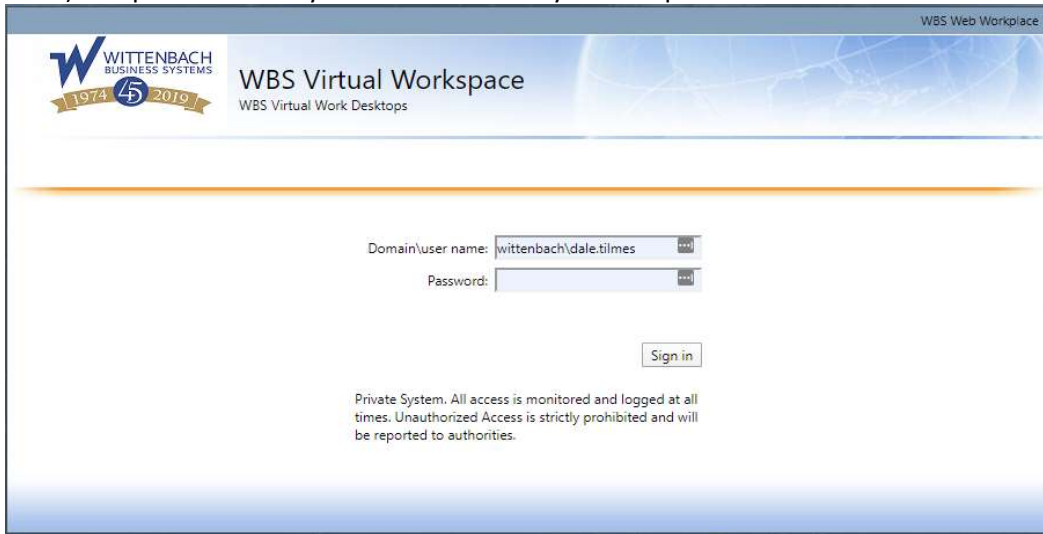


How to Access The Remote Desktop:

In order to access the remote desktop from a computer that is not on the Wittenbach network, follow these steps:

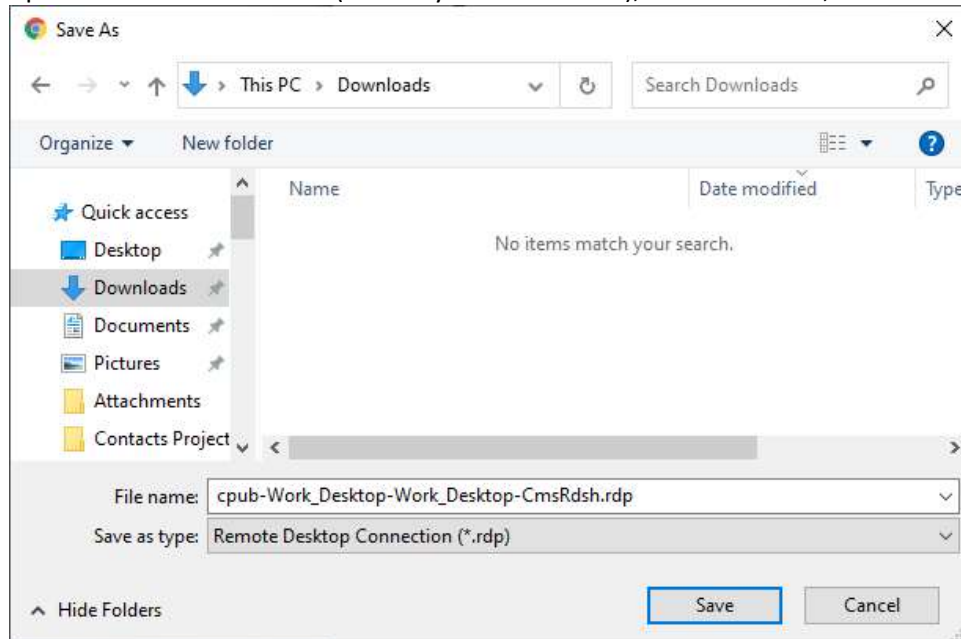
- 1) Open Chrome and go to this website (put it in the URL bar, not a search bar):
<https://wbs.rtscloud.co>
- 2) You should be at a website that looks like this (below). Enter your username (with wittenbach\ in front) and password as if you were in front of your computer at work.



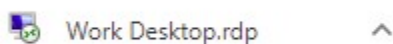
- 3) You will be taken to a website that has some or all of these icons (below). For most Wittenbach employees, you'll use the "Work Desktop", but if you have been directed to use a different one, use it.



