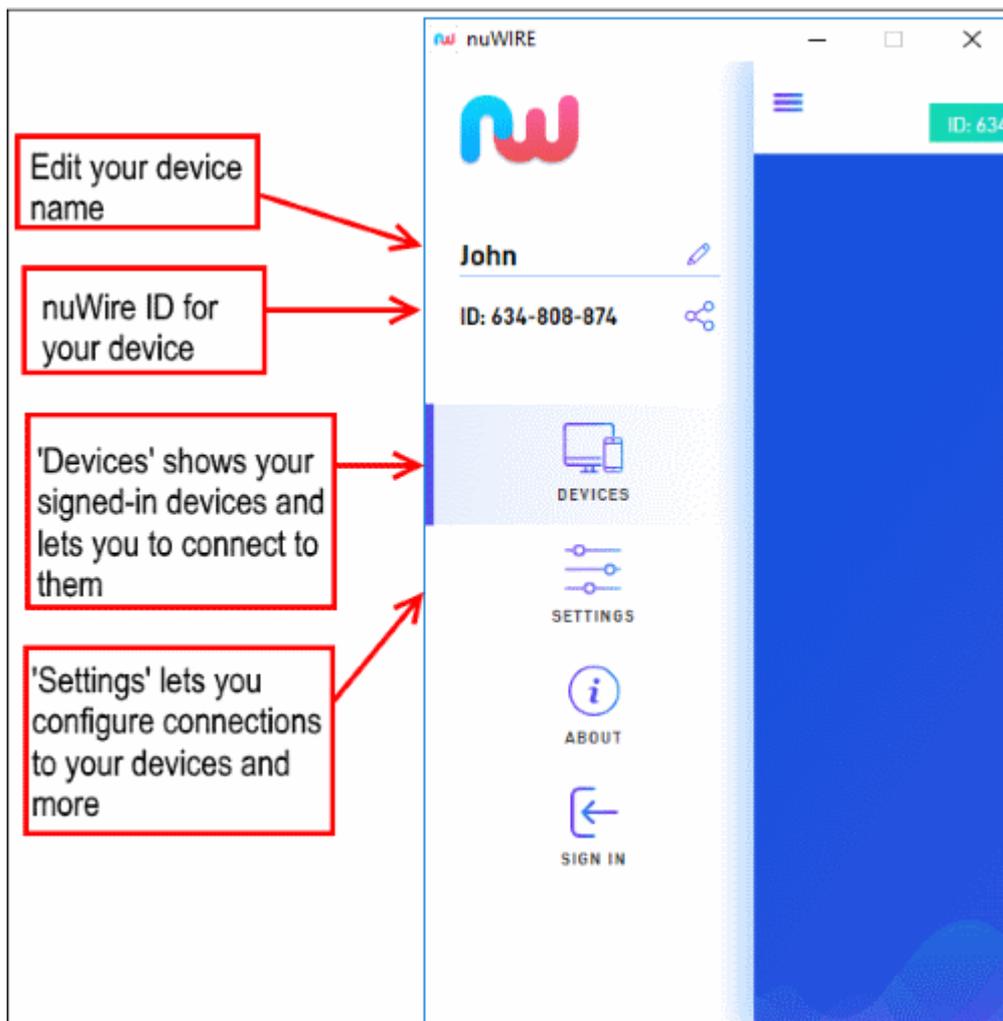


nuWire - FAQ

What is nuWire?

nuWire is a screen sharing application that lets you easily push whatever is on your screen onto other devices. You can share your screen with any Windows, Mac, Android or iOS device. You can share with local devices or with remote devices over the internet.



All devices with which you want to share your screen must have the nuWire app installed. There are multiple ways you can share your screen with nearby and remote devices.

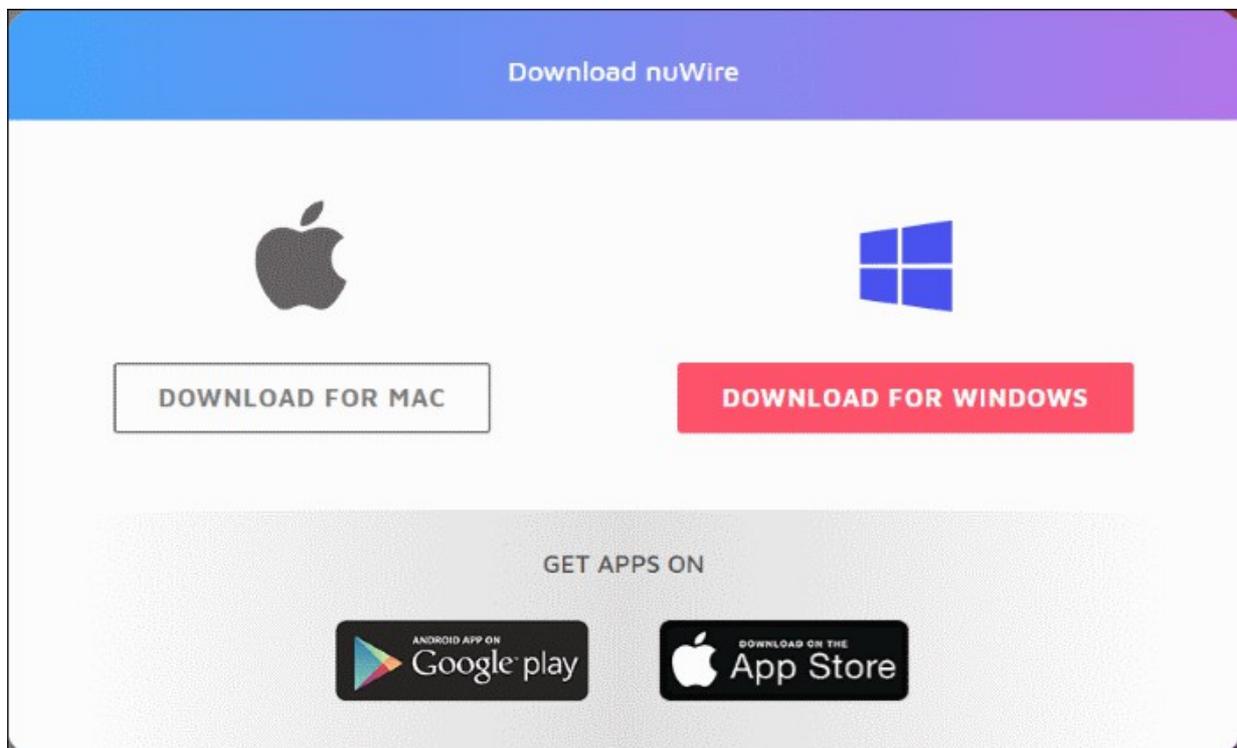
Please use the following links to find out more:

- [How do I install nuWire on my device?](#)
- [What devices are supported?](#)
- [How do I sign up for a free account?](#)
- [How do I sign in to the application?](#)
- [How do I cast my screen to other devices?](#)
- [What is a nuWire ID?](#)
- [What is a PIN code?](#)
- [How do I change the PIN code?](#)
- [Can I control who shares their screen with me?](#)
- [How do I reset my nuWire password?](#)
- [How do I configure nuWire settings?](#)
- [Can I use different accounts for the same devices?](#)

How do I install nuWire on my device?

