

TSMobiles

Terminal Service client for Mobiles

For BlackBerry devices

User manual

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Introduction

TSMobiles is an essential mobile client based on Windows Remote Desktop Protocol (RDP) which allows you access to any Windows OS computer via Terminal Service or Windows Remote Desktop through your mobile phone.

Terminal Service (for Windows NT/2000/2003/2008) and **Remote Desktop** (for Windows XP and Windows Vista) are the Microsoft Windows features that let to log-on remotely to your computer and work at it as if you were seated at the local console.

TSMobiles is a light and secure application which is excellent for gaining remote access to computer and working with your business documents, managing files and performing administrative tasks.

Main features

- Compatibility with Windows XP Remote Desktop, Windows Vista Remote Desktop, Windows NT/2000/2003/2008 Terminal Service;
- Computer list for saving addresses and logins for all your hosts and servers. In addition you can specify the description of host that will help you to find needed host in a large list;
- Advanced security option for assignment of a password at client startup. The computer list is encrypted with this main password;
- Direct input mode – you can use the keyboard of your device for direct text input in remote desktop applications.
- Full-screen view and zooming modes. In full-screen mode you can see the remote desktop on the entire screen of your device. Zoomed mode lets you to enlarge desktop and to scroll it to review all fragments in details;
- Setup options for choosing the desktop palette and size for faster performance;
- Support of national keyboard layout and national character sets at text input.
- Support of various connection types: Direct Internet connection, BES and BIS connections;
- Wi-Fi connection support. You may easily start using Wi-Fi by selecting Turn Wi-Fi ON from the menu. (For BlackBerry smartphones that support Wi-Fi when you are within an area of Wi-Fi coverage.)

System Requirements

Supported devices:

8100 (Pearl), 8300 (Curve), 8700, 8900 (Curve), 9000 (Bold)

9500 (Storm) Series are also supported. Please download the corresponding TSMobiles application and read a special user manual for the touchscreen BlackBerry.

OS Requirements:

OS v. 4.2 and higher.

1. Configuring Remote Desktop on computer

Before you start to use TSMobiles you should enable Remote Desktop Connection (for **XP and Windows Vista**) or Windows Terminal Service (for **Windows NT, Windows 2000 Server, Windows Server 2003, Windows Server 2008**) on the server you need to connect. For more information on setting this up, please, visit one of the following sites:

For Windows XP Users:

<http://www.microsoft.com/windowsxp/using/mobility/getstarted/remotefintro.mspix>

For Windows 2000 Server Users:

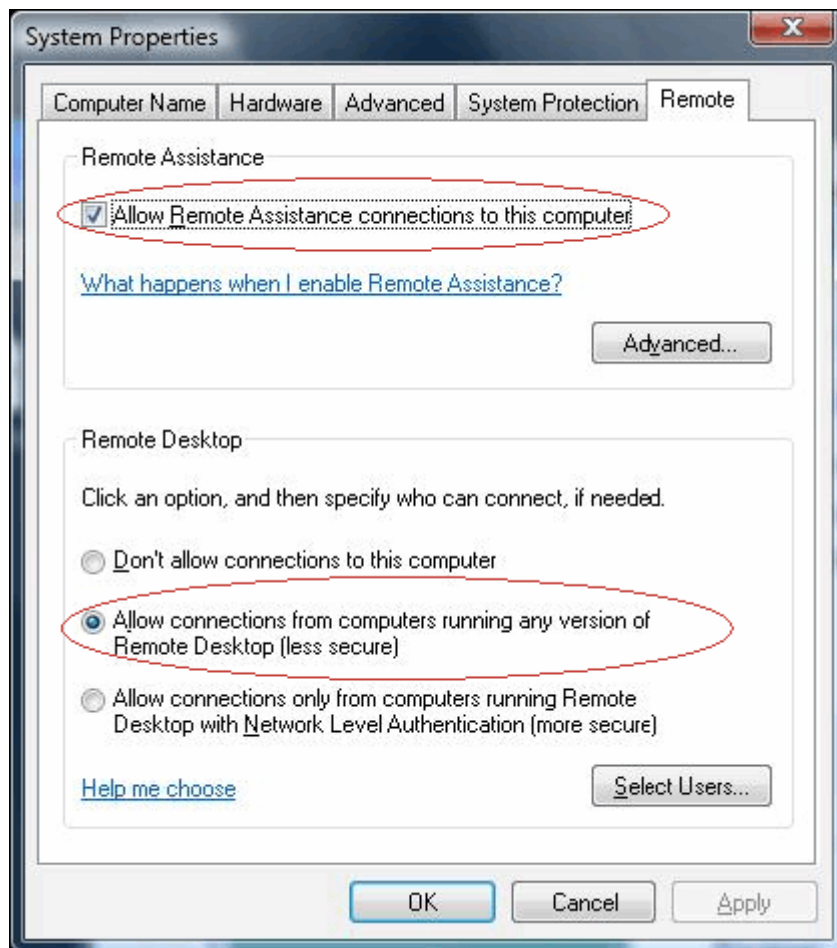
<http://www.microsoft.com/technet/prodtechnol/win2kts/default.mspix>

