RDM+
Remote Desktop for Mobiles

For Java-powered phones and Symbian OS devices

Getting Started Guide

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.

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 phone

You may download and install the client directly to your mobile device. The WAP download location is: **wap.rdmplus.com**

If for some reason you can't download the client module directly to your mobile device, or error occurs at download, you may download files from our site to your computer. Open the page 'Download' in your computer browser: www.rdmplus.com/rdm/java/download.html and install it on your device using special management software for your device.

Internet connection

To be able to connect to your computer through mobile phone, you should configure access to the Internet for third-party applications. As a rule, you should make right settings for access point name (APN) in data service settings on the mobile phone.

Most mobile networks offer two different APNs: one for full Internet connection and another that is a more limited set, often used for WAP only. You should configure APN for full Internet access. Internet APN is used by third-party applications which needs direct Internet access (such as various messengers, web browsers, email clients, etc.) or when you use mobile phone as modem to access Internet from your computer.

> You can get to know the specific Internet APN settings for your mobile phone from support service of your mobile network operator. We recommend you precise the following: which tariff plan is optimal for using third-party applications, and which settings are proper for working with full Internet access through TCP/IP connection. If it is problematic to connect via TCP/IP connection type, please select HTTP connection type in Setup section.

2.   Registration and trial

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

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.
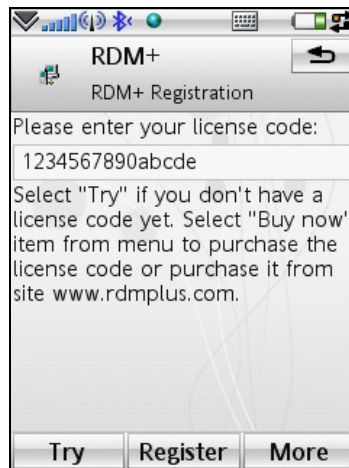

If you want to use RDM+ in trial mode, choose **Try** from the menu. If you want to register RDM+ insert the license code in the corresponding field and press the **Register** button.

3.   Address book

At RDM+ launch address book window opens. The address book contains the list of computers which you used to connect to.

At first start the address book 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 address book select **New address** menu item.
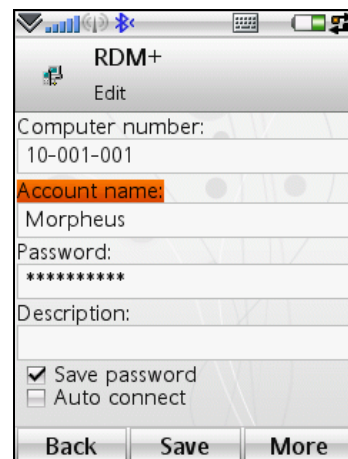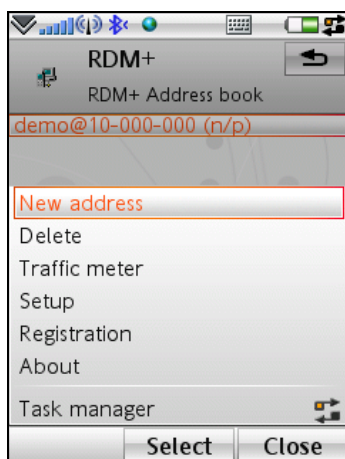
In the New address dialog you should enter the computer number which you received at registration of RDM+ Desktop. You may enter the computer number with or without dashes. Then you need to fill in your account (account name and password) which you created in RDM+ Desktop.

In Description field you may specify a short description text for the computer with this number, which will help you to find a certain computer in large list of records. If the description field remains unfilled only the computer number and account name will be displayed.

Please, save the new address by clicking **Save** button.

