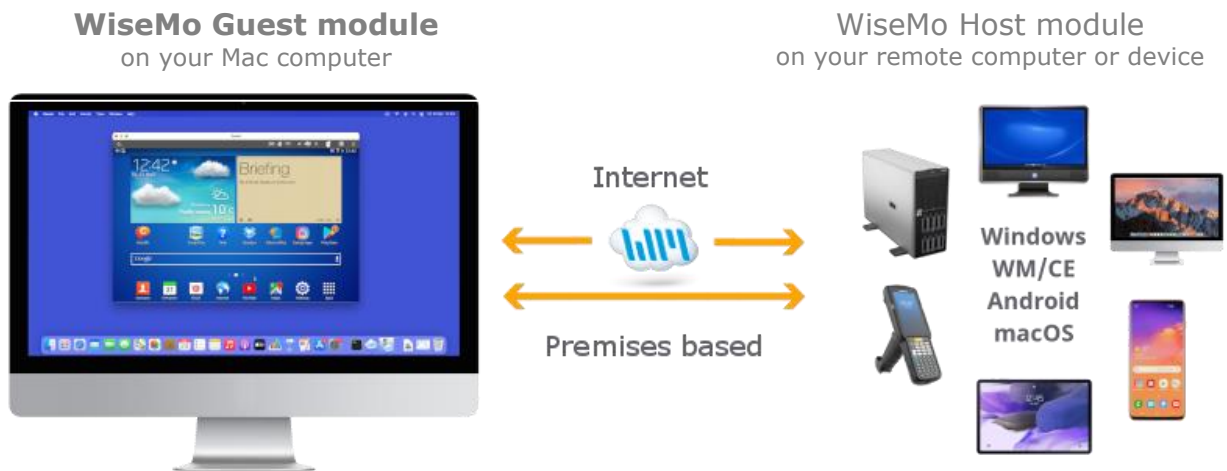


Remote Support & Management

PC – Server – Mac – Tablet – Smartphone – Embedded device

Windows – macOS – Android – iOS – CE



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

Guest & Host modules

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

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

Cloud or On-premises based connectivity:

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

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

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

The Mac Guest app, for Mac computers

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

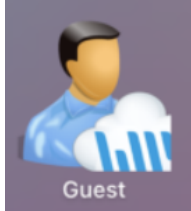
Notice: This Guest guide assumes that you have at least one WiseMo Host module installed on a computer or device, ready to be reached, either via myCloud connectivity or directly via TCP/IP. For information on how to setup a Host module, please refer to the tutorials for such module. Available documents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



1. Installation of the Mac Guest app

The app is installed on your Mac computer so you can reach and remote control PCs, Servers, Mac computers, Smartphones, Tablets or other handheld or un-attended devices. The app requires macOS version 10.15 (Catalina) or later versions.

Download the app from App Store:



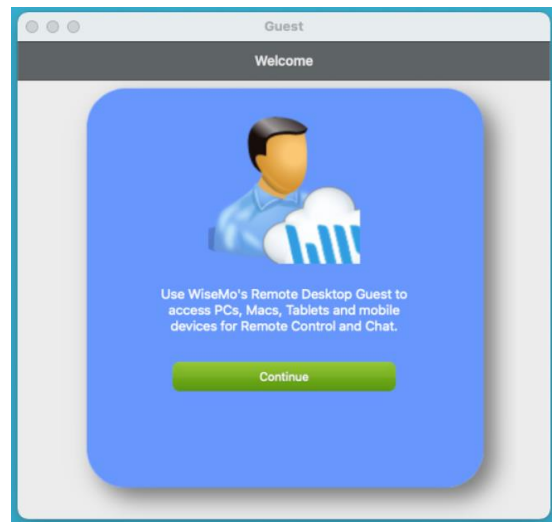
After download, open the app, either from App Store or by finding the Guest icon on your computer, for example in Launchpad.

