

# RemoteView for Android User Guide

## RemoteView for Android

Last Update: March 2017

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**RemoteView for Android**

**App Version 4.2.0**

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## Table of Contents

<b>1. Overview.....</b>	<b>6</b>
1.1. What is RemoteView for Android? .....	6
1.2. Mobile device requirements .....	6
1.3. RemoteView Agent Requirements .....	6
<b>2. Installing RemoteView Application to Android device.....</b>	<b>7</b>
<b>3. Uninstalling RemoteView Application to Android device .....</b>	<b>8</b>
<b>4. Using RemoteView for Android .....</b>	<b>9</b>
4.1. Running RemoteView for Android .....	9
4.2. Web Log In.....	10
4.3. Sign up .....	12
4.4. About App .....	13
4.4.1. Basic information .....	13
4.4.2. Settings.....	16
4.4.3. More.....	18
4.5. List of Remote PCs .....	19
4.5.1. List of Remote PCs.....	19
4.5.2. Search.....	20
4.5.3. Menu.....	20
4.6. vPro Power Management .....	27
4.7 Agent Login .....	29
<b>5. Viewer features .....</b>	<b>30</b>
5.1. Mouse Control.....	30
5.5.1. Touch mode / Virtual mode .....	30
5.5.2. Touch mode/ Virtual mode.....	32
5.2. Controlling the Keyboard .....	33
5.3. Screen Control .....	34
5.4. Windows Control.....	35
5.5. Tools .....	36
5.6. Shortcut .....	37
5.7. Changing the Settings .....	38
5.8. Disconnecting .....	39
5.9. Closing the RemoteView App.....	39
<b>6. Multitasking during remote session.....</b>	<b>40</b>
6.1. Using other applications during Remote Session .....	40

6.2. Receiving Phone Calls during remote session.....	40
6.3. Receiving SMS during remote session.....	40

## Notes

☞ Settings and features described in this manual are based on minimum requirements for Android OS platform, but some features might not available and/or not function correctly depending on devices' specific performance. (See p5, 1.2 Mobile device's requirements)

☞ All devices that do not support 3G/LTE should be in Wi-Fi connection to use the service.

## 1. Overview

### 1.1. What is RemoteView for Android?

RemoteView for Android can be used to quickly connect with a remote PC or Server running the RemoteView agent.

### 1.2. Mobile device requirements

	Minimum	Recommended
<b>OS ver.</b>	Android™ 4.0 or later	Android™ 5.0 or later
<b>Processor</b>	600 MHz	1 GHz
<b>Storage</b>	10.3 MB available HDD space	
<b>RAM</b>	256MB	512MB
<b>Resolution</b>	320 x 480	480 x 800
<b>Network</b>	3G, 4G LTE, WiFi	

### 1.3. RemoteView Agent Requirements

#### <Windows>

	Minimum	Recommended
Operation System	Windows Vista	Windows Vista or later (32 and 64bit)
Processor	Pentium 4 1.4GHz	Pentium 4 2.0GHz
RAM	256 MB	512 MB
HDD	50 MB	100 MB
Browser	Internet Explorer 7 (32 bit only)	Internet Explorer 8 Firefox 3.5 Chrome 7.0 Safari 4.0
Network	Modem, ADSL, LAN, Public IP or Virtual Network support (Wi-Fi)	
Firewall	OutBound 80(http) / 443(https) port Open	

#### <Macintosh>

	Minimum	Recommended
Operation System	Mac OS X 10.7	Mac OS X 10.8
CPU	Intel based CPU	
RAM	256 MB	512 MB
Browser	Safari 3.2 Firefox 3.0	Safari 4.0 Firefox 3.5
Network	Modem, ADSL, LAN, Public IP or Virtual Network support (Wi-Fi)	
Firewall	Out Bound 80(http) / 443(https) Port Open	

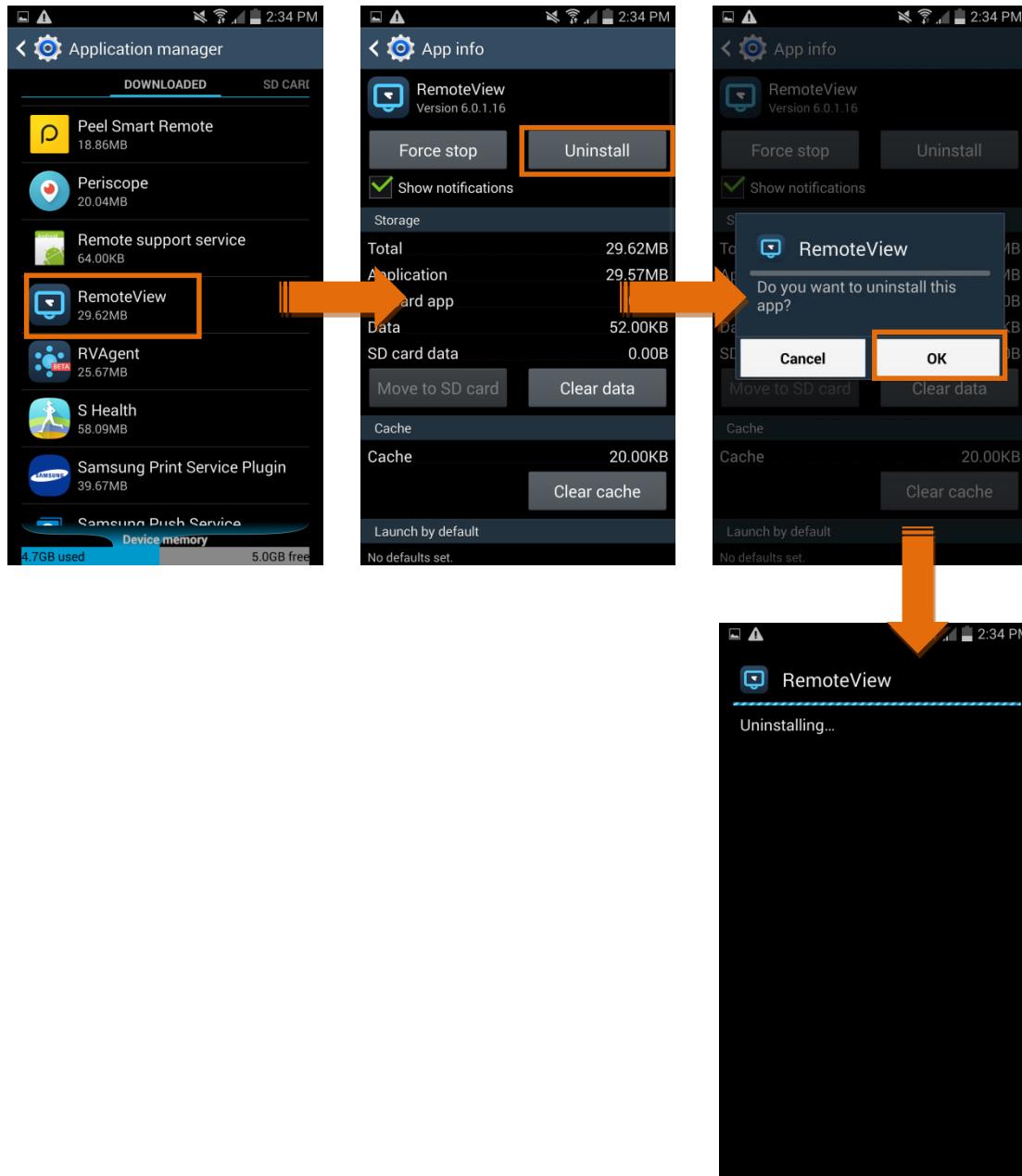
## 2. Installing RemoteView Application to Android device

- Connect to Android Market and search for the keyword “RemoteView” and follow the on screen instruction to install the product.



### 3. Uninstalling RemoteView Application to Android device

- Go to Settings > Application > Manage Applications > Select the application to uninstall and tap Uninstall.

