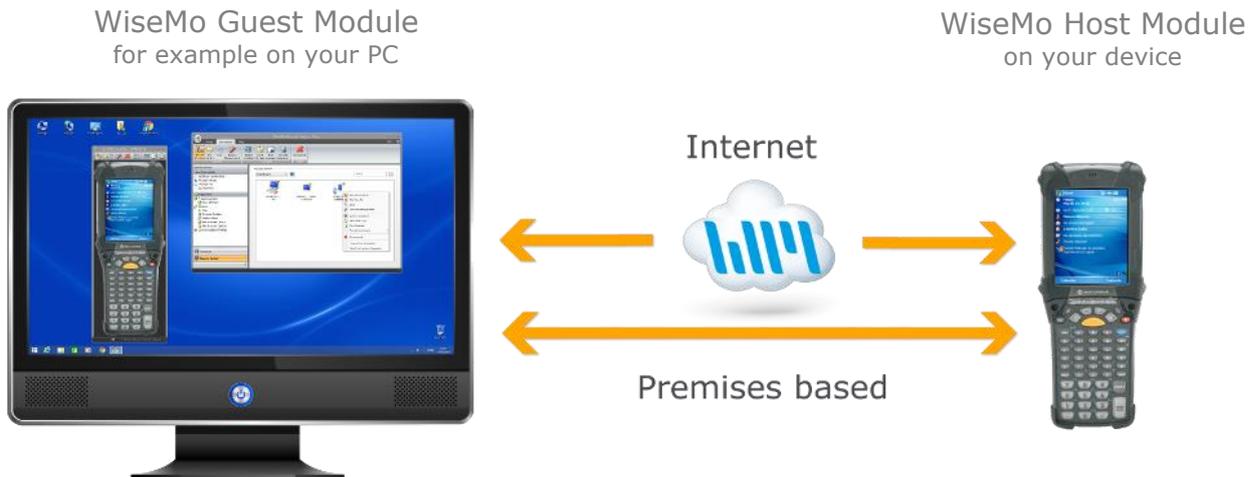


Remote Support & Management PC – Mac – Tablet – Smartphone – Embedded device



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

Guest & Host modules

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

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

Cloud & On-premises connectivity:

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

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

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

The Windows Mobile / CE Host application

This guide provides information on how to install, configure, use and uninstall the Windows Mobile/CE Host application – our Host module for use on Windows Mobile / Windows Compact Embedded devices. The Host module prepares the device for efficient remote control from computers and devices running a WiseMo Guest module.

IMPORTANT: This guide assumes that you have a WiseMo Guest module available on a computer or device, ready to reach your Win Mobile/CE device, either via myCloud connectivity or directly via TCP/IP. For information on how to setup a Guest module, please refer to the tutorials for such module. Available documents can be found here: <http://www.wisemo.com/support/documents/>



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

For more information, see www.wisemo.com.

1a. Installation of the Windows Mobile / CE Host application

The WiseMo Mobile Host application is installed on the remote target device.

Download the Host

You can get the Mobile Host installation file, a CAB file, from various sources, for example via the Deploy tab in a WiseMo [myCloud](#) account (trial or paid) or via a download link from the email supplied after a purchase or after requesting a free [trial](#).

For download from WiseMo via the Deploy tab in your myCloud account, select the Mobile Host link, which brings you to the download page (login from the browser on your device¹, or login from your PC). Notice you can deploy the download link, for example via email or SMS, to the target device. When downloading via link from the myCloud Deploy tab, the Host will come pre-configured for both myCloud connectivity and TCP/IP connectivity.

If you have a trial or delivery email from WiseMo, with a link or download button, simply click it to go to the download page. The Host will come pre-configured for TCP/IP connectivity.

The download page contains multiple packages; select the correct package for your device for compatibility with CPU and operating system. Each package comes as a single CAB file for direct installation on the device or as part of an MSI installation package for installation via your PC.

You can download the CAB installation file directly to your device, or to your PC. If you have saved the CAB file on a PC, the easiest way to copy it to the device is usually with Windows Explorer.

Downloading the MSI installation package to your PC will allow you to install not only the Host via your PC, but will also install the Windows based Mobile Host Configuration Manager on your PC (see description later in this document).

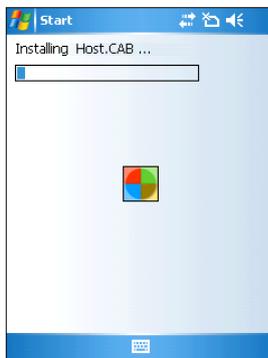
Windows CE Notice: A Host package for your type of Windows CE device may not be available via your myCloud domain. Look instead for a package via the download links found in the email received after purchase of perpetual licenses or request of a free [trial](#). It is still possible to use your myCloud domain for connectivity with internet enabled Windows CE devices, but you must then manually configure such Host module (see chapter 4 on how to do this). If a package is not found at all, please contact us at: support@wisemo.com We can perhaps build a special installation package for your specific device.

Install the Host

Run the CAB file on the device to install the Host module, or run the MSI file to install via your PC.

