



WebEx Remote Access

User Guide

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Working with Remote Access

If you want to...	See...
read an overview of remote access	Overview of Remote Access (on page 1)
learn about the remote access computers page	About Your Remote Access Computers Page (on page 2)

Overview of Remote Access

WebEx Remote Access allows you to create a network of computers that you can access remotely, without the complex installation costs and high investment in hardware, software, and technical staff. Using Remote Access, you can work on multiple remote computers from anywhere in the world with just a Web browser and provide support and maintenance for your organization's products as if you were sitting in front of the computers.

During a Remote Access session, you can do the following:

- View and control desktops or applications.
- Transfer files.
- Print remote documents to a printer at your current location.
- Invite additional support representatives or subject matter experts to assist you in the session.
- Send chat messages and transfer session control to another support representative.
- Record the session.

About Your Remote Access Computers Page

To access your Remote Access Computers page:

- 1 Log in to your Remote Access Web site using your user name and password.
- 2 On the left navigation bar, under **Provide Support**, click **Remote Access**.

Note: If you do not see a Remote Access link on the left navigation bar, your site administrator has not assigned any group or computer to you. Contact your site administrator to set up your Remote Access Computers page.

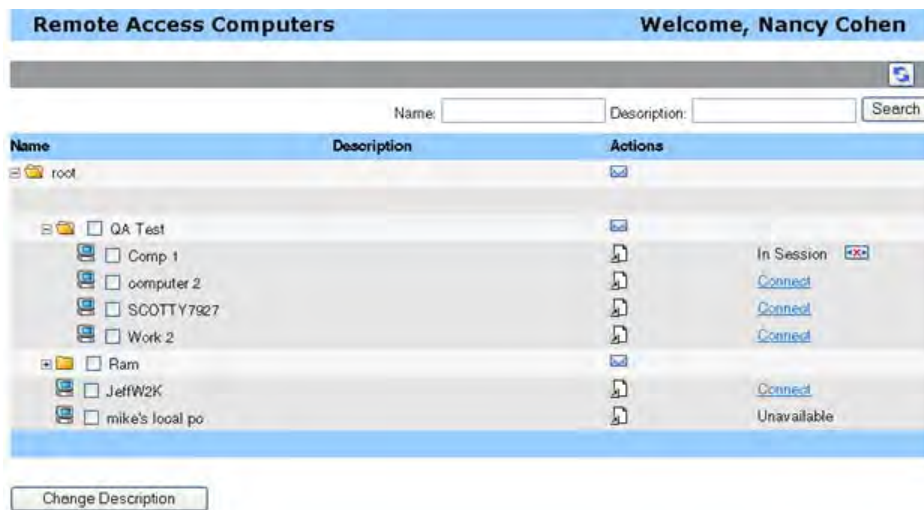
Your Remote Access Computers page displays a list of groups and computers that your site administrator assigned to you. The site administrator can organize computers into groups, which are represented by folder icons on this page. For example, the site administrator can arrange computers by each branch in your organization.

To view a sub-group or individual computers, click the folder icon.

On your Remote Access Computers page, you can do the following:

- Search for a group or computer that you want to access remotely
- Add computers for remote access
- Start a Remote Access session by connecting to a computer
- Create a shortcut to a remote computer on your desktop
- Edit the description of a computer or group

The following graphic shows an example of the Remote Access Computers page.



Searching for a Group or Computer

You can quickly find a specific group or computer that you want to access remotely by typing keywords. The search function is particularly useful if you have been assigned a long list of groups, and you know the name or description of the computer or group that you are searching for.

To search for a group or computer:

- 1 Do *either* or *both* of the following:
 - Type partial or complete text of the name in the **Name** text box.
 - Type partial or complete text of the description in the **Description** text box.
- 2 Click **Search**.

Search results show groups or computers that contain the text you typed.

Tip: From your search results, you can connect to computers, add computers to a group, create a shortcut to a computer, and edit names or descriptions.

Setting Up a Computer for Remote Access

If you want to...	See...
read an overview of setting up your computer for remote access	About Setting up a Computer for Remote Access (on page 5)
learn the system requirements to set up a computer for remote access	Minimum System Requirements (on page 6)
learn about setting up a computer for remote access	About Setting up a Computer for Remote Access (on page 5)
connect to a remote computer	Connecting to a Remote Computer (on page 9)
manage a remote access session	Managing a Remote Access Session (on page 11)
control remote computers	Controlling a Remote Computer (on page 13)
record remote access sessions	Recording a Remote Access Session (on page 22)

About Setting up a Computer for Remote Access

Setting up a computer for remote access involves these steps:

- Installing the Remote Access Agent on the remote computer
- Logging into your Remote Access Web site on your local computer and then, connecting to the remote computer.

The computers listed on your Remote Access Computers page have been set up for remote access. You can set up additional computers within any group on this page. Before installing the Remote Access Agent, ensure that both the remote and local computers meet the minimum system requirements.