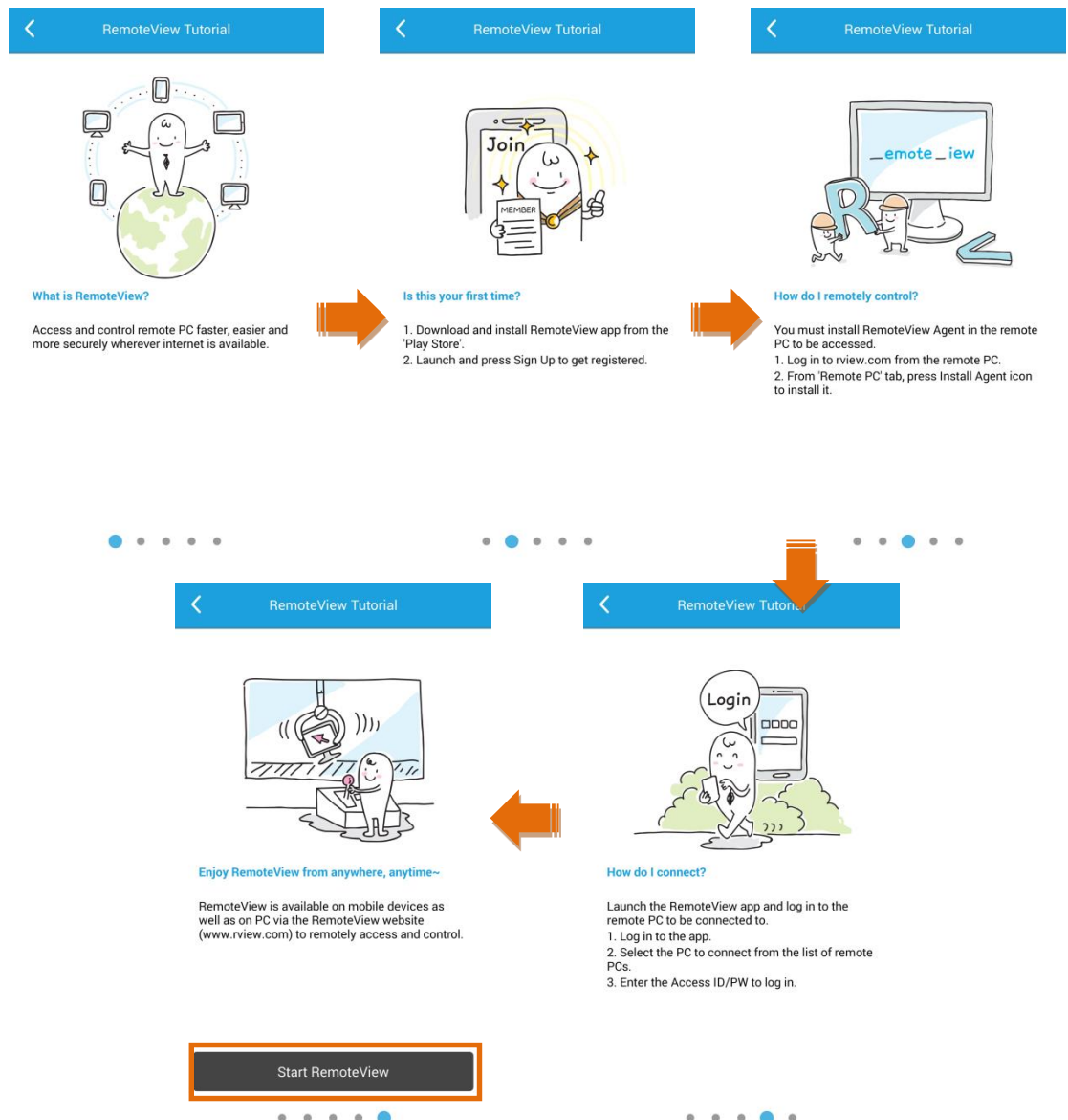




## 4. Using RemoteView for Android

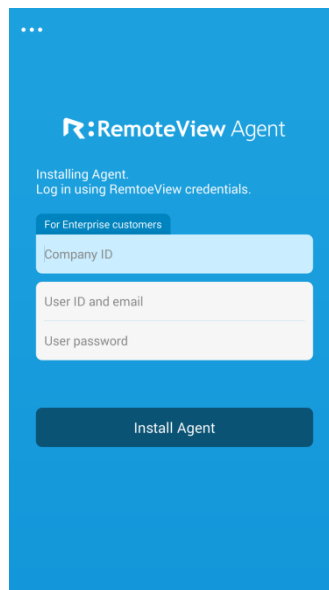
### 4.1. Running RemoteView for Android

- Tap the RemoteView icon from Application List.
- RemoteView starts up with some tutorial screens.



## 4.2. Web Log In

- Use the RemoteView account registered from the homepage (<https://www.rview.com> )
- Enter the ID and tap next to move to Password.
- Enter the password and tap on “done”.
- Tap on Login and upon successful authentication, a list of available PC will be presented.
- Store login information by checking “Save user’s info”.

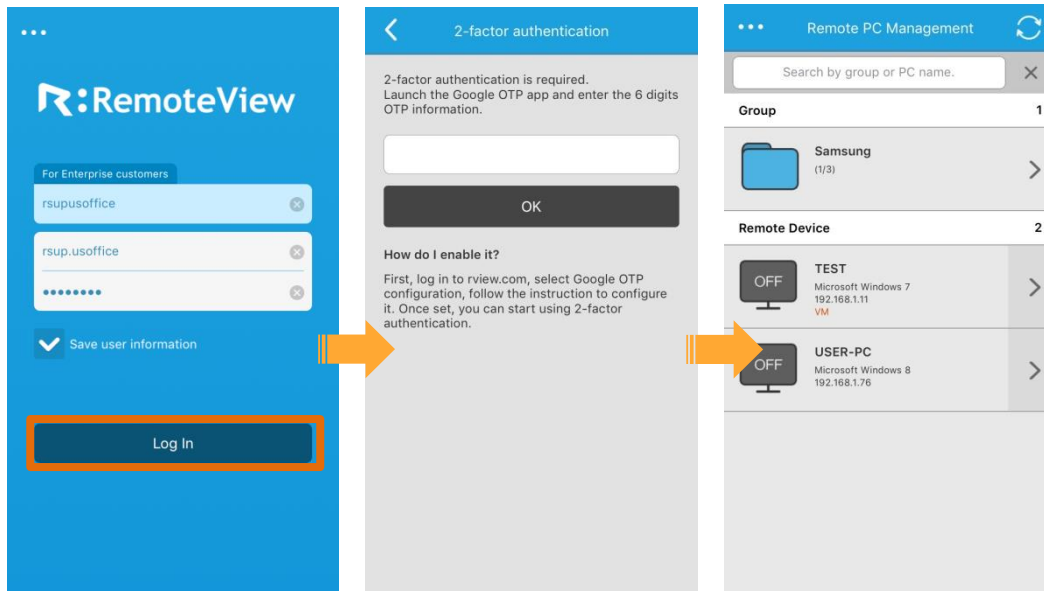


 **Note:** if you fail to login, please check the letter case or misspelled ID/PW.

※ **Warning:** login might fail if WiFi or 3G connection is not stable.

#### 4.2.1. 2-step verification (OTP)

After you enter your credentials for RemoteView, you will need to use 2-Step Authentication, and enter a Google OTP.



<Enter your account Information, and press 'log-in.'>

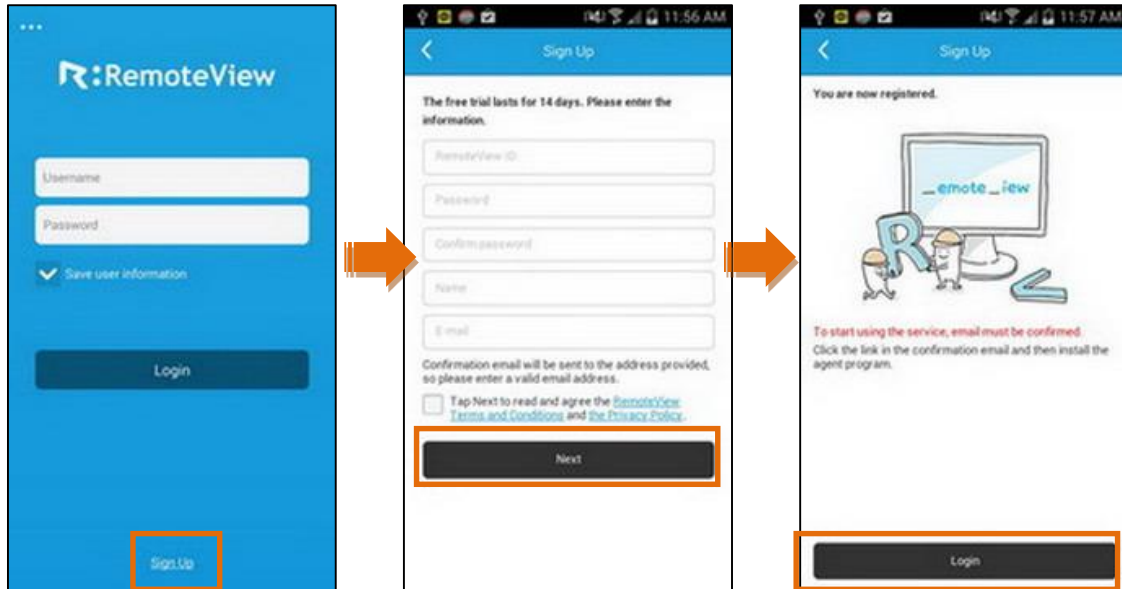
<Enter OTP code>

\*These are set options for RemoteView Enterprise licenses.

\*Note: For more information, Google OTP is also mentioned in the RemoteView Enterprise ASP User Guide.

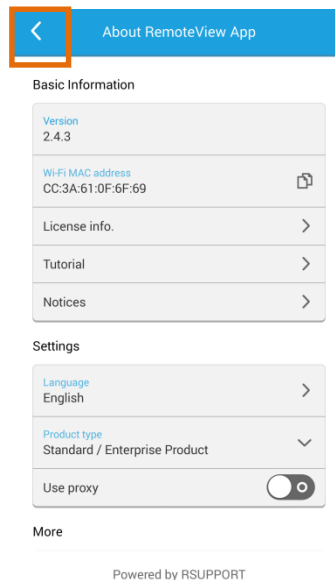
### 4.3. Sign up

- Press "Sign up" link at the bottom of the Log in screen
- Enter the correct information and press Next.
- An authentication email will be sent to the entered email address.  
\* Make sure to use a valid email address as authentication is required to finalize the install process.



#### 4.4. About App

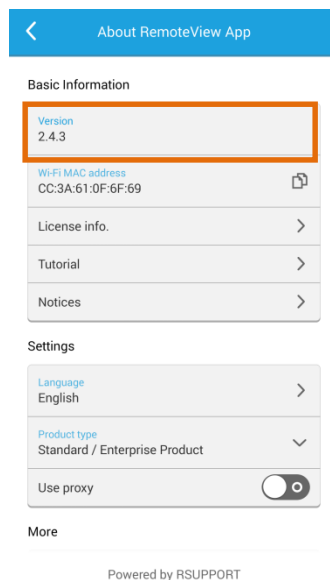
- Press (⋮) from the top of the Log in screen to get About.
- In About screen, you can check RemoteView for Android's version and more.
- Press (◀) from the top of the screen to go back the Log in screen



##### 4.4.1. Basic information

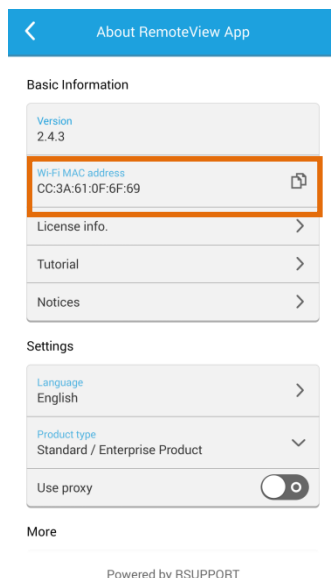
###### 4.4.1.1. Version

- View current RemoteView product's version.



