Windows OS 2X Client Download and Install (Virtual Office)

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Contents
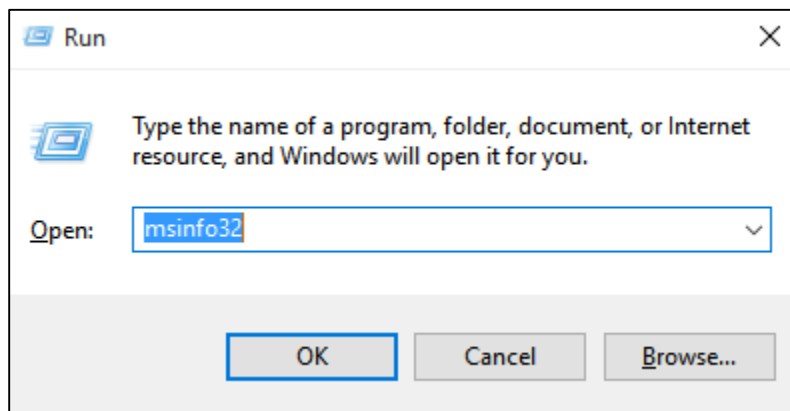
Best Practices

- To safeguard your account, it's best to not save your password in the parallels application, especially on shared computers.
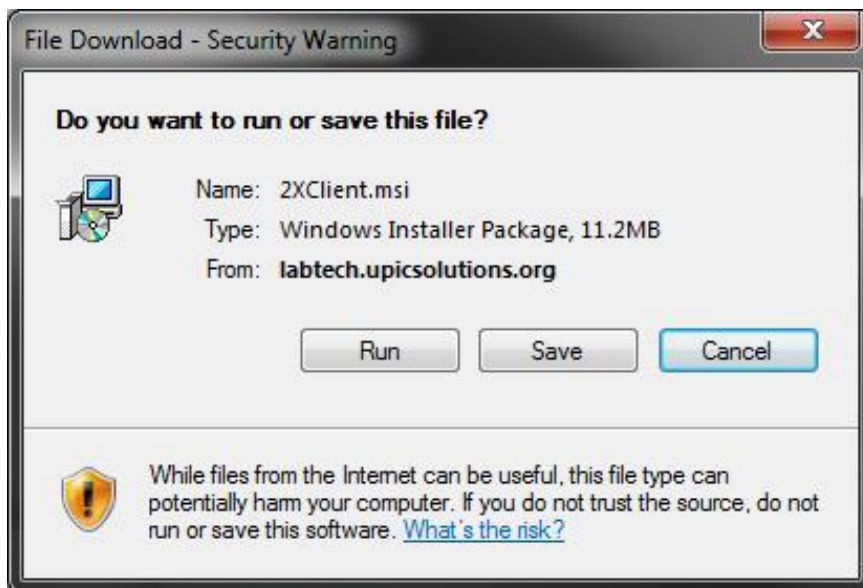
Installation

1) Determine if you are running the 64-bit or 32-bit version of Windows by following the steps below.
   a) Open a Run box by pressing the Windows Key ⊞ and the R key at the same time.
   b) In the run box, type **msinfo32** and click OK.

c) Look at the System Type row, if your version of Windows is 64bit it will say x64. The 32bit version of Windows will show as x32.
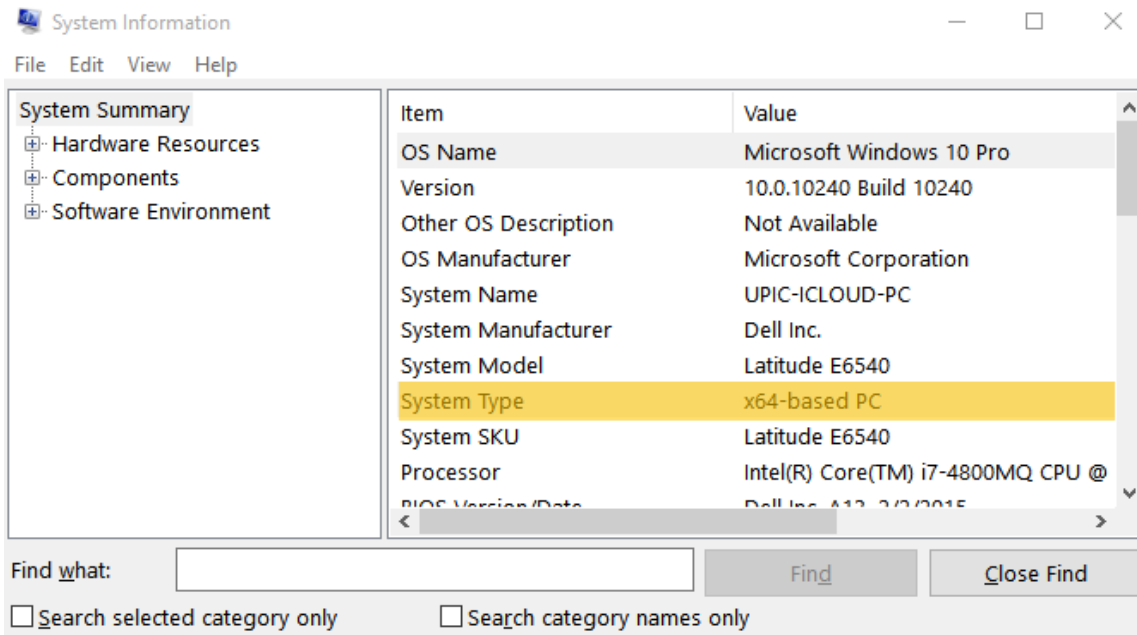

