

THE COMPLETE USER GUIDE

User Guide

Everything you need to control your devices from anywhere: installation, connecting, file transfer, meetings, security and subscription – with real screenshots from the app.

Windows

Android

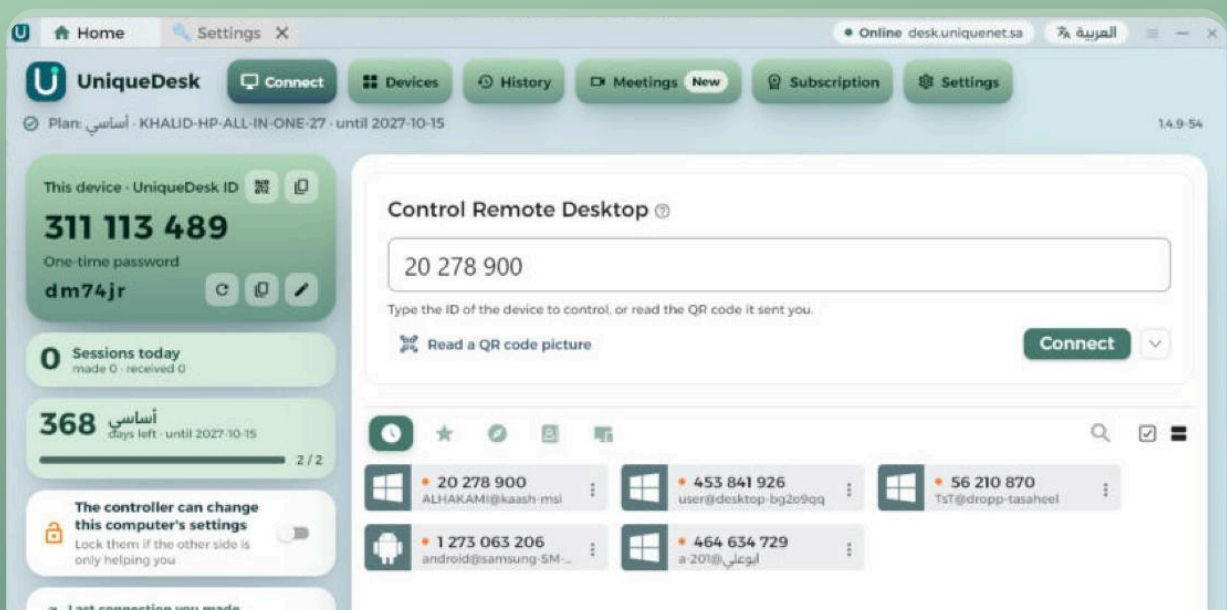
iPhone & iPad

uniquedesk.net

Unique Net Information Technology Est.

Secure remote control

Windows · Android · iPhone



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PART ONE

Getting started

What UniqueDesk is, what it does, and how to install it on all your devices in minutes – then what you see on the first launch.

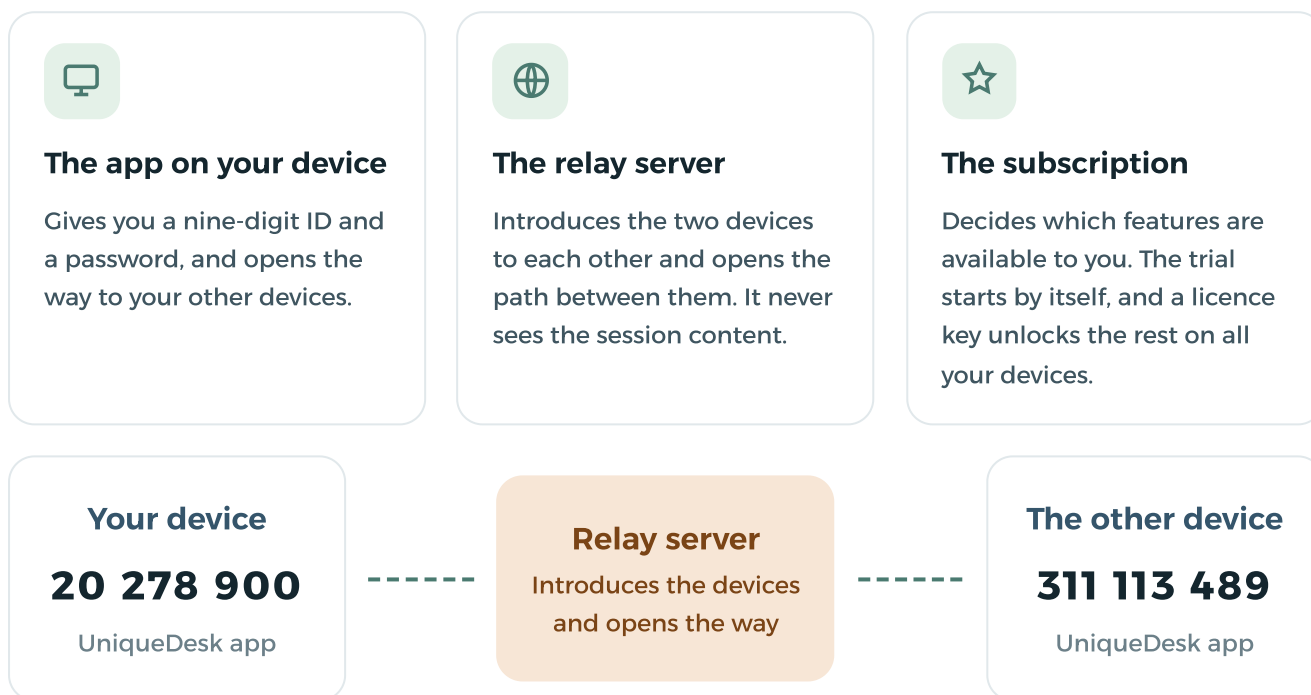
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CHAPTER 1

What UniqueDesk is and how it works

Secure remote control for your devices. Install it on your own device and on the one you want to reach, and the other screen is in front of you with mouse and keyboard, as if you were sitting there.

Just three parts



The session is end-to-end encrypted and goes directly between the two devices whenever possible.

What happens when you connect?

- 1 You type the ID**
In **Control Remote Desktop**, then press **Connect**.
- 2 The other side verifies**
The app asks for the other device's password, or waits for its owner to press "Accept".
- 3 The session starts**
Their screen appears on your side with a toolbar: files, audio, camera, pen, recording.

Privacy and security in brief

- ✓ **A new password every time**
It changes after each session; whoever connected today cannot connect tomorrow without your permission.
- ✓ **You decide who controls**
Accept sessions by pressing "Accept", by password, or by either.
- ✓ **We do not see your screen**
Content is encrypted between the two devices; our servers only know that a session started and ended.
- ✓ **A warning when recording**
If the other side records the session you are told at once, and you can block recording altogether.

CHAPTER 2

Features: in the trial and in the subscription

Real working tools in one app. Anything marked **Trial** is available from the first launch; anything marked **Subscription** unlocks with a licence key, according to your plan.

Feature	What it does	Available in
Remote control	The other device's screen in front of you, with mouse and keyboard, as if you were sitting there.	Trial
File transfer	Move files and folders between the two devices, both ways, with progress.	Trial
Audio & voice call	Hear the other device's sound and talk with the other side during the session.	Subscription
Camera both ways	See the other person and let them see you, for clearer help.	Subscription
Annotation pen	Draw and point on the screen to show exactly the step you mean.	Subscription
Session recording	Record the session on video to go back to it or share it later.	Subscription
Video meetings	Meet your team with voice, video, screen sharing and a whiteboard, right in the same app.	Subscription
Unattended access	Reach your own device at any time with a permanent password, with nobody in front of it.	Subscription
Remote printing	Print from the remote device on a printer at your side.	Subscription
iPhone by QR code	Scan the code from the Windows app and your iPhone runs on the same subscription.	Subscription
Encrypted connection	Every session is end-to-end encrypted, with a fresh password each time.	Always
Arabic & English	A full Arabic interface that switches to English with one button at the top of the window.	Always
Windows, Android, iPhone	One subscription on all your devices, with updates delivered inside the app.	Always

The free trial starts by itself

From the first launch, **30 days** with no sign-up and no card: remote control, viewing and file transfer in full. The days left show in the subscription card on the home screen.

