



**TwinBytes Inc.**

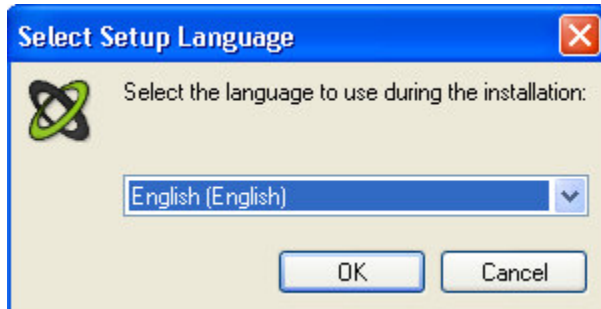
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## Installing the remote control software – Crossloop

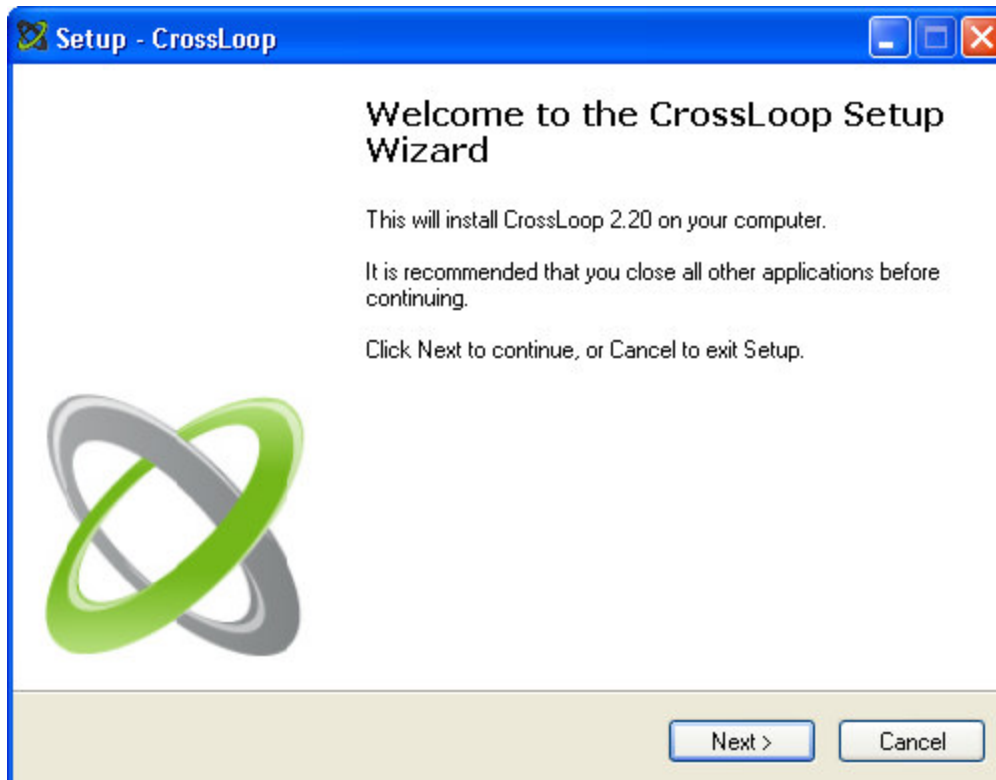
After downloading the program from <http://twinbytes.ca/downloads/crossloopsetup.exe> and opening it, you will be prompted to Run. Click Run on the following screen and just go through the simple wizard.



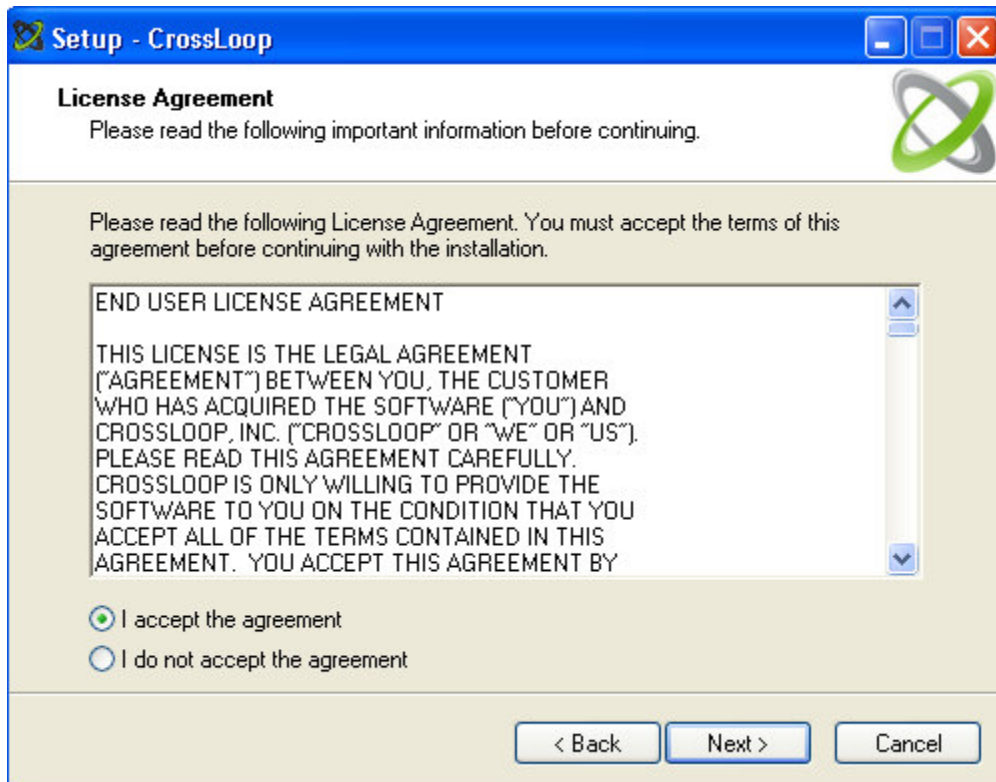
Select your language if different from English and press OK.



