

TC-40xL

TC-50xL

TC-60xL

Thin client

User's Guide

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THANKS FOR PURCHASING XTENDLAN NETWORK TERMINAL. PLEASE READ THIS MANUAL CAREFULLY BEFORE USE.

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1. Introduction

XTENDLAN Network Terminal is based on SOC using MIPS technology with NetPoint™ client

software. It is designed to work in client-server networks and depends primarily on the central server for processing activities, and mainly focuses on conveying input and output between the user and the remote server. Using XTENDLAN Network Terminal devices, can save lots of hardware costs, software support, power consumption, desk space and e-waste.



ICON KEY

	System Setup
	Windows XP
	Windows 7
	Linux
	XTENDLAN Terminal

Layout of this Manual

The “icon key” at left indicates the various sections in this user manual. The System Setup is common for all operating systems. After reading the contents of system setup, kindly refer to the sections dealing with the respective aspects.



1.1 Components

The XTENDLAN Network Terminal system comprises of the following components

1. Network Terminal
2. Power Supply Adapter
3. Quick Setup Manual

Please check the components and if any are missing or physically damaged, contact the dealer immediately. Save packaging for future use.

For connecting the Network Terminal to the computer the following are essential,

1. An Ethernet RJ45 LAN port on the Host PC.
2. An Ethernet RJ45 cable of suitable length.
3. Ethernet switch or router may be used, to connect more than one Network Terminal or other network devices. Additional Ethernet cables will be required in this case.



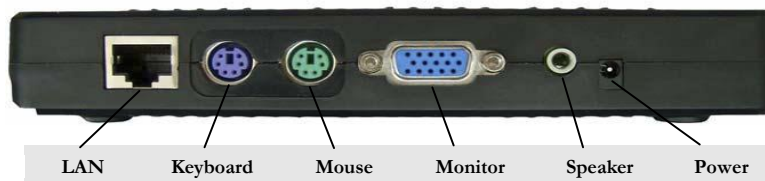
1.2 Recommended Server Configuration

Given below is the recommended Host PC/Server configuration for connecting up a number of XTENDLAN Network Terminal terminals.

RECOMMENDED HOST PC/SERVER CONFIGURATION						
For Windows XP Professional, Win 2003 Server						
No of Terminals	1 to 3	4 to 6	7 to 10	11 to 20	21 to 30	31 to 40
CPU Config	1.3 GHz P4	2.8 GHz P4	3.2 GHz P4	2.5 GHz Core 2 Duo	3.0 GHz Core 2 Duo	2.33 GHz Quad
RAM	512	1 GB	2 GB	3 GB	4 GB	5GB
HDD rpm	5600	7200	7200	10000	10000	10000
For Windows 7 ,Windows Vista, Windows 2008 and LINUX OS						
No of Terminals	1 to 3	4 to 6	7 to 10	11 to 20	21 to 30	31 to 40
CPU Config	2.0 GHz Pentium E	2.8 GHz Pentium E	2.5 GHz Core 2 Duo	3.0 GHz Core 2 Duo	2.33 GHz Quad	2.66 GHz Quad
RAM	1 GB	2 GB	3GB	4 GB	5 GB	6 GB
HDD rpm	7200	7200	10000	10000	10000	10000
Note: you can connect at most 20 sets XTENDLAN terminals in windows 7, windows xp, windows						



1.3 Connecting





STEP 1. Connect your Keyboard/Mouse/Monitor/Speaker/Headphone as shown in the figure below. The Keyboard and Mouse are PS2 types.



STEP 2. Connect the Terminal to Host PC/Switch/Router using the Ethernet cable with RJ45 pins as shown below.

CAUTION

FOR L-SERIES PLEASE USE STRAIGHT ETHERNET CABLE ONLY, DO NOT USE CROSS OVER ETHERNET CABLE TO CONNECT PC DIRECTLY.



STEP 3. Connect the power adapter.

CAUTION

USE ONLY THE ORIGINAL POWER SUPPLY ADAPTER



2. Installing Program



2.1 Installing NetPoint Software

Prior to installing NetPoint, Please make sure to DISABLE or UNINSTALL any Anti-Virus or Firewall software that may be running in the background. Security software of this type has been tested and known to interfere with the installation and operation of our product. They can be enabled after the installation.

1.

For TC-60xL go to <ftp://ftp.asm.cz/XtendLan/TC-604L> and download latest Netpoint application.

For TC-50xL go to ftp://ftp.asm.cz/XtendLan/TC-501L_502L and download latest Netpoint application.

For TC-40xL go to [ftp://ftp.asm.cz/XtendLan/TC-401L_402L/Software/Windows_\(Netpoint\)](ftp://ftp.asm.cz/XtendLan/TC-401L_402L/Software/Windows_(Netpoint))

2. Double click “netpoint.exe”. Follow the wizard. After installation, restart the Computer. Then go on with next step to unblock the software.

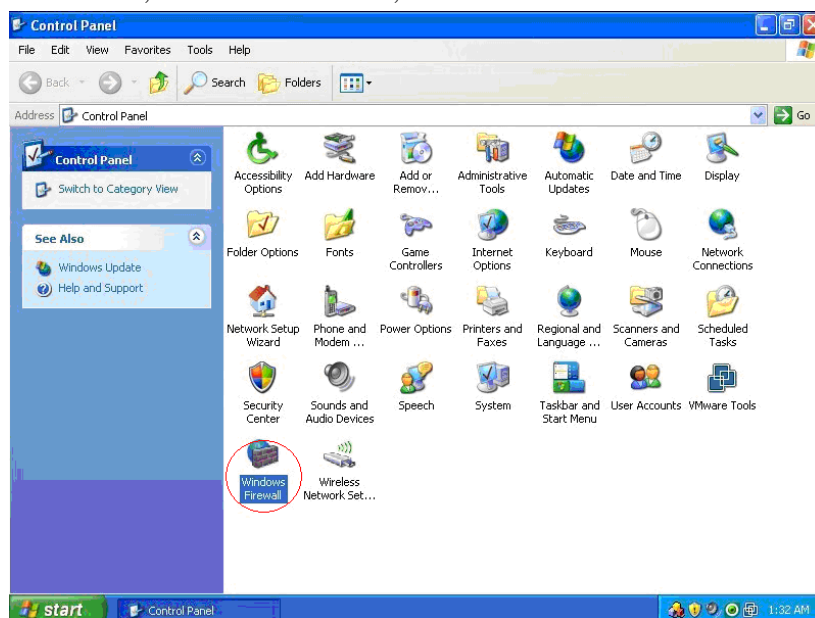


2.2 Unblocking NetPoint Software

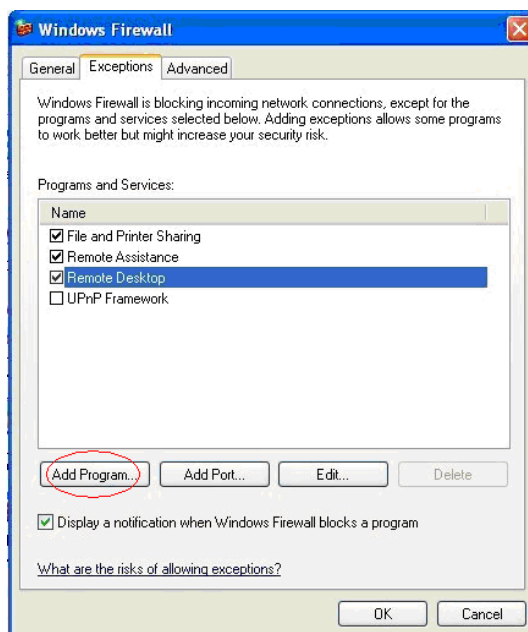
This step must be done after restart, otherwise, the XTENDLAN Terminals can not find this server and can not logon.

WINDOWS XP, WINDOWS 2003 SERVER

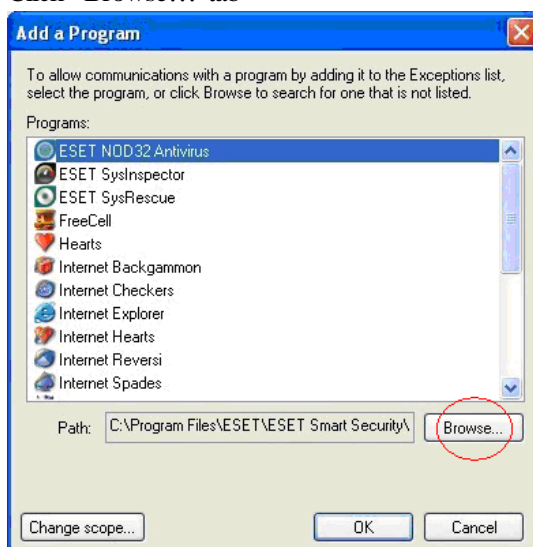
Click “Start”, Click “Control Panel”, Double Click “Windows Firewall”



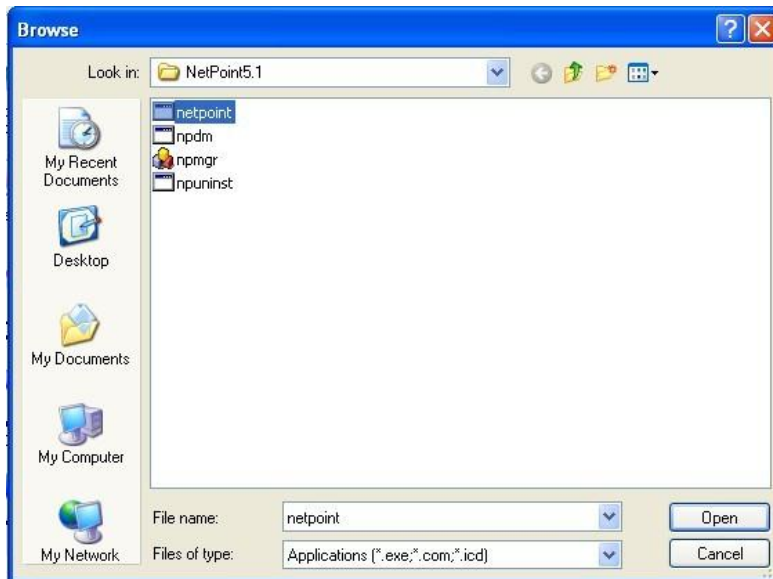
Then select “Exceptions”, “Add Program...” tab



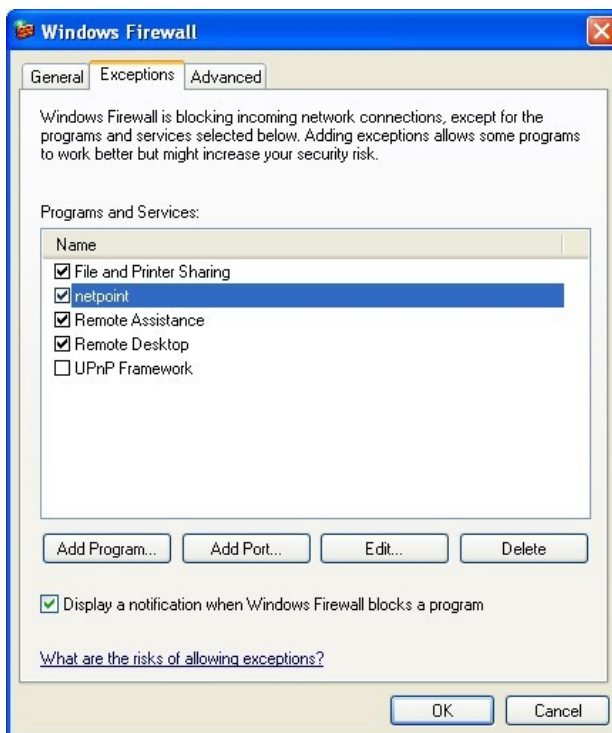
Click “Browse...”tab



Find the “netpoint” program, and then click OK.



