

2 Requirements and Installation



Basic Requirements

Minimum Hardware Requirements:

- ◆ Pentium 120 mhz compatible, with 128 MB of RAM and at least 100 MB of hard disk space free.
- ◆ An external or internal bi-synchronous modem with a recommended speed of 28.8 Kbps or faster

Monitor Requirements:

- ◆ Resolution of at least 640x480, best mode is 600x800.

Software Requirements:

- ◆ Windows 95,98, ME, 2000 or greater, or Windows N/T

Communications:

The RemoteDesk program can use a number of different methods to communicate with remote sites. It can use existing internet e-mail, Exchange Messaging (office E-mail), Lotus cc.Mail, most MAPI (Messaging Application Program Interface) compliant mail systems, or any external communications product.

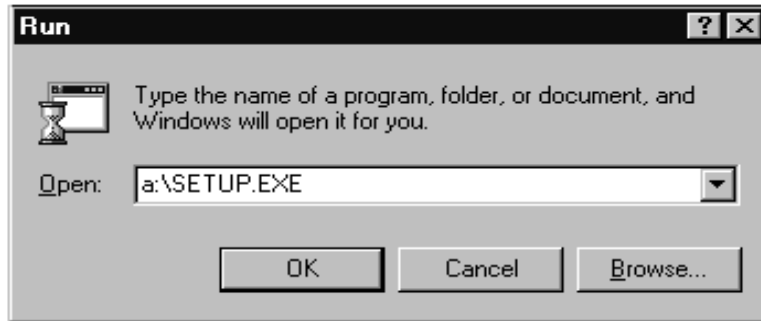
Crystal Reports Users:

If you currently have Crystal Reports from Seagate Software, you must be at version 7.0 of the program. RemoteDesk uses Crystal Reports for report printing and it will install program libraries that could conflict with another version of Crystal and your version may no longer work correctly.



Product Installation

The RemoteDesk **Administrator product** comes with a CD-ROM for installation, and a single licence for a remote client. You can use the same CD-ROM to install RemoteDesk on the remote PC or laptop, the diskettes sent by the administrator, or if purchased separately, the diskettes or CD-ROM included with this product.



CD-ROM Installation

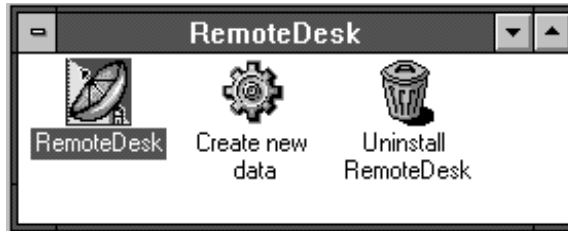
- ◆ Insert the RemoteDesk CD-ROM into your drive.
- ◆ Once inserted a **Flash** installation sequence should automatically **load**. **Select INSTALL**. Or, using your Windows system, install the program using the RUN E:\SETUP.EXE command. This assumes your CD-ROM drive is called E:. Then simply follow the screen messages. When completed you can select other information options or select EXIT to go to the RemoteDesk Icon Options.

3 1/2" Diskette Installation

- ◆ Insert product diskette #1 of RemoteDesk into your floppy drive.
- ◆ Using your Windows system, install the program with the RUN A:\SETUP.EXE command. This assumes your floppy drive is called A:. Please follow the screen messages to insert each of the diskettes when prompted.

RemoteDesk Icon Group

When RemoteDesk is installed on your computer, a product group called RemoteDesk is created with these icons.



- RemoteDesk** - Used to start the product. The first time you go into it, it will contain sample data for your use. Once you receive live data from the Administrator, you will no longer have access to the sample files.
- Create new data** - The "Remote client PC" cannot use this function, you **must receive all of your live data files from the Administrator**.
- Uninstall** - Removes all RemoteDesk programs, BRAVO.INI, and all subdirectories from your PC. It will prompt you before deleting Crystal Reports, to protect you if you have a full version of that product.

Using Sample Data

The installation process will automatically install sample data so you can use and learn about RemoteDesk.