When you subscribe

You receive a key in the form **UDK-XXXX-XXXX-XXXX**. Enter it from the **Subscription** button at the top of the app (Android: Settings → Subscription) and your plan's features unlock at once. Chapter 15.

CHAPTER 3

Installing on Windows and Android

One build per device, for the trial and for the subscription. Always download it from the official site uniquedesk.net or from the store.

Windows

1

Download

Open uniquedesk.net and press [Download for Windows](#) (Windows 10 or later, 64-bit).

2

Run the file

Follow the short installation steps. If the blue SmartScreen screen appears:

[More info](#) then [Run anyway](#).

3

Done

The app opens and shows your device ID and password, and your free trial starts.

Why the blue screen? Windows shows the SmartScreen warning for every new program that not many people have installed yet; it does not mean the program is harmful. It appears once only; later updates happen inside the app with no warning.

Android

1

Download the app

On the phone open uniquedesk.net and press [Download for Android](#) (Android 8 or later).

2

Open the downloaded file

The system may ask you to allow installs from this source – normal for apps downloaded from a company's website.

3

Grant the permissions

Display over other apps and accessibility, so the app can show the phone's screen and control it when needed.

If a Play Protect warning appears: press [More details](#) then [Install anyway](#). On Samsung, if “App not installed” appears: Play Store → your picture → Play Protect → Settings, pause scanning, install, then turn it back on.

Have an older build? Uninstall it before installing the new one. Your licence key stays valid; re-enter it from [Settings](#) → [Subscription](#).

CHAPTER 4

Installing on iPhone, and the first launch

iPhone and iPad

1

From the App Store

Search for **UniqueDesk**, or press **Open in App Store** on the website (iOS 13 or later).

2

The sign-in screen

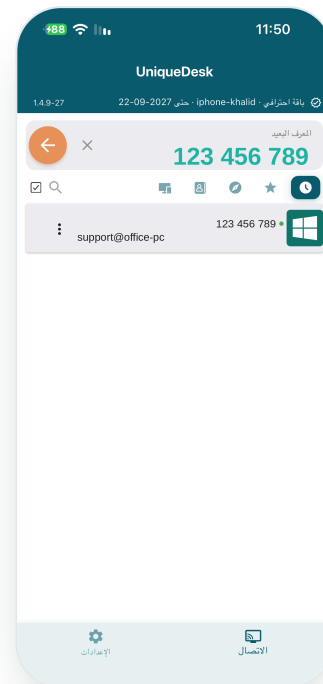
The iPhone runs on your own subscription, so you sign in with a QR code created from the Windows app, or with a username and password.

3

Create the code on Windows

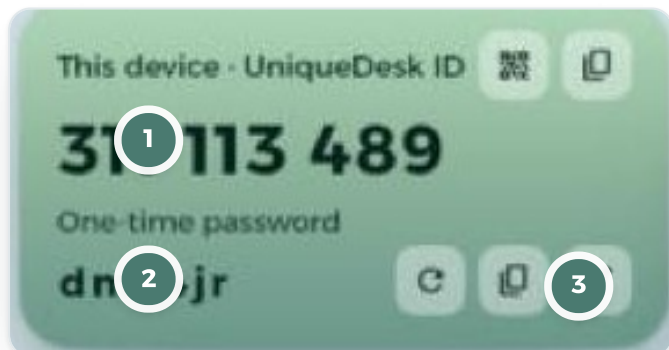
Settings → **Account** → **Create iPhone account**, then **QR code for phone sign-in**, and scan it from the iPhone.

Illustrated in chapter 16.



First launch: what do you see?

When you open the app for the first time on Windows or Android, the green card shows:



1

Your device ID

Nine digits (such as 311 113 489). This is your device's "phone number"; give it to whoever you want to connect to you.

2

A one-time password

It changes after every session. Give it, with the ID, only to whoever is helping you right now.

3

Refresh · Copy · Edit

Refresh generates a new password, Copy copies it, and the pencil changes the password method.

Your free trial starts by itself; the days left show in the subscription card on the home screen. **Online** at the top of the window means your device is ready to receive connections. (Phone pictures in this guide show the Arabic interface; the English one is laid out the same way.)

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PART TWO

Connecting and controlling

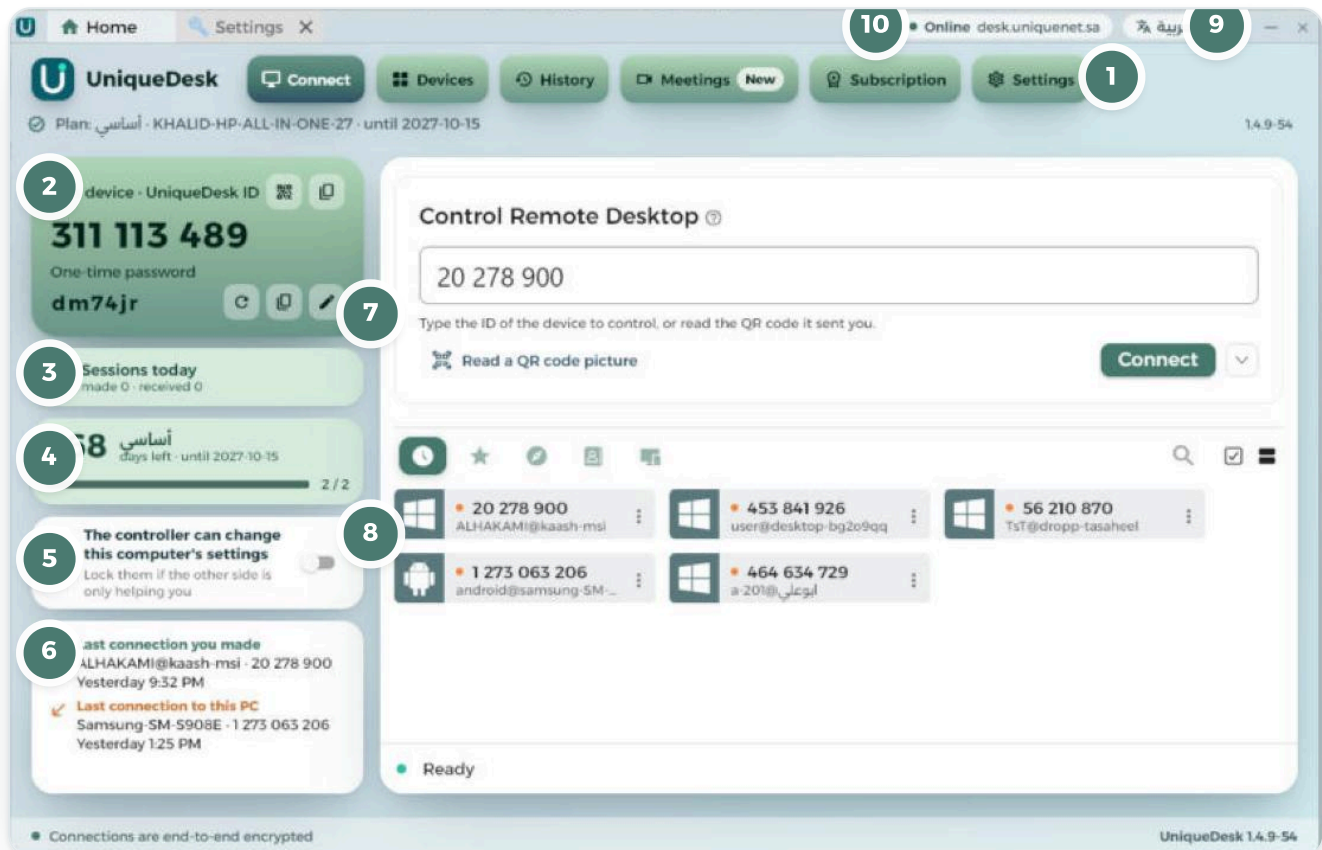
The home screen, connecting to another device, and everything you do during a session: the toolbar, audio and camera, the annotation pen, recording, and file transfer.