d) Download the version that matches your Windows version type.
   i) For 32 bit click ⬚ http://labtech.upicsolutions.org/2xclient.msi
   ii) For 64 bit click ⬚ http://labtech.upicsolutions.org/2xclient64.msi
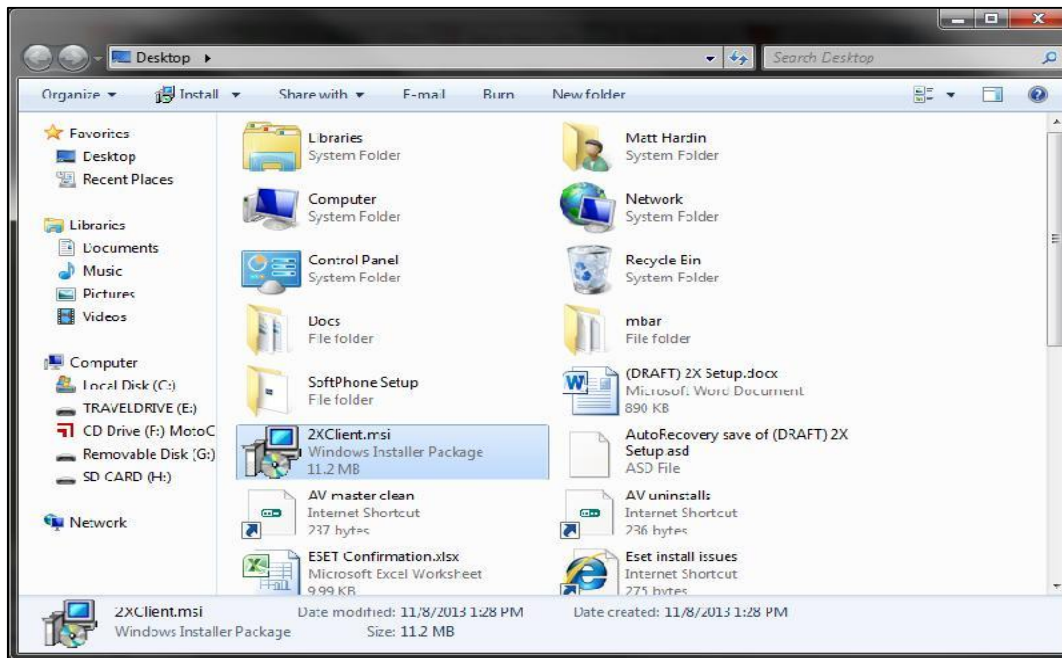e) You will be prompted to run or save the file (see image below), **Click "Save"**.

