

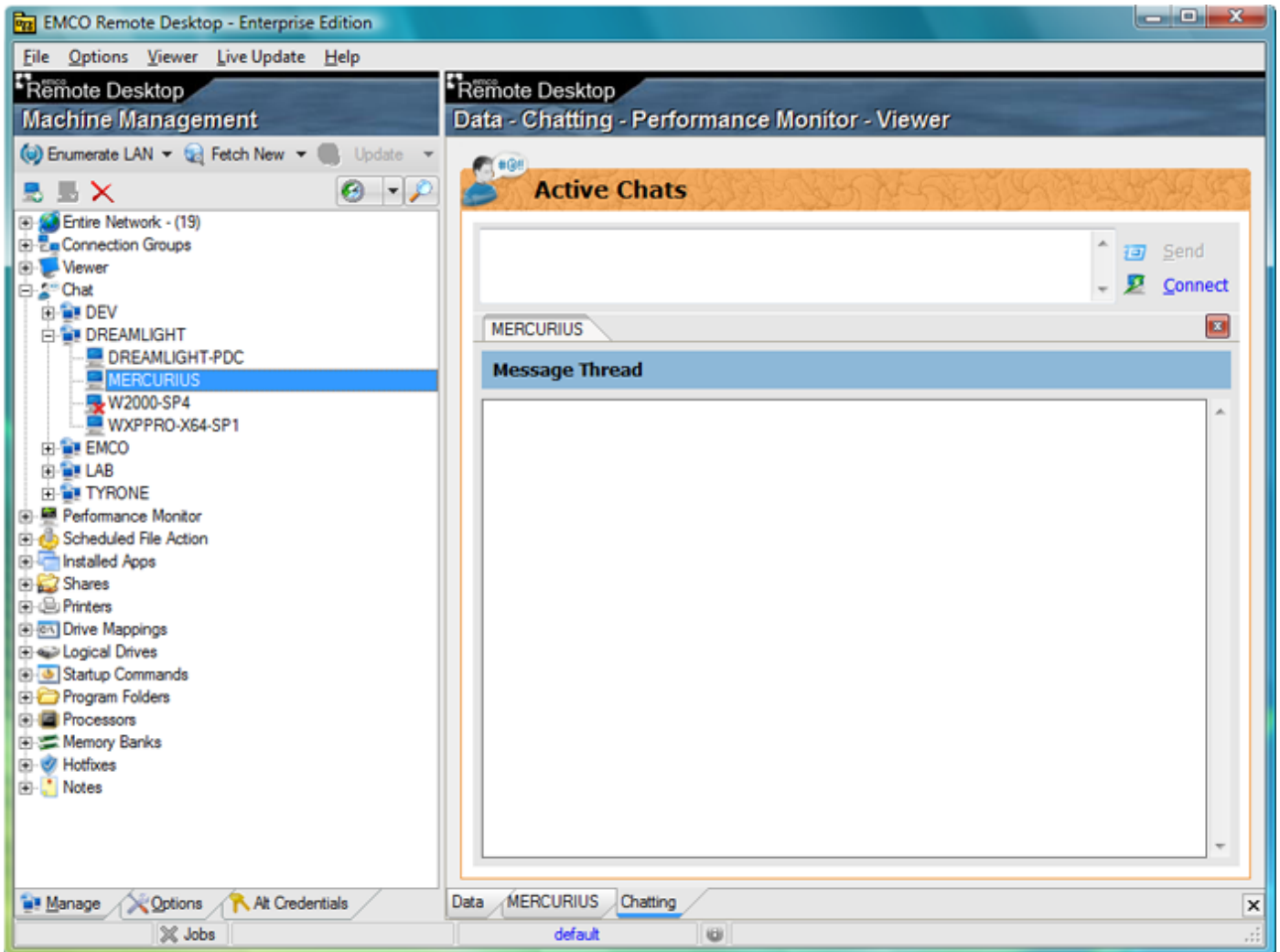
Knowledgebase Article

How to use the Chat feature

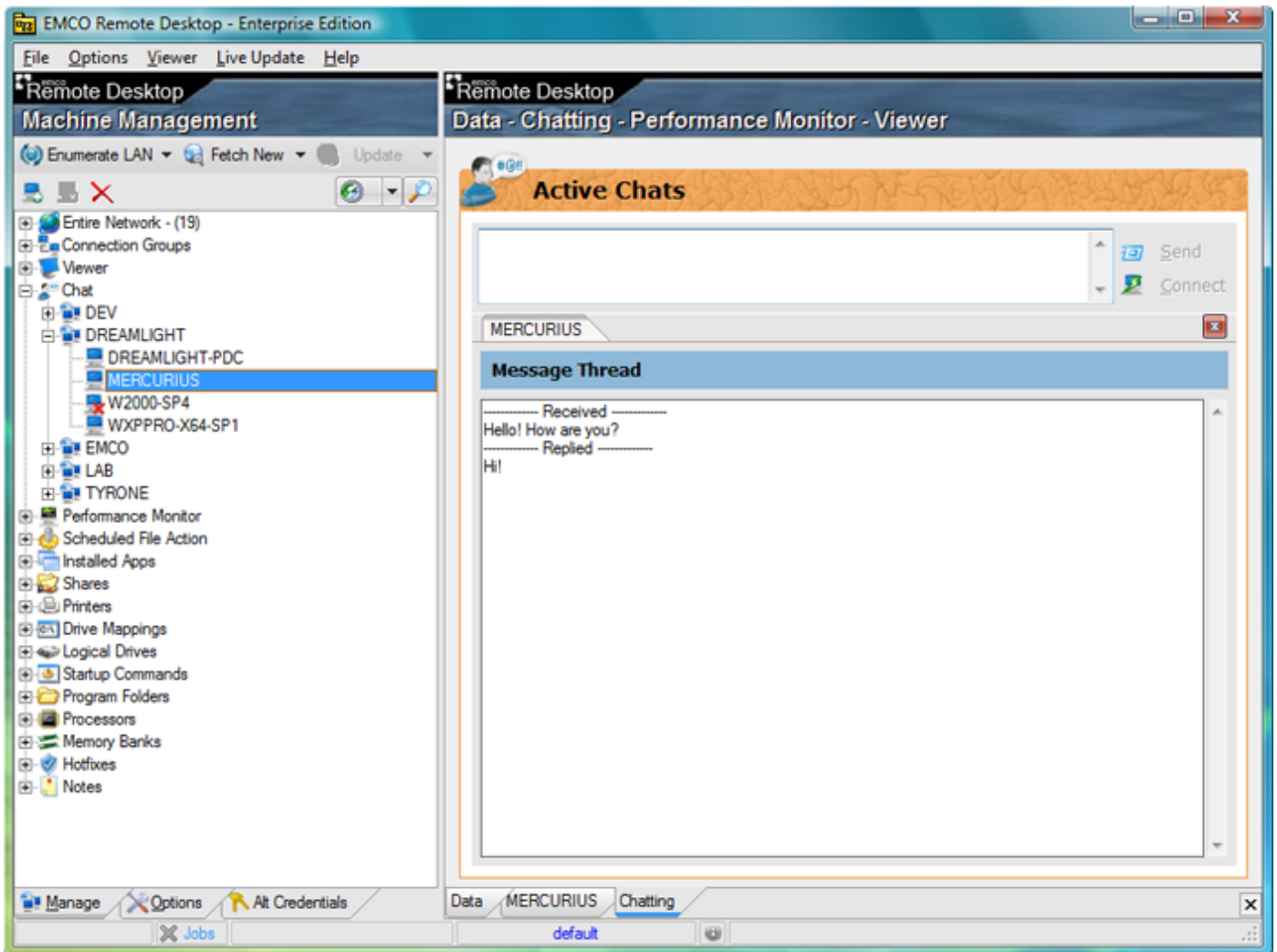
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How to use the Chat feature

The Chat feature in Emco Remote Desktop can be very useful when there is a need to communicate with the end user (i.e. asking for permission before