

NETOP™ REMOTE CONTROL

# Mobile | Embedded™

Remote Support for Mobile & Embedded Systems

Get help with Netop Mobile when on the road

Product white paper



## What is Netop Mobile?

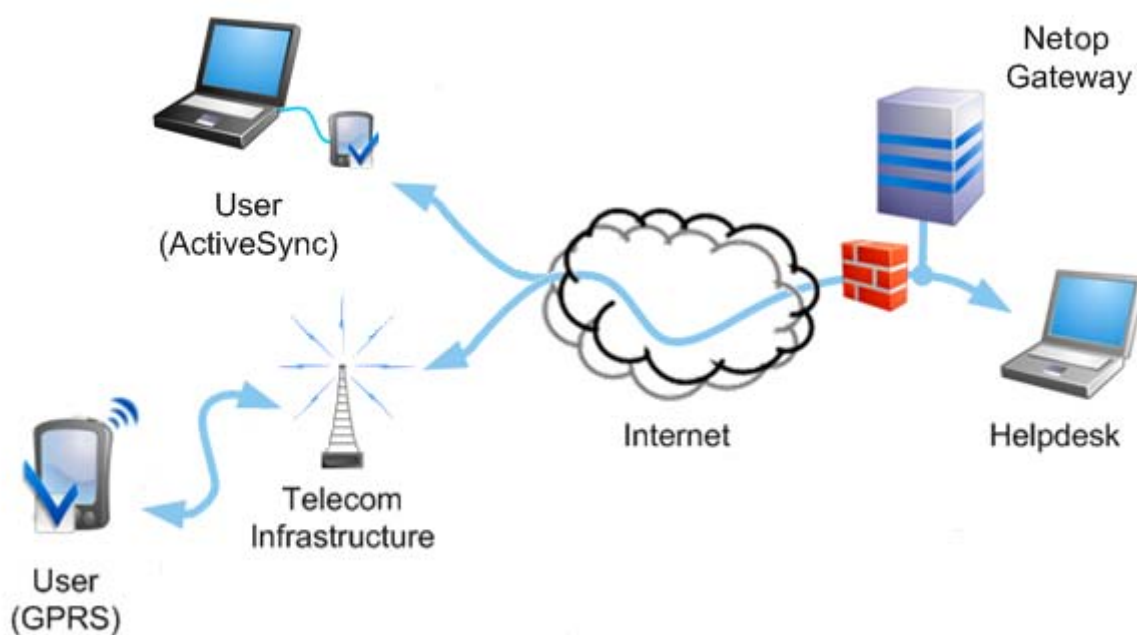
This white paper deals with Netop Remote Control and Netop Mobile usage across mobile telecom networks.

Netop Mobile is an application that allows people on the move to get help whenever they need it and wherever they are: it overcomes the traditional impediments of troubleshooting and updating mobile devices that are constantly in the field.

The Netop Mobile setup consists of two applications: a Guest installed at the helpdesk and a Host installed on the mobile device.

### Remote control covers three scenarios:

1. A setup where the user needs help and the device (a PDA or a SmartPhone) connects via GPRS, 3G, EDGE or UMTS.
2. A setup where the user needs help and the device is connected to a PC via ActiveSync.
3. A setup where the helpdesk user wants direct access to the device without the user requesting help. This scenario uses Netop WebConnect



**In the first case**, the device is given a temporary, random IP address by the telecom provider. This IP address cannot be seen from the helpdesk. The way Netop Mobile overcomes this barrier is simple, yet efficient.

The user's device has been set up for help request to be able to connect to the helpdesk – either by pressing a key-combination or by tapping an icon. All IP addresses, passwords etc. are included in help requests sent to the helpdesk.

**In the second case**, the device is connected to the user's PC via ActiveSync. Again the device is given an IP address, which cannot be seen by the helpdesk.

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### The communication is established in three steps:

1. The user sends a help request. The help request is forwarded to a Netop Gateway, which is set up to handle help requests. The Netop Gateway then forwards the request to the relevant helpdesk user.
2. By now the help request is pending – but the connection from the helpdesk to the device is alive.
3. The helpdesk employee accepts the help request and the device can be remote controlled.

The above shows that no matter where the user is – at the office or in the field – his device can be remote controlled.