2. The Start-up Wizard

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

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

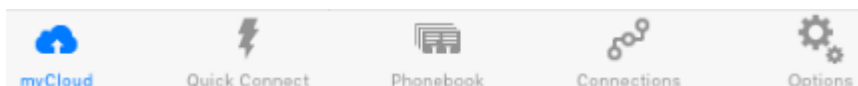
Configuration options are found in the Options tab, which dictates the default connection properties used when connecting to a remote computer or device. Individual Connection Properties for specific computers or devices can be defined via the Phonebook tab or the myCloud tab.



3. Using the Guest app

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

The Guest app is organized into tabs, shown at the bottom of the screen:



The tabs are using a split-view lay-out.

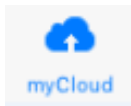


If you are one level down, you can press the "back" button in the upper left corner to move one level up.

You are at the top level when you do not see any "back" button.

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

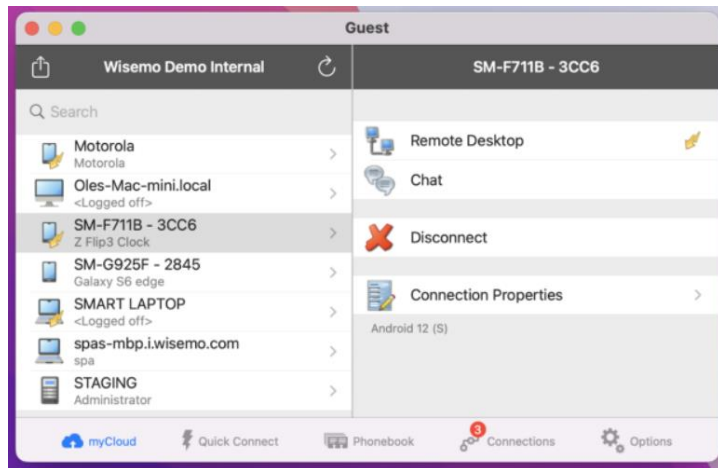
3.1 The myCloud tab



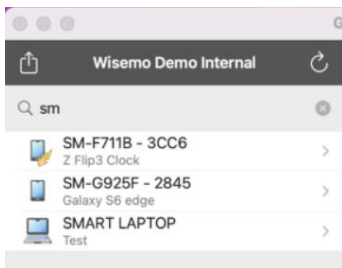
If you already are logged into a myCloud domain, you will see a list of your online myCloud enabled Host computers and devices.

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

(Remember, you need at least one Host module enabled for your myCloud domain, to see any Hosts listed in the myCloud tab).



If you already are connected to a computer or device, an indication is shown in the list. For Windows and Mac computers, you can also see if the computer is available (Logged off). When you select a specific computer or device, you can see what operating system this computer or device is running.



Notice the Search field. The list of online computers and devices will show only those entries that match your entry in the search field – very handy when you have large quantities of hosts enabled for a domain. In this example it shows all entries that contains "sm".

When you connect, the connection will use the Connection Properties defined for the Host. Initially the settings are as defined in the Options tab, but you can change the settings for each Host. Connection properties allows you to automate the entry of log-on credentials, select how the remote desktop screen is presented (full / actual size) and many other options.



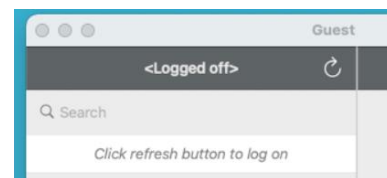
The list of online myCloud enabled computers and devices is automatically updated, with a short delay, as computers and devices enter the domain, or when myCloud is aware a host has left the domain or changed its status. You can manually refresh the list of hosts – just press the refresh button, found top right in the list view.



If already logged on, you can use the log off button, found at the top left, to leave the domain, for example if you want to log-on to another domain.



