Remote desktop FAQ’s

Remote desktop is a utility that allows you to access your office computer from any other computer and use it just like you are sitting in front of it. Here are some FAQ’s about remote desktop:

1. What operating system must my office computer be running? Windows XP is the version you need on your office computer.

2. What version of Windows must I be running at home? Windows 98 SE or newer. This includes ME, 2000, or XP Home.

3. What software do I need to install to do this? A little program called remote desktop client. This program is included with Windows XP. Other versions require the installation of a little program called Microsoft Remote Desktop Client. It is 3.3 MB in size. If you want to get a copy, contact Gregg, Matt, or Jim.

4. Is this possible with a Mac at home? Yes, but for OS X only. Again, you have to install the remote desktop client for OS X, and then you are in business. If you need a copy of this, contact Gregg at 2-5436.

5. If I am working on a document via remote desktop and would like to print a copy at home, how can I do this?
   a. Accessing local printers (and hard drives) must be setup when you first run the client, before you connect to the remote computer.
   b. Press the Options button when you first run remote desktop
   c. Press the Local Resources Tab.
   d. Check the local resources you want to be available to you. I always check printers and hard drives
6. What kind of connection do I need at home to do this? Either a modem or DSL will work. Remember that a modem will be quite slow, but it is workable. I would recommend making sure your display is set like this for either a modem or DSL:

7. How do I access the Remote Desktop Connection once I install the remote desktop client software? Goto Start/Programs/Accessories/Communications/Remote Desktop Connection.
8. If I have other questions or problems, who should I talk to? Gregg Hutchison, 2-5436, Matt Vanderpol, 2-8289, or Jim Hines, 2-6708.