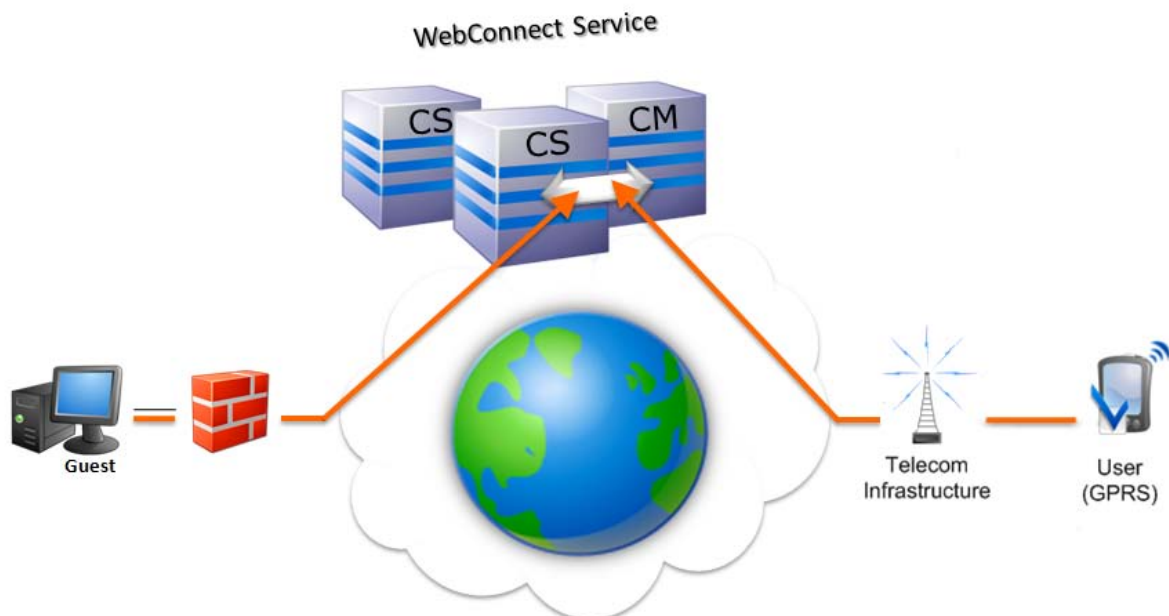
Based on the Netop Remote Control product, the Netop Mobile solution allows companies to update and troubleshoot mobile devices that rarely or never see the inside of the support department or the helpdesk: it is designed to offer fast, intuitive on-line management of mobile devices.

The device must run Windows CE.

**In the third case**, Netop WebConnect offers direct communication to a mobile device without the end user requesting help.

With WebConnect support enabled, the helpdesk member (Guest) has the freedom to support their users and devices from any internet connection.

Netop WebConnect consists of a Connection Manager and at least one Connection Server to provide a complete HTTP solution. Customers can set up and maintain their own Netop WebConnect solution or simply configure their Netop modules to use the WebConnect subscription service hosted by Netop.



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## Key Features

|                             |  |
|-----------------------------|--|
| <b>Remote control</b>       | Remote control the mobile device from a Windows machine over the Internet, through firewalls, via GPRS and WLAN.   |
| <b>Mobile Skins</b>         | View and control your mobile devices using a graphical representation of the device itself.  |
| <b>File Transfer</b>        | Split screen, copy, move, synchronize, clone, crash recovery and delta transfer.   |
| <b>Scripting</b>            | Schedule management actions like 'file transfers', 'inventory scanning' etc.   |
| <b>Chat</b>                 | Helpdesk and user can communicate in text.   |
| <b>Run Program</b>          | Launch programs on the mobile device.  |
| <b>Inventory</b>            | Collect hardware and software information from remote devices.   |
| <b>Scheduled Connection</b> | The mobile device can connect automatically to the Netop Guest at predefined intervals.  |
| <b>Event Logging</b>        | Events are logged on the Host and on the Guest for later data analysis.  |
| <b>Ask for help</b>         | <p>If the mobile device experiences trouble, the user can ask for help – regardless of network.</p> <p>If the hand held device uses 'EDGE', 'GPRS' etc. it cannot not be contacted by the help desk. The user simply opens the Netop Mobile Host and – by issuing a help request – establishes a connection to the helpdesk.</p> |

## Typical Use

- Remote user support from a corporate helpdesk
- Remote administration
- Remote operation of machinery

## Target Industries

- Health care. Hospitals, Health visitors – electronic journals.
- Security Business – Check point scanning of barcodes
- Warehouse – Scanning of barcodes, inventory and ordering lists.
- Luggage handling – Airport, cruise lines
- Cash registers in supermarkets – Scanning of barcodes and updating cash registers.
- Ticket machines.