connecting, etc.). To access the Chat feature, open Chat node and select a computer. The Chat window will be opened to the right of the main screen:

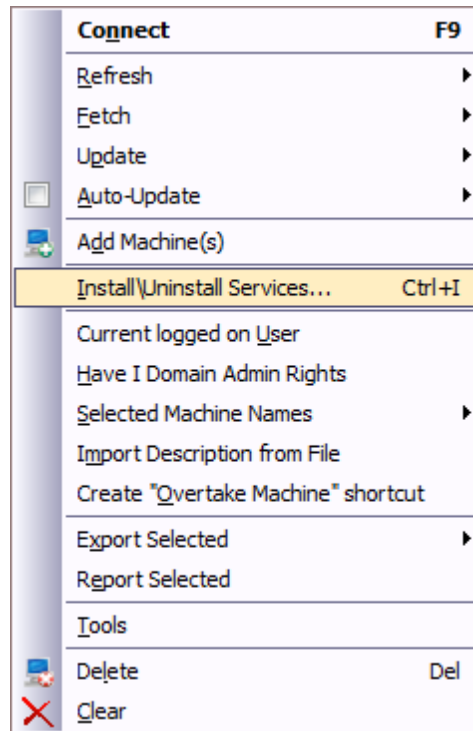


Click the Connect link in the upper right section of the screen. Activity can be viewed in the Active Chats list box, and chats conducted in the Message Thread portion of the Chat window:

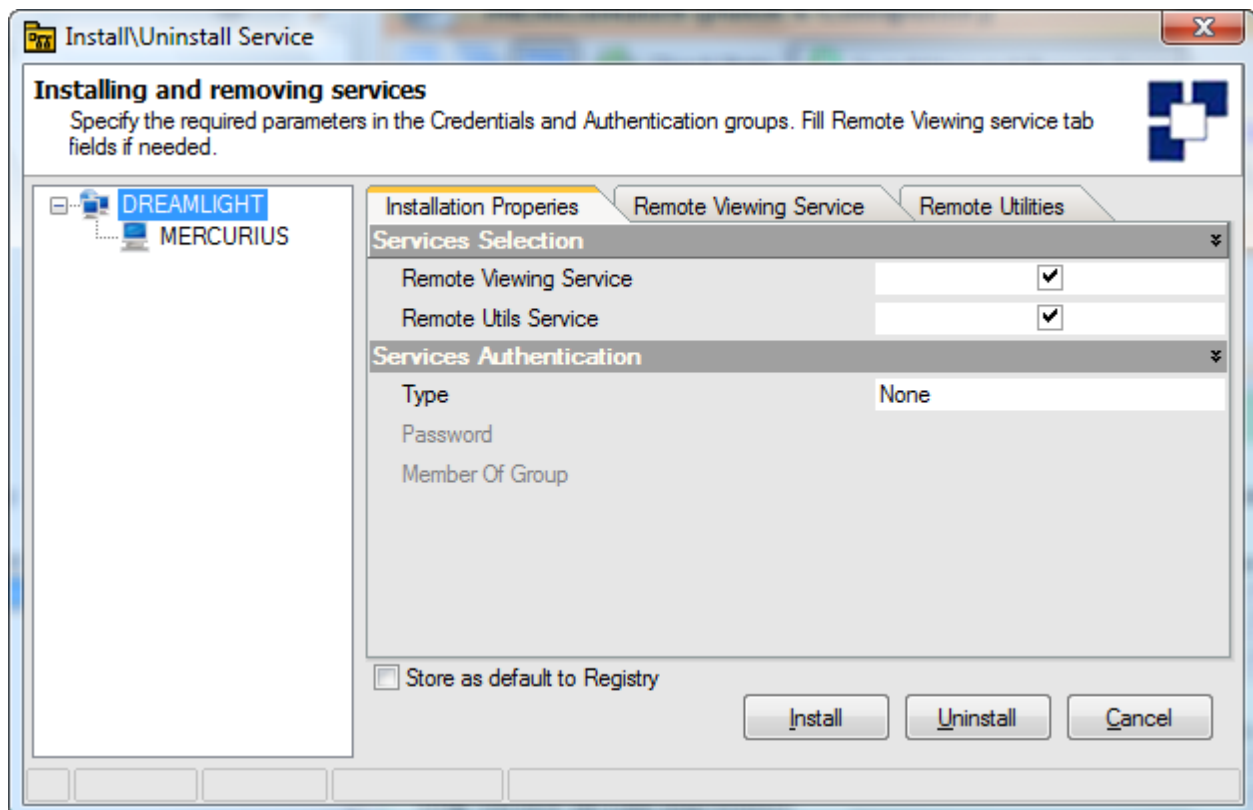


Close the chat by selecting the  just above the Message Thread portion of the screen.

Before either the Performance Monitor or the Chat in Remote Desktop can be used, the Remote Utilities service must be installed on the remote computer. This can be done from the Install\Uninstall Service dialog box. To access the Remote Service Install dialog box, right click on any computer on which the Remote Utilities will be installed, or on any Domain tree node for multiple installation of the service.



Selecting Install\Uninstall Services... from the pop-up menu will open the Install\Uninstall Service dialog box:



Select the Remote Utilities checkbox and press Install button to deploy the service file to the computer(s).