For Windows Server 2003 Users:

<http://technet2.microsoft.com/windowsserver/en/default.mspix>

For Windows Vista:

<http://www.microsoft.com/windowsvista/features/foreveryone/help.mspix>



For RDP connection you need to make sure that your computer is accessible from the Internet and TCP port 3389 (default Windows RDP port) is opened on firewall or router. If you use ADSL or any other routers, make sure that it is enabling access to your computer from Internet through TCP port 3389 (probably you need to configure port forwarding from external IP address of router to internal IP address of computer). If on your computer installed Windows XP with enabled built-in firewall, or any other firewall software, you should open TCP port 3389 for incoming connections.

If you have a problem configuring your router/firewall, you can get more help at

http://www.portforward.com/english/applications/port_forwarding/RemoteDesktop/RemoteDesktopindex.htm.

You can check if your computer has the direct access from Internet if try to establish connection to the RDP port by using telnet utility from other computer which has an access to Internet and sits

outside of your local network. You can ask your friend try to do it for you from his computer. Following actions should be performed:

1. Click on **Start** button and select **Run** option.
2. Enter **cmd.exe.** into appeared string and press **OK** button.
3. At the command prompt enter "telnet 1.2.3.4 3389". Use all commands without double quotes. Instead of 1.2.3.4 use external Internet IP address of your computer.

Note: This is only the test for opened port and nobody can access your computer this way.

To determine the IP address of your computer go to www.whatismyip.com

2. Installation

Direct OTA downloading

You can freely download **TSMobiles** via your BlackBerry's WAP browser. The WAP 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. Select the link for downloading TSMobiles client for your mobile device.
4. Wait until the downloading process is terminated.
5. Reboot your device. The installation is finished.

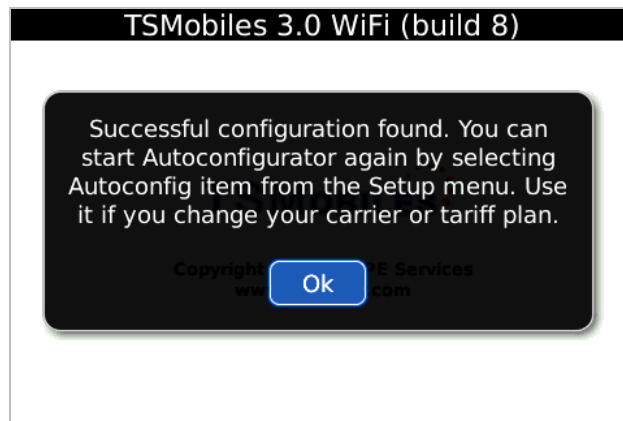
Installation form the Desktop Manager

1. Download TSMobiles client (.zip file) form www.rdmplus.com to your computer.
2. Unzip the archive to any folder on your PC.
3. Plug BlackBerry device into connected cradle or connect it to the computer using USB cable.
4. Run BlackBerry Desktop Manager on your PC, choose Application Loader, browse into folder with unzipped files and select the *.alx file.
5. The icon of TSMobiles application appears on your device.