Minimum System Requirements

- Windows 7, Vista, XP, or 2000; 2008 Server or 2003 Server
- Intel x86 (Pentium 400 MHz +) or compatible processor
- 128 MB RAM
- Internet Explorer 6.0 or later, Firefox 3.0 or later, or Chrome 3.0 or later
- JavaScript and cookies enabled on the Web browser; ActiveX enabled on Internet Explorer
- Internet connection (For the remote computer, a dedicated, broadband Internet connection, such as DSL, cable modem, ISDN, or T1 connection; for the local computer, at least a 56K connection)

Installing the Remote Access Agent

Installing the Remote Access Agent requires that you send an email message containing a link that a customer at the remote location can click to install the agent. The customer must be able to access the email on the remote computer.

If the system or network at the remote location does not let you install the Remote Access Agent by using the Remote Access Setup Wizard, contact your site administrator.

[To install the Remote Access Agent on a remote computer:](#)

- 1 On your Remote Access Computers page, locate the group in which you want to set up the computer.
- 2 In the **Actions** column, click the Envelope icon for the group.

The Send Email Invitation window appears. It contains an invitation to set up a computer for remote access and a link that the customer at the remote computer can click to start the Remote Access Setup Wizard. The following is an example of a Send Email Invitation window.



- 3 In the **To** box, type an email address that the customer can access on the remote computer, and then click **Send**.
- 4 On the remote computer, the customer opens the email, and then clicks the URL in the email.
- 5 On the Set Up Remote Access page, the customer clicks **Set Up Remote Access**. The Remote Access Setup Wizard appears.
- 6 In the setup wizard, the customer types information and specifies options on the following panels:

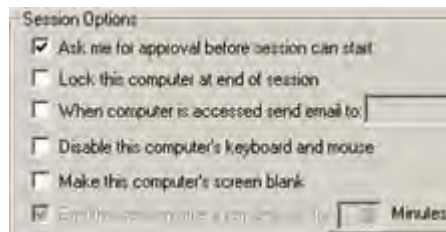
- **Account Information**—The *computer name* and the URL to the Remote Access Web site. Typically, the setup wizard automatically displays this information. Then click **Next**.

For more information about naming a Remote Access computer, see [About Naming a Remote Computer](#). (on page 8)

If you are installing the Remote Access Agent on a server with proxy server authentication enabled, Remote Access Setup Wizard automatically detects the proxy server and displays a dialog box where you provide the proxy server information. For more information, see [Setting Up the Remote Access Agent for Your Proxy Server](#) (on page 9).

- **Options**—Options for the computer that you want to access remotely. Then click **Next**.

An option is dimmed if the site administrator does not allow customers or support representatives to make changes to the option. The following figure shows an example of an unavailable option.



In this example, a Remote Access session ends after the remote computer remains idle for 30 minutes. You cannot change the number of minutes or turn off the option.

- **Access**—To access all the applications on the remote computer, select **Entire desktop**. To access specific applications on the remote computer, click **Add**, and then select the applications. Then click **Next**.

To select multiple applications at the same time, hold down the **Ctrl** key while selecting each application.

- 7 On the **Setup Complete** panel, the customer clicks **Finish** to complete the remote agent installation.

The Remote Access Agent logs the remote computer in to the Remote Access network.

The **WebEx Remote Access - Available** icon appears on the remote computer's taskbar. The remote computer is represented by the computer icon, and appears in the group you selected. This indicates that the computer is available for remote access.

About Naming a Remote Computer

When installing the Remote Access Agent on a remote computer using the Remote Access Setup Wizard, a customer can specify a *computer name* on the Account Information panel. The **Computer name** text box, by default, displays the name created by the network administrator at the remote location.

Once a remote computer is set up for remote access, you or the customer can change the *computer name* from the Remote Access Agent on the remote computer.

If your site administrator gives a computer an *alias*, the *computer name* appears in the parentheses, following the *alias*, on your Remote Access Computers page. The following figure shows an example.



Setting Up the Remote Access Agent for Your Proxy Server

You can install the Remote Access Agent on a server that requires proxy server authentication. Remote Access Setup Wizard automatically detects the proxy server and displays a dialog box in which you provide the proxy server information.

Before you can proceed to the **Options** panel on the Remote Access Setup Wizard, provide your information in the Enter Proxy Server Password dialog box, as follows:

- 1 Provide the user ID and password in the appropriate boxes, and then click **OK**.
- 2 Click **Next** on the **Account Information** panel.
 - You can continue the Remote Access Agent installation.

Keeping a Remote Computer Accessible

To keep a remote computer accessible, ensure that these criteria are met.

- The Remote Access Agent is running on the computer—that is, the WebEx Remote Access icon is on the taskbar of the computer.
- The computer is connected to the Internet.
- The computer is logged in to the Remote Access network—that is, the WebEx Remote Access icon shows as enabled.
- The computer is not blocked.