#### 4.4.1.2. Wi-Fi MAC address

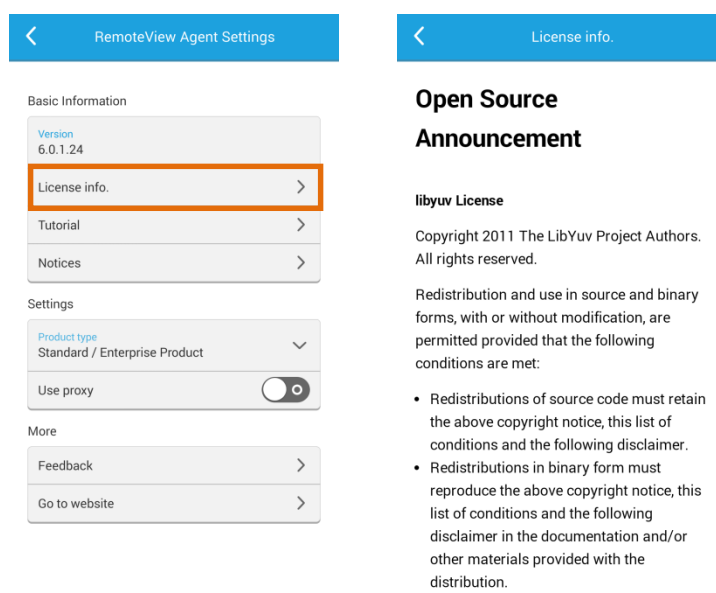
- View current mobile device's MAC address.



MAC address can be viewed from mobile settings, and it is used for Access restriction by MAC address option.

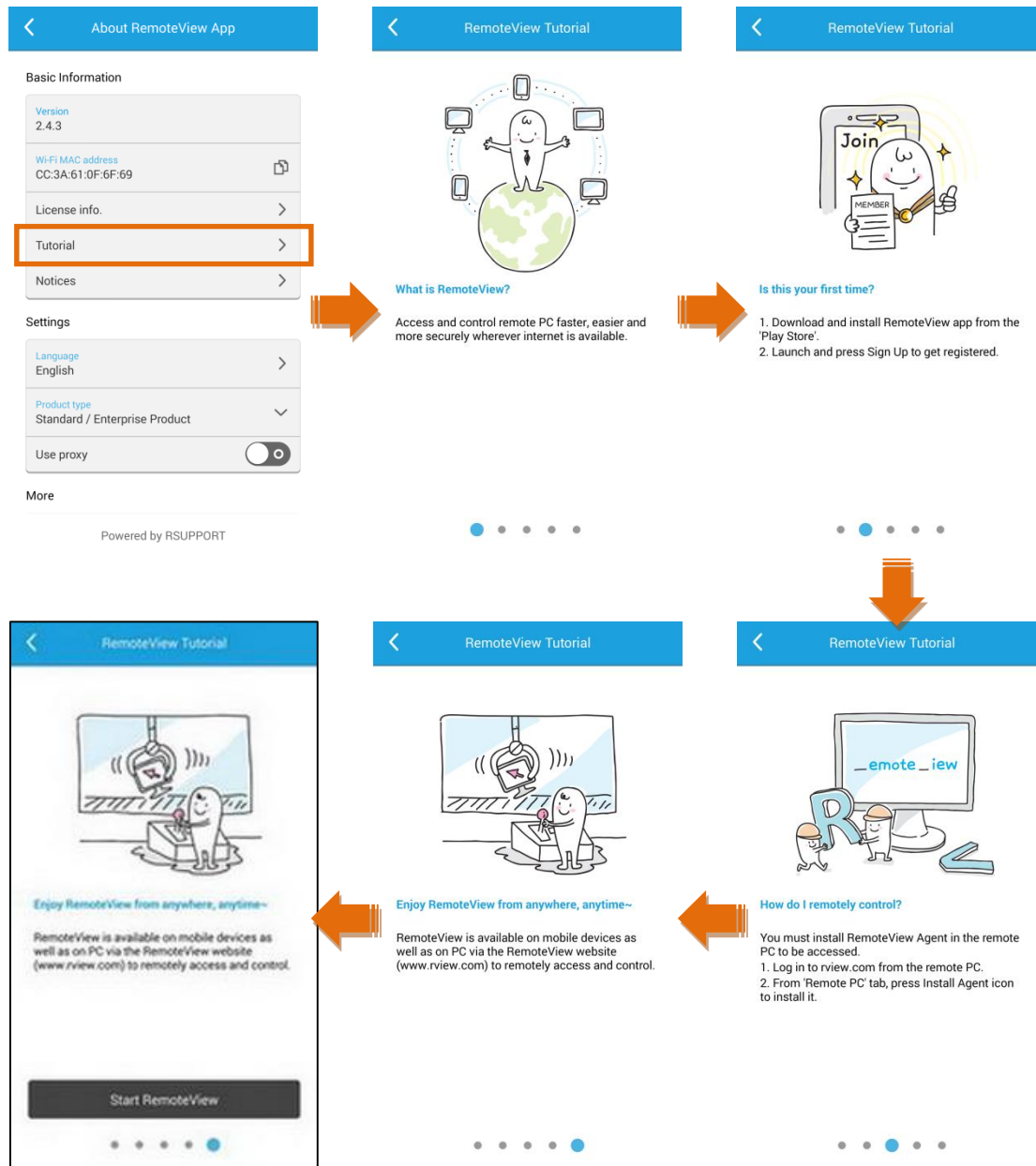
#### 4.4.1.3. License info.

- Tap on License info to view the information about the Open Source licensing. Press (⏪) to go back to the Basic Information screen.



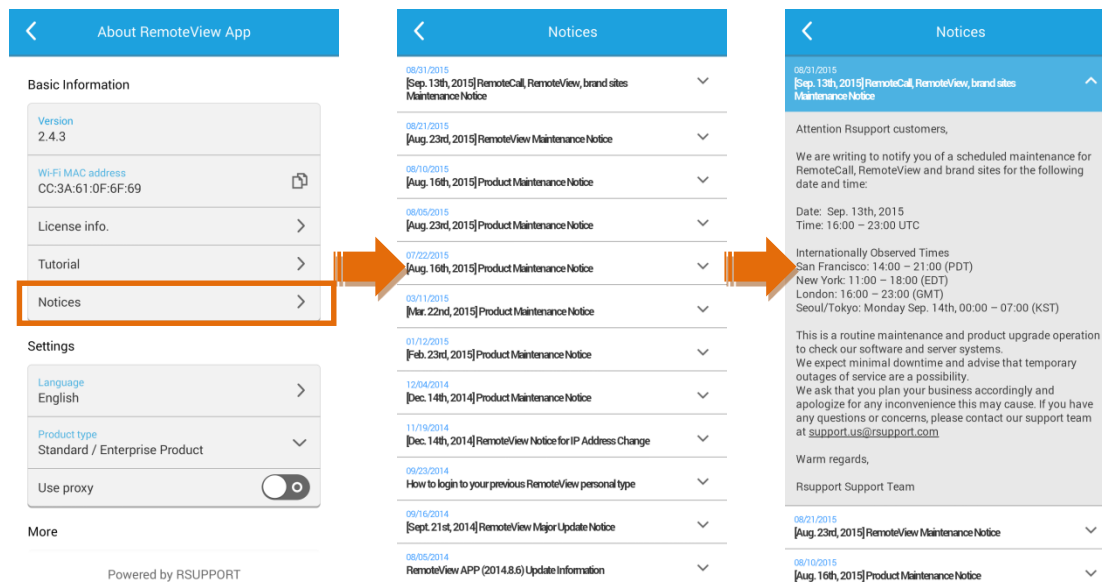
#### 4.4.1.4. Tutorial

- Tap on the Tutorial to view the initial tutorial screen.



#### 4.4.1.5. Notices


- Tap on Notices to view the list of mobile specific notifications. Press the topic to read the full text.



#### 4.4.2. Settings

##### 4.4.2.1. Language

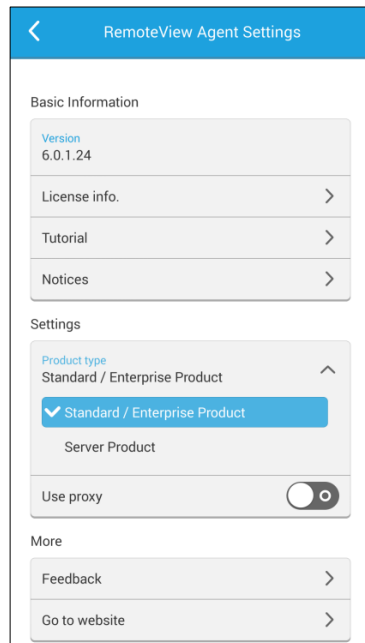
- RemoteView supports English, Korean, Japanese and Chinese (simplified, traditional). RemoteView follows the device's language.

 **Note:** Change RemoteView's language by changing the mobile device's system language.

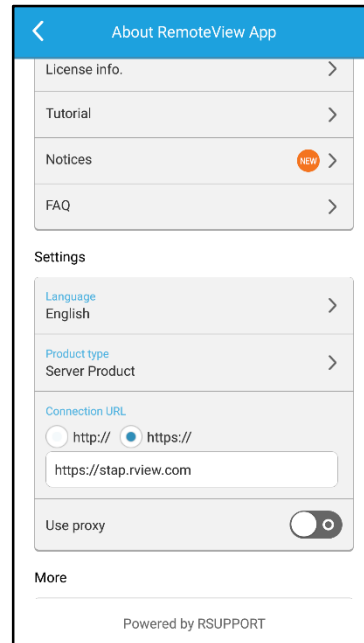


#### 4.4.2.2. Product type

- Shows the current product type.
- Tap on Product Type to switch between Personal, Business and Server version.
- Enter the extra information for Business (company info) and Server (server address).