Windows and Mac devices

- Visit <https://nuwire.com/> and click 'Download nuWire'



- Click 'Download for MAC' or 'Download for Windows' as appropriate
- Run the setup file to install the app on your device

Android and iOS devices

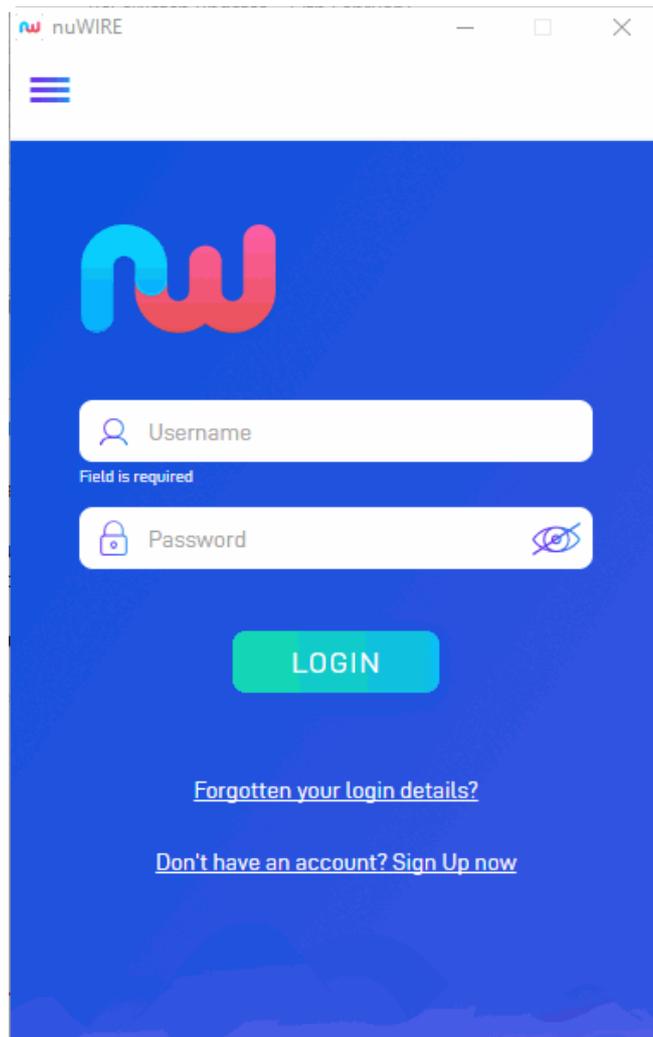
- Visit <https://nuwire.com/> on your Android or iOS device
- Click 'Download nuWire'
- Click 'Google Play' (Android, Android TV app), 'App Store' (iOS) or 'Amazon' (Android FireTV) as appropriate
- Download the nuWire app and install it on your device
- Note - You need to be signed into your Google or Apple account to download the app.

What devices are supported?

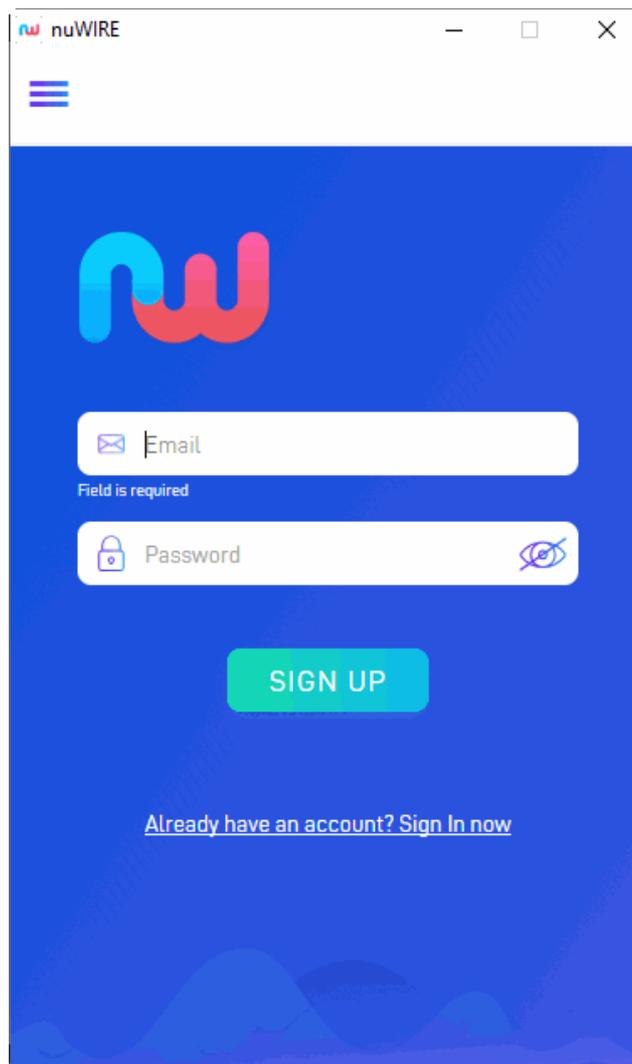
- **Windows:** Win 10 and Win 7
- **Mac:** MAC OS X 11.13 High Sierra
- **Android:** 5 (Lollipop), 6 (Marshmallow), 7 (Nougat), 8 (Oreo)
- **iOS:** iOS 11, 12
- **FireTV:** Any FireTV device running Android 5 or above.

How do I sign up for a free account?

- Visit nuwire.com and install the nuWire app on your device ([explained here](#))
- Open the nuWire app. The app will open at the login screen:

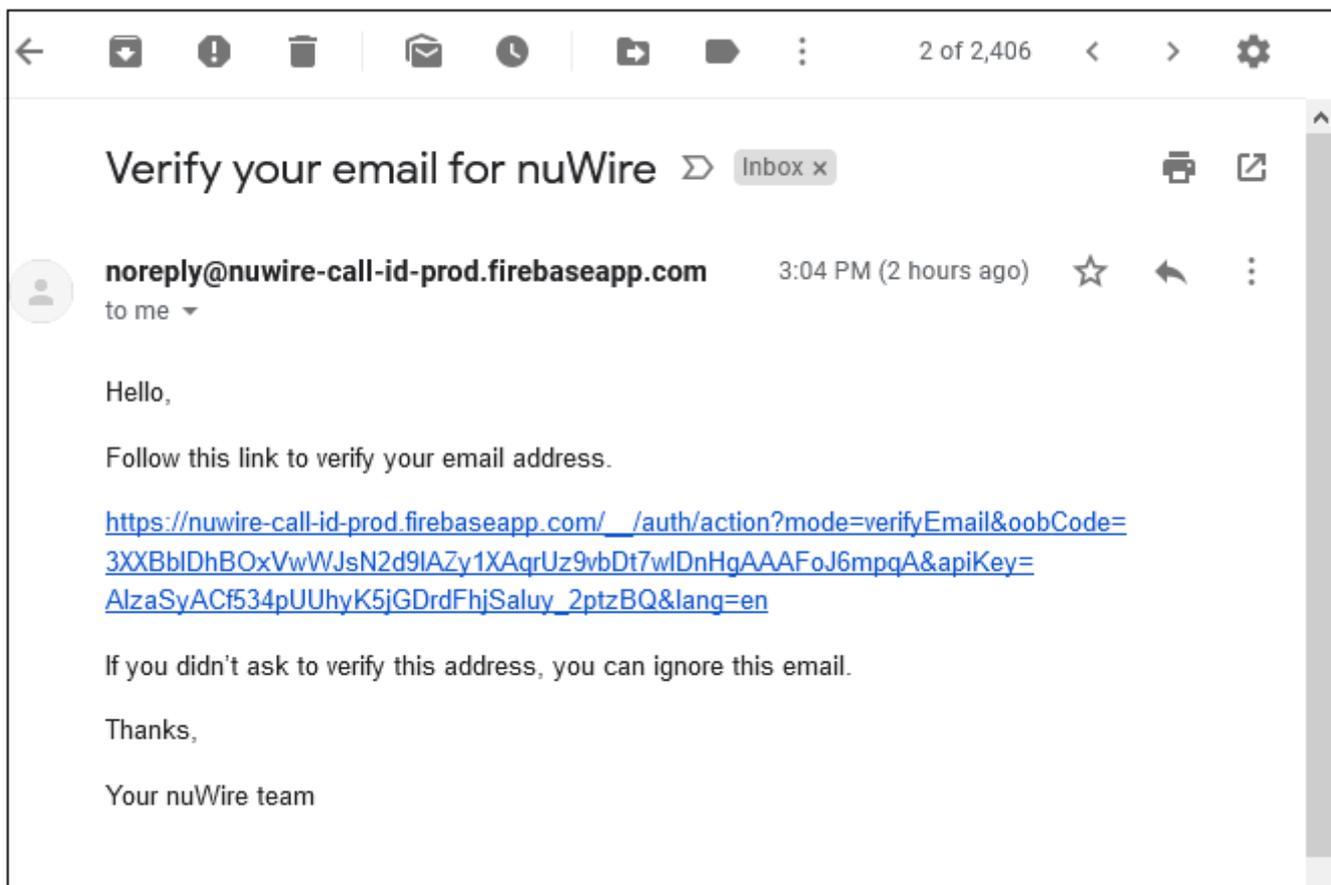


- Click 'Don't have an account? Sign Up now'
- This opens the new account screen:



