

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

#### WiseMo Guest module on your Windows PC



#### WiseMo Host module on your computer or device



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 & 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 connections over the internet (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 Guest program for PCs running Windows

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

**Notice:** This Guest 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 Windows Guest program

The program is installed on your Windows PC, so you can reach and remote control PCs, Servers, Mac computers, Tablets, Smartphones, or other handheld or un-attended devices. The program runs on Windows 11, 10, 8.x, 7, Vista and XP (https support needed for myCloud connectivity). The program also runs on all Windows servers from Windows 2003.

### 1.1 Download the Guest

You can get the Guest installation file, an .msi file, from various sources, for example via the Deploy tab in a WiseMo myCloud domain (trial or paid) or via a download link from the email supplied to you after a purchase or after requesting a free trial.

You can also download the program here: (v.20.0)

[DOWNLOAD](#)

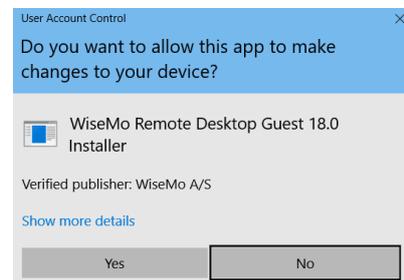
For download via the Deploy tab in your myCloud domain (log on from a browser), select the Windows Guest link, which brings you to a download page. Notice you can also pass the download link, for example via email, to the target PC.

### 1.2 Install the Guest

Run the installation file and the setup wizard will prompt you to accept the license terms, and allow you to change the default installation directory. The installation suggests downloading a Video codec file from Cisco, for the Session recording feature, uncheck this download if you do not have internet access / do not want this feature available.

Windows will prompt you to accept installation of the program, so you must have Windows administrator rights to do so.

After installation the program and the Configuration Wizard is launched.



### 1.3 The Configuration wizard

The Configuration wizard takes you through commonly used configuration options. You can later start the wizard from the Guest program; via the Home tab. Below is a brief description of the wizard pages. Which pages you will be presented for depends on previous choices in the wizard and the overall state of the Guest.

#### 1.3.1 Select license mode

If a guest.lic license file is not found, the wizard will ask you to select type of license.

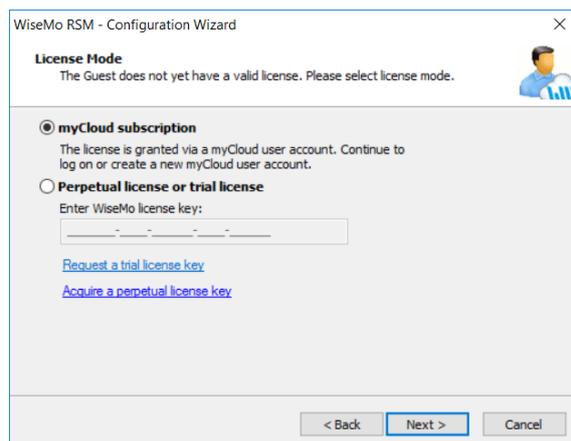
##### a. License via a myCloud domain

If you have a myCloud domain, you can license the program by logging into this domain. Select myCloud subscription and press "Next".

Then enter your myCloud user account credentials (typically an email address and a password). If the account is 2FA protected you will be prompted for the verification code.

##### b. License via a license key

You can license the program by entering a license key (a trial or purchased perpetual key). Paste the key into the license key field and press "Next".



Use the license key method to allow the program to work in environments where there is no access to the internet. With the license key method, it is also possible to use myCloud for connectivity – when you have internet access and subscribe to a myCloud domain. The Wizard provides you with the option login to a myCloud domain.

#### 1.3.2 User interface options

You have the choice to change some default options for the Guest. Those can also be changed later from within the program's user interface itself and is further documented in section 9.

### 1.3.3 Completing the configuration

Press the button Finish to complete configuration and you should see the message "License applied successfully", if the program was licensed via the Wizard. The configuration file guest.xml and the license file guest.lic are stored / updated. See section 10. for the location of those files. IF you exit the Wizard prematurely, the program may not be licensed to run and any changes to the default settings will not take effect. You can run the Wizard again from the Guest; select the Home tab and press the Wizard button. Please notice, IF there already is a license file, the Wizard will not prompt for license. You can remove the license.lic file if you want the wizard to prompt.

## 2. Using the Guest program

The Windows Guest program is a powerful tool that offers many features and functions to help you be as efficient as possible in managing and supporting attended as well as un-attended remote computers and devices.

### 2.1 Examples of connectivity

The Guest program can be used for simple tasks, but also for very advanced tasks. Here are a few examples of simple connectivity, using the programs default settings.

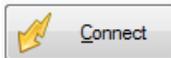
#### 2.1.1 Remote desktop control via TCP/IP

A typical and quick method for taking control of a remote computer or device on your TCP/IP network is to specify the IP address or Computer name and then connect.

Select "LAN & All connections" from the menu, found in the left pane.

Enter the IP address in the Host name field.

Press the Connect button



(or click the Remote Desktop button found on the Connection tab, at the top).

The program will connect to the WiseMo Host module running on the remote computer or device.

On your PC, a separate window is opened that shows the remote desktop:

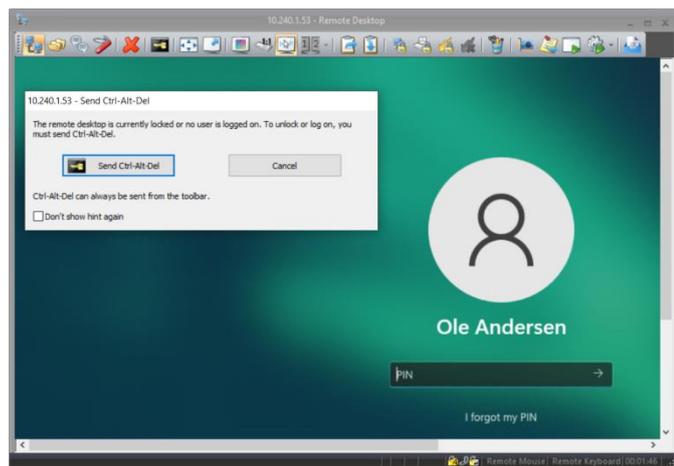
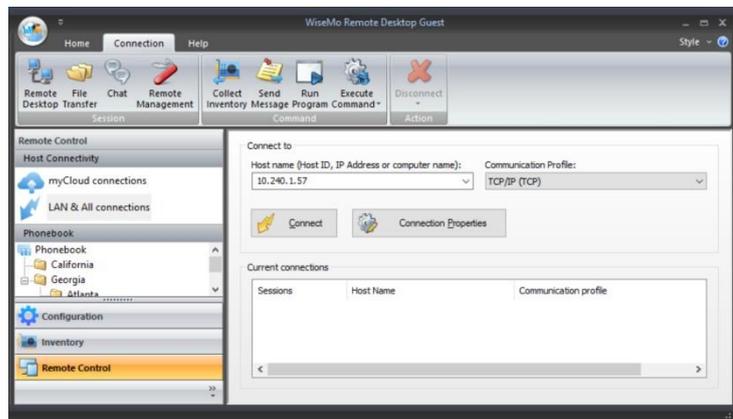
You can now remote control the distant computer. Your Guest computer's mouse and keyboard input is executed on the remote Host computer or device.



Click this button in the pop-up window or in the toolbar to pass Ctrl-Alt-Del to the Host, for example to activate the log on screen on a Windows PC.



You can easily scale to view the complete remote desktop inside the window (to learn about all the options available during remote control, please see 3.1).



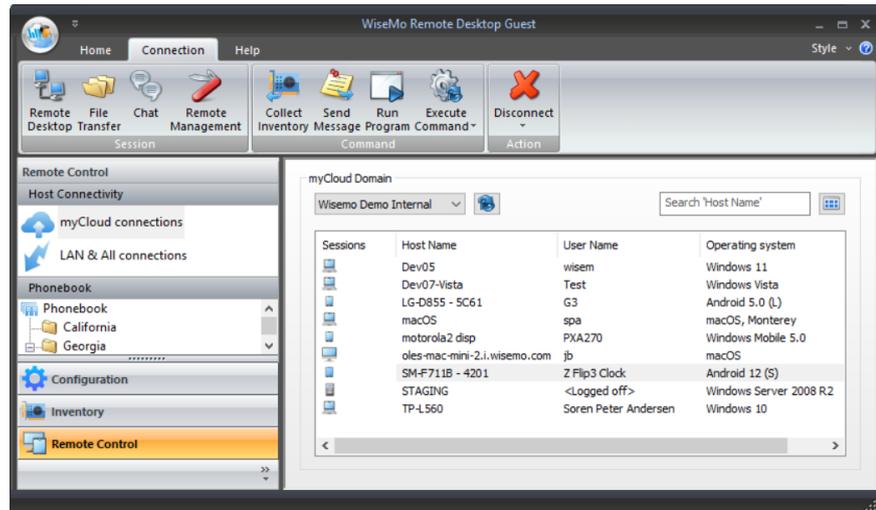
### 2.1.2 Remote desktop control via myCloud

With a myCloud domain and your Guest logged into it, you simply double click the Host you want to remote control.