Running the CAB file directly on the device may prompt for a license key, unless the CAB file was deployed from a myCloud domain. IF the CAB file was deployed from a myCloud domain, make sure the device has internet connectivity during installation, as it needs to communicate with the myCloud domain to obtain its license to run.

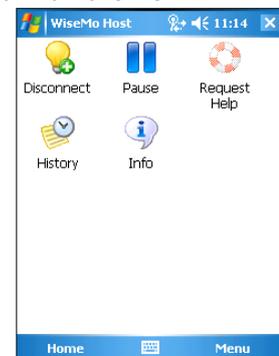
When installing via a PC using the MSI installation package, make sure that ActiveSync/Mobile Device Center is installed and connect the device physically to the PC with a USB cable prior to running the MSI file. The installation package will install both the Host Configuration Manager and the mobile device installation files on the PC.



During the MSI installation you will be prompted for an installation path. This is the path of the Configuration Manager program on the PC.

If a device is connected, the installer will copy the corresponding device CAB file to the device and launch the installation. Check your device display to see if you need to carry out additional steps to complete the installation.

IF the MSI file was deployed from a myCloud domain, make sure the device has internet connectivity during installation, as it need to communicate with the myCloud domain to obtain



¹ Older Windows Mobile/CE devices may no longer have good Browser support. In such cases, log in to your myCloud domain from your PC. Configuration to use a myCloud domain is best done by connecting your device to your Windows PC and then using the Setup Wizard found in the WiseMo Host Configuration Manager.

its license to run. Disconnect the device from the PC, when the screen on the device state so.

If the installation file did not come from a myCloud domain, you will during installation be prompted to enter a license key.

When installed, the Host application will initialize communication and wait for a remote user (Guest) to connect to it.

The Host must be licensed

In order to run, the Host must be licensed.

A Host can be licensed via applying a license key, either a purchased perpetual key or a trial license key. The Host can also be licensed via a myCloud domain, in which case a license key normally is supplied automatically. Check the About screen to verify the Host has a license key. For more information about licensing, please refer to section 5 later in this document.

Default settings

The application is installed with default configuration settings, if not deployed with a customized configuration file. As default, the Host will load when the device is switched on, and it will initialize itself for communication when it is loaded. If there is no password protection pre-defined, the Host application will on first run prompt for a Guest Authentication password. This is the password that a remote user of the Guest module, e.g. from a PC, will have to enter before being allowed to access and control the device. *It is highly recommended that you define a password that only is known to those who should remotely access the device.* When a remote Guest user is permitted access, the default security settings allow the use of all features available. You can apply more restrictive authentication and authorization features by using the Host Configuration Manager to modify the default settings (please refer to section 4. Configuration Manager).



Ready for remote control

Select the Host on the device to verify its status.

When the Host is ready for a Guest to connect to it, the "Light bulb" icon on the Home screen will show "Running".

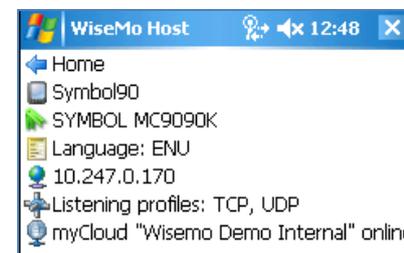
Select the Info button and verify that the Host is on-line in your myCloud domain, if it has been setup for myCloud communication. The Info screen also shows if the Host can be reached via UDP, TCP or both. Verify that a valid IP address is shown.



Addressing a Host from a Guest module

Please notice the IP address and the Host ID (Symbol90 on the screen shot). Both are shown on the Status screen. This are important ID's a Guest user may use to address or identify a Host. The Host ID must be kept unique.

As default, the Host ID is the "device / computer name" as defined on the device. You can set the Host ID value to your preference via the Host Configuration Manager. You can also modify the device name directly on the device, e.g. via settings/systems/about/Device ID.



In the myCloud list of Hosts, the "user name" field will show the "Owner" information, if defined on the device, else it shows the "device / computer name" if available. Otherwise it will show the "System model".

The "System model" (SYMBOL MC9090K) is also used by the Guest module to download the Skin file (picture of the device) from WiseMo's Skin server, or from the local Guest computer or local server, if you have placed the skin file here, for example if the Guest computer does not have Internet access.

1b. Host configuration

The Windows Mobile / CE Host configuration settings are stored in a Host.xml file. These settings can easily be changed via the Host Configuration Manager running on a Windows PC (please refer to section 4. Configuration Manager).

Examples of typical settings you may modify, using the Host Configuration Manager:

Program Options

Start Host at boot: The host app will load when the device is started.

Listen for incoming connections at Host Start: The host service initializes communication when it is started and enters running state, ready to be accessed and controlled.

Host naming

The Host ID can be used by a Guest user to identify and reach the Host device. As default, the Host ID will be the device name / computer name as defined on the device. You can define your own choice of value as Host ID via using the Host Configuration Manager. When you have multiple devices, it is important the Host ID is unique. IF the device name is the original generic device name, the Host will add a random number to the device name to make it unique – but only IF the device name is the original generic device name (this condition to permit you to modify the device name on the device, to your own liking, without the Host interfering). If special characters are part of the Host ID, such should be allowed as part of file names by the OS on the Guest computer.