3. Autoconfiguration

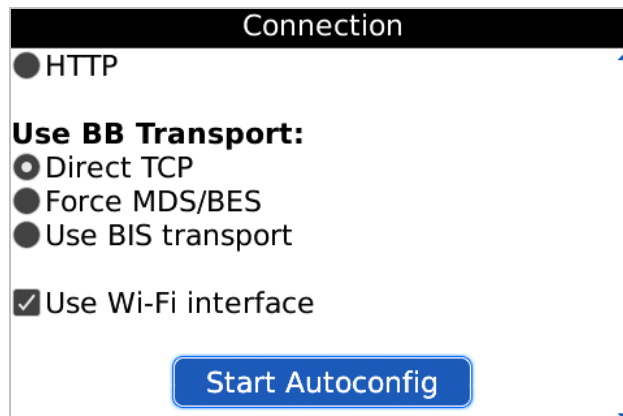
If the client is completely installed on your handheld and works properly, you will see the title screen at startup.

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



In case of unsuccessful test of Autoconfigurator, you're proposed to configure your connection settings manually. Depending on the connection error discovered by configurator, you will be given some hints on how to resolve this connection problem. Please, read the given information thoroughly and perform advised actions. Then you can repeat the test with Autoconfigurator. Also you are able to send the log file by mail directly to Support Team. Select **Support** menu item and fill out a support form.

You can run Autoconfigurator afterwards in case of carrier change or changing your data plan. Go to **Setup - Connection** from the dashboard window and press **Start Autoconfig** button.



4. Connection settings

You are recommended to start Auto configurator at first launch of **TSMobiles**. Nevertheless you can set connection parameters manually if the test was finished unsuccessfully or if you are sure in your settings.

You can setup your connection settings in **Setup/Connection** section.

Here are connection options recommended for different categories of users.

Standalone users

If your device's system is BlackBerry OS v4.0 or higher you should enable TCP/IP on your device. Most likely TCP/IP is already enabled on your device and you should not perform any additional operations and can freely connect with your settings. In case of connection problems, please, check your TCP/IP here: www.rdmplus.com/tcp_settings_bb.html

or contact your mobile carrier. You can also find more useful information if follow this address:

<http://www.blackberryforums.com/showthread.php?t=2185>

In this case the **Default** connection type should be remained unchanged or **Direct TCP** should be set.

Use BIS transport option is recommended to activate if you carrier supports using of BIS-B transport for third-party applications. If unsure, please, contact your carrier.

If you have no Service book entries on your device, you can try to select **Direct TCP** option.

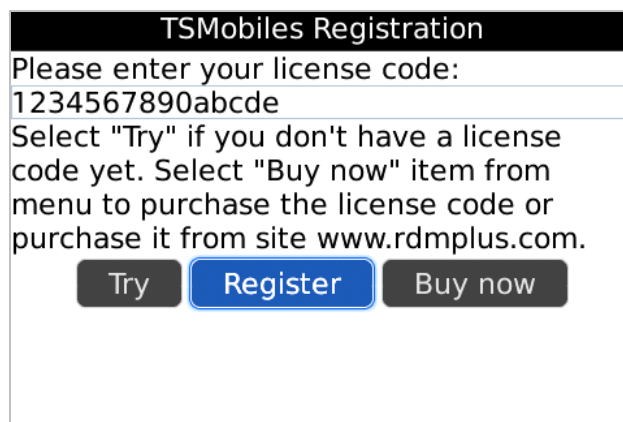
BlackBerry Enterprise Server users

If your organization operates a BlackBerry Enterprise Server usually you don't have to set any parameters, leaving the **Default** connection type. Just if you have any connection problems you can choose **Force MDS/BES** option. In most usual cases checking of this option is not obligatory.

Note: To connect to the computer with Wi-Fi select **Use Wi-Fi interface** checkbox in **Setup – Connection** form. This feature is offered on BlackBerry smartphones that support Wi-Fi when you are within an area of Wi-Fi coverage.

5. Registration and trial

After the first launch of TSMobiles 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**.



TSMobiles Registration

Please enter your license code:
1234567890abcde

Select "Try" if you don't have a license code yet. Select "Buy now" item from menu to purchase the license code or purchase it from site www.rdmplus.com.

