



NETOP®

# RemoteControl

Secure Remote Management and Support

31.01.2017

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## 1 Introduction

Netop Mobile includes two apps:

- **Netop Host:** Enables the mobile device to be remote controlled and interacted with in other ways from a computer or device running Netop Guest.
- **Netop Guest:** Enables the mobile device to remote control and interact with a computer running a Netop Host or extended Host or Netop Host.

### 1.1 Document Scope

This guide provides information on how to install, configure, use and uninstall the Netop Guest app for use on Android devices for efficient remote control of computers and devices running a Netop Host module or Android Host app.

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**IMPORTANT:** This guide assumes that you have at least one Netop Host module installed on a computer or at least one Android Host app installed on devices, ready to be reached, either via WebConnect or directly via TCP/IP.

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## 2 Installing the Netop Guest

The app is installed on your Android Smartphone or Tablet so you can reach and remote control PCs, Servers, Smartphones, Tablets or other handheld or un-attended devices.

The Netop Guest supports Android versions 4.0 to 7.01, and can be downloaded from the Google Play Store or at [www.netop.com](http://www.netop.com).

Prior to the installation, you will be informed of the resources on your devices that this app may access.



Tap **Install**. It takes a few moments until the app is installed. You will be notified when the installation has completed successfully.



Tap **Done** to close the app and tap **Open** to open the app and start using it.

Upon installation, a folder called **NetopGuest** is created in the public storage area on the device. This folder contains configuration data, phonebook files if any created, and other data files.

When the app is upgraded, those data files are maintained, so you can upgrade without losing them.

To open the app, locate the Netop Guest icon on your device and tap it.

### 2.1 Enter the Netop Guest license key

The application includes a free 30-day trial version of the Netop Guest. A permanent license key can be purchased directly from Netop or through an authorized Netop reseller partner. When the trial period expires, you will need to enter a permanent license key in order to continue using the app:

1. Tap the **Options** tab.
2. On the left menu, tap the **License** option and on the right pane tap **Set License**.
3. Enter the license key and tap **Apply**.





### 3 Using the Netop Guest

#### 3.1 Netop Guest Display

This is the Guest display:



The Guest is organized into tabs, shown at the top.

If the device cannot show all tabs at once, for example on a phone device with a small screen, you can scroll the tab menu horizontally to reach all tabs.

Depending on the size of your device, and whether the device is in portrait mode or landscape mode, the layout of tab content may differ. If space permits, a tab may be shown in split view, otherwise you may need to tap an item to see the details view.

In general, if you are one level down, tap the “<” icon in front of the Netop Guest logo in the upper left corner to move one level up. You can also press the “Return” button on the device.

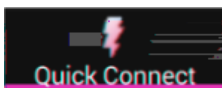


Allows you to connect to a Host via WebConnect.

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**Note:** WebConnect is a separate relay service provided by Netop. Additional information about WebConnect can be found [here](#).

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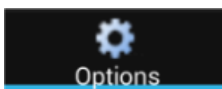
Allows you to quickly connect to a Host directly via TCP/IP.



Allows you to create Host entries with predefined address and Connection Properties, then connect to a predefined Host.



Lists all current connections, regardless the tab from there they have been established: WebConnect, Quick Connect or Phonebook.



Allows you to change the default Connection properties, used when connecting to a remote computer or device. It also provides various other settings and information.

#### 3.2 Connect to Hosts via WebConnect

The first time you open the app, you will be notified that you are logged off and that you should tap Refresh to log in.

Tapping the Refresh icon in the upper-right corner of the screen, will display the Startup Wizard:



Specify a WebConnect account (username), type the password and the domain corresponding to the WebConnect service recognized account and tap **Log on**.

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**Note:** To see any Hosts listed in the WebConnect tab, you need at least one Host module enabled for your WebConnect domain.

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The list of your WebConnect enabled Host computers and devices will be displayed on the left side of the screen.



Refresh the list of Hosts by tapping the **Refresh** icon in the upper-right corner of the screen.



If you want to log on to another WebConnect domain, log off the currently logged-on domain by tapping the **Log Off** icon then tapping the **Refresh** icon and entering the new domain account.

You can easily select and connect to the computer or device you want to reach.

You can choose to start a remote control (**Remote Desktop**), a chat session (**Chat**), or both sessions at the same time.

