Remote Support & Management
PC – Server – Mac – Tablet – Smartphone – Embedded device
Windows – macOS – Android – iOS – CE

WiseMo Guest module
on your Android device

WiseMo Host module
on your remote computer or device

Internet

Premises based

Windows
WM/CE
Android
macOS

WiseMo develops software for remote control between computers and devices, for example between PCs, Servers, Mac computers, Smartphones, Tablets, and other handheld or un-attended devices. Using WiseMo software you have a powerful set of remote control and management features available to increase your efficiency – saving you time and money.

Guest & Host modules

The WiseMo Guest module runs on the computer or device from where you want to access and take remote control of other computers and devices.

The WiseMo Host module runs on computers and devices to prepare them for secure access by authenticated users with a Guest module.

Cloud or On-premises based connectivity:

Connection between the Guest module and the Host module is established either via WiseMo's myCloud solution (using the internet) or directly via your LAN/WAN network (using TCP/IP directly).

For Cloud connectivity (WiseMo myCloud), your computer or device must be able to access the internet, for example via fixed line, Wi-Fi or mobile operator network (3G, 4G, 5G). This will allow you to reach a computer or device wherever it may be and from wherever you are – as long as there is internet access from both the Guest and Host computer / device.

For On-premises connectivity using TCP/IP via your LAN (Wi-Fi, cable) or WAN, you may avoid internet traffic and possible data charges from your mobile operator. You will have to manage any firewall settings to allow communication from the Guest module to reach the Host module.

The Android Guest application

This guide provides information on how to install, configure, use and uninstall the Android Guest app – our Remote Desktop Guest module for use on Android devices, for easy, fast and secure remote control of computers and devices running a WiseMo Host module.

Notice: This guide assumes that you have at least one WiseMo Host module installed on a computer or device, ready to be reached, either via myCloud connectivity or directly via TCP/IP. For information on how to setup a Host module, please refer to the tutorials for such module. Available documents can be found here: http://www.wisemo.com/support/documents/

1. Installation of the Android Guest app

The app is installed on your Android Smartphone or Tablet so you can reach and remote control PCs, Servers, Mac computers, Smartphones, Tablets or other handheld or un-attended devices. The app requires Android version 4.0 or later.

Download the app from Google Play:

Prior to download, you may see information about what this app may access and be requested to accept certain permissions. Our app **does not** access Photos or Video, for example. It does however access its own configuration files and log files, so it needs permission to write and read files on the device. For the app to function correctly, you must accept any request for such permission / avoid later to disable such permissions.
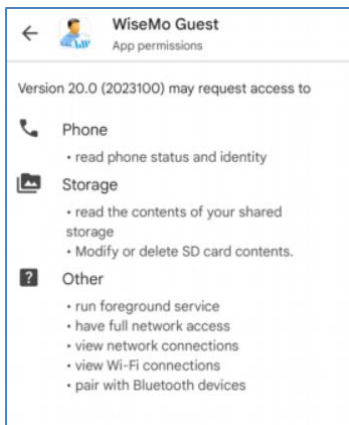
After download, open the app, either from Google Play or by finding the Guest icon on your device.

Upon installation, a folder called WsmGuest is created which contain phonebook files if any created, and other data files, e.g. the WsmGuestAndroid.log, if created. This folder is located here:

 "*/storage/emulated/0/***Android/data/com.wisemo.wsmguest.v18/files/WsmGuest**"

When the app is upgraded, those data files are maintained, so you can upgrade without losing them. If you uninstall the app, the data is lost.

2. The Start-up Wizard

When the Guest is run for the first time you will be met by the startup wizard. It introduces you to myCloud and permits you to pre-configure the use of a specific myCloud domain, if you already have access to one. It also provides you with a link to create a trial myCloud domain, if you wish to try easy connectivity over the internet.

If you initially just want to use the Guest on your local network, just press the Continue buttons and you will reach the Guest user interface. You can later easily log on to a myCloud domain directly from the user interface or enable the Wizard to run again.

