

Live Guide Remote Access for existing Netop Remote Control Users

If Live Guide operators who will be using **Remote assistance** or **Remote view** already have Netop Remote Control Guest software installed on their computers for other purposes, their existing Guest program settings must be updated. No new installation is required.

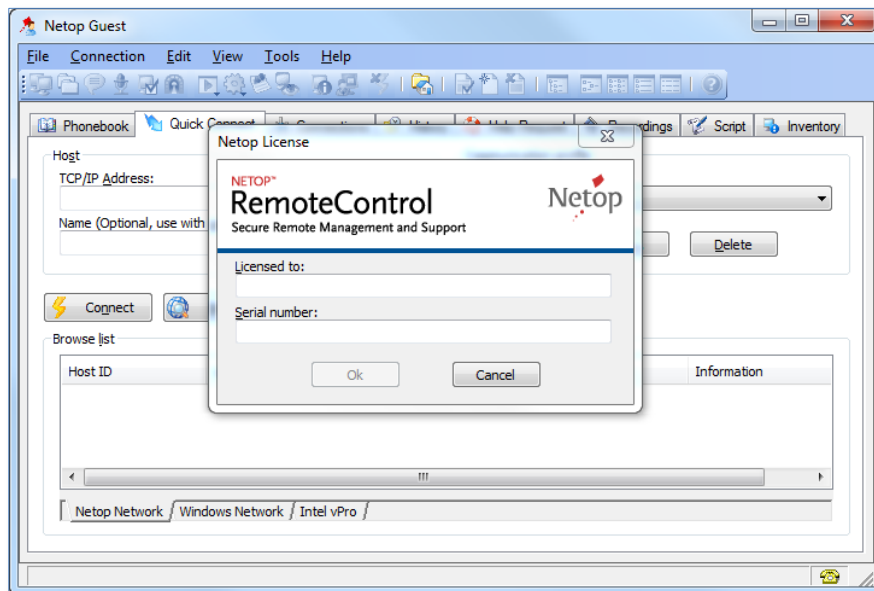
The sections below describe the necessary updates in Netop Remote Control Guest.

Update settings in Netop Remote Control Guest

1. Apply the new license related to Live Guide.

Note that this step is required only if you have a regular Guest install; the regular Guest has "Netop Guest" in the title, just like screenshot below. If you have an extended Guest installed, you can skip step 1 and continue with step 2.

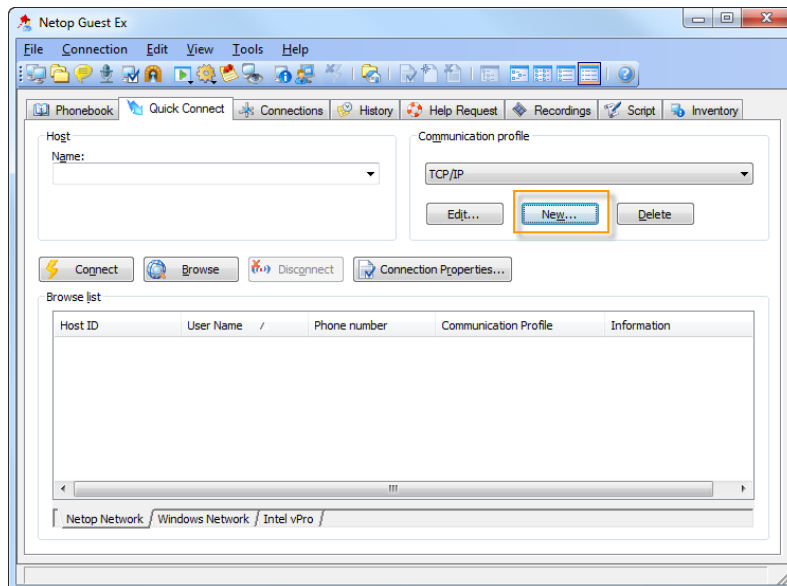
On the **Help** menu, click **Apply License**:



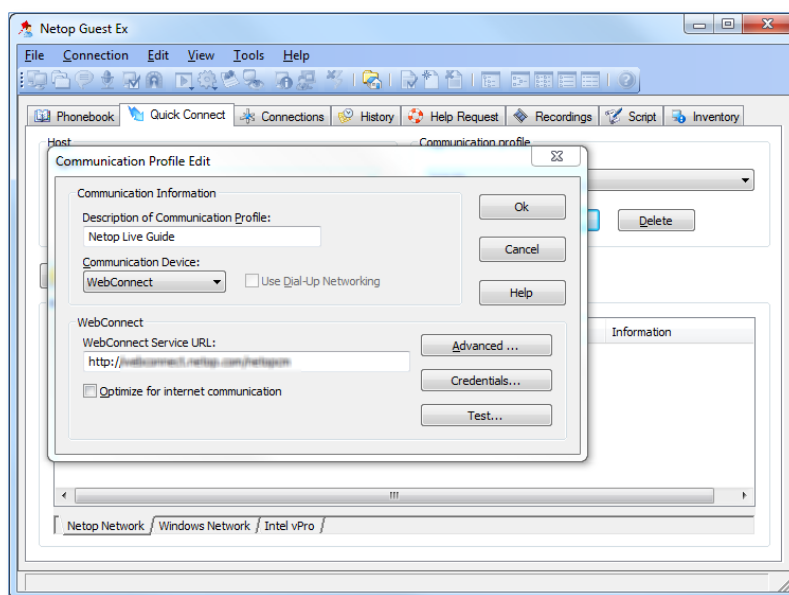
Note: If you are running Windows Vista or a later version of Windows you must run Remote Control Guest as an administrator. If you are not logged in as an administrator you can still run a program as administrator. To do this, right-click the program shortcut and click **Run as administrator**.

2. Create a new communication profile.

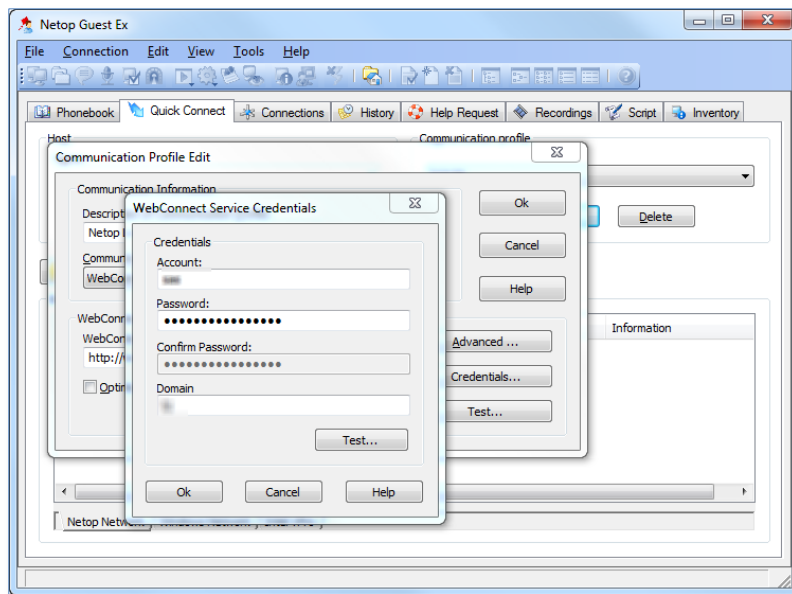
On the **Quick Connect** tab, click **New** under **Communication profile**:



Type a description in the **Description of Communication Profile** field, under **Communication Device** select **WebConnect**, and type the service URL provided for the Netop Live Guide account:



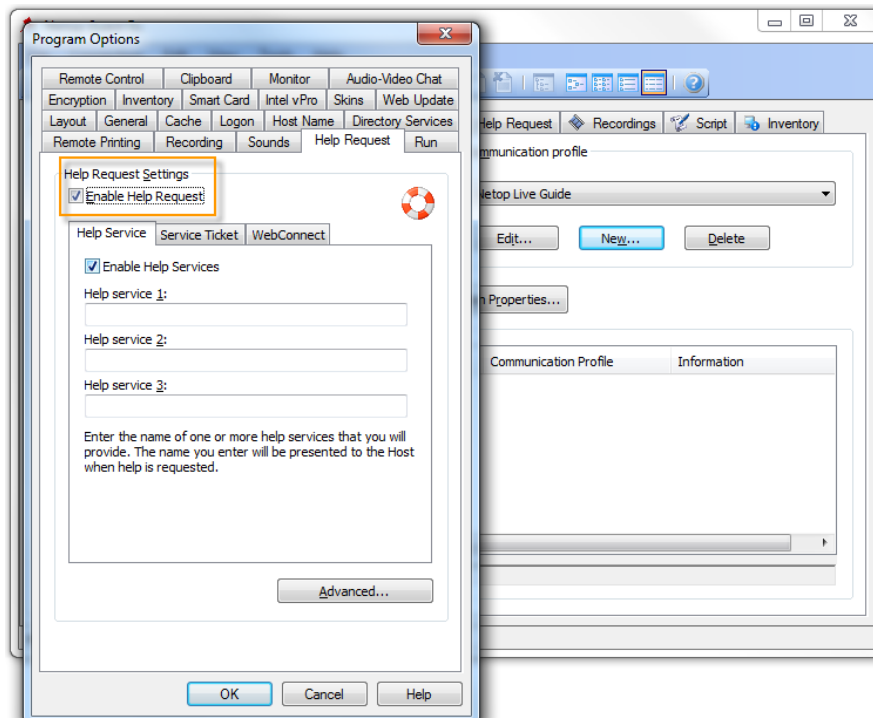
Click the **Credentials** button and type your account name, password and domain provided for the Netop Live Guide account:



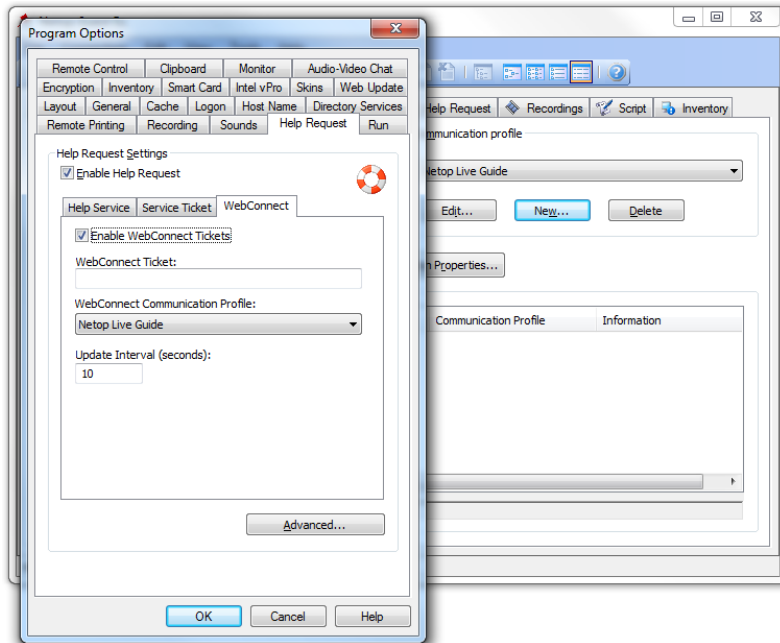
Click **OK** and then **OK** to save the information.

3. Enable help services.

On the **Tools** menu, click **Program options** and then click the **Help Request** tab. Make sure that **Enable Help Request** has been selected.



On the same tab page, click the **WebConnect** tab and make sure that **Enable WebConnect tickets** has been selected, the **WebConnect Ticket** field is empty. Under **WebConnect Communication Profile**, select the profile you created in step 2 above.



Your existing Netop Remote Control Guest has now been set up to work with Live Guide.

The program can still be used for other purposes with any of the other communication profiles you may have created previously. If you had a different profile defined, this will stop working since Live Guide is configured to be the currently used profile. You can always switch back to your original profile at a later stage.