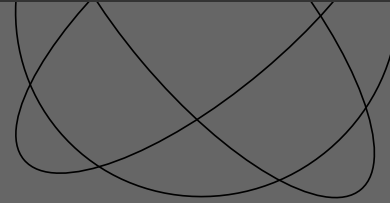# netvoyager CE-1010

User Guide

netvoyager

Warning

The Netvoyager CE-1010 has been made to pass all relevant EU safety standards. If you have any doubts about installation or operation visit our website:

www.netvoyager.co.uk/support

Safety Precautions

Contact with AC electrical mains can cause a severe electric shock and could be lethal.
1) Never remove the top cover from the Netvoyager CE-1010 thin client. There are no user-serviceable parts inside it, but there are some high-voltage live parts.
2) Follow the set-up instructions in this manual to make sure all electrical connections are made properly.
3) Do not connect any equipment to the mains supply until you have properly connected all the other leads.
4) Disconnect the CE-1010's mains plug from the mains socket before disconnecting any equipment from its rear panel.
5) Never push anything into holes, slots or other openings in the CE-1010 unless specifically detailed in this document.
6) The CE-1010 has been designed with ease of use in mind.

Important notice

You must read and agree to the License Agreement and conditions of use before you commence using the product. If you do not agree, you must return the whole package to the point of purchase.

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Should you experience any difficulties, please contact us by e-mail at **support@netvoyager.co.uk**, or phone our call centre on **+44 (0) 20 8968 3030**.

Caution

1) Do not unplug the CE-1010 whilst in use.
2) Do not use or store the CE-1010 in hot, cold, damp or dusty places as this could affect the unit's performance and may prove to be a fire hazard.
3) Do not block the ventilation holes of the unit.
4) Never stand the unit directly on soft furnishing or carpets, as this will stop the CE-1010 getting the required ventilation.
5) Do not put anything on the CE-1010 that might spill (e.g. drinks, plants, etc).
6) Do not place the unit in an unventilated cabinet or on top of a unit which emits heat (e.g. video recorder).
7) Do not stack units on top of the CE-1010. Always leave a gap of at least 5cm above and around it to allow for sufficient ventilation and passage of air.
8) Never remove the box's metal cover or plastic front.
9) A service should be carried out only by an authorised Netvoyager service centre or Netvoyager authorised engineer.

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Contents

Netvoyager limited warranty

Returns within 12 months of Purchase
- The customer may return the CE-1010 thin client if the product develops a fault within 12 months from the date of purchase.
- If a fault develops, the customer must call our customer support team on 020 8968 3030 and log the fault. The support agent determines the fault and endeavours to find a solution over the telephone.
- Faults that warrant a return are hardware failure and not operational issues which are related to usage of the system.
- If the fault cannot be remedied over the telephone, our customer services agent will arrange for the unit to be returned for repair.
- The return can only take place if an RMA code is issued. Our customer services agent or your supplier will issue an RMA code once the unit's serial number, model, contact details, pick-up details and the nature of the fault have been recorded. A confirmation can be sent to you at your request by post, fax or email.
- A return is not authorised unless an RMA code is allocated by our service centre engineer. The product will not be accepted by our service team if it does not have an RMA code
- An RMA code expires within 14 days. If you do not return the unit within 14 days, the package is deemed to be non-faulty and a new

RMA number will not be allocated to the same serial number and postal address.
- When returning the CE-1010 thin client, the Netvoyager returns team will only accept the package if it is returned with the invoice, original packaging and all the internal contents.
- There is a returns charge that covers the pickup by our authorised couriers, which is paid in advance.
- A repaired unit will be dispatched to you within 20 working days after our receipt of the package.

