

NetSupport Manager Windows CE Client

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System Requirements

Processor: Strong ARM processors, X86 compatible

Operating System: Windows CE 4.2 or above

Active Sync

Device RAM: 32Mb (64Mb recommended)

Storage: 5Mb free space required

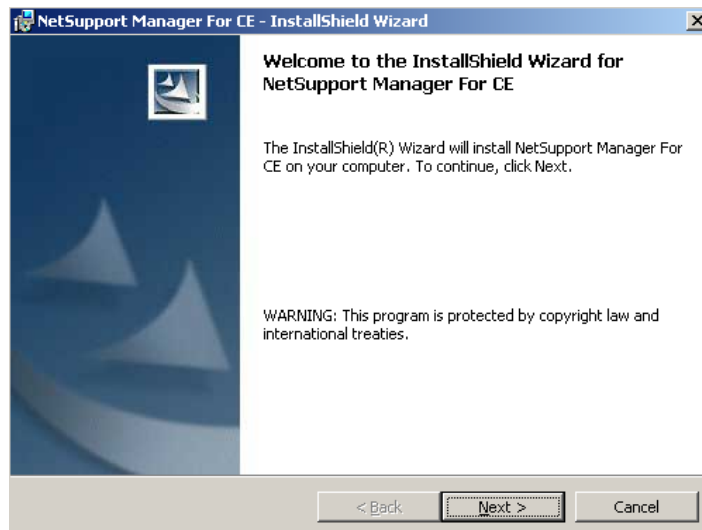
Installation via Active Sync

Note: Before you install NetSupport Manager we recommend that you un-install any other remote control packages that you may have installed to avoid any conflicts.

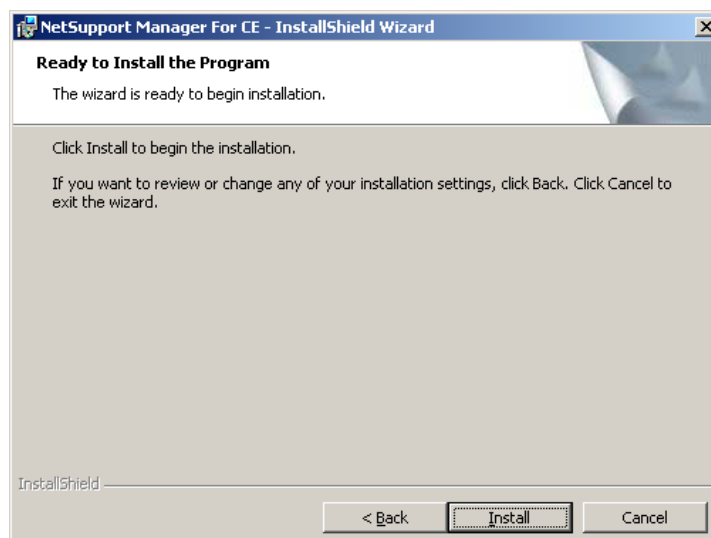
To install the NetSupport Manager Windows CE Client on a CE Device you must connect the device to a PC using Microsoft ActiveSync™. Microsoft ActiveSync can be downloaded from the Microsoft Web site at <http://www.microsoft.com/windowsmobile/downloads>

Once you have established an ActiveSync™ connection to the Windows CE device follow the procedure below to install the NetSupport Manager CE Client

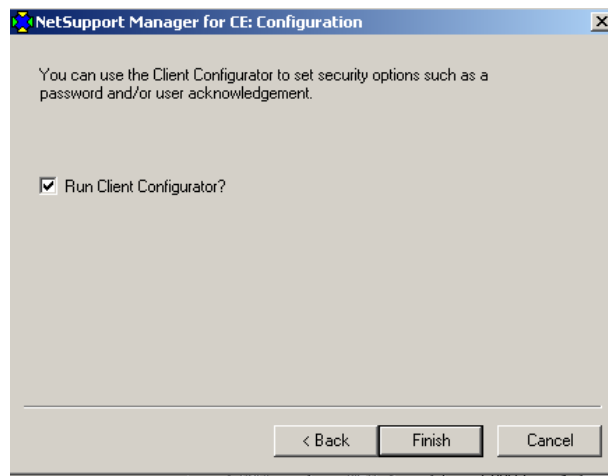
1. Download the nsm_ce_.zip file from the NetSupport website
2. Ensure that your Mobile Device is connected to ActiveSync.
3. Run the NetSupport Manager for CE msi file
4. Steps appear on-screen informing you of the install process.
5. The following dialog should appear, click Next.



6. Please read the License Agreement and if you agree to the terms click Next to continue.
7. The Following dialog will be displayed confirming that the Application is ready to install, click Install.



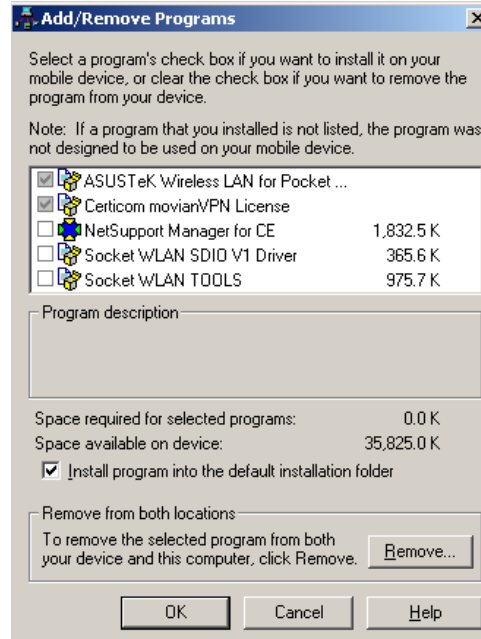
8. Enter your license information and click Next.
9. You have the option to run NetSupport's Configurator should you wish to customise the Client settings. Click Finish.



