MOXYVIEWER USER GUIDE

Connect to any desktops anywhere in the world
Broadcast to any screen anywhere in the world

UniLab Pty Ltd

https://www.unilab.com.au/

Table of Contents

MoxyViewer User Guide

The official website for MoxyViewer can be found at https://www.unilab.com.au/.

MoxyViewer is a web-based application to connect an unattended or attended computer desktop remotely. It offers an alternative to the TeamViewer solution for remote access to computer desktops. Furthermore, it offers the unique desktop sharing and one-time quick support mechanism.

MoxyViewer provides an alternative to TeamViewer or equivalent to access a desktop remotely and securely through a web browser. It offers a simple way to share desktops for multiple concurrent access, with no separate ID and Pass required.
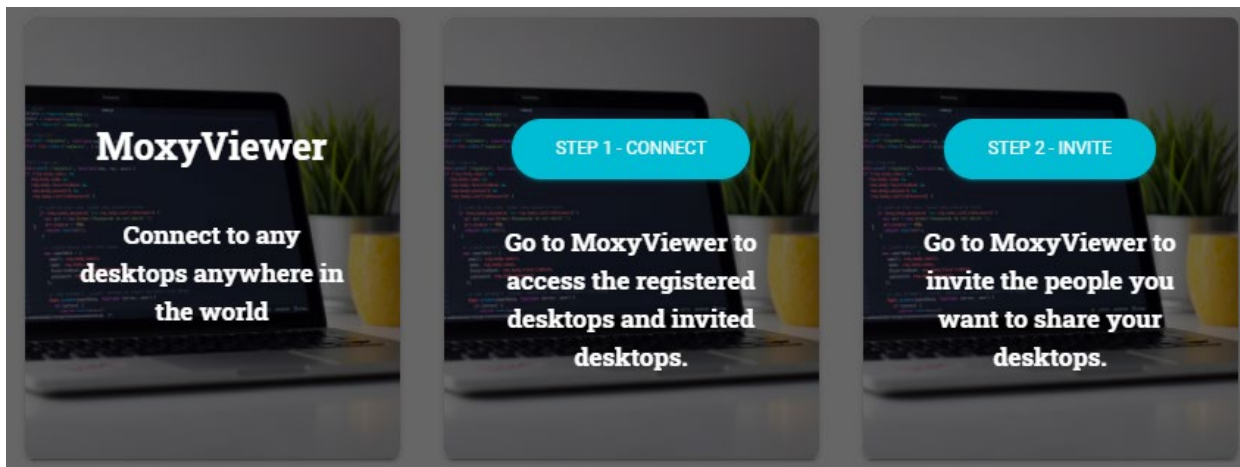
Features	Description
Intuitive remote control	Use the mouse and keyboard (or touchscreen) in front of you as though you work locally on the remote computer.

Desktop ownership	Block chain technology driven ownership entitlement and share, no id and pass for desktop connection.
Share desktops	Simply invite users to share, and revoke the share anytime by the owner, no id and password hassles
Quick support to desktops	Simply invite users for one-time invite with the hour limit from 1 hour to 24 hours, the invited could connect to remote desktops without the need of signing up Moxy service
Install app on host computers?	Yes
Install app on client computers?	Not required at all Login to Moxy site to access desktop using internet browsers, supports Chrome, Firefox, Edge, Opera, Safari
Security	High for research equipment, https connection, encrypted ownership entitlement. Sending connection email message for each connection to the equipment owners.
Cost	Free
Access my office computers and servers without going through VPN	Yes, https connection only

Cloud connectivity	Yes, automatically brokers cloud connections with desktops wherever they are.

People	Benefits
Remote officers	Access your officer computers remotely, and be productive wherever you are.
Research teams	Share, collaborate, train and support each other more efficiently.
IT administrators	Support distributed research equipment, improving first call resolution, reducing callouts and increasing uptime.
Vendors and suppliers	Enable vendor and suppliers to support lab operation securely and efficiently

To start, download the MoxyViewer app from the Moxy site (https://moxy.unilab.com.au/). Currently, the MoxyViewer app supports Windows 7 above, 32 bit and 64 bit. The Mac desktop app is in development.

Register Desktops

Why do you need to register desktops? Desktop registration is to establish desktop admin ownership. Upon registration, you will own the desktop and automatically gain desktop access with admin control. Furthermore, you can decide with whom to share with the owned desktops.

The thumb of rule for establishing the ownership of desktops, is whoever first registers the desktop owns it. You could transfer the ownership that would be detailed in the later chapters.

Enter the desktop name (e.g you can name the desktop with the research equipment name) and your email address which you used to sign up Moxy service (if you have not signed up, use the email you will use for the Moxy service).

Registered Desktop Management

Upon sign in on the Moxy site, go to MoxyViewer > Registered Desktops to see your list of desktops.

Each screen has some actions associated with it, located by clicking and expanding the dropdown for that desktop name:

- Connect: access the desktop
- Share: share desktops with the other users, or revoke sharing permissions
- Deregister: remove the desktop from registered list and deregister it.

Registered desktop list example:

Shared desktop list example:

The shared desktop list contains desktops that other users own. They will show up here if they grant you permission to access it.

You can use groups to further organize your desktop list. This allows you to categorize desktops in a folder-like fashion.