Other configuration options are found in the Options tab, which dictates the default connection properties used when connecting to a remote computer or device. Individual Connection Properties can be defined via the Phonebook tab.
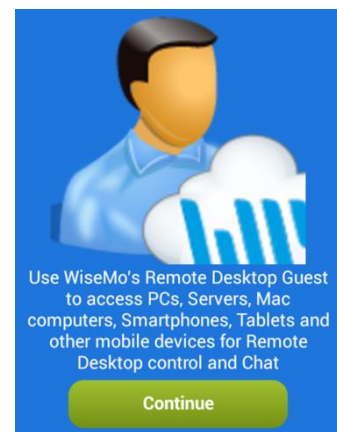
3. Using the Guest app

It is assumed that you have at least one WiseMo Host module running on a computer or device, so you are prepared to successfully initiate a remote desktop control session.

The Guest module is organized into tabs, shown at the top of the screen:
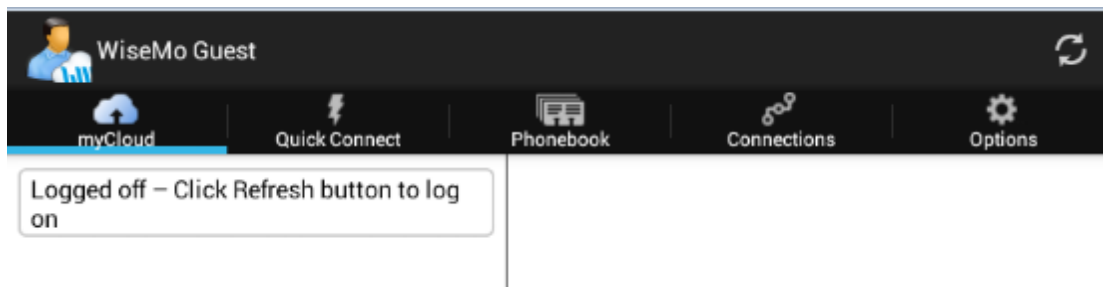
IF the device does not show all tabs at once, for example on a phone device with a narrow screen, use one finger to **scroll the tab menu horizontally** to reach all tabs.

Depending on the size of your device, and whether the device is in portrait mode or landscape mode, the lay-out of tab content may differ. If space permits, a tab may be shown in split view, otherwise you may need to tap an item to see the details view.

In general, if you are one level down, you can press the "<Guest" icon in the upper left corner to move one level up. You can also use the "Back" button on the device.

You are at the top level when you do not see "<" in front of the Guest icon.

We will cover each tab below. If you want to make your first remote control connection via TCP/IP, for example to another computer or device also available on your local Wi-Fi or LAN, you can go directly to 3.2 – The Quick Connect tab.

3.1 The myCloud tab
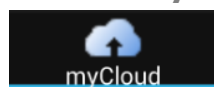
If you are logged into a myCloud domain, you will see a list of your myCloud enabled Host computers and devices.

From this tab you can easily select and connect to the computer or device you want to reach. You can choose to start a remote control session (Remote Desktop) or a chat session (Chat).

(Remember, you need at least one Host module enabled for your myCloud domain, to see any Hosts listed in the myCloud tab).
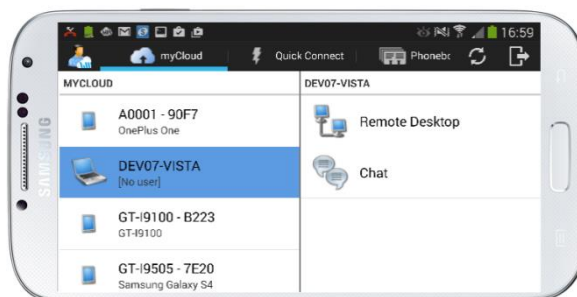
Notice: A connection will use the default connection properties defined in the Options tab. Connection properties allows you to automate the entry of log-on credentials, select how the remote desktop screen is presented (full / actual size) and many other options.

The list showing myCloud enabled computers and devices is automatically updated as computers and devices enter the domain or when myCloud is aware a host has left the domain. You can manually refresh the list of hosts – just press the refresh button, found top right.