f) Save the file to "Desktop", click **"Save"**.
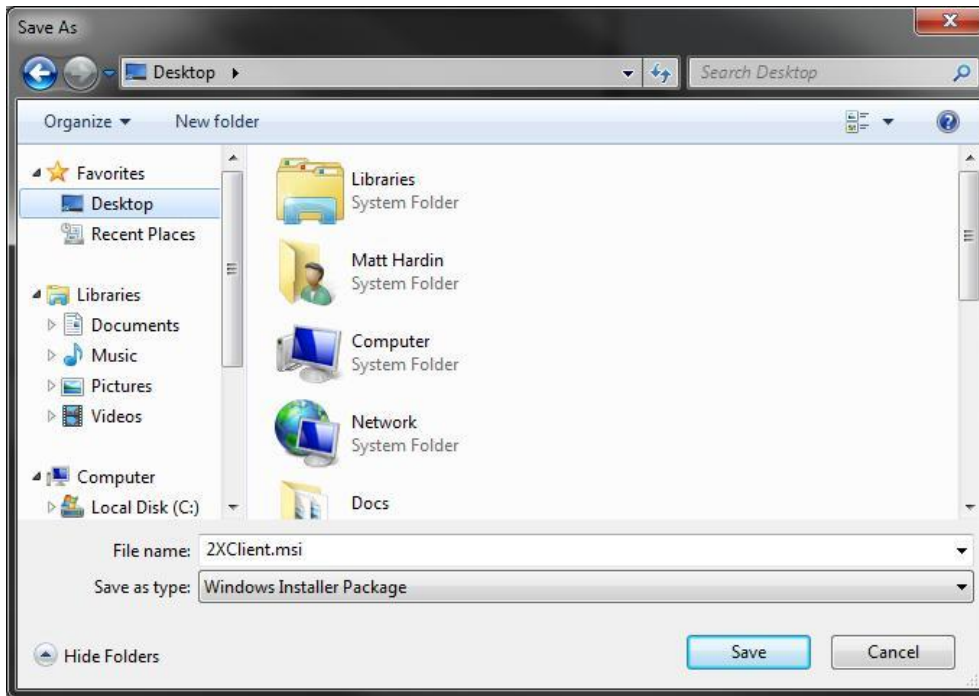
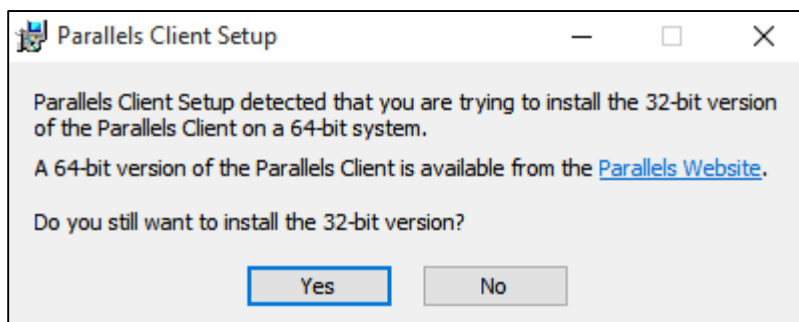
When the download is finished, it will come up with the following message: Click **"Open Folder"**.
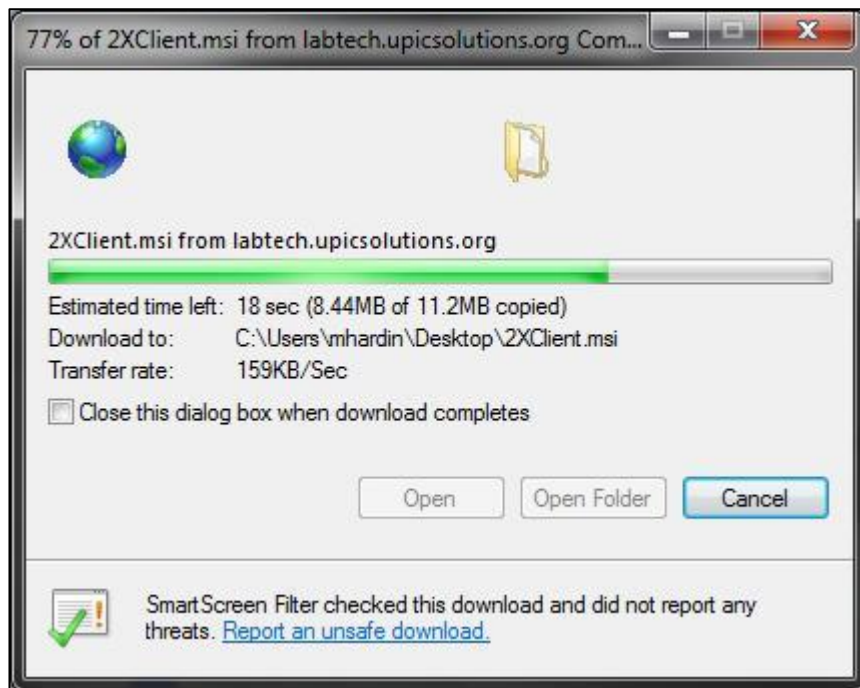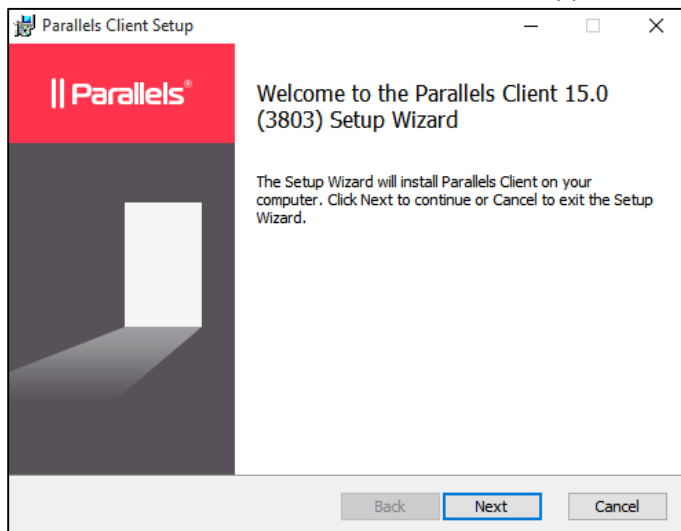
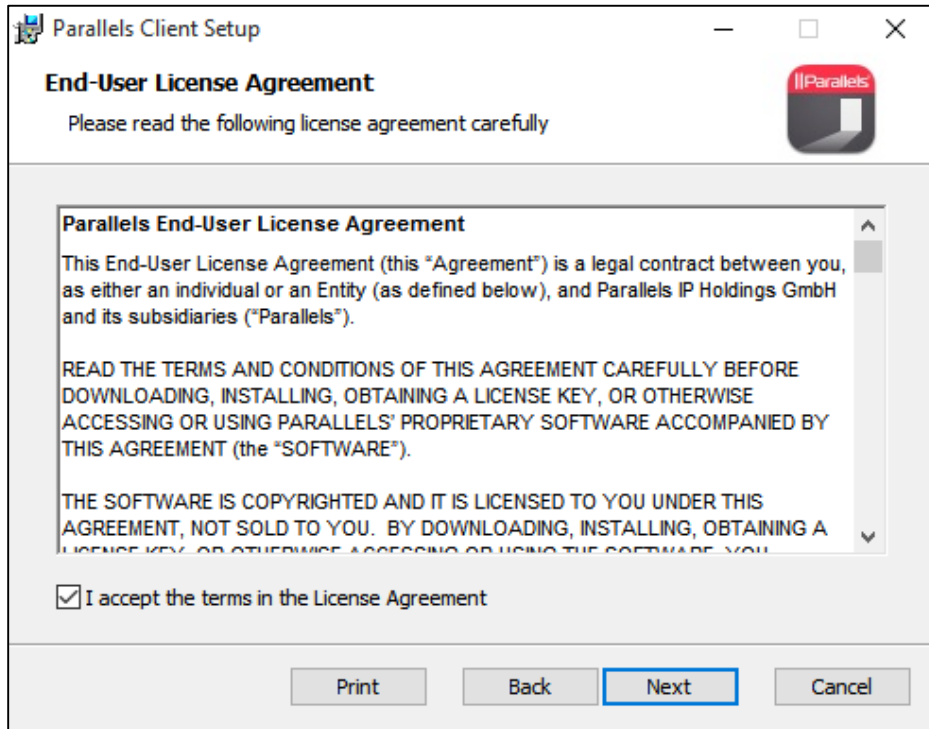g) Locate and Double-Click the **"2XClient.msi"** file. (shown below)

