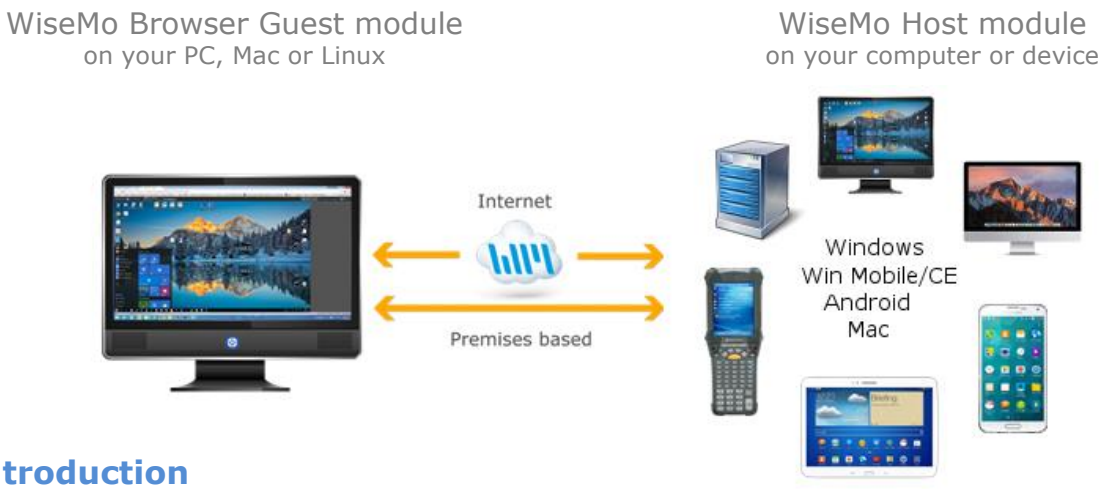
Remote Support & Management
PC – Mac – Tablet – Smartphone – Embedded device

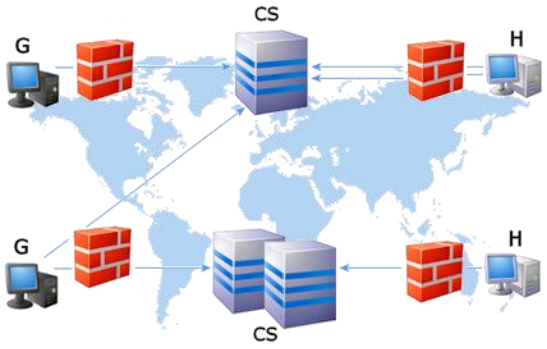


Introduction

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.

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 WiseMo Guest module. The Guest and Host modules are available on various platforms and operating systems.

WiseMo myCloud is a web based service by WiseMo, where you get your own domain, which groups your Guest and Host modules together, so your Guest modules easily can access your Host modules via the Internet without having to configure firewalls, proxies or routers. Connectivity is done via a secure web-based solution consisting of a distributed network of Connection Servers (CS) routing traffic between Guests (G) and Hosts (H) solving connectivity in the Cloud.



WiseMo myCloud also provides you with Browser based Guest functionality and Deployment options for easy deployment of Guest and Host modules. You can create multiple User Accounts for your domain so multiple users can access the myCloud domain. You can assign different roles to such User Accounts.

WiseMo myCloud is a subscription based service, where you pay based on the number of Hosts that becomes part of your domain, while you can have as many Guest modules connected to your domain, as you like. myCloud enabled Guests can connect to Hosts via myCloud connectivity over the Internet, but also directly using TCP/IP on your own managed network, in which case data is NOT transferred via myCloud / the Internet !

An easy way to use myCloud for connectivity over the Internet is to deploy Guest and Host modules from your myCloud domain, as the modules will then be pre-configured for myCloud connectivity, and ready to run with the least possible configuration needed.

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.

1. Start working with myCloud

To start working with myCloud you should go to https://mycloud.wisemo.com and create your own myCloud domain. Follow the Create a domain guide below.

After you have created your own domain, you can use it for deployment of the Guest and/or Host modules. Follow the Deploy modules guide below.

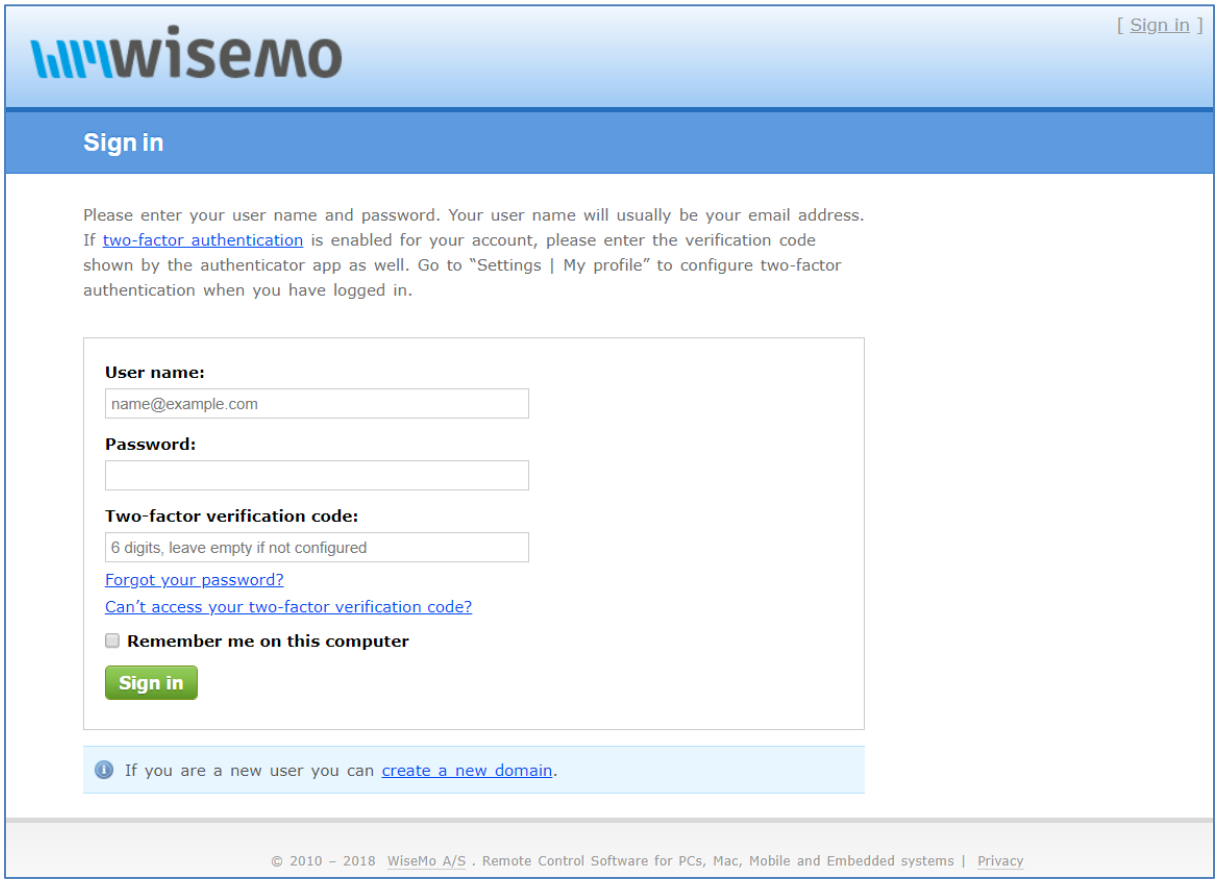
WiseMo myCloud has a built-in Browser based Guest module, so you need only to deploy Host modules to start enjoying the benefits of WiseMo myCloud. In addition to the Browser Guest, you can also deploy and use our Mobile and Desktop Guest modules, for example if you like to access Hosts from your Smartphone or Tablet or from our installable Guest module for Windows PCs.

When the modules are deployed you can start using the myCloud service for connections between Guests and Hosts. Please follow the Connect via myCloud guide below.

2. Create a domain

Follow the guide below to create your own myCloud domain:

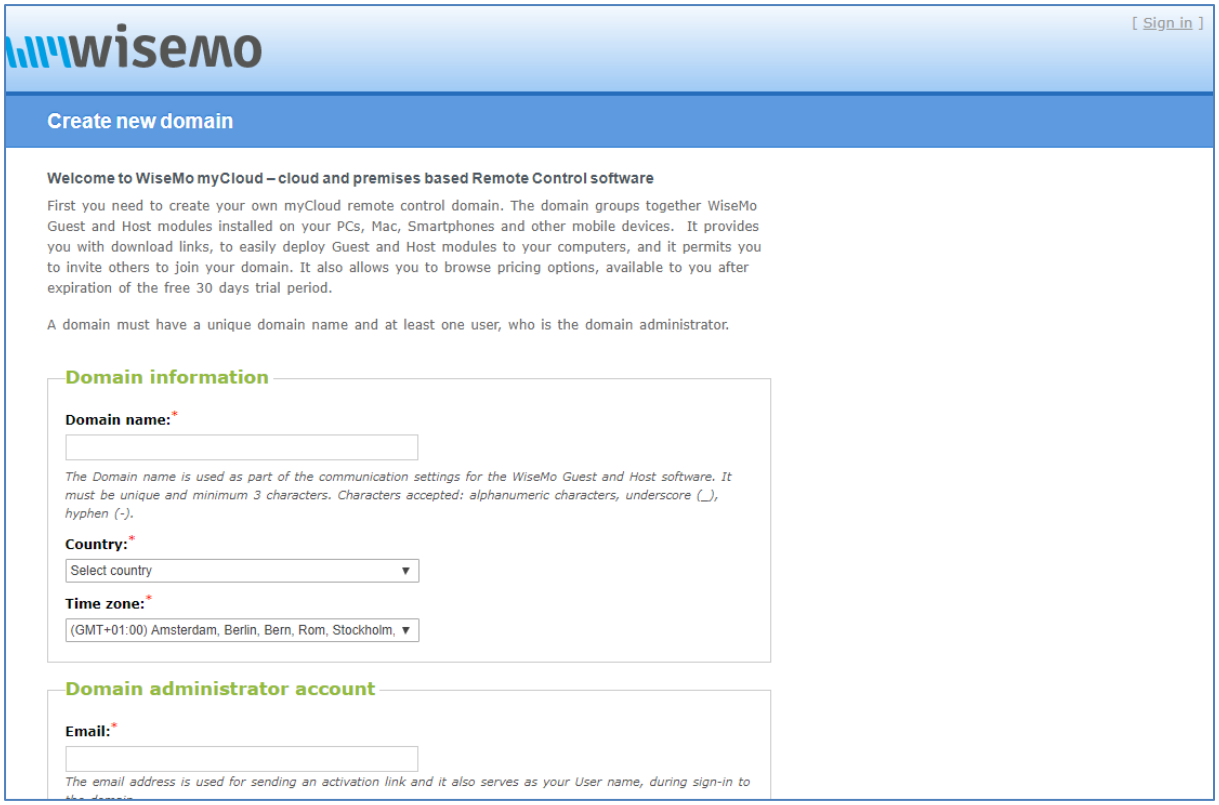
1. Open an internet browser and go to *https://mycloud.wisemo.com*. The following page will open:



Note

When you create your own myCloud domain a User account is also created. This first User account will initially belong to the Administrator role and will be used as the primary contact for the domain. Additional user accounts can be created later, so you can provide multiple users with access to your domain. There can also be multiple Administrator accounts; however one has to be the primary administrator account.

2. Click on the link **create a new domain.** The following page will open:



3. Fill-in the form:

Note
After a trial period WiseMo myCloud is a payable service you can subscribe to.

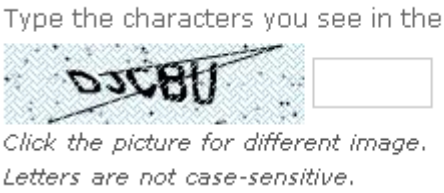
The primary contact of the domain is the contact person who will be contacted with billing information or other important domain specific information.

Domain name*	Specify a name of your own choice. It can for example be the company name or your last name. The domain name must be unique. If the name entered isn't unique you will have to modify it until it is unique. The domain name is part of the myCloud communication settings of the WiseMo Guest and Host software. A domain name must be at least 3 characters.
Country*	Select the country where you live.
Time zone*	Specify your time zone. The User Interface will show the time adjusted to the time zone.
Email*	Specify your email address. This email address is used as your User name when logging on to your myCloud domain. It is also used to send you an initial activation link, so make sure the email address you specify will deliver you the emails sent to it. The email is also used by WiseMo for contacting you with information about your domain, like billing and expiry.

First name*	Specify first name(s).
Last name*	Specify last name.
Contact phone	Specify a contact phone number.
Password*	Specify a password. The password is used together with the email address as your User account credentials when logging on to the myCloud domain.
Confirm password*	Confirm the password.

All fields except Contact phone are mandatory. They are marked with *.