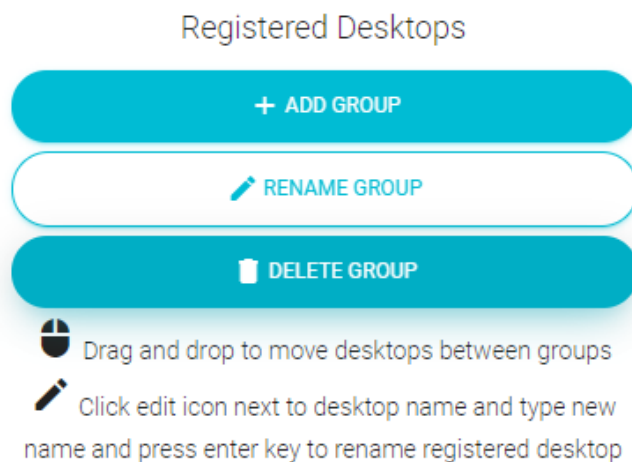Another feature is the organisation desktops button. Clicking All Desktops button will switch to a view that shows what every desktop is currently doing. This is a way to easily check up on many desktops all at once.
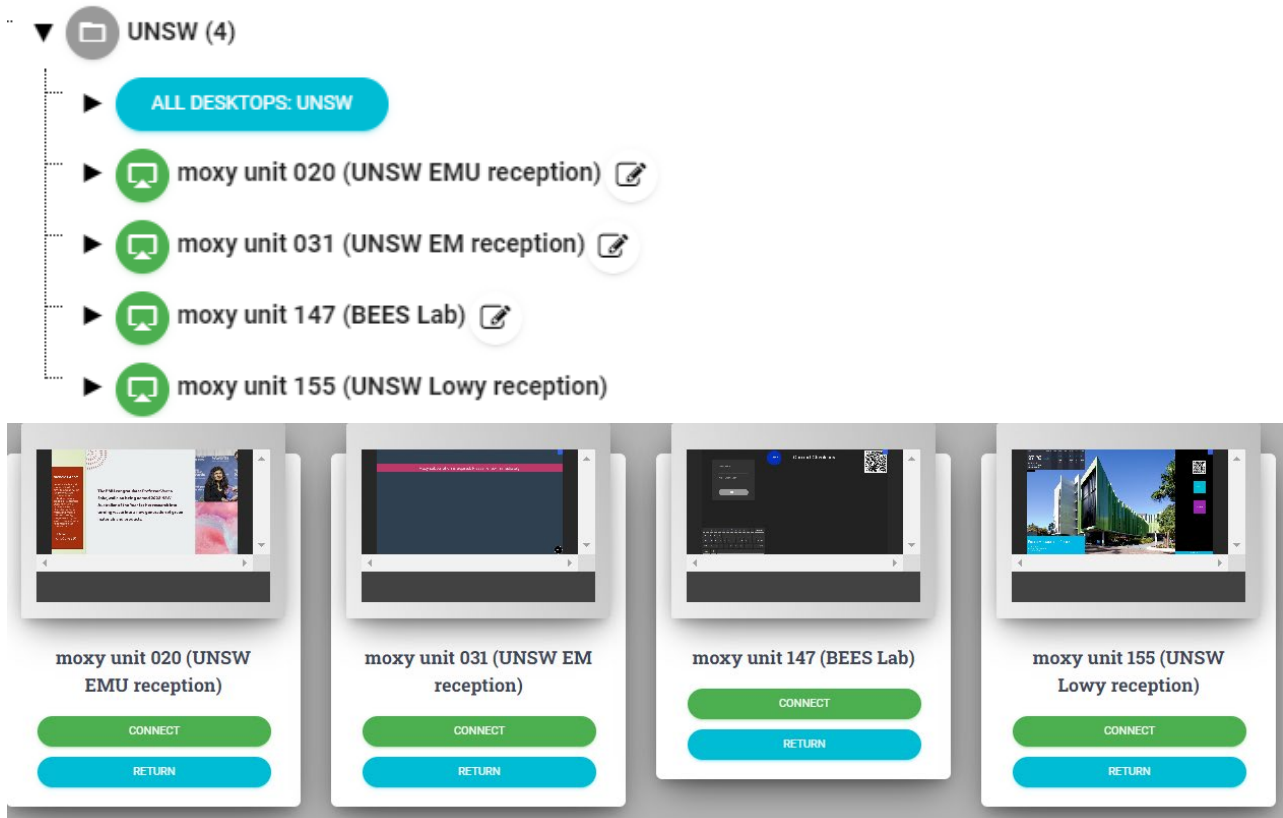
Accessing and Controlling Desktops

Upon clicking the Connect button, you will access the desktop.

<u>View-Only Mode:</u>
By default, the access mode to any desktops are view-only unless you register the desktop to your ownership.

In view-only mode, you can only watch what the desktop is currently doing.

