"This is outstanding. I can finally connect to other computers without having them forward any ports!"

- Home
- Download
- How It Works
- FAQs
- About
- Help

CrossLoop > Help

CrossLoop Help

CrossLoop is designed to quickly connect two computers without having to change any network connections. If you have specific questions about CrossLoop please contact us or send an email to CustomerSupport@CrossLoop.com .

What would you like to do?

I want to Join a Session - I am going to give help

I want to Host a Session - I am going to receive help

I want to Transfer Files - Send or receive files

I want to Switch Control - Switch roles of JOIN and HOST

I want to allow View Only - Disable share control

Joining A Session

Joining a session enables you to access your friend's PC who is Hosting a session from anywhere on the Internet. Join a CrossLoop session to effortlessly connect to a friend's PC, view the screen and share control of the mouse and keyboard.

1. Launch CrossLoop

After the installation has finished, you can open CrossLoop at any time by clicking the icon on your desktop or by opening the program from the start menu. If you have not done so already, download CrossLoop here. This is the CrossLoop application icon:

2. Enter Access Code

Contact the person Hosting the session and enter their 12-digit Access Code. The Access Code must match the Host to connect.

3. Click Connect

Click the connect button. Your session should begin momentarily. If your session does not start, make sure that both you and your friend entered the same Access Code and your friend allowed the connection.

Select the Disconnect button in the lower right hand corner of the application to end the session at any time.

Hosting A Session

Hosting a session enables a friend to temporarily view your desktop and share control of your mouse and keyboard.

1. Launch CrossLoop

After the installation has finished, you can open CrossLoop at any time by clicking the icon on your desktop or by opening the program from the start menu. If you have not done so already, download CrossLoop here. This is the CrossLoop application icon:

2. Tell A Friend your Access Code

The Access code is a randomly generated 12-digit number used to encrypt data sent between computers.

3. Select Connect

Click the connect button. Your session should begin momentarily. If it does not begin make sure both you and your friend entered the same Access Code and try again.

4. Allow the Connection

Click the Allow button to allow your friend temporary access to your PC. Your session should begin momentarily.

Select the Disconnect button in the lower right hand corner of the application to end the session at any time.

File Transfer

The CrossLoop file transfer feature enables you to copy files and folders to or from the JOIN and HOST computers. The file transfer capability is available once you are connected and have established a screen sharing session. File transfers can easily be done by dragging and dropping a file or multiple files or folders onto the CrossLoop dialog box.
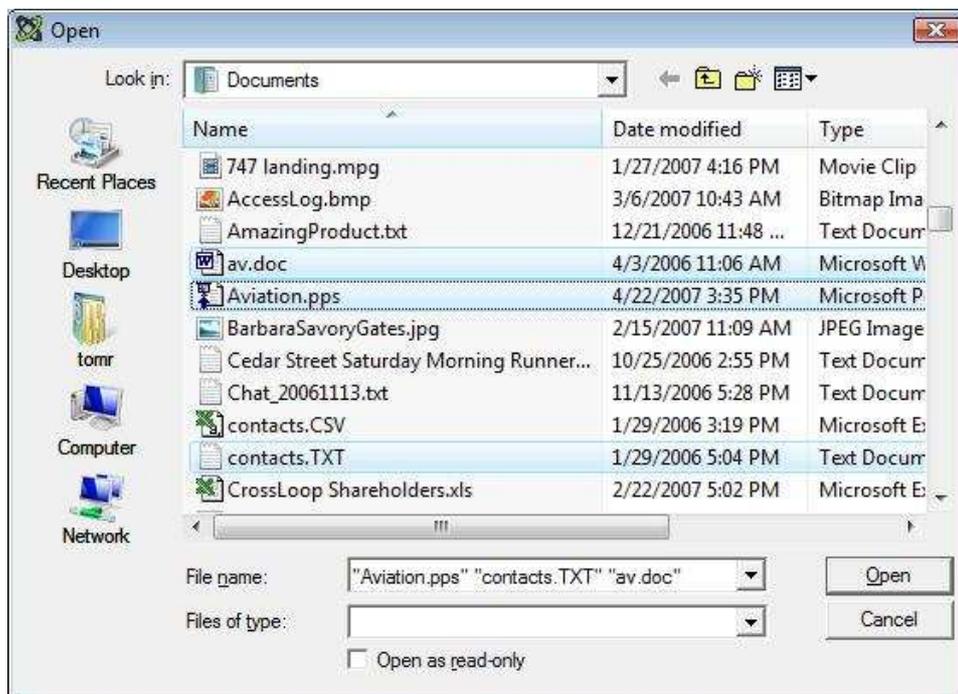
Transfers from the HOST to the JOIN computer - as viewed from the HOST computer