4.   Remote desktop control

You can freely connect to any saved computer by choosing the menu item **Connect**. In case of successful connection to the selected remote computer you will see the remote desktop.
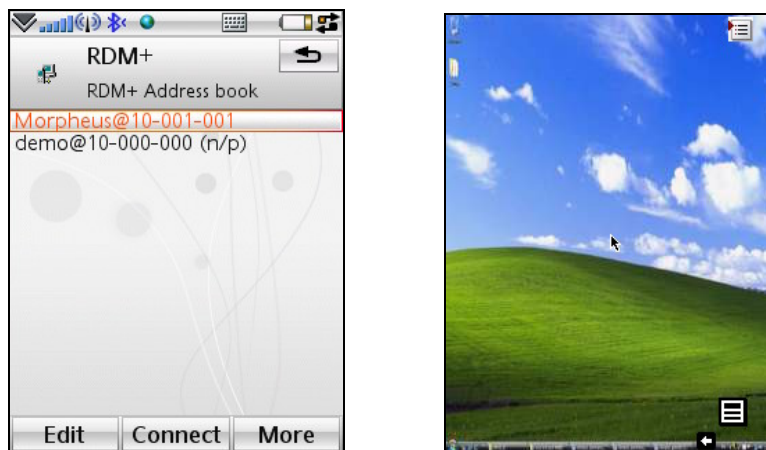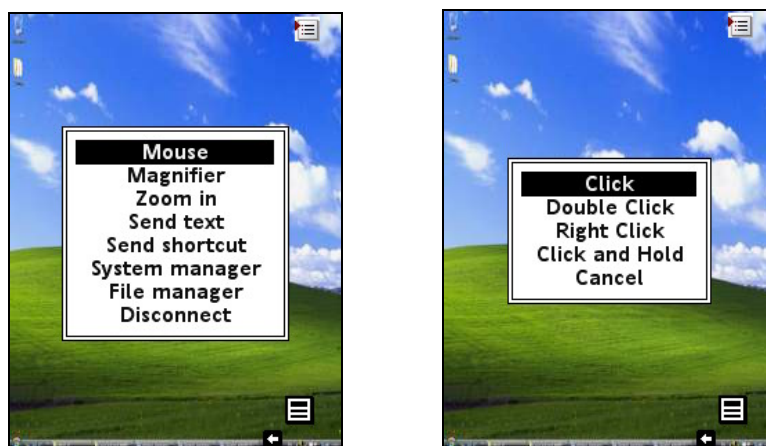

You can control the remote desktop by using both onscreen menu and desktop mode hotkeys.

The icon in the bottom right of the window opens the menu. A small arrow near it opens a **Virtual Keyboard**.

Following options are available in main menu:

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

Note: To move mouse cursor you should use Right, Left, Up and Down navigation keys or joystick on your device.

- **Magnifier –** If choose this option the magnifier frame will appear on the screen. Using this frame you can mark in a selected fragment of the desktop and then enlarge it choosing **Zoom in** item from menu. In magnified mode **Full desktop** item is available.

   The **Magnifier** is available if the checkbox **Don't load whole desktop** is selected in **Setup – Desktop refresh**.

- **Zoom in** – Given menu item serves to enlarge the view of current desktop. **Zoom in** item is available if desktop size is larger then the device's screen.

If the whole picture of desktop is sent to the mobile client (the checkbox **Don't load whole desktop** is deselected in **Setup – Desktop refresh**) you will see the map of the desktop in the zoom in mode.

- **Scroll mode -** In **Zoom in** mode you can scroll your desktop without mouse cursor choosing this menu item.

