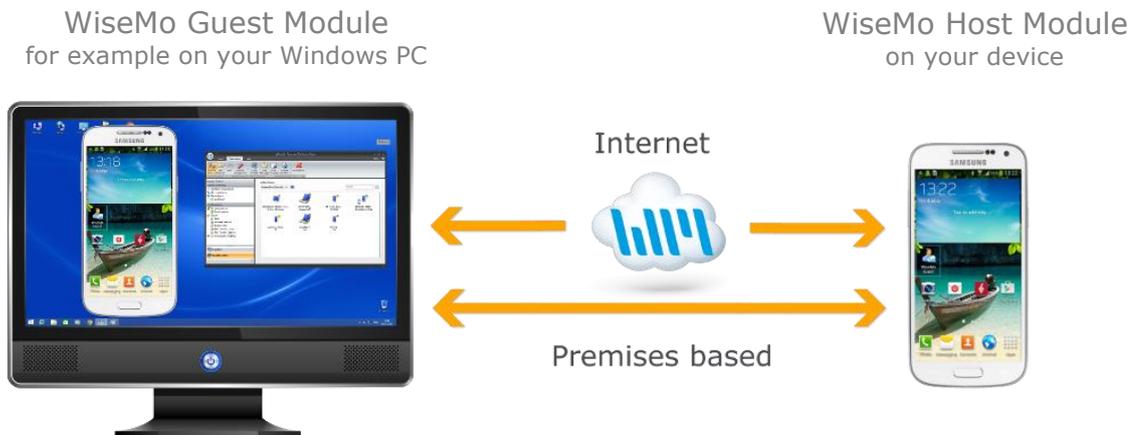


Remote Support & Management PC – Mac – Tablet – Smartphone – Embedded device



WiseMo develops software for remote control between computers and devices, for example between PCs, Servers, Mac computers, Smartphones, Tablets, and other handheld or un-attended devices. Using WiseMo software you have a powerful set of remote control and management features available to increase your efficiency – saving you time and money.

Guest & Host modules

The WiseMo Guest module runs on the computer or device from where you want to access and take remote control of other computers and devices.

The WiseMo Host module runs on computers and devices to prepare them for access by users with a Guest module.

Cloud & On-premises connectivity:

Connection between the Guest module and the Host module is either established via WiseMo's myCloud connectivity over the Internet or directly using TCP/IP communication on a LAN/WAN network managed by you.

For Cloud connectivity (WiseMo myCloud), your computer or device must be able to use the Internet, for example via fixed line, Wi-Fi or mobile operator network (3G, 4G, etc.). This will allow you to reach a computer or device wherever it may be and from wherever you are – as long as there is Internet connectivity on both the Guest and Host computer.

By using TCP/IP directly between Guest and Host computer on your own network (e.g. your Wi-Fi, LAN or WAN) you can avoid Internet traffic and possible data charges from your mobile operator.

The Android Host application for devices running Android

This guide provides information on how to install, configure, use and uninstall the Android Host application – our Host module for use on Android devices. The Host module prepares the device for efficient remote control from computers and devices running a WiseMo Guest module.

IMPORTANT: This guide assumes that you have a WiseMo Guest module available on a computer or device, ready to reach your Android Host device, either via myCloud connectivity or directly via TCP/IP. For information on how to setup a Guest module, please refer to the tutorials for such module. Available documents can be found here: <http://www.wisemo.com/support/documents/>



WiseMo develops cloud based and premises based remote control software for use between computers and devices, e.g. between PCs, Servers, Mac, Smartphones, Tablets, and other handheld or un-attended devices. Our cross platform solutions target the commercial and industrial remote support and management (RSM) market.

For more information, see www.wisemo.com.

1a. Installation and first run of the Android Host module

The WiseMo Android Host application is installed on the remote target device.

Download the Host

You can get the Android Host installation file, an APK file, from various sources, for example from [Google Play](#) or via the Deploy tab in a WiseMo [myCloud](#) account (trial or paid).

Download the APK file to your device and run it to install the Host. If you did not download the file from an App store, your device must be configured to allow the installation of non App-store apps.

For download from WiseMo via the Deploy tab in your myCloud account, select the Mobile Host link. You have two types of installation packages available, APK and MSI.

You can download the APK installation file directly (login to the myCloud domain from the browser on your device, for example), or send the download link, for example via email or SMS, to the target device. You can also download the Host as an MSI installation package, for installation via a Windows PC (login to the myCloud domain from your PC browser). The MSI installation package also installs the Windows based Host Configuration Manager on your PC (described later).

Install the Host

Start the APK file on the Android device, if it is not automatically started after download.

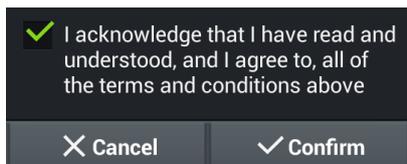
When installing via a PC, e.g. using the MSI installation package, connect the Android device to the PC with a USB cable prior to installation, and watch for messages on the device. In order to install the Host via the MSI installation, it is required that USB debugging is enabled on the Android device.

The Android device will display confirmation / warning screens during installation, especially if the APK file did not come from an app store. You must accept installation and the application's requests for access to various system resources, to prepare your device for remote control.

First run of the Host



Start the WiseMo Host application by selecting the WiseMo Host app icon, typically found under Apps or Applications. When the Host is run for the first time, you may be asked to accept that the program runs and gains access to capabilities protected by certain security policies. On some devices, you may need to set a checkmark, and press Confirm



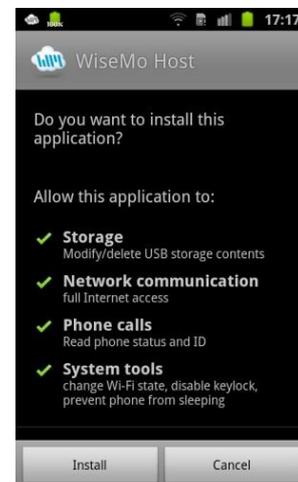
Also, the Host may prompt for download of an additional WiseMo add-on component.