Press 'Disconnect Desktop' to stop viewing the desktop.
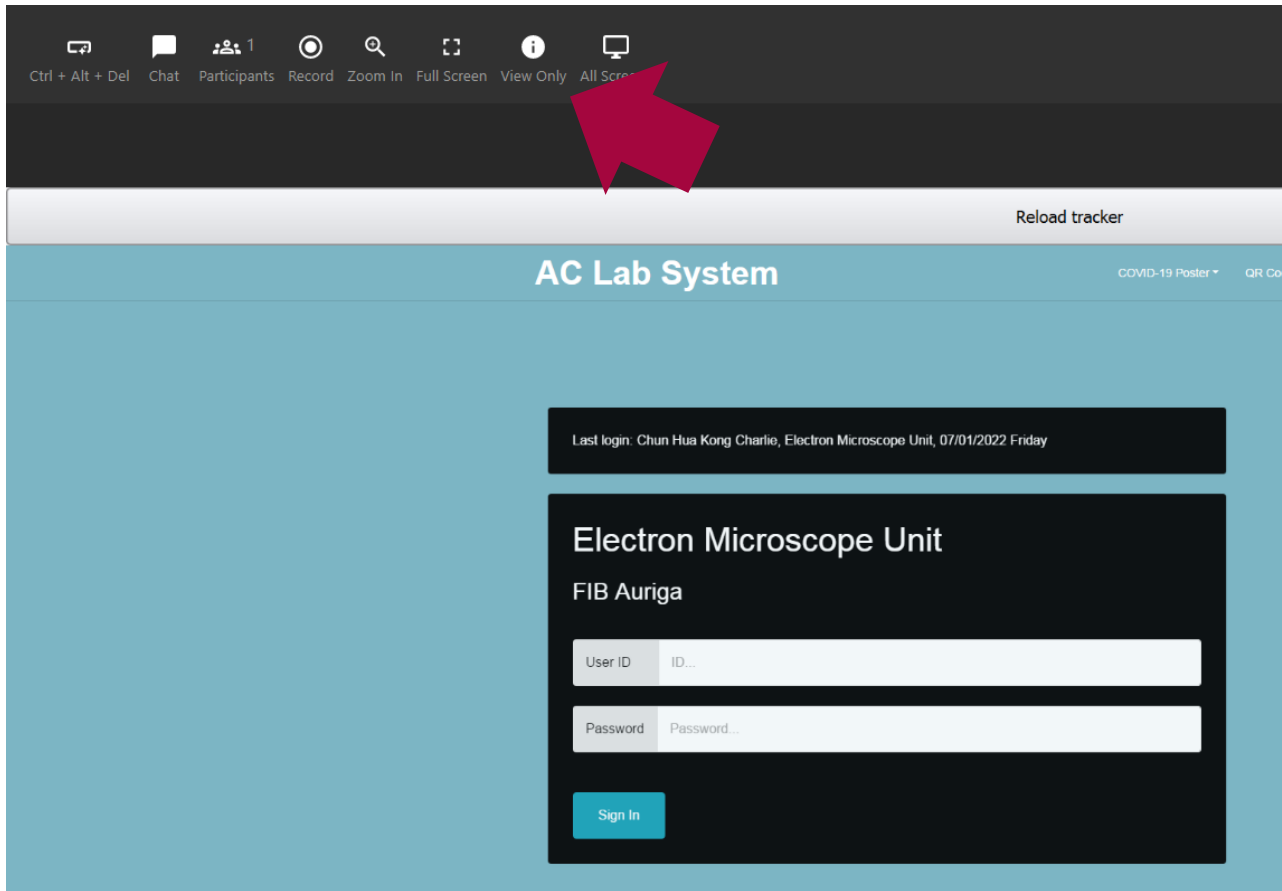
View+Control Mode:

This is applicable if you are the owner of the desktop, or have been granted control permissions by the owner of the desktop. Admin control mode allows you to control or operate the desktops similar to Windows Remote Desktop Connection or TeamViewer. This means you will be able to click on things and operate the desktop through the web browser as though you were locally present and operating that desktop.
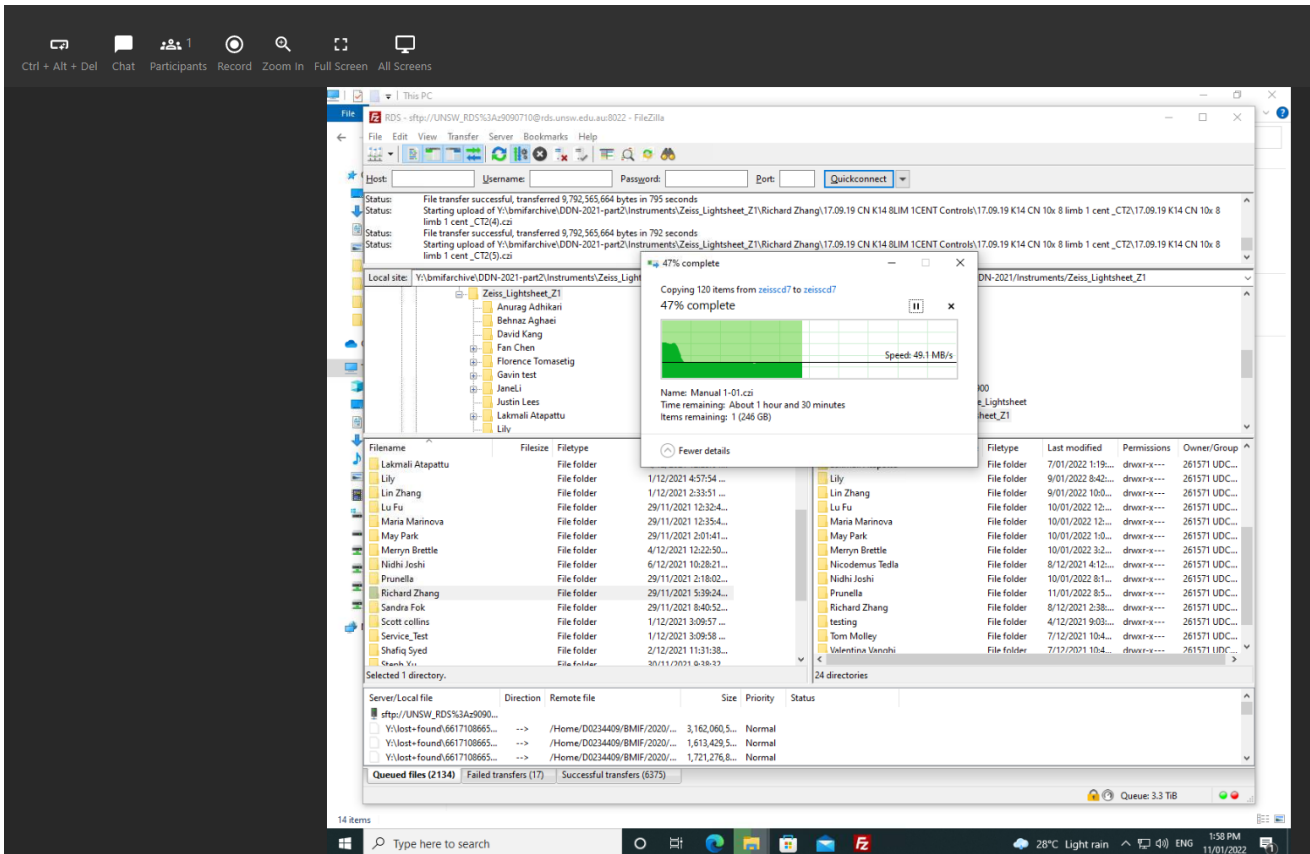
Additionally, you can zoom in and zoom out. To stop remote desktop access, click on Disconnect Desktop button.
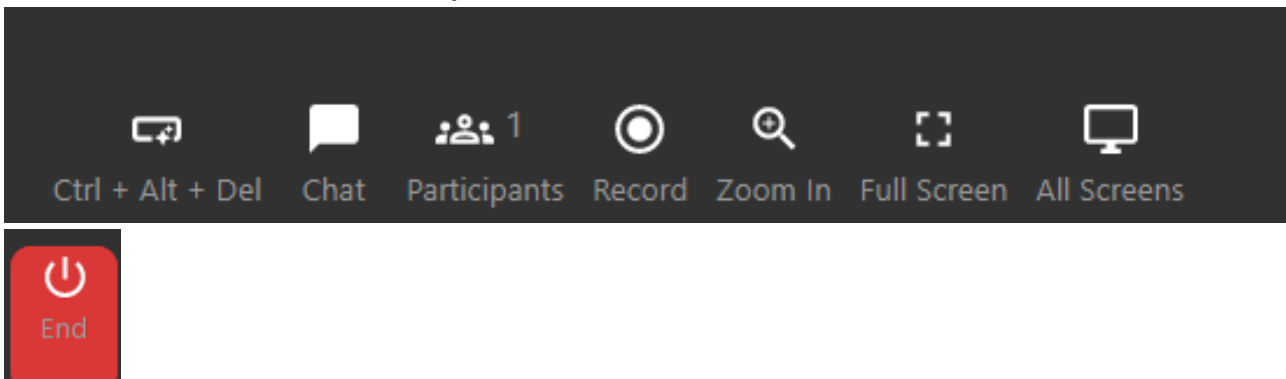
Chat while accessing Desktops