Try Register Buy now

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



Note: There is no difference between trial and commercial version in work and design. You may use the trial version for full 7 days.

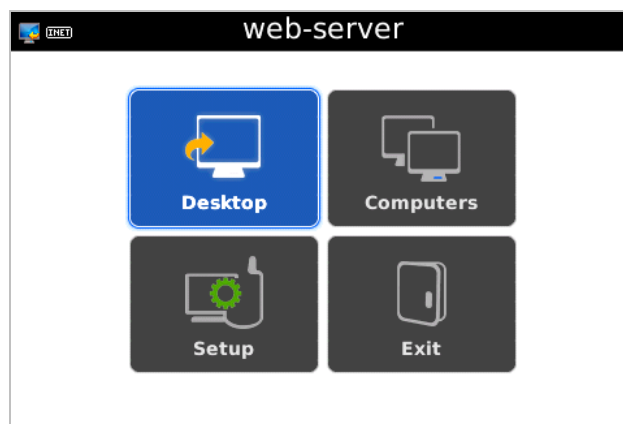
If you delete the program and then install it once more, or reinstall the program to another mobile device, your license code will not be valid any more.

If you have changed your mobile device for a new one, please contact our Support Team to reset your license code in this case.

Note: If you receive "Cannot access registration server to check program availability" error message, check if the Internet connection is configured properly either you're connected through BES or directly. Nevertheless it is recommended to configure the direct access to Internet from your BlackBerry.

6. TSMobiles dashboard

TSMobiles dashboard is the basic screen of the program. It makes working with TSMobiles very easy. On the top of the screen you can see the computer name. This is the computer which TSMobiles is being connected to (if a connection icon is blue ) or which TSMobiles 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.

Computers – opens your computer list.

Setup – opens setup screen.

Traffic meter is available in a dashboard menu. You can look through the traffic meter of last session and total traffic. To clear traffic information select **Clear** menu item.

7. Computer list

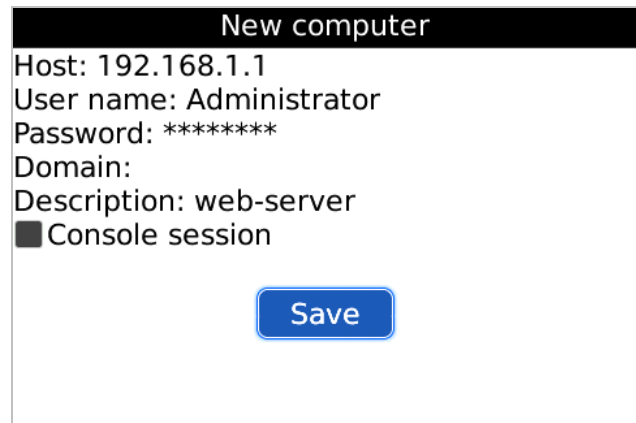
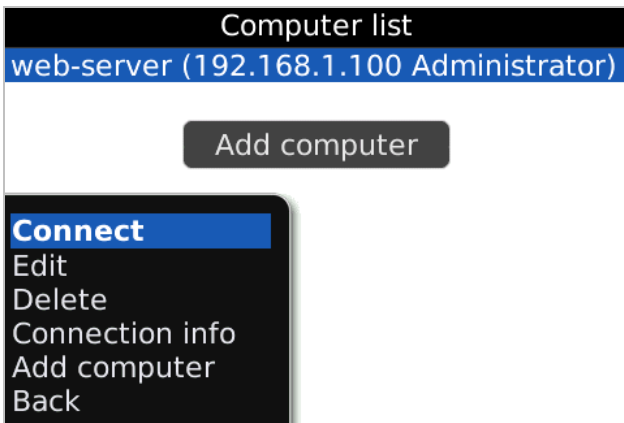
The computer list is an analogue of an address book in the earlier versions of TSMobiles. You can save here all computers you are going to control remotely.

At first start the computer list is empty. To add your computer to the computer list click **Add computer** button or select Add computer menu item.

In the new record dialog you should enter the name (usually full Internet name, for example host.company.com) or IP address of host to which you want to connect. Then you need to enter the user name that exists on this host and password. In most cases the field **Domain** is not filled.

