



GETTING STARTED WITH CROSSLOOP

MARCH 12, 2008

CONTENTS

This guide is intended to assist you with downloading, installing, and running the CrossLoop Software Application.

Contents	2
What is CrossLoop?	3
Downloading the Software application	3
Troubleshooting installation problems	3
Starting CrossLoop.....	4
Creating a CrossLoop Account	5
Logging in to the Software application	6
Logging Out of the Software application	6
Starting a CrossLoop Session	7
Sharing the Access Code	7
Entering the Access Code.....	7
Accepting an Invitation to Connect	8
Establishing a Connection	8
Troubleshooting problems with sessions	9
Ending a CrossLoop Session	13
Notes and Appendix	14
Languages Support.....	14
CrossLoop Installation.....	15

WHAT IS CROSSLOOP?

CrossLoop is a free secure screen sharing utility designed for people of all technical skill levels.

CrossLoop enables non-technical users to get connected from anywhere on the Internet in seconds without changing any firewall or router settings.

With CrossLoop, people can help their contacts remotely as if they were working side by side. Popular uses for CrossLoop range from technical assistance to troubleshooting to software and application training, such as how to set up a blog or create videos online.

DOWNLOADING THE SOFTWARE APPLICATION

You can download the CrossLoop software application from <http://download.crossloop.com> or by clicking on the “Free Download” buttons and links on any page on the CrossLoop website (<http://www.crossloop.com>).

When you click on the “Free Download” link, you will see a screen that prompts you to “Run”, “Save” or “Cancel” the download. Click “Run” on this window and each subsequent window that appears.

The wizard will walk you through the step-by-step installation process.

To review the installation process in detail, please see the *Notes and Appendix* section.

TROUBLESHOOTING INSTALLATION PROBLEMS

Most installation problems have to do with the Windows operating system or security software being aggressively vigilant and blocking the installation process.

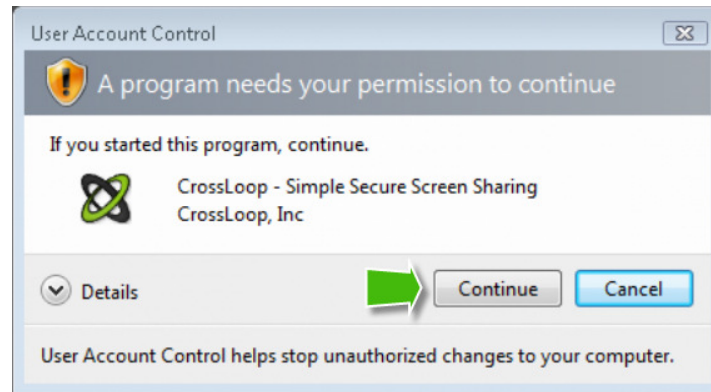
In these cases you should select whichever option removes the blocking action (typically, a button called “Ignore”, “Continue”, “Yes”, “Grant”, “Run”, or “Allow”).

PROBLEMS WITH CROSSLOOPUNINSTALL.DLL OR WINVNC.EXE

Some security software might block the rename of *crossloopuninstall.dll* or *winvnc.exe* during the CrossLoop installation. In this case you should temporarily disable your security software during the install.

WINDOWS VISTA AND USER ACCOUNT CONTROL (UAC)

If you are using Windows Vista and have user account control (UAC) enabled, you will see a window telling you that “A program needs your permission to continue”. Select “Continue” if you see this window.

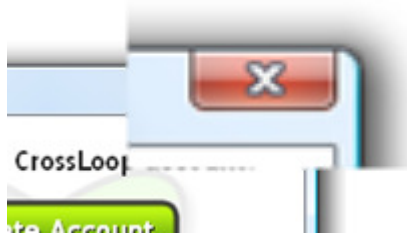


STARTING CROSSLOOP

If you have never used CrossLoop before, you will be asked to login or create an account when you start the application.