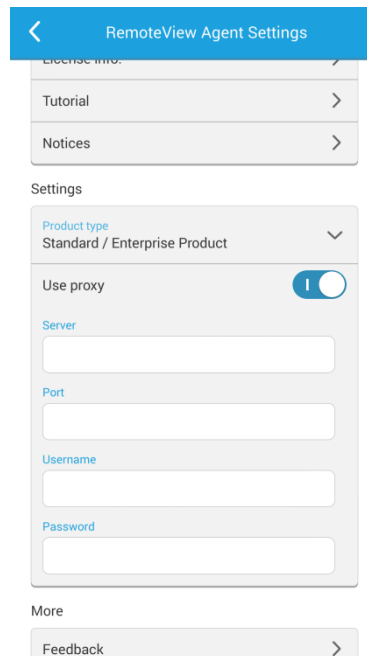
<Settings>



<Server>

#### 4.4.2.3. Use Proxy

- Tap on Use Proxy to enable the use of proxy server.
- Once enabled, enter the proxy server's information.



#### 4.4.3. More

##### 4.4.3.1. Tell a Friend

- By email, you can easily recommend RemoteView Mobile iPhone to your others.
- The recipient of the email will be able to download RemoteView for Android by tapping the download link, and also get more information by tapping Homepage link.

##### 4.4.3.2. Feedback

- Use this option to send comments and feedbacks to Rsupport.

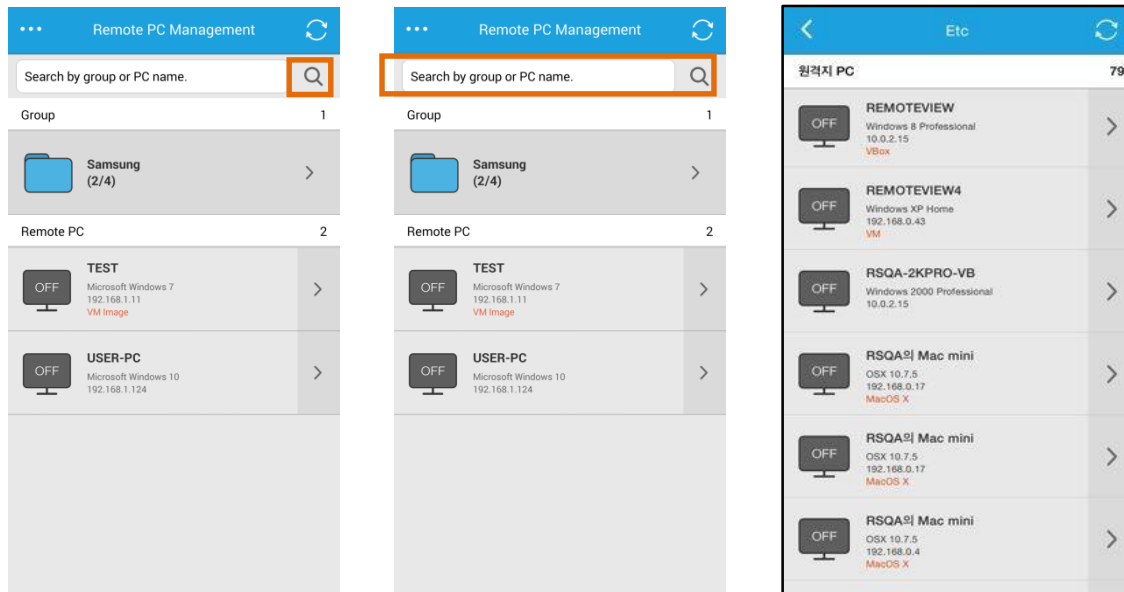
##### 4.4.3.3. Go to the Website

- Tap Go to Website and it will take you to RemoteView's mobile website.





## 4.5. List of Remote PCs


### 4.5.1. List of Remote PCs

- PCs with the agent installed will be listed individually and/or in groups.
- On the top, it displays the total number of groups and PCs, and the type of virtual PC (VMWARE, Hyper-V / Virtual PC, VirtualBox, Xen).



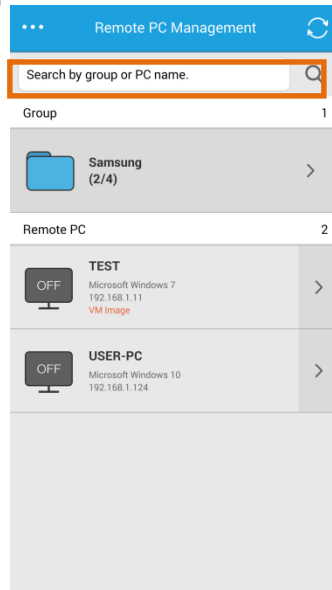
- Icons are changed according to the remote PC's status. Refer to the table below:

Icon	Description
	Agent or Remote PC is turned off. Remote connection cannot be established.
	Agent and Remote PC are online. Remote connection can be established.
	License term is expired
	It is not inactive (License limit exceed to max of numbers)


- Press () to refresh the status of the remote PCs.

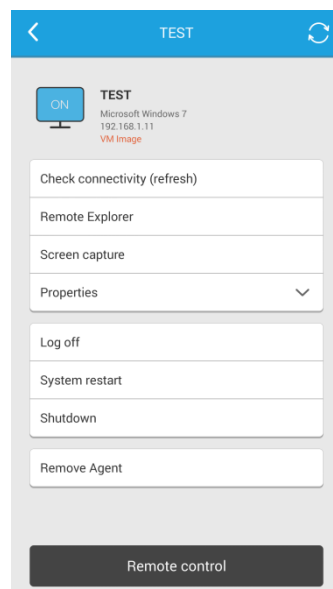
### 4.1.2. Search

If you have a large number of registered computers on your account, use the Search function to find a specific computer. Pan the screen up to find the Search box.

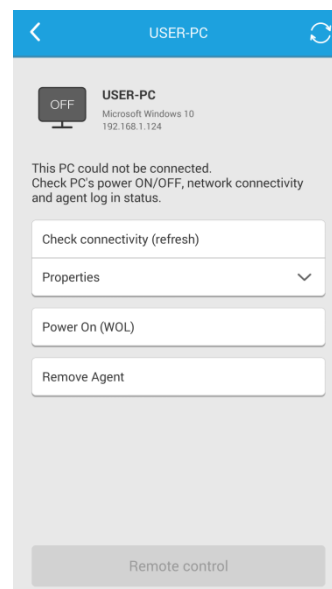


### 4.1.3. Menu

Tap the  button to the right of the registered computer to bring up the Remote Options Menu. Initiate remote control, take a remote screenshot, remotely shutdown the system, remove the agent from the computer, and view the computer properties.



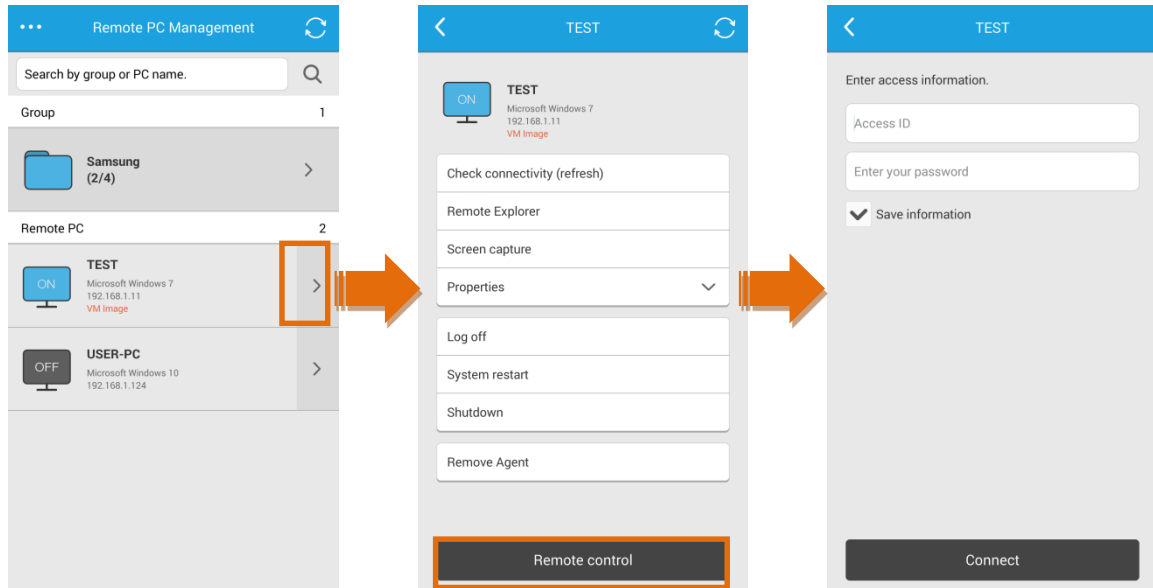
<Agent ON>



<Agent OFF>


#### 4.5.3.1. Remote Control

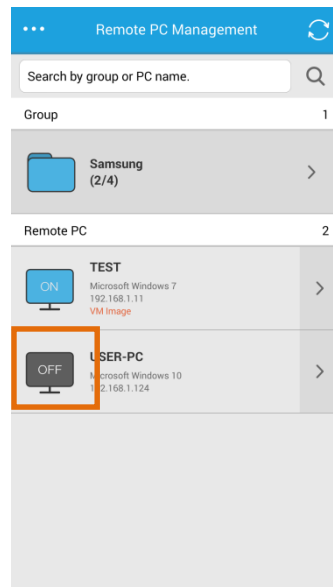
Access the Remote Options Menu and tap “Remote Control” to bring up the Login Screen. Enter your RemoteView account information and tap “Connect” to initiate a remote session.