If already logged on, use the log off button to leave the domain, for example if you want to log-on to another domain. Also, use the log off button to prevent the program from automatically signing into the domain on next Guest start.

If you are not logged on, press the refresh button, found top right, which takes you to the log on screen.

Log on by entering your myCloud user account credentials. This is an email address and password, and perhaps a verification code, if your myCloud user account is protected with two-factor authentication (2FA).

The program remembers your credentials, so you do not need to re-enter those, each time you start the Guest app. If the myCloud account is 2FA protected, you must however enter the verification code each time. If you do not want the program to remember your credentials, manually use the log off button, before ending the Guest app.
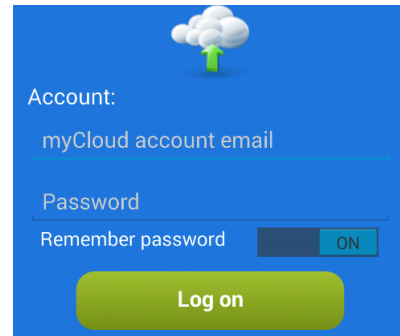
Example: Remote Desktop Control of an LG device from a Samsung device.
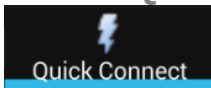*The screen of the LG device is shown on the Samsung device.*

Full screen view   **Pinch with fingers to zoom**

Please refer to 4. Remote Control of a Host computer or device for information on options available during a remote desktop control session

3.2 The Quick Connect tab

Use this tab to quickly connect via TCP/IP to a computer or device running the WiseMo Host module.

You need to know the IP address of the distant Host (or the DNS name) and it must be reachable via TCP/IP communication, for example if both are on the same LAN or Wi-Fi.

Simply enter the address and press the Connect button. Make sure TCP/IP is selected as Communication Profile.

You can choose between establishing a Remote Desktop or a Chat session.

A connection will use the default connection properties defined in the Options tab. You can define and save individual connection properties, if you use the Phonebook tab. Connection properties allows you to automate the entry of log on credentials, select how the remote desktop screen is presented (full / actual size) and many other options.

Notice: As default, the program uses port 1970. If the Host module on the target computer is setup to listen on another port, you can specify such port in the Host ID field, after the IP address. For example specify: 10.204.1.3:1975 where 1975 is the port.

Share links and Invitation links
If someone has sent you an Invitation link (from a specific Host) or a Share link (from the myCloud web interface) you can paste the link into the Host ID field and press the Connect button. The Guest will connect via myCloud to the Host for which the link was created – and that without you needing to be logged into this myCloud domain (Your device must be Internet enabled).

Example: Remote Desktop Control of Windows 10 PC from a Smartphone

Full screen view

Pinch with 2 fingers to zoom

Please refer to 4. Remote Control of a Host computer or device for information about options available during a remote desktop control session

Quick Connect History
The addresses used are saved in the Quick connect history list, so it is easier to re-connect to previously connected Hosts. To reach the Quick connect history list, click on the > button:

Click the address to use, and you are back to the Quick connect screen. You can also add the Host address to the Phonebook by using the Add button:
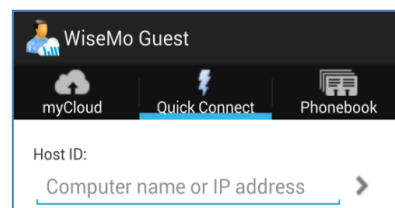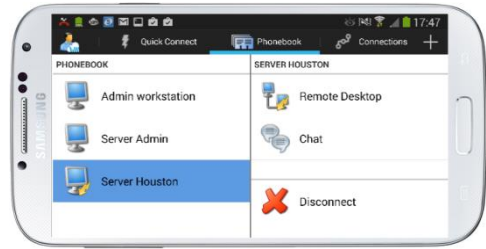
3.3 The Phonebook tab

From the phonebook tab, you can create Host entries with pre-defined address and Connection Properties.

Select a Host from the list and click Remote Desktop or Chat to connect to it.