Click the “NetPoint” Check Box and the “Remote Desktop” Check Box and then click “OK” to save.



Installation of NetPoint Software and system configuration is now complete. If the product has a microphone jack, you need to install netpointmic program now.

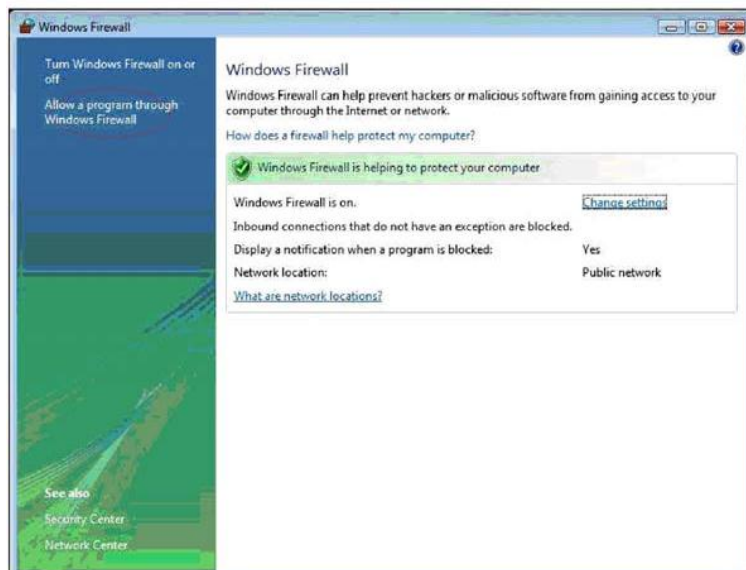


WINDOWS VISTA, WINDOWS 2008

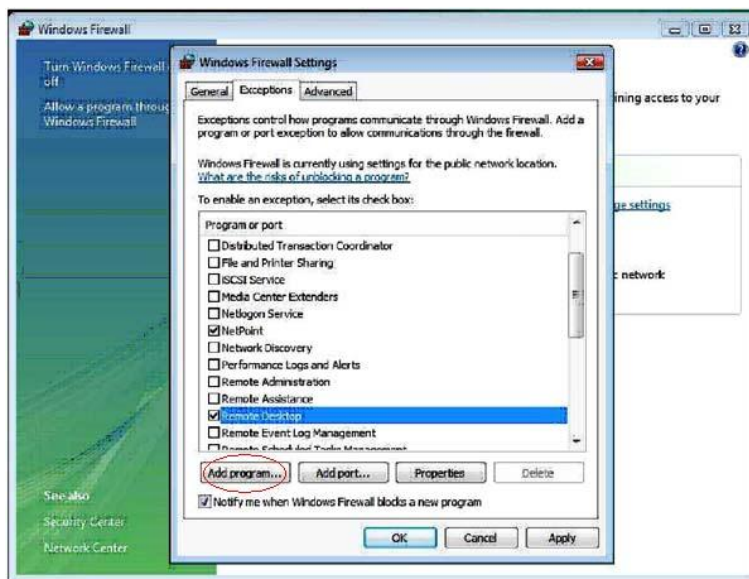
Click “Start”, Click “Control Panel”, Double Click “Windows Firewall”



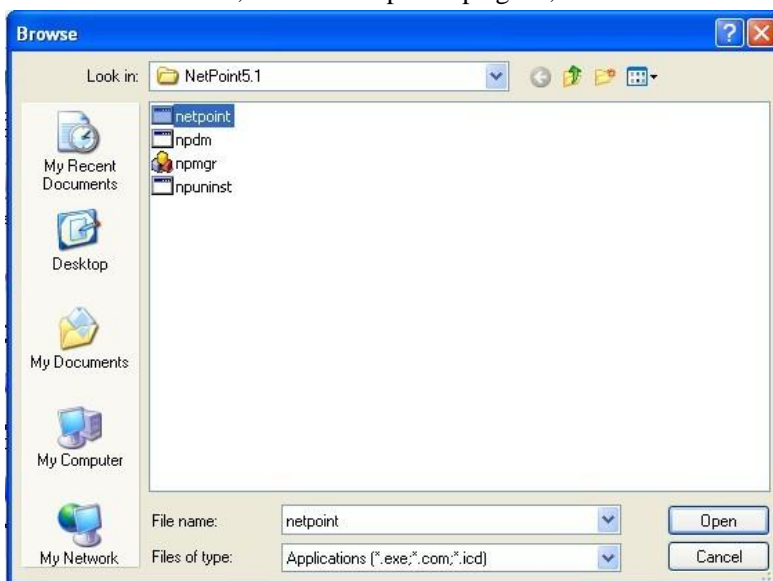
Click “ Allow a program through Windows Firewall”



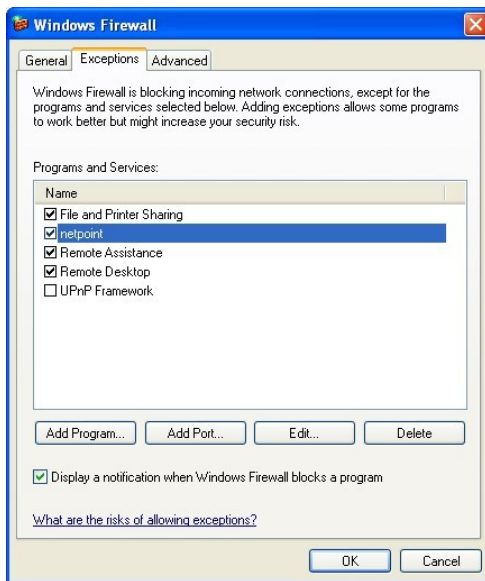
Select “Exceptions”, “Add Program...”



Click “Browse...” tab, find the “netpoint” program, and then click OK.



Click the “NetPoint” Check Box and the “Remote Desktop” Check Box and then click “OK” to save.

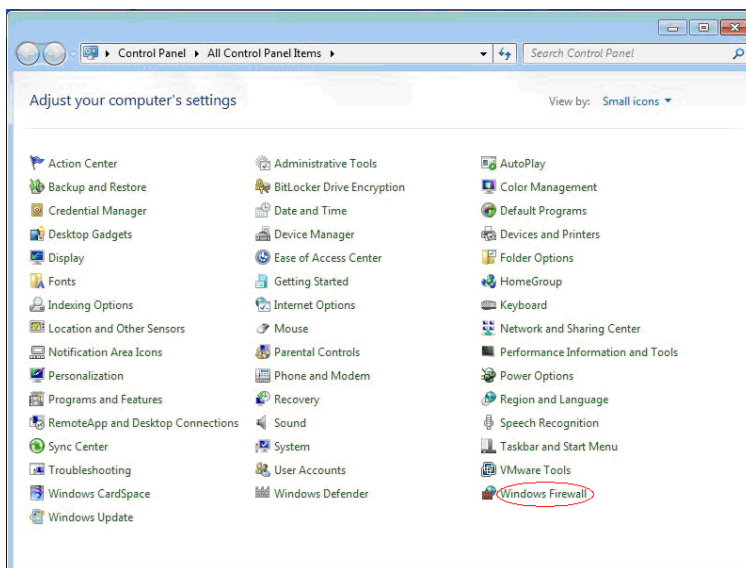


Installation of NetPoint Software and system configuration is now complete. If the product has a microphone jack, you need to install netpointmic program now.

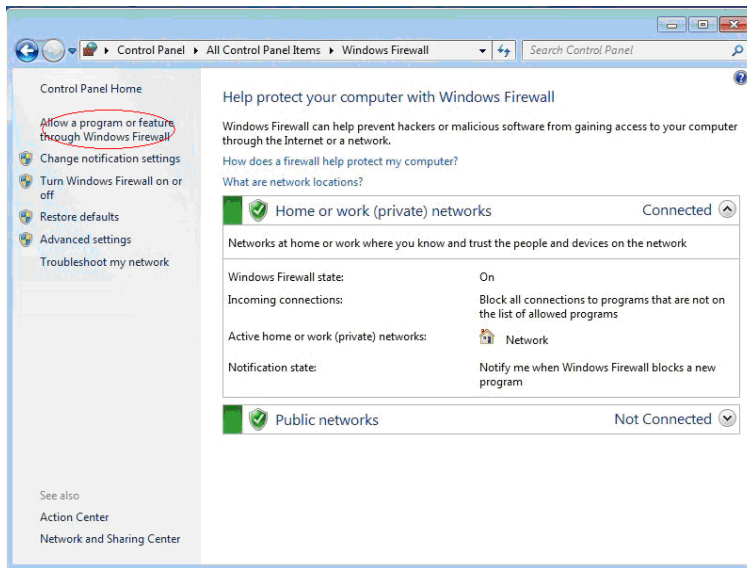


WINDOWS 7

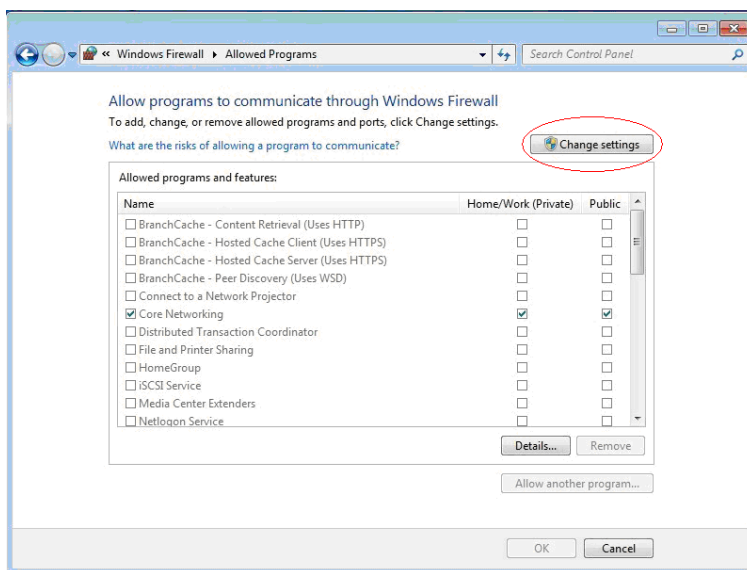
Click “Start”, Click “Control Panel”, Double Click “Windows Firewall”



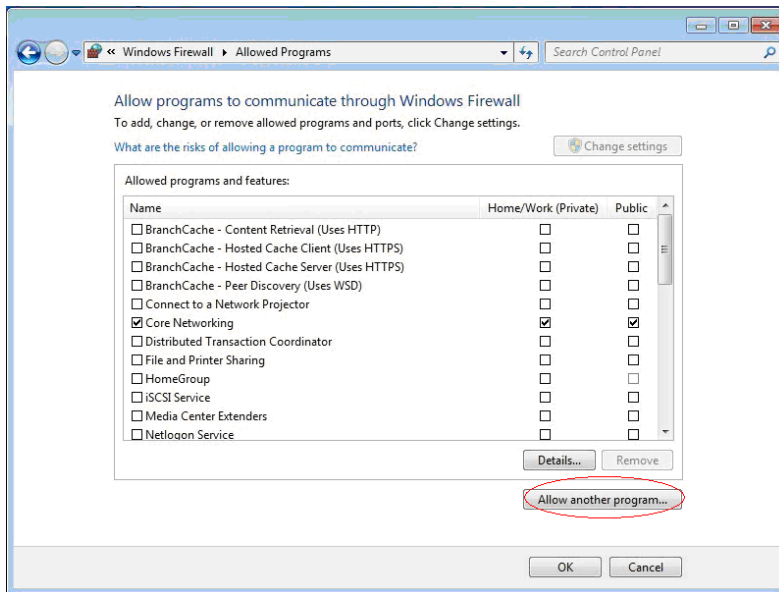
Click “ Allow a program or feature through Windows Firewall”



