RemoteView for iOS User Guide

RemoteView for iOS
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RemoteView App iPhone/iPad

Version 4.2.0

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Notes

☞ iPhone/iPad settings and remote control methods described in this manual are similar to the iPod Touch. Since the iPod Touch does not support 3G networks, remote connections cannot be established without a WiFi connection.

1. RemoteView for iPhone/iPad Overview

1.1   What is RemoteView for iPhone/iPad?

RemoteView for iPhone/iPad is an application that can be downloaded from the MAC App Store, used to quickly connect and control a *registered remote PC or Server.

Registered machines are those with the RemoteView 5.0 Agent program installed on their system.

1.2   Minimum Device & OS Requirements

	Minimum	Recommended
Operating System	iOS 6 or later	iOS 6 or later
Storage	10.3 MB	
Connection	3G, 4G LTE, WiFi	

1.3   RemoteView Agent Requirements

Windows Requirements:

	Minimum	Recommended
Operating System	Windows® Vista	Windows® Vista or later (32-bit or 64-bit)
CPU	Intel® Pentium™ 4 [1.4 GHz]	Intel® Pentium™ 4 [2.0 GHz]
Memory	256 MB RAM	512 MB RAM
Storage	50 MB available HD space	100 MB available HD space
Web Browser	Internet Explorer® 7.0 or later (32bit only)	Internet Explorer® 8.0 or later Firefox 3.5 or later Chrome 7.0 or later Safari 4.0 or later
Network	Modem, ADSL, LAN, Public IP, and Private IP (Wireless Networks Supported)	
Firewall	Outbound Ports 80(http) / 443(https) Open	

MAC Requirements:

	Minimum	Recommended
Operating System	Mac OS X 10.7	Mac OS X 10.8
CPU	Intel based CPU	
Memory	256 MB RAM	512 MB RAM
Storage	* RemoteView Agent not supported	
Web Browser	Safari 3.2 FireFox 3.0	Safari 4.0 FireFox 3.5
Network	Modem, ADSL, LAN, Public IP, and Private IP (Wireless Networks Supported)	
Firewall	Outbound Ports 80(http) / 443(https) Open	

2. Installing the RemoteView App for iOS

2.1 Installing from the mobile device

Connect to the App Store from your iPhone/iPad/iPad and search for the keyword "RemoteView" and follow the on screen instruction to install the product.

2.2 Installing via iTunes

Download and install iTunes onto a PC or Mac. Open iTunes and search for the keyword "RemoteView" and download the application. Once your Apple device becomes synced with iTunes, RemoteView will be downloaded and installed onto your device automatically.

3. Uninstalling RemoteView for iPhone/iPad

3.1 Uninstalling RemoteView from the Mobile Device

Press and hold the RemoteView icon for 2 seconds. Once the app icons start jittering, tap the "X" button to remove RemoteView from the mobile device. Tap the "X" button will prompt a confirmation message asking if you want to delete RemoteView. Tap "Delete" to continue and uninstall RemoteView entirely.

3.2 Uninstalling RemoteView through iTunes

Go to iTunes > Library > Apps > iPhone and use the App Manager to locate and remove RemoteView from your iOS device. Once you have successfully deleted RemoteView, click "Apply" to sync your device with iTunes and update your device with your newly applied changes.

4. Getting Started with RemoteView for iPhone/iPad

4.1 Launching RemoteView for iPhone/iPad

Tap the RemoteView icon from your home screen to launch the RemoteView application. Once RemoteView opens, select the appropriate service you signed up and tap "Next" to continue, and login.
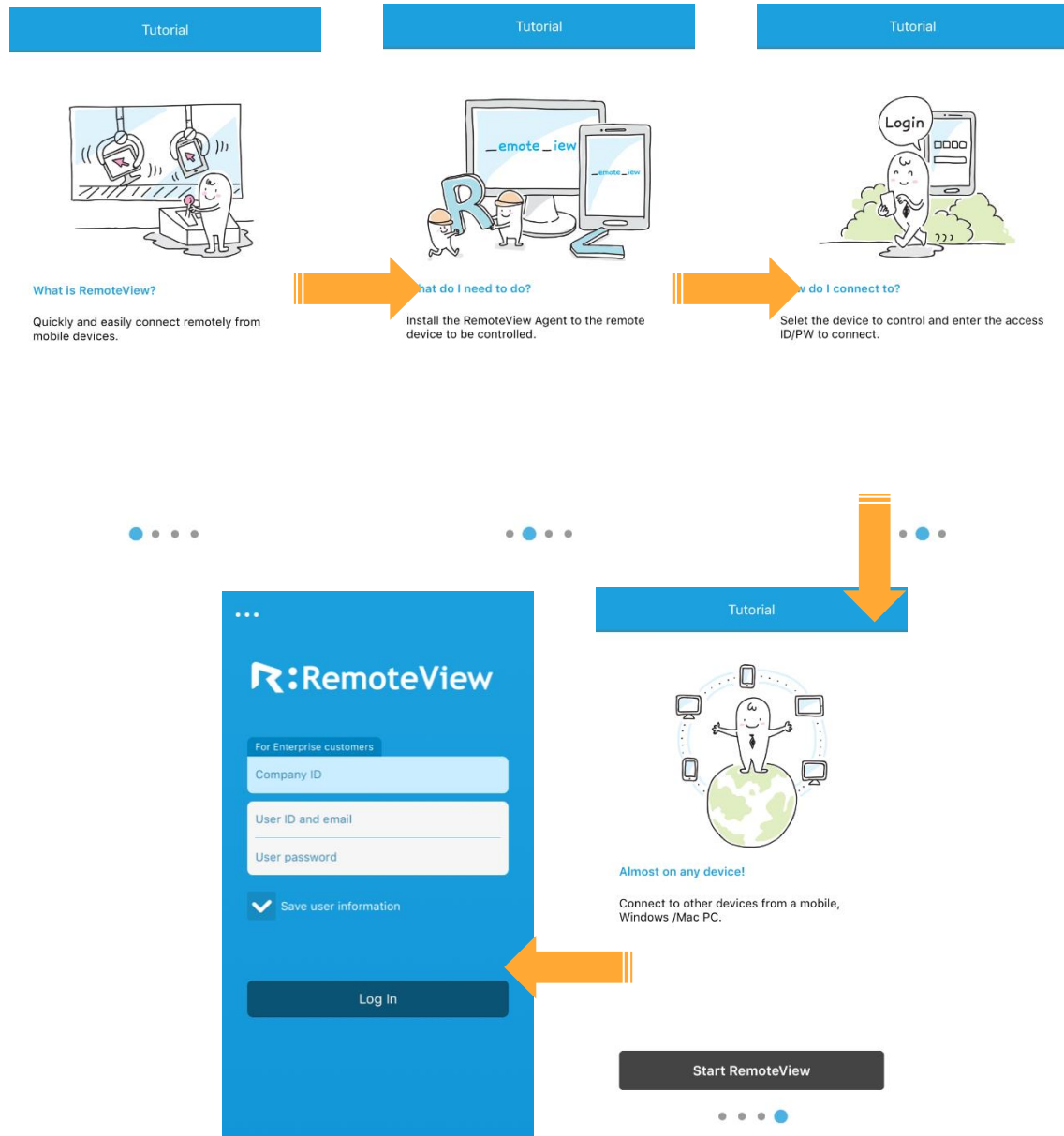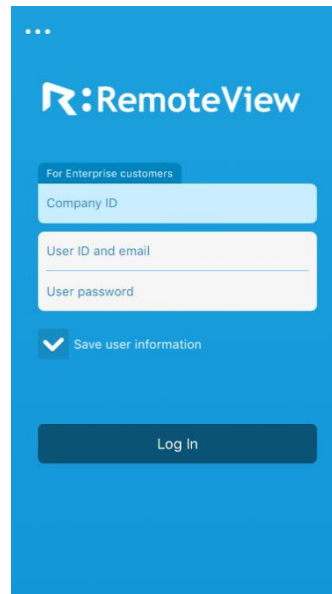
4.2 Logging into RemoteView

After launching the RemoteView app, enter the account information you used when setting up your account from the homepage (https://www.rview.com/) to login.

Enter your User ID and Password and tap "Login." Once you've successfully logged into your RemoteView account, you will see your Groups and registered computers listed.

Toggle "Save User Info" ON to store your account information for future use.

Note: *The RemoteView login information is case-sensitive so be sure to verify the information you entered if you fail to login.*

※ **Warning**: You may not be able to login or connect in areas with a weak or unstable network signal.

4.3.   2-Step Authentication, Google OTP (One Time Password)

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\>
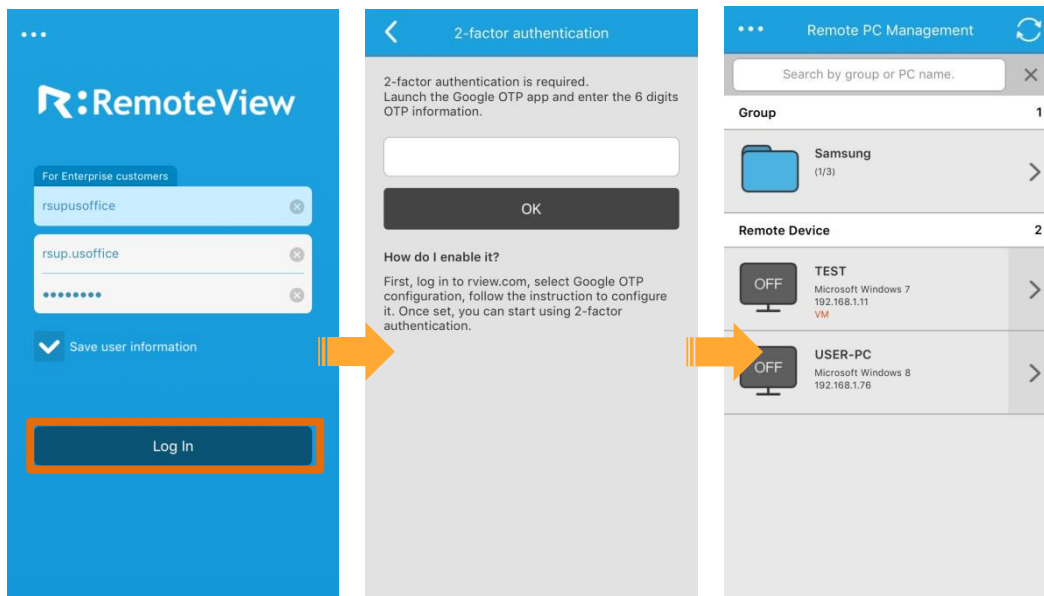
*These are set options for RemoteView Enterprise licenses.

