



For touchscreen BlackBerry devices

Getting Started Guide

VNC+ (Virtual Network Computing for Mobiles) provides an easy and convenient way for administrators to take control of remote machines, to diagnose and fix problems from their mobile devices. With this VNC client you can access computer based on Windows, Mac or Unix platforms.

1. VNC server installation

If you have not installed a VNC server, please download VNC server from one of these sources:

- RealVNC: www.realvnc.com
- UltraVNC: www.ultravnc.com
- TightVNC: www.tightvnc.com

Note: Learn more about VNC in Wikipedia the online encyclopedia.

You can choose to download free VNC server (UltraVNC, TightVNC or free edition of RealVNC) or purchase a commercial version of VNC (Personal or Enterprise edition of RealVNC).

2. VNC+ installation

▪ Direct OTA downloading

You can freely download VNC+ 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 VNC+ 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

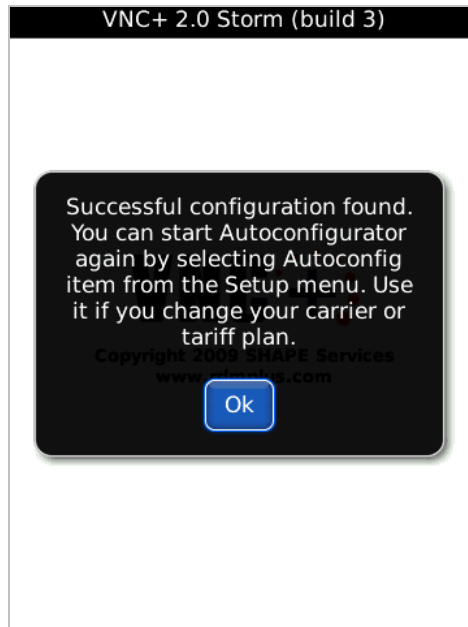
1. Download VNC+ Client (.zip file) from www.rdmplus.com to your computer. Make sure that the selected device is BlackBerry Storm.
2. Plug BlackBerry device into connected cradle or connect it to the computer using USB cable.
3. Run BlackBerry Desktop Manager on your computer, choose Application Loader,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

3. 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 VNC+ application.

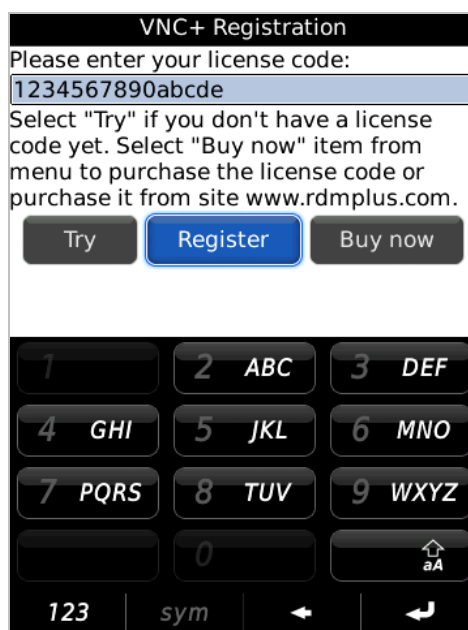
In case of unsuccessful test of Autoconfigurator, you're proposed to configure your connection settings manually. You can send the log file by mail directly to Support Team. You can do this, choosing the menu item Support. For more information please read Support section.

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



4. Registration and trial

After the first launch of VNC+ 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 VNC+ in a trial mode, select **Try** menu item or press **Try button**.

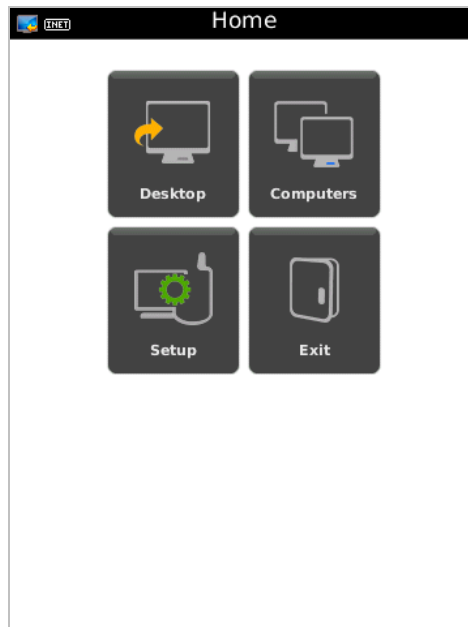
Note: There is no difference between trial and commercial version in work and design. You may use the trial version for full 7 days.

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.