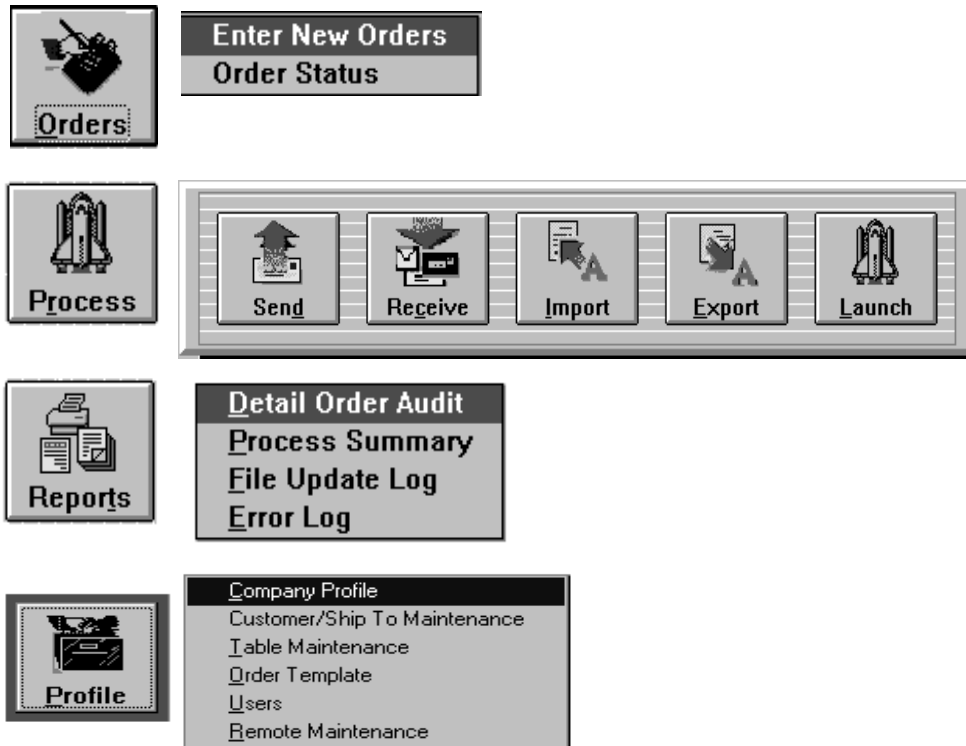
Once you receive your permanent data files from the Administrator, sample data is no longer available for use. RemoteDesk can only support one set of data per serial number.

Menus and Navigating in RemoteDesk

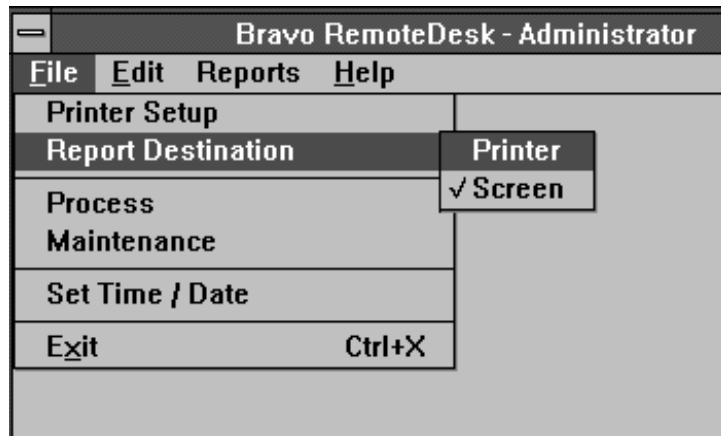
RemoteDesk Menu Bars

When the program starts up, it has a main menu bar that appears on the left hand side of the screen. The menu bar “floats” so it can be moved anywhere on the screen. You can move the menu bar by positioning your mouse pointer at the top end of the menu bar between the button and the edge, and then holding down the left mouse button as you drag your mouse around the screen the menu bar follows. The **Process Launch Pad** is also a “floating” menu bar that can be moved. Once you select **Process**, the launch pad appears. If you want it to remain on the screen for convenience, simply drag it to the bottom of the screen. To **remove** the menu bar, click on process again.