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CHAPTER 5

A tour of the home screen

Everything starts here: your own device on the left, the devices you control on the right, and the main buttons at the top.



The home screen on Windows (version 1.4.9-54)

- 1 **Main buttons**
Connect · Devices · History · Meetings · Subscription · Settings. The dark one is open now.
- 2 **Your device card**
Your ID and current password, with refresh, copy and edit buttons.
- 3 **Sessions today**
How many sessions you made and received today.
- 4 **Subscription card**
Plan, days left, and devices in use.
- 5 **The controller can change this computer's settings**
Lock it if the other side is only helping you. Chapter 14.
- 6 **Last connections**
The last one you made and the last one that reached you.
- 7 **Control Remote Desktop**
Type the other device's ID and press **Connect**. The arrow opens: Transfer file, View camera, Terminal.
- 8 **Recent devices**
Every device you connected to; click to connect or open its **⋮** menu.
- 9 **Language switch**
One button switches the whole interface between English and Arabic.
- 10 **Server status**
Online = your device is ready to receive connections.

CHAPTER 6

Connecting to another device

You need two things from the other device's owner: its **ID** and its **current password** – or for them to press “Accept” when your request arrives.



The “Control Remote Desktop” box on the home screen

1

Type the ID

The nine-digit ID (spaces do not matter). Or press **Read a QR code picture** if the other side sent you their device's connection code.

2

Press “Connect” and enter the password

A window asks for the other device's password. Type it and press **OK**. Tick “remember password” for devices you own so you do not type it each time.

3

Take control

The other screen opens in a new tab. Move the mouse and type as if you were in front of it. To end the session, close the tab. The arrow next to “Connect” opens: **Transfer file** without showing the screen, **View camera**, and **Terminal (beta)**.

What does the other side see?

A window appears with your device name and ID, with **Accept** and **Dismiss** and switches for what the session may do (keyboard and mouse, clipboard, audio, file transfer, recording). What happens next depends on their **Accept sessions** setting:

Their setting	What happens when your request arrives
Via click	They must press “Accept” themselves.
Via password	If you typed the correct password the session starts at once.
Via both	Either one is enough. This is the default.

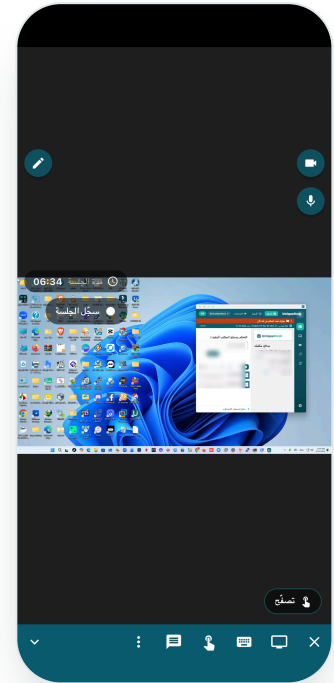
During the session the other side sees a small bar reminding them that their device is being controlled, and can end the session from it at any moment.

CHAPTER 7

During a session: the toolbar

A small toolbar sits above the remote screen and hides when you do not need it. Move the mouse to the top centre of the window to show it. Its buttons, in order:

Button	What it does
Pin toolbar	Keeps the toolbar always visible instead of hiding.
Chat	Text messages with the other side during the session.
Transfer file	Opens the file manager between the two devices in a new tab. Chapter 9.
Actions	Insert <code>Ctrl + Alt + Del</code> , insert Lock, restart the remote device, block user input, send keystrokes from the clipboard.
Display	Quality (good image / balanced / optimize reaction time), scale original or adaptive, fullscreen, choosing the monitor on multi-monitor devices, privacy mode, disable clipboard.
Keyboard	Input mode: translate keys or send them as they are.
Audio	Play the other device's sound on your side, and the voice call through the microphone. Chapter 8.
Camera	Show your camera to the other side or watch theirs. Chapter 8.
Annotation pen	Draw on the screen so the other side sees what you mean. Chapter 8.
Record session	Records screen and sound to a video file. Chapter 8.
End session	Closes the connection. The other side can also end it from their bar.



Picture: controlling a Windows PC from the phone; the session buttons are at the bottom, and the `:` menu holds the same actions.

Two useful shortcuts: `Ctrl + Alt + Del` does not reach the remote device directly, so send it from the Actions menu. To paste a long text there: copy it on your side, then choose “Send keystrokes from clipboard”.

CHAPTER 8

Audio, camera, annotation pen and recording

Four tools that bring remote support closer to sitting next to the person. All of them are on the toolbar during a session, and all unlock with a subscription.

Audio and voice call

Hear the other device: from the audio button turn on **Play audio with the other side**.

Voice call: **Turn on microphone**; the other side accepts from their connection window, then you talk directly. Mute at any time.

Camera both ways

Show your camera:

Show my camera to the other side; your picture appears in their connection window.

Watch theirs: **Other side's camera**; it appears in the corner of your screen, and you can enlarge or shrink it.

Annotation pen

Press the pen button and the pointer becomes a pen: draw circles and arrows on the other side's screen. From its menu: pen colour, note, eraser, clear all drawing.

While in pen mode the mouse does not click on the remote device; turn the pen off to go back to controlling.

Session recording

The red record button starts (screen and sound) and stops. A video file is saved and its path is shown with **Open folder**.

Transparency first: the other side is told immediately, and can block recording from their settings.

The camera and the pen work with Windows 10 or later on the current version; if the other side is on an older version, they should update from inside the app. On the phone the app asks for camera and microphone permission the first time.

Where do you find them?

Tool	On Windows	On the phone
Audio	The audio button on the toolbar	The microphone button at the top of the screen
Camera	The camera button on the toolbar	The camera button at the top of the screen
Annotation pen	The pen button on the toolbar	The floating pen button, and the : menu
Recording	The red button on the toolbar	: menu → Start session recording

CHAPTER 9

File transfer

A two-pane file manager: your device on one side, the other device on the other. Select what you want and press the transfer arrow, or drag and drop.

Three ways to open the file manager

1

From the home screen

Type the ID, then from the arrow next to **Connect** choose **Transfer file**. The manager opens without showing the screen.

2

During a session

Press the **Transfer file** button on the toolbar; it opens in a tab next to the screen tab.

3

From a device card

In **Devices** open the card's **:** menu and choose **Transfer file**.

How to transfer

Part	What you do there
Local computer	Your own files. Double-click folders to browse, or type the path in the bar.
Remote computer	The other device's files, the same way. What you see here is what the other side allows.
Transfer buttons	Select the files then press the arrow towards the device you want to copy to. Or drag files from one side to the other.
Transfer queue	Progress and speed of each file, with cancel. Transfers continue while you browse other folders.