### 3.3 Connect to Hosts directly via TCP/IP

If you know the IP address of the Host or the full DNS name, you can connect directly to the Host via TCP/IP:

1. Tap the **Quick Connect** tab.
2. In the Host ID field, enter the IP address of the Host.
3. Tap on **Communication Profile** and select **TCP/IP**.
4. Tap on **Remote Desktop** and select the session you want to initiate: **Remote Desktop** or **Chat**.
5. Tap **Connect**.

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**Note:** A connection will use the default connection properties defined in the **Options** tab. You can define individual connection properties from the **Phonebook** tab.

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By using the connection properties, you can automate the entry of log-on credentials, select how the remote desktop screen is presented (full / actual size) and many other options. For detailed options, see [Manage Netop Guest Options](#).

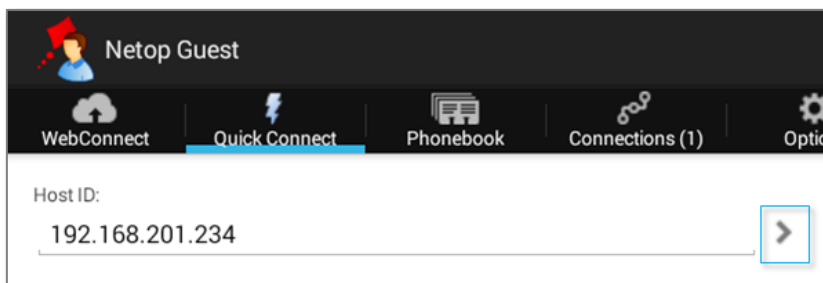


### 3.3.1 Reconnect to a Host directly via TCP/IP

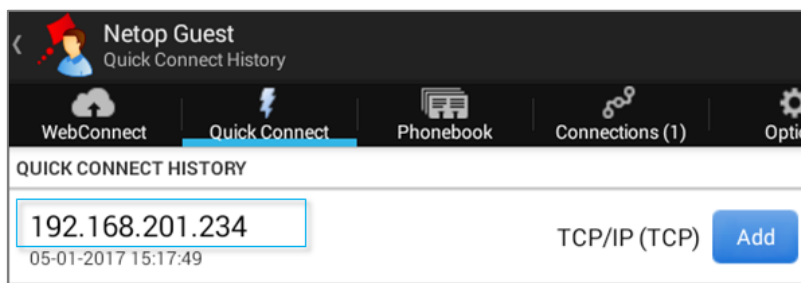
The IP address of the Hosts to which you connect directly to via TCP IP from the **Quick Connect** tab, are saved in the Quick Connect History.

To reconnect to a Host directly via TCP/IP:

1. Go to the Quick Connect History by tapping ">" at the right side of the Host ID field:

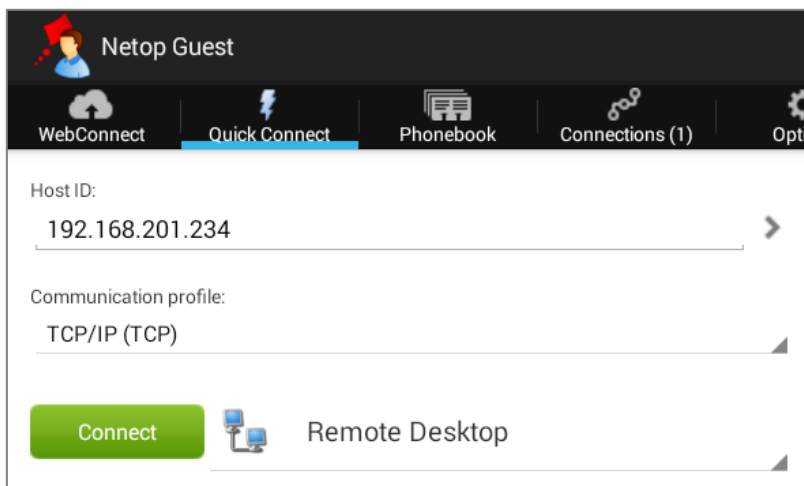


2. Tap on the Host to which you want to connect:



Tap **Add** to save the Host as a Phonebook entry.

The Quick Connect tab will display with all fields prefilled with information corresponding to the selected Host from the Quick Connect History.



3. Tap **Connect**. Based on the Host connection settings, a pop-up will be displayed asking you the Host credentials.
4. Enter the authentication credentials as required by the Host settings.



### 3.4 Use Netop phonebook to manage connections

You can save connection information as records in the Netop phonebook for later use.


The phonebook works much like a personal quick-dial telephone directory and includes passwords along with the communication profile needed to connect.

Passwords are encrypted by a secure algorithm.

The **Phonebook** tab allows you to create phonebook entries and connect to a predefined Host.