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

4.4 RemoteView for iPhone/iPad – About Menu

Tap [...] at the top left-hand side of the Login Screen to access the About Menu.

Here you'll see App Version, License Info, MAC Address, Tutorial, Notices, as well as a Settings Menu. Settings include Language, Product Type (Personal, Business, and Server) and Proxy Information.

Tap ◁ to exit the About Menu.
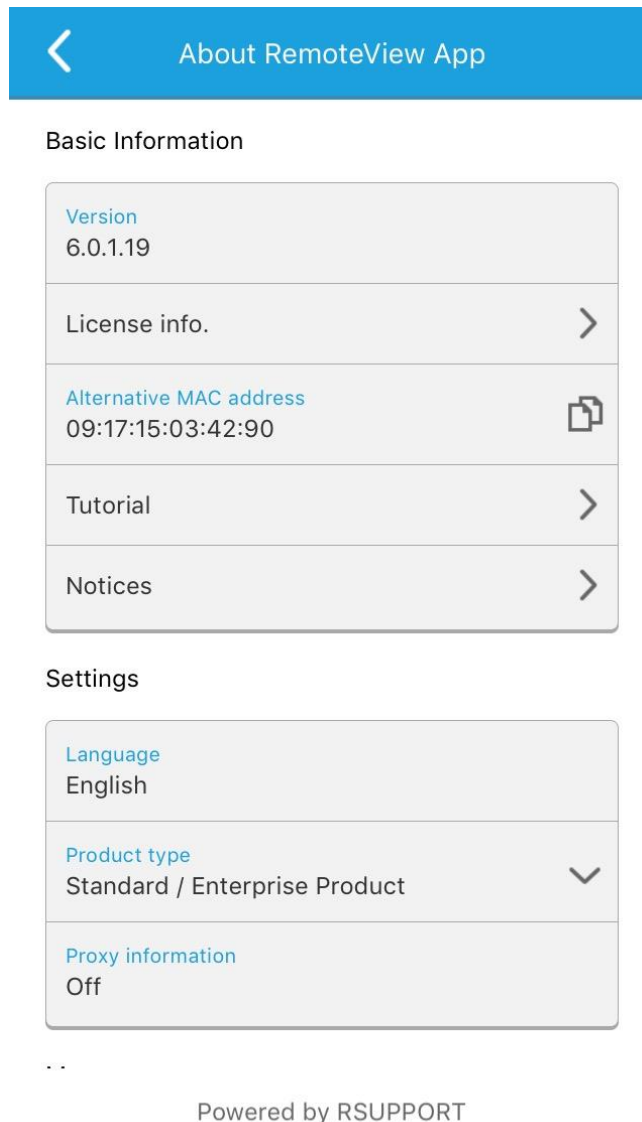
4.4.1 Basic Information

4.4.1.1 App Version

This displays the version of the installed RemoteView app.
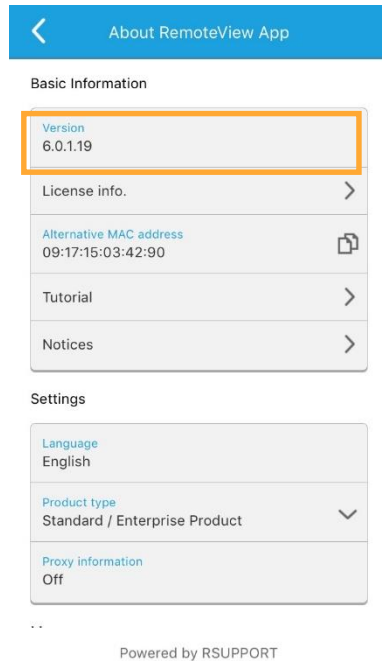
4.4.1.2 License Version

Tap 'License Info' to view the RemoteView Open Source Agreement. Tap ◁ to go back to the About Menu.
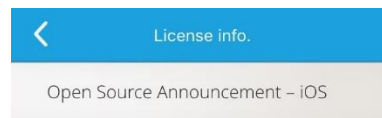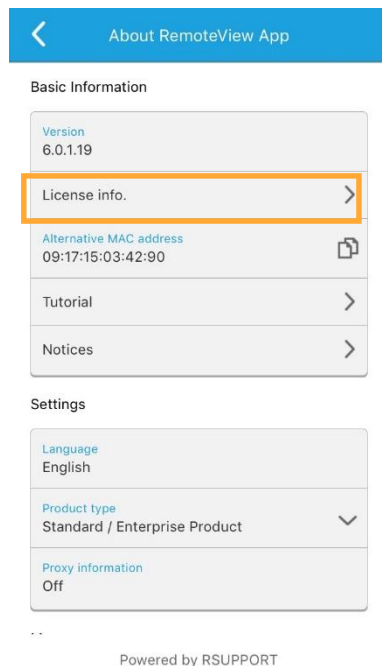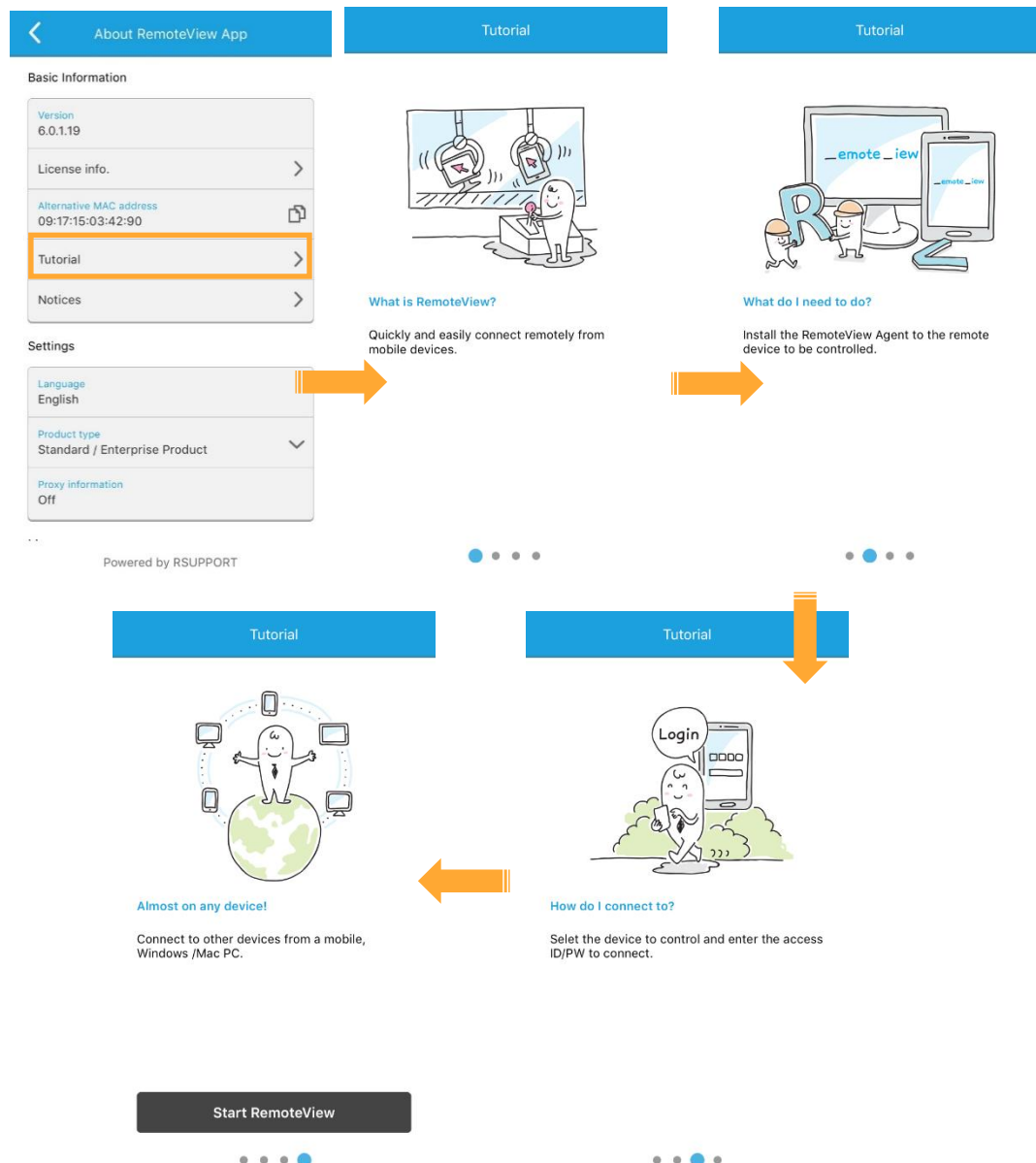
4.4.1.3 Mac Address

The iOS device's MAC address will be displayed here. Tap to copy the MAC address onto the clipboard.
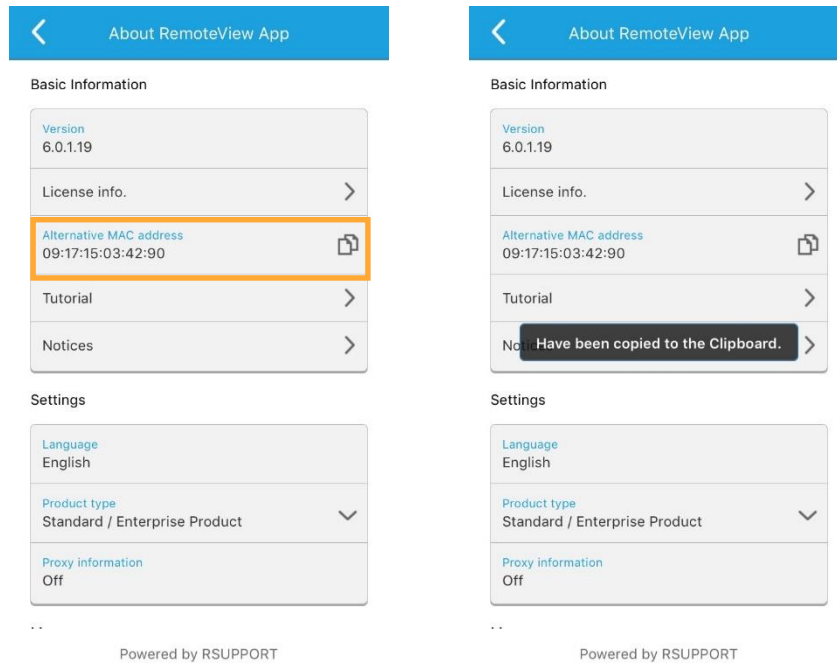
Note: *For devices running iOS 7 or later, RemoteView for iOS will provide an alternate MAC address. The MAC address listed here can be used to additional setup security settings within RemoteView.*

4.4.1.4 Tutorial

Tap 'Tutorial' to view the tutorial again.