In the Phonebook list, you can see which Hosts you are connected to. Select a Host and switch between session types (Remote Desktop and Chat) or disconnect.

Click the + button found top right, to add a new Host entry to the Phonebook

Each Host defined in the phonebook can have individual connection properties, so you can tailor the best settings for an optimal connection.

As a minimum, you should enter a Description and a Host ID. The Host ID could be the IP address of the distant Host computer or its DNS name. All other settings shown are the default settings defined on the Options tab, at the time of creating the Host entry. You can now or later change the Host entry's settings to match your preferences for connection to this specific Host.
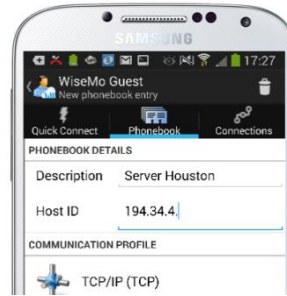
To save the new entry, press the "back" button found top left.

To remove a Phonebook Host entry, long press on the entry and confirm you want to delete it.

Please notice that you may have different views depending on type of device and whether your device is in landscape or portrait mode.

Example: Remote Desktop Control of Windows CE device from Guest module on an Android Tablet

Drop-down screen for passing special keystrokes to the Host computer.

Notice the special buttons on the top tool-bar for control of Win Mobile/CE devices. On narrow screens these are shown in the drop-down screen.
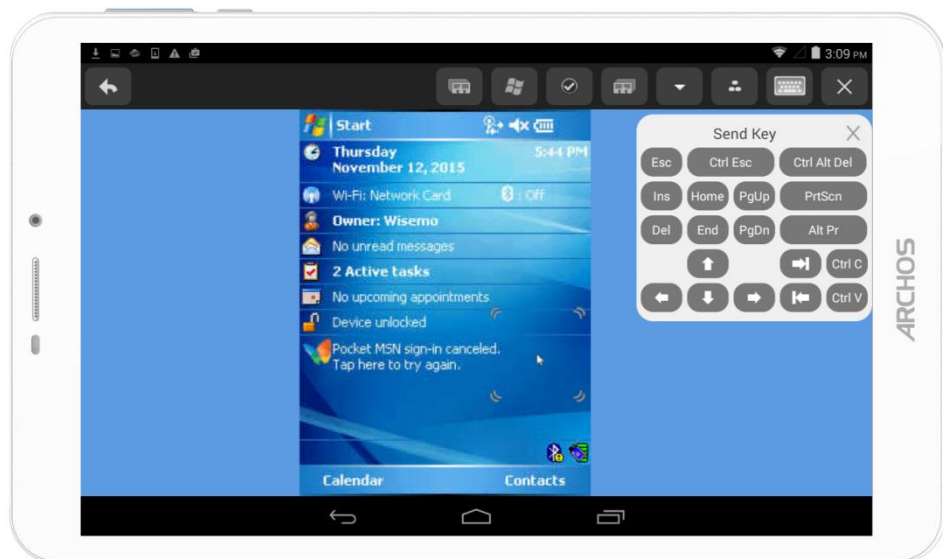
3.4 The Connections tab

The Connections tab lists all current connections, irrespective of whether the connections have been established from the myCloud tab, the Quick Connect tab or from the Phonebook tab.

You can also reach the Connections tab via the Guest icon shown in Android notifications. This icon is shown when the Guest has at least one connection.

From the Connections tab you can jump between already connected Host computers and devices.

For an already connected Host, for example with a Remote Desktop connection, you can initiate a Chat session, and vice versa.

You can also disconnect Hosts via the Connections tab.