Once a screen sharing session has begun the HOST tab is shown with a yellow folder icon.
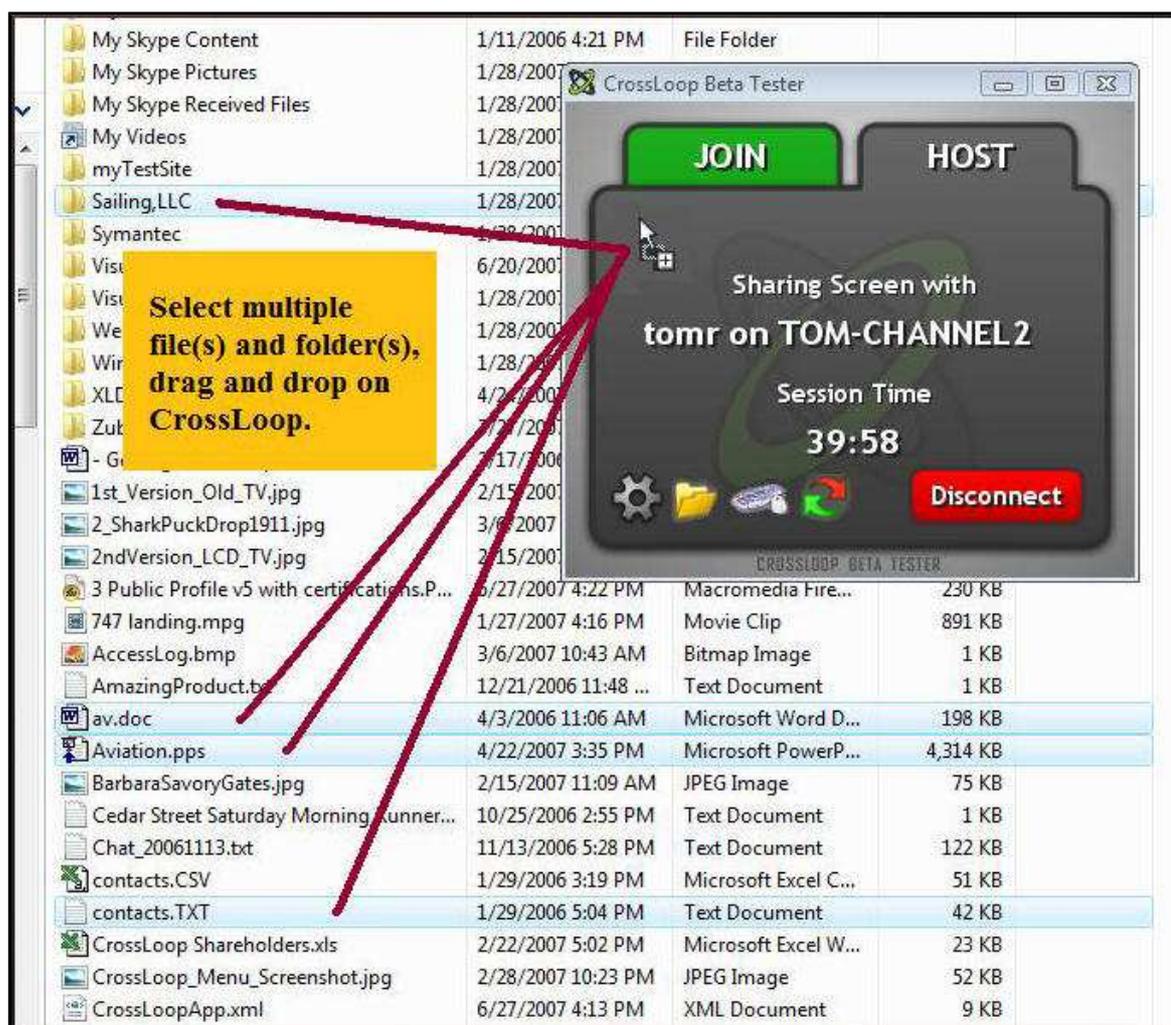

When the folder icon is visible on the HOST tab there are two ways in which you can select the file(s) or folder(s) to be transferred from the HOST computer to the JOIN computer.

