

MEDILINK^{esi} 2009+ (R2.00)
How To: Use Remote Support

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Introduction

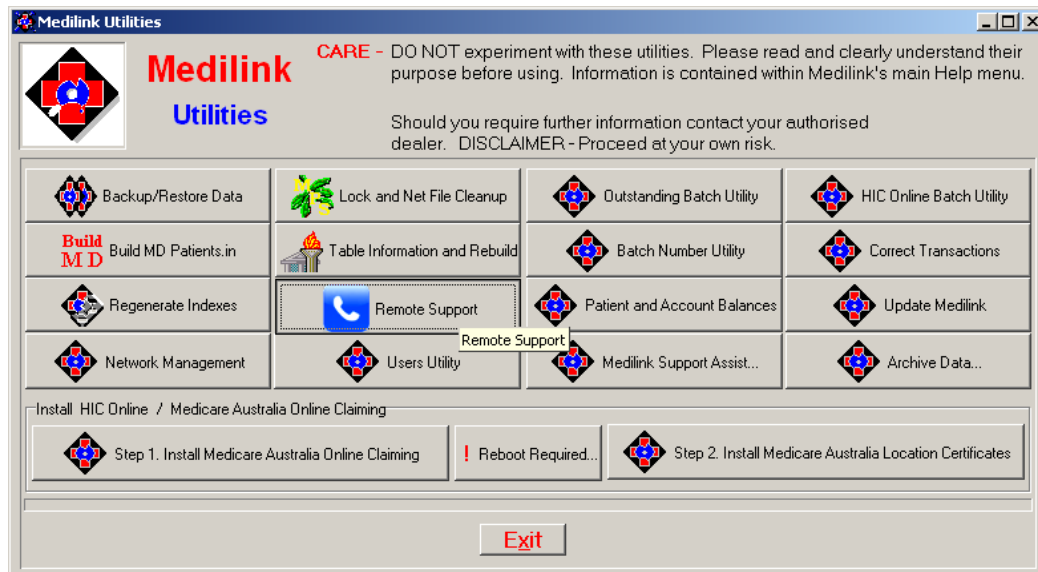
This document was written by Patrick Sims as a basic guide for users and technicians with regards to using and/or enabling MedilinkVNC, (our remote support utility).

This utility enables a direct line of communication to Medilink to troubleshoot and provide support on a wide range of issues and is used for support cases where phone and email support will not suffice.

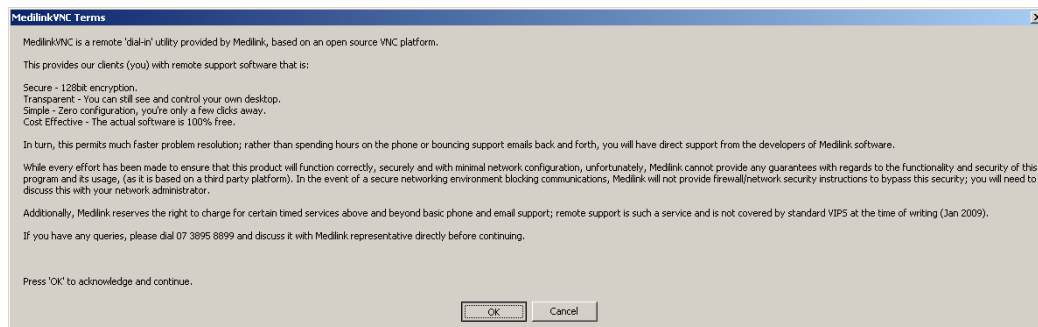
Quick Start Guide

Connecting

Open up utilities and click on 'Remote Support', (the blue and white phone):

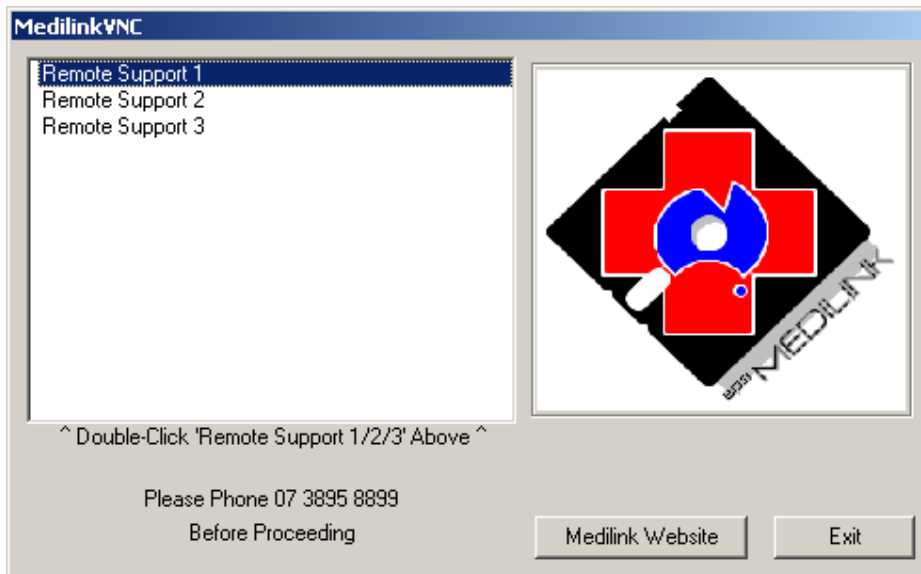


Read and press 'OK' to acknowledge the terms and conditions:

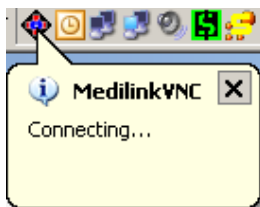


Ring the number on the dialog box and introduce yourself, at this point the operator will likely search for your practice on our database. You must be a paid up VIPS member to receive remote support; if you are not, we may or may not be able to provide support depending on circumstance and agreement to pay outstanding VIPS membership fees.

When instructed, double click on the 'Remote Support 1/2/3/?' option:



You will notice a little icon in your taskbar:



Please note, this does not necessarily guarantee that the service will connect, it may be blocked via a firewall on your computer or on your network, (hospital environments are more likely to have it blocked via a firewall on your network, please forward this document to your IT department).

Once connected, this taskbar message will indicate that it has connected, after that there may still be a short delay, and Medilink will confirm with you that you can see the mouse moving, (which indicates that the connection has fully connected and is working).

Disconnecting

The Medilink operator will disconnect the session when they are finished, so you do not need to do anything further.

In the case of a premature disconnection, Medilink may ask you to go through the connection procedure again.

Troubleshooting

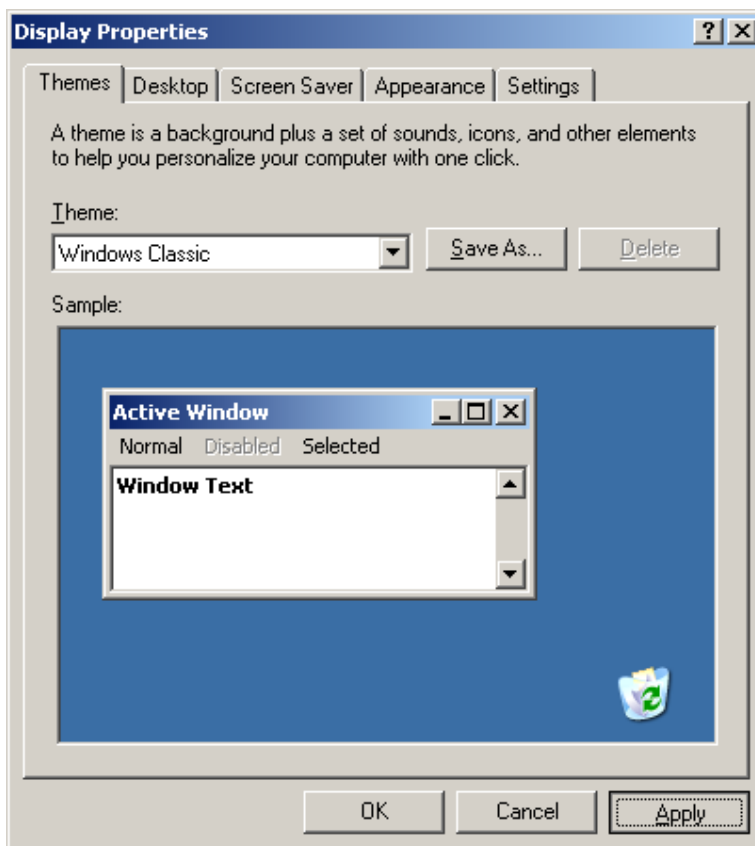
Firewall

To configure your firewall(s) for MedilinkVNC you need to unblock outbound port(s) 5500/5501/5502 and/or outbound connections to 'mlkserver.medilink.com.au', (61.9.217.172).

Medilink will provide basic phone instructions for this, but ultimately it is up to you to discuss this with your network administrator and/or manager, as your organisation may have policies in place that prohibit this access.

Speed

If you are running Vista or Windows 7, please save your current theme and change the theme to 'Windows Classic' and press 'Apply'.



FAQ

Is the connection secure?

MedilinkVNC uses 128bit encryption which ensures that only the two parties, (Medilink and yourself), will have access to your system.

Is anything installed when running MedilinkVNC?

No, MedilinkVNC is only run when you need access, and does not leave anything behind.

Can Medilink access my computer even when I'm not there?

No. Medilink can only access computer when you explicitly ask them to connect by running this utility.

Can I watch what Medilink is doing?

Yes. Watching Medilink and discussing is an integral part of the service.

Can I still access the computer when Medilink is using it?

The simple answer is yes, you do still have access to your computer. However, you may find that Medilink has 'control' over the mouse.

Can I disconnect Medilink from accessing my computer?

We don't suggest you do this, but if necessary, you can right click on the Medilink icon in the taskbar and select the 'disconnect' option.