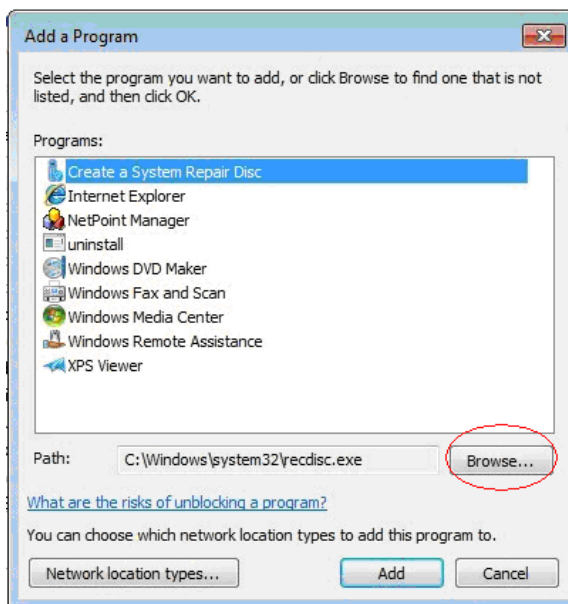
Click "Change settings" tab



Click "Allow another program..." tab



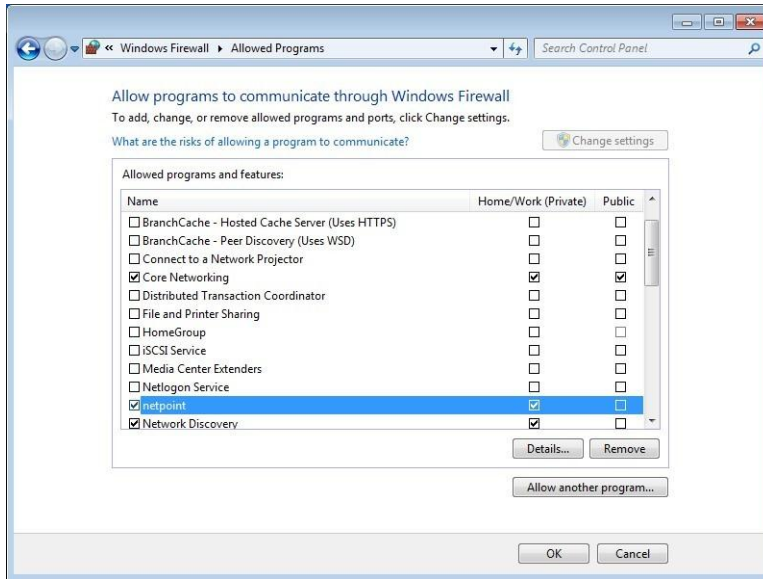
Click “Browse...” tab



Find the “netpoint” program, and then click OK.



Click the “NetPoint” Check Box and the “Remote Desktop” Check Box and then click “OK” to save.



Installation of NetPoint Software and system configuration is now complete. If the product has a microphone jack, you need to install netpointmic program now.



2.3 Installing NetPointMic Software

NOTE: Please install NetPointMic Software after your installation of NetPoint Software. NetPointMic Software only works for the devices with microphone (only TC-502L), so you don't need to install it if your devices have no microphone function.

Before install NetPointMic, please follow below steps to set your system:

- 1).Right click “My computer”
- 2).Then click select “Properties”
- 3).Then choose “Hardware” tab
- 4).Then click select “Driver Signing”



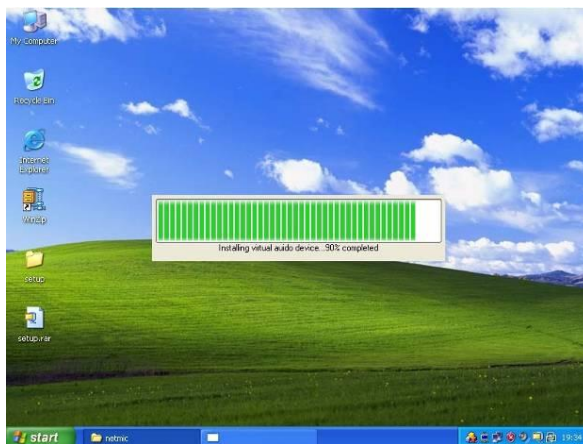
5).Then choose “Ignore—Install the software anyway and don’t ask for my approval.



6).When done, click OK

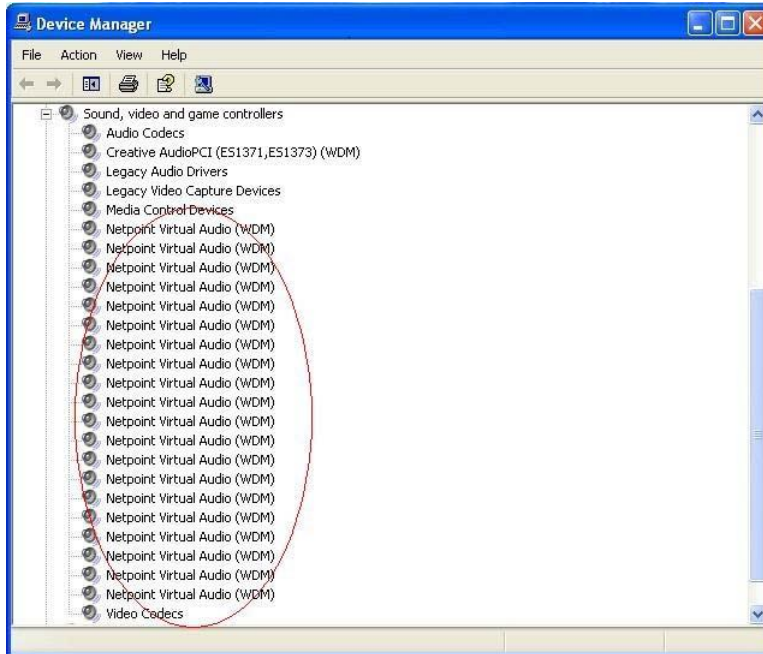
1. For TC-50xL go to [ftp://ftp.asm.cz/XtendLan/TC-501L_502L](http://ftp.asm.cz/XtendLan/TC-501L_502L), and download latest NetpointMIC application. TC-60xL only needs Netpoint Application, not NetpointMIC.

2. Double click “netpointmic1.0.exe”. Follow the wizard. After installation, restart the computer.



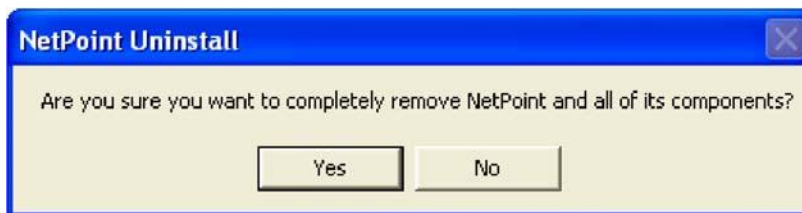
3. The installation will take a few minutes. Do not restart computer before all the 20 netpoint Virtual Audio devices installed. After installation, you must restart the computer.

4. When the installation finished, there will be 20 drivers of NetPoint Virtual Audio Devices in your Device Manager. If the installed numbers are not enough of 20, please re-install the netpointmic.



2.4 Uninstall NetPoint

If you have installed netpointmic, please uninstall it before this step. Click Start , All Programs, and NetPoint 5.1 and then click “Uninstall ”. When NetPoint remove wizard window appears, click “Yes”.



Click “OK” to complete the uninstallation.



Restart your computer.



2.5 Uninstall NetPointMic

Click Start , All Programs, and NetPointMic and then click “Uninstall ”.

After uninstallation, you must restart the computer.



After you uninstall it, please check your Device Manager if the drivers of NetPoint Virtual Audio are fully removed. Otherwise you need to uninstall again.



3. IP Address Setting

There are two IP address will be setup. One is terminal's Local IP, the other one is Server's IP.

3.1 Setting Terminal's IP Address

There are two ways to setup the Terminal's IP address.

GET DYNAMIC IP ADDRESS FROM DHCP SERVER

"Dynamic Host Configuration Protocol" (DHCP) is an IP standard designed to reduce the complexity of administering IP address configurations. A DHCP server would be set up with the appropriate settings for a given network. Such settings would include a set of fundamental parameters such as the gateway, DNS, subnet masks, and a range of IP addresses. Using DHCP on a network means administrators need not configure these settings individually for each client on the network. The DHCP would automatically distribute them to the clients itself. As to how a DHCP server is setup is beyond the scope of this user manual. However, when the network terminal is connected to a Network having a DHCP server, the settings for the Terminals would be as follows

Click “Setup”, select “General” tab, choose “Get Dynamic IP Address from DHCP Server”, and choose “Search Servers in LAN”. Click “Save” to exit.

SETUP

General **Language**

Local IP

- ☒ Get Dynamic IP Address from DHCP Server
- ☐ Use Static IP Address for This Terminal:
 - Local IP Address:
 - Gateway:
 - Subnet Mask:

Screen Resolution

- ☐ 640 x 480
- ☐ 800 x 600
- ☐ 1024 x 768
- ☐ 1280 x 720

Server IP

- ☐ Search servers in LAN.
- ☐ Use Static IP Address for Server: ☐ Linux
 - Server IP Addr.:

Log On

- Domain Name:
- User Name:
- Password:

USB

- ☐ Disable
- ☐ Enable

Sound

- ☐ Disable
- ☐ Enable

Setup Protect

- ☐ Do not Protect.
- ☐ Protect setting:
 - Password:
 - Re Enter:

Save **Cancel**

Click “Find” The Terminal would detect the DHCP server and obtain the IP address and the User Interface will appear for Connect.

Netpoint

Host List:

COMPUTER	192.168.1.137

Connect **Find** **Setup**

IP addr: 192.168.1.100 V1.3.000 SN:4013498

USE STATIC IP ADDRESS FOR THE TERMINAL

This would be an option exercised by users not employing a network server environment, though windows XP and Vista are capable of being used as DHCP servers. In a small office environment using less than 10 Terminals, this option would be more convenient.

Turn on the Network terminal.

Click the “Setup” In the “Local IP” ” tab, check “Use Static IP Address for This Terminal”.

1. Set Local IP: Give the Network Terminal an IP address of its own here. The easy way to do it is give it an IP address after adding 1 to the last number of IP address you gave to the Host PC. Then you can continue adding 2, 3... as you add more Terminals to the network. Each Terminal must have a Unique IP address.

2. Gateway: This is the IP address of the Host PC. The Host PC becomes the gateway to the terminal for accessing any of the LAN resources. So mention exactly the Host PC IP address here.

3. Sub Mask: You can give 255.255.255.0 or 255.255.0.0 or even leave this blank.

In the “Server IP ” tab, select “Search servers in LAN”. Click “Save” to save.

The screenshot shows a 'SETUP' window with a 'General' tab selected. The 'Local IP' section has three radio buttons: 'Get Dynamic IP Address from DHCP Server.', 'Use Static IP Address for This Terminal.' (which is selected and circled in red), and a third option. Below these are text boxes for 'Local IP Address:' (192.168.001.100), 'Gateway:' (192.168.001.001), and 'Subnet Mask:' (255.255.255.0). The 'Screen Resolution' section has four radio buttons: 640 x 480, 800 x 600, 1024 x 768, and 1280 x 720. The 'Server IP' section has two radio buttons: 'Search servers in LAN.' and 'Use Static IP Address for Server:'. The 'Log On' section has text boxes for 'Domain Name:', 'User Name:', and 'Password:'. The 'USB' and 'Sound' sections each have 'Disable' and 'Enable' radio buttons. The 'Setup Protect' section has 'Do not Protect.' and 'Protect setting.' radio buttons, with 'Password:' and 'Re Enter:' text boxes. At the bottom are 'Save' and 'Cancel' buttons.

