What is a remote desktop?

A remote desktop is a program or operating system feature that enables your device to be remotely accessed or controlled by a user in a separate location from a separate PC or mobile device. Remote desktops can be used in sales, support and customer service functions to offer advice and guidance to clients. Remote desktop access functionalities include:

- Troubleshooting / Fixing Hardware Issues.
- Performing hands-on demonstrations.
- Installing and updating software.
- Accessing workplace computers whilst working remotely.

Why should I invest in remote desktop software?

Use the WebMeeting Remote Control client to connect to and control a computer remotely from anywhere around the world. The Remote Control client enables secure and reliable remote Windows desktop connections for both IT professionals and everyday users, to provide assistance, support, or demonstrate your products and services on remote PCs. Simply have the meeting participant install the WebMeeting Remote Control client on their machine and quickly start your remote control session within 5’.

Screen Sharing in a Web Meeting - Screenshot

Are remote desktops secure?

It's important to choose a remote desktop application from a trusted provider in order to guarantee that your data and other sensitive material remains protected. When choosing your remote application, make sure that remote sessions are encrypted and only accessible by authorised users. Never grant remote access permissions to a user who contacts you first. Where possible, only allow a trusted IT partner to conduct viewing sessions.

Would I need to install software on both devices?

Until fairly recently, to setup remote access you typically need to install and configure various software components and libraries on both machines; the controller and the one controlled BEFORE access could even be requested. This made troubleshooting on the behalf of clients cumbersome and time-consuming. However, with the introduction of Google's WebRTC protocol, things became a lot simpler! Using only a web browser and a secure video conferencing solution you can now initiate a remote desktop session in just a few clicks. All that's required is for the controlled PC to download a simple plugin before access can be enabled. Say goodbye to remote desktop clients and complex installs!

What remote control functionality does 3CX offer?

The video conference solution for business by 3CX has an inbuilt remote control feature that can be used to connect to and control a computer remotely from anywhere in the world. The Remote Control client offers secure and reliable remote Windows desktop connections for both IT professionals and everyday users. Use it to provide assistance, support, or demonstrate your products and services on remote PCs. Just fire-up 3CX WebMeeting and send a request to remotely control any of the invited participant's PCs. There's no specialist software required, just a quick to install plugin for the PC that's going to be controlled. Then, use WebMeeting’s file sharing feature to transfer, backup and restore mission-critical files.

Key features

- Initiate remote control through WebMeeting.
- Simple and quick installation.
- Compatible with Windows security framework and UAC (User Account Control).
- Record remote control sessions and share with participants.
- File transfer via built-in WebMeeting file sharing.
- Shared local-remote clipboard.
- GPU-acceleration for better performance.
- Low system resource usage.

Revision #2
Created 2023-12-14 16:25:16 UTC by Vox Tandem Admin
Updated 2023-12-14 16:48:49 UTC by Vox Tandem Admin