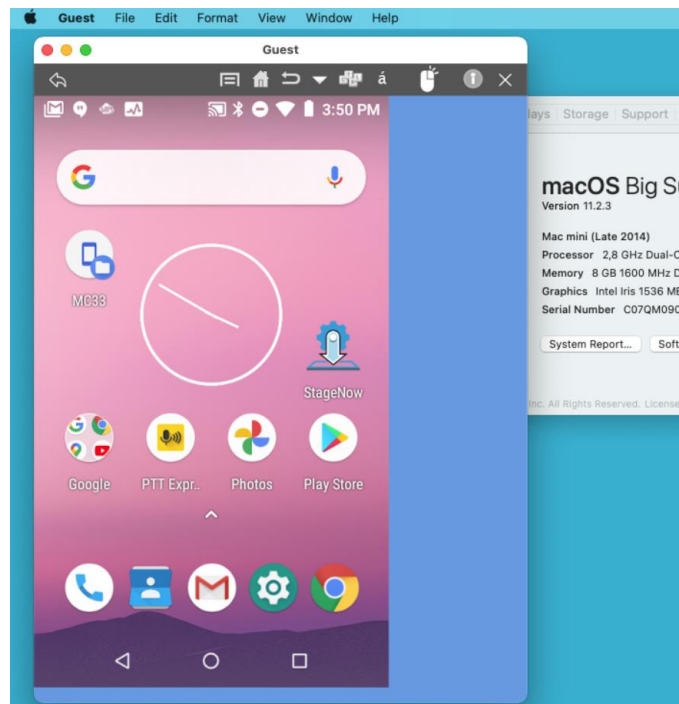
If you are not logged on, press the refresh button, found top right. This will take you to the log on screen.



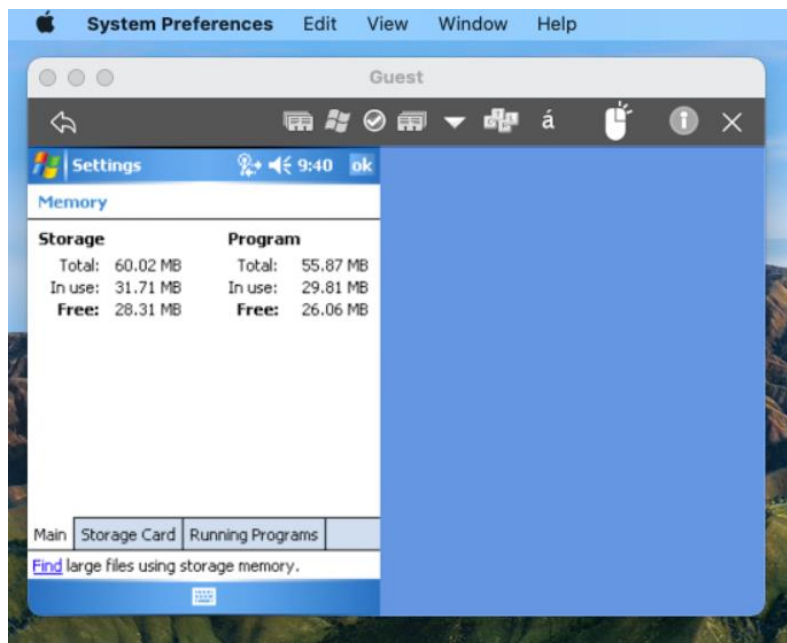
Log on by entering your myCloud user account credentials. This is an email address and password, and perhaps a verification code, if your myCloud user account is protected with two-factor authentication (2FA).

The program can remember your credentials, so you do not need to re-enter those, each time you start the Guest app. Use the Remember password switch during log on to control this. If the myCloud account is 2FA protected, you must however enter the verification code each time you log on. If you manually use the log off button, you will have to enter credentials next time you want to log on.

Example: Remote Desktop Control of an Android Zebra device from a Mac computer.
The screen of the Zebra device is shown in the Guest window on the Mac desktop.



Example: Remote Desktop Control of Windows Mobile / CE device from Mac



Notice the special buttons on the top toolbar, which may differ depending on which device / computer you are connected to.

3.2 The Quick Connect tab



Use this tab to connect via TCP/IP to a computer or device running the WiseMO Host module. You need to know the IP address of the distant Host (or the DNS name) and it must be reachable via TCP/IP communication, for example if both Guest and Host are on the same LAN or Wi-Fi.