Guest Access Security

The Host has advanced authentication and authorization features, governing who may do what. This is configured by selecting an authentication method (who) and a security role (what). As default, the simpler Shared Password authentication method is used with a security role with full permissions. This model permits a shared password and the use of Confirm Access. If a Guest user is permitted access, all features are available (if supported by the Guest module). Use a more advanced authentication method, if you for example want to require both a user ID and password to authorize access. You can also use a more restrictive security role, to limit what is permitted.

Confirm Access: This feature will prompt the Host user to give permission prior to a Guest user getting access. This is a strong security feature when a user is present at the device, but do not use it in situations where you need to access un-attended devices.

Encryption

The Host offers you very high level encryption and protection against spying on and tampering with the data stream (end-to-end encryption). The Host dictates ultimately which level of protection is used. If different levels are permitted by the Host settings, the Guest user has the option to decide its preferred encryption level. Especially when working over the Internet, encryption is recommended, as you do not know which computers the data stream pass through.

Communication Profiles

Defines communication settings for various connection methods, and is mostly for skilled users.

For TCP/IP profiles, you can for example configure port settings.

For myCloud profiles, you may want to logon to a myCloud domain or change to another domain. It is however strongly recommended that you use the Host Configuration Manager Wizard for this, instead of directly modifying the myCloud communication profile(s).

Log Setup

Here you can enable logging of events, define the file to where the log should be written and customize which events to log.

1c. Host features

The Host module prepares a Windows Mobile/CE device to be remotely reached by WiseMo Guest users, and provides a number of features and functions that greatly enhance the benefits and value. This irrespective of whether your purpose is to remotely work on the device as if you had it

in front of you, or it is to provide remote support and assistance to troubled users, or perhaps to remotely perform system management tasks on the device, like ending or starting tasks and processes, or to transfer files and directories between the Windows Mobile/CE device and your PC.

The WiseMo Host is developed for use in both un-attended situations and in situations where there is a user present at the device. For un-attended situations, you will want to have the app ready to respond, when you have a need to access it remotely. If a user is present, you may want the user to activate the program just prior to remote access, for example for security reasons, or to save on battery and other resources.

Subject to being supported by the Guest module used, the Host provides for Remote Desktop Control (remote view and control, including control of most device buttons), Remote clipboard transfer, File Transfer, Hardware / Software inventory collection, Chat dialog, Remote execution of apps, Receipt of messages from Guest users, and more. It also allows for multiple Guest users to connect simultaneously to the same device.

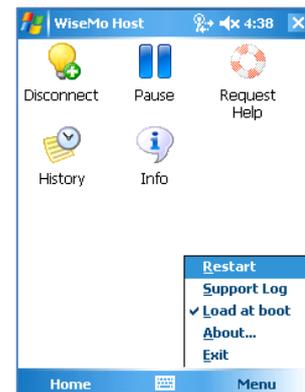
Typically, the Host program is not used much by the device user, but prepares the device for remote control by a remote Guest user, for example support staff, who, when permitted, remotely can view the screen of the device and enter keystrokes / mouse input, plus perform other support and management actions supported by the Guest / Host module. Some features that the device user may benefit from knowing are listed below.

Home screen

The home screen shows the Host status, for example that it is running, or paused and whether a remote Guest user is connected to the device or not. It offers a number of buttons, and a menu.

Menu

Menu options include Restart or completely exit of the Host program. It is also possible to define whether the Host automatically should load when the device is booted up. There is access to the About screen, which shows program version and license information. There is also a Support Log menu item, which creates a troubleshooting log: \WsmHostWMCE.log file which is good to include if you need to report a problem to WiseMo.



Buttons

- | | |
|--------------|--|
| Disconnect | Allows the Host user to disconnect the session with a Guest. When no user is connected, it will show the Host status, for example "Running" indicating the Host is ready. |
| Run/Pause | Pause the Host or start it if paused. |
| Info | The Info screen shows communication info, such as detected IP addresses and the status when prepared for myCloud communication. It also lists the Host ID, which a Guest user may use to identify / connect to the Host, and the more generic Device ID is also shown. |
| Help Request | The Help Request screen is provided as backwards compatibility to older PC Guest modules supporting this. |
| History | The history screen lists Guests connected / disconnected, with date and time stamp, since the Host module was started. For more advanced logging features, please use the logging features, which can be configured via the Configuration Manager, described later in this document. |



Notice: Chat is possible between Guest and Host, initiated by the Guest user. A screen pops up on the Host. The user on the Host device can end the Chat session.

A Guest user may perform File Transfer, Hardware / Software Inventory and other actions on the Host device, without interrupting the device user. When the Confirm Access security feature is activated, a screen appears on the device, requesting the device user to accept or deny access from a Guest user.

2. Remote Control of the Host device

The module you use to access and remote control a distant device is called a Guest module.

