

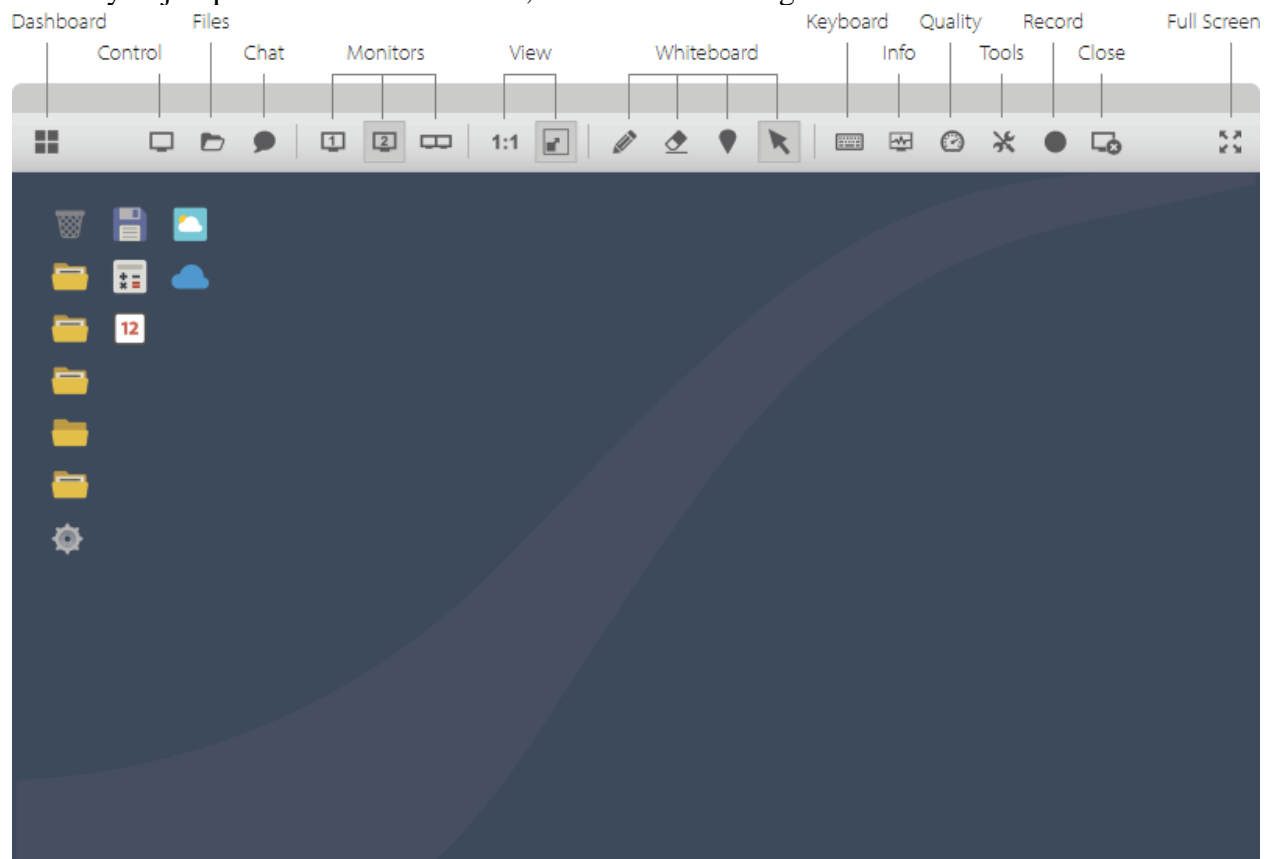


Features

In session Features

Overview

Before you jump into the features ahead, here are a few things to know.



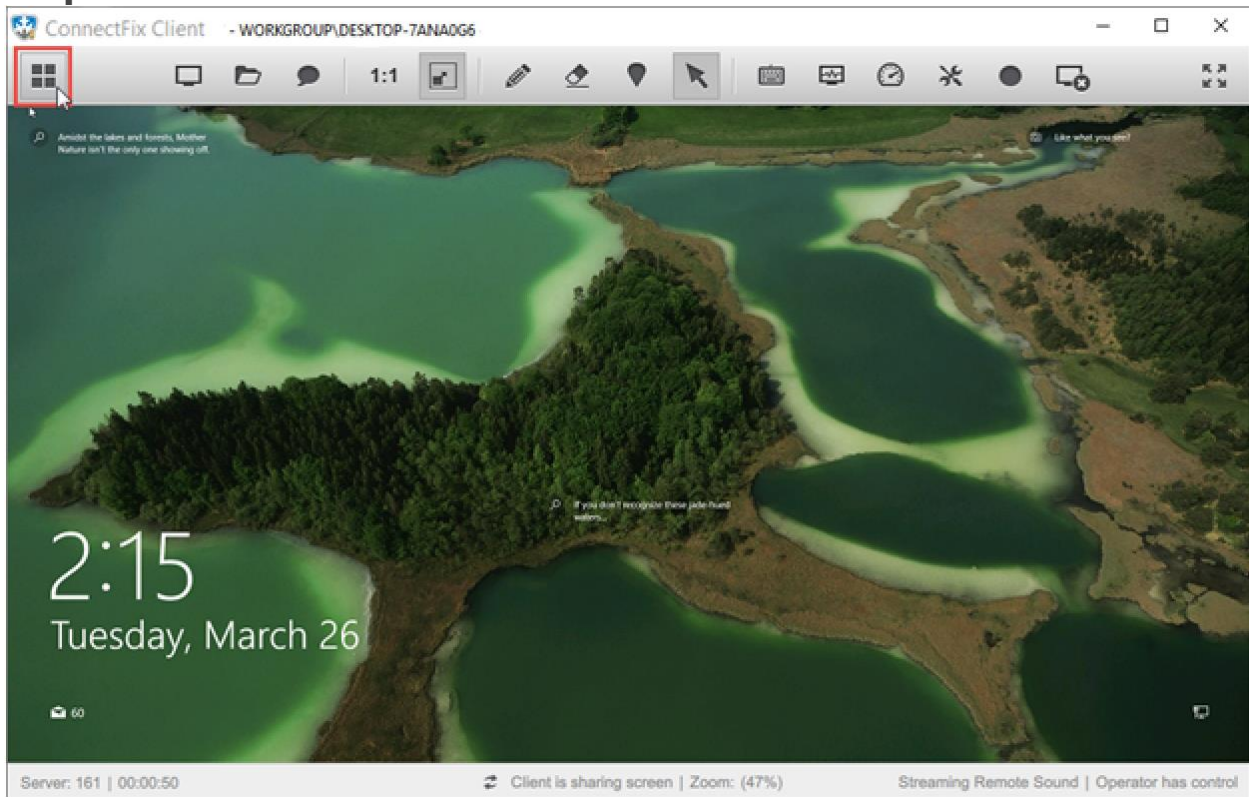
Learn more:

- [Dashboard](#)
- [Control \(Desktop Sharing\)](#)
- [Files](#)
- [Chat](#)
- [Audio/Video Call](#)
- [Multiple Monitors](#)
- [View](#)
- [Whiteboard Tools](#)
- [Keyboard Commands](#)
- [System Info](#)
- [Color Depth \(Quality\)](#)
- [Tools \(Restart & Resume\)](#)
- [Tools \(Desktop Driver\)](#)
- [Tools \(Stream Remote Sound\)](#)
- [Tools \(System Information Log\)](#)
- [Tools \(Advanced View\)](#)
- [Tools \(Toolbar Position\)](#)
- [Tools \(Select View Region\)](#)
- [Tools \(Black Screen\)](#)
- [Record](#)
- [Close \(End Session\)](#)
- [Full Screen](#)

Dashboard

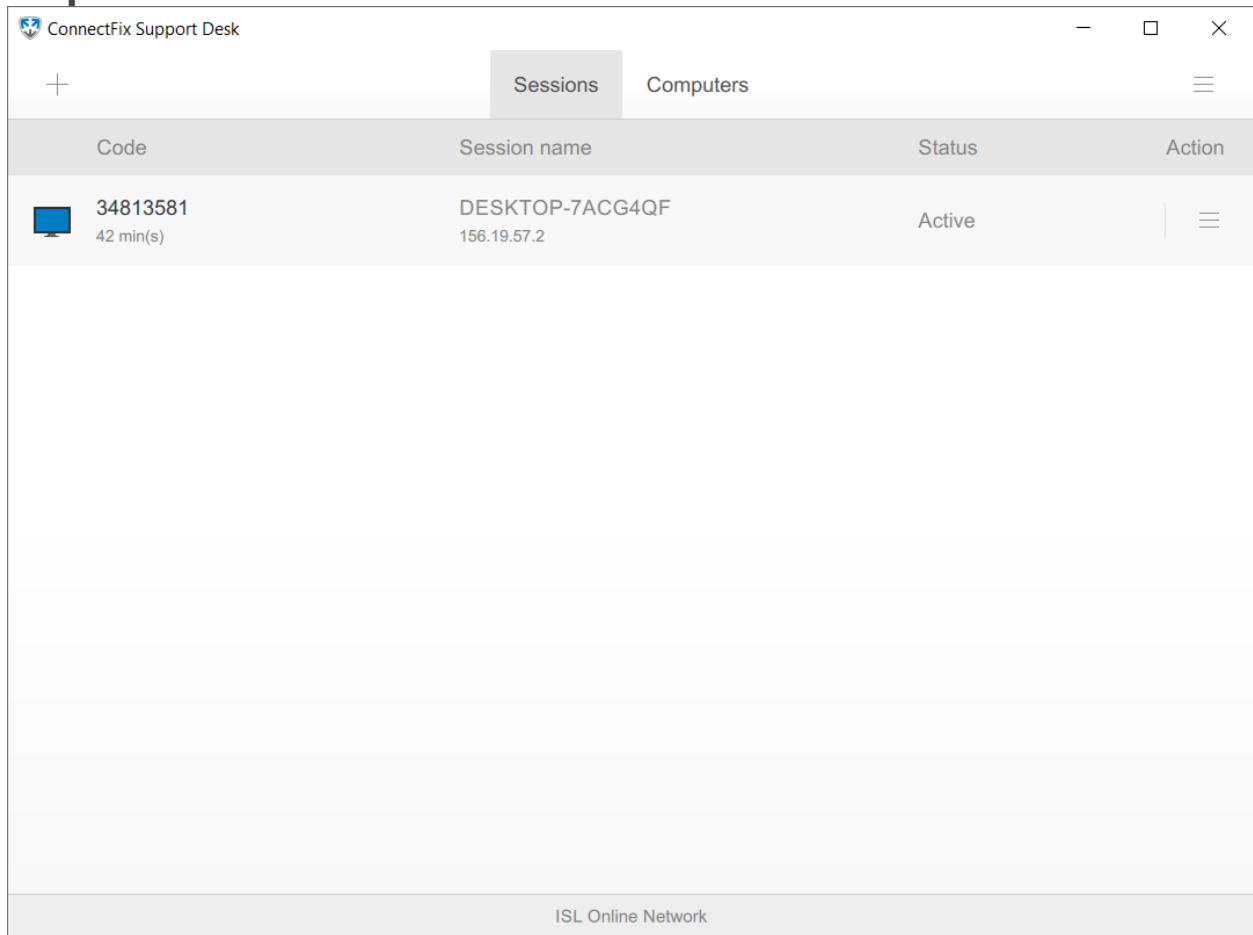
In dashboard you can create, delete and manage multiple sessions. Follow this guide to learn how to access Dashboard once connected to remote session.

Step 1





Click "**Dashboard**" button.

Step 2



The screenshot shows the ConnectFix Support Desk interface. At the top, there is a title bar with the text "ConnectFix Support Desk" and standard window controls (minimize, maximize, close). Below the title bar, there are two tabs: "Sessions" (which is selected and highlighted) and "Computers". A plus sign icon is visible on the left side of the interface. The main content area is a table with the following columns: "Code", "Session name", "Status", and "Action".

Code	Session name	Status	Action
 34813581 42 min(s)	DESKTOP-7ACG4QF 156.19.57.2	Active	

At the bottom of the interface, there is a footer with the text "ISL Online Network".

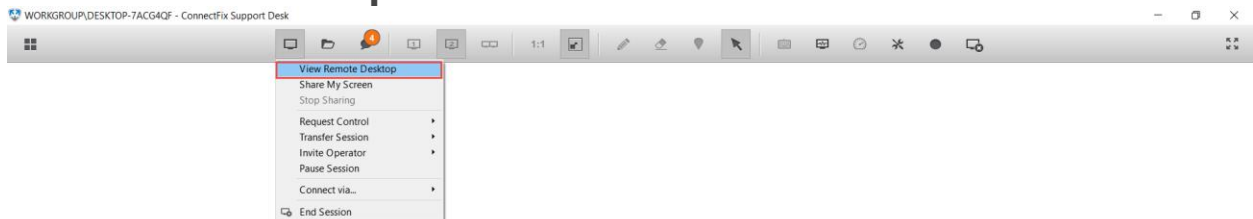
Dashboard view opens. You can start a new session or switch to another one.

Desktop Sharing

The following options are available to you in the **Desktop Sharing** menu:

- [View Remote Desktop](#)
- [Share My Screen](#)
- [Stop Sharing](#)
- [Request Control](#)
- [Pause Session](#)
- [End Session](#)

View Remote Desktop



Desktop sharing inactive...

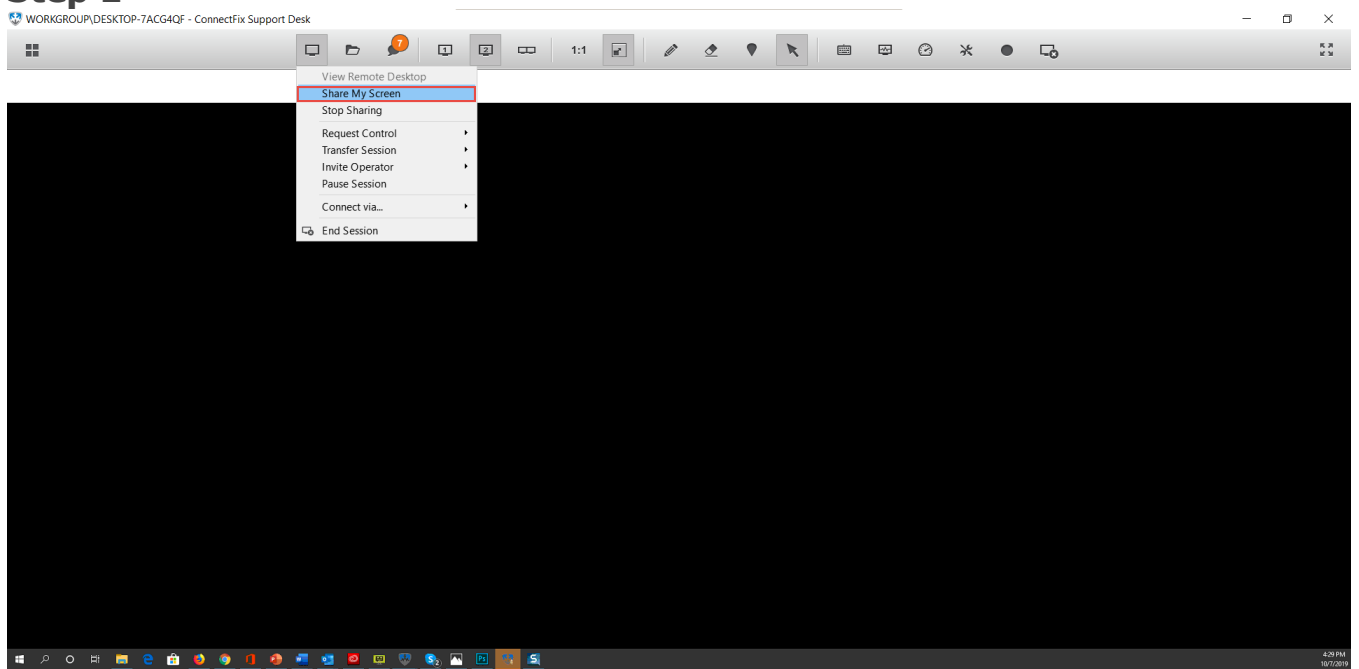
[View Remote Desktop](#)

Server: 107 | 00:48:04

Click "**View Remote Desktop**" item from desktop sharing drop down to view remote desktop.

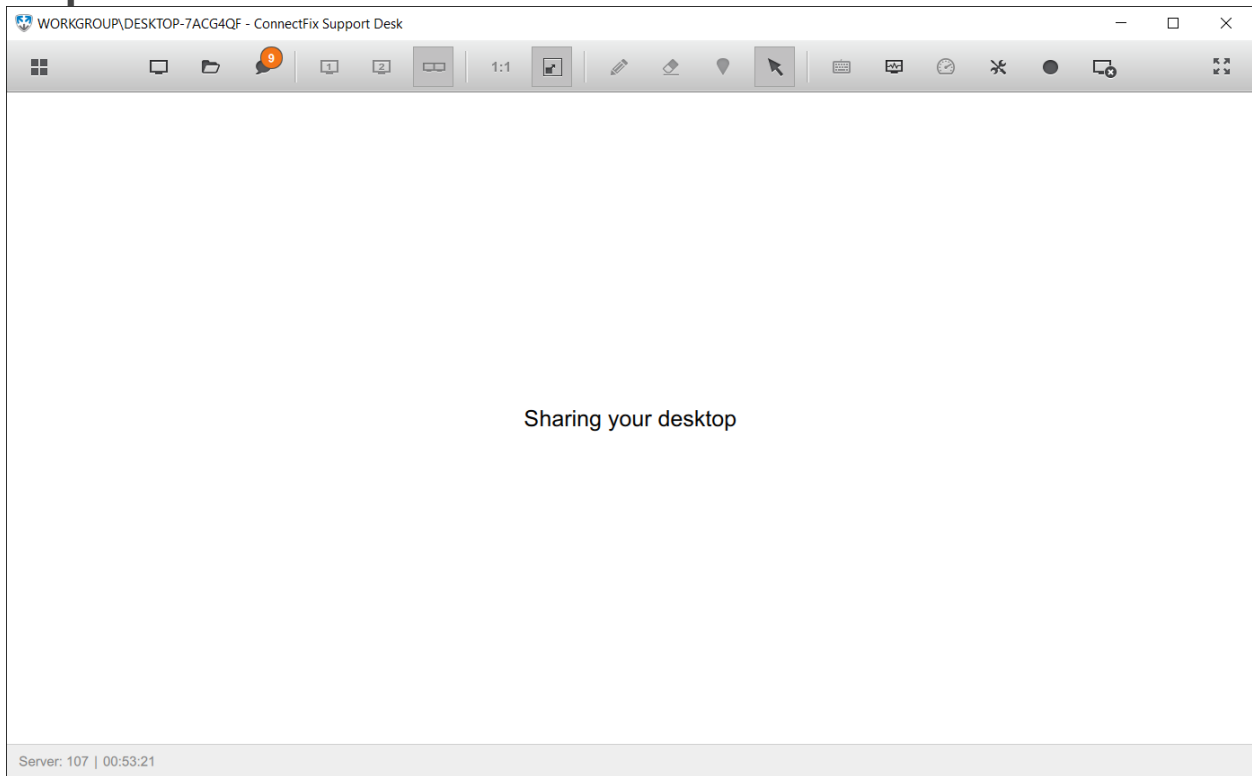
Note: If you are connected to your own computer then viewing your own screen will cause it to be displayed as a nested image within itself. You will be prompted to confirm this action.

Share my Screen Step 1



Click "**Share My Screen**" item from desktop sharing drop down to share your screen.

Step 2



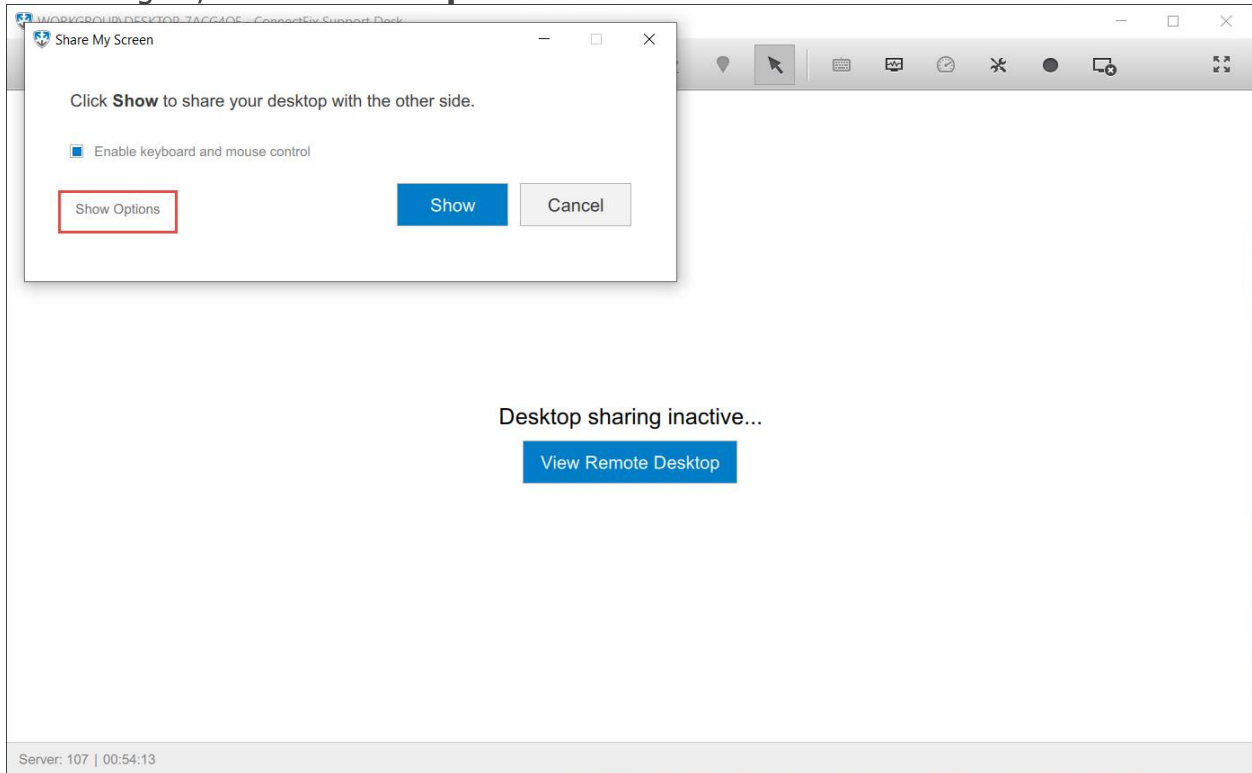
You are now sharing your screen.

Share particular screen region, application or monitor

You can also share only one monitor, application or particular region of your screen.

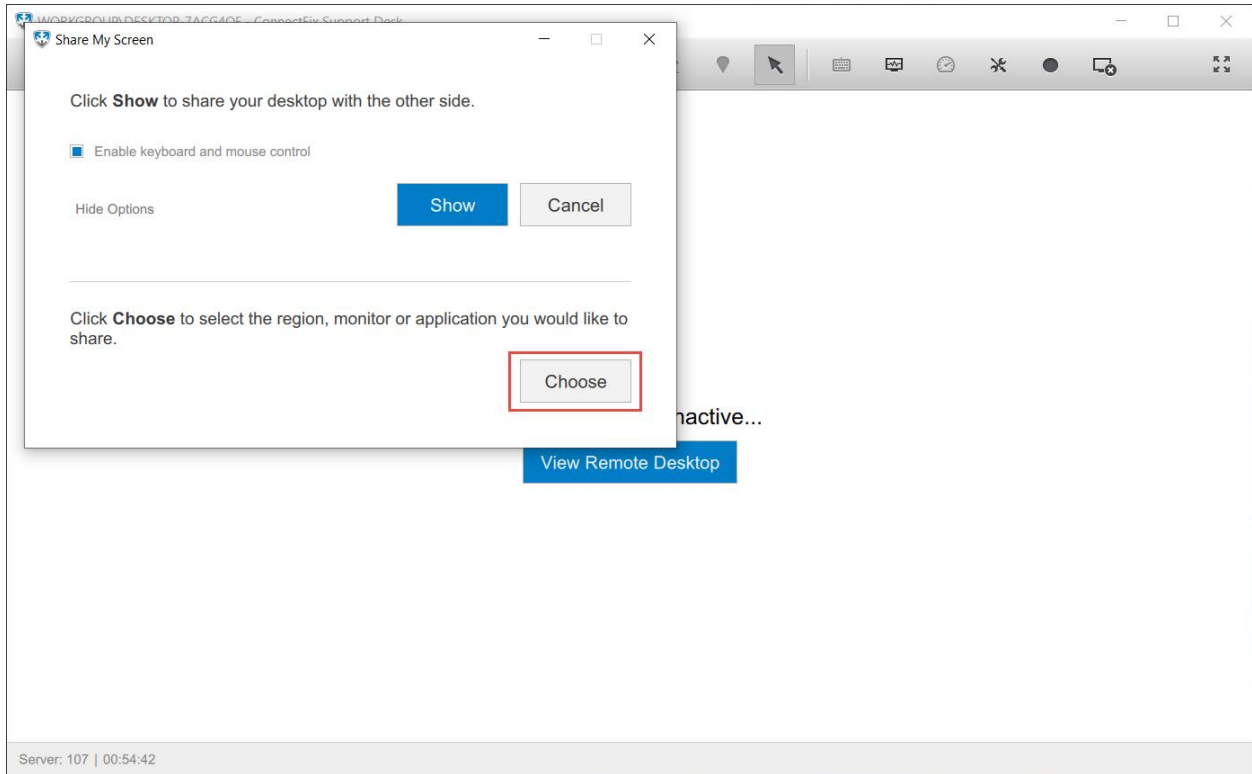
Step 1

By clicking on **Share My Screen** you will get a dialog. By clicking on **Show** button, you will share your entire screen. In order to share only a particular monitor, application or screen region, click on **More Options**.



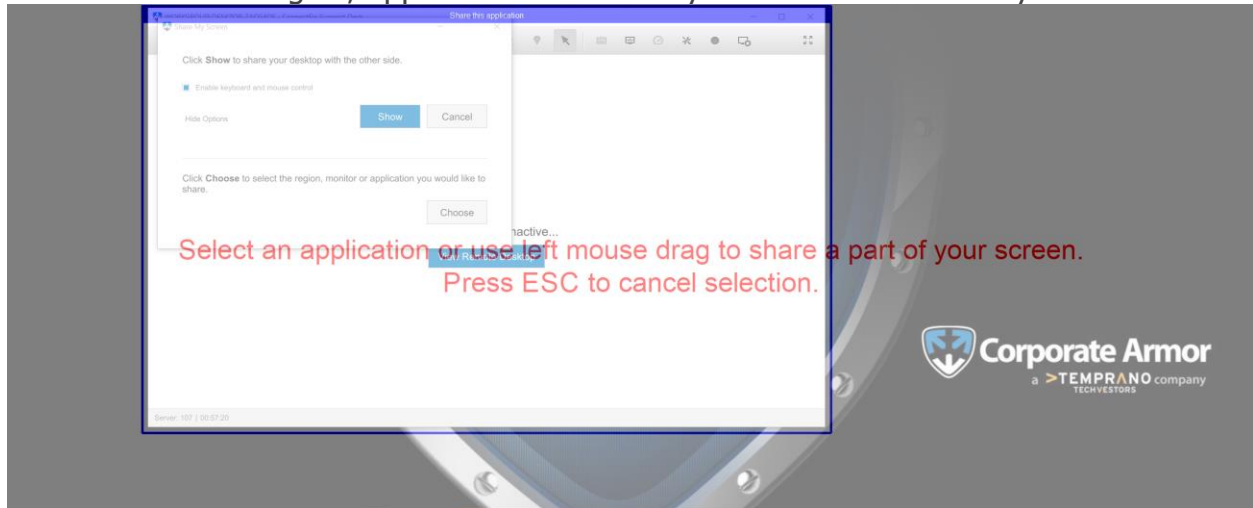
- **Step 2**

Click the **Choose** button.

