



RDM+

Remote Desktop for Mobiles

For BlackBerry devices

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Getting Started Guide

RDM+ (Remote Desktop for Mobiles) is a communication tool that gives you the unique ability to connect to your desktop computer (Mac- or Windows-based) through the mobile device and interact with it remotely. With Remote Desktop for Mobiles you can not only observe the remote desktop on the screen of your mobile device but perform different usual keyboard and mouse commands.

RDM+ software consists of two components: the desktop part and the client module.

1. The desktop part (RDM+ Desktop) should be installed on the remote computer.
2. The client module (RDM+ Client) should be installed on your mobile device.

To work with your computer through the mobile device, you should install both these components.

1. Installing RDM+ Client on a BlackBerry

There is a special version of RDM+ Client for touchscreen BlackBerry devices. Read more on www.rdmplus.com

▪ Direct OTA downloading

You can freely download **RDM+** via your BlackBerry's browser. The download location is: **bb.rdmplus.com**

1. Run Browser from the BlackBerry menu.
2. Type in bb.rdmplus.com and press Return on a keyboard.
3. The page with different products will be displayed. Select the link for downloading RDM+ client for your mobile device.
4. Wait until the downloading process is terminated.
5. Reboot your device. The installation is finished.

▪ Installation from the Desktop Manager

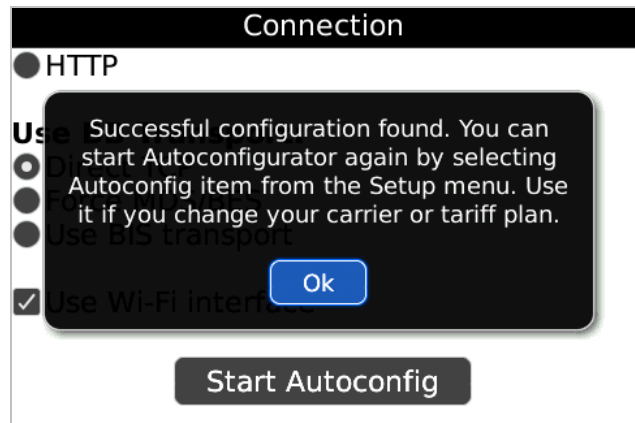
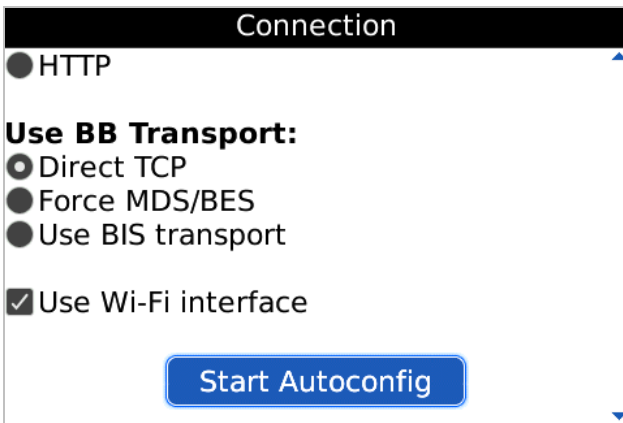
1. Download RDM+ Client (.zip file) from www.rdmplus.com to your computer. Make sure that the selected device is BlackBerry Storm.
2. Plug BlackBerry device into connected cradle or connect it to the computer using USB cable.
3. Run BlackBerry Desktop Manager on your computer, choose Application Loader, browse into folder with [rdmplus.alx](http://www.rdmplus.com) file, select it and start the file uploading.
4. The icon of RDM+ application appears on your device. The installation is finished.

2. Starting the client

At first launch of the program you will be offered to run Autoconfigurator to setup optimal network settings for proper work of connection in RDM+ application.

In case of unsuccessful test of Autoconfigurator, you're proposed to configure your connection settings manually. You can send the log file by mail directly to Support Team. You can do this, choosing the menu item Support. For more information please read Support section.