- If you already have a CrossLoop account, click on “Login”.
- If you don’t have a CrossLoop account, click on “Create Account”.
- If you don’t want to login or create an account, you can click on the cancel button at the top right of this window. This will not close the application and you will be taken directly to the screen sharing controls.



CREATING A CROSSLOOP ACCOUNT

Creating a CrossLoop account is simple. And only takes a few seconds.

By creating a CrossLoop account, you can

- Track and manage your sessions
- Rate partners you have sessions with
- Build your own CrossLoop credentials and reputation, turning your knowledge into cash

To create an account, you only need to provide your email address, first and last name, and create a password (six or more characters.)

The screenshot shows a web browser window titled 'CrossLoop' with a 'Create a CrossLoop Account' form. The form includes the following fields and elements:

- Email:** A single text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Password:** A text input field.
- Retype Password:** A text input field.
- I accept the CrossLoop [Terms of Service](#) and [Privacy Policy](#)
- Register** (a green button)
- [Skip](#) (a blue link)

Once you have created your account, you can use your email and password to log in to the CrossLoop software application as well as the CrossLoop website.

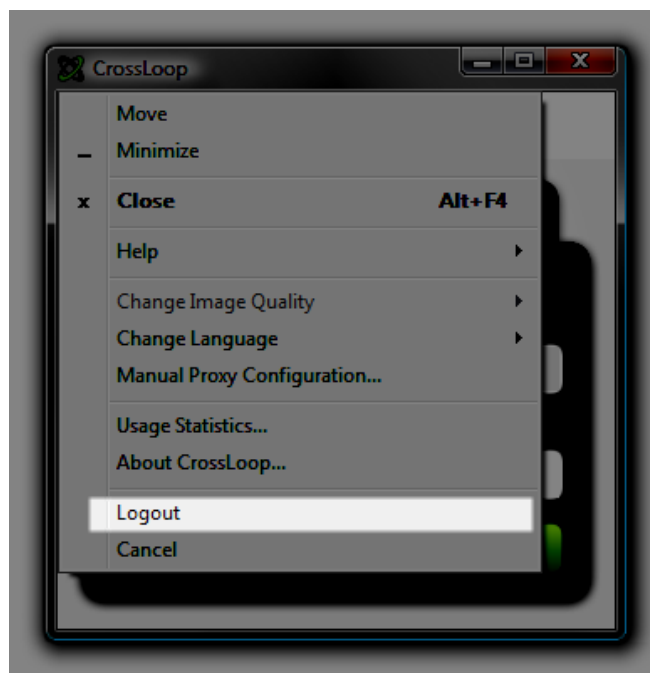
LOGGING IN TO THE SOFTWARE APPLICATION

To login in to the CrossLoop Software application, simply enter your email address and password in the login screen.



LOGGING OUT OF THE SOFTWARE APPLICATION

To log out of the Software application, access the applications settings menu (by clicking on the CrossLoop logo on the top left of the window) and select "Logout".



STARTING A CROSSLOOP SESSION

In a CrossLoop session, one person shares his screen and the other person accesses a screen.

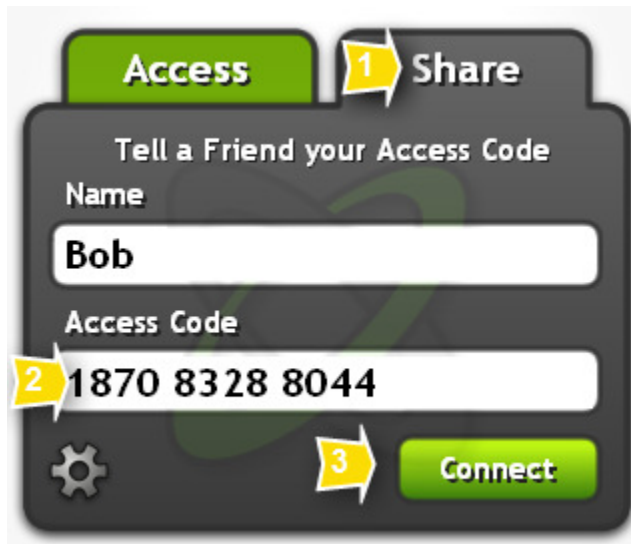
To watch a short (one minute) Flash movie on how to use CrossLoop, please click here: <http://www.crossloop.com/GettingStarted>

To illustrate how to start a session, let's use an example.

