Remote Support & Management
PC – Mac – Tablet – Smartphone – Embedded device

WiseMo Guest module
on your Windows PC

WiseMo Host module
on your computer or device

1. An Introduction

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 access by users with a Guest module.

Cloud & On-premises connectivity:

Connection between the Guest module and the Host module is either established via WiseMo's myCloud connectivity over the Internet or directly using TCP/IP communication on a LAN/WAN network managed by you.

For Cloud connectivity (WiseMo myCloud), your computer or device must be able to use the Internet, for example via fixed line, Wi-Fi or mobile operator network (3G, 4G, etc.). 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 connectivity on both the Guest and Host computer.

By using TCP/IP directly between Guest and Host computer on your own network (e.g. your Wi-Fi, LAN or WAN) you can avoid Internet traffic and possible data charges from your mobile operator.

The Windows Guest program for PCs running Windows

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

IMPORTANT: 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/

WiseMo develops cloud based and premises based remote control software for use between computers and devices, e.g. between PCs, Servers, Mac, Smartphones, Tablets, and other handheld or un-attended devices. Our cross platform solutions target the commercial and industrial remote support and management (RSM) market.

For more information, see www.wisemo.com.

2. 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 10, 8.x, 7, Vista and XP and also on Windows Servers.

The Guest may be deployed from a myCloud domain – either via a direct download from a myCloud domain or by executing a deployment link issued from a myCloud domain and sent to you.

You can also download the program here: (v.17.0)

Run the installation file, for example the file WsmGuest.msi, and the pre-installation wizard will prompt you to accept our license terms, and you can change the default installation directory.

Windows will prompt you to accept installation of the program.
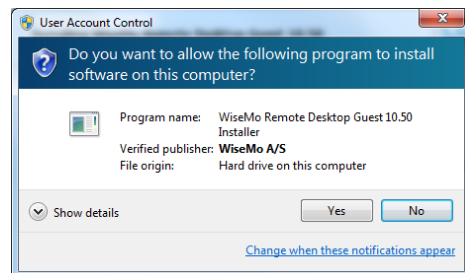
3. The Configuration Wizard

If the program is not yet licensed, the Configuration wizard will start and ask you to decide on licensing.

3.a   Two modes of licensing

1. Licensed 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).
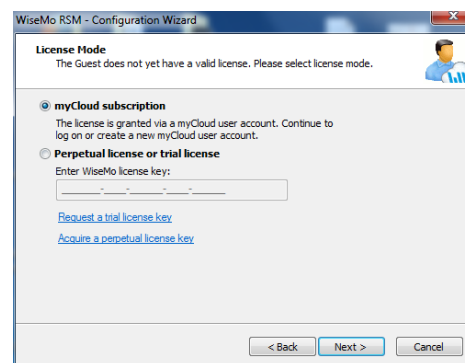
2. Licensed via a license key

Alternatively, you can license the program by entering a license key (a trial key or a purchased perpetual key). Paste the key into the 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 still possible to use myCloud for connectivity – when you have Internet access and a myCloud domain.

3.b   User interface options

You have the choice to change some default options regarding the user interface. Those can also be changed later from within the program's user interface.

You can always start the wizard from the Guest, via the Home tab.

4. 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 remote computers and devices.

The Guest can be used for simple tasks, but also for very advanced tasks. Here are a couple of examples of simple connectivity, using the programs default settings:
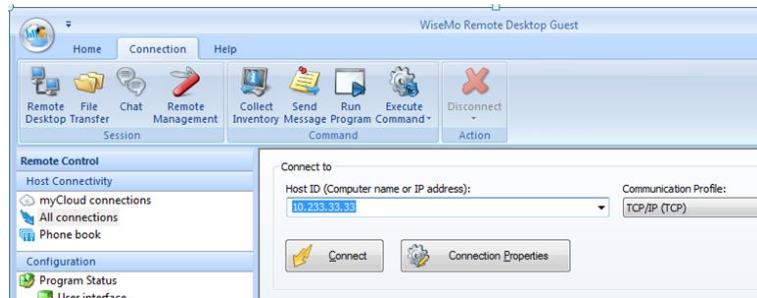
Remote desktop control via TCP/IP

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

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

Enter the IP address in the Host ID 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.

Select the window and start remote controlling the distant computer. Your Guest computer's mouse and keyboard input is executed on the remote Host computer or device.

Click this button to pass Ctrl-Alt-Del to the Host, for example to show the log-in 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 5.1)

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, found in the left pane.

Double click on the Host, or right click and select the Remote Desktop option.

You can also select the Host 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.
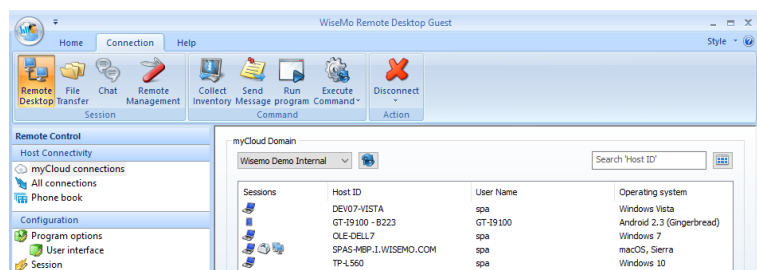
Remote control of a Smartphone or other type of device