4.4.1.5 Notices

Tap 'Notices' to view a list of all notices that have been posted for RemoteView. Tap on a specific notice to view additional information.

4.4.2 Settings

4.4.2.1 Language Settings

The RemoteView app for iPhone/iPad currently supports English, Korean, Japanese, Chinese (Simplified), and Chinese (Traditional).

The display language will correspond with the language that is used within iOS. To change the iOS display language, follow the steps below:

Navigate to Settings > General >Language & Region. Select the desired language and tap 'Done' to apply changes, if you choose to change the language.
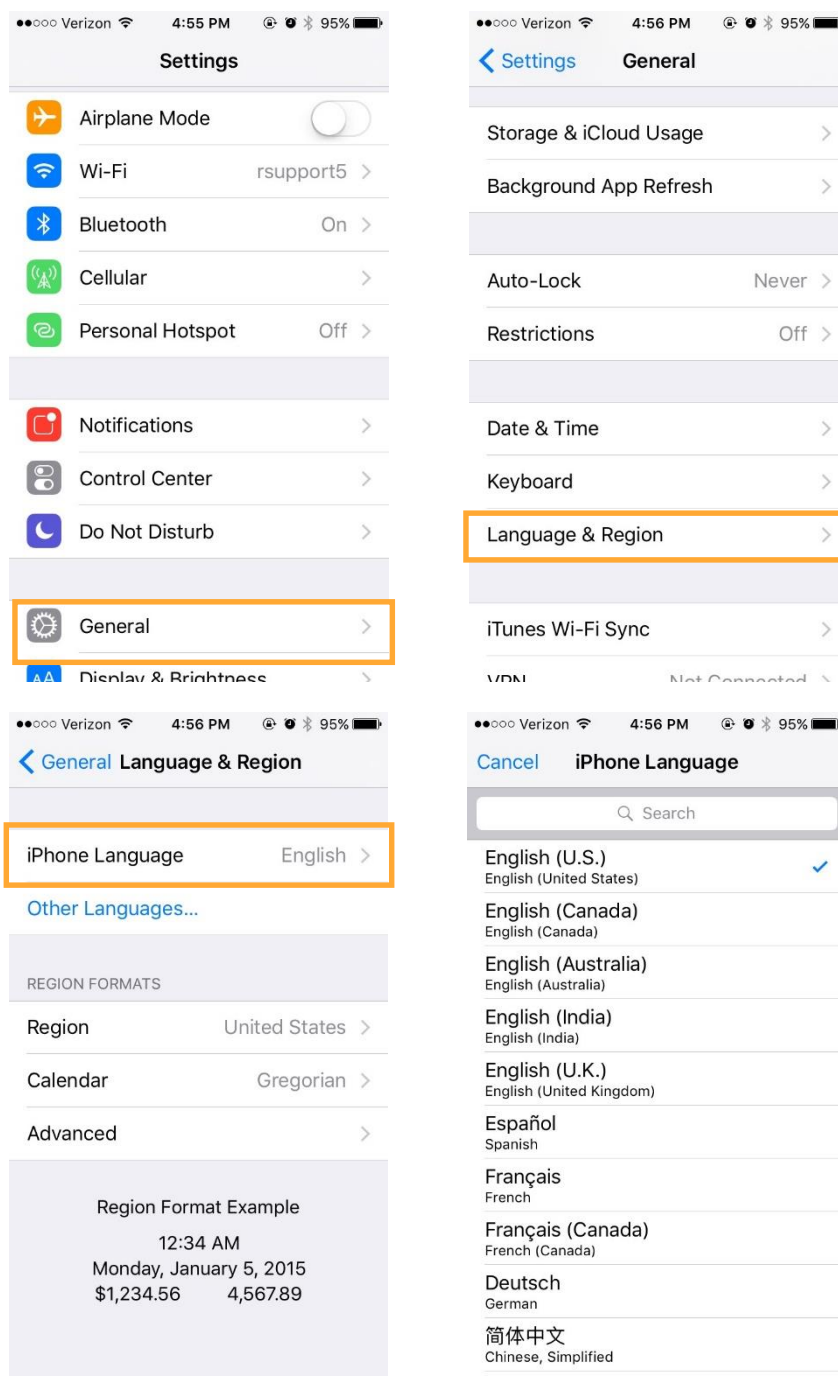
4.4.2.2 Product Settings

Select the appropriate RemoteView Product (Standard/Enterprise or Server) you have signed up for.

**Note:** *It is not recommended you edit the Server Address Settings unless specifically instructed by an Rsupport representative.*
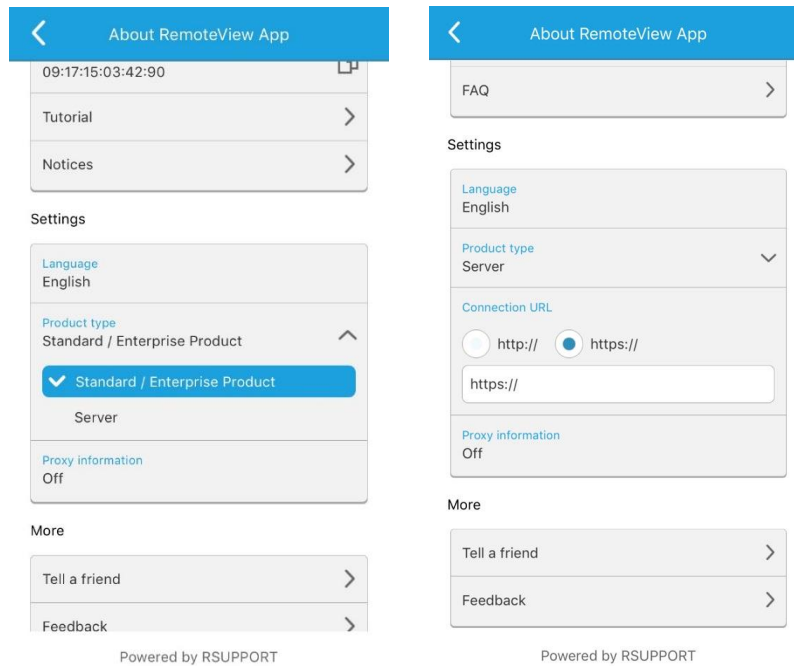
4.4.2.3 Proxy Information Settings

To connect through a proxy server it must be configured within your iOS device.

Navigate to Settings > Wi-Fi > Network Name > HTTP Proxy > Manual. Enter the necessary information and follow the steps below to connect through the proxy server.
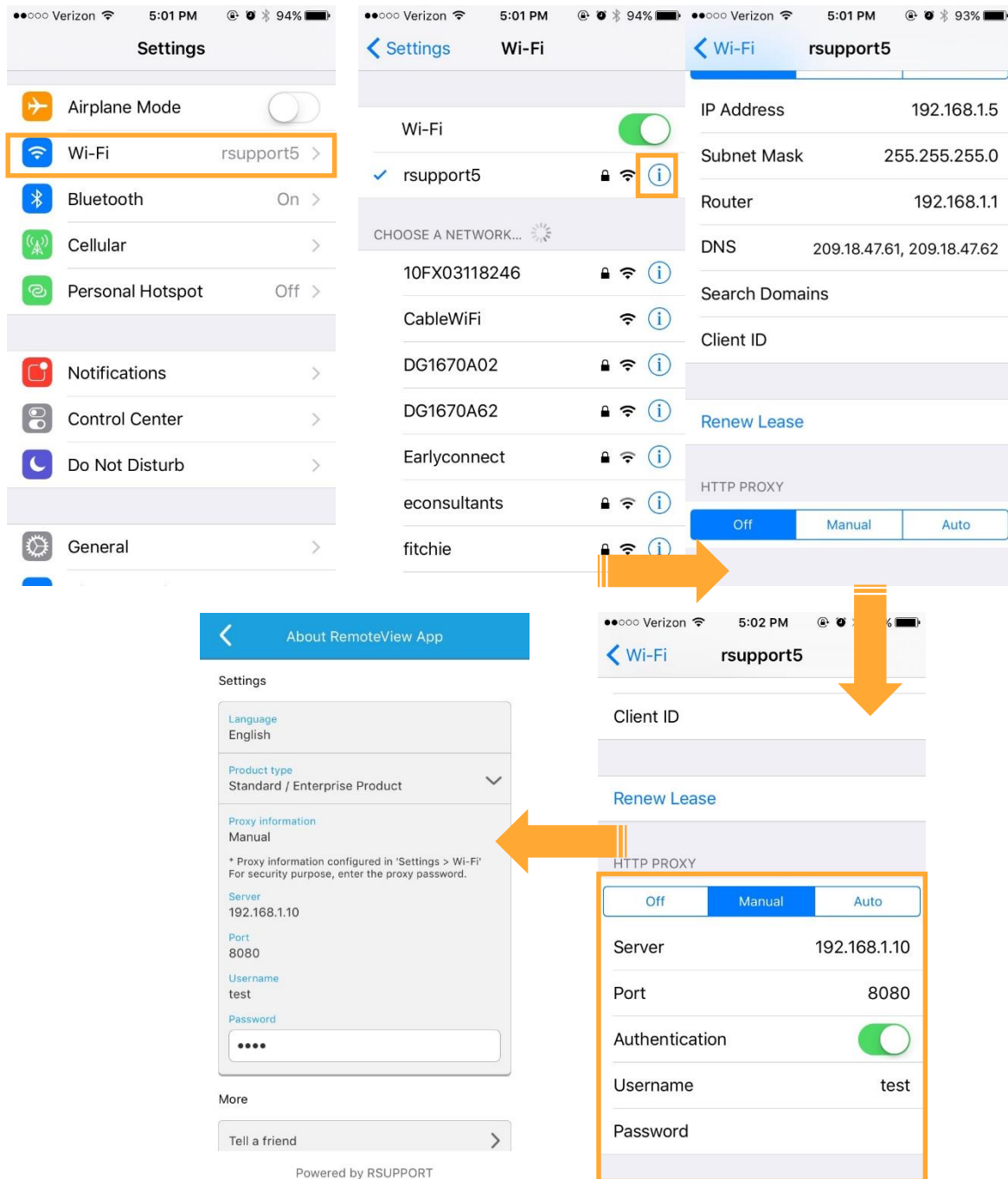
4.4.3　More

4.4.3.1 Tell a Friend

Tell your friends about RemoteView for the iPhone/iPad by sending them an email. Tap "Tell a Friend" in the About Screen to send them a pre-written email, or write your own message.