- **E-mail** – Enter a valid email address. This doubles up as your nuWire username and your contact address.
- **Password** – Create a password for your nuWire account.
- Click 'Sign Up'

You will receive an account verification mail at the address you provided:



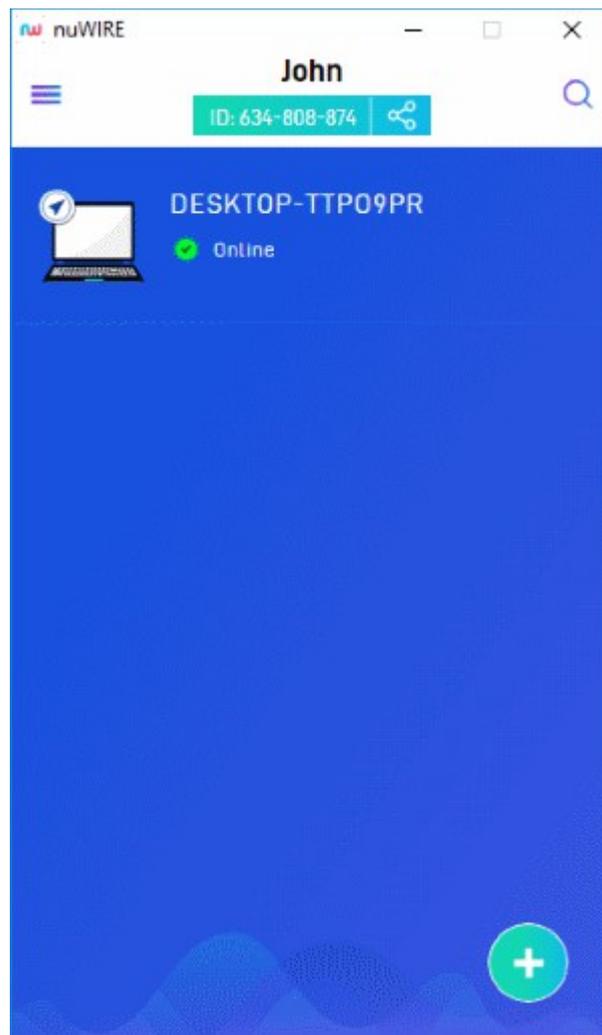
- Note – Check your junk mail folder if you don't see the verification mail in your inbox.
- Click the link to validate your account.

That's it. You have successfully signed up for a nuWire account. You can now share your screen with other devices which have the nuWire app installed.

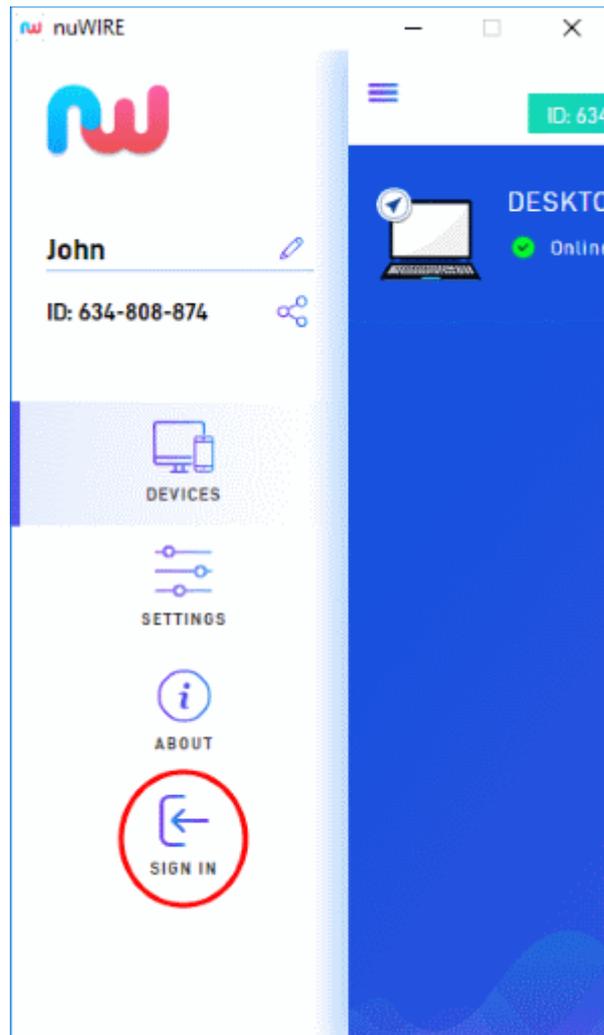
How do I sign in to the application?

- Open the nuWire app on your device

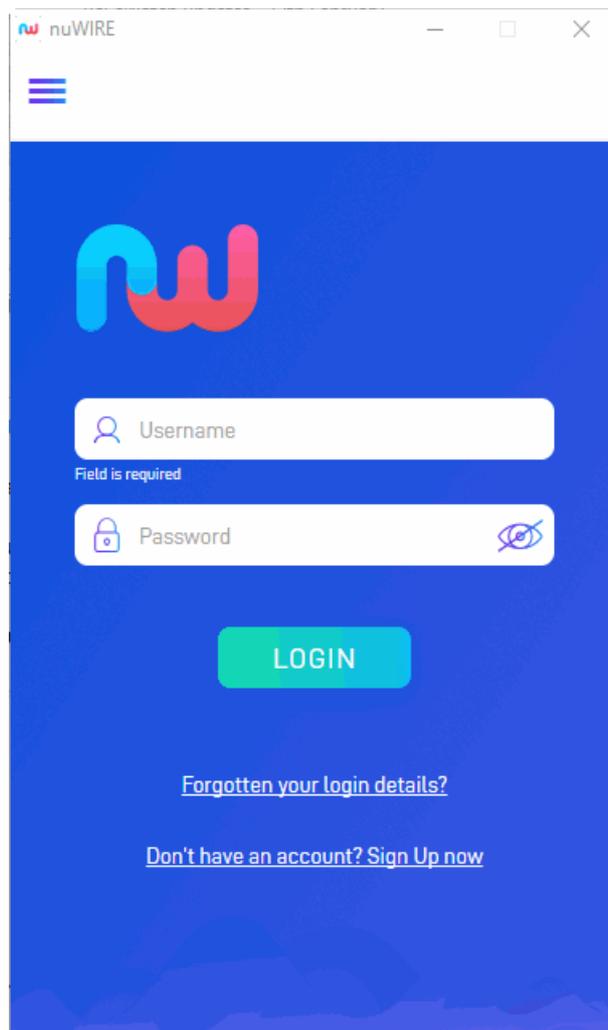
The screen shows nuWire devices that are on the same network as you.



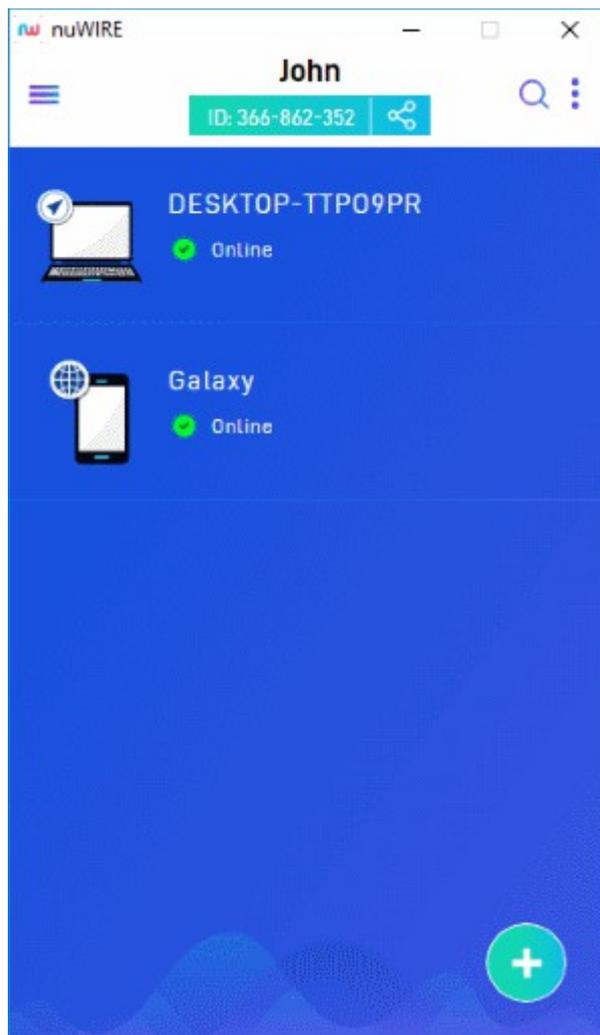
- Click or touch the hamburger menu at top-left:



- Hit 'Sign In'



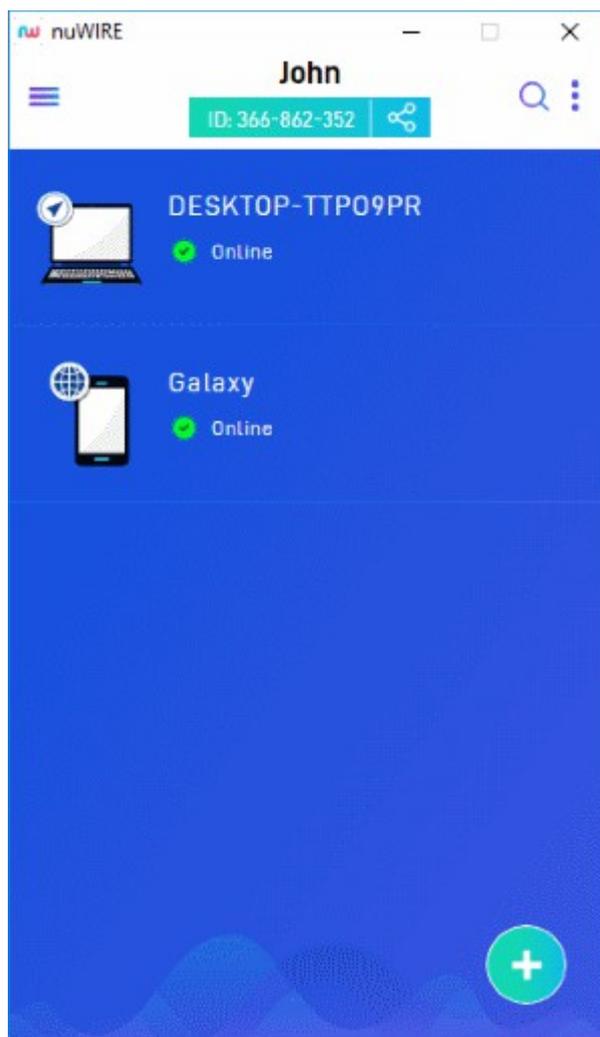
- Enter your credentials and hit 'Login'
- After signing in, you will see a list of all your other devices that are logged in to your nuWire account.



- [Click here](#) if you need help to cast to these devices.

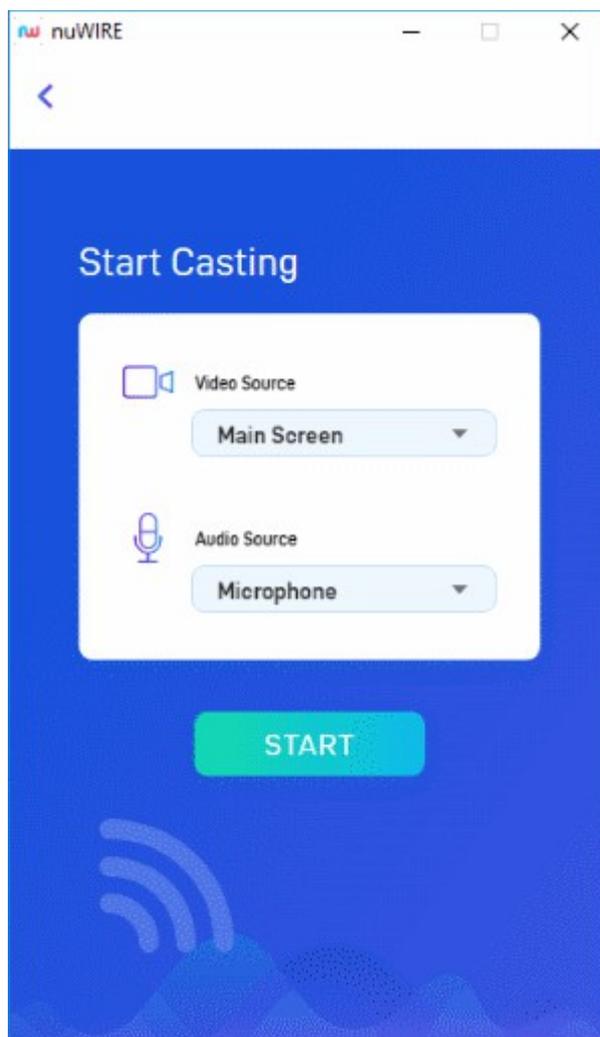
How do I cast my screen to other devices?

- Open the nuWire app on your device and **sign in**



- The app shows nuWire devices on your network.
 - Globe icon - The device is in a remote location.
 - Arrow icon – The device is on the local network.
 - Online – Device is connected. You can cast to these devices.
 - Offline – Device is not connected. A device is shown as offline if it is not signed into the nuWire account, if the device is switched off, or if the device is in idle mode.

- Click / touch the device with which you want to share your screen

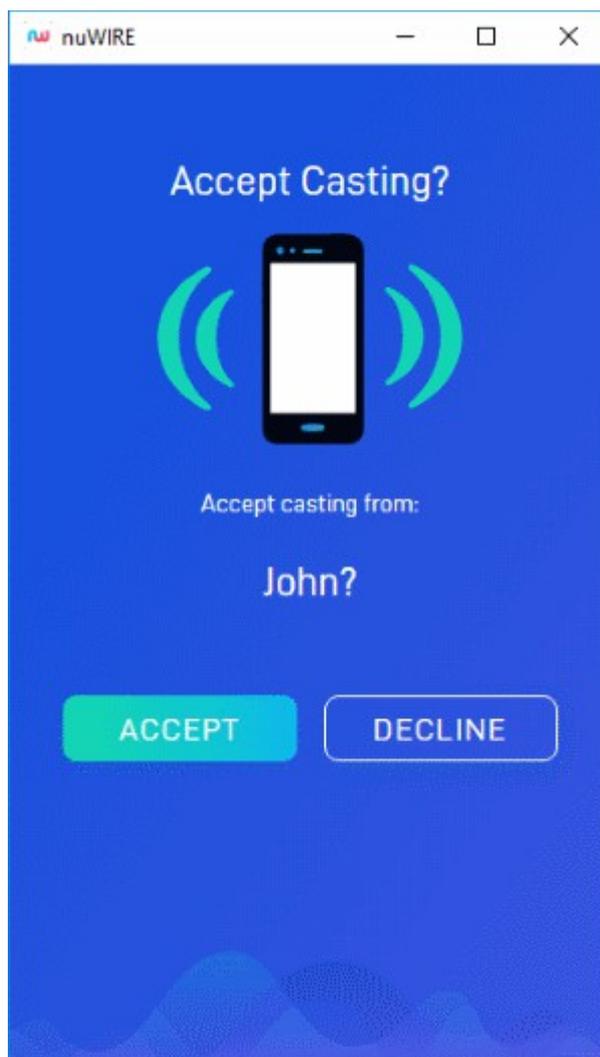


- Video Source (for desktops with dual monitors) – Select the screen you want to cast.
- Audio Source – Options available for desktops are microphone and system sound. If you select 'Microphone' then your voice and any ambient sound is also broadcast to the device.
- Hit 'Start'
- Enter the device **pin code** if required

nuWire will connect to the target device:



- The user on the target device has to accept the share request:

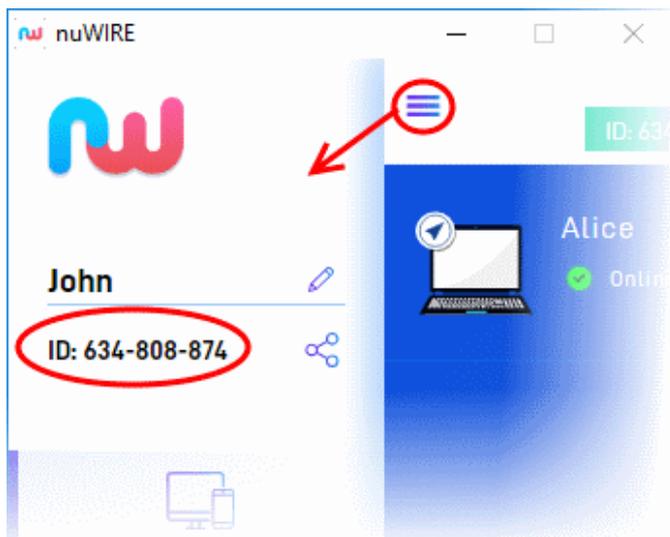


- Tip – Enable '**Auto-accept casting requests**' in settings if you want to avoid the connection request shown above.

