

→ PUBLISHER: *on* COMMUNIQUE PRICE: \$10 (APPROX £5.50) PER MONTH/\$100 (APPROX £55) PER YEAR  
 RETAILER'S WEB SITE: WWW.ONCOM.COM SYSTEM REQUIREMENTS: WINDOWS 98 SE/ME/2000/  
 NT4.0/XP; 32MB RAM, 30GB HDD, CD-ROM DRIVE, INTERNET EXPLORER 5.5, NETSCAPE NAVIGATOR 7

## I'm InTouch 3.52

Christian Harris finds out how easy it is to access your primary computer from any other Internet-connected device

**I**m InTouch software makes it possible to remotely connect and interact with your home or office PC to access programs, data files and e-mail. The benefit of being able to access your PC from any other Internet-connected device, such as a laptop or PDA, means you don't have to reinstall applications on a second PC, worry about synchronising data and devices, or fear losing your mobile device. The biggest downside is that you have to be online to use the software.

Once you've installed *I'm InTouch* on to the firewall-protected PC that you want to access, your system is then registered with the *I'm InTouch* Sign-Up Server so that your PC can be located. From the browser of your Internet-connected device you then go to the software's Java-based Web portal and follow the log-in prompts. *I'm InTouch*'s location server locates your PC on the Internet and then makes a private connection to it.

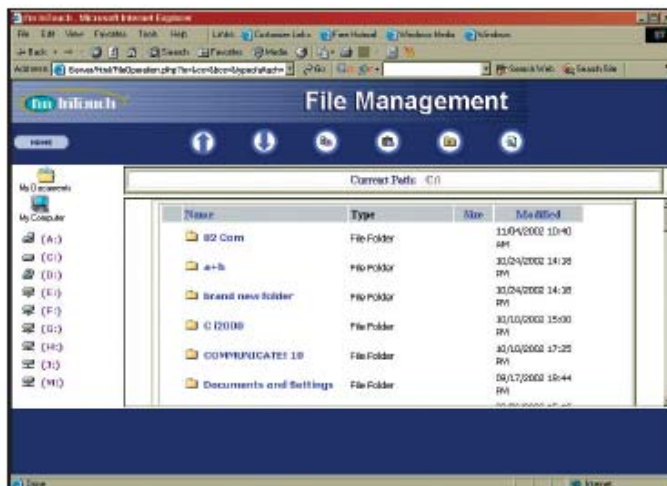
Once the connection has been made, the location server drops out of the picture, leaving a peer-to-peer connection between your computer and the device you're currently using. Remember that your main computer must be on and connected to the Internet if you wish to reach it, which

may be a few days of constant power if you're on a business trip out of the country. Furthermore, if your main computer crashes, the session is over and you won't be able to access it because there's no way to power-on the computer remotely.

Using *I'm InTouch*'s intuitive main interface enables you to drag-and-drop files between computers, or access applications and *Outlook 2003* e-mail, contacts and calendar information. Thankfully, if the software that created the file isn't present, you can still remotely view the contents as long as it's one of the 50 file formats supported by the built-in file viewer.

### Security conscious

If you're concerned that someone may try to access your computer while you're away from it, you can create a password-protected screen saver. There are also four levels of security layered into the *I'm InTouch* service, and all data delivered during a session is encrypted using SSL 128-bit encryption, which is similar to that used by major banks for online banking. In the event that you forget to log out after using *I'm InTouch*, an idle session will time-out to ensure that no one is able to continue to interact with your PC.



*I'm InTouch* supports both wired and wireless devices

*I'm InTouch* uses its own servers to facilitate the connection of computers. This is why you don't need to install the software on a second PC. While this results in ease of use and convenience, it means that you have to pay a service fee. The service plan can be purchased either monthly (\$10) or annually (\$100). Upgrades are provided automatically and at no charge as part of your *I'm InTouch* service fee.

*I'm InTouch* is an easy-to-use and effective solution, that's for sure. In particular, we really like the fact that you don't have to change or open ports, configure IP addresses or deploy any hardware or software. Its email integration tools are neat too, and enable you to read, reply, forward, compose and delete messages using *Outlook 2003* or *Outlook Express*. Email is also processed directly at your desktop – this is one better than other similar solutions that move or copy data from your computer to a host service or require you to synchronise devices.

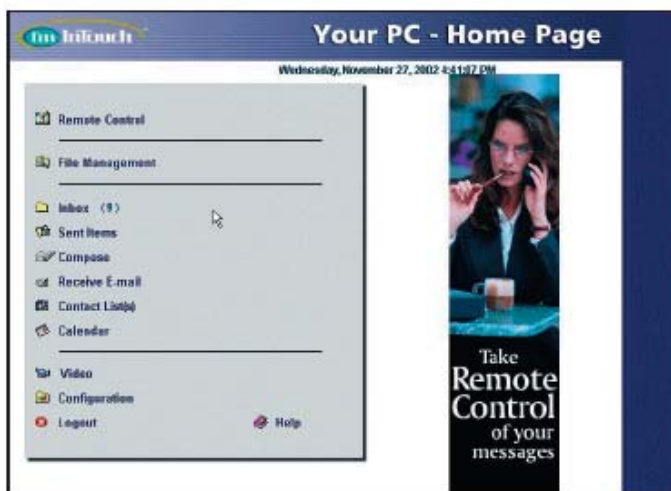
The way the software can notify you of any new email messages is great, too. It comes in the form of a short text message to your wireless device identifying the sender, subject and the first few words of the message. Unfortunately, business users will miss any administrative features that enable them to monitor usage and add/remove users to/from their accounts and groups. There's no real-time online reports either, so you have no idea who in your company is accessing information. ■

→ **PC ANSWERS VERDICT**

Ease of use  
 Features  
 Performance  
 Value for money

→ **Overall**

**85%** *Ideal for single users who want to remotely access their PC; business users may find the service limited*



An e-mail notification feature makes sure you never miss that important message



*I'm InTouch* is very easy to install and use – you're ready to go in few minutes