



Remote Desktop for Mobiles

RDM+ Desktop for Mac OS Getting Started Guide

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Introduction

RDM+ (Remote Desktop for Mobiles) is a communication tool that gives you the unique ability to connect to your desktop computer 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 using instead phone's joystick or buttons.

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

- **The desktop part** should be installed on the remote computer.
- **The client module** should be installed on your mobile device.

You should install both these components to control your computer through your mobile device.

Appendix A provides the information about downloading and installation of RDM+ Client on your mobile device. In every RDM+ Client you will also find directions on how to work with a mobile client.

System requirements:

RDM+ Desktop will work on any Intel-based Macs with minimal requirements to hardware resources. The desktop part will work on Mac OS X 10.4 and higher. We recommend installation of all latest OS service packs and updates for correct work of the internal commands.

Security:

RDM+ works in encrypted mode where all data, screen images, mouse movement and keys are encrypted by 3DES (Triple DES) algorithm with 128 bits key. The 3DES key is generated randomly each time at opening a session. This provides the most secure remote access solution. The desktop part on a remote computer has a logging feature where all connections are written to the log file.

Note: RDM+ Desktop is available on English, German, French, Italian, Spanish and Japanese.

Installing RDM+ Desktop on a computer

RDM+ Desktop allows you to control your Mac remotely from your mobile device. You should install the desktop part of RDM+ on all computers you're going to manage remotely. Run the installation file **rdmplus_desktop_mac.dmg** and follow the instructions of the installation wizard to completely install the product.

You can download this file from our site: www.rdmplus.com

Note: RDM+ Desktop works on Intel-based Macs with Mac OS X 10.4 and higher.

Computer registration in RDM+ Online Service

If your computer isn't registered in RDM+ Online Service, you should fill the registration form after the Desktop installation.

Note: Please specify an existing email address in registration form. You will receive automatic notification about registration to this email address.

In the RDM+ Desktop each registered computer has a special computer number assigned at registration in the service. If connection to the RDM+ Online Service has established and the registration was completed successfully, the unique computer number will be assigned to your computer. You will see this number on top of the application window. You can also check the registration by selecting Registration Details menu item.

RDM+ Desktop connects to the RDM+ Online Service as usual web browser (using HTTP requests through port 80) and it doesn't require direct access to the computer or other special router settings.

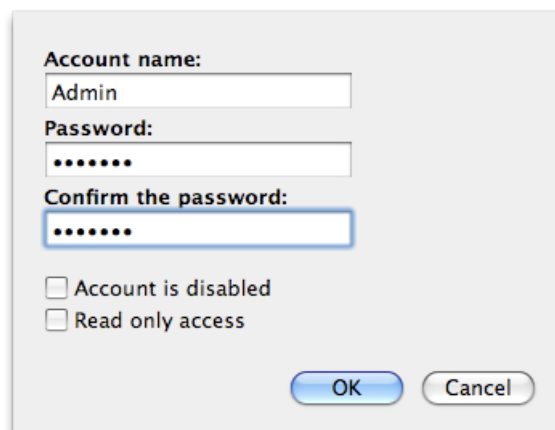
Preparing for remote connection

To be able to connect with your computer, you need to create a new account in RDM+ Desktop and to denote afterwards the same account in a computer list of the mobile phone client.

In order to create the new account, press **Add account** button and enter the required information into the appeared form. You can add up to three accounts.



In the dialog window, you should enter a new account name and a password (use any account name and password). The account name is case insensitive but the password is case sensitive!

The image shows a dialog box for creating an account. It has three text input fields: "Account name:" with "Admin" entered, "Password:" with "*****" entered, and "Confirm the password:" with "*****" entered. Below the fields are two checkboxes: "Account is disabled" and "Read only access", both of which are unchecked. At the bottom right are "OK" and "Cancel" buttons.

Note: In the computer list of the client module you should enter the password exactly as it was specified in RDM+ Desktop. If you forget the account data the Support Team of SHAPE Services won't be able to inform you of this data because it is stored in RDM+ Desktop on your computer only. In this case you would need to get back to your computer to look at the account and change the password.