These functions are available for both view-only and control mode.

When you connect to a desktop, you can access a chat window to talk with other users who are also accessing the desktop. This way, yo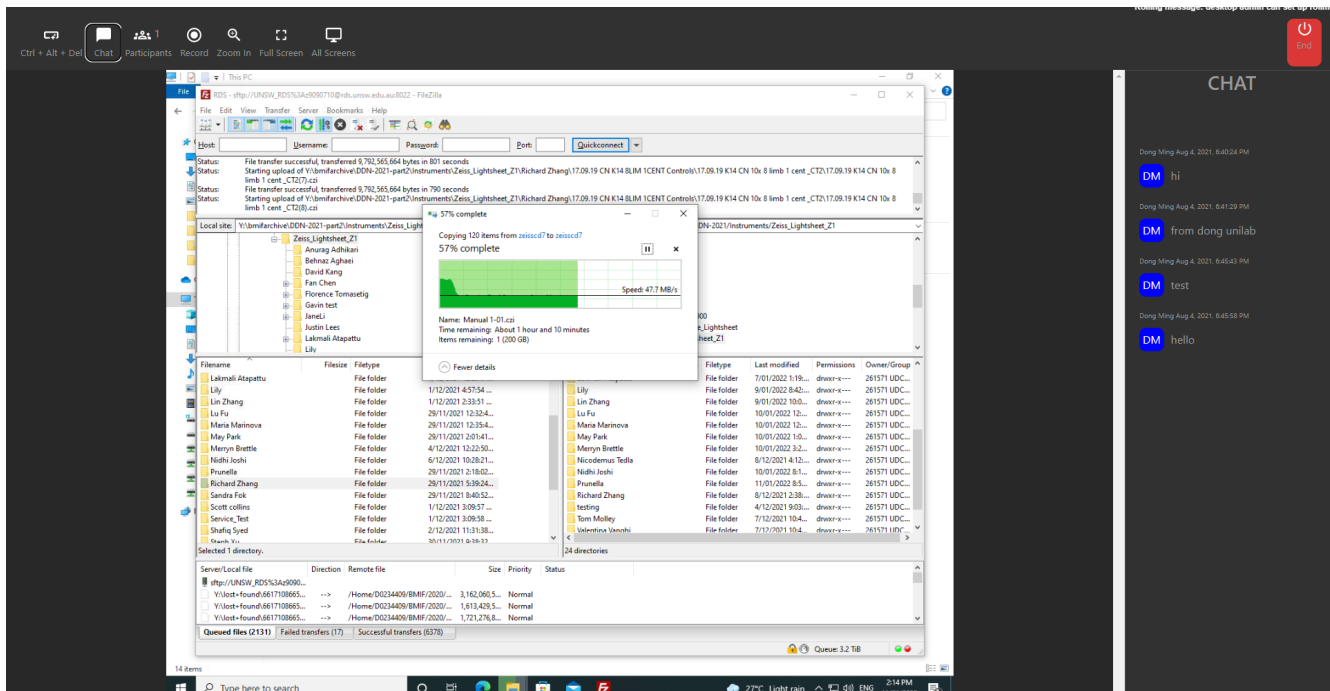u can coordinate actions, or notify the other user of you presence. This is especially useful in coordinating both users so that they are not trying to operate the desktop at the same time. While it is possible for both users to control the desktop in the same instance, it may not be the most productive.