A customer at the remote location can block the computer via the WebEx Remote Access icon on the taskbar. You cannot access the computer remotely if the customer blocks it.

For more information about the Remote Access Agent, see [Managing the Remote Access Agent](#) (on page 29).

Connecting to a Remote Computer

To connect to a remote computer, go to your Remote Access Computers page on your Remote Access Web site and establish a connection with the remote computer. You can connect to and work on multiple remote computers at the same time.

- 1 Log in to your Remote Access Web site.
- 2 Go to your Remote Access Computers page, and then click **Connect** to connect to the computer you want to access remotely.

- 3 If applications, not desktops, have been selected for remote access, click **Connect** for the application that you want to access first. After you connect to the remote computer, you can select and manage multiple applications.
- 4 If the **Waiting for approval from remote computer** message appears, click **OK** and wait.

Before you can proceed, a customer at the remote location must grant you the access by clicking **Yes** in the message box that appears on the remote computer.

Note: The **Waiting for approval from remote computer** message appears only if the site administrator or the customer that set up the remote computer selects the option.

- 5 Type the access code that the site administrator gave to you, and then click **OK**.
- 6 If the site administrator added phone authentication to the verification process, wait to receive a phone call at the number the site administrator specified, and then follow the voice instructions to provide the pass code that the site administrator gave to you.

After verification, the remote desktop or the application you selected, and a floating icon tray appear on your screen. You use the command menu from the floating icon tray to manage the Remote Access session.

The following figure shows the floating icon tray. For more information about using the floating icon tray, see [Managing a Remote Access Session](#) (on page 11).



- 7 Click anywhere on the display of the remote computer to gain control.

Creating a Shortcut to a Remote Computer

You can create a shortcut on your desktop to a remote computer so that you can quickly connect to the remote computer without logging in to your Remote Access Computers page.

To create a shortcut to a remote computer:

- 1 In the **Actions** column on your Remote Access Computers page, click the shortcut icon for the computer for which you want to create a shortcut.
- 2 After a brief setup, the shortcut icon for the computer appears on your desktop.

To connect to a remote computer via its shortcut, double-click the shortcut icon on your desktop, and then provide the access code and phone pass code, if required.

Editing the Description of a Group or Computer

You can customize descriptions of the groups or computers on your Remote Access Computers page.

To edit the description of a group or computer:

- 1 Select the check box for the computer or group that you want to edit. You can edit multiple computers or groups simultaneously by selecting multiple check boxes.

Tip: If you want to edit the descriptions for an entire group, including its sub-groups and computers, the quickest way is to open the folder and then select its check box. This action automatically selects all the sub-groups and computers.

- 2 Click **Change Description**.
- 3 Type the new descriptions in the appropriate text boxes, and then click **Update**.

Managing a Remote Access Session

A Remote Access session starts once you connect to a remote computer.

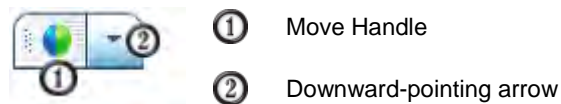
During a Remote Access session, you can do the following:

- Control the entire desktop or selected applications
- Transfer files between the local and remote computers
- Invite other support representatives or subject matter experts to assist you in the session
- Chat with other support representatives
- Annotate
- Record the session
- Select a screen display mode
- Select a color mode
- Magnify or reduce your view
- Print remote documents

- End the Remote Access session

Using the Floating Icon Tray

The floating icon tray you see when you first start a Remote Access session contains only the move handle and downward-pointing arrow that you click to display the command menu. See the following figure for an example.



If you send chat messages or use the annotation tools later during the session and minimize the **Chat** or **Annotation** panels, the panels shrink to icons on the floating icon tray.

The following figure shows an example of the floating icon tray that contains minimized panels. You can "float" out a panel by clicking its icon on the floating icon tray.



Moving the Floating Icon Tray

To move around the floating icon tray, click and drag the move handle.

Minimizing and Restoring Panels

The panel you minimize appears as an icon on the floating icon tray. To restore the panel, click the icon on the icon tray.

[To minimize a panel:](#)

Click the minus icon on the title bar of the panel.

The panel no longer displays. It shrinks to an icon on the floating icon tray.

To restore a panel:

Click its icon on the floating icon tray.



For example, to display the annotation panel, click its icon on the floating icon tray.

Collapsing and Expanding a Panel

You can collapse or expand a panel.

To collapse a panel:

Click the down arrow icon in the left corner of the title bar.

The panel collapses, leaving only the title bar of the panel.

To expand a panel:

If a panel is collapsed, click the forward arrow icon in the left corner of the title bar to expand it.

Understanding an Alert

If you minimized or collapsed the **Chat** panel, and another support representative sent you a chat message, you see an alert for the panel. The following figure shows an example.