You can remote control your device from a number of different platforms by using the applicable WiseMo Guest module. For example, you can remote control from an Android device, an iOS device (iPhone / iPad), from a Chrome browser on Mac, Linux or Windows PC, from an IE browser or browsers supporting NPAPI components on Windows PCs. Finally you can use our most feature rich Guest module, the Windows Remote Desktop Guest, installed on a Windows PC.

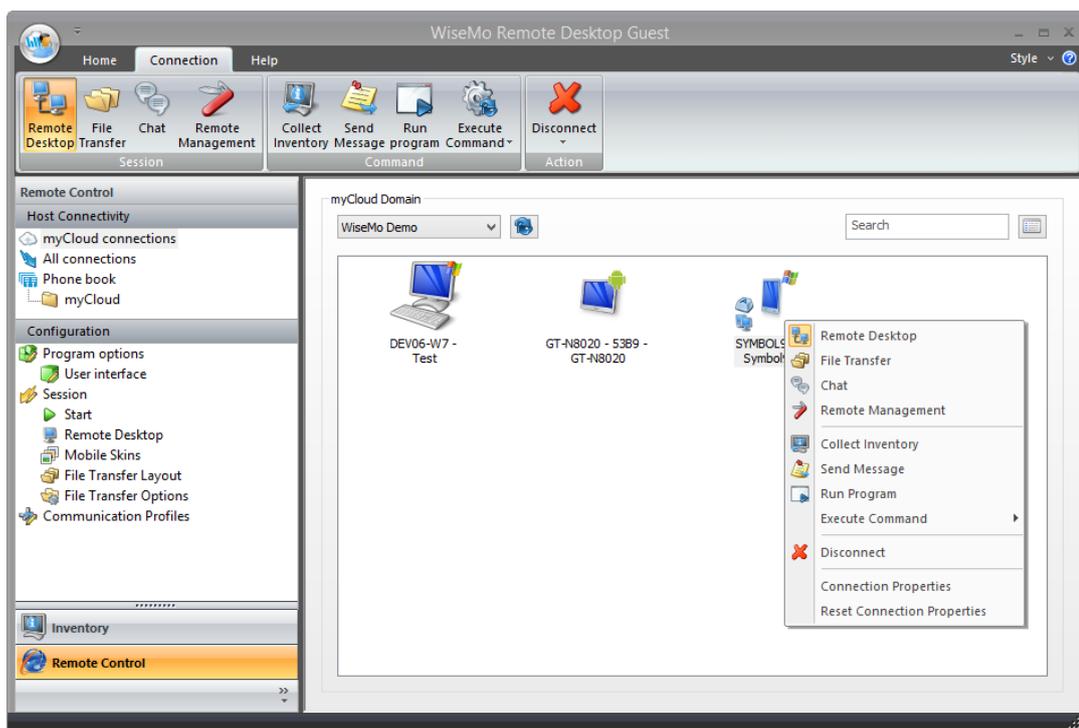
In this document we show an example of remote control from a Windows PC, via myCloud (internet communication) and also an example of remote control directly via TCP/IP on a network managed by you. For more info on the use of other Guest types, please see the documentation relevant for each module here: <http://www.wisemo.com/support/documents/>

2a. Remote control from a Windows PC over the Internet (using WiseMo myCloud)

1. Follow the guide below to create a connection from a Windows Guest to a Host via the Internet.
2. It is assumed that you have a myCloud domain and that you have deployed at least one Windows Mobile/CE Host that is connected to this myCloud domain.

myCloud from WiseMo is a Cloud based service for easy remote control connectivity between computers and devices, e.g. Mac, PCs, Servers, Smartphones, Tablets and other handheld or un-attended devices. It also provides deployment options, including download links and SMS deployment links, to help you easily deploy pre-configured Host and Guest modules. If you do not already have a myCloud domain, sign up for a free trial or a paid domain here: www.wisemo.com/mycloud

3. **Please note** that setting up a mobile Host to be available on the Internet may incur mobile data charges from your provider. To avoid this, connect your device to an Internet Wi-Fi connection without variable charges, when available.
4. Start the Windows Remote Desktop Guest module on your PC. You can get the Guest module here: <https://shop.wisemo.com/purchase/RSM/DownloadTrial.aspx> or directly from the Deploy tab in your myCloud account: www.wisemo.com/mycloud.
5. From the Guest console, select "myCloud Connections" from the Host Connectivity pane found on the left. Also select the Connection tab.



If the Guest module is logged into your myCloud domain, you will see available Hosts. If you are not logged on, select the drop-down menu "myCloud Domain" and then "Log on" or select the name of you domain, if already listed. Enter your myCloud User account credentials (usually an email and a password). Now you will see the available Hosts.

6. Double click on a Host and a Remote Desktop session will as default start. Alternatively, select a Host; click the button for the function you like, Remote Desktop, File Transfer, Chat, Remote Management, Send message, Collect Inventory, Run program or Execute command.
7. The first time you connect to a device, it will take some seconds before the remote control screen is shown on your PC. This is because the Guest is downloading a picture of the device, called a Skin (you can read more about Skins later in this document).
8. A separate window is shown on your PC, with a menu at the top and info about the connection at the bottom. The window shows the device including live buttons and live screen. **TIP:** It is possible to show the device without the window (use "Show as transparent window"). You define this prior to connection, via the Connection Properties settings. When a transparent window is used, point the mouse on the device skin and right-click to access menu options.
9. Now you can remote control the device, that is, you can inject keystrokes on the remote device, view how the screen of the remote device changes and use the various other features, for example file transfer, chat, remote clipboard transfer, etc.
10. The remote control session can be ended by closing the Skin window, or pressing the disconnect button.