3.2 Setting Server's IP Address

There are two ways to setup the server's IP address.

SEARCH SERVERS IN LAN

If the server is in the same LAN with the terminal, the terminal can search the LAN and find the server itself by set the server IP as “Search servers in LAN”.

SETUP

General | **Language**

Local IP

- ☐ Get Dynamic IP Address from DHCP Server.
- ☐ Use Static IP Address for This Terminal:
 Local IP Address:
 Gateway:
 Subnet Mask:

Screen Resolution

- ☐ 640 x 480
- ☐ 800 x 600
- ☐ 1024 x 768
- ☐ 1280 x 720

Server IP

- ☒ Search servers in LAN.
- ☐ Use Static IP Address for Server: ☐ Linux
 Server IP Addr.:

Log On

Domain Name:
 User Name:
 Password:

USB

- ☐ Disable
- ☐ Enable

Sound

- ☐ Disable
- ☐ Enable

Setup Protect

- ☐ Do not Protect.
- ☐ Protect setting:
 Password:
 Re Enter:

Save **Cancel**

After setup terminal's Local IP, just click "find", it will find all the servers in the LAN.

Netpoint

Host List:

COMPUTER	192.168.1.137
-----------------	----------------------

Connect **Find** **Setup**

IP addr: 192.168.1.100 | V1.3.000 | SN:4013498

Click "Find" and after the Host is detected, Click "Connect".

USE STATIC IP FOR SERVER

You can setup the server's static so that to logon the server directly after power on. If the server is not in a LAN, or it is a Linux Server, you have to setup the IP address for the server by this way. If it's a Linux server, you also need select the Linux CheckBox.

SETUP

General **Language**

Local IP

- ☐ Get Dynamic IP Address from DHCP Server.
- ☐ Use Static IP Address for This Terminal:

Local IP Address:

Gateway:

Subnet Mask:

Screen Resolution

- ☐ 640 x 480
- ☐ 800 x 600
- ☐ 1024 x 768
- ☐ 1280 x 720

Server IP

- ☐ Search servers in LAN.
- ☒ Use Static IP Address for Server: ☐ Linux

Server IP Addr.:

Log On

Domain Name:

User Name:

Password:

USB

- ☐ Disable
- ☐ Enable

Sound

- ☐ Disable
- ☐ Enable

Setup Protect

- ☐ Do not Protect.
- ☐ Protect setting:

Password:

Re Enter:

Save **Cancel**

After save, the terminal will restart, and windows Log will appear on screen.

Log On to Windows

Microsoft Windows XP Professional

Copyright © 1985-2001 Microsoft Corporation

User name:

Password:

OK **Cancel** **Options >>**

4. Terminal Configuration

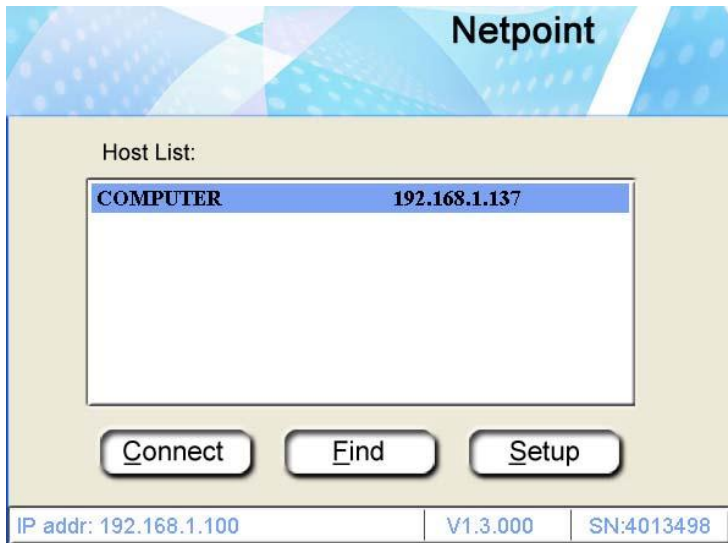


4.1 Setting Screen Resolution

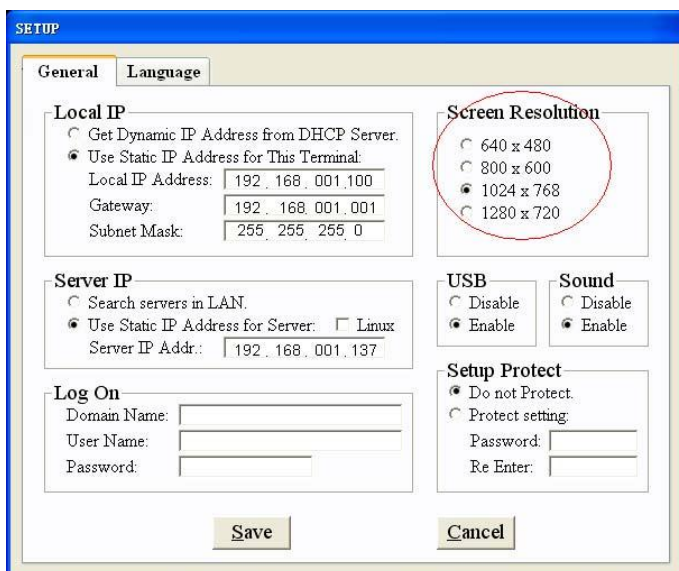
NT will auto select the screen resolution from hardware attached to it, which would be the default resolution. Users can change this default to one of their choice. NT supports the following resolutions,

To change screen resolution:

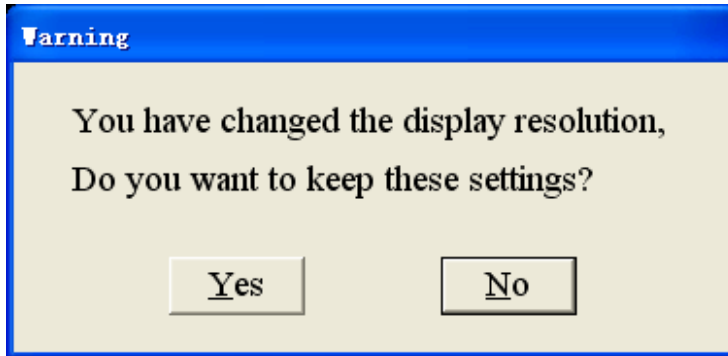
Click “Setup”, select “General” tab,



Under the “Screen Resolution” tab, select the desired screen resolution. Click “Save”.

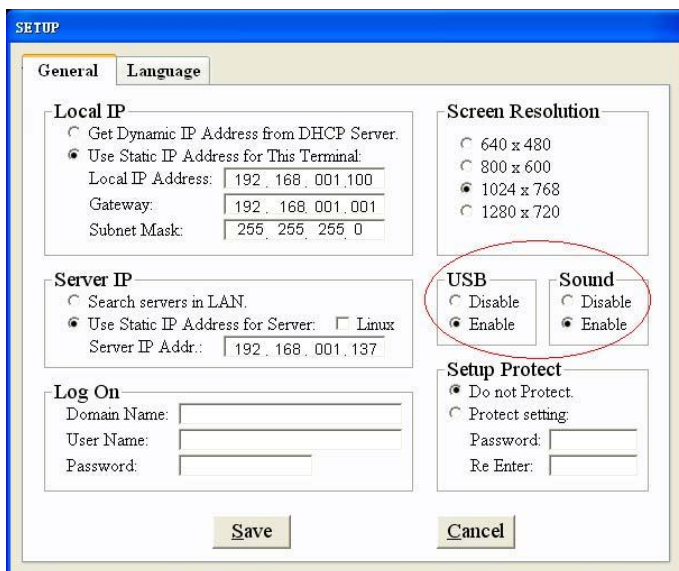


After restart, your desktop has been reconfigured. If you can see this display and accept, click “Yes” to keep these settings. Otherwise, if your display cannot support this configuration, maybe you can see nothing. Just press F2, it will go back to the previous configuration.



4.2 Peripheral device setting

Click “Setup”, select “General” tab, on the Peripherals Tab you can Enable or Disable USB Local Sound. When done, click “Save”.



USB Setup

The USB is of version 1.1 and Version 2.0 is under development. It is primarily to provide the user a means to copy, save and transport data. It cannot handle high speed USB Peripherals. Adequate care has to be taken for safety of data in the USB. **It can be plugged in when the system is ON but to pull it out, please log out from Host PC or switch of the Terminal, otherwise it may be harmful to data on the Host Computer.** During initial use, the USB may need to be plugged in and out a few times to establish proper contact.

This option can control the Enable/ Disable access of the USB disk, only TC-502L and TC-402L has this function. When you choose Enable, you can access the USB disk; otherwise, you can not.

Note

When logon to host PC, you can plug in a USB disk at anytime, after plug in, please wait for 5 seconds before access it by clicking the "Network Driver" icon in "My Computer".

If you want to plug it out, make sure to logout or just disconnect from the host PC, and then plug it out. Otherwise the data maybe damaged!

Local Sound setting

This option can control the Enable/ Disable use of the Local Sound.



4.3 Setting up Protect Setting

Setting Password

Click "Setup", select "General" tab,

Input the Password you want to use.

Click "Save" Please remember the Password or you may not be able to access the NT without the Password.

SETUP

General Language

Local IP

☐ Get Dynamic IP Address from DHCP Server.

☒ Use Static IP Address for This Terminal:

Local IP Address: 192 . 168 . 001 . 100

Gateway: 192 . 168 . 001 . 001

Subnet Mask: 255 . 255 . 255 . 0

Screen Resolution

☐ 640 x 480

☐ 800 x 600

☒ 1024 x 768

☐ 1280 x 720

Server IP

☐ Search servers in LAN.

☒ Use Static IP Address for Server: ☐ Linux

Server IP Addr.: 192 . 168 . 001 . 137

Log On

Domain Name:

User Name:

Password:

USB

☐ Disable

☒ Enable

Sound

☐ Disable

☒ Enable

Setup Protect

☒ Do not Protect.

☐ Protect setting:

Password:

Re Enter:

Save Cancel

Setup

Password:

Ok Cancel

When you switch ON the Network Terminal, it will prompt for the Password.



4.4 Setting up Default Region

This will be effect after logon to a Windows System. Click “Setup”, select “Language tab”, Choose the language you need. When done, click “Save”.



5. Terminal Management



5.1 Running NetPoint Management Center

Using NetPoint Management Center you can control the XTENDLAN terminal. To run NetPoint Console, click the NetPoint Console icon on the taskbar, then select "restore window".



5.2 Functions of NetPoint Management Center

– Status

You can see the status of the XTENDLAN terminal when connected to the Host PC.

– Rename

For management purposes, you can setup the names for the terminals.

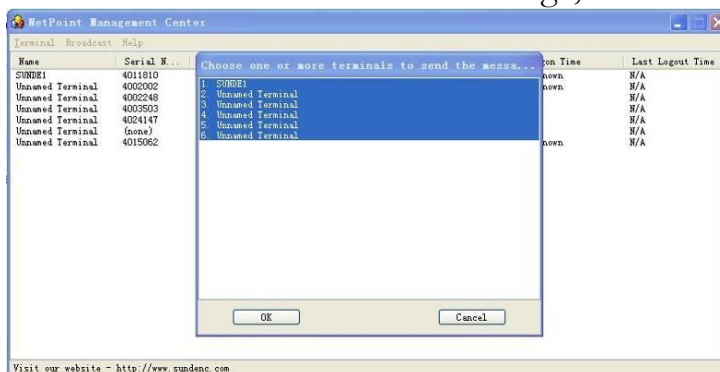
Right-click the terminal need to rename, then select "Rename". Or in the menu bar select "Terminal"-"Rename".