In the Phonebook list, you can see which Hosts you have defined, and easily initiate a Remote Desktop or Chat session with the desired Host.

#### 3.4.1 Create phonebook records

To create a phonebook record from scratch, in the upper-right corner of the screen, tap . New entry settings will be displayed on the right side of the screen:



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

Enter the Host ID; this will also become the Description unless you enter another text as description.

All other settings will be the default settings, which you can change now or later, to match your preferences for connection to this specific Host. For detailed information on the options available, see [Manage Netop Guest Options](#).

To save a record, in the upper-left corner of the screen, tap **New phonebook entry**.

You can also add Hosts to the Phonebook list from the Quick Connect History by tapping **Add**.

#### 3.4.2 Edit phonebook records

If you want to edit a phonebook record and change information such as the specified communication profile, the Host credentials or connection settings, from the Phonebook list tap on the desired Host, tap on Connection properties and make the desired changes. For more information, see [Manage Netop Guest Options](#).

#### 3.4.3 Connect to a Host defined as phonebook entry

From the Phonebook list, tap on the Host you want to connect to. Select the session type: **Remote Desktop** or **Chat**. Enter the Host credentials and tap **Login**.

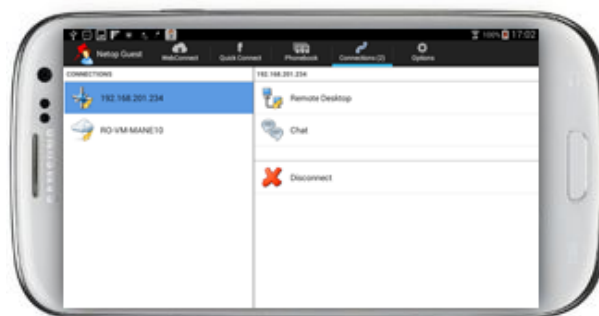
#### 3.4.4 Remove a phonebook record

To remove a phonebook entry, from the Phonebook list, long-tap a Host entry and confirm you want to delete it.

### 3.5 View current connections

The Connections tab lists all current connections, regardless of the tab where the connection was established: WebConnect, Quick Connect or Phonebook. The Connections tab indicates the number of current connections and allows you to initiate specific features on those devices.

You can also disconnect Hosts by tapping on the Host and **Disconnect**.



### 3.6 Manage Netop Guest Options

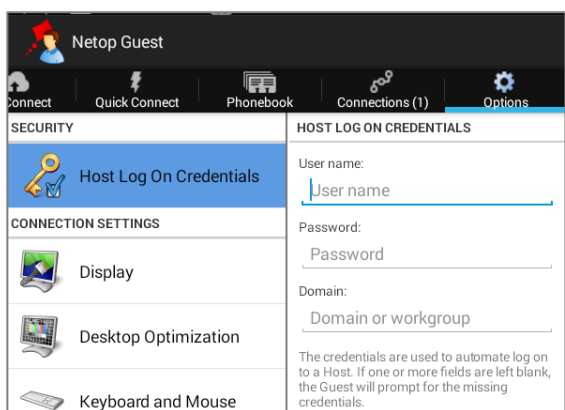
The **Options** tab allows you to change the default Connection properties, used when connecting to a remote computer or device. It also provides security, WebConnect account settings, help information and support options.

#### 3.6.1 Set the connection properties

Connection properties are used when you connect to a remote Host from the **WebConnect** tab or the **Quick Connect** tab. These properties are also used as default settings when adding a Phonebook entry.

##### 3.6.1.1 Host Log on credentials

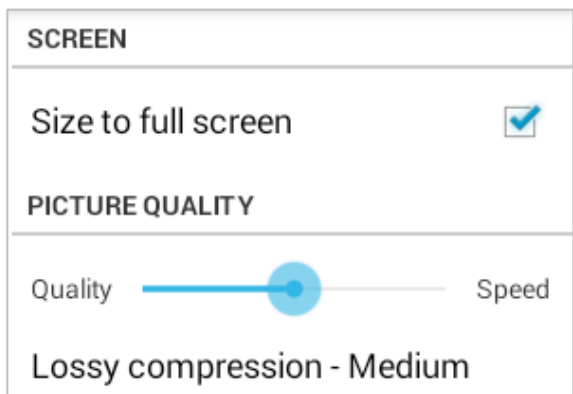
Tap **Host Log On Credentials** and enter the requested information: the Host User name, Password and Domain.



The credentials are used to automatically log on to a Host when connecting to it. If these credentials are wrong or any of the fields is left blank, the Guest will prompt for the missing credentials upon connection to the Host.

