



ReachOut[®] for Windows 95 Read Me File

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1. Before Installing ReachOut

If you have any other remote control software on your computer, remove it before installing ReachOut.

2. Upgrading From ReachOut for Windows & DOS

ReachOut preserves your password files and phone book entries when you upgrade from ReachOut for Windows & DOS. Before upgrading, you should make sure that your phone book entries do not use any characters that are not allowed in Windows 95 file names. These characters are \ / : * ? " < > | If ReachOut encounters a phone book entry with one of these characters, you will see an error during Setup. When you click OK, ReachOut will install correctly but it will stop converting your phone book entries and passwords, and you will have an incomplete list.

Each phone book entry is converted to a connection icon you can use just as you used the phone book entry. Each password entry is converted to a "waiting only" connection icon in the ReachOut window to let ReachOut receive the same connections as before. Just right-click a connection icon to change its properties.

The master password, if any, is unchanged. It is not converted to a connection icon. You can change your master password at any time. Choose *Security* from the *Configuration* menu, and click the *Set Master Password* button on the *Access Control* tab.

In addition to providing you with an all-new interface that lets you use a single application for making and receiving connections, ReachOut for Windows 95 integrates with such Windows 95 features as Dial-Up Networking, File Sharing, and Direct Cable Connection. ReachOut's SuperFTP Client and PersonalFTP Server help you make full use of the Internet.

3. Public Installations and Supervisor Security

Supervisor Security now works correctly on public installations of ReachOut.

For information about setting up a shared copy of ReachOut, see ReachOut Help, or Chapter 7 of the ReachOut for Windows 95 User's Guide. Make sure you have a site license before doing a shared installation.

Running SETUP95 PUBLIC

After a shared setup, users must run SETUP95 from the shared ReachOut folder to install ReachOut. SETUP95 obeys all Setup command-line parameters and installation script commands. To have SETUP95 automatically perform a public installation, use the PUBLIC command in a ReachOut installation script and save the script as a text file named ROINST (no file extension) in the shared ReachOut folder.

4. New Connection Wizard

If you don't have any connection icons in your address book, when you run ReachOut the New Connection wizard opens automatically to help you create one. You can create a connection icon to make calls, wait for calls, or both.

Creating connection icons with the New Connection wizard does not alter the way your ReachOut computer is set up. By default, your ReachOut computer is set up to **make and wait for calls**. If you create a connection icon to make calls only, your computer will continue to receive calls. If you don't want your computer to receive calls, you'll need to make the change on a global level. Choose *Options* from the *Configure* menu, and choose *Make calls* on the *General* tab to deny any incoming connections.

5. Connecting to a Windows NT Computer

When connecting to ReachOut for Windows NT, your password is case-sensitive. For example, "PASSWORD" is not the same as "password". Be sure to type your password with the correct uppercase and lowercase letters.

6. Automatically Starting ReachOut or PersonalFTP Server

The ReachOut computer you want to connect to must be up and running before you can connect to it. If you normally log onto a network, you can have ReachOut start before you have to enter a network password. Right after the network password dialog box opens, ReachOut will open. When you remotely control the other computer, you'll see the logon dialog box. At this point, you can either log onto the network or cancel network login.

To have ReachOut run whenever your computer starts, open ReachOut and choose *Options* from the *Configure* menu. On the *General* tab, check *Automatically start ReachOut when computer starts*. You should then restart the computer. ReachOut will be waiting on all the connection types you have chosen on the *Waiting* page of this dialog box.

If you use ReachOut mostly to receive calls, you may want it to start up minimized in the taskbar each time you run it. Choose *Options* from the *Configure* menu, and check *Minimize ReachOut window when ReachOut starts*.

To run ReachOut PersonalFTP Server whenever your computer starts, open PersonalFTP Server and choose *Preferences* from the *Configure* menu. On the *Settings* tab check *Automatically start FTP server when computer starts*.

7. ReachOut and Your Modem

You can connect to another ReachOut computer via modem, network, or direct cable; and you can wait for calls on more than one of these connection types at a time.

Receiving a FAX on a Modem Line

If you have other communication applications running on your computer (such as a FAX application) along with ReachOut, and you want to use the other communication application (for instance, you want to receive a FAX on your computer), you'll need to make sure ReachOut is not waiting for modem calls (either close ReachOut or turn off the waiting for modem calls).

8. Using ISDN

ReachOut works with ISDN equipment in Windows 95 in one of three ways:

- *As a modem.* Your ISDN adapter is configured as a modem in Windows 95. A common one is the Motorola Bitsurf. In the Control Panel, choose the *Modems* icon to set it up.
- *As a network type connection.* Your ISDN adapter is configured as a network card in Control Panel (see Network, Adapters tab). ReachOut is configured as network for a dedicated connection, or as Dial-Up Networking if you have to dial your network to get connected.
- *As CAPI 2.0 ISDN type connection.* CAPI is primarily a European standard. If you are unsure if your card supports CAPI, consult your ISDN adapter manual or the manufacturer of your ISDN adapter.
ReachOut supports only the CAPI 2.0 ISDN standard. Your ISDN card manufacturer supplies the CAPI 2.0 DLL for Windows 95. ReachOut works with CAPI ISDN cards that use a DLL, but not with CAPI cards that use VxDs (devices loaded in the **[386enh]** section of SYSTEM.INI or that are loaded with the Win95 virtual device drivers).

9. Video Drivers

If you are having video problems while using ReachOut and are using a third party video driver, switch to standard Windows VGA or SVGA and try using ReachOut again. If it works correctly, check with the manufacturer of your video card to see if there's an updated driver. If not, use the SVGA Windows video driver with ReachOut.