If you do not accept these requests, you may not be able to remotely view the screen and inject keys and touch input¹.

If required license or configuration settings are missing, the Host will prompt for those.

The Host must be licensed

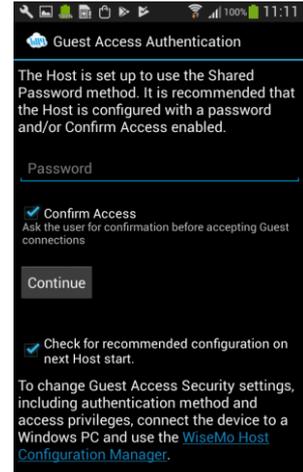
In order to run, the Host must be licensed. A Host can be licensed via a license key, or by logging the Host onto a myCloud domain. It can also be trial licensed. You can always check the Info screen to verify the Host is licensed to run, (indicated by a green shield), and to see which type of license the Host has. For more information about licensing, please refer to section 5 later in this document.



¹Android 8.x, 7.x, 6.x, 5.x, 4.x and some 2.3 versions supported. Features available for all devices include File Transfer, Chat, Remote Management and Inventory Collection. Full remote desktop support depends on the specific device, as the Host needs access to certain system resources, usually restricted by the manufacturer of the device. Support is available for Samsung, Sony, LG, and others (including Rooted devices). Also, the remote desktop can be viewed on all types of devices running Android 5 or newer. For more details [click here](#)

Default settings

The Host application is installed with default configuration settings, if not deployed with a customized configuration file. As default, the Host will load when the device is switched on, and it will initialize itself for communication when it is loaded. The Host application will prompt the user, recommending the use of Confirm Access and/or the use of password protection. Confirm Access is enabled as default; this feature prompts the Host user for permission before allowing a remote user of a WiseMo Guest module access to the device. If you define a password, a remote Guest user must enter this password before access is granted. If the Host device is un-attended, the "Confirm Access" feature should be disabled and password protection should be used. When a remote Guest user is permitted access, the default security settings allow the use of all features available.



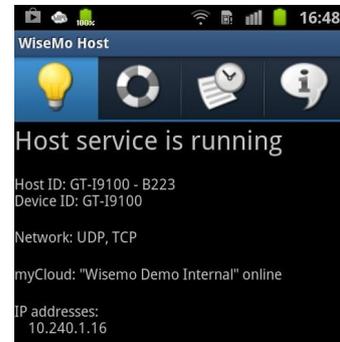
Ready for remote control

The WiseMo Host logo is shown in the Action bar on the Android device, when the Host service is initialized. Expand the Action bar and select the Host icon for quick access to the Host app (or select the Host via Apps).

Check that the Status screen shows "Host service is running" and that at least one of the following two lines are shown:

- "Network: UDP, TCP" indicating the Host is configured to be reached directly via TCP/IP. Also check that the IP address shown is valid.
- "myCloud: <domain name> online" indicating the Host is configured to be reached via myCloud connectivity.

If this is not the case, select the Host menu, and press "Start". Also check the Info screen, to see whether the Host's license status is OK, indicated by a green shield symbol.



Addressing a Host from a Guest module

Notice the IP address and Host ID shown in the Status screen. These are important ID's a Guest user can use to address or identify the Host with, depending on communication method. You can change the Host ID yourself, if you prefer (via the Host Configuration Manager).

Installation of the Host also results in the installation of the "Share my device" icon. Clicking this icon will start the Host and bring up the "Share my device" screen. This feature allows the Host user to create a temporary invitation link, which can be passed on to someone with a WiseMo Guest module or a supported browser (read more about this feature in section 1c).



1b. Host configuration

Many of the Host's configuration settings can be controlled from the Host user interface. For other configuration settings, for example Security Roles and Guest authentication features, it is necessary to use our Host Configuration Manager module (please refer to section 4. Configuration Manager found later in this document).

Select "Settings" from the Host menu to see the configuration options available from the user interface:

Program Options

Automatic wake up: Connect to a device even when the Host app is not running. Also saves battery and other resources.

Load at boot: The host app will load when the device is started.



Start at load: The host service initializes communication and enters running state, ready to be controlled from a Guest.

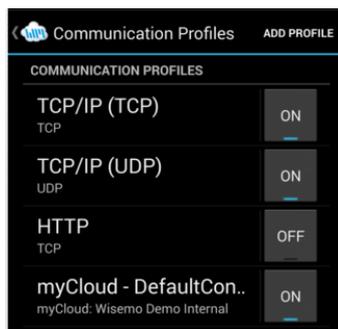
Activate device administration: Samsung specific setting, must be activated if no remote control add-on is installed.

Screen density optimization: Available on some devices to enhance performance.

Host remote control add-on: Informs you if a Remote control add-on module is installed or provides for the installation of a needed add-on.

Use private configuration: License and configuration file is stored privately, and cannot be accessed by the Host configuration manager or other file managers. On some devices / embedded systems, for example set-tops, the use of private configuration may be required.

Communication Profiles



Defines communication settings for various connection methods, and is mostly for skilled users. Click a profile to edit it. To quickly disable / enable a profile, click the On / Off button. You can also add a new profile and remove an existing.

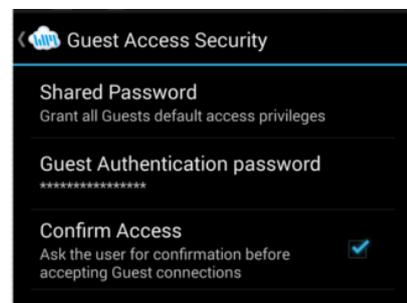
For TCP/IP profiles, you can for example configure port settings.