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 press 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, but it will be floating on the desktop – right click on the skin to access the menu.
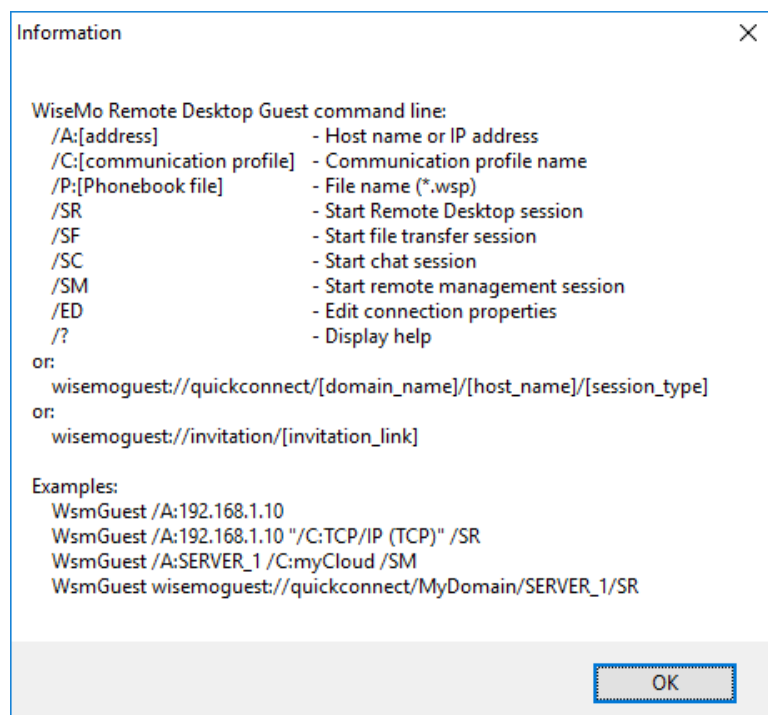
Remote control from command line

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

For example open a DOS box, go to the folder containing the Guest, e.g. C:\Program Files \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.

```
Information                                    ×

WiseMo Remote Desktop Guest command line:
    /A:[address]                  - Host name or IP address
    /C:[communication profile]    - Communication profile name
    /P:[Phonebook file]           - File name (*.wsp)
    /SR                           - Start Remote Desktop session
    /SF                           - Start file transfer session
    /SC                           - Start chat session
    /SM                           - Start remote management session
    /ED                           - Edit connection properties
    /?                            - Display help
or:
    wisemoguest://quickconnect/[domain_name]/[host_name]/[session_type]
or:
    wisemoguest://invitation/[invitation_link]

Examples:
    WsmGuest /A:192.168.1.10
    WsmGuest /A:192.168.1.10 "/C:TCP/IP (TCP)" /SR
    WsmGuest /A:SERVER_1 /C:myCloud /SM
    WsmGuest wisemoguest://quickconnect/MyDomain/SERVER_1/SR

                                          OK
```

4.1 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 menu shown in 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 and Inventory. The details of each menu item are seen in the right pane.
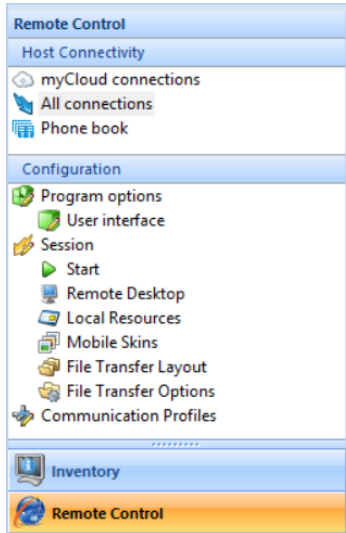
Navigation bar

The primary category is Remote Control. From here you define and chose which Hosts to connect to. You also have access to various configuration options.

Host connectivity, 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.

All connections
This view shows all current connections – it also allows you to connect to a specific Host simply by entering its address.

Phonebook
This contains a hierarchical folder based phone book, where you can define Host entries with individual Connection properties, and group the Host entries.

Configuration, various options to optimize the program and its use. See 11.0 Configuration menu for detailed information.

There are 3 **Tabs** in the Ribbon toolbar at the top.
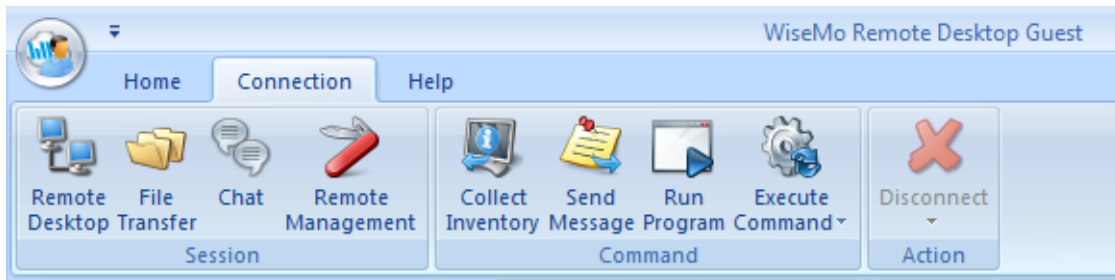
While the **Home tab** is primarily used for selecting language and the **Help tab** for providing access to support and other resources, the **Connection tab** is the tab you normally will use to execute a task for the Host(s) you have selected in the right pane, for example to start a remote desktop session or a file transfer session between Guest and Host.

There are tool-tips available explaining each task - just 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)
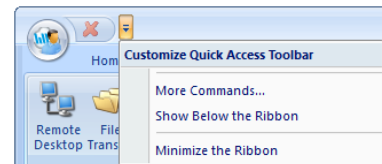
and you can change the visual Style of the entire Guest Application (see illustration to the right).
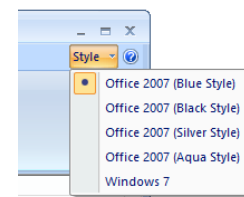
4.2 Connection tasks

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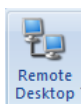
Start a Remote Desktop Control session with the selected Host(s).
A separate window is opened for each host. The window shows the screen of the remote Host, and it is from this window you remote control the distant computer or device.