- 4) Click on the selected icon and the window below will appear. If you would like to rename the file and/or put it in a different folder (so that you don't lose it), edit as needed, then click "Save".



- 5) If you're in Chrome, the image below will appear in the lower left corner of Chrome (Internet Explorer and others will be slightly different). Click the icon to connect to the remote server.



- 6) The remote server will request credentials as shown below (depending on your version of windows, your view may be slightly different). If the "Domain:" line shows WITTENBACH, then you don't need to type it in your username, if the area after "Domain:" is blank, then you will need to type "wittenbach\" before your username.



- 7) You will be connected to your same remote desktop just as if you were in front of your computer at work. If you are working on a system with a single monitor, your icons will all move to that monitor; they will not move back when you log in on a two monitor system. Be sure to "Log Off" (click start, then click Log Off) rather than simply disconnecting from the remote server or it may affect your settings when you return to your work computer.

Activate Call Forwarding From the Internet:

1) Register your home IP address - Go to:

<https://www2.wittenbach.com/wo/cgi-bin/letmein.py>

2) Enter your name and click submit

Let Me In page for voip.wittenbach.com

Please enter your First and Last name below

The current Eastern date and time is: Wed Mar 18 08:18:47 2020

And your IP address is: 168.235.181.178

Name:

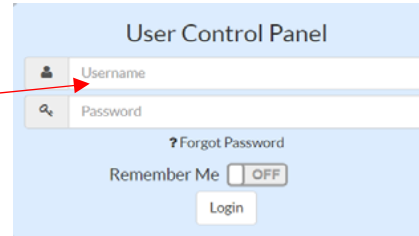
3) Go to:

<http://voip.wittenbach.com/ucp/>

4) Enter your extension for your username

5) Enter your VM passcode for the password

6) click Login



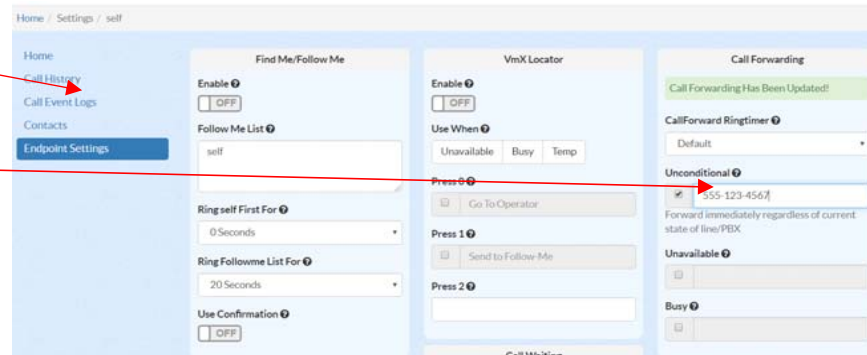
User Control Panel

[? Forgot Password](#)

Remember Me OFF

7) Click Endpoint Settings:

8) Enter the number you would like the calls to go to in the "Unconditional Box"



Home / Settings / self

Home

Call History

Call Event Logs

Contacts

Endpoint Settings

Find Me/Follow Me

Enable OFF

Follow Me List

self

Ring self First For

0 Seconds

Ring Followme List For

20 Seconds

Use Confirmation OFF

VmX Locator

Enable OFF

Use When

Unavailable Busy Temp

Press 0

Go To Operator

Press 1

Send to Follow Me

Press 2

Call Waitline

Call Forwarding

Call Forwarding Has Been Updated!

CallForward Ringtimer

Default

Unconditional

555-123-4567

Forward immediately regardless of current state of line/PBX

Unavailable

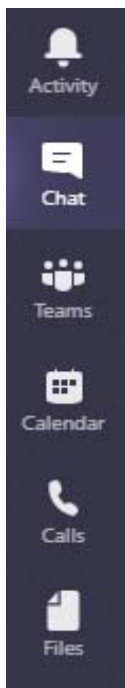
Busy

IF YOU NEED HELP SETTING UP YOUR CALL FOWARDING PLEASE CONTACT THE SYSTEM SOURCE HELP DESK AT 410-771-5544 OPTION 1 OR BY EMAIL AT: HelpDesk@syssrc.com

Teams

If you have used Skype in the past, the new and "improved" Microsoft product is called Teams. It has all of the functionality that everyone found so useful in Skype with many added features that don't add much value.

Teams should automatically start when you log into the Remote Desktop (if you haven't already logged in and disabled it). If you've been just closing it as soon as it appears, you may want to give it a try. All you'll need is your Office 365 credentials.