The recipient will be able to download the RemoteView Mobile app from iTunes by clicking the download link and learn more about RemoteView by selecting the links below.
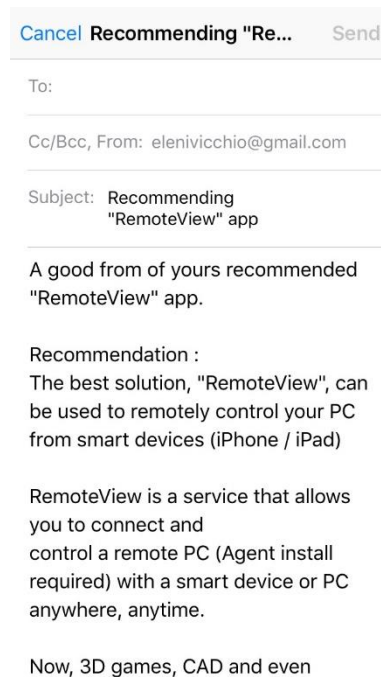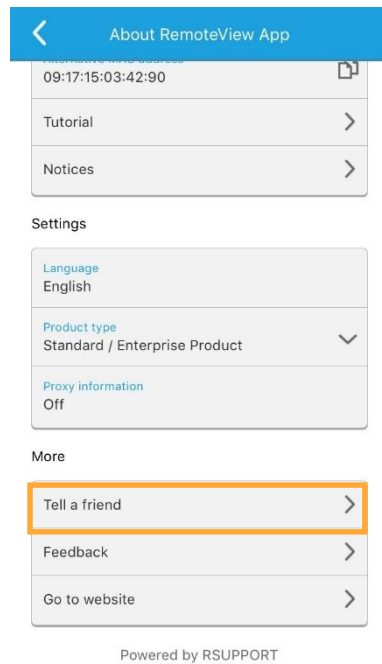
4.4.3.2 Feedback

Contact RemoteView support directly by sending us a comment. If you ever experience any difficulty while using RemoteView, simply tap 'Feedback'.
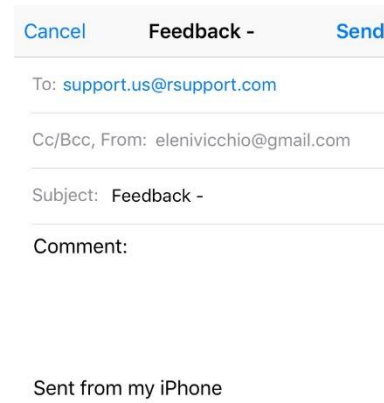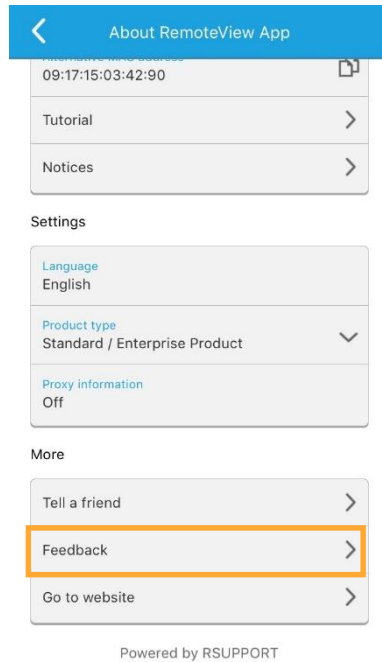
4.5   List of Remote PCs

4.5.1   Registered PCs

After a successfully logging into the RemoteView app, a list of registered computers will be displayed individually, or in groups. Total number of PCs and groups are shown on the top.

The RemoteView will display Virtual environments if the RemoteView Agent program has been installed into one. VMware (VMware. Inc.), Hyper-V / Virtual PC (Microsoft), Virtual Box (Oracle), Xen (Citrix) and more are all compatible with RemoteView for the iPhone/iPad.
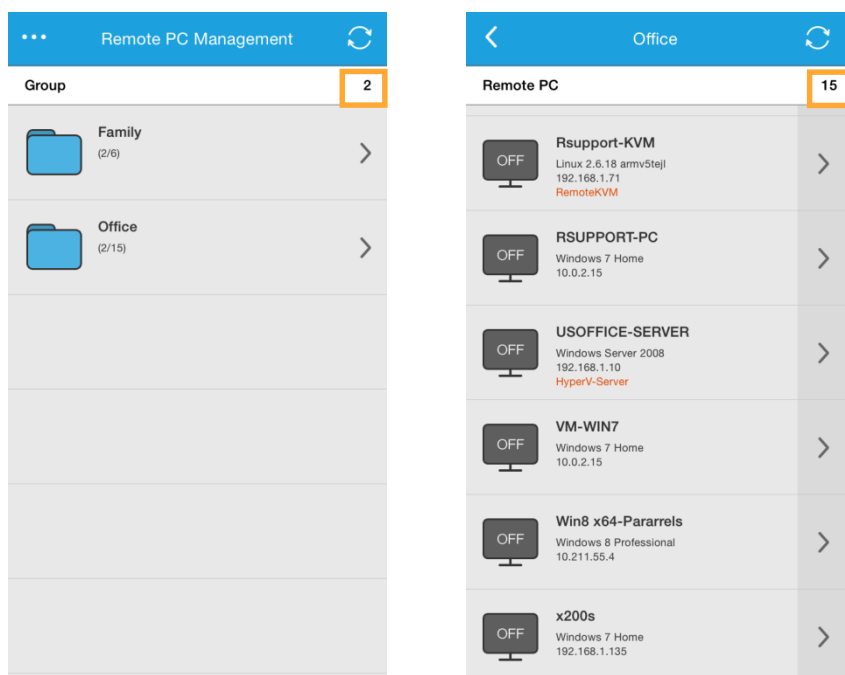

Please refer to the icons below to check the status of your remote registered computers.

Icon	Description
OFF	Agent or Remote PC is turned off. A remote connection is unable to be established.
ON	Agent and Remote PC are online. The remote computer is ready for remote connection.
ON ⚠	RemoteView license has expired. A remote connection is unable to be established.
ON 🔒	The maximum number of registered computers has been exceeded. A remote connection is unable to be established.

Tap to refresh the status of the remote computers.

4.5.2 Using the Search Function

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.
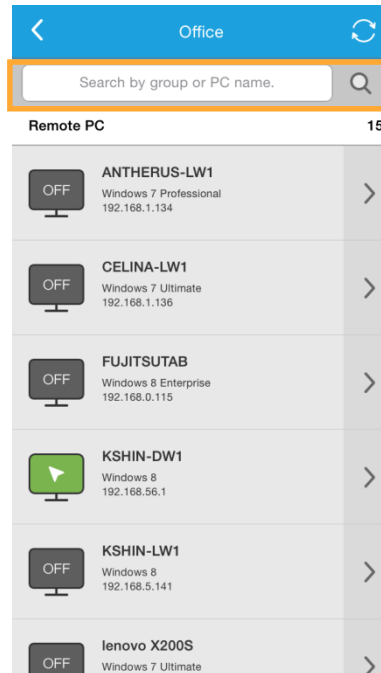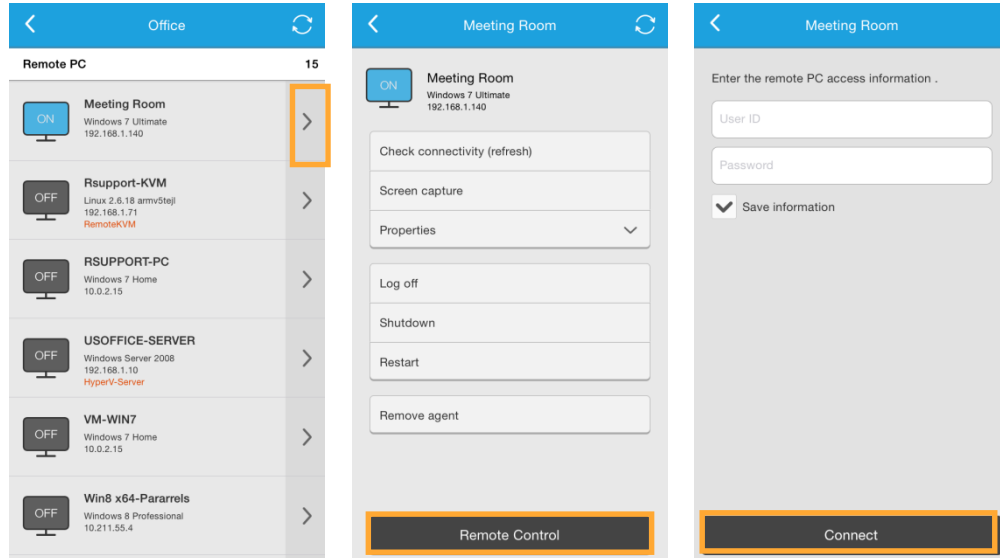