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

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



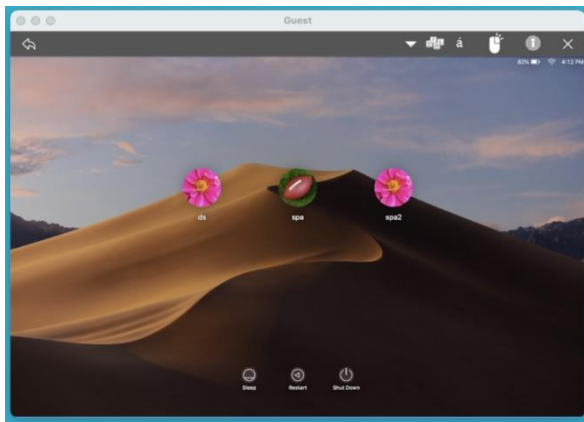
A connection will use the default connection properties defined in the Options tab. You can define and save individual connection properties if you use the Phonebook tab. Connection properties allows you to automate the entry of log on credentials, select how the remote desktop screen is presented (full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

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

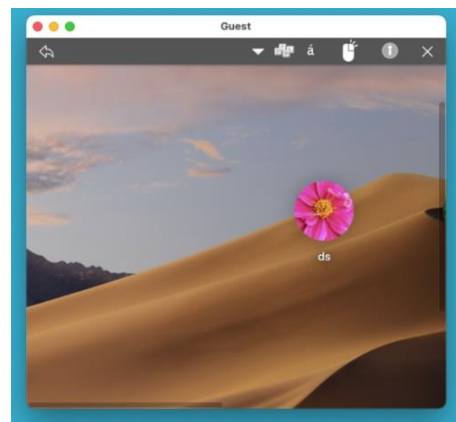
Share links and Invitation links

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

Example: Remote Desktop Control of Mac from Mac



Full screen view

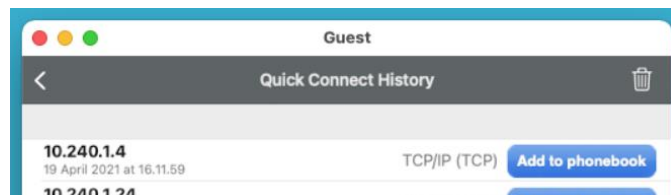


Zoomed in

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

Quick Connect History

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



Click the address to use, and you are back to the Quick connect screen.

You can also add the Host address to the Phonebook using the button:

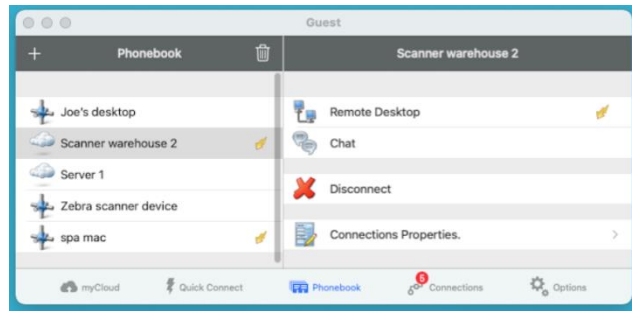


3.3 The Phonebook tab

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

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

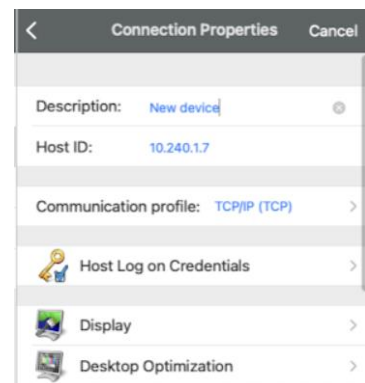
In the Phonebook list, you can see which Hosts you are connected to. Select a Host and switch between session types (Remote Desktop and Chat), or disconnect.