For myCloud profiles, you may want to logon to a myCloud domain or change to another domain. Click the myCloud profile, then click Domain setting, enter your myCloud user credentials for the domain, and press the button: "Add host to myCloud domain". You can also define if you want to use Google Play services for addressing the

Host over the Internet. It is as default on, meaning the Host uses Google Play services if available on the device. If you experience problems establishing a connection to a Host listed in the myCloud list of enabled Hosts, it might be because the Google Play service is unavailable.

Guest Access Security

The Host has advanced authentication and authorization features, governing who may do what. This is organized via security roles; the name of the role used is shown on the first line. As default, the simpler Shared Password role is used, which as default allows for password protection and Confirm Access, and if a user is authenticated, permits the use of all features supported by the Guest module. The use and custom definition of security roles is done via the Host Configuration Manager program, see later in this document.



Guest Authentication password: Touch to enter a password or to leave the device without any password protection. If password protected, a Guest user will be prompted to enter the correct password before being allowed access. Use a more advanced security role, if you for example want to require both a user ID and password prior to access.

Confirm Access: This feature will prompt the Host user to provide permission prior to a Guest user getting access. This is a strong security feature when a user is present at the device, but do not use it in situations where you need to access un-attended devices.

Encryption

The Host offers you very high level encryption and protection against spying on and tampering with the data stream. The Host configuration dictates ultimately which level of protection is used. If different levels are permitted by the Host settings (default), the Guest user has the option to decide its preferred encryption level, including No encryption. Especially when working over the Internet, encryption is recommended, as you do not know which computers the data stream may pass through.

Log Setup

Here you can enable logging of events, and define the file to where the log should be written. To customize which events to log, use the Host Configuration Manager program (described later).

1c. Host features

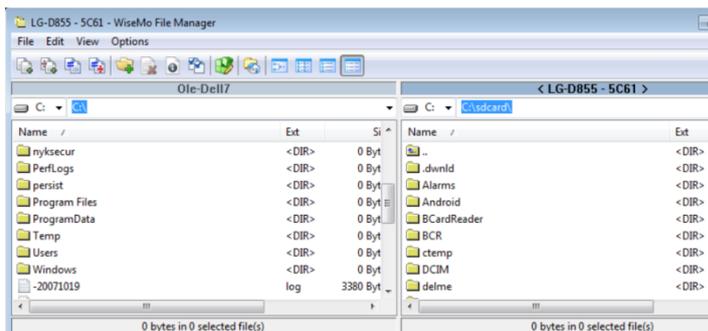
The Host prepares an Android device to be remotely reached by WiseMo Guest users, and provides a number of features and functions that greatly enhance the benefits and value. This irrespective of whether your purpose is to remotely work on the device as if you had it in front of you, or it is to provide remote support and assistance to troubled users, or perhaps to remotely perform system management tasks on the device, like ending or starting tasks and processes, or perhaps simply to send or receive files and directories between the Android device and your Guest PC.

The WiseMo Android Host is developed for use in both un-attended situations and in situations where there is a user present at the device. For un-attended situations, you will want to have the app ready to respond, when you have a need to access it remotely. If a user is present, you may want the user to activate the program, prior to remote access, for example for security reasons, or to save battery and other resources. Even for the un-attended situation, WiseMo offer you some unique features to be able to reach the device, without having the program consume battery and other resources (the Automatic wake up feature, for example).

Subject to being supported by the Guest module used, the Host provides for features like Remote Desktop Control (view and control, including control of most device buttons), Remote clipboard transfer, File Transfer, Hardware / Software inventory collection, Chat dialog, Remote execution of apps, Receipt of messages from Guest users, and more. It also allows for multiple Guest users connecting simultaneously to the same host.

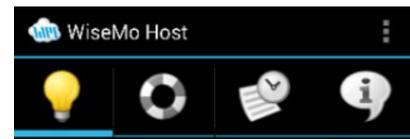


Many advanced features



For example advanced split-screen file transfer

The Host contains 4 information screens (Tabs), and a menu.



Status screen



The first screen (tab) shows the Host status, stopped, running or that a remote Guest is connected to it. It shows communication info, the generic Device ID and the Host ID, and an IP address, which a Guest user may use to identify the target device with, when connecting from Guest to the Host. If not already configured to use myCloud, it provides a quick method for signing on to a myCloud domain.

Menu options

Settings:

Provides access to those configuration settings that can be defined from the Host itself. See section 1b. above for detailed description.

View Chat:

See chat dialog exchanged between Guest and Host since the Host was started. Use the sub-menu *Clear history* for clearing the chat history.

Show Messages:

Shows messages received from Guests. Use the submenu *Clear messages*, or *Exit the Host* to clear all messages.



- Write Log: Creates a troubleshooting log, that is saved to the file /WsmHost/host.txt, and which is good to include if you need to report a technical problem to WiseMo.
- Uninstall: Available on some Android devices, e.g. Samsung, the menu provides a quick-access option to uninstall the Host, automatically switching off the Activate Device Administrator setting, which otherwise prevents the usual method of removing Android apps.
- Exit Host: Closes the Host App. The wake-up feature may still be enabled.
- Restart: Closes and starts the Host in one click.
- Start/Pause/Disconnect: Depending on the Host status, you can start/pause communication, or disconnect from a Guest user.

Share my device / Help Request screen



This screen provides the Android device user with the possibility to create an invitation link, to allow a third party easy access to the device via the Internet (myCloud). Similar to clicking the "Share my device" icon found in Apps.



Clicking on Share my device allows for the definition of duration of the invitation link, security settings and the actual creation or de-activation of an active link. By pressing the configuration button to the right of the "Share my device", the Host user can define the number of connections allowed and actions after the link has expired. When created, pass the link onto a third party, e.g. by emailing it. The third party can execute the link from a supported browser or from an installed WiseMo Guest (for example on Android, iOS, Windows).