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## Questions and Answers

### ***What is Netop Mobile?***

Netop Mobile is an application that allows remote management of handheld and mobile devices, like PDA's, scanners, and cash registers that run Windows CE.

The setup consists of a helpdesk PC running Netop Remote Control (called a Guest) and a user device running Netop Mobile (called a Host).

### ***Where can I find the documentation?***

At <http://www.netop.com/products/administration/netop-mobile-and-embedded/documentation.htm> you can find manuals and quick guides.

### ***Operating system requirements?***

The Netop Mobile setup requires both a mobile application and a helpdesk application.

Your mobile or embedded device must run:

- Windows CE 4.2
- Windows CE 5
- Windows CE 6
- Windows Pocket PC 2003
- Windows Mobile 5
- Windows Mobile 6
- Windows Mobile 6.1
- Windows Mobile 6.5

Your helpdesk must run:

Windows 7, Vista, XP, 2000 (32-bit and 64-bit editions).

### ***Hardware requirements?***

At <http://www.netop.com/products/administration/netop-mobile-and-embedded/tech-specs.htm> check the latest requirements.

### ***Is the connection to the device secure?***

The Host can be protected using usernames and passwords to prevent unauthorized access. Transmitted data can be secured using up to 256-bit AES encryption.

### ***What connection types does Netop Mobile support?***

Netop Mobile & Embedded supports WebConnect, UDP, TCP and HTTP protocols – and port numbers can be easily customized to match your requirements.

### ***How do I update the Netop Mobile software?***

You download and install the latest version from our web site.

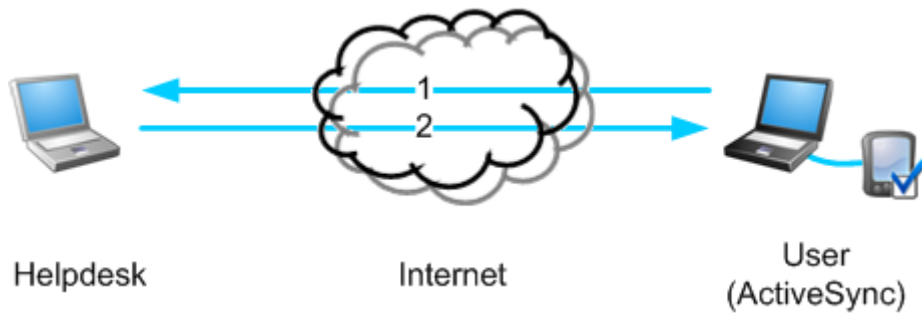
### ***Do my users have to 'see' the Host on their device?***

No! Netop Mobile can run in stealth mode.

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**How can I keep files and software up-to-date on my devices?**

You can let the Netop Mobile connect to the helpdesk every night – at a given hour and for a given duration.



The PC and the mobile device should be turned on. The mobile device must be placed in its cradle, which has to be connected to the PC via ActiveSync.

1. The device wakes up at the designated time and connects to the helpdesk.
2. When connection is established, the helpdesk sends the files to the device.

**Where can I get help and support?**

Please go to <http://support.netop.com>.

**How can I get in contact with devices that are on dial-up networks, e.g. GPRS?**

The user presses a button and sends a help request to the helpdesk. Alternatively, the helpdesk can establish a direct connection to the device using Netop WebConnect

## About Netop Solutions A/S

Netop develops and sells software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers over the Internet. The company has three business areas, Administration, Education and Communication.

Netop's unique and cost-saving Administration solutions make life easier for IT professionals with secure remote control solutions. With the market-leading solutions for Education classroom management and corporate e-learning, Netop helps students and teachers achieve optimum results through virtual education. Netop Communication solutions let customers, partners and colleagues meet easily and safely in the virtual space via chat, video and audio over the Internet.

Netop employs 142 people and has subsidiaries in the United States, Great Britain, Romania and Switzerland. The company sells its solutions to public and private clients in more than 80 countries. Netop Solutions A/S shares are listed on the Copenhagen Stock Exchange OMX. In 2008 Netop Solutions had a total revenue of DKK 92.1m.

Read more at: [www.netop.com](http://www.netop.com).