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BeTwin VS User Manual

Document Version 1.8

BeTwin VS User Manual

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1. Introduction to BeTwin VS

Product Description

BeTwin VS is the software that allows multiple users to simultaneously and independently share a computer running Windows Vista (Home Basic, Home Premium, Business or Ultimate Edition) or Windows 7 (32-bit & 64-bit). Installation is simple. Install a second VGA card/USB video adapter and connect it to the second monitor. Plug in a USB mouse, USB keyboard and, optionally, USB speakers. Finally, install the BeTwin VS software.

Additional VGA cards/adapters, monitors, USB mice, keyboards and speakers can be installed to support up to eight additional users.

Hardware Requirements

BeTwin requires an available PCI or PCI-E slot if PCI or PCI-E VGA card is to be used for Station. At least one USB Connector must be available for the connection of USB VGA adapter, keyboard and mouse.

Hardware Options

BeTwin requires a standard PCI, PCI-E, Dual Head/DualView VGA card (only applicable to Windows 7) or USB video adapter for the additional user. In order to be used by BeTwin, the VGA card/USB video adapter must support the Windows Vista/Windows 7 feature. If you have any questions, ask the vendor of the VGA card/adapter if it supports “Windows Vista/Windows 7 Multi-Monitor” feature.

A monitor is required for the additional user. Alternately, if you have installed a VGA card that supports a “TV out” option, a television can be used instead.

The additional user requires a USB keyboard and mouse. Any USB keyboard and mouse can be used. Many USB keyboards allow additional USB devices to be connected directly to the keyboard. These are recommended, as they increase the number of USB devices that can be attached to the system.

The PCI, PCI-E, Dual Head/DualView VGA card (only applicable to Windows 7) or USB video adapter, monitor, USB keyboard and USB mouse are not sold with BeTwin VS software and must be purchased separately.

Manufacturer’s Notice

The BeTwin VS software allows multiple users to simultaneously and independently share the same hardware and software on a computer. Some software is licensed for use on a single computer while other software may be licensed for single or multiple users. It is the responsibility of the BeTwin purchaser/user to read and comply with the licensing agreements of any software that may be used on a BeTwin Station.

2. Installation Overview

Installation is simple. By following these steps, a two to nine-users system should take less than 30 minutes to set up. Each step is explained in detail in the following pages.

Step 1.

Install the additional VGA card/adaptor, with Windows Multi-Monitor feature enabled, following the manufacturer's instructions.

Step 2.

Connect the USB mouse and keyboard following the manufacturer's instructions.

Step 3.

Test the hardware to ensure that it works properly with Windows.

Step 4.

Install the BeTwin VS software.

Terminology

The original computer display, keyboard and mouse are used by one user. This user is called the *Host*. A display, USB mouse and USB keyboard are added for the additional user. This user is called the *Station*.

3. Hardware Guidelines

CPU

A Pentium IV 2.8 GHz processor is the minimum recommendation. Equivalent AMD processors are also supported. The computer must have at least one available USB port and an available PCI or PCI-E slot if PCI or PCI-E VGA card is to be used for Station.

Minimum

- Pentium IV 2.8 GHz Processor

Memory

For Windows Vista or Windows 7 (32-bit & 64-bit), the minimum requirement for 2 users is 1 Gigabytes of RAM.

With Windows Vista or Windows 7 Aero enabled, the minimum requirement for 2 users is 1.5 Gigabytes of RAM.

256 MB of additional RAM or more is recommended for each additional station, depending on the applications the user will be running.

Minimum

- 1 GB for Windows Vista or Windows 7 (1 Host and 1 BeTwin users)
- 1.5 GB for Windows Vista or Windows 7 Aero (1 Host and 1 BeTwin users)

Recommended

- Add 256 MB per station

Station Hardware

Each user requires a PCI, PCI-E, Dual Head/DualView VGA card (only applicable to Windows 7) or USB video adapter. The VGA card/USB video adapter must support the Windows Vista/Windows 7 Multi-Monitor feature. Most recent VGA cards/USB video adapters do support this function. If you have any concerns, it is best to contact the VGA card/USB video adapter vendor. The BeTwin user also requires a USB keyboard and USB mouse. If sound is required at the station, USB speaker can be used.

Monitor

- PCI, PCI-E, Dual Head/DualView VGA card (only applicable to Windows 7) or USB video adapter
- SVGA monitor

Keyboard

- USB connector

Mouse

- USB connector

Speakers

- USB connector

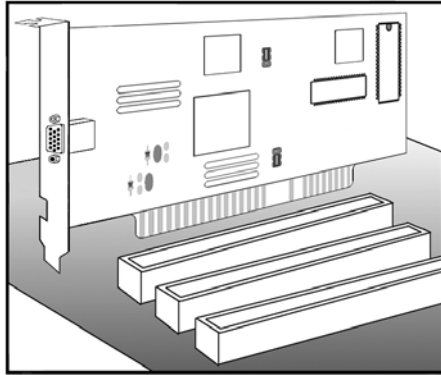
4. BeTwin Installation

4.1. Installing the BeTwin Hardware

Before installing the BeTwin VS software, you must first install the additional PCI, PCI-E, Dual Head/DualView VGA card (only applicable to Windows 7) or USB VGA adapter, monitor, USB mouse and USB keyboard. These are not included with the BeTwin VS software and must be installed separately.

Step 1.

Install the additional PCI or PCI-E VGA card into slot if PCI or PCI-E VGA card is to be used for Station.



- (i) Ground yourself by touching the metal chassis of the computer with your fingers.
- (ii) Shut down your computer, switch off the power and unplug it from the electrical outlet.
- (iii) Remove the cover from the computer and locate an available PCI or PCI-E slot.
- (iv) Remove the PCI or PCI-E VGA card from its anti-static bag.
- (v) Insert the PCI or PCI-E VGA card into the PCI or PCI-E slot gently until it sits securely into place. Secure the chrome bracket of the PCI or PCI-E VGA card to the computer. Ensure that no other card have been accidentally pushed out of their slots.
- (vi) Put the case back onto your computer.
- (vii) Connect the second monitor cable to the VGA connector of the PCI or PCI-E VGA card.
- (viii) Plug the power cable back to the electrical outlet before power on your computer.

Step 2.

Upon the power-on of the Host PC, boot-up display should appear on the Host PC's monitor screen. Otherwise, go into the Host PC's BIOS/CMOS Setup to select the option to boot up from AGP or PCI-E VGA first.

Eg. The following are examples where different types of PCs have different options to boot from the AGP or PCI-E VGA first. If you are not sure if your PC has such an option, kindly refer to your PC's documentation or contact your PC Manufacturer's Technical Support.

- a. Under the BIOS/CMOS Setup options selection, select "Integrated Peripherals"
 ⇐ "Init Display First", then select the option "AGP" or "PEG".
- b. Under the BIOS/CMOS Setup options selection, select "BIOS Features Setup"
 ⇐ "VGA Boot from", then select the option "AGP" or "PEG".
- c. Under the BIOS/CMOS Setup options selection, select "Integrated Peripherals"
 ⇐ "Init Display First", then select the option "Enabled".

Step 3.

Windows will now detect the VGA card and may ask for the Windows disk (or VGA driver disk supplied with the VGA card). Please refer to the VGA card user manual for installation instructions.

Step 4.

In some cases, Windows may detect the VGA card and install with the built-in Windows drivers automatically without prompting for the Windows disk (or driver disk supplied with the VGA card).

Notes:

I. Windows XP VGA Drivers Support on Windows Vista (32-bit)

Not all Windows XP VGA drivers will work correctly on Windows Vista (32-bit); With some Windows XP VGA driver versions, symptoms such as Windows boot-up problem, Windows auto restart problem, etc. were encountered:

From what we have tested:

- i. ATi Windows XP x32 VGA driver version 8.241.0.0, 8.476.0.0 and 8.753.0.0 appear to work correctly on Windows Vista x32.

The following are the ATi PCI/PCI-E VGA cards tested to be working on the BeTwin Station:

- Radeon X300
- Radeon X700
- Radeon X1500
- Radeon X1650
- Radeon 7000
- Radeon 9200
- Radeon 9250
- Radeon HD 2600 PRO
- Radeon HD 4350
- Rage XL

- ii. nVidia Windows XP x32 VGA driver version 83.50, 6.14.11.6921 and 6.14.11.7519 appear to work correctly on Windows Vista x32.

The following are the nVidia PCI/PCI-E VGA cards tested to be working on the BeTwin Station:

- Quadro NVS280
- GeForce FX5200
- GeForce 6600GT
- GeForce 7100GS
- GeForce 8600GT

- iii. ThinNetworks Windows XP x32 VGA driver version 6.13.1.18 appears to work correctly on Windows Vista x32.

The following is the ThinNetworks PCI/PCI-E VGA card tested to be working on the BeTwin Station:

ThinNetworks TN-502

- iv. MCT VGA driver version 10.11.0427.0159 (XDDM) appears to work correctly on Windows Vista x32.

The following is the MCT USB VGA adapter tested to be working on the BeTwin Station:
- MCT USB VGA Adapter (Model UVGA-A8201, Trigger 1+)

For VGA cards/adapters not listed above, please consult your PC and VGA vendors regarding Windows Vista compatibility and the availability of Windows Vista WDDM, Windows Vista XDDM and/or Windows XP VGA drivers that will work correctly on Windows Vista and in Windows Vista Multi-Monitor mode.