##### 3.6.1.2 Display settings

Use the **Display** tab to set display properties for the Host screen image.



##### Size to full screen

If checked, the Guest app will display the desktop of the Host on full screen during a remote desktop session.

By default, the Guest app will display the Host screen in its actual size, resulting in only part of the screen being displayed.

##### Picture Quality

The Host screen is transferred as bitmap. The Picture Quality slider has three options that range from better accuracy (Quality) to better performance (Speed). The middle option is a combination of the two. The default option will be set to best quality.

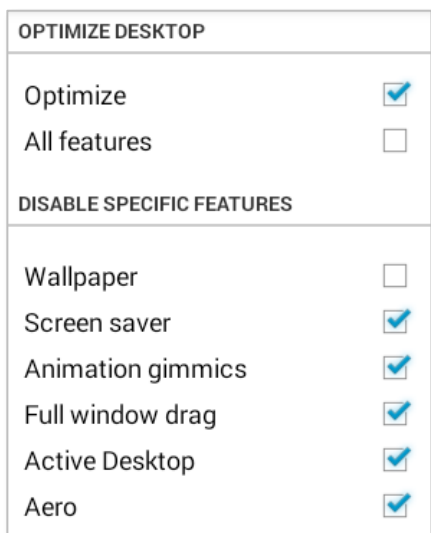
Here is how you use the slider:

- **Quality:** More accuracy using an enhanced compression algorithm.
- **Center:** Less accuracy but better performance using a TurboJPEG high compression ratio of 80.
- **Speed:** Much less accuracy but much better performance using a TurboJPEG high compression ratio of 50.

### 3.6.1.3 Desktop Optimization

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

Advanced Host features will slow down Host screen transfer in command mode and are typically unimportant to the Guest user. Therefore, Netop Remote Control by default transfers the Host screen image without advanced desktop features.



*Desktop Optimization default settings*

**Optimize** Defines if optimization should be attempted or not.

**All features** Check to use all optimization features possible.

You can clear the selection of specific custom options to enable transfer of these advanced desktop features:

**Wallpaper** Removes the wallpaper on the remote screen.

**Screen saver** Disables the 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).

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

### 3.6.1.4 Keyboard and mouse

**Open at startup** opens the Guest keyboard automatically when connected to a Host. By default, the setting is disabled.

### 3.6.1.5 Compression

Netop Remote Control can compress transmitted data to speed up transmission across slow communication links. However, data compression takes time.

**Automatic** Selects compression based on the properties of the applied communication profile. In most cases this will provide the fastest transmission.

**High** Typical selection for slow communication links.

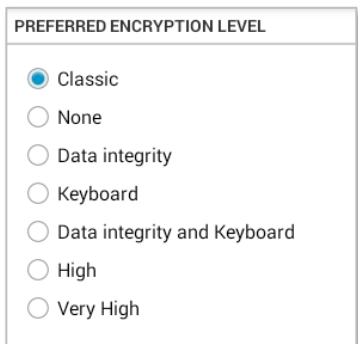
**Low** Typical selection for medium fast communication links.

**No compression** Typical selection for fast communication links.

### 3.6.1.6 Preferred Encryption

The communication between Netop Guest and Host computers and devices is protected by encrypting transmitted data.

A range of encryption types is available on Netop Remote Control apps and modules:



Communicating Netop modules and apps will automatically negotiate to encrypt communication by an encryption type that is enabled on both modules.

Netop modules on which no common encryption type is enabled cannot communicate.

### 3.6.1.7 Startup Actions

Use the **Startup Actions** tab to automate upon connection with the Host, subject to the Host security settings permitting such action

#### Lock keyboard and mouse

Disables the Host computer / device keyboard and mouse while the Guest is connected.

#### Blank screen

Displays a black screen image to the Host user when the Guest connects to it. The Host user will not be able to see your actions.

#### Suspend other Guests from Connecting

Multiple Guests can connect to a Host at the same time. This setting ensured no other Guests can connect while you are connected.

## 3.6.2 Set the WebConnect Account

The Netop WebConnect service is a secure web-based solution which allows users to remote control computers and devices without having to configure any firewall, proxy or router.

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**Note:** WebConnect is a separate relay service provided by Netop. Additional information about WebConnect can be found [here](#)

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The WebConnect set-up here will be used when accessing the WebConnect tab. The list of your WebConnect account enabled Host computers and devices to which you will be able to connect.