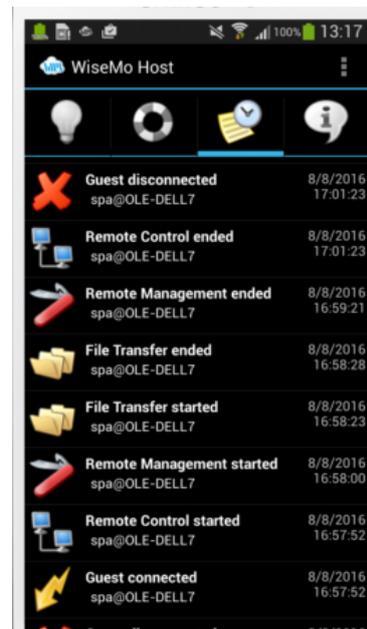


The Help Request option is provided as backwards compatibility to older PC Guest modules supporting this feature.

History screen



The history screen lists Guests connected / disconnected, with date and time stamp, since the Host was started. Also shows main session types, like Remote Desktop Control, File Transfer, Chat and Remote Management. The additional menu option *Clear History* allows you to clear the history list. For more advanced logging to file, please use the extensive logging features available (see above 1b. Log setup).



Info screen



The Info screen shows the Host version and build, how it is licensed (subscription, perpetual, trial) and copyright information. It also offers easy access to acquire or configure licensing, for example by signing the Host into a myCloud domain, or applying a trial or perpetual license key.

2. Remote Control of the Host device

The module you use to access and remote control an Android device is called a Guest module.

You can remote control your Android device from a number of different platforms by using the applicable WiseMo Guest module. For example, you can remote control from another Android device, an iOS device (iPhone / iPad), from a Chrome browser on Mac, Linux or Windows PC, from an IE browser or browsers supporting NPAPI components on Windows PCs. Finally you can use our most feature rich Guest module, the Windows Remote Desktop Guest, installed on a Windows PC.

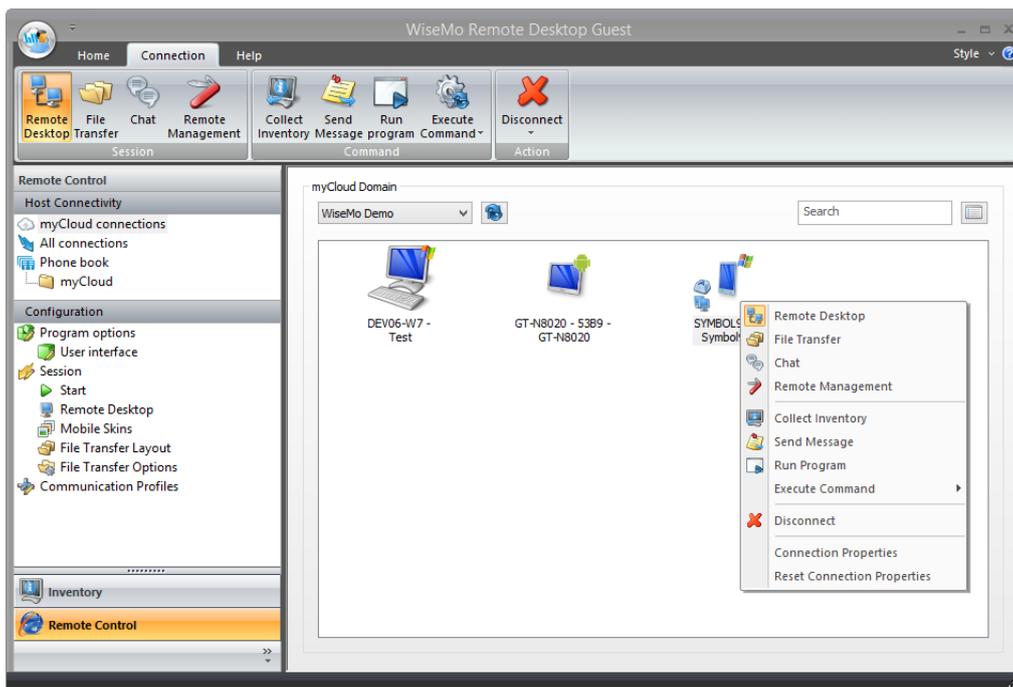
In this document we show an example of remote control from a Windows PC, via myCloud (internet communication) and also an example of remote control directly via TCP/IP on a network managed by you. For more info on the use of other Guest types, please see the documentation relevant for each module here: <http://www.wisemo.com/support/documents/>

2a. Remote control from a Windows PC over the Internet (using WiseMo myCloud)

1. Follow the guide below to create a connection from a Windows Guest to an Android Host via the Internet.
2. It is assumed that you have a myCloud domain and that you have deployed at least one Android Host that is connected to this myCloud domain.

myCloud from WiseMo is a Cloud based service for easy remote control connectivity between computers and devices, e.g. PCs, Servers, Mac, Smartphones, Tablets and other handheld or un-attended devices. It also provides deployment options, including download links and SMS deployment links, to help you easily deploy pre-configured Host and Guest modules. If you do not already have a myCloud domain, sign up for a free trial or a paid domain here: www.wisemo.com/mycloud

3. **Please note** that setting up an Android Host to be available on the Internet may incur mobile data charges from your provider. To avoid this, connect your device to an Internet Wi-Fi connection without variable charges, when available.
4. Start the Windows Remote Desktop Guest module on your PC. You can get the Guest module here: <https://shop.wisemo.com/purchase/RSM/DownloadTrial.aspx> or directly from the Deploy tab in your myCloud account: www.wisemo.com/mycloud.
5. From the Guest console, select "myCloud Connections" from the Host Connectivity pane found on the left. Also select the Connection tab.