Copy and paste works too: during a control session, copy a file on your device and paste it in the remote device's window (or the reverse), as long as the clipboard and file-transfer permissions are enabled on the other side.

File transfer is available in the free trial and in every plan. The other side can block it by turning off **Enable file transfer** in the connection window or in Settings → Security.

03

PART THREE

Meetings, devices and mobile

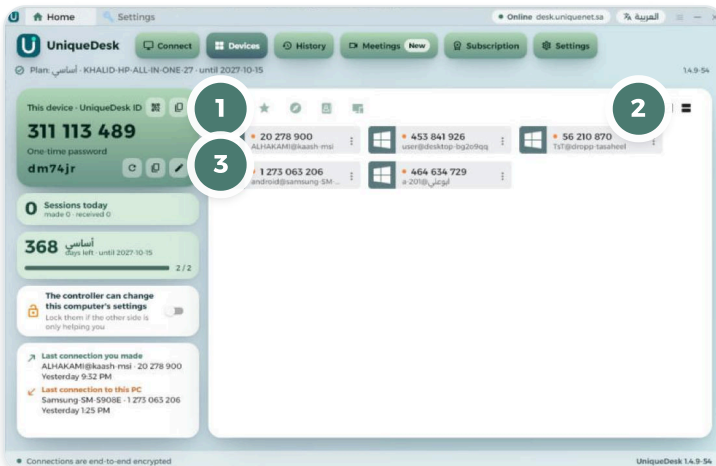
Your device list and connection history, video meetings with voice, video and screen sharing, and then what all of it looks like on the phone.

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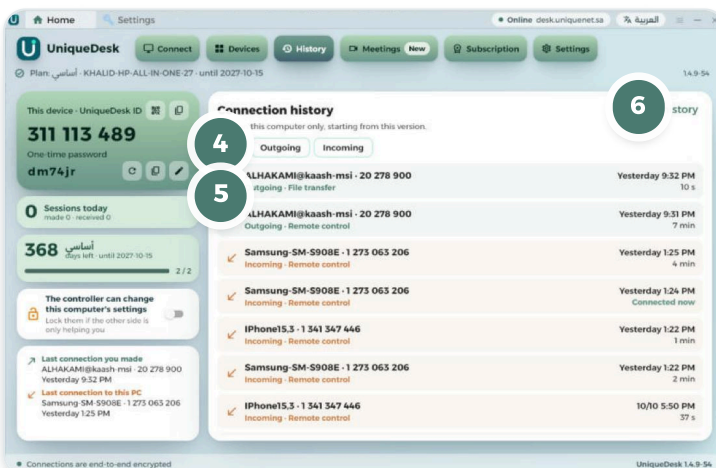
CHAPTER 10

Devices and History

The **Devices** screen keeps every device you have dealt with, and the **History** screen reminds you who connected to whom, and when.



The Devices screen



The History screen

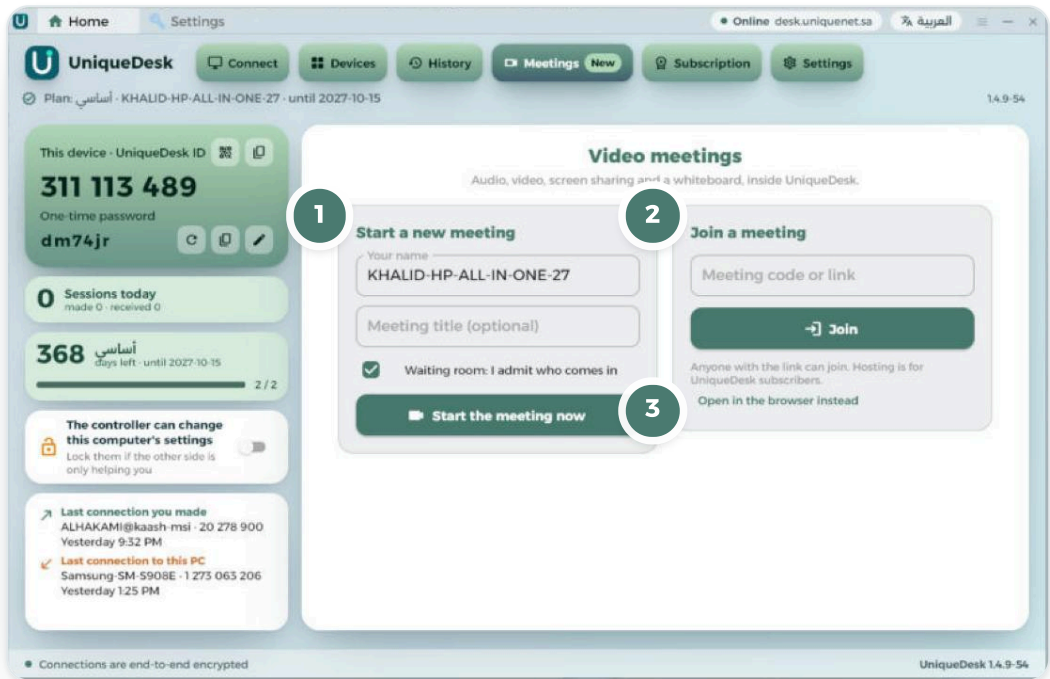
- 1 **Tabs**
Recent sessions (newest first) · Favorites (what you starred) · Discovered (UniqueDesk devices on your local network) · Address book (your saved devices with names and tags).
- 2 **Search and view**
Search by name or ID, and switch between card and list view.
- 3 **Device card**
Click it to connect, or open its $\vdots$ menu: Connect, Transfer file, View camera, Rename, Add to favorites, Delete.
- 4 **Filter**
All · Outgoing (you connected) · Incoming (someone connected to you).
- 5 **Each row**
Direction, device name and ID, session type (remote control, file transfer, view camera, terminal), start time and duration. A running session is marked “Connected now”.
- 6 **Clear history**
Deletes it for good. History is kept on this computer only and is never sent anywhere.

The “Last connections” card on the home screen is a shortcut to the two newest rows here.

CHAPTER 11

Video meetings

Voice, video, screen sharing and a whiteboard, inside UniqueDesk. Starting a meeting is for UniqueDesk subscribers; joining is open to anyone with the link – even without the app, from a browser.



The Meetings screen

- 1

Start a new meeting
Your name as participants will see it, an optional title, and the waiting room: you admit who comes in. Then [Start the meeting now](#).
- 2

Join a meeting
Paste the link or code you received and press [Join](#). Guests need no subscription, and can open the meeting in the browser instead of the app.
- 3

Help text
Anyone with the link can join; hosting is for UniqueDesk subscribers.

Inviting participants

- After starting the meeting press [Copy link](#) (and [Copy passcode](#) if you asked for one).
- Send the link any way you like: WhatsApp, e-mail, a message. Whoever opens it joins from the app or straight from the browser.
- With the waiting room on, you see the names of those knocking; admit them one by one or all at once.

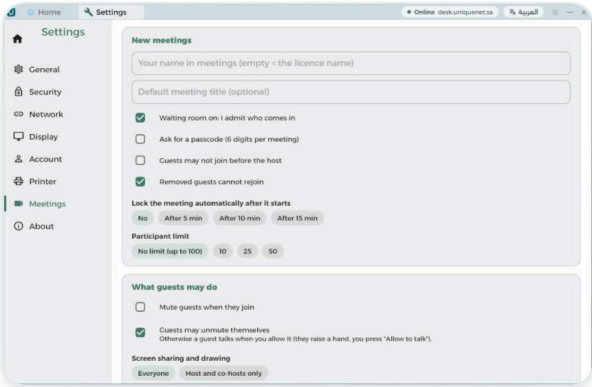
During the meeting

Participants	Mute one or all, allow someone who raised a hand to talk, make a co-host, remove a participant, and an attendance report at the end.
Screen and whiteboard	Share your whole screen or one window. The whiteboard is a shared board for drawing and writing, or over the shared screen.
Chat and recording	Chat for everyone or for the host only. Meeting recording with video and audio, with pause, and a warning if the disk has less than 2 GB free.