SKIN

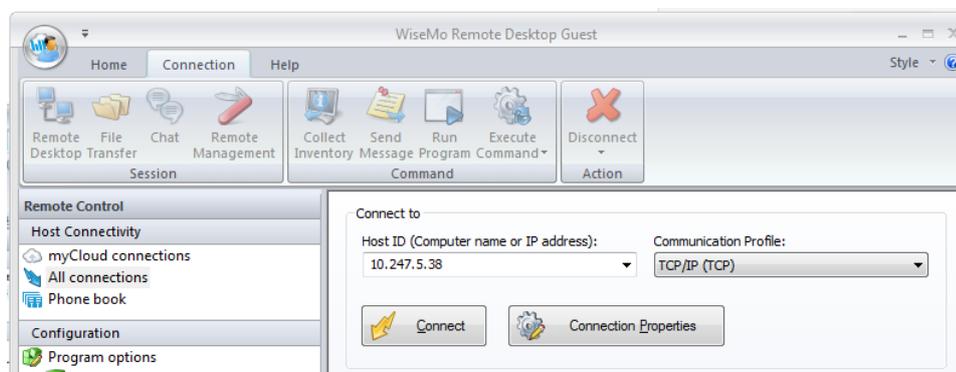
Live Remote Control screen

2b. Remote control from a Windows PC via your TCP/IP network

1. Follow this description to connect to a Host from a Windows PC that has the WiseMo Remote Desktop Guest module installed. Make sure the Guest module is licensed for TCP/IP connectivity (either logged on to a myCloud domain, or via a license key).

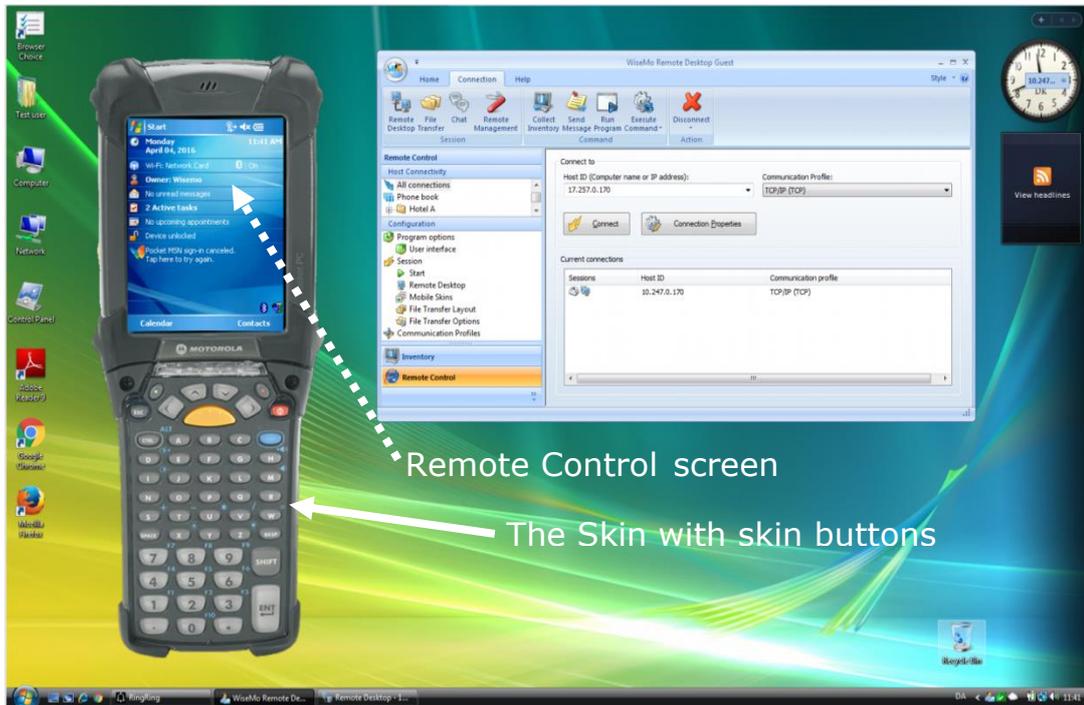
Make sure your device is setup to use a Wi-Fi network your PC can reach. Ensure that the Host application has been started on your device.

2. From the Guest console's "Host Connectivity" pane, select "All Connections", then enter the IP address of the Host device into the Host ID field. Verify that "Communication Profile" shows a TCP/IP profile, for example TCP/IP (TCP). Then click the "Connect" button.



You can find the Host's IP address by opening the Host module on the Windows Mobile/CE device. The IP address is shown in the Host's Info screen.