- **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 (**##**)
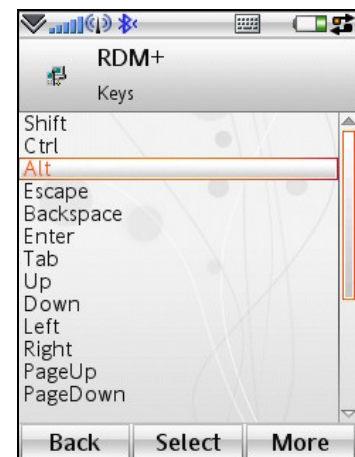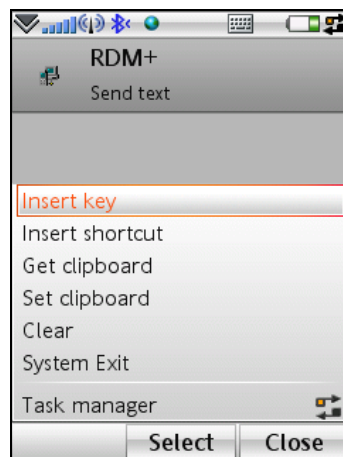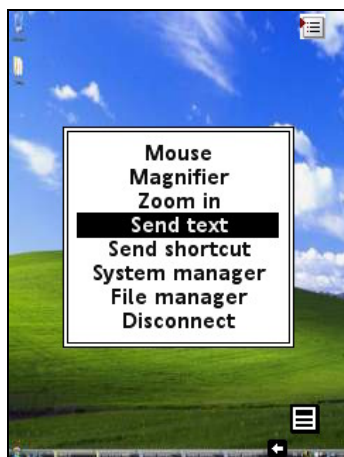
- **Send shortcut** – You can select a shortcut to send it to remote computer. You can also manage the list of shortcuts (add new shortcuts, delete needless ones and order the list using commands from the menu). To place the shortcut on the top of the list select the menu item **Move top**. **Move bottom** 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.

- **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 mouse cursor.

Note: To move mouse cursor you should use Right, Left, Up and Down navigation keys or joystick on your device.

- **System manager -** This menu item allows you to manage the remote computer's system parameters (like Windows, Drives, Processes, Services). You may also execute commands on the remote computer if you select the submenu item **Console Commands**.

- **File Manager** – You may work with the remote computer's file system independently of the desktop.

- **Disconnect –** You will be disconnected from the computer, choosing this menu item.

- **Help** – A short description of desktop mode control keys is available under this menu option.

You may use a **Virtual Keyboard** to manage the remote screen faster and more convenient. To open the keyboard window click the small arrow [◄] on the bottom right of the screen. This functionality will be available if your mobile has a touchscreen.
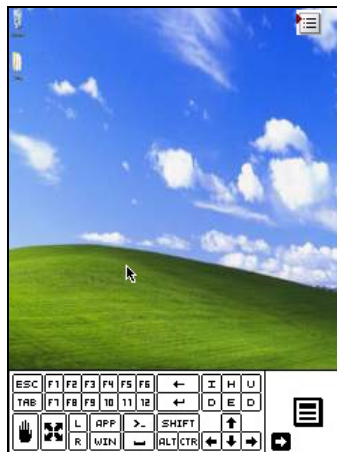
Use stylus to operate with text, zoom in and out the screen and etc. This functionality also available through the **Hot keys** menu.
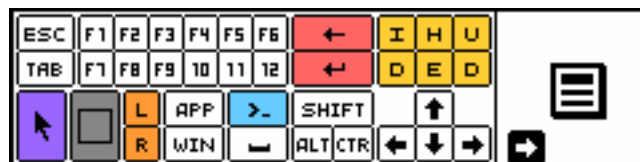
Buttons' meanings are as follows:

Violet button stands for entering the **scroll mode**

Gray button – zoom in and out

Orange group – **L**eft and **R**ight mouse buttons

Blue button is for quick start of **Console commands**

Yellow group – **I**nsert, **H**ome, Page **U**p, **D**elete, **E**nd, Page **D**own respectively

Pink group – Backspace and Enter respectively

File manager

When you got connected to remote computer, you may manage files on your computer irrespective of the desktop. You can also exchange your files copying them from your mobile to PC and vice-versa using **File Manager**.
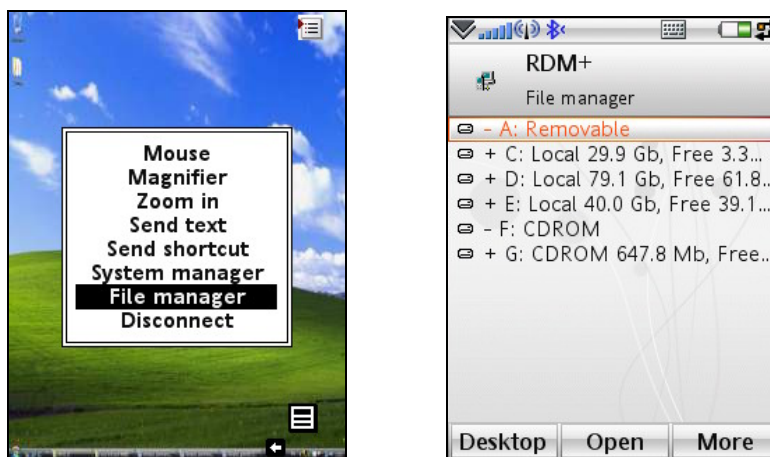
You can perform the following actions with files and folders on remote computer using File manager menu items named below:

- **Open -** Opening selected file on remote computer. The result of operation depends on file type. (E.g.: executable files will be running; documents will be opening in editor, etc.). In addition you can specify optional command line parameters which will be passed with opening file;

- **Drives –** Opening the list of the remote computer's drives;

- **Mark/Unmark -** Marking/unmarking of the selected file or folder for a common group;

- **Mark/ Unmark all -** Marking/unmarking of all files and subfolders in selected folder for a common group;

- **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;

- **Download files** – Downloading files from the remote computer to your mobile;

- **Upload files** – Uploading files to the remote computer from your mobile;

- **Delete -** Deleting of the selected file or folder (or marked group of files and folders);

- **Rename -** Renaming of the current file or folder;

- **Make folder -** Making a new folder;

- **View/Edit -** Viewing the current text file. In a viewing mode simple line editor is available;

- **Information -** Viewing of detailed information about current file or folder;

- **Refresh -** Refreshing of contents in selected folder;

- **Desktop –** Allows you to get back to the remote desktop quickly.

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, select a corresponding menu item and specify a destination folder in appeared dialog.

How to copy a file

1. Move selection bar to a file or mark files to copy.

2. Select menu item **Copy files**.

3. After selecting menu item **Destination** choose the destination path to copy the file.

4. Select menu item **Copy** to proceed copying. You may decide whether to overwrite the file or not.

5. Confirm the operation by selecting **Ok** from the menu.
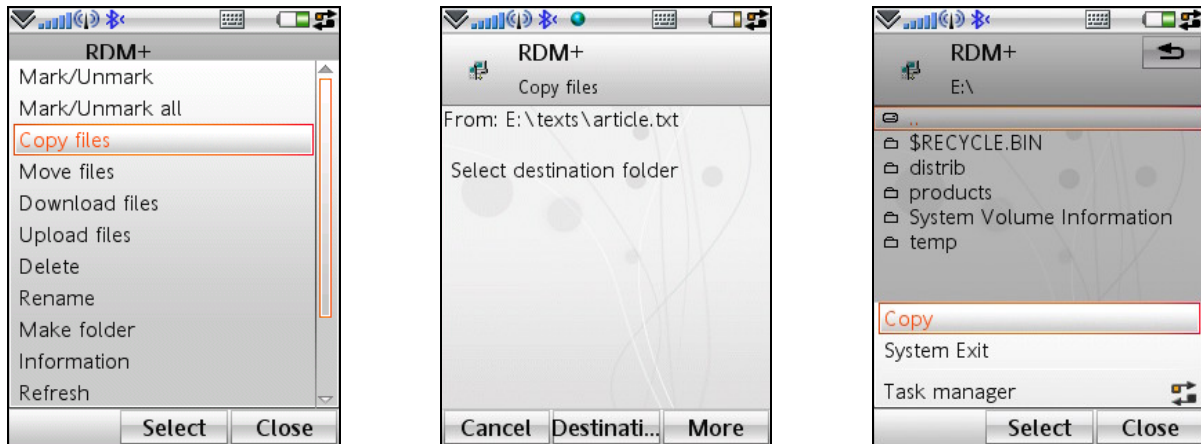
How to download a file

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.

4. Select menu item **Download** to proceed. You may decide whether to overwrite the file or not.

5. 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. You may decide whether to overwrite the file or not.