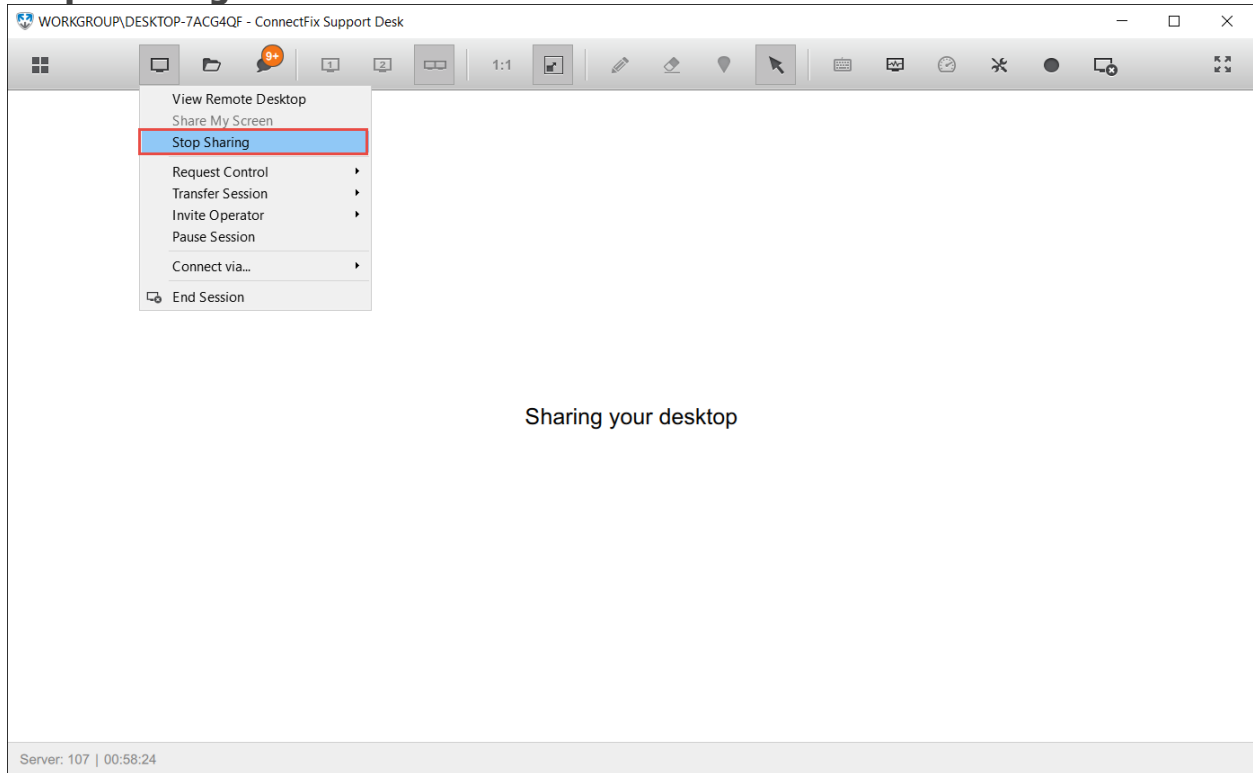


- **Step 3**

Select the screen region, application or monitor you wish to share with your client.

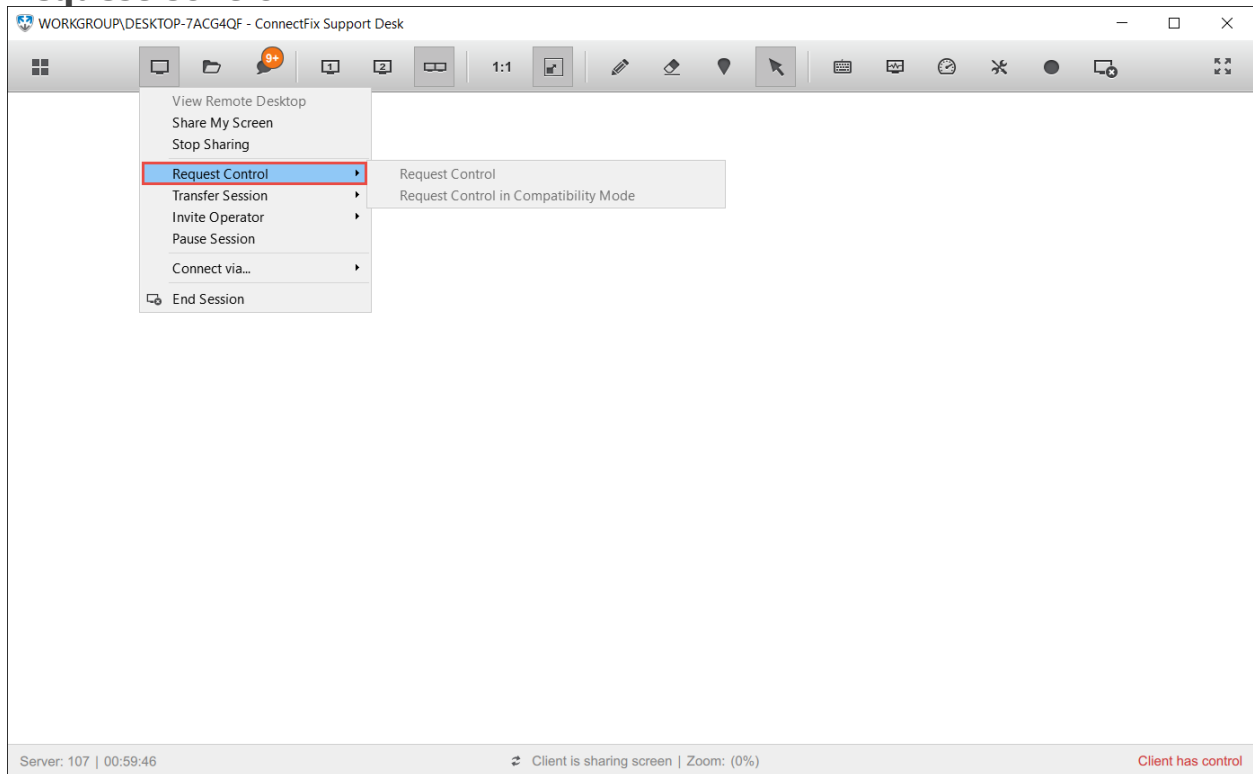


Stop Sharing



To stop desktop sharing, press on the "**Stop Sharing**" in Desktop Sharing dropdown menu.

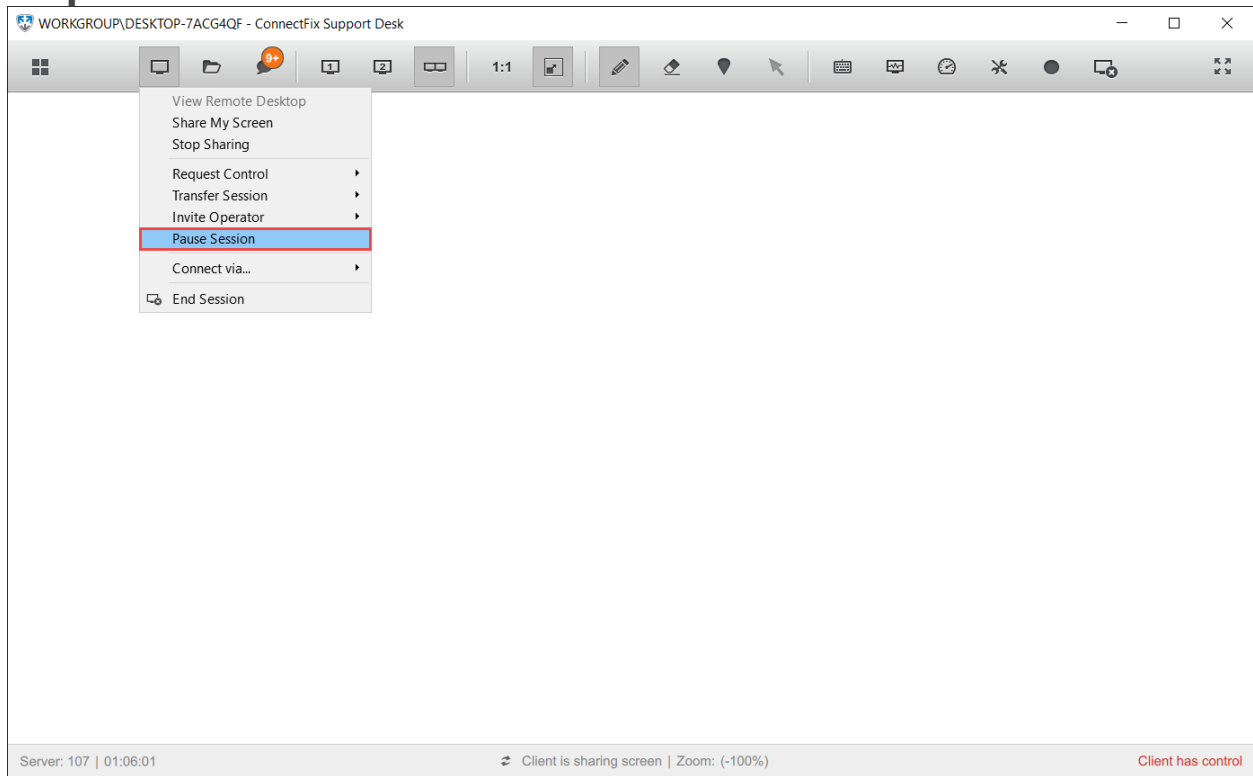
Request Control



By default "**Request Control**" is disabled. The client needs to revoke control to disable mouse and keyboard to operator. Then operator can request control.

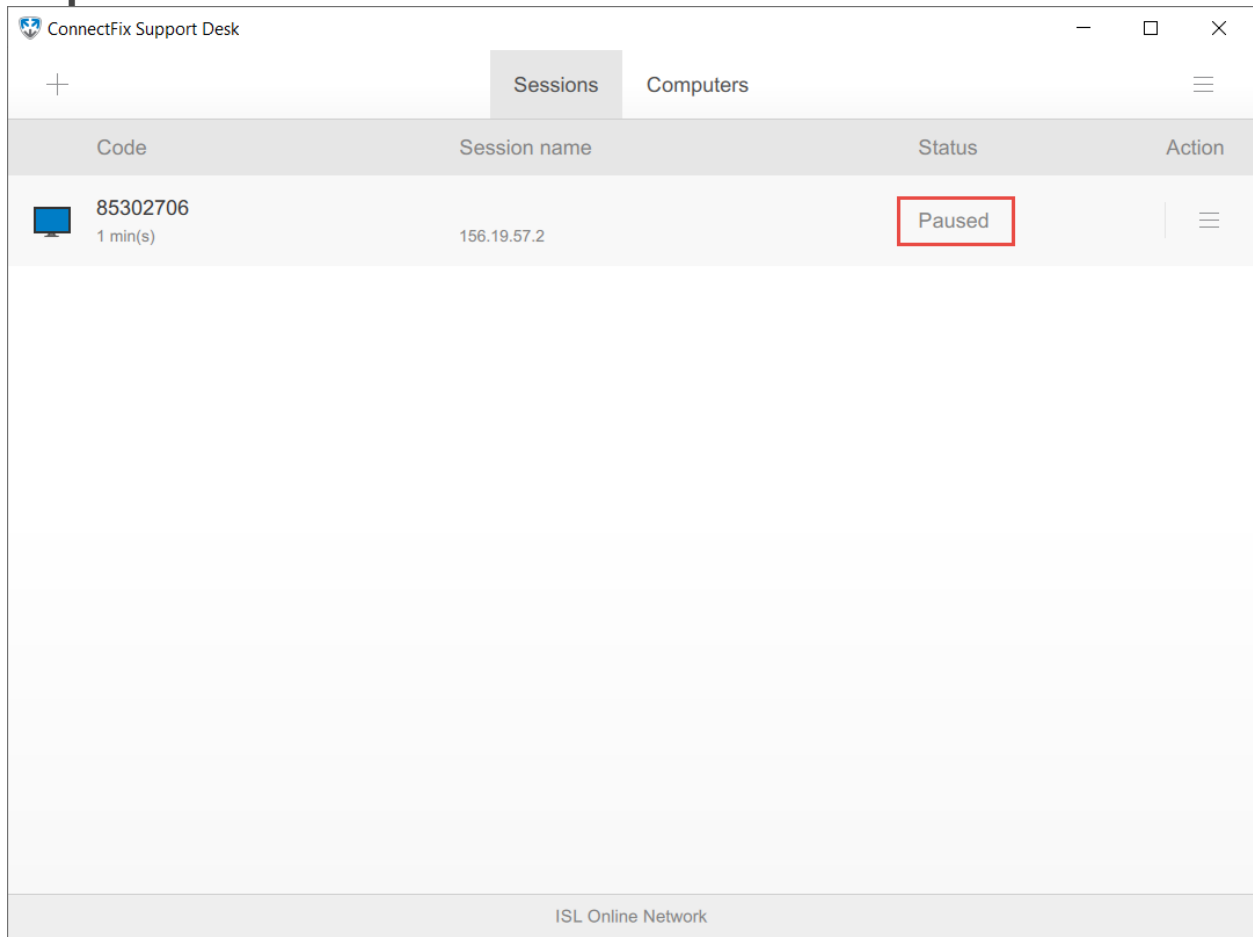
Pause Session

Step 1





Click "**Pause Session**" in Desktop Sharing drop down.

Step 2



The screenshot shows the ConnectFix Support Desk interface. At the top, there is a title bar with the text "ConnectFix Support Desk" and window control buttons (minimize, maximize, close). Below the title bar, there are two tabs: "Sessions" (which is active) and "Computers". A plus sign is visible on the left side of the interface. The main content area is a table with the following columns: "Code", "Session name", "Status", and "Action".

Code	Session name	Status	Action
 85302706 1 min(s)	156.19.57.2	Paused	

At the bottom of the interface, there is a footer with the text "ISL Online Network". The "Paused" status in the table is highlighted with a red rectangular box.

Click the **paused session** to resume session.

Step 3

The screenshot shows the ConnectFix Support Desk interface. At the top, there are tabs for "Sessions" and "Computers". Below the tabs is a table with the following data:

Code	Session name	Status	Action
85302706 1 min(s)	156.19.57.2	Paused	⋮

In the center of the screen, a dialog box is displayed with the following text:

ConnectFix Support Desk

This session is paused. Do you want to resume the session?

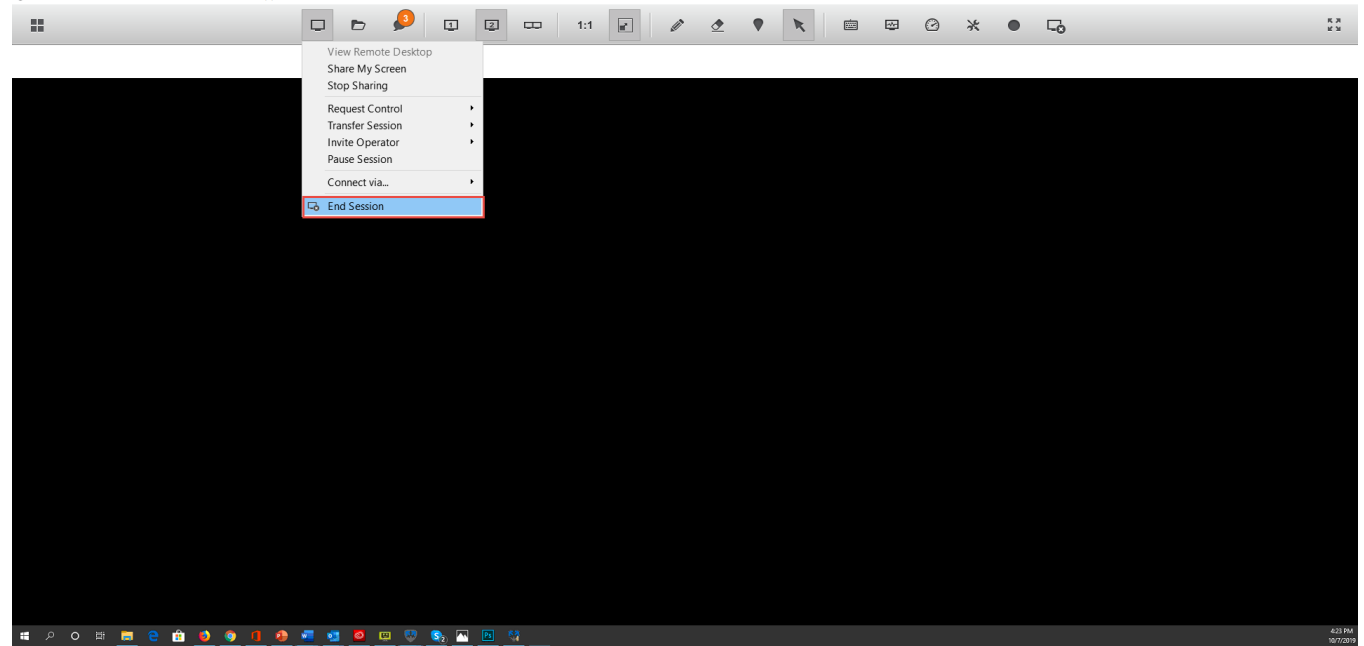
Yes Cancel

At the bottom of the interface, the text "ISL Online Network" is visible.

Click "**Yes**" to resume session.

End Session

WORKGROUP\DESKTOP-7ACG4QF - ConnectFix Support Desk



Server: 107 | 00:45:32

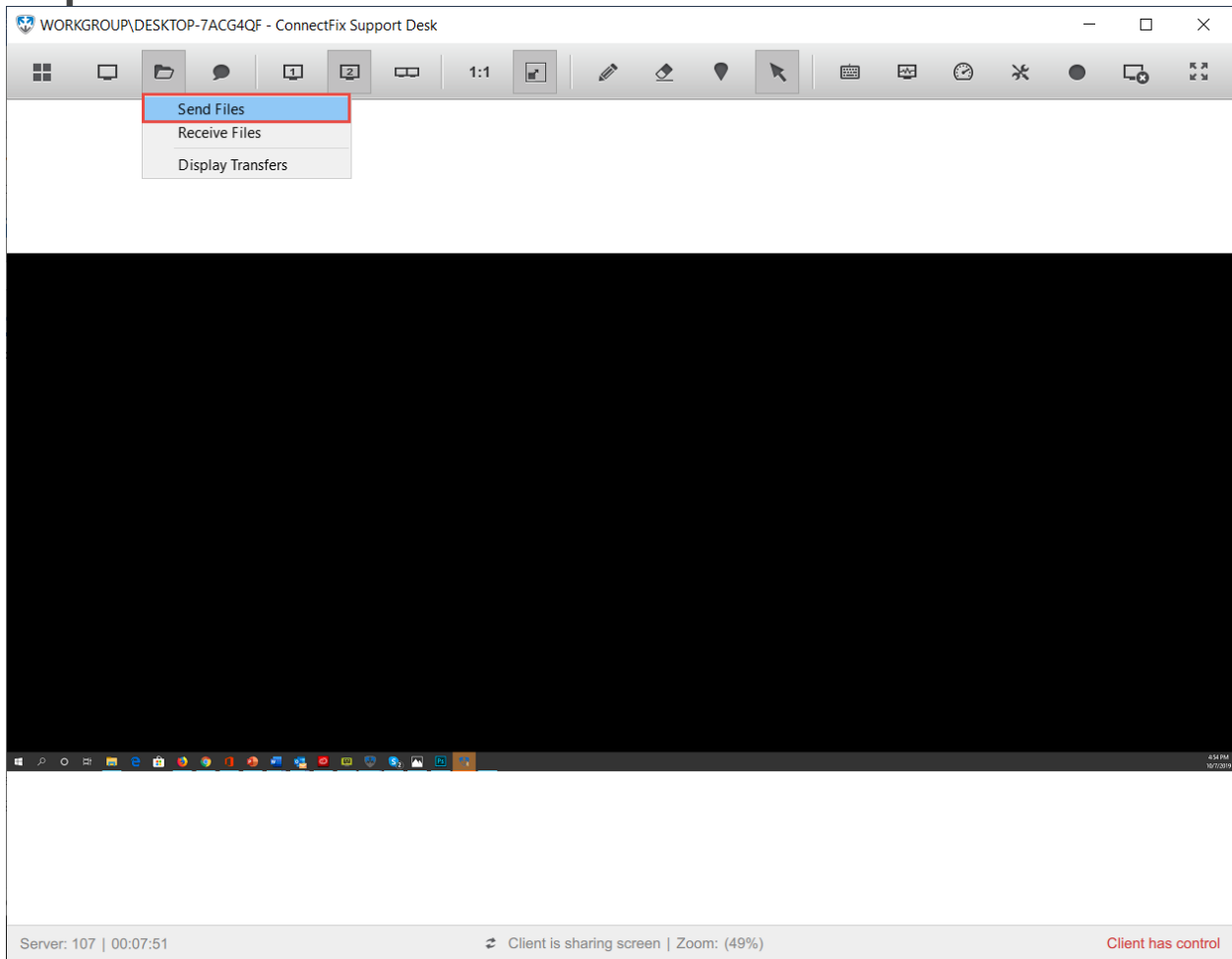
Client is sharing screen | Zoom: (75%)

Operator has control

Click "**End Session**" to end current session.

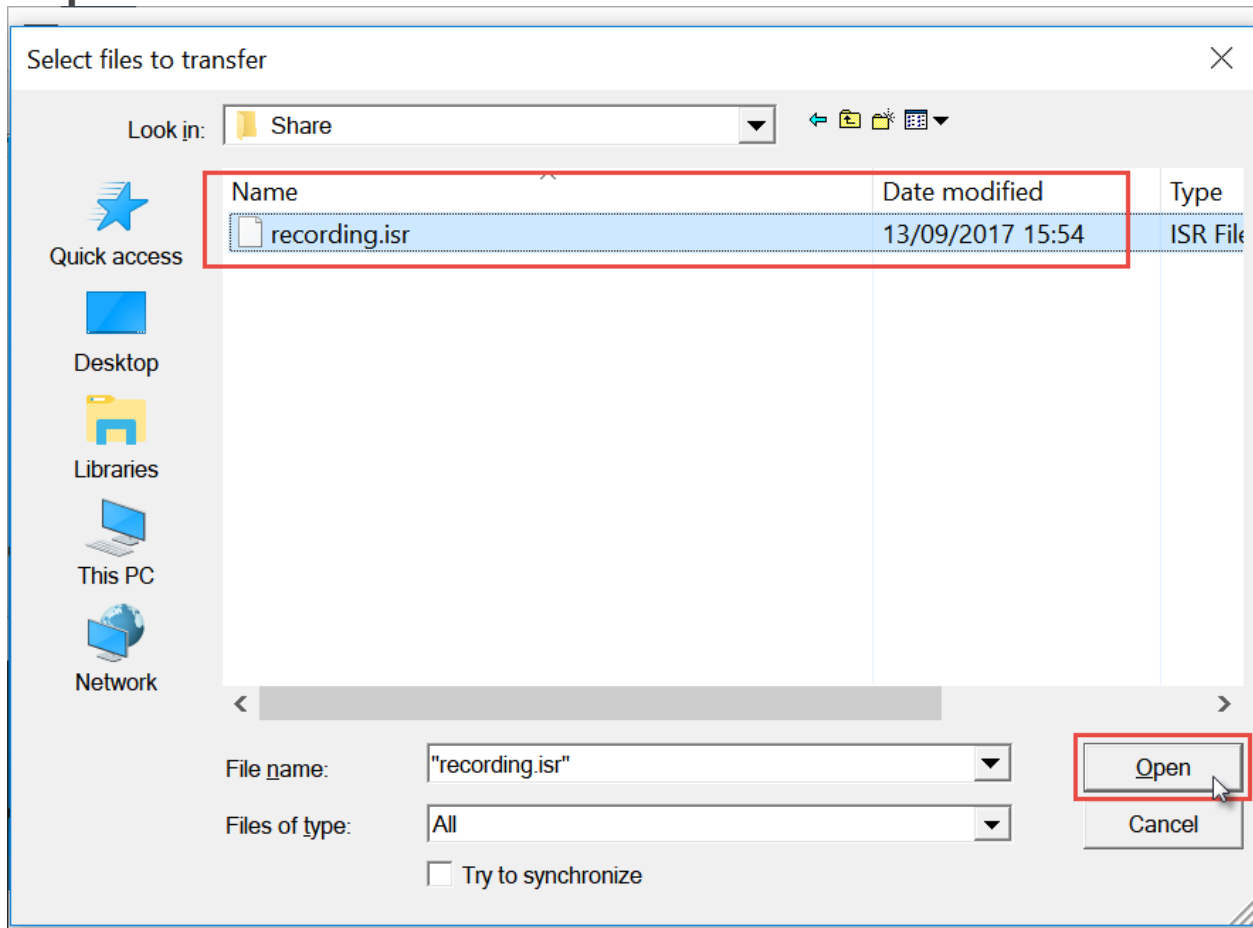
Files

Send Files Step 1



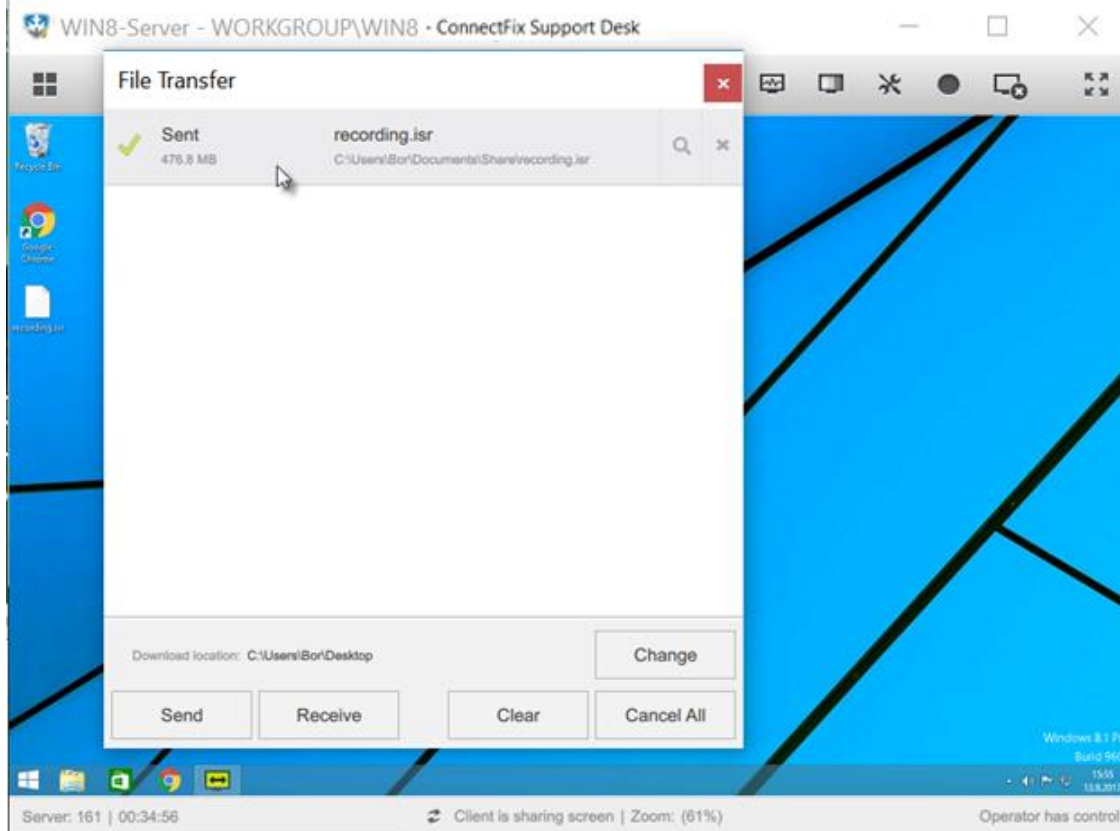
Click "**Send Files**" item from File Sharing dropdown menu .

Step 2



Choose file you want to send to remote side and click "**Open**".