3. The first time you connect to the device, it will take some seconds before the remote control screen is shown on your PC. This is because the Guest is downloading a picture of the device, called a Skin (read more about Skins later in this document).



Now you can remote control the device, that is, you can inject keystrokes on the remote device, view how the screen of the remote device changes and use the various other features, such as file transfer, hardware / software inventory, chat, remote clipboard etc. When using transparent skin as in the example above, you can right click on the skin to access the menu options

3. Skins

By default on a Windows PC / Browser, the desktop of the Windows Mobile/CE device will be shown inside a picture of the device. This picture of the device is called a Skin.

The device buttons seen on the Skin (with some exceptions) are "live" and can be used to control the device, as if they had been pressed locally on the device.

WiseMo products are made to help eliminate distance by creating a feeling of being there. Using WiseMo's advanced Skin technology greatly improves this feeling of "being there". Besides using the mouse directly on the Skin, the Guest keyboard can also be used to execute keystrokes on the Host device.

The Skin functionality can be controlled from "Connection Properties" for the Host and from the Configuration pane, both found in the Guest module.



Transparent skin



Skin in a window

A skin is as default shown inside a window. The window provides you with menu options and status information at the bottom. Notice you can detach the menu bar; it may contain more options than can be shown on a narrow window.

It is possible to show the device without the window (use transparent window). You define this prior to connection, via the Connection Properties settings. When a transparent window is used, point the mouse on the device skin and right-click to access menu options.



A Skin for a device is automatically chosen based on the "Device ID".

The "Device ID" for a particular device can be seen in the Host's Info screen. In this example, the Device ID is called SYMBOL MC9090K

WiseMo has created Skins for many devices. If a Skin doesn't exist in the Skin repository, a default Skin will be shown.

You can also setup the system to not use a Skin, but just display the "desktop" of the device.

If you like support for a specific skin, you are welcome to contact us, please email info@wisemo.com Please include the Device ID, found on the Status screen of the Host.

For customers who would want to create a Skin for their own device, WiseMo provides a Skin Designer. The Skin Designer is free of charge and the only requirement is that the Skin creator donates the Skin to WiseMo for the benefit of all other users. If you are interested in creating your own Skins, please contact us at info@wisemo.com

4. Host Configuration Manager

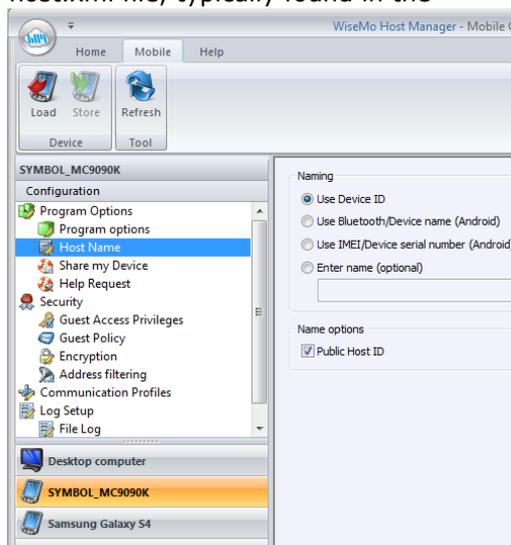
The configuration settings for the Host are stored in the host.xml file, typically found in the \\WiseMo Host\\ directory on the device.

Due to the abundance of different configuration options available, WiseMo has created a Host Configuration Manager program, which makes it easy to configure Host settings via a Windows PC.

The Host Configuration Manager, also termed Mobile Host Manager, is installed on your PC desktop computer when running the Windows Installer (.MSI) package for the Host. You can also download it separately [here](#). If your Windows PC has the WiseMo Windows Host module installed, this Host will also act as Configuration Manager for the Windows Mobile/CE Host, when you connect your device to the PC.

When installed, the Host Configuration Manager is found in **Start > All Programs > WiseMo RSM > Mobile Host Manager** (or WiseMo Host Manager).

Connect your device(s) to the PC and the Host Manager will automatically detect the devices. If not, press the Refresh button. Select the appropriate device and the program will retrieve the Host configuration file that's already on this device.



Make sure that the appropriate methods are enabled for detecting the device. You do this from the Host Manager's Home tab.



In case a device cannot connect to a Windows PC for configuration

If it is not possible for the WiseMo Host Configuration Manager to detect the device or if the device cannot be connected to a PC, then the WiseMo Host Configuration Manager cannot load and upload a configuration file directly from the device. This may for example be the case for some Windows Compact Embedded devices.

In that case, an existing Host.xml configuration file, for example already on the device, could be copied to a desktop PC and then opened by the Configuration Manager (File → Open). When all required configuration changes have been made, the configuration has to be saved on the desktop PC (File → Save). Next the modified configuration file has to be copied back to the device again to the relevant path and the Host program has to be restarted.

The Configuration file is normally found here: \\WiseMo Host\\host.xml

The Configuration Manager offers a Wizard to take you through the most important settings.

You can select it from the Home tab, if it does not automatically load, when you connect the device to your PC.

The wizard helps you to configure various settings, for example start-up settings and authentication as well as authorization options.

