

# RemotePoll Monitor

## User Guide



Version 1.0

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# 1 About RemotePoll Monitor

RemotePoll Monitor is a utility that provides real-time information for RemotePoll clients Connection Status, Signal Strength, and Response received by location. RemotePoll Monitor can be installed on any PC with a network connection for either ResponseWare or a Direct IP.

## System Requirements

- Intel or AMD 600 MHz class processor (1 GHz or higher recommended)
- 256 MB RAM
- 10 MB hard disk space (an additional 32 MB is required if you do not have Microsoft .NET Framework 2.0 installed)
- 1024x768 resolution at 32-bit color or higher
- Standard USB 1.1/2.0 port
- Ethernet or 802.11 compatible wireless network card
- Internet connectivity

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## How to Download RemotePoll Monitor

- 1 Go to [www.TurningTechnologies.com/downloads](http://www.TurningTechnologies.com/downloads).
- 2 Click **RemotePoll Monitor 1.0** under PC Software.
- 3 Enter the **required information** and click **Submit**.
- 4 Click the **link** to start the download.
- 5 **Save** the file to a specified location.

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## How to Install RemotePoll Monitor

- 1 Double Click the **RemotePoll Monitor Setup** file.
- 2 Click **Next** on the Welcome to InstallShield Wizard for RemotePoll Monitor screen.
- 3 Select **I Accept the terms in the license agreement** if you agree to the agreement on the License Agreement screen.

**Note** If you do not agree to the license agreement, choose I do not accept the terms in the license agreement to discontinue the installation.

- 4 Click **Next**.
- 5 Complete all fields of the user information screen.
- 6 Choose whether you are installing RemotePoll Monitor for All user accounts on the computer or just the current user.
- 7 Click **Next** to continue the installation.
- 8 Click **Install** to complete the installation.
- 9 Click **Finish** to exit the wizard.

You will be given the option to launch RemotePoll Monitor upon exiting the installation wizard or simply closing the wizard

**To install Remote Poll on another computer, repeat steps 1-9.**

# 2 Configuring RemotePoll Monitor for ResponseWare

- 1 Open **RemotePoll Monitor**.
- 2 Select **ResponseWare**. as the Connection Type.
- 3 Enter the **Server URL**.

**Note** The default Server URL is <http://www.rwpoll.com>. This should be used unless instructed otherwise by Turning Technologies or your IT Staff.

- 4 Enter the **Session ID**.



The screenshot shows a configuration window for RemotePoll Monitor. On the left, under 'Connection Type', there are two radio buttons: 'ResponseWare' (selected) and 'Direct IP'. To the right, there are two input fields: 'Server URL' containing 'www.rwpoll.com' and 'Session ID' which is empty and highlighted with a red box. To the right of the 'Server URL' field is the text 'Not Connected...'. Below the 'Session ID' field is a 'Connect' button. In the bottom right corner, the version 'v1.0.0.1095' and a blue 'Help' link are displayed.

- 5 Click **Connect**.

RemotePoll Monitor is now connected and will display all connected remote locations real time information.

# 3 Configuring RemotePoll Monitor for Direct IP

- 1 Open **RemotePoll Monitor**.
- 2 Select Direct IP as the Connection Type.
- 3 Enter the **Host Computer name** or **IP Address**.
- 4 Enter the Host Computer's **Port Number**.

**Note** The Computer Name or IP address and the Port Number are provided on the hosting computer in the Remote Poll Settings section.

The screenshot shows the configuration window for RemotePoll Monitor. On the left, under 'Connection Type', the 'Direct IP' radio button is selected. To the right, there are two input fields: 'Host Computer Name or IP:' which is currently empty and has a red rectangular box around it, and 'Port Number:' which contains the value '2010' and also has a red rectangular box around it. To the right of the first field, the text 'Not Connected...' is displayed. Below the input fields is a 'Connect' button. In the bottom right corner of the window, the version number 'v1.0.0.1095' and a blue 'Help' link are visible.

- 5 Click **Connect**.

RemotePoll Monitor is now connected and will display all connected remote locations real time information.

# 4 Contact Us

Turning Technologies Customer Service Department offers first class technical support second to none.

Technical Support is available Monday - Friday, 7am - 9pm EST.

From within the continental United States, you can reach Customer Service toll-free by calling 1-877-726-4602. If calling from outside the United States, please call +(1) 330 746 3015.

Customer Service may also be reached via e-mail at [support@turningtechnologies.com](mailto:support@turningtechnologies.com). Please note, it may take up to 2 business days for a reply if contacted via e-mail.