What is a nuWire ID?

A nuWire ID is a unique code assigned to each device. It allows you to cast to remote devices without signing into your account and can be found at the top of the nuWire app.

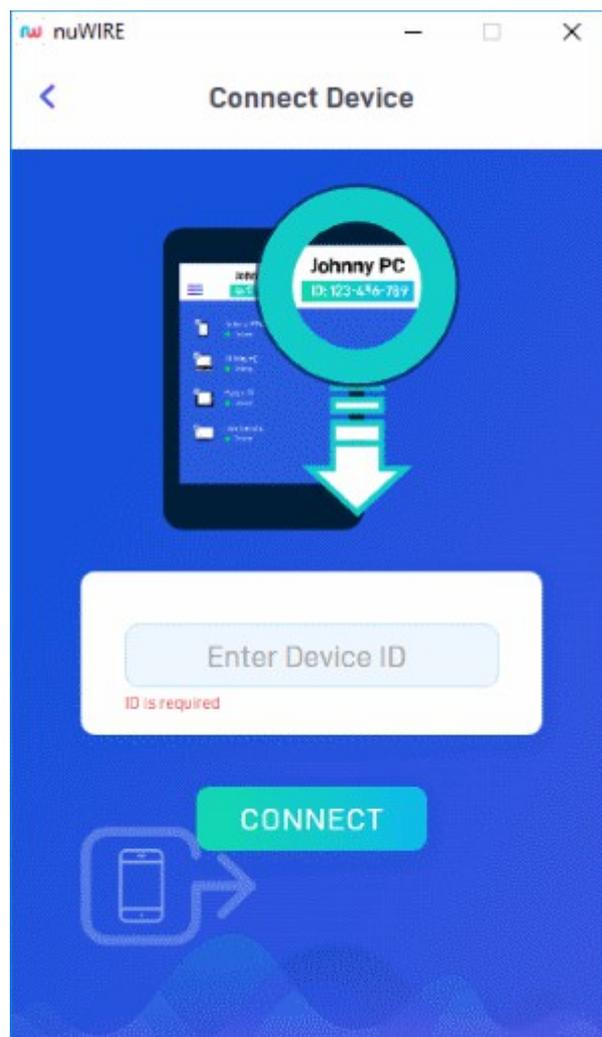
- A nuWire ID is automatically assigned to devices after the application is installed.
- You can enter the ID of target nuWire devices to cast your screen to them. No nuWire account is required.
- The ID is shown at the top of the screen. It is also available in the settings menu:



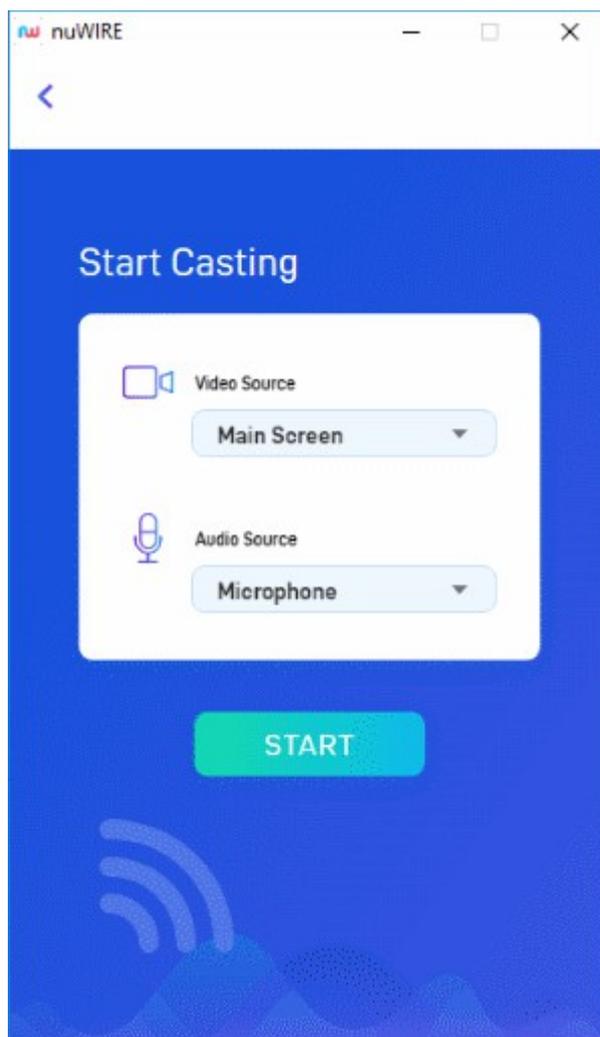
- Click or touch the '+' button



- You must get the nuWire ID of the device to which you want to connect.
- Enter the ID as shown below:



- Hit 'Connect'

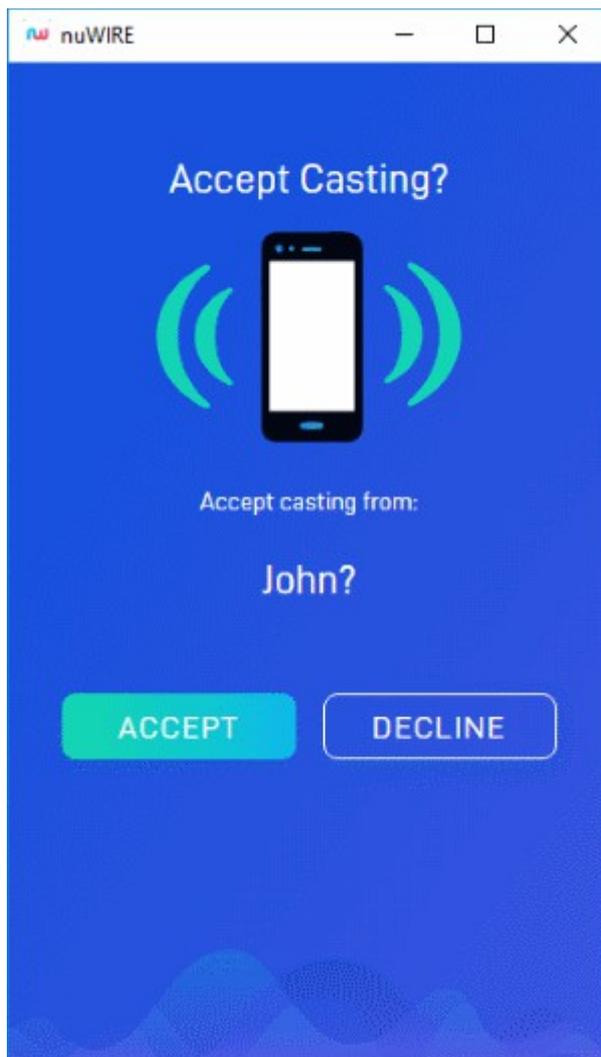


- Video Source (for desktops with dual monitors) – Select the screen you want to cast.
- Audio Source – Options available are microphone and system sound. If you select 'Microphone' then your voice and any ambient sound is also broadcast to the device.
- Hit 'Start'
- Enter the device **pin code** if required

nuWire will connect to the target device:



- The user on the target device has to accept the share request:



- Tip – Enable '**Auto-accept casting requests**' in settings if you want to avoid the connection request shown above.

What is a PIN code?