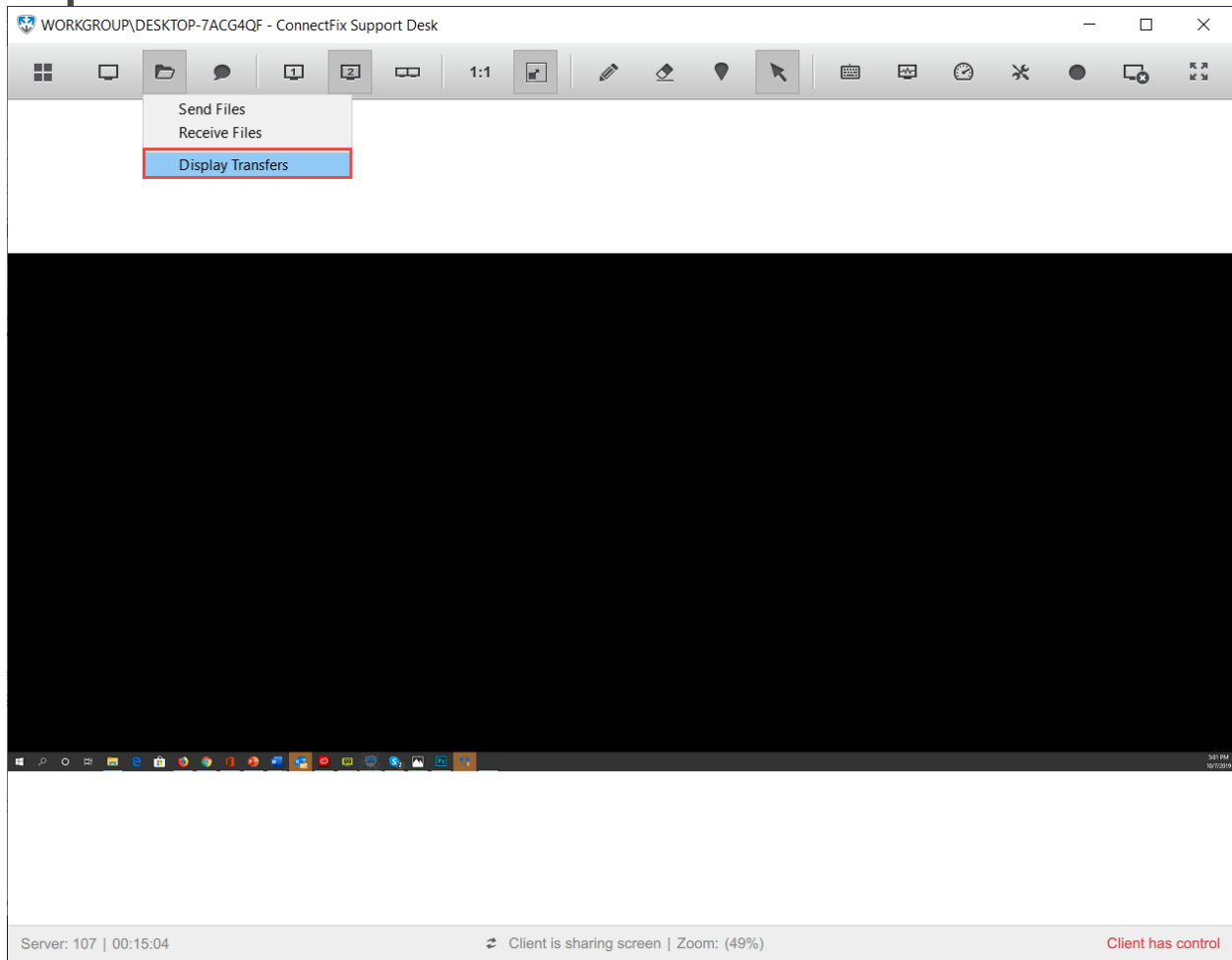
Step 3



File transfer window opens up and it shows the status of file transfer.

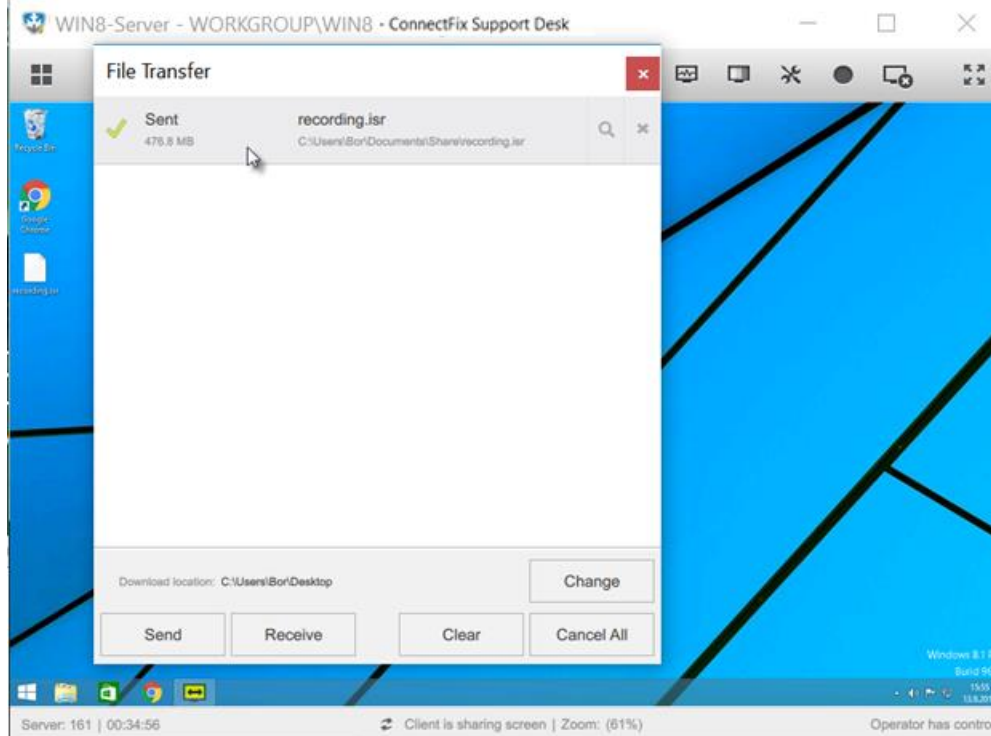
Display Transfers

Step 1



Click "**Display Transfers**" from File Sharing dropdown menu.

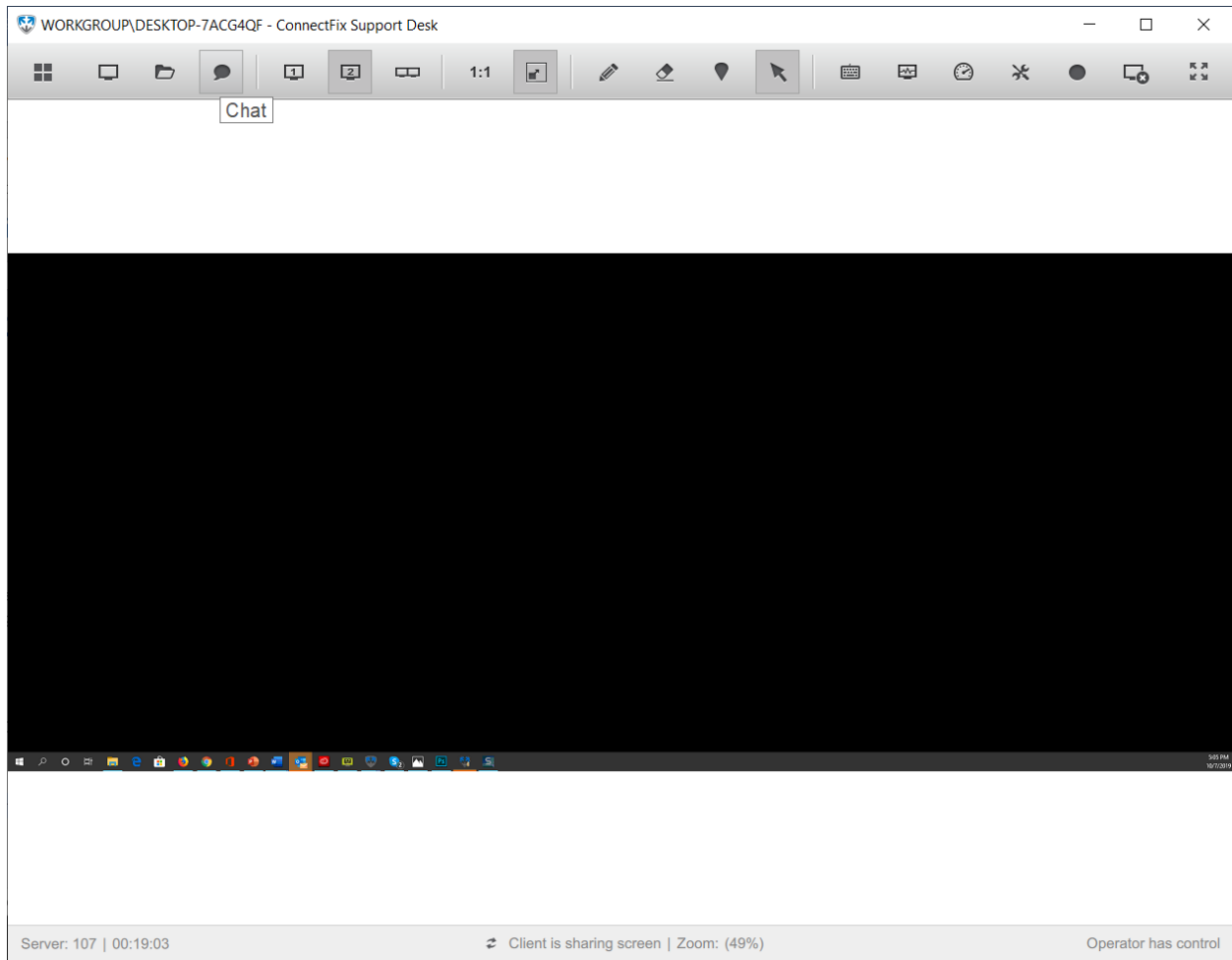
Step 2



From here you have following options:

- **Change** the Download location folder. Files sent to you will be saved at that location by default.
- **Send** files to remote computer. When you click the Send button, the explorer window will open up allowing you to select the files you wish to send. Alternatively, you can drag and drop the file you wish to send into the File Transfer window.
- **Receive** files from remote computer, when you click the Receive button, the explorer window will open up on the remote computer prompting the user on the other side to send you files from his or her computer. You can alternatively select the files from remote computer by yourself if the remote user granted you control of the computer.
- **Clear** the file transfer window, information about files that were sent or received, and their status will be removed. Files that you receive will remain in the Download location folder and you will have to delete them from there if you wish to remove them.
- **Cancel** all transfers in progress (incoming and outgoing). The status of a file that was being transferred will be changed to cancelled and the user will have to resend it.

Chat



Click "**Chat**" button from toolbar.

The chat option is active throughout the Connect & Fix remote session, independent from the other options (Desktop sharing, File transfer).

Note: If you receive a new chat the Connect & Fix icon will start flashing if the application is out of focus. A notification with the number of new chats will also be added next to the "**Chat**" button.

Features

In the Connect & Fix chat, the following options are supported:

- **Single and multiple line text** - The words are being wrapped at the end of the line and text is continued in a new line without being sent to the opposite side until the user presses "**Return**" key or "**Send text**" button.
- **Insert links** - Internet links can be inserted using a simple copy / paste operation. They are pushed to the opposite side when the text is sent.

- **Copy and clear** - "**right-click**" on the chat area to clear the text history or copy it.
- **Open in text editor** - "**right-click**" on the text area and select "**Open with text editor option**" to open the chat history with your default text editor.
- **History** - The chat history is saved and can be viewed in the report option within your [Connect & Fix account](#).

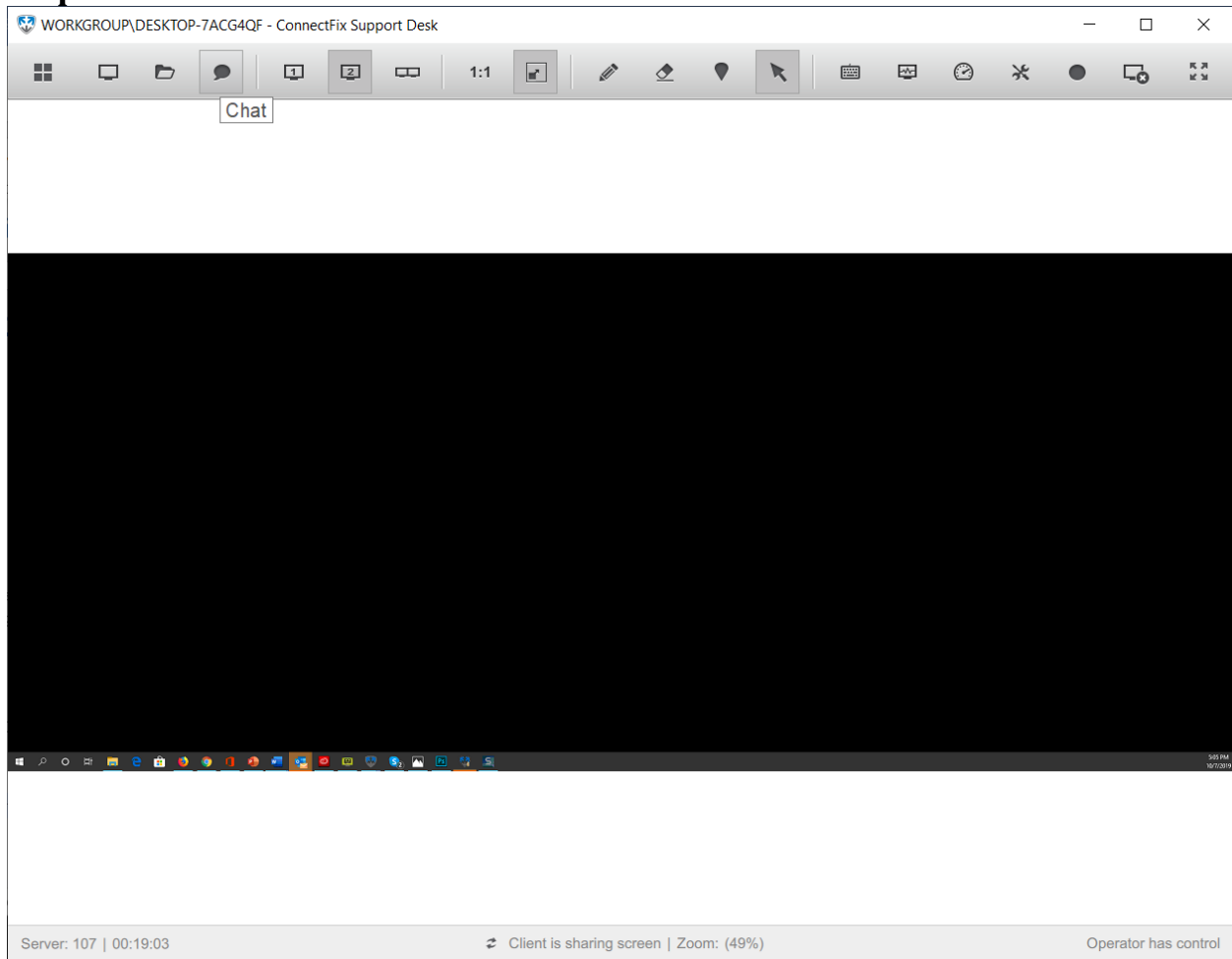
Notifications

Some notifications are automatically displayed in the chat history window when a certain event happens or when a feature is (de)activated, e.g.:

- Desktop viewing is requested.
- Desktop viewing is started or stopped.
- Desktop control is allowed or disabled.
- The connection is lost or gained back.
- Reconnecting.
- Connection is inactive.
- Desktop is switched to the administrative mode.
- Etc.

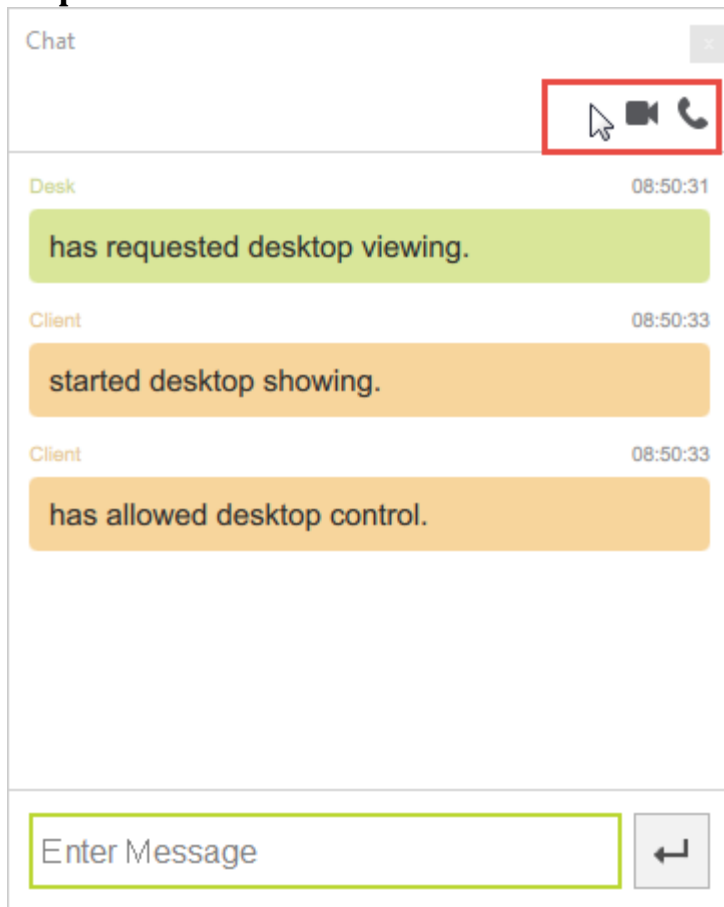
Audio/Video Call

Step 1



Click on "**Chat**" button.

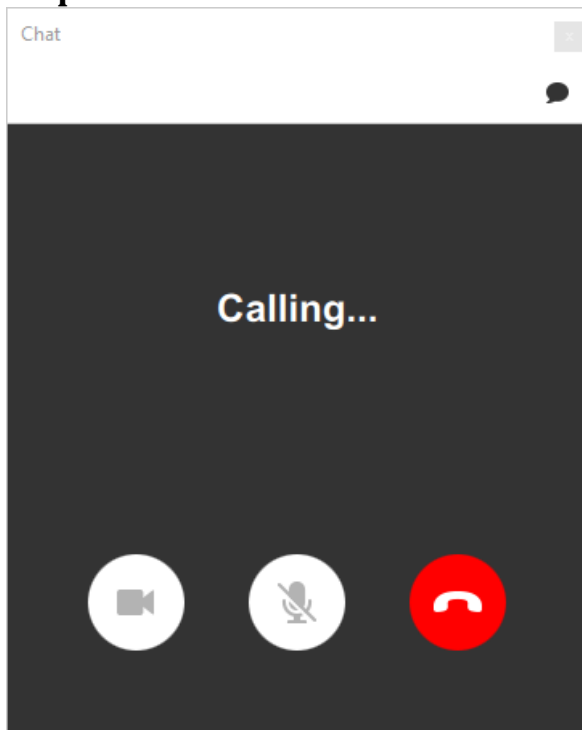
Step 2



Click on "**Video call**" or "**Audio call**" icon to initiate the video/audio call.

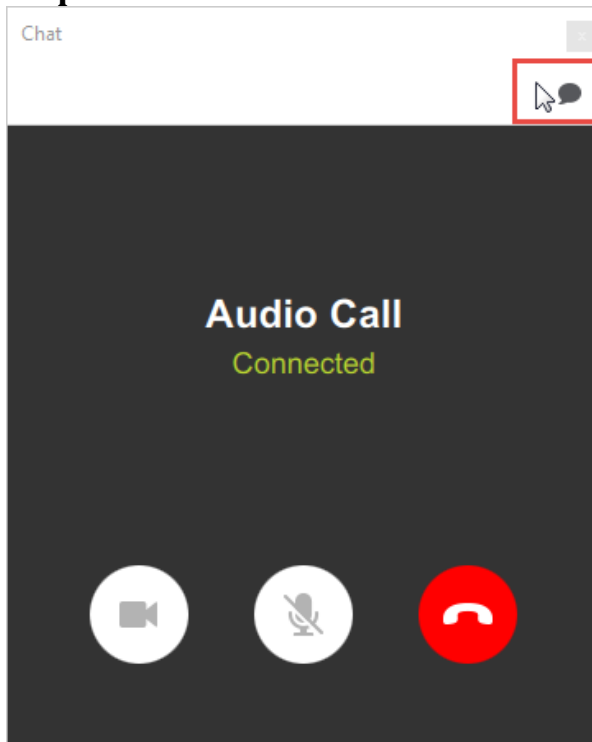
Note: First video/audio call is initiated by your operator. All subsequent calls can be initiated either by operator or by your client.

Step 3



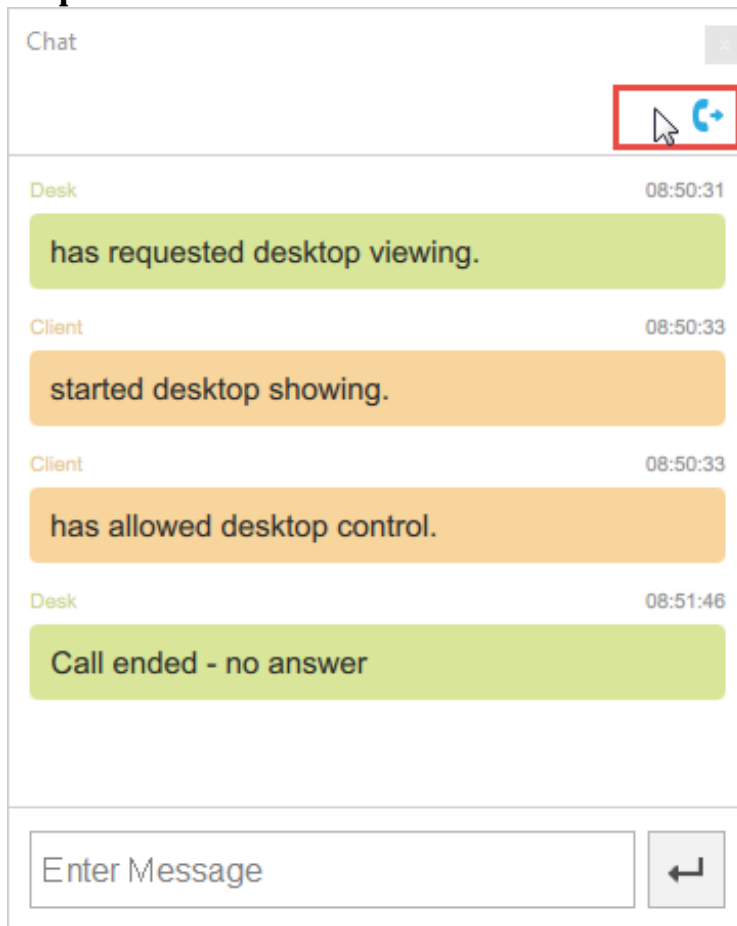
Wait until the client answers the audio/video call.

Step 4



Click "**Chat**" icon to switch back to chat.

Step 5



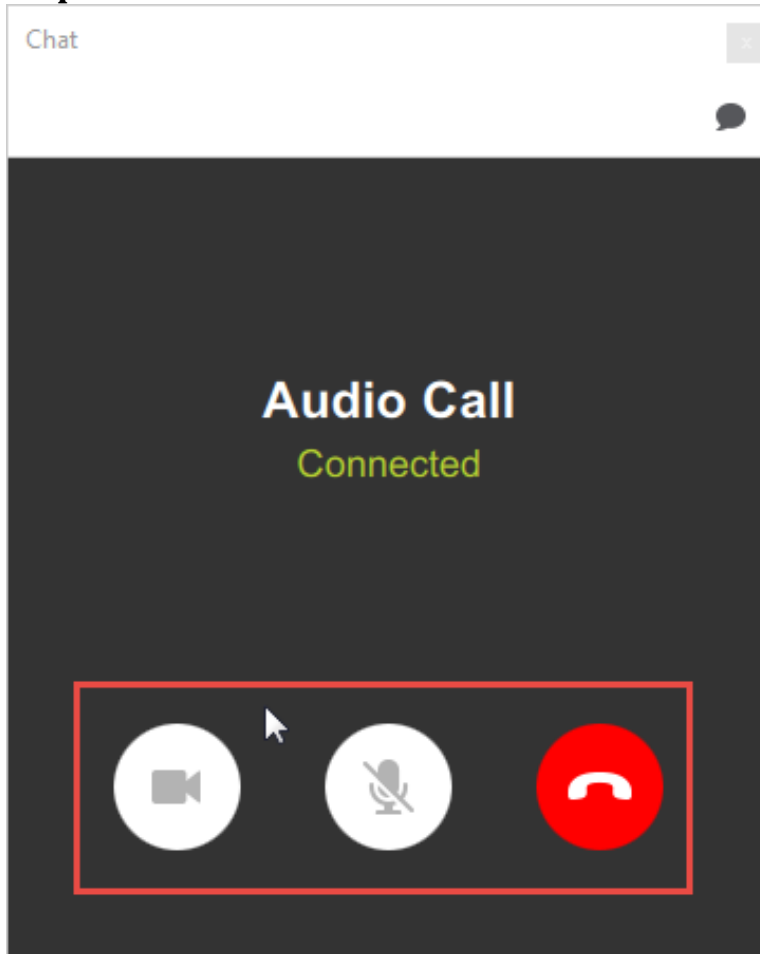
The screenshot shows a chat window titled "Chat" with a close button in the top right corner. A red box highlights two icons: a mouse cursor and a blue circular arrow with a right-pointing arrow. The chat history contains the following messages:

- Desk** 08:50:31: has requested desktop viewing.
- Client** 08:50:33: started desktop showing.
- Client** 08:50:33: has allowed desktop control.
- Desk** 08:51:46: Call ended - no answer

At the bottom, there is a text input field labeled "Enter Message" and a send button with a left-pointing arrow.

Click "**Chat**" icon to switch back to audio/video call.