4.5.3 Remote Options

Tap [>] on the right of the registered computer to bring up the Remote Options Menu. Check connectivity, take a remote screenshot, view system properties, log off, shutdown, or restart the remote computer.
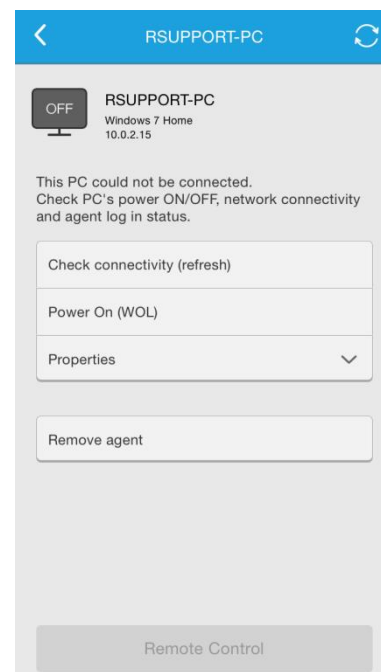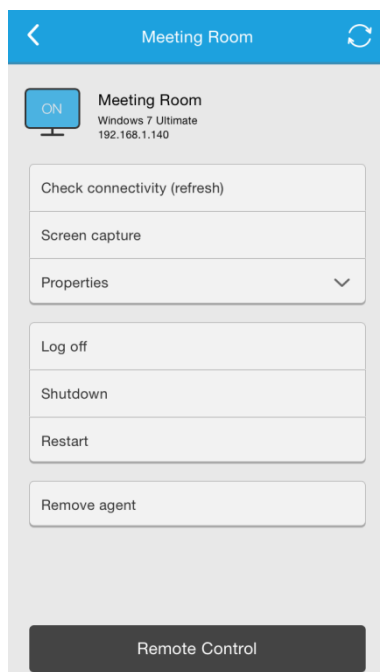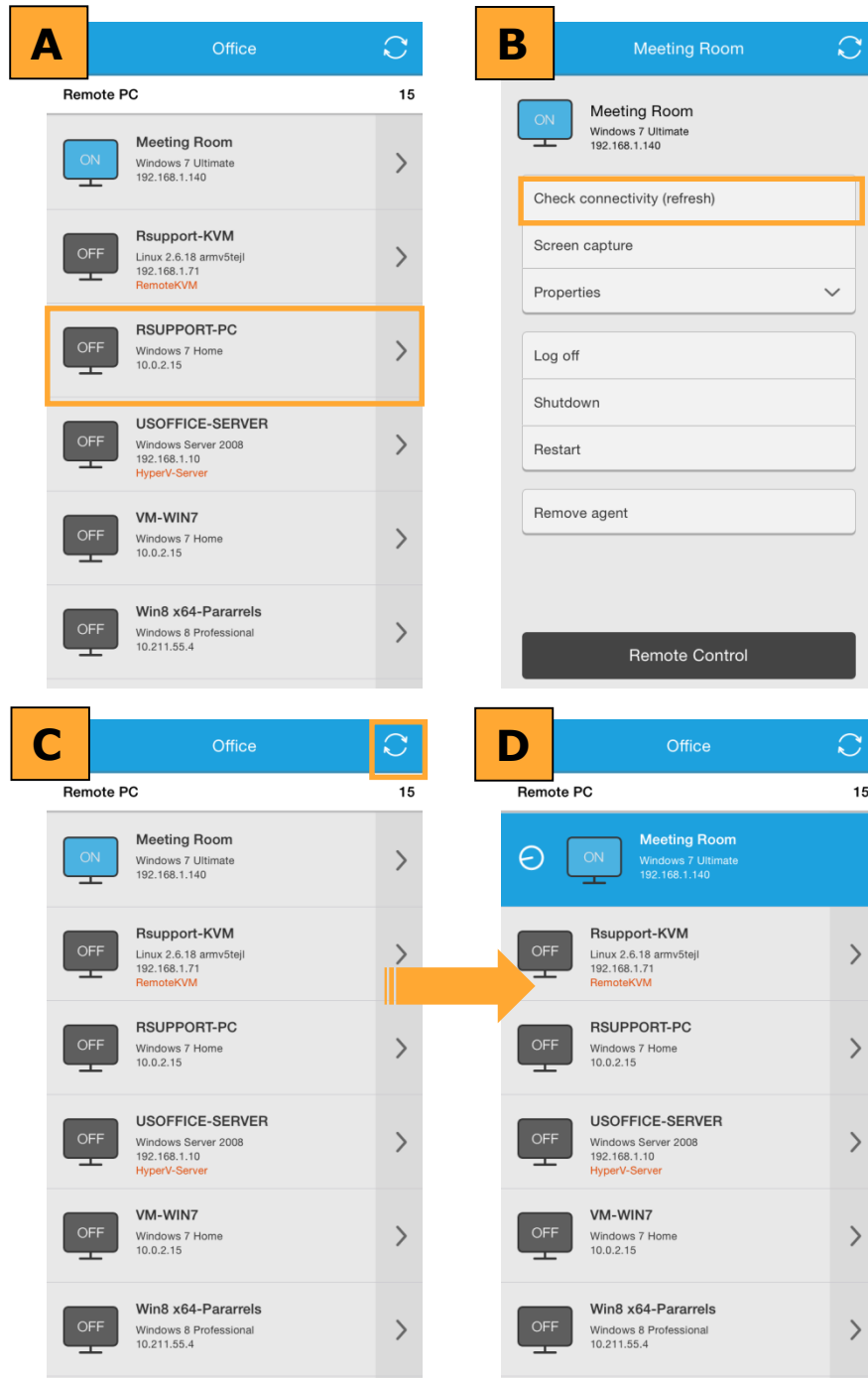
4.5.3.1 Remote Control

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)

Check the connection status of your registered computers by utilizing one of the four methods shown below.

    A.   Tap on the icon of any offline remote computer.

    B.   Go to any remote computer's Remote Options Menu and Tap 'Check Connectivity (Refresh).

    C.   Refresh all remote computers' connectivity status by tapping the ⟳ button towards the top of the screen.

    D.   Select a remote computer and swipe the icon towards the right.

4.5.3.3 Remote Power ON (WOL)

Access the Remote Options Menu and tap "Power on (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.
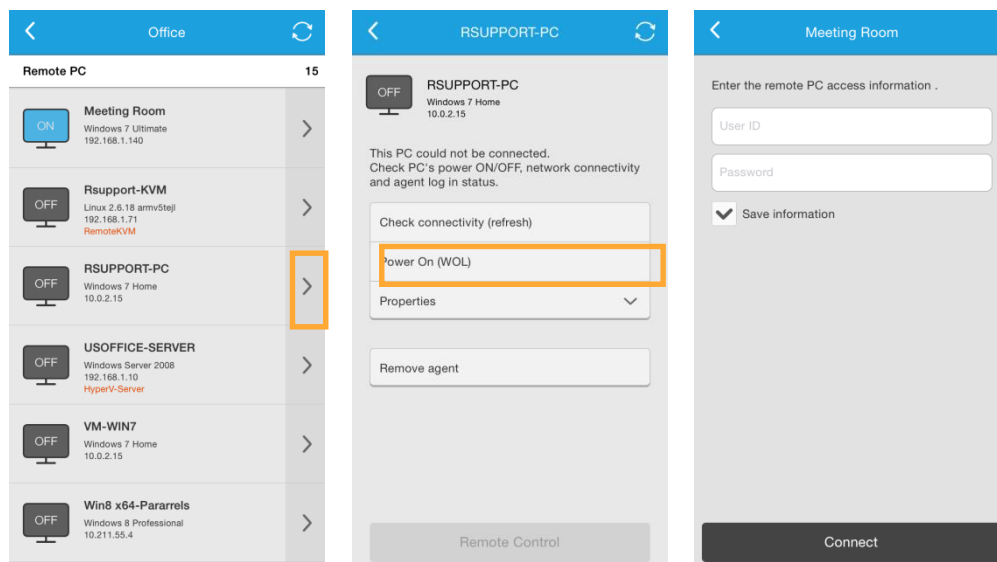

4.5.3.4 vPro Power Management

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.

Please refer to section **4.6 vPro Power Management** for more information.

Note: *This feature is only available for RemoteView Enterprise users.*
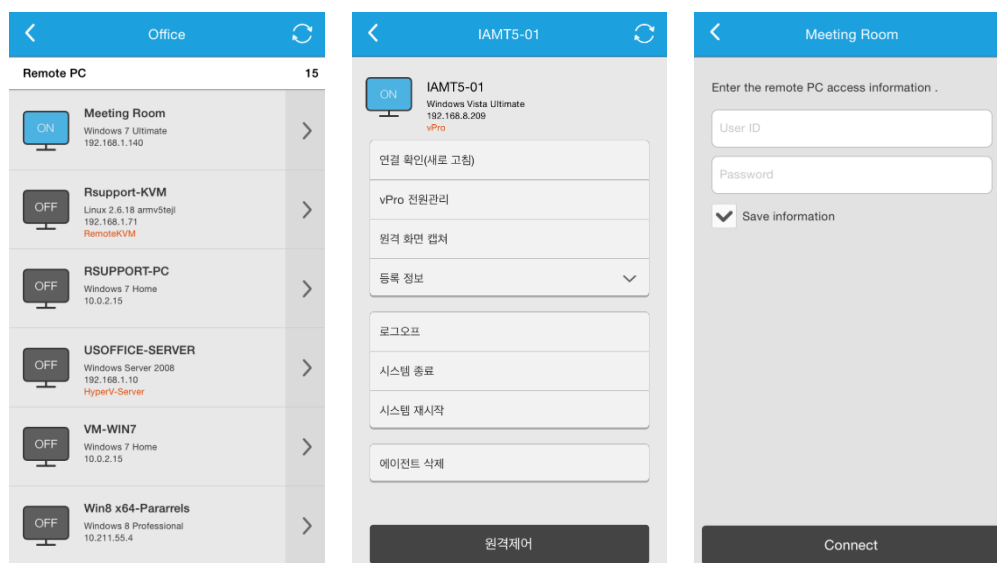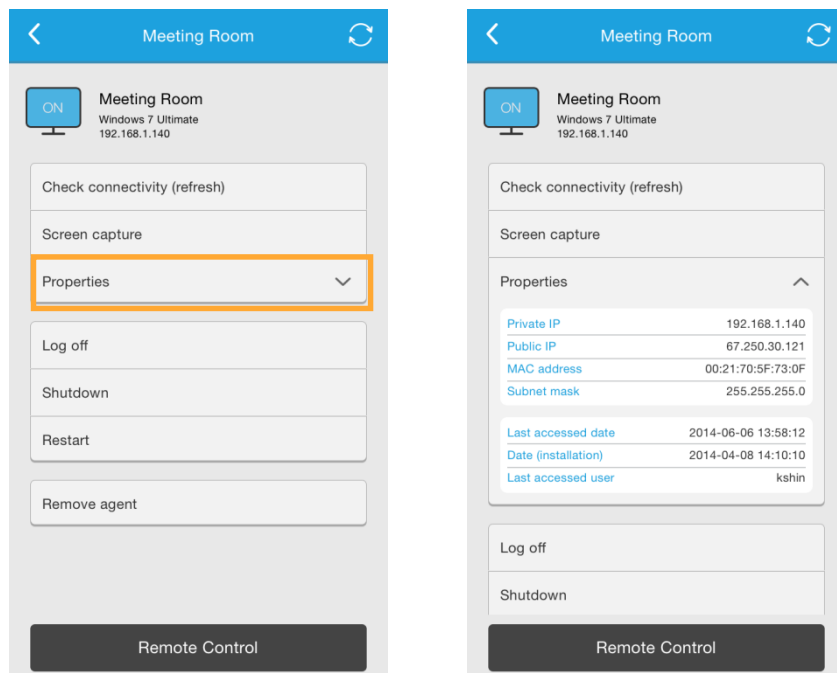
4.5.3.5 Remote Screenshot

Access the Remote Options Menu and tap "Screen Capture" 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.