- v. Dual Head/DualView VGA Support

BeTwin VS does not currently support Dual Head/DualView VGA card under Windows Vista when the Dual Head/DualView VGA card is configured:

- a. for the Host (using the primary VGA output of the Dual Head/DualView VGA card) and BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card)
- b. for one BeTwin Station (using the primary VGA output of the Dual Head/DualView VGA card) and another BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card)

On the other hand, BeTwin VS does support Dual Head/DualView VGA card when the Dual Head/DualView VGA card is configured for one BeTwin Station only (using either the primary or secondary VGA output of the Dual Head/DualView VGA card and leaving the unused VGA output "disconnected"). In other words, you need to install a separate VGA card/adaptor for each BeTwin Station.

II. VGA Drivers Support on Windows 7 (32-bit)

Only WDDM driver model version 1.1 and above supports multiple drivers in a multi-adapter, multi-monitor setup.

- i. From what we have tested, following are the ATi PCI/PCI-E VGA cards tested to be working on the BeTwin Station:
 - Rage XL
 - Radeon X1550
 - Radeon X1650
 - Radeon 9250
 - Radeon HD 2600 PRO
 - Radeon HD 4350
 - Radeon HD 6850
 - Radeon HD 6670
- ii. The following are the nVidia PCI/PCI-E VGA cards tested to be working on the BeTwin Station:
 - GeForce GT 240
 - GeForce GTS 250
 - Quadro NVS280
 - GeForce FX5200
 - GeForce 6600GT

- GeForce 6800GT
 - GeForce 7100GS
 - GeForce 8600GT
 - GeForce 7100GS
 - GeForce 9300GE
 - GeForce GT 240
 - GeForce GT 520
 - GeForce GT 440
 - GeForce GTS 250
- iii. The following are the ThinNetworks PCI/PCI-E VGA cards tested to be working on the BeTwin Station:
- TN-502
 - TN-750

iv. Dual Head/DualView VGA card Support

BeTwin VS x32 supports Dual Head/DualView VGA card under Windows 7 when the Dual Head/DualView VGA card is configured:

- for the Host (using the primary VGA output of the Dual Head/DualView VGA card) and BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card).
- for one BeTwin Station (using the primary VGA output of the Dual Head/DualView VGA card) and another BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card).

- a. ATi Windows 7 x32 VGA driver version 8.56.1.15, 8.632.1.200, 8.753.0.0 and 8.741.0.0 appear to work correctly on Windows 7 x32.

The following are the ATi PCI/PCI-E Dual Head/DualView VGA card tested to be working on the BeTwin Station:

- Radeon HD 2600 PRO DualView
- Radeon HD 4350 DualView
- Radeon HD 6850 DualView
- Radeon HD 6670 DualView

- b. nVidia Windows 7 x32 VGA driver version 257.21, 8.17.11.9745 and 8.15.11.8593 appear to work correctly on Windows Vista x32.

The following are the nVidia PCI/PCI-E Dual Head/DualView VGA cards tested to be working on the BeTwin Station:

- GeForce GT 240 DualView
- GeForce GTS 250 DualView
- GeForce 6600GT DualView
- GeForce 7100GS DualView
- GeForce 8600GT DualView

- c. ThinNetworks Windows XP x32 VGA driver version 6.13.1.14 and 6.13.1.18 appear to work correctly on Windows 7 x32.

The following are the ThinNetworks PCI/PCI-E Dual Head/DualView VGA cards tested to be working on the BeTwin Station:

- TN-502 DualView
- TN-750 DualView

The following is the USB VGA adapter tested to be working on the BeTwin Station:

- MCT USB VGA Adapter (Model UVGA-A8201, Trigger 1+)
- MCT USB VGA Adapter (Model UV-A8301, Trigger II)
- MCT USB VGA Adapter (Model UV-A8301, Trigger II)
- MCT USB VGA Adapter (Model MWS8940, Trigger II)
- DisplayLink USB VGA Adapter

For VGA cards/adapters not listed above, please consult your PC and VGA vendors regarding Windows 7 compatibility and the availability of Windows 7 WDDM 1.1 VGA drivers that will work correctly on Windows 7 and in Windows 7 Multi-Monitor mode.

III. Windows XP VGA Drivers Support on Windows Vista (64-bit)

Not all Windows XP VGA drivers will work correctly on Windows Vista (64-bit); With some Windows XP VGA driver versions, symptoms such as Windows boot-up problem, Windows auto restart problem, etc. were encountered:

From what we have tested:

- i. Windows XP x64 VGA driver version 8.573.0.0 appears to work correctly on Windows Vista x64.

The following are the ATi PCI/PCI-E VGA cards tested to be working on the BeTwin Station:

- Radeon X300
- Radeon X700
- Radeon X1500
- Radeon X1650
- Radeon X1800GTO
- Radeon 9200
- Radeon 9250
- Radeon HD 2600 PRO
- Radeon HD 4350

- ii. nVidia Windows XP x64 VGA driver version 6.14.11.8122 and 91.36 appear to work correctly on Windows Vista x64.

The following are the nVidia PCI/PCI-E VGA cards tested to be working on the BeTwin Station:

- Quadro NVS280
- GeForce FX5200
- GeForce 6600GT
- GeForce 7100GS
- GeForce 8600GT

- iii. ThinNetworks Windows XP x64 VGA driver version 6.13.1.21 appears to work correctly on Windows Vista x64.

The following is the ThinNetworks PCI/PCI-E VGA card tested to be working on the BeTwin Station:

- TN-502
- iv. MCT VGA driver version 10.11.0427.0159 (XDDM) appears to work correctly on Windows Vista x64.

The following is the MCT USB VGA adapter tested to be working on the BeTwin Station:

- MCT USB VGA Adapter (Model UVGA-A8201, Trigger 1+)

For VGA cards/adapters not listed above, please consult your PC and VGA vendors regarding Windows Vista compatibility and the availability of Windows Vista WDDM, Windows Vista XDDM and/or Windows XP VGA drivers that will work correctly on Windows Vista and in Windows Vista Multi-Monitor mode.

v. Dual Head/DualView VGA Support

BeTwin VS does not currently support Dual Head/DualView VGA card under Windows Vista when the Dual Head/DualView VGA card is configured:

- a. for the Host (using the primary VGA output of the Dual Head/DualView VGA card) and BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card)
- b. for one BeTwin Station (using the primary VGA output of the Dual Head/DualView VGA card) and another BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card)

On the other hand, BeTwin VS does support Dual Head/DualView VGA card when the Dual Head/DualView VGA card is configured for one BeTwin Station only (using either the primary or secondary VGA output of the Dual Head/DualView VGA card and leaving the unused VGA output "disconnected"). In other words, you need to install a separate VGA card/adaptor for each BeTwin Station.

IV. VGA Drivers Support on Windows 7 (64-bit)

Only WDDM driver model version 1.1 and above supports multiple drivers in a multi-adaptor, multi-monitor setup.

- i. From what we have tested, following are the ATi PCI/PCI-E VGA cards tested to be working on the BeTwin Station:
 - Rage XL
 - Radeon X1550
 - Radeon X1650
 - Radeon 9250
 - Radeon HD 2600 PRO
 - Radeon HD 4350
 - Radeon HD 6850
 - Radeon HD 6670

ii. The following are the nVidia PCI/PCI-E VGA cards tested to be working on the BeTwin Station:

- GeForce GT 240
- GeForce GTS 250
- Quadro NVS280
- GeForce FX5200
- GeForce 6600GT
- GeForce 6800GT
- GeForce 7100GS
- GeForce 8600GT
- GeForce 7100GS
- GeForce 9300GE
- GeForce GT 240
- GeForce GT 520
- GeForce GT 440
- GeForce GTS 250

iii. The following is the ThinNetworks PCI/PCI-E VGA card tested to be working on the BeTwin Station:

- TN-502
- TN-750

iv. The following is the USB VGA adapter tested to be working on the BeTwin Station:

- MCT USB VGA Adapter (Model UVGA-A8201, Trigger 1+)
- MCT USB VGA Adapter (Model UV-A8301, Trigger II)
- MCT USB VGA Adapter (Model UV-A8301, Trigger II)
- MCT USB VGA Adapter (Model MWS8940, Trigger II)
- DisplayLink USB VGA Adapter

v. Dual Head/DualView VGA Card Support

BeTwin VS x64 supports Dual Head/DualView VGA under Windows 7 when the Dual Head/DualView VGA card is configured:

- for the Host (using the primary VGA output of the Dual Head/DualView VGA card) and BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card).
- for one BeTwin Station (using the primary VGA output of the Dual Head/DualView VGA card) and another BeTwin Station (using the secondary VGA output to the Dual Head/DualView VGA card).

a. ATi Windows 7 x64 VGA driver version 8.56.1.15, 8.632.1.200, 8.753.0.0. and 8.741.0.0 appear to work correctly on Windows 7 x64.

The following are the ATi PCI/PCI-E Dual Head/DualView VGA cards tested to be working on the BeTwin Station:

- Radeon HD 2600 PRO DualView
- Radeon HD 4350 DualView
- Radeon HD 6850 DualView
- Radeon HD 6670 DualView

- b. nVidia Windows 7 x64 VGA driver version 257.21, 8.17.11.9745 and 8.15.11.8593 appear to work correctly on Windows Vista x64.

The following are the nVidia PCI/PCI-E Dual Head/DualView VGA cards tested to be working on the BeTwin Station:

- GeForce GT 240 DualView
- GeForce GTS 250 DualView
- GeForce 6600GT DualView
- GeForce 7100GS DualView
- GeForce 8600GT DualView

- c. ThinNetworks Windows XP x64 VGA driver version 6.13.1.15 and 6.13.1.21 appear to work correctly on Windows 7 x64.