If the Guest is logged into your myCloud domain, you will see all available Hosts. If you are not logged on, select the drop-down menu "myCloud Domain" and then "Log on" or select the name of you domain, if already listed. Enter your myCloud User account credentials (usually an email and a password). Now you will see the available Hosts.

6. Double click on a Host and a Remote Desktop session will start. Alternatively, select a Host, click the button for the function you like, Remote Desktop, File Transfer, Chat, Remote Management, Send message, Collect Inventory, Run program or Execute command.

7. The first time you connect to an Android device, it will take some seconds before the remote control screen is shown on your PC. This is because the Guest is downloading a picture of the device, called a Skin (you can read more about Skins later in this document).

8. A separate window is shown on your PC, with a menu at the top and info about the connection at the bottom. The window shows the device including live buttons and live screen. **TIP:** It is possible to show the device without the window. You define this prior to connection, via the Connection Properties settings. When a transparent window is used, point the mouse on the device skin and right-click to access menu options.

9. Now you can remote control the Android device, that is, you can inject keystrokes on the remote device, view how the screen of the remote device changes and use the various other features, for example file transfer, chat, remote clipboard transfer, etc.

10. The remote control session can be ended by closing the Skin window, or pressing the disconnect button.

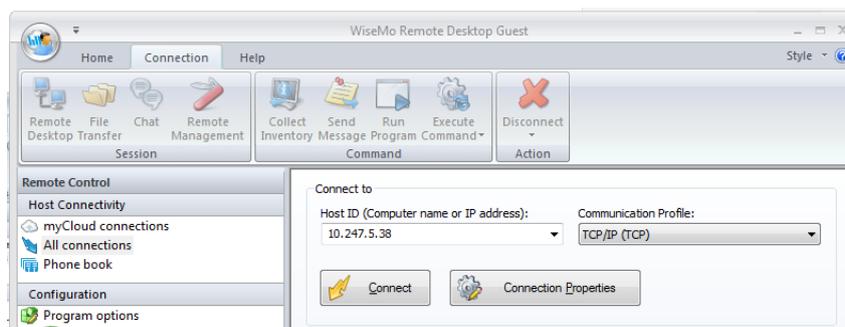


2b. Remote control from a Windows PC on your TCP/IP network

1. Follow this description to connect to an Android Host from a Windows PC that has the WiseMo Remote Desktop Guest module installed. Make sure the Guest module is licensed for TCP/IP connectivity (either logged on to a myCloud domain, or via a license key).

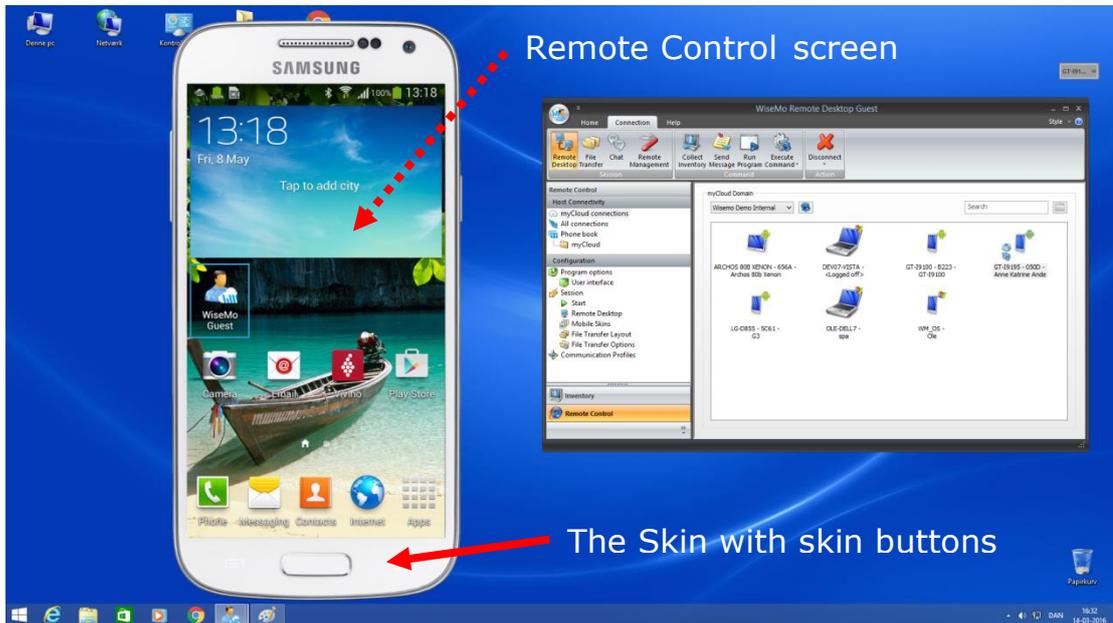
Make sure your Android device is setup to use a Wi-Fi network your PC can reach. Ensure the Host application has been started on your device.

2. From the Guest console's "Host Connectivity" pane, select "All Connections", then enter the IP address of the Host device into the Host ID field. Verify that "Communication Profile" shows a TCP/IP profile, for example TCP/IP (TCP). Then click the "Connect" button.



You can find the Host's IP address by opening the Host module on the Android device. The IP address is shown in the Host's Status screen.

- The first time you connect to the device, it will take some seconds before the remote control screen is shown on your PC. This is because the Guest is downloading a picture of the device, called a Skin (read more about Skins later in this document).



Now you can remote control the Android device, that is, you can inject keystrokes on the remote device, view how the screen of the remote device changes and use the various other features, such as file transfer, hardware / software inventory, chat, remote clipboard etc. When using transparent skin as in the example above, you can right click on the skin to access the menu options.

3. Skins

By default on a Windows PC / Browser, the desktop of the Android device will be shown inside a picture of the device. This picture of the device is called a Skin.