Notice that the Connections tab name includes the number of current connections, a quick way to see if you have active connections.
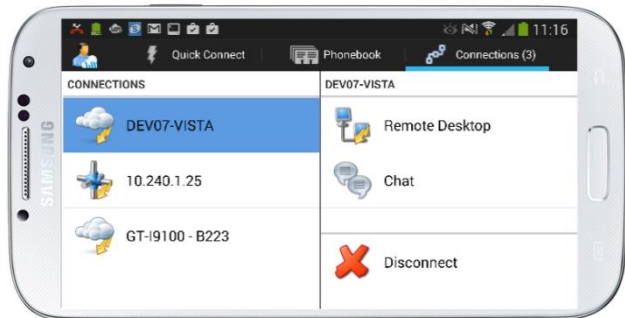

3.5 The Options tab
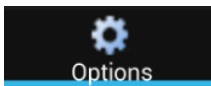
The Option tab allows you to change the default Connection properties, used when connecting to a remote computer or device. The Options tab also provides various other settings and information.

3.5.1 Connection Properties
Connection properties are used when you connect to a remote Host computer from the myCloud tab or the Quick Connect tab. These properties are also used as default settings when adding a Phonebook entry. Each type of setting is described below.

3.5.1.1 Host Log On Credentials
If the Host is not using myCloud Devices Access Control (mDAC) for authentication, these pre-defined credentials are sent to the Host for authentication of the Guest access. Credentials such as user name, password and domain or workgroup are used by the Host, depending on the authentication method defined by the Host. If credentials are wrong or missing, the Guest will prompt you for missing credentials upon connection to the Host. If the Host is 2FA protected, you will be prompted for the verification code.
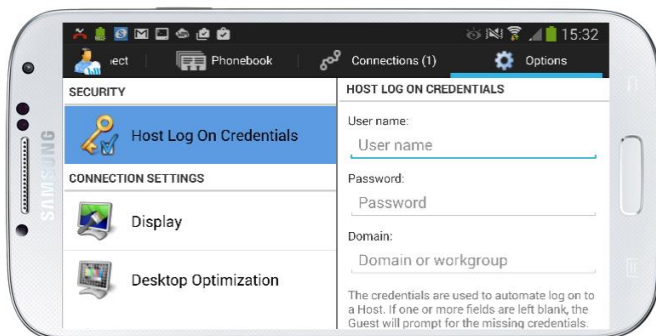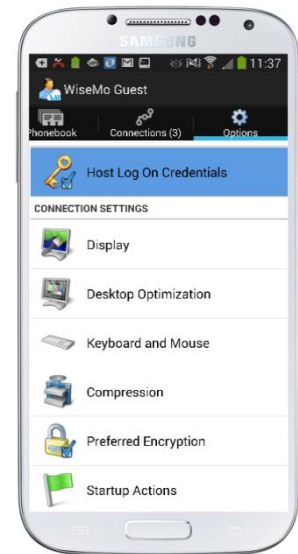
3.5.1.2 Display
Size to full screen:

Check this, if the Guest initially should show the entire desktop of the Host. While connected, you can resize it (zoom in) to show only part of the desktop in greater detail.

Un-check this and the Guest will initially show the remote desktop in its actual size, perhaps resulting in only part of the screen being shown. While connected, you can easily move around (panning) to see all parts of the desktop or size (zoom out) to see the full screen.


Picture Quality:

The Picture quality settings optimize performance.

<u>The "Slider"</u>
Prioritize between quality of screen image and speed of screen transfer. The slider controls the compression type and level. Middle position is default and good in combination with Progressive quality.

<u>The Progressive quality switch</u>
Use idle time to improve image clarity towards full quality, when one of the 3 lossy compression types are selected.
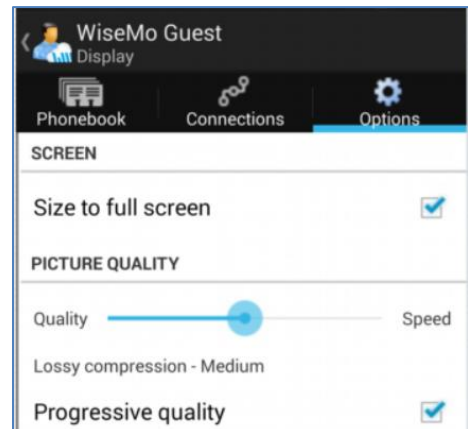
### 3.5.1.3 Desktop Optimization
These settings dictate how the screen on a distant computer is modified during connection, to ensure best possible performance.