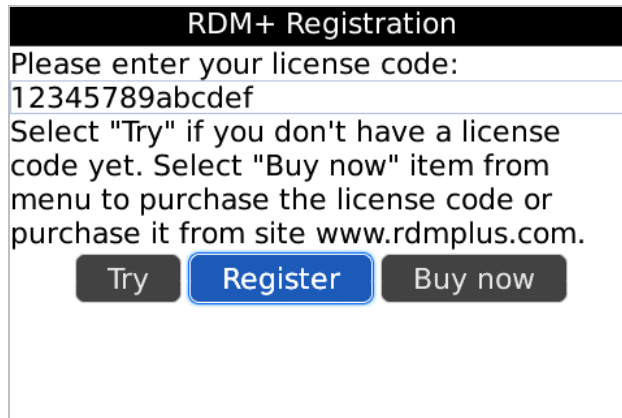
You can run Autoconfigurator afterwards in Setup – Connection in the event that you change the carrier or the data plan.



3. Registration and trial



After the first launch of RDM+ you will be asked to insert the license code, which you have received with the purchase of the program. Please, insert the license code into corresponding field and select **Register** menu item or **Register button**.

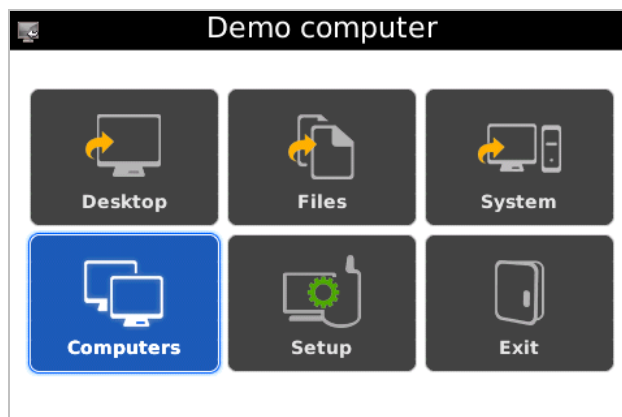
If you want to use RDM+ in a trial mode, select **Try** menu item or press **Try button**.



4. RDM+ dashboard

RDM+ dashboard is the basic screen of the program. You can start any management mode form here. It makes working with RDM+ very easy.

On the top of the screen you can see the computer name. This is the computer which RDM+ Client is being connected to (if a connection icon is blue ) or which RDM+ Client connected to last time (if the connection icon is grey )



Desktop – starts desktop management mode. The remote desktop is shown and you can control it as if you were sitting in front of your computer.

Files – starts file management mode. You can manage files on your computer irrespective of the desktop. You may also exchange your files uploading them from your mobile to the PC and vice-versa (downloading).

System – starts system management mode. It allows you to manage the remote computer's system parameters (like Windows, Drives, Processes and Services). You may also execute commands on the remote computer through "Console commands".

Computers – opens your computer list.

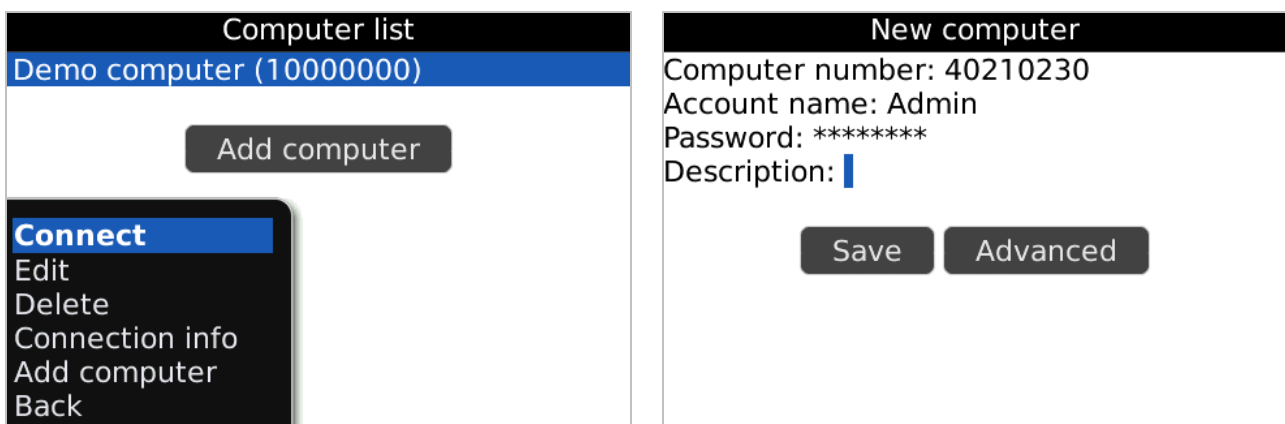
Setup – opens setup screen.

