

Using RTViewer client

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The ReadyTech Viewer client is a locally installed version of our web software that allows a user to interface with a remote system. The client version allows for greater control and interaction with a remote system, such as utilizing multiple monitors and graphics hardware.

This guide will show a user where to download and how to install and enable the RTViewer client software, and then how to span their display.

How to install the RTViewer client

There are two steps that must be taken before using the RTViewer. First, the RTViewer.msi must be downloaded and installed. Second, ReadyTech support must be contacted to add an RTViewer channel.

The RTViewer.msi file is currently only supported in Windows OS and is not supported in Linux or MacOS. To install the RTViewer:

- Go to <https://readytech.instructorled.training>
- On the Navigation menu, click Support
- Under Product downloads, click View downloads
- Choose ReadyTech Viewer x86 or x64
- Go to the location the file RTViewer.msi file was saved, and install it

Next, contact support using one of the methods below, and let them know you wish to use the RTViewer client and to add an RTViewer channel to the training environment. While using the ILP, on the Navigation menu, click Support to find support contact information, or contact them at the following:

get-support@readytech.com

How to connect using the RTViewer client

Once the RTViewer client has been installed, and ReadyTech Support has enabled the RTViewer channel, the RTViewer client may be used to connect to a ReadyTech remote system. To connect, do the following:

1. On the ILP **Lab** page, In the External connections section, click the **Status** option to the right of ReadyTech Viewer to enable the RTViewer client.
2. Click the download icon in the **Config file** column to download the **RTViewer** configuration file, and save to your local system desktop.
3. Click the saved configuration file to connect to your remote system.

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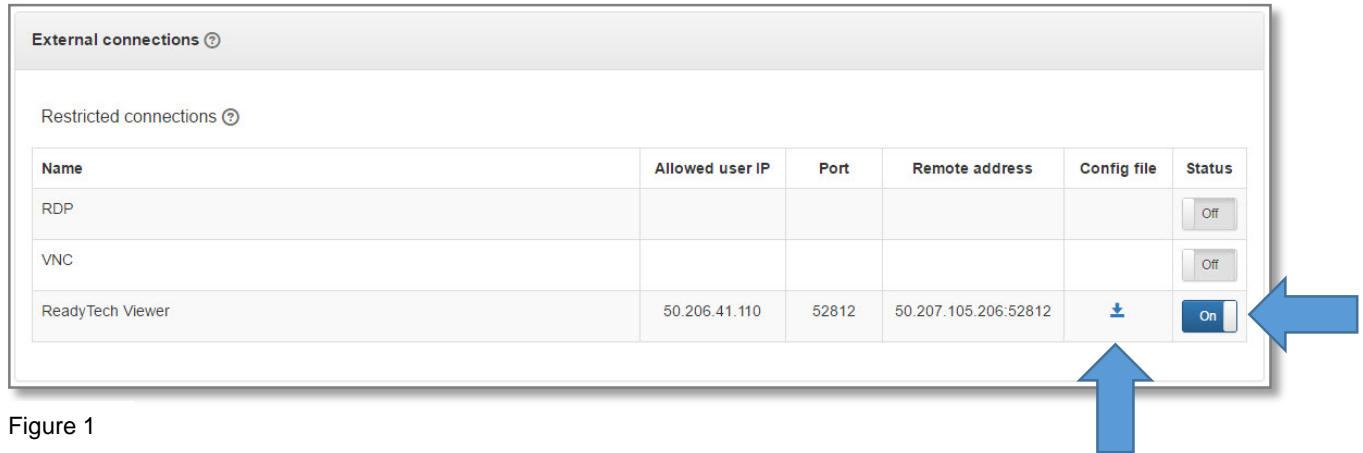


Figure 1

Upon first connecting, RTViewer will auto-detect if multiple monitors are available and will prompt you to choose which monitor to use as your primary display. The following section will describe how to span the display across multiple monitors.

How to use the ReadyTech viewer client with multiple monitors

A benefit of using the RTViewer is the ability to span or stretch the display of the remote system across multiple monitors. To span the display, connect to the remote system using the RTViewer client and do the following:

Once RTViewer connects, a prompt will ask you to choose your primary display monitor. You may select multiple displays. After choosing your display choices, the remote system will display full screen.

To exit Full screen:

- At the top of the primary display, on the **RTViewer** menu, click the **Restore** icon

To configure your display layout:

- On the **RTViewer** menu, click **Tools** and then click **change monitor layout**