The device buttons seen on the Skin (with some exceptions) are "live" and can be used to control the device, as if they had been pressed locally on the device.

WiseMo products are made to help eliminate distance by creating a feeling of being there. Using WiseMo's advanced Skin technology greatly improves this feeling of "being there". Besides using the mouse directly on the Skin, the Guest keyboard can also be used to execute keystrokes on the Host device.

The Skin functionality is controlled from "Connection Properties" for the Host and from the Configuration pane, both found in the Guest module.



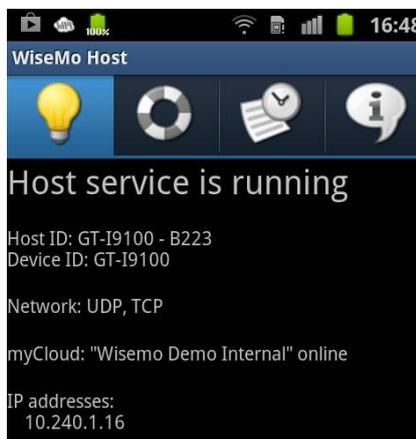
Transparent skin



Skin in a window

A skin is as default shown inside a window. The window provides you with menu options and status information at the bottom. Notice you can detach the menu bar; it may contain more options than can be shown.

It is possible to show the device without the window (use transparent window). You define this prior to connection, via the Connection Properties settings. When a transparent window is used, point the mouse on the device skin and right-click to access menu options.



A Skin for a device is automatically chosen based on the "Device ID".

The "Device ID" for a particular device can be seen in the Host App's Status screen.

WiseMo has created Skins for many devices but some devices don't have a Skin. If a Skin doesn't exist in the Skin repository, a default Skin will be used.

You can also setup the system to not use a Skin, but just display the "desktop" of the device.

If you like support for a specific skin, you are welcome to contact us, please email info@wisemo.com Please include the Device ID, found on the Status screen of the Host.

For customers who would want to create a Skin for their own device, WiseMo provides a Skin Designer. The Skin Designer is free of charge and the only requirement is that the Skin creator donates the Skin to WiseMo for the benefit of all other users. If you are interested in creating your own Skins, please contact us at info@wisemo.com

4. Host Configuration Manager

The configuration settings for the Host are stored in the host.xml file, typically found in the /WsmHost directory.

Many settings can be changed from the Host app itself, but due to the abundance of different configuration options available, WiseMo has created a Host Configuration Manager program, which makes it easy to configure Host settings from a Windows PC.

The Host Configuration Manager, also termed Mobile Host Manager, is installed on your PC desktop computer when running the Windows Installer (.MSI) package for the Android Host. You can also download it separately [here](#) . If your Windows PC has the WiseMo Windows Host module installed, this Host will also act as Configuration Manager for the Android Host, when you connect your device to the PC.

When installed, the Host Configuration Manager is found in **Start > All Programs > WiseMo RSM > Mobile Host Manager** (or WiseMo Host Manager).

Connect your device(s) to the PC and the Host Manager will automatically detect the devices. If not, press the Refresh button. Select the appropriate device and the program will retrieve the Host configuration file that's already on this device.



Make sure that the appropriate methods are enabled for detecting the device. You do this from the Host Manager's Home tab.

Enable 'USB debugging' in the Android device's settings in order to use the Android ADB method.

-  If the manufacturer of the device manager software does not provide a standard way to work with the device from your PC, then the Host Configuration Manager cannot detect the connected device and is not able to load and upload a configuration file.

In that case, an existing configuration file from the device could be downloaded to a desktop PC and then opened by the Configuration Manager (File → Open). When all required configuration changes have been made, the configuration has to be saved on the desktop PC (File → Save). Next the configuration file has to be uploaded to the device again to the relevant path and the Android Host program has to be restarted.

The Configuration file is normally found here: /WsmHost/host.xml

The Configuration Manager offers a Wizard to take you through the most important settings.

You can select it from the Home tab, if it does not automatically load, when you connect the device to your PC.

The wizard helps you to configure various settings, for example start-up settings and authentication as well as authorization options.

TIP: When using the Configuration Manager to configure the Android Host to use myCloud, the easiest method is by running the Wizard.



Instead of using the Wizard to configure your preferred settings, you can go directly to the configuration panel and make the changes you need.

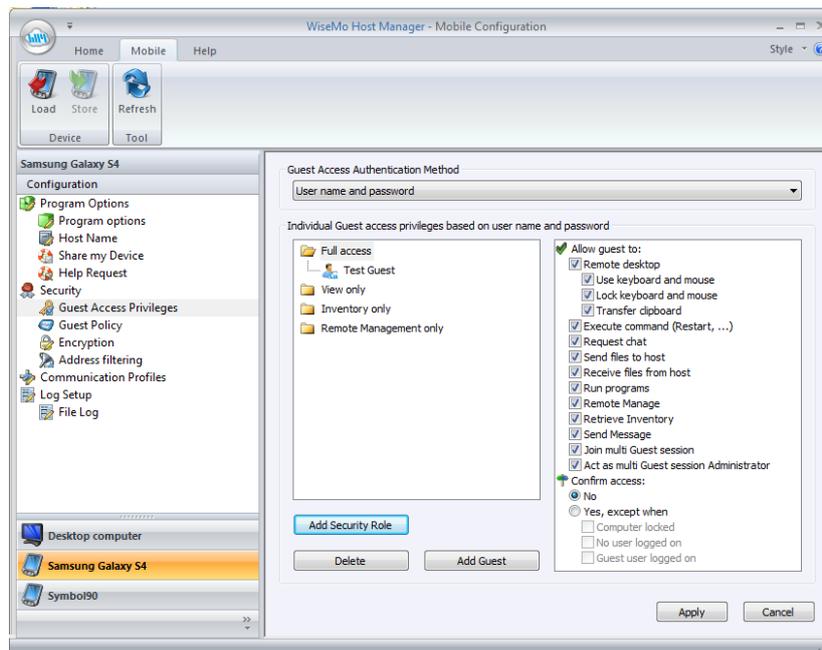
The configuration panel in the Host Manager includes a number of configuration options, the most important probably being Guest Access Security, which controls authentication and authorization settings.