Step 6



During the call the main controls on the Talk plugin allow you to:

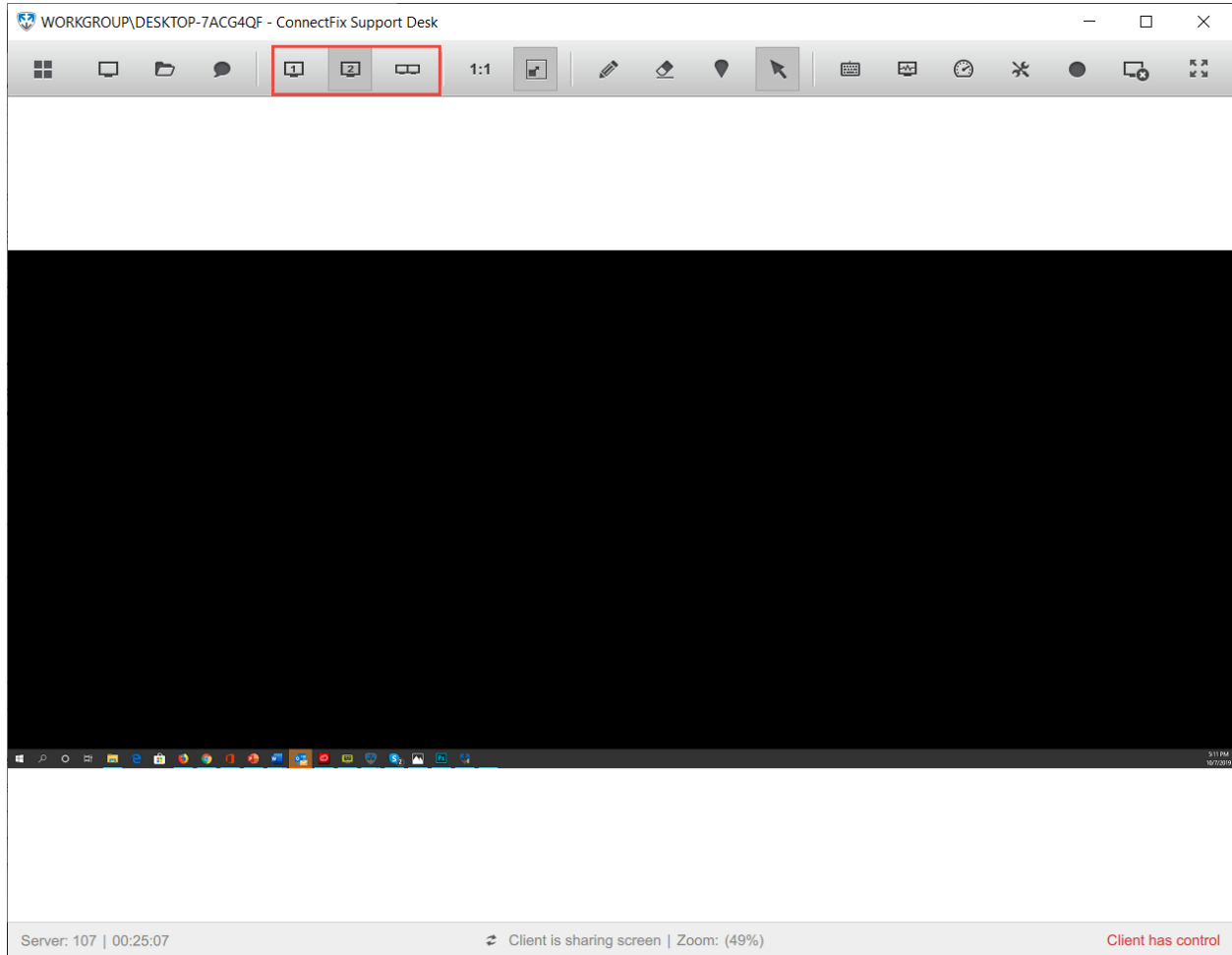
- Turn the camera on/off
- Turn the microphone on/off
- End the call

Multiple Monitors

Managing Monitors

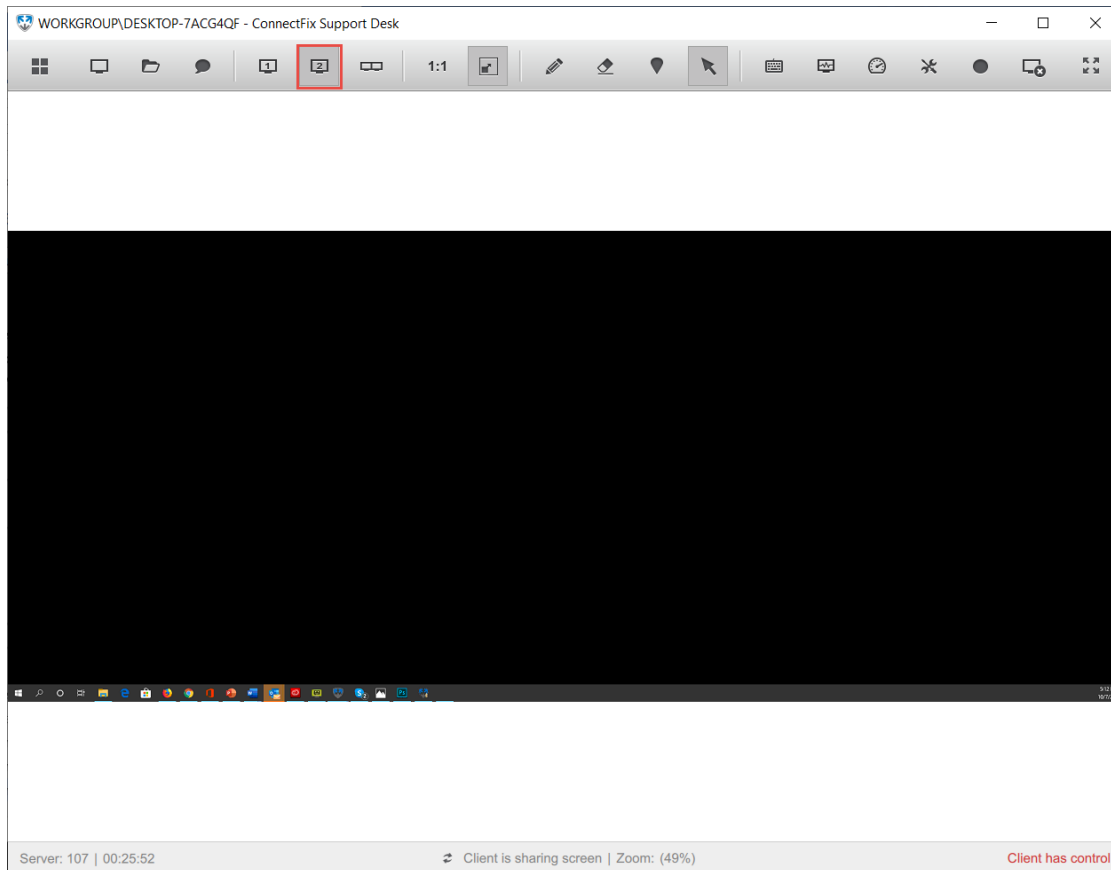
If the Client is using more than one monitor, then additional options will appear in the toolbar enabling to switch view from monitor to monitor or to view all monitors at once:

Show Monitor 1



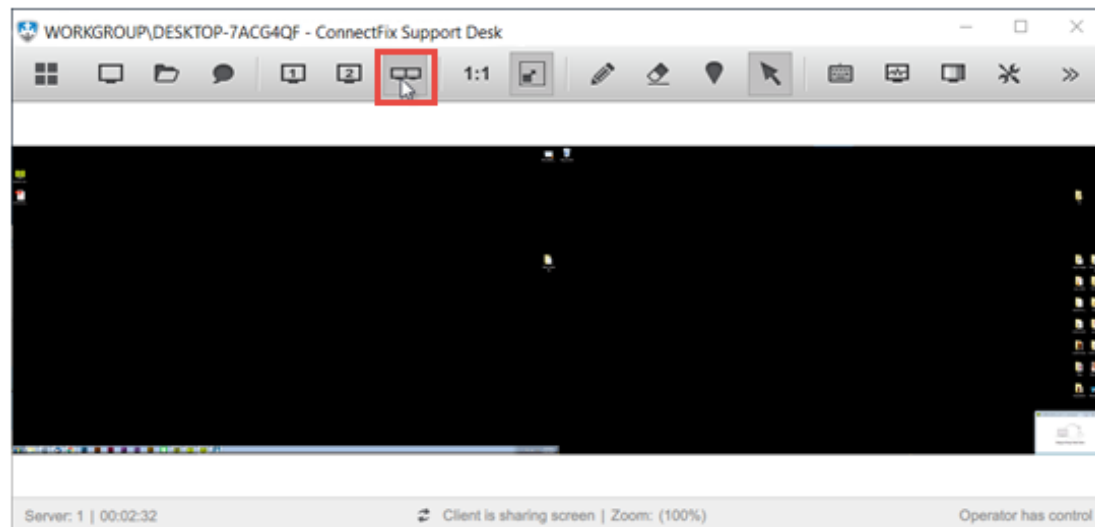
Click "**Monitor 1**" button from toolbar to set view region on monitor N1.

Show Monitor 2



Click "**Monitor 2**" button from toolbar to set view Region on monitor N2.

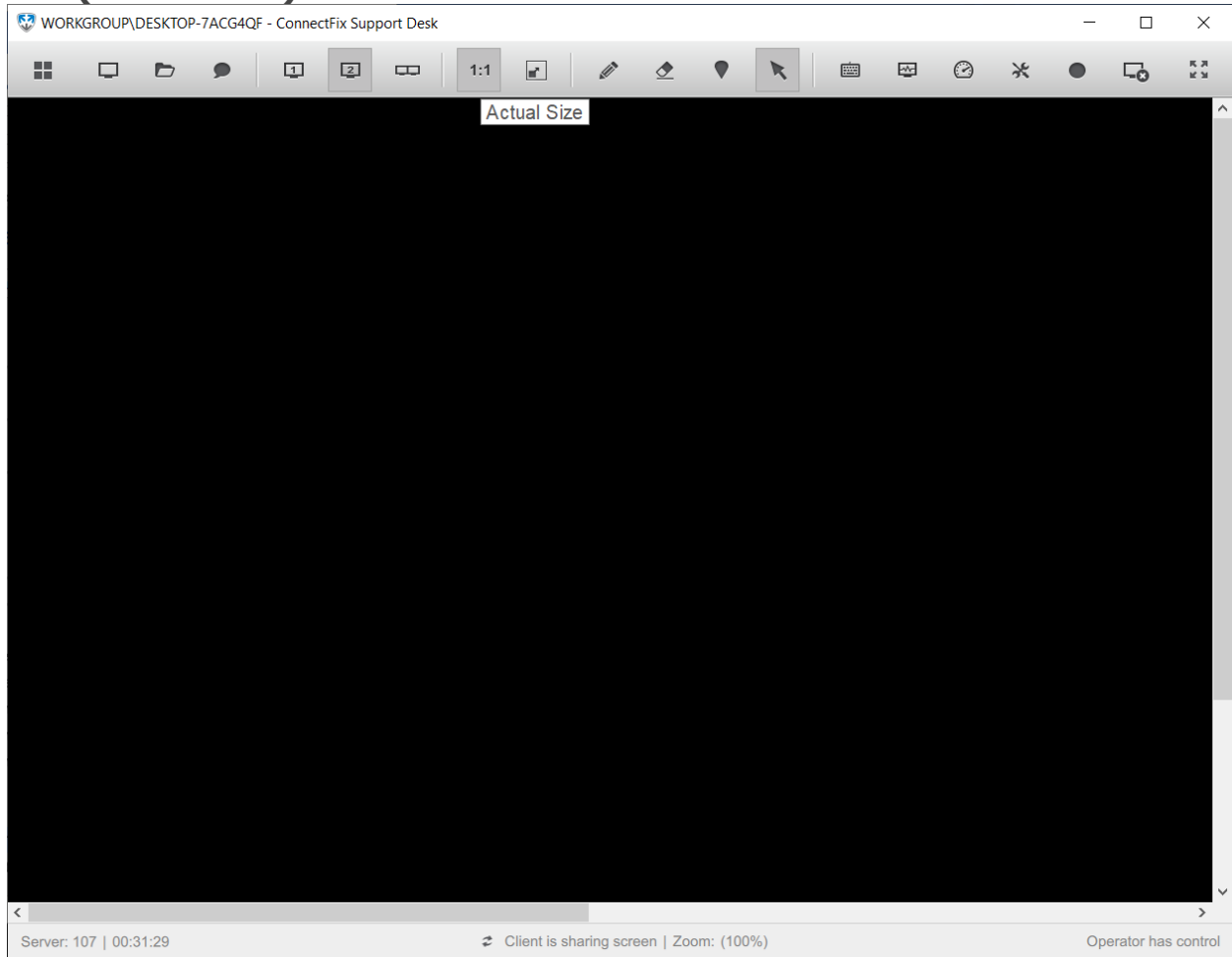
Show All Monitors



View

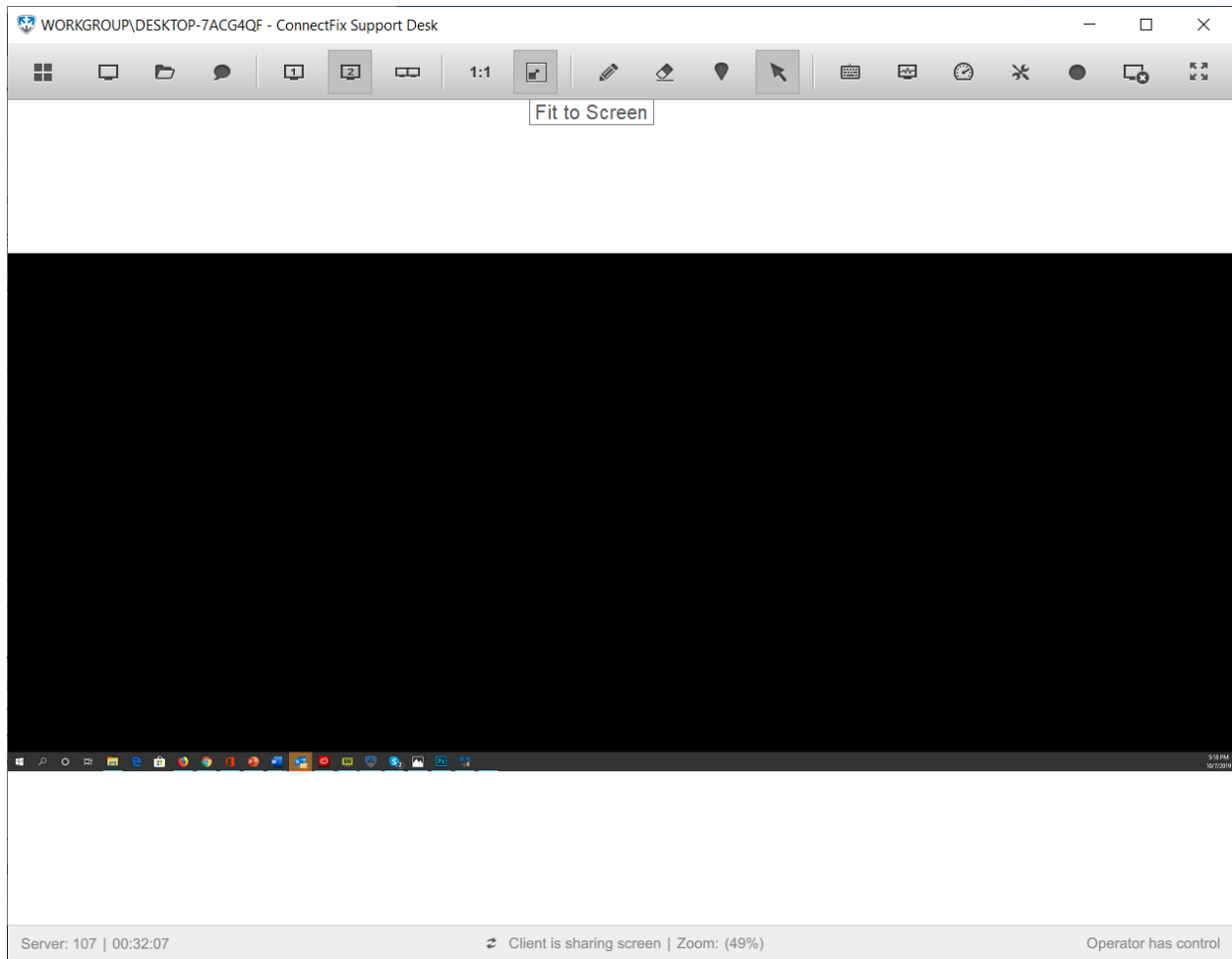
In the toolbar you also have two most commonly used view settings enabling you to quickly change the view of the client's computer.

1:1 (Actual size)



Click "**1:1**" button to view client's computer in its set resolution (actual size), if client has much larger resolution, then the scroll bars will appear on the view window enabling you to select which part of the remote screen you are viewing.

Fit to Screen



Click "**Fit to Screen**" icon to see client's whole screen. Screen will be displayed inside your View window and it will resize if you change the size of your View window. Other zoom option can be accessed through tools button, refer to this topic to see how: [Zoom Options](#)

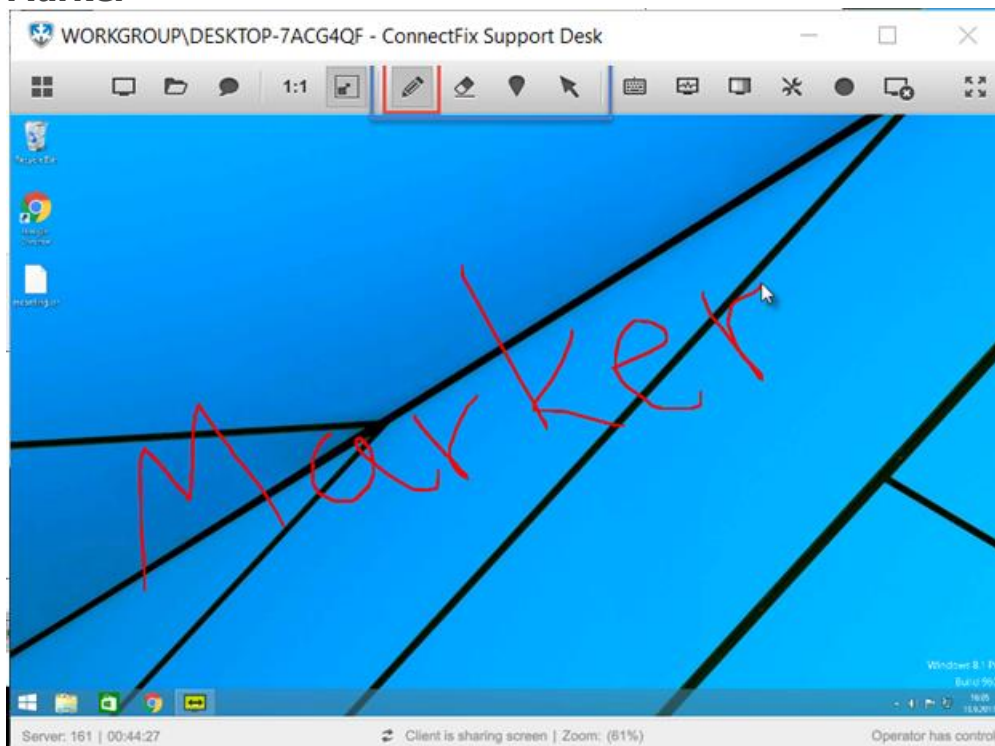
Click "**All Monitor**" button from toolbar to view both monitors at once.

Whiteboard Tools

The communication is further enhanced by visual pointing. When desktop is shared using Connect & Fix, the operator can use the client's desktop as a whiteboard: draw a pointer, use a red marker to circle or underline something. If the "Enable keyboard and mouse control" check box is not set when starting desktop streaming, the whiteboard is automatically enabled.

The settings for whiteboard are placed in the top toolbar of the desktop streaming window (Connect & Fix View).

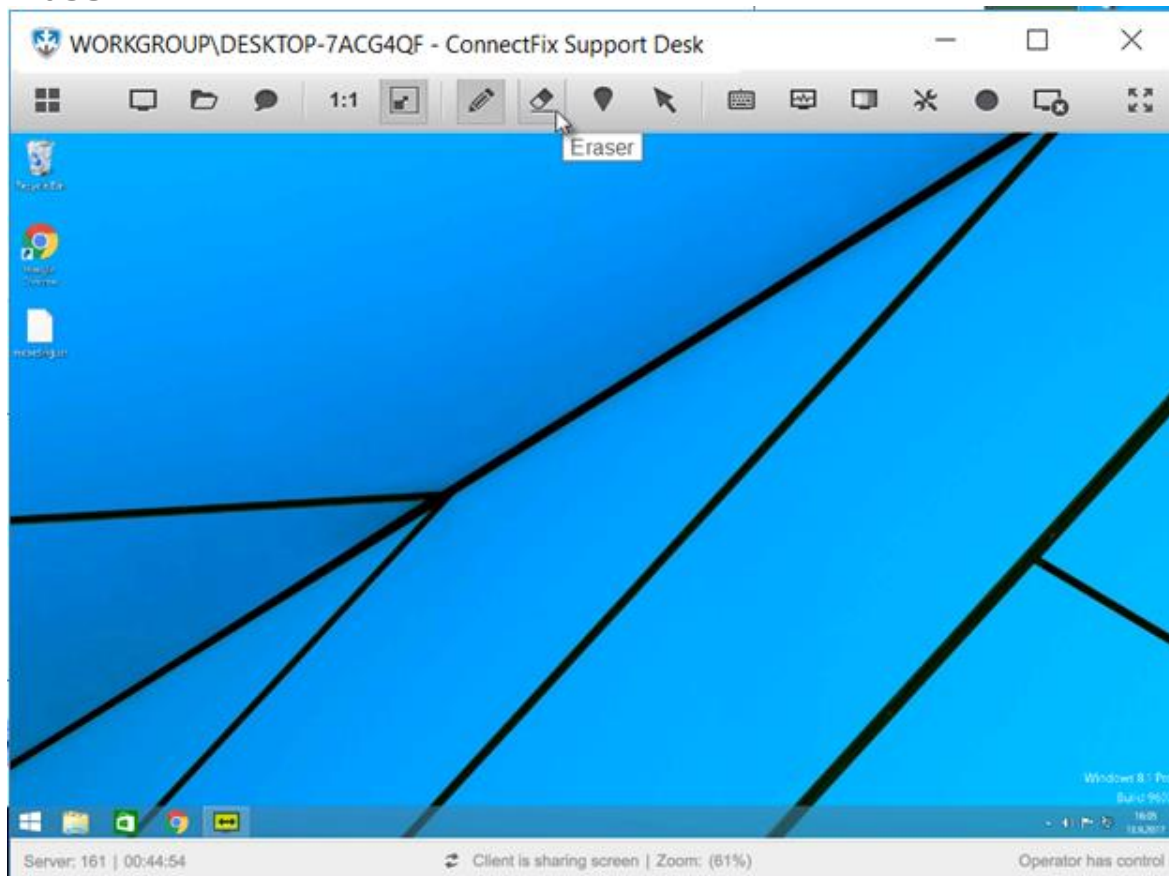
Marker



Click "**Marker**" button and draw across the desktop.

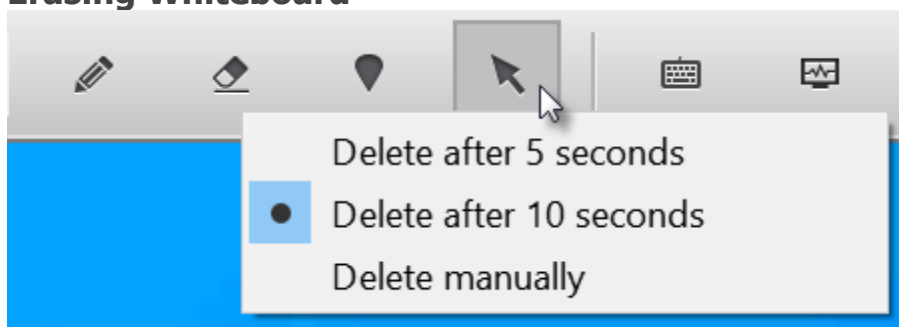
If you are not in control, then the **Marker** is selected by default. Otherwise you can enter the whiteboard mode at any time, by pressing the "**Marker**" button.


Eraser



Click "**Eraser**" to delete whiteboard tools from screen.

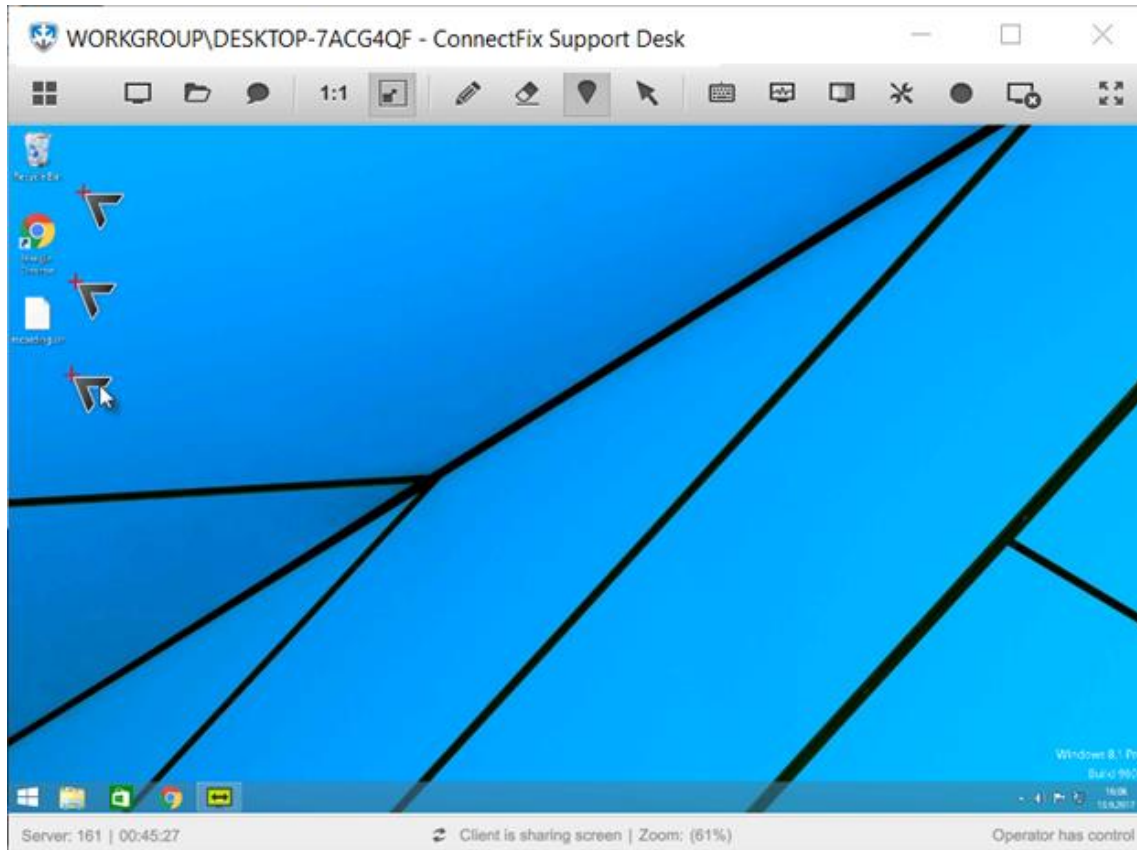
Erasing Whiteboard



Beside automatic erasing of the whiteboard when returning to the remote desktop mode, the whiteboard can be erased by pressing the **Erase Whiteboard** button. If this button () is right-clicked, a menu for setting the erase options appears. There are three options available:

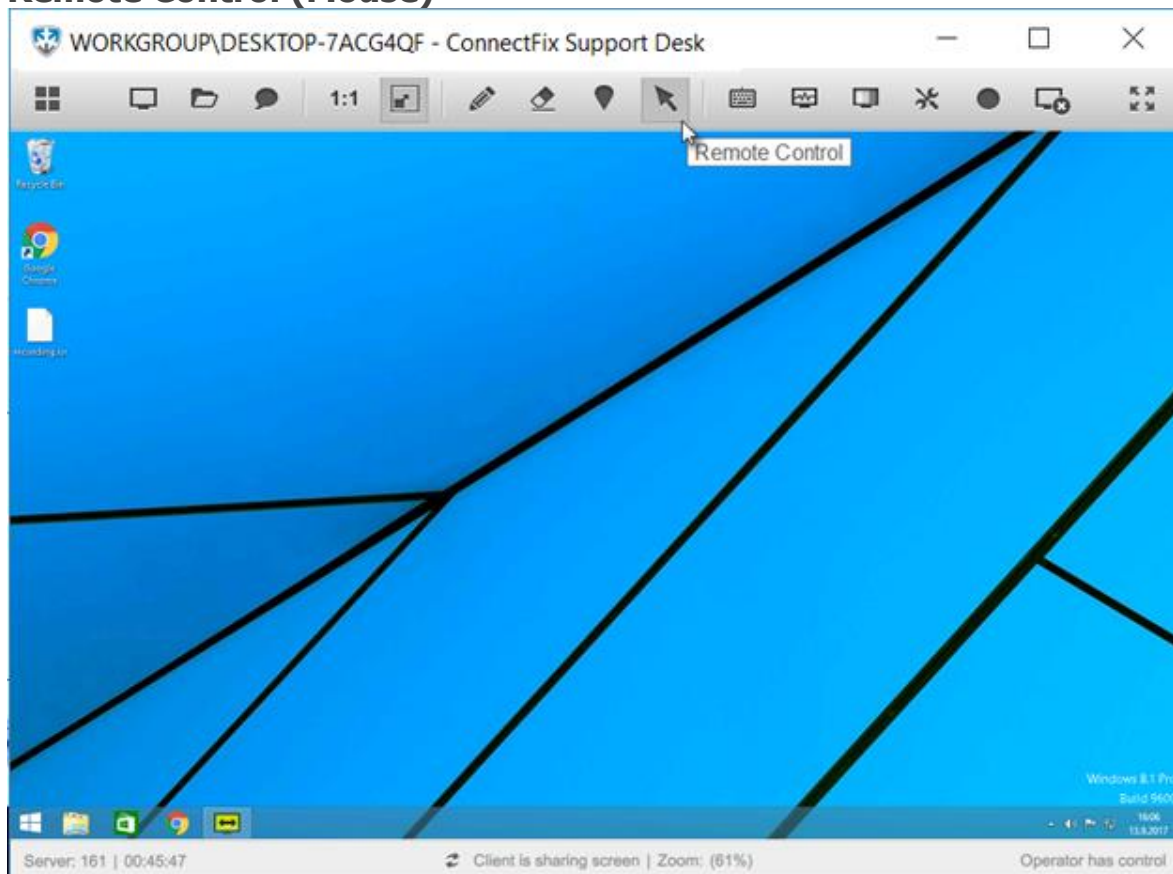
- 5 seconds (the whiteboard will be erased in 5 seconds after it has been drawn).
- 10 seconds (the whiteboard will be erased in 10 seconds after it has been drawn).
- Manual (the whiteboard will be erased when the button is pressed).