– Send Message

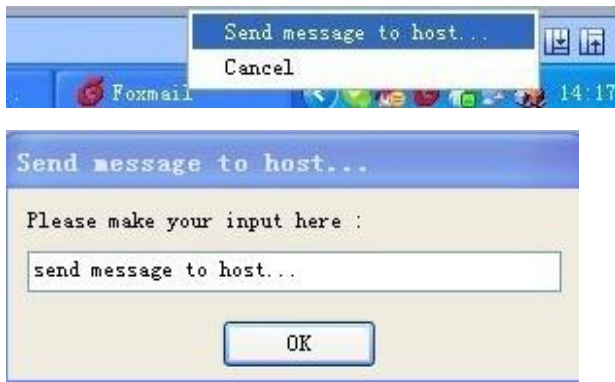
The Host PC can send message to any one or all of the terminals.

In the menu bar select "Broadcast"-"Broadcast a message every terminal", enter the content of the message and click "OK"

Select the terminal to send the message, click "OK" when finished sending.



The terminals can only send message to Host PC. To send message, right click the NetPoint Console icon on the taskbar of a terminal.



– View Screen

Through the Host PC's console, you can view the screen of the XTENDLAN terminal selected. Set up your View Screen menu from the NetPoint Management Center.

Right-click the terminal which you want to monitor, select "View Desktop". Or in the menu, select "Terminal" - "View Desktop"



– Force logoff

An administrator can force logoff the terminal have been landing system. Right-click the terminal you need to force it logoff, select "Force logoff". Or in the menu, select "Terminal" - "Force logoff ". In the pop-up warning message, select "YES" to confirm.

– Information

Shows the version information of the software.
In the menu, select "Help" - "About"



6. Configuration with Linux OS

6.1 Installation of RDP Server in Ubuntu Linux System

A. Configure apt

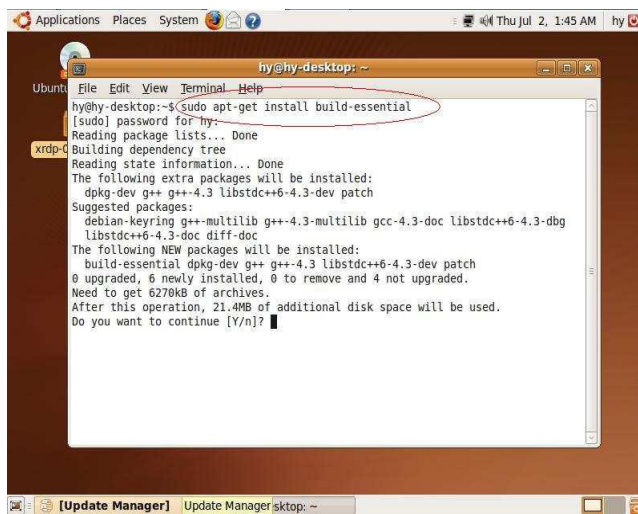
Follow these steps to configure apt:

- 1.. sudo apt-get update
2. sudo apt-get upgrade

Complete the system update. Restart the computer.



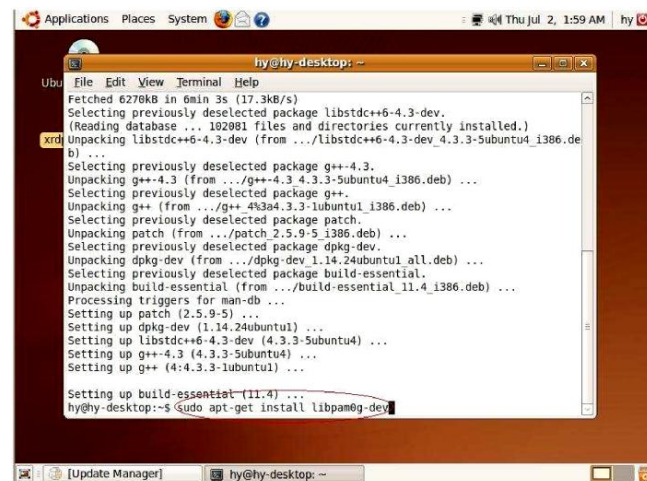
3. sudo apt-get install build-essential



A terminal window titled 'hy@hy-desktop: ~' showing the command 'sudo apt-get install build-essential' being executed. The output displays the package lists, dependency tree, and state information. It lists extra packages to be installed (dpkg-dev, g++, g++-4.3, libstdc++6-4.3-dev, patch) and suggested packages (debian-keyring, g++-multilib, g++-4.3-multilib, gcc-4.3-doc, libstdc++6-4.3-dbg, libstdc++6-4.3-doc, diff-doc). It also lists new packages to be installed (build-essential, dpkg-dev, g++, g++-4.3, libstdc++6-4.3-dev, patch) and shows the disk space requirements. The prompt 'Do you want to continue [Y/n]?' is visible at the bottom.

```
hy@hy-desktop:~$ sudo apt-get install build-essential
[sudo] password for hy:
Reading package lists... Done
Building dependency tree
Reading state information... Done
The following extra packages will be installed:
  dpkg-dev g++ g++-4.3 libstdc++6-4.3-dev patch
Suggested packages:
  debian-keyring g++-multilib g++-4.3-multilib gcc-4.3-doc libstdc++6-4.3-dbg
  libstdc++6-4.3-doc diff-doc
The following NEW packages will be installed:
  build-essential dpkg-dev g++ g++-4.3 libstdc++6-4.3-dev patch
0 upgraded, 6 newly installed, 0 to remove and 4 not upgraded.
Need to get 6270kB of archives.
After this operation, 21.4MB of additional disk space will be used.
Do you want to continue [Y/n]?
```

4. sudo apt-get install libpam0g-dev



A terminal window titled 'hy@hy-desktop: ~' showing the command 'sudo apt-get install libpam0g-dev' being executed. The output displays the progress of the installation, including fetching the package, selecting previously deselected packages, unpacking files, and setting up the packages. The prompt 'hy@hy-desktop:~\$ sudo apt-get install libpam0g-dev' is visible at the bottom.

```
hy@hy-desktop:~$ sudo apt-get install libpam0g-dev
Fetch 6270kB in 6min 3s (17.3kB/s)
Selecting previously deselected package libstdc++6-4.3-dev.
(Reading database ... 102981 files and directories currently installed.)
Unpacking libstdc++6-4.3-dev (from .../libstdc++6-4.3-dev_4.3.3-5ubuntu4_i386.deb) ...
Selecting previously deselected package g++-4.3.
Unpacking g++-4.3 (from .../g++-4.3_4.3.3-5ubuntu4_i386.deb) ...
Selecting previously deselected package g++.
Unpacking g++ (from .../g++_4.3.3-1ubuntu1_i386.deb) ...
Selecting previously deselected package patch.
Unpacking patch (from .../patch_2.5.9-5_i386.deb) ...
Selecting previously deselected package dpkg-dev.
Unpacking dpkg-dev (from .../dpkg-dev_1.14.24ubuntu1_all.deb) ...
Selecting previously deselected package build-essential.
Unpacking build-essential (from .../build-essential_11.4_i386.deb) ...
Processing triggers for man-db ...
Setting up patch (2.5.9-5) ...
Setting up dpkg-dev (1.14.24ubuntu1) ...
Setting up libstdc++6-4.3-dev (4.3.3-5ubuntu4) ...
Setting up g++-4.3 (4.3.3-5ubuntu4) ...
Setting up g++ (4.3.3-1ubuntu1) ...
Setting up build-essential (11.4) ...
hy@hy-desktop:~$ sudo apt-get install libpam0g-dev
```



5. sudo apt-get install libssl-dev

```
hy@hy-desktop: ~  
libpam0g-dev  
0 upgraded, 1 newly installed, 0 to remove and 4 not upgraded.  
Need to get 169kB of archives.  
After this operation, 594kB of additional disk space will be used.  
Get:1 http://us.archive.ubuntu.com jaunty/main libpam0g-dev 1.0.1-9ubuntu1 [169kB]  
Fetched 169kB in 9s (18.0kB/s)  
Selecting previously deselected package libpam0g-dev.  
(Reading database ... 102989 files and directories currently installed.)  
Unpacking libpam0g-dev (from .../libpam0g-dev_1.0.1-9ubuntu1_i386.deb) ...  
Processing triggers for man-db ...  
Setting up libpam0g-dev (1.0.1-9ubuntu1)  
hy@hy-desktop:~$ sudo apt-get install libssl-dev  
Reading package lists... Done  
Building dependency tree  
Reading state information... Done  
The following extra packages will be installed:  
zlib1g-dev  
The following NEW packages will be installed:  
libssl-dev zlib1g-dev  
0 upgraded, 2 newly installed, 0 to remove and 4 not upgraded.  
Need to get 2134kB of archives.  
After this operation, 611kB of additional disk space will be used.  
Do you want to continue [Y/n]?
```

6. sudo apt-get install tightvncserver

```
hy@hy-desktop: /  
cd /root home lost+found opt/sbin sys var  
hy@hy-desktop:/ $ rdesktop 127.0.0.1  
Autoselected keyboard map: en-us  
hy@hy-desktop:/ $ sudo apt-get install tightvncserver  
Display all 34813 possibilities? (y or n)  
hy@hy-desktop:/ $ sudo apt-get install tightvncserver  
Reading package lists... Done  
Building dependency tree  
Reading state information... Done  
The following extra packages will be installed:  
xbase-clients  
Suggested packages:  
tightvnc-java  
The following NEW packages will be installed:  
tightvncserver xbase-clients  
0 upgraded, 2 newly installed, 0 to remove and 4 not upgraded.  
Need to get 741kB of archives.  
After this operation, 1614kB of additional disk space will be used.  
Do you want to continue [Y/n]? y  
Get:1 http://us.archive.ubuntu.com jaunty/main xbase-clients 1:7.4-5ubuntu18 [1188B]  
Get:2 http://us.archive.ubuntu.com jaunty/universe tightvncserver 1.3.9-4 [740kB]  
63% [2 tightvncserver 466640/740kB 63%] 13.0kB/s 26s
```

B. install xrdp-0.4.1

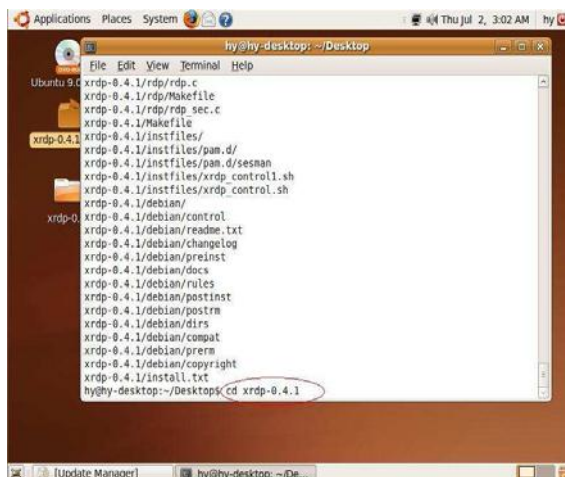
Follow these steps to install xrdp-0.4.1:

1. tar xvzf xrdp-0.4.1.tar.gz

```
hy@hy-desktop: ~/Desktop  
hy@hy-desktop:~$ cd /home/hy/Desktop  
hy@hy-desktop:~/Desktop$ tar xvzf xrdp-0.4.1.tar.gz  
xrdp-0.4.1/  
xrdp-0.4.1/common/  
xrdp-0.4.1/common/os_calls.h  
xrdp-0.4.1/common/os_calls.c  
xrdp-0.4.1/common/file.h  
xrdp-0.4.1/common/file_loc.h  
xrdp-0.4.1/common/arch.h  
xrdp-0.4.1/common/xrdp_constants.h  
xrdp-0.4.1/common/file.c  
xrdp-0.4.1/common/parse.h  
xrdp-0.4.1/common/list.h  
xrdp-0.4.1/common/ssl_calls.c  
xrdp-0.4.1/common/log.c  
xrdp-0.4.1/common/d3des.h  
xrdp-0.4.1/common/log.h  
xrdp-0.4.1/common/thread_calls.c  
xrdp-0.4.1/common/d3des.c  
xrdp-0.4.1/common/list.c  
xrdp-0.4.1/common/defines.h  
xrdp-0.4.1/common/ssl_calls.h  
xrdp-0.4.1/common/thread_calls.h  
xrdp-0.4.1/sesman/
```