Select the Configuration item you like to change and the program will list the various settings available, which are then easily changed.

Remember to click the Apply button to keep any change you have made to a specific configuration item. When done with your changes, save the new configuration to the device by pressing the Store button.

Please note that the Host app on the device has to be restarted in order to load and use the new configuration.

Example: Guest Access Privileges, settings that controls who may do what.

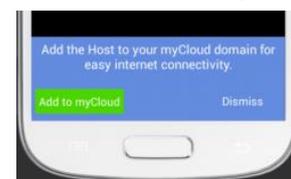


Here you define which Guest Authentication method is used, and what an authenticated Guest user is authorized to do. You may want to define the use of Confirm Access, for attended devices, where you want the user on the device to provide permission before a remote Guest user gains access. For un-attended devices, you will want to define user ID / password credentials, so only authorized Guest users can gain access. You can also add your own security roles that govern what authenticated users can do, or apply one of the predefined roles. For example, if you only permit Inventory collection, simply apply the Guest user to the "Inventory only" role.

Example: Preparing the Host for myCloud connectivity

If the Android Host module was not deployed from your myCloud domain, its default configuration does not contain settings for connecting it to your myCloud domain.

From the Host module itself, you can easily log onto a myCloud domain. Select the Status screen and press the Add to myCloud button and enter your myCloud User account credentials.



The button may not show on the Status screen, for example if the user has dismissed it. In that case, open the Host menu, select Settings/Communication Profiles, then select the myCloud communication profile, and then select Domain. Enter your myCloud User account credentials, and press the "Add host to myCloud" button.

To configure for myCloud from the Host Configuration Manager on your PC, select the Wizard button on the Home tab. Click next until you reach the myCloud screen, then select Yes, and press next.

Enter your myCloud user account credentials (email and password) and click next until the wizard has finished.



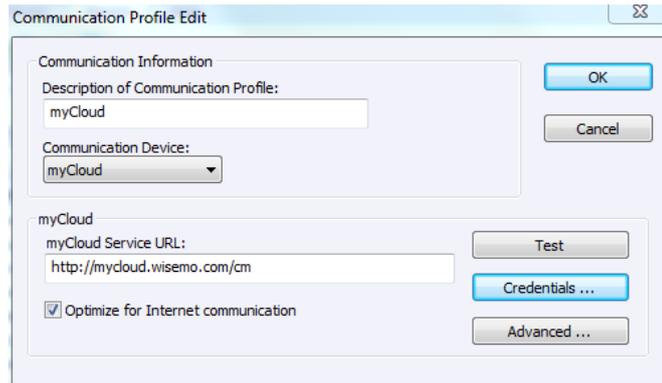
Manually preparing (only for very advanced usage)

From the Host Configuration Manager, it is strongly recommended to use the Wizard to configure the Host to use myCloud.

For advanced usage, you can also define a myCloud communication profile via the Configuration pane.

Select Communication Profiles. If the myCloud profile exists, press Edit. Otherwise select New to create a myCloud profile.

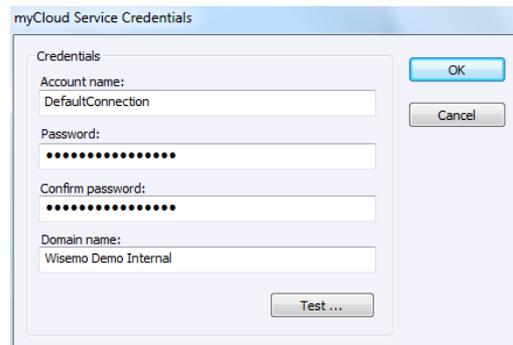
Make sure that the communication profile has settings as shown on the screen shot:



Press the Test button to verify your settings are correct.

Then press the Credentials... button, and enter the credentials for the myCloud domain:

Notice, myCloud domain Service Credentials is NOT the same as your myCloud User account credentials (email and password)!



You can find the myCloud domain Service Credentials in your myCloud domain, under the Settings tab / Connection option.

myCloud domain Service Credentials

- Account name: - Normally enter into the Account field the word: *DefaultConnection*
- Password: - *enter the myCloud Domain password*
- Domain name: - *enter the myCloud Domain name*

Press the Test button to verify the credentials.

Remember to press the Apply button and to Store the changes to the device and re-start the Host. Now the Host should appear in the Guests list of myCloud enabled Hosts.

Removing the Host Configuration Manager

You can remove the Mobile Host Manager on the Windows PC by using "Add or Remove Programs/Program and Features" from the Windows Control Panel or you can use the Remove functionality in the installation MSI package.

IF you have any questions regarding the Host Configuration Manager please feel free to contact us – we are here to assist you and welcome your questions. Please email your question to support@wisemo.com Thank you!

5. License information for the Host program

The Host program, version 17, can be licensed in various ways.

myCloud licensing (subscription)

Requires that the Host is logged on to a myCloud domain, so the Host must be able to communicate via the Internet. A Guest user can use myCloud connectivity, as well as direct TCP/IP connectivity to reach the Host.

Use myCloud licensing if you need to reach the Host via the Internet, or if you prefer the subscription based payment model for direct TCP/IP connectivity between the Guest and Host.

You can apply a perpetual license key to a myCloud licensed Host. This will switch it's licensing into a perpetual license for TCP/IP connectivity. It can still connect via myCloud as long as it is logged into a myCloud domain (which still consumes a myCloud license).