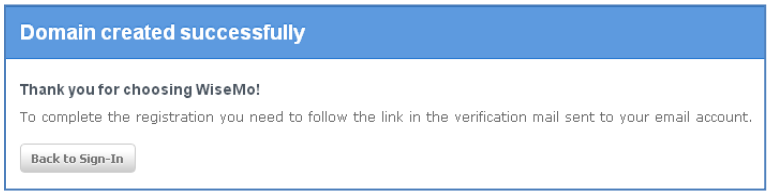
4. Enter the CAPTCHA in the field (note that letters are not case-sensitive). This is to ensure the form is created by a person, and not automatically by a computer:



5. Click on the **Create new domain** button.

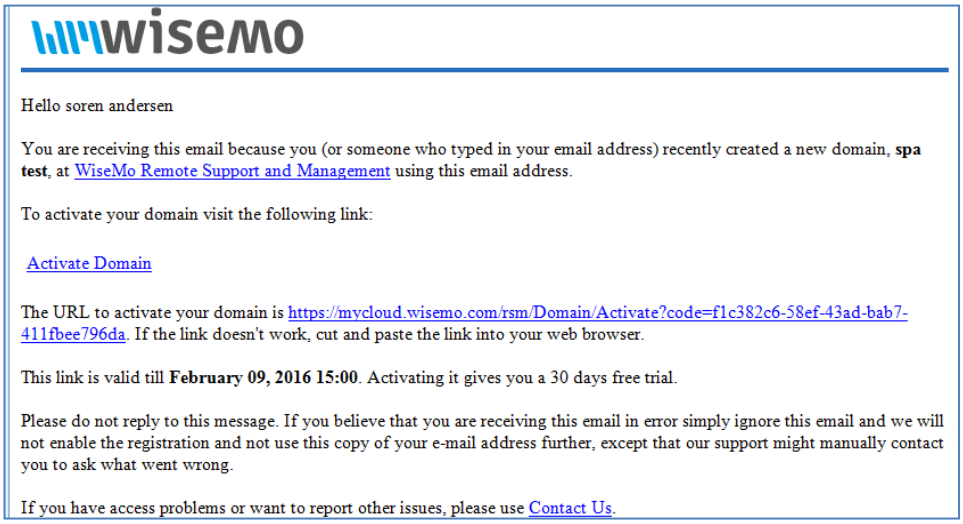
6. A message that the domain is created successfully will be shown:

If this message does not appear then verify that all fields are filled out correctly. If not, problematic fields are highlighted with red.



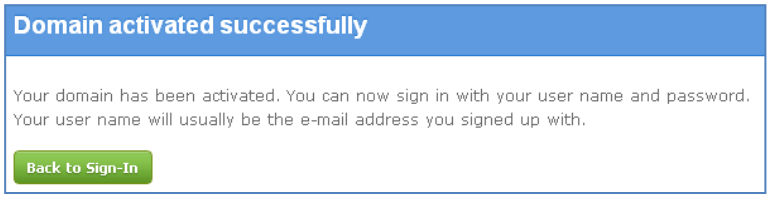
When the domain is successfully created, an email to prove your authenticity will be sent to the email address you specified.

7. Check that you have received the email. If you have not received it within a couple of minutes, check if it has been caught by your spam filter.

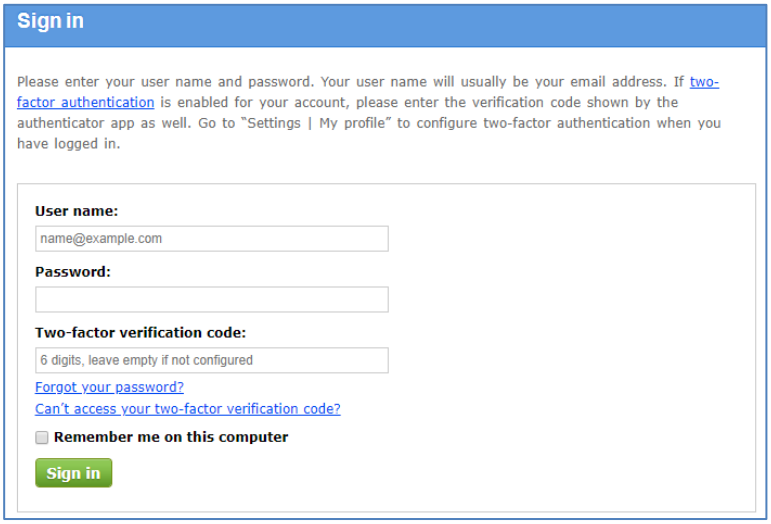


8. Follow the link specified in the email to activate the account, and you should see the following message.

   An email will also be sent to confirm the activation.



9. Click on the Back to Sign-in button. Fill in the sign-in form, entering the email address as user name and the password that you specified during domain creation. Click on the Sign in button.



10. You are now logged into your myCloud domain console where various settings can be maintained and modules can be deployed.

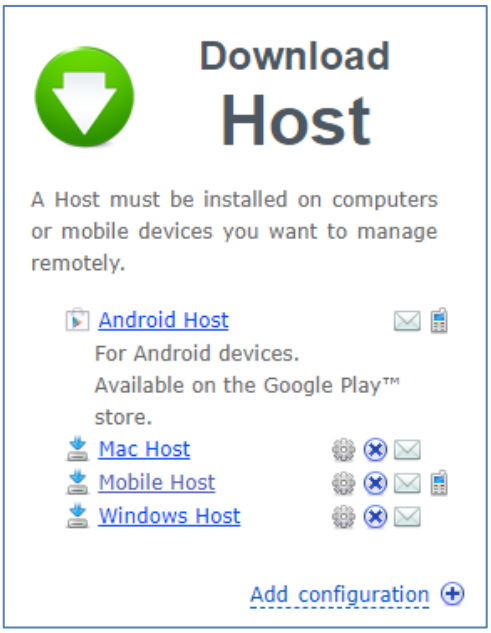
11. The first task would normally be to deploy a Host module to your remote computer / device.

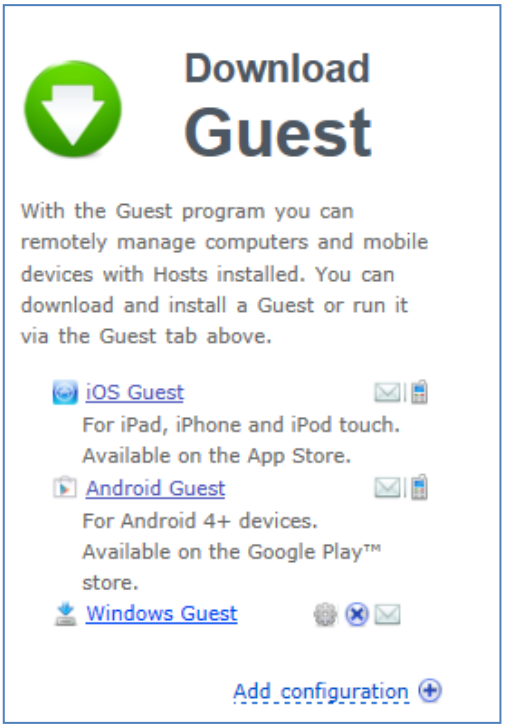
    Please see next paragraph for deployment.

3. Deploy modules

Deployment of modules from your myCloud domain is done via deployment packages. A package includes installation files for a Guest or Host module, pre-configured myCloud configuration settings, an applied license key, and other default settings.

To deploy modules (Guest and/or Host), login to your domain on the *https://mycloud.wisemo.com* site and go to the Deploy tab. Here you will find links for deploying Guests and Hosts:





The download sections for Guest and Host shows a list of deployment packages. One button is shown to the left of the deployment packages and more buttons are shown to the right. The buttons have the following meanings:

	Download the deployment package to the computer or device you are sitting at.
	Send an email with the deployment link to one or more email addresses.
	Edit the deployment package.
	Delete the deployment package.
	Send a link for the installation package directly to a mobile phone via an SMS (TEXT). Available for packages for mobile platforms.
	Go to Google Play to install the module to your Android device. It is not pre-configured for myCloud connectivity, but you can easily sign it in to myCloud via its user interface. Notice, the Host module for Android may also be downloaded from your myCloud domain via the Mobile Host deployment package. The Host will then be pre-configured for myCloud, but your device must then permit installation of non app-store apps.
	Go to Apple App Store to install the module to your iPhone or iPad. It is not pre-configured for myCloud, but you can easily sign it in to myCloud via its user interface.

Your domain comes with pre-configured deployment packages for those mobile and desktop platforms that can be downloaded directly from WiseMo. IF downloading from an app store, such modules need to be signed in to the myCloud domain after installation.

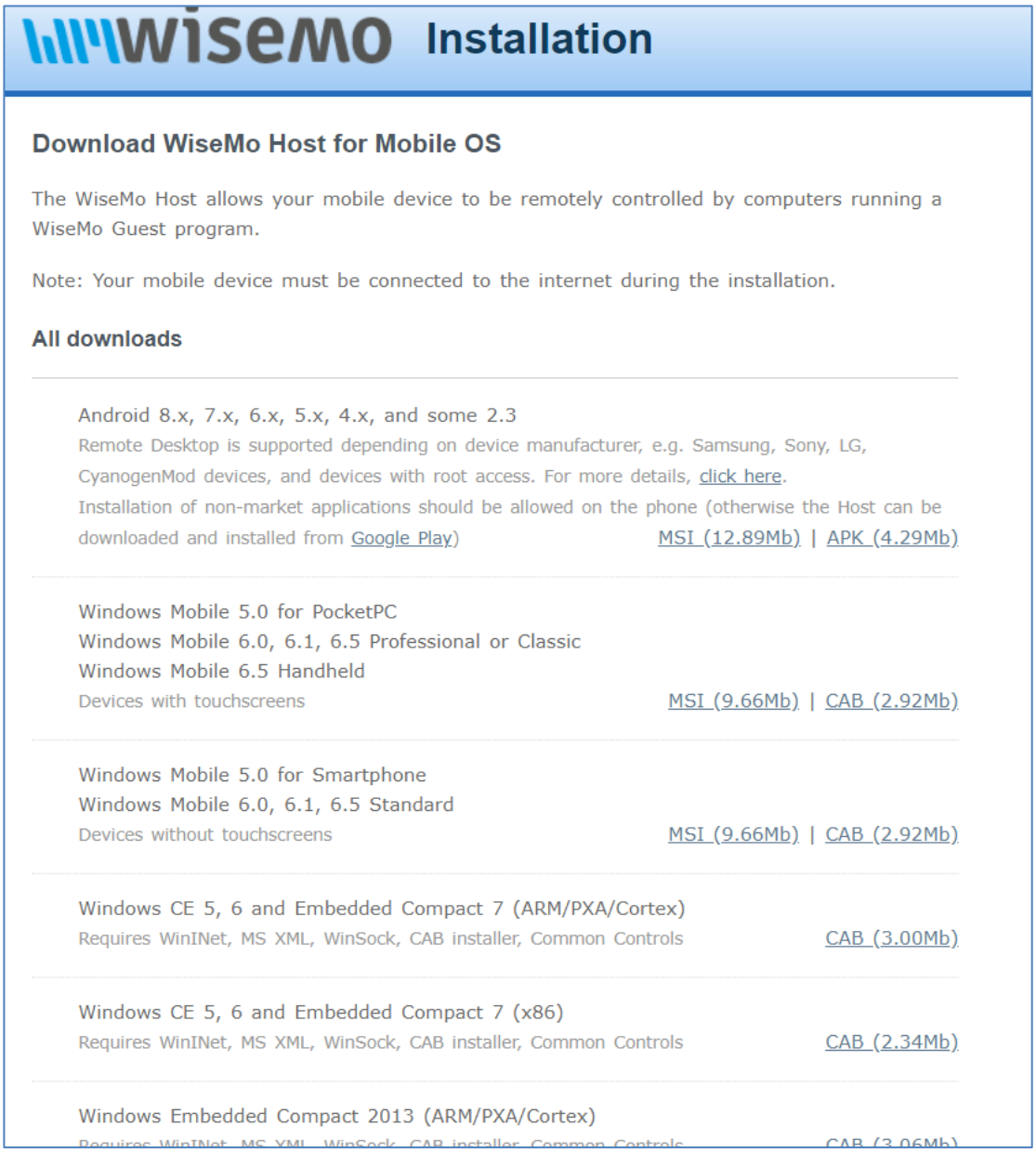
For modules not downloaded from an App store, you can configure your own deployment packages by clicking **Add configuration** and uploading a customized configuration file. If you have purchased a perpetual license key, you can also specify the license key here.

Guest and Host modules do not require a perpetual license to run but will work for both myCloud connectivity and for direct TCP/IP connectivity between Guest and Host modules, as long as the modules are on-line with a myCloud domain. A perpetual license key may be applied if direct TCP/IP connectivity is needed when Internet connectivity is not possible or desired.

Note

You can send a deployment link to anyone who will need the module. For a description of how to send a deployment link, please refer to the Send deployment link chapter below.

When you for example click the **Mobile Host** link a download page will be shown:



Find the applicable mobile platform in the list and click on the **MSI**, or **CAB/APK** link to download the corresponding .MSI , .CAB or .APK -file.

If you are not sure exactly what platform your device is running or if you want to avoid the procedure of connecting your device to a Windows PC where .MSI or .CAB/.APK -files are saved, you can download the deployment package directly to your device. Log-in to the domain from a browser on your device. When you access the download page from your device, only the download package corresponding to the platform of your device will be shown. You can also pass on the download link to the device or to somebody else. It is described in more details below: Customize and share a deployment link.

Note

Before installation to a mobile device, make sure that your device has Internet connection, e.g. you could try to go to the www.wisemo.com web site from your device. If Internet connection is turned off on your device, the installation of the Mobile Host will fail because it needs to retrieve configuration and license information from your myCloud domain via the Internet.