2. cd xrdp-0.4.1

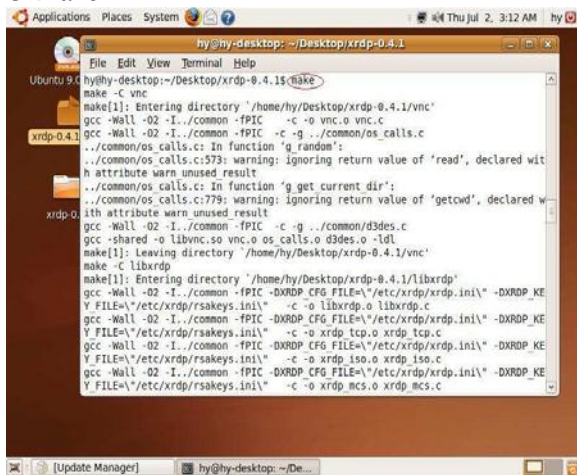


A terminal window titled 'hy@hy-desktop: ~/Desktop' showing a file explorer view of the 'xrdp-0.4.1' directory. The directory structure is listed as follows:

```
xrdp-0.4.1/rdp/rdp.c
xrdp-0.4.1/rdp/Makefile
xrdp-0.4.1/rdp/rdp_sec.c
xrdp-0.4.1/Makefile
xrdp-0.4.1/instfiles/
xrdp-0.4.1/instfiles/pam.d/
xrdp-0.4.1/instfiles/pam.d/sesnan
xrdp-0.4.1/instfiles/xrdp_control.sh
xrdp-0.4.1/instfiles/xrdp_control.sh
xrdp-0.4.1/debian/
xrdp-0.4.1/debian/control
xrdp-0.4.1/debian/readme.txt
xrdp-0.4.1/debian/changelog
xrdp-0.4.1/debian/preinst
xrdp-0.4.1/debian/decs
xrdp-0.4.1/debian/rules
xrdp-0.4.1/debian/postinst
xrdp-0.4.1/debian/postrm
xrdp-0.4.1/debian/dirs
xrdp-0.4.1/debian/compat
xrdp-0.4.1/debian/prem
xrdp-0.4.1/debian/copyright
xrdp-0.4.1/install.txt
```

The terminal prompt is 'hy@hy-desktop:~/Desktop\$' and the command 'cd xrdp-0.4.1' is entered and highlighted with a red circle.

3. make



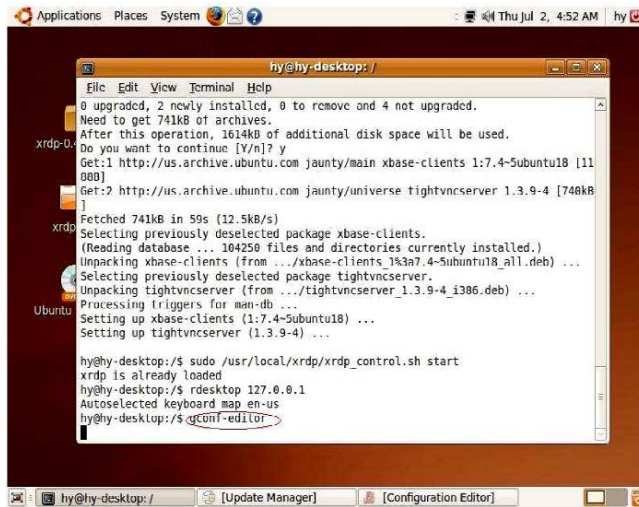
A terminal window titled 'hy@hy-desktop: ~/Desktop/xrdp-0.4.1' showing the output of the 'make' command. The output is as follows:

```
hy@hy-desktop:~/Desktop/xrdp-0.4.1$ make
make -C vnc
make[1]: Entering directory '/home/hy/Desktop/xrdp-0.4.1/vnc'
gcc -Wall -O2 -I../common -fPIC -c -o vnc.o vnc.c
gcc -Wall -O2 -I../common -fPIC -c -g ../common/os_calls.c
../common/os_calls.c: In function 'q_random':
../common/os_calls.c:573: warning: ignoring return value of 'read', declared with attribute warn_unused_result
../common/os_calls.c: In function 'q_get_current_dir':
../common/os_calls.c:779: warning: ignoring return value of 'getcwd', declared with attribute warn_unused_result
gcc -Wall -O2 -I../common -fPIC -c -g ../common/d3des.c
gcc -shared -o libvnc.so vnc.o os_calls.o d3des.o -ldl
make[1]: Leaving directory '/home/hy/Desktop/xrdp-0.4.1/vnc'
make -C libxrdp
make[1]: Entering directory '/home/hy/Desktop/xrdp-0.4.1/libxrdp'
gcc -Wall -O2 -I../common -fPIC -DXRDP_CFG_FILE=\"/etc/xrdp/xrdp.ini\" -DXRDP_KEY_FILE=\"/etc/xrdp/rsakeys.ini\" -c -o libxrdp.o libxrdp.c
gcc -Wall -O2 -I../common -fPIC -DXRDP_CFG_FILE=\"/etc/xrdp/xrdp.ini\" -DXRDP_KEY_FILE=\"/etc/xrdp/rsakeys.ini\" -c -o xrdp_tcp.o xrdp_tcp.c
gcc -Wall -O2 -I../common -fPIC -DXRDP_CFG_FILE=\"/etc/xrdp/xrdp.ini\" -DXRDP_KEY_FILE=\"/etc/xrdp/rsakeys.ini\" -c -o xrdp_iso.o xrdp_iso.c
gcc -Wall -O2 -I../common -fPIC -DXRDP_CFG_FILE=\"/etc/xrdp/xrdp.ini\" -DXRDP_KEY_FILE=\"/etc/xrdp/rsakeys.ini\" -c -o xrdp_mcs.o xrdp_mcs.c
```

4. sudo make install

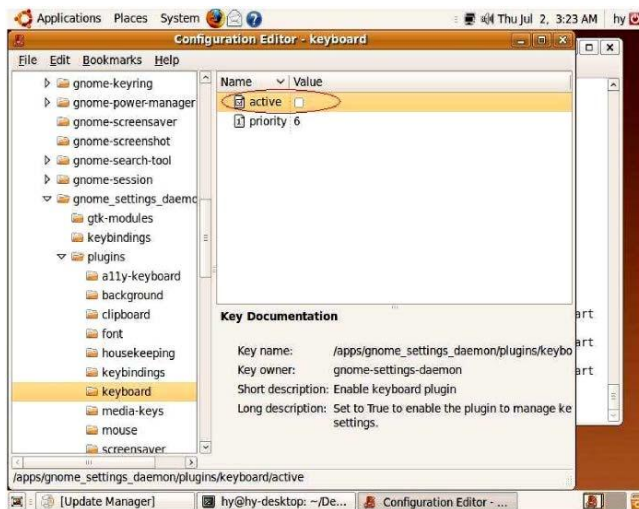
C. Configuration file Follow these steps:

1. gconf-editor



```
hy@hy-desktop: /  
File Edit View Terminal Help  
0 upgraded, 2 newly installed, 0 to remove and 4 not upgraded.  
Need to get 741kB of archives.  
After this operation, 1614kB of additional disk space will be used.  
Do you want to continue [Y/n]? y  
Get:1 http://us.archive.ubuntu.com jaunty/main xbase-clients 1:7.4-5ubuntu18 [1100B]  
Get:2 http://us.archive.ubuntu.com jaunty/universe tightvncserver 1.3.9-4 [740kB]  
Fetched 741kB in 59s (12.5kB/s)  
Selecting previously deselected package xbase-clients.  
(Reading database ... 104250 files and directories currently installed.)  
Unpacking xbase-clients (from .../xbase-clients_1%3a7.4-5ubuntu18_all.deb) ...  
Selecting previously deselected package tightvncserver.  
Unpacking tightvncserver (from .../tightvncserver_1.3.9-4_i386.deb) ...  
Processing triggers for man-db ...  
Setting up xbase-clients (1:7.4-5ubuntu18) ...  
Setting up tightvncserver (1.3.9-4) ...  
hy@hy-desktop:/$ sudo /usr/local/xrdp/xrdp_control.sh start  
xrdp is already loaded  
hy@hy-desktop:/$ rdesktop 127.0.0.1  
Autoselected keyboard map: en-us  
hy@hy-desktop:/$ gnome-conf-editor
```

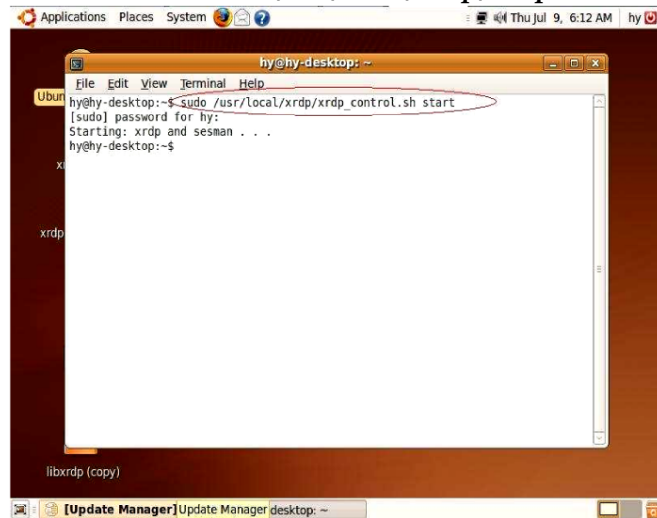
2. apps / gnome-setting-daemon / plugins / keyboard / To set "active" to Disable



NOTE: The configuration of each user must be changed to disable.

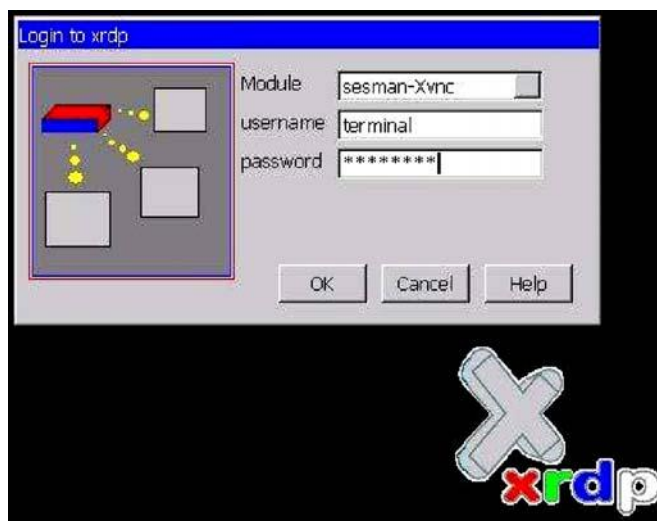


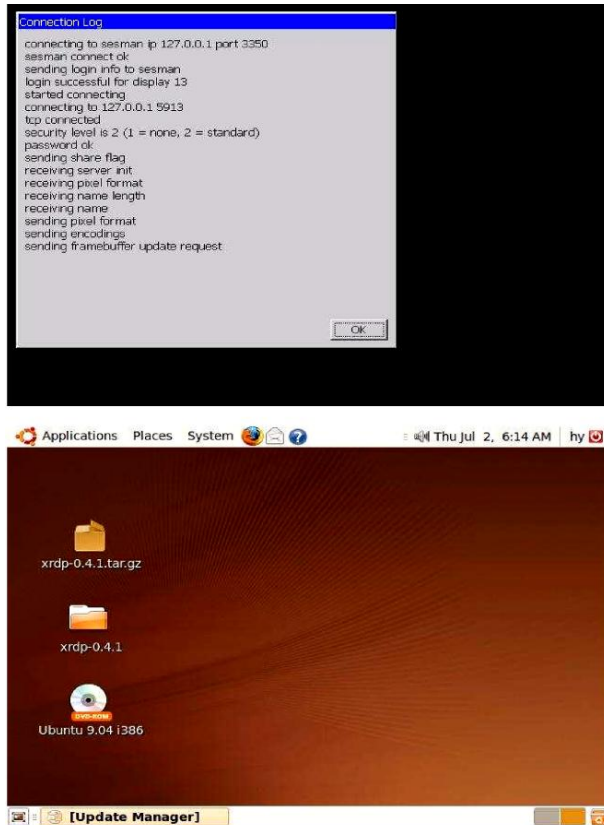
D. Start XRDP Sudo /usr/local/xrdp/xrdp_control.sh start



Logon

Please select "Auto logon" in the "Server" bookmark in Setup of Terminal. Input the Server IP address and save. Turn the power off and on.