4. Confirm the operation by selecting **Ok**.

Executing 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
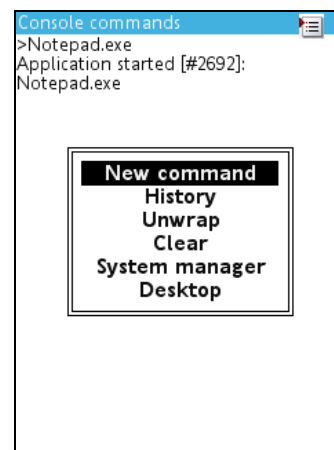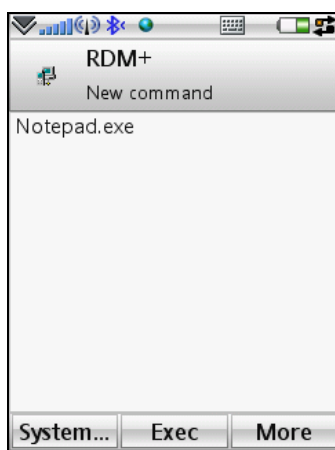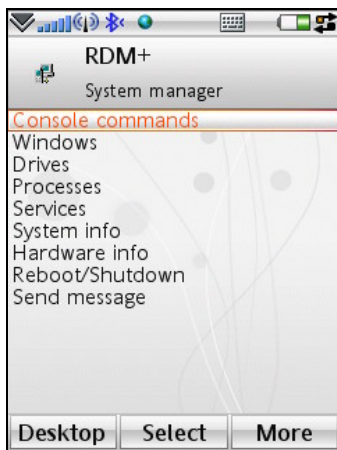
Hotkeys Usage

Pressing of **#** key will call up the menu with control keys. You may select the control key or a combination of control keys and send them to the remote computer.

Following hotkeys are available in RDM+:

[5] - Menu Key
[1] - Left mouse click *
[2] - Left double click *
[3] - Right click
[6] - Left click and hold *

* If not in cursor mode a key can be pressed to switch to cursor mode.

[4] - Selecting and sending keyboard shortcut from list.
[8] - Zoom In.
[9] – Full desktop.
[*] - Turning on scroll mode.
[0] - Selecting and sending keys sequence (entering text string).
[#] - Opening/Closing Control keys menu

[SelectKey] * - [Enter]

* **SelectKey** is usually the central navigation key or Joystick on your device. The work of this key is different depending on control mode which is currently in use. That is in **Direct input mode** this key performs Enter command while in mouse cursor mode pressing of this key means a mouse click.

5.   Setup

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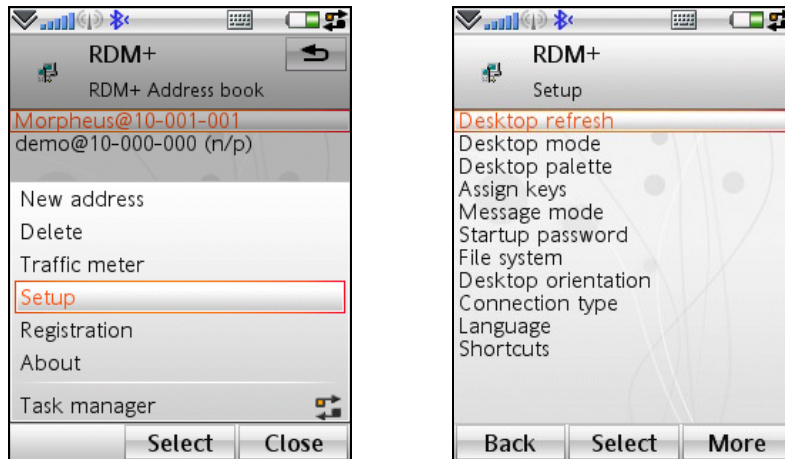
There are following subsections in Setup menu:

- **Desktop refresh**

You may change the remote desktop refresh rate. Refresh rate is specified in milliseconds, the possible value is from 100 to 9999. Increasing this value you may reduce data traffic, but the time interval between changes of remote desktop will be increasing. By default desktop refresh is 1000 msec.

