

NETOP™ REMOTE CONTROL

Mobile | Embedded™

Remote Support for Mobile & Embedded Systems

You've got a frustrated user, miles away, with a faulty mobile device. No problem with Mobile & Embedded. Smartphones, handheld devices and embedded systems are on the front line of business today. To make the most of mobile technology you need a swift and secure solution to minimize downtime and maximize efficiency.

Take control

Get full access to the mobile device including the ability to view the device screen, control keyboards and mice and perform remote administrative jobs such as task and service management and registry editing. Help keep your mobile workforce on the road and on-task.

Get the details

Mobile & Embedded makes remote collection of hardware and software information easy, including battery charge condition and WiFi signal strength.

Provide support from your device

Using Netop Mobile & Embedded, you can remotely support your users or fix server problems from your mobile device while you are on the move.

Easy for users

End users requiring assistance can simply press an on-screen button or configurable hot-key to request support from the help desk providing quicker problem resolution.

High-level security

Encryption of the entire data communication with 256-bit AES. Centralized authentication, rights management and logging via the Netop Security Server (optional).

Full integration

Netop Mobile & Embedded integrates seamlessly with Netop Remote Control giving you a single, comprehensive help desk solution across multiple platforms and mobile devices.

BENEFITS

- Mobile remote control
- Support PDAs, smartphones, handhelds
- Bidirectional file transfer
- Integrated text chat
- Event logging
- Access and maintenance of servers
- Strong encryption
- Outstanding performance
- Low CPU and RAM usage
- Central authentication

Netop Mobile & Embedded provides a dedicated solution to keep your people on the move and embedded systems up and running.

FEATURES

Remote control

Managing Windows CE/Mobile-based devices (with the host version) or use your mobile device for remote control and management of host computers (the guest version).

Bidirectional file transfer - With Mobile & Embedded you can copy, move, synchronize, clone and transfer files, saving you time and money.

Inventory

Remotely collect hardware and software information, including battery charge condition and WiFi signal strength.

Personal service

A configurable hot-key or on-screen button allows quick and easy access to the help desk. Integrated text chat keeps you in close personal contact with your remote users.

Address book

The Mobile & Embedded address book gives you fast and easy connections for frequently-used hosts.

Stealth mode

The graphical user interface can be hidden in order to prevent accidental intervention by the end user.

Event logging