Note

Changes of the deployment configuration are not applied to already deployed and completed installations, so you must deploy and re-install for such changes to take effect.

Note

For Windows CE (Compact Embedded) devices, the CAB file may not be available from the myCloud Deployment tab. It is however possible to receive a CAB file and to manually configure it to use myCloud, so you can reach the Win CE device via myCloud. Request a free trial here, which will give you link to the correct download page, and needed trial license keys. Configuration for myCloud is done manually, see chapter 4.5. If you cannot find a CAB file for your device, please contact us at support@wisemo.com . We will be happy to create one for you, and we can also help you get it configured to work with your myCloud domain.

4. Connect via myCloud

After having successfully deployed the Host module and perhaps the Guest module, you can connect Guests to Hosts via the Internet using the myCloud service.

The procedure for connecting a Guest to a Host depends on the type of Guest module you use.

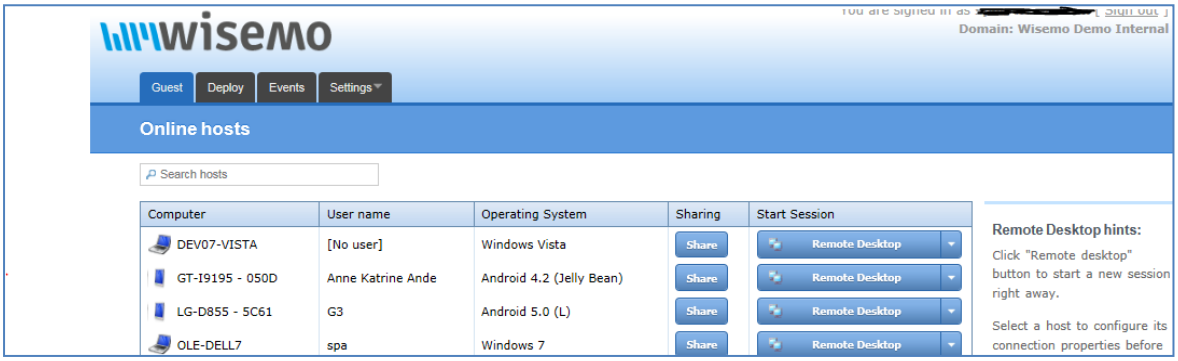
The myCloud service has a built-in Browser Guest, which is described in more details below.

For other types of Guests, a brief example is shown in this document. For a detailed description on how to operate the various Guest modules, please refer to the Guide for the Guest module:

Windows Guest Guide (pdf) iOS Guest Guide (pdf) Android Guest Guide (pdf)

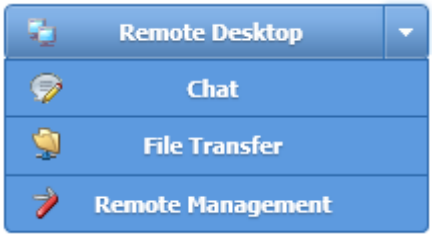
4. 1 Connect to Host from the Browser Guest

To use the Guest functionality that comes as part of your myCloud domain, log-in from a supported Browser* and go to the Guest tab (please refer to 4.1.1 for first time use). Find the applicable remote computer in the list of currently Online hosts and click the Remote Desktop button to access the Host and start remote desktop controlling the Host computer or device.



To initiate a File Transfer, Chat or Remote Management session click the down button:

Now you can select the applicable session type from the list:



You can press the update button to manually refresh the otherwise automatically updated list of Hosts:

*Note

Available features depend on the Browser and the Operating system the Browser Guest is being used from. You can use the Chrome browser on Windows, Mac and Linux computers, and you will be able to do Remote Desktop Control, Chat and Remote Management. On Windows PCs, you can also use Browsers that support ActiveX or NPAPI plug-ins, for example IE and Pale Moon. From such environments you can also do File Transfer (File Transfer is also available from the installable Windows Desktop Guest module).

4.1.1 First run of the Browser Guest tab

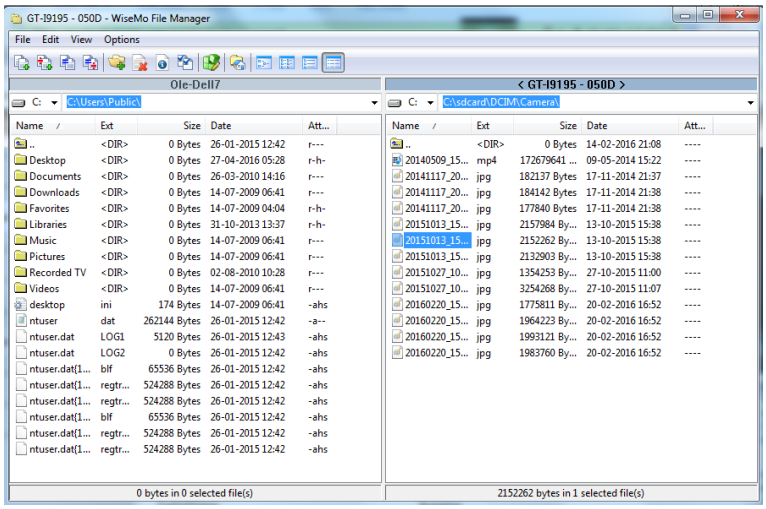
The first time you login from the browser on your computer, you are met with a requirement to install or update a plug-in module – you need to accept the download and that such plug-in module is permitted to run, in order to utilize the built-in Browser Guest functionality. After installation / permission, you may need to restart your Browser and re-connect to your myCloud domain.

(As an alternative to using a browser on Windows, install the Windows Desktop Guest module).

4.1.2 Remote control

When connecting to a Host from the myCloud Guest tab, a separate browser tab is opened to show the session with the remote Host computer or device. In above example the Host module is running on an Android based Smartphone. An image of the device is shown (called a skin) and the buttons on the skin is active, and the desktop of the device is shown "live".

From the Control panel at the top, you can disconnect, toggle between actual size and "shrink to fit mode", pass certain keystroke combinations to the Host (as supported by the Host), manually send or receive clipboard, access the Connection Properties for the Host, as well as launch other sessions with the Host simultaneously, for example start File Transfer, Remote Management and Chat sessions.



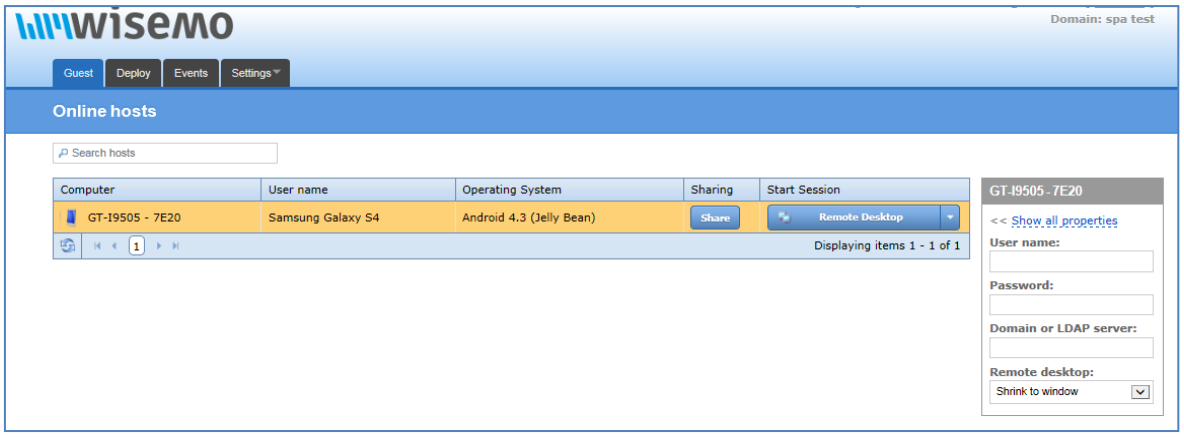
When using the File Transfer feature, you will see a split screen window, showing your computers directories and files to the left and the directories and files of the remote Host to the right. Select a file or directory and drag it to the target.

Remote Management allows you work on the remote computer or device without the need to open the remote desktop. You may see a list of processes and services running, work on the registry, collect an inventory of the Host computer, and execute programs and much more (subject to the type of Host).

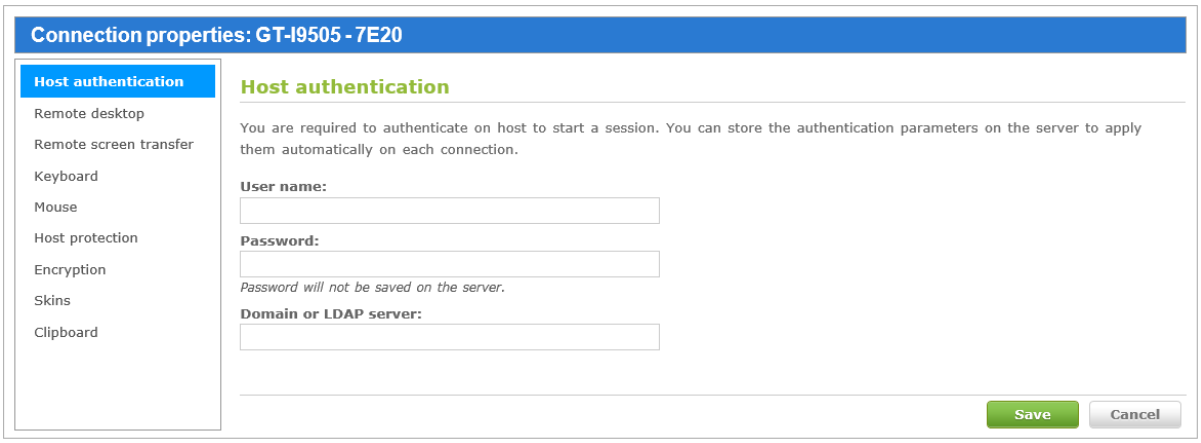
The Chat feature allows for a dialog between Guest and Host user.

4.1.3 Connection Properties

From the built-in Browser Guest, a number of Connection Properties (including login credentials and display preferences) can be configured for each Host listed. Select a Host in the list and modify the quick access settings for the next connection. This is done from the window shown to the right, after selecting a Host.



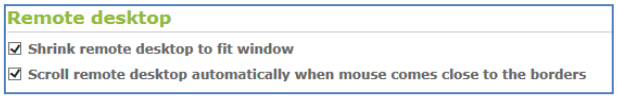
It is also possible to click on the 'Show all properties´ link to permanently modify all available connection properties for subsequent sessions to this Host. Below is listed the various settings. Remember to press the Save button, when you have made a change.



Host authentication

You can save logon credentials like User name, password and domain, which are then automatically passed across to the Host, during the connection process, when the Host require credentials. If one or more required credential is missing, you will be prompted to enter such. Please also refer to section 4.1.4 Guest Access Security, found later in this document.

Remote Desktop

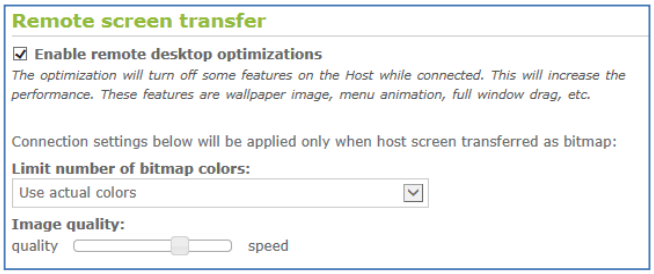


Controls whether you as default want to see the complete Host desktop in the remote control window (shrink to fit window) or you prefer to see the actual size of the remote desktop within the boundaries of your browser window. You can also toggle between those two modes while connected with a Host.

For Host desktops larger than your remote control window, the desktop are scrolled as default, as you move the mouse near to the borders of the remote control window. Switch this setting off, if you do not prefer auto scroll.

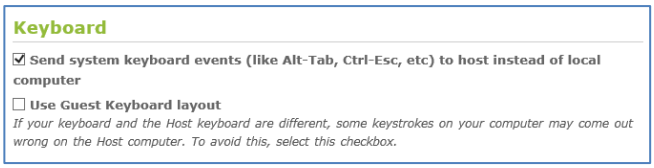
Remote screen transfer

Settings that helps you optimize screen transfer. Typically you can gain better speed of screen transfer by sacrificing screen quality. Move the Image quality slider towards more speed as long as you feel the screen quality is sufficient for your purpose. Available optimization options depends on the type of Host you are connected to.



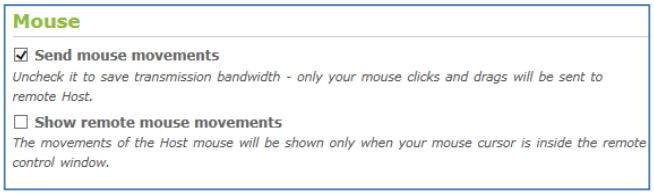
Keyboard

Controls if system type keyboard events are transfered or not. If you experience problems getting keystrokes across, try switching the "Use Guest keyboard layout" setting.



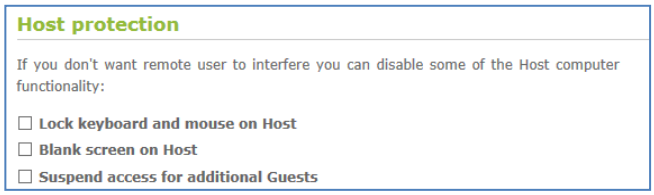
Mouse

Optimization features. Controls if your mouse movements are transferred or just your mouse clicks and mouse drag. You can also decide to see on the Guest side how the mouse on the Host side moves.