TIP: To configure the Windows Mobile/CE Host to use myCloud, the easiest method is by running the Wizard.



Instead of using the Wizard to configure your preferred settings, you can go directly to the configuration panel and make the changes you need.

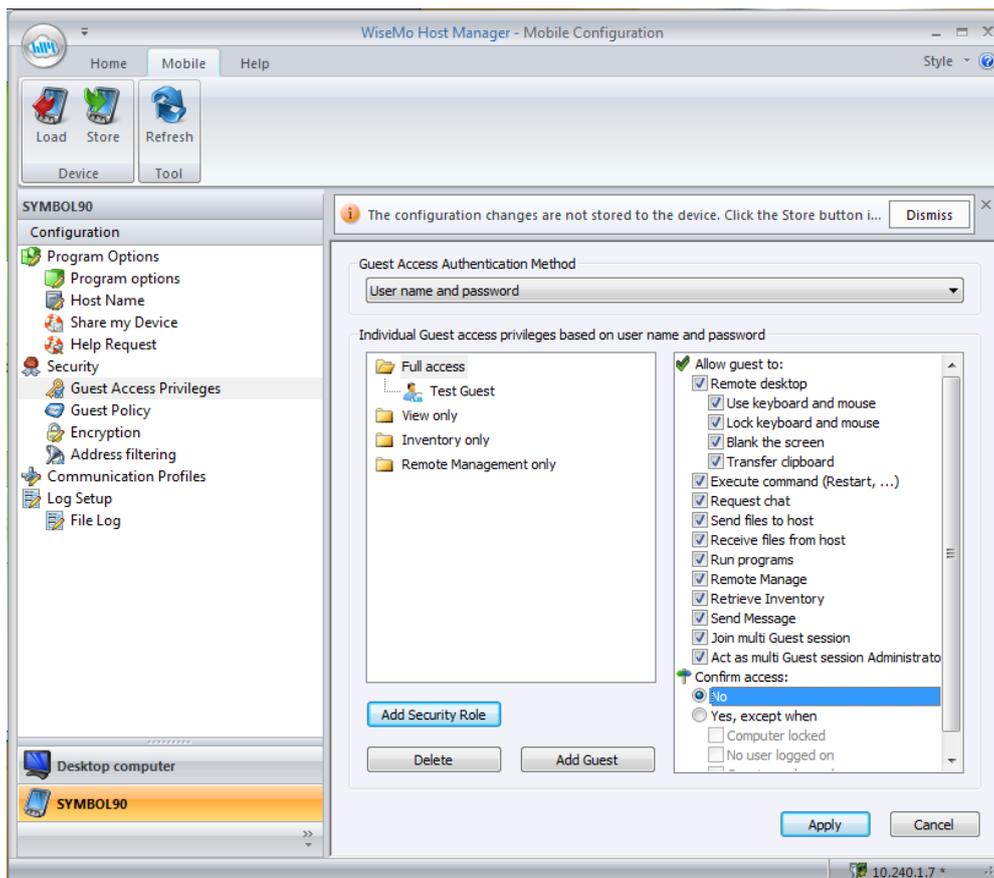
The configuration panel in the Host Manager includes a number of configuration options, the most important probably being Guest Access Security, which controls authentication (who) and authorization (what) settings.

Select the Configuration item you like to change and the program will list the various settings available, which are then easily changed.

Remember to click the Apply button to keep any change you have made to a specific configuration item. When done with your changes, save the new configuration to the device by pressing the Store button.

Please note that the Host app on the device has to be restarted in order to load and use the new configuration.

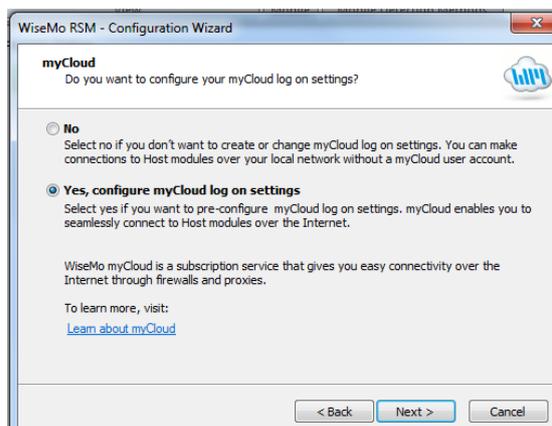
Example: Guest Access Privileges, settings that controls who may do what.



Here you define which Guest Authentication method to use, and what an authenticated Guest user is authorized to do. You may want to define the use of Confirm Access, for attended devices, where you want the user on the device to provide permission before a remote Guest user gains access. For un-attended devices, you will want to define user ID / password credentials, so only authorized Guest users can gain access. You can also add your own security roles that govern what authenticated users can do, or apply one of the predefined roles. For example, if you only permit Inventory collection, simply apply the Guest user to the "Inventory only" role.

Example: Preparing the Host for myCloud connectivity

If the Host module was not deployed from your myCloud domain, its default configuration may not contain settings to connect it to your myCloud domain. It is strongly recommended to use the Configuration Wizard to configure the Host to connect to your myCloud domain ! !