You should have no problems using ReachOut when both computers are running 256 colors. To use more than 256 colors, both computers must be set to the same color resolution, and both computers must have the same video driver and card.

Incompatible. The STB LightSpeed 128 (version 1.0) driver is not compatible with Reachout. This video card driver loads in such a way to prevent ReachOut from intercepting and transmitting the video from the computer waiting for calls to the computer making the call. If you have the STB LightSpeed 128 video card, you can use ReachOut successfully if you install the Windows standard VGA or SVGA driver.

While connected to a waiting computer that uses a Matrox Millennium video driver, the colors displayed on the viewing window will be dithered. To fix this problem, install the Power Desk utility that comes with the driver, and make these changes:

1. Open Control Panel.
2. Double-click the *Power Desk* icon.
3. On the *MGA Settings* tab, click *Advanced*.
4. On the *Performance* tab, uncheck all check boxes.
5. Close all windows.

Changing Display Settings. On most systems, you can change your computer's color depth and video resolution using Windows Control Panel while ReachOut is installed, but not connected, without any problems. You'll need to restart the computer for the changes to take effect. If you can't change them successfully, see the instructions below for using SETDRVRS.

If you use **Microsoft Quickres** (from Powertoy) to modify your display settings without restarting your computer, you won't be able to change the color depth from 256 colors to a larger number (16 bit color) once ReachOut is installed. When you call and connect to a computer, you can change the video resolution (say from 640x480 to 800x600) of the computer you are calling from with Quickres, but you cannot change the video resolution of the computer you are connected to.

If you use other applications similar to Quickres, you will run into problems. Before changing your computer's video resolution or color depth with these applications, run SETDRVRS.EXE from your ReachOut folder, then change your video resolution or color depth as usual. When done, run SETDRVRS.EXE again.

10. Animated Color Cursors

ReachOut adds the line "colorcursor=yes" to the **[system]** section of REACHOUT.INI so you can see animated cursors in color while using ReachOut.

If you have trouble connecting or controlling a computer that has a very animated cursor (such as the horse for a normal state), the connection may not be able to handle the rapid changes required to view that animation. Try changing to a cursor with less energetic animation.

If either or both of the computers locks up during remote control, you might need to disable color cursor support. See the following section on "Lockups During Remote Control" for instructions.

11. Lockups During Remote Control

If either or both of the connected computers locks up during remote control, try the following:

1. On the waiting computer, use any text editor (such as Notepad) to open the file

- REACHOUT.INI. It is located in your Windows folder.
2. In the **[system]** section of REACHOUT.INI, locate the line:
colorcursor=yes
 3. At the beginning of this line, add a semicolon (;), as follows:
;colorcursor=yes
This marks the line as a comment so ReachOut will ignore it.
 4. Save and close REACHOUT.INI.
 5. Restart ReachOut on both computers, and try the connection again.

Now during remote control, your cursor will appear as a standard white pointer.

12. Disabling Wallpaper for Remote Control Optimization

You can have ReachOut temporarily disable a waiting computer's wallpaper, screen saver, and window trails while it is acting as a Host. This can help speed up remote control. To set this option, choose *Options* from ReachOut's *Configure* menu and go to the *Waiting* tab.

13. Special Windows Key Combinations

During remote control, pressing certain key combinations while the viewing window is active produces different results depending upon the version of Windows the calling computer is running.

Here is how these key combinations behave in Windows 95:

- ALT+TAB cycles through the applications on the **local** computer. To cycle through applications on the remote computer, use ALT+RIGHT ARROW.
- CTRL+ESC activates the **local** computer's taskbar. To activate the remote computer's taskbar (or task list in Windows 3.1x), use ALT+UP ARROW.

14. Print Redirection

You can redirect printouts from Windows 95 and Windows 3.1x computers that you are remotely controlling. The procedure is different for each platform; look up "printing" in the ReachOut Help Index for complete details.

If you have trouble redirecting printouts from a Windows 3.1x computer, you may need to update ReachOut on that computer. For the print redirection feature, some earlier versions of ReachOut for Windows & DOS are not compatible with ReachOut for Windows 95.

15. Virus Checking

During file transfers via ReachOut Explorer, you can check transferred files for viruses. We've included virus scanner software for you in your ReachOut folder.

To download the latest virus pattern file, go to the Trend Micro Devices home page on the Internet at http://www.antivirus.com/pattern_update.html.

16. Uninstalling ReachOut

Uninstall removes all ReachOut files, including:

- All program files that aren't in use
- Your address book folder, if you haven't added anything to it, including converted passwords and phone book entries
- The ReachOut shortcut icon
- Shortcut icons created as a result of an upgrade
- The ReachOut initialization file in your Windows folder
- All ReachOut files placed in your Windows\System folder

Uninstall also removes ReachOut entries from the Windows Registry.

Uninstall does not remove files it did not create, including connection icons, folders, and shortcuts you created after installing ReachOut.

To uninstall ReachOut:

1. Click the Windows *Start* button on the taskbar.
2. Choose *ReachOut* from the *Programs* menu.
3. Choose *Uninstall*.
4. Follow the instructions in the Uninstall wizard.
5. Restart Windows when done.

If the ReachOut folder remains, you can delete it and all its contents. If the REACHOUT.INI file remains in the Windows folder, delete it as well.

If you uninstall ReachOut and then reinstall (without having deleted any additional files), you can still use your former connection icons to make connections. However, you'll have to modify the *Waiting Options* tab in each icon's Properties and check Allow remote users to connect.

If You're the ReachOut Supervisor

When you installed ReachOut on a network drive for public installation, Setup also asked for a folder on your local computer in which to install ReachOut. If you run ReachOut's Uninstall from that local computer, it will remove files on the network drive as well as the files on your local computer.

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