



## Organise your workday from home

Access you office PC with a simple Internet connection anytime  
And anywhere, to consulti t or download files without having to move.

# Remote View: accessing your PC via the Internet

*Remote View by Livecare Support is the ideal solution to access your computer remotely using a normal Internet connection.*

### Checking your computer via the Internet

Resulting from Icona's extensive experience in designing communication services via the Internet, Remote View is the most popular solution to check your Windows computer remotely using a normal Internet connection.

### Easy remote access to your PC

Remote View works thanks to the dialogue between two applications in the Livecare suite: Internet Agent and Live Operator.

Using Internet Agent, a PC is configured and connected to the Livecare server: the program is configured as a service of the PC and is ready to use, even if the computer is subsequently rebooted.

The user connected to the Internet can therefore link up to the Livecare server using LiveOperator and after entering his/her username and password, gains access to the list of PCs and servers the company has configured, to activate and manage the configured Internet Agents.

Access to one's PC is also available from business connections that envisage a firewall or proxy.

There is no need to create complicated firewall configurations to be able to use this function: access to one's PC takes place in the same way as if one were sitting in front of the monitor in person. Simply enter your personal username and password to access your desktop and have the computer's resources at your disposal.

If an operator is already at your PC, a message is displayed to allow him/her to stop the session and communicate and agree on times and methods.

When the user is in control, (s)he can use all the functions (s)he would have if (s)he were physically in front of the monitor of the remote PC. Thanks to Remote View, users can also transfer their files from the remote PC to the local PC and vice versa.

The Remote View service is compatible with all the software applications running on the Windows™ operating system (Win 2000, Win2003, WinXP, Vista), Apple™ (Mac OSX 10.4) and Linux™.

### Security and reliability

Livecare solves all security problems linked to accessing your PC via the Internet.

The PC cannot be reached via the Internet except through a connection to the Livecare server and through the product security policy.

All accesses are recorded and limited by a personal username and password login. The remote assistance communications that are established are on a secure protocol.

Livecare also guarantees attainability irrespective of the connection available. There is no need for any lengthy network configuration procedures: Livecare View does it all automatically!

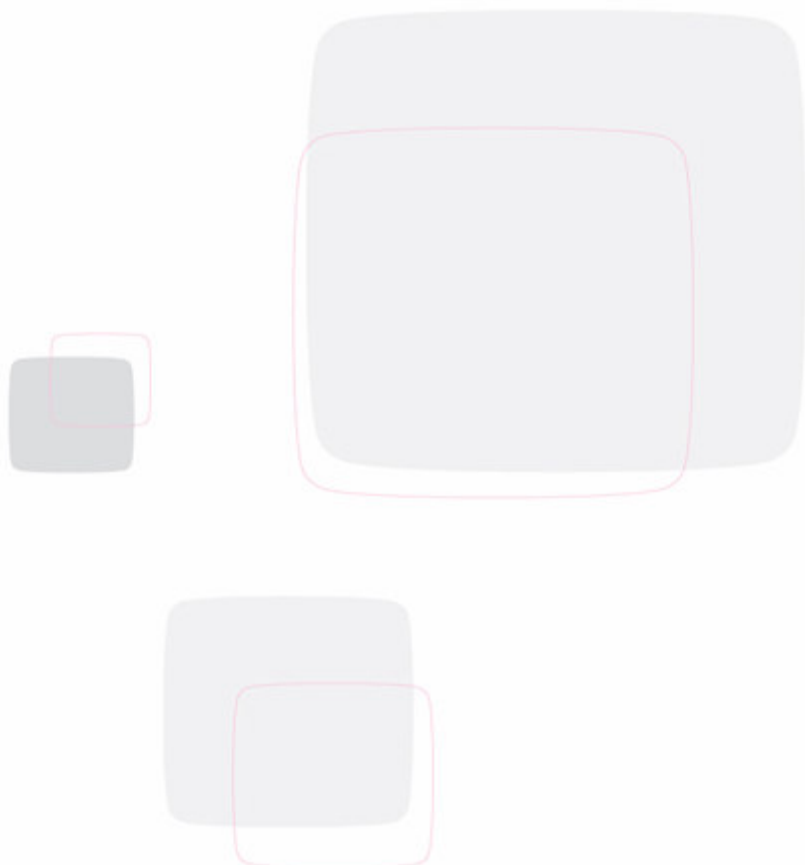
### Concentrate on your business

With Remote View, you're always in the office and have access to the company network, to shared folders and corporate applications, wherever you are!

Don't wait any longer to get in touch with us. We will be delighted to provide any sales and technical information you may require.

### TABLE OF FUNCTIONS

- Access to remote PCs
- Desktop or Application sharing
- File Transfer (upload + download)
- Compatibilità with firewall and proxy
- Security and privacy
- Chat with User possible



 **ICONA**

Viale Brianza 20  
20092 Cinisello Balsamo  
Milano  
Tel: 02 6111 981  
Fax: 02 6111 9829  
[www.icona.it](http://www.icona.it)  
[www.livecare.it](http://www.livecare.it)