Optimize: Defines if optimization should be attempted or not
All features: Check this to use all optimization features possible

You can disable specific optimizations features, you do not wish to use. The features are:

Wall paper: Removes the wallpaper on the remote screen
Screen saver: Disables screen saver
Animation gimmicks: Disables various animation gimmicks the remote desktop may otherwise use.
Full window drag: When dragging a window, only the frame is shown, not the window content.
Active Desktop: Disables use of the Active Desktop, found on older Windows PCs
Aero: Disables the use of Aero (e.g. see through window frames)

Whether an optimization is actually used, depends on the Host operating system.
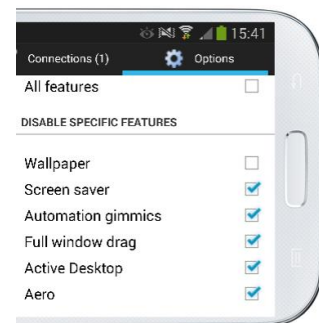
3.5.1.4 Keyboard and Mouse
The "Open at startup" setting opens the Guest keyboard automatically, after connection to a Host. Often your first step after connection is to use the Guest keyboard to e.g. sign on.

3.5.1.5 Compression
You can define High, Low or not to use compression at all. Normally best option is to maintain the Automatic setting. The settings define how much the data transferred is compressed. High compression uses more CPU power, but less data need then to be transferred.

3.5.1.6 Preferred encryption

The settings of the Host app ultimately dictates which encryption levels can be used. However, as a Guest user, you may state your preference, and if permitted by the Host app, your preference will be used. Otherwise, an encryption level permitted by the Host will be used. Do not use the classic method unless you have to – it is generally a slower and less safe method.

3.5.1.7 Startup Actions

Startup actions are settings that automate actions upon connection with the Host, subject to the Host security settings supporting such action.

Lock keyboard and mouse:	The user on the Windows Host computer will not be able to use his keyboard and mouse, while the Guest is connected.
Blank screen:	The screen on the Windows Host PC / Mac will be blanked, so the desktop is not visible to someone looking at that monitor
Suspend other Guests from Connecting:	With WiseMo products, multiple Guest users can be connected to the same Host, if permitted. This setting ensures that no other Guest user is allowed to connect while you are connected.

3.5.2 myCloud account

You can enter your myCloud credentials and verify that they work.

(The URL field should be left untouched).

"Configure at startup" will launch the Setup Wizard when the Guest app is started.
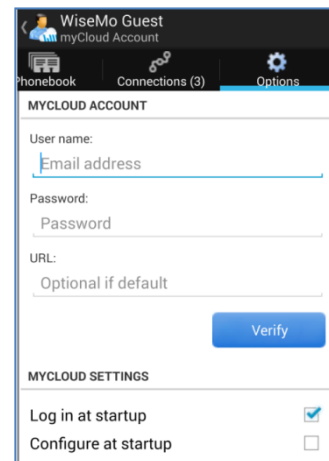
3.5.3 About

The About screen provides various information about the program and the device itself, including version, licensing and copyright notices.

3.5.4 Mouse Gesture Instructions

To simulate the use of a traditional mouse ono the remote Host computer, the Guest program uses a Mouse Marker.

It is also used for positioning and executing mouse actions on remote devices.
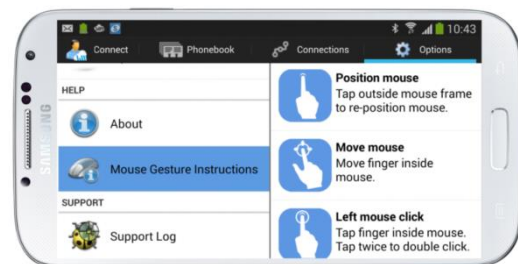
The marker consists of a square area indicated by 4 corners, and a mouse pointer in the middle, which reflects the actual shape of the mouse pointer on the Host computer. Note that the marker can be sized for ease of use.
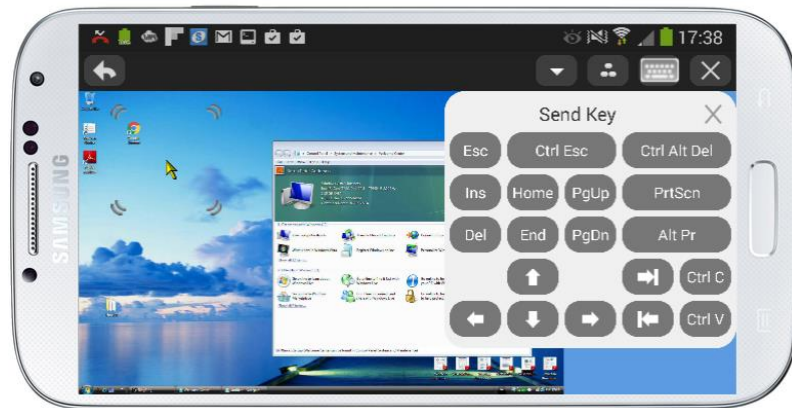
Read the Mouse Gesture Instructions to learn how you use the marker for left click, right click, vertical scroll and many other useful actions.

3.5.5 Support Log

Save a log file with low-level communication between Guest and Host. Used for trouble shooting reasons. If you need to report a problem, WiseMo support may request that you create this log and send it to us.

4. Remote Control of a Host computer or device

When connected to a Host computer or device, you will see the remote desktop, or part of it, on the screen of your device. You can easily adjust the visible part of the desktop by pinching with two fingers on it.

Use gestures or the re-sizeable WiseMo mouse marker on your device to work on the screen of the remote Host computer / device (you can learn about the gestures from the Options tab > Mouse Gesture Instructions). First position the mouse marker and then tap to execute a remote click, a procedure to avoid un-intentional execution on the remote computer / device. If you tap outside the mouse marker, the marker is positioned where you tapped and you can now tap inside to execute the mouse operation. See Mouse Gestures for information on how to left click, right click, double click, hold a mouse button down etc.

You also have access to a command menu and a button menu, see description below.

Menu buttons

The top toolbar provides various buttons. Some buttons work locally on the Guest app; others are special buttons, which vary depending on the Host type you are connected to. The special buttons are sent over and executed on the remote Host.

 Press this button to go back to the Tab view you came from. This does not terminate the session!

 Press this button to terminate the session with the Host.

 This button shows a screen with special buttons to send certain keystrokes or combinations to the remote Host computer or device. One example is passing of Ctrl-Alt-Del often needed on Windows PCs, another example is the Home button often used on Android devices.

 This button shows a menu of commands for executing specific features, depending on the capability of the Host computer / device. Features includes launch of marker mode, lock keyboard / mouse, restart, lock or log-off the Host computer, blank screen (Win / Mac).

 Open / close the Guest keyboard on the Android device.

 Special buttons you can execute on remote Android Host devices. They are shown in the top toolbar, when space permits (typically on tablets or Smartphones in landscape mode).

 Special buttons you can execute on remote Win Mobile/CE Host devices. They are shown in the top toolbar, when space permits (typically on tablets or Smartphones in landscape mode).

Mouse marker

The mouse marker consists of a frame indicated by rounded corners, and a mouse pointer in the middle. Tap outside the frame to position the mouse, move the finger inside the frame to adjust the position, tap inside the frame to execute a mouse click.

For remote desktop control of a Host, the mouse pointer on the Guest will dynamically change to reflect the appearance on the remote Host computer. Here are a few examples of different mouse pointers:
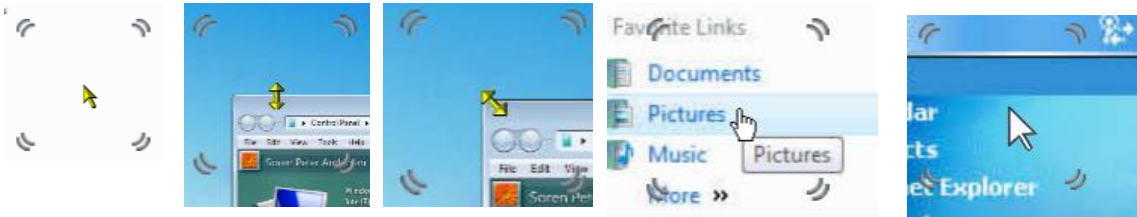
 You can easily re-size the mouse marker, to obtain a size that works best for you. Pinch inside it with two fingers.

NOTICE: Usually you need to tap twice, first to position, then to execute a remote click. You can also drag the mouse pointer to its position, then tap once. This procedure helps to avoid that you accidentally touch somewhere on the device screen, immediately executing an un-intentional mouse click on the remote computer / device.

Mouse gestures

From the Guest Options tab you can always check the Mouse Gesture Instructions, for help on gestures available to you.

Pop-up screens

When connecting to Host computers and devices you may, depending on the settings on the Host, be required to fill in password credentials or wait for someone on the Host side to grant or deny you access.

If the Host has been protected by 2FA, you will also be prompted to enter the verification code.

Multiple Guests connected to the same Host

Multiple users with a WiseMo Guest module can simultaneously connect to the same Host – if permitted by the Host. This allows multiple users to follow what is happening on a single remote desktop.

While all Guest users will be able to view the screen, only one Guest at a time will have control of the Host's keyboard / mouse / input controls. The Guest that first connects will initially have the input control.

Any Guest user can take the input control by passing an input action on to the Host, like a click with the mouse. This results in a notification that "Input has been assigned" after which, any following input action will take place on the Host. The Guest user that had the input control will receive the notification: "Input revoked by Host".

5. Share links and Invitation links

If someone has sent you an Invitation link (from a specific Host) or a Share link (from the myCloud web interface) you can paste the link into the Host ID field, found in the Quick Connect tab. Then press the Connect button. The Guest will connect via myCloud to the Host for which the link was created – and that without you needing to be logged into such myCloud domain. This requires your device is internet enabled.

6. Uninstalling the Guest app

Uninstall the Guest app in the usual way you uninstall apps on your device. For example, do it from Settings - Apps, selecting Remote Desktop Guest and then Uninstall.

7. License information for the Guest app

The Android Guest module, version 20 comes with a free perpetual license to use on all your supported Android devices.

From the Guest module you may connect to validly licensed WiseMo Host modules.

8. Glossary

Computer – Any Server, Workstation, Desktop, Laptop that runs an operating system supported by the Guest or Host module.

Device – Any Smartphone, Tablet, Set-top box, Scanner, or other handheld or un-attended device that runs an operating system supported by the Guest or Host module.

Guest – the module installed on a computer or device, e.g. PC, on an iPad, iPhone, Android device or running from a supported Browser. From the Guest module, the user may remote control another device or computer where the Host module is running.

Host – the module installed on the target computer or device that should be remotely controlled from the Guest module. It can for example be a PC, Mac, Smartphone, Tablet, Set-top box, or any other type of device that runs a supported operating system.

Host Configuration Manager – also termed Host Manager or Mobile Host Manager. A tool used for configuring a WiseMo Host application. It is installed on a Windows desktop computer and communicates with the Host service or your device when the device is USB connected to your PC.

Skin – the graphical user interface for remote control of devices, when you are controlling from a Windows desktop computer. Usually it is almost an exact graphical copy of the real device which is being remote controlled. Skin buttons are "alive" and imitate the keystroke of the real button: if you click on one of them then the same action will be performed on the device as if you click the real button.

Communication profile – protocol configuration for the communication between a Guest module and a Host module. There are two main communication methods: TCP/IP and myCloud. Before

connecting directly from a Guest to a Host you should specify on the Guest which communication profile should be used.

myCloud – one of the communication profiles. myCloud communication is an internet based protocol that allows connection through firewalls, proxies and NAT'ed networks. It comes as part of WiseMo's myCloud subscription based service for easy remote control connectivity between computers and devices.

mDAC – myCloud Device Access Control. Centralized definition and control of who may do what on which computers and devices.