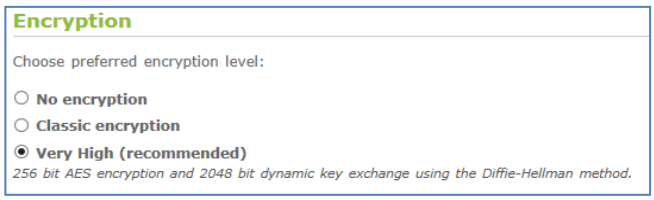
Host protection

Lock the Host keyboard and mouse, and possibly blank the display on the Host, to ensure your privacy (subject to being supported by the Host type). You can also prevent simultaneous acccess from other Guest users, if the Host permits such.



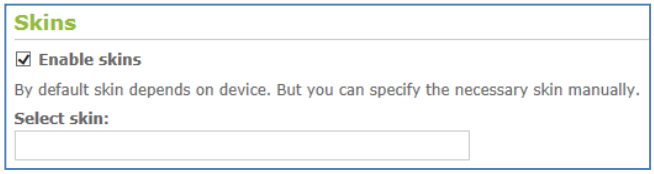
Encryption

Allows you to decide your preferred encryption level, which is then used if the Host is set up to allow this level. Ultimately, it is the settings of the Host that decides what level you are permitted to use.



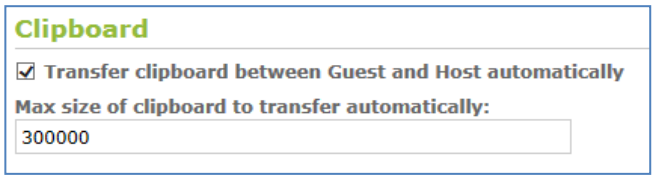
Skins

When connected to a device, for example a mobile phone, an image (skin) of the phone is downloaded and shown on your computer. Buttons on the skin are active, and the remote desktop is shown within the skin. You can disable this function and also specify the use of a specfic skin.



Clipboard

Controls if automatic transfer of the clipboard is permitted between Guest and Host. This is great for efficient Ctrl+c, Ctrl+v operations between Guest and Host computer. The automatic feature cannot know if you intend to auto-transfer content placed into the clipboard during a remote control session, so if you handle sensitive data, you may want to switch off automatic transfer of clipboard.



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

4.1.4 Guest access security

When the connection between any Guest type and a Host is established, the Host may prompt the Guest user for logon credentials to prevent unauthorized access.

With a default installation of the Windows or Mac Host from a myCloud link, members of the **local Administrators** group on the Host computer, and for Mac, also the Root account, are granted full access. The Host uses Windows / Mac Security Management to verify the logon credentials that the Guest user has provided (user name, password and for Windows a domain). For the local Administrators group, you must login with a user who is a member of the local Administrators group, e.g. "administrator"; for Windows the domain name will be the Host's Computer name. When connecting from the Guest, the domain name can be left blank, as it will assume that the domain name is the local computer.

The default installation of Mobile Hosts will cause the Host to prompt the device user for an authentication password on the first launch, and it is setup to require Confirm Access (make sure to modify this default settings if the Host is running on an un-attended device).

The Host security settings can be modified on the Host in many ways to accommodate for your specific security needs. The Windows or Mac Host is configured directly in the user interface while the Mobile Host is configured via its user interface and the Mobile Host Configuration Manager installed on a Windows computer.

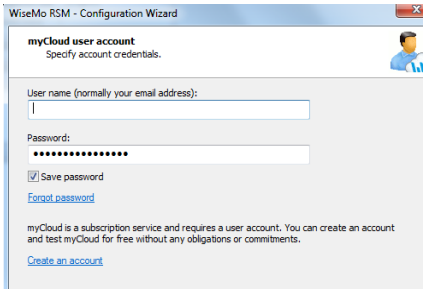
The Host security settings that are deployed via the myCloud links can be changed by uploading customized configuration files to the myCloud service before the installation (please review the Customize and share of deployment link chapter).

For more details on how to configure Hosts for authentication of Guests and what an authenticated Guest user is permitted to do, please refer to the documentation for the individual Host type:

Windows Host (pdf) Android Host (pdf) Win Mobile/CE Host (pdf) Mac Host (pdf)

4.2 Connect to Host from the Windows Guest

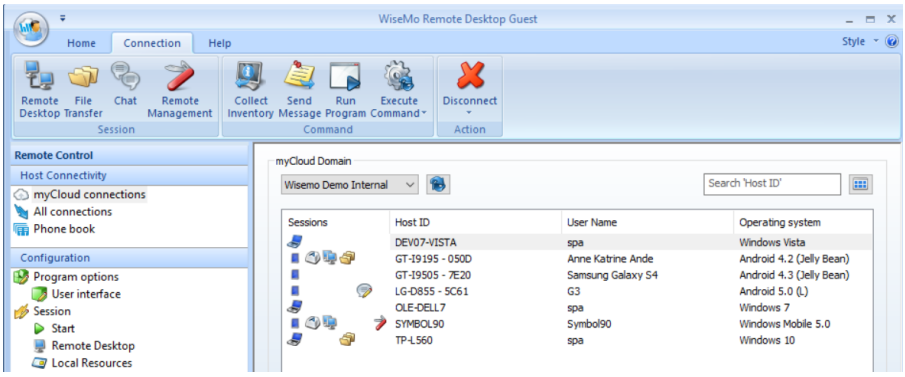
Download the Windows Guest and run the installation. After installation, open the Guest program and follow the instructions in the configuration wizard. IF the Guest was not deployed from a myCloud domain, select Yes to configure settings to log on to myCloud. Then enter your myCloud User account credentials (email address and password). Complete the wizard and press Finish on the last page.



Select the 'myCloud connections' item found in the Remote Control menu in the left pane. The right pane will show a list of myCloud enabled Hosts for the domain you are logged on to.

Notice, if not already logged on to myCloud, you can log on from the myCloud Domain drop-down list. Enter your myCloud User account credentials.

Select a Host in the right pane, and double click it to start a Remote Desktop Control session.

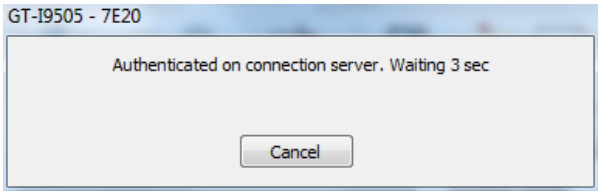


You can also right-click on a Host and select which type of session to initiate, or use the buttons in the Ribbon bar at the top.

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

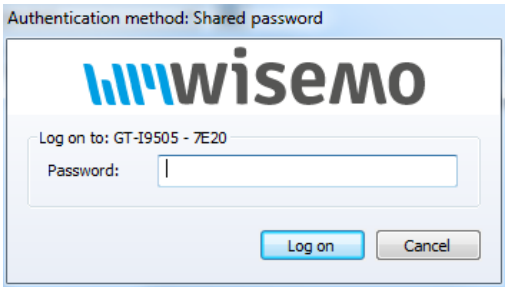
The above shows the myCloud Hosts in a list view – notice that each text column can be sorted, and that you can change to icon view(s).

While the Guest is waiting for a connection to be established the following screen will be shown:



The meaning of this time interval is described in the Poll interval chapter.

When connected you may be prompted for login credentials and perhaps have to wait for permission by a user on the distant computer, depending on the security configuration of the Host:

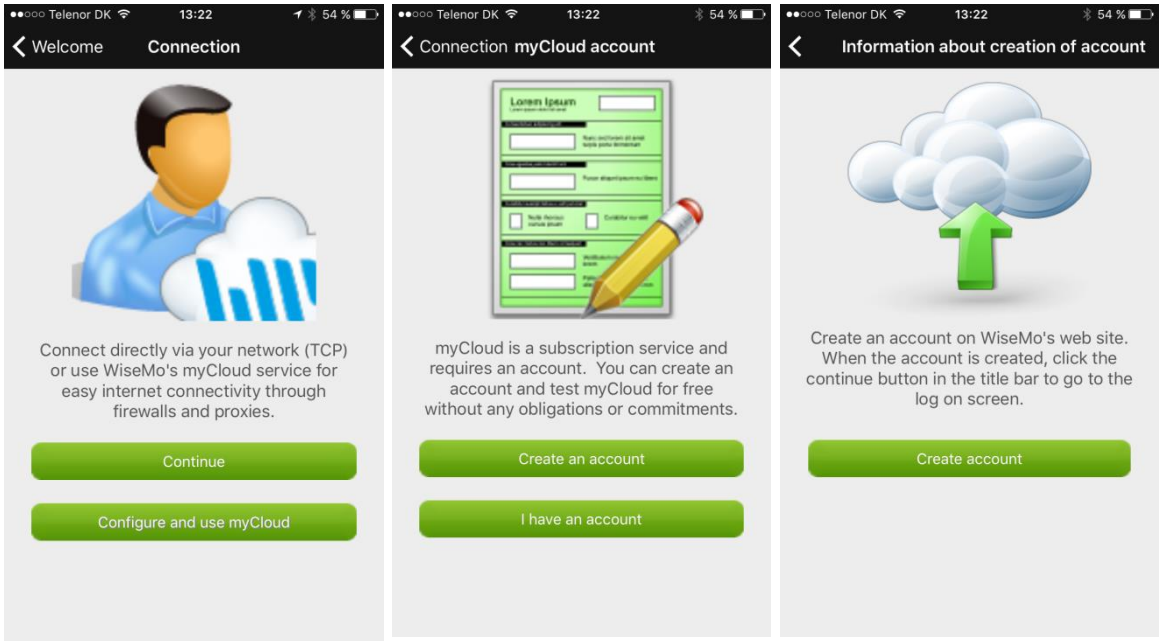


You have other possibilities for connecting to a Host from the Windows Desktop Guest. This includes selecting the myCloud Communication profile on the "All connections" menu item or creating Phonebook entries from the "Phonebook" menu, where you also select to use the myCloud Communication profile. For more details about the Windows Guest consult its tutorial here.

4.3 Connect to Host from the iOS Guest

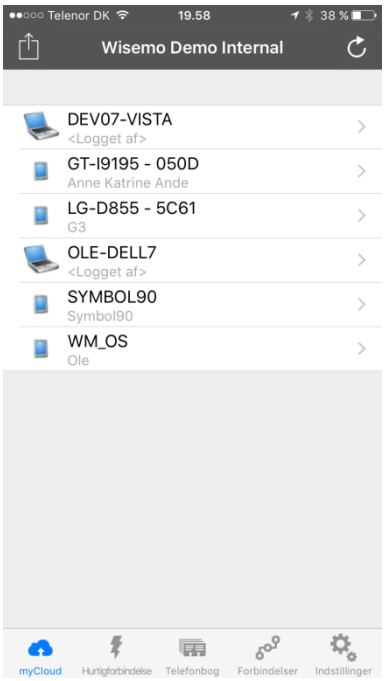
The iOS Guest is available on Apple's App Store. Go to App Store and install the WiseMo Remote Desktop Guest on your iPhone or iPad.

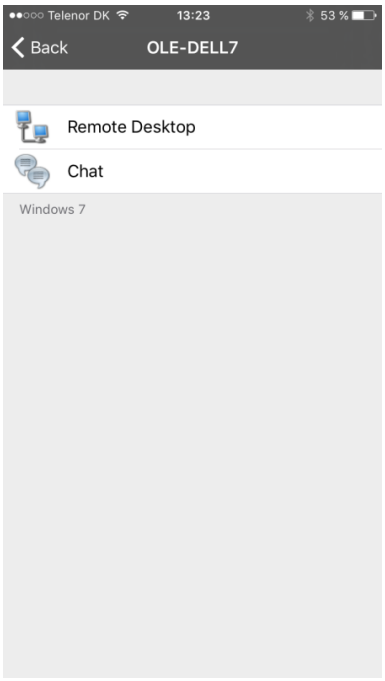
Open the iOS Guest, follow the Welcome wizard and select "Configure for myCloud".
Press **I have an account** and provide your myCloud User account credentials.

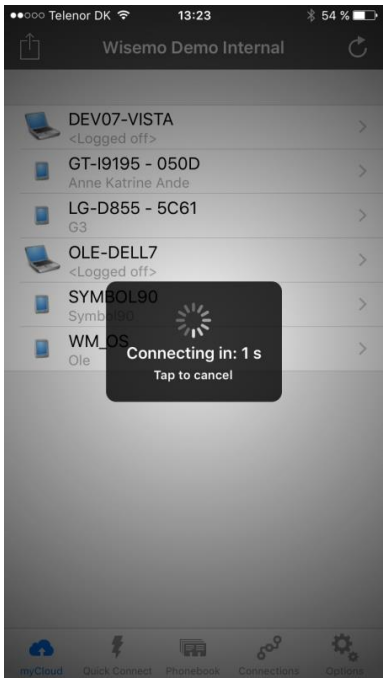


Once you provide your myCloud credentials, the iOS Guest will have all the settings necessary for connection via myCloud.

After login, the myCloud tab will show a list of hosts in your myCloud domain that are available for connection. The fastest way to establish a connection is to select the Host name and press **Remote Control** or **Chat**. Please wait while the Guest establishes the connection.