5. Computer list

The computer list is an analogue of RDM+ address book of the earlier versions. You can save here all computers you are going to control remotely.

At first start the computer list contains a demo computer only. You can connect to it and make sure that the client can work on your mobile device and will see a simple demonstration of the client abilities.

To add your computer to the computer list click **Add computer** button or select Add computer menu item. In the new computer dialog you should enter the computer number which you received at registration on RDM+ Online Service while installing the RDM+ Desktop. You may enter the computer number with or without dashes. Then you need to fill in your account (account name and password) which you created in RDM+ Desktop. These three fields are mandatory.



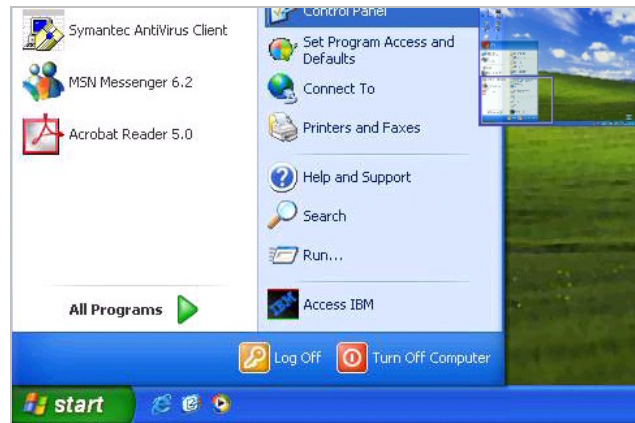
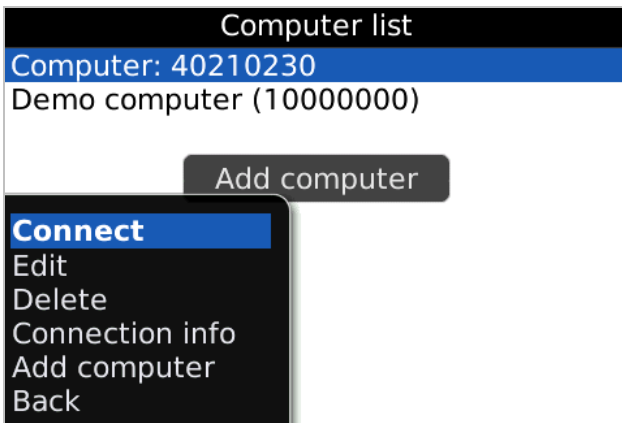
In **Description** field you can specify a short description text which will help you to find this computer in your computer list. If the description field remains unfilled only the computer number will be displayed.

Note: If you select **Connection info** menu item, you can get some information about last connection to any computer from your list. This additional information may help in troubleshooting connection problems.

6. Remote desktop control

To connect to your remote computer select menu item **Connect**. If you connect to the computer successfully, the remote desktop will be shown.

At first connection to the computer RDM+ identifies the computer OS automatically and then offers hotkeys according to the OS of the remote computer.



You may send left mouse click and double click directly by pressing a trackball once or twice correspondingly. Other mouse control commands may be sent over the menu or you can also use a radial menu. The radial menu opens if you press and hold BlackBerry's trackball.