The following are the ThinNetworks PCI/PCI-E Dual Head/DualView VGA cards tested to be working on the BeTwin Station:

- TN-702 DualView
- TN-750 DualView

For VGA cards/adapters not listed above, please consult your PC and VGA vendors regarding Windows 7 compatibility and the availability of Windows 7 WDDM 1.1 VGA drivers that will work correctly on Windows 7 and in Windows 7 Multi-Monitor mode.

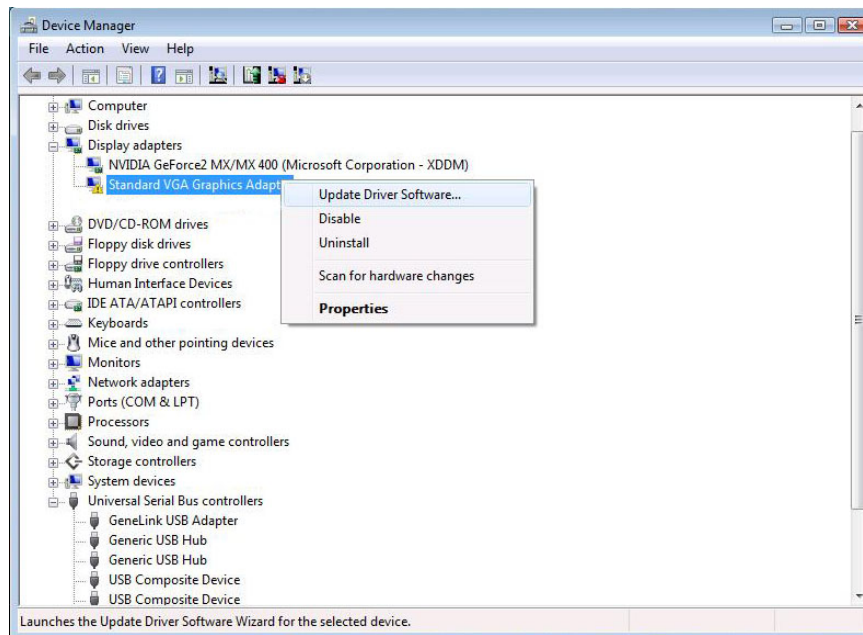
Note: Unless the VGA cards/adapters are working correctly in Windows Vista/Windows 7 Multi-Monitor mode, BeTwin VS will not work. In other words, you have to get the VGA cards/adapters to work correctly in Windows Vista/Windows 7 Multi-Monitor mode before installing BeTwin VS.

If you are not able to get the VGA cards/adapters to work correctly in Windows Vista/Windows 7 Multi-Monitor mode, please consult your PC and VGA cards/adapters vendors for assistance on how to get the VGA cards/adapters to work correctly in Windows Vista/Windows 7 Multi-Monitor mode.

Please refer to <http://www.microsoft.com/whdc/device/display/multimonVista.mspx> regarding Windows Vista Multi-Monitor support.

- V. Please re-install the VGA drivers (from driver disk supplied with the VGA card/adaptor or download the latest version from the VGA card/adaptor vendor's web site) if you are seeing a yellow exclamation mark under "Display Adapters" in the Device Manager. Refer to the instructions under the section "**Installing the VGA Drivers for Windows Vista/Windows 7**" to direct you through this portion of the installation.

To verify if there is any device drivers conflict, right-click on the "My Computer" icon in Windows desktop and select "properties". Next, select the "Hardware" tab in the system properties and click on the "Device Manager" button.



Step 5.

After successfully installing the VGA card, by default the Windows Multi-Monitor feature is disabled. To enable the Windows Multi-Monitor feature of the VGA card, follow the instructions under the section “**Enabling the Windows Multi-Monitor feature under Windows Vista/Windows 7**”.

Step 6.

After enabling the Multi-Monitor feature of the VGA card /adapter, the monitor connected to the VGA card/adapter should now display the same background (color and pattern) as the Host monitor. You may drag your mouse all the way to the right, the mouse cursor should now appears on the Station monitor. This means that the Multi-Monitor feature is working correctly. If you cannot see this, please contact the pc or VGA card/adapter vendor for assistance.

Step 7.

Connect the USB mouse and USB keyboard to the computer following the manufacturer’s instructions.

Step 8.

Windows will now detect the USB equipment and may ask for Windows disk (or USB driver disk supplied with the USB equipment.). Refer to the instructions supplied with the mouse and keyboard to direct you through this portion on the installation.

- It is possible at this point that Windows has already detected and installed the new hardware properly and may not request any additional drivers.

Step 9.

The USB mouse and USB keyboard can be tested by its effect on the Host screen.

- You may verify the working status of the keyboard by pressing the Windows key. The start menu should be displayed.

- You may verify the working status of the mouse by moving it. The mouse cursor should move.
- For the BeTwin VS software to work correctly, the Station's USB Keyboard and USB Mouse must be configured to use Microsoft native USB Keyboard and USB Mouse driver respectively; All third parties' USB Keyboard and USB Mouse drivers and/or utilities need to be uninstalled.. If the mouse and keyboard still do not work properly, please contact the manufacturer of those devices for assistance.

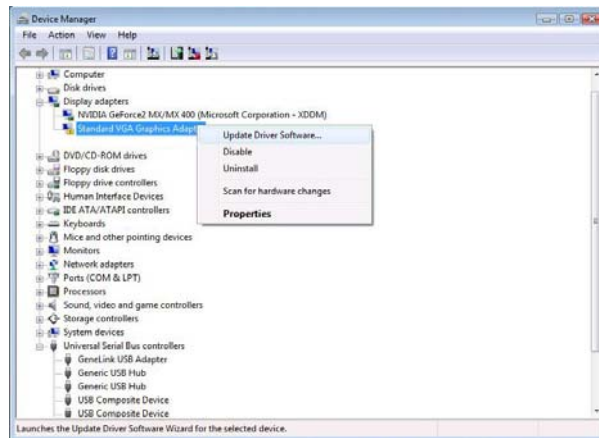
At this point the VGA card/adaptor, monitor, USB mouse and USB keyboard should be working properly with Windows. You may now install the BeTwin VS software.

4.2. Installing the VGA Drivers for Windows Vista/Windows 7

Follow the instructions below for installation of the VGA drivers.

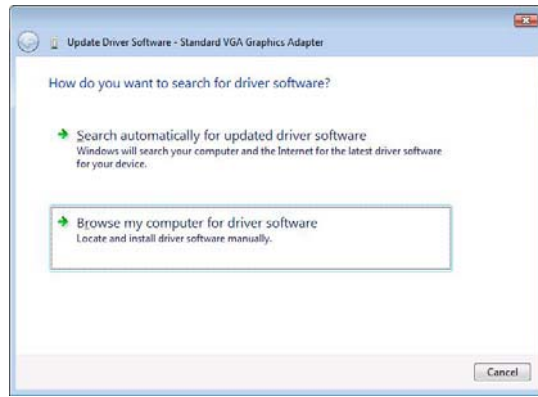
Step 1.

Right-click on the conflicting device under the “Display Adapters” and select “Update Driver Software...”.



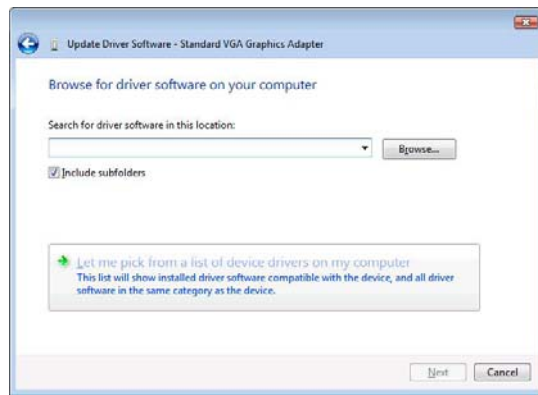
Step 2.

You should see a dialogue box similar to the one below. Select the option "Browse my computer for driver software" to proceed.



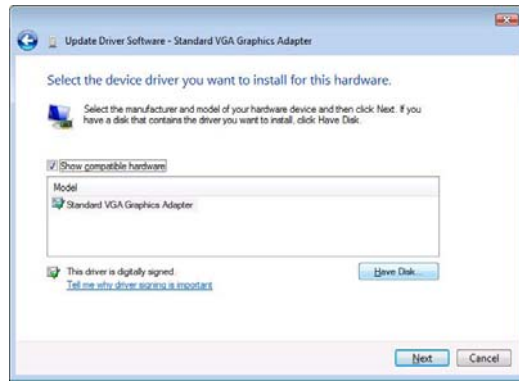
Step 3.

Follow the instructions in the Driver Update Wizard to re-install the VGA drivers. Select the option “Let me pick from a list of device drivers on my computer” to proceed.



Step 4.

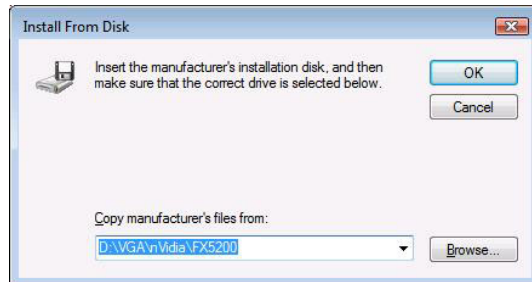
You should now see a dialogue box similar to the one below. Insert the VGA driver disk into your floppy or CD-ROM drive. Click on "Have Disk..." if the driver is located in the disk drive.



Step 5.