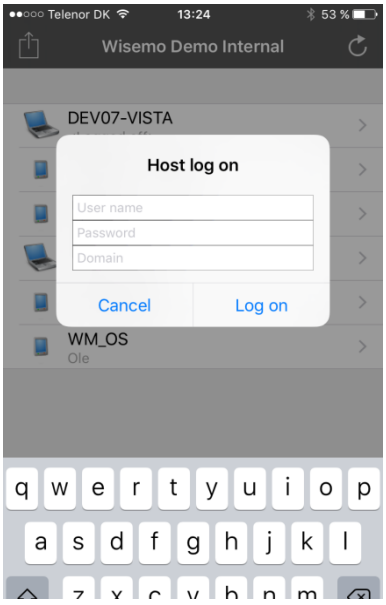
When connected you might be prompted for login credentials depending on the security configuration of the Host.

As this is the security settings defined by the Host configuration, **your myCloud User account credentials is not applicable here**.

For more details please review 4.1.4 Guest access security.

You have other possibilities for connecting to a myCloud enabled Host from the main window in the iOS Guest. This includes selecting the myCloud Communication profile on the "Quick Connect" tab or creating Phonebook entries in the "Phonebook" tab with the myCloud Communication profile selected.

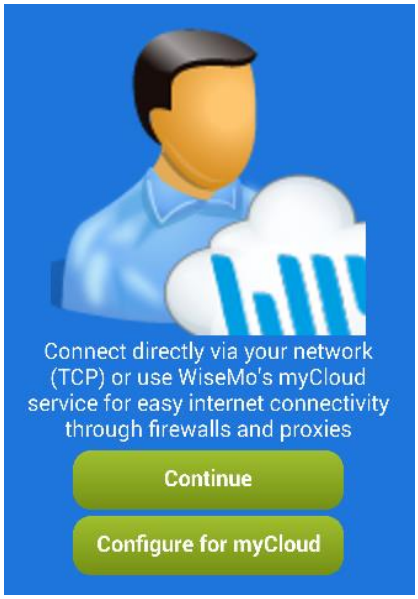
For more details about the iOS Guest consult its tutorial here.



4.4 Connect to Host from the Android Guest

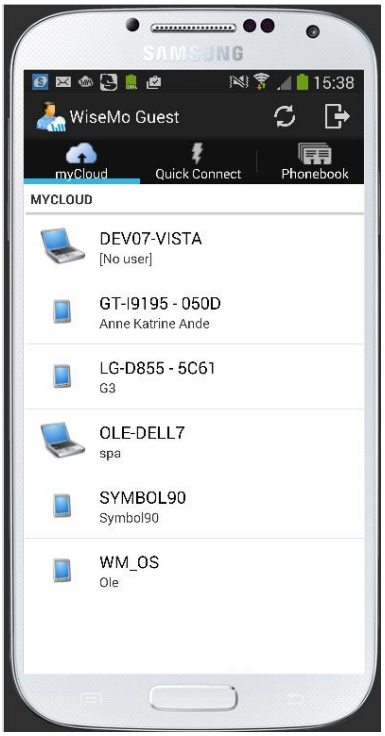
The Android Guest is available on Google Play. Go to Google Play and install the WiseMo Remote Desktop Guest on your device.

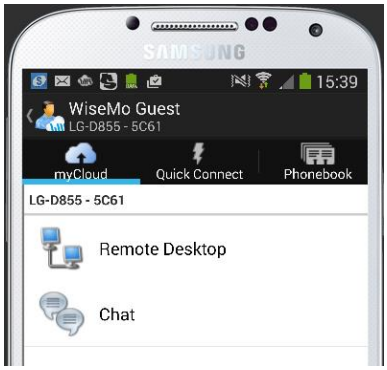
Open the Android Guest, follow the Welcome wizard and select "Configure for myCloud". Press **I have an account** and provide your myCloud User account credentials.



Once you provide your myCloud credentials, the Android Guest will have all the settings necessary for connection via myCloud.

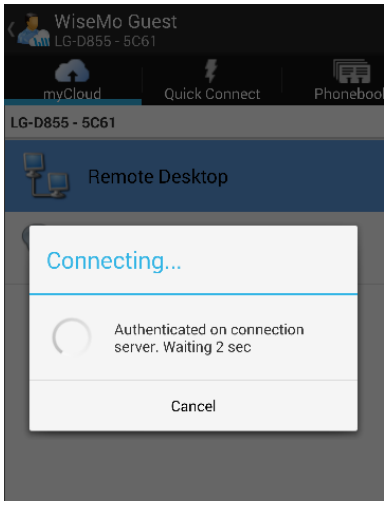
After login, the myCloud tab will show a list of hosts in your myCloud domain that are available for connection.

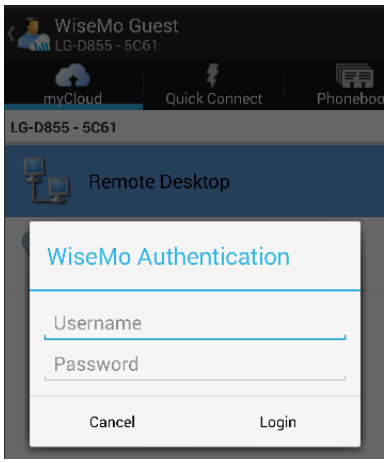




The fastest way to establish a connection is to select the Host name and press **Remote Control** or **Chat**. Please wait while the Guest establishes the connection.

When connected you might be prompted for login credentials depending on the security configuration of the Host.





You have other possibilities for connecting to a myCloud enabled Host from the main window in the Android Guest. This includes selecting the myCloud Communication profile on the "Quick Connect" tab or creating Phonebook entries in the "Phonebook" tab with the myCloud Communication profile selected.

For more details about the Android Guest consult its tutorial here.

4.5 Manually configuring Guests and Hosts for myCloud

If a WiseMo module is not deployed via a myCloud domain, it is not automatically configured to use myCloud. You have two methods available to manually configure a module to use myCloud.

4.5.1 Using a myCloud "User" account

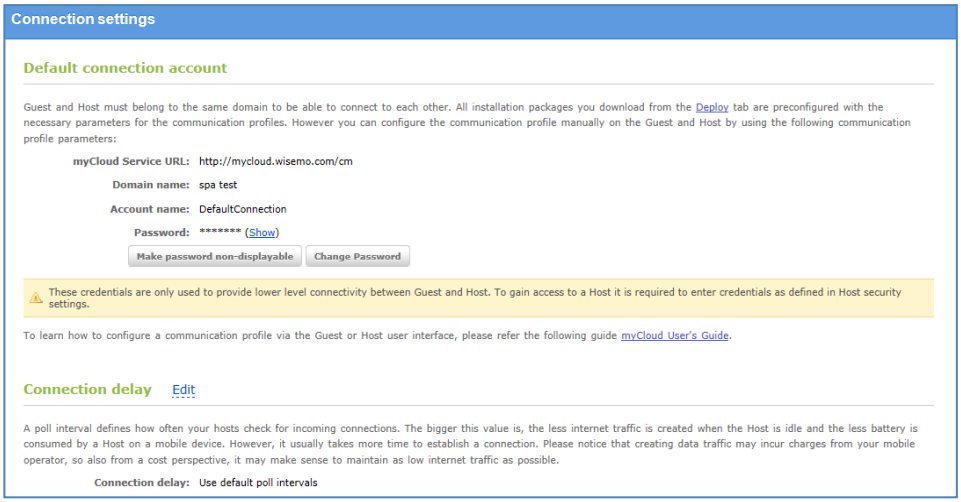
This is the recommended method. From the user interface of a Guest or Host module, it is easy to configure the module to use a specific myCloud domain. It is simply done by entering the credentials of a myCloud User account (email and password), and the module will connect to the myCloud domain and receive its connection credentials. After having done so, a Guest module will show the Hosts available in the domain, and a Host module will become available in the domain. Please refer to the documentation for each type of Guest and Host module for specific information on how to manually configure the module to use myCloud. ***Note: You cannot use a two factor authentication enabled User account to do this.***

4.5.2 Using the myCloud "Domain connection" account

Normally, you will not want to configure your Guest and Host modules using this method. It is for advanced use, and we strongly recommend using a User account to connect Guest and Host modules to a specific myCloud domain, if the Guest or Host module was not automatically configured via download from the myCloud domain. Some Guests and Hosts can be configured for myCloud by specifying the myCloud domain connection credentials. The myCloud domain connection credentials for Guest and Host consists of: a **URL**, a **domain name**, a **connection account name** and a **password**. The URL is the URL of the myCloud service, normally: **http://mycloud.wisemo.com/cm**.

To find the domain specific setting, please log in to your myCloud domain from your Browser and go to the **Settings tab** and chose **Connection**. The following page will be opened (the information on this page cannot be viewed by User accounts defined with the Web Guest role):

Find the Connection **Account name** and **Password** fields in the **Default connection account** section. To view the password, click on the **Show** button. It is hidden for security reasons. A user with the Administrator role can change the password if needed.* The password can be made non-displayable; in such case the password will never be shown in the interface, and there is no way to recover it, but you would still be able to change it.



Domain connection credentials are only used for joining Guests and Hosts together in your domain. For security reasons, a Host should always be configured for authorization of the Guest user. It could be a simple password, User ID and password, or authorization via Windows or Mac security management. It could be in a combination with the Confirm Access feature (a Host user is prompted with a screen to allow or reject access).

***Note**

If you change the password for the connection account, then re-configuration of all installed Guest and Host modules would be required.

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5. Subscription and licensing

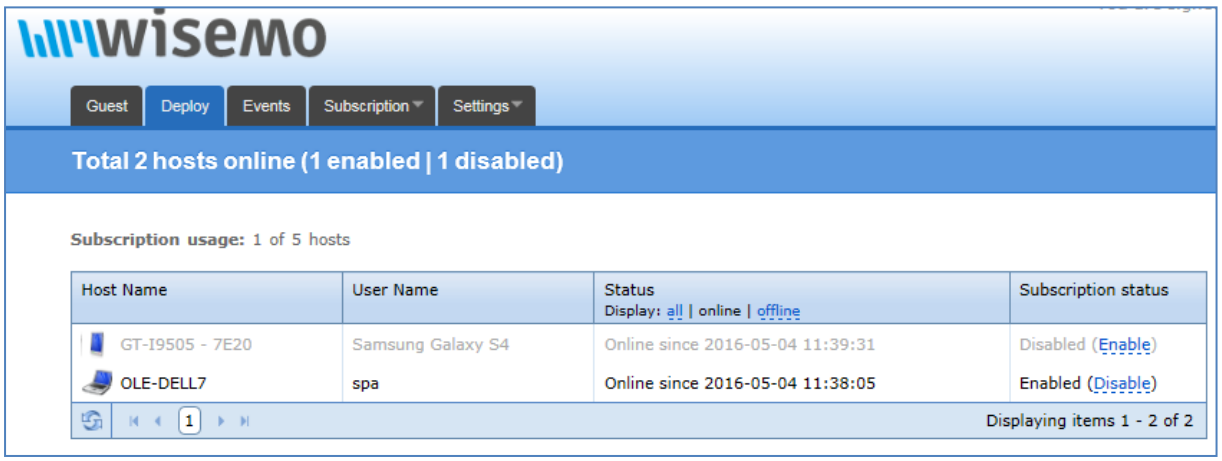
5.1 Subscription usage

WiseMo myCloud is a subscription service where you subscribe to a number of myCloud licenses that corresponds to the number Hosts (remote computers or devices) that you can connect to via your myCloud domain. Guest modules connecting to your myCloud domain does not consume a license, only Hosts does.

From the Subscription tab you can immediately increase the number of licenses by adding more Hosts to the current subscription period. The number of Hosts can also be increased starting from the next subscription period. If you need less Hosts, the number of Host can be decreased from the next subscription period. If your domain does not have the `Subscription tab´, please contact your supplier of your WiseMo myCloud domain to make changes to your number of myCloud licenses.

Your subscription allows you to permanently move a Host license from one computer or mobile device to another. It is NOT allowed to temporarily move licenses around to the computers / devices that you might need to access.

On the 'Deploy' tab you can manage which Hosts are enabled – and therefore can be remotely accessed via myCloud. The 'Deploy' tab will show all Hosts currently online and configured to access myCloud:



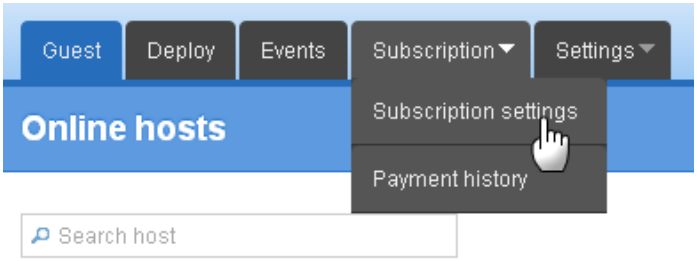
If more Hosts, than what is included in your subscription, are trying to access your myCloud domain, myCloud will randomly disable Hosts to prevent subscription violation. You can manually manage which Hosts should be disabled.

Click the (Disable) link in the "Subscription status" column to remove the Host from active subscription and from being accessible via myCloud. To enable the Host again, click the (Enable) link.