CHAPTER 11 · CONTINUED

Meeting settings

From **Settings** → **Meetings** you set, once, what repeats in every meeting instead of setting it each time.



Settings → Meetings

Card	What is in it
New meetings	Your name in meetings (empty = the licence name), a default title, the waiting room, asking for a 6-digit passcode, guests may not join before the host, removed guests cannot rejoin, locking the meeting automatically after 5 / 10 / 15 minutes, and the participant limit (up to 100).
What guests may do	Mute guests when they join, whether they may unmute themselves or must raise a hand, and who shares the screen and draws on the whiteboard: everyone, or the host and co-hosts only. And chat: everyone or the host.
When entering	Microphone and camera state when you join, and the meeting page language.
Recordings	Start recording automatically, what is recorded (video and audio / audio only), quality, save folder, and saving the chat to a file next to the recording.

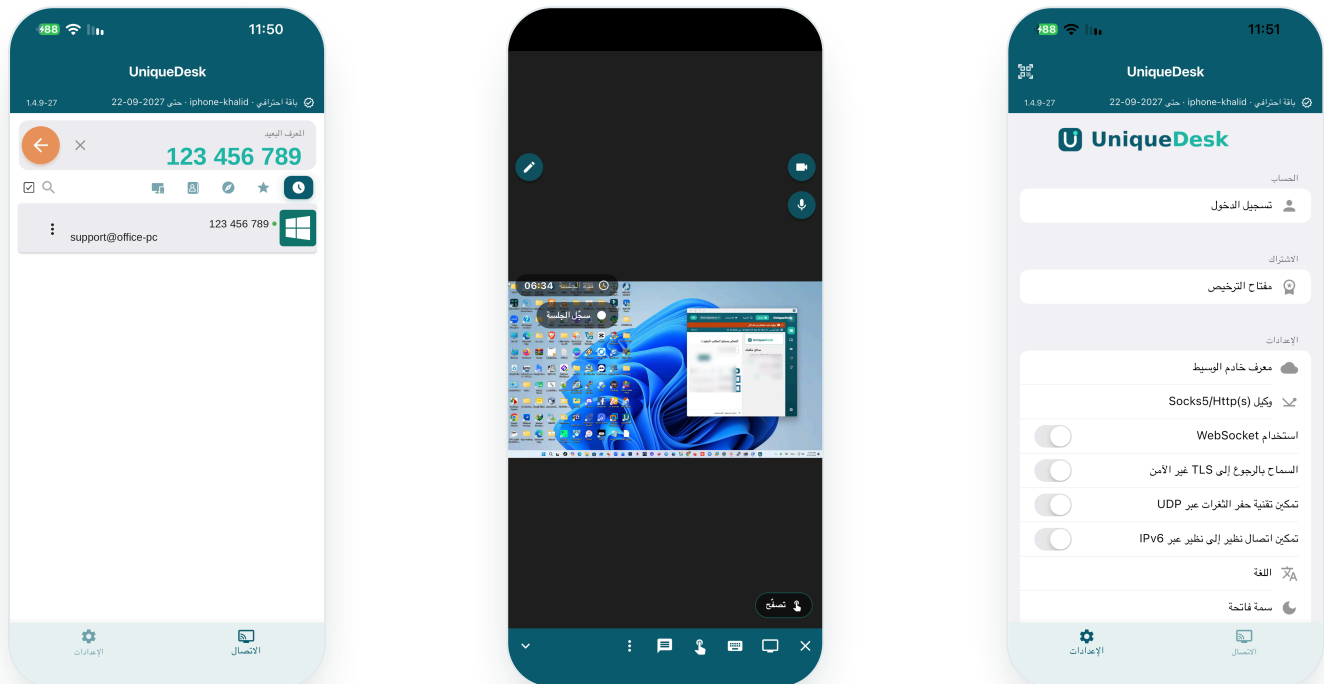
On Windows the meeting is shown inside the app through the Microsoft Edge WebView2 component. If it is not installed, the app shows a link to download it from Microsoft, or you choose

Open in the browser instead .

CHAPTER 12

Using the phone

On Android and iPhone you get the same screens, arranged for a phone, with one button bar at the bottom. Control a computer from your phone, or share your phone's screen with whoever is helping you.



From left: the home screen · controlling a computer · Settings (iPhone, Arabic interface)

What is different from Windows

- **Bottom bar:** Connect · Meetings · Settings (and on Android also: Chat and Share screen).
- **Phone card:** your phone's ID and password, so others can connect and help you on your phone's screen.
- **Session bar:** at the bottom: close, keyboard, display, touch/mouse mode, chat, and the : menu (OS password, `Ctrl + Alt + Del`, restart, recording, pen, camera).
- **Sharing the phone's screen (Android):** on the Share screen tab press "Start" and accept the system prompt; a permanent notification shows during the session and you end it from there at any moment.
- **The iPhone** controls other devices and joins meetings, and signs in on your subscription via a QR code (chapter 16).

Touch control

Gesture	Result on the remote device
One-finger tap	Left click
Long press	Right click
One-finger drag	Moves the pointer (touchpad mode) or drags (direct touch mode)
Two-finger scroll	Scrolls the page
Two-finger pinch	Zooms the view in and out
Pen mode on	Touch draws and does not click; two fingers move the screen

04

PART FOUR

Security and subscription

Who can connect to your device and what they may do, unattended access to your own devices, and two-factor authentication – then the subscription, the licence key and iPhone sign-in.

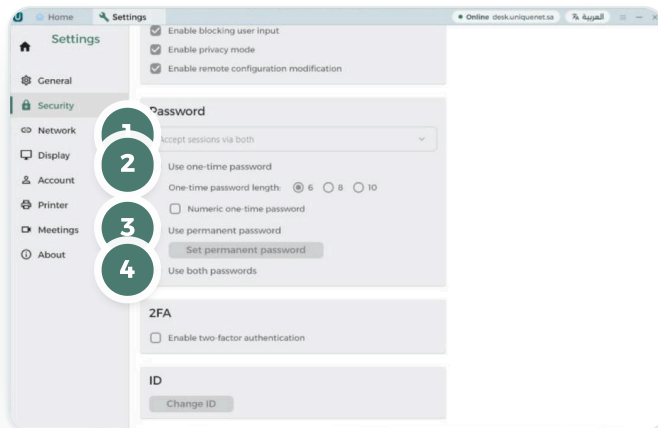
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CHAPTER 13

Passwords and unattended access

Who can connect to your device? You decide, from **Settings** → **Security**, or with the pencil next to the password on the home screen. Press

Unlock Security Settings first to edit them.



Settings → Security → the “Password” card

- 1 Accept sessions**
Via click, via password, or via both (the default). Chapter 6.
- 2 One-time password**
The app generates it and changes it after every session. You choose its length (6 / 8 / 10) and whether it is digits only (easier to dictate by phone).
- 3 Permanent password**
A fixed password you set yourself with **Set permanent password**. Whoever knows it can enter at any time.
- 4 Both passwords**
Both at once: a temporary one shown on screen for whoever helps you, and a permanent one for you.