Let's say that Bob and Julie want to have a session where Bob wants to share his screen with Julie. Here are the short steps that Bob and Julie have to follow:

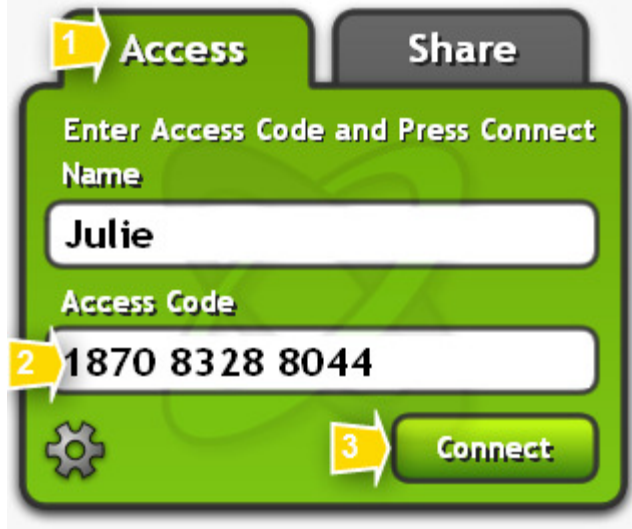
SHARING THE ACCESS CODE

- Bob clicks on the grey “Share” tab and gives Julie his access code.
- Bob would typically share his access code with Julie over the phone or chat.
- After he shares his access code, Bob clicks on the green Connect button.



ENTERING THE ACCESS CODE

- Meanwhile, Julie clicks on the green “Access” tab.
- She enters the access code Bob just provided her with.
- Julie then clicks the Connect button.



Julie has two minutes from the time Bob provides her with his access code and clicks Connect to make her own connection with Bob. This short duration is a security measure.

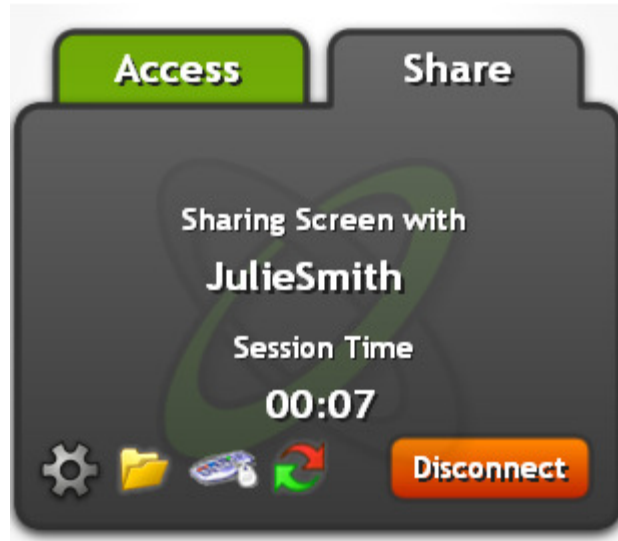
ACCEPTING AN INVITATION TO CONNECT

Bob receives an invitation from Julie to connect. He needs to accept this invitation for Julie to access his screen.



ESTABLISHING A CONNECTION

After a few seconds, the connection will be established and Julie can now access and control Bob's screen.



