



# Netop Mobile

Netop Remote Control Mobile for iOS version 1.5



Netop develops and sells software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers over the Internet. For more information, see [www.netop.com](http://www.netop.com).

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## 1. Introduction

Netop Remote Control Mobile allows support staff and system administrators to gain secure remote access to the enterprise and provide real-time screen transfer and control over the keyboard and mouse of any machine running a compatible version of Netop Remote Control on Windows operating systems.

**Note:** To access and support a Windows machine using Netop Remote Control Mobile, the target machine must be running a Netop Remote Control Host version 10.0 or later. For more information, please visit our web site [www.netop.com](http://www.netop.com).

## 2. Installing the App

Netop Remote Control Mobile is available within the Apple App Store. Use your iTunes account to access and download the necessary software to your iOS device. The app is compatible with any iPad, iPhone or iPod Touch device running iOS version 5 or later.

## 3. Connecting to a Target Device

Netop Remote Control Mobile enables you to remotely access and support devices within in the same network or over the Internet.

### Smart Connectivity

The connectivity is improved by automatically deciding the fastest route for each connection. If direct connection (using the TCP protocol) is possible, it will be used. Thus instead of going through WebConnect, you can connect directly to devices that may be in the same network, achieving faster connection time and screen sharing. All this is automatically achieved without you having to decide which communication profile should be used.

Using the app, support staff can connect directly to a compatible Netop Remote Control Hosts running on a Windows machine. The default TCP protocol makes it ideal for connections to take place over a local Wi-Fi environment where target devices with a Netop Host are typically already waiting for connections.

The connection can also be established across 3G, 4G and other environments as long as the two devices can see each other and the firewalls do not restrict the communication between them.

**Note:** The communication is done over TCP on port 6502.

Netop WebConnect brings together the flexibility of Internet-based connectivity and the unrivalled security that you expect from a global provider of enterprise remote access and support solutions. WebConnect is a connection service for Netop applications that allows your service desk to reach any machine across the Internet – even on unmanaged networks. With WebConnect, support staff can provide remote support to customers without reconfiguring firewalls or compromising security.

## Connecting to a target device

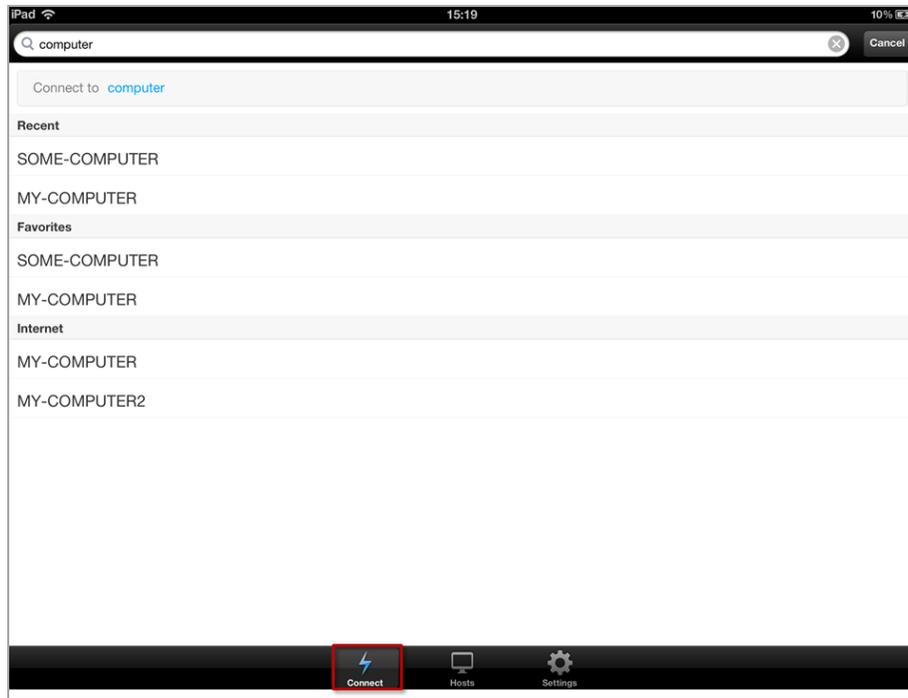
1. Open the Netop Mobile app by selecting the **Netop Mobile** icon .

**Note:** In order to retrieve enable the WebConnect check [How to configure the WebConnect account](#).

2. Tap on the IP address or computer name area



3. You will be taken to another screen that allows you to both filter existing devices and to connect to devices that are not present in the list.