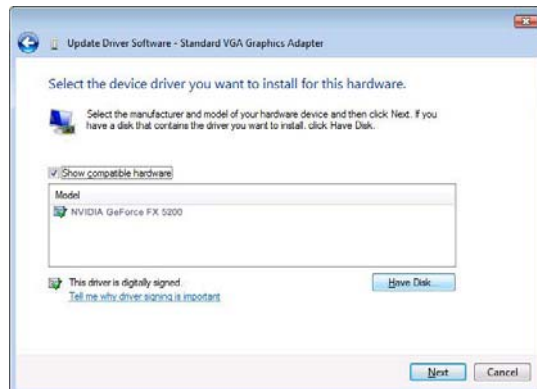
You should now see a dialogue box titled "Install From Disk". You may choose to "Browse" the VGA driver disk to look for the correct path or just type in the files directory as shown. Then click on the "OK" button.

Assumption: Your CD-ROM drive designator is D: and you are using the NVIDIA GeForce FX5200 VGA card. The latest NVIDIA GeForce FX5200 VGA driver supporting Windows Vista/Windows 7 Multi-Monitor feature is located in D:\VGA\nVidia\FX5200.



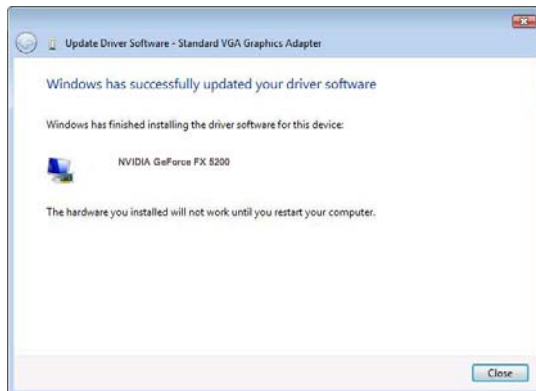
Step 6.

You should now see a dialogue box titled "Select the device driver you want to install for this hardware". Select the model "NVIDIA GeForce FX 5200" and click on "Next" to proceed.



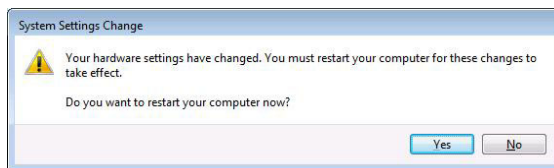
Step 7.

Once Windows Vista/Windows 7 (32-bit & 64-bit) has copied the files from the VGA driver disk, you should see a screen that looks like the one below. Click on "Close" to proceed.



Step 8.

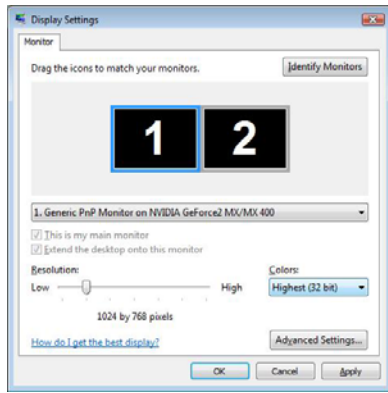
You will be prompted to restart your computer. Remove the VGA driver disk from the CD-ROM drive. Click on the "Yes" button to restart. Your computer will reboot and you will next see the Windows Vista/Windows 7 desktop screen.



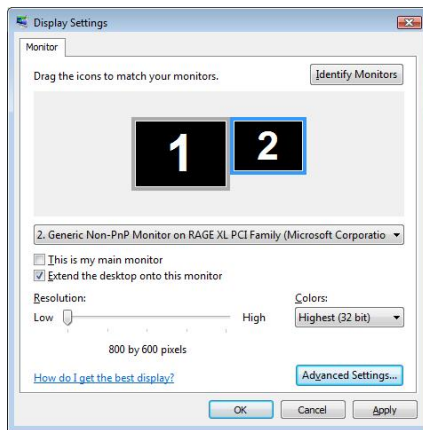
4.3. Enabling the Windows Multi-Monitor feature under Windows Vista

After successfully installing the PCI, PCI-E VGA card or USB VGA adapter, by default the Windows Multi-Monitor feature is disabled. To enable the Windows Multi-Monitor feature of the VGA card/adaptor under Windows Vista (32-bit & 64-bit), follow the instructions below.

- Go to Windows Control Panel, select the option "Adjust screen resolution" under "Appearance and Personalization". The next message box to appear will provide the options for enabling the Windows Multi-Monitor feature of the VGA card/adaptor.



- Click on the second monitor under the “Drag the icons to match your monitors” section. Under the “Display” option, it will show the name of the VGA card/adapter.



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- To enable the Windows Multi-Monitor feature of the VGA card/adapter, check the “Extend the desktop onto this monitor” box.
- You may change the “Colors” and “Resolution” options for the VGA card/adapter.
- Click the “OK” button.
- The monitor connected to the VGA card/adapter should now display the same background (color and pattern) as the Host monitor. You may drag your mouse all the way to the right, the mouse cursor should now appears on the Station monitor. This means that the Windows Multi-Monitor feature is working correctly.

Note: Unless the VGA cards/adapters are working correctly in Windows Vista Multi-Monitor mode, BeTwin VS will not work. In other words, you have to get the VGA cards/adapters to work correctly in Windows Vista Multi-Monitor mode before installing BeTwin VS.

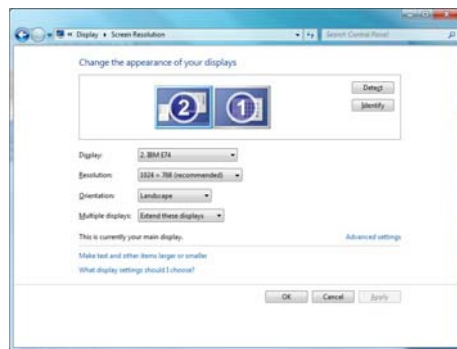
If you are not able to get the VGA cards/adapters to work correctly in Windows Vista Multi-Monitor mode, please consult your PC and VGA cards/adapters vendors for assistance on how to get the VGA cards/adapters to work correctly in Windows Vista Multi-Monitor mode.

Please refer to <http://www.microsoft.com/whdc/device/display/multimonVista.aspx> regarding Windows Vista Multi-Monitor support.

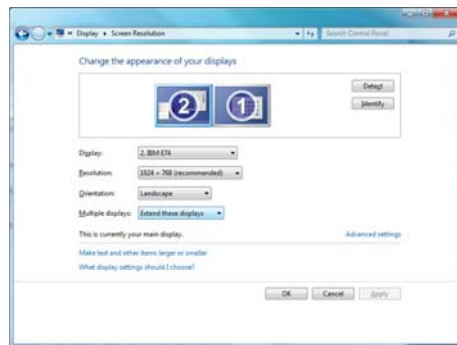
4.4. Enabling the Windows Multi-Monitor feature under Windows 7

After successfully installing the PCI, PCI-E, Dual Head/DualView VGA card or USB VGA adapter, by default the Windows Multi-Monitor feature is disabled. To enable the Windows Multi-Monitor feature of the VGA card/adapters under Windows 7 (32-bit & 64-bit), follow the instructions below.

- Go to Windows Control Panel, select the option “Adjust screen resolution” under “Appearance and Personalization”. The next message box to appear will provide the options for enabling the Windows Multi-Monitor feature of the VGA card/adapters.



- Double click on the second monitor under the “Change the appearance of your displays” section. Under the “Adapter” tab, it will show the name of the VGA card/adapters.



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- To enable the Windows Multi-Monitor feature of the VGA card/adapters, select the option “Extend these displays” under the multiple display section.

- You may change the “Colors” and “Resolution” options for the VGA card/adaptor in the Advanced settings.
- Click the “OK” button.
- The monitor connected to the VGA card/adaptor should now display the same background (color and pattern) as the Host monitor. You may drag your mouse all the way to the right, the mouse cursor should now appears on the Station monitor. This means that the Windows Multi-Monitor feature is working correctly.

Note: Unless the VGA cards/adapters are working correctly in Windows 7 Multi-Monitor mode, BeTwin VS will not work. In other words, you have to get the VGA cards/adapters to work correctly in Windows 7 Multi-Monitor mode before installing BeTwin VS.

If you are not able to get the VGA cards/adapters to work correctly in Windows 7 Multi-Monitor mode, please consult your PC and VGA cards/adapters vendors for assistance on how to get the VGA cards/adapters to work correctly in Windows 7 Multi-Monitor mode.

4.5. Installing the BeTwin VS Software

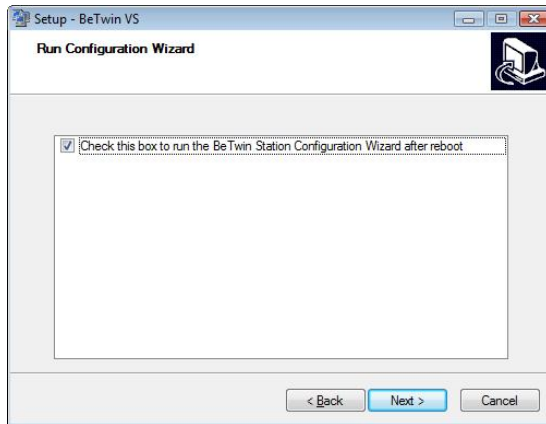
The BeTwin VS software should only be installed *after* the hardware has been successfully installed and tested. At this point, the VGA card/adaptor Windows Multi-Monitor feature should work as described above and the additional USB mouse and keyboard should both be working properly with Windows.

You are now ready to install the BeTwin VS software.

It is necessary to first download the BeTwin VS software from the www.thinsoftinc.com web site. Once this file is saved onto your hard disk, locate it and double-click the filename, setup.exe.