All screenshots will be stored in your Photo Album. Navigate to Photos > Camera Roll > and tap the thumbnail of the desired screenshot to view it.
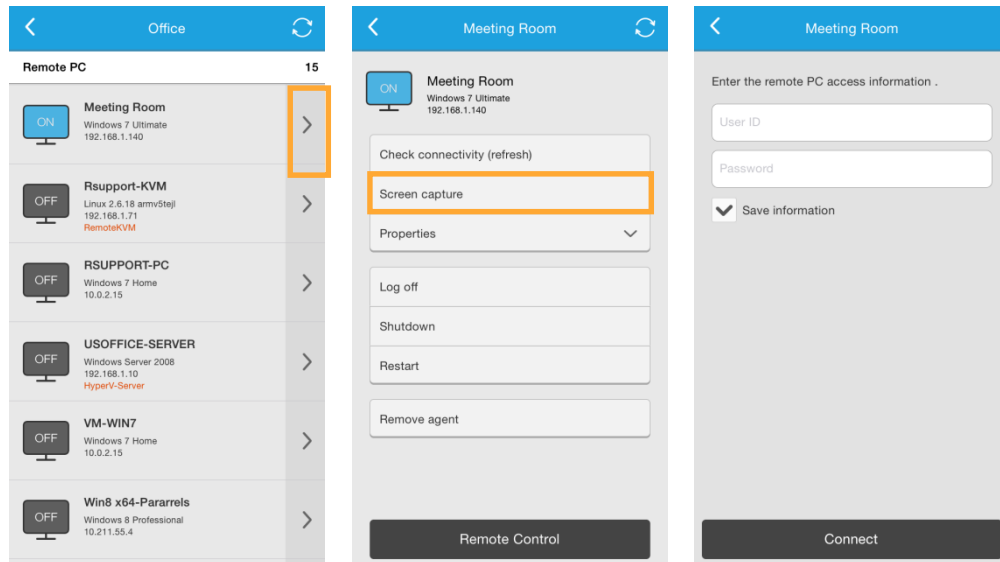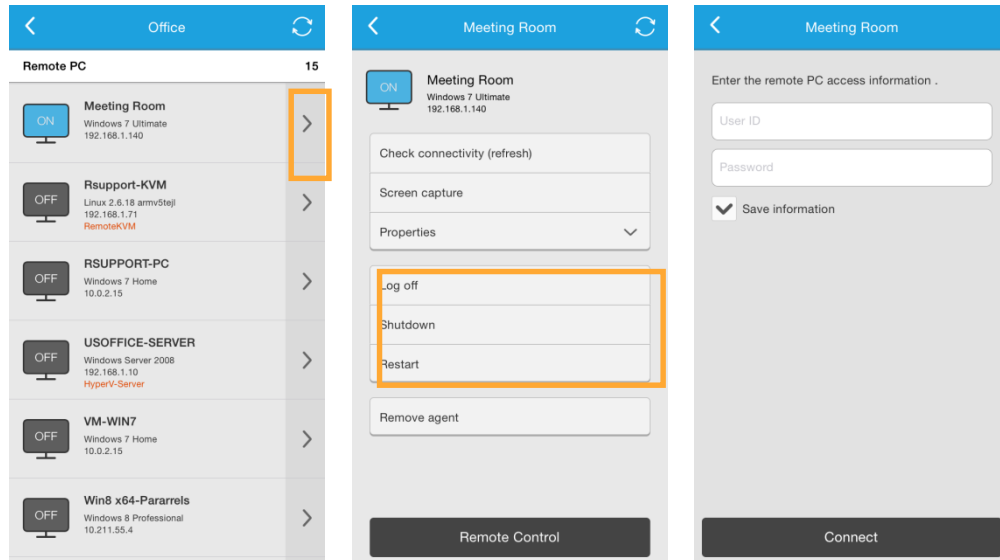

4.5.3.6 System Properties

View basic system information of the selected remote computer by tapping "Properties".

4.5.3.7 Log off / Shutdown / Restart

You're able to remotely log off, shutdown, or restart the remote computer through the Remote Options Menu. Enter your RemoteView account information and tap "Connect" to execute the selected command.

4.5.3.8 Removing an 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.
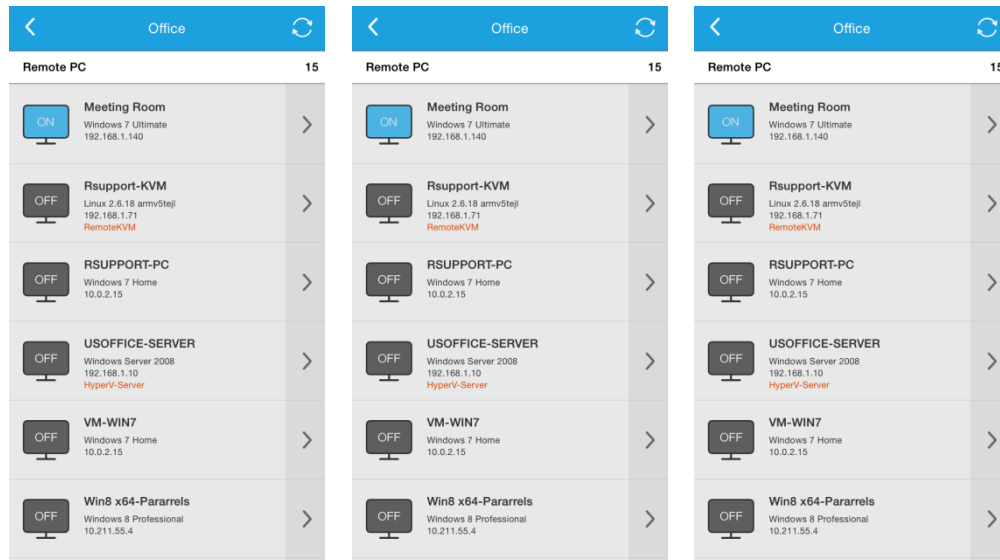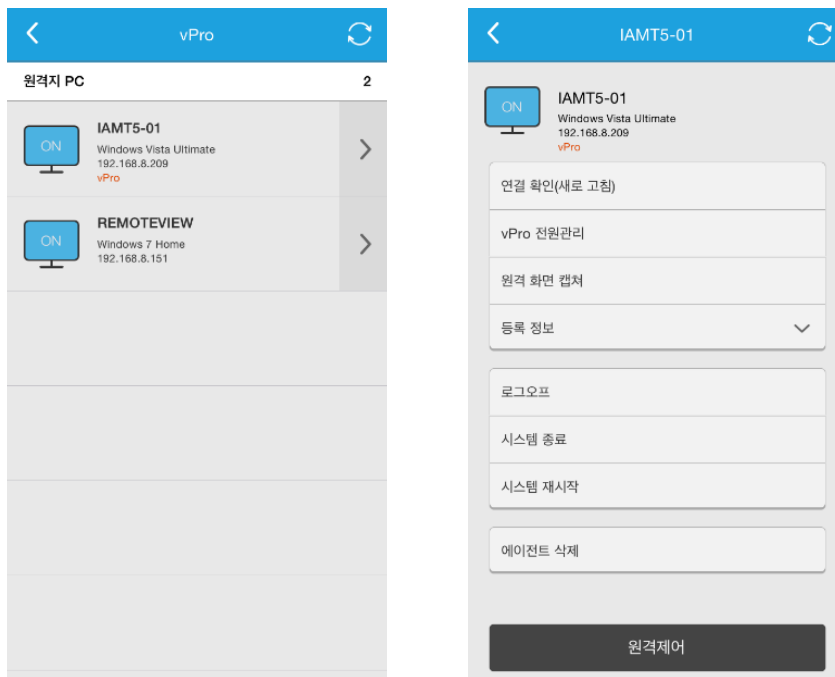
4.6.   vPro Power Management

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

If a computer is vPro compatible, the "vPro Power Management" feature will be available on the Remote Options Menu. Enter your RemoteView account information to take advantage of Intel vPro's power management capabilities.

| Item	Description
ID	Enter vPro's ID.
Password	Enter vPro's password
Gateway	Enter the name of the Gateway PC from the same network.
Power Management	Select from Restart, Turn On and Turn Off [Pic. 27].
Run	Run commands.

※ Note: restarting or shutting down the PC using vPro will not save the information as a normal Windows shutdown operation, and may results in data loss or program corruption.

4.7.   Logging In

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.

Uncheck "Always Display" if you do not wish for this guide to be displayed again in the future.
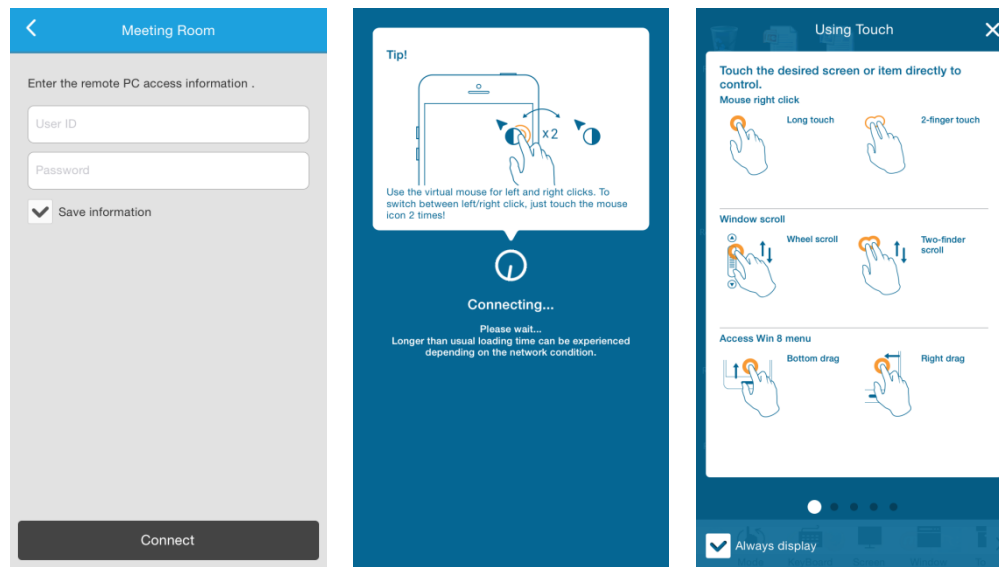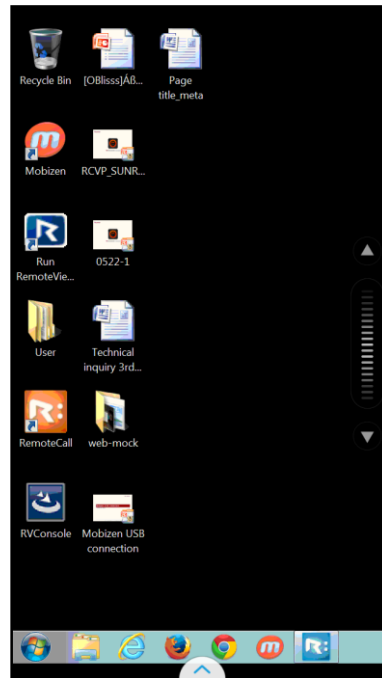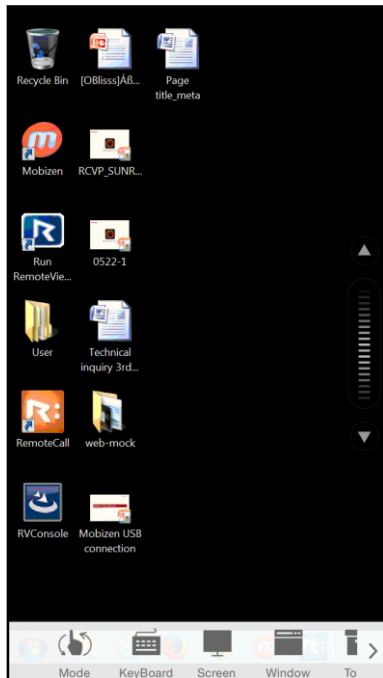

※ Warning: Using your 3G data plan may incur additional data fees from your cell phone carrier.