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

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

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

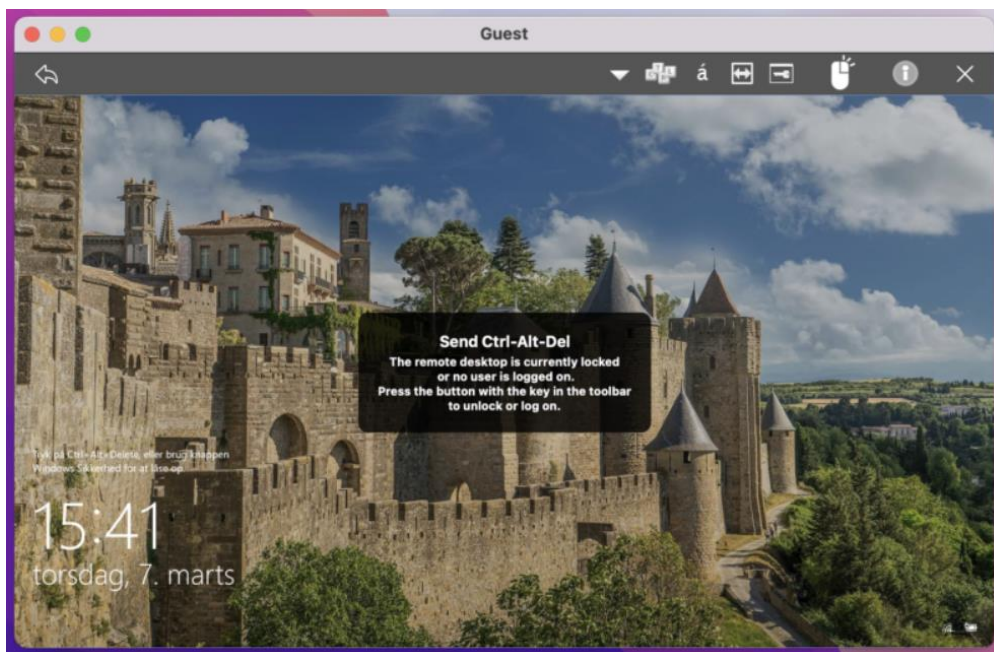


To save the new entry, press the "back" button found top left in the details view.



To remove a Phonebook Host entry, first click the "Garbage" button top right, then click the red button in front of the Host entry you want to delete, and then click the "Delete" button to confirm. When you are done deleting phonebook entries, select "Done". You can also swipe left on an entry and the delete action is presented to you.

*Example: Windows 10 shown full-screen inside window on a Mac.
Notice the prompt to pass over Ctrl-Alt-Del and the special buttons in the tool bar*



3.4 The Connections tab

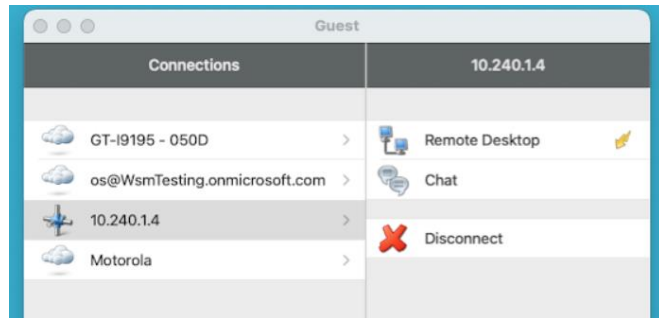


The Connections tab lists all current connections, irrespective of whether the connections have been established from the myCloud tab, the Quick Connect tab or from the Phonebook tab.

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

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

You can also disconnect Hosts via the Connections tab.