Pointer



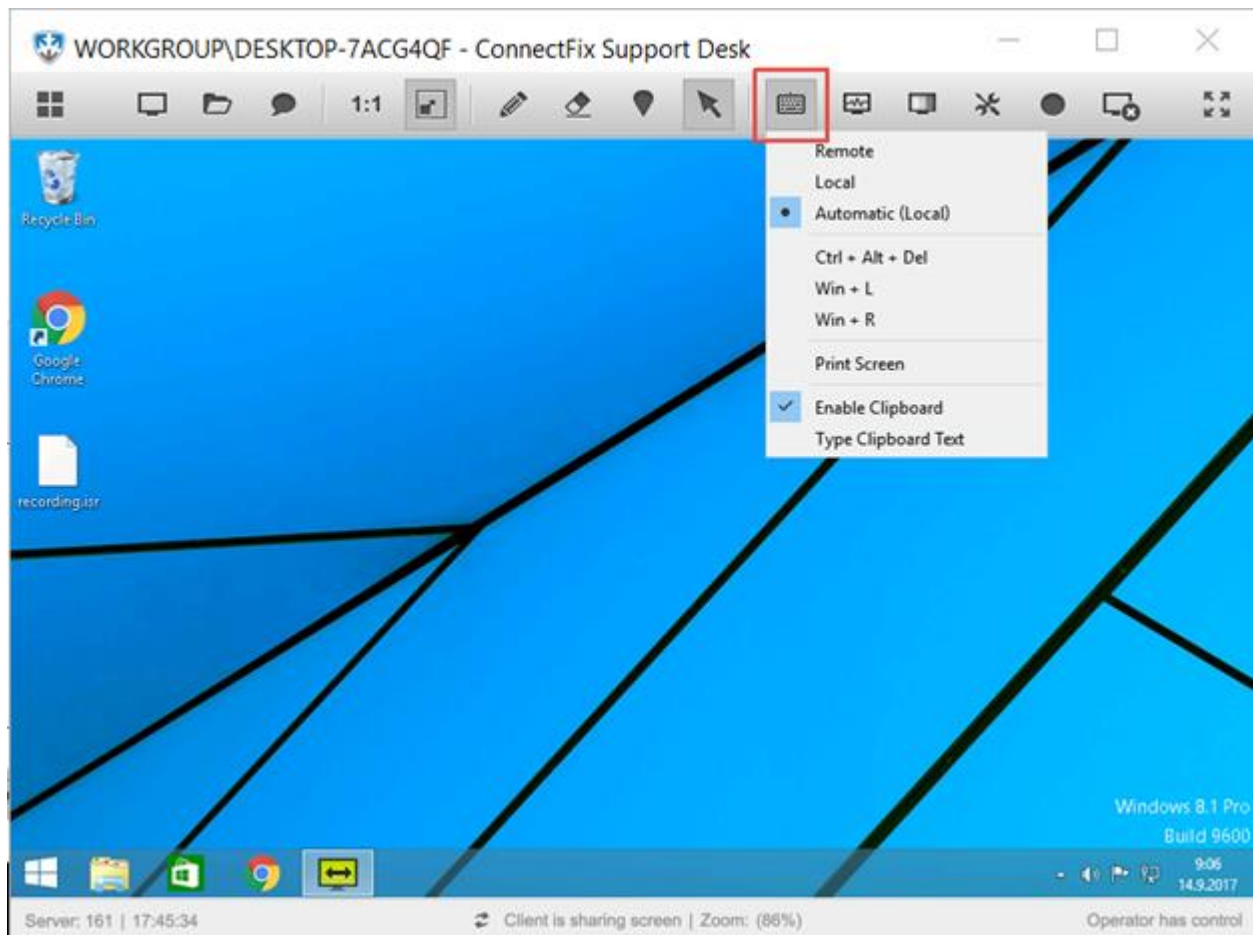
Click "**Pointer**" button and click across the screen to set pointers.

Remote Control (Mouse)



Click "**Remote Control**" button to switch back from whiteboard to normal mode, where you want to control the mouse.

Keyboard Commands



After entering the password, the Connect & Fix desktop stream is switched to administrative mode and a notification is added to the chat history window.

With administrative mode enabled, you can now send different key sequences to the remote computer, by going to "**Tools**" -> "**Keyboard**" and select a key sequence from a dropdown menu:

- **Remote** (Switch to remote keyboard layout).
- **Local** (Switch to local keyboard layout).
- **Automatic** (Automatically switches to Remote keyboard in case your local keyboard/input type is Japanese).
- **Ctrl + Alt + Del**
- **Win + L**(Lock screen - logs out remote user).
- **Win + R** (Run - opens up the Run window).
- **Print Screen** (Screen to Clipboard - it can't be pasted on the remote side).
- **Enable Clipboard** (Disable/Enable - Toggle the Clipboard option on or off). Through Connect & Fix settings you can set the default value for this option.
 - **Note:** Keyboard has been designed in a way where it takes into account which window you have focus on. If you focus on the remote desktop view, the remote clipboard will be updated with the local one (remote clipboard content will be replaced with local one). If you un-focus the remote desktop view the local clipboard will be updated with the remote one (local clipboard content will be replaced with remote one). Additionally, if you do not have the focus on remote desktop view and remote user changes clipboard then this change will not be transferred to your side (due to window not being not in focus).
- **Type Clipboard Text** (Content of the keyboard is entered on the remote machine as Unicode key presses - useful when pasting is not allowed e.g. in Windows login screen).

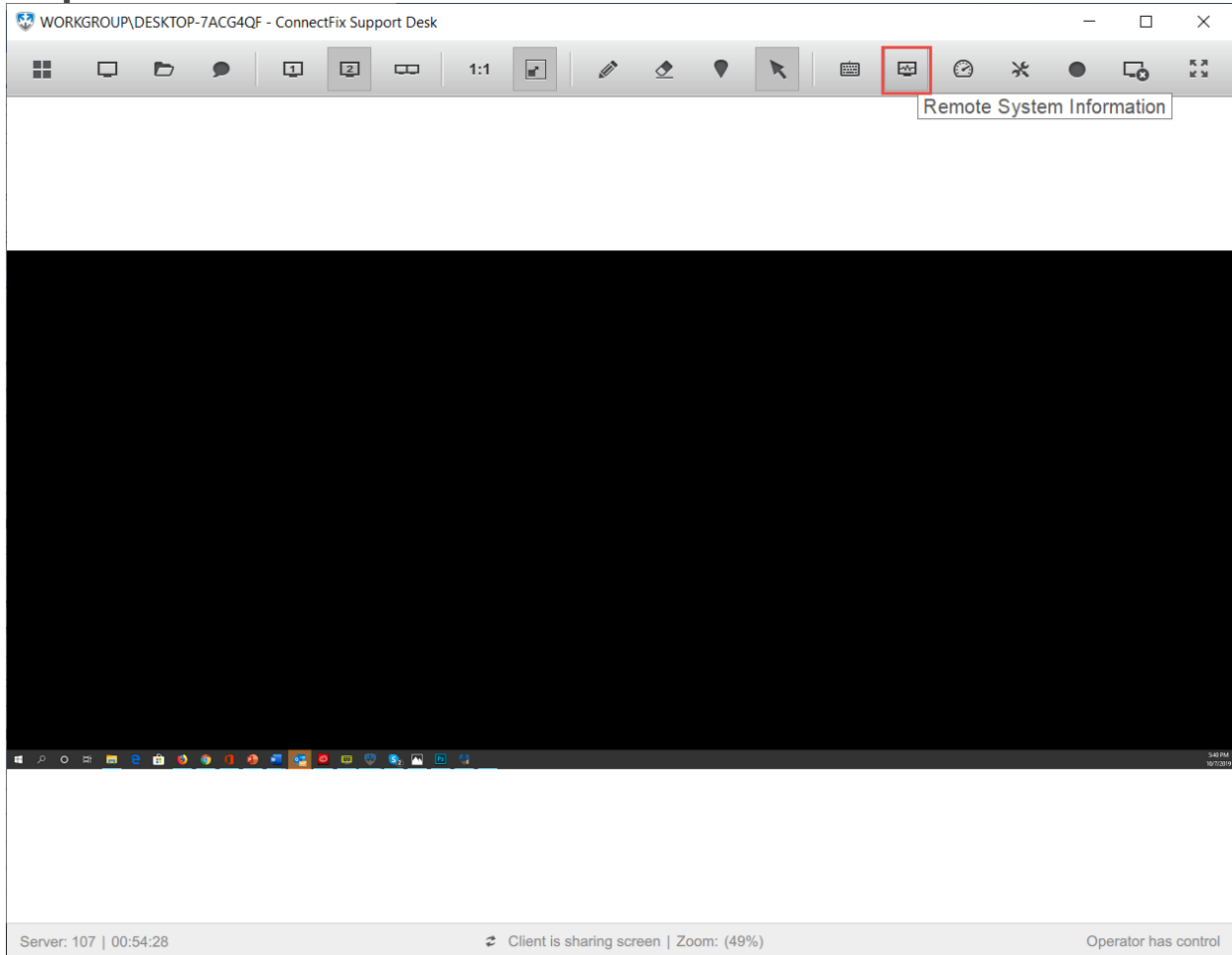
With this setting you can toggle whether the Supporter and Client side can share a common **Clipboard**. If enabled it means that if the supporter copies some text into his clipboard, the text will also be copied into the clipboard on the remote side, making it easier and faster to share information between remote computers. This also works in reverse, meaning that if client copies some text into his clipboard it will also be copied to the supporter's clipboard.

Option to **Enable/Disable** clipboard is available on Supporter's and Client's applications. In order for the shared clipboard to work, both sides of connection have to set the Clipboard option to **Enabled**.

Note: Size of shared clipboard is limited in text size. You are only able to copy around 1 MB of text into the shared clipboard. If you try to copy more than 1 MB, a notification message will be shown, and you will only be able to copy only the first 1MB of data.

System Info

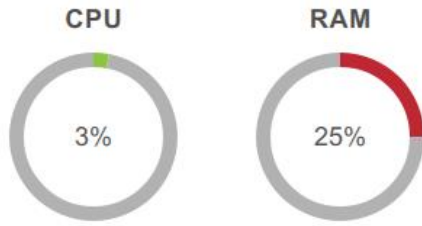
Step 1



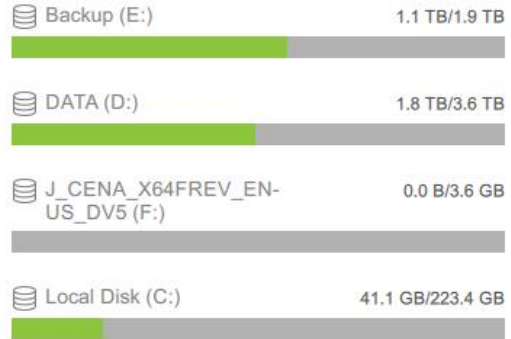
Click "**Remote System Information**" button to see quick system information about the computer you are supporting.

Step 2

System Information



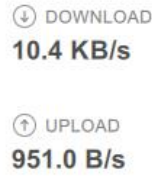
Storage



Monitors



Network



AC Power



DAMJAN_MRKUN-PC

Operating System	Windows 7 Enterprise
Version	6.1 (7601)
Processor	8 core(s) - Intel(R) Core(TM) i7-3770K CPU @ 3.50GHz (3510 MHz)
Total RAM	15.9 GB
Uptime	21 min(s)

Network Connections

Active | All

● Realtek PCIe GBE Family Controller	
Type	Ethernet
IP Address	172.16.117.142
MAC Address	c8:60:00:c9:d2:51

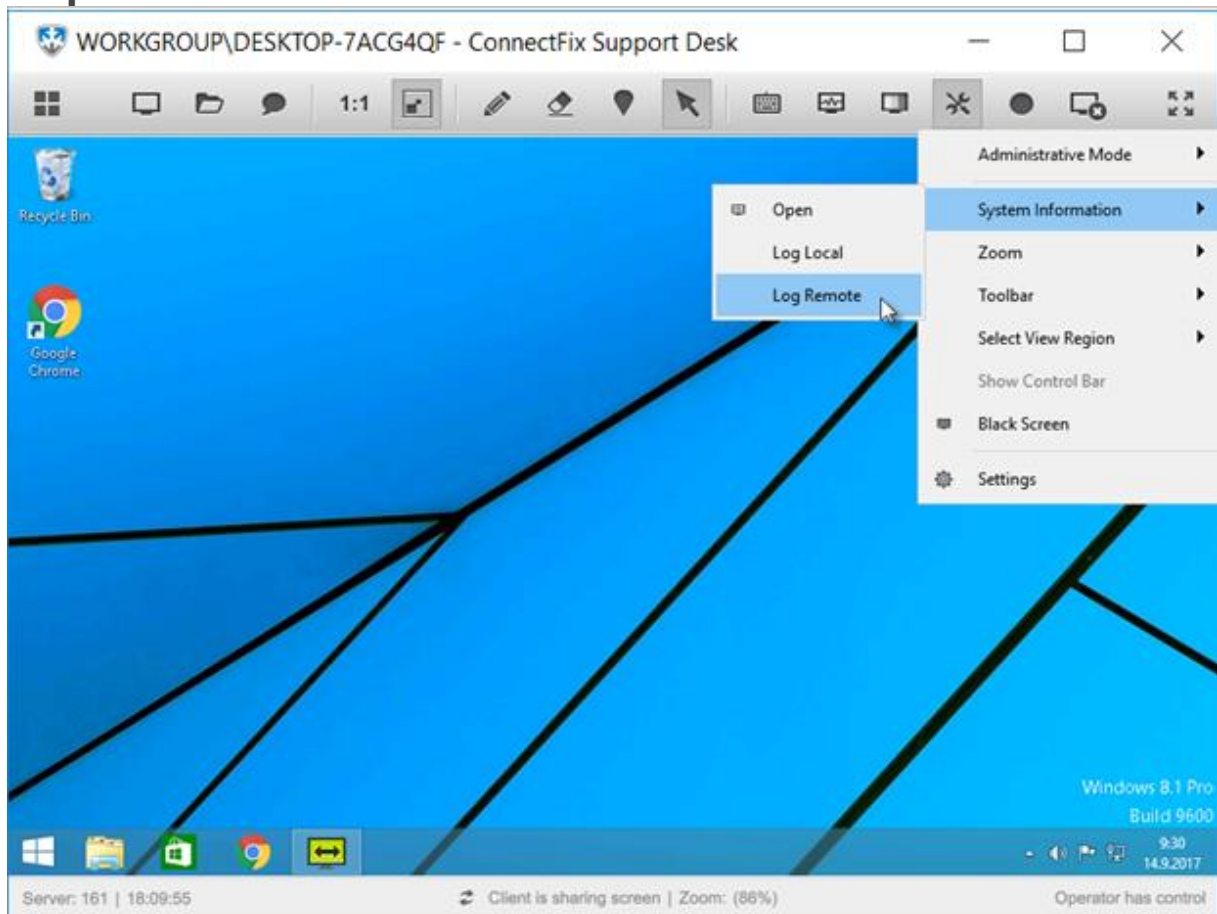
Remote Log

Detailed Report

System info window opens. You may click "**Detailed Report**" button to get more info.

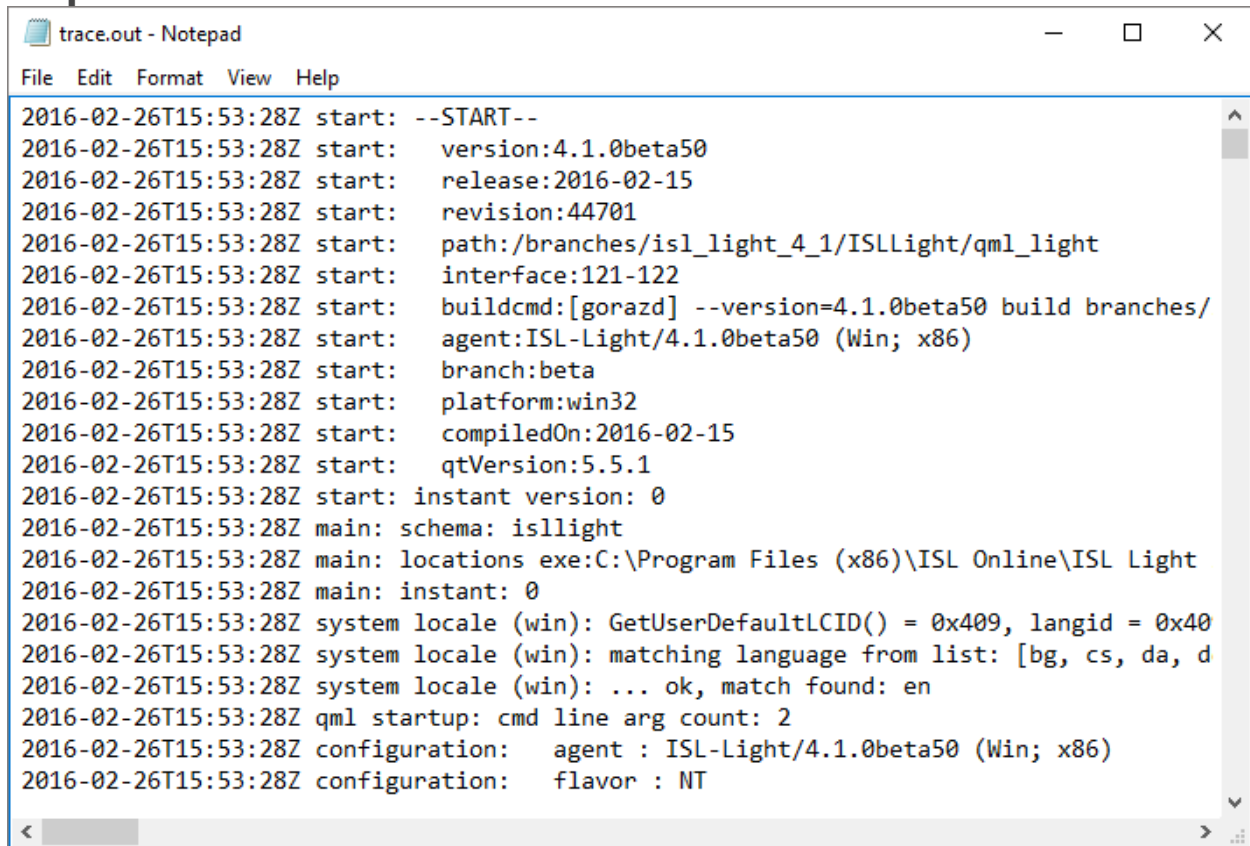
System Log

Step 1



Click "**Log Remote**" item from Tools >System Information dropdown menu.

Step 2



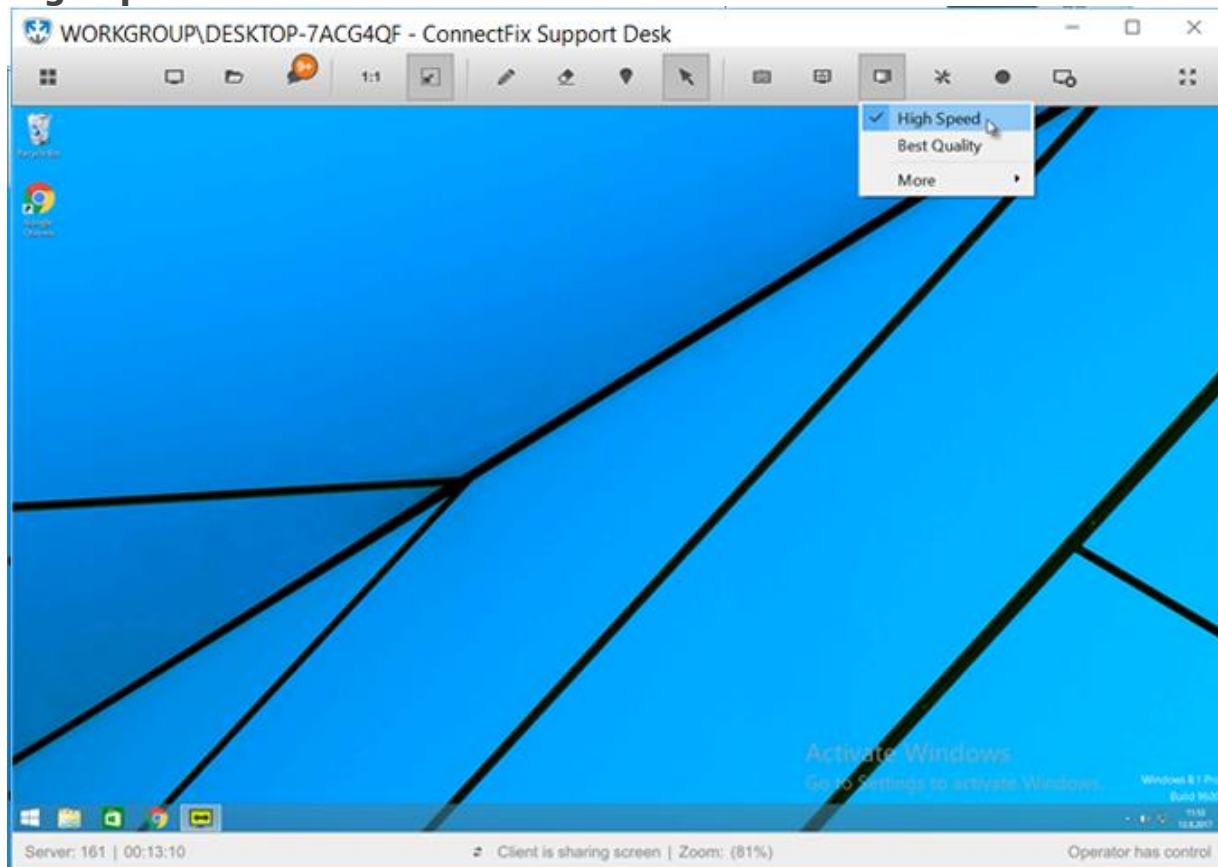
```
2016-02-26T15:53:28Z start: --START--
2016-02-26T15:53:28Z start:   version:4.1.0beta50
2016-02-26T15:53:28Z start:   release:2016-02-15
2016-02-26T15:53:28Z start:   revision:44701
2016-02-26T15:53:28Z start:   path:/branches/isl_light_4_1/ISLLight/qml_light
2016-02-26T15:53:28Z start:   interface:121-122
2016-02-26T15:53:28Z start:   buildcmd:[gorazd] --version=4.1.0beta50 build branches/
2016-02-26T15:53:28Z start:   agent:ISL-Light/4.1.0beta50 (Win; x86)
2016-02-26T15:53:28Z start:   branch:beta
2016-02-26T15:53:28Z start:   platform:win32
2016-02-26T15:53:28Z start:   compiledOn:2016-02-15
2016-02-26T15:53:28Z start:   qtVersion:5.5.1
2016-02-26T15:53:28Z start: instant version: 0
2016-02-26T15:53:28Z main:  schema: isllight
2016-02-26T15:53:28Z main:  locations exe:C:\Program Files (x86)\ISL Online\ISL Light
2016-02-26T15:53:28Z main:  instant: 0
2016-02-26T15:53:28Z system locale (win): GetUserDefaultLCID() = 0x409, langid = 0x40
2016-02-26T15:53:28Z system locale (win): matching language from list: [bg, cs, da, d
2016-02-26T15:53:28Z system locale (win): ... ok, match found: en
2016-02-26T15:53:28Z qml startup: cmd line arg count: 2
2016-02-26T15:53:28Z configuration:   agent : ISL-Light/4.1.0beta50 (Win; x86)
2016-02-26T15:53:28Z configuration:   flavor : NT
```

Log file opens.