A. Click on the file folder icon. This will bring up a Windows open file dialog which you can use to navigate to the file or files which you want to transfer. You can select multiple files using shift click and control click operations. After you have selected the file(s) to be transferred click on the "Open" button.
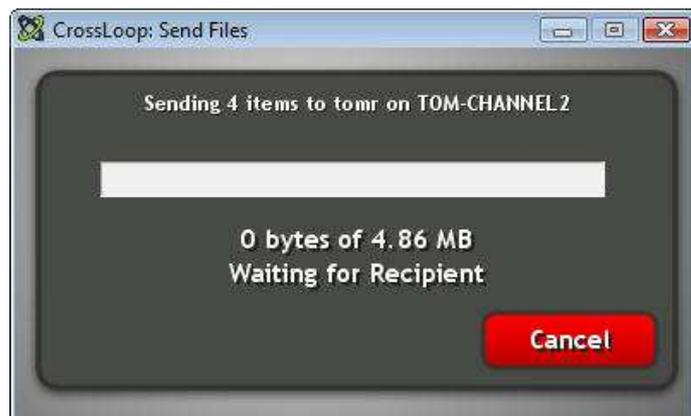
B. Drag file(s) and folder(s) and drop them on the HOST computer CrossLoop dialog.
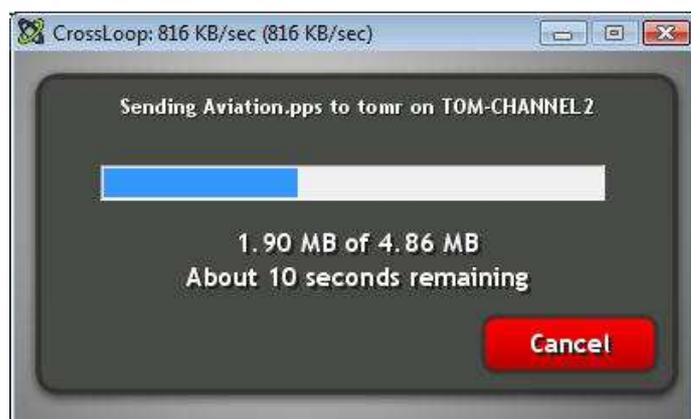

After you have selected the files to be transferred you will see a "CrossLoop: Send Files" dialog. This dialog will show you the number of items to be sent, the destination user name, and the total number of bytes to be sent. At that point, CrossLoop will be "Waiting for Recipient" to accept or cancel the transfer. During this time you may
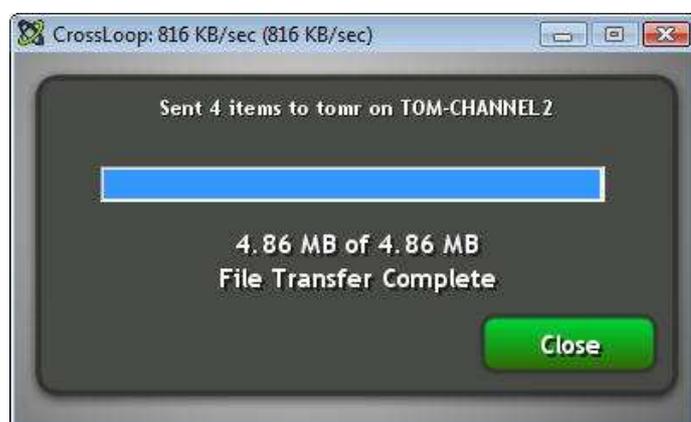
cancel the transfer.

When the JOIN computer has accepted the send files operation request from the HOST computer, the transfer will proceed. During the transfer, you will see a progress bar, the current number of bytes sent and the total number of bytes to be sent, and an estimate of the remaining time to complete the file transfer. The current transfer rate is displayed on the title bar of the dialog.

When the file transfer has completed you will see the following dialog:

Transfers from the HOST to the JOIN computer - as viewed from the JOIN computer
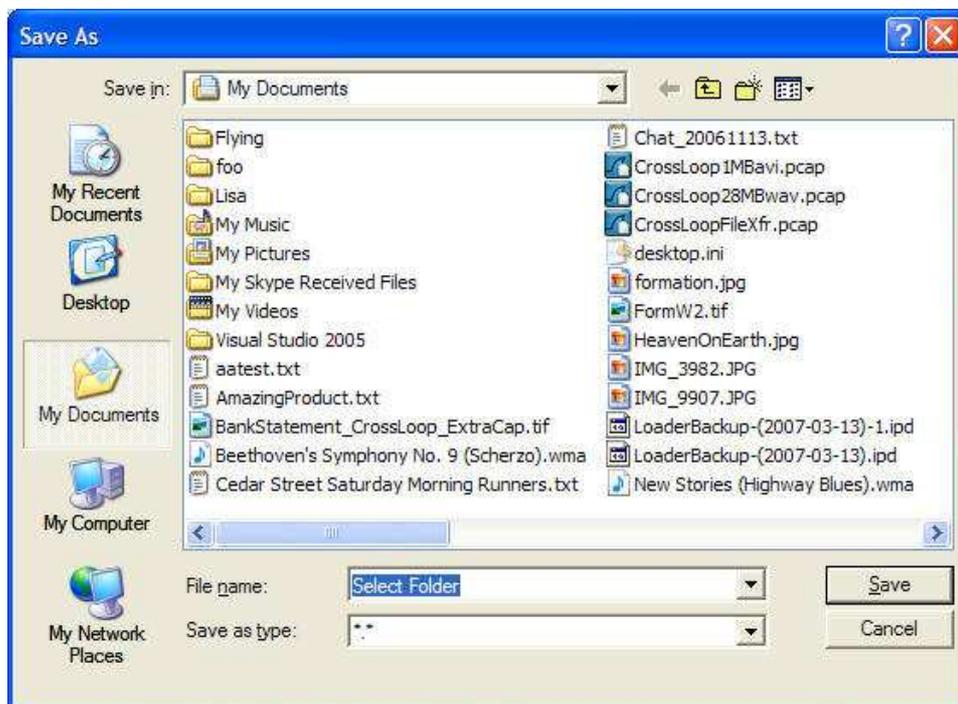
When the JOIN computer receives files from the HOST computer the "CrossLoop: Receiving File" dialog is displayed on the JOIN computer. This dialog has a warning message:

Files can contain viruses. We suggest scanning received files with Anti-Virus software.

CrossLoop has no facility to examine the content of any file which is transferred. You will be transferring files at your own risk and so we encourage you to use your Anti-Virus software to examine the files which you receive.
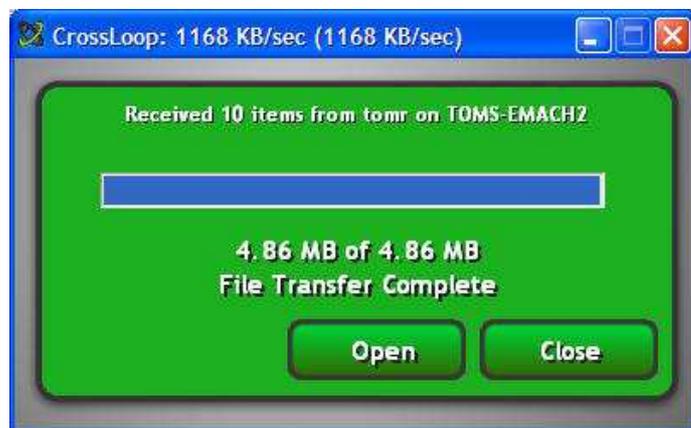

Click the "Cancel" button if you do not wish to receive the files which are listed in the dialog. To receive the files, click on the "Save" button and you will select the folder in which the received files are to be placed. Click the "Save" button when you have navigated to the folder where you want to save the files.

The file transfer will begin as soon as the "Save" button is clicked. During the file transfer, the JOIN computer will be viewing the progress of the transfer on the HOST computer screen. When the transfer is finished the "File Transfer Complete" message is displayed on the JOIN computer.
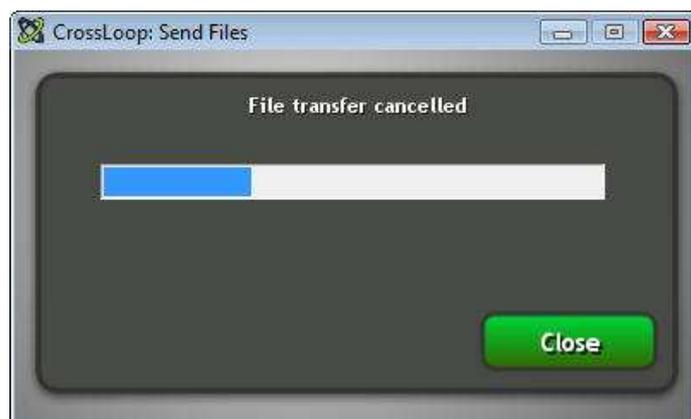
This dialog displays the total bytes transferred and the number of received items. This dialog has an "Open" and a "Close" button. The "Open" button will perform different actions depending on the file transfer. If a single file is transferred the "Open" button will launch the default application for the type of file which has been transferred. When multiple files or folders are transferred, the "Open" button will open a Windows Explorer window with the file transfer destination folder displayed.