h) If you see the message below, download and install the 64-bit version of Parallels instead. Do not proceed with the 32-bit version. Download: http://labtech.upicsolutions.org/2xclient64.msi
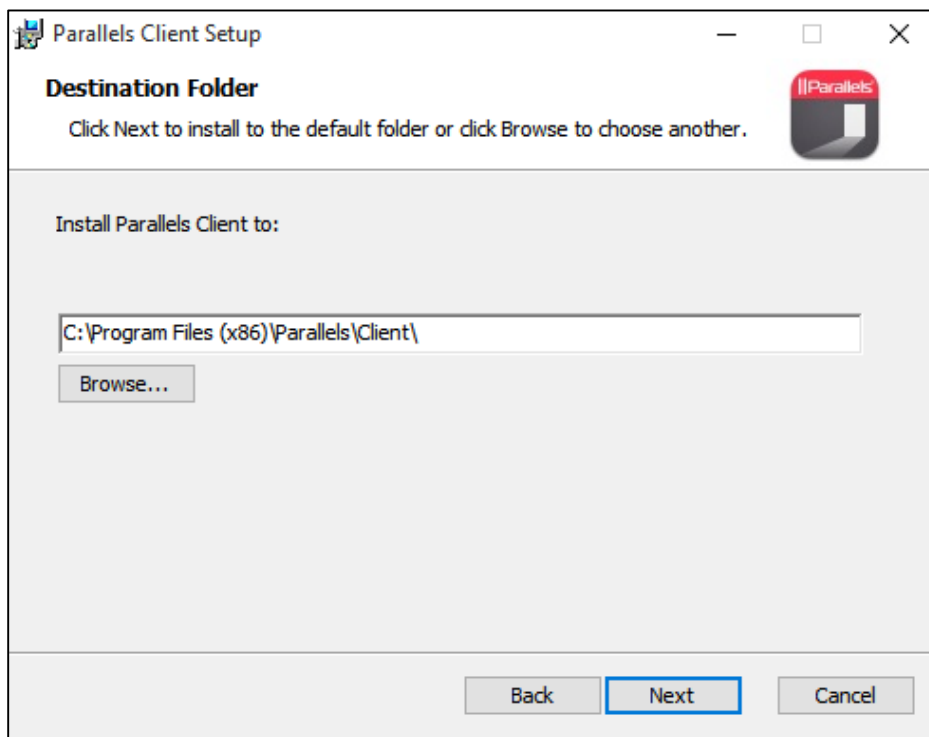