The icon representing the Chat panel blinks and changes color to alert you to an incoming message.

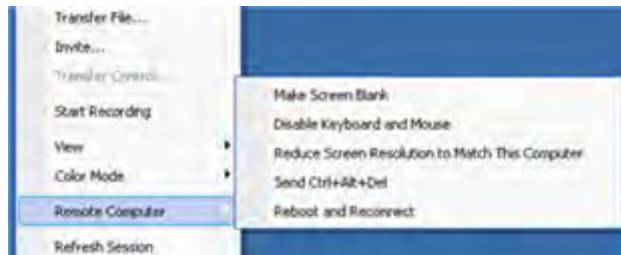
Controlling a Remote Computer

During a Remote Access session, you can control a remote computer using various options as described in this topic.

- 1 Click the downward-pointing arrow on the floating icon tray.



- 2 On the menu that appears, choose **Remote Computer**.



- 3 Choose *one* of the following options based on what you want to control.

Option	Description
Make Screen Blank	Makes a remote computer's screen blank, preventing anyone at the remote location from viewing the contents on the screen.
Disable Keyboard and Mouse	Disables the keyboard and mouse on the remote computer, preventing anyone at the remote location from using the computer.
Reduce Screen Resolution to Match This Computer	Reduces the remote computer's screen resolution to match that on your local computer. This option reduces the need to scroll while you are viewing the remote computer. The Remote Access Agent restores the resolution setting once the session ends.
Send Ctrl+Alt+Del	Sends a Ctrl+Alt+Del key combination to the remote computer, which allows you to lock or unlock the computer, log in to or log out from the computer, shut down the computer, and start Task Manager to close an application that is not responding.
Reboot and Reconnect	Reboots the remote computer and optionally reconnects it to the session automatically. If you want to automatically reconnect the remote computer to the session, select the Automatically reconnect after reboot check box. To make sure that the remote computer restarts successfully, select the Force quit running applications check box.

Controlling Multiple Applications

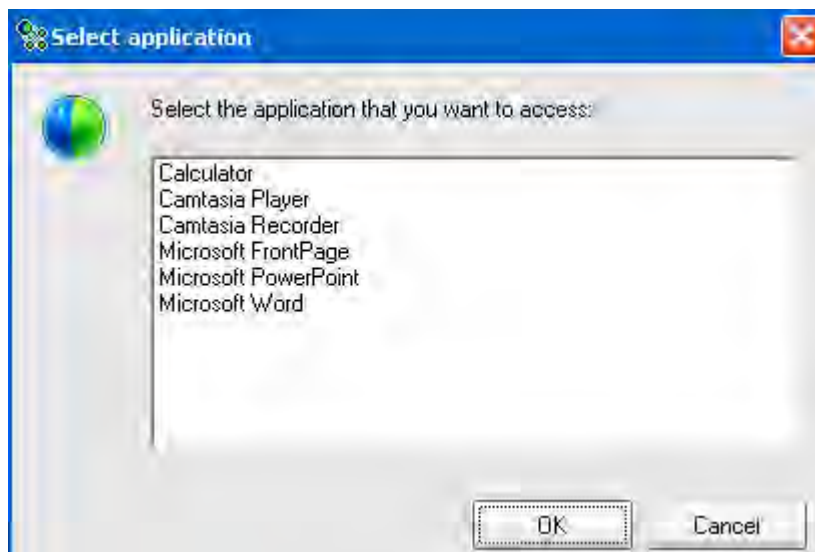
If you chose to access certain applications, instead of the entire desktop, you can control multiple applications at the same time during a Remote Access session.

To control multiple applications during a Remote Access session:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Select Application**.



- 2 In the dialog box that appears, select the application, and then click **OK**.
The following figure shows an example.



- 3 Optional. To select one more application, repeat steps 1 to 2.

Transferring Files

During a Remote Access session, you can transfer files or folders to or from the remote computer.

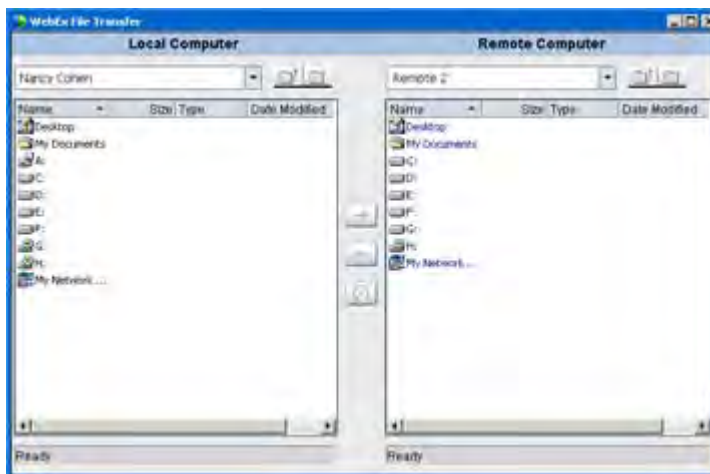
To transfer files:

- 1 Click the downward-pointing arrow on the floating icon tray.