At any time during the file transfer the "Cancel" button can be clicked. When the "Cancel" button is clicked, the following confirmation dialog is displayed. During the display of the confirmation dialog the file transfer is temporarily paused. Clicking the "Yes" button will cancel the file transfer. Clicking the "No" button will immediately stop any further files from being transferred. Note that all of the files transferred up to the point of the cancel will be on the JOIN computer.

If the file transfer is cancelled, an information dialog is displayed with a "Close" button.

During a file transfer it is possible that the files and or folders to be transferred already exist on the other computer. In this case a warning dialog is displayed and you have the option of continuing. In the case of a folder you will be asked if you want to merge.

In the case of a file, you will be asked if you want to overwrite. If there are multiple files which would be overwritten, the dialog also has a checkbox which enables you to apply your "Yes" or "No" choice to all of the items.

Transfers from the JOIN to the HOST computer - as viewed from the JOIN computer

Once a connection is established and a screen sharing session has begun between the two computers, the JOIN computer sees the screen of the HOST computer and the CrossLoop dialog on the JOIN computer is minimized.

In order to initiate a file transfer from the JOIN computer to the HOST computer, you must first restore the CrossLoop dialog on your screen. This can be done by clicking on "CrossLoop" minimized in the tray at the bottom of your screen. Once the CrossLoop JOIN dialog is displayed you have the same choices to initiate a file transfer as was described for the HOST computer.

You can either click on the file folder icon, navigate the open file dialog to select the file(s) to be transferred to the HOST computer, or, you can drag and drop files onto the CrossLoop JOIN dialog. The rest of the operation is the same as for files transferred from the HOST to the JOIN computer.

Transfers from the JOIN to the HOST computer - as viewed from the HOST computer

Once a connection is established and a screen sharing session has begun between the two computers, the JOIN computer can transfer files to the HOST computer as described in the previous section. Once the files are selected and the transfer is initiated from the JOIN computer, its dialog is minimized and the HOST computer displays the Save dialog which is visible from both computers.

Switch Control

The CrossLoop switch control feature enables you to exchange roles between the JOIN and HOST computers. The icon for switch control is located on the HOST computer tab. It is visible from both the HOST and JOIN computers, and is a pair of red and green arrows in a circle.

When you click on the switch control icon you will be asked to confirm the operation which will perform a disconnect of your current screen sharing session, a transfer of the current access code from the HOST to the JOIN tab, and then a Connect.

At that point, the new HOST computer (formerly the JOIN computer) will be asked to confirm the connection.

View Only and Share Control

The CrossLoop view only and share control feature enables you to disable the JOIN computer from controlling the HOST computer keyboard and mouse. The icon for the View Only mode is a small graphic of a keyboard and a mouse.

Clicking on the View Only icon will toggle the HOST computer to view only mode and a red "x" will appear over the icon. This is a toggle function. If the person on the HOST computer clicks the icon again, the HOST computer will return to the Share Control mode.

Useful Hints

- The HOST computer dialogs (for default CrossLoop skin) always have a gray background and the JOIN computer dialogs always have a green background. This should help you keep track of the dialogs for the two machines if you restore any of the minimized dialogs. In normal operation, only the HOST computer dialogs are shown because both the persons on the HOST and JOIN computers can see the screen.

- If you are transferring a large number of files and lose your connection, you can reconnect the HOST and JOIN computers and then repeat your transfer. You will be asked to confirm overwrites. In this case select the Checkbox for "Apply to all items" and then click the "No" button. The CrossLoop file transfer will skip over all of the files which were transferred before your disconnect and resume transferring the remaining files.

- In order to "Pause" a file transfer you can click on the "Cancel" button and the file transfer will pause. To resume the file transfer click on the "No" button.

- If you are on a HOST computer and you want to make sure that the JOIN computer never has control of your computer, hit the "Connect" button before you give the access code to the person on the JOIN computer. At that time you can select the View Only mode (the red "x" will appear on the keyboard/mouse icon) and you can then give the Access Code to the person on the JOIN computer.

Problems with CrossLoop?

Please let us know if you are having problems with CrossLoop. We strive for 100% satisfaction and are always trying to improve the application. Please contact us or send an email to CustomerSupport@CrossLoop.com.

Free Download | Security | Privacy Policy | Terms Of Service | Report A Problem | Tell A Friend | Blog | VNC | Contact Us
© 2006-2007 CrossLoop, Inc.

🇺🇸 English   Deutsch   日本語   Čeština   Español   Italiano   Français   简体中文
Slovenščina   Polski   Norsk   Português   Dansk   Bahasa Melayu   한국어
Русский   Nederlands   Suomi   Svenska   Български   हिनदी