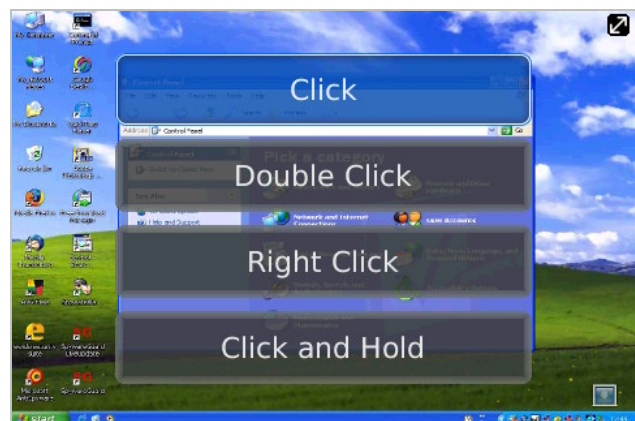
There are six commands in the radial menu. The pointer in the center shows the mouse position on the remote computer. To close the menu press Escape key.



Following options are available in main menu:

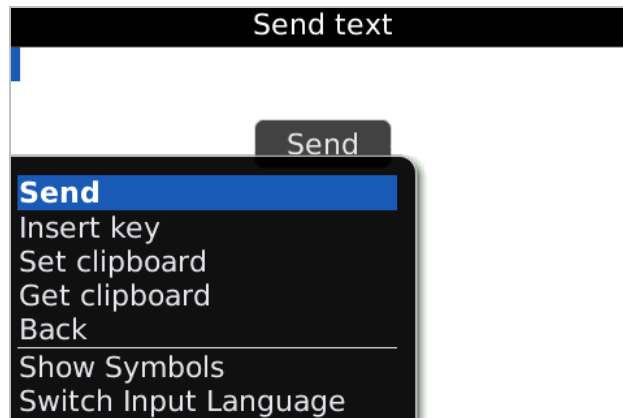
- **Mouse** - This menu item is used to perform click, right click, double click, click and hold.

Note: To move cursor vertically you should roll thumb-operated Trackwheel. To move cursor horizontally, hold Alt and roll Trackwheel.



- **Zoom** – Given menu item serves to enlarge the view of current desktop.

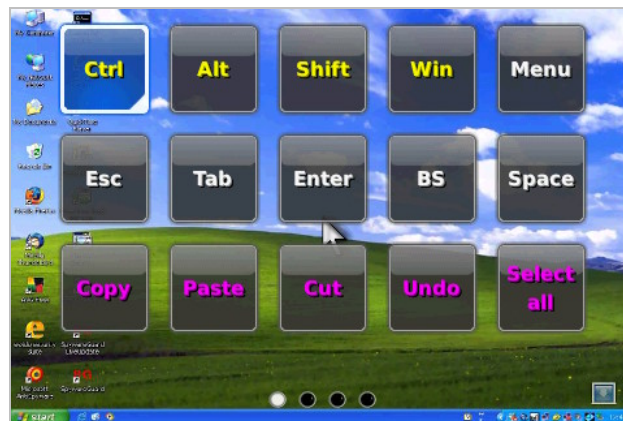
- **Send text** - You can enter the text that will be transferred to remote computer just like you enter it from a keyboard. Along with the plain text, you can also insert control keys and shortcuts (E.g. Alt+F4).



Note: In order to transfer # symbol, you should enter it twice (##).

- **Hotkeys** – This menu item opens a list of hotkeys according to the OS of the remote computer. You can send keys separately or send key combinations. Keys and shortcuts from previous versions are now combined into one hotkey list. You can edit the hotkey list in Setup.

Note: **Sym key** on you BlackBerry shows and hides the list of keys you may send to the remote desktop.