- 2 On the menu that appears, choose **Transfer File**.

The WebEx File Transfer window appears.



The window is composed of two panes. The left pane displays the file directory for the local computer. The right pane displays the file directory for the remote computer, and is labeled with the name you specified when setting up the computer for Remote Access.

- 3 In the pane on either the left or right, open the folder to which you want to transfer files.
- 4 In the other pane, select the files or folders that you want to transfer.
- 5 Click the appropriate left-pointing or right-pointing arrow to transfer the files from one computer to the other.
- 6 Optional. During a file transfer, you can click the **Abort Pending Transfers** button shown by the Stop icon to stop the current transfer process immediately.

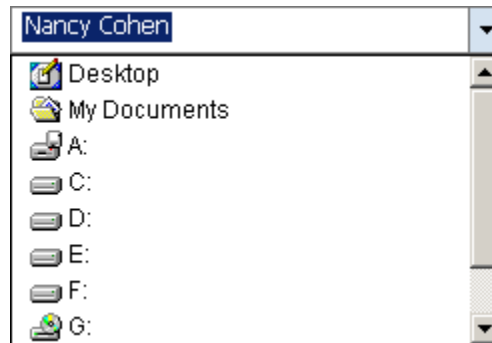
To locate a file or folder:

- 1 Do *one* of the following:
 - Type the path to the file or folder in the text box of the drop-down list.The following shows an example.



- Click the downward-pointing arrow on the drop-down list to browse to the file or folder.

The following shows an example.



- 2 Optional. To return to a higher level, click the folder icon with an upward-pointing arrow.

To create a new folder in either of the panes:

- 1 Locate the folder in which you want to create the new folder.
- 2 Click the New folder icon in the appropriate pane.

Inviting Another Support Representative to a Remote Access Session

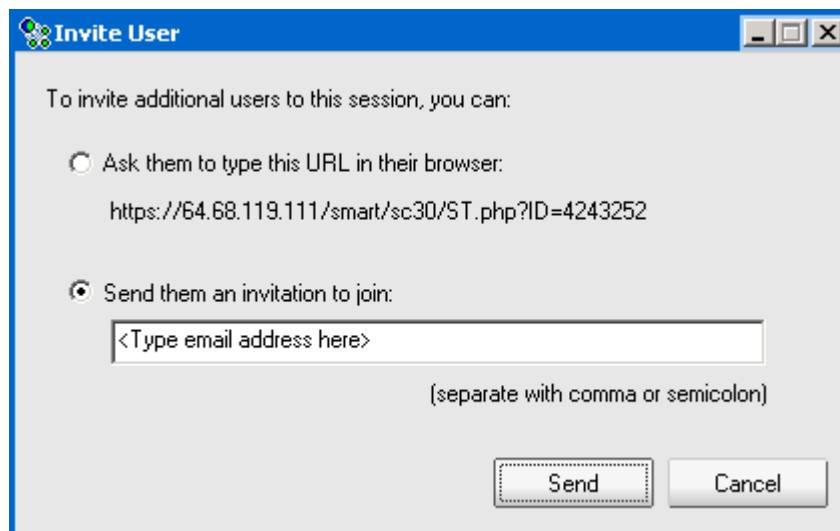
You can invite additional support representatives or subject matter experts to assist you in a Remote Access session.

To invite support representatives or subject matter experts:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Invite**.



The Invite User dialog box appears as shown in the following figure.



- 2 Select *one* of the following options:
 - **Ask them to type this URL in their browser**—Use this option to invite someone using a method other than email. For example, you can give invitees the session URL verbally or send the URL via instant messaging, and then ask them to type the URL in their browsers to join the session.
 - **Send them an invitation to join**—Use this option to send email messages that contain the session URL. Type email addresses in the box and separate them with commas or semicolons. Invitees can click the URL in the email message to join the session.
- 3 Click **OK**, or click **Send** if you selected **Send them an invitation to join**.

Using Chat and Transfer Control

The **Chat** and **Transfer Control** functions become available on the command menu once another support representative joins the session.

Sending Chat Messages

You can send real-time chat messages to the other support representatives in your Remote Access session.

