

Remote Access At Its Best!



PRODUCT OVERVIEW

Techinline Remote Desktop is one of the leading solutions for remote connectivity and online collaboration. Its user-friendly design, functionality, and affordable price make it an ideal remote access solution for anyone, from businesses large and small, to the occasional home user. Solving issues right from the comfort of your office has never been easier or more secure! The wide range of available functions can be used not only to provide technical support across any distance, but also conduct online presentations, remote training sessions, and much more.

Key Benefits:

- Provide hands-on support across any distance.
- Avoid paying extra for features which are never used.
- Accelerate problem detection and solving.
- Increase support revenue by expanding into new geographical areas.
- Improve your ROI by reducing travel costs.
- Connect to a remote party in 3 easy steps.
- Collect positive feedback for an effective and professional level of conducted support.

Who Uses Techinline:

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

Security and Confidentiality

All communication between the Expert and Client is transmitted through secure HTTPS protocol. To ensure complete security and confidentiality of transmitted data, Techinline uses industry-standard 256-bit SSL encryption technology (Secure Sockets Layer). This very same technology is used to maintain the privacy of online banking transactions and nearly all other payment processing services on the Internet. It guarantees the highest level of reliability and is regarded as the industry standard for the aforementioned types of transactions, thereby ensuring the highest level of service.

How It Works

- As the person providing technical support (Expert), start the support session by running [FixMe.It/Expert](#) in your web browser
- Ask the remote Client to run [FixMe.It](#) in their web browser in order to obtain a randomly generated Client ID number
- Enter the Client ID that has been generated on the remote computer into your Techinline account in order to connect to the Client's computer

Key Features

Remote Desktop Control: Instantly connect to your client's computer and obtain full view and control. This core feature allows you to provide immediate and complete assistance from the comfort of your office to a client located anywhere in the world.

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

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

2-Way Desktop Sharing: Not only are you able to control the remote computer, but can also share your desktop with the remote user. Easily conduct training sessions and demonstrate your products to potential customers.

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

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

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

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

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

Multi-Monitor Support: Easily support clients that have multi-monitor computers. You can either view all monitors side-by-side or toggle between each individual monitor on the fly.

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

Firewall/Proxy Transparency: Effortlessly connect to a remote computer behind a firewall or proxy. Support your client in any environment regardless of their network settings.

View Mode Settings: If the remote screen resolution is higher than yours, you can select one of the available view mode options. Actual Size setting allows you to view the remote screen without any scaling and will not require any manual scrolling. Fit to Window allows you to view the entire remote screen scaled down to your local monitor resolution.

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

Instant Text Chat: Exchange text messages with your client to maintain a live conversation within the application.

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

TRY IT

Get a fully-featured 15-day trial of the latest Techinline version at <http://www.techinline.com/TryItFree>. This evaluation is free of charge and comes without any further obligations. You will not be asked for your credit card information. You may also contact our Sales Department for a personal demonstration of the service or to inquire about the available pricing options.

About Us

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

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