TROUBLESHOOTING PROBLEMS WITH SESSIONS

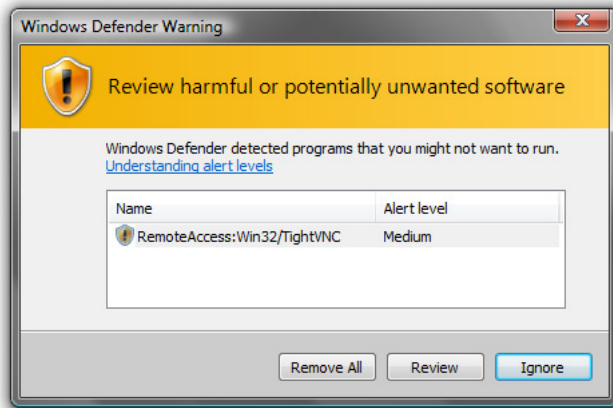
Sometimes the Windows operating system or security and anti-virus software that you may have installed on your computer can block a session.

CrossLoop uses a program called TightVNC and because TightVNC allows others to access your computer, Windows and other security programs may alert you when this program tries to run on your computer.

Here are the most common problems and their resolutions.

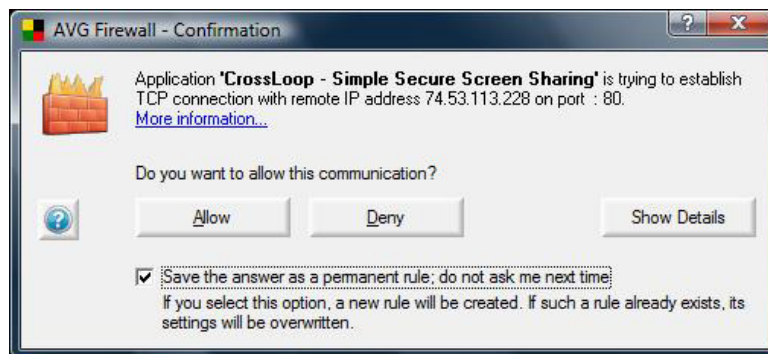
WINDOWS DEFENDER WARNING

Sometimes Windows Defender will show you a warning. You should select the "Ignore" button.



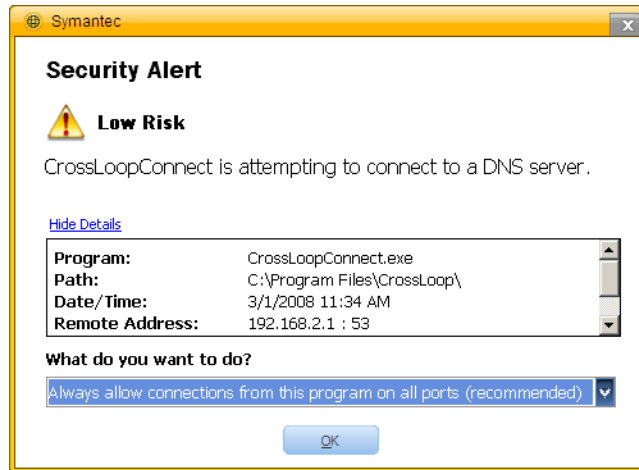
AVG FIREWALL WARNING

If you have the AVG Firewall installed, it can warn you when you start the session. Select “Allow” and check off the box that saves this as a permanent rule.



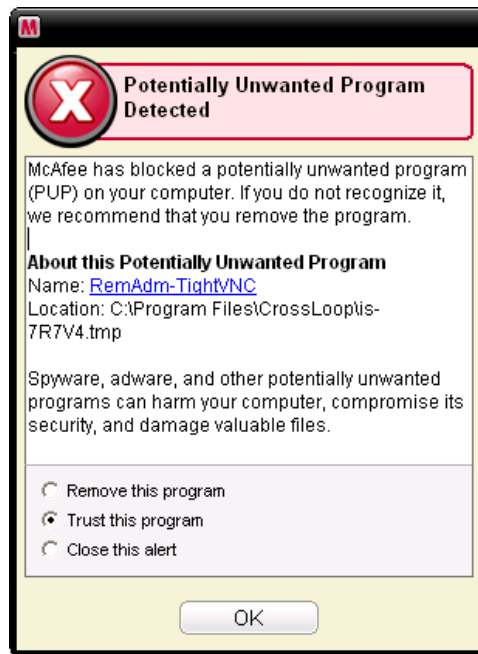
SYMANTEC WARNING

If you have Symantec security product installed and get a warning, you should select “Always allow connections from this program” and click “OK”.