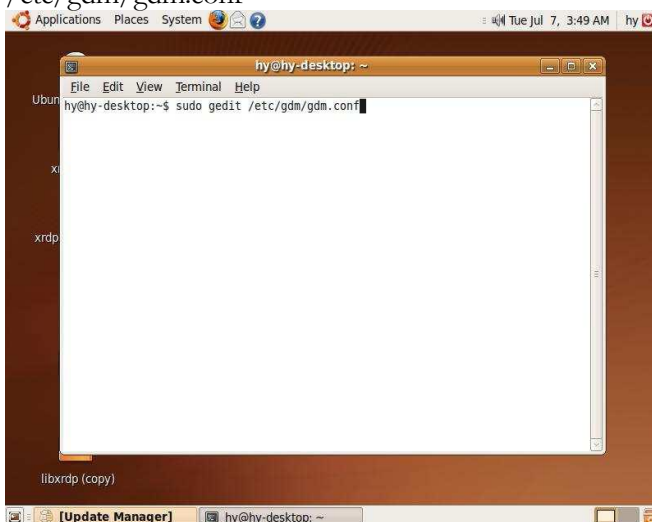


6.2 xrdp autostart setting

NOTE: The host can auto-run xrdp only when logon under root user;

A. Boot system with supper user (root)

1. modify “/etc/gdm/gdm.conf” file with the command as following: Sudo gedit /etc/gdm/gdm.conf





2. Modify 237 Line “AllowRoot=false” to “AllowRoot=true”

```
*gdm.conf (/etc/gdm) - gedit
File Edit View Search Tools Documents Help
New Open Save Print... Undo Redo Cut Copy Paste Find Replace
#dynamicxservers=false
# This determines whether GDM will send notifications to the console.
#ConsoleNotify=true
# How long gdm should wait before it assumes a started Xserver is defunct and
# kills it. 10 seconds should be long enough for X, but Xgl may need 20 or
# 25.
GdmXserverTimeout=10
[security]
# Allow root to login. It makes sense to turn this off for kiosk use, when
# you want to minimize the possibility of break in.
AllowRoot=false
# Allow login as root via XDMCP. This value will be overridden and set to
# false if the /etc/default/login file exists and contains
# "CONSOLE=/dev/login", and set to true if the /etc/default/login file exists
# and contains any other value or no value for CONSOLE.
AllowRemoteRoot=false
# This will allow remote timed login.
AllowRemoteAutoLogin=false
# 0 is the most restrictive, 1 allows group write permissions, 2 allows all
# write permissions.
RelaxPermissions=1
Plain Text Tab Width: 8 Ln 237, Col 1 INS
```

```
*gdm.conf (/etc/gdm) - gedit
File Edit View Search Tools Documents Help
New Open Save Print... Undo Redo Cut Copy Paste Find Replace
#dynamicxservers=false
# This determines whether GDM will send notifications to the console.
#ConsoleNotify=true
# How long gdm should wait before it assumes a started Xserver is defunct and
# kills it. 10 seconds should be long enough for X, but Xgl may need 20 or
# 25.
GdmXserverTimeout=10
[security]
# Allow root to login. It makes sense to turn this off for kiosk use, when
# you want to minimize the possibility of break in.
AllowRoot=true
# Allow login as root via XDMCP. This value will be overridden and set to
# false if the /etc/default/login file exists and contains
# "CONSOLE=/dev/login", and set to true if the /etc/default/login file exists
# and contains any other value or no value for CONSOLE.
AllowRemoteRoot=false
# This will allow remote timed login.
AllowRemoteAutoLogin=false
# 0 is the most restrictive, 1 allows group write permissions, 2 allows all
# write permissions.
RelaxPermissions=1
Plain Text Tab Width: 8 Ln 237, Col 1 INS
```

3. choose “save” and exit

4. set the password for “root”



```
hy@hy-desktop: ~  
File Edit View Terminal Help  
hy@hy-desktop:~$ sudo gedit /etc/gdm/gdm.conf  
hy@hy-desktop:~$ sudo passwd root
```

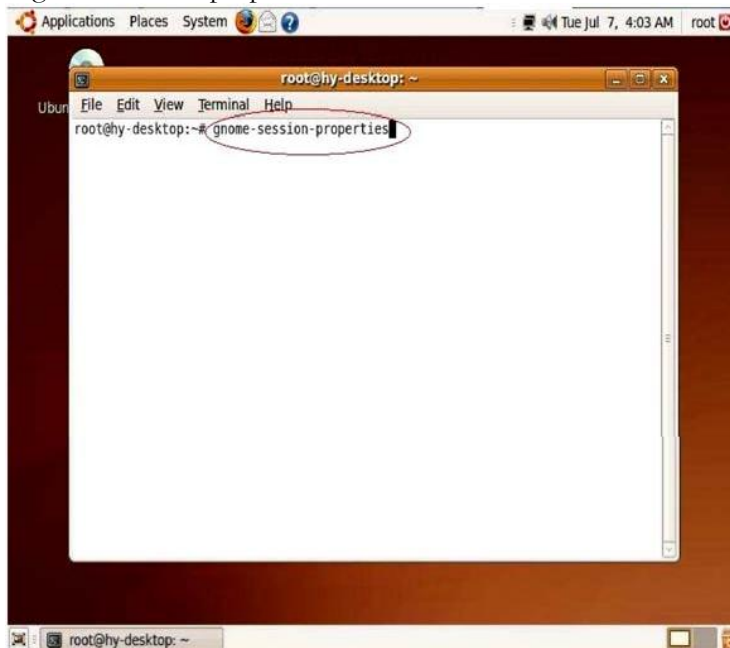
```
hy@hy-desktop: ~  
File Edit View Terminal Help  
hy@hy-desktop:~$ sudo gedit /etc/gdm/gdm.conf  
hy@hy-desktop:~$ sudo passwd root  
Enter new UNIX password:  
Retype new UNIX password:  
passwd: password updated successfully  
hy@hy-desktop:~$
```

5. reboot the system, logon with “root” user



B. xrdp autostart setting

1. gnome-session-properties

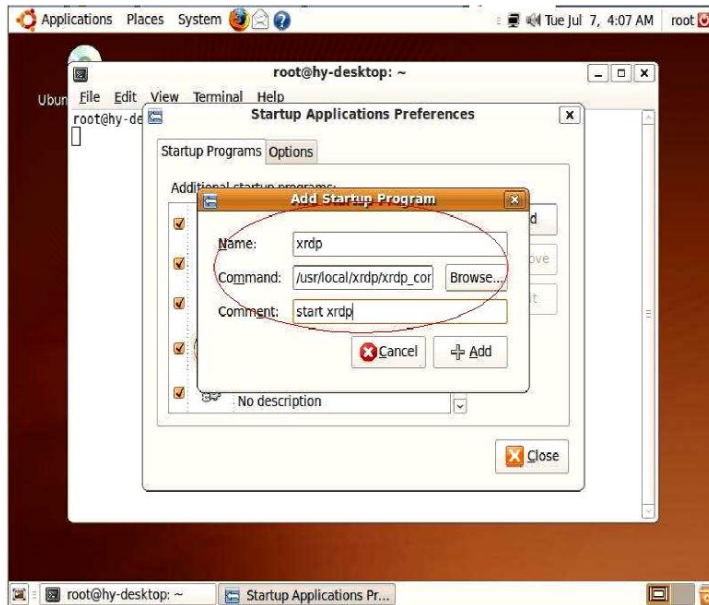


2. choose "Add"

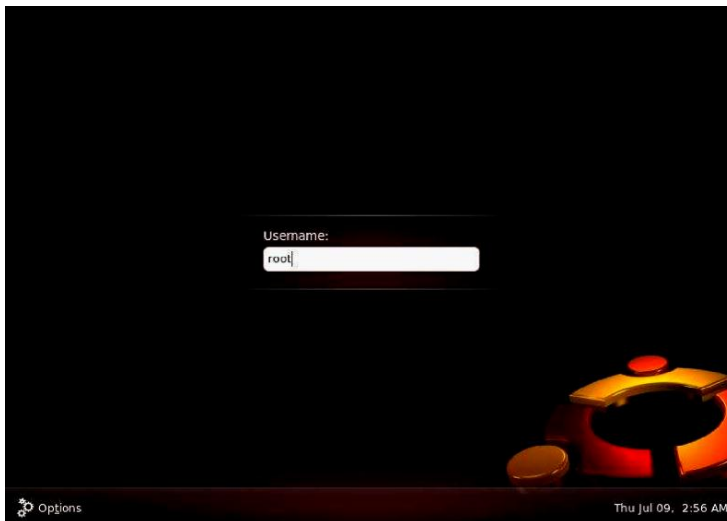




3. Add Startup Program Name: xrdp
Command: /usr/local/xrdp/xrdp_control.sh start
Comment: start xrdp Click “Add” to save



4. reboot the system, logon with “root” user





7. Product Specifications

Supported OS:

- * Windows 7 Professional / Enterprise / Ultimate,
- * Windows XP Professional,
- * Windows 2008 Server,
- * Windows Vista Business / Enterprise / Ultimate,
- * Windows Server 2003(Standard Edition/Enterprise Edition),
- * Linux

7.1 TC50xL Series

1. Power: INPUT AC110V ~ AC240V 50/60 Hz, OUTPUT DC 5V/ 2A

2. Size: 180mm(W) x 32mm(H) x 130mm(D)

3. Weight: 600g

4. Ports: DC Power Jack, Speaker & Microphone Jack (option), PS2 Keyboard Port, PS2 Mouse Port, Ethernet (RJ- 45) Port, Video Monitor Port, USB Interface (option).

5. Indicator: Around the power button, light when power on, blink while the network cable is not connected correctly.

6. Protocol: NetPoint 5.1, RDP

7.2 TC40xL Series

1. Power: INPUT AC110V ~ AC240V 50/60 Hz, OUTPUT DC 5V/ 2A

2. Size: 140mm(W) x 34mm(H) x 120mm(D)

3. Weight: 500g

4. Ports: DC Power Jack, Speaker, PS2 Keyboard Port, PS2 Mouse Port, Ethernet (RJ- 45) Port, Video Monitor Port, USB Interface (option).

5. Indicator: Left for power indicator, light when power on; middle for data transfer, blink while data transfer between server and terminal; right for network link indicator, light when the network cable is connected correctly.

6. Protocol: NetPoint 5.1, RDP



8. FAQ

1.Q: How to set user account and password

- A:** 1). Open Control Panel, then choose User Accounts
2). Choose “Create a new account”
3). Type a name for the new account, then choose Next
4). Pick an account type, then choose Create Account

NOTE: The user account type must be a computer administrator account or a Remote Desktop user. All accounts must be Remote Desktop Users. Each user account must have a password.

2.Q: How to Setup Limited Account User (Remote desktop Users) to Login Host with Network Terminal?