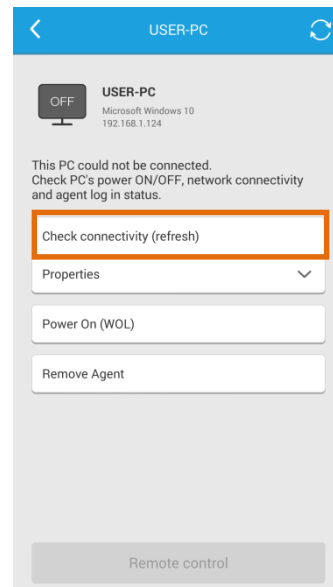
#### 4.5.3.2. Check connectivity (refresh)

There are multiple ways to update the remote agent's connection status.

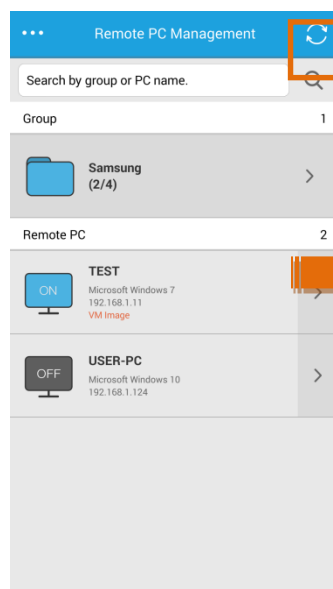
- Select the icon of the PC with OFF status.
- Press 'Check connectivity (refresh)' from the menu.
- Press the Refresh () button from the top-right menu.
- Drag the PC from left to right



<A>



<B>



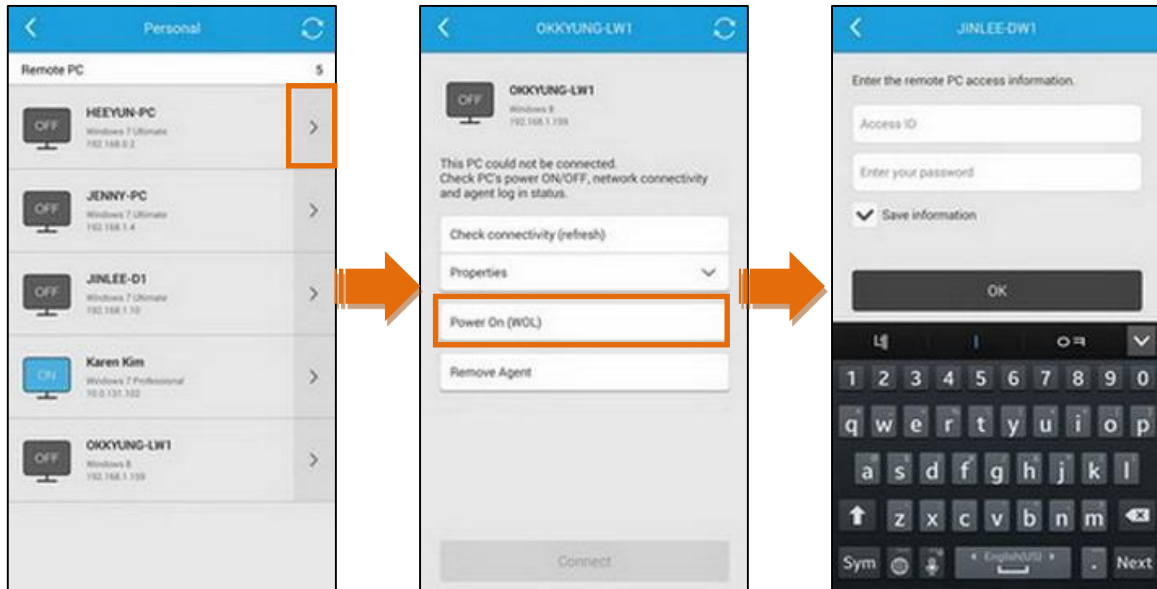
<C>



<D>

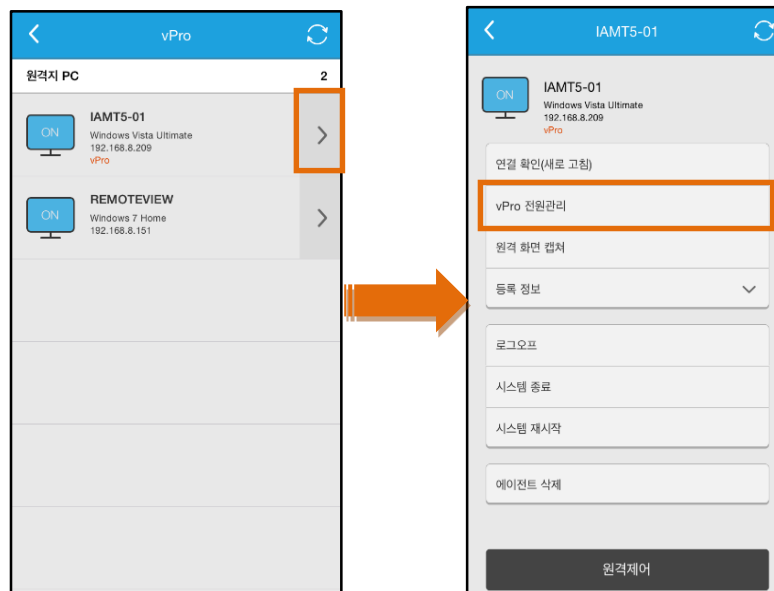
#### 4.5.3.3. Turn on PC (WOL)

Access the Remote Options Menu and tap “Turn on PC (WOL)” to remotely power on the specified computer. Enter your RemoteView account information and tap “Connect” to turn on the remote computer and initiate a remote session.



#### 4.5.3.4. vPro Power Management

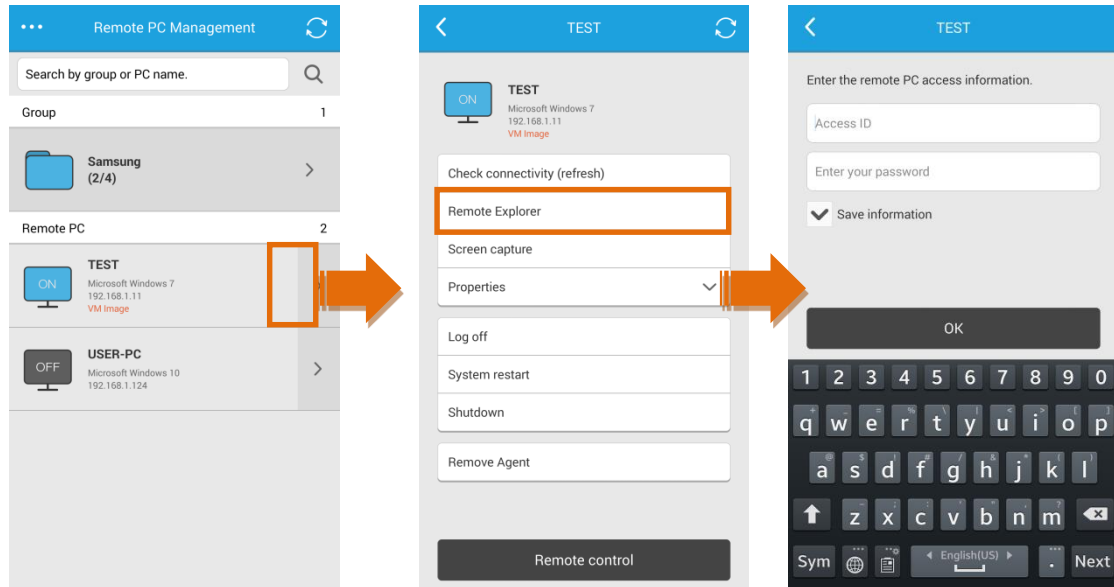
Access the Remote Options Menu and tap “vPro Power Management” to remotely power on the selected computer using Intel’s vPro technology. Enter your RemoteView account information and tap “Connect” to turn on the remote computer and initiate a remote session.



**Note:** For more information on vPro Power Management, please refer to section 4.6

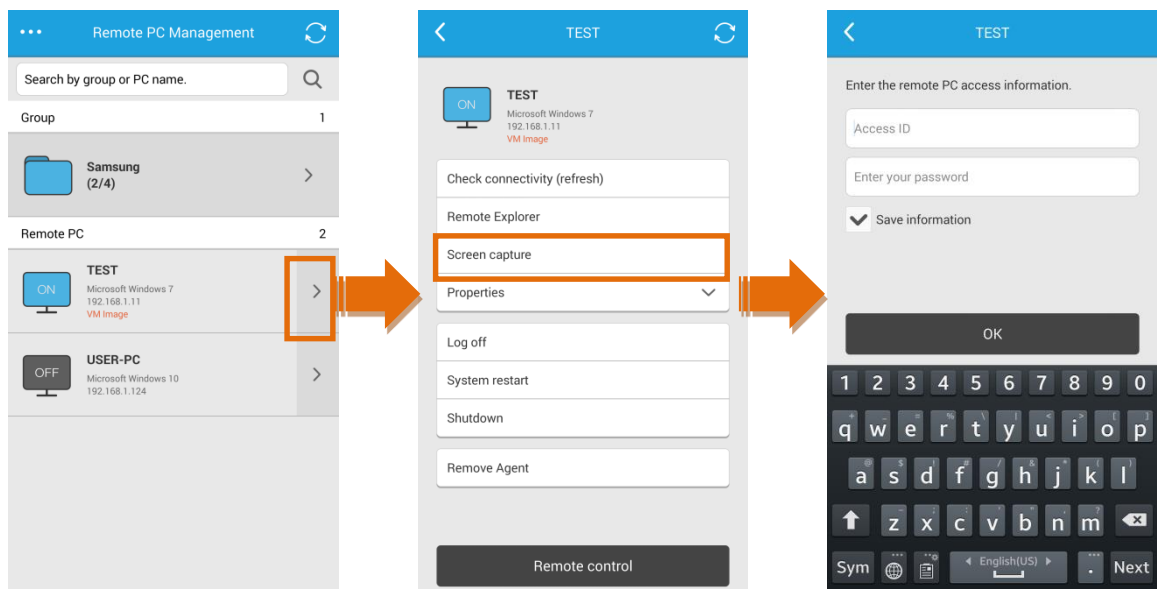
#### 4.5.3.5. Remote Explorer

Access the Remote Options Menu and tap “Remote Explorer” to bring up the Login Screen. Enter your RemoteView account information and tap “Connect” to explore the selected computer remotely.