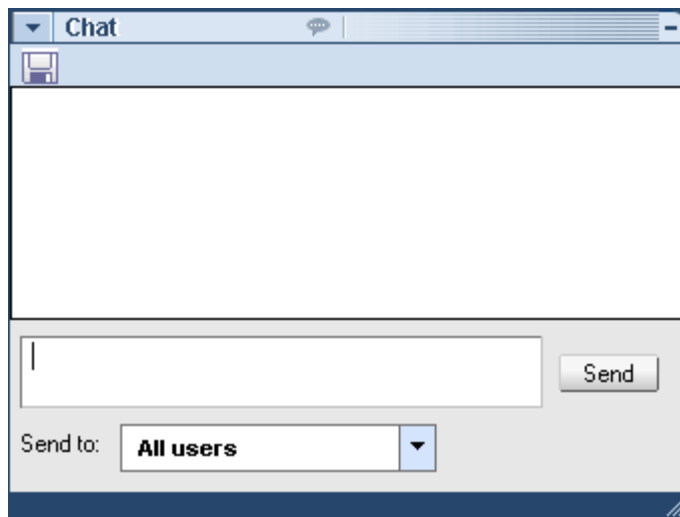
To send chat messages:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Chat**.



The **Chat** panel appears.

- 2 Type a message.



- 3 In the **Send to** drop-down list, select the participant to whom you want to send the message.
- 4 Click **Send**.

To save chat messages that you have sent or received:

- 1 On the **Chat** panel, click the **Save** icon.
The **Save Chat As** dialog box appears.
- 2 Choose a location where you want to save the file.
- 3 Type a name for the file.
- 4 Click **Save**.

Remote Access saves the chat messages in a .txt file at the location you selected.

Transferring Control to Another Support Representative

You can transfer session control to another representative at any time during a session.

To transfer session control to another support representative:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Transfer Control**.



- 2 In the Transfer Session dialog box that appears, select the name of the support representative to whom you want to transfer session control.
- 3 Click **OK**.

Once you transfer session control to another support representative, that representative has the ability to manage the session but cannot invite additional support representatives, transfer session control, or end the session.

To regain session control:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Transfer Control**.



- 2 In the Transfer Session dialog box, select your own name, and then click **OK**.

Annotating a Remote Computer

You and all the other support representatives in a Remote Access session can annotate a remote computer.

To annotate a remote computer:

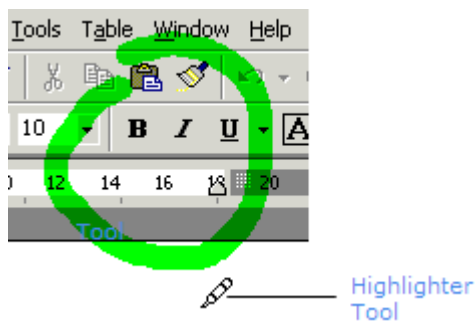
- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Annotation**.



The **Annotation** panel appears, and your mouse pointer becomes a highlighter tool.

- 2 Select a tool from the **Annotation** panel.

You can now start annotating as shown in the following figure.



The following figure and table describe what you can do with each annotation tool.



- | | |
|--|---|
| <ol style="list-style-type: none">1 Pointer2 Text | <p>Lets you point out text and graphics on shared content. The pointer displays an arrow with your name and annotation color.</p> <p>Lets you type text on shared content.</p> <p>To show other support representatives what you type, click your mouse, away from the text, once you finish typing it.</p> |
|--|---|

- ③ **Line** Lets you draw lines and arrows on shared content. For more options, click the downward-pointing arrow. Clicking this button again cancels the **Line** tool.
 - ④ **Rectangle** Lets you draw shapes, such as rectangles and ellipses on shared content. For more options, click the downward-pointing arrow. Clicking this button again cancels the **Rectangle** tool.
 - ⑤ **Highlighter** Lets you highlight text and other elements in shared content. For more options, click the downward-pointing arrow. Clicking this button again cancels the **Highlighter** tool.
 - ⑥ **Annotation Color** Displays the color palette, on which you can select a color to annotate shared content.
The annotation color that you choose does not affect the color for your pointer.
 - ⑦ **Eraser** Erases text and annotations, and clears pointers on shared content. To erase a single annotation, click the eraser on the annotation. For more options, click the downward-pointing arrow. Clicking this button again cancels the eraser tool.
 - ⑧ **Save** Saves the annotations to .bmp files.
Closing the **Annotation** panel deletes all the annotations that you did not save.
-

Recording a Remote Access Session

During a Remote Access session, you can record the session using WebEx Recorder, and save the file to the local computer. You also can use WebEx Recording Editor to edit the files created by WebEx Recorder.

Note: For details about using WebEx Recorder to record on-screen activities in a Remote Access session, see the *WebEx Recorder and Player User's Guide*, which is available on the Recording and Playback page on the Support page of your Remote Access Web site. For instructions about using WebEx Recording Editor, see its online Help.

To record a Remote Access session:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Start Recording**.



- 2 In the **Save As** dialog box that appears, specify a file name and a path on the local computer where you want to save the recording file.

The Recorder Panel appears.

- 3 Click the **Record** button to start recording.

To stop recording, click the **Stop** button. The recording file is saved to the local path you specified in the .wrf format.

Note: If your site administrator has turned on auto-recording, the Start Recording command on the command menu is unavailable. In this case, recording starts once you start a Remote Access session and stops once the session ends. You cannot stop auto-recording in a session. In addition, auto-recording continues on your computer even if you transfer control. For more information about auto-recording, contact your site administrator.