The following are not covered by the Netvoyager warranty.
Loss or damage caused by misuse or neglect.
Improper use, this includes any use other than the unit's ordinary commercial or industrial applications.
Loss or damage caused by shipping, improper installation or maintenance.
Failure to adhere to all the warning and caution notices contained within the CE-1010 user manual, not limited to proper environment and ventilation.
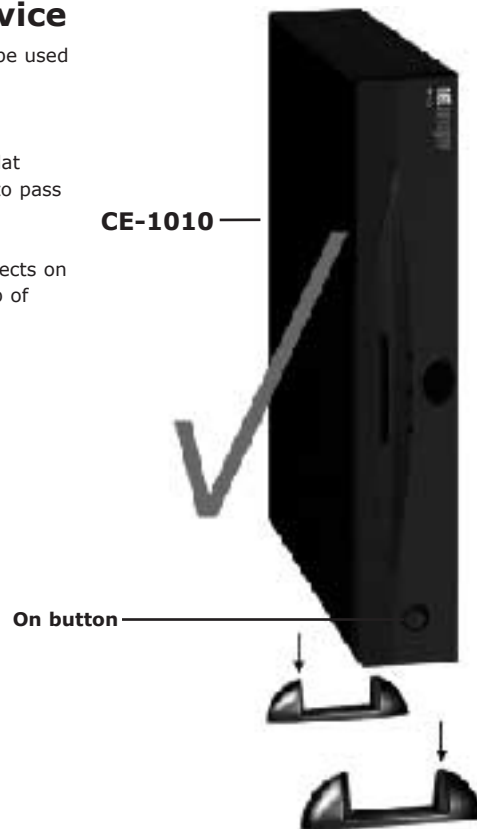Any modification or alteration of the unit not conducted by an authorised Netvoyager service centre or engineer.

Important installation advice

For optimum performance, the CE-1010 should be used in conjunction with the feet provided and stood vertically. This will ensure proper ventilation.

The unit can also be installed horizontally on a flat surface. In this case, ensure that air is allowed to pass freely into the ventilation holes.

Do not block the ventilation holes by placing objects on top of the unit. Do not place the CE-1010 on top of another heat generating device.

CE-1010

On button

Ensure proper ventilation
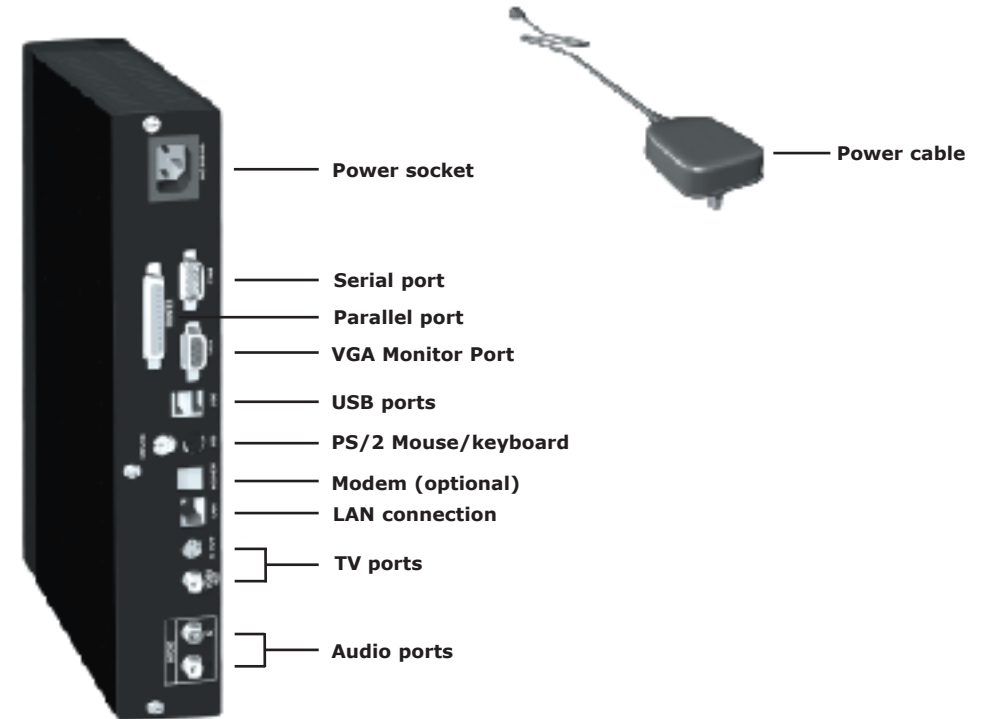
Do not stack the CE-1010 units (see diagram).

If air flow is restricted by blocking ventilation holes with other objects it may damage the CE-1010 and affect its performance.

Improper installation or maintenance of the CE-1010 will invalidate your warranty.

Plugging in the CE-1010

The Netvoyager CE-1010 comes with a power cable, which is connected to the power socket in the unit's back panel and to the mains. The CE-1010 can be connected to Local Area Networks via its LAN connection socket also situated on its back panel. After connection, turn the CE-1010 on by pressing the button on the front panel, this will illuminate when there is power running to the unit. Do not connect the CE-1010 to the mains supply until you have properly connected all other leads.