#### 4.5.3.6. Remote Screenshot

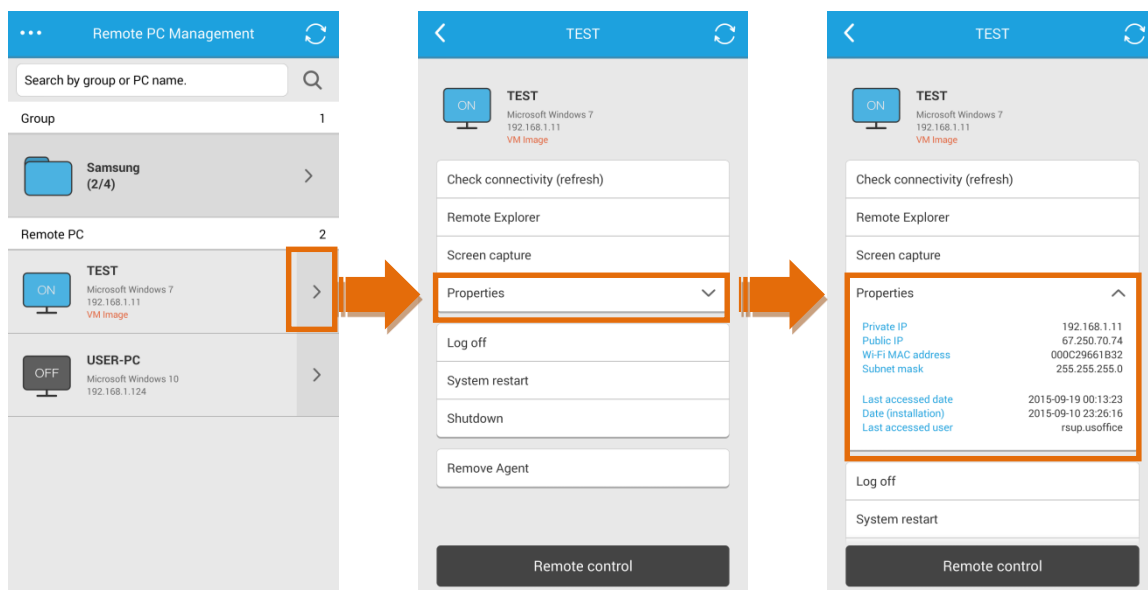
Access the Remote Options Menu and tap “Remote Screenshot” to take a screenshot of the selected computer’s screen. Enter your RemoteView account information and tap “Connect” to connected to the selected computer and take a screen shot.





#### 4.5.3.7. Properties

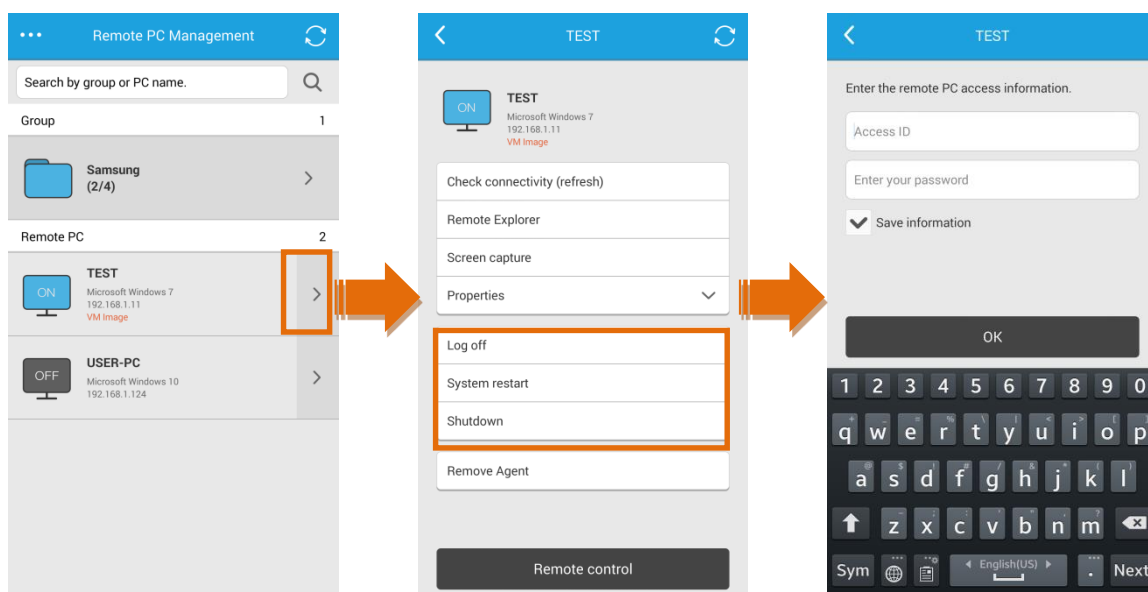
Select the Properties option to view the remote PC's information. Properties information includes network IP, last connected date/time and user.



#### 4.5.3.8. System Log Off / Restart / Shutdown

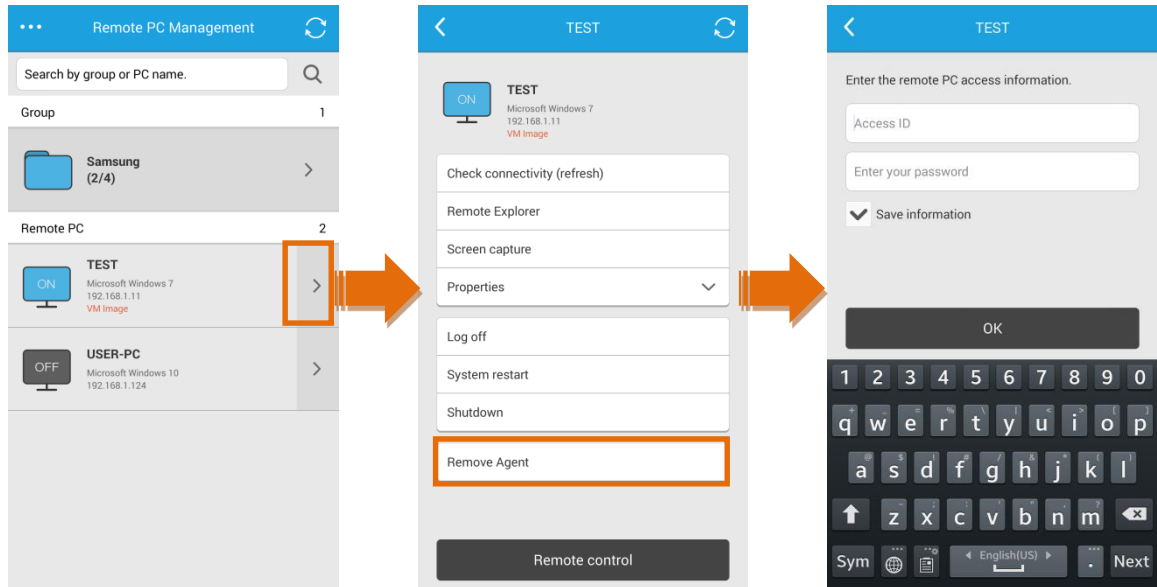
- Log Off
- Shutdown
- System Restart

Selecting one of these functions will direct you to the Login Screen. Enter your RemoteView account information and tap "Connect" to get connected and execute the selected function.



#### 4.5.3.9. Remove Agent

Access the Remote Options Menu and tap on “Remove Agent” to uninstall and unregister the selected computer from your account. Enter your RemoteView account information and tap “Connect” to remove the RemoteView agent from the selected computer.

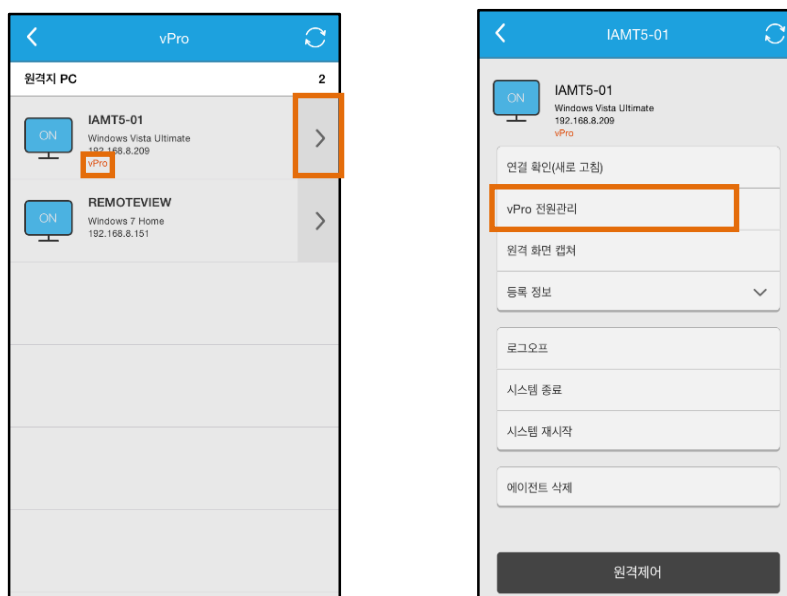


## 4.6. vPro Power Management

A PC with vPro support can be shutdown and powered up remotely. In order to use vPro feature, Intel vPro must be installed in the motherboard. Also, as direct control of vPro is not possible through the mobile device, a vPro accessible PC must be available in the same network.