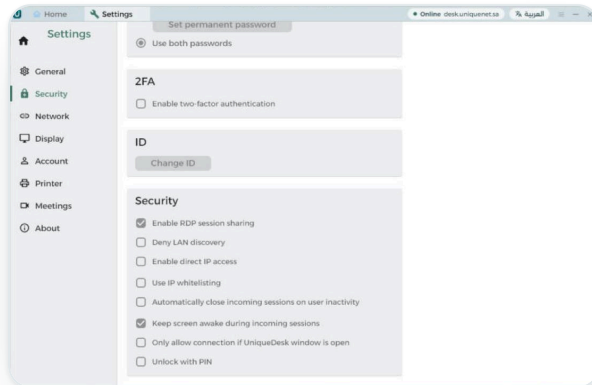
Which method should I choose?

Method	How it works	Best for
One-time	A new password automatically after every session. You give it to whoever helps you now, and it is useless tomorrow.	Asking for support and help. The most secure.
Permanent	Whoever knows it can enter at any time without anyone pressing “Accept”. The temporary password then shows as “-” on the home screen.	Unattended access to your own devices (with a subscription).
Both	A temporary one for help and a permanent one for yourself, at the same time.	A device you use yourself and sometimes ask for help on. The most complete choice.

Unattended access in four steps: on that device choose “Permanent password” or “Both” → set a strong password (8 characters or more) → make Accept sessions via password or via both, not “via click” alone → and when connecting, tick “remember password”.

CHAPTER 14

Permissions and two-factor authentication



Settings → Security → the “Security” card

What the controller is allowed

The **Permissions** card sets the default rights of whoever connects to your device: full access, screen share (view only), or custom: keyboard and mouse, clipboard, file transfer, audio, camera, terminal, TCP tunnel, restart, session recording, blocking user input, privacy mode, changing settings, and the printer.

And during the session: the connection window on the controlled side has a switch for each right; turning one off disables it at once in the running session.

Who can change my settings?



This switch on the home screen: **on** = the controller can change UniqueDesk settings on your device (for example set a permanent password) – right for your own devices. **locked** = they see and control but do not change the settings – right when someone else is helping you.

Two-factor authentication (2FA)

Asks everyone who connects to your device – in addition to the password – for a changing code from an authenticator app on your phone (such as Google Authenticator or Microsoft Authenticator). Keep the phone that holds the authenticator app; losing it means turning two-factor off from the device itself, directly.

1

Settings → Security →
Unlock Security Settings .

2

Turn on
Enable two-factor authentication
. A QR code appears.

3

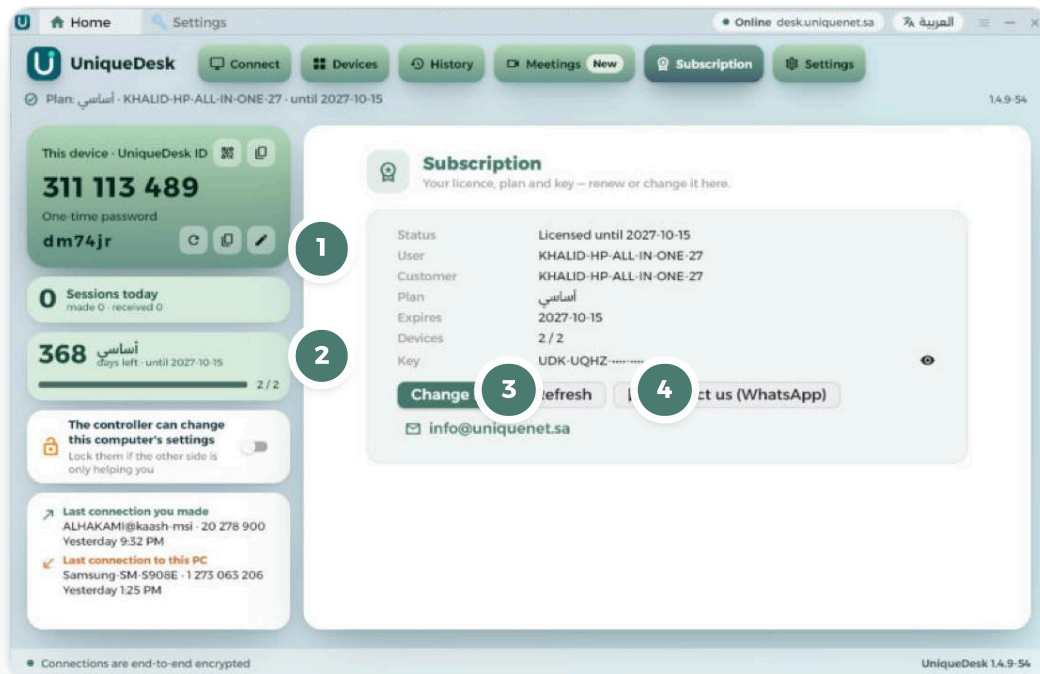
Scan it with the authenticator app and type the code it shows to confirm.

Golden rule: give your ID and password only to someone you trust who is helping you right now. UniqueDesk never contacts you to ask for your password.

CHAPTER 15

Subscription and licence

The **Subscription** button at the top of the app opens a page with the state of your licence, plan and key, and how to renew or change it.



The Subscription page (Windows)

- 1 **Status and plan**
Licensed until a date, the user and customer names, and the plan (such as “Basic”).
- 2 **Devices and key**
How many devices use your subscription out of the plan's total, and your key, hidden (the eye shows it).
- 3 **Change key · Refresh**
Enter a new key, or re-read your subscription from the server after a renewal or a plan change.
- 4 **Contact us (WhatsApp)**
A ready chat that already contains your device ID and app version. And e-mail: info@uniquenet.sa.

Activating a licence key

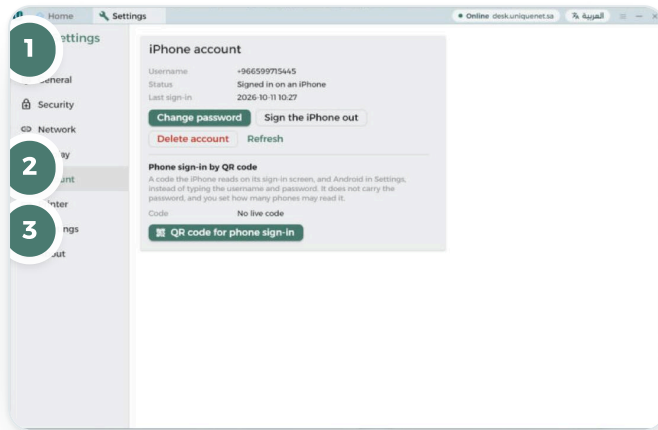
- 1 **Get the key**
When you subscribe you receive a key in the form UDK-XXXX-XXXX-XXXX, from the website or with the Contact us button.
- 2 **Enter it**
Windows: **Subscription** button → **Change key**. Android: **Settings** → **Subscription**.
- 3 **Activated**
“Licensed until...” appears and your plan's features unlock at once. Repeat on your other devices with the same key.

Devices and the subscription: every plan has a number of devices. Each computer you enter the key on takes a seat, and so does each phone that signs in by QR code. To free a seat: on that device's Subscription page press “Remove this device from the account”, or from Windows sign a phone out of the account. During the trial you see “Trial – N days left” and an “I have a licence key” button.

CHAPTER 16

iPhone: signing in with a QR code

The iPhone runs on your own subscription without a key. From the Windows app you create an iPhone account and a QR code, and scan it from the iPhone once.



Settings → Account

1

Create the iPhone account

On Windows (the build activated with a key): **Settings** → **Account** → **Create iPhone account**. Type a username (a Saudi mobile number or an e-mail) and a password of at least 8 characters.