Step 1.

- User must log into the computer as an Administrator with full access rights to install the BeTwin VS software.
- Double-click on the My Computer icon. Double-click on the C: drive icon. Double-click on the BeTwin Download folder. Double-click on the Setup icon (the one with the picture of a computer monitor with a box in front of it).
- Follow the instructions on the screen.
- Depending on what Windows options have already been installed, on some systems the BeTwin installation may require additional files from the Windows CD so be sure to have the Windows CD handy when installing BeTwin.
- You should see a screen that looks like the one below during the software installation. Ensure that you have checked the box to run the BeTwin Station Configuration Wizard after system reboots.



- Follow the instruction on the screen. Click OK to proceed with the Configuration Wizard.
- Select OK with the Keyboard you wish to use at the respective station.
- If prompted, click OK with the Mouse you wish to use at the station.
- When the Configuration Wizard is completed, you will be prompted to restart Windows. Click OK.

Congratulations! You have now installed the BeTwin VS software and configured the Host and BeTwin Stations.

Step 2.

- On the Windows Desktop, right-click on the BeTwin Control Center icon and then click "Run as administrator".
- Click on Start\Programs\BeTwin to launch BeTwin Control Center.
- The next message box to appear will provide options for registering your BeTwin VS software.



- If you are testing the software, click the “Register later” option. If you have decided to register your BeTwin VS software, click on the Internet Registration button and Internet Explorer will be launched. Your computer will then be connected to the registration website which will provide instructions for registration. Please refer to the section “Registration/Licensing”.

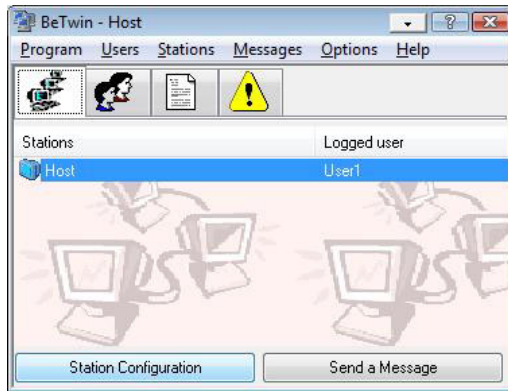
Notes: The BeTwin Control Center will appear immediately after the registration dialog box has been closed.

4.6. Configuring the BeTwin Station Using Configuration Wizard

If you have not run the BeTwin Station Configuration Wizard during the software installation, or if your hardware configuration has changed, you can still run the Configuration Wizard from the BeTwin Control Center.

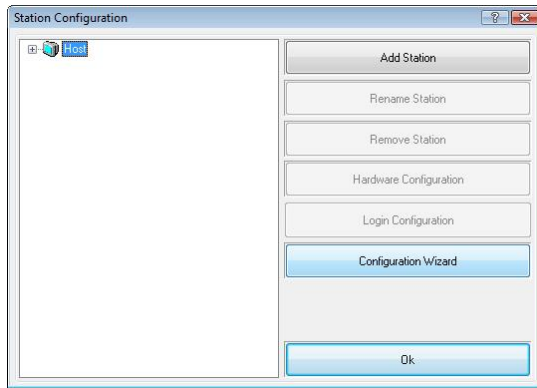
Step 1.

Double click on the **BeTwin** icon to open Control Center. On the opening screen, click on **STATION CONFIGURATION**.



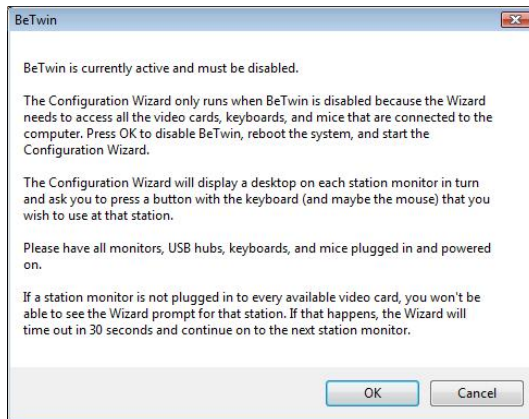
Step 2.

The “Configuration Wizard” feature enables BeTwin to auto-assign the USB mice and keyboards to their respective BeTwin Stations. To auto-assign the USB audio speakers, you need to connect the peripherals (USB mouse, keyboard and speakers) of each BeTwin Station to its USB Hub respectively. Click on **CONFIGURATION WIZARD**.



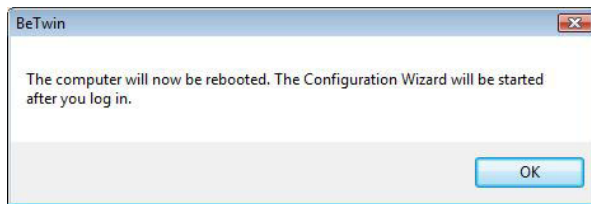
Step 3.

You should see a window similar to the one below. Click OK to disable BeTwin, reboot the system, and start the Configuration Wizard.



Step 4.

Click OK to reboot the computer.



Step 5.

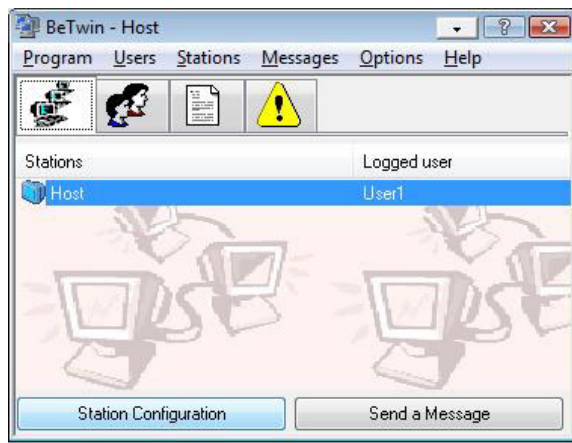
- Follow the instruction on the screen. Click OK to proceed with the Configuration Wizard.
- Select OK with the Keyboard you wish to use at the respective station.
- If prompted, click OK with the Mouse you wish to use at the station.
- When the Configuration Wizard is completed, you will be prompted to restart Windows. Click OK.

4.7. Configuring the BeTwin Station Manually

For most BeTwin installations, running the Configuration Wizard is sufficient for configuring the system. Optionally, you can configure the system manually, or you can use manual configuration to change the hardware assignments created by the Configuration Wizard. To assign the hardware to each BeTwin Station manually,

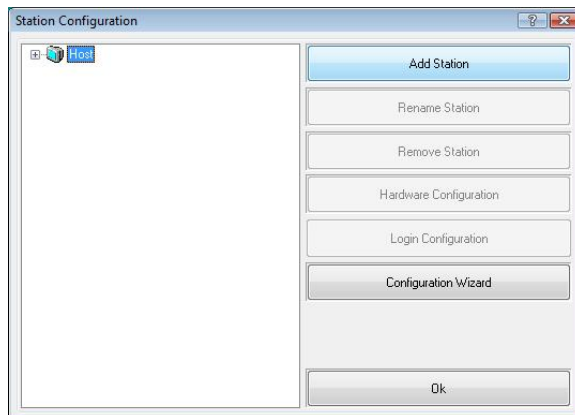
Step 1.

Double click on the **BeTwin** icon to open Control Center. On the opening screen, click on **STATION CONFIGURATION**.

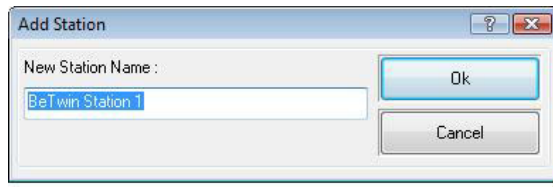


Step 2.

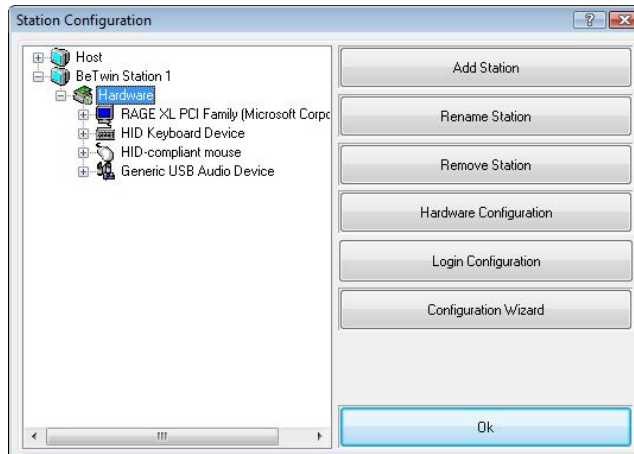
- You should see a window similar to the one below. Click on **ADD STATION**.



- Rename the station or leave the name as "BeTwin Station". You can also change the name later. Click **OK**.



- Double click on **BETWIN STATION**. Click on the "Hardware" option to highlight it.



- Click **HARDWARE CONFIGURATION**. Now select the hardware to be used for station.



- ❖ Note: The display, mouse and keyboard will already have been selected for the station. Each station must have a VGA card/adaptor, mouse and keyboard. In addition, audio, joystick or other hardware may be assigned.
 - ❖ Note: Some computers equipped with an Intel 810/815 built-in display adapter do NOT have a BIOS option to force that adapter to be the primary display and will need to assign the Intel 810/815 display adapter to the station and use the added PCI adapter as the Host display.
- To add a piece of hardware to a station, highlight the item by clicking on it in the “Free Hardware” window, then click on the “>>” button. You will then see the hardware appear in the “Station Hardware” window.
 - To remove a piece of hardware from a station, click on the item in the “Station Hardware” window. Click on the “<<” button, and it will move from the “Station Hardware” to the “Free Hardware” window.
 - When the station hardware is configured correctly, click on “OK”. This will return you to the “Station Configuration” windows. Click on “OK” again.
 - When prompted to restart Windows, click on “OK”.