Select "myCloud connections" from the menu, in the left pane.

If not done yet, log on to your myCloud domain to see the list of online Host computers or devices.

Double click the Host, you want to control, or right click and select the Remote Desktop option.



You can also select the Host in the list and use the Remote Desktop button found on the Connection tab.

The program will connect to the Host and open a separate remote desktop control window, showing the desktop of the remote Host computer or device.

Select the window and start remote controlling the remote Host computer – as if you were seated in front of it.



### 2.1.3 Remote control of a Smartphone or other type of device

When you connect to a Host running on a device, for example a Smartphone, Tablet or maybe a handheld scanner device, you will not only see the remote screen, but also a picture of the device itself – called a Skin.



The buttons on the Skin are active, so you easily can control the remote device from your PC, just as if you had the device in your hands. Just click with the mouse on a button.

Or use your PC keyboard to pass key strokes on to the device, for example to enter text. Click the PC mouse on the remote desktop screen, for example to click on the icon of an App.

The first time you connect to a device, the Guest will download the Skin – if available, otherwise it will use a default skin.

You can configure the program to not show a skin but only show the remote desktop. In this situation, use the toolbar buttons for passing device specific keys such as home, back, sound up and down, etc. You also have the option to show the skin in transparent mode. In this situation, you will not see the skin inside a window frame, but it will be floating on the desktop – right click on the skin itself to access the menu, or find the floating toolbox on the screen.

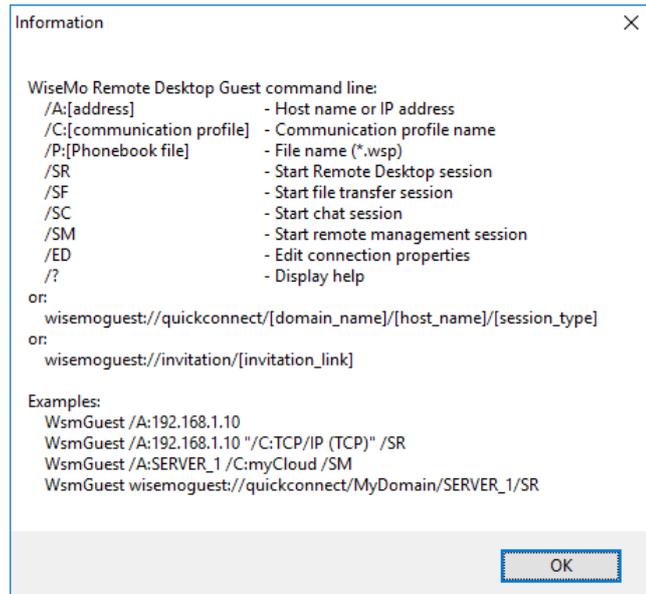


## 2.1.4 Remote control from command line

It is possible to connect to Hosts via the command line.

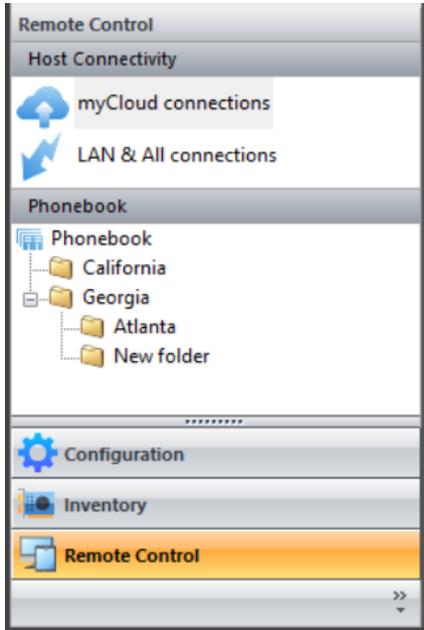
For example, open a Command Prompt, go to the folder containing the Guest, e.g. C:\Program Files (x86)\WiseMo\WiseMo RSM\Remote Desktop Guest and issue the command: `wsmguest /?`

The Guest will load and show a screen with command line options and examples.



## 2.2 Guest structure

The Guest module is organized with a Ribbon toolbar with buttons at the top and a Navigation bar in the left pane. The content of the Navigation bar varies depending on your choice of menu category. The menu category is chosen at the bottom of the Navigation bar, where you can choose between Remote Control, Inventory and Configuration. The details of each menu item are seen in the right pane.



Navigation bar

The primary category is Remote Control. From here you define and chose which Hosts to connect to. There are 3 methods for selecting or defining Hosts:

### myCloud connections

Log on to a myCloud domain and see the list of the myCloud enabled Host computers and devices that you can connect to.

### LAN & All connections

This view shows all current connections – it also allows you to connect to a specific Host simply by entering its address, typically used when Guest and Host are on the same LAN.

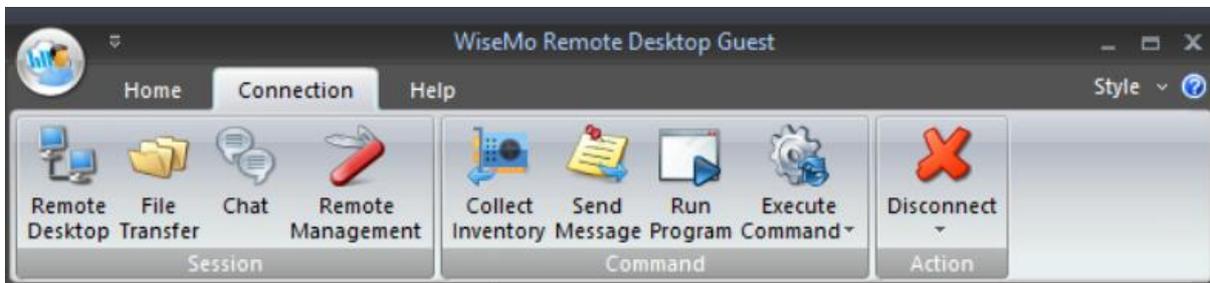
### Phonebook

This is a hierarchical folder-based list, where you can define Host entries with individual Connection properties, and group the Host entries in folders.

Inventory is the second category and shows inventories collected and a graphical representation of some of the data.

The third category is Configuration, various options available to optimize the program and its use. See 9. "The configuration menu" for detailed information.

There are 3 **Tabs** in the Ribbon toolbar at the top.



While the **Home tab** is primarily used for selecting language and the **Help tab** for providing access to support and other resources, the **Connection tab** is the tab you normally will use to execute a task for the Host(s) you have selected in the right pane, for example to start a remote desktop session or a file transfer session between Guest and Host.

There are tool-tips available explaining each task - position the cursor over the button in question.

The Ribbon toolbar can be configured in various ways.

It can for example be minimized; you can add commands to the Quick Access Toolbar (see illustration to the right, where the Disconnect command has been added)



You can also change the visual Style of the entire Guest Application

## 2.3 Connection tasks

Connection tasks can for example be executed via the buttons found on the Connection Tab. A Connection task is executed for the Host(s) selected in the right pane. Notice that if you select multiple Hosts, the task will be executed on all selected Hosts.

The available connection tasks are:

### Session tasks

Establish a specific session with the selected Host(s). The session last until you disconnect it. An activated button can be de-activated to end an already established session.



Start a Remote Desktop Control session with the selected Host(s).  
A separate window is opened for each host. The window shows the screen of the remote Host, and it is from this window you remote control the distant computer or device.



Start a File Transfer session with the selected Host(s).  
A separate split-screen file transfer window is opened for each Host, so you easily can drag and drop files between the Guest PC and the remote Host computer or device. For more details, please refer to section 4. File Transfer.



Start a Chat session with the selected Host(s).  
A separate window is opened for each Host, from where you can send and receive text message from the remote user.



Start a Remote Management session with the selected Host(s).  
A separate window is opened for each Host, containing the Remote Management console. For more details, please refer to section 5. Remote Management Console.

### Command tasks

When the button is pressed, a connection is made to the Host(s), the task is executed, and the connection is stopped. A command window will show the progress of the command. Command tasks are often used in connection with the selection of multiple Hosts.



Connects to the Host(s) and collects an "inventory" of hardware and software. The result of the inventory is stored, and can be accessed from the Inventory Navigation category, found in the left pane at the bottom.



A screen is shown, in which you can create a message, and send it to the Host(s). The message is shown and left on the Host screen until closed by the user on the Host computer.

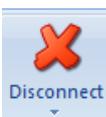


A screen is shown, where you can define a program to be run on the Host(s). For example, use it to open a specific application on the Host(s).

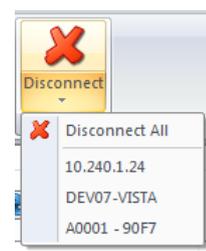


A drop-down menu is shown, from where a specific command is chosen to be executed on the Host(s). The commands are: Lock, Log off, Re-start and Shut-down.

