



Article reproduced from the **April/May 2006 edition of Law Office Computing**

Discoveries: Remote Computing: I'm InTouch

I have used remote access systems since the beginning of time (in computer terms), when remote access involved dialing into your office computer modem line. I used to have a switch that recognized when the phone rang five times, turned on the computer and let me access it with PC Anywhere version 1. Thankfully, things have gotten better.

Now there are a host of remote access options — some are expensive and vastly complex, while others are inexpensive but feature-lite. Somewhere in between, there is a usable solution. I'm InTouch by 01 Communique Inc. is that solution. When looking at remote access tools, I like something that will be easy to use, flexible, reliable, secure and inexpensive. I also need it to run reasonably on a low bandwidth connection. I'm InTouch met all these needs.

I downloaded the software, installed it on my PC, and was up and running in minutes. The interface was remarkably straightforward and intuitive. I was able to remotely access my office computer over a 1.5Mbps DSL line instantly and perform all the remote access tasks I wanted, such as bringing up files and installing software remotely. I was able to transfer files from the remote computer to a local computer with ease and even print remotely. It took fewer than 15 seconds to set up the printing function and I didn't even have to crack open the manual.

In addition, I'm InTouch offers an interface to run on Wi-Fi-enabled devices. I really liked having remote access to my files and e-mail — but this is good only if you are using Microsoft Outlook. While its integrated e-mail features are intuitive, they are tailored to Outlook users, which might not work if you use another e-mail program. One advantage of I'm InTouch is synchronization with my Wi-Fi files. If I send or receive information using the system on my Wi-Fi device, everything immediately is updated on my office PC.

Security is handled by using a 128-bit encrypted Secure Sockets Layer connection to prevent the bad guys from intercepting your session and phishing for passwords. All of your user names and passwords are stored on your own office computer, so there is little chance of a database at 01 Communique Inc. being compromised and allowing others access to your system.

There is a very useful feature that allows you to kill a hung application or even reboot the remote computer. Of course, you will have to re-initiate the session, but it's a small price to pay.

I was disappointed with the clunky look of the refresh interface. Even on a high bandwidth connection, I was surprised to find that I still got a bunch of screen flashes, black boxes and flickering while the screen refreshed, opened an image or opened a new window. However, it merely was annoying, not devastating.

One other issue I had while using the I'm InTouch system: 01 Communique Inc. has a penchant for choosing weird names (hence, the company name) and that leads to URLs that are not easy to remember. To start a session at the Web site needed to initiate a remote session, I typed the URL seven times before I got it right. It's a small complaint that might just be indicative of my lack of typing skills. but it still was irritating. However, for its price, I'm InTouch is a great remote access

tool despite a few minor annoyances.

Reviewed by Dan Coolidge, a patent and intellectual property attorney and frequent lecturer and writer on legal technology issues. He also is a computer engineer.

Information

I'm InTouch

01 Communique Inc.

www.01com.com

Price: \$9.95 per month or \$99.95 a year per PC.

Windows 2000/XP/2003.

Overall

Pros

It's easy to use and inexpensive. It has full remote access and great features for Outlook.

Cons

A little clunky. Outlook features are useless if you use a different e-mail program.

Verdict

I would give it a seven on a scale of one to 10, with 10 being best.