USING THE LOCATOR BUTTONS – Please see next page

Step 3.

After the computer has rebooted

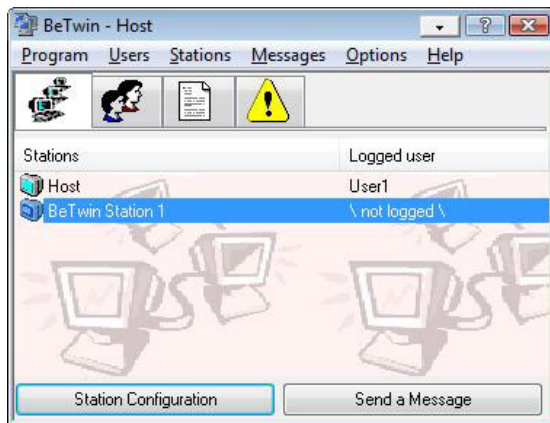
- The BeTwin station is ready for use.
- Double click on **BETWIN** icon to open control center.

4.8. Logging onto the Station automatically under Windows Vista/Windows 7

The “Login Configuration” feature enables user to specify the username and password to use at an individual BeTwin station to automatically log on the station. User can also specify a program to run automatically.

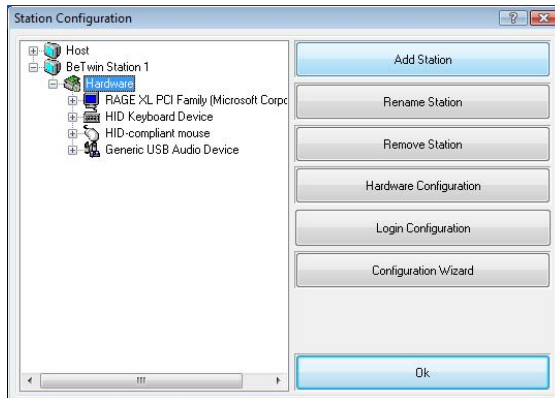
Step 1.

Double click on the **BeTwin** icon to open Control Center. On the opening screen, click on **STATION CONFIGURATION**.



Step 2.

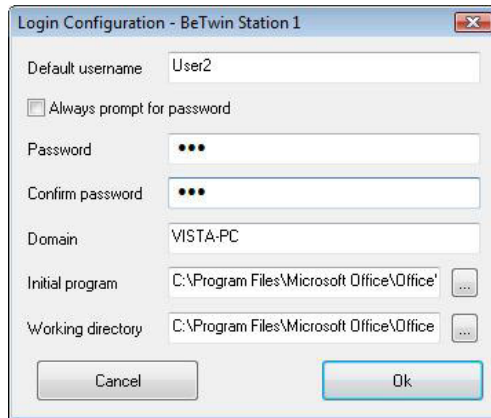
You should see a window similar to the one below. Click on **LOGIN CONFIGURATION**.



Step 3.

Enter the default username and password to use at an individual BeTwin station and deselect the “Always prompt for password” check box. You can also specify a program to run automatically under the **Initial Program** and **Working Directory**.

Note: The usefulness of setting the working directory will depend on the application being run.



4.9. Using the Locator Buttons

Locator Buttons is only applicable if you are configuring the system manually, or using the manual configuration to change the hardware assignments created by the Configuration Wizard. If there is more than one BeTwin station it can be confusing determining which mouse, keyboard or sound device should be assigned to each station. Using the locator buttons can help ease this confusion.

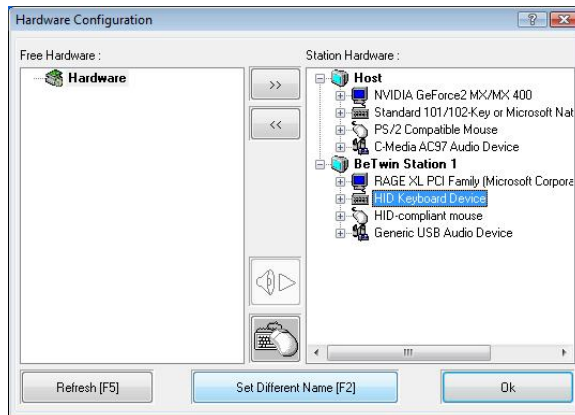
- ❖ Note: To use the locator buttons, BeTwin must be disabled. Click on Start/ Program Files/ BeTwin/Options/ Set Configuration/ Deactivate BeTwin to disable it.

Make sure BeTwin is enabled after devices have been assigned to each station. Click on Start/ Program Files/ BeTwin/Options/ Set Configuration/ Activate BeTwin to enable it.

4.9.1. Keyboard/Mouse Locator



To locate a particular peripheral, first click the keyboard/mouse locator button and then press either a key on any USB keyboard or a button on any USB mouse. The display in the Hardware Configuration screen will indicate which keyboard or mouse has been activated. Once identified, using the Set Different Name utility will make organizing the peripherals easier.



In the above picture, the station1 keyboard is being indicated.

4.9.2. Sound Device Locator



To use the Sound Device Locator, first click to highlight a sound device in the Hardware Configuration screen which will cause the Sound Locator button to un-gray. Clicking the locator button will cause a sound to play from the speakers connected to that device.

- ❖ Note: The Sound Locator is designed primarily for locating USB sound devices.

4.10. Using the BeTwin Control Center

The BeTwin Control Center can be used to manage BeTwin hardware and software options. It allows you to manage users on the system. It also provides tools to assist you in troubleshooting any problems.

The Control Center runs in four modes – Stations, Users, Messages and Eventlog. The four buttons are used to select the mode. Each mode has a different “face” designed to assist you to do your work.

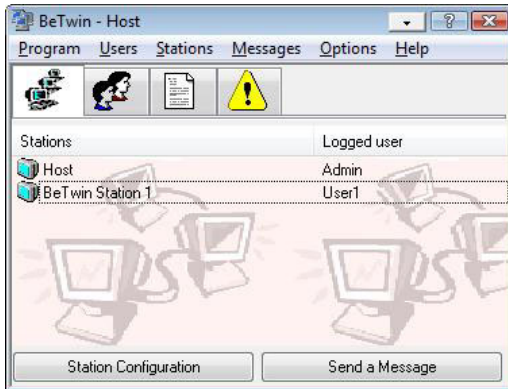


4.10.1. Station Mode

When the Control Center starts, it is in Station mode. If you are in another mode, you can select Station mode by clicking on the Station button.



Station mode is used to configure a station and send a message to a station.

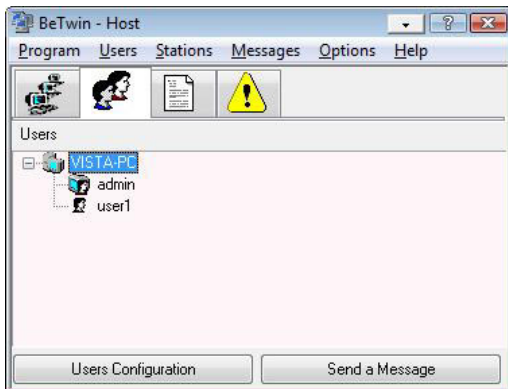


4.10.2. User Mode

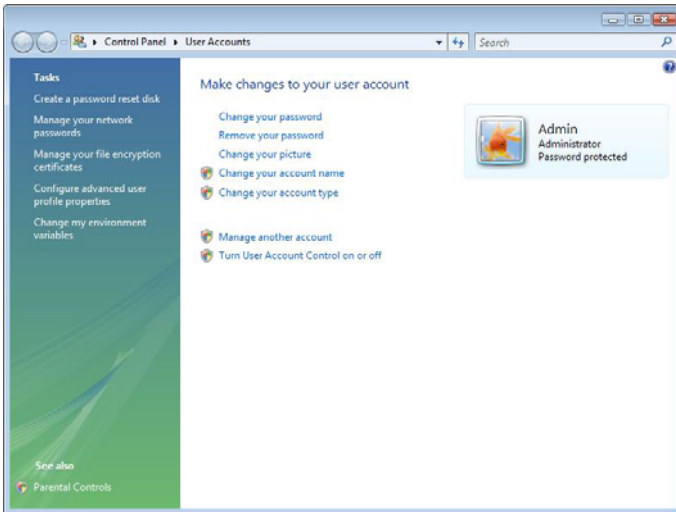
User mode is selected by clicking on the user button.



User mode is used to add, remove or customize each user's account.



Clicking on the Users Configuration option invokes the Windows User Accounts applet that is used to add, delete or customize user profile settings.



❖ Note: You must have the administrative privileges in order to use the Windows User Accounts applet.

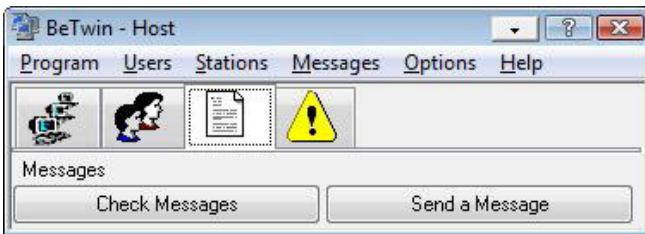
For more information regarding the Windows User Account applet, please see Windows help. Any changes made to the user profiles will not take effect until the system is restarted.