Note: BlackBerry device makes the first symbol in the fields in upper-case. Be careful, because the password will be masked by asterisks you can make a mistake at entering the password on the client.

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 host address will be displayed.



By default the application will connect through standard RDP port 3389, but you can change the port value for your host. Specify the port number at the end of host address using the colon mark (For example: **192.168.0.222:3390**).

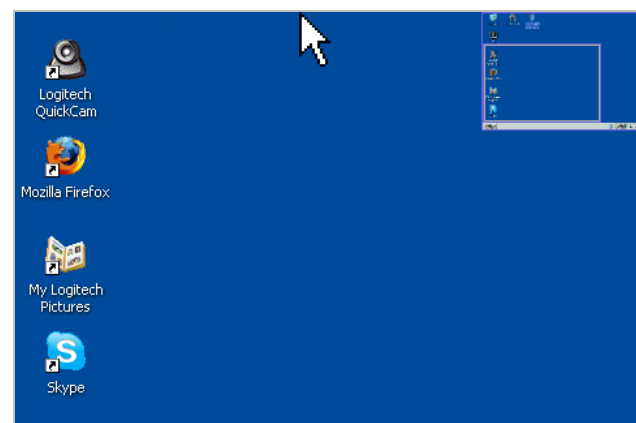
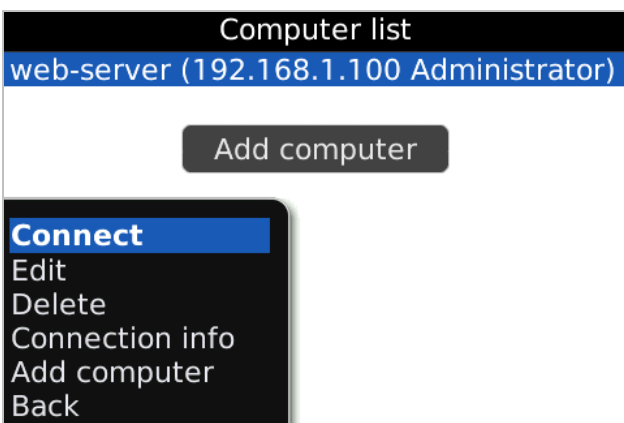
Remember to save the new computer to you computer list. For that press **Save button** or select **Save** menu item.

Important! If you're a BlackBerry Enterprise Server user, in several minutes after you have connected, you may be logged out, receiving a notification error message. It happens because of a setting on your BES which limits the permitted amount of data transferring (either from or to your device) during one connection session. To avoid this, you should address to your BES administrator with the request to increase your per-connection data limit to maximum possible value. You can also try to choose adequate settings in Setup menu which use less data.

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

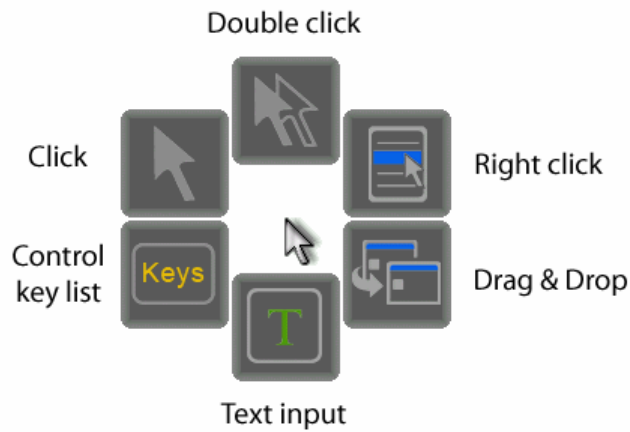
8. Remote desktop control

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



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.