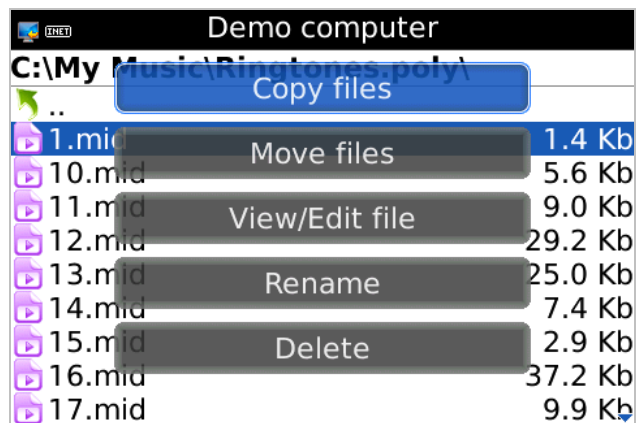
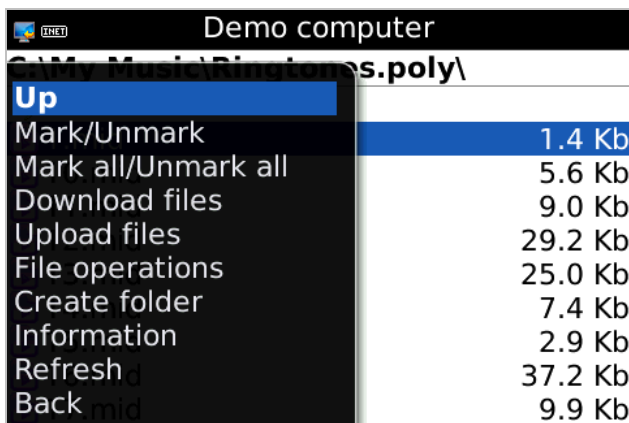
- **Text cursor** – This menu item works in programs with text editors and lists. Choosing this item you're able to move over your texts and highlighted list items with a text cursor instead of a mouse cursor.

Note: To move cursor vertically you should roll thumb-operated Trackwheel. To move cursor horizontally, hold Alt and roll Trackwheel.

- **Back** – You will return to the dashboard but remain connected to the computer until you open the computer list or setup form.

7. File management mode

You can perform the following actions with files and folders on remote computer using File manager menu items named below:

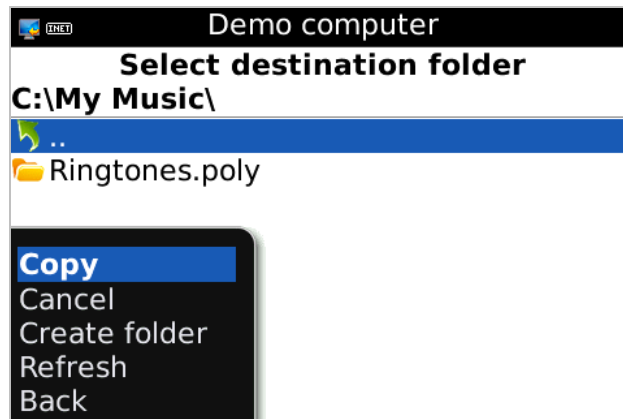


- **Mark/Unmark** - Marking/unmarking of the selected file for a common group;
- **Mark/ Unmark all** - Marking/unmarking of all files and subfolders in selected folder for a common group;
- **Download files** – Downloading files from the remote computer to your mobile;
- **Upload files** – Uploading files to the remote computer from your mobile;
- **File operations** – The list of file operations is opened;
- **Copy files** - Copying of the selected file or folder (or marked group of files and folders) to specified destination folder;
- **Move files** - Cutting and moving of the selected file or folder (or marked group of files and folders) to specified destination folder;
- **View/Edit file** - Viewing the current text file. In a viewing mode simple line editor is available;
- **Rename** - Renaming of the current file or folder;
- **Delete** - Deleting of the selected file or folder (or marked group of files and folders);
- **Create folder** - Creating a new folder;
- **Information** - Viewing the detailed information about the selected file or folder;
- **Refresh** - Refreshing of contents in a selected folder;

For operation with a single file or a folder, move selection bar to it and select an appropriate item from menu. For operations with a group of files or folders first mark the required files and/or folders and select a corresponding menu item.

How to copy a file

1. Move selection bar to a file or mark files to copy.
2. Select menu item **File operations**.
3. Click **Copy files** button.
4. Choose the destination path to copy the file.
5. Select menu item **Copy** to proceed copying. The file with the same name in the destination folder will be overwritten.
6. Confirm the operation by selecting **Ok** from the menu.



How to download a file

1. Move selection bar to a file or mark files to download from computer.
2. Select menu item **Download files**.
3. Choose the destination path on your device to download the file and select **Download** from the menu. The file with the same name in the destination folder will be overwritten.
4. Confirm the operation by selecting **Ok**.