If you try to enable more Hosts than allowed by your subscription the following message will be displayed:

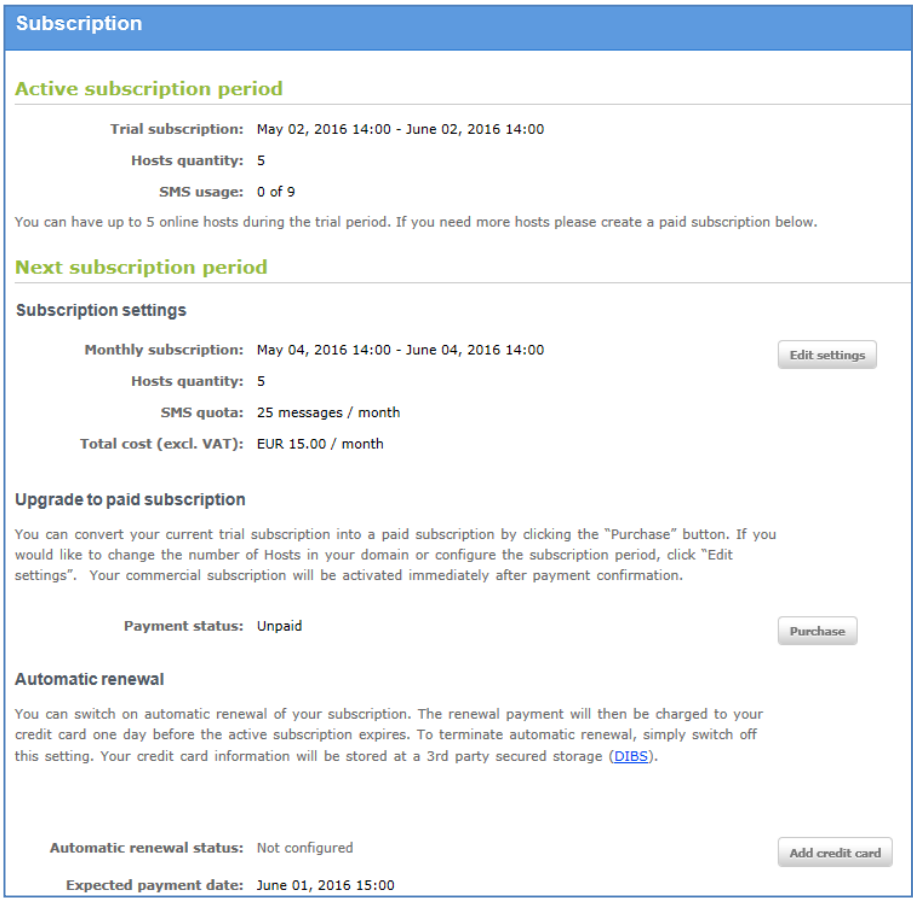
If more Hosts are trying to access your myCloud domain than what is included in your subscription, enabling of Hosts is deliberately delayed and the following message will be shown:

After the trial period you will have to pay to continue using the myCloud service. The payment is usually done by credit card, but you are welcome to contact WiseMo for different payment methods.



To setup payment information, please login at *https://mycloud.wisemo.com* and select the **Subscription** tab:

The following page will open:



Here you can find information about your subscription, including the expiration date of your myCloud trial period.

The page is divided into the 'Active Subscription period' and the 'Next subscription period'.

If you are a trial user and want to see the cost of different number of licenses or subscription period, or define another currency, click the Edit settings button and make the adjustment. Press the Save button to keep the new settings, for example for later purchase. You can also purchase right away, and turn your trial into a paid subscription. Click the Save and purchase button.

Note

If you have a paid subscription and want to add additional Hosts from today and onward, you will likely want to add the additional Hosts to both the 'Active subscription period' and the 'Next subscription period'. You will only pay now for the additional licenses and only for the remaining of the Active subscription period.

Remember, you can always raise or lower licenses and change subscription period with effect from next period. For the active period, you can raise licenses, and only pay for the remaining period.

5.2 Payment

To pay for the myCloud services, click the **Purchase** button. After providing your billing address you will be forwarded to a secured payment system to finalize the payment process. Your credit card details will not be saved for future usage unless you mark the check box **Save my credit card for automatic subscription renewal**.

Your subscription will turn from trial into commercial as soon as the payment is confirmed. You will get an email confirmation.

After the initial payment you can change your subscription settings. You can always add more hosts to the current subscription period and you can change the number of hosts you want for the next subscription period.

Note

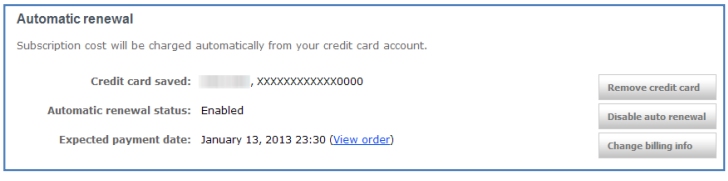
Prices are shown with or without VAT depending on the billing information you have provided.

Due to exchange rate fluctuations final pricing may change. At the end of the ordering process, we will show final prices and the total amount, including possible VAT, prior to your decision to place the order. This is the amount that will be charged your credit card when you confirm.

5.3 Automatic subscription renewal

You may add credit card information for future usage without paying at the same time. To do that click the **Add credit card** button and fill in your billing information. Next you will be forwarded to a secured payment system to provide your credit card information.

Once you add credit card information, automatic renewal is turned on. It means that your credit card will be charged one day before



the current subscription period expires.

You may turn automatic renewal off by pressing the **Disable auto renewal** button. Your credit card information is still saved, and you will be able to pay manually with the saved credit card later. Press the Remove credit card button to remove the saved credit card details.

6. Advanced settings and options

Besides the main settings and actions that are described above, you can adjust other settings which could be useful when working with your myCloud domain.

To learn about advanced settings, options and how to use them, please, look through the following guides:

Customize and share of deployment link

Domains and users

Poll interval

Event log

6.1 Customize and share a deployment link

Not only can a person who has an account with the proper role on the myCloud service deploy pre-configured Hosts and the Guests. Links for deployment can be shared with others. Before you share a link you can customize deployment configuration.

6.1.1 Customize deployment configuration

When you create your myCloud domain you will have a number of default deployment links for Hosts and Guests, which contains a specific default configuration for the module.

Before you use or share a deployment link with configuration, you can modify them or create new deployment links and configurations.

Configurations for deployment of Mobile Host modules include different files for different platforms. But you can create and send links for a specific platform of your choice.

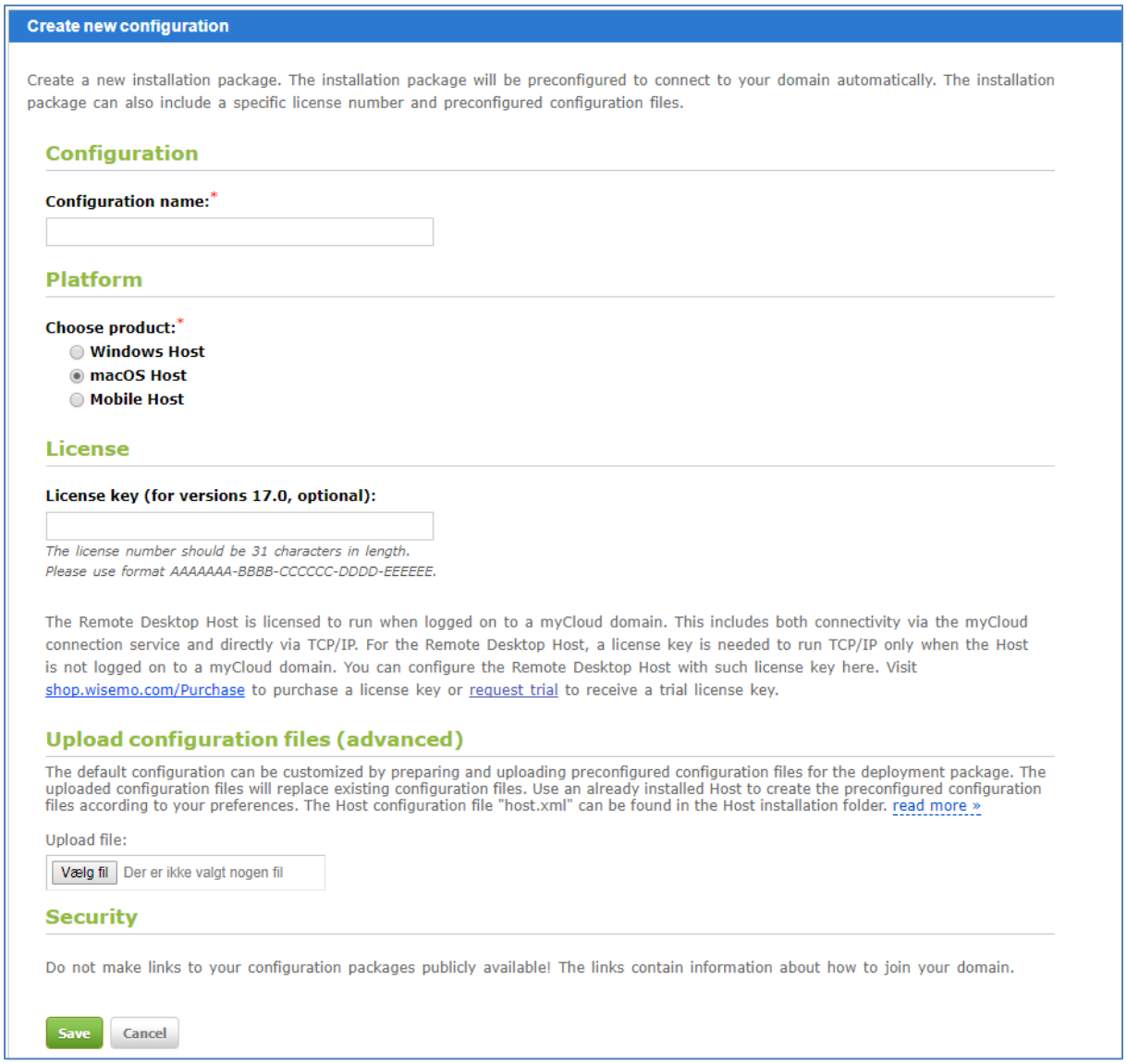
Most Mobile Host modules include an MSI installation for installation from Windows. The MSI installation also includes a Host Configuration Manager from which you can configure a Mobile Host connected to a Windows computer with a USB cable.

The Guest for iOS (iPad, iPhone) can only be deployed from Apple's App Store and the Guest for Android can only be deployed from Google Play. Configuration is done locally on the devices.

Please notice that it is possible to deploy the Android Host module via a myCloud configuration link (Select Mobile Host), although it is also available without configuration from Google Play.

To create customized configuration, please select the Deploy Tab, then click on the **Add configuration** button from either the Guest or Host download section:

The following dialog will be shown when you from the Host section select the Add configuration button.

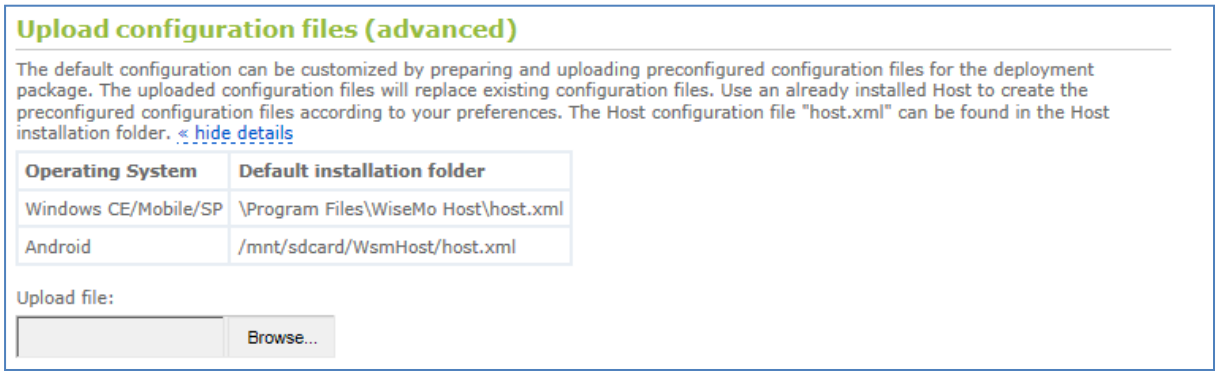


Here you should provide:

Configuration name*	Enter a name of your choice. The name is only used for display purposes.
Choose Product*	Select the module that you want to create a configuration for. You can choose between Windows, macOS or Mobile modules.
Target platform(s)	For mobile modules you will have to select the target platform of the mobile device – or choose to create a configuration for **All Platforms**, leaving it up to the receiver to choose target platform.
License key	You don't need to specify a License key if the target computer / device will be connected to a myCloud domain. A perpetual License key, is ONLY necessary if you want to connect Guest and Host directly, e.g. via the TCP/IP connection profile, WHEN the modules are not logged into a myCloud domain, for example if Internet is not available.
Configuration files (advanced option)	You can customize the default configuration of desktop or mobile modules to meet your requirements using this section. First configure an already installed Guest or Host according to

	your preferences. The information about configuration is stored in an *.xml file Upload this configuration file to the myCloud service. Please, review the information shown on the screen about location, name and description of the files, for your specific type of WiseMo module (see example in picture below).

