

Getting Started with WebEx Access Anywhere™

This guide provides basic instructions to help you start using WebEx Access Anywhere quickly. This guide assumes that you have a user account on your meeting service Web site, and that your site includes the Access Anywhere option. For detailed instructions on using Access Anywhere, please refer to the online Help for your meeting service.

What You Can Do with Access Anywhere

WebEx Access Anywhere lets you remotely access your computer over the Internet, using another computer anywhere in the world. For example, if you are at home or traveling, you can access your office computer, and use it as if you were sitting at your office desk. You can also access a remote computer and share it during a meeting.

During an Access Anywhere session, you can

- use either specific applications or the entire desktop on a remote computer, depending on the options you specify when setting up Access Anywhere
- transfer files to and from the computer
- access network resources
- print remote documents on a printer at your current location

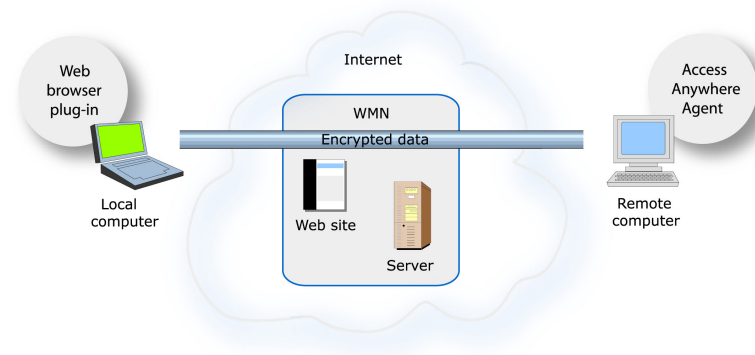
You can access a computer remotely using any type of Internet connection, including dial-up, DSL, cable modem, and local area network (LAN) connections.

Overview of an Access Anywhere Connection

To use Access Anywhere, you must first install the *Access Anywhere Agent* on a computer that you want to access remotely—that is, the *remote computer*. Then, using another computer that is connected to the Internet, called the *local computer*, you can log in to your meeting service Web site and establish a connection with the remote computer. The *Access Anywhere window*—a plug-in for your Web browser—starts the Access Anywhere session and displays the remote computer on your screen.

To provide a secure and reliable connection between your client and remote computers, Access Anywhere uses the *WebEx MediaTone Network (WMN)*—a global, high-performance network infrastructure.

The following figure shows an overview of an Access Anywhere connection.



Setting Up a Computer for Access Anywhere

Before setting up a computer for Access Anywhere, ensure that both the remote and local computers meet the minimum system requirements.

System Requirements

Requirements for the remote and local computers:

- Microsoft Windows 95, 98, ME (Millennium Edition), XP, 2000, or NT
- Intel Pentium 166 MHz or faster processor
- 32 MB RAM (64 MB recommended)
- Microsoft Internet Explorer 4.x or later or Netscape Navigator 4.x 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 a DSL, cable modem, ISDN, or T1 connection; for the local computer, at least a 56K connection

Installing the Access Anywhere Agent

To set up a computer for Access Anywhere, you must install the Access Anywhere Agent on the computer.



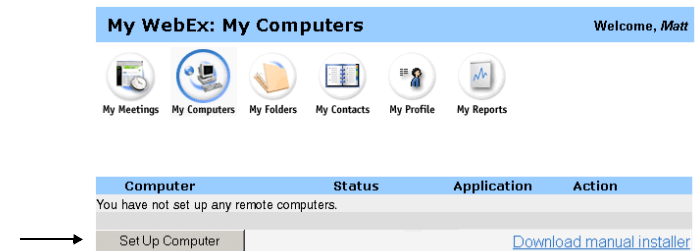
Important To install the Access Anywhere Agent on a computer running Windows NT or 2000, you must do one of the following:

- Sign in to your computer as an administrator before running the Access Anywhere Setup program.
- Have an administrator set up the computer for you.

Once you or an administrator sets up a Windows NT or 2000 computer, you need not log in to the computer as an administrator to use Access Anywhere.