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

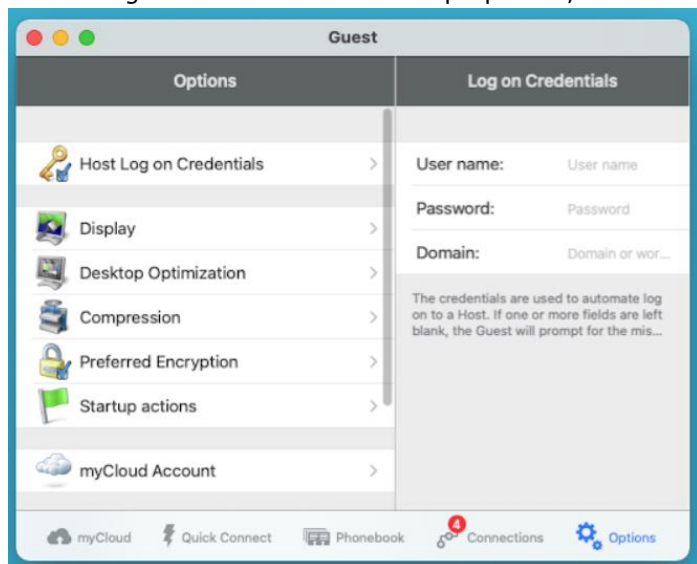
3.5 The Options tab



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

3.5.1 Connection Properties

Connection properties defined here are used when you connect to a remote Host computer or device from the Quick Connect tab. These properties are also used as default settings when adding a Phonebook entry, or for each Host listed in your myCloud domain. Each type of setting is described below.



3.5.1.1 Host Log on Credentials

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

3.5.1.2 Display

Size to full screen:

Check this, if the Guest remote control window initially should show the entire desktop of the Host.

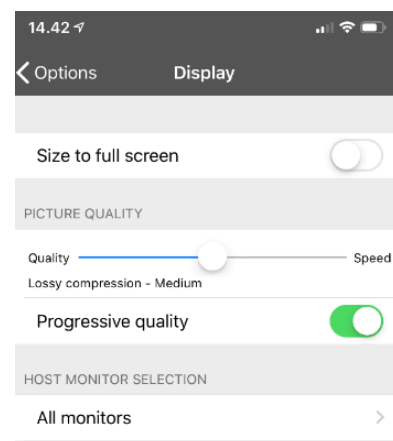
Un-check this and the Guest will initially show the remote desktop in its actual size, typically resulting in only part of the screen being shown. Use scroll bars to move around.

Picture Quality:

The Picture quality settings optimize performance.

The "Slider"

Prioritize between quality of screen image and speed of screen transfer. The slider controls the compression



type and level. Middle position is default and good in combination with Progressive quality.

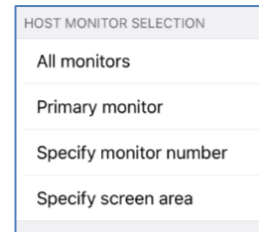
The Progressive quality switch

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

Host Monitor Selection:

Pre-select which monitor you want to see upon connection, if the Host computer has multiple monitors. Notice, you can on-line switch between the monitors, when you are connected to a Host computer with multiple monitors.

It is also possible to specify a specific area of the screen you want shown upon connection.



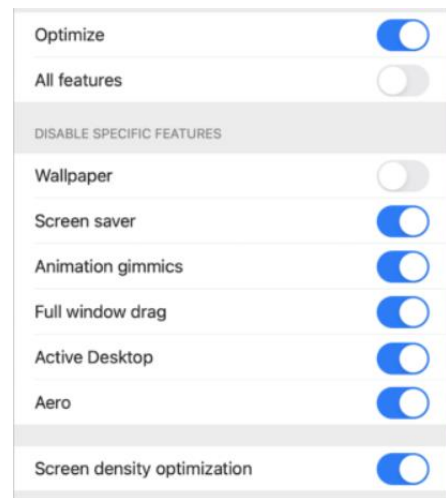
3.5.1.3 Desktop Optimization

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

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

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

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



Whether an optimization feature is actually used, depends on the Host operating system.

3.5.1.4 Compression

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

3.5.1.5 Preferred encryption

The setting 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. Otherwise, an encryption level permitted by the Host will be used.

3.5.1.6 Startup Actions

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

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

Blank screen: The screen on the Host Windows PC / Mac will be blanked, so the desktop is not visible to someone looking at that monitor.

