

NetSupport Manager for Pocket PC 2003 Version 9.50

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System Requirements

Processor: Strong ARM processors

Operating System: Windows Mobile 2003 or above

Active Sync / Wi-Fi wireless capabilities

Device RAM: 32Mb (64Mb recommended)

Control: 15Mb

Client: 7Mb

Storage: 10Mb free space required

Installation

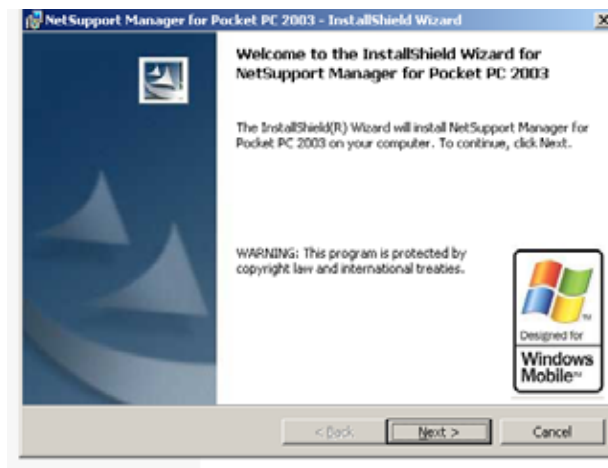
Note: Before you install NetSupport Manager we recommend that you un-install any other remote control packages and previous versions of NetSupport Manager Pocket PC to avoid possible conflicts.

To install the NetSupport Manager for Pocket PC 2003 on a Pocket PC Device you must connect the device to a PC using Microsoft ActiveSync™.

Microsoft ActiveSync can be downloaded from the Microsoft Web site at <http://www.microsoft.com/windowsmobile/downloads>

Once you have established an ActiveSync™ connection to the Pocket PC follow the procedure below to install NetSupport Manager.

1. Download the *NetSupport Manager for Pocket PC 2003.msi* file from the NetSupport website
2. Ensure that your Mobile Device is connected to ActiveSync.
3. Run the NetSupport Manager for Pocket PC msi file
4. Steps appear on-screen informing you of the install process.
5. The following dialog should appear, click Next.



6. Please read the License Agreement and if you agree to the terms click Next to continue.
7. Click Next to begin the installation.
8. When prompted, click Yes to install the application to your Pocket PC device.
9. Follow the steps on your device to complete the installation.

You can install both the NetSupport Manager **Control** and **Client** components.

Control: Installed on the PC/Device being used to remote control another machine.

Client: Installed on PCs/Devices that are being remote controlled by a Control machine.

Configuring the Client

If you have installed the Client component you can use the NetSupport Configurator to customise the Client settings.

To access this option ensure that the portable device is still attached to the 'control' PC. From the PCs start menu, choose {Programs}{NetSupport Manager for Pocket PC 2003}{Client Configurator}.

The following options are available:

Connectivity

By default NetSupport Controls/Clients communicate via TCP/IP using Port 5405. However, by enabling the HTTP option you can configure the Client to accept connections via a NetSupport Gateway. The primary role of a Gateway is to facilitate seamless remote control between PCs that may both be located behind different Firewalls. The Gateway provides a stable and secure method for locating and connecting Clients/Controls via HTTP delivering web based remote control without the need for modifications to existing Firewall configurations.

Security

The options on this property sheet are used to set passwords to protect the Client configuration and to prevent unauthorised access to the Client.

User Acknowledgement

A range of custom prompts can be used should you want Clients to be made aware that a Control user is initiating a remote connection.

Access Privileges

Determines which remote control features can be employed at Client machines.

For more information on all these options please refer to the main product helpfile.

Using the NetSupport Control

The NetSupport Control application allows a user at the Pocket PC to remote control any PC that has a NetSupport Manager Client installed.

To Start the NetSupport Control

1. From the "Start" bar select 'Programs'.
2. You will see the 'NetSupport Control' icon, start this application.



Supported Features

Once the Control has loaded the following NetSupport Manager Commands are available.

- Browse – Search for PCs/Devices that have a NetSupport Client installed.
- Connect – Once found, make a connection to the remote PC/Device.
- Disconnect
- Quick connect: connect by machine name or address
- Power On
- View
- Right mouse clicks
- Message
- Chat
- Send Ctrl-Alt-Del
- Power Off
- Reboot
- Connectivity Options - Choose the method of connectivity to be employed, TCP/IP or Gateway (HTTP). *
- Known client list
- Share mode - Both client and control have use
- Watch - Control user can only watch
- Control - Control user has full control, client has no use
- Scale to fit – Speed improvements
- Security key

* By default NetSupport Controls and Clients communicate via TCP/IP. However, in this release the HTTP Protocol has been added. This provides the added advantage of being able to route communications via a NetSupport Gateway. The primary role of a Gateway is to facilitate seamless remote control between PCs/Devices that may be located behind Firewalls. The Gateway provides a stable and secure method for locating and connecting Clients/Controls via HTTP delivering web based remote control without the need for modifications to existing Firewall configurations. Please refer to the main product documentation for full instructions on how to configure a Gateway.

Un-install procedure

From your Active Sync™ connection select 'Tools' from the menu followed by 'Add/Remove programs'.

Select 'NetSupport Manager for Pocket PC 2003 ' from the list then 'Remove'. A warning message is displayed informing of the un-install. Select 'Yes' to remove the program.

Feedback and Support

If you have any feedback or problems with the NetSupport Manager for Pocket PC 2003 please report these issues to NetSupport by using our [Feedback Form](#).

Contacting NetSupport

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

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