Participants while accessing Desktops

The 'participants' window shows who is currently connected to the desktop. This is useful for knowing who else is watching.
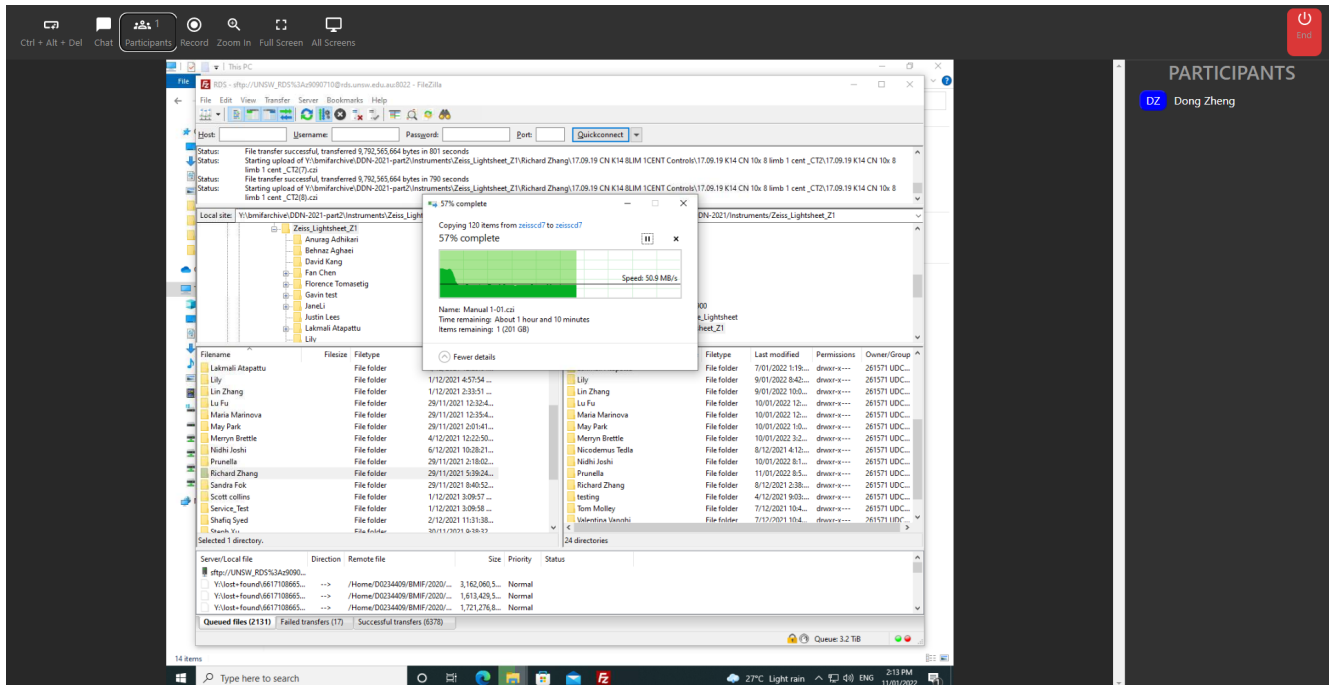
Copy and Paste to/from the Remote Desktop

It is possible to copy and paste to and from your current computer to the remote-access computer. This allows for quick and easy data transfers.
You will be able to copy the clipboard from your current computer to the remote-access computer.
You will also be able to copy the clipboard from the remote-access computer to the local computer.

Windows PC: Ctrl-C to copy and Ctrl-V to paste.
Mac: Command-C to copy and Command-V to paste.

This feature is supported for Chrome and Opera. Operate MoxyViewer through these browsers to utilize this feature.

You will have to grant clipboard permissions to utilize this feature. Press 'Allow' when prompted:

moxy.unilab.com.au wants to

See text and images copied to the clipboard

Allow   Block
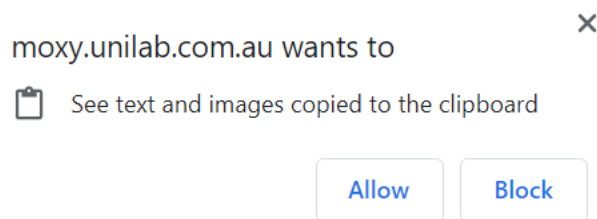
If you have not been prompted and this feature still does not work, you will have to go to your browser settings and enable clipboard permissions.
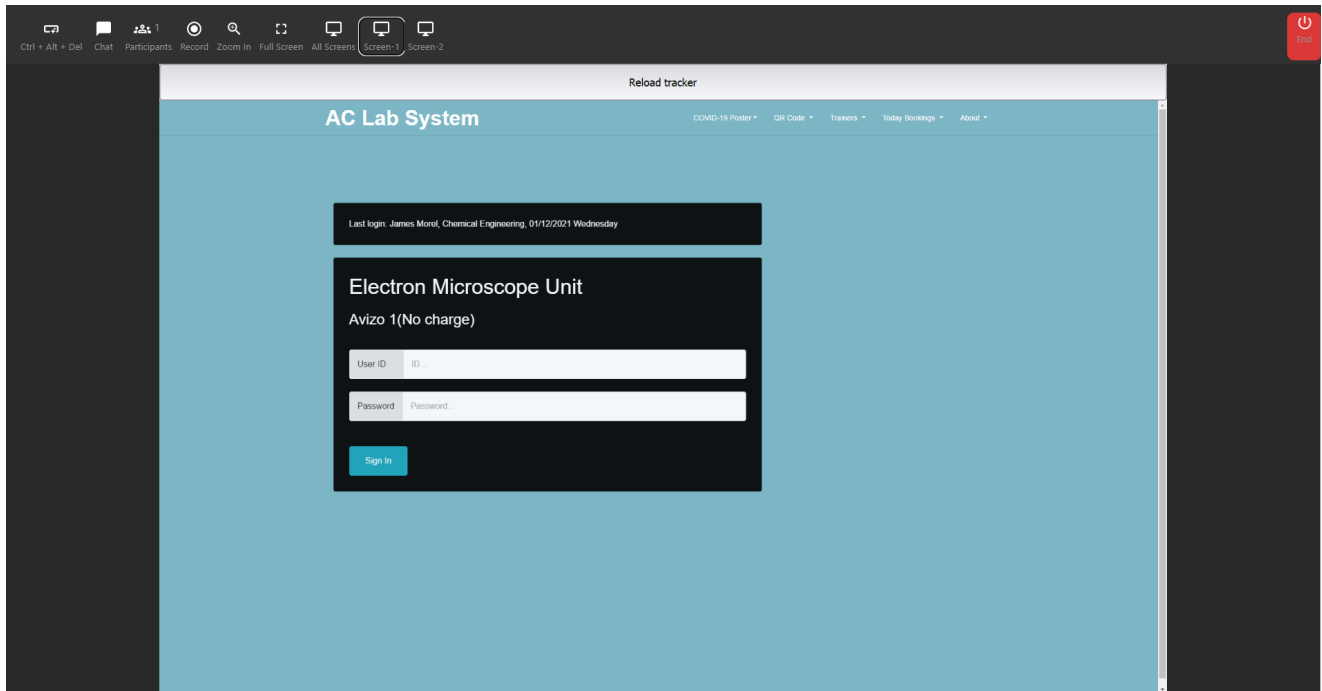
Note that this feature does not work on password fields for security reasons.
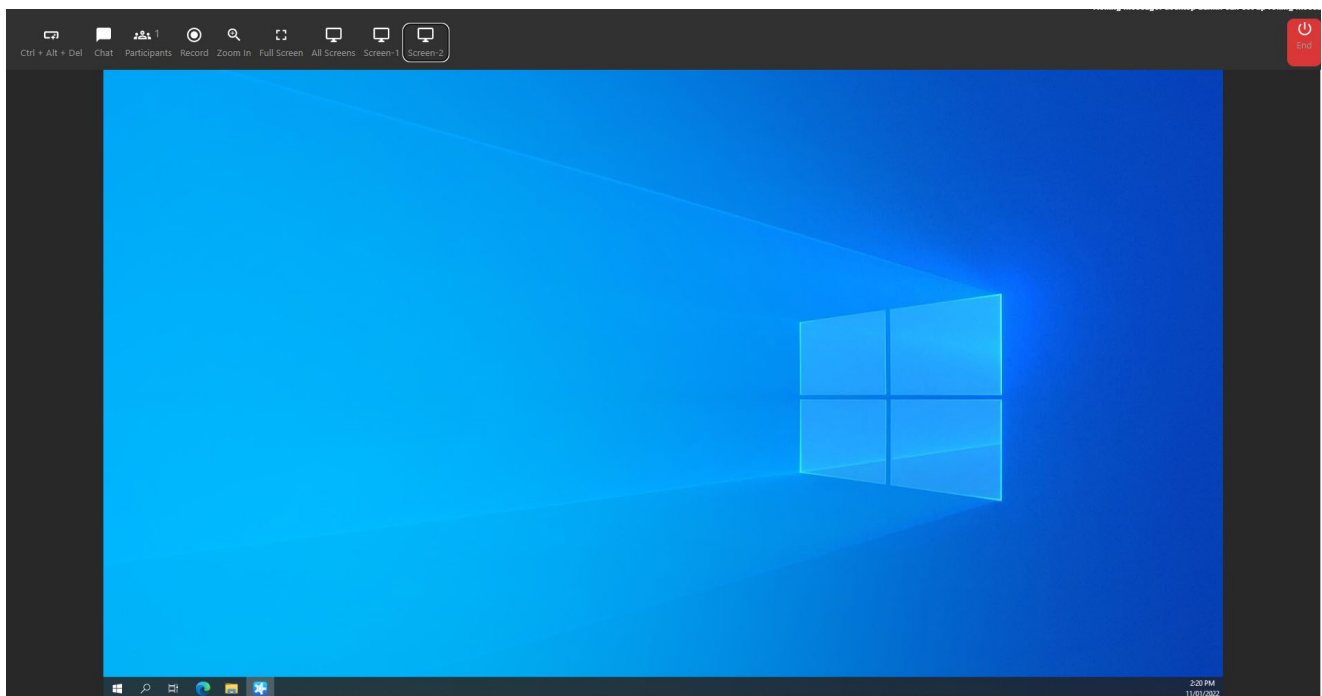
Dual-Screen Support

MoxyViewer desktop app supports dual-screen desktop. You could select Screen-1 or Screen-2 on the browser when you encounter dual-screen desktop as shown below.
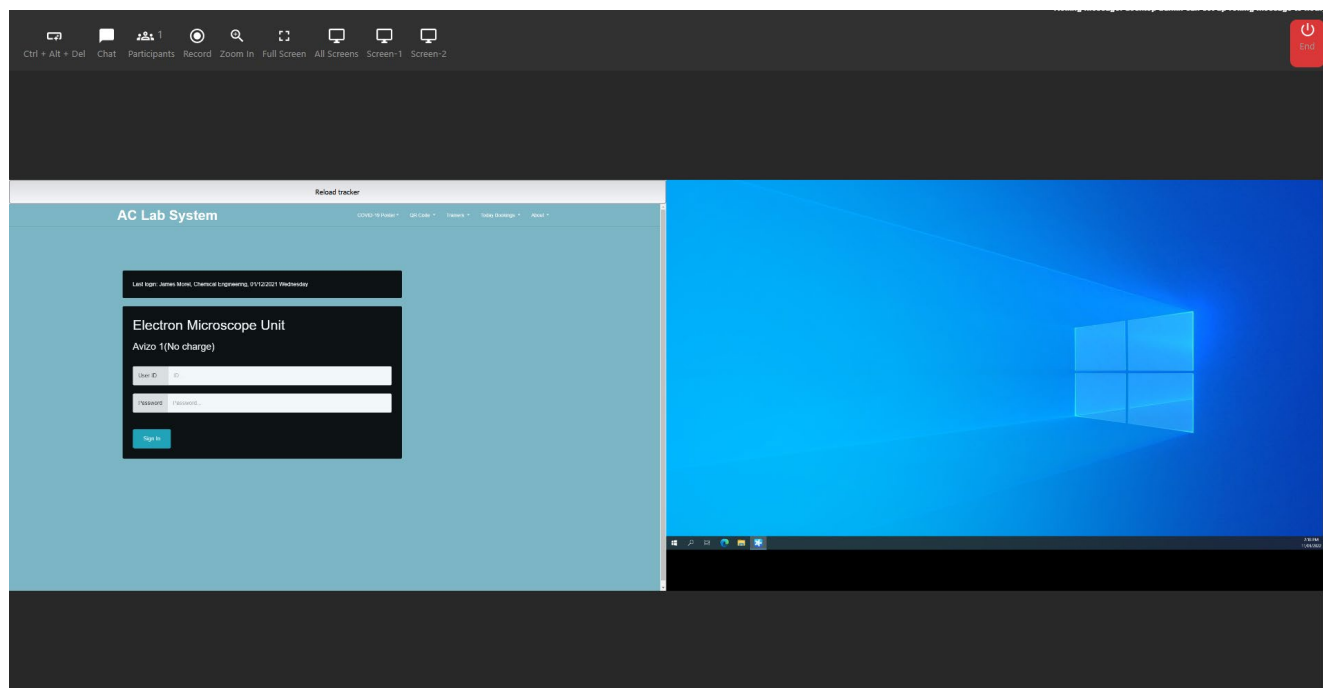
- Click on Screen-1