Selecting a Screen Display Mode

You can change the way your screen is displayed during a Remote Access session.

To select a screen display mode:

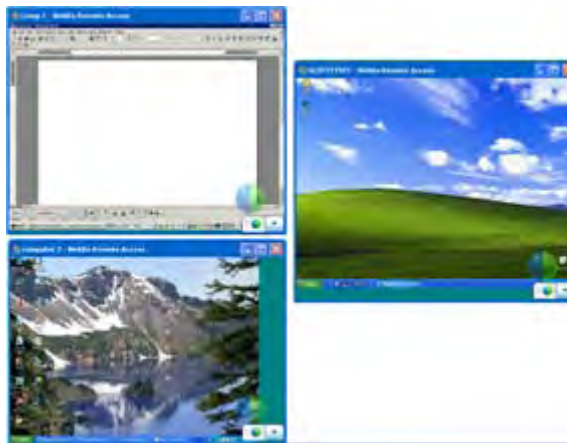
- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **View**.



- 2 Choose *one* of the following:
 - **Full Screen-Scale to Fit**—Displays the remote computer in a full-screen view, without a standard Windows title bar and scroll bar, and reduces the resolution of the remote computer to fit that of the local computer. To view multiple computers, you must switch from one computer to another.

- **Full Screen**—Displays the remote computer in a full-screen view, without a standard Windows title bar and scroll bar. To view multiple computers, you must switch from one computer to another.
- **Window-Scale to Fit**—Displays the remote computer in a standard window with a title bar and scroll bar and reduces the resolution of the remote computer to fit that of the local computer. You can resize or move the window around. To view multiple computers at the same time, you can resize and arrange the windows on your screen.

The following figure shows an example of multiple windows that you can arrange in this view.



- **Window**—Displays the remote computer in a standard window with a title bar and scroll bar. You can resize or move the window around. To view multiple computers at the same time, you can resize and arrange the windows on your screen.

Tip: If you want to access your local computer while in a Remote Access session, select either the **Window-Scale to Fit** or **Window** view.

Selecting a Color Mode

You can specify a color mode during a Remote Access session.

To select a color setting:

- 1 Click the downward-pointing arrow on the floating icon tray, and then choose **Color Mode**.



2 Choose *one* of the following:

- **256 Color Mode**
- **High Color Mode**

A higher color produces better quality of the display of the remote computer but consumes more bandwidth for your Internet connection.

Magnifying or Reducing the View

You can magnify or reduce your view during a Remote Access session.

To zoom in:

1 Click the downward-pointing arrow on the floating icon tray, and then choose **View**.



2 Do *one* of the following:

- Choose **Zoom In** to magnify to the next available percentage.
- Choose a magnification percentage.

To zoom out:

1 On the Remote Access menu, point to **View**.

2 Do *one* of the following:

- Choose **Zoom Out** to reduce to the next available percentage.
- Choose a reduction percentage.

Printing Remote Documents

During a Remote Access session, you can open a document on the remote computer and print it at your current location. Ensure that your Site administrator has enabled the remote printing option for your site.

Caution: The remote printing option can accurately print a remote document, but it may not format and align the printout exactly the same as if you printed the document directly from the local computer. Therefore, do not use this option when the precision of the printout is critical, such as when printing forms.

To print a remote document to a local printer:

- 1 On the remote computer, open the document you want to print.
- 2 Open the print options, select WebEx Document Loader, which appears in the list of printers, and specify your printing options.
- 3 Print the document.

Ending a Remote Access Session

Once you end a Remote Access session, the Remote Access server disconnects the local computer from the remote computer. The remote computer remains logged in to the Remote Access network so that you can access the remote computer again at any time.

To ensure the security of the remote computer, do one of the following before you end a Remote Access session:

- Close the applications you started during the Remote Access session.
- Log off from or lock the computer. When you access it again, send the Ctrl+Alt+Del key combination to the remote computer.
- Specify a screen saver password, and set the screen saver to appear after a period of inactivity.

To end a Remote Access session:

Click the downward-pointing arrow on the floating icon tray, and then choose **End Remote Access Session**.



Managing Remote Access

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Managing the Remote Access Agent

You or a customer can manage the Remote Access Agent only from the remote location.

Once you start the Remote Access Agent on a remote computer, you can manage Remote Access by logging in to and out of the Remote Access network, editing preferences for the Remote Access Agent, and closing the Remote Access Agent.

Starting the Remote Access Agent

To start the Remote Access Agent on a remote computer, do *one* of the following:

- On the remote computer's **Start** menu, point to **Programs > WebEx Remote Access > Remote Access Agent**.

- On the Desktop of the remote computer, double-click the Remote Access Agent icon.