How to upload a file

1. Open a folder to which you want to upload a file.
2. Select menu item **Upload files**.
3. Choose a file to upload to the remote computer and select **Upload** from the menu. The file with the same name in the destination folder will be overwritten.
4. Confirm the operation by selecting **Ok**.

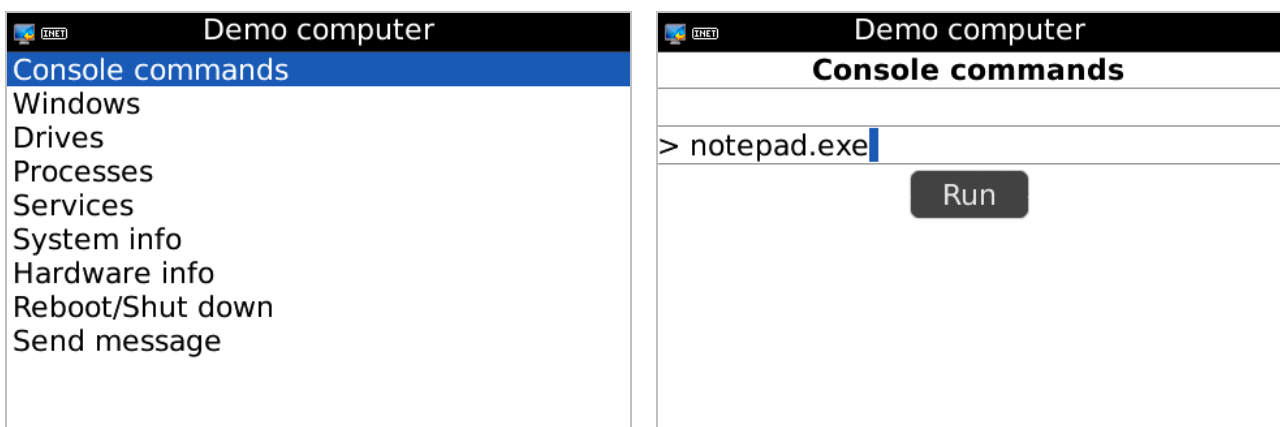
8. System management mode

System management mode allows you to manage the remote computer's system parameters (like Windows, Drives, Processes, Services). You may also learn system and hardware information, shut down and reboot the remote computer, execute commands on the remote computer.

How to execute external commands

To start a GUI of application or a console command, select **Console commands** in **System manager**.

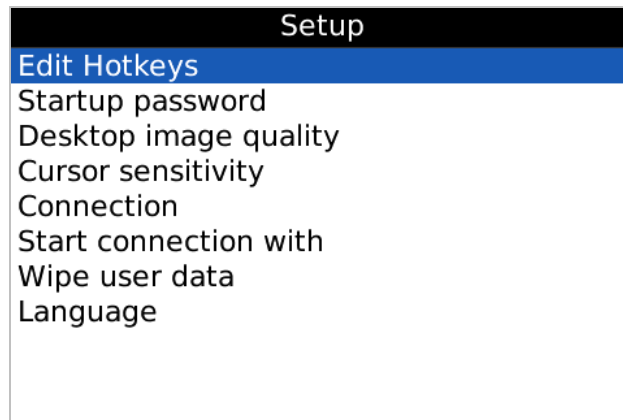
At execution of an external console command (like ping, netstat, ipconfig) the local service waits for completion of a command and returns a result of execution (stream from standard output) as the answer. But if a command is not completed after timeout interval (by default 3 min) it will be terminated.



At starting of applications GUI the local service won't wait until the execution of the command is completed. It shows a notification about the application start. As an answer this command returns a message: Application started.