1) If Teams doesn't open on its own, open it from the start menu

2) Enter your username (just like your email address, watch out for it to default to having the "wbs." in the middle that is not part of your email address) and password (the one you use for Outlook).

3) In the search bar at the top of the window, you can search for other employees that you have not yet had contact with through Teams.

4) On the left of the window are icons for useful functions (Icons shown to the left, "Chat" and "Calls" will be the most useful for most users)

5) When you are in Chat, the sub-icon (lower right of the picture), shows whether the person is available to chat or not



Giani is away



Darcele is available



Michael is offline

6) When chatting with another employee you can share your screen with the icon in the upper right (shown here)

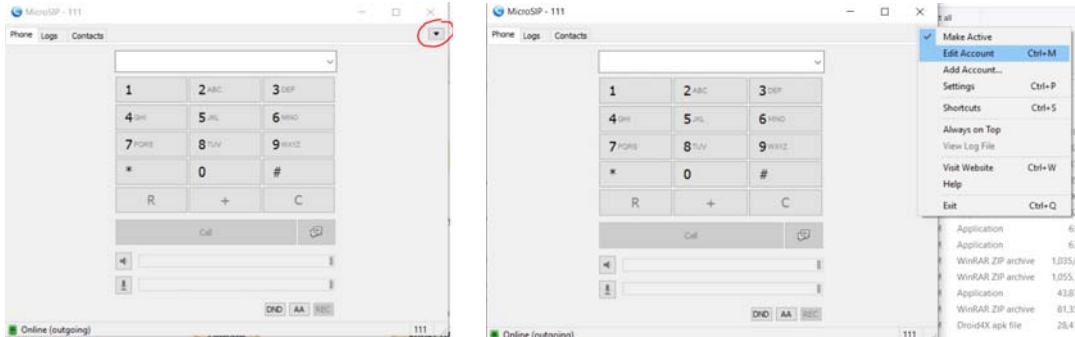


7) When you are in Calls, if your computer has speakers and a microphone, you can have an audio call with another employee. If there is a camera, you can have a video chat as well.

Installing the VoIP Soft Phone

If not already installed on your Remote Desktop:

- 1) Go here from any browser: <https://www.microsip.org/downloads/?file=MicroSIP-Lite-3.19.21.exe> This will download the VoIP softphone program.
- 2) Once downloaded, install it accepting all the defaults.
- 3) Once the program has been installed click on the down arrow and go to edit account.



- 4) Configure your account like this:

Account Name	<input type="text" value="Your Extension Number"/>	
SIP Server	<input type="text"/>	?
SIP Proxy	<input type="text"/>	?
Username*	<input type="text" value="Your Extension Number"/>	?
Domain*	<input type="text" value="voip.wittenbach.com"/>	?
Login	<input type="text" value="Your Extension Number"/>	?
Password	<input type="password" value="S2p1a1r5k2s"/>	?
	display password	
Display Name	<input type="text"/>	?
Voicemail Number	<input type="text"/>	?
Dialing Prefix	<input type="text"/>	?
Media Encryption	Disabled	?
Transport	Auto (UDP & TCP)	?
Public Address	Auto	?
Register Refresh	<input type="text" value="300"/>	Keep-Alive <input type="text" value="15"/>
	<input type="checkbox"/> Publish Presence	?
	<input type="checkbox"/> Allow IP Rewrite	?
	<input type="checkbox"/> ICE	?
	<input type="checkbox"/> Disable Session Timers	?
	<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

- 5) Please note, for the VoIP Softphone to work Outside The Remote Desktop the IT Department must know your outside IP address. This can be obtained by going to <https://www.ipchicken.com/>, then email your IP address to ITDEPT@wittenbach.com.

HELP DESK CONTACT INFO:

Sanford Levitt:

Slevitt@wittenbach.com

Cell: 443-465-4419

Dale Tilmes:

dale.tilmes@wittenbach.com

Cell: 443-421-0609

For Remote Desktop Support:

Email Reliable Technology Services

HelpDesk@reliabletechnology.co

Leave a contact number and someone will call you back.

For Phone or Email (Outlook) Support:

Email System Source

HelpDesk@syssrc.com

Leave a contact number and someone will call you back

OR call 410-771-5544 (Option 1)

Links to Know:

<https://wbs.rtscloud.co/RDWeb/Pages/en-US/login.aspx?ReturnUrl=/RDWeb/Pages/en-US/Default.aspx>

<Http://Outlook.Office365.com>

<http://Logmin123.com>