### Disconnect tasks

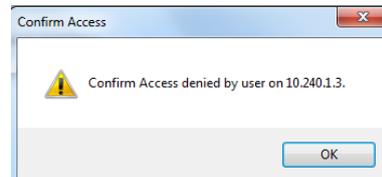


Disconnect the session(s) to the selected Host(s).  
You can select drop-down and the Disconnect All option, to end all sessions with all Hosts. It is also possible to end the session to a specific Host on the list.



## Establishing the first connection

When the first session or command task is executed, the program will connect to the remote Host computer or device. Depending on the security settings on the Host, you may be required to fill in password credentials or wait for someone at the Host side to grant or deny you access.



If the Host is protected with two-factor authentication (2FA), you will also be prompted to enter the verification code.

The verification code is typically generated on a Smartphone (the second factor) for example via the Google or Microsoft Authenticator Apps.

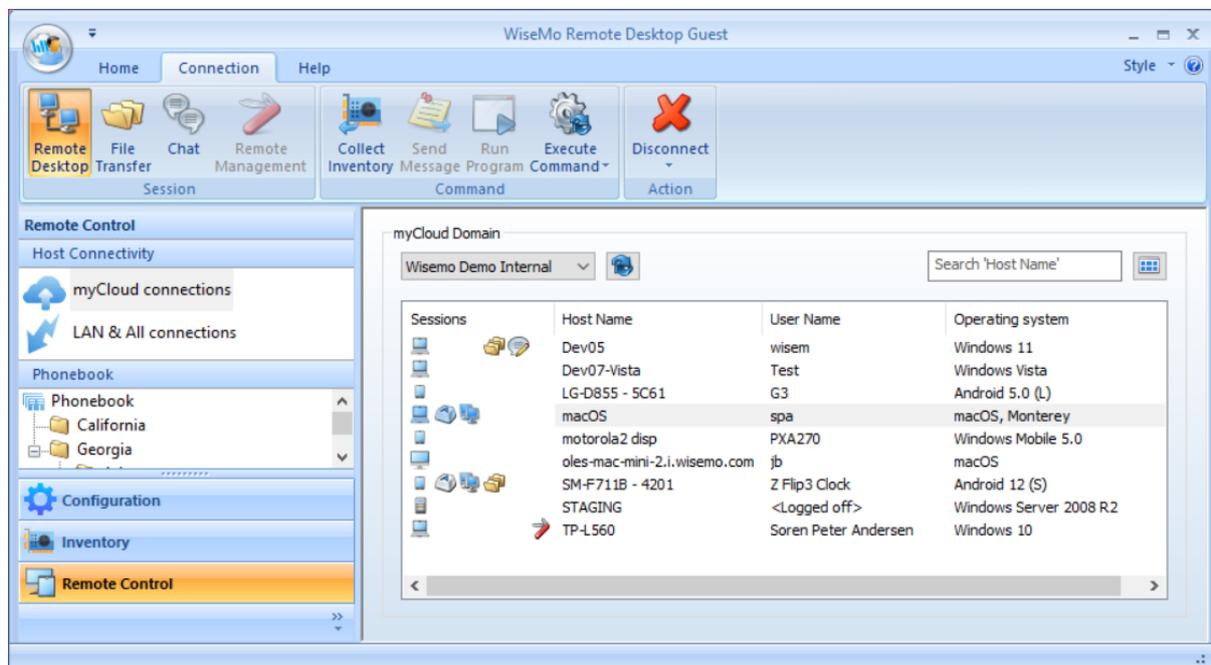
For more details on configuring 2FA, including configuration of the second factor, please see this [document](#).



If mDAC is used for central management and control of security you may just see the remote computer or device screen – in which case you have already been authenticated in the background by the myCloud domain that govern who may do what on which computers / devices. Otherwise, you will be prompted to sign-in to the myCloud domain, after which you are authenticated.

## 2.4 The “myCloud connections” menu

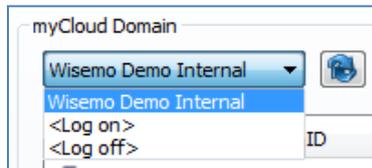
When selecting the “myCloud connections” item found in the left pane, the right pane will show a list of myCloud enabled Hosts - if you are logged on to a domain.



Current connections and session tasks are shown, as it is possible to be connected to multiple Hosts simultaneously, and for each, there can be multiple session tasks active at the same time.

The above shows the myCloud Hosts in a list view – notice that each text column can be sorted, and you also have a search field working on the column last sorted on.

## Log on and off



You can log on and log off domains, and easily switch between multiple domains.

Log on by entering your myCloud user account credentials, (email and password, and perhaps a verification code if your myCloud

user account is 2FA protected).

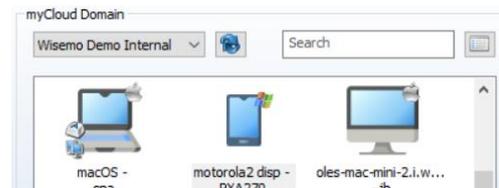


Use the "Save password" option to enable linked credentials, so you do not need to re-enter the credentials, each time you start the Guest. If the myCloud account is 2FA protected, you must however enter the verification code each time you log on.

## List of myCloud enabled Hosts



Toggle this button for different layout views of the on-line Hosts. You can choose between a list view, a large icon view and a small icon view (see example to the right). For the list view, you can sort and search the text columns.



When the Guest window has focus, the list of Hosts is automatically updated as Host computers are joining or leaving the domain. Use the refresh button to manually request an update of the list.

Search

The search field allows you to list only those entries that contain the string entered. It is very convenient for larger number of Host entries.

The Search field will work on the last sorted column in the list view, for example, if you sort on the Operating system column, and enter the text Windows, you will only see Host entries that are running Windows.

## Connecting to myCloud enabled Hosts

You have three ways to connect to a Host from the shown list of myCloud enabled Hosts.

### 1.

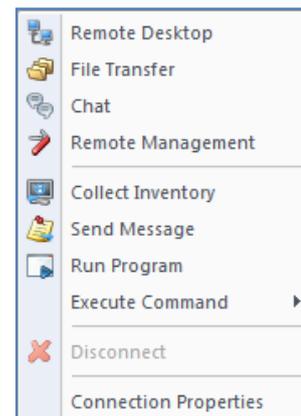
Double click a Host to start a Remote Desktop session (the default session type, as it is defined via the Configuration menu).

### 2.

You can also right click on a Host, and from the drop-down menu select which session task or command task you want to perform. See "2.3 Connection tasks" for an explanation of most menu items. The Connection Properties item(s) are explained below.

### 3.

Finally, you can select one or more Hosts, and then select a task via the Connection Tab buttons. For example, to collect an inventory from 3 Hosts, select the 3 Hosts in the list, then press the Collect Inventory button. Another example is to use the Execute Command /Log off to log off one or more Windows PCs.



## Connection Properties

The Connection Properties includes various settings, such as the ability to pre-define log on credentials or display settings. The default Connection Properties are used when connecting to a Host, unless the properties are changed.

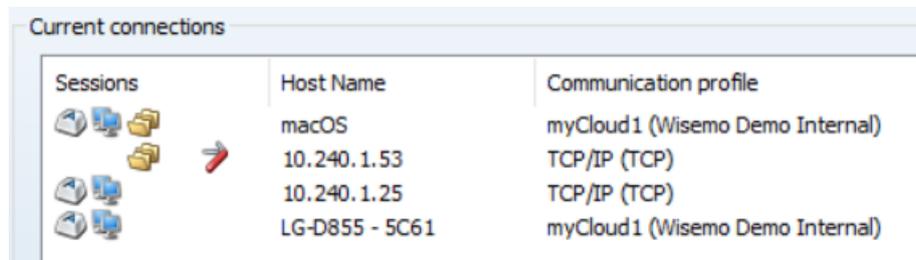
Edit a myCloud enabled Host by right-clicking the Host and selecting Connection Properties. If a change has been made, the menu will include an option to re-set Connection Properties for this Host to be the default Connection Properties. The Default Connection properties are defined via Configuration > Default Connection Properties. (See 2.7 Connection Properties, for explanation of the available settings).

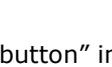
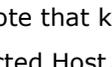
## 2.5 The "LAN & All connections" menu

### Current connections

The right pane contains a list of all current connections, both myCloud and TCP/IP connections, and irrespective of where the connections have been established from (myCloud, command line, desktop, the Phonebook, etc.).

Session tasks are shown for each Host, as there can be multiple session tasks active at the same time.



Sessions	Host Name	Communication profile
	macOS	myCloud1 (Wisemo Demo Internal)
	10.240.1.53	TCP/IP (TCP)
	10.240.1.25	TCP/IP (TCP)
	LG-D855 - 5C61	myCloud1 (Wisemo Demo Internal)

The "keyboard button" image is shown if the Remote Desktop session has keyboard and/or mouse input. Please note that keyboard and mouse input can change during a session.