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 6. File Transfer.

Start a Chat session with the selected Host(s).
A separate window is opened for each Host, from where you can send text and receive text 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 7. Remote Management.

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).

A screen is shown, where you can define a command to be run on the Host(s). For example, use it to open a specific application on the Host(s).
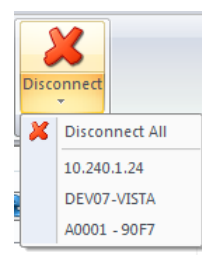
A drop-down menu is shown, from where a specific command is chosen to be executed on the Host(s). The commands are: Lock, Log-off, Re-start and Shut-down.

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 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.
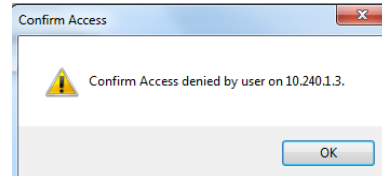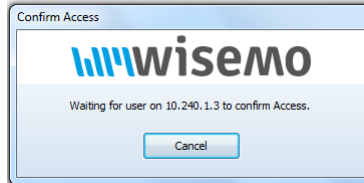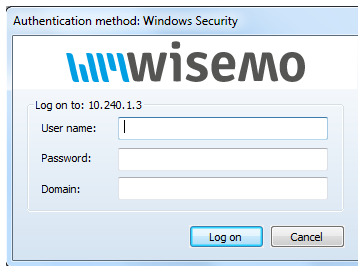
4.3 The myCloud connections menu

Selecting the myCloud connections item found in the Remote Control menu, the right pane will show a list of myCloud enabled Hosts - when you are logged on to a domain.
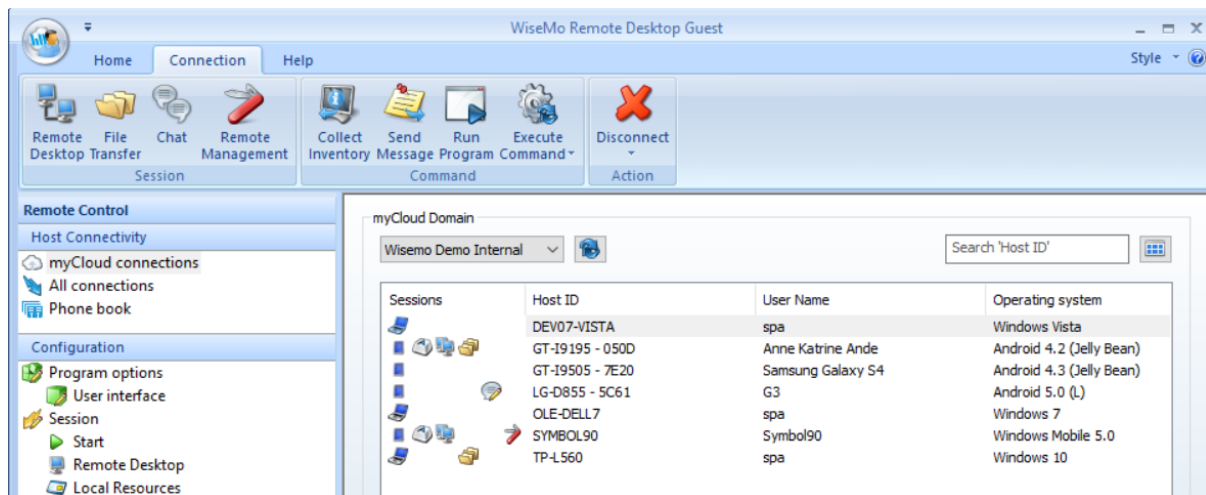
Current connections and session tasks are shown, as it is possible to be connected to multiple Hosts simultaneously, and for each, there can be multiple session tasks active at the same time.

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.

Log-on and off

You can log-on and log-off domains, and easily switch between multiple domains that you are logged on to.
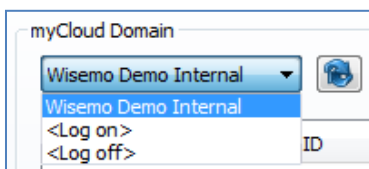
Log on by entering your myCloud user account credentials, (email and password). Use the "Save password" option for the program to remember your credentials, so you do not need to re-enter those, each time you start the Guest.

List of myCloud enabled Hosts

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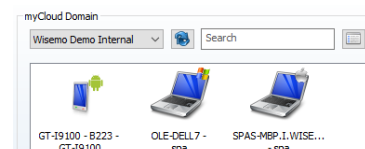
When the Guest window has focus, the list of Hosts is automatically updated as Host computers are joining or leaving the domain. Use the refresh button to manually request an update of the list.

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 "Connection tasks" for an explanation of most menu items. The Connection Properties item(s) are explained below.
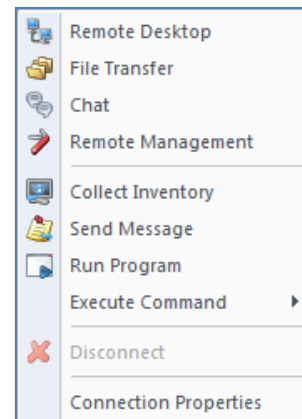
3.
Finally, you can select one or more Hosts, and then select a task via the Connection Tab buttons. For example, to collect an inventory from 3 Hosts, select the 3 Hosts in the list, then press the Collect Inventory button. Another example is to use the Execute Command /Log off to log off one or more 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.