A PIN code is an optional password that you can set on any of your devices. If set, users must enter the PIN code on the sender device in order to push their screen to the target device.

- You set PIN codes on each device as required.
- If you have set a PIN on a device, users must enter the PIN on the sender device before they can share screens.
- For example, say you have three devices set up as follows:
 - Device 1 – PIN code set
 - Device 2 – No PIN code set
 - Device 3 – No PIN code set

Cast from device 2 to device 1 – Sender needs to enter the device 1 PIN code at the prompt on device 2.

Cast from device 1 to device 2 - No PIN code required.

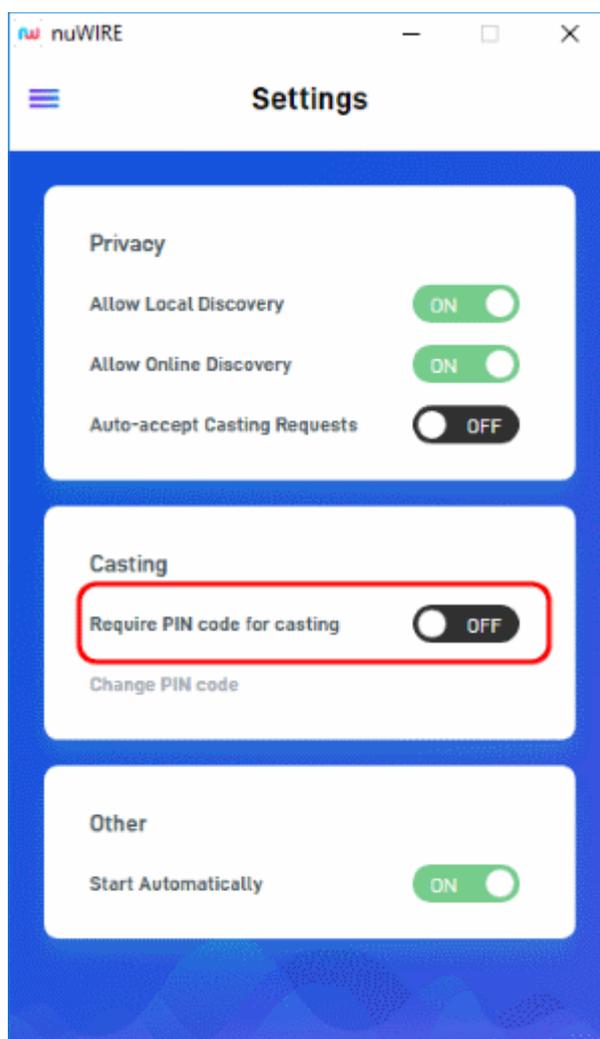
Cast from device 3 to device 2 - No PIN code required.

Etc.

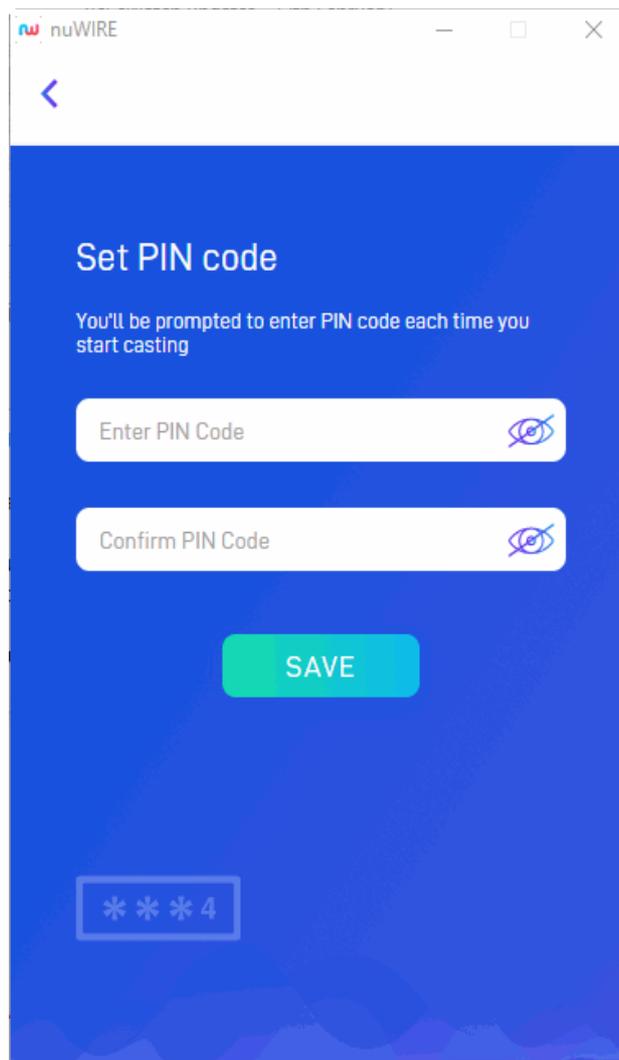
This feature is useful if you want to restrict casting from other devices during certain times. For example, if you do not want to be disturbed or have important work. Share the code with people who you want to allow to cast to your device.

Set a PIN code

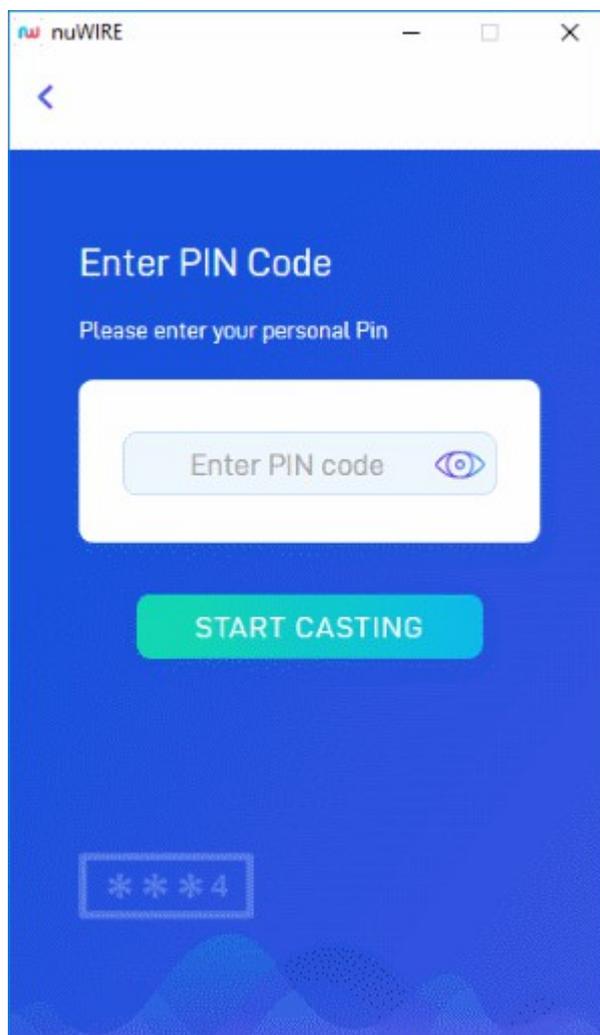
- Click / touch the hamburger button then select 'Settings'
- Enable ' Require PIN code for casting':



- Enter and confirm your PIN code:

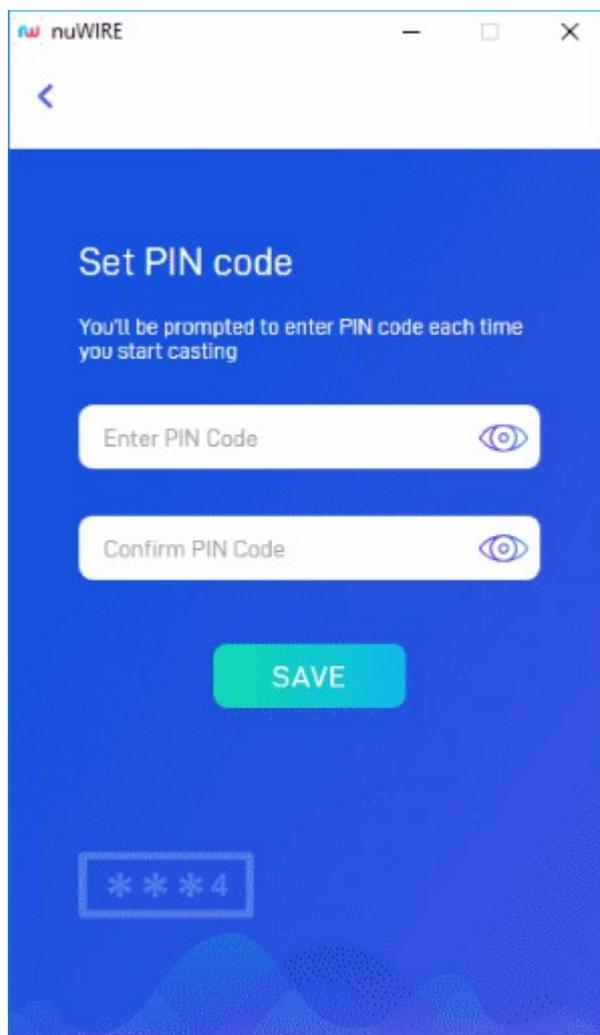


- Hit 'Save' to apply your changes
- People who want to transmit to this device will have to first enter the PIN code.
- You should communicate the PIN to people whom you want to allow access to the device.