If your Internet connection is slow you can select the checkbox **Don't load whole desktop** to get the desktop picture in parts. This will hasten the application performance.

- **Desktop mode**

You may define the screen mode of your device at this section of Setup menu.
Full screen option switches the full screen mode of device hiding device information panels at the top and at the bottom of screen. It is not allowed to use the screen keyboard on some devices so you can turn off full screen mode for showing the device specific controls.

- **Desktop palette**

This item defines the color palette used at transferring a picture of remote desktop. By default 8 bits palette (256 colors) is used. Decreasing the palette value you can reduce the data traffic and make faster refresh of the desktop, but a picture of the screen will be degraded. For best quality pictures with fast 3G connection, try to use a 24 bits palette (true color). The quality settings for 24 bit palette can also be made. You may define what is more important for you the speed of the desktop refresh or image quality.

- **Assign keys**

You may assign keys for **Menu, Select** client functions that will be used in full screen mode. Usually these keys are assigned automatically at first start of the client. You may also assign device keys for **Enter** and **Backspace**. These keys are unassigned by default.
You may re-assign these functions to other device keys any time you want. Select a client function in a list, press a device key which you want to assign for this function. To make the key unassigned, choose it in the list and select **Clear** menu item.
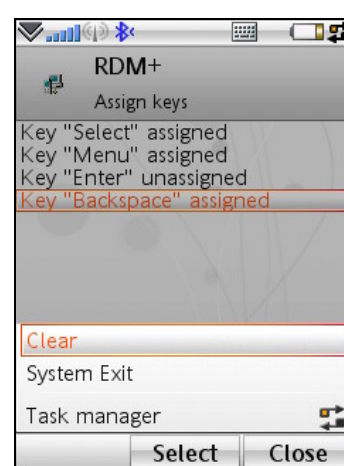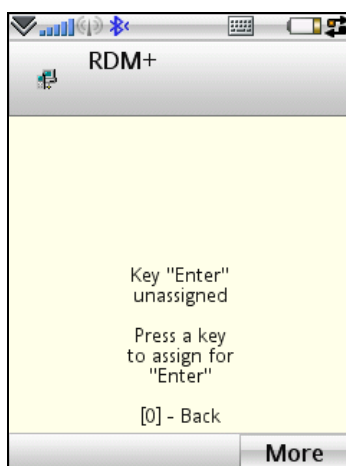
- **Message mode**

In this section you may set font size of the text in information windows.

You may speed up RDM+ launching if you select **Logo without delay** checkbox.
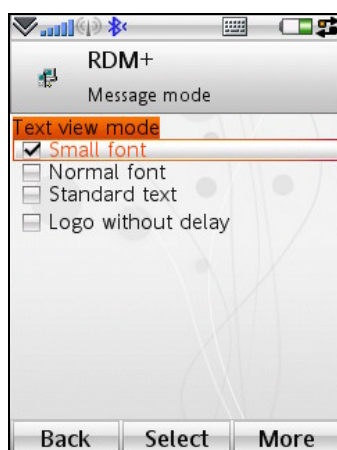
- **Startup password**

You're able to set a password which will be asked at program start. Your address book will be encrypted with this password, so nobody could access the program and use your address book. This option is very 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.

- **File system**

You may manually select file system on mobile phone using this item. Usually mobile phone file system is autodetecting.

- **Desktop orientation**

You may change desktop orientation for more convenient work with mobile phone. You may turn the desktop to the left or to the right on 90 degrees, or keep default orientation.

- **Connection type**

The application supports both **HTTP** and **TCP/IP** connection types. If it is problematic to connect via TCP/IP, please select HTTP connection type in this section:

Note: Make sure that your mobile phone has accurate settings for the Internet access point (APN). This condition is obligatory for work of Internet dependant applications.

- **Language**

In this section you can set the language of the RDM+ client part.

- **Shortcuts**

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

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

6. Support

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/java/download.html

Support form for further assistance: www.rdmplus.com/rdm/java/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**