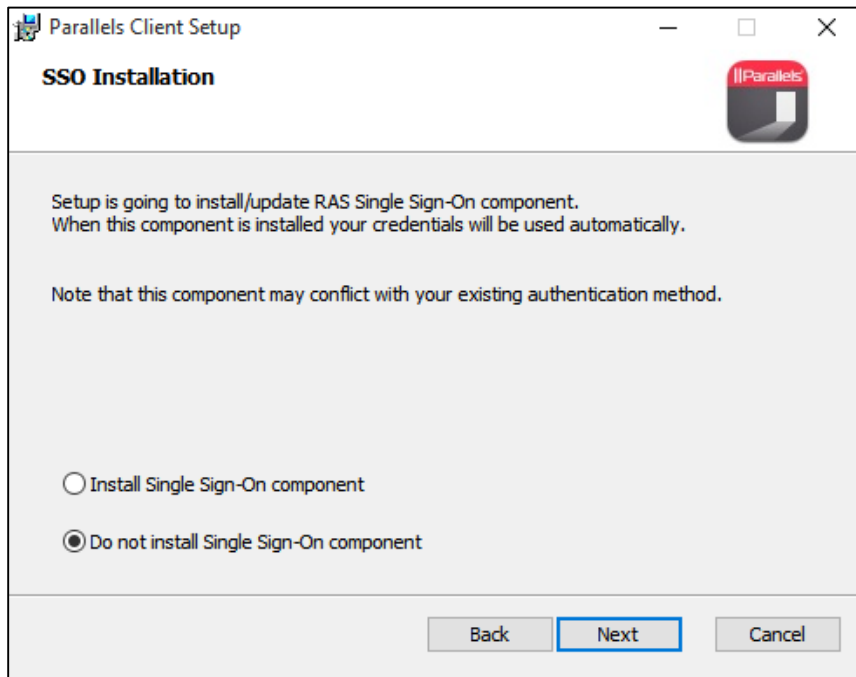i) The Parallels installation screen will now appear. Click **"Next"**.

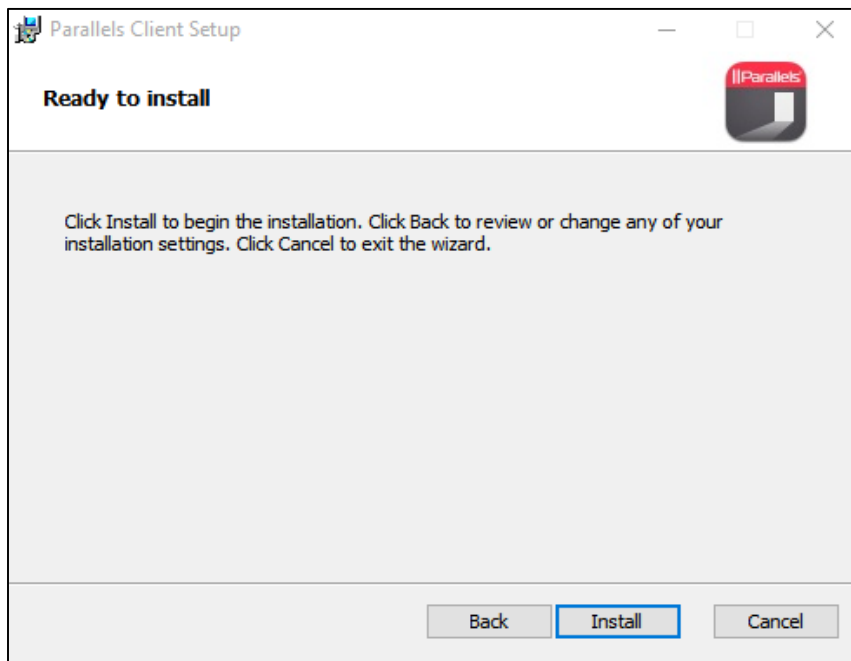Check the box to accept the terms, then Click **"Next"**.
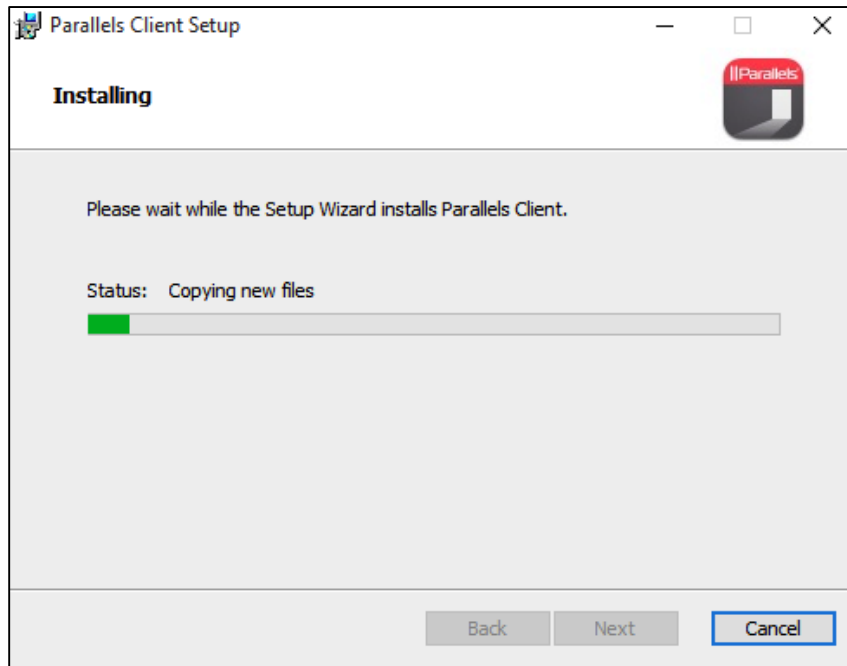