9. Setup

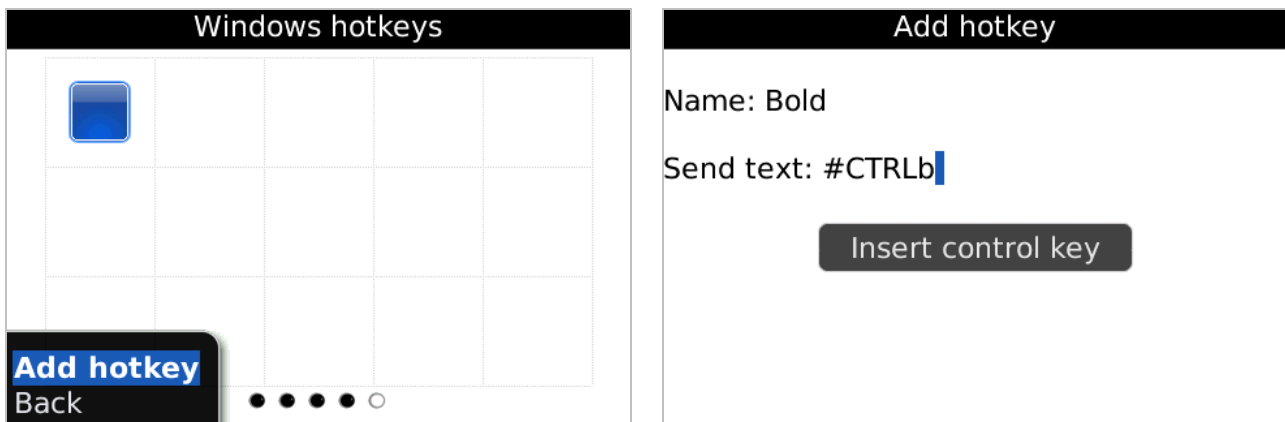
You may change settings of the application in **Setup** menu.



- **Edit hotkeys**

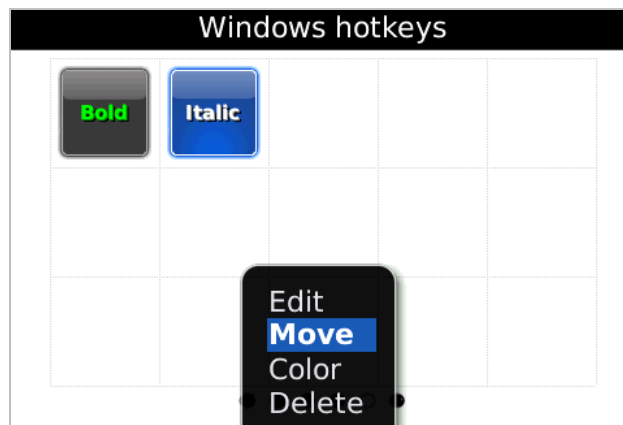
In this section you may manage the list of hotkeys. Adding new hotkeys, deleting needless ones and ordering the hotkey list is easy.

Select an empty cell and choose Add hotkey menu item. In the form you should enter a short name of a new hotkey and a Send text combination. To fill out the Send text field press Insert control key button to see the list of control keys. You can also use a keyboard.



You can move hotkeys in the list. Select the hotkey, choose Move from the menu and then select the cell where you want to move the hotkey.

It may be also useful to group hotkeys with the same font color. To change the font color of a hotkey, select Color from the menu.



- **Startup password**

This setting allows you to set a password which is asked every time RDM+ launches. This option is useful in case of device loss as it prevents publishing of your confidential data.

Note: Please keep in mind your password. If you forget it you will only be able to reinstall the application and your address book will be unavailable.

- **Desktop image quality**

You can define the image quality from the remote desktop. High image quality may decrease the rate of data exchange.

- **Cursor sensitivity**

This setting allows you to adjust the desktop cursor sensitivity. The bigger number means the higher cursor sensitivity.

- **Connection**

You can select an adoptable connection type. **Direct TCP/IP, BES/MDS, Use BIS transport** options can be selected. TCP/IP and HTTP protocols are supported in application.

Note: If changing connection type you have to restart application.

Wi-Fi connection is offered on BlackBerry smartphones that support Wi-Fi when you are within an area of Wi-Fi coverage. Turn it ON in **Connection** section of the Setup.

- **Start connection with**

You can select the connection mode (dashboard, desktop, file manager or system manager). You'll get to the corresponding form after selecting Connect menu item in the computer list.