Log on to a WebConnect account by entering your WebConnect credentials (username and password), domain and the URL address of the WebConnect service. Tap **Verify** to test the connection to your WebConnect account.

To automatically log in to the WebConnect account specified above, select **Log in at startup**.

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**Note:** The WebConnect account named “trial” can be used only by Guests with trial licenses. Netop Guests with trial licenses cannot use other WebConnect accounts. Non-trial Guests cannot use the WebConnect account named “trial”.

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### 3.6.3 Netop Guest Information

Use the **About** tab to view information about the Netop Guest and the device itself, including: version, licensing and copyright notice.

### 3.6.4 Mouse Gesture Instructions

To simulate the use of a traditional mouse on the remote Host computer, the Guest program uses a Mouse Marker. It is also used for positioning and executing mouse actions on remote devices. The marker consists of the square area indicated by the 4 corners, and the mouse pointer.

Read the **Mouse Gesture Instructions** to learn how you use the marker for left click, right click, vertical scroll and many other useful actions:

 <p><b>Pan screen</b> Move finger outside mouse.</p>	 <p><b>Move mouse</b> Move finger inside mouse.</p>	 <p><b>Click mouse and hold</b> Tap twice and hold the second time inside the mouse. Do it with two fingers for right mouse button.</p>
 <p><b>Zoom screen</b> Pinch with two fingers.</p>	 <p><b>Left mouse click</b> Tap finger inside mouse. Tap twice to double click.</p>	 <p><b>Vertical Scroll</b> Position two fingers inside the mouse and move them up and down.</p>
 <p><b>Position mouse</b> Tap outside mouse frame to re-position mouse.</p>	 <p><b>Right mouse click</b> Tap two fingers inside mouse. Tap twice to double click.</p>	 <p><b>Size mouse</b> Pinch inside the mouse to resize.</p>

### 3.6.5 Save Communication Log

For troubleshooting purposes, you can log the remote connection from a Guest to a Host, tap **Save Communication Log**. If you need to report a problem, Netop support may request this log file.

The log file will be saved to the following location: `/storage/emulated/0/NetopGuest/guest.log`.

### 3.7 Remote control a computer or device

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

When connected to a Host computer or device, you will see the remote desktop, or part of it, on the screen of your device.








You can easily adjust the visible part of the desktop by pinching with two fingers on it.



Use gestures or the re-sizeable Mouse Marker on your device to work on the screen of the remote Host computer or the remote Host device. To learn more about gestures, see [Mouse Gesture Instructions](#).

### 3.7.1 Menu Buttons

The top menu 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 executed on the remote Host.

	Goes back to the tab view you came from. It does not terminate the session.
	Terminates the session with the Host.
	Shows a screen with special buttons to send keystrokes to the remote Host computer or device. One example is passing of <b>Ctrl-Alt-Del</b> often needed on Windows PCs, another example is the Home button often used on Android devices.
	Shows a menu of commands for executing specific features, depending on the capability of the Host computer / device. Features includes launch of marker mode, lock keyboard / mouse, restart Host computer, lock Host computer.
	Opens / closes the Guest keyboard on the remote-controlled device.
	Allows you to execute special actions on remote Android Host devices. They are shown in the top menu, when space permits (typically on tablets or Smartphones in landscape mode).
	Allows you to execute special actions on remote Win Mobile/CE Host devices. They are shown in the top menu, when space permits (typically on tablets or Smartphones in landscape mode)

### 3.7.2 Mouse Marker

The mouse marker consists of a frame indicated by rounded corners, and a mouse pointer in the middle. Tap outside the frame to position the mouse, move finger inside the frame to adjust the position, tap inside the frame to execute a mouse click.

For remote desktop control of a Host, the mouse pointer on the Guest will dynamically change to reflect the situation on the remote Host computer. To learn how to use the mouse marker, read [Mouse Gesture Instructions](#).

### 3.7.3 Multiple Guests connecting to the same Host

Multiple Guests can simultaneously connect to the same Host—if permitted. This allows for multiple Guest users to follow what is happening on a remote desktop.

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

### 3.8 Chat with a Host

If allowed by the **Guest Access Security** settings on the Host, the Netop Guest can start a chat with a Host, and the Host can likewise start a chat with the Netop Guest.



## 4 Uninstalling the Guest app

Uninstall the Netop Guest app in the usual way you uninstall apps on your device. For example, do it from *Settings-Application manager*, tapping **Netop Guest** and then **Uninstall**.

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**Note:** Netop Guest configuration is saved into the NetopGuest folder. When uninstalling the Guest app, you may want to remove the folder as well.

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