Power cable

Power socket

Serial port

Parallel port

VGA Monitor Port

USB ports

PS/2 Mouse/keyboard

Modem (optional)

LAN connection

TV ports

Audio ports

CE-1010 connectivity features

The Netvoyager CE-1010 offers a comprehensive array of input devices:
these include ports for a PS/2, infra-red and USB mouse and keyboard; stereo audio ports;
parallel and serial ports and a TV-out socket.
Networking is provided by an auto-sensing 10/100 BaseT fast Ethernet. Display options are SVGA, S-Video and PAL composite video out.

If you need further information on connecting, configuring or warranty registation contact us at:
support@netvoyager.co.uk

The connections page

The connections page consists of three controls:

· Connect
· End
· List View

The screenshot shows the Netvoyager session manager with two example connections, which are known as Northbridge and Southbridge.

The CE-1010 supports RDP and ICA connections, and the Southbridge connection is active and connected to the remote server in the example shown.

The Connect button performs multiple functions. If a connection is not active, then Connect activates the selected connection. If a connection is active, then Connect switches to the connection that is selected in the list view.

When the user clicks the End button, the Netvoyager session manager posts a session close warning message to the client.

If the connection is active after 10 seconds, then the client responds to the sesssion close warning message and gives the user the opportunity to shut down the connection.

For example, in RDP, the remote Windows NT desktop comes to the foreground and prompts the user. Users will receive a message only if they are logged on.

If the session was waiting for a user to log on, then the session will exit quietly.

List View is the display area on the Connections and Configure pages. List View allows the user to view and select connections to connect to the Netvoyager session manager, switch to a new connection, or end a connection.

Users might select these options because they want to end the connection with the session manager or because the session software is no longer responding. The user can use List View to connect to the Netvoyager session manager, or to switch among connections, in the following ways:

Double-click the name of a connection in the Connection Name column to select and start a connection, or to switch to a different connection.

Highlight a connection, then press the Enter key to select and start a connection.

The configure page

The configure page consists of five controls:
· Add
· Edit
· Delete
· Startup
· List View

The Add, Edit, and Delete buttons use helper applications. For example, in the case of the Add button, the application is called the Add helper. These applications present the user with dialogue boxes to select the type of connection to create, edit, or delete.
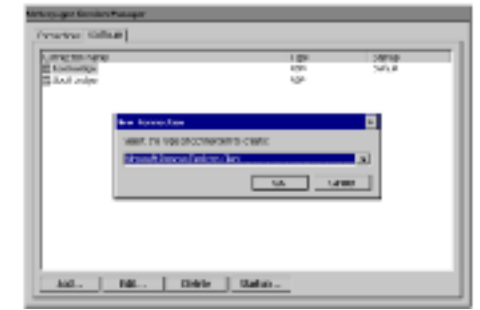
The Add button provides an example of how helpers function with the Netvoyager session manager buttons. Add allows the user to create a new connection. The screen shot on this page shows the effect of clicking Add. The user is presented with a dialogue box to select the type of connection to create.

After the user selects a connection type and clicks OK, the session manager will run the Add helper. Helper applications are not part of the session manager they are software components that are called by it.

When a helper is running, the session manager is disabled. The user must complete the tasks that are required by the helper and exit the helper application before continuing to use the shell.

The Edit button, which allows the user to edit or modify the properties of an existing connection, also uses a helper application. Clicking Edit starts the Edit helper for RDP or ICA connections.

The Delete button allows the user to delete a connection. The user is prompted whether to

delete the connection. If the user chooses yes, then the session manager calls the Delete helper.

The Delete helper must run silently. If it cannot delete the connection, then it notifies the user that an error occurred.

The Startup button allows the user to specify the startup behaviour of a connection. The startup behaviour of a connection can be either default or autostart.

If a connection is default, then it will be preselected in List View when the session manager starts, so that the user presses the enter button once to start the connection.

If the connection is autostart, then the session manager automatically starts the connection, instead of requiring the user to press enter. If a user does not select a default connection, then the first connection in the list is specified as the default.

List View allows the user to view and select connections to add, edit, delete, or specify the startup behaviour of a connection. For more information about List view, see The Connections Page opposite.

Microsoft End User License agreement Page 1/2

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