Tags: in session, features, system, information, cpu, ram, disk, system log

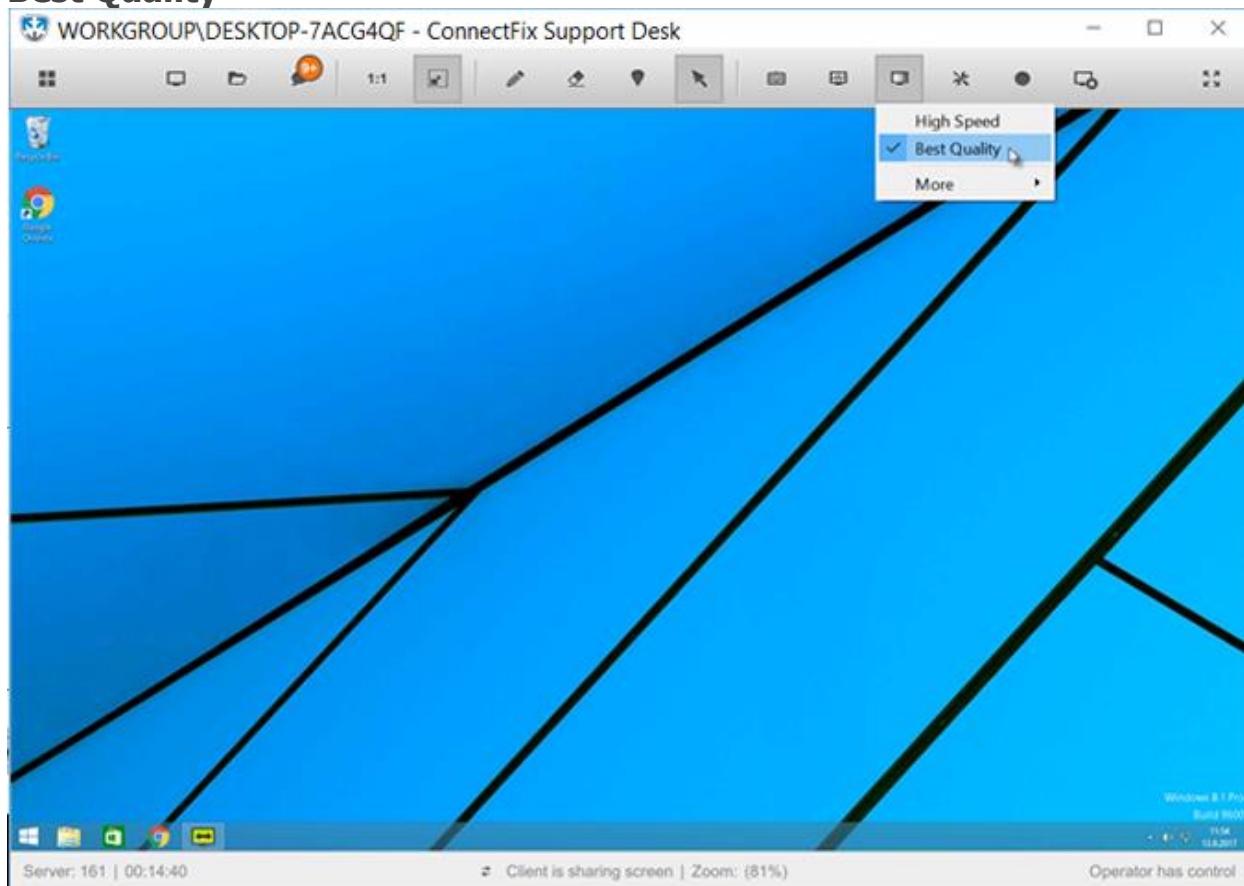
Color Depth

High Speed



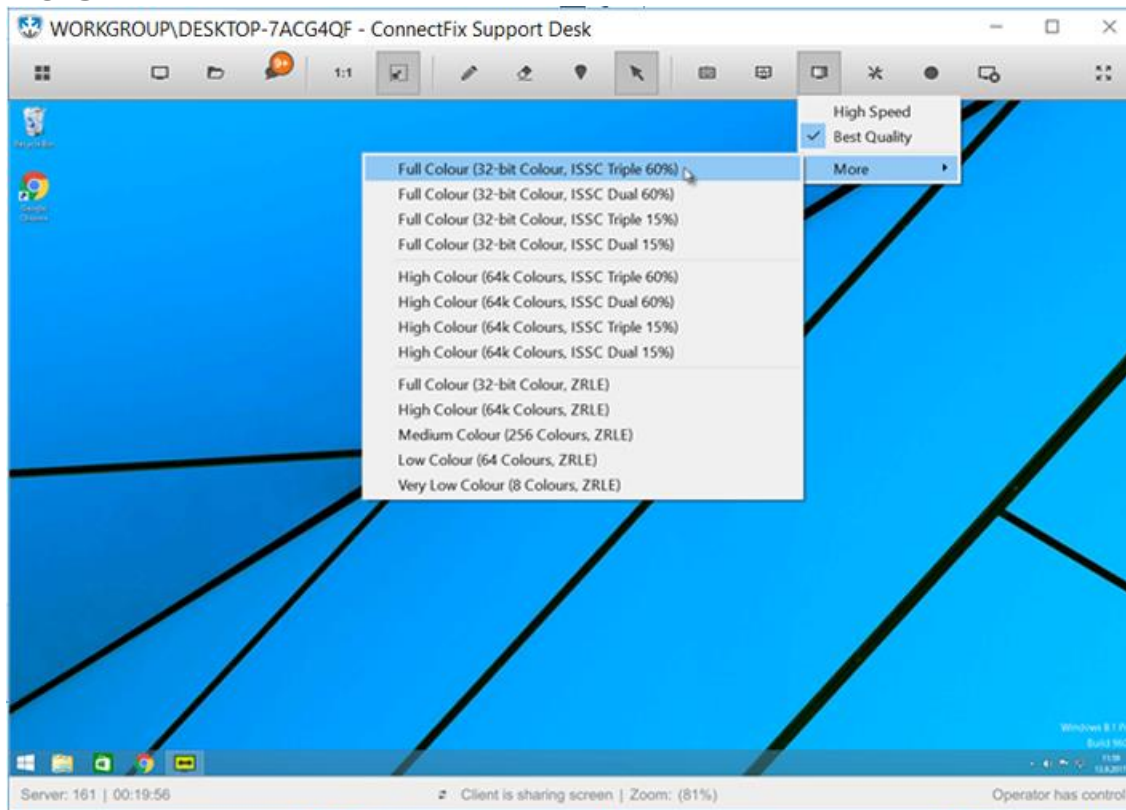
Click "**High Speed**" from color depth menu to increase the speed of desktop streaming. You may use "**High Speed**" if you are experiencing slow speed of desktop streaming.

Best Quality



Click "**Best Quality**" to maximize streaming quality.

More



You can adjust the quality by adjusting the codec and the number of colors used. **ISSC** stands for **Internet Screen Sharing Codec** and it includes several color depth options, operation modes and quality settings. The higher the color depth, the higher the bandwidth usage. Screen refresh is faster if less colors are selected.

There are two main groups here, first group uses ZRLE and the second group uses a combination of ZRLE (lossless compression) and JPEG (lossy compression).

Apart from color depth, ISSC offers two modes - **dual** and **triple**.

Dual mode: If the size of the update using JPEG compression is less than half the size using ZRLE compression, a JPEG-compressed update is sent, otherwise a ZRLE-compressed update is sent.

Triple mode: Same as dual mode, but after a second, ZRLE-compressed updates of previously sent JPEG-compressed updates will be sent. This means that JPEG artifacts will clear as the ZRLE updates arrive.

The last parameter is quality setting for JPEG compression, you can choose either 60% or 15%.

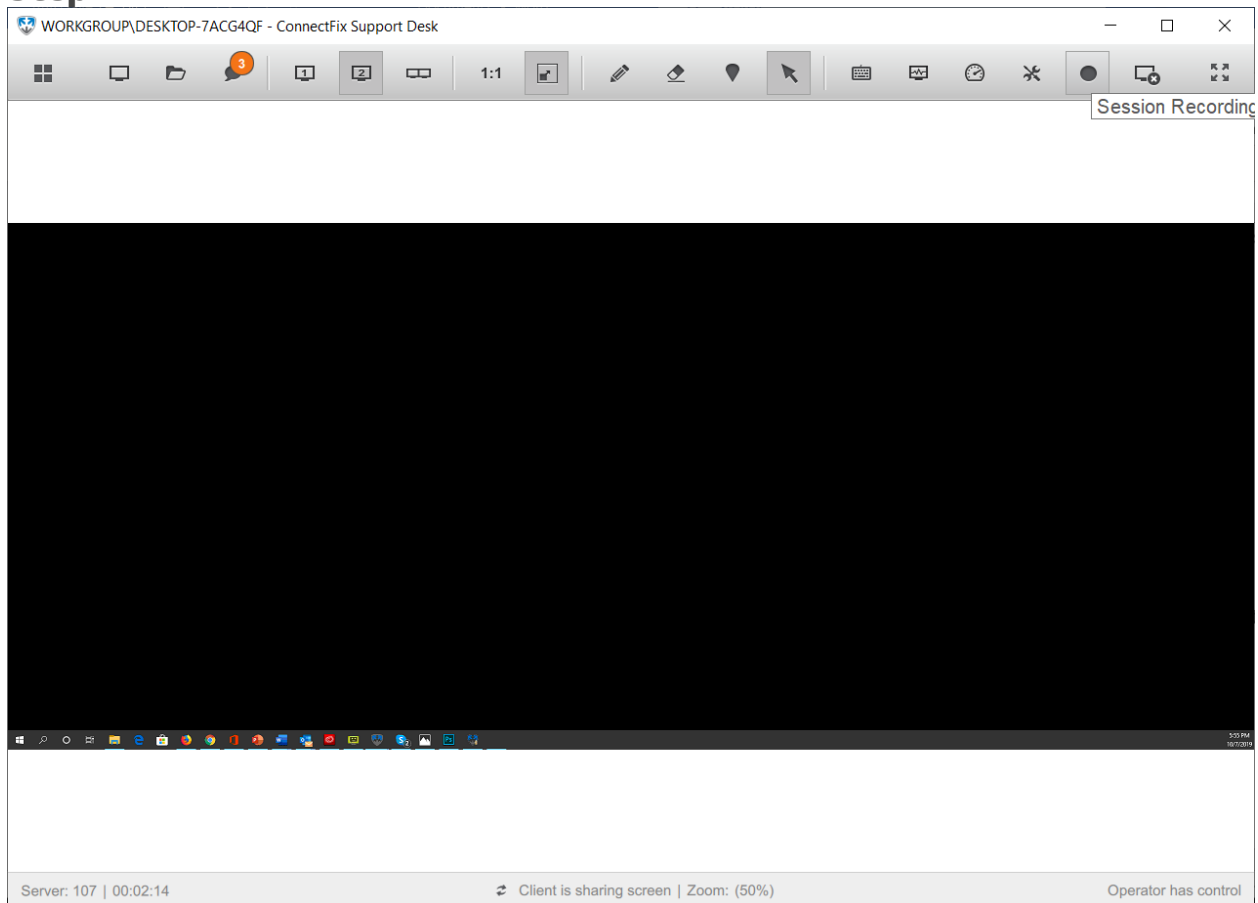
There are two preset values, one is called **best quality** (this means 64k colors, ISSC triple @60%) and the other is called **high speed** (this means 256 colors, ZRLE). High speed is the default value, but you can mark the checkbox when starting desktop sharing and use best quality instead. Naturally you can change quality at any time when viewing the remote screen.

Record a Session

Session recording plugin records the contents of the chat history window and Connect & Fix View window. A recording is saved as an .isr file that can be opened and viewed using the ISL Player. Session recording can then be opened, viewed and then exported as an .avi media file by ISL Player, which can be downloaded here: <https://www.islonline.net/start/ISLPlayer>

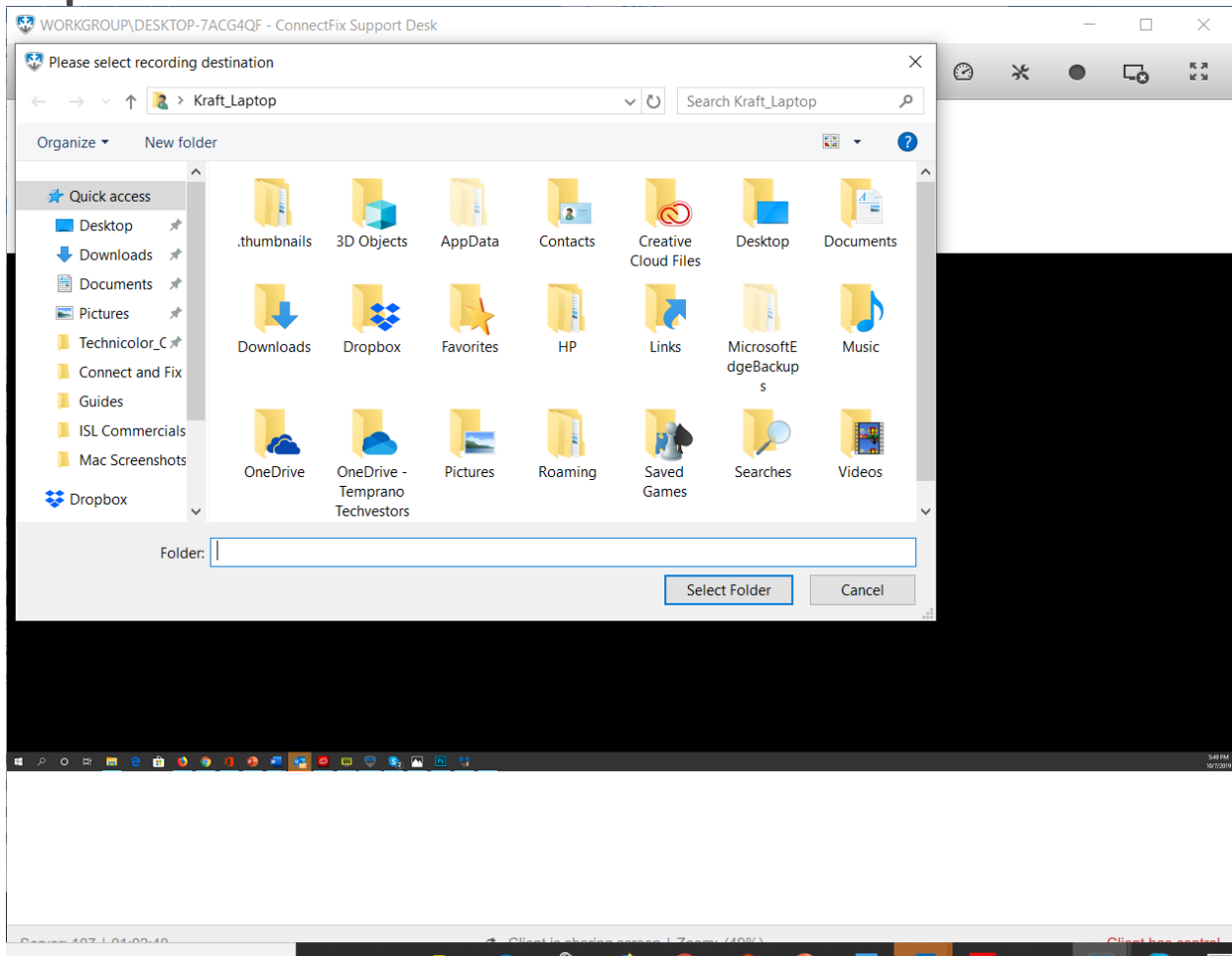
Note: For additional information about ISL Player, please refer to [ISL Player manual](#).

Step 1



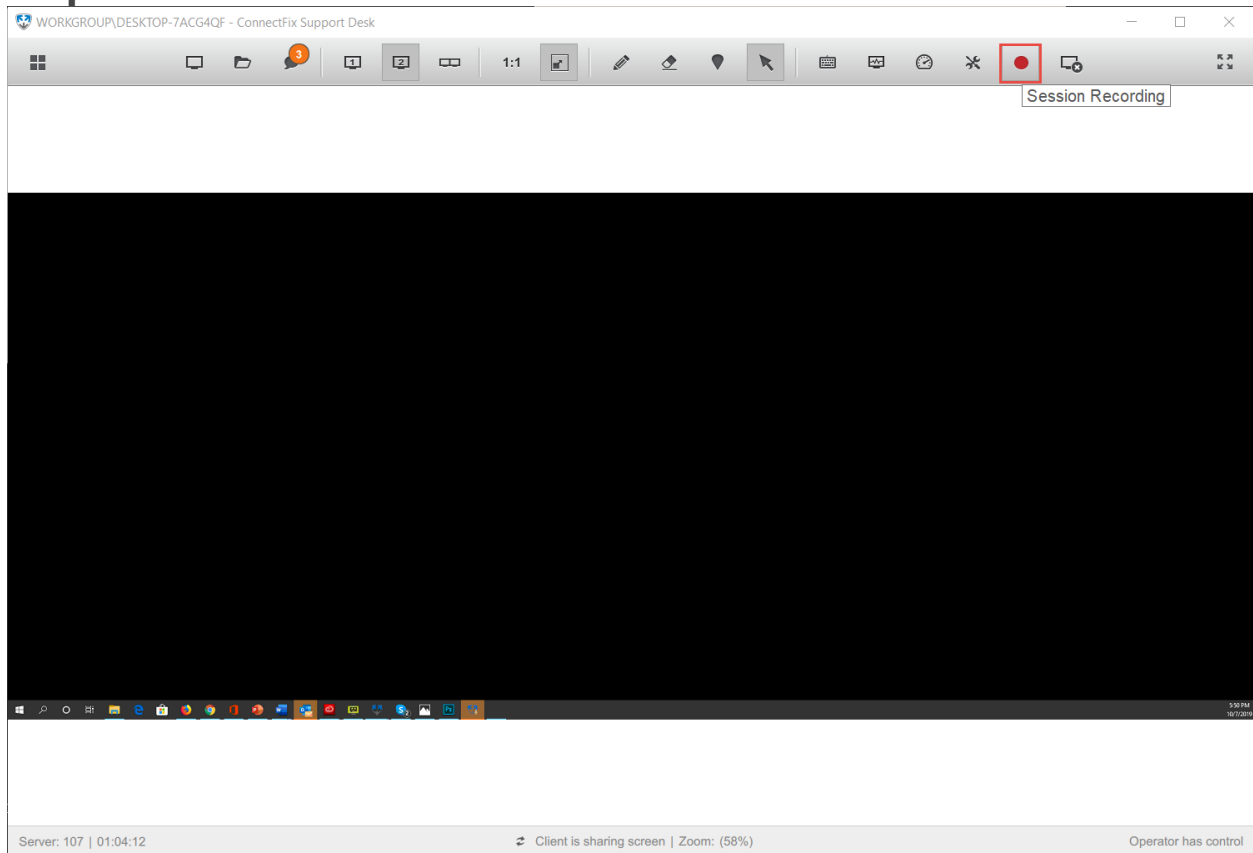
Click "**Session Recording**" button in the toolbar to record remote desktop

Step 2



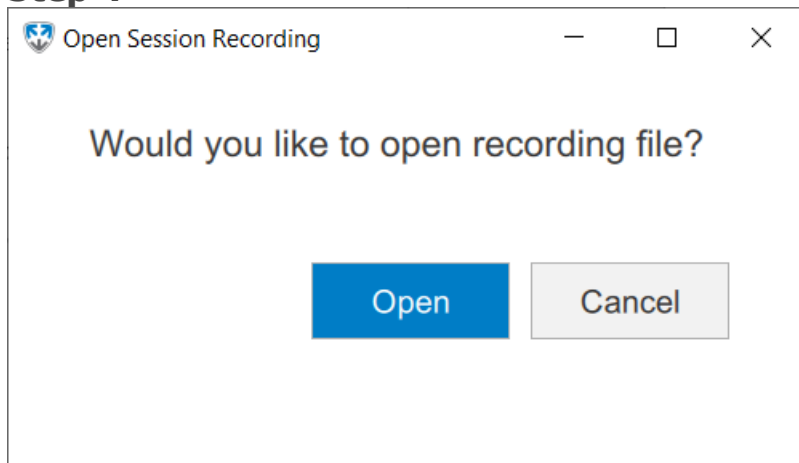
Click "**Select folder**" once you choose location for recording file (.isr).

Step 3



Click "**Session Recording**" red button to stop recording the session. The recording will be stopped and saved to the previously selected location.

Step 4

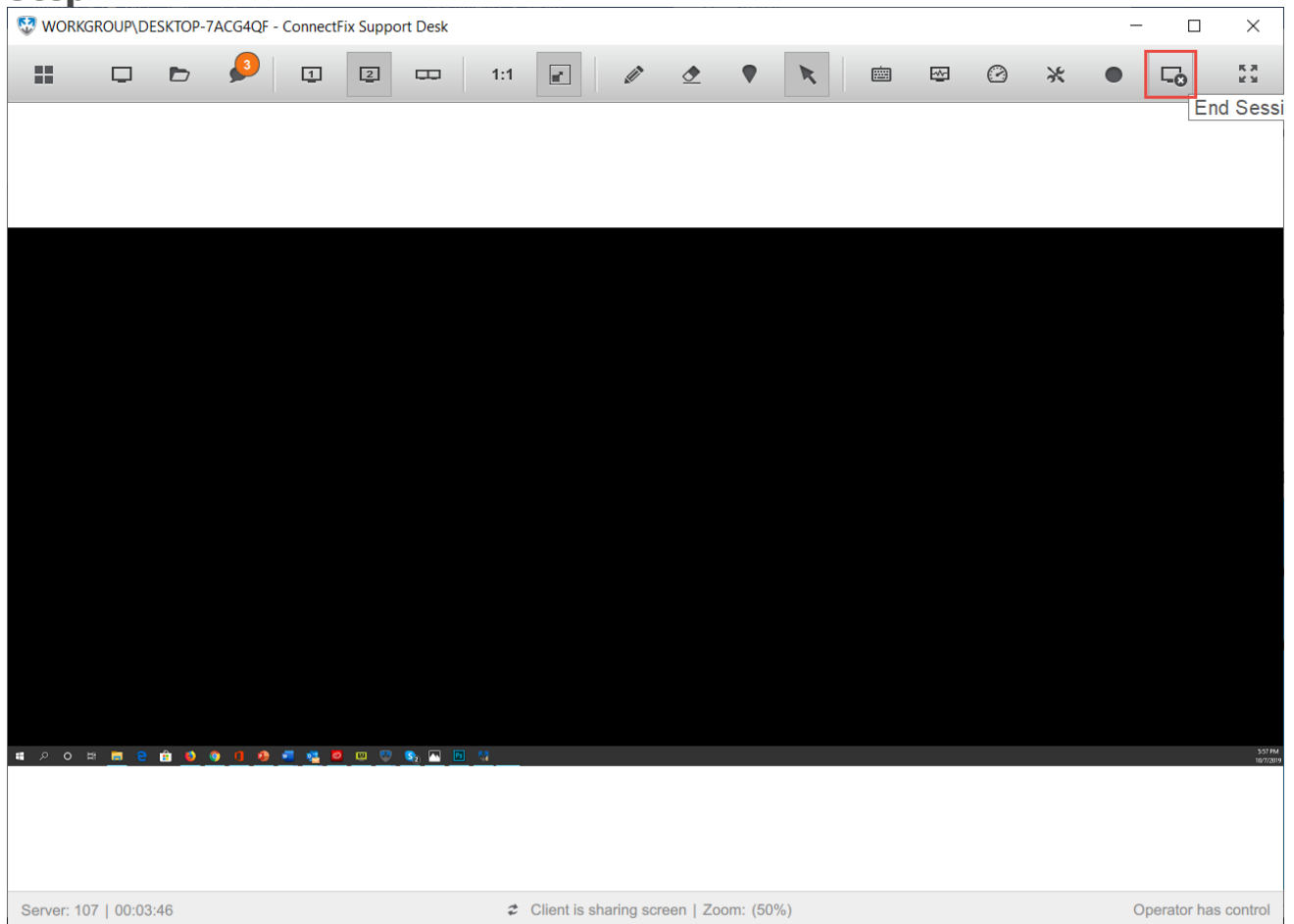


At the end of the session, Connect & Fix will give the option to view the recording in ISL Player.

End session

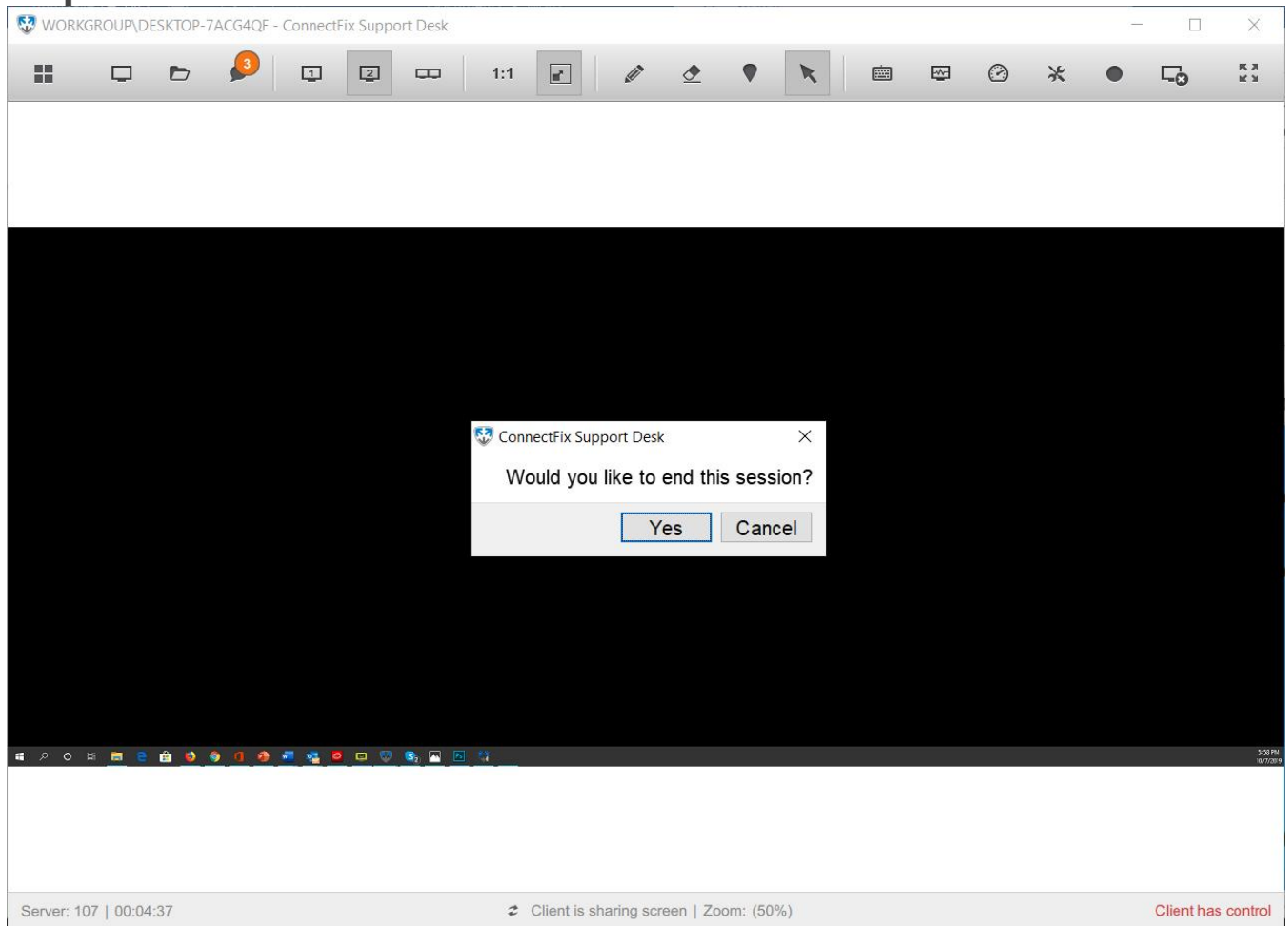
The viewing side can either end the session by pressing the End Session button in the Toolbar or by simply closing the window of the application. In both cases you will be prompted to confirm your choice.

Step 1



Click "**End Session**" button in the toolbar to end session.

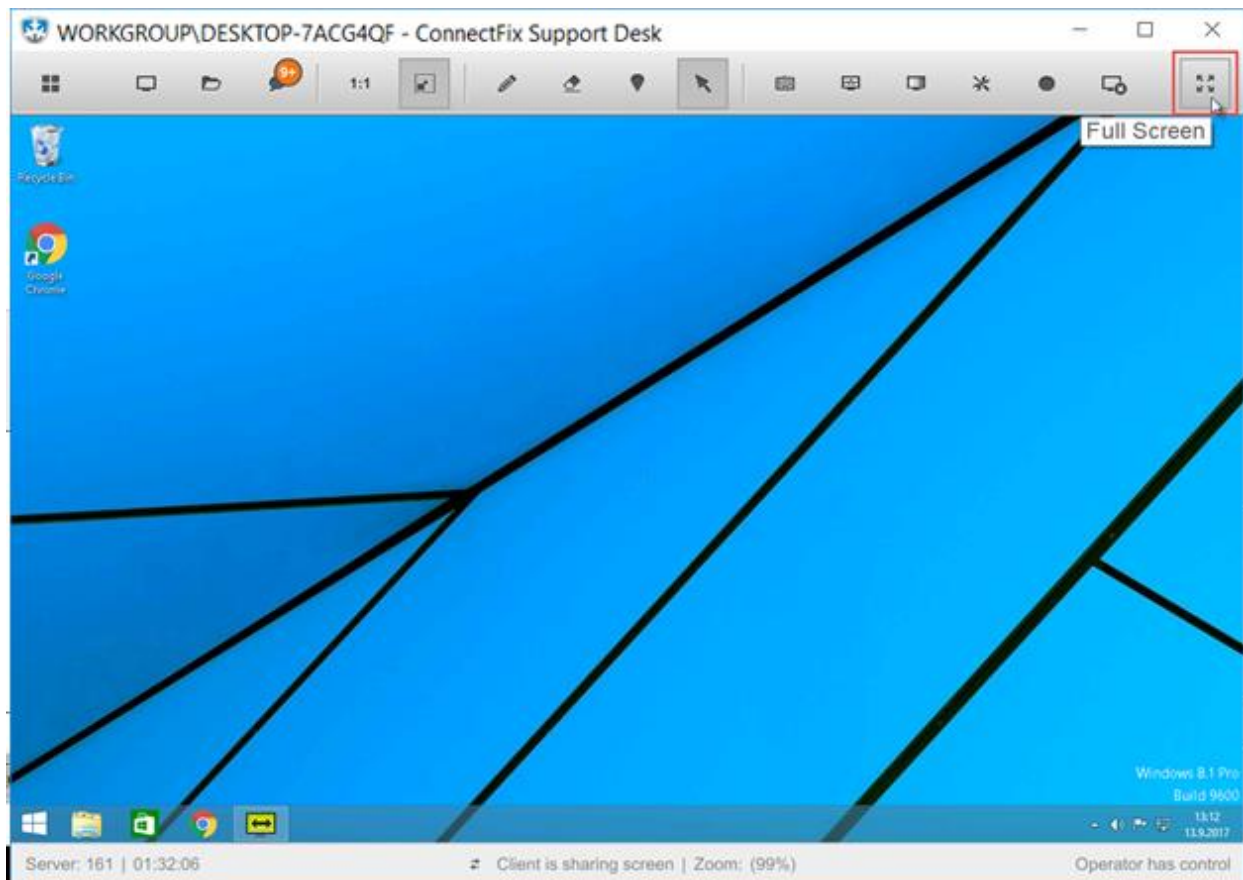
Step 2



Click **"Yes"** button to end this session.