- Click on Screen-2

Onsite Support

Quite often, users or staff needs remote support when running into issues at labs, teaching classrooms, the support staff or engineers could connect to the remote host desktop to help.

Onsite users and staff could start a local session to chat with the remote support easily.

Double click on MoxyViewer shortcut on desktop to start app, and click on [start] for working onsite.

Connect with MoxyViewer

Working Onsite

Upon start, the remote user sees the message to indicate the computer is currently in use by the onsite co-worker.

Start

Step One

Connect MoxyViewer on the work computer/host computer to test centre to confirm installation works.

Connect To Test Centre

Desktop is already registered using desktop name:
dong office pc #2 164.170

Step Two
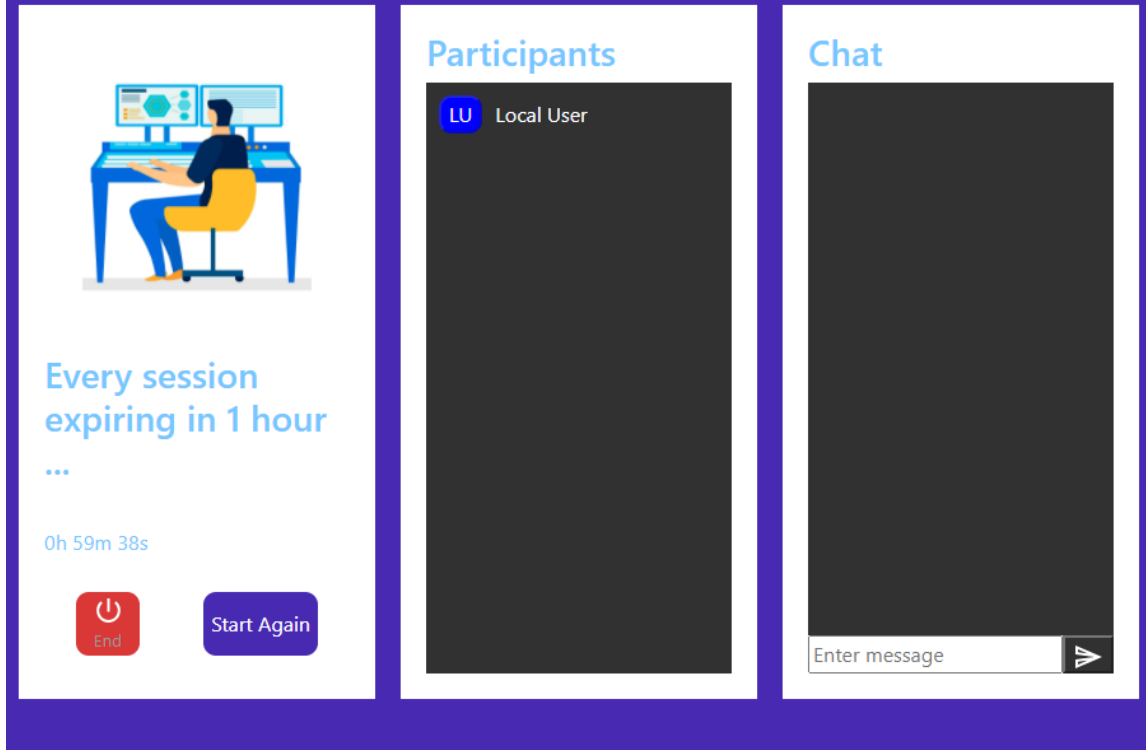
Sign Up

Share the host computer by inviting co-workers to access in either view only or view + control modes.

Invite

Every local session is set to one hour, onsite users and staff could start session again if the support requiring longer time. With the onsite session, onsite users and staff can see who currently connects to the desktop and start chatting.

Sharing Desktops

MoxyViewer delivers a powerful way to share remote access to your desktops. It allows you to invite your peers to share desktops, with full admin control over who has access. Sharing access can be controlled with a simple press of a button.

This is unlike TeamViewer, where you have to share your local computer ID and pass so that your peers can access your desktops. To stop your peers from accessing your desktops, you need to change the pass each time and inform the other peers of new pass (and potentially a new ID), which is a hassle to deal with.

You can invite somebody from your registered desktops page.
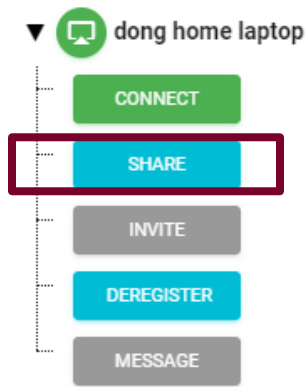
There are several roles that can be assigned while sharing, in order to dictate what permissions are available. These roles are 'Admin', 'Associate Admin' and 'Member'. Their differences are as follows:

Admin	Associate Admin	Member
Original desktop owner	Invited by admin, or invited by associate admin	Invited by admin, or invited by associate admin
Can share desktop access with anyone	Can share desktop access with anyone	Cannot share desktop access
Can cancel or revoke desktop access to anyone	Can cancel or revoke desktop access to anyone except the subscriber	Cannot cancel or revoke desktop access
Use admin control for the desktop	Use admin control for the desktop	Varies based on invitation – can be admin control, can be view only.