Perpetual licensing (one-time fee)

Requires that a license key is applied to the Host. A Guest user can use TCP/IP connectivity to reach the Host. It is also possible to log the Host onto a myCloud domain for myCloud connectivity (consumes a myCloud license).

Use perpetual licensing if you need to reach the Host directly via TCP/IP and Internet is not available or if you do not want to depend on the availability of the Internet.

Trial license

If the Host was downloaded from an authorized App store, e.g. Google Play, it comes with a pre-installed trial license. Otherwise, you may have been prompted to enter a license key during installation. If a trial key is entered, the Host will run for a limited time only (you can request a trial license key [here](#))

You can easily switch the Host trial to myCloud licensing, via the Info screen, select "Use myCloud licensing", and enter your myCloud user account credentials (email/password). Alternatively, you can purchase a license key for a perpetual license.

6. Updating or removing the Android Host module

A newer version or service release of the Host application can be installed on top of the previous one. Updating an existing installation will as default preserve existing configuration settings, which are found in the Host.xml file in the folder \WsmHost. You can delete this file prior to installation, if you want to start with default configuration settings.

Exception: If you install via a myCloud deployment link, for example sent via SMS, email or other methods, the Host will be enabled for this specific domain. Furthermore, if a configuration file has been added to the deployment link, this configuration file is used, replacing any existing configuration file on the device. This allows for deployment of configuration settings via the use of myCloud deployment links.

Removal of the WiseMo Host application from an Android device is done from the device as you would remove any other App. For example, select "Applications", "Settings", "Application Manager", and find the Host App in the list and select it. Then press Uninstall. If a Host add-on module is installed, follow the same procedure. To remove the Host configurations and other supporting files, delete the folder: \WsmHost.

TIP: *If the Uninstall button is grayed out, open the Host App, select menu, and Uninstall.*

7. For the advanced user

The program contains various options and settings to help ease addressing target devices from Guest modules / 3rd party applications and to help ease larger scale deployment. You are always welcome to contact WiseMo on support@wisemo.com for help with such issues.

7a. Address the device from Guest computers

The IP address and the unique Host ID shown in the Status screen are important ID's a Guest user can use to identify a Host and to address a Host depending on the communication method used.

As default, the Host ID is the device ID with a random number added for uniqueness. You can change the Host ID to any unique ID of your liking (via the Host Configuration Manager). Here you can also set the Host ID to use the IMEI (device serial number if no IMEI available). You can also set it to use the Bluetooth name (device ID if Bluetooth name not available).

The table below shows which IDs are available to use depending on type of communication profile.

Addressing the Host from a Guest, via Quick Connect, Phonebook, or from a myCloud list

Communication profile	IDs for Host addressing	Default value	Comment
TCP direct	IP address		
UDP direct	IP address		
UDP direct	Host ID	Device ID + number	Define your own Host ID, via Host Conf. Mng.
myCloud direct	Host ID	Device ID + number	Define your own Host ID, via Host Conf. Mng.
myCloud, from list	Host ID	Device ID + number	Define your own Host ID, via Host Conf. Mng.
myCloud, from list	User name	Bluetooth name	If no Bluetooth name, the Device ID will be shown



Note: The Bluetooth name can usually be changed via Settings on your device.

7b. API to query the Host ID / restart the Host

For use by third party Android applications (MDM solutions, for example), an API exists so the third party application can query the Host ID and also issue a command to re-start the Host. The API is implemented as Android AIDL-based service. Please contact WiseMo at support@wisemo.com for more information on this.

7c. Use of "opt." flags

It is possible to define "opt." flags to control certain behavior. The "opt." flags are set by creating an empty file with the flag name and place it in the Host configuration folder /WsmHost. The options flags are case sensitive and should be lower case file names.

- opt.no-device-admin suppress device admin User Input request on Samsung devices.
- opt.no-rcbridge-ui suppress User Input request regarding the installation of Host add-on module.

7d. Deployment

For deployment, where you want to prepare the devices with license and configuration, and have the Host load with as little user interface requests as possible, you can consider this approach.

1. Create the folder /WsmHost
2. Place the license file (host.lic) in the folder
3. Place the configuration file (host.xml) in the folder
4. When the Host application is launched, it will detect license and configuration, and thus not request such input from the user.

8. Glossary

Computer – Any Server, Workstation, Desktop, Laptop that runs an operating system supported by the Guest or Host module.

Device – Any Smartphone, Tablet, Set-top box, Scanner, or other handheld or un-attended device that runs an operating system supported by the Guest or Host module.

Guest – the module installed on a computer or device, e.g. PC, on an iPad, iPhone, Android device or running from a supported Browser. From the Guest module, a user may remote control another device or computer where the Host module is running.

Host – the module installed on the target computer or device that should be remotely controlled from the Guest module. It can for example be a PC, Mac, Smartphone, Tablet, Set-top box, or any other type of device that runs a supported operating system.

Host Configuration Manager – also termed Mobile Host Manager. A tool used for configuring a WiseMo Host application. It is installed on a Windows desktop computer and communicates with your device when the device is USB connected to your PC.

Skin – the graphical user interface for remote control of devices. Usually it is almost an exact graphical copy of the real device which is being remote controlled. Skin buttons are “alive” and imitate the keystroke of the real button: if you click on one of them then the same action will be performed on the device as if you click the real button.

Communication profile – protocol configuration for the communication between a Guest module and a Host module. There are two main communication methods: TCP/IP and myCloud. Before connecting directly from a Guest to a Host you should specify on the Guest which communication profile should be used.

myCloud – one of the communication profiles. myCloud communication is an internet based protocol that allows connection through firewalls, proxies and NAT'ed networks. It comes as part of WiseMo's myCloud subscription based service for easy remote control connectivity between computers and devices.