MCAFFEE WARNING

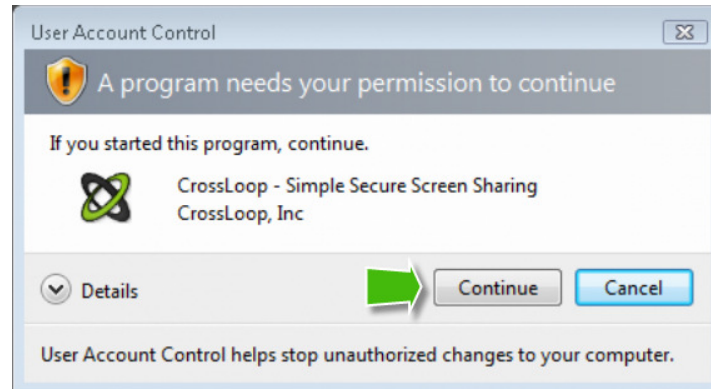
If you are using McAfee and see a warning, you should select “Trust this program” and click “OK”.



WINDOWS UAC (USER ACCESS CONTROL) BLOCK

When a computer running the Windows Vista operating system is sharing a screen, UAC can cause CrossLoop to lose connection immediately when the permission prompt is displayed.

User Account Control (UAC) is a feature in Windows that can help prevent unauthorized changes to your computer. UAC does this by asking you for permission or an administrator password before performing actions that could potentially affect your computer's operation or that change settings that affect other users.



Unfortunately, this message and request for approval displays even if you are logged in as a user with Admin rights. When this message is displayed Crossloop is immediately disconnected.

A workaround for this problem is to turn off User Account Control when using Crossloop. To do this go to; Start button/Settings/Control Panel/User Accounts and Family Safety/User Accounts/Turn User Account Control on or off. You will need to restart the computer for the change to take effect.

If you would rather not turn UAC off you can follow this link to the How-To Geek's web page to find out more about UAC and download a registry editor file that will disable the UAC prompt for Admin users. This option does not require a reboot.

<http://www.howtogeek.com/howto/windows-vista/disable-user-account-controluac-for-administrators-only/>

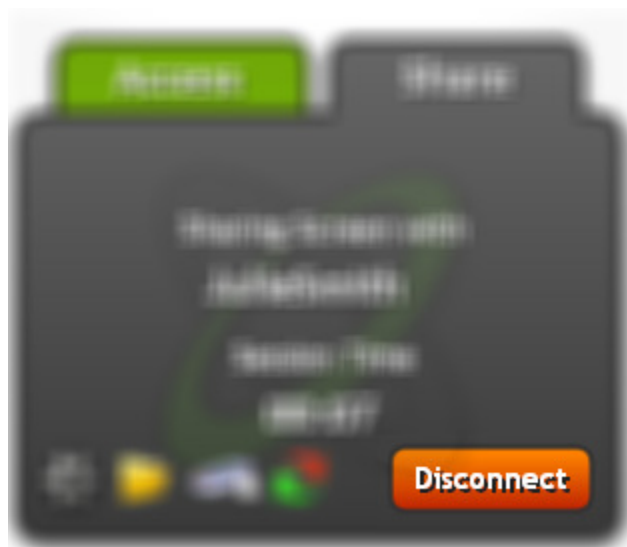
Other than this issue Crossloop should work fine on Vista as long as you configure the Firewall/Security software to Allow Crossloopconnect.exe, Winvnc.exe and Vncviewer.exe to run and access the internet.

