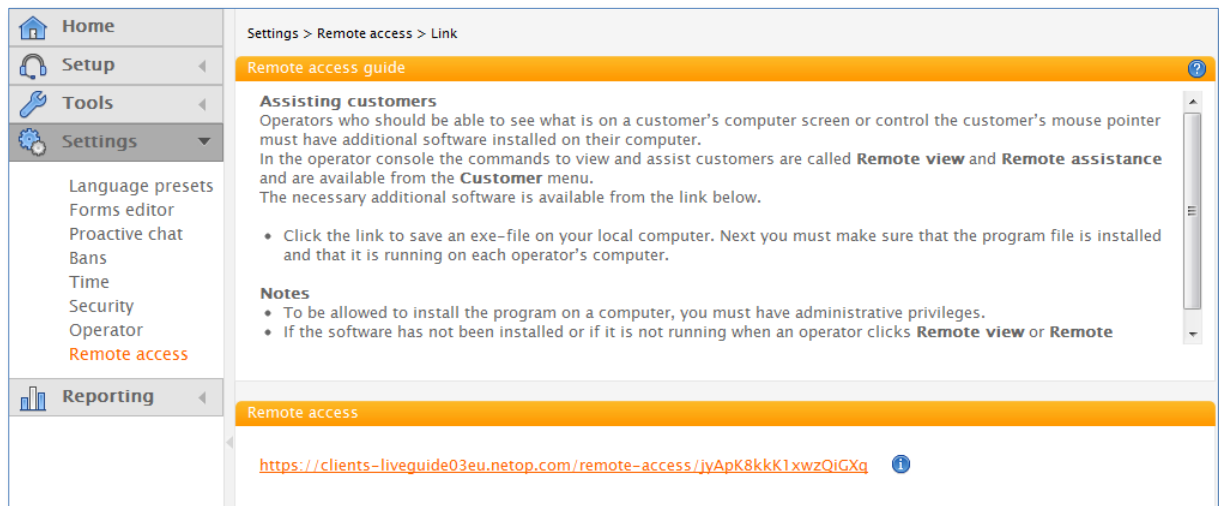


To be able to connect remotely to the customer’s computer, each operator must have Netop Remote Control installed and running on their computer.

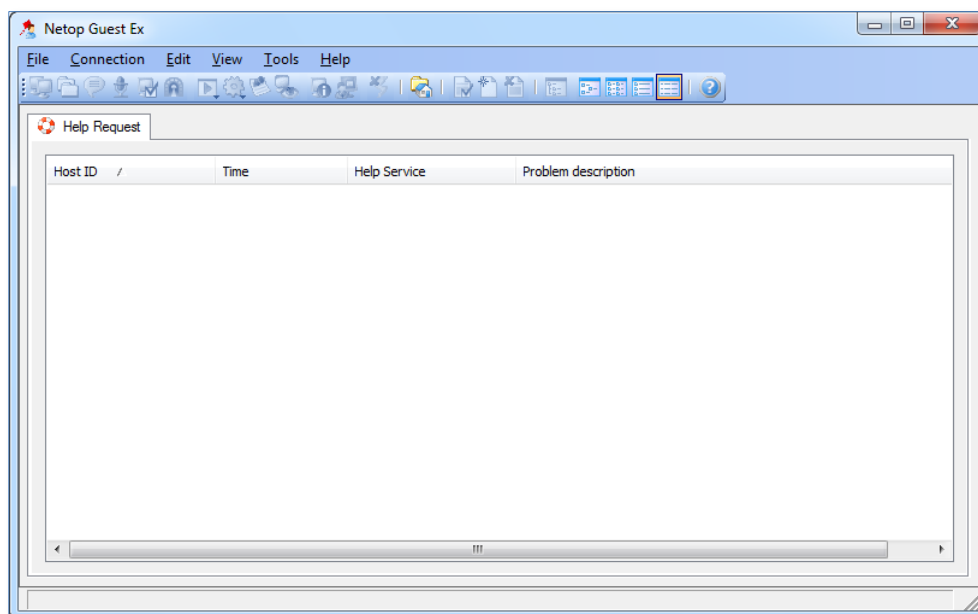
Install Netop Remote Control


Netop remote Control is available from **Remote access** on the **Settings** menu in the Live Guide administration:



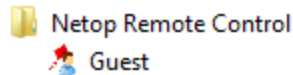
1. Click the link to save the exe-file to your local computer: Live_Guide_Remote.exe
2. Copy to file to a portable device, for example a USB stick, and install it on all operator computers.

Once installed, the Netop Guest program starts automatically. When the Netop Guest program first starts, it looks like this:



Operators can minimize it but they should not close the program. If the program is minimized, operators can open the program by double-clicking the program icon on the taskbar 

Note that operators must make sure that the program is started when the computer is started. The program can be started manually from the **Netop Remote Control** folder on Windows Start menu:

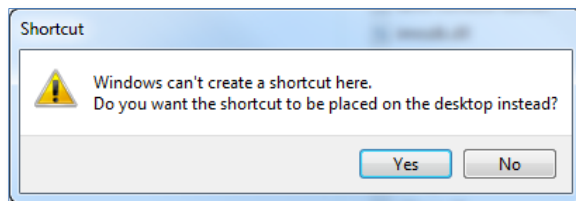


Tip: Run Netop Remote Control Guest automatically when Windows starts

You can make sure that the Netop Remote Control Guest runs automatically when Windows starts by doing the following on each operator computer:

1. Click Windows **Start** button, click **All Programs**, right-click the **Startup** folder, and then click **Open**.
2. Open C:\Program Files\Netop\Netop Remote Control\Guest.
3. Right-click ngstw32.exe and then click **Create shortcut**.

Since this is a protected folder the shortcut cannot be created here.



Click **Yes** to create a shortcut on the desktop.

4. Drag the shortcut into the **Startup** folder.

The next time you start Windows, the Netop Remote Control Guest program will run automatically.