- 1 On the computer that you want to access remotely, log in to your meeting service Web site, using your user name and account password.
- 2 On the navigation bar, click **My WebEx**.
- 3 On the page that appears, click **My Computers**.

- 4 Click **Set Up Computer**.



Note Alternatively, you can download the Access Anywhere Agent Installer by clicking **Download Manual Installer** on the My Computers page. Then double-click the installer file to run it. This option is useful if your system or network does not allow you to install the Access Anywhere Agent directly from the My Computers page.

- 5 The WebEx Access Anywhere Setup Wizard starts.




- 6 Using the WebEx Access Anywhere Setup Wizard, provide information and specify options on the following panels:

- **Account Information**—Specify a nickname name for the computer, then provide the password that you use to log in to your meeting service Web site.
 - **Options**—Specify the options for the computer that you want to take effect once you access the computer remotely. You can change any of these options during an Access Anywhere session. If you are unsure which options to select, accept the default selections.
 - **Access**—Select the specific applications that you can access on the remote computer, or choose to access the computer’s entire desktop.
 - **Authentication**—Specify the security options that you want to use when accessing the computer remotely. You can choose to use Web-based authentication—in which you provide an access code on a Web page—or phone-based authentication—in which you receive a phone call at a phone number that you specify, then key in a pass code.
- 7 On the Setup Complete panel, click **Finish** to install the agent on your computer.

The Access Anywhere Agent logs the computer in to the Access Anywhere server.

The **WebEx Access Anywhere - Available** icon appears on your computer's taskbar. You can now access the computer remotely.



 **Note** If your organization requires you to log in to a proxy server before you can log in to another server on the Internet, the Proxy Server Password dialog box appears once you finish setup. In this case, provide your proxy server login information. To avoid having to log in to the proxy server each time the Access Anywhere Agent attempts to log the computer in to the Access Anywhere server, select the **Remember my proxy server user ID and password** check box. Then click **OK**.

Keeping a Remote Computer Accessible

You can access a computer remotely if

- the Access Anywhere Agent is running on the computer—that is, if the **WebEx Access Anywhere** icon appears on your computer’s taskbar
- the computer is connected to the Internet
- the computer is logged in to the Access Anywhere server—that is, its status is **Available**.

Also ensure that your remote computer is not set to go into a power-saving system standby, or “sleep,” mode after a specific period of inactivity. For more information about standby mode, refer to Windows Help.

Accessing a Computer Remotely

To remotely access a computer, you simply open your list of remote computers on your meeting service Web site, then establish a connection with the computer.

- 1 On the local computer on which you want to access another computer remotely, log in to your meeting service Web site.
- 2 On the navigation bar, click **My WebEx**.
- 3 On the page that appears, click **My Computers**.

A list of computers that you have set up for Access Anywhere appears.

Computer	Status	Application	Action
<input type="checkbox"/> My Home Computer	Offline	Microsoft Word Microsoft Outlook Quicken Deluxe Adobe Photoshop	
<input type="checkbox"/> My Work Computer	Available	Desktop	Connect

Remove Set Up Computer [Download manual installer](#)

You can access any computer in the list for which the status is **Available**.

- Under **Action**, click **Connect** to access the computer.

If this is the first time you have accessed a computer remotely using your local computer, Access Anywhere automatically downloads and installs a plug-in for your Web browser.

- Do one of the following:
 - If you chose access code authentication, type your access code in the box that appears, then click **OK**.

Your access code is case-sensitive, so you must type the access code exactly as you specified it when setting up the computer.

- If you chose phone authentication, wait to receive a phone call at the number you specified, then follow the voice instructions to provide your pass code.

The Access Anywhere window opens, displaying the remote computer's desktop or the application that you selected.



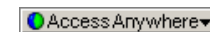
Note If the remote computer is running Windows NT or 2000, and you must log in to or unlock the computer, you can send a **Ctrl+Alt+Del** key combination to the computer. See “[Managing a Remote Computer During an Access Anywhere Session](#).”

Controlling Full-Screen View of a Remote Computer

You can switch the display of a remote computer between a standard window and a full-screen view. You can also minimize a the window in which a full-screen view appears, so you can easily access other applications on your local computer's desktop.