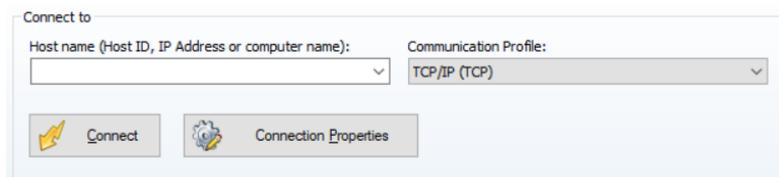
Select a connected Host, and right click or use the Connection Tab buttons to start another task or end an active session task, or to terminate the connection and thereby all sessions with that Host computer / device.

### Connect to a specific Host

Use this approach to connect to a specific Host computer or device, typically via TPC/IP, where you know the IP address or DNS name of the Host computer / device.

**a.**  
Enter the address in the Host name field.

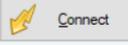
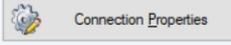
**b.**  
Select TCP/IP (or myCloud).



Connect to

Host name (Host ID, IP Address or computer name):

Communication Profile:

**c.**  
Press one of the buttons on the Connection tab; or alternatively, you can press Enter or the Connect button, which connects using the default session task, normally Remote Desktop (the default session task is defined via the Configuration menu).

The addresses used are saved in the Host name history list, so it is easy to re-connect to previously connected Hosts. The connection history can be deleted from the Configuration / User interface menu item.

### Connect using a Share or Invitation link

If someone has sent you an Invitation link (generated on a specific Host) or a Share link (generated via the myCloud web interface) you can paste this link into the Host name 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.

### Connection Properties

Press the button Connection Properties to edit the Connection Properties used when connecting from LAN & All connections.



The Connection Properties includes various settings, such as the ability to pre-define log on credentials or display settings. (See 2.7 Connection Properties, for explanation of the available settings).

If not modified, the settings used are the Default Connection properties as defined via Configuration > Default Connection Properties.

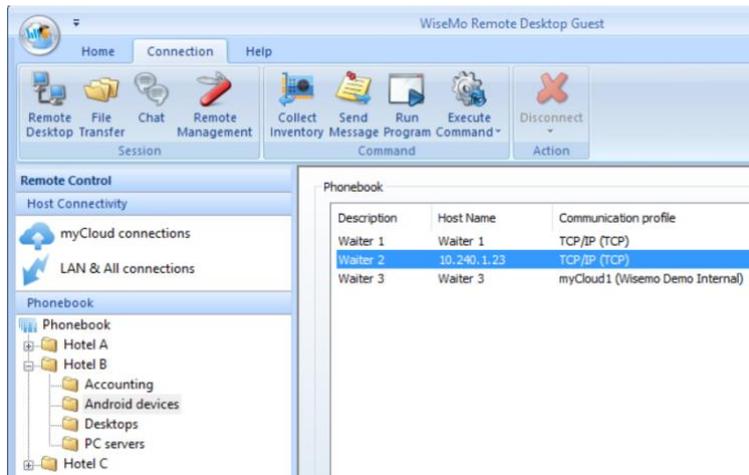
The Connection Properties button is changed to a Split-button once Connection Properties has been changed from the default. To Reset Connection Properties to the default, click the down arrow and click "Reset Connection Properties".

## 2.6 The Phonebook menu

The Phonebook is a hierarchical folder structure, where you can organize Host entries, and provide each Host entry with individual Connection Properties.

### Creating folders

Right click the Phonebook item in the left pane to create a subfolder. Right click a folder to rename it, delete it or to create a sub folder. Select a folder and Host entries are shown in the right pane.



### Creating a Host entry

A Host entry can be created in any level folder. Select a folder, and then right click in the right pane to add a Host entry to this folder. Each Host entry is a separate file.

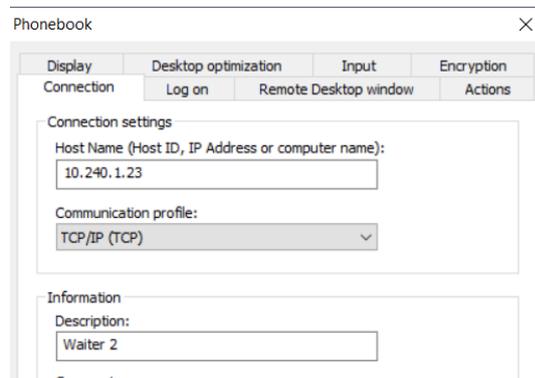
Right click a Host entry to delete or edit it.

There is drag and drop support for Host entry files, so you can move or copy a Host entry within the Phonebook itself, or drag it onto your desktop, for example.

**Notice:** You can also drag a Host from the myCloud connections list into a Phonebook folder!

The location of the phone book root folder can be defined in the configuration section (Configuration > Folders). This can be used for defining a phone book on a server that can be shared among multiple Guest users.

### Editing a host entry



Each Host entry contains Host Name, Description and the Connection Properties. It also contains an optional Comment.

As a minimum, you must enter the Host name. The Host name is then duplicated as the description, which you then can change - and the default Connection Properties are used.

(See 2.7 Connection Properties, for explanation of the available settings).

The Description is shown to identify a Host connected to, for example on the LAN & All connections page.

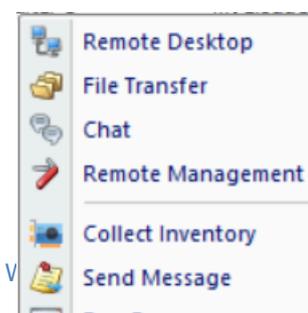
### Connecting to Host(s)

#### 1.

Double click a Host entry to start a Remote Desktop session task. (The default session task is defined via the Configuration menu).

#### 2.

You can also right click on a Host entry, and from the pop-up menu select which task you want to perform. See 2.3, "Connection tasks" for an explanation of each item.



**3.**

You can select one or more Hosts in a folder, and then select a task via the Connection Tab buttons. For example, to collect an inventory from 3 Hosts, select the 3 Hosts, then press the Collect Inventory button - or use the Execute Command /Log off for a Windows log off on all 3 Hosts.

**4.**



A phonebook Host entry can be placed in any Windows folder so also on your PC's desktop. You can connect directly from such Phonebook file. Double click for a default connection, or right-click for a menu of possible session tasks. The phonebook file (.wsp) is an XML file and with the exception of passwords all attributes can be edited in a plain text editor as long as the XML schema is obeyed.

### 2.7 Connection Properties

Connection Properties are used when connecting to a remote computer or device.

The default Connection properties are defined via the menu item Configuration > Default Connection Properties. The default is used unless individual properties have been defined, for example in a Phonebook Host entry or via right-clicking a myCloud enabled Host.

Connection properties are organized into 7 tabs and each tab is described below.

Desktop optimization	Input	Encryption
Log on	Remote Desktop window	Actions
Display		
Host log on credentials		
User name:		
<input type="text"/>		
Password:		
<input type="password"/>		
Domain:		
<input type="text"/>		
<input checked="" type="checkbox"/> Use current log on credentials		
All fields are optional but can help automate the log on process.		

#### 2.7.1 Log on tab

Pre-define credentials used by the Host to authenticate the Guest. 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.

If the authentication method chosen on the Host computer is "Windows Security Management", and you select "Use current logon credentials" then the credentials used when you signed in to your Windows PC where you are running the Guest will be attempted first, so those takes preference over any credentials you might also have pre-defined.

#### 2.7.2 Remote Desktop window tab

The Remote Desktop window settings determine how the Guest window containing the remote desktop screen is presented upon connection.

##### Windowed

A window showing the remote desktop screen.

##### Full Screen

A full screen window, with no window frame, showing the remote screen.

##### Maximized

A maximized window, showing the remote screen.

##### Minimized

A minimized window, holding the remote screen.

Desktop optimization	Input	Encryption
Log on	Remote Desktop window	Actions
Display		
Remote Desktop window		
<input checked="" type="radio"/> Windowed		
<input type="radio"/> Full screen		
<input type="radio"/> Maximized		
<input type="radio"/> Minimized		
Remote Desktop window startup position		
<input type="checkbox"/> Enable		
X: 0	Width: 50	
Y: 0	Height: 50	
Skin		
<input checked="" type="radio"/> Automatic		
<input type="radio"/> Do not use skin		
<input type="radio"/> Use specific:		
<input type="text"/>		
<input type="checkbox"/> Show as transparent window		

The Remote Desktop window startup position allows you to predefine size and position of the window.

The Skin settings govern how Skins are applied when you connect to devices.

#### Automatic

The program chooses a Skin that matches the device (downloaded from a WiseMo database of skins). If none matches, or download is not possible, a WiseMo designed default Skin is used.

#### Do not use skin

The remote desktop is shown in a window and a Skin is not used.

#### Use specific

This option is useful if a skin doesn't exist for the particular device. Enter the name of a specific skin you want to use, e.g. a skin similar to the device.