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

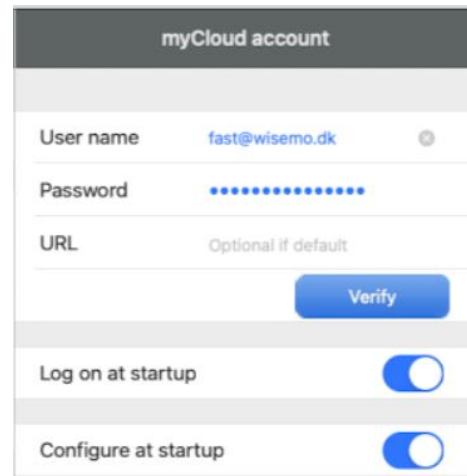
3.5.2 myCloud account

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

(The URL field should be left untouched).

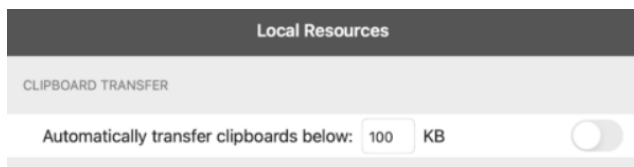
“Log on at startup” will result in automatic log on to the myCloud domain when the Guest app is started. This requires, however, that the credentials have been saved during log-on. IF 2FA protected, you will still be prompted to enter the verification code during log on.

“Configure at startup” will launch the Setup Wizard when the Guest app is started.



3.5.3 Local Resources

It is possible to automatically transfer clipboards between Guest and Host. If this is enabled, it is advisable to maintain a ceiling, so you do not accidentally initiate a large transfer of data, if you for example do a copy / paste locally on the Host.



3.5.4 About

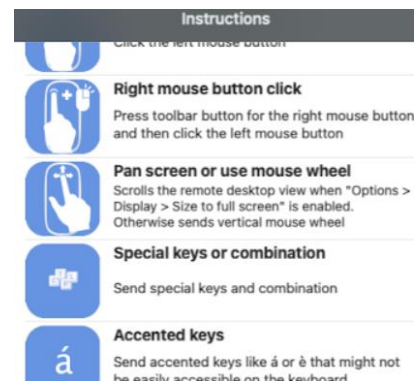
The About screen provides various information about the program and the computer itself, including version, licensing and copyright notices.

3.5.5 Instructions

Read the Mouse / keyboard instructions to learn how you can pass various mouse actions and keys over to the remote computer / device.

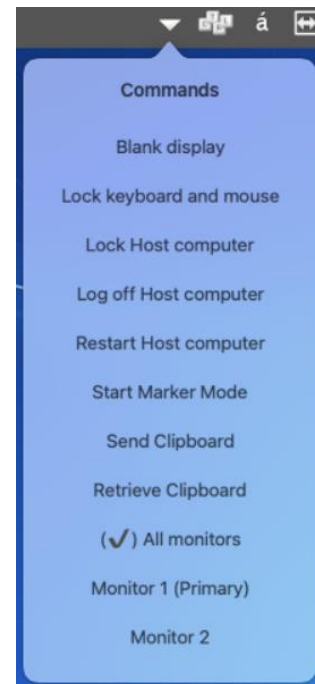
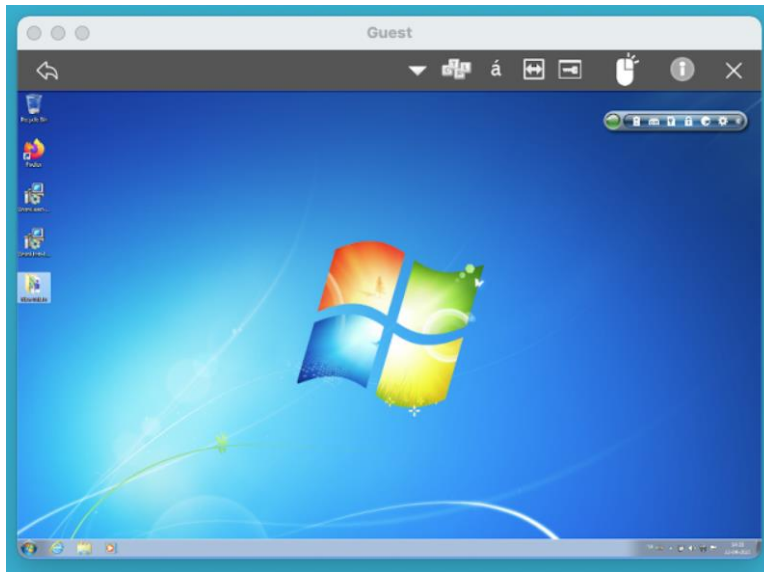
3.5.6 Support Log