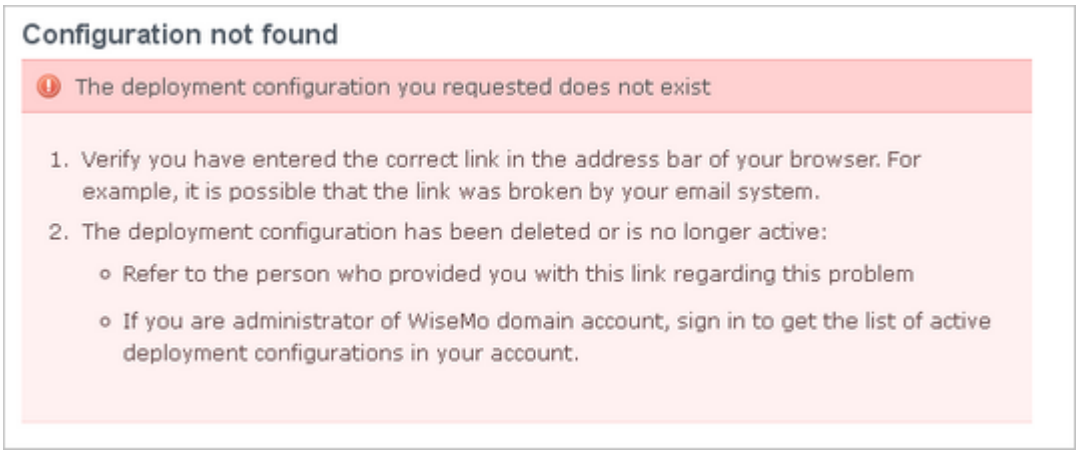
Fields marked with * are mandatory.



When done, click the **Save** button. A link with the new configuration will appear in the download panel:

Each download link is unique and after usage, the link can be deleted. To delete a configuration and hence a link, click the **Delete** button to the right of the configuration:

After a configuration is deleted, the download link is no longer valid. If requesting a deleted configuration the following message will be shown to users trying to use a deleted link:



You can also change and customize existing configurations by clicking on the **Customize configuration** button.

6.1.2 Send deployment link

You can pass a download link to someone else in several ways:

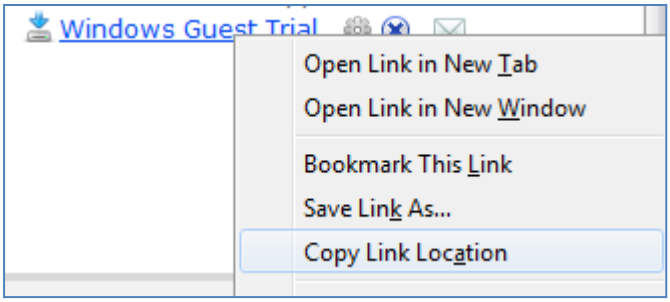
Send an email

Click the email button in the **Download** panel.

An email will be generated with your default email program. The text in the email will contain the deployment link.

You can edit the text as needed, provide one or more recipient's email addresses and send the email.

Copy & Paste the link



Right click on the link in the Download panel. Depending on your browser you can chose "Copy Link Location" or select properties and copy the link in the address line.

The link can be passed by mail, Skype, messaging system, document etc. to someone who needs to download your configuration.

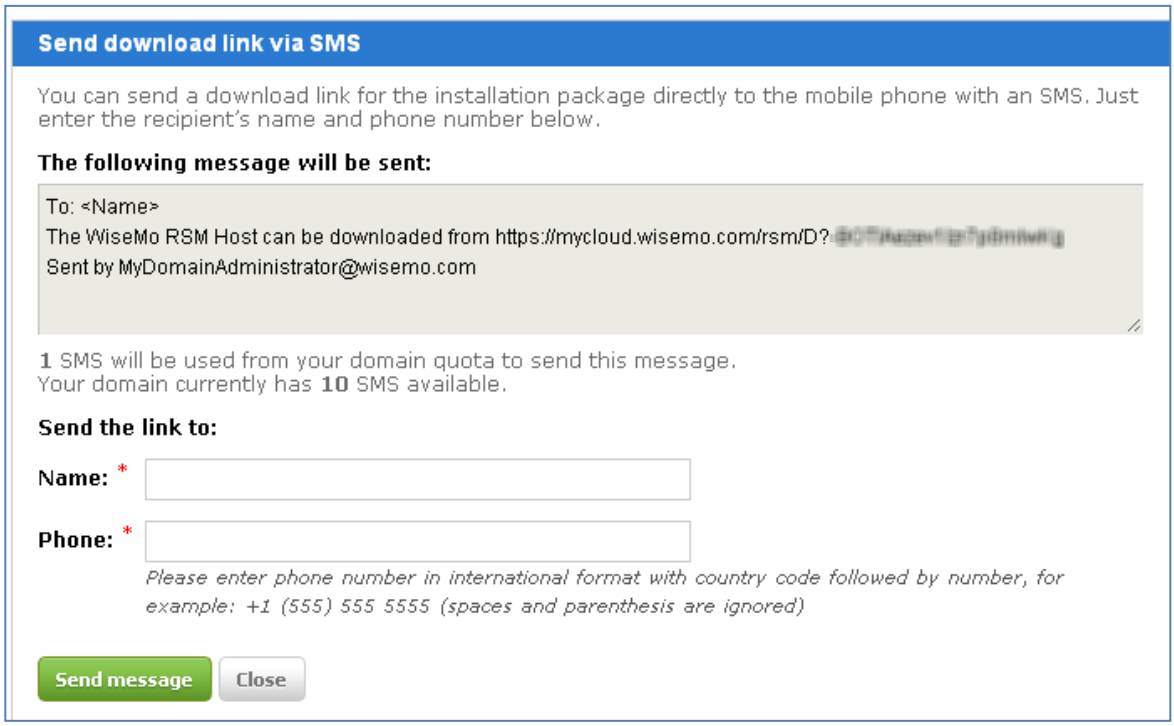
Send the link by SMS (text message)

This option is available for mobile modules only; it provides an easy way to distribute the deployment package link to mobile devices. Click the mobile phone button in the **Download** panel.

The Send SMS form will be opened. You should provide the name and phone of the recipient. Please notice, you must use an international format to enter the phone number: country code must go first followed by the number. The text of the message will automatically include your e-mail address.

The quota of available SMS / text messages will be decreased by 1 or more depending on the length and encoding of the text (you may use local symbols for the name of the recipient).

Press the **Send message** button.



Your subscription of myCloud includes a certain number of SMS / text messages available for sending deployment links without extra charge. The exact quantity depends on the quantity of licenses for your myCloud domain.

Click the link received on the mobile device or paste it into a browser, and you will connect to the download page.

6.2 Domains and users

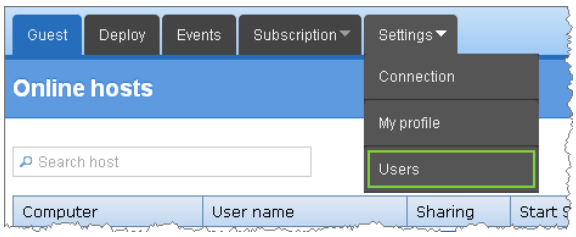
A domain in myCloud is a virtual workspace that groups users together with computers and devices. No users outside the domain will be able to see or access your Hosts (provided the Hosts are not configured to be reachable over other protocols than the myCloud protocol).

Note

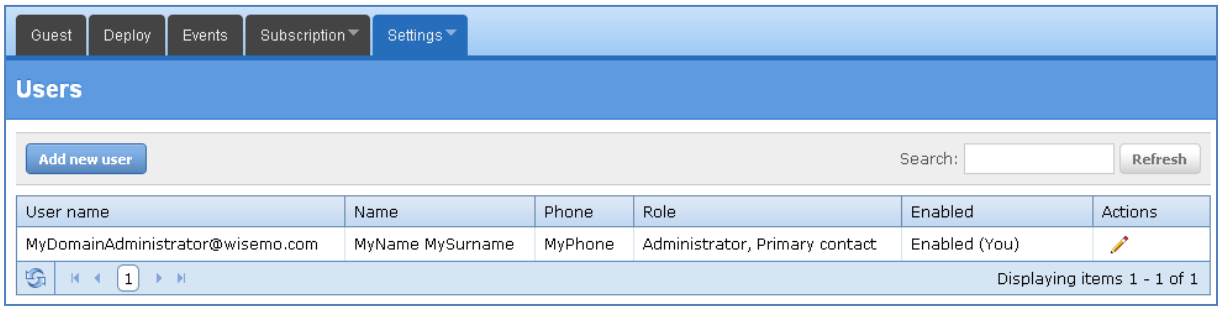
The term "domain" in myCloud context is not related with the term network domain (in DNS etc.)

When you are logged in to your myCloud domain you can view information about your domain, define configuration settings, view logs, etc. You can also create other users (accounts) in the domain. To create a new user (account) in your domain, follow the guide below:

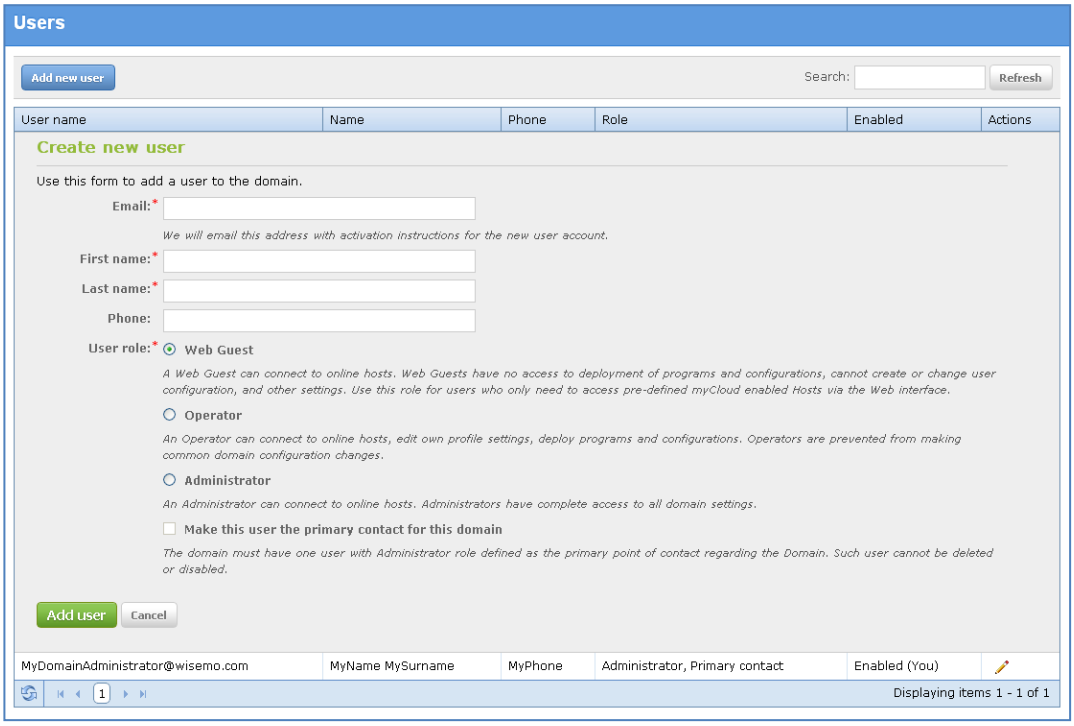
1. Login at the *https://mycloud.wisemo.com*.
2. Go to **Settings>User**:



3. The list of users is opened:



4. Click on the **Add new user** button and fill in the form with user details:

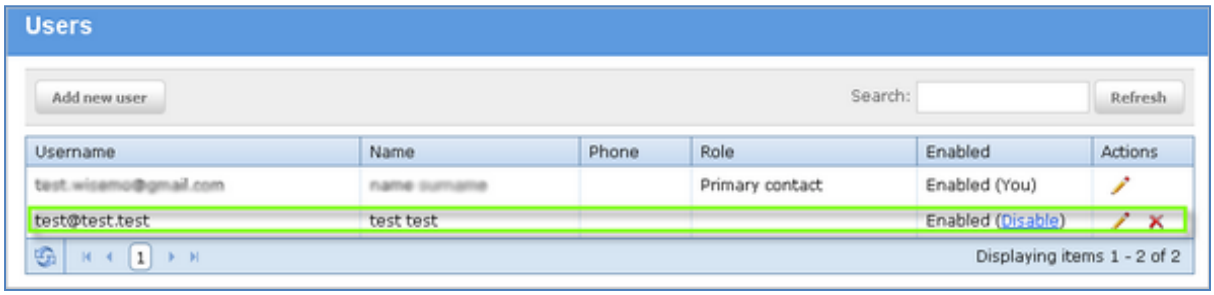


Email address*	Specify an email address of the user. This email will be used as User name.
First name*	Specify the user's first name.
Last name*	Specify the user's last name.
Phone	Specify a phone number (optional).
User role*	Which role to assign depends on what options the user will need access to when logged into your myCloud domain from a Browser. The user role can be changed later. • An Administrator is a powerful user with complete access to all domain settings. An Administrator has access to the Browser Guest functionality. • An Operator can view domain settings, but is prevented from editing domain settings. An Operator has access to the Browser Guest functionality. • A Web Guest has no access to viewing or editing domain settings. A Web Guest has access to the Browser Guest functionality.
Make this user the primary contact for this domain	If enabled, the email and the phone number will be used for billing and domain information.