The Connection Properties for a myCloud enabled Host can be edited 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 the menu item All Connections, by pressing the Connection Properties button. (See 4.6 Connection Properties, for explanation of the available settings).
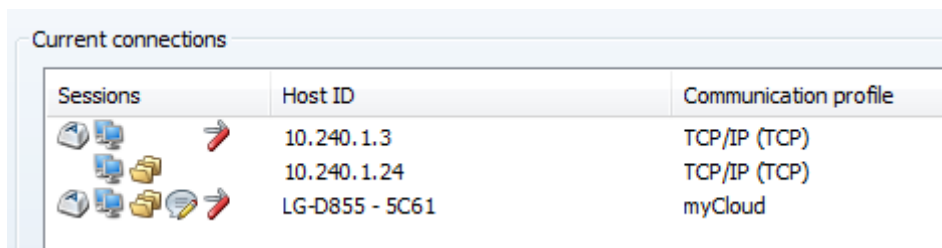
4.4 The All connections menu

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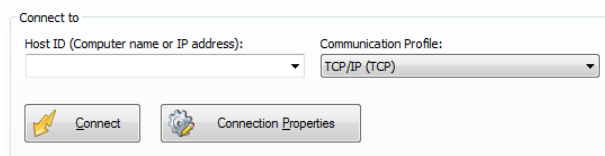
Select a connected Host, and right click or use the Connection Tab buttons to start another task or end an active session task, or to terminate the connection and thereby all sessions.

Connect to a specific Host

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

a.
Enter the address in the Host ID field.

b.
Select TCP/IP (or myCloud).

c.
Press one of the buttons on the Connection tab; alternatively you can press 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 ID 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 (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.

Connection Properties

The default settings for the Connection Properties are defined from the All connections menu item. Press the button Connection Properties to edit the default Connection Properties.

These Connection Properties are used for all connections made from here, but also acts as default connection settings, when connecting from the myCloud connections list, or when creating a Phonebook entry.

The Connection Properties includes various settings, such as the ability to pre-define log-on credentials or display settings. (See 4.6 Connection Properties, for explanation of the available settings).

4.5 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.
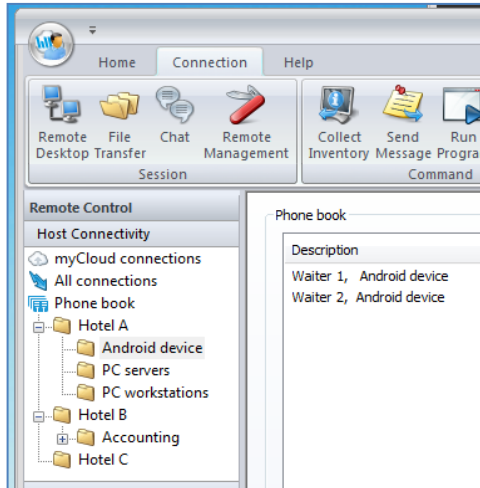
Creating a Host entry

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!

Editing a host entry

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

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

(See 4.6 Connection Properties, for explanation of the available settings).
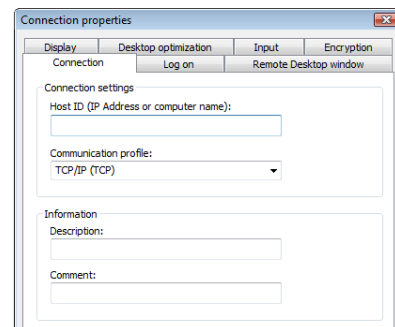
Connecting to Host(s)

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 drop-down menu select which task you want to perform. See 4.2, "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.
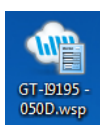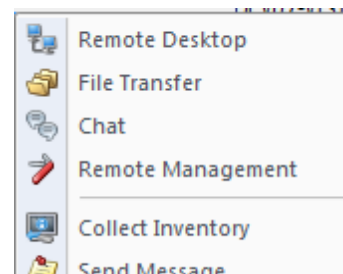
A phonebook Host entry can be placed in any Windows folder and also on your PC's desktop. You can connect directly from such Phonebook file. Double click for a default connection, or right-click for a menu of possible session tasks.

4.6 Connection Properties

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

The default Connection properties are defined via the menu item All Connections, by pressing the Connection Properties button. 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 6 tabs and each tab is described below.
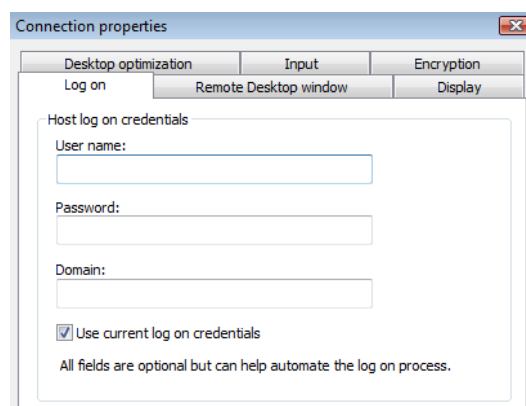
1. Log on tab

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.

Notice that you can choose to use the Windows credentials that you used to log-in to the Windows PC on which the Guest program is running. This works well in conjunction with Host modules on Windows PCs, when the authentication method chosen is Windows Security.