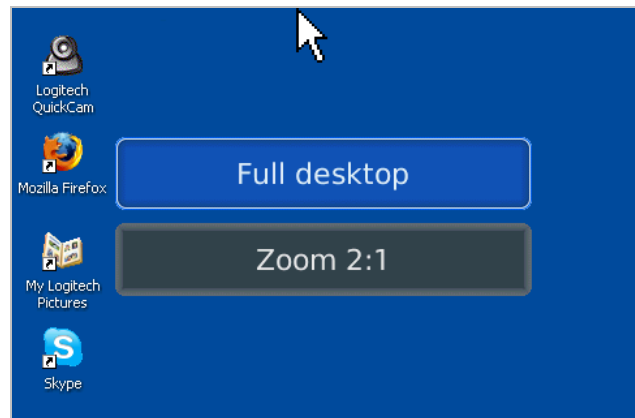
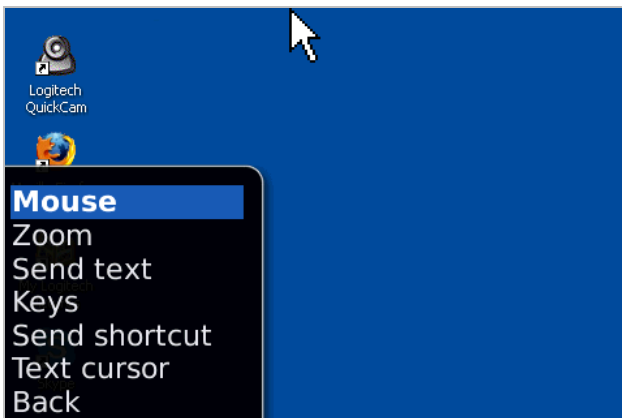
Text input button is similar to Send text menu item. **Control key list** button is similar to Keys menu item.

Following options are available in main menu:

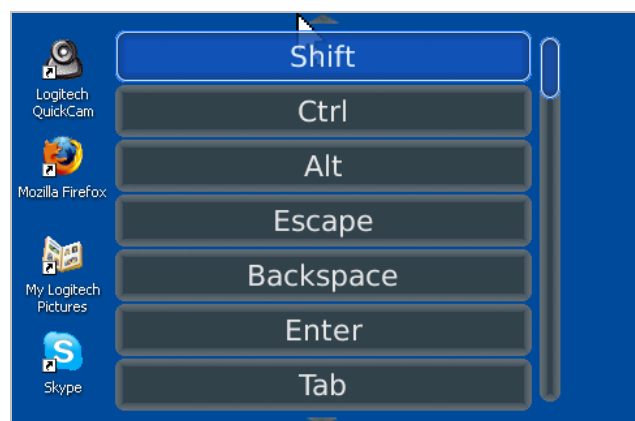
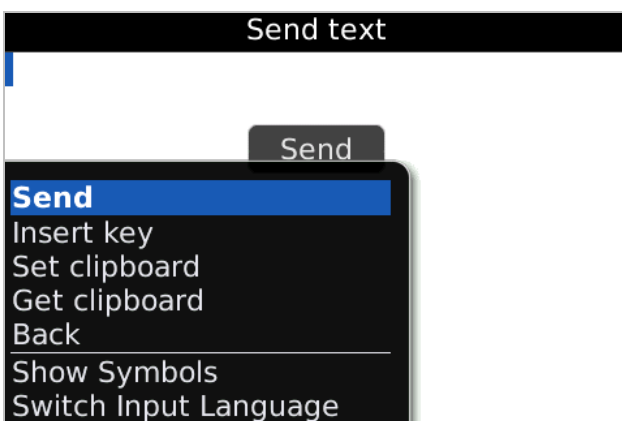
- **Mouse** - This menu item is used to perform click, right click, double click, click and hold.

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 (##).

- **Keys** – This menu item opens a list of control keys. You can send keys separately or send key combinations (Ctrl+key, Alt+key, Shift+key).

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

- **Send shortcut** – You can select a shortcut to send it to the remote computer. You can also manage the list of shortcuts (add new shortcuts, delete needless ones and order the list using commands from the menu). To place the shortcut on the top of the list select the menu item **Move top**. **Move bottom** command is for placing the shortcut on the bottom of the list. To move the shortcut up/down in one position in the list, select **Move up/ Move down** command accordingly.

Note: To send **Ctrl-Alt-Del** shortcut, select it from the shortcut list.

- **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.