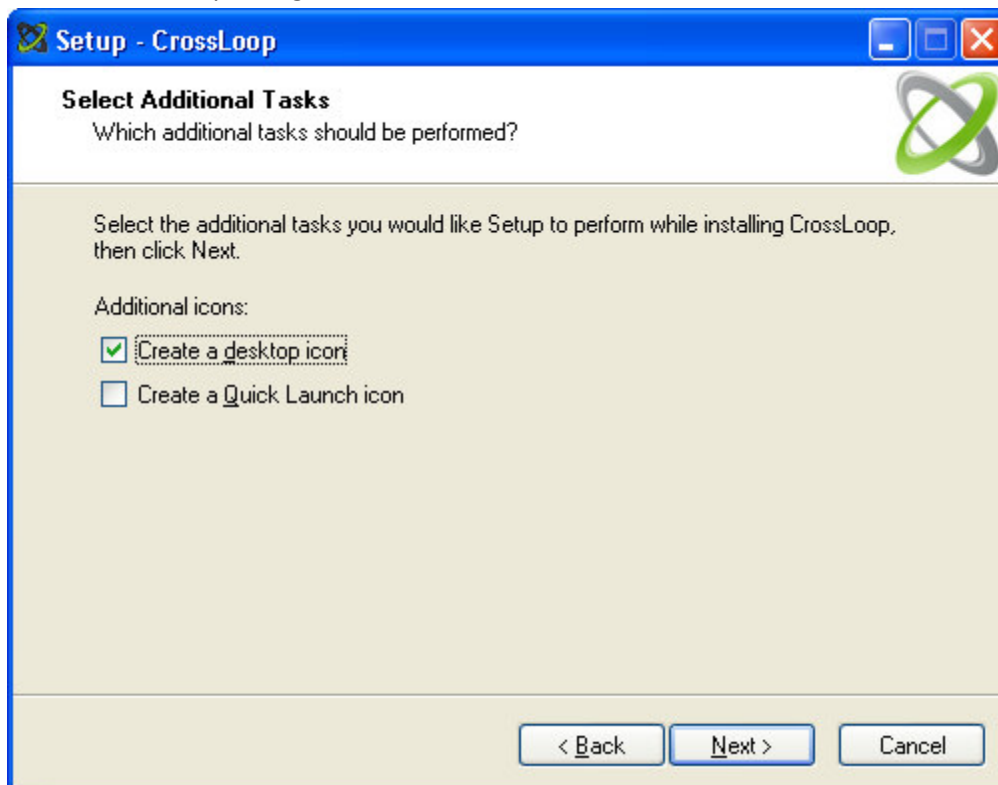
Click Next to begin.



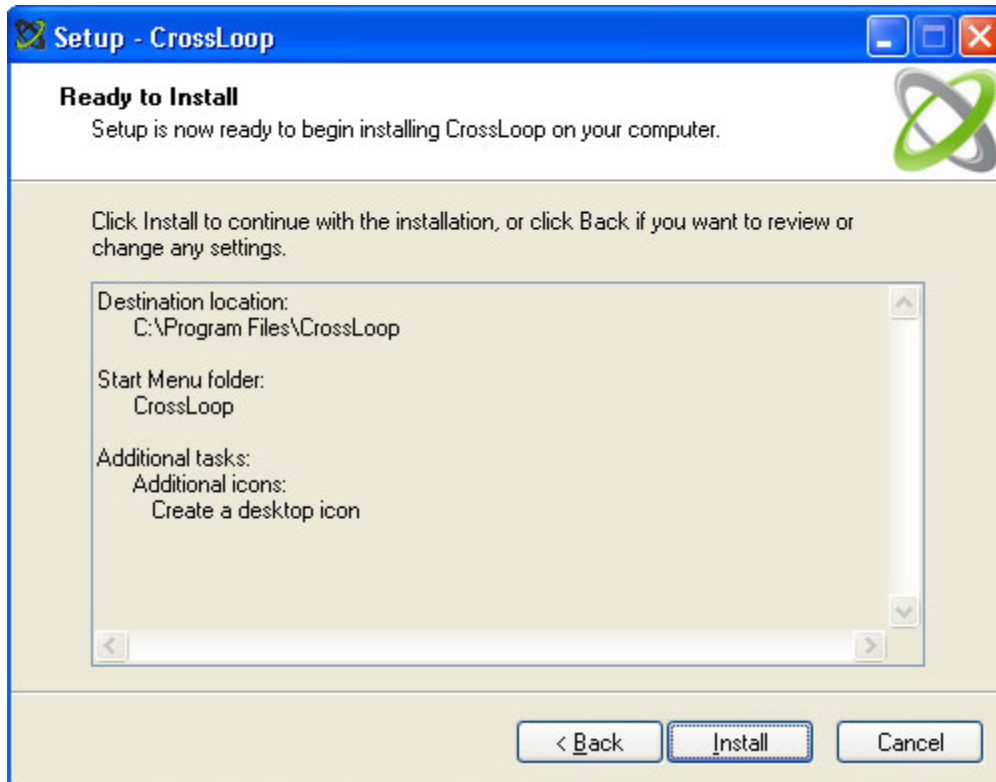
Click "I Accept the agreement" then click Next.