j)   Click **"Next"**.

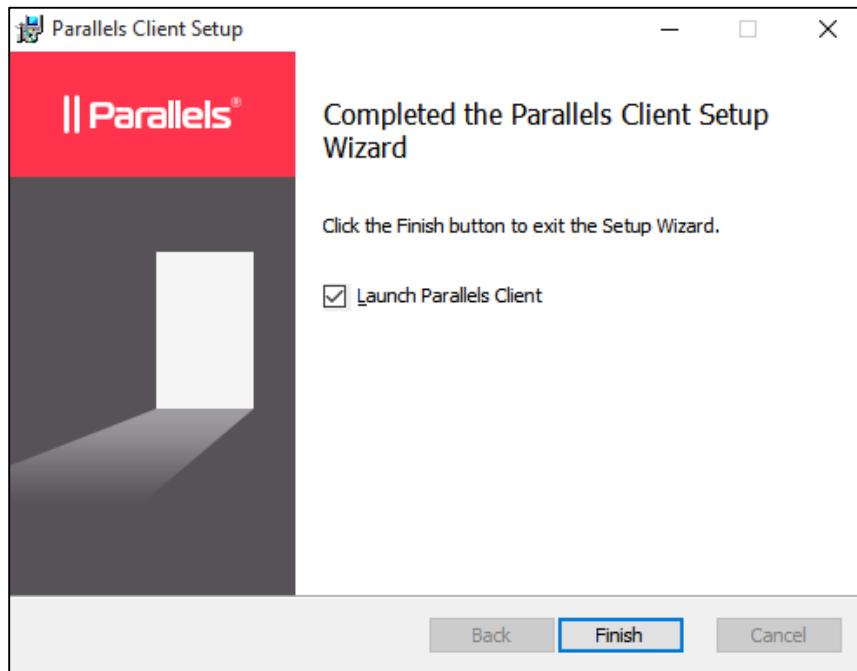k)   Select **Do not install Single Sign-On component**. Click **"Next"**.

Click **"Install"**

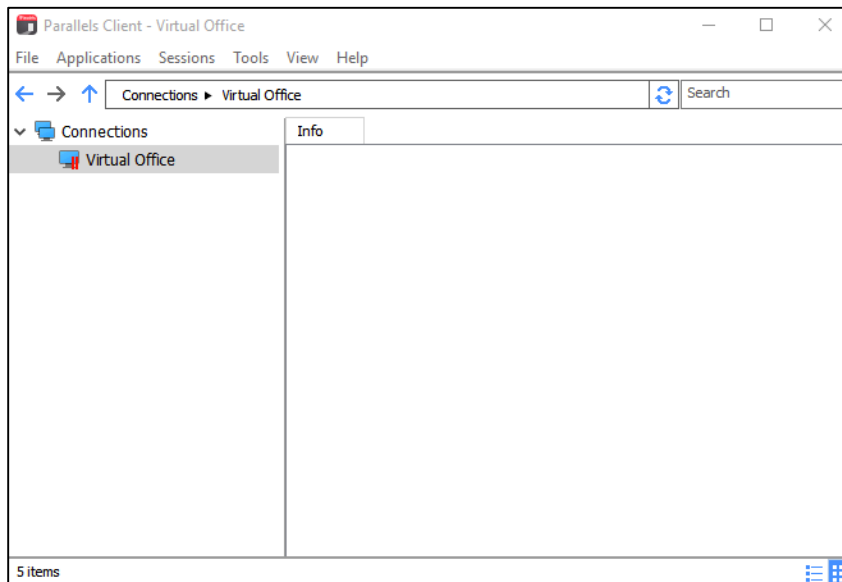l) Once the configuration is complete, Click **"Next"**.