- A:** 1).Open Control Panel, then choose System
2).Then choose Remote tab
3).Then click Select Remote Users
4).Then click Add...
5).Click on Advanced...
6).Then click Find Now
7).After User Names Show, click selected Names by holding Ctrl + click Names
8).After Selecting Names, then click OK.
9).When done, click OK

3.Q: Why you log on the Host PC, enter the user name, we get the message, “The system does not allow logon”

A: When you log on system, each Terminal must use a different user name and password, the user account type must be a computer administrator account or a Remote Desktop user.

4.Q: What resolution can NT support? Why individual monitors can not be automatically set to full screen display?

A: NT can support following resolutions: 640x480, 800x600, 1024x768, 1280x720, 1280x960, 1280x1024, 1440x900 16 bit color (65,536 colors).

Some can not automatically see full-screen display on the monitor. Adjust the settings to achieve full-screen effect through the monitor controls manually

5.Q: Why do some antivirus software identify netpoint.exe as a virus?

A: This is due to the nature of NetPoint EXE file. Please ignore this warning and unblock NetPoint.

6.Q: How do I use a dynamic IP address when the Host PC is connected to a router?

A: A router allocates the IP address dynamically to the Host PCs and NT(s). Users do not need to set the IP address. Set the network configuration to dynamic IP address in the set up window.

7.Q: If a router/hub is connected to the Host PC, how do I connect NT to the Host PC with a static IP address?

A: You have to set the static IP address of the Host PC and NT(s) through a router/hub. (Contact your network manager to get the static IP address of the Host PC)



8.Q: I am not connected and the screen displays “DHCP server not found”

A: NT is set to get the IP address dynamically. If you enter the setup screen of the NT by pressing “Setup”, you can check in the “Local” tab and make sure that the “Get from DHCP Server” option is selected. To use this option the router has to have DHCP server functionality activated. If you do not have a router, you have to install a Host PC that can allocate the DHCP addresses on your network.. When you connect the NT directly to a Host PC, you can not use this option. In this case, select “Set a Static IP address” and input IP address. Using IP router, check whether the DHCP function is activated, power is on, and LAN cable is connected. Turn off the NT terminal and wait several seconds, and then turn it back on. If you use a firewall program and certain outer protocols are blocked, you might not be able to connect to the NT terminal.

9.Q: What games can I play?

A : You can run only 2D games and Internet casual games such as a java and flash type.

Refer to the list below for what is not supported through NT:

1. 3D games that require GPU or hardware accelerator.
2. Single user game that requires CD placed in the Drive.
3. Games which run on only one registered PC and verify the IP address of the system.

10: Q I can’t play the video in full screen mode with the NT.

A: Our product shares the resources of the Host PC, so the memory and Host PC resources is limited and the performance speed is dependant on the Host PC’s specification. Playing the video in full screen mode takes a lot of system resources. We recommend playing the video in an appropriate screen size that does not reduce the system speed. NT is designed to run applications at the office such as a surfing the Internet, word processing, or working with spreadsheets.

11.Q: Will this work in Windows®98 and Windows®2000 Professional?

A: NT supports Windows® XP Professional, Windows Vista Business / Enterprise /

Ultimate, Windows®2008 Server and Windows® Server 2003 (Standard Edition/Enterprise Edition), Linux.

12.Q: I want to upgrade the speed of the NT.

A :You can do the following to increase speed:

1. Use a CPU which utilizes Hyper-Threading technologies and large L2 Cache memory size.
2. Install more RAM.
3. Use a HDD with faster access speeds. (fast rpm)
4. Add more LAN adapters when multiple NT are connected through the switch.
5. Reduce the number of NT on Host PC by adding more Host PC's .

13.Q: NT can not be connected even after program installation.

A: This can happen due to the following reasons.

1. If LAN cable is not connected to the Host PC with program installed. → Connect LAN cable to Host PC.
2. If LAN cable is not connected to NT → Connect LAN cable to NT.
3. If LAN cables are connected to both Host PC and NT → Verify IP settings for both Host PC and NT. (Refer to Network setting of the user's guide)

Solving problems with TC-50xL and TC-60xL thin client series

Please download the latest Netpoint from <ftp://ftp.asm.cz/XtendLan/TC-604L> and do the "clean installation "

- 1) uninstall the existing Netpoint from your PC
- 2) delete all files related to Netpoint

FAQ:

Q1. There is error message prompting up while installing NetPoint, or there is error message prompting up after the installation of NetPoint.

- (1) Please make sure that you have disabled anti-virus software and closed all running programs before installing NetPoint. Please uninstall those applications similar to NetPoint and restart the Host PC if needed.
- (2) Check the Startup items. Start > Run > input "msconfig" and press Enter. If there is RTHDCPL in the list, please disable it so it will not run automatically when the Host PC being powered up. RTHDCPL is the configuration application for Realtek soundcards, which will conflict with NetPoint Virtual Audio Drivers.
- (3) For Windows OS earlier than Vista, please open "Control Panel", go to "system" > "hardware" > "drivers signature" and set it to be "ignore".
- (4) Uninstall the failed NetPoint. After that, please go to "device manager" to check if there is any NetPoint Virtual Audio left. If yes, please delete it manually. And then, restart the computer.
- (5) Go to <ftp://ftp.asm.cz/XtendLan/TC-604L> and download the latest version of NetPoint software, and install it onto your Host PC.
- (6) When the installation of latest version NetPoint is finished, you can install anti-virus software and enable it. If the following applications are reported to be a threat by the anti-virus software, please put them into the anti-virus "trust list":

system32\muconhlp.dll

system32\drivers\mucondrv.sys

system32\drivers\muvaudio.sys

installation folder\netpoint.exe

installation folder \npmgr.exe

installation folder \npsound.exe

installation folder \npusb.exe

Q2. No host is shown in the Host List after the installation of NetPoint.

- (1) First of all, please make sure that the network connection between the terminal and the Host PC is working. A terminal can be connected directly to the Host by an Ethernet cable, if their IP addresses are in the same range. (If the terminal and the Host are not in the same IP address range, the Host will not be shown in the Host List detected by the terminal. In this case, you need to specify the IP address of Host in the Setting Up page of the terminal.)
- (2) Please check if the Ethernet cable connected to the terminal is OK. When the connection is OK, the power light of the terminal will stay constant lit. If the light flashes, it means the cable connection is not OK. Then, please check the cable and connection till the light stays constant lit.
- (3) Please check if the IP address of the terminal is properly configured. In default, the IP address of terminal is set to be dynamic from DHCP server. If it shows that IP address is not assigned, this means the terminal could not find the DHCP server. In this case, you need to assign manually static IP address to the terminal within the same IP range of Host PC. And make sure that the IP address has not been taken by other PC or terminal.
- (4) Please check if the NetPoint Management Center is running normal on the Host PC. This program will start automatically when the Host PC has been powered up. It will prompt up a window which can be minimized to the right of Task Bar. If this program is not running, this means npsgr.exe is missing. You need to re-install NetPoint. Please follow the steps as given in Q1.

Q3. The Host is shown in the Host List, but the terminal failed to connect.

This could be caused by un-enabled Remote Desktop and Terminal Service on the Host PC, or screened by Firewall. Follow these steps to do the check:

- (1) Open "Control Panel" > "System" > "Remote", in "Remote Desktop", check the "Allow users to connect remotely to this computer". Then click "OK".
- (2) Open "Control Panel" > "Administrative Tools" > "Services", make sure the status "Terminal Services" is "started" and its startup type is "Automatic". If "Terminal Services" cannot be started, you need to check your operation system.
- (3) Open "Control Panel" > "Windows Firewall". If Firewall is set to be on, please make sure that "netpoint.exe" is in the Exceptions list of the firewall. You can do this by clicking "Add Program..." > "Browse", go to the installation folder of NetPoint and choose "netpoint.exe", then click "OK" to save.
- (4) Also remember to check if there is Remote Desktop in the Exceptions list of Firewall. If yes, please make sure it is also checked.
- (5) Restart the Host PC and try to connect the terminal to Host PC again.

Q4. After clicking “Connect”, the Logging interface is shown, but the terminal failed to log onto the desktop of operation system.

This is caused by the improper settings of account rights, and you need to set up an account for each user. Please follow these steps to tackle this issue:

(1) Please make sure that the user’s account is “administrator” or “remote user” type. Please go to “Help” of Windows on how to setup account rights. In Windows2003, you can do like this: right click “My Computer” > “Manage”, go to “Local Users and Groups” under “System Tools”, choose “Groups”, right click “Administrators” or “Remote Desktop Users”, and then choose “Add to group”. Add those accounts as needed into this group.

(2) Make sure that each remote account has its own password. An account without password will not be allowed to make remote connection.

Q5. When connecting to the Host, a message prompting up stating that other user has to log off before you can log on, or that it has exceeded the number limit of users logging on.

(1) On the Host PC, click “run”, input “cmd” and when the DOS windows comes up, type in: sc query MultiuserServer. The status of MultiuserServer should be running. If not, please follow the steps in Q3(2) to enable it.

(2) After the steps, go to the DOS windows again and type in “sc query MultiuserDriver” to see its status. If it is running, restart the Host PC. If it is not running, this means there is some error in the installation of NetPoint. In this case, you may need to follow the steps in Q1 to uninstall and then re-install NetPoint.

Q6. The terminal has logged onto the Host successfully, but it’s running very slow.

(1) First of all, please check the configuration of your Host PC. Use the appropriate Host PC configurations (CPU, RAM and speed of Hard Disk) to meet the work load according to the number of users and the applications they are using. If you need to run more complicated application which require much of system resources, a Host PC of better configuration is required.

(2) Check the quality of network connection. Since there are large quantities of image data being transmitted over the network, good quality network connection is required for the system to avoid slow down caused by repeated transmitting of image data due to poor quality network connection. Feedback from various projects show that slowing down is mostly caused by poor network connections like poor cable connection, poor performance of switch and HUB, etc.

(3) Choose the right XtendLan terminal for your actual applications. Terminals are not intended to be used for large amount of video playback or online games. And XtendLan has various models of terminals ranging from basic to supreme performance to meet different level of requirements.

Q7. Everything is running OK except that USB drive is not working.

- (1) In the Setup page of the terminal, you can choose to enable or disable USB disk function. If you need USB disk function, please go to the Setup page and enable it. Save the change and then connect to the Host PC.
- (2) Please plug the USB disk into the terminal after logging onto the Host PC, then you can access the USB disk by clicking the "Computer" on the desktop. Only the user of the terminal has access to the USB disk.
- (3) If the USB disk is not detected by the system, please unplug it and then plug it again. If it is still not working after repeated actions, please log off your account from the Host PC, turn off the power of the terminal and then restart it again.

Q8. Everything is running OK except that USB printer is not working.

- (1) Please make sure that the printer works normal when connect to the Host PC. You can follow instructions in the printer user manual to set up the printer.
- (2) There is an option of enable USB printer in the Setup page of the terminal. Please make sure that USB printer is enabled on the terminals which require USB printer. You can go to the Setup to make the change, save it and connect to the Host PC again.
- (3) After logging onto the Host PC, plug in the USB printer to the terminal. By now there will be a printer in the "fax and printer" list with status to be "ready". This means the USB printer is now setup correctly.
- (4) IF the USB printer is not detected by the terminal, you can unplug it and then plug it in again.

Q9. The audio function is not working, no audio playback or MIC recording.

- (1) There is an option of enabling or disabling Audio (sound) function in the Setup page of terminal. Please enable the sound function of those terminals which will be running audio applications, save the change and then connect to the Host PC again.
- (2) Check the audio devices on the host PC. Open "Control Panel" > "Sounds" > "Sound Playback", if you see that the Default device is NetPoint Virtual Audio, this means the Audio device is not properly installed. Please follow the steps in Q1 to reinstall NetPoint.