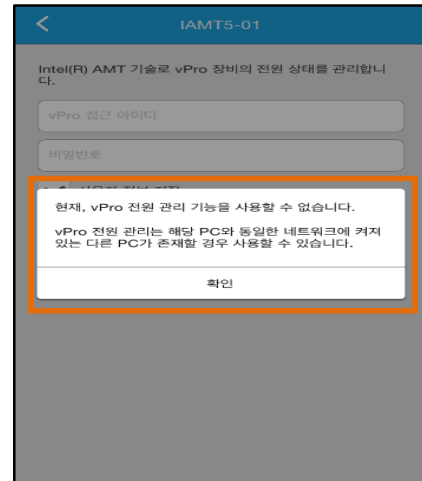
**vPro Supported Products:** RemoteView 5.0 Server, RemoteView Season 2 ASP Premium, RemoteView Season 2 Server

**Note:** To use the vPro Power Management feature, the selected computer must have the Intel® vPro Technology built into 3rd generation Intel® Core™ vPro™ processor family, the Intel® Xeon® processor E3-1200 v2 family, Intel® chipsets, and network adapters. If the selected computer does not have Intel® vPro Technology, the option will not be available with the Remote Options Menu.



Tap on vPro button to get into PC power management menu.

Menu	Description
<b>ID</b>	Enter vPro ID
<b>Password</b>	Enter vPro Password
<b>Gateway</b>	Enter the name of the Gateway from internal network.
<b>Power Management</b>	Power Management Options (Restart, Power ON / OFF)
<b>Run</b>	Performs the selected command.



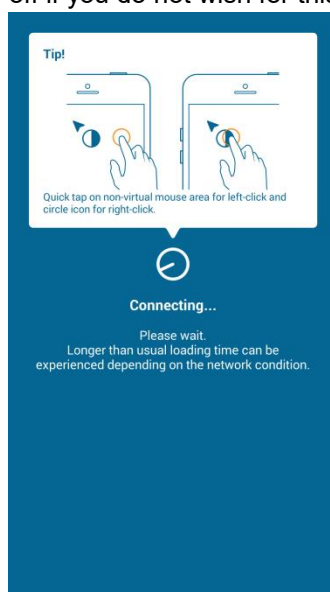
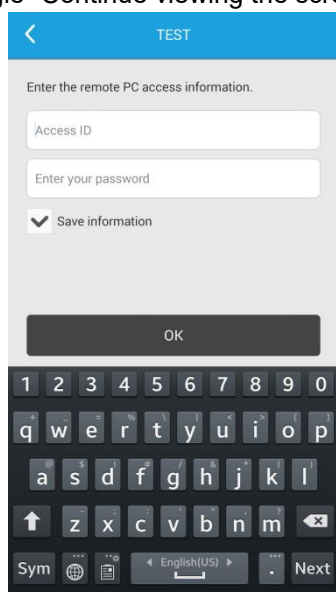
※ Warning: Active programs won't properly close before restarting or shutting down Windows when using the vPro Power Management feature. This may result in data loss depending on the running applications so use the vPro Power Management feature with care.

## 4.7 Agent Login

Once you have logged in successfully, your registered computers and management groups will be listed.

Tap on the remote computer and log in by entering your User ID and Password. If this is the first time you are logging in, the RemoteView Quick Guide will be displayed for you. This screen contains the basic gestures used to remote control your selected computer.

Toggle “Continue viewing the screen” off if you do not wish for this guide to be displayed in the future.




<Tip>




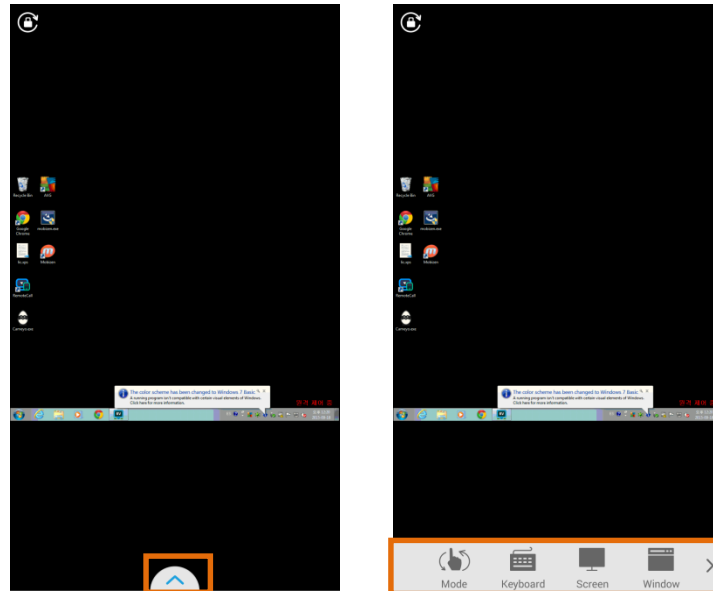
<Help>

※ Warning: Using your 3G data plan may incur additional data fees from your cell phone carrier.

## 5. Viewer features

Once the remote session has been established successfully, use your finger as the mouse and tap on the remote desktop to bring up the Remote Control Icon .




Tap  icon or menu key to bring up the Remote Control Menu.

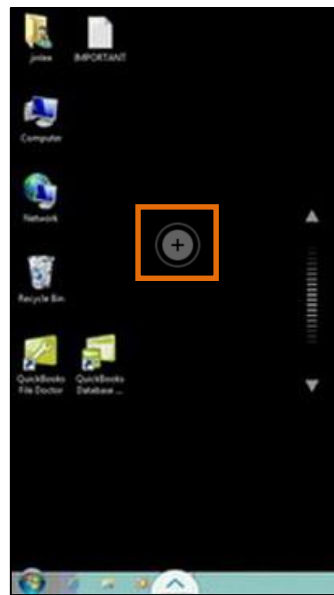


 Note: tap on the screen or menu key to hide the menu window.

### 5.1. Mouse Control

#### 5.1.1. Touch mode / Virtual mode

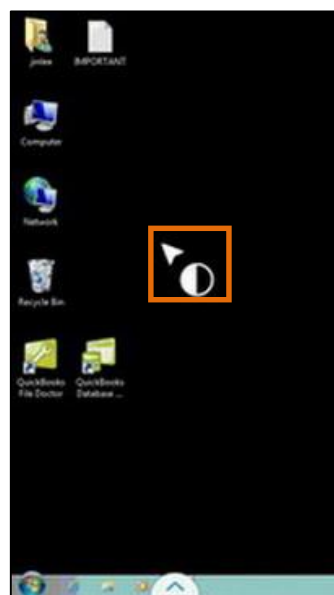
- By default, the cursor is not shown on the screen, and tap the screen to show (  ) for 1 second.
- While in touch mode, press (  ) to switch to virtual mode. Refer to the tips on the screen.
- While in virtual mode, press (  ) to switch back to touch mode.



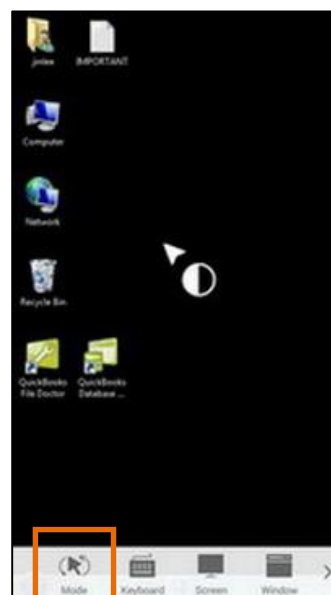
<Touch mode>



<Switch to virtual mode>






<Virtual mouse mode>







<touch mode>

## 5.1.2. Touch mode/ Virtual mode

Event	Instruction	
	Touch mode	Virtual Mouse mode
<b>Cursor</b>	Hidden (  displayed when touched)	
<b>Left-Click</b>	Tap one time with one finger	Tap the screen in area other than the cursor with 1 finger. 1) Tap the screen with one finger 2) Tap the screen in any area other than the cursor and hold for approximately 2 seconds. 3) Tap the screen in any area other than the cursor with 2 fingers.
<b>Right-Click</b>	1) Tap and hold 2 sec with one finger 2) Tap with two fingers	
<b>Double-Click</b>	Quickly tap twice with one finger.	
<b>Zoom IN / Out</b>	Drag two fingers closer and further to zoom in and out	
<b>Move Screen</b>	Drag the screen with one finger.	Move the cursor to the right or left edge of the screen.
<b>Mouse Drag</b>	Tap and hold the screen for 0.5 sec and drag	Tap and hold until the cursor turns blue, then drag  .
<b>Window scroll</b>	1) Use the scroll wheel to scroll up / down 2) Tap with two fingers and drag up / down.	
<b>Windows 8 menu</b>	1) Switch to Metro UI / Desktop: drag up from bottom toolbar 2) Windows 8 right toolbar: drag from right edge to left	
<b>Switch display</b>	Tap and hold with three fingers and drag left/right	



## 5.2. Controlling the Keyboard

- Tap the  icon to bring up the virtual keyboard.
- Press  to switch to indirect input and  to display special characters. Tap the  icon to exit the Virtual Keyboard.