Account is disabled

If you select this checkbox the user account will remain in account list and all its settings will be stored, but you won't be able to connect with the remote computer using this account. The account becomes grey.

Read only access

If you select **Read only access** checkbox you will be able to view the remote desktop but you won't be able to make changes or control the remote desktop. Any commands from the client will be ignored. Mouse and keyboard control will be disabled. The account is marked with a lock.

Note: You can delete the account by pressing **Delete account** button in the Edit account window.

RDM+ Desktop window

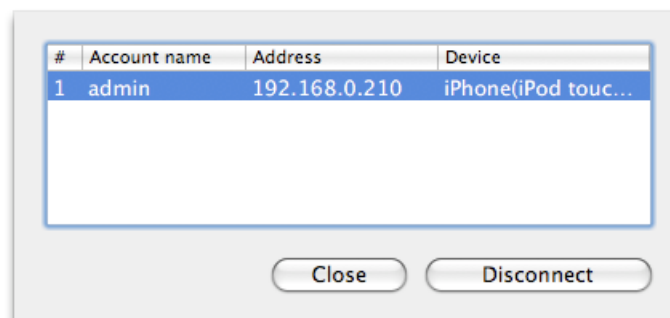
In order to start working with your computer remotely, you should have RDM+ Desktop to be running on your computer and there should be 'Online' or 'Local network' status in the Desktop. The status is written on the top of RDM+ Desktop window. Please read more about RDM+ statuses in the Preferences section.

Add the computer to the computer list in RDM+ Client installed on your mobile device. All information you need is on the top of the RDM+ Desktop window (computer number and account).

Note: If you want to be sure that no-one can connect to your computer; press **power button** on the top left corner of the application window to go Offline. To make the desktop accessible from any mobile device, turn it on by pressing the button again.



You can also discover how many clients are connected to your computer simultaneously if you look at Active connections row. To learn about current mobile connections in details press **View** button. If you want to disconnect the mobile client select it from the list of current connections and press **Disconnect** button.

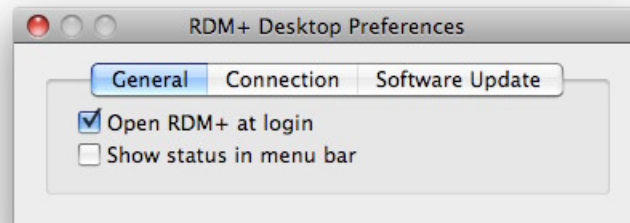


Note: If you can't send any text from your mobile to the computer with **Mac OS X 10.4**, you should do the following:

1. On the computer you were connected to click **input menu icon** in menu bar (icon with a flag);
2. Select **Open International**;
3. In the Input Menu window select **Unicode Hex Input** checkbox.

Preferences

To change any settings of RDM+ Desktop open Preferences window from the application menu.









Open RDM+ at login

If this checkbox is selected RDM+ Desktop will be launched at login. By default this option is turned ON.

Show status in menu bar

If you select this checkbox the icon of RDM+ Desktop will appear in the menu bar and it won't be seen in Dock. You can check the status of RDM+ looking at this icon.

-  **Online.** The computer is available in a local network and over the Internet.
-  Somebody is connected to the computer over the local network or over the Internet.
-  **Local network.** The computer is available in a local network.
-  Somebody is connected to the computer over the local network.
-  **Offline.** The computer is unavailable. No mobile clients can connect to it.
-  **Connection error.** This may be a temporary network problem. RDM+ Desktop will try to resolve the issue automatically.

RDM+ Online Service address

If you want to connect to the computer over the local network, select "Local network connection only". Otherwise the address of RDM+ Online Service can be specified in the corresponding field. Usually the address is already denoted by default and you should not make any changes.

Proxy settings

If in your local network the proxy server is used, you should specify the proxy settings before connecting to RDM+ Online Service. For that, select "Enable connection through HTTP proxy" and enter all required information. Details about proxy settings, you can get to know from your network administrator.

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 to the computer and iTunes will sync applications automatically.

RDM+ Client for iPad

1. Go to App Store on your iPad and download RDM+.
2. Or find RDM+ on iTunes Store and download it to your computer. Then connect your iPad 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 handheld 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