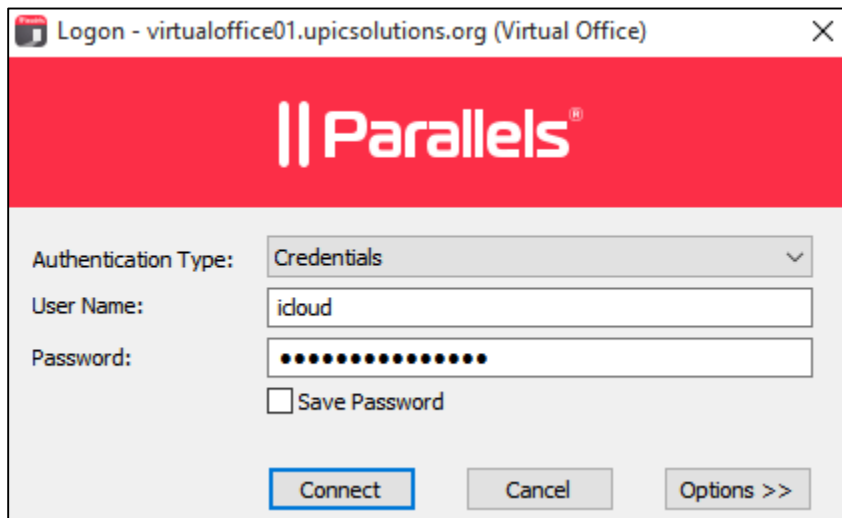Once the installation has completed, click **"Finish"** to launch Parallels.

Logging In

1) Double click the Virtual office connection that is listed on the left hand side of the Parallels Application window. This will bring up the login screen.
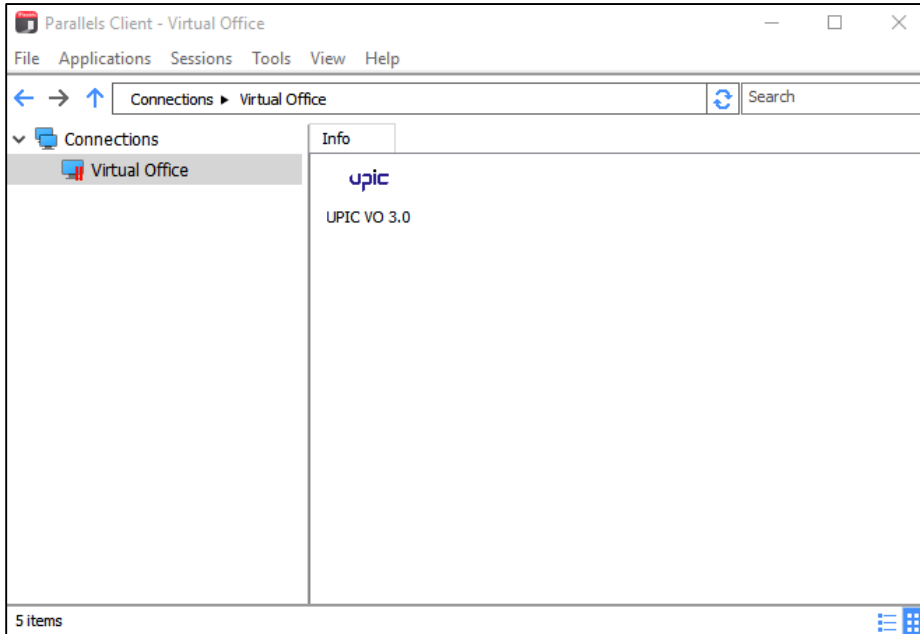

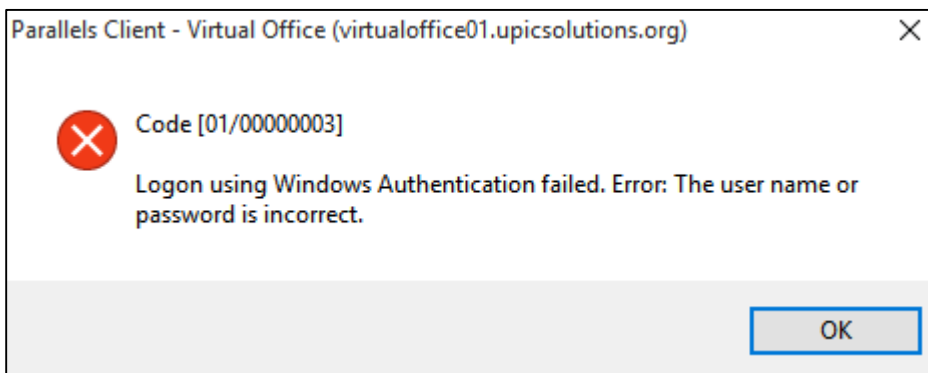1) You will then place in your password and click **"Connect"**.

