure Password Authentication make you check the box at the bottom. Services like Hotmail and MSN do not.

Click Next >

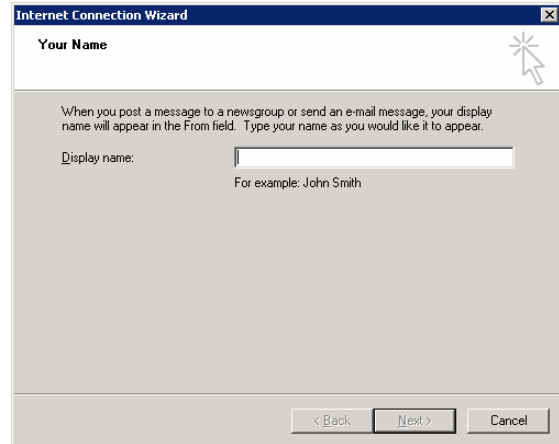
The screenshot shows the 'Internet Connection Wizard' dialog box with the title 'Internet Mail Logon'. The main text reads: 'Type the account name and password your Internet service provider has given you.' Below this are two text input fields: 'Account name:' with the example 'john.smith@newspapers.org' and 'Password:'. There is a checked checkbox labeled 'Remember password'. At the bottom, there is a note: 'If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the "Log On Using Secure Password Authentication (SPA)" check box.' Below this note is an unchecked checkbox labeled 'Log on using Secure Password Authentication (SPA)'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Click Finish and your e-mail account should be accessible through Outlook Express.

Set Up a Newsgroup

To set up a Newsgroup Account click the link on the start up page.

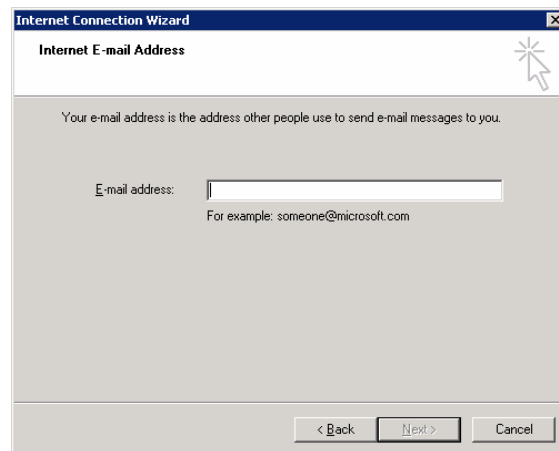
Like with the E-mail set up enter your name into the Display name: box.



The screenshot shows the 'Your Name' step of the Internet Connection Wizard. The title bar reads 'Internet Connection Wizard'. Below the title bar, the text says 'Your Name'. A mouse cursor is pointing at the top right corner. The main area contains the instruction: 'When you post a message to a newsgroup or send an e-mail message, your display name will appear in the From field. Type your name as you would like it to appear.' Below this is a text input field labeled 'Display name:' with the example 'John Smith' shown below it. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Click Next >

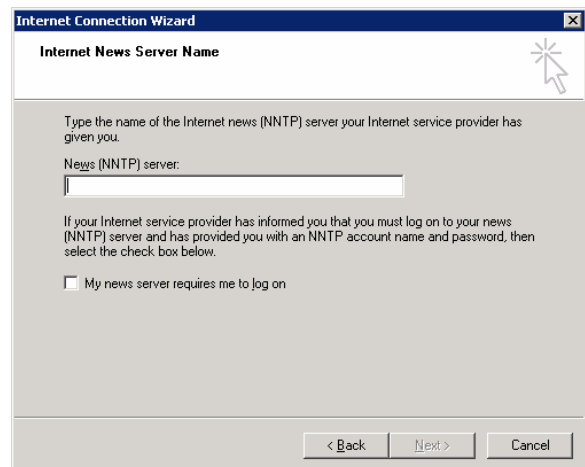
After that you will be asked to enter your e-mail address.



The screenshot shows the 'Internet E-mail Address' step of the Internet Connection Wizard. The title bar reads 'Internet Connection Wizard'. Below the title bar, the text says 'Internet E-mail Address'. A mouse cursor is pointing at the top right corner. The main area contains the instruction: 'Your e-mail address is the address other people use to send e-mail messages to you.' Below this is a text input field labeled 'E-mail address:' with the example 'someone@microsoft.com' shown below it. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Click Next >

Finally you will need to put in the Internet news (NNTP) server information. Contact your service provider for the NNTP information and enter it.



The screenshot shows the 'Internet News Server Name' step of the Internet Connection Wizard. The title bar reads 'Internet Connection Wizard'. Below the title bar, the text says 'Internet News Server Name'. A mouse cursor is pointing at the top right corner. The main area contains the instruction: 'Type the name of the Internet news (NNTP) server your Internet service provider has given you.' Below this is a text input field labeled 'News (NNTP) server:'. Further down, there is a checkbox labeled 'My news server requires me to log on'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Click Next >

Click Finish and your Newsgroup account should be set up.