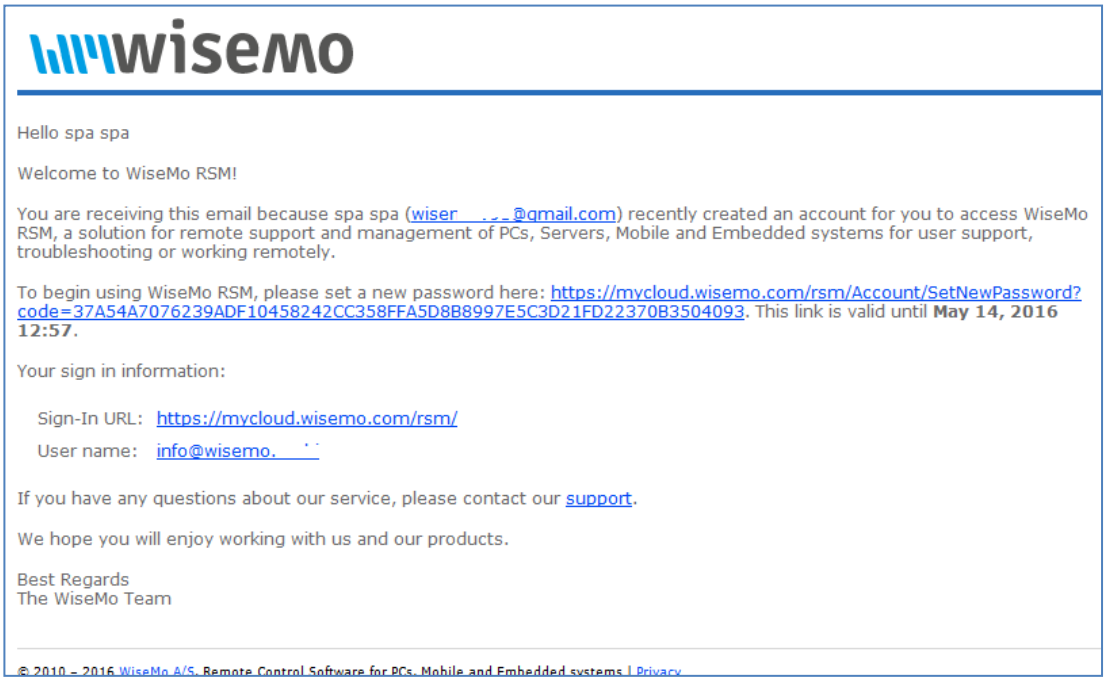
Mandatory fields are marked with an *.

5. Click on the **Add user** button.

6. The new user will be shown in the updated user list:



7. The new user with the email address you entered will receive an email:



8. The new user should follow the instructions in the mail and click the link to setup a password for his User account. The user will not be able to log in before the password has been configured via the link in this email.

9. After the password has been created the new user can login to the domain.

10. It is possible to configure two factor authentication for your myCloud user account. This adds an extra layer of security for browser login to your myCloud domain – use for example to protect login for users with the role Administrator. **DO NOT** configure two factor authentication for user accounts which you intend to use for login from non-browser based WiseMo Guest modules or from Host modules. More about configuration of two factor authentication can be found here.

6.3 Poll interval

The Poll interval is an option for fine tuning the delay from the moment a Guest requests a connection with a Host and to the connection is actually created.

The length of the Poll interval is a compromise between connection delay and network load, server load and battery consumption for devices running on batteries. For this reason it is possible to configure Poll intervals for Desktop Hosts and for Mobile Hosts separately.

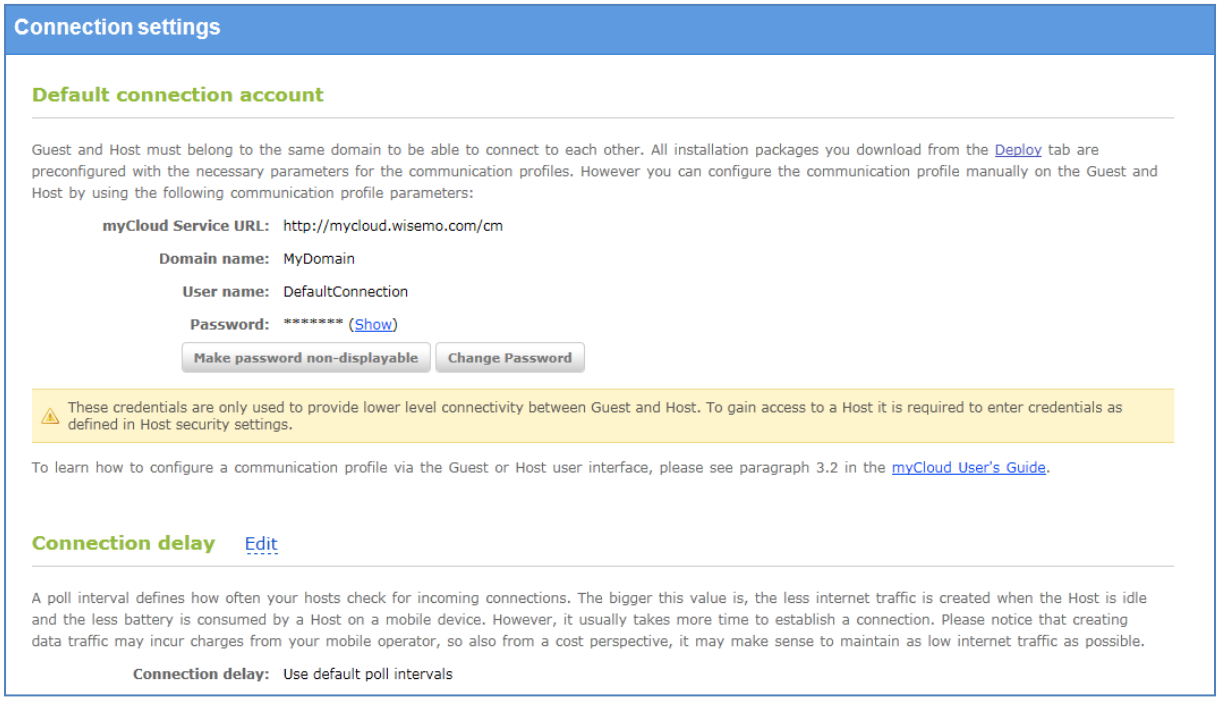
For mobile devices, which are configured to use the poll method, more frequent Polls will result in:

- ☐ Increased battery usage because the device has to leave 'power save' mode, turn on the network hardware (Wi-Fi, GPRS etc.) and send a few bytes to your myCloud domain.
- ☐ Increased cost if the device connects over payable mobile data line.

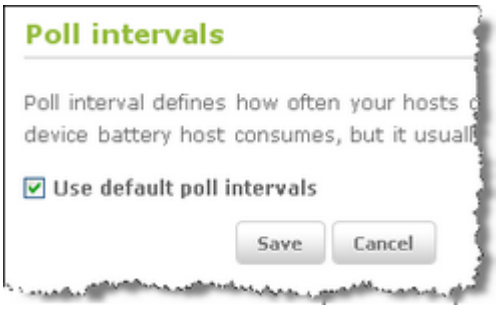
Note

Android devices DOES NOT use the poll method by default. Android Hosts uses Google Play Services for establishing a connection. Whether to and how to use Google Play Services can be configured in the Android Host. See the Android Host Guide for details.

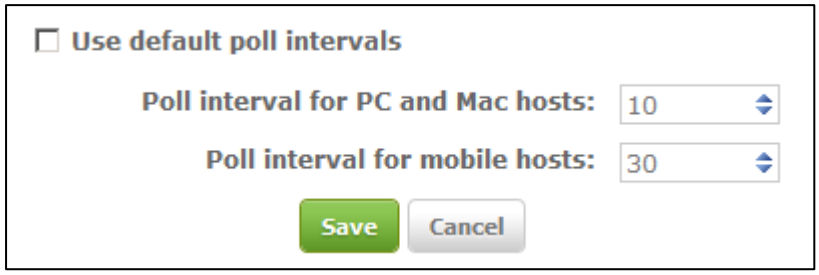
The default poll interval for Desktop Hosts is 10 sec. and for Mobile Hosts it is 30 sec. To change the default poll interval, login at the web-site *https://mycloud.wisemo.com* and go to ***Settings > Connection* tab**. The following page will open:



Click on the **Edit** link. The following details will be shown:



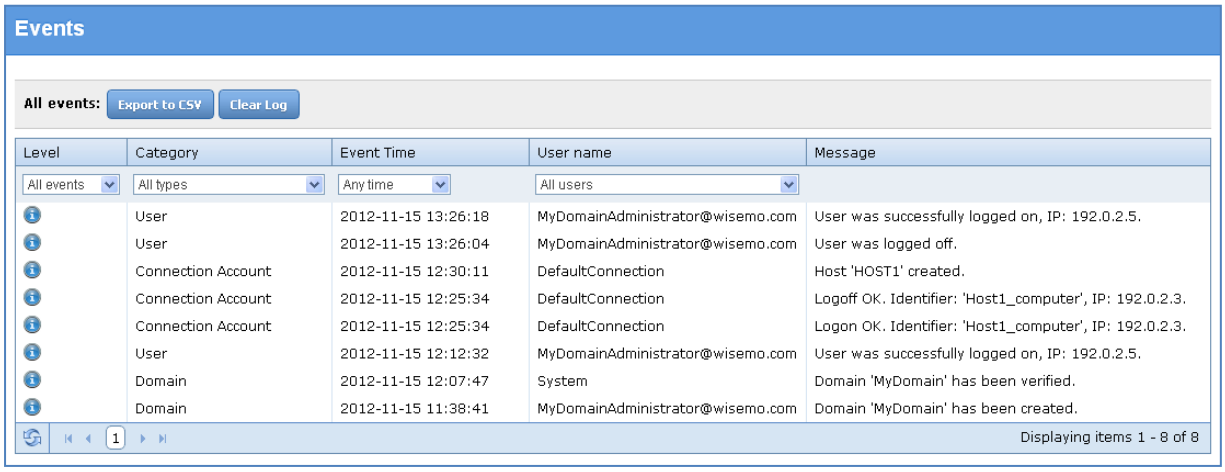
Uncheck **Use default poll interval**. The following configuration panel will appear:



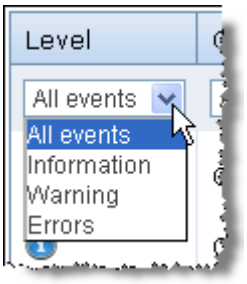
Change your settings and click **Save**. The minimum value is 5 sec, the maximum is 120 sec.

6.4 Event Log

On the 'Events' tab you can view a log over all myCloud events in your domain:



Use the various filter options to focus on specific events. For example, the filter could be used for filtering all events by severity level:



Following fields are shown in the **Events** view:

Level	Specifies severity level. The following severity levels exist: Information, Warning and Errors.
Category	An event could be related to: Domain, User, Connection Account, Subscription and System.
Event Time	Time when the event occurred.
User name	Name of user who caused the event.
Message	Additional information about the event

The Event log can be used for troubleshooting but also for information about sessions, e.g.:

Connection 55f34556-3733-41df-95d9-822c8a8391a4 with host '[redacted]' finished. 3560 Kb data transferred during 48 seconds.

Connection 55f34556-3733-41df-95d9-822c8a8391a4 with host '[redacted]' has been started.

All logged events can be exported to an Excel file in CSV format. To export events, click on the button:

Event history can be cleared by clicking on the 'Clear log' button. Older log Events are automatically cleared on a regular basis.

7. Glossary

Guest

A WiseMo program from which a user can remote control another computer or device. WiseMo provides a Guest module for installation on Windows computers, iOS devices and Android devices. Guest functionality is also available from supported Browsers, for example from Chrome on Windows PC, Mac or Linux, or from Windows based browsers like IE and Pale Moon.

Host

A module installed on a computer or on a device that should be remotely controlled by a user using a WiseMo Guest. We have a Host module for Windows PCs and Servers, a Host module for Mac computers, a Host module for devices running Android devices and one for Windows Mobile/CE devices. The Windows or Mac Host is usually just called "Host". The Host module for phone and tablet devices is usually called "Mobile Host".

Mobile

Smartphones, tablets and other appliances are referred to as Mobile Devices. The WiseMo apps running on them are referred to as the Mobile Host and the Mobile Guest.

Desktop

The WiseMo modules running on PCs and Servers or Mac computers may be referred to as the Desktop Guest or Desktop Host.

Host Manager

A tool used for configuring the Hosts. It is installed on your computer automatically when you install your Windows Host or Mobile Host using the Windows installer (.msi). You can find it on your PC in the **Start menu > All Programs > WiseMo RSM**. The Mac Host module has its own interface to manage configuration settings etc.

Configuration Manager

A synonym of the Host Manager.

Skin

A graphical user interface for remote control of devices. Usually it is an almost exact graphical representation of the real device that is remote controlled. All skin buttons are "alive" and imitate the real buttons functions: if you click on a button the same action will be performed on device as if you click the corresponding button on the real device. WiseMo provides skins for many different mobile devices and is constantly updating the number of supported devices. Given the huge amount of mobile devices some devices doesn't have a Skin yet and a default skin will be used.

Communication profile

A collection of protocol settings for connecting Guests and Hosts. Most of the modules come with preconfigured communication profiles for TCP, UDP, HTTP and myCloud.

myCloud communication profile

The communication profile used for connecting computers and mobile devices located in internet based networks without configuring firewalls, proxies, etc.