5. Remote Control

Once the remote session has been established successfully, use your finger as the mouse. The Remote Control Menu will be displayed by default.

If the Remote Control Menu is minimized, tap ⌃ to bring up the Remote Control Menu.
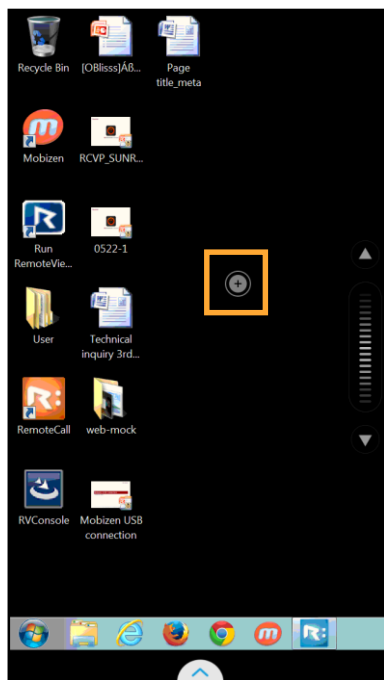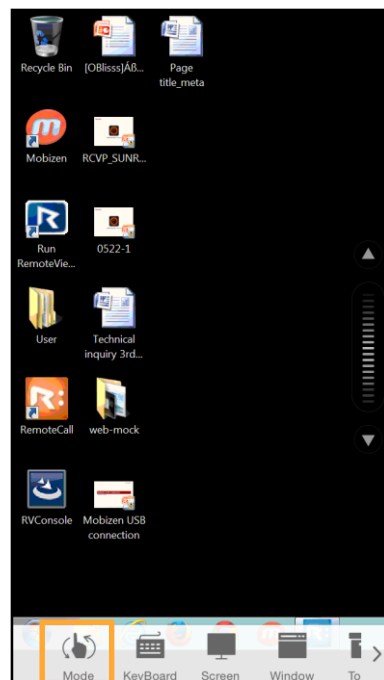
5.1.   Mouse Controls

5.1.2 Touch Mode / Virtual Mouse Mode

In Touch Mode, the mouse cursor will not be visible on the screen. Tap anywhere on the desktop to display the tracker ( ).

Within the Remote Control Menu, tap   to toggle the Virtual Mouse Mode. To return to Touch Mode, tap   again. Refer to the following section to learn more about mouse controls.

<Virtual Mouse Mode>   <Touch Mode>

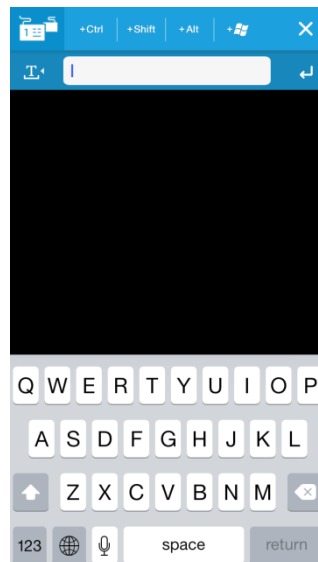| Event	Control Methods	
	Touch Mode	**Virtual Mouse Mode**
Cursor	None (Displays with tab)	
Left Click	Tap the screen with one finger.	Tap the screen in area other than the cursor with 1 finger.
Right Click	1. Tap and hold the screen for approximately 2 seconds. 2. Tap the screen with two fingers.	1. 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.
Double Click	Quickly double-tap the screen.	
Zoom In / Out	Pinch to zoom in and expand to zoom out. (Default iPhone Function)	
Move Screen	Use your finger and swipe to the left or to the right.	Move the cursor to the right or left edge of the screen.
Mouse Drag	Tap and drag the object.	Tap and hold until the cursor turns blue, then drag .
Window Scrolling	1. Use the Virtual Scroll Wheel on the right-hand side of the screen. 2. Tap and drag using two fingers.	
Windows 8 Menu	1. Switch Metro UI /Desktop: Drag up 2. Windows 8 Toolbar: Swipe right to left	
Monitor Switch	Swipe the screen using 3 fingers.	

5.2.　Keyboard Control
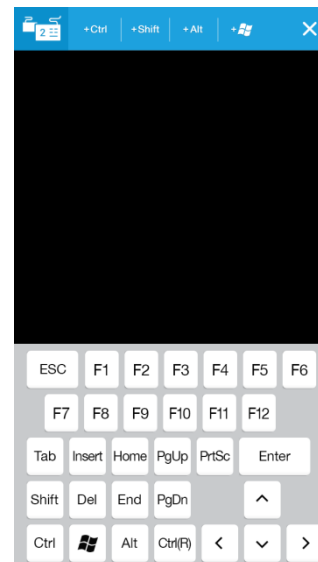
Tap ⌨ to bring up the virtual keyboard.

Tap 🔳 once to toggle "Indirect Input Mode". Tap 🔳 again to toggle "Direct Input Mode". Tap 🔳 once to bring up the functions keys and tap 🔳 again to close it. To close the virtual keyboard, tap ❎.
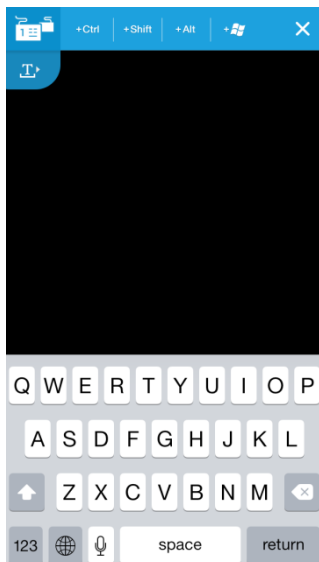
[Direct Input Mode]　　　　[Indirect Input Mode]　　　　[Function Keys]

Item	Description
Direct Input	All keyboard inputs are sent to the remote computer in real-time. Use [+Ctrl] [+Shift] [+Alt] [⊞] keys to utilize Windows shortcuts.
Indirect Input	Typed characters will be first shown on the top bar then send them to the remote computer by tapping ↵.

Note: *When connected to a MAC,* [+Alt] *will be replaced by* [+Option]*, and* [+⊞] *will be replaced by* [+⌘]*. Additionally,* [⊞] *will be replaced by* [⌘] *and* [Alt] *will be replaced by* [Option]*.*

5.3. Screen Control Menu

Tap ⬜ Screen from the Remote Control Menu to bring up the Screen Control Menu. Refer to the chart and images below to learn more about each of the menu options.
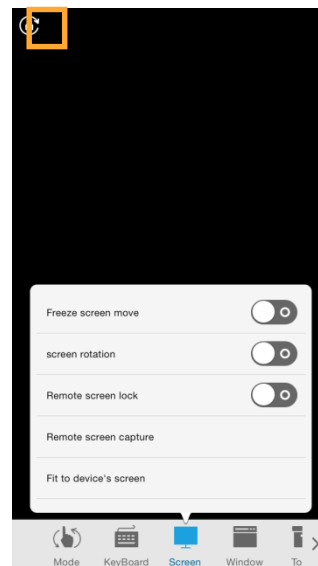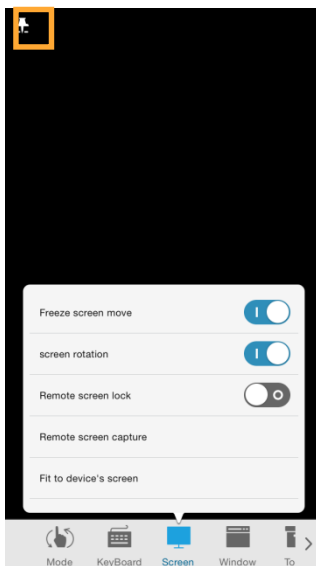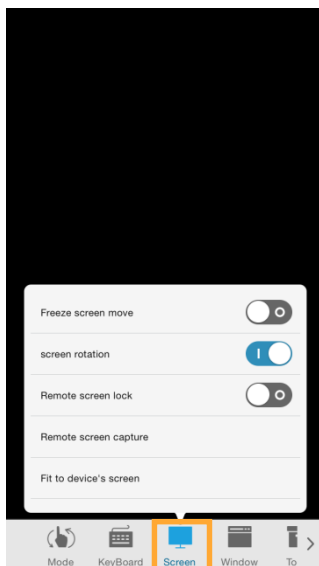
[Freeze Screen Move ON]   [Screen Rotation OFF]

Item	Function	Description
Screen	Switch Monitor	When accessing a remote multi-display system, use "Switch Monitor" to select the desired work environment.
	Freeze Screen Move [ON / OFF]	Toggle "Freeze Screen Move" ON to lock the screen in its current position. Toggle "Freeze Screen Move" OFF to pan across the remote desktop freely.
	Screen Rotation [ON / OFF]	Toggle "Screen Rotation" ON to enable landscape view on the mobile device. Toggle "Screen Rotation" OFF to disable landscape view on the mobile device.
	Remote Screen Lock [ON / OFF]	Toggle "Remote Screen Lock" ON to lock the remote computer screen. Toggle "Remote Screen Lock" OFF to unlock the remote computer screen.
	Remote Screen Capture	Tap "Remote Screen Capture" to take a screenshot of the remote desktop.
	Fit to Device Screen	Tap "Fit to Device Screen" to fit the entire desktop onto the device display.
	Fit to Default Screen	Tap "Fit to Default screen" to fit onto PC screen