RemoteDesk Menu Options



Drop Down Menu Bar - File Options

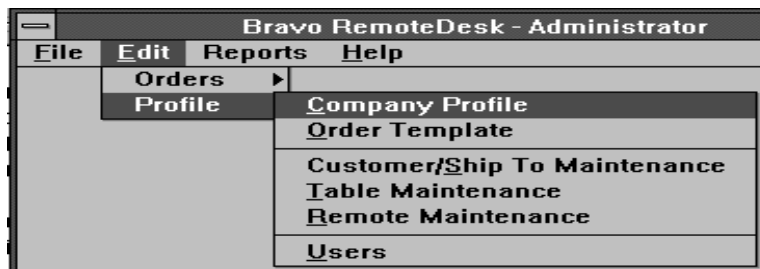


The drop down menu bar appears at the top of the RemoteDesk active window. You can access all of the RemoteDesk functions either from the drop down menus or from the “floating” menu bars. In addition to the main menu options, the following are also available;

- ◆ **Printer Setup** - This provides a dialogue box to set your printer type. It is a standard Windows print box to select either the default Windows printer or a special printer. You can also configure printer options from here. You only need to set it once before printing in RemoteDesk.
- ◆ **Report Destinations** - You can set the default print destination(s) for all printed reports in RemoteDesk. The reports can be sent to the **Screen** or **Printer** or both. Just click on or click off each of the two choices. When you print to the screen you also have the ability to later send to the printer from the print form.

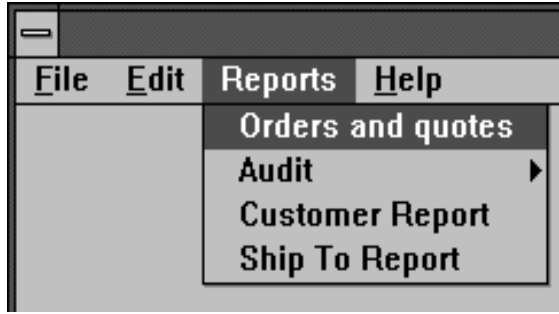
- ◆ **Process** - The **Process** choice displays an alternative method to invoke the Process Launch Pad functions: **Send, Receive, Import, Export** and **Launch**. This provides a convenient way to access the functions using only the keyboard by pressing the **<ALT>** key, which activates the drop down menu bar, and then pressing the arrow keys to direct your choice.
- ◆ **Maintenance** - This option displays an alternative method to invoke the **Monthly Maintenance** functions. This function is for data clean up and purging of old records based on date criteria. It is automatically displayed at the beginning of every month, but can be run at any time.
- ◆ **Set Time/Date** - This menu choice allows you to set the current system date and time if required. It is important that the date and time be kept current as date and time stamping is used in RemoteDesk to mark all data records.

Drop Down Menu Bar - Edit Options



The **Edit** drop down menu contains two choices, **Orders** and **Profile**. These two choices are alternate ways to get at the Orders and Profile functions, instead of using the menu bars and your mouse.

Drop Down Menu Bar - Reports



The **Reports** drop down menu provides an alternate way to access the **Orders and Quotes** printing and the **Audit** reports. There are also two additional reports which are used by the **Receive** function and only appear here. They are designed to allow you to preview new customer records or ship-to records that have just been received from other sites, and they will print the entire customer or ship-to file if you want.

Drop Down Menu Bar - Help



This menu choice provides access to various help screens in RemoteDesk. It is worth your while to view each of these options so that you can see the type of information that is online and may be useful in the future.

- ◆ **Contents** - provides an outline of the program help.
- ◆ **Topic Search** - allows you to enter a word or phrase that can be searched for in the Help database.
- ◆ **Product Support** - outlines how to get technical support on the product.
- ◆ **Registration** - invokes the RemoteDesk registration form which allows you to register the product with BSG and register additional remote licences.
- ◆ **About** - This gives a brief description of Bravo Software Group.