To full a remote computer in a full-screen view:

- Click the **Access Anywhere** button.



- On the menu that appears, choose **Show Full-Screen View**.

To display a remote computer in a standard window:

- In the lower-left corner of your computer's screen, click **Access Anywhere**.
- On the menu that appears, choose **Restore View**.

To minimize a full-screen view:

- In the lower-left corner of your computer's screen, click **Access Anywhere**.
- On the menu that appears, choose **Minimize View**.

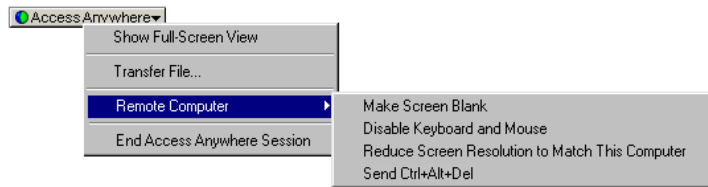
Managing a Remote Computer During an Access Anywhere Session

During an Access Anywhere session, you can manage a remote computer by setting options and sending commands, as follows:

- 1 Click the **Access Anywhere** button.



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



- 3 On the menu that appears, choose any of the following commands:

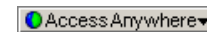
Command	Description
Reduce Screen Resolution to Match This Computer	Reduces the remote computer's screen resolution to match that on your local computer. This option reduces the need to scroll while viewing the remote computer. The Access Anywhere Agent restores the resolution to its original setting once you end the session.
Disable Keyboard and Mouse	Disables the keyboard and mouse on the remote computer, preventing anyone at the remote location from using the computer.
Make Screen Blank	Makes a remote computer's screen blank, thereby preventing anyone at the remote computer's location from viewing the contents on the screen. Important —The screen-blanking privacy option is not available for all hardware platforms. Certain graphics cards do not support this option. Test this option in an Access Anywhere session to determine if it works on your computer.
Send Ctrl+Alt+Del	This command appears only if the remote computer is running Windows NT or 2000. Sends a Ctrl+Alt+Del key combination to a remote computer, which allows you to <ul style="list-style-type: none"> ■ log in to or out from the computer ■ lock or unlock the computer

Command	Description
Bring Shared Application to Front	Restores a remote application that is minimized, or displays a remote application that is behind another window that you cannot control. This option is available only if you set up a remote computer so you can access specific applications rather than its entire desktop.

Transferring Files During an Access Anywhere Session

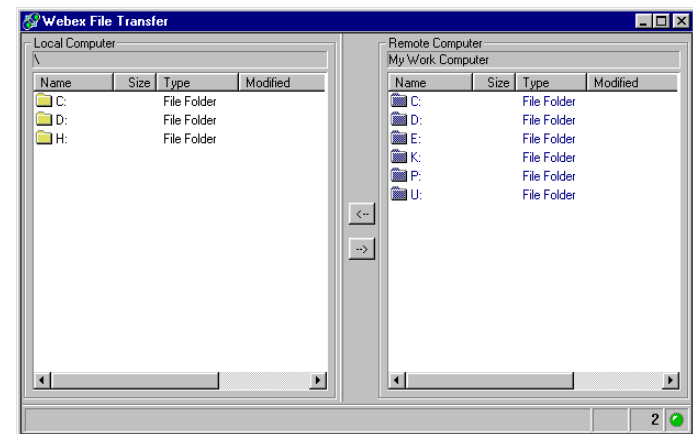
During an Access Anywhere session, you can transfer files or folders to or from the remote computer.

- 1 Click the **Access Anywhere** button.



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

The Transfer File window appears.



In the pane on the left, the file directory for the local computer is labeled **Local Computer**. The file directory for the remote computer is labeled with the name that you specified when setting up the computer for Access Anywhere.

- 3 In the pane on either the left or right, browse to the folder in which you want to transfer files.
- 4 In the other pane, browse to the folder containing the files or folder that you want to transfer.
- 5 Select the files or folder that you want to transfer.
- 6 Click the either the left- or right-pointing arrow, as appropriate, to transfer the file from one computer to the other.