<Direct input>




<Indirect input>




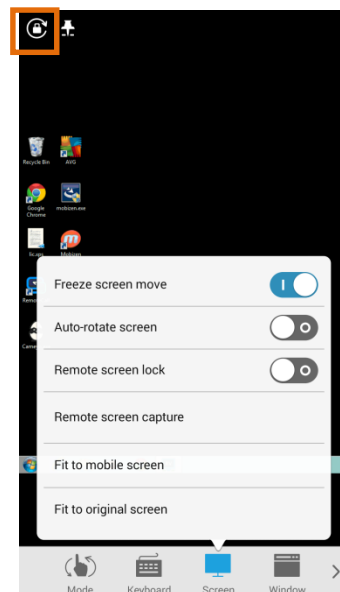
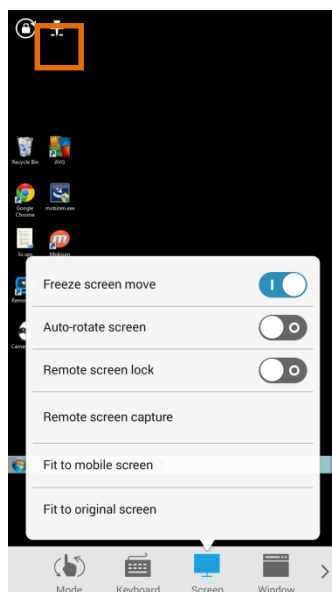
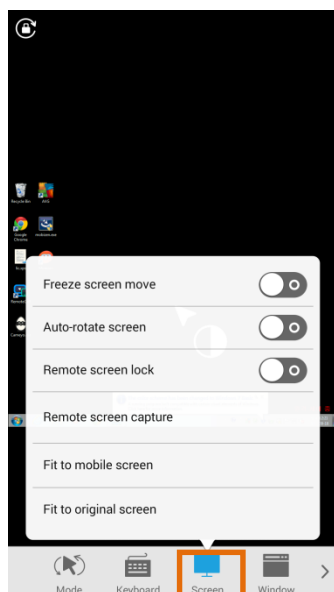
<Special keys>

Method	Description
<b>Direct Input</b>	Using the virtual keyboard, typed information is sent directly to remote PC. Send Windows hot-key using     buttons.
<b>Indirect Input</b>	Using the virtual keyboard, input text is typed into the editing window first and sent to remote PC by tapping on (  )

Note: when connected with a Mac PC,  is displayed as ,  is displayed as . Also, in the virtual keyboard  is displayed as  and  is displayed as .

### 5.3. Screen Control

- Tap the  icon to display options for display.



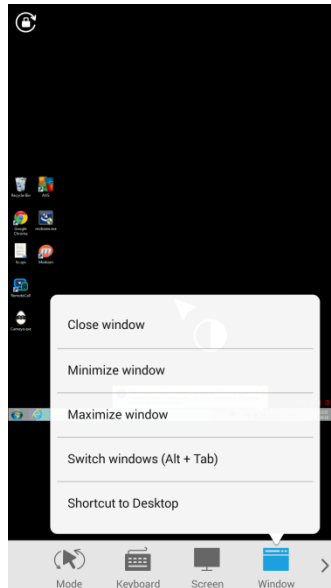
<Freeze screen move ON>

<Auto-rotate screen OFF>

Category	Menu	Description
Screen	Switch monitor	Switch the monitor you're viewing on the Remote PC.
	Freeze screen move (ON/OFF)	Lock or unlock the screen on the mobile device for more precise mouse control.
	Auto-rotate screen	Enable or disable screen rotate on the mobile device. <small>Not available on devices running Android OS 6.0 or later.</small>
	Remote screen lock	Lock the remote PC's screen during the session.
	Remote Screen Capture	Take a screenshot of the remote desktop.
	Fit to mobile screen	Fit the entire remote PC's screen on the mobile device.
	Fit to original Screen	Tap "Fit to original screen" to fit onto PC screen


## 5.4. Windows Control

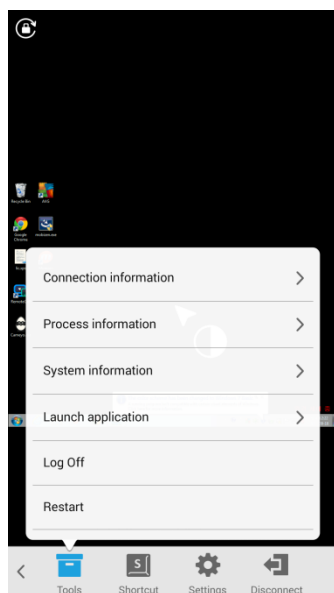
- Tap the  icon to display options for window control.



Category	Menu	Description
<b>Windows</b>	Close	Close the current window in the remote PC.
	Minimize	Minimize the current window in the remote PC.
	Maximize	Maximize the current window in the remote PC.
	Switch application	Sequentially rotates through the currently running applications/windows.
	Desktop	Access the desktop of the remote PC.

## 5.5. Tools


- Tap the  icon to display additional options for remote control



<Windows application shortcut>

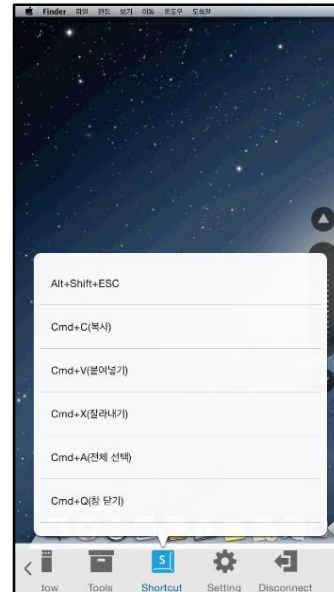
Category	Menu	Description
Tool	Connection Info	Displays network connection information between the PC and Android device.
	Process Info	Displays the active processes on the remote PC. You have ability to view and end running processes.
	System Info	Displays the remote pc's system information.
	Launch Application	Launch most frequently used programs quickly. If the program is not listed, then enter it manually.
	System Log off	Logs off the remote PC. This will end the connection with the Android device.
	System Restart	Reboots the remote PC. This will end the connection with the Android device.
	System Shutdown	Shuts down the remote PC. This will end the connection with the Android device.

## 5.6. Shortcut

- Tap the  icon to display frequently used control shortcuts.



<Windows shortcut>

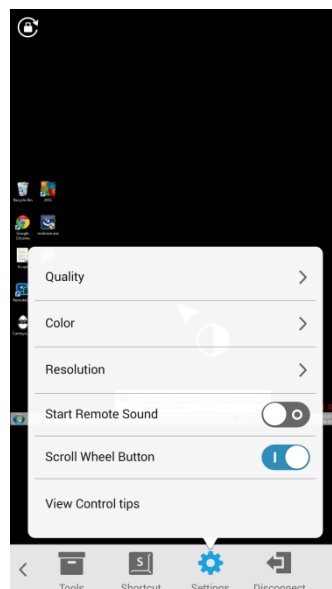


<Mac shortcut>

Category	Menu	Description
Shortcut	Ctrl+Alt+Del (Task Manager)	Alt+Cmd+ESC (Task Manager)
	Ctrl+C (Copy)	Cmd+C (Copy)
	Ctrl+V (Paste)	Cmd+V (Paste)
	Ctrl+X (Cut)	Cmd+X (Cut)
	Ctrl+A (Select All)	Cmd+A (Select All)
	Alt+F4 (Close)	Cmd+Q (Close)
	Win+D (Desktop)	F11 (Desktop)
	Win+L (System Lock)	
	Win+E (Explorer)	
	Win+R (Run)	Ctrl+Space(Search)
	Ctrl+Alt+Del(Task Manager)	Alt+Cmd+ESC(Task Manager)
	Ctrl+C (Copy)	Cmd+C (Copy)


## 5.7. Changing the Settings

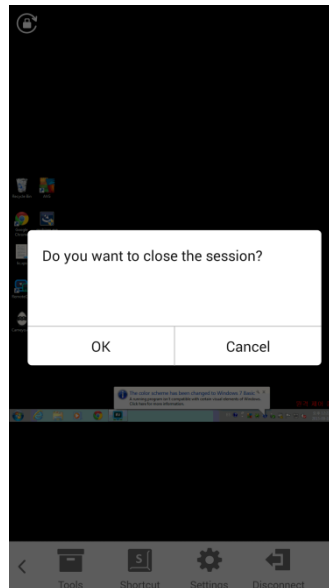
- Press  to enter the settings menu.



Category	Menu	Description
Setting	High Speed Control mode (On/Off)	Send the agent's screen in raw or compressed packets.
	Screen Color (2/8/16 bit)	Set the display color depth on the iPhone display. A lower number means lower color quality but faster connection speeds.
	Screen Resolution	Change the remote PC's screen resolution.
	Lock the remote screen (On/Off)	Lock the remote PC's screen during the session.
	View Control Features (On/Off)	Display the instructional screen every time you connect.
	View Control tips	View tips on how to navigate with your fingers.

## 5.8. Disconnecting

- Tap the  icon to terminate the remote session and go back to agent's login screen.



## 5.9. Closing the RemoteView App

- Switch the program to the background by pressing Home button. Then press Home button 2 times to display the list of apps running in the background. Slide the app to end.



## 6. Multitasking during remote session

### 6.1. Using other applications during Remote Session

In order to use other application during a remote session, use the “Back” button to exit the application, or press Home button to send RemoteView for Android to the background.

※ **Warning: Using your 3G data plan and sending an application to the background may incur additional data fees from your cell phone carrier.**

### 6.2. Receiving Phone Calls during remote session

During a remote session, if an incoming call is detected, the remote session will be sent to the background. The user can tap on RemoteView icon to restore the session.

### 6.3. Receiving SMS during remote session

In order to view SMS message during a remote session, use the “Back” button to exit the application, or press Home button to send RemoteView for Android to the background.

👉 **Note:** depending on the mobile device’s setting, application might be sent to the background automatically when SMS message is received. The user can tap on RemoteView icon to restore the session.





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