Casper Remote User Guide
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Introduction:

Casper Remote Control is a unique web-based software solution designed to connect, control, and provide quick and easy access to your remote home or office PCs. Throughout this user guide we will cover everything from “Getting Started” to “Advanced Settings.” Please take some time to look over each screenshot and instruction to familiarize yourself with the user interface. If you have any questions you can always submit a support ticket for assistance by calling the main office phone number at 614-319-4681 or by e-mailing helpdesk@3ctechs.com

...Now let’s get started!
**Step 1:** Use your favorite internet browser and go to [www.3ctechs.com](http://www.3ctechs.com).

**Step 2:** Click on the “RESOURCE HUB” tile at the top-right corner.
Step 3: Click “Casper Remote Control”
**Step 4**: Enter your “Login Name” (e-mail) and “Password”

**Step 5**: If for any reason you do not know your password, click the **forgot password** link, this will send you an e-mail to let you set a new password.
**Step 6a:** For new users only. Follow the on-screen instructions, download the “Google Authenticator” on your phone or tablet from the App Store or the Play Store.

**Step 6b:** For new users only. Open the Google Authenticator app on your phone and tap “Begin Setup” or “Scan a Barcode.” Scan the barcode to add it to the app and enter the passcode displayed on your mobile device into the passcode field on the website.
**Step 6c:** For new users only. If everything is entered correctly, you will see a screen of backup codes, make sure to write these down or take a picture of them in case your device is lost, damaged, or stolen. In the event you get an error that the passcode is wrong, the session probably timed out. Delete the authenticator entry from the app, login to Casper again, and scan the QR code with your mobile device for a new pass.
Google Authenticator

Two-step (or two-factor) authentication such as Google Authenticator protects our clients from unauthorized access using an extra layer of security. Each time you log in, you will be asked to enter a one-time passcode which changes on a timer. This allows your account to be protected even in the event of a malicious user discovering your password. This feature is mandatory to protect our clients and their networks.
Step 7: Once logged in, you will see a screen like the one above. Indicators have been added in green to illustrate most commonly used options. You can change your password under “User Settings” or “Connect to PC” to remotely connect.
**Step 8:** If this is your first time connecting, you will be presented with an installation screen. For “Step 1” click the **area circled in red** above, this will download a file which you will need to run when completed.

**Step 9:** The MSP Connect Viewer application will install with little to no prompt when ran. Once the installation is finished you can press the **"LAUNCH MSP CONNECT"** button in green. You may get a prompt to associate MSP Connect with links of this type, be sure to press yes and click any checkbox to save the setting.
Finish: You are now connected to your remote PC, the next few pages will familiarize you with the colloquial names assigned to each of the areas in the image above.
Information Tabs

1. General – Shows PC information for the remote machine and lets you chat with a remote user in the event someone is already using the machine.
2. Remote Desktop – This is the main window indicated in red on the previous page. This is identical to what you would see if you were sitting at the remote PC, and functions the same way.
3. System Shell – This is used to send commands to the remote machine, mainly used by technicians
4. File Transfer – This is used to transfer files to/from the remote PC to the PC you are connecting from. If you need to send a file to the remote PCs desktop you can also drag a file directly into the Remote Desktop window. Progress will be indicated by a bar that will fill the file transfer tab.
5. System Info – This is a diagnostic tab used by technicians.
Control Panel

1. Computer – This is used to reboot the remote PC. In the event the PC becomes locked up, or needs to be rebooted normally, you can use the “Emergency Reboot” and “Restart & Shutdown” commands respectively.
2. Advanced – This is currently unused.
3. Session – This is currently unused.
Remote Monitor

1. This is the remote PCs desktop, exactly as you would see it if you were sitting in front of the PC. If the PC has multiple monitors, please see the next section.
**Settings Panel**

1. **View** – This panel adjusts the color quality and data usage for the Remote Monitor.
   a. **Size** – Adjusts the fitment and zoom level for the Remote Monitor
   b. **Color** – Adjusts the color quality of the Remote Monitor. The order from top to bottom is worst color, to best color. “True Color” requires the most data and processing power.
   c. **Quality** – Unused
   d. **Optimize for** – This lets you adjust the overall data usage, we recommend you do not adjust this.
   e. **Change TS Session** – Used by technicians only
   f. **Change Remote Resolution** – Adjusts the remote resolution [the amount of content that can fit in the Remote Monitor window.] We recommend you do not adjust this unless absolutely necessary.
   g. **Show Remote Cursor** – Toggles the appearance of the mouse cursor in the Remote Monitor.
   h. **View Only** – Lets you view the remote PC without taking control of the mouse or keyboard.
Settings Panel (Continued)

i. Full Screen – Makes the Remote Monitor full screen and hides the controls at the top and bottom of the screen, these controls will reappear when the mouse cursor is moved to the edges of the screen. Additionally, this can be controlled by clicking the icon in the top right of the main window.

2. Monitors – This button will cycle through the desktop for each monitor attached to the remote computer.

3. Commands – Sends commands to the remote PC that are typically not able to be sent manually.
   a. Send CTRL+ALT+DEL – Sends the keypress combination for CTRL+ALT+DEL, useful for login screens.
   b. Windows 8 Commands – Sends commands to pop out the various sidebars in Windows 8 and 8.1.
   c. Block Remote Keyboard and Mouse – Blocks input from anyone sitting at the remote PC, this will also block input for any other remote users if multiple are connected.
**Settings Panel (Continued)**

d. **Blank Screen** – Will turn off the monitor of the remote PC while still allowing you to control the keyboard and mouse.
e. **Lock Remote Operating System** – Sends the lock command to the OS, leaving all work intact and open, but covering it with the Windows login screen.

4. **Interactions** – Tools primarily used by support personnel
   a. **Laser Pointer** – Creates a red dot on the remote screen controllable by the mouse.
   b. **Disable Viewer Keyboard Shortcuts** – Used by technicians only
   c. **Start Recording Video** – Used by technicians only
   d. **Enabled Keyboard Mapping** – Unused
   e. **Take Screenshot** – Used by technicians only
   f. **Copy / Paste** – These commands can be used to transfer the contents of the clipboard to and from the remote PC. The “clipboard” contains all data when you use the copy and paste commands built into Windows.
**Troubleshooting**

Q. On the device list, the icon for my computer is red or grey instead of green, what does this mean?

A. Red indicates someone is already logged in, by clicking on the icon you can disconnect them or login with them. Grey indicates the PC is off or the remote control system is damaged, determine if the computer is on and connected to the internet, then contact 3C support for further assistance.

Q. Can I print from my remote PC to my local printer?

A. This feature is not current supported, but may be added in a future update.

Q. Is there a mobile app that will allow me to connect to my PC?

A. Currently there is no mobile app, but it may be added in a future update.

Q. My connection is slow or laggy and/or I disconnect from the remote PC often.

A. Your internet connection at your local or remote PC may be too slow or bogged down at time of use. If this condition is chronic, further research may be needed to track down the problem. Server backup runs late at night, logging into your office PCs during this time is not recommended.
Q. My images look blurry or discolored, how can I adjust image quality?
A. Please see page 16, section 1, sub-section b.
Additional Questions

If you have any additional questions or require further assistance, please contact 3C Technology Solutions at 614-319-4681. Alternatively, you can send a detailed description of your issue to helpdesk@3ctechs.com. Please be sure to indicate which office you are with.