Printing Remote Documents

During an Access Anywhere session, you can open a document that resides on the remote computer and print it to local printer at your current location.

- 1 On the remote computer, open the document that you want to print.
- 2 In the remote application, open the print options.
- 3 Print the document using the **ActiveTouch Document Loader**, which appears in the list of printers.

A print options dialog box for your local computer appears.

- 4 Print the document to a local printer.



Important 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 your computer. Therefore, do not use this option when the precision of the printout is critical, such as when printing checks.

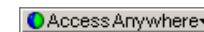
Ending an Access Anywhere Session

Once you end an Access Anywhere session, the Access Anywhere server disconnects your local computer from the remote computer. The remote computer remains logged into the Access Anywhere server, so you can access it again at any time.

To ensure your privacy and the security of the remote computer, do one of the following before you end an Access Anywhere session:

- Close any applications that you started during the Access Anywhere session.
- If the remote computer is running Windows NT or 2000, and you have administrator rights on the computer, log off from or lock the computer. To access these options on the computer, send a **Ctrl+Alt+Del** key combination to the remote computer. See “[Managing a Remote Computer During an Access Anywhere Session.](#)”
- Specify a screen saver password, and set the screen saver to appear after 1 minute of inactivity.

- 1 Click the **Access Anywhere** button.



- 2 On the menu that appears, choose **End Access Anywhere Session**.
- 3 In the message box appears. click **Yes**.

Managing Access Anywhere

Once you start the Access Anywhere Agent on a remote computer, you can manage Access Anywhere by logging the computer in to and out from the Access Anywhere server, specifying preferences for Access Anywhere, and closing the Access Anywhere Agent.

Starting the Access Anywhere Agent

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

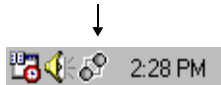
- On the remote computer's **Start** menu, point to **Programs**, then point to **WebEx Access Anywhere**. On the menu that appears, choose **Access Anywhere Agent**.
- On the remote computer's desktop, double-click the **Access Anywhere Agent** shortcut.



Logging a Computer In to the Access Anywhere Server

Once you install and set up the WebEx Access Anywhere Agent on a remote computer, the agent automatically runs and logs the computer in to the Access Anywhere server. However, if you have logged the computer out from the server, you must log it in again to access the computer remotely.

- 1 If you have not already done so, connect the computer to the Internet.
- 2 On the remote computer's taskbar, right-click the WebEx **Access Anywhere - Offline** icon.



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

The WebEx Access Anywhere Login dialog box appears.

- 4 Type the password for your user account in the **Password** box, then click **OK**.

Logging a Computer Out from the Access Anywhere Server

Once you log a computer out from the Access Anywhere server, you cannot access the computer remotely until you log back in to the server.

- 1 On the remote computer's taskbar, right-click the **WebEx Access Anywhere - Available** icon.



- 2 On the menu that appears, choose **Log Out**.
- 3 In the message box that appears, click **Yes**.

Specifying Preferences for Access Anywhere

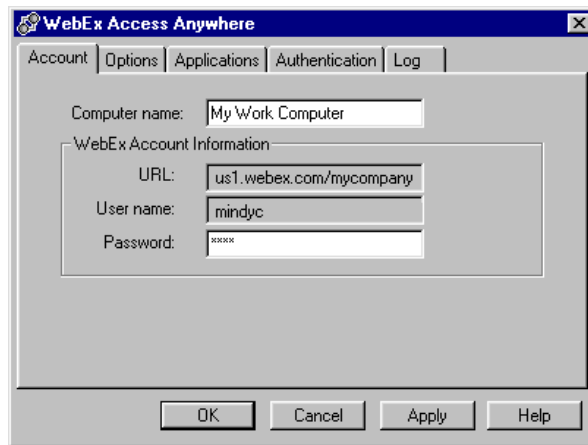
When setting up a remote computer for Access Anywhere, you specified preferences for the Access Anywhere Agent, using the WebEx Access Anywhere Setup Wizard. At any time, you can change any of the following preferences that you specified.

- 1 On the remote computer's taskbar, right-click the **WebEx Access Anywhere** icon.



- 2 On the menu that appears, choose **Preferences**.