Save a log file with low-level communication between Guest and Host. Used for trouble shooting reasons. If you need to report a problem, WiseMo support may request that you create this log and send it to us. Make sure you have configured an email account on your computer, and accept the support file is sent to WiseMo support.



4. Remote Control of a Host computer or device

When connected to a Host computer or device, you will see the Guest window with the remote desktop, or part of it, shown inside.



You have access to various menus and buttons, from the top toolbar, see description below.

Toolbar buttons

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



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



Press this button to disconnect the session with the Host.



Press this button to access Instructions on special mouse and keyboard actions.



This button shows a screen with special buttons to send certain keystrokes or combinations to the remote Host computer or device. For example the arrow keys and page down / page up.



This button shows a menu of commands (see picture above) for executing specific features, depending on the capability of the Host computer / device. Features includes launch of marker mode, lock keyboard / mouse, restart, lock or log-off the Host computer, send / receive clipboard and blank screen (Win / Mac). If the Windows or Mac Host computer has multiple monitors you can also select which monitor to view and for Windows you can see the extended desktop.



This button brings up a screen with accented keys. Click a character to pass such over to the remote computer, for example â, ä, ã, } ,.....



To transfer a right mouse click, press this toolbar button, then press the left button on the physical mouse.



Special buttons you can execute on Windows computers, to lock the computer and to send the Ctrl-Alt-Del combination often needed on Windows.



Special buttons you can execute on remote Android Host devices.



Special buttons you can execute on remote Win Mobile/CE Host devices.

Mouse

For remote desktop control of a Host, the mouse pointer on the Guest will dynamically change to reflect how it appears on the remote Host computer.

Keyboard and Mouse instructions

From the Guest Options tab or from the remote control window, you can always consult the keyboard and mouse instructions.

<p>Left mouse button click Click the left mouse button</p> <p>Right mouse button click Press toolbar button for the right mouse button and then click the left mouse button</p> <p>Pan screen or use mouse wheel Scrolls the remote desktop view when "Options > Display > Size to full screen" is enabled. Otherwise sends vertical mouse wheel</p>	<p>Special keys or combination Send special keys and combination</p> <p>Accented keys Send accented keys like á or è that might not be easily accessible on the keyboard</p> <p>Commands List of Host commands. Content varies depending on Host permissions and state</p>	<p>Windows commands Quick access to "Lock computer" and sending "Ctrl-Alt-Del"</p> <p>Android buttons Quick access to send "Return", "Menu" and "Home"</p> <p>Windows mobile/CE buttons Quick access to send "Call", "Disconnect", "Ok", "Left menu" and "Right menu"</p>
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Pop-up screens

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

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

Host log on


User name

Password

Domain

Cancel

Log on



Confirm Access

Access denied by Host

Ok

Multiple Guests connected to the same Host

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

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

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

5. Share links and Invitation links

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

6. Uninstalling the Guest app

Uninstall the Guest app in the usual way you uninstall apps on your computer. For example, go to the folder “/Applications” right-click and select “Move to Trash”.

Some App data remains, for example defined Phonebook entries, which is good when you for example upgrade the Guest to a later build. You can delete those files from the folder:

```
/Users/[user name]/Library/Containers/Guest/Data/Documents
```

Substitute [user name] with the actual name used when logging into the Mac computer.

7. License information for the Guest app

The Guest module, version 20, comes with a free perpetual license to use on all your Mac computers.

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

8. Glossary

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

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

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

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

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

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

Communication profile – protocol configuration for the communication between a Guest module and a Host module. There are two main communication methods: TCP/IP and myCloud. Before connecting from a Guest to a Host you should specify on the Guest which communication profile should be used.

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

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