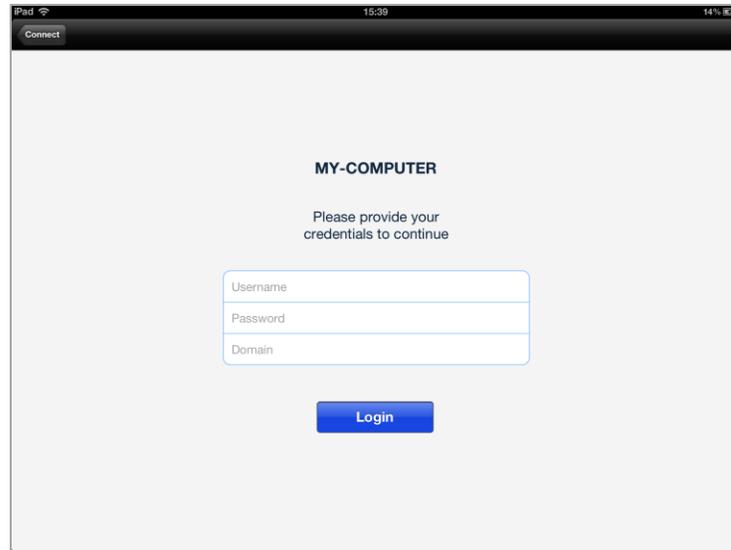
4. Enter the *Host ID, IP or Computer name* for the device you want to connect to and select the **Connect to** button or choose a target device from the *Recent, Favorite or Internet* lists:
  - Recent – previous connection attempts.
  - Favorites – devices you added as Favorites.
  - Internet – devices available and accepting connections that are connected through the corresponding WebConnect account.

**Note:** In order to retrieve the *Host ID* of the device please check [How to retrieve the Host ID](#).

5. Authenticate based on the dialog triggered by the Host (e.g. if the Host is configured with *Default access privileges*, you will need to fill in the corresponding password).

In case the end device is configured to accept connections authenticated using **Windows Security Management**, you will be prompted to fill in the corresponding credentials: **Username, Password and Domain**.

If the verification is against the Active Directory (AD), then **Domain** stands for the actual AD name. If it is against the local Windows device, then the **Domain** represents the *Computer name*.

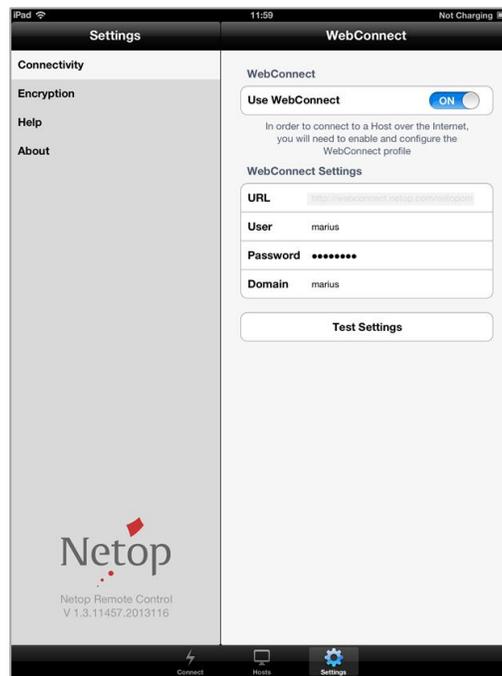


Once authenticated you should be successfully connected to the target device.

**Note:** Once your mobile device goes into stand by, the remote control session exists.

### How to configure the WebConnect account

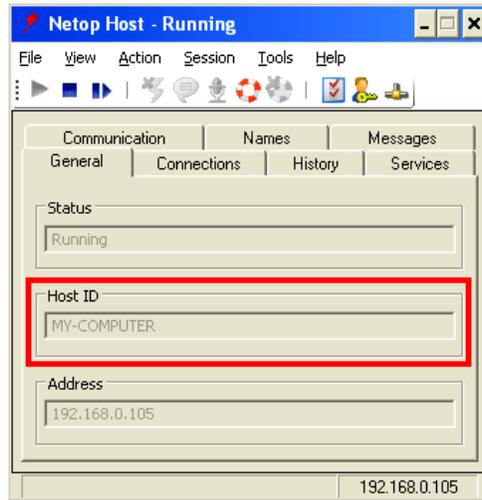
To enable the internet connectivity, navigate to **Settings > Connectivity**, move **Use WebConnect** to the **ON** position and enter the corresponding Webconnect settings (e.g. URL, User, Password and Domain).



**Note:** Make sure you test the settings by selecting **Test settings**.

## How to retrieve the Host ID

To retrieve the Host ID from a target device, open the **Netop Host** on the computer and check the **Host ID** under the *General* tab.