2

Create the QR code

Press **QR code for phone sign-in**, set the number of phones allowed to read it (within your plan), then **Create the code**. The code is shown **once only**: save its picture or scan it right away.

3

Scan it from the iPhone

On the sign-in screen press **Sign in with a QR code** and scan the code with the camera, or **Choose a picture from the album**. (Android: Settings → Sign in with a QR code.) “Signed in” appears and the phone runs with your plan's features.

Managing linked phones

- In **Account** you see the status (such as “Signed in on an iPhone”), and the list of linked phones and when each signed in. **Sign the iPhone out** signs it out of your account and frees its seat for another phone.
- **New QR code**: the previous code becomes invalid; phones linked with it stay. Use it if the phone holding the picture of the code is lost.
- **Change password**: saving a new password signs out every linked phone and cancels the code – you scan again.
- “The number of devices allowed for this code is full”? Sign a phone out from Windows or create a new code with a larger number, within your plan's limit.

05

PART FIVE

Settings and support

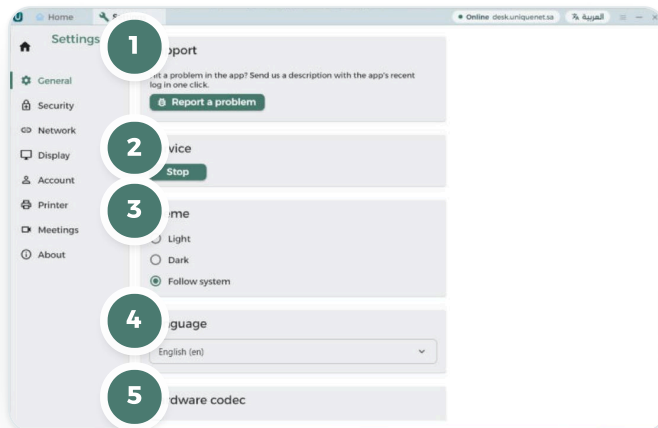
Every section of the settings, with a picture and what each option does, then how to report a problem and reach support, and fixes for the common issues.

17	Settings, section by section	25	18	Reporting a problem, support and updates	28
19	Troubleshooting and FAQ	29	+	Terms you will meet in the app	30

CHAPTER 17

Settings, section by section

The **Settings** button at the top of the app opens a tab with eight sections on the left: General, Security, Network, Display, Account, Printer, Meetings, About. Security is in chapters 13 and 14 and Meetings in chapter 11; here is the rest.



Settings → General (upper part)

General

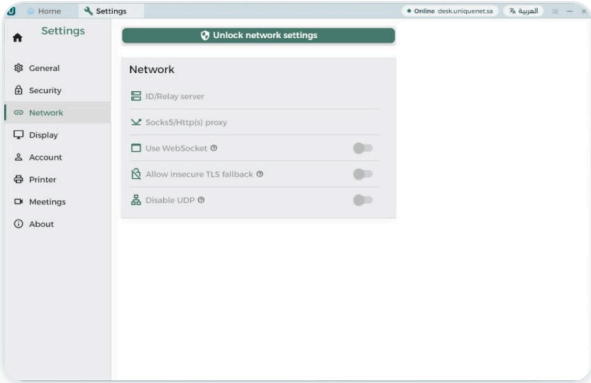
- 1 Support · Report a problem**
The reporting card (chapter 18).
- 2 Service**
Stopping it means your device accepts no connections until you start it again; your own outgoing connections are unaffected.
- 3 Theme**
Light, dark, or follow the system.
- 4 Language**
English or Arabic. The language button at the top of the window is a shortcut to this option.
- 5 Hardware codec**
Uses the graphics card instead of the processor: lighter and faster. Leave it on unless you see picture problems.

The rest of “General”

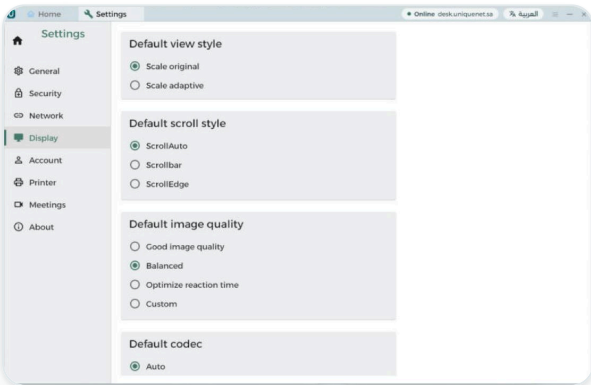
Option	What it does and when to turn it on
Recording	Record all incoming or outgoing sessions automatically, and the save folder.
Confirm before closing multiple tabs	Asks before closing a window with more than one open session.
Open connection in new tab	Every session as a tab in the same window (the default) instead of a separate window.
Adaptive bitrate	Lowers picture quality when the connection weakens and raises it when it improves. Leave it on.
Check for software update on startup	Checks for a newer version on every launch and installs it inside the app.
Capture screen using DirectX	Try it if your screen appears black or choppy to the other side.
UDP hole punching · IPv6 P2P	Tries to link the two devices directly without the server when possible, so the session is faster.
Monitor switch button · Dock the toolbar	A button to switch between the remote device's monitors on the toolbar, and dragging the toolbar to any edge.
Audio input device	The microphone the other side hears in a voice call.

CHAPTER 17 · CONTINUED

Network and Display



Settings → Network



Settings → Display

Network

- **ID/Relay server:** preset to the UniqueDesk server. **Do not change it;** changing it makes your device unable to see other UniqueDesk devices.
- **Socks5/Http(s) proxy:** if your workplace network routes the internet through a proxy, type its address here. Otherwise leave it empty.
- **Use WebSocket:** carries the connection as ordinary web traffic; useful on networks that block non-standard ports.
- **Allow insecure TLS fallback:** turn it on only if support asks you to.
- **Disable UDP:** forces the connection to TCP only. Try it if sessions keep dropping on a particular network.

Display

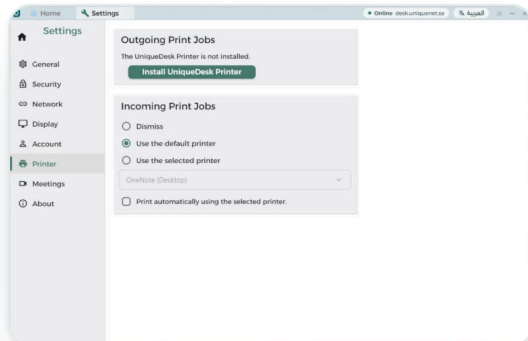
The default values for every new session. What you change during a session from the Display toolbar button applies to that session only.

View style	Scale original (the real size, with scrolling) or scale adaptive (shrunk to fill the window).
Scroll style	ScrollAuto (the picture moves with the pointer at the edges), Scrollbar, or ScrollEdge.
Image quality	Good image quality (sharper, needs a good connection) · Balanced · Optimize reaction time (fastest) · Custom.
Codec	Auto (recommended) or VP8 / VP9 / AV1 / H264 / H265, as the two devices support.
Other options	View mode, show remote cursor, zoom cursor, mute, allow copy and paste, privacy mode, lock after session end, true colour, collapse toolbar.

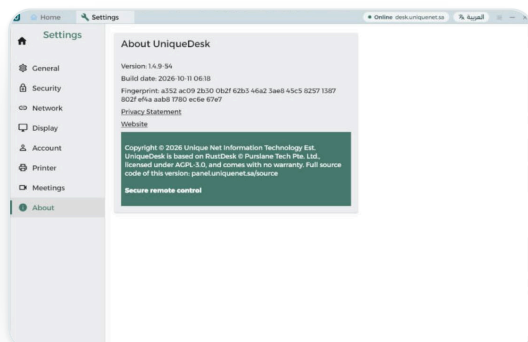
Slow connection? Set image quality to “Optimize reaction time”, turn on “Remove wallpaper during incoming sessions” in Security on the other device, and leave “Adaptive bitrate” on in General. These three make the biggest difference.