2) You will now see the Virtual Office icons associated with your account listed in the right pane. Double click the Virtual Office or Andar icon (if applicable) to sign into your account.
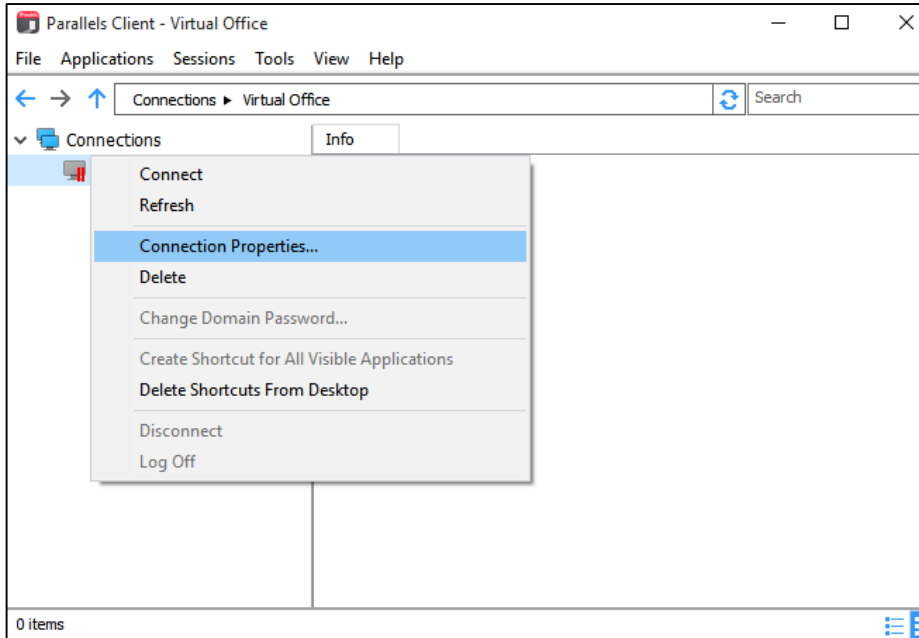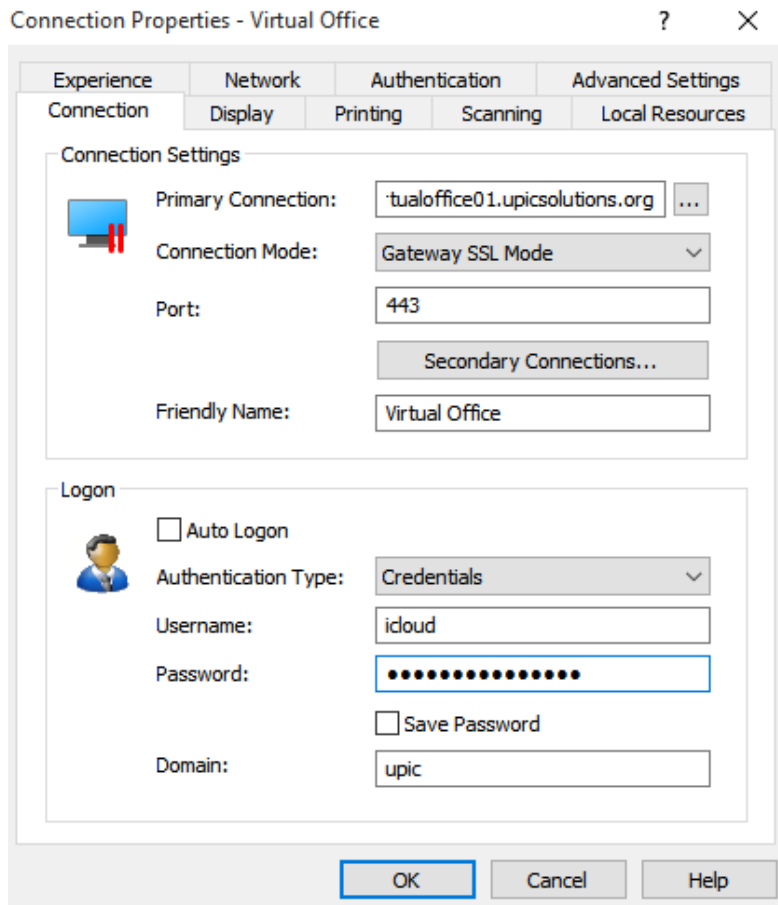

Troubleshooting

1) You have opened Parallels and launched your UPIC icon and get the following error message.

a) This is usually due to an expired saved password in Parallels. To clear the saved password, Restore the Parallels Client Window.

b) Right click on the Virtual Office connection in the left pane and click the **"Connection Properties"** button.

c) Uncheck the **Save Password** box and clear the password field.
d) Click OK then login.

e) If issue still persists, then contact Upic Help Center for further assistance

Support Contacts

Upic Member Services - 1-877-459-5489