2. Remote Desktop window tab

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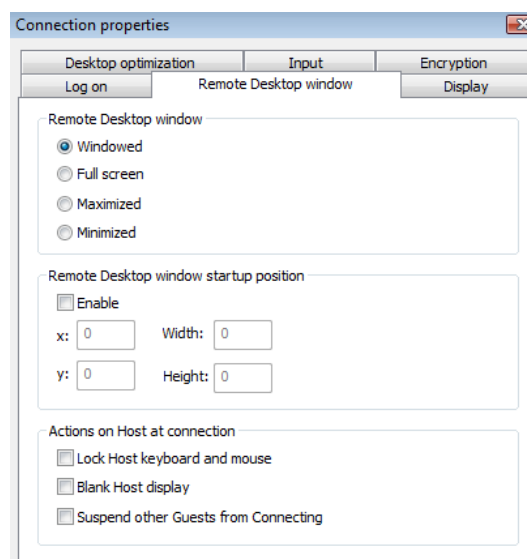
Windowed
A Window showing the remote desktop screen.

Full Screen
A full screen window, with no window frames, showing the remote screen.

Maximized
A maximized window, showing the remote screen.

Minimized
A minimized window, holding the session.

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

Actions on Host at connection is settings that automate actions upon connection with the Host, subject to the Host security settings permitting such action.

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, so what you are doing cannot be viewed on 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 after you connected.

3. 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.
>
> #### Fit Host screen to window
> The Host screen is stretched or shrunk to fit into the window on the Guest PC – e.g. the complete Host desktop is shown.
>
> #### Do not fit
> Neither the Host desktop nor the Guest window is fitted.

The Picture quality "slider" allow you to prioritize between quality of screen and speed of screen transfer. If you communicate via a slow link, you benefit from sacrificing a little bit of quality – while if you run on very fast lines, you will perhaps want the best possible screen quality. A middle position is often the best option when working over the Internet.

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

> #### Automatic
> Choose a Skin that matches the device (downloads from a WiseMo database of skins). If none matches, or download not possible, a WiseMo designed default Skin is used.
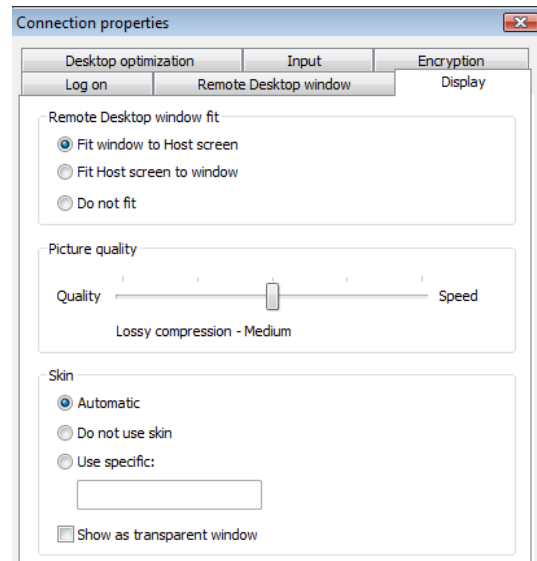>
> #### Do not use skin
> The remote desktop is shown in a window and a Skin is not used.
>
> #### Use specific
> This option is useful if a skin doesn't exist for the particular device. Enter the name of a specific skin you want to use, possible stored locally on the Guest PC.
>
> #### Show as transparent window
> The skin is shown without a window surrounding it. (skin free floating on the desktop)

4. Desktop optimization tab

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

> #### Optimize
> Defines if optimization should be attempted.
>
> #### Full optimization
> Check to use all optimization features possible.

You can disable specific optimizations features, you do not wish to use. The features are:
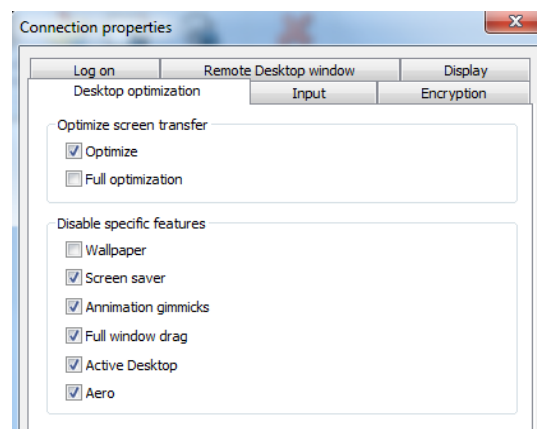
> #### Wall paper
> Removes the wallpaper on the remote screen.
>
> #### Screen saver
> Disables screen saver.
>
> #### Animation gimmicks
> Disables various animation gimmicks the remote desktop may otherwise use.

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).

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 on-line easily be switched on and off, if "Full optimization" isn't pre-defined.

5. 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 layout on Guest and Host computer.

When connected to the Host, you can from the Guest user interface easily toggle between the two modes.
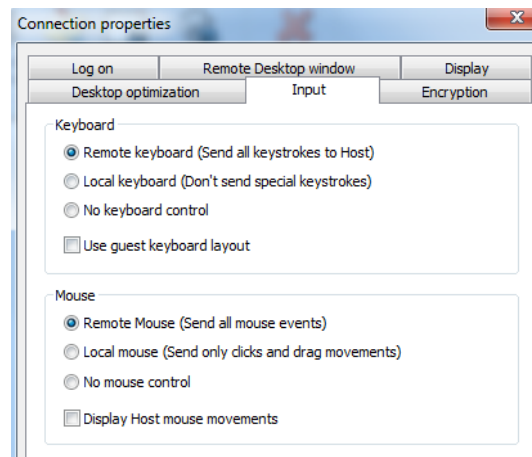
The **Mouse** settings control the appearance and handling of mouse events.

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 on the Guest computer. If no mouse pointer is shown on the distant Host, you may not see a mouse pointer either.