Logging a Remote Computer in to the Remote Access Network

Once you install the WebEx Remote Access Agent on a remote computer, the agent automatically logs the computer in to the Remote Access network. However, if you have logged the computer out from the network, you must log it in again to access the computer remotely.


To log a remote computer in to the Remote Access network:

- 1 On the taskbar of the remote computer, right-click the **WebEx Remote Access - Offline** icon.



Right click the icon indicated by the arrow.

- 2 On the menu that appears, choose **Log In**.

The WebEx Remote Access icon shows as lit up  and available.

Logging a Remote Computer Out From the Remote Access Network


Once you log a remote computer out from the Remote Access network, the computer is unavailable for remote access until you log the computer back in to the network.

To log a remote computer out from the Remote Access network:

- 1 On the taskbar of the remote computer, right-click the **WebEx Remote Access - Available** icon.



Right click the icon indicated by the arrow.

- 2 On the menu that appears, choose **Log Out**.
- 3 In the message box that appears, click **Yes** to confirm that you want to log out the computer.
- 4 The WebEx Remote Access icon shows as offline .

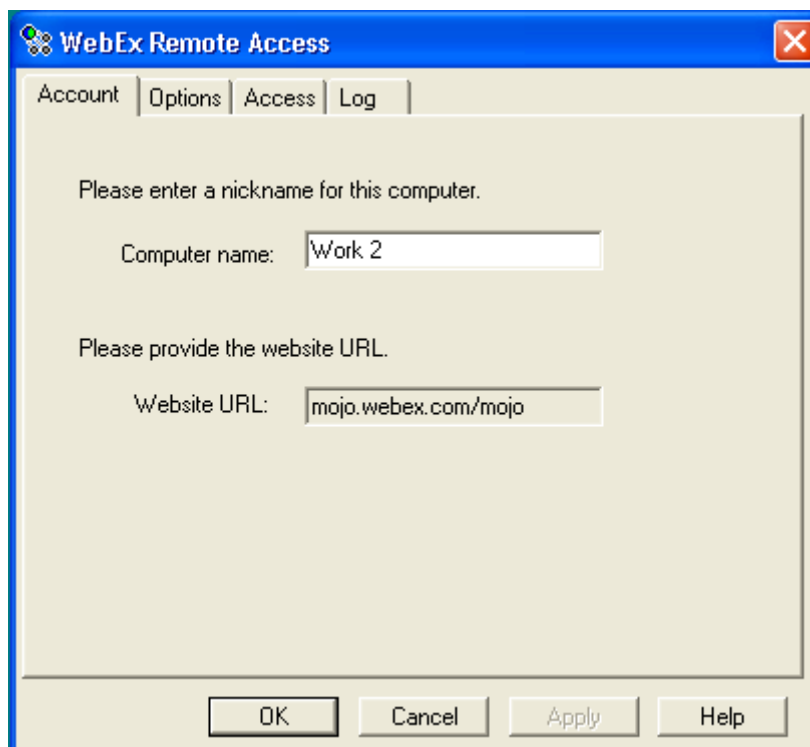
Editing Computer Preferences

You or the customer specified preferences for the Remote Access Agent when installing the Remote Access Agent using the setup wizard. You or the customer can change any of the preferences if no Remote Access session is in progress on the computer.

To edit preferences for the Remote Access Agent:

- 1 On the taskbar of the remote computer, right-click the Remote Access Agent icon.
- 2 On the menu that appears, choose **Preferences**.

The WebEx Remote Access preferences dialog box appears.



- 3 You can edit options from *any* of the following tabs:
 - **Account**—Allows you to rename the remote computer. For more information, see *About Naming a Remote Computer* (on page 8).
 - **Options**—Allows you to turn the options on or off. These options take effect once you access the computer remotely.

- **Access**—Allows you to add or remove the Desktop, or applications that you want to access.
- 4 Click **Apply** to save your changes.
 - 5 Click **OK** to close the dialog box.

Closing the Remote Access Agent

Once you close the Remote Access Agent on a remote computer, you cannot access the computer remotely until you restart the agent.

To close the Remote Access Agent:

- 1 On the taskbar of the remote computer, right-click the Remote Access Agent icon.
- 2 On the menu that appears, choose **Close Remote Access Agent**.
- 3 In the message box that appears, click **Yes** to confirm that you want to close the agent.
- 4 The Remote Access Agent icon is no longer displayed on the taskbar.

Uninstalling the Remote Access Agent

You or a customer can uninstall the Remote Access Agent from the remote computer.

To uninstall the Remote Access Agent:

- 1 On the remote computer's **Start** menu, choose **Programs > WebEx Remote Access > Uninstall Remote Access Agent**.
- 2 In the message box that appears, click **Yes** to confirm that you want to remove the Remote Access Agent from the computer.
- 3 In the dialog box that appears, select **Remote Access Agent**, and then click **Uninstall**.
- 4 Click **Finish**.

Important: You must restart your computer to complete uninstalling the Remote Access Agent.