How do I change the PIN code?

- Click / touch the hamburger icon then 'Settings' > 'Change PIN code':



- Enter the new PIN code and confirm it.
- Click / touch 'Save'

Users will need to enter the new PIN before they can share with this device. Please communicate the PIN to all users that you want to authorize.

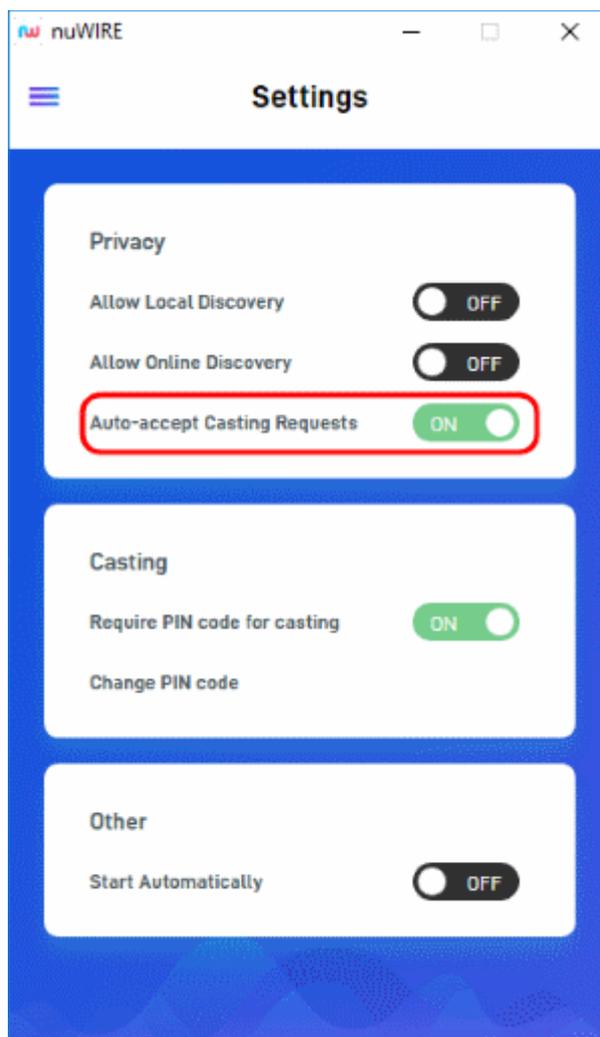
Can I control who shares their screen with me?

Yes. There are two main ways to do this in settings:

- Set a PIN code for your device. PIN codes are [explained here](#).
- Disable 'Auto-accept casting requests' in settings. See the rest of this FAQ for more details.

By default, nuWire will ask you to accept any incoming share-screen requests. You can disable this option if required.

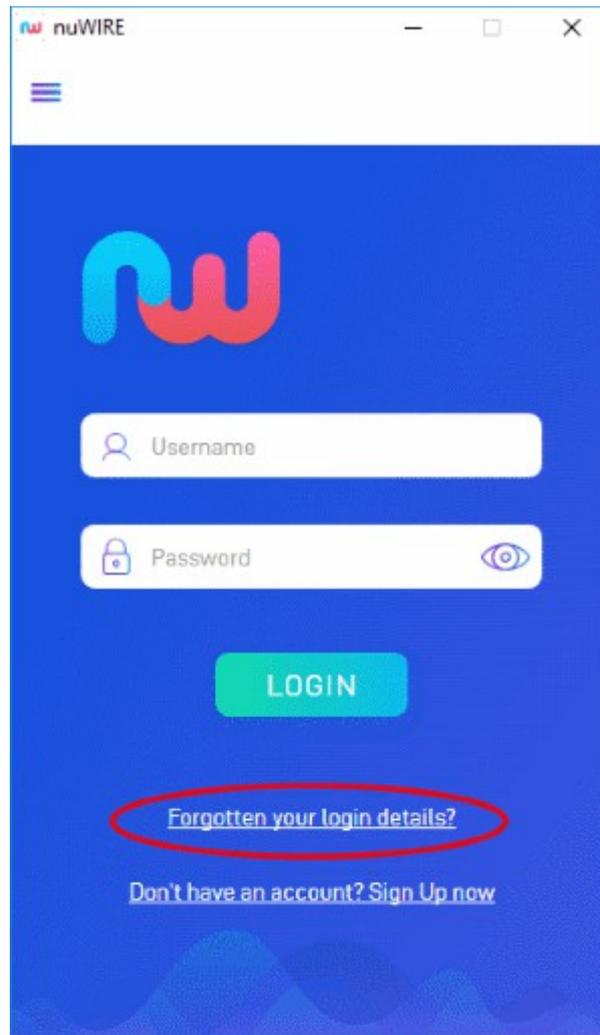
- Click / touch the hamburger icon then 'Settings'
- Enable or disable 'Auto-accept casting requests' as required:



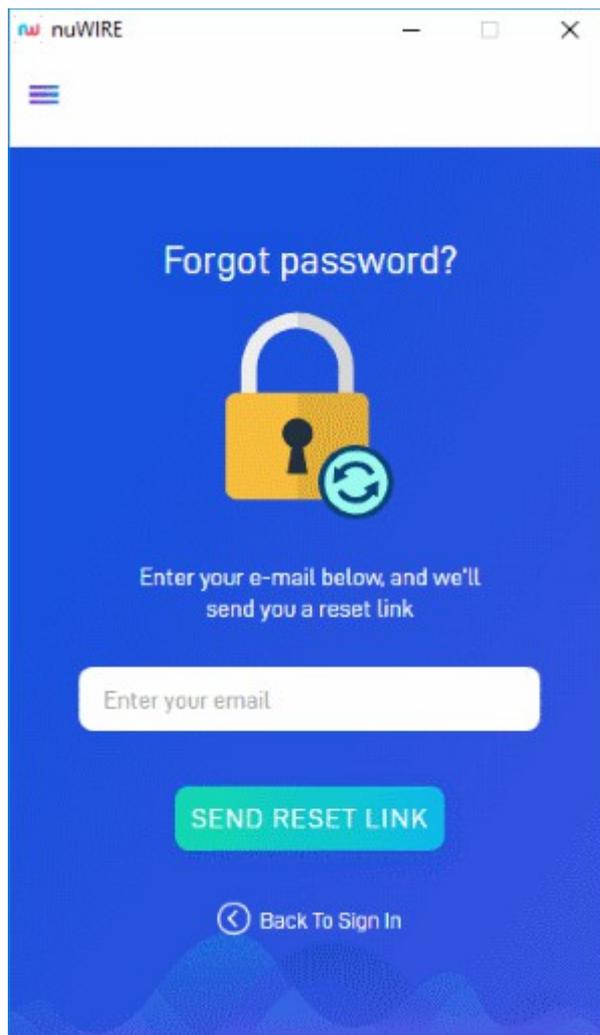
- Off – This device will ask your permission every time another device wants to share its screen with you.
- On – nuWire doesn't ask your permission. The sender's screen will automatically appear on your device.

How do I reset my nuWire password?