5. VNC+ dashboard

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

6. Computer list

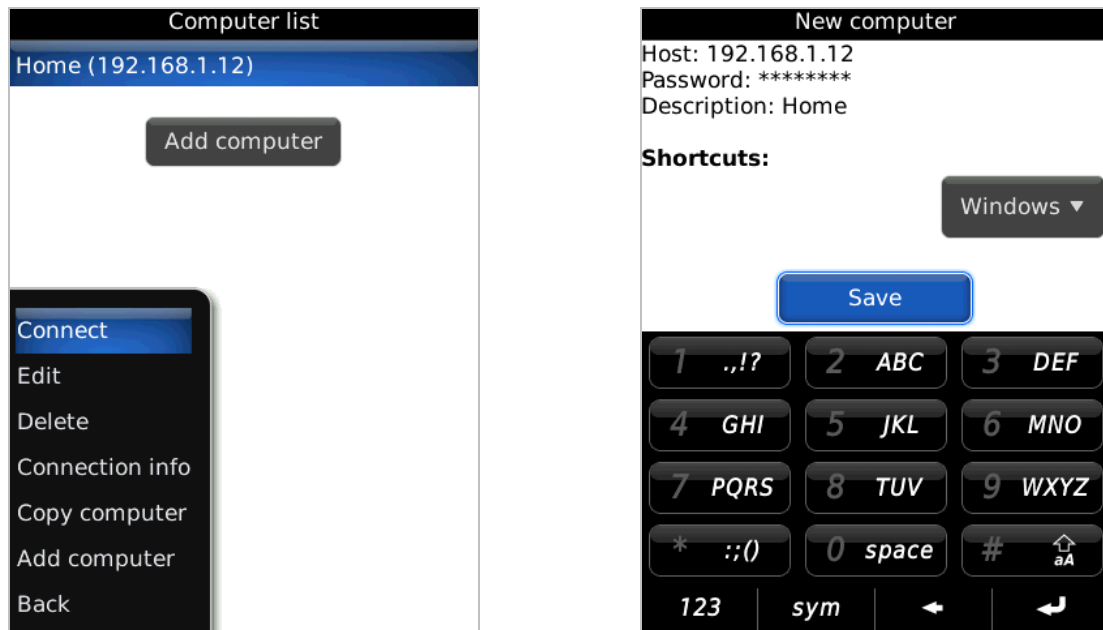
The computer list is an analogue of an address book in the earlier versions of VNC+ . You can save here all computers you are going to control remotely.

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 IP address of host to which you want to connect and the password you used in VNC server on the computer.

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.



You should also specify whether the computer OS is Windows, Mac OS or Linux for the correct shortcuts to be sent.

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

Connection tunneling

Usually VNC uses encryption when making an initial connection, and when you login. Once connected, all VNC data is unencrypted, and a malicious user could snoop your VNC session.

Tunneling VNC connection allows you to use VNC to access your computer(s) which are behind your firewall, with all traffic strongly encrypted, and optionally compressed.

Additionally, no VNC port is ever open to the internet, so anyone scanning for open VNC ports will not be able to find your computers.

VNC+ supports connection tunneling (ARC4 Plugin, MSRC4 Plugin, SSH2 and Repeater). To add a connection tunnel select **Advanced** menu item, then **Tunnels** and choose the tunnel type to add.

SSH2

Fill in the following fields in the appeared window:

Host Type in the hostname or IP address of the SSH server that you want to connect through. If the port differs from the default one, you can specify it after the host name using a colon ":". The default port is 22.

User name Type in the user name to authenticate with the SSH server.

Password Type in the password to authenticate with the SSH server.

You can find more information about using SSH for the different OS here:

<http://www.openssh.com>

<http://sshwndows.sourceforge.net>

<http://www.vanemery.com/Linux/VNC/vnc-over-ssh.html>

Except SSH2 you can use **Repeater** and the encryption plugins **MSRC4**, **ARC4** for the UltraVNC server (www.ultravnc.com) running on your PC.

You can find more information about the plugins here:

<http://home.comcast.net/~msrc4plugin/>

<http://msrc4plugin.home.comcast.net/index.html>

<http://prdownloads.sourceforge.net/ultravnc/repeater.exe?download>

<http://www.uvnc.com/addons/repeater.html>

Note: You don't need to enable the saving and using the encryption key from the external files. VNC+ mobile client uses the password to your remote host as the encryption key in the plugin.

Connection info

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.

7. Remote desktop control

To connect to your remote computer tap on the computer in your computer list and then tap Connect in the context menu opened.

Note: Be sure that the computer you want to connect to has VNC server running.