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

"Display Host mouse movements" controls if the Guest mouse pointer should follow the movements on the Host. This may be interesting, if following how a Host user handles the mouse or is demonstrating something to you. The setting can also be toggled while connected to a Host.

6. Encryption tab

Preferred Encryption Level

The settings of the Host ultimately dictates which encryption settings can be used.

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 permitted by the Host.
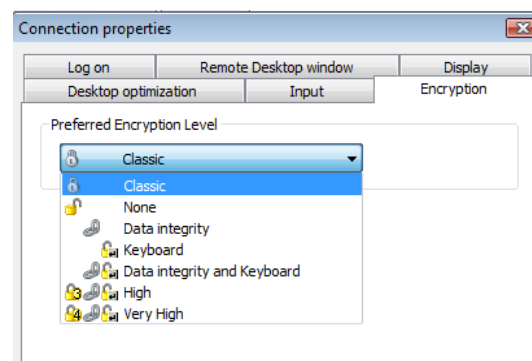
5. Remote Control of a Host computer or device

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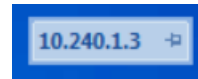
Windowed mode

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.

When in windowed mode, you have a top menu of Task buttons. 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 task button in question.

Full screen mode

If you run in "full-screen" mode, you have a collapsed floating 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.

You can easily toggle between windowed and full screen mode. Use the Full Screen task item.
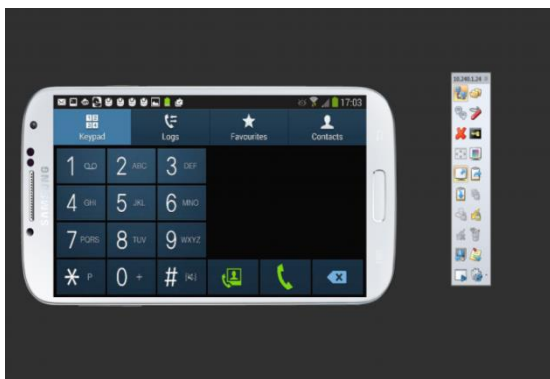
Full screen view of remote Smartphone   Full screen view of remote Windows PC
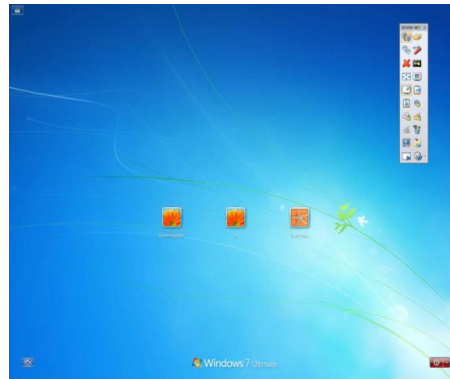
5.1 Remote Desktop tasks

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 on 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 log-in to a remote 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 transfer 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 his mouse.

Toggle between Full Screen mode and Windowed mode

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.

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

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 press 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.
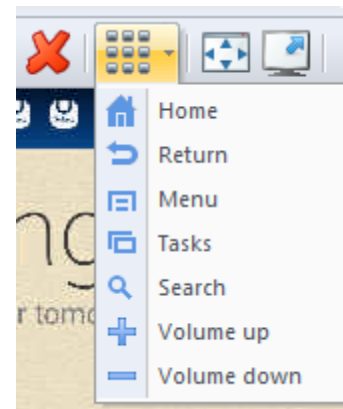
Connected to a Host device using transparent skin

If the option to use Transparent Skin has been selected in Connection Properties, the Skin shown (picture of device) is not surrounded by a window. You can move the Skin around.
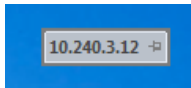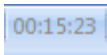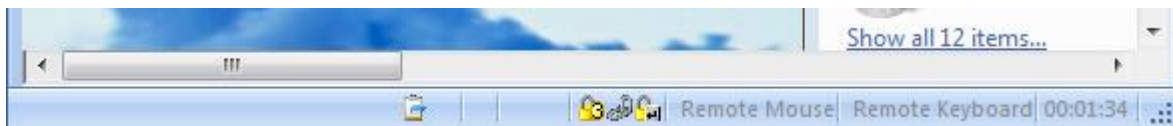
To access the remote desktop toolbar, right click on the Skin for a menu or click the floating drop down tool bar.

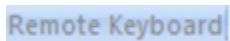You can click the pin to keep the tool bar unfolded.
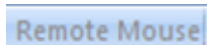
5.2 Remote Desktop status bar

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

Shows how long you have been connected to this host.

Shows if you have keyboard control, or not.

Shows if you have mouse control, or not.

The icons show which type of encryption level is in use; see Connection Properties / Encryption tab for possible 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 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.

5.3 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, select the option Local mouse, from Connection properties, Input tab.