CROSSLOOP AND VNC CONFLICTS

Crossloop installs and uses TightVNC which will conflict with any other VNC program if it's installed on the same computer. All VNC programs use the same Registry Key so settings will be overwritten. You might need to uninstall your other VNC program, if you have one installed, and Crossloop so you can start fresh with Crossloop.

ENDING A CROSSLOOP SESSION

To end a session, either Bob or Julie click on the red disconnect button on their software application.



NOTES AND APPENDIX

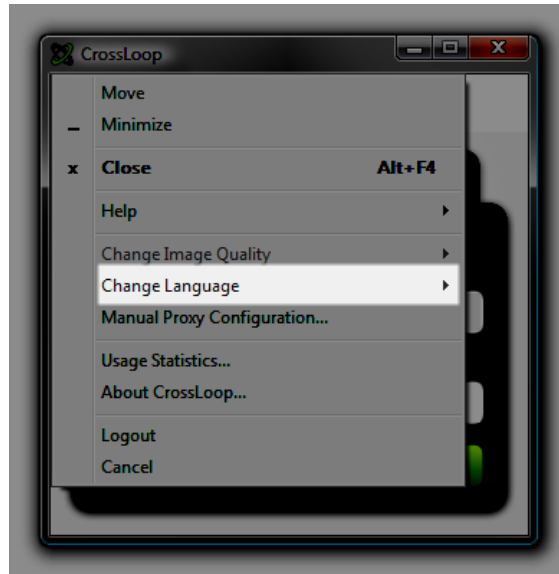
LANGUAGES SUPPORT

CrossLoop is supported in the following languages

- Български (Bulgarian)
- 简体中文 (Chinese - Simplified)
- Čeština (Czech)
- Dansk (Danish)
- English
- Nederlands (Dutch)
- Suomi (Finnish)
- Français (French)
- Deutsch (German)
- हिन्दी (Hindi)
- Italiano (Italian)
- 日本語 (Japanese)
- 한국어 (Korean)
- Bahasa Melayu (Malay)
- Norsk (Norwegian)
- Polski (Polish)
- Português (Portuguese - Brazil)
- Русский (Russian)
- Slovenščina (Slovenian)
- Español (Spanish)
- Svenska (Swedish)

CHANGING LANGUAGE OF THE APPLICATION

To change the language of the software application, click on the CrossLoop logo on the top left of the software application window to access the setting menu and select the “Change Language” option.

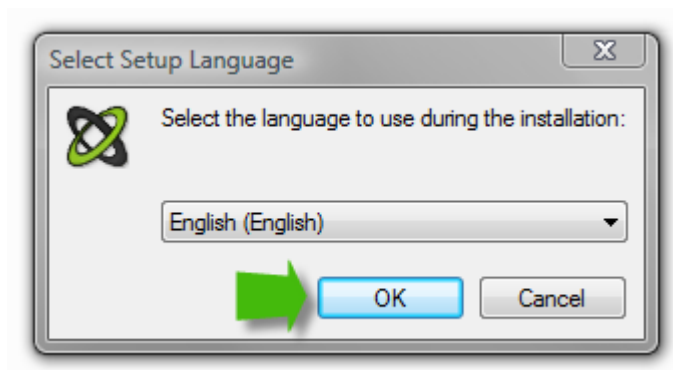


CROSSLOOP INSTALLATION

This section describes the installation process in more detail.

STEP 1: SELECT YOUR LANGUAGE

Select the language for the CrossLoop software and click “OK.”



(See the *Notes and Appendix* section to learn more about the languages supported.)