To configure for myCloud from the Host Configuration Manager on your PC, select the Wizard button on the Home tab. Click next until you reach the myCloud screen, then select Yes, and press next.

Enter your myCloud user account credentials (email and password) and click next until the wizard has finished. Remember to store the new settings to your device (from the Mobile tab) and re-start the Host module on your device.

Manually preparing via Configuration Manager (only for very advanced usage)

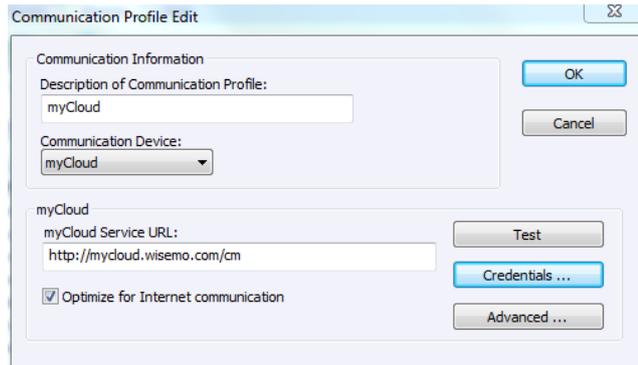
From the Host Configuration Manager, it is strongly recommended to use the Wizard to configure the Host to use myCloud.

For advanced usage, you can also define a myCloud communication profile via the Configuration pane.

Select Communication Profiles. If the myCloud profile exists, press Edit. Otherwise select New to create a myCloud profile.

Make sure that the communication profile has settings as shown on the screen shot:

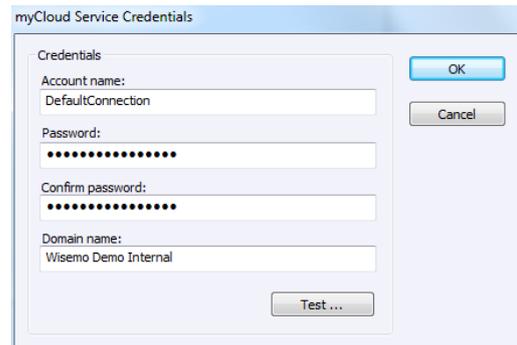
Press the Test button to verify your settings are correct.



Then press the Credentials... button, and enter the credentials for the myCloud domain:

Notice, myCloud domain Service Credentials is NOT the same as your myCloud User account credentials (email and password)!

You can find the myCloud domain Service Credentials in your myCloud domain, under the Settings tab / Connection option.



myCloud domain Service Credentials

- Account name: - Normally enter into the Account name field the word: *DefaultConnection*
- Password: - Enter the *myCloud Domain password*
- Domain name: - Enter the *myCloud Domain name*

Press the Test button to verify the credentials.

Remember to press the Apply button and to Store the changes to the device and re-start the Host. Now the Host should appear in the Guests list of myCloud enabled Hosts.

Removing the Host Configuration Manager

You can remove the Mobile Host Manager on the Windows PC by using "Add or Remove Programs/Program and Features" from the Windows Control Panel or you can use the Remove functionality in the installation MSI package.

IF you have any questions regarding the Host Configuration Manager please feel free to contact us – we are here to assist you and welcome your questions. Please email your question to support@wisemo.com Thank you!

5. License information for the Host program

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

myCloud licensing (subscription)

Requires that the Host is logged on to a myCloud domain, so the Host must be able to communicate via the Internet. A Guest user can use myCloud connectivity, as well as direct TCP/IP connectivity to reach the Host.

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

You can apply a perpetual license key to a myCloud licensed Host. This will switch it's licensing into a perpetual license for TCP/IP connectivity. It can still connect via myCloud as long as it is logged into a myCloud domain (which still consumes a myCloud license).

Perpetual licensing (one-time fee)

Requires that a license key is applied to the Host. A Guest user can use TCP/IP connectivity to reach the Host. It is also possible to log the Host onto a myCloud domain for myCloud connectivity (consumes a myCloud license).

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

Trial license

If not deployed from a myCloud domain, you may have been prompted to enter a license key during installation. If a trial key is entered, the Host will run for a limited time only (you can request a trial license key [here](#))

You can switch the Host trial to myCloud licensing, by deploying the Host from a myCloud domain. Alternatively, you can purchase a license key for a perpetual license.

6. Updating or removing the Windows Mobile / CE module

A newer version or service release of the Host application can be installed on top of the previous one. Updating an existing installation will as default preserve configuration settings, which are found in the Host.xml file in the folder \WiseMo Host. You can delete this file prior to installation, if you want to start with default configuration settings.

Exception: If you install via a myCloud deployment link, for example sent via SMS, email or other methods, the Host will always be enabled for this specific domain. Furthermore, if a configuration file has been added to the deployment link, this configuration file is always used, replacing any existing configuration file on the device. This allows for deployment of configuration settings via the use of myCloud deployment links.

Removal of the WiseMo Host application from a Windows Mobile/CE device is done like you would remove any other program. For example from the device's Settings | System | Remove programs. Select the Host module, and click the "Remove" button.

7. Glossary

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

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

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

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

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

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

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

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