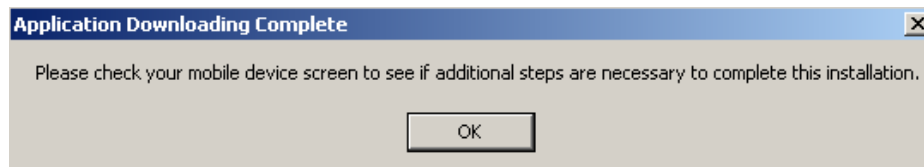
10. The installation of NetSupport Manager CE is now complete on your host machine.

The following steps describe how to install NetSupport Manager for CE onto the CE Device:

1. From 'Active Sync' select 'Tools >Add/Remove Programs' and you will see the 'NetSupport Manager for CE' program. Select this and press 'OK'.



2. The installation of NetSupport Manager for CE will commence.
3. When complete the following dialog will be displayed informing you to check the CE device for any further steps to complete.



The product is now ready for activation at the CE device:

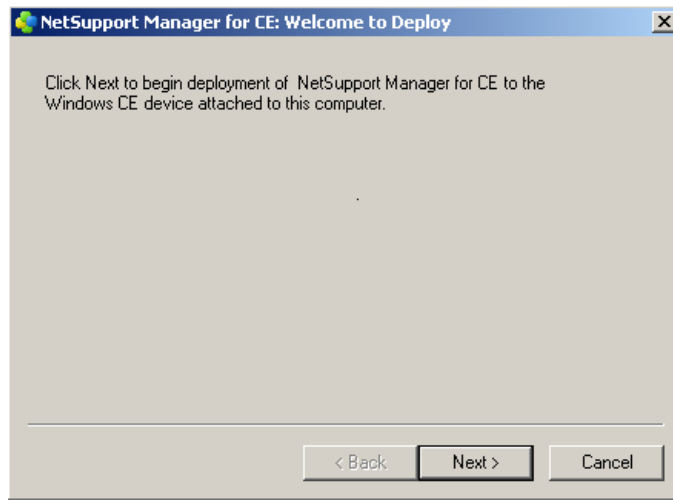
1. At the CE device select 'Start' > 'Programs' and you will see 'NetSupport product Activation', select this.
2. A 'NSM CE: Welcome dialog is displayed, click Next.
3. The NSM CE License Information dialog is displayed, click Next to install your required license file.
4. Finally you are advised that the NSM CE product is activated, click Finish.
5. Notice the NetSupport CE Client icon appear in the system tray. The product is now installed, activated and ready for use

Installation procedure via 'Deploy to Device'

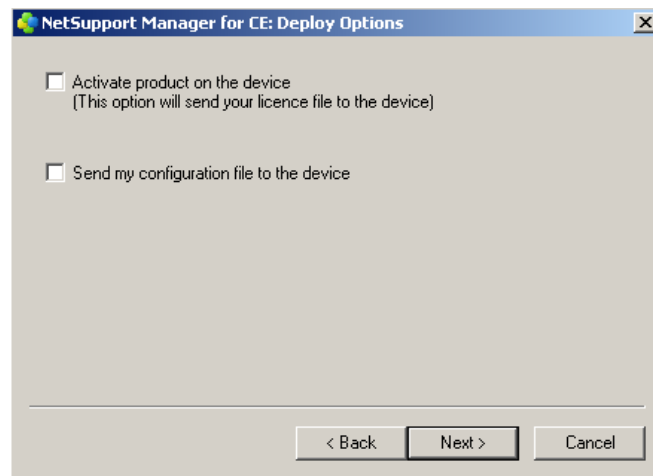
1. Follow the steps in the installation procedure above to install to your HOST machine.
2. From the Host select the NetSupport Manager for CE option installed to the 'start' bar.



3. Select 'Deploy to Device' ensuring your Active Sync connection is active.



4. Select your deployment options: -
 - a. Selecting nothing will just install the CE client ready for activation on the target device.
 - b. Selecting 'Activate product on the device' will install and activate the CE client on the target device with the licence file entered on the HOST machine.
 - c. Selecting 'Send my config file to the device' will install the CE client on the target machine with any configuration changes that have been set at the HOST machine.



5. Notice the NetSupport CE Client icon appears in the system tray. The product is now installed, activated and ready for use.

Installation procedure via 'Flash Card'

1. Copy the 'Nsmclient.ARM4.CAB' file to your Flash Card. This can be found in the default install directory c:\program files\netsupport manager for ce.
2. Insert the Flash Card to your CE device.
3. Navigate to the relevant directory and select the 'Nsmclient.ARM4.CAB'.
4. The installation will begin and you will be required to activate the product.

Using NetSupport Manager Windows CE Client

The NetSupport CE Client application allows a user to connect to a Windows CE device and remote control it from any PC that has the NetSupport Manager Control installed (Version 9.00 or above).

Supported Features

The Following NetSupport Manager Features are available in this CE release:

- Remote Control
- Connect
- Disconnect
- View
- Message
- Chat
- File Transfer
- Share mode - Both client and control have use
- Watch - Control user can only watch
- Security key
- User Acknowledge at client

Un-install procedure

1. From your Active Sync™ connection select 'Tools' from the menu followed by 'Add/Remove programs'.
2. Select 'NetSupport Manager for CE ' 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 Windows CE Client please contact us using our [Problem Submission 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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