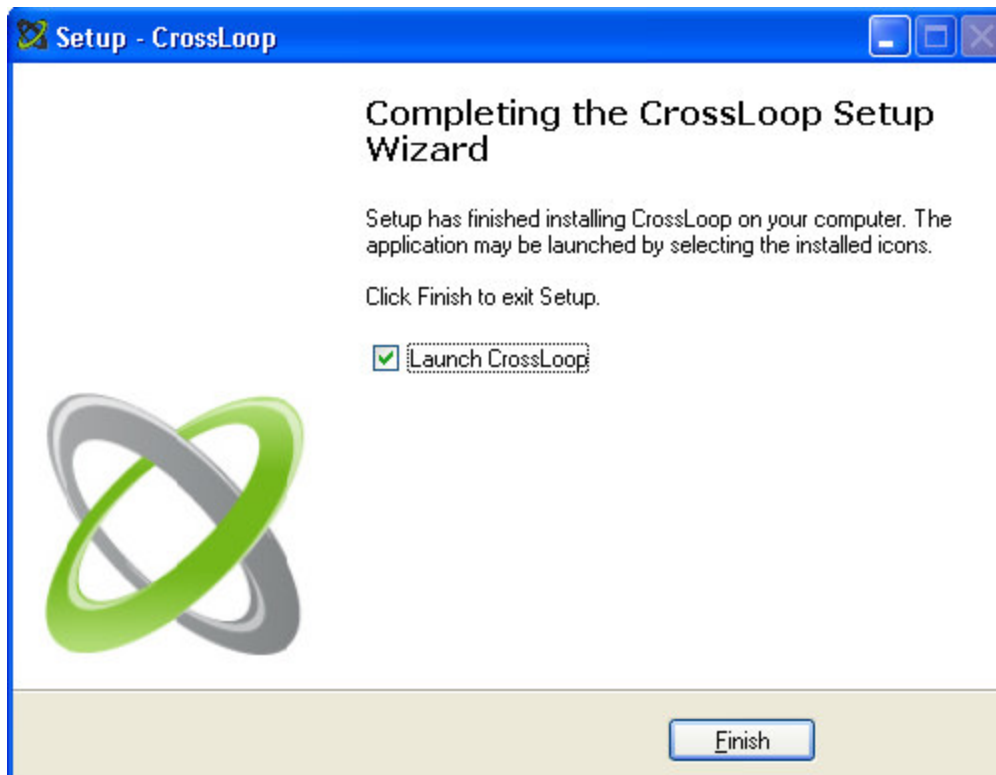
You might want to uncheck “Create a Quick Launch icon” since you don’t want everyone’s program in Quicklaunch. It gets to be a bit too much, but it’s up to you. I wouldn’t recommend it. Leave the one on for the desktop though. Click Next.



Click Install.



Click Finish to complete the install and launch CrossLoop. You don't have to go through the above steps ever again to install for future help. You just follow the next set of steps to launch it.





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## Running the remote assistance software

Click Skip in the bottom right corner of this window since you do not need to create an account to use this.

A screenshot of a window titled "CrossLoop" with a blue header bar. The window contains the following text and elements:

- Text: "Don't have a CrossLoop account?"
- Button: "Create Account" (green)
- Horizontal separator line
- Text: "Already have a CrossLoop account?"
- Button: "Login" (green)
- Text: "Skip" (underlined) in the bottom right corner.

Click on the "Share" tab. Call Twinbytes and tell us your Crossloop Access Code.

A screenshot of the "CrossLoop" window showing the "Share" tab selected. The interface includes:

- Window title: "CrossLoop" with standard Windows window controls.
- Navigation links: "Create Account" and "Login" in the top right.
- Tab headers: "Access" and "Share" (selected).
- Text: "Enter Access Code and Press Connect"
- Text: "Name" above a text input field containing "Daniel on TB-LAPTOP".
- Text: "Access Code" above an empty text input field.
- Button: "Connect" (green) at the bottom right.
- Icon: A gear icon in the bottom left corner.