If connection to VNC server failed, we recommend you to test the connection to port 5900 on another computer that has access to Internet and is connected to any network except the local one.

Please perform the following steps to check if port 5900 is open:

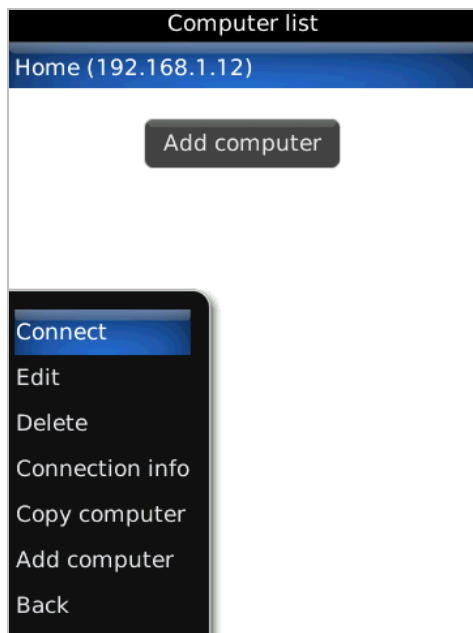
1. Click the **Start** button and select **Run** option.
2. Enter `cmd.exe` into the field and press **OK** button.
3. At the command prompt enter "telnet <external Internet IP> 5900".

Allow some time for processing. If as a result you receive this message "Could not open connection to the host, on port 5900: Connect failed" then get more information about VNC connection at

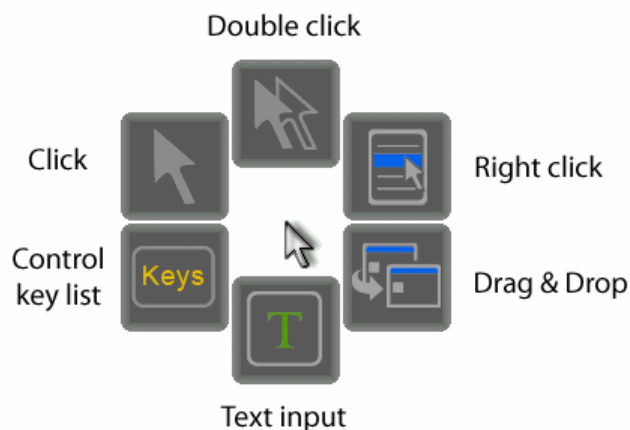
http://www.portforward.com/english/applications/port_forwarding/VNC/VNCindex.htm

If you do not receive the message above then the port 5900 is opened.

If you connect to the computer successfully, the remote desktop will be shown.



The most frequently used management commands are placed in a radial menu which is opened after you tap on the screen. To close the menu, tap the screen once again. The pointer in the center shows the mouse position on the remote computer.

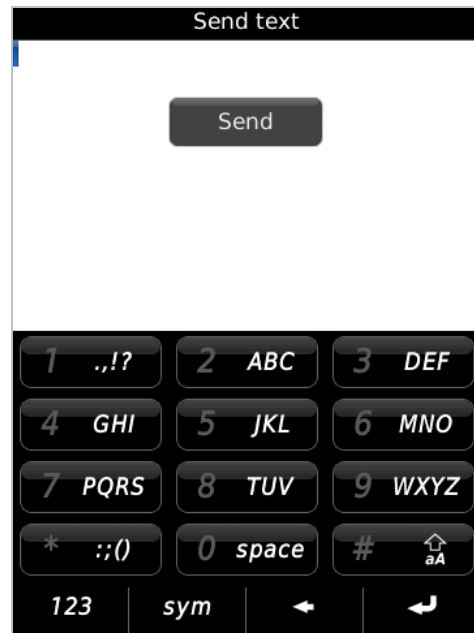


Text input button is similar to Send text menu item. **Control key list** button is similar to Keys menu item.

Following options are available in main menu:

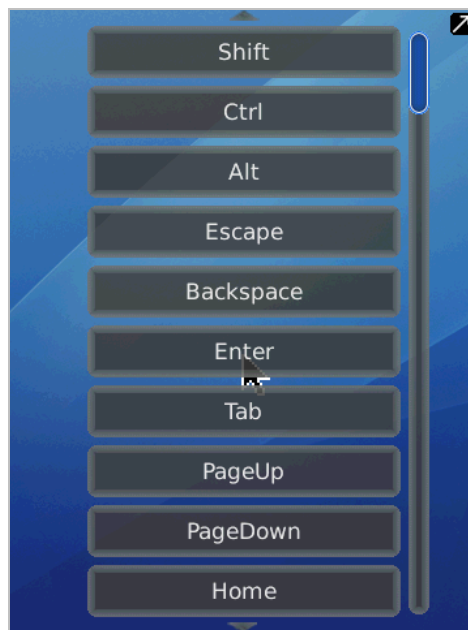
- **Mouse** - This menu item is used to perform click, right click, double click, click and hold.
- **Zoom** – Given menu item serves to enlarge the view of current desktop.
- **Send text** - You can enter the text that will be transferred to remote computer just like you enter it from a keyboard. Along 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 (##).