4.10.3. Message Mode

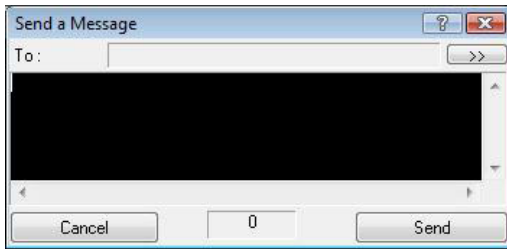
Message Mode is selected by clicking on the message button




Message mode is used to send messages to another user or to check messages.



Clicking the Send a Message option produces the message box.



Clicking the arrow:  allows for selecting where the message will be sent.



4.10.4. Event log Mode

Event log mode is selected by clicking on the event log button



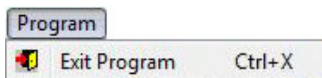
Event log mode is used to display event log messages for troubleshooting purposes. Only events relating to the BeTwin VS software are displayed.

4.10.5. Menu Options

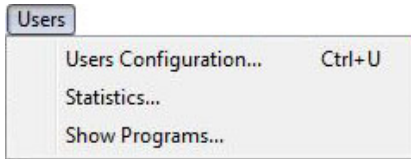
Additional options are available from the menu bar at the top of the Control Center.



The **Program** menu allows for exiting the BeTwin Control Center or for shutting down Windows.



The **Users** menu has several features.

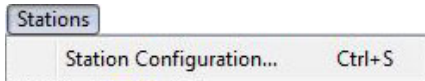


Users Configuration brings up the Windows User Accounts applet.

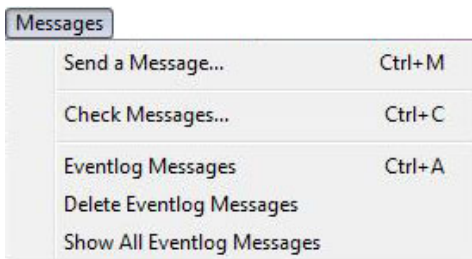
Statistics displays a utility that monitors system resource use.

Show Programs displays all tasks running on both Host and BeTwin Stations.

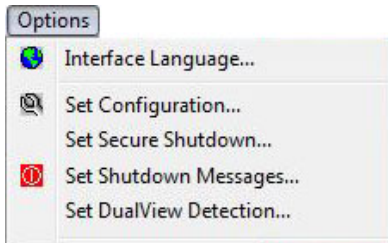
The **Stations** menu allows entry into Station Mode to configure a station.



The **Messages** menu allows access to Message Mode as well as to Event log Mode.

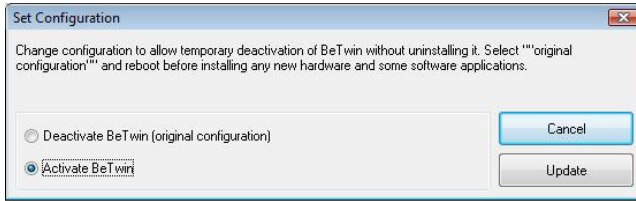


The **Options** menu can be used to select different languages for the BeTwin Control Center if desired.



The **Set Configuration** selection on the **Options** menu is used to disable the BeTwin VS software for testing purposes. It is also recommended that the BeTwin VS software be disabled prior to any hardware changes are made to the system. It is also necessary to disable the BeTwin VS software (and reboot) prior to either uninstalling BeTwin or before updating the BeTwin VS software to a newer version.

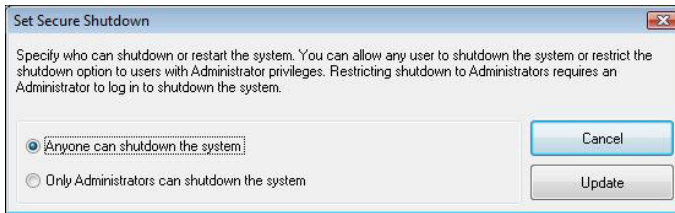
When selected, the **Set Configuration** option presents the following options:



A reboot is required before either selected option will take effect.

The **Set Secure Shutdown** selection on the **Options** menu is used to modify Windows shutdown availability. It can be configured to allow any user to shutdown the system or restrict the shutdown option to users with Administrator privileges. Restricting shutdown to Administrators requires a user with administrator privileges to log in to shutdown the system.

When selected, the **Set Secure Shutdown** option presents the following options:



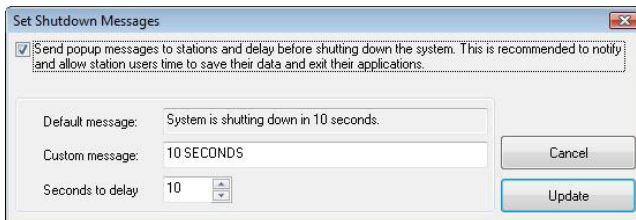
The Security Policy Settings/ User Accounts in Windows need to be configured accordingly when the option "Only Administrators can shutdown the system" is selected.

To change the User Accounts Settings in Windows Vista/Windows 7 (32-bit & 64-bit), follow the instructions under the section "Shutting Down Windows in Windows Vista/Windows 7".

A reboot is required before either selected option will take effect.

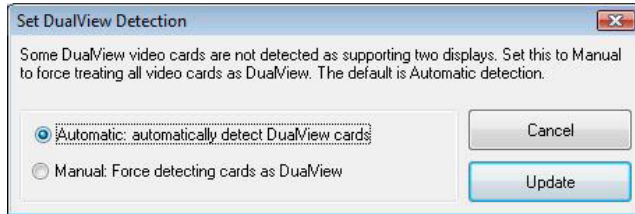
The **Set Shutdown Messages** selection on the **Options** menu allows users to customize the shutdown message sent to the BeTwin stations when Start/Shutdown is selected.

When selected, the **Set Shutdown Messages** option presents the following options:



The **Set DualView Detection** selection on the **Options** menu is used to configure the way Configuration Wizard detects Dual Head/DualView) VGA cards. Some Dual-Head/DualView VGA cards may not be detected correctly, users can configure the setting to “Manual: Force detecting cards as DualView” to “force” Configuration Wizard to detect the VGA card as a Dual Head/DualView VGA card. Default is “Automatic: automatically detect DualView cards.”

Note: The Set DualView Detection feature is currently not supported.



The **Help** menu provides the BeTwin help Index as well as BeTwin version information.

5. Logging On to the Computer for the First Time

Windows Login

Step 1

Type in the name in the user name box that is created in Windows User Accounts applet.

For more information regarding the Windows User Account applet, please see Windows help.

Step 2

Press the tab key and type in the password of the user name that is created in Windows User Accounts applet.

Step 3

Click on the “OK” button.

Note: You can create as many names and passwords as needed in the Windows User Accounts applet. There is no limit on the number of users that may be created.

6. Logging On to the Computer as a Different User

Users may log onto the Computer Console or any BeTwin Station under their own name and password to access their own Windows desktop.

Step 1

Click on the Windows “Start” button.

Step 2

1. Click on the “Shutdown...” menu option.
2. Click on the “Log Off ” menu option.
3. Click on “OK” to log off.

Step 3

Follow the instructions in “Logging Onto the Computer for the First Time”.

7. Connecting to a Disconnected Session On the BeTwin Station

Users may re-connect to a disconnected session on the BeTwin Station to access their previous disconnected Windows desktop session.

Step 1

Click on the Windows “Start” button.

Step 2

Click on the “Disconnect” menu option to get out to the Windows Login Screen.

← - - - - **Formatted:** Bullets and Numbering

Step 3

Type in the password of the previous login user name and press the “Enter” key.

8. Shutting Down Windows in Windows Vista/Windows 7

To restrict the shutdown option to users with Administrator privileges, the user's account type needs to be configured accordingly.

To change the user's account type in Windows Vista/Windows 7 (32-bit & 64-bit):

1. Click **Start**, and then click **Control Panel**.
2. Double-click **User Accounts**.
3. Select the option "Manage another account". Pick and click on an account to change.
4. Click on the option "**Change the Account Type**".
5. Select the option "Standard user" or "Administrator" and apply the change.
6. Reboot the system.

9. Adding Software or Hardware

Installing new hardware

It is recommended prior to installing any new hardware that the BeTwin VS software first be deactivated. This is done in the BeTwin Control Center under the Options menu with the utility Set Configuration. Please refer to the "Menu Options" in the section "Using the BeTwin Control Center" of this manual for more detail on the use of this utility.

10. Troubleshooting Guide

When initially installed, BeTwin VS runs in "demo mode". While in demo mode, you can evaluate BeTwin VS before you purchase. During the evaluation period, you can use up to eight BeTwin stations. After the period, BeTwin VS will terminate all BeTwin Station(s).

Note: After Windows boots up, it will take approximately 90 seconds for the BeTwin Station(s) to start up.

If the BeTwin Station does not start up, please check the following:

1. Please try the following:

- a. Logon into Windows as an Administrator, uninstall the BeTwin VS software and restart Windows.
- b. Logon into Windows as an Administrator, install the latest BeTwin VS software (available for download from www.thinsoftinc.com) and re-run Configuration Wizard to re-setup the Host and Station(s).
- c. Check if the Station(s) can start up.

2. Open Windows Device Manager (on Windows desktop, right click on the "Computer" icon, click on "Properties", and click on "Device Manager"), then double click on "Display adapters"; the VGA devices installed will be listed.

Please check Windows has correctly detected and initialized the VGA devices; If the VGA device is not working correctly, there should be an exclamation mark (!) displayed next to it.