The WebEx Access Anywhere Preferences dialog box appears.



3 Specify options on any of the following tabs:

- **Account** tab—Allows you to rename a remote computer that you set up for Access Anywhere. A remote computer's name appears in your list of remote computers on your meeting service Web site.
- **Options** tab—Allows you to turn the following options on or off. These options take effect once you access the computer remotely. You can also change them during a session:

Option	Description
Automatically reduce screen resolution to match local computer	Reduces the remote computer's screen resolution to match that on your local computer. This option reduces the need to scroll while viewing the remote computer. The Access Anywhere Agent restores the resolution to its original setting once you end the session.
Use full-screen view by default	Specifies that the remote computer appears in a full-screen view by default on the local computer. If this check box is cleared, the remote computer appears in a standard window.

Option	Description
Disable this computer's keyboard and mouse	Disables the keyboard and mouse on the remote computer, preventing anyone at the remote location from using the computer.
Make this computer's screen blank	Makes a remote computer's screen blank, thereby preventing anyone at the remote computer's location from viewing the contents on the screen. Important —The screen-blanking privacy option is not available for all hardware platforms. Certain graphics cards do not support this option. Test this option in an Access Anywhere session to determine if it works on your computer.

The **Options** tab also lets you specify the following options:

Option	Description
End the session after it is inactive for [x] minutes	Specifies a time-out period for an Access Anywhere session, such that the local computer automatically disconnects from the remote computer if there is no activity for the specified duration of time.
Disable pop-up messages	Specifies that Access Anywhere Agent on your remote computer does not display any system or error messages. This option is useful if your remote computer is in "kiosk mode," in which only one application is running and the operating system is not accessible. If the Access Anywhere Agent were to display a message while your computer was in kiosk mode, you would be unable to close the message window and continue using the remote computer.

Option	Description
Lock computer after session ends	Available only for Windows 2000, NT, or XP. Specifies that the Access Anywhere Agent automatically locks the remote computer once you end an Access Anywhere session. The Computer Locked dialog box appears on the remote computer's screen, requiring a user to provide your Windows password to unlock the computer.
Display Mode	Specifies how remote applications appear on your local computer. The Standard mode, is ideal for most applications; the Screen-sampling mode, is better for applications that display complex graphics.

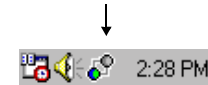
- **Applications** tab—Allows you to choose whether to access specific applications on the remote computer, or the computer's entire desktop. If you choose to access specific applications, you can add applications to or remove them from the list of applications that you can access.
- **Authentication** tab—Allows you to change the authentication options that you set when setting up a remote computer for Access Anywhere. You can choose either of the following types of authentication, which help to prevent unauthorized access to a remote computer:

Option	Description
Access code authentication	Requires you to provide a code, or password, by typing it on a Web page, to access a remote computer.
Phone authentication	Calls a phone number that you specify, then requires you to provide a pass code, using the keys on your phone's keypad, to access a remote computer.

Closing the Access Anywhere Agent

Once you close the WebEx Access Anywhere Agent on a computer that you set up for Access Anywhere, you cannot access the computer remotely until you restart the agent.

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



- 2 On the menu that appears, choose **Close Access Anywhere Agent**.
- 3 In the message box that appears, click **Yes**.

For More Information

The online Help for your meeting service provides detailed instructions for using all of the options in Access Anywhere. Help includes an index and full-text search to help you find the information that you need.

Contacting WebEx Communications

Receiving Technical Support

WebEx provides comprehensive technical support services for its customers. To receive technical support for Access Anywhere go the Support page on your meeting service Web site.

Providing Feedback to WebEx Communications

WebEx Communications greatly appreciates any feedback that you provide about our products and documentation.

Providing Feedback About Access Anywhere

You can provide feedback to WebEx Communications by sending an email message to feedback@webex.com.

Providing Feedback About This Documentation

If you have comments about WebEx Access Anywhere documentation, please send an email message to docs@webex.com.

In your email message, please specify the section or Help topic to which your comment applies. If you would like to receive a response to your comments, please include your name and contact information in your message.



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