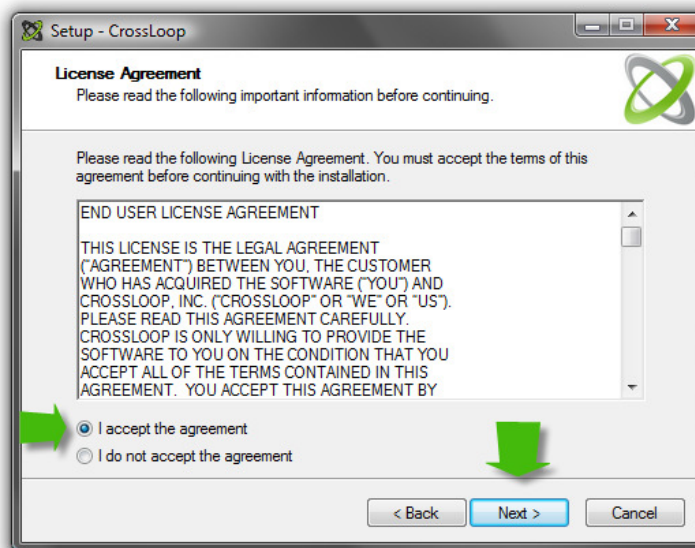
STEP 2: WELCOME SCREEN

Select “Next >” on the Welcome Screen



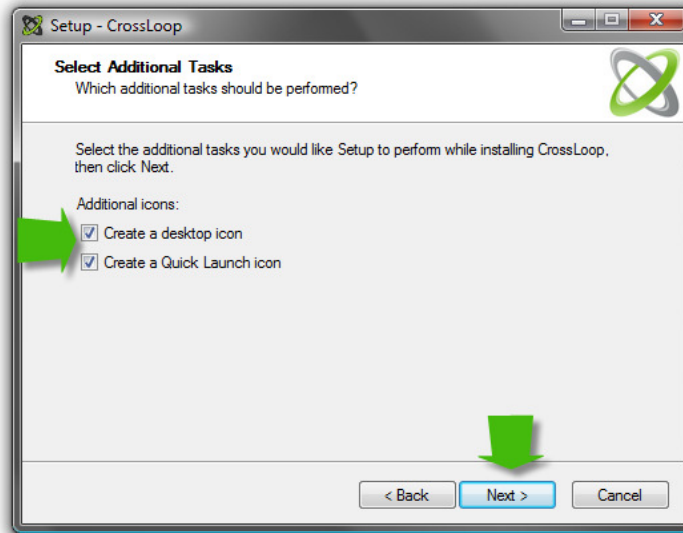
STEP 3: LICENSE AGREEMENT

Read the License Agreement, accept it, and click “Next >”



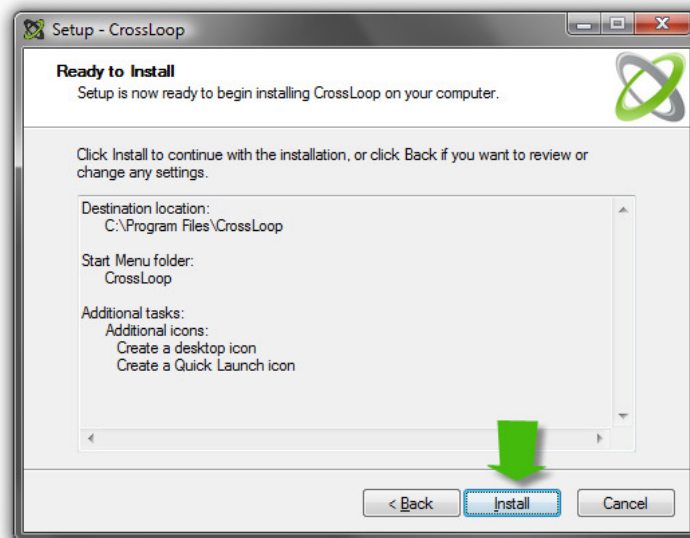
STEP 4: ADDITIONAL TASKS

Select any additional tasks you would like the installer to perform and click “Next >”. We recommend leaving both boxes checked as this will make it easier to find and use the CrossLoop application.



STEP 5: REVIEW SETTINGS

Review the settings, click “< Back” to make any changes, or click “Next >” to install



STEP 5: FINISH INSTALLATION

Click on “Finish” to conclude the installation process. At this time you can choose to launch the CrossLoop application.