Example:

James installs and registers MoxyViewer as the Admin. He invites David as an associate admin. David is now allowed to invite the other users as members or associate admin.

The working group can be efficiently established by Admin and expanded by associate admin to invite more users to access the shared desktops.

You choose what role to assign when you invite somebody.

Invite users to share

Email Address

Set Expiry Date to Invite (MoxyViewer terminates the invite automatically when the invite is expired)

SEND INVITE TO USER (VIEW ONLY)   SEND INVITE TO USER (VIEW+CONTROL)   SEND INVITE TO ASSOCIATE ADMIN

You can also set an expiry date, so that the desktop sharing permission is automatically revoked after a set period of time. This is useful for granting a person permissions for a specific period e.g. during a business trip.

After inviting, you can manage sharing permissions from the Shared Desktop Charts page.

MoxyViewer > Shared Desktop Charts

Each user-desktop pair will be displayed as a row.

The Power button icon can be clicked in order to toggle permissions on or off. This button is present in the Admin Control category and Associate Admin category.

The cancel button will revoke sharing permissions with that user.
In addition, the Shared Status entry indicates whether or not the user has accepted the invite, and the expiry date entry indicates when the permission will be revoked. If blank, then there is no expiry date.

Quick Support

MoxyViewer delivers a one-time quick support feature to make the co-workers quickly remote access to your desktops, without the need of co-worker singing up Moxy service.

Invite users for one-time and quick support invite: view+control

Email Address

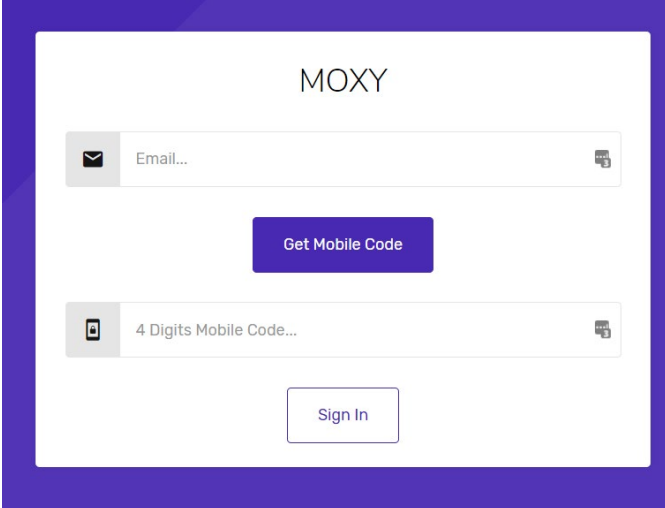Invite valid period:

1 hour

SEND INVITE TO USER

Test Centre

The 'Connect To Test Centre' button will set up a test connection with your own desktop, to ensure that moxy functionality is working. If you see your desktop mirrored in the preview window, then the application is functioning correctly. The restart button will bring you back to the landing page.

FAQ

How can I sign in if I forgot my password?

You can sign in with your mobile phone. Enter your registered email address, and Moxy sends you an access code.

How can I install MoxyViewer to my Windows desktop?

First, download MoxyViewer app from Moxy site.

There are two operation modes for MoxyViewer: service mode and application mode. You can do hot switching between two modes. By default, MoxyViewer app runs as service mode. The major difference between service mode and application mode is that:
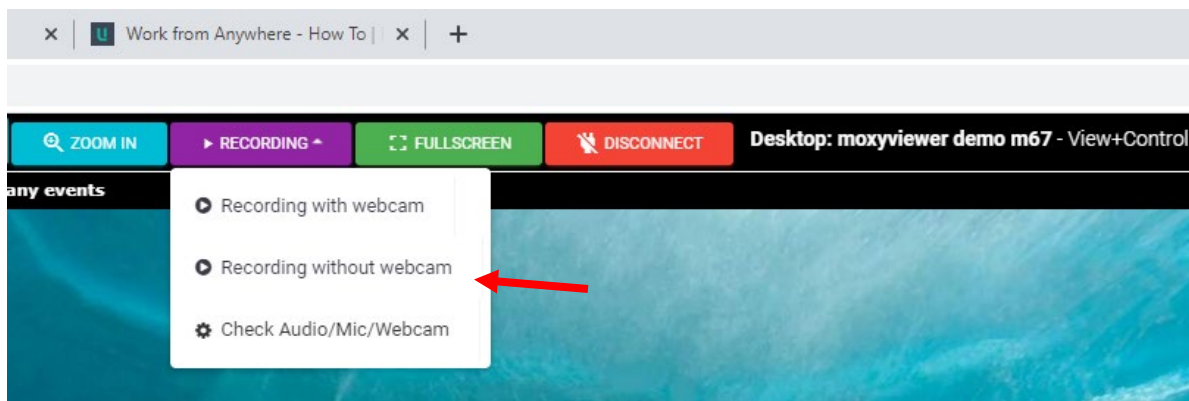
- For application mode, you must login to Windows account to execute the MoxyViewer app to start MoxyViewer.
- For service mode, MoxyViewer starts by itself after rebooting desktops. No further actions are required.

How can I record remote desktop access session?

MoxyViewer provides the recording feature for remote desktop access.

How can I transfer my admin role to the others?

With one click, you are able to transfer your remote desktop admin role to the other associate admins. You must grant associate admin to the other first before you are able to transfer your admin role.

How can I stop receiving the email notification of remote desktop access?

By default, MoxyViewer sends the email notification for every connection to the remote desktops if you are the admin. You could choose to turn the notification off. However, for security reasons, you shall keep notification ON.

Moxy Support

We welcome your feedback. Should you encounter any issues or need any assistance, please contact Moxy support at support@unilab.com.au.

Alternatively, please submit the ticket on Moxy home page.