When disconnecting from the session (not closing the application), the Connect & Fix applications remain active. Operator can request the new session code simply by pressing the Get code button - there is no need to perform a new login procedure. There is an option to add custom dialogs to Connect & Fix. Please refer to the Using session dialogs chapter for more information.

Full Screen



Control the remote screen in Fullscreen mode. Toolbar can be pinned or unpinned in this mode. To return to default View, access the toolbar indicator on the top of the screen for the Toolbar to reappear and click the "**Full Screen**" button again. Optionally you can use the following shortcuts to exit Full screen mode:

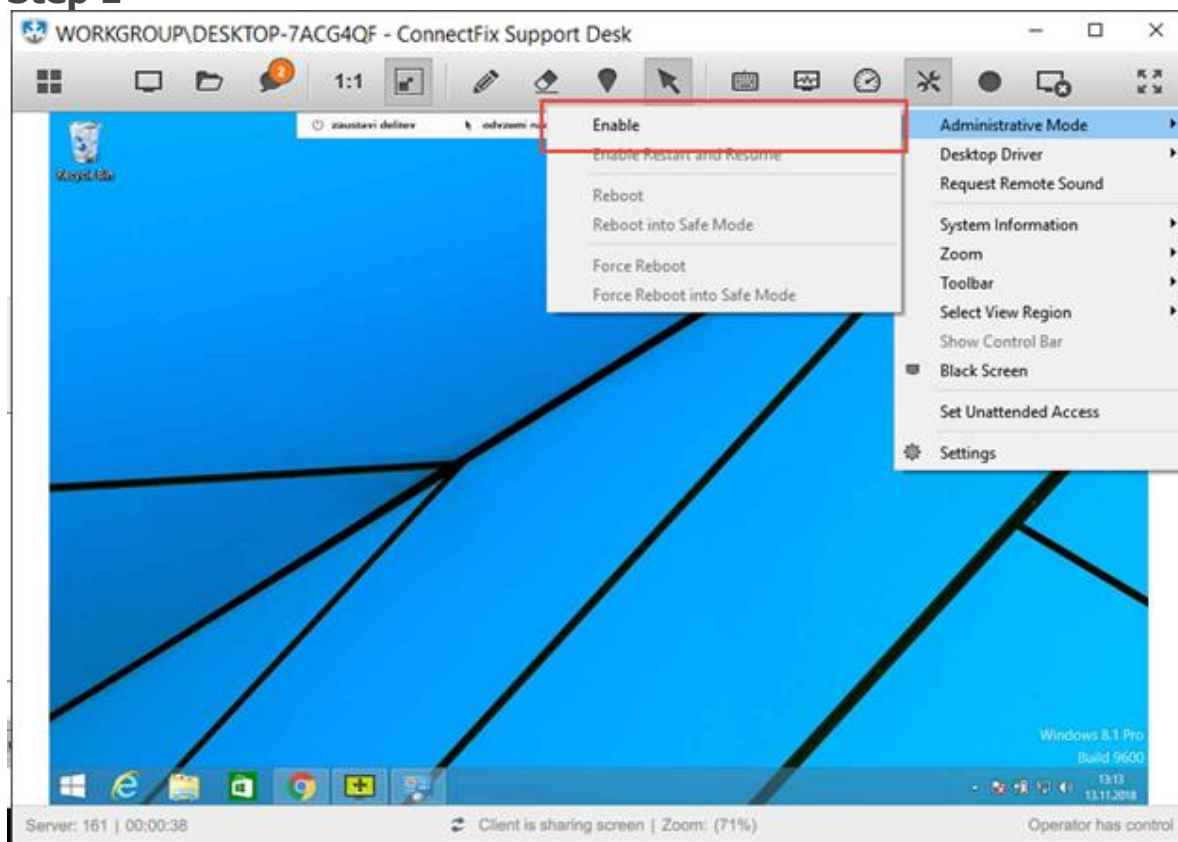
- Ctrl + Esc
- Shift + Alt + f

Restart and Resume

Note: Administrative mode and all its features can currently only be enabled on Windows version of Connect & Fix. Linux and Mac versions of Connect & Fix can enable administrative mode and all its features when the remote side is using Windows operating system.

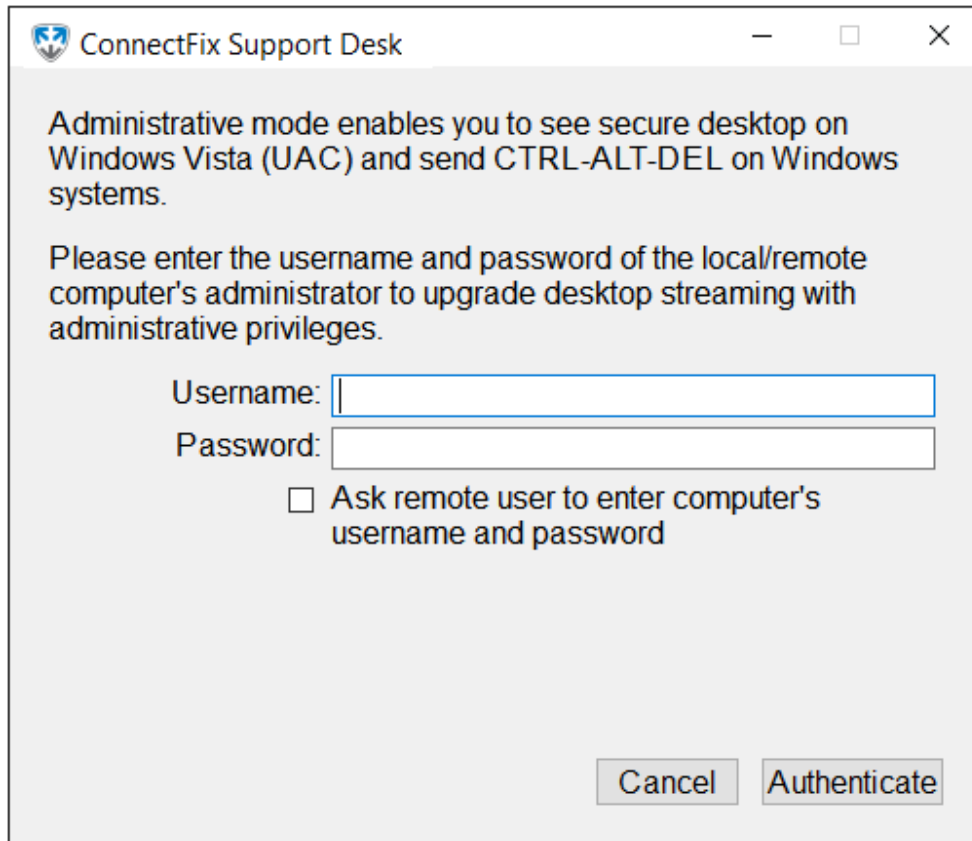
Note: Administrative mode enables the Connect & Fix user to see the secure desktop on Windows Vista (UAC), to see the Windows login screen and to restart the remote computer.

Step 1



Click on "**Enable**" to request the Administrative mode.

Step 2 (Optional)



ConnectFix Support Desk

Administrative mode enables you to see secure desktop on Windows Vista (UAC) and send CTRL-ALT-DEL on Windows systems.

Please enter the username and password of the local/remote computer's administrator to upgrade desktop streaming with administrative privileges.

Username:

Password:

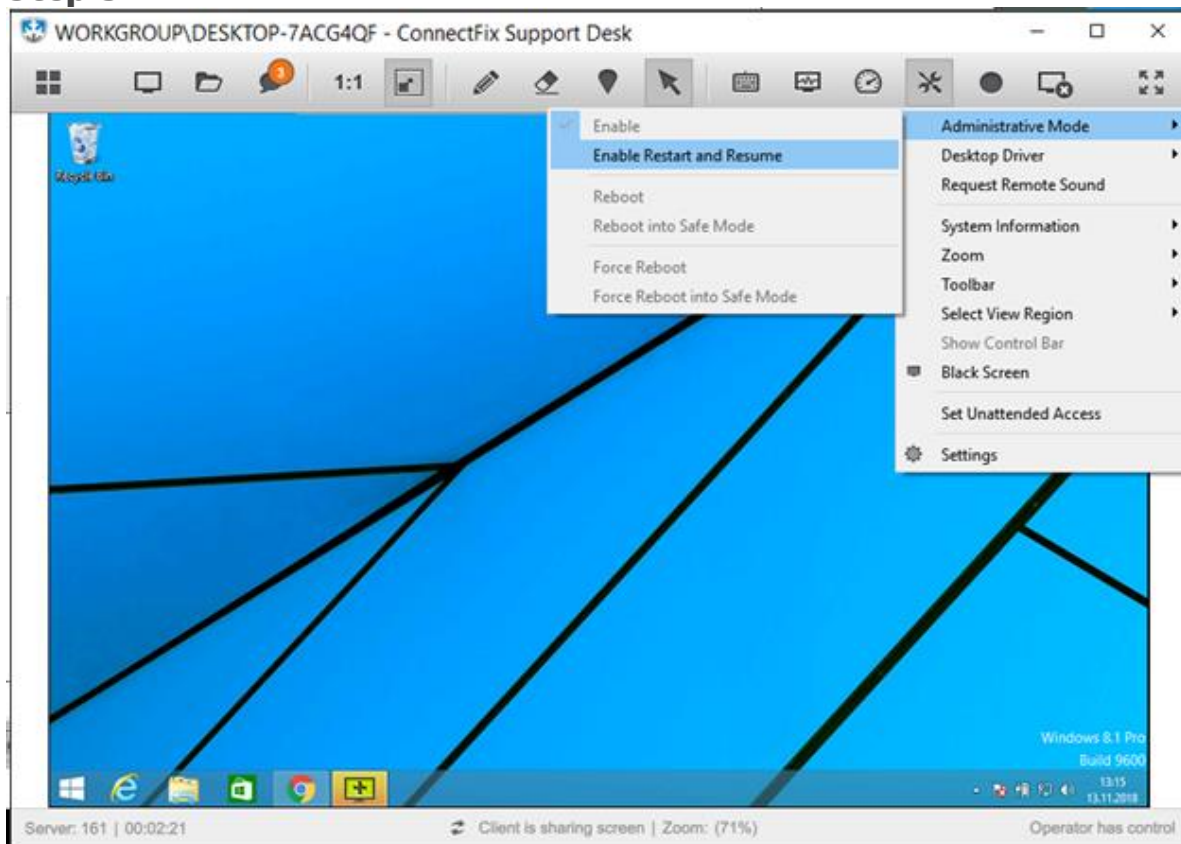
Ask remote user to enter computer's username and password

Cancel Authenticate

Enter the Login credentials for the administrative account on the remote machine or tick the checkbox and ask the remote user to enter them.

Important: Step 2 only applies if the current account on the remote machine does not have the administrative rights. If the account is administrative the remote user will receive an administrative prompt asking them to grant privileges to Connect & Fix.

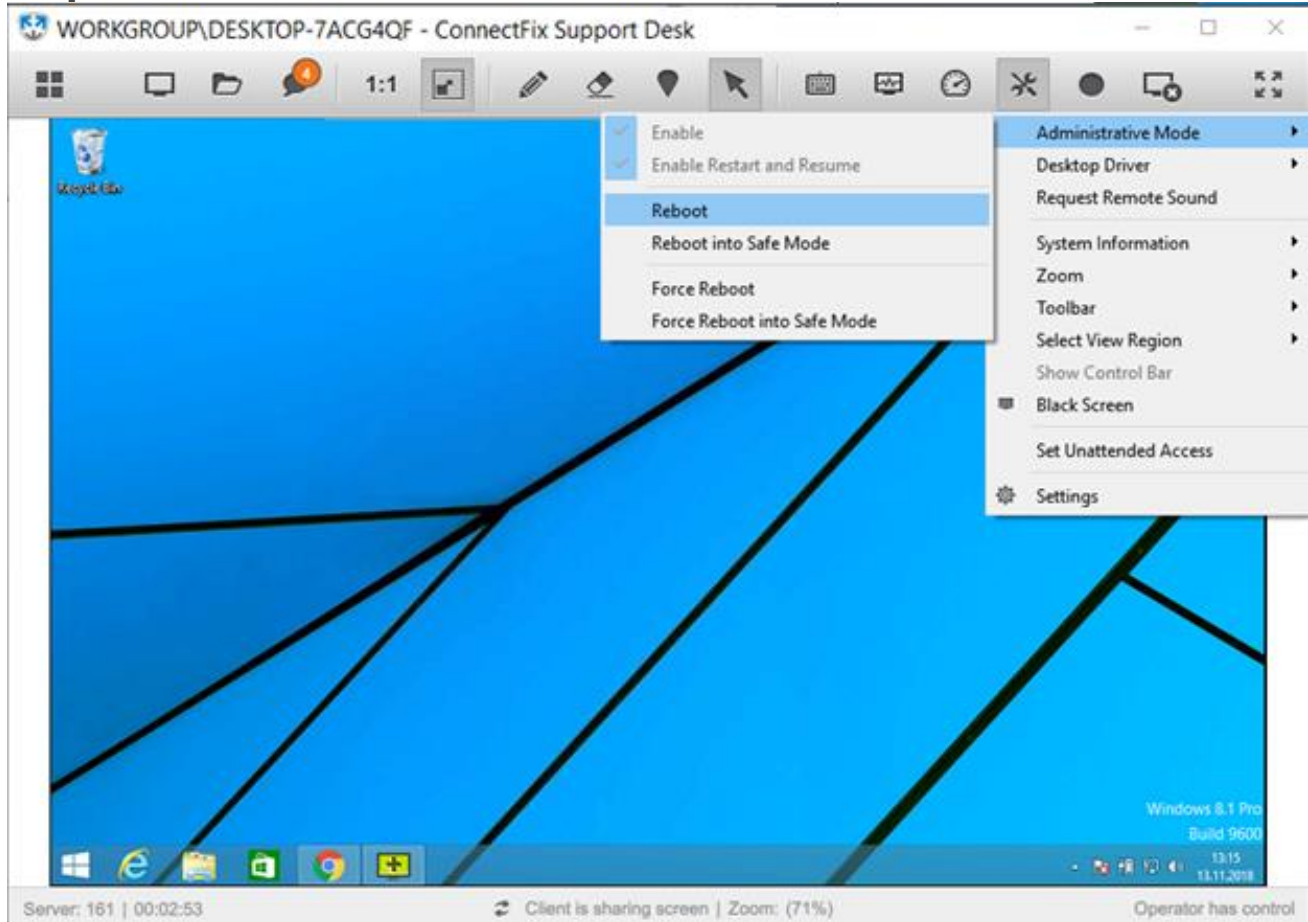
Step 3



Click on "**Enable Restart and Resume**" option to turn on the Restart and Resume functionality.

Note: Restart and Resume offers an extended functionality to Administrative mode and is not enabled by default as soon as the Administrative mode is enabled. e.g. Administrative mode is needed to view the Windows login screen, but Restart and Resume functionality is not needed in that case.

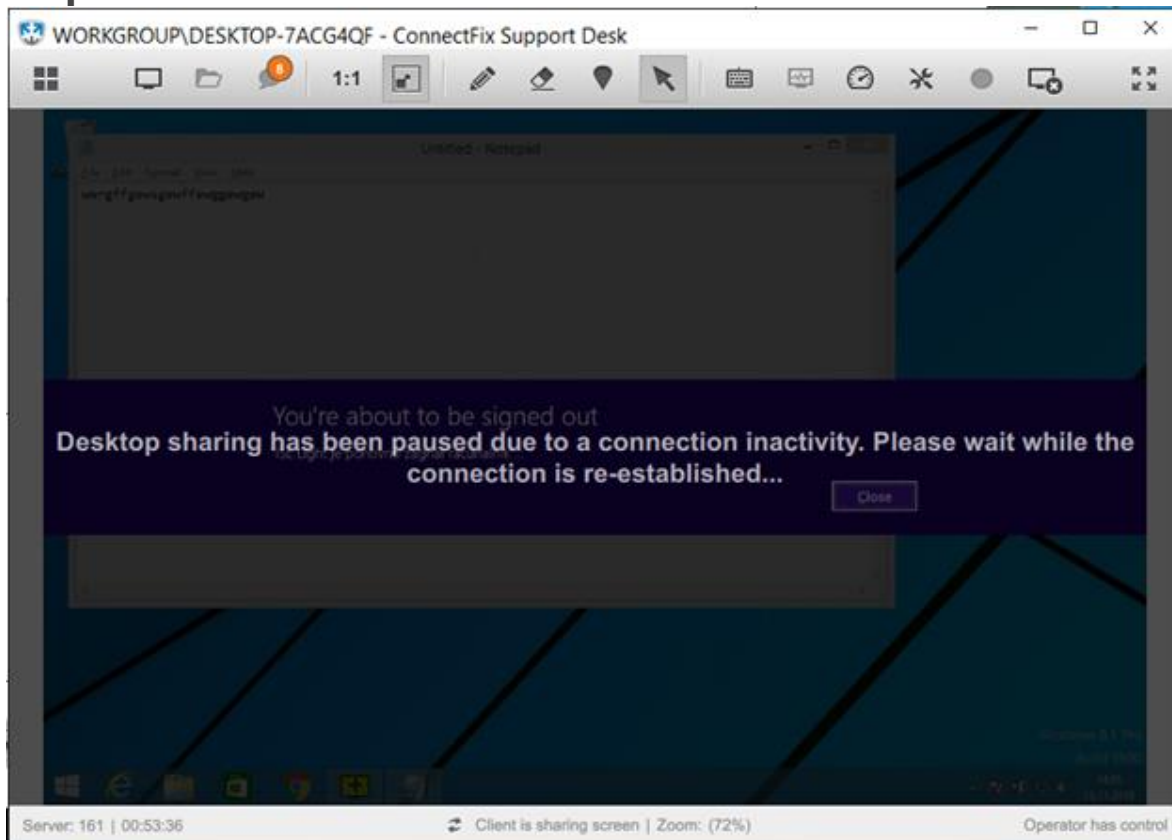
Step 4



Restart and Resume functionality is now enabled, and you have multiple options available:

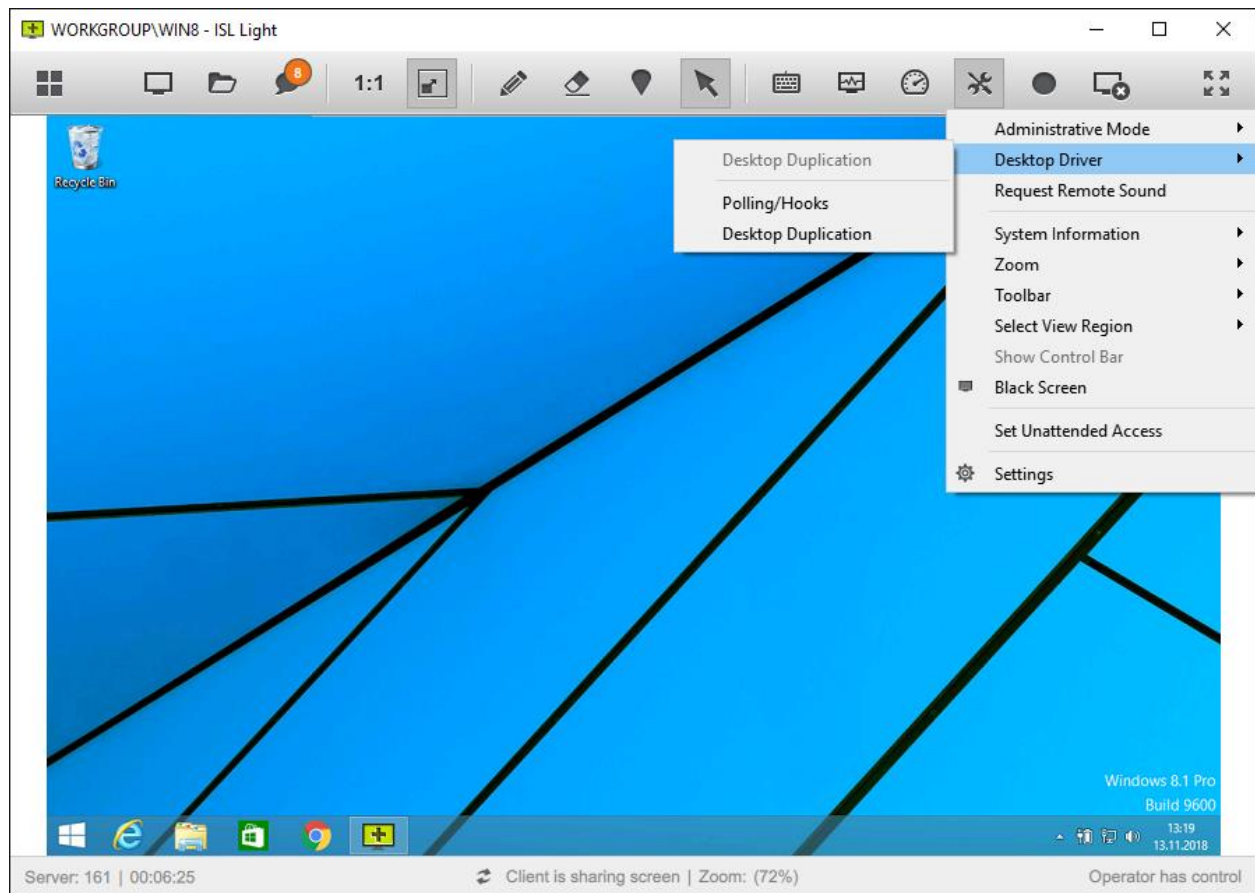
- **Reboot** - Request the reboot of the computer. After 60 seconds the remote machine will restart and connect back to session.
- **Reboot into Safe Mode** - Request the reboot of the computer. After 60 seconds the remote machine will restart, enter **Safe Mode** and connect back to session.
- **Force Reboot** - Force a quick reboot of the computer. Additional parameters are passed to the restart function which prevent active programs from blocking the shutdown. After 5 second delay the remote machine will restart and connect back to session.
- **Force Reboot into Safe Mode** - Force a quick reboot of the computer. Additional parameters are passed to the restart function which prevent active programs from blocking the shutdown. After 5 second delay the remote machine will restart, enter **Safe Mode** and connect back to session.

Step 5



While the remote computer is restarting the Connect & Fix session is paused. Once the computer comes back online it will automatically reconnect back to the same session

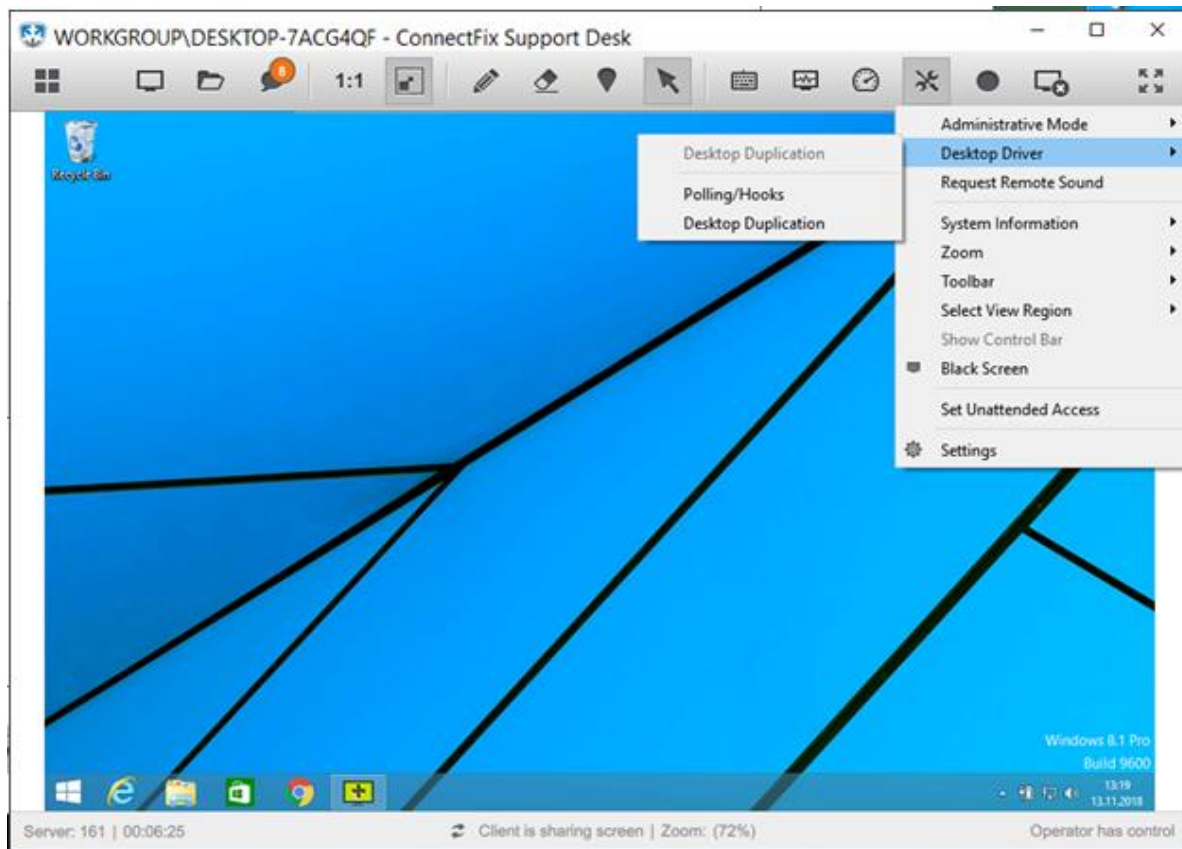
Desktop Driver



Click on "**Desktop Driver**" button to manually select which driver should be used to capture the remote screen updates.

Note: Desktop Duplication driver has been introduced with Windows 8 and is the default chosen option if the client uses Windows 8 and above. If the **Desktop Duplication** driver is not supported by the client this option is disabled.