5.4.   Window Menu

Tap from the Remote Control Menu to bring up the Window Menu. Refer to the chart and images below to learn more about each of the menu options.
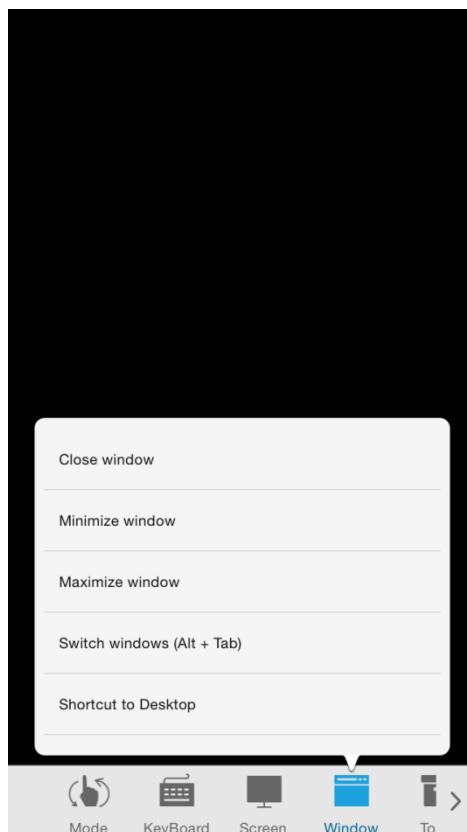
Item	Function	Description
Window	Close Window	Closes the current window.
	Minimize Window	Minimizes the current window.
	Maximize Window	Maximizes the current window.
	Switch Windows (Alt + Tab)	Cycles through all open windows.
	Shortcut to Desktop	Automatically brings the user to the remote desktop.

5.5. Tools Menu

Tap from the Remote Control Menu to bring up the Tools Menu. Refer to the chart and images below to learn more about each of the menu options.
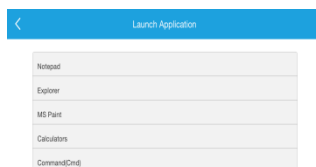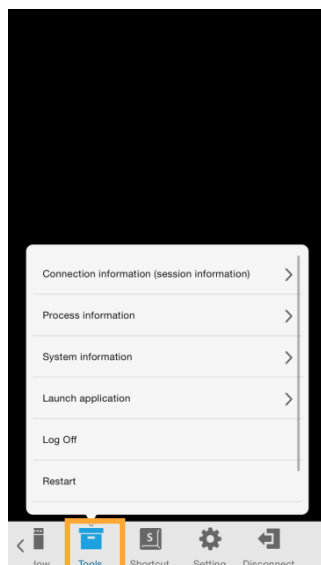
[Windows Applications]   [MAC Applications]

Item	Function	Description
Tools	Connection Information (Session Information)	View information about the current remote connection.
	Process Information	View information about processes currently running on the remote computer. *This option will not be available when accessing a MAC system.*
	System Information	View the remote computer's system information. *This option will not be available when accessing a MAC system.*
	Launch Application	Remotely launch various applications or launch applications manually. Windows: Notepad, Explorer, MS Paint, Calculator, Command Prompt MAC: TextEdit, Finder, Calculator, Safari.
	Log Off	Logs off the remote computer.
	Restart	Restarts the remote computer.
	Shutdown	Shuts down the remote computer.

5.6. Shortcuts Menu

Tap from the Remote Control Menu to bring up the Tools Menu. Refer to the chart and images below to learn more about each of the menu options.
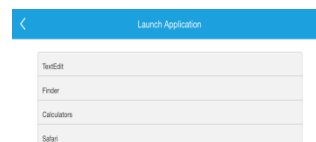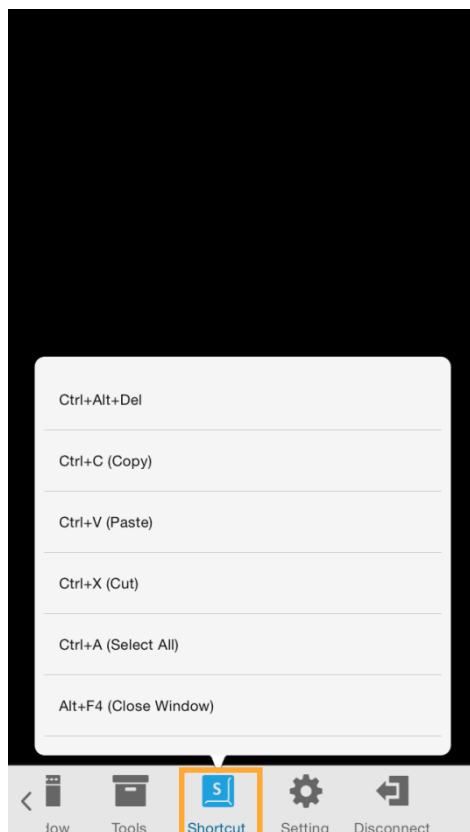

[Windows Shortcuts]
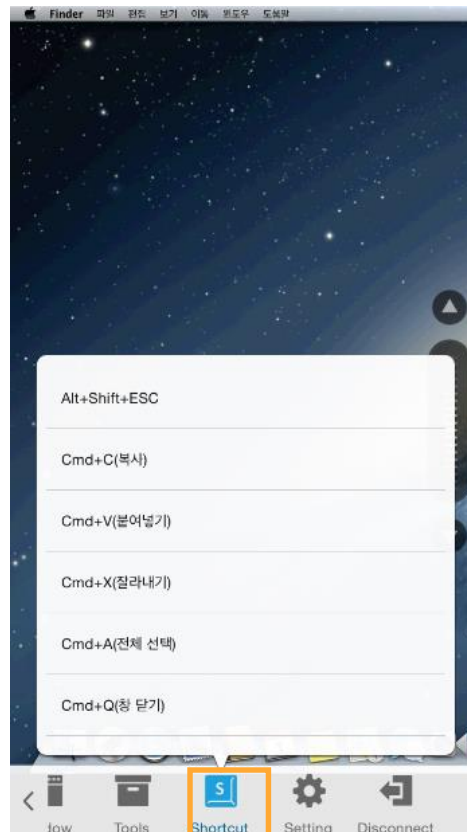
[MAC OS X Shortcuts]

Item	Windows	MAC OS X
	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)
Shortcuts	Ctrl + A (Select All)	Cmd + A (Select All)
	Alt + F4 (Close Window)	Cmd + Q (Close Window)
	Win + D (Go to Desktop)	F11 (Desktop)
	Win + L (Lock)	
	Win + E (Explorer)	
	Win + R (Run)	(Search)

5.7. Settings Menu

Tap ⚙ Setting from the Remote Control Menu to bring up the Tools Menu. Refer to the chart and images below to learn more about each of the menu options.
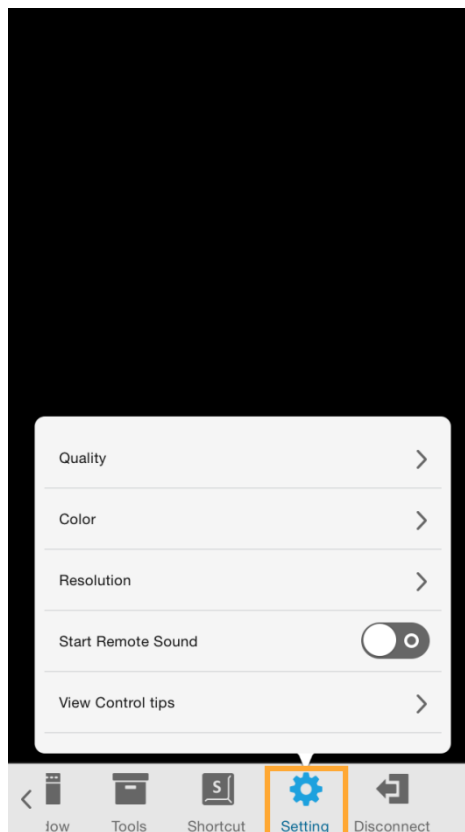
| Item	Function	Description
Settings	Quality (Best Speed / Best Graphics)	View information about the current remote connection.
	Color (B&W / 256 Color / High Color)	Manage color settings on the remote computer.
	Resolution	Manage the remote computer's resolution.
	Start Remote Sound [ON / OFF]	Toggle "Start Remote Sound" ON to enable remote sounds to emit from the local computer. Toggle "Start Remote Sound" OFF to disable remote sounds.
	View Control Tips	Displays tips for "Touch Mode" and "Virtual Mouse Mode". Set tips to be hidden or displays.

5.8. Exiting the App

Tap from the Remote Control Menu to disconnect from the remote computer. Tap "OK" to the confirmation message to end the remote session.
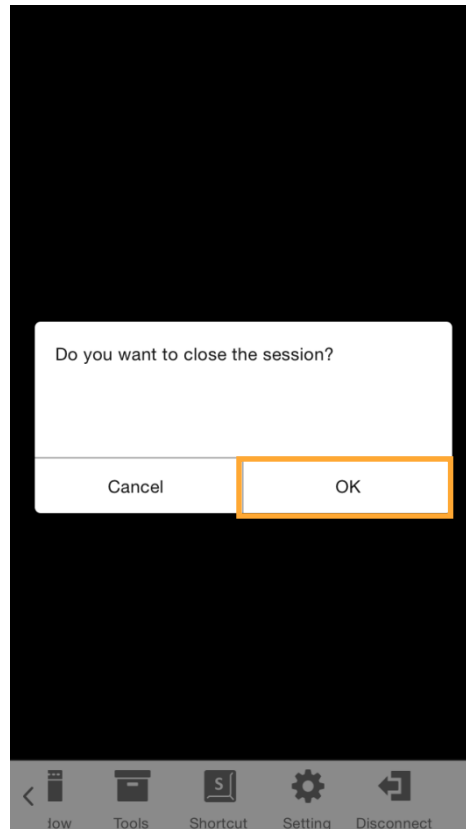
5.9. Exiting the Application

To exit the RemoteView for iPhone/iPad application, double-tap the Home button to bring up the multi-tasking screen. Locate the RemoteView app and swipe up on the thumbnail to exit the application.

6. Switching Between Apps in a Remote Session

6.1 Access other app during remote session

To use other app while in a remote session, press the "Home" button to have RemoteView run in the background and open another application.

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

6.2 Receiving Phone Calls

If an incoming phone call is answered while in a remote session the remote session will close automatically. In order to access the remote computer afterwards, you will need to login.

6.3 Receiving SMS

If you receive a SMS message while in a remote session you will receive a notification. Press "Close" to stay connected to the current session, or "OK" to end the session and read the message.

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