## 5.4 Multiple Guests connected to the same Host

Multiple Guests can simultaneously connect to the same Host – if permitted. This allows for 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.
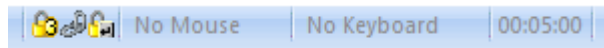
You can take back the keyboard and mouse control by passing an input action on to the Host, like a click with the mouse.
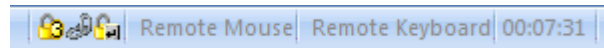
6. File Transfer

The Guest program comes with a powerful File Manager that is used for file transfer between Guest and Host, irrespective of whether the Host is a computer or a device (Smartphone, Tablet or another handheld or un-attended device, including Win 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.
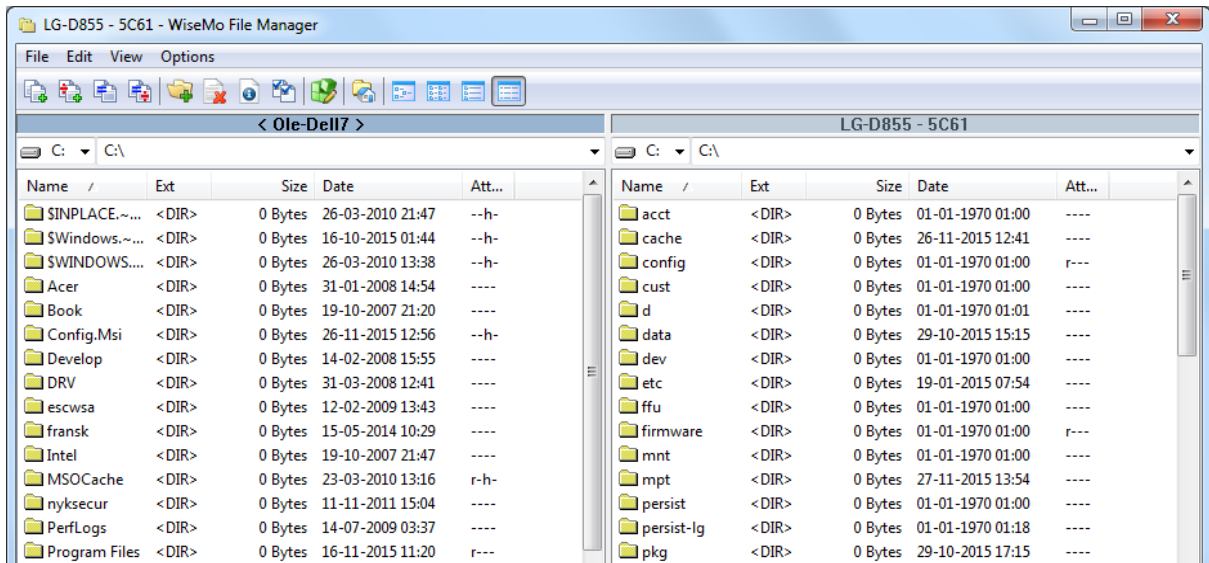
The WiseMo File Manager enables you to Copy, Move, Synchronize and Clone, between Guest and Host, and you can work on individual files or whole directories or directory structures.

It 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 includes many options so you can tailor the behavior and thereby optimize your use.

It also provides you with progress information and history.
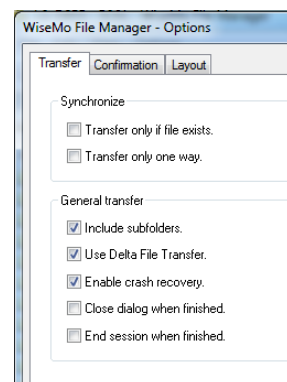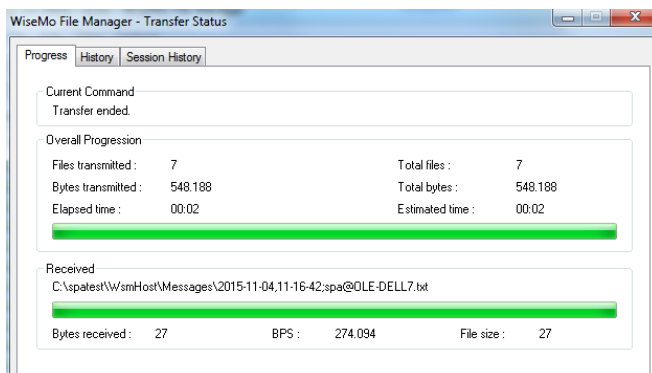
7. Remote Management console

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.

 Select a host and initiate a Remote Management session.

A separate window is opened containing the Remote Management console.

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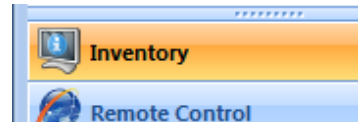
8. Inventory

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 is stored as an XML file per Host ID, in a tree structure for easy access – also by third party applications, for later analysis / report generation.

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

When selected, it will show you the Inventory storage.

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.
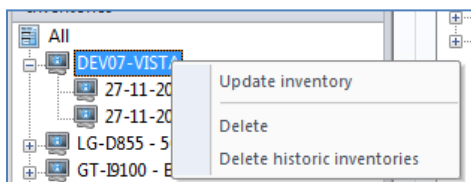

Refreshing an Inventory

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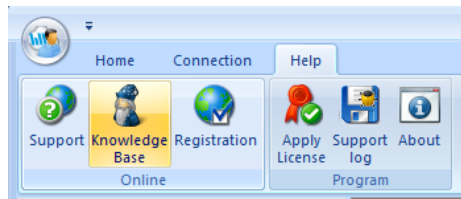
Deleting inventories

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.

9. 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 enter a WiseMo license key – for example to switch trial key to a perpetual key. You can also delete the Guest.lic file found in the Guest folder in Program Data, and then run the Wizard, to define new type of licensing.

Support log
Saves the WsmGuestWin.log file with lower 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.
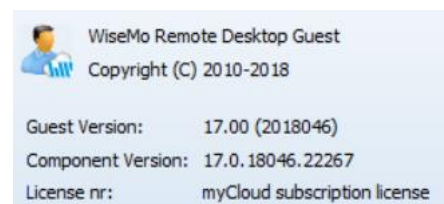
10. Home tab

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, primarily used for selecting licensing method.