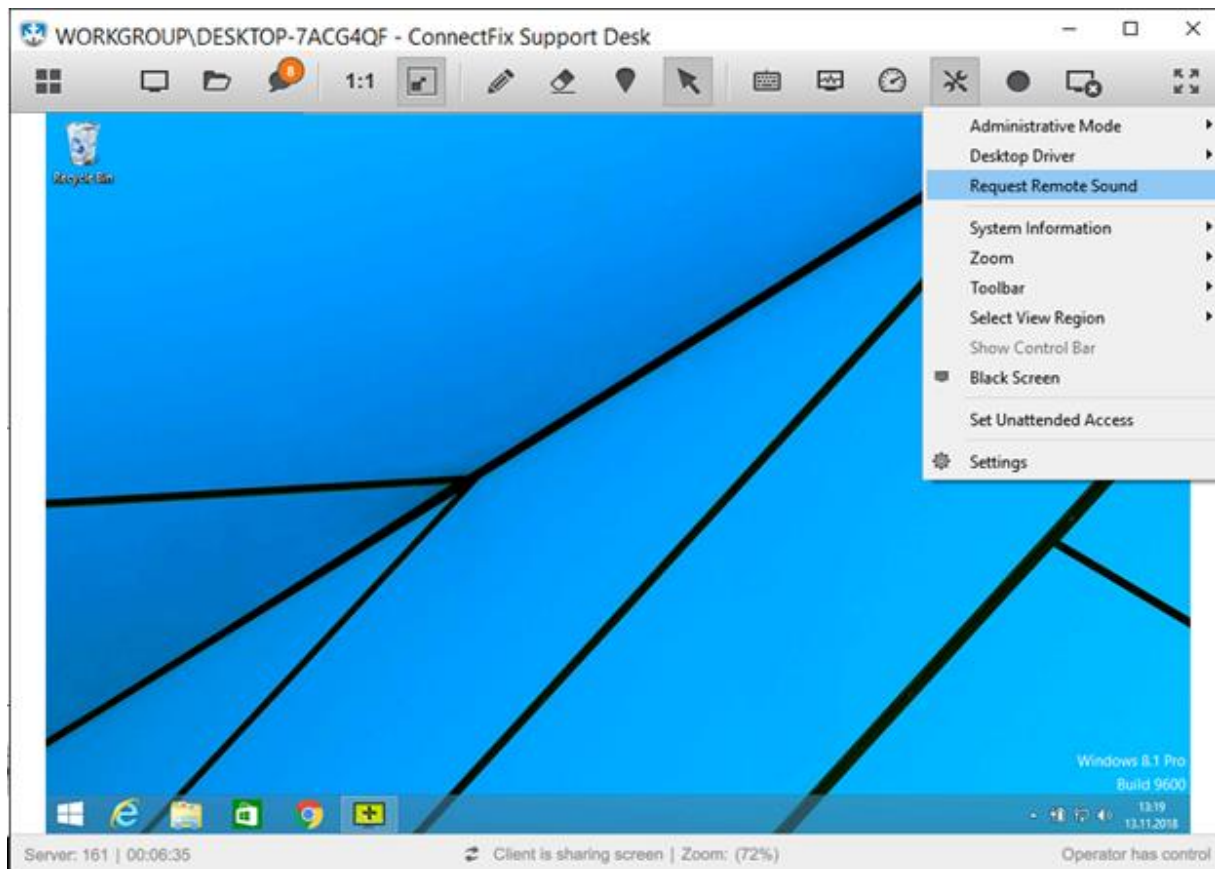
Desktop Driver



Click on "**Desktop Driver**" button to manually select which driver should be used to capture the remote screen updates.

Note: Desktop Duplication driver has been introduced with Windows 8 and is the default chosen option if the client uses Windows 8 and above. If the **Desktop Duplication** driver is not supported by the client this option is disabled.

Stream Remote Sound



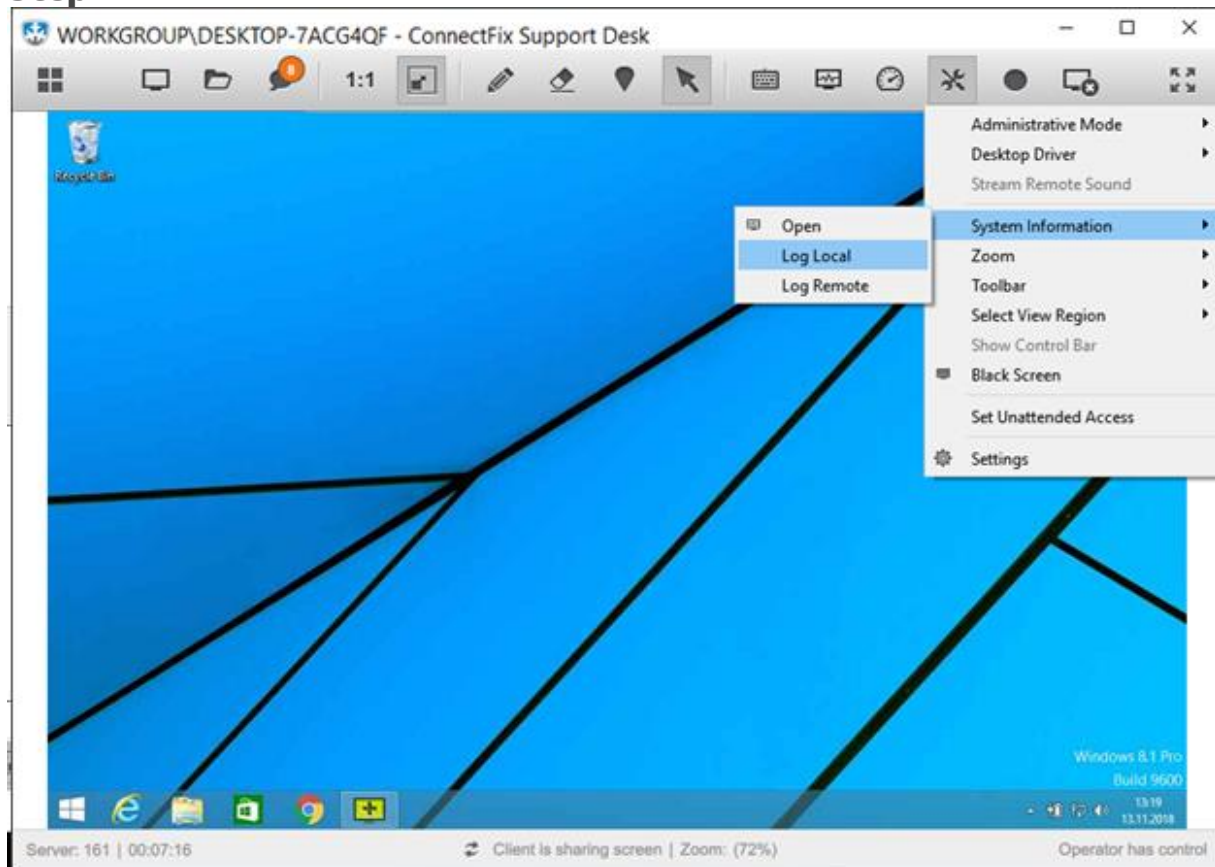
Click on "Request Remote Sound" to begin streaming the audio of the remote machine to your computer.

Note: The remote sound functionality is currently officially supported only when connecting to a remote computer running **Windows** operating system. Depending on your configuration the remote sound functionality should work when joining a session with Connect & Fix.

Important: For the remote sound functionality to work you must check the "Stream Remote Sound" connection option when entering the access password for the remote computer.

System Information Log

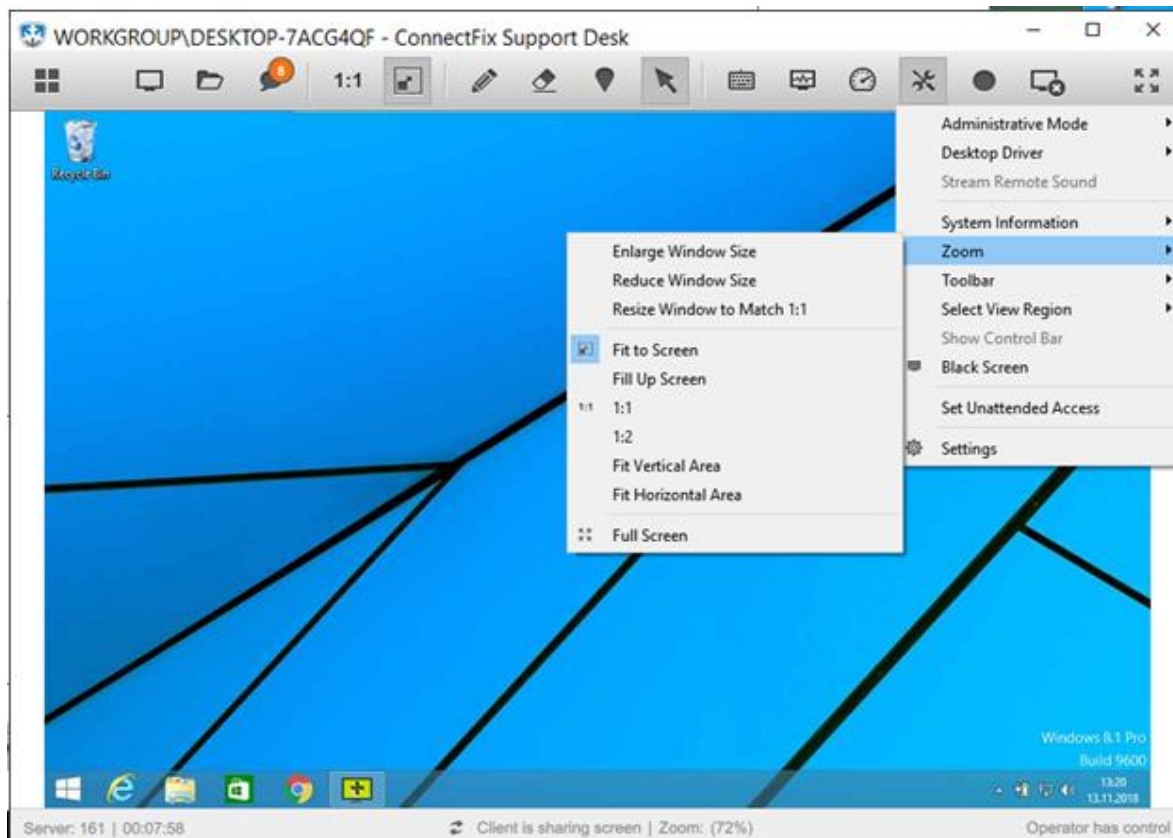
Step 1



You have the following options available to you after clicking on "**System Information**":

- **Open** - opens the System Information window. The functionality is further described here: [Remote System Info](#)
- **Log Local** - open the Connect & Fix log for the local computer (opens in default text editor).
- **Log Remote** - open the Connect & Fix log for the remote computer (opens in default text editor).

Advanced View

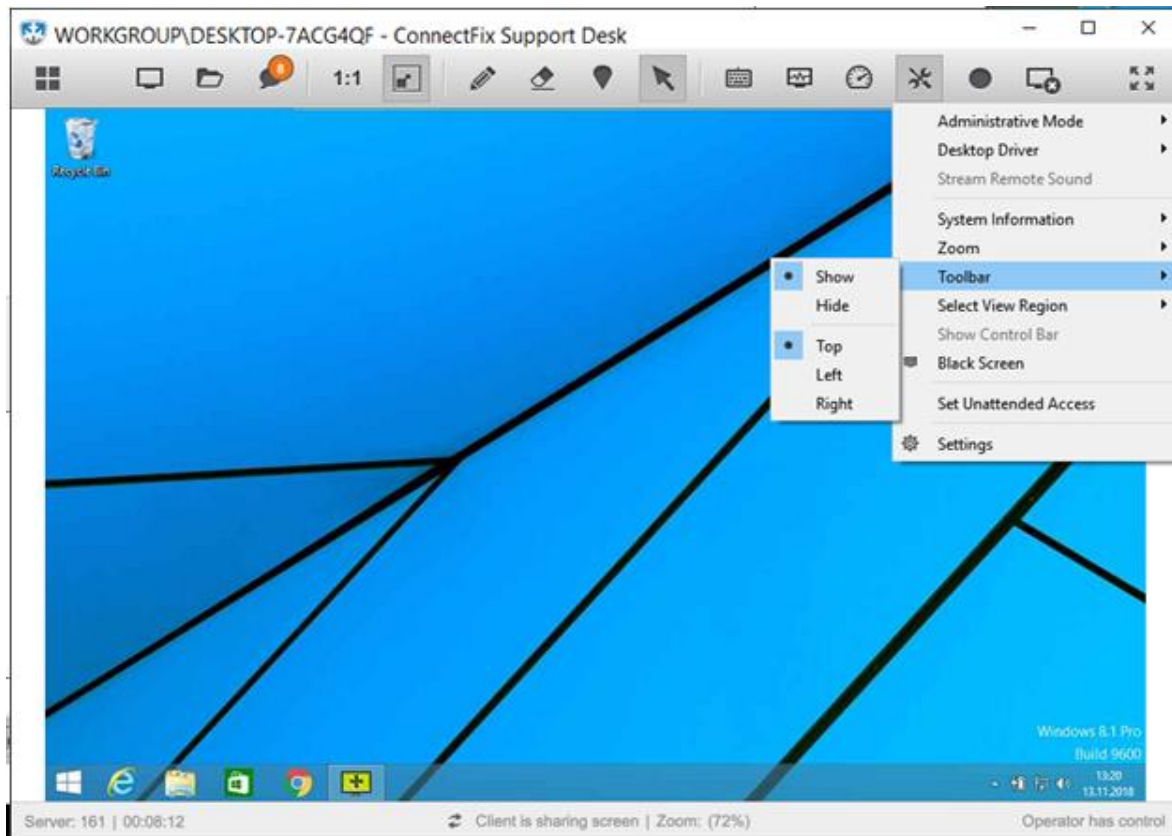


You have the following options available to you after clicking on "**Zoom**":

- **Enlarge Window Size:** Increases the remote desktop window size by a small percentage. If the Client's desktop is a low resolution, you can keep increasing the window until it fits your screen.
- **Reduce Window Size:** Decreases the remote desktop window size by a small percentage. If the Client's desktop is a high resolution and you wish to decrease the size of the main window so you can fit more programs on your screen, choose this option.
- **Resize Window to Match 1:1:** The viewing ratio will be set to 1:1 and viewing Window will be resized to match the size of the remote monitor, if possible (if viewing monitor is larger, then scroll bars will be added).
- **Fit to Screen:** The Client's desktop will stay **fit** to the Connect & Fix remote desktop window area. You can resize the window to your desired size and it will reduce the size of the client's screen.
- **Fill Up Screen:** The Client's desktop will **fill** up the whole screen to the Connect & Fix remote desktop window area. You can stretch or squeeze the screen to fit your requirements.
- **1:1:** Allows you to view the **correct** resolution of the Client's desktop no matter what the resolution is on your monitor. If your resolution happens to be smaller than the Client's then you will notice a scroll bar appear, which allows you to see the parts of the desktop that are not visible on your monitor

- **1:2:** Allows you to view the client's desktop in **half** of the client's desktop resolution. If your resolution is a lot smaller than the client's this option would be useful.
- **Fit Vertical Area:** Allows the remote desktop window to only be increased in **width**. If you increase the height it will not increase the size of the remote desktop window, instead leaving a "white" band.
- **Fit Horizontal Area:** Allows the remote desktop window to only be increased in **height**. If you increase the width it will not increase the size of the remote desktop window. Instead leaving a "white" band.
- **Full Screen:** Sets the remote desktop to full screen. A message is displayed the first time you enter full screen mode reminding you the way to exit full screen is by pressing **CTRL+ESC** keys on your keyboard. You can choose to disable the message from appearing in future by clicking the tick box.

Toolbar Position



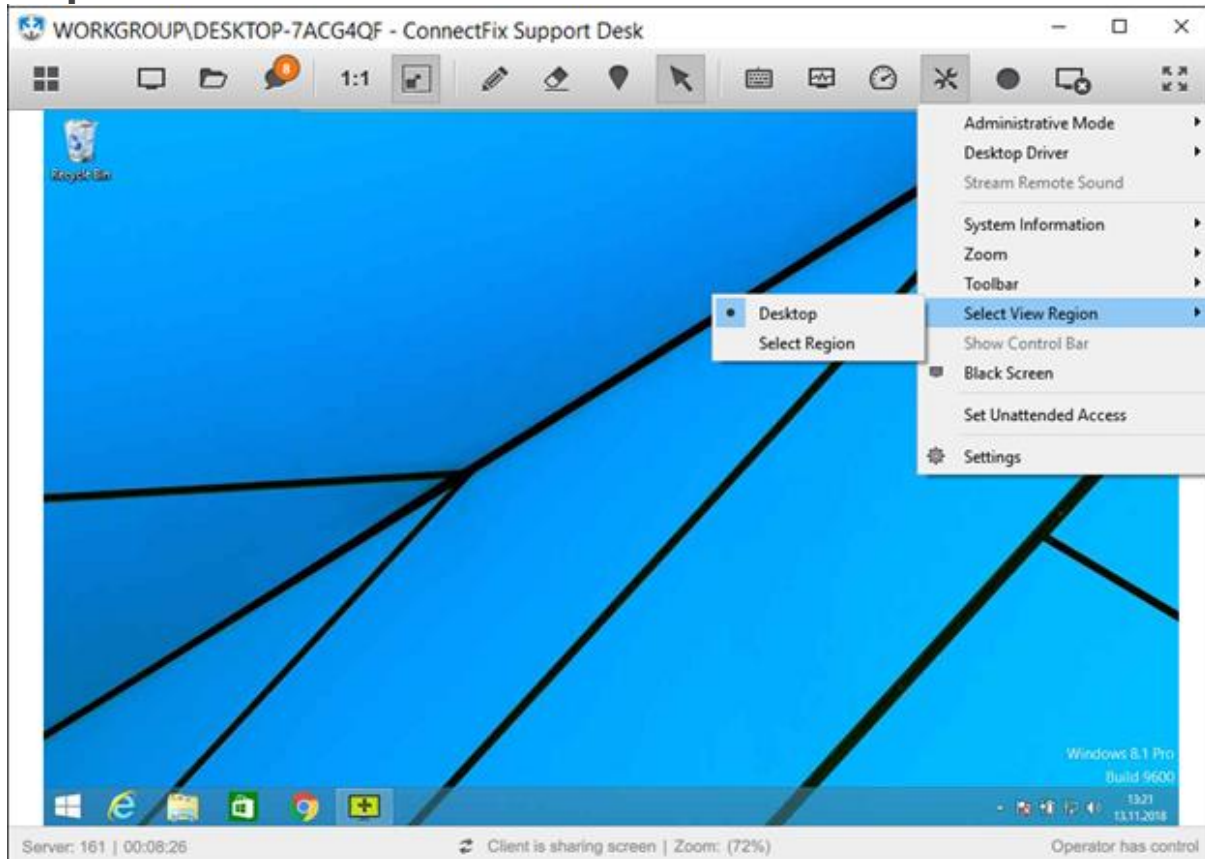
You have the following options available to you after clicking on "Toolbar":

- **Show:** Show toolbar in Full Screen mode.
- **Hide:** Hide toolbar in Full Screen mode.
- **Top Align:** Position toolbar to the top of the screen.
- **Left:** Position toolbar to the left of the screen.
- **Right:** Position toolbar to right of the screen.

Select View Region

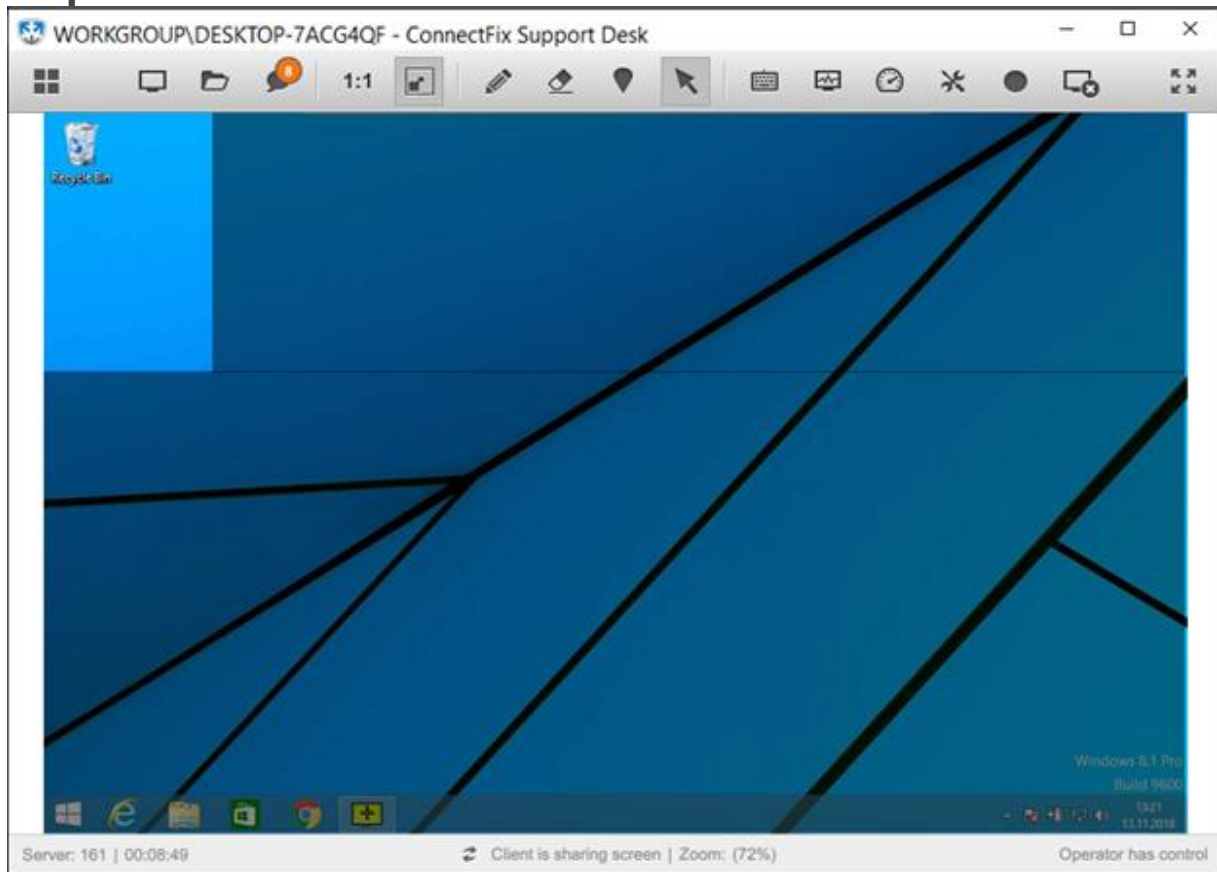
Note: By default, you will be viewing the full desktop of the remote computer when session starts, however you can select a custom region and only view that part of the remote screen. This option becomes useful when trying to reduce the bandwidth usage on slow connections.

Step 1



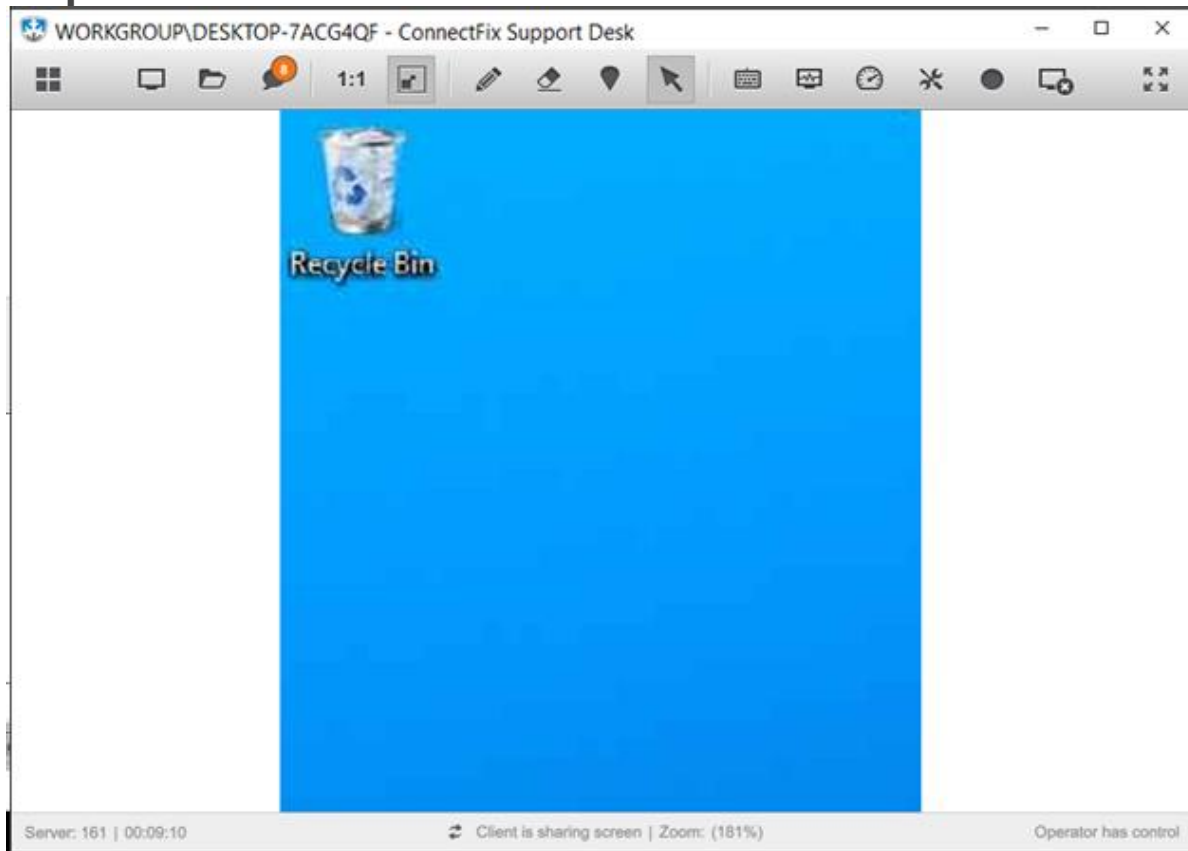
Click on "**Select View Region**" and then select the "**Custom Region**" option.

Step 2



Click and drag to select a custom region of the screen.

Step 3



You will only view the selected region from now on.

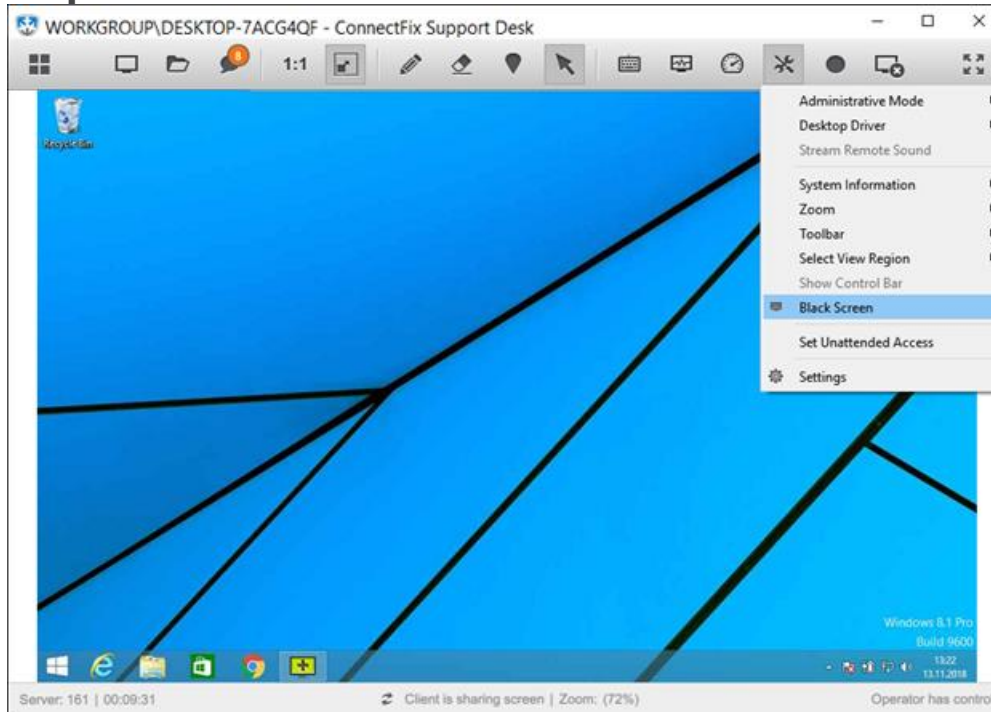
Note: Repeat the steps above to select another region or reset the view by clicking on "**Select View Region**" and then selecting the "**Desktop**" option.

Black Screen

Viewing side can request the Black Screen option during the session. If selected the remote computer's screen will turn black providing the viewing side additional privacy during the session.

Note: The remote side can stop the black screen at any time by pressing the "**Esc**" button. After 10 second delay the black screen is removed.

Step 1



Click "**Black Screen**" from Tools dropdown menu. The monitor of the remote computer will turn black, giving you more privacy while working.

Black Screen Compatibility

The black screen feature can be requested from any operating system on the viewing side.

Black screen is compatible with these operating systems for the streaming side:

Microsoft Windows 10 (Requires desktop plugin 1.4.10 or newer)

- Microsoft Windows 8 + 8.1 (Requires desktop plugin 1.4.10 or newer)
- Microsoft Windows 7
- Microsoft Windows Vista
- Microsoft Windows XP
- Microsoft Windows 2000

Black screen is not compatible if the streaming side is running Mac OS or Linux.



<https://www.corporatearmor.com/connect-and-fix/>