Note down each of the VGA devices listed (manufacturer, model and chipset type, etc.).

Double click on each of the VGA devices, click on "Driver" and note down the details of the "Driver Provider", "Driver Date", "Driver Version" and "Digital Signer".

3. Before installing the BeTwin VS software, within Windows Display Settings, were you able to configure the BeTwin Station's VGA to "Extend my Windows desktop onto this monitor" so that the Windows desktop was displayed on both the Host's and BeTwin Station's monitors?

4. Before installing the BeTwin VS software, were the BeTwin Station's USB Keyboard, USB Mouse and USB Audio (optional) verified to be working correctly?

Note: for the BeTwin VS software to work correctly, the Station's USB Keyboard, USB Mouse and USB Audio must be configured to use Microsoft native USB Keyboard, USB Mouse and USB Audio driver respectively; All third parties' USB Keyboard, USB Mouse and USB Audio drivers and/or utilities need to be uninstalled.

5. After you have installed the BeTwin VS software and ran Configuration Wizard to setup the Host and Station(s), were you prompted on each of the Host's and Station's monitors to use the Keyboard or Mouse to select for the Host or Station(s)?

Notes:

a. when prompted to use the Keyboard for selection, you must use the Keyboard to select and must not use the Mouse to select.

b. when prompted to use the Mouse for selection, you must use the Mouse to select and must not use the Keyboard to select.

6. Please disable the Windows UAC (User Account Control) feature, restart Windows and check if any error message is displayed when Windows boots up.

7. Open BeTwin Control Center, click on Station Configuration and check to make sure that BeTwin Station 1 --> Hardware consists of a PCI/PCI-E VGA device, USB Keyboard, USB Mouse and USB Audio (optional).

Please do the same checks for the rest of the BeTwin Stations, if any.

Capture a screen shot of each of the Stations' configuration in JPEG format.

8. Open BeTwin Control Center, click on Messages --> Eventlog Messages and advise the error messages, if any.

Capture a screen shot of the Eventlog Messages in JPEG format.

9. Open BeTwin Control Center --> Help --> About and check if the following are listed as follow:

```
BeTwinServiceVS.exe 2.00 .. Started
BeTwinSystemVS.sys 2.00 .. Started
BeTwinKeyboardVS.sys 2.00 .. Started
BeTwinMouseVS.sys 2.00 .. Started
BeTwinVideoVS.sys 2.00 .. Started
```

Additionally, capture a screen shot in JPEG format of the details displayed for the following:

- a. BeTwin Status
- b. Serial Number
- c. Maximum users
- d. License expiration day
- e. Install directory

10. If you are still not able to get the BeTwin Station(s) to work, please contact support@thinsoftinc.com with the information and screen shots captured for items 1 to 9 listed above.

11. Registration/Licensing

11.1. Demo version

When initially installed, BeTwin runs in “demo mode”. While in demo mode, you can evaluate BeTwin before you purchase. During the evaluation period, you can use up to eight BeTwin stations. After the period, BeTwin VS will terminate all BeTwin Station(s).

If you do wish to purchase BeTwin, you will need to access our web site to purchase and register the software.

11.2. Purchase/Internet Registration

Note: You must purchase/register BeTwin VS software from the computer on which it has been installed (ie NOT from any other computer). Hence, please ensure that you have installed BeTwin VS software on the computer where you intend to deploy it and make sure BeTwin is working correctly in demo mode and meeting your requirement before proceeding with the purchase/registration process.

For Internet Registration, you will need to use Microsoft's Internet Explorer for this purpose.

Though the BeTwin Registration menu will pop up at times when you double-click the BeTwin desktop icon to invoke the BeTwin Control Center, it is also possible to get to this Registration menu from the BeTwin Control Center user interface.

Step 1.

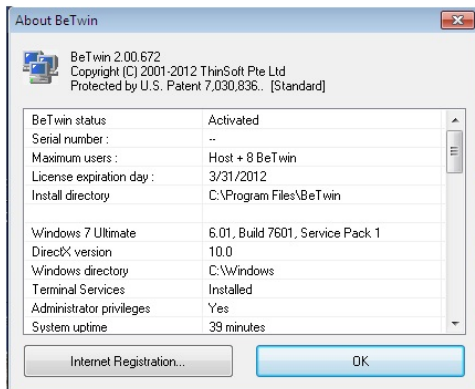
On the Windows Desktop, right-click on the BeTwin Control Center icon and then click “Run as administrator”.

Step 2.

Click on BeTwin Control Center\Help\About... BeTwin.

Step 3.

You should see a screen that looks like the one below. Click on the “Internet Registration...” button.



Step 4.

Select the option “Internet Registration...”



Step 5.

When “Internet Registration” is selected, this will invoke your web browser and link you to the BeTwin Registration web page.

1. Ensure that you are using the Microsoft’s Internet Explorer (32-bit) as the default browser.
2. Make sure you have logged into the Windows Vista/Windows 7 (32-bit & 64-bit) as an Administrator with full access rights.
3. Locate the Internet Explorer (IE) icon in the Windows Quick Launch (next to the Windows Start) or the IE shortcut via Windows Start => All Programs => Internet Explorer. Right-click on the IE shortcut, and then click “Run as administrator”. If Windows is in Classic View, click on Windows Start/Programs/Internet Explorer. Right-click on the IE shortcut, and then click “Run as administrator”.

Note: Presume that the Windows User Account Control (UAC) is turned on by default.

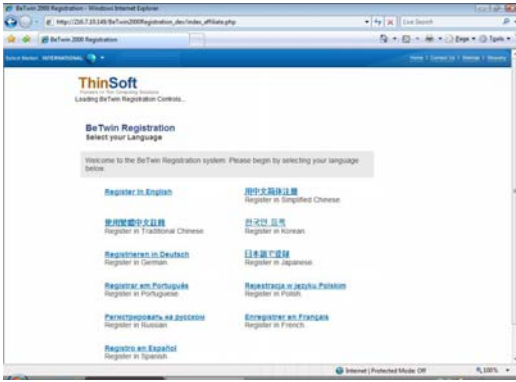
4. Within Microsoft Internet Explorer (32-bit), click on Tools => Internet => Options => Security => Custom Level. Set the "Reset To:" option to "Medium" and click on the Reset button. Next, click on the "OK" button to apply the changes. This is the required Internet Explorer setting and is what the BeTwin VS Registration page requires in order to successfully work the purchase/registration process.

Notes: When prompted to install and run the "ThinSoft ..." and/or the "SheriffNet Module" ActiveX controls, you must click on the "Yes" button to install and run the ActiveX controls.

Please wait for each page to load completely before proceeding to the next page.

Step 6.

Select the language to register.



Step 7.

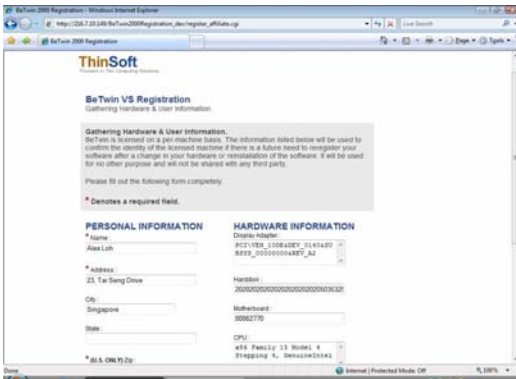
If you have purchased BeTwin VS prepaid serial number(s), enter the prepaid serial number(s) and click the “Register New Serial Numbers” button.

If you do not have BeTwin VS prepaid serial number(s) and want to purchase/ register BeTwin VS license online, select the option “Check this box if you would like to purchase additional user licenses” and click “Create New License and Purchase BeTwin” button.



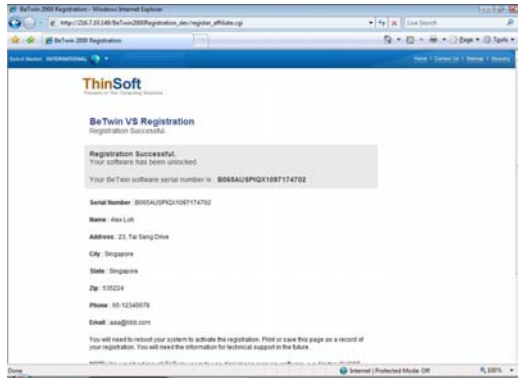
Step 8.

Enter the information requested and click “Continue with Registration”.



Step 9.

Once BeTwin VS is successfully registered, you will need to restart Windows.



12. Updating BeTwin

If you wish to update your BeTwin VS software to the most recent version, you can do so by downloading it from our web site.

1. Download the BeTwin demo from <http://www.thinsoftinc.com>. Once this file is saved onto your hard disk, locate it and double-click the filename, setup.exe.
2. You need not have to uninstall the current BeTwin VS software prior to installing the latest BeTwin VS software.
3. Follow the instructions on the screen.
4. Restart the computer after successfully installing the BeTwin VS software.

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You have now successfully updated your BeTwin VS software to the most recent version.

If you have already registered BeTwin, you will not need to re-register BeTwin VS software after upgrading the latest BeTwin VS software.

13. Technical Support

Technical support offered by ThinSoft Pte Ltd.

BeTwin products must be registered with ThinSoft before technical support may be offered. Registration may be completed by registering online at our World Wide Web site. Free support is offered for sixty (60) days from the date of registration. Our technical staff is available to answer questions, troubleshoot problems and to assist in the installation of BeTwin products. Before requesting technical support, please be prepared to provide information including the date and place of purchase and product serial number (_____).

<http://www.thinsoftinc.com>

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Support hours: 9:00am to 5:00pm local time