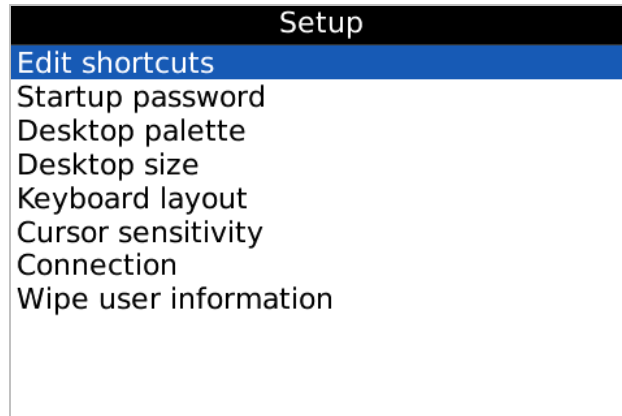


Note: To move cursor vertically you should roll thumb-operated Trackwheel. To move cursor horizontally, hold Alt and roll Trackwheel.

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

9. Setup

You may change settings of the application in **Setup** menu. There are following subsections in Setup menu:



- **Edit shortcuts**

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

To place the shortcut on the top of the list select the menu item **Move top**. **Move bottom** command is for placing the shortcut on the bottom of the list. To move the shortcut up/down in one position in the list, select **Move up/Move down** command accordingly.

- **Startup password**

This setting allows you to set a password which is asked every time TSMobiles 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 computer list will be unavailable.

- **Desktop palette**

This item defines color palette used at transferring a picture of remote desktop. By default 8 bits palette (256 colors) is used. For best quality pictures with fast 3G connection, you can try to use a 24 bits palette (true color).

- **Desktop size**

You can set the remote desktop size using this item. There are several predefined values and a custom mode. You can specify the width and the height of the remote desktop. For devices with small screen the smallest resolution mode is set by default.

Note: The increase of remote desktop resolution requires adequate memory and high CPU performance. The traffic will increase at increasing desktop resolution. It is recommended to increase size of remote desktop only for powerful enough devices.

- **Keyboard layout**

Use this item to assign default keyboard layout at connecting to remote desktop. Starting to use the application for correct text input in your national encoding you should set the corresponding national keyboard layout which you use on your computer.

- **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 at this section.

Direct Internet connection through TCP/IP or connection with BES/MDS can be selected.

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

- **Wipe user information**

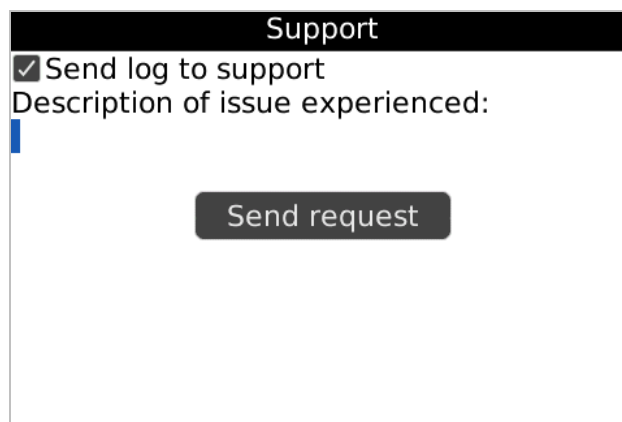
This operation clears all user data in TSMobiles application including registration, computer list, startup password, command history, etc.

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

After changing any parameter in Setup menu, don't forget to save the new settings by choosing a **Save** menu item. Otherwise the changes won't be saved.

10. Support

If you faced any difficulties while using the application you can send a support request directly 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 mobile application interface for sending a support request. At the top, there is a black header with the word "Support" in white. Below the header, there is a white area containing a checked checkbox labeled "Send log to support". Underneath the checkbox is a text input field with the placeholder text "Description of issue experienced:". At the bottom center of the form is a dark grey button with the text "Send request" in white.

SHAPE Services provides online information to help your troubleshooting problems. You can download software updates and submit your problems online.

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

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

If you need further assistance after reading this manual, please fill out our Support form:

www.rdmplus.com/tsm/bb/support.html

Our Support Team will answer your email within two business days. We will be glad to answer all your questions.

Advice: Before contact to technical support, please, try to reboot your device by removing and replacing the battery and check if your Internet Access Point Name (APN) settings are correct.