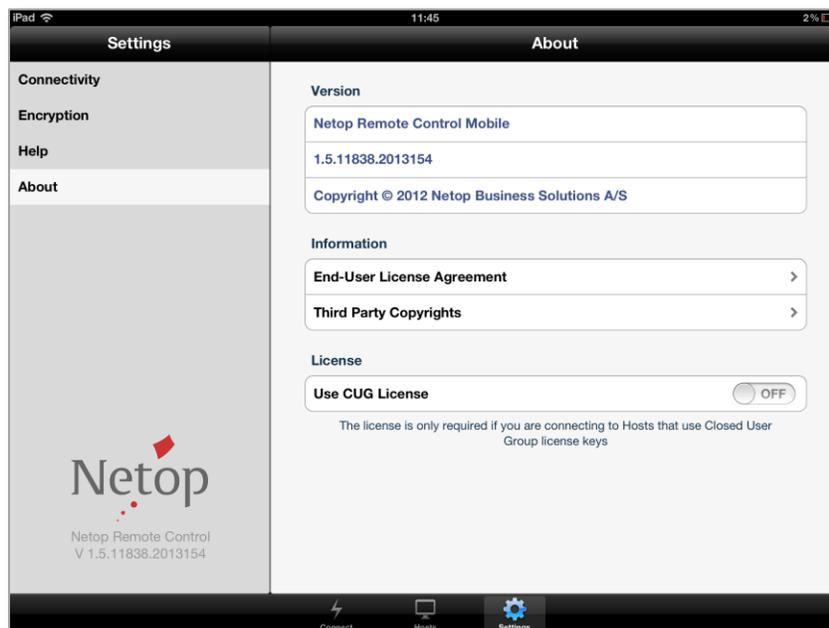


## 4. Adding a CUG License

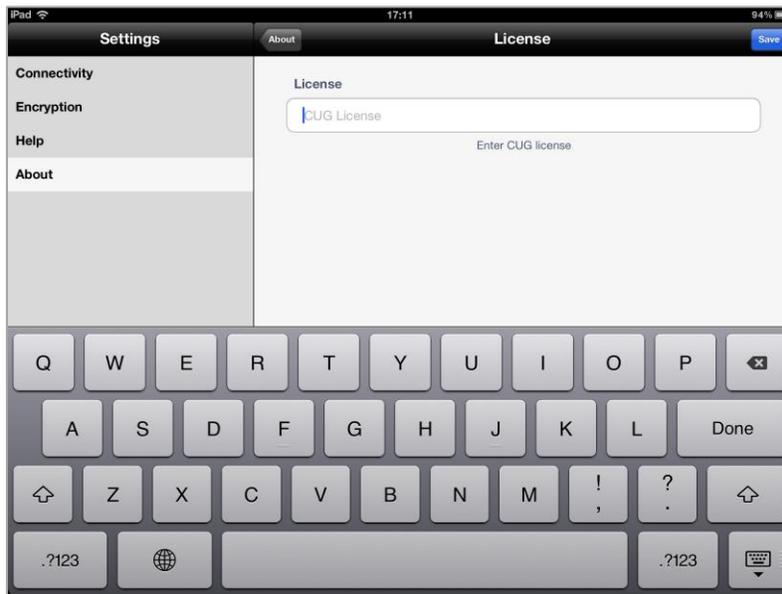
Closed User Group (CUG) licenses provide another layer of security by allowing customers to use a special license key within their Netop Remote Control applications.

The standard app does not require a license when connecting to a non-CUG Host but, if using CUG on your Hosts, you should enter the CUG license in the app to connect. The license entered in the app must be the legacy version CUG license key for the Guest.

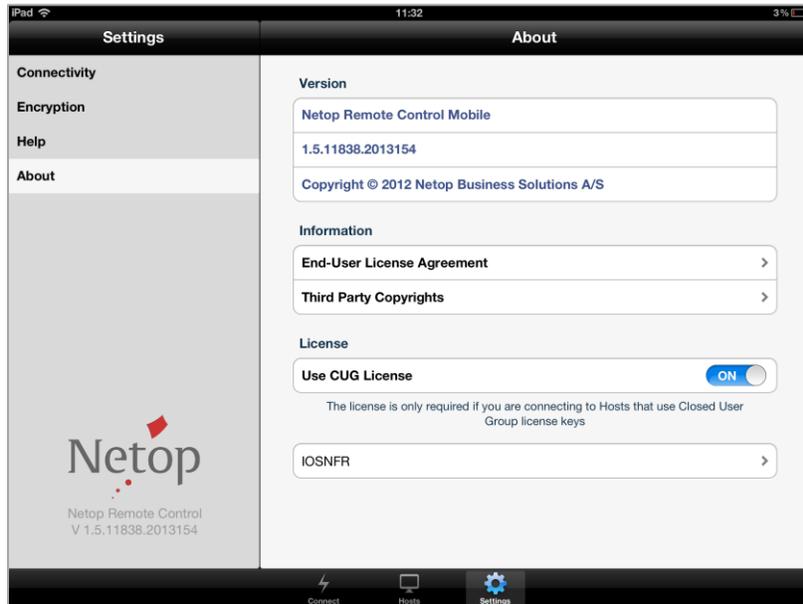
The CUG options are available through the **About** section via the **Settings** tab:



After switching the **Use CUG License** option to **ON**, enter their CUG license key.



Once validated and saved, the last six characters on the CUG license will be displayed in the **About** section:



## 5. Remote Access Session Controls

To assist support staff in resolving issues, Netop Remote Control Mobile provides intuitive access to keyboard commands using the familiar on-screen keyboard controls.

Furthermore, throughout a remote session, the following commands offer additional functionality to support staff.

Control	Description
	Displays an extended menu for quick access to common key combinations and actions.
	Quick access to <b>Disconnect</b> command and common key combinations such as <b>Ctrl+Alt+Del</b> .
	Displays the keyboard.
	Activates the right-tapping in the Mobile Guest app.
	Switches between left and right click.
	Hides the extended menu for quick access to common key combinations and actions.