Paint



Paint is a drawing tool you can use to create simple or elaborate drawings. These drawings can be either black-and-white or color, and can be saved as bitmap files. You can print your drawing, use it for your desktop background, or paste it into another document. You can even use Paint to view and edit scanned photos. You can also use Paint to work with pictures, such as .jpg, .gif, or .bmp files. For further assistance open the help menu in the paint program.

Spreadsheet



Syphmic Software Spreadsheet is a simple datasheet program that acts like Microsoft's Excel. For further assistance open the help menu in the Spreadsheet program.

WordPad



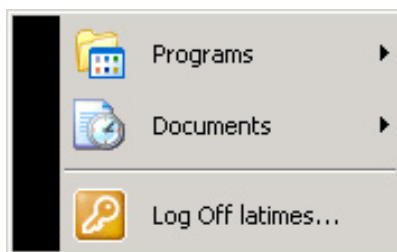
With WordPad you can write letters, faxes and all kinds of documents. You can also use WordPad to create or edit text files that contain formatting or graphics. Use Notepad for basic text editing or for creating Web pages. For further assistance open the help menu in the WordPad program.

Other Programs

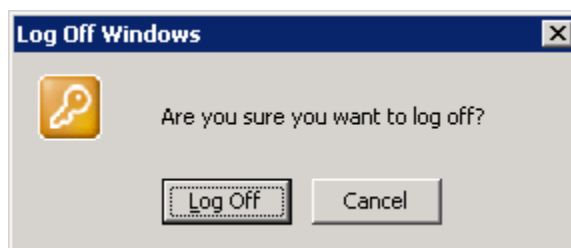
You may have other programs install on your desktop. Please refer to each individual programs Help menu or user manual for assistance with that program.

CLOSING YOUR REMOTE DESKTOP

There are two ways to close out your Remote Desktop. First you can log out of your Remote Desktop when you are finished for the day. Open the Start Menu in the bottom left corner. Select Log Off *your user name*.



You will then get this window.



Click Log Off and the remote desktop will close automatically. Logging off will shut down all programs much like shutting down your own computer.

Second you can just exit out by clicking the X at top of the screen. Unlike logging off this method will keep all of you programs and files open. This beneficial if you are leaving the office to finish work at home and wish to continue where you left off.

We prefer when you are through for the day to log off instead of exiting.

FREQUENTLY ASKED QUESTIONS?

Why is my desktop running slow?

Our policy is to fill our servers no greater than 80% capacity. This means we will never overload a system. On a rare occasion a server will malfunction and go down. If this happens users will be distributed evenly across the remaining servers. Very frequently internet traffic much like freeway traffic will slow down due to the amount of data congestion which can happen with business DSL or Cable. Our data center is connected to the internet through a 100MB access point. This means that there will be no slowing due to data traffic on our end. If the slowing is a frequent occurrence you should contact your service provider and see about upgrading your bandwidth.

Why can't I change my desktop settings, including wallpaper?

When you personalize your personal desktop those settings are saved as files on your computer. When you start up your computer the system has to open and read these files and store them in Most internet connections are not fast enough to transfer the data

What if I forget my password?

No one but you has access to your password, not even our staff. If you forget your password please contact our support staff [here](#) and they will reset it for you. You can then log in and reset your password to whatever you wish.

Why am I missing an Icon, or file?

Mostly likely it has been accidentally deleted. To retrieve your file please contact our support staff by clicking [here](#) and they will assist you.

Why can't I install a program?

Due to security reasons we cannot allow installation of programs by users. This protects you from unsafe programs that have undesirable effects on the terminal system. This is intended to provide the optimal reliability of the system preventing changes that, while accidental, could cause performance issues with the server or possibly make the server unavailable. If you need a program installed contact one of our network administrators by clicking [here](#).

Why was I logged off?

To keep bandwidth down we have set our Remote Desktops to log off if they are unused after 24 hours. Simply log back in and your desktop should be exactly the way you left it. If you log on and your desktop has restarted, we apologize there most likely has been a hardware issue and your account has been redirected to a new server so we can correct the problem.

Can anyone access my desktop without my knowledge?

No. If our technicians have to access your desktop for security reasons they will have to reset your password and notify you. This is rare and will only happen when authorized by you or your employer or

for the protection of our servers and data. If you have a file you wish to password protect please click [here](#).

What if I need a hardcopy (CD/DVD) of my data?

There are two ways to do this. First is to follow the Copy and Paste method explained [here](#). From there you can burn the information to CD or DVD. If it is a large amount of data your might want to consider having our technical staff burn you a CD or DVD and mail it to you. There is a small fee for this but it is usually more efficient than downloading a large amount of information. Please contact our support staff for further information [here](#).

Will DOS programs work with my Remote Desktop?

Yes. With the aid of third party software in addition to our own custom programs we can make that possible.