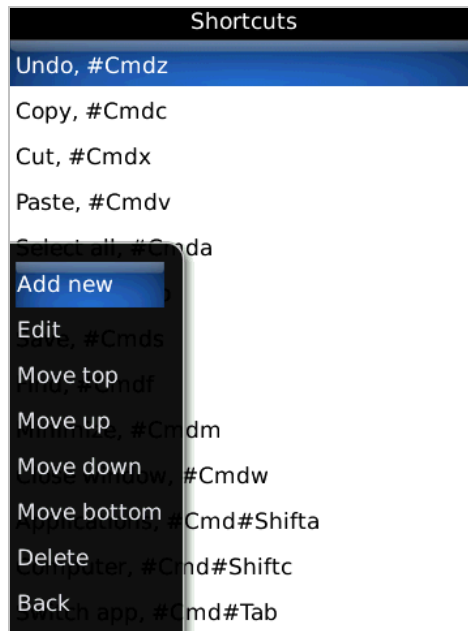
- **Keys** – This menu item opens a list of control keys. You can send keys separately or send key combinations (Ctrl+key, Alt+key, Shift+key).

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.

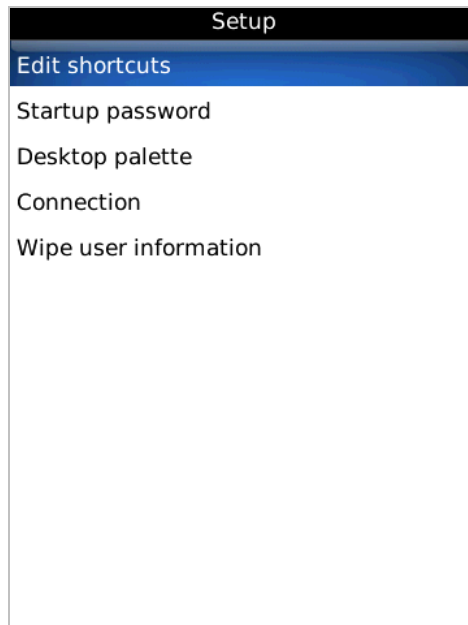
Note: To send **Ctrl-Alt-Del** shortcut, select it from the shortcut list.



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

8. 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.

While adding a new shortcut you should enter its name in the **Shortcut name** field and the key sequence in the **Key sequence** field.

Note: You can add a new/edit shortcut when you are in the desktop mode. Just select "Send shortcut" – "Add new" from the menu. But in such way the traffic meter will be higher then if you are not in the desktop mode.

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 VNC+ 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).

- **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**

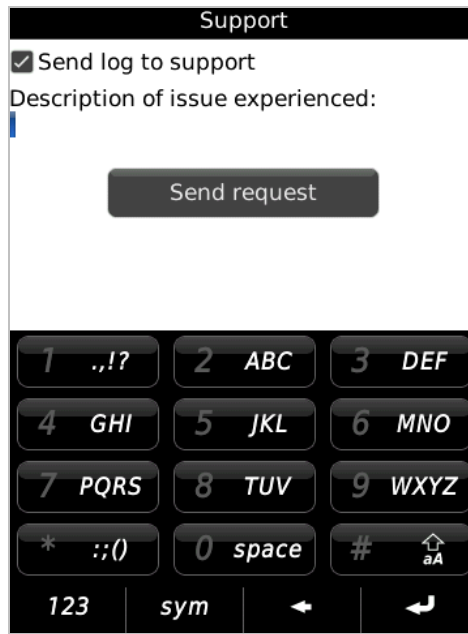
This operation clears all user data in VNC+ application including registration, computer list, startup password, command history, etc.

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 pressing **Save button** or choosing a **Save** menu item. Otherwise the changes won't be saved.

9. 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 a support form. At the top, there is a title bar labeled "Support". Below the title bar, there is a checkbox labeled "Send log to support" which is checked. Underneath the checkbox is a text input field with the placeholder text "Description of issue experienced:". Below the text input field is a button labeled "Send request". At the bottom of the screen, there is a numeric keypad with letters associated with each number, a "123" button, a "sym" button, a back arrow button, and a forward arrow button.

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

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

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

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