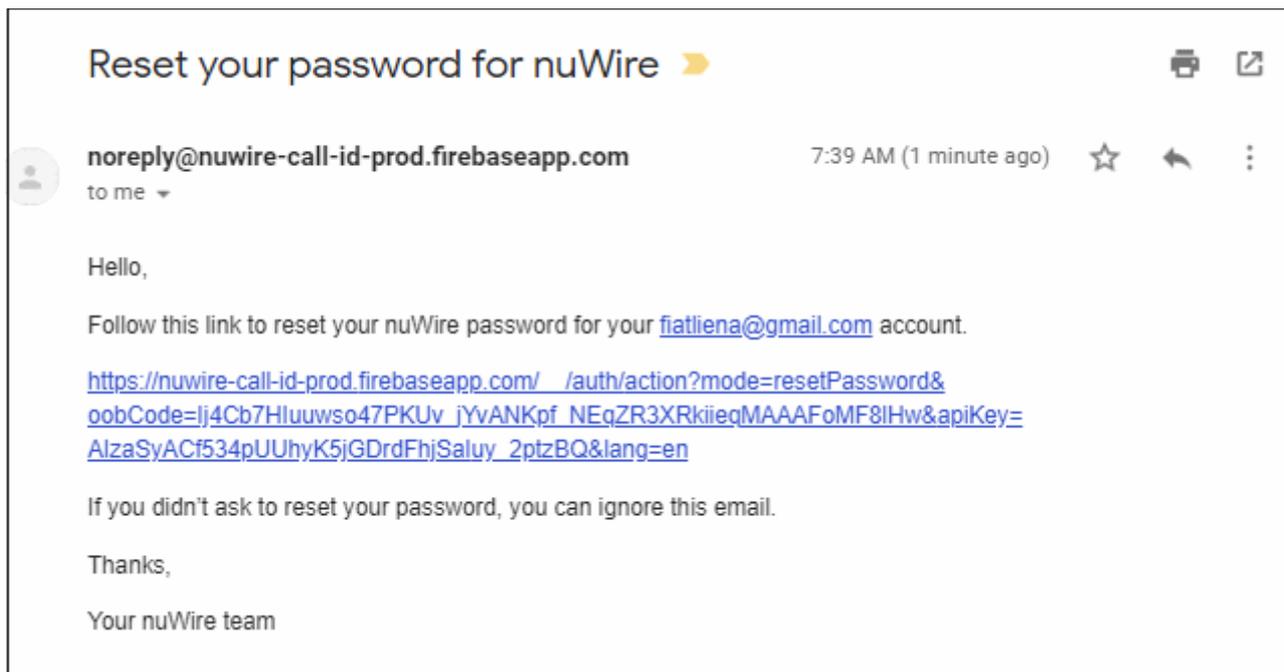
- Open the app and click 'Forgotten your login details?' on the login screen:



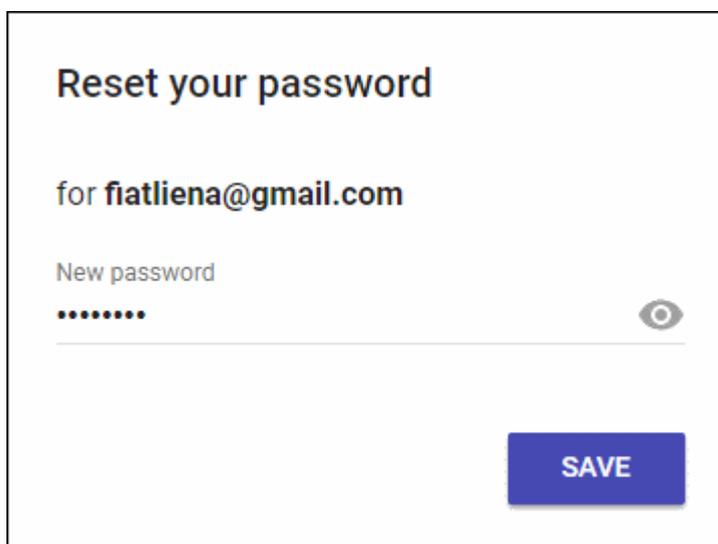
- Enter your email address and press 'Send Reset Link':



- We will send a password reset mail to the email address associated with your nuWire account. Note – Check your junk mail folder if you don't find it in your inbox.
- Click or touch the reset link in the mail:



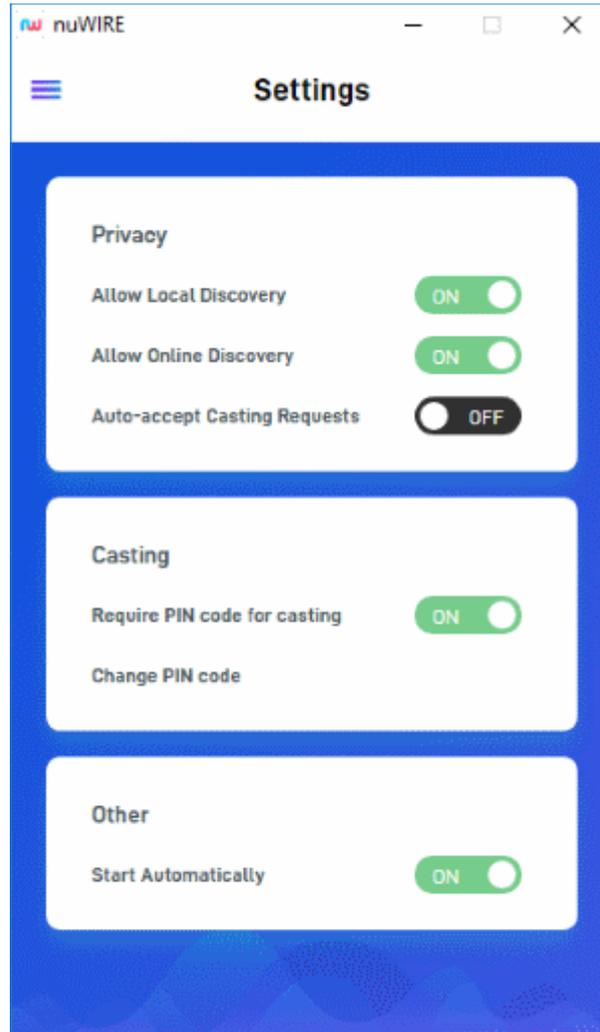
- Enter your new password and hit 'Save':



- That's it. You will see a message confirming the reset.

How do I configure nuWire settings?

- Click / touch the hamburger button then select 'Settings'



Privacy

- **Allow Local Discovery** – Your device will be visible to other nuWire ready devices on the local network. You can cast to local devices with or without signing in to your account.
 - Note – If you disable this setting, your device will not be visible as a local device. If you sign in to an account with local discovery disabled and online discovery enabled, your device will be shown as remote to other devices that are logged in with the same account.
- **Allow Online Discovery** – Your device will be visible to remote nuWire ready devices. Remote devices must be signed in to your account in order for you to cast to them.
 - Note – This setting does not affect local discovery. For example, if this setting is disabled and local discovery is enabled, your device will be visible to other devices in the same network.
- **Auto-accept Casting Requests**
 - On – Sender devices do not need your permission to share their screen with you. Their screen will automatically appear on your device.
 - Off - Your permission is required every time another device attempts to share their screen with you. You can accept or reject the request. See [this FAQ](#) for more info on this.

Casting

- **Require PIN code for casting** – A PIN code is a password that sender devices need to enter before they are allowed to share their screen with you.
 - On – Users on sender devices need to enter a password before they can push their screen to your device
 - Off – Sender devices do not need to enter a password code.See '**What is a PIN code?**' for more help with this.
- **Change PIN code** – Allows you to change the authentication code. [Click here](#) for help with this

Other

- **Start Automatically** – If enabled, nuWire will start automatically when the device is booted/turned-on.

Can I use different accounts for the same devices?

Yes, you can add the same device to different nuWire accounts. For example, you could have one account for work projects and another account for friends/family. Two accounts would allow you to use the same device to share screens separately with each audience.

The best way to set this up would be to add your work devices to one account, and your home devices to another. You can only sign-in to one account at a time on a device, so make sure to use the correct account. [Click here](#) if you need help to create a nuWire account.

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit [comodo.com](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

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