Language
Select among available languages. Use automatic, to have the program use your PCs language definition – if available.
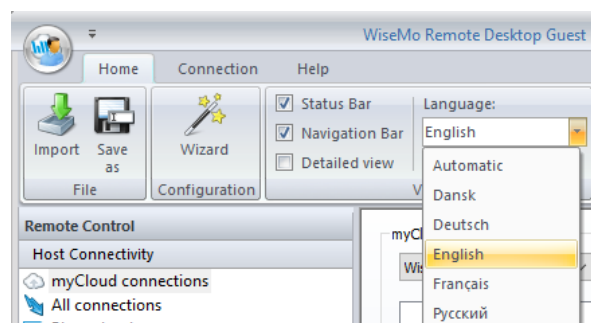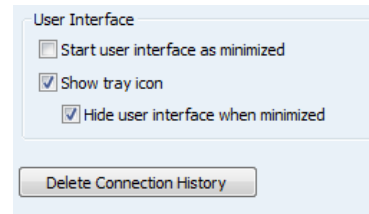
11. The configuration menu

The Configuration menu is available when the main category Remote Control is chosen. It provides for certain configuration options.
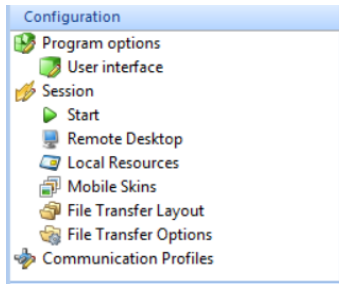
User interface
Controls how your Guest console behaves. It is also from here you can delete the Connection History found in the Connections menu item.
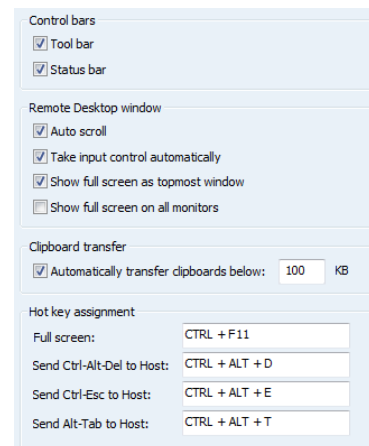
All

Start
Here you decide which Session task should be the default. The factory setting is Remote Desktop.

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 screens.

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

Clipboard transfer
If this item is shown, do not use. You are not running the latest build. Upgrade !

Hot-key assignment
Allows you to define hot-keys for certain tasks. Full screen will toggle between full screen mode and windowed mode. Certain key combinations are executed by the Windows OS on the Guest PC - defining an alternative hot-key permit you to pass those 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 enter your Smart Card on the Guest comptuer when an application on the Host computer need a smart card.
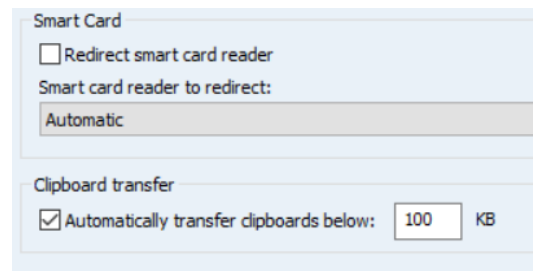
Clipboard transfer
Controls if automatic transfer of the clipboard is permitted between Guest and Host. Allows for effecient Ctrl+c, Ctrl+v operations between the Guest and the Host computer.

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.

Mobile 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.

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.
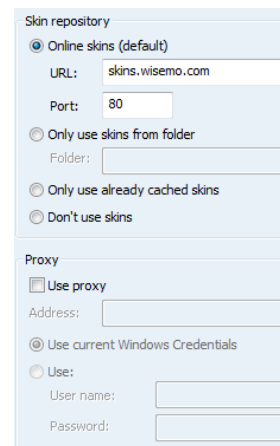
File Transfer Layout
Controls a number of settings for the lay-out of the WiseMo File Manager. Options are also available from within the File Manager user interface for the active session.

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 here, you can remove those myCloud domains that you no longer want listed in the myCloud domain log on screen. You do this by deleting the corresponding myCloud profile.
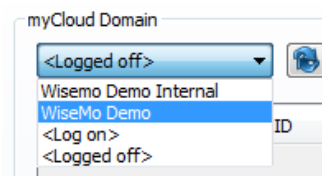
12. Uninstalling the Guest program

Uninstall the Guest app in the usual way you uninstall your Windows programs. For example via the Control panel / Programs and features option.

Uninstalling the Guest program does not remove various files and configurations, for example found under Program Data. This way, you can un-install a version and re-install a newer version without losing your license, configuration and phonebook definitions.

13. License information for the Guest program

The Guest program, version 17, can be licensed in various ways.

myCloud licensing (subscription)
Requires that the Guest module is logged on to a myCloud domain, so 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 Host.

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

You can apply a perpetual license key to a myCloud licensed Guest. This will switch it's licensing into a perpetual license for TCP/IP connectivity. It can still connect via myCloud as long as it is logged into a myCloud domain (which does NOT consume a myCloud license).

Perpetual licensing (one-time fee)
Requires that a license key is applied to the Guest. The Guest user can use TCP/IP connectivity to reach the Host. It is also possible to log the Guest onto a myCloud domain for myCloud connectivity (which does NOT consume a myCloud license).

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

Trial license
If a trial key has been entered, the Guest will run for a limited time only (you can request a trial license key here).

You can switch to perpetual license by applying a perpetual license key.

You can switch to myCloud licensing, by first deleting the Guest.lic file found in the Guest folder in Program Data, and then run the Wizard (or re-start the Guest module).

14. 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 Mobile Host Manager. A tool used for configuring a WiseMo Host application. It is installed on a Windows desktop computer and communicates with 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.