When a Skin is downloaded it is automatically cached on the Guest computer. See paragraph 9. The configuration menu – Skins.

#### Show as transparent window

The skin is shown without a window frame surrounding it (the skin is floating freely on the desktop).

### 2.7.3 Actions

Automate actions upon connection with the Host, subject to the Host security settings permitting such action.

#### Session Recording

Records your remote desktop control session and saves it to a general viewable file format (.mp4). For this feature to work, you must have downloaded a Cisco component during installation.

#### Lock Host keyboard and mouse

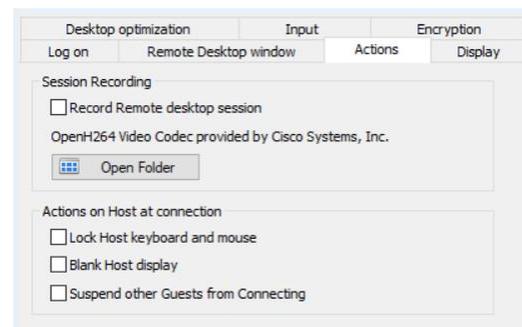
The user on a Host PC will not be able to use his keyboard and mouse, while the Guest is connected.

#### Blank Host display

The screen on a Host PC will be blanked or hidden behind a generic WiseMo image, so what you are doing cannot be viewed by a user at the Host.

#### Suspend other Guests from Connecting:

With WiseMo products, multiple Guests can be connected to the same Host, if permitted. This setting ensures that no other Guest is allowed to connect while you are connected.



### 2.7.4 Display tab

The Remote Desktop window fit settings determine how the remote desktop is presented in the window on the Guest.

#### Fit window to Host screen

The window is sized, if possible, to fit the Host screen. If the Host screen is bigger than the Guest screen, scroll bars are applied.

#### Fit Host screen to window

The Host screen is stretched or shrunk to fit into the window on the Guest PC – i.e. the complete Host desktop is shown inside the window.

#### Do not fit

Neither the Host desktop nor the Guest window is fitted.

The Picture quality settings optimize performance versus the image quality.

### The "Slider"

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.

### The Progressive quality switch

Use idle time to improve image clarity towards full quality, when one of the 3 lossy compression types are selected.

The Host monitor selection settings allow you to predefine which monitor to remote control when the Host computer has multiple monitors.

### All monitors

Shows the content of all monitors in the remote desktop window.

### Primary monitor

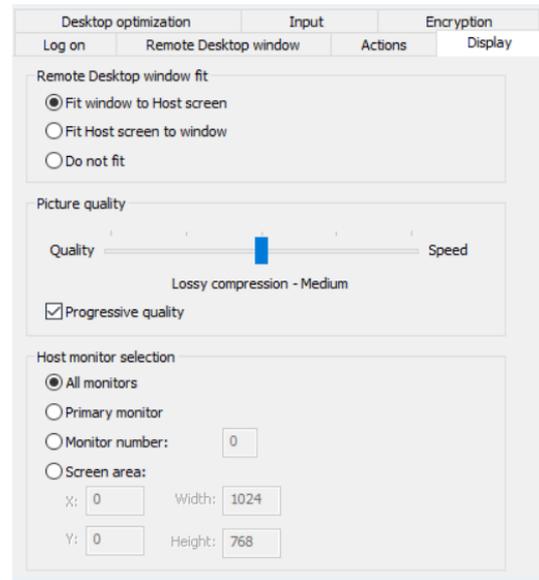
Show the content of the primary monitor in the remote desktop window

### Monitor number

Specify which specific monitor to show in the remote desktop window.

### Screen area

Specify an area of the remote desktop that you want to see in your remote desktop window.



If supported by the Host module, you can use the monitor button in the Guest module, during a Remote desktop session, to dynamically switch between the monitors available.

## 2.7.5 Desktop optimization tab

These settings dictate how the screen on the Host computer is modified during connection for best possible performance.

### Optimize

Defines if optimization should be applied.

### Full optimization

Check 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

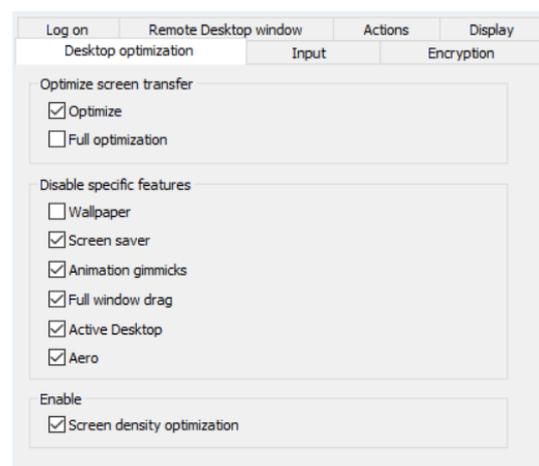
When dragging a window, only the frame is shown, not the window content.

### Active Desktop

Disables the use of the Active Desktop, found on older Windows PCs.

### Aero

Disables the use of Aero (e.g. see-through window frames).



### Screen density optimization

Provides for faster transfer of high density screens if the Host caters for this.

Whether an optimization is actually used, depends on the Host operating system and the version of the operating system.



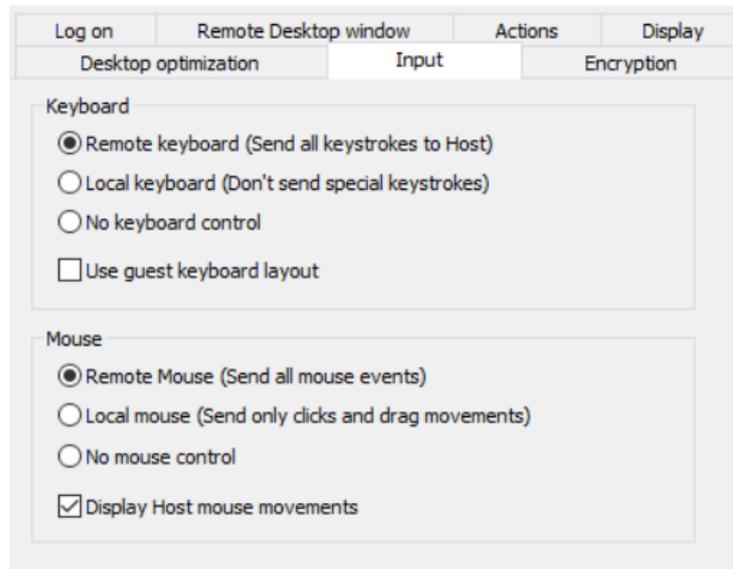
During a Remote Desktop session, full Desktop Optimization can easily be switched on and off, if "Full optimization" isn't pre-defined.

### 2.7.6. Input tab

The **Keyboard** settings control the handling of key strokes made on the Guest keyboard.

As default the "Host keyboard layout" method is used to pass keystrokes to the Host computer. This is beneficial when Guest and Host keyboards are the same type.

Check the option "Use guest keyboard layout" to instead use the "Guest keyboard layout" method as default. "Guest keyboard layout" will send the character of the Guest key to the Host. Useful if you have different keyboard layouts on Guest and Host computer – for example between French and English keyboards. When connected to the Host, you can from the Guest user interface easily toggle between the two modes.



The **Mouse** settings control the appearance and handling of mouse events.

The Remote mouse option will send all mouse movements to the Host, and it will attempt to show the actual shape of the distant mouse cursor on the Guest computer. If no mouse pointer is shown on the distant Host, you may not see a mouse pointer on the Guest computer either!

The Local mouse option will always show a mouse pointer (an arrow) on the Guest irrespective of the situation on the Host. It only sends mouse position for clicks and drag movements.

"Display Host mouse movements" makes the Guest mouse pointer follow the movements on the Host. This may be interesting, if watching how a Host user handles the mouse or is demonstrating something to you. Please notice that the Guest mouse must be positioned over the Remote Desktop window to follow the Host mouse. This setting can be toggled while connected to a Host.

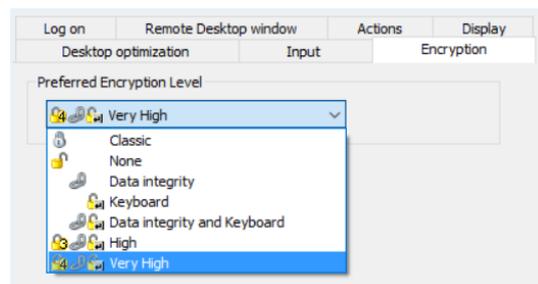


### 2.7.7 Encryption tab

The definition on the Host ultimately dictates which encryption settings can be used for a connection.

However, as a Guest user, you may state your preference, and if permitted by the Host, your preference will be used.

If your preference is not permitted by the Host, a stronger encryption level will be used, if the Host has permitted a stronger level. Otherwise, a weaker level will be used, if such is permitted by the Host.



### 3. Remote Control of a Host computer or device

When connected to a Host computer or device via a Remote Desktop session, you will see the remote desktop, or part of it, on your Guest PC's screen.