- **Wipe user data**

This operation clears all user data in RDM+ Client including registration, computer list, startup password, command history, etc.

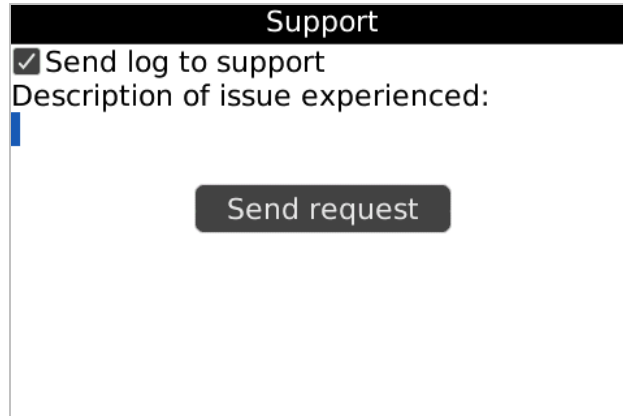
Note: You won't be able to restore this information after resetting.

- **Language**

Select the interface language. The options are English, German and French.

10. Support

If you faced with any problems while using the application you're able to send a request to support team right from the application. Just choose **Support** menu item in the dashboard, enter the required information into support request form and select from menu **Send request** or press **Send request button**. Together with your request a log file will be sent to support if the appropriate checkbox is marked.



The screenshot shows a web form titled "Support". At the top, there is a checkbox labeled "Send log to support" which is checked. Below this is a text input field with the placeholder text "Description of issue experienced:". At the bottom of the form is a dark grey button with the text "Send request".

You can find more information about RDM+ on our site: www.rdmplus.com

Looking for update or trial installation? See the Download page:

www.rdmplus.com/rdm/bb/download.html

Support form for further assistance: www.rdmplus.com/rdm/bb/support.html

Alternatively, you can send us an email at rdmsupport@shapeservices.com

Appendix A – Downloading RDM+ Client

RDM+ Web client

Point any browser to web.rdmplus.com Sign up for RDM+ Web service and connect to your computer remotely.

RDM+ Web service is also available from Apple iPhone and iPod Touch at iphone.rdmplus.com Sing in with your RDM+ Web account.

RDM+ Client for Apple iPhone and iPod Touch

1. Go to App Store on your iPhone or iPod Touch and download RDM+.
2. Or find RDM+ on iTunes Store and download it to your computer. Then connect your iPhone or iPod Touch to the computer and iTunes will sync applications automatically.

RDM+ Client for BlackBerry handheld

1. Point your BlackBerry browser to bb.rdmplus.com. Scroll down to highlight **Download** and select **Get Link** from the menu. Download the client and reboot your device.
2. If for some reason you can't download the client module directly, download RDM+ Client (.zip file) from www.rdmplus.com to your computer. Unzip the file.

Connect your BlackBerry to the computer. Run BlackBerry Desktop Manager on your computer, choose Application Loader, browse into a folder with rdmplus.alx file, select it and start the file uploading. The icon of RDM+ application appears on your device.

RDM+ Client for Java-enabled phone and Symbian OS device

1. You can download the client directly to your mobile device. The WAP download location is: wap.rdmplus.com
2. If for some reason you can't download the client module directly, or error occurs at download, you can download RDM+ Client (.zip file) from our site www.rdmplus.com

RDM+ Client for Windows Mobile device

1. Download the client from wm.rdmplus.com directly to your mobile device and install it.
2. If for some reason you can't download the client module directly, download RDM+ Client (.exe file) from www.rdmplus.com to your computer. Connect your mobile device to the computer and start the program installation. (You need Microsoft ActiveSync to be installed on your computer.)

RDM+ Client for Palm OS device

1. Download RDM+ Client (.prc file) from www.rdmplus.com on your computer.
2. Connect your mobile device to the computer and install RDM+ using Palm Desktop or the other application for transferring files to Palm.

Support

You can find more information about RDM+ on our site: www.rdmplus.com

Support form for further assistance: www.rdmplus.com/rdm/bb/support.html