CHAPTER 17 · CONTINUED

Account, Printer and About, and phone settings



Settings → Printer



Settings → About

Account

The iPhone account card: create the username and password, the QR code for phone sign-in with the number of phones, the list of linked phones, and signing the iPhone out, changing the password or deleting the account. The full walkthrough is in chapter 16.

Printer

Print from the remote device on a printer at your side. The first time press **Install UniqueDesk Printer** (needs administrator approval); a printer named UniqueDesk then appears on the remote device, and whatever is printed on it reaches you. In **Incoming Print Jobs** choose the default printer or a selected one, and automatic printing. Needs Windows 10 or later on both sides and “Remote printer” enabled in Permissions.

About UniqueDesk

Version and build date, the **fingerprint** (your device key's fingerprint; support sometimes asks for it), links to the privacy statement and the website, and the licence text: UniqueDesk is built on RustDesk under the AGPL-3.0 licence, and the source code of this version is available from the website.

Phone settings (Android and iPhone)

The **Settings** screen on the phone is one list: **Account** (username, sign out, delete account) · **Subscription** (licence key on Android, and sign-in by QR code) · **Settings** (ID server, proxy, WebSocket, UDP hole punching, IPv6, language, theme) · **Share screen** (Android: start on boot, floating window, keep screen awake) · **Security** (two-factor authentication, deny LAN discovery, adaptive bitrate) · **Recording** · **About**.

CHAPTER 18

Reporting a problem, support and updates

Something not working as you expect? Send a report from inside the app; it reaches us with what we need to understand the cause.

1

Open the report

Settings → General →
Report a problem .

2

Describe what happened

What you were doing, what you expected, and what occurred.
Add a contact (optional) so we can reply.

3

Send

The app version, the device's system and the last lines of the app log are sent with your description.

Your privacy: the attached log holds no passwords; it may mention device IDs and names of transferred files. Nothing from your screen or your files is sent.

Support channels

WhatsApp

The [Contact us \(WhatsApp\)](#) button on the Subscription page opens a ready chat that already contains your device ID and app version.

E-mail

info@uniquenet.sa — mention your device ID and describe the problem, and attach a screenshot if you can.

Website

uniquedesk.net — downloads, plans and prices, terms, and the latest version of this guide.

Updates

When a newer version is released, a [A newer version of UniqueDesk is out](#) card appears on the home screen with an [Update now](#) button; the update is downloaded and installed from inside the app after its signature is verified. On the iPhone, updates come from the App Store. From [Settings](#) → [General](#) you can turn on “Check for software update on startup”.

Before you write to us: three steps that solve most problems

1

Check “Online”

At the top of the window. If it says “Offline”, the problem is your internet or firewall.

2

Update the app

Both sides on the latest version?
From [About](#) or the update card on the home screen.

3

Press “Refresh”

On the Subscription page, if the problem is a locked feature or a subscription you just renewed.

CHAPTER 19

Troubleshooting and FAQ

Problem or question	Answer
The password shows “-” on the home screen	Your password method is “permanent” only, or sessions are accepted “via click”. In Security choose Use both passwords and accept sessions via password or via both.
“Offline” at the top of the window	Check the internet. On a company network the firewall may block the ports; ask network administration to allow UniqueDesk, or set a proxy in Network .
Stuck on “Connecting”	Make sure the other device is on, the app is running there and “Online”. Check the ID (9 digits).
Password rejected	The one-time password changes after every session; ask for it again. Mind upper and lower case.
Remote screen black or slow	From the Display button choose “Optimize reaction time”, and turn on “Remove wallpaper during incoming sessions” on the other side. A black screen at the Windows sign-in is normal for a moment.
I cannot type on the remote device	Make sure “Enable keyboard/mouse” is on at the other side, and the pen is off (pen mode does not click). Try switching the input mode from the keyboard button.
“This feature is part of the subscription”	The feature is not in the trial or your plan. Enter a licence key that includes it, or press Refresh if you just renewed.
The trial has ended	The trial is 30 days per device and is not repeated. Subscribe from the website or with the Contact us button, then enter the key.
iPhone: “The sign-in code is invalid or was cancelled”	A new code was created or the iPhone account password changed. Ask for a new code from Windows: Settings → Account .
iPhone: “Device limit reached”	Sign a phone out from the linked phones list on Windows, or create a code with a larger number within your plan.
No sound	Audio is part of the subscription. Turn on Enable audio on the other side, then Play audio with the other side from the audio button.
The meeting does not open inside the app	Install the Microsoft Edge WebView2 component from the link the app shows, or choose Open in the browser instead .
Where are recordings saved?	In the Downloads folder by default. Change it from General (session recording) or Meetings . After each recording the path is shown with an Open folder button.
Does UniqueDesk see my screen?	No. The session is encrypted between the two devices; our servers only know that a session started and ended, and how long it lasted.

QUICK REFERENCE

Terms you will meet in the app

Term	Meaning
ID	Your device's number in UniqueDesk, nine digits. Given to whoever you want to connect to you, and typed in "Control Remote Desktop" to reach others.
One-time password	A password the app generates automatically and changes after every session. Shown under the ID in the green card.
Permanent password	A fixed password you set yourself to reach your device at any time without anyone pressing "Accept". The basis of unattended access.
Unattended access	Reaching a device nobody is sitting at, with the permanent password. Part of the subscription.
Controller / controlled	The controller sees the other screen and controls it; the controlled device is the one whose screen is shown.
Session	One connection from start to close. Every session appears in History with its type and duration.
Accept sessions via click / password / both	How someone asking to connect to your device is let in: by you pressing "Accept", by typing the correct password, or by either.
Permissions	What the controller is allowed on your device: keyboard and mouse, clipboard, file transfer, audio, camera, recording, restart... Set in Security and changeable during a session.
Relay server	The UniqueDesk server that introduces the two devices and opens the path between them. It does not see the session content.
Direct (peer-to-peer) connection	When the two devices can talk directly without the server, the session is faster. The app tries it automatically.
Free trial	30 days from the first launch, no sign-up. Includes control, viewing and file transfer.
Plan	Your subscription level (such as "Basic"), which sets the available features, the number of devices and the subscription period.
Licence key (UDK)	The key you receive on subscribing, in the form UDK-XXXX-XXXX-XXXX. Entered on each device; each takes a seat from the plan's devices.
iPhone account	A username and password created from the Windows app so the iPhone signs in on your subscription, usually via a QR code.
QR code for phone sign-in	A code created on Windows and scanned by iPhone or Android to sign in without typing. It sets how many phones may use it.
My device's connection code	A different QR code: it carries your device's ID and current password; whoever asks for help sends it to the helper, who connects by reading it.
Annotation pen	Drawing on the other side's screen during a session to point out a step. In pen mode the mouse does not click.
Privacy mode	Blacking out the remote device's screen to whoever stands in front of it while you control it.
Two-factor authentication (2FA)	A changing code from an authenticator app, asked for with the password when connecting to your device.



Secure remote control

UniqueDesk by Unique Net Information Technology Est. One app for Windows, Android and iPhone: remote control, file transfer, audio and camera, the annotation pen, session recording and video meetings – over an end-to-end encrypted connection.

Website and downloads

uniquedesk.net

E-mail

info@uniquenet.sa

Technical support

**WhatsApp – from the
“Contact us” button in the app**

Company

uniquenet.sa