You can adjust the visible part of the remote desktop in various ways, for example by sizing the window if in windowed mode, or by switching into full screen mode.

#### Windowed mode



During a Remote Desktop session, you have the possibility to execute various tasks, for example starting other sessions with the Host or executing certain commands (see 3.1 below for details).

When in windowed mode, you have a menu of Task buttons. The menu is attached horizontally at the top or if a Skin of a mobile device is shown, perhaps vertically. Notice that you can detach this menu, beneficial if the window is too small to show all buttons, for example. There are tool-tips available for each task, just position the cursor on the button in question.



#### Full screen mode

If you run in "full-screen" mode, you have a top roll-up toolbox.

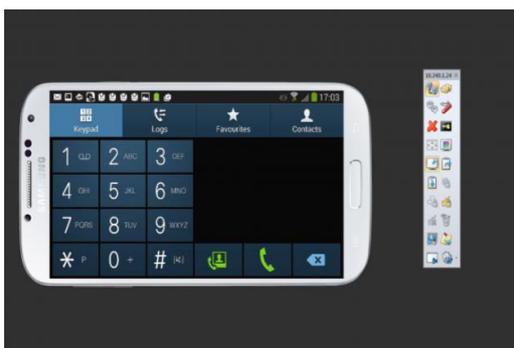


Point the cursor on a task item to read its tool-tip.



You can easily toggle between windowed and full screen mode. Use the Full Screen task button.

#### Skin in transparent mode



When connected to a Mobile device using transparent Skin mode, you have a collapsed floating toolbox menu for each Host.

Notice you can "pin" it so you keep the menu items visible.

Point the cursor on a task item to read its tool-tip.



### 3.1 Remote Desktop tasks



When connected to a Host through a remote desktop session, you have a menu of task buttons for this remote desktop session. A task button is enabled or disabled, depending on the type of Host and its security settings. Place the mouse cursor over a button to read its tool-tip, explaining the purpose of the task.



Start other session tasks with this Host. File Transfer, Chat or Remote Management. Close a session task by de-activating its button, or close the connection completely, including all sessions.



Transfer the Ctrl-Alt-Del key combination on to the Host. Typically used during remote log on to a Windows PC.



Scale Host screen so it fits the window. Use this to see the complete remote desktop inside the window. Otherwise, the remote desktop is shown in actual size inside the window (with scroll bars, if only part of it is shown).



Toggle between Full Screen mode and Windowed mode



Toggle between full desktop optimization and the optimization settings defined via Connection Properties.



Activate to use Guest keyboard lay-out, otherwise Host keyboard lay-out is used. Use Host keyboard lay-out when Guest and Host computers have same type keyboard. Try to toggle, if the key pressed does not produce the wanted result on the distant Windows PC.



Toggle between Showing Host mouse movements or not. Useful when you want to follow how a user on a Host computer move the mouse.



Toggle between multiple monitors when the Host has more than one monitor. You can also see all monitors shown inside the remote control window.



Transfer Guest clipboard to Host (if not using automatic transfer)  
Transfer Host clipboard to Guest (if not using automatic transfer)



Depending on Host type and its security settings, the Guest can: Blank screen on Host, Lock Host keyboard and mouse, suspend further Guest connections to Host, Disconnect all other Guests from this Host.



Open / (close) the WiseMo marker utility on the Host PC. A nice set of features to mark, write or highlight on the Host screen, or leave a yellow sticker message.



Task buttons to Collect inventory, Send message, Run program, and execute commands like lock, log off, etc. on the Host.

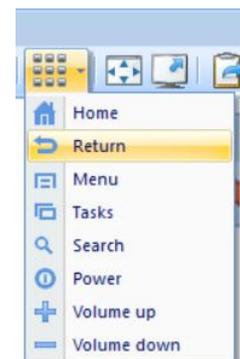


Open the file box, for easy sharing of files between Guest and Host. Drag files to the File box, and those are then sent to the File box at the other end. Similar, the Guest user can see files sent from the Host and manipulate those.

#### Connected to a device without skin

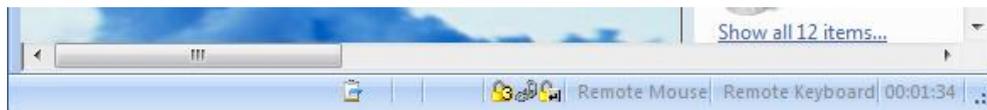
Normally you will want to see the Skin (a picture) of the device, when you are remote controlling a device. This gives you access to buttons found on the device, such as the volume buttons, Home button, Back button, etc.

If no skin is shown, you can instead use the drop down menu of device buttons.



### 3.2 Remote Desktop status bar

When in windowed mode, the bottom frame of the window shows status information about the session.



**00:15:23** Shows how long time you have been connected to this host.

**Remote Keyboard** Shows if you have remote keyboard control, or not.

**Remote Mouse** Shows if you have remote mouse control, or not.

 These icons show encryption level in use. See the Connection Properties / Encryption tab for available levels.

 Icons that are briefly shown to inform of an automatic clipboard transfer. If automatic clipboard transfer is enabled but the clipboard size is more than permitted, the icon is shown to inform you that a new clipboard is available for transfer. If automatic clipboard transfer is not enabled, the icon is shown to inform that a clipboard is available for transfer. You can then manually execute the transfer clipboard task from the toolbar, if you want the clipboard transferred.

### 3.3 Mouse pointer

During remote desktop control, when using the "Remote Mouse" option, the mouse pointer on the Guest will dynamically change to reflect the situation on a remote Host computer, so it feels like being there.

Notice, some applications will show an invisible mouse – this will then result in an invisible mouse shown on the Guest side. To always see a "fixed" mouse pointer, select the option Local mouse, from Connection properties, Input tab.

### 3.4 Multiple Guests connected to the same Host

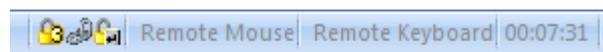
Multiple Guests can simultaneously connect to the same Host – if permitted. This allows multiple Guest users to follow what is happening on a single remote desktop.

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.

Another Guest user can take the input control by passing an input action on to the Host, like a click with the mouse. You are notified of this by a sound and the Mouse and Keyboard status shown in the bottom status line when in windowed mode.



You can take back the keyboard and mouse control by passing an input action on to the Host, like a click with the mouse.



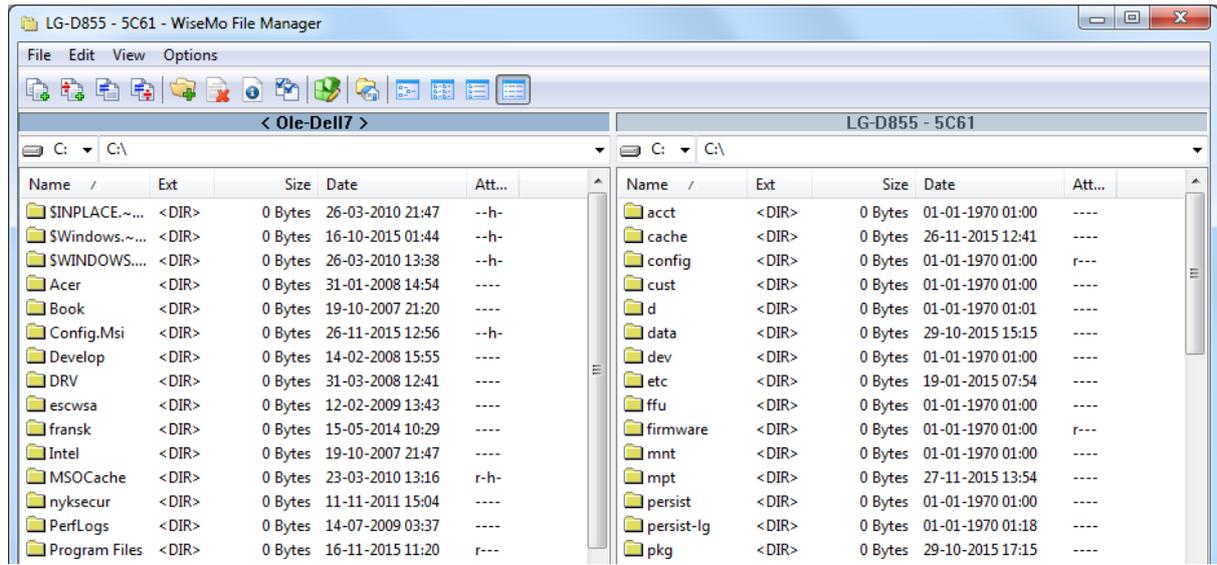
## 4. File Transfer

The Guest program comes with a powerful and very FAST STREAMING File Manager that is used for file transfer between Guest and Host modules, irrespective of whether the Host is a computer or a device (Smartphone, Tablet or another handheld or un-attended device, including Windows Mobile and CE devices).



Select a Host and initiate a File Transfer session.

A separate split-screen file transfer window is opened, from where you easily can drag and drop files or whole directories between the Guest PC and the Host.

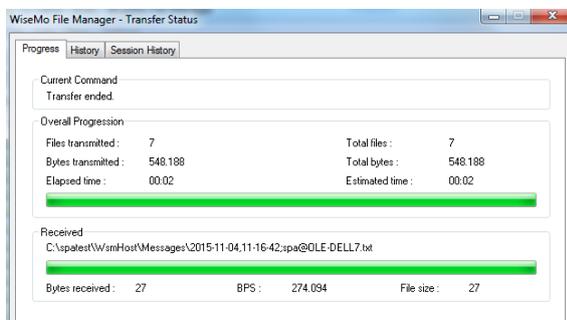
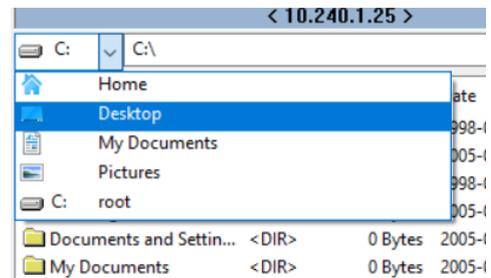


The WiseMo File Manager enables you to Copy, Move, Synchronize and Clone files and folders between Guest and Host. With most commands, you can work on individual files, folders or entire folder hierarchies.

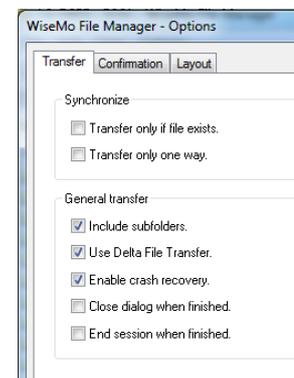
You have short-cut access to often used folders and you can move up and down in the folder hierarchy.

By default, file transfer uses delta file transfer to optimize the time it takes to copy a file. Delta file transfer only transfer changes, if a file already exists on both sides.

The File Manager also provides you with progress information and history.



The File Manager includes many options so you can tailor the behavior and thereby optimize your use.



## 5. Remote Management console

The Guest program comes with a powerful Remote Management console that is used for collecting information and executing commands on a Host computer or device – and that without interfering with the remote desktop. This allows you to do management tasks without interrupting a user working on the remote Host, for example.



Select a host and initiate a Remote Management session.

A separate window is opened containing the Remote Management console.

The screenshot shows the WiseMo Remote Management console window titled "WiseMo Remote Management - 10.240.1.3 - Task Manager". The window has a menu bar with "File", "View", "Management", and "Task Manager". On the left, there is a "Management" sidebar with various system tools like Disk Drives, Event Viewer, Task Manager, Registry, Services, Shared Folders, Inventory, Command Console, System Control, and Local Users and Groups. Below this is a "Details" section for the host "10.240.1.3" showing "LAN (TCP)". The main area displays a "Processes" table with columns for Image Name, PID, Session..., CPU Usage, Time, Kernel Time, User Time, Threads, and Mem Usage. The "services.exe" process is highlighted in blue. Below the main table is a smaller table with columns for ID, Time, Kernel Time, User Time, and Priority.

Image Name	PID	Session...	CPU Usage	Time	Kernel Time	User Time	Threads	Mem Usage
System Idle Process	0	0	77	366:09:35.377	100	00	2	28
System	4	0	00	00:08:35.333	100	00	107	364
smss.exe	400	0	00	00:00:00.031	100	00	4	636
csrss.exe	528	0	00	00:00:03.494	89	11	11	5.592
wininit.exe	576	0	00	00:00:00.140	77	23	3	3.200
services.exe	620	0	00	00:00:18.517	85	15	5	7.044
lsass.exe	636	0	00	00:00:22.620	34	66	11	1.320
lsmd.exe	644	0	00	00:00:03.385	70	30	9	3.816

ID	Time	Kernel Time	User Time	Priority
1456	00:00:00.000	00	100	9
2940	00:00:00.000	00	100	9
3148	00:00:00.000	00	100	9
3152	00:00:00.000	00	100	9

Processes: 46 / CPU Usage 61% Success 620/620

From the Console, you have access to many system management features, which vary depending on type of Host you are connected to.

## 6. Inventory

The Guest program provides you with a powerful tool to collect information from your Hosts. The program collects information about both Hardware and Software.



Select one or more hosts and use the Collect Inventory task to connect to the host(s) and collect an "inventory" of hardware and software.

The result of the inventories collected are stored as an XML file per Host name, in a tree structure for easy access – also by third party applications, for later analysis / report generation. The location of the Inventory root folder can be defined in the configuration section (Configuration > Folders). This can for example be used to store inventories on a server that can be shared among multiple Guest users.

You can access the XML inventories from the Guest interface via the main category menu item, found in the Guests programs left pane at the bottom.



When selected, it will show you the Inventory storage.

Name	Value
OS Name	Android
OS Type	Mobile OS
OS Version	5.0
OS Up Time	041, 3:38:55 AM
Computer Name	android-6a6bf9bd08dab3ee
System Manufacturer	LGE
System Model	LG-D855
System Type	MSM8974
Processor Speed	2.457 GHz
Memory Physical Total	1885 MB
Memory Physical Available	104 MB
IMEI (International Mobile Equipment ...	352645071519678
Processor Description	ARMv7 Processor rev 1 (v7l)

List view providing an overview based on most recent inventory per computer / device. Easily access a detailed view per computer / device through the hierarchical inventory structure.

Chart for quick and easy overview of OS population and OS versions per type. Also chart for a quick view of total memory on the population of computers / devices, shown also per OS type and version.

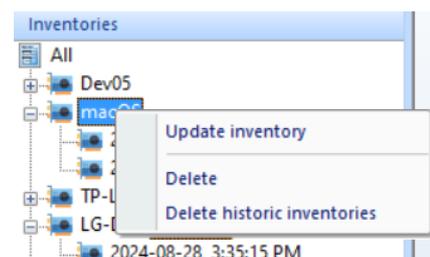


### Refreshing an Inventory

It is easy to refresh a single inventory. Just select the Host in the Inventories list, right-click and select Update inventory.

### Deleting inventories

You can delete an Inventory individually or in a single command you can delete all historic inventories for a specific Host or all historic inventories for all Hosts.



## 7. Help tab

The Help tab provides buttons to access support and other resources online. You also have buttons that work on the Guest program itself.



### Support

This button will access the WiseMo support page from where you can file an observation or report a bug.

### Knowledge Base

Connects you with WiseMo collection of frequently asked questions regarding the usage of our product modules.

### Registration

Connects you to WiseMo's system for registering on-line that you are a user of our product.

### Apply License

Allows you to define licensing, e.g. by entering a WiseMo license key – for example to easily switch a trial key to a perpetual key. You can also define myCloud licensing, if you have a User account for a valid myCloud domain.

(Alternatively, you can delete the Guest.lic file found in the Guest folder in Program Data, and then run the Wizard, to define a new type of licensing).

### Support log

Saves the WsmGuestWin.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 support log and send it to us.

### About

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



## 8. Home tab

The Home tab provides some program wide configuration options.

### Import and Save as

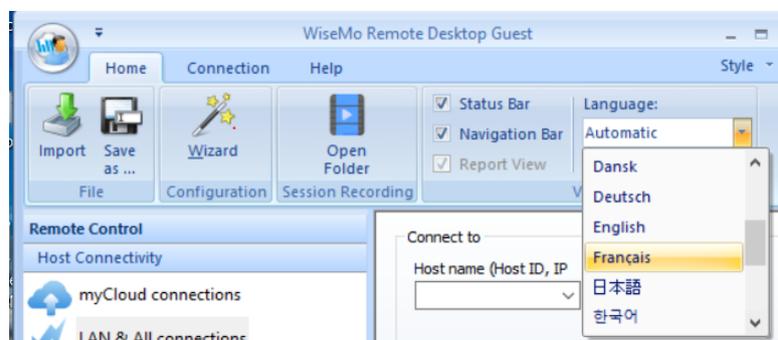
Configurations are stored in an XML file, which you can import or store to a location of your preference.

### Wizard

Press this button to run the setup wizard.

### Open Folder

Opens the location for your Session recording files.

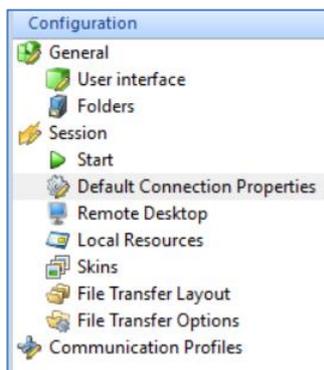


### Language

Select among available languages. Use automatic, to have the program use your PC's language definition – if available.

## 9. The configuration menu

The Configuration menu contains a number of options.



### User interface

Controls how your Guest console behaves. It is also from here you can delete the Connection History found in the "LAN & All Connections" page. You can also reset to see various tips that the program may have shown.

### Folders

Define where you want to place Phonebook files, Inventory files and Session recording files, if you want another location than the

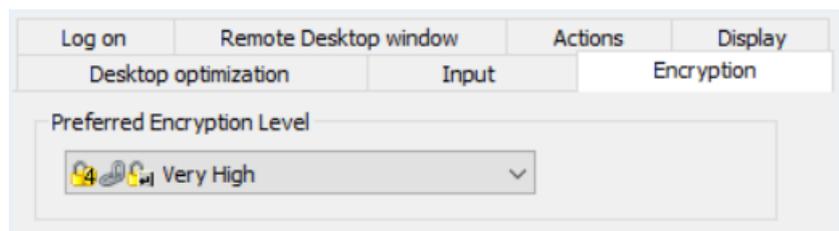
default. For example, if you want to have a Phonebook defined on a file server for common use by multiple support persons. You can press Open to see where it currently is stored. To revert to default leave the folder field empty, then press Apply.

### Start

Here you decide which Session task should be the default when pressing Enter or double clicking in various views. The factory setting is Remote Desktop. You can also enable Session recording here, which then overrides what is defined by Connection Properties.

### Default Connection Properties

Define the connection properties you want to be default, if individual properties have not been defined for a certain connection type. For details, see paragraph 2.7 "Connection Properties".



### Remote Desktop

These settings control look and behavior related to a Remote Desktop session.

#### Control bars:

Show tool bar and status bar on a remote desktop window.

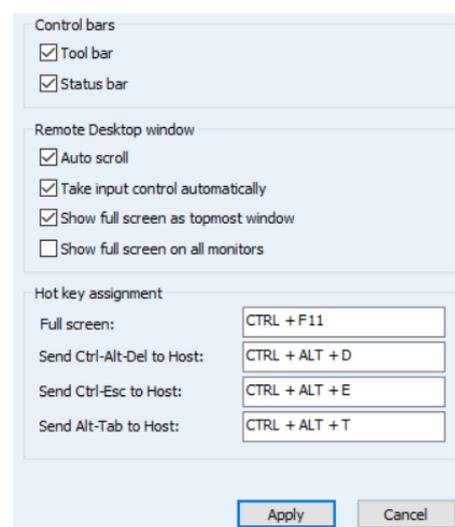
#### Remote Desktop window

"Automatic scroll" will scroll the remote desktop shown in the window, as your mouse pointer approaches the window frames.

"Take input control automatically" will provide you with input control upon connection, if multiple Guests control the same Host.

"Show full screen as topmost window" ensures your full screen mode view is on top of other windows on your desktop.

"Show full screen on all monitors" is relevant if your PC has multiple monitors.



#### Hot key assignment

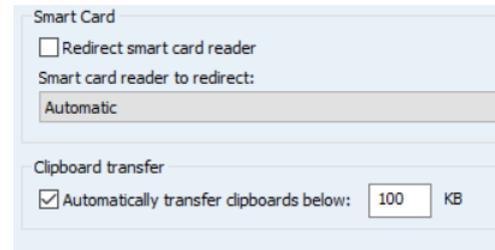
This feature allows you to define hot-keys for certain common tasks. Full screen will toggle between full screen mode and windowed mode. Certain key combinations are captured by the

Windows operating system on the local Guest PC and can therefore not be sent to the Host – these settings allow you to define hot-keys to be able to pass the corresponding keys to the Host side.

## Local resources

### Smart Card

When connected to a Windows PC, it is possible to re-direct smart-card readers to the Guest computer. This permits you to insert your Smart Card on the Guest computer when an application on the Host computer needs a smart card.



### Clipboard transfer

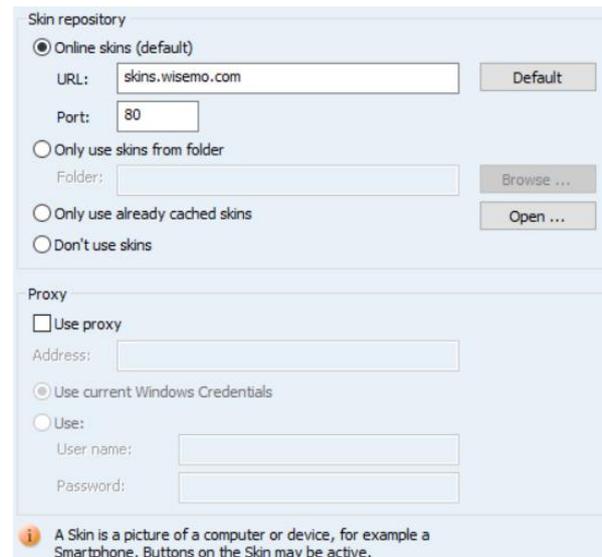
Controls if automatic transfer of the clipboard is permitted between Guest and Host. Allows for efficient copy-paste operations between the Guest and the Host computer.

**Notice**, the automatic feature does not know if you intend to transfer the clipboard between the computers or not, when you place something into the clipboard on the Host or Guest computer. If you handle sensitive data, you do not want placed into the other computers clipboard, you should probably switch off this automatic feature.

You can define the maximum size of a clipboard you want transferred automatically, for example to avoid automatic transfer of large items, which may slow down performance.

## Skins

A Skin is a picture of a device with active buttons. Upon first connection, the Guest will as default attempt to connect to WiseMo's Skin server to download the latest Skin available for your device, and store it in the PC's cache. For mobile devices, it uses the Device ID to look for a Skin. The Device ID can be seen in the WiseMo mobile Host app.



If no Skin is available for your specific device, the Guest will use a default Skin. You are welcome to contact WiseMo to request a Skin for your specific device, if you are not satisfied with the default Skin.

If you do not have internet connection, you have a number of options available to store skins locally.

Please notice that skins may be used also in case the Host is not a mobile device, but for example a Windows computer. The specific skin to use can be defined via the Host connection properties. A device ID can be defined via a Wisemo.ini file, so such skin also can be referenced as mobile devices, via the WiseMo skin server, etc.

## File Transfer Layout

Controls a number of settings for the layout of the WiseMo File Manager. Options are also available from within the File Manager user interface for the active session.

## File Transfer Options

Controls the default behavior of the WiseMo File Manager. Options are also available from within the File Manager user interface for the active session.

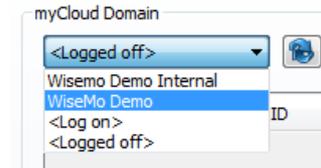
## Communication Profiles

Allows for advanced configuration of the communication profiles used by the program.

The program supports TCP, UDP and communication via myCloud connectivity. A myCloud communication profile is created for each myCloud domain you log on to.

From Communication Profiles, you can also remove those myCloud domains that you no longer want listed in the myCloud domain log on / log off screen.

You do this by deleting the corresponding myCloud profile.



## 10. Updating or removing the Windows Guest module

A newer version or service release of the Guest application can be installed on top of the previous one.

Updating an existing installation will as default preserve configuration settings and license file.

The configuration file guest.xml and the license file guest.lic are both typically found in the folder:

“%Program Data%\WiseMo\WiseMo RSM\Remote Desktop Guest”

On XP computers the WiseMo folder is typically found here (folders may be hidden):

“%CommonAppData%\WiseMo\WiseMo RSM\Remote Desktop Guest”

You can delete the Guest.xml file prior to installation, if you want to start with default configuration settings. You can delete the guest.lic file and the Guest wizard will prompt for license info upon start.

Removal of the WiseMo Guest application from a Windows PC or Server is done like you would remove any other Windows program. For example, it can be done via the Control panel / Programs and features option (exact terminology depends on the Windows version).

Uninstalling the Guest program does not remove certain temporary files and data files, the license file and the configuration file. This way, you can uninstall a version and re-install a newer version without losing your license, configuration and phonebook definitions.

## 11. License information for the Guest program

The Guest program, version 20, can be licensed in various ways.

### **myCloud license (subscription).**

Apply myCloud licensing by signing the Guest module into a myCloud domain, using a myCloud User account. The Guest computer must be able to communicate via the Internet. The Guest user can use myCloud connectivity, as well as direct TCP/IP connectivity to reach a computer / device running the Host program.

Use myCloud licensing if you need to reach the Host via the Internet, or if you prefer a subscription based payment model for direct TCP/IP connectivity between the Guest and a Host.

If you apply a perpetual license key to a myCloud licensed Guest, its licensing is switched over to perpetual licensing (see below).

### **Perpetual license (one-time fee)**

Requires that a perpetual license key is applied to the Guest. The Guest user can use TCP/IP connectivity to reach the Host.

Use perpetual licensing if you need to reach the Host directly via TCP/IP and you do not want to use or depend on the availability of the Internet.

A perpetual licensed Guest can also be signed-in to a myCloud domain for myCloud connectivity.

### **Trial license**

If you provide the Guest with a trial license key, the Guest module behaves as if it is perpetually licensed, but only for a limited period (you can request a trial license key [here](#)).

To later switch from trial licensed to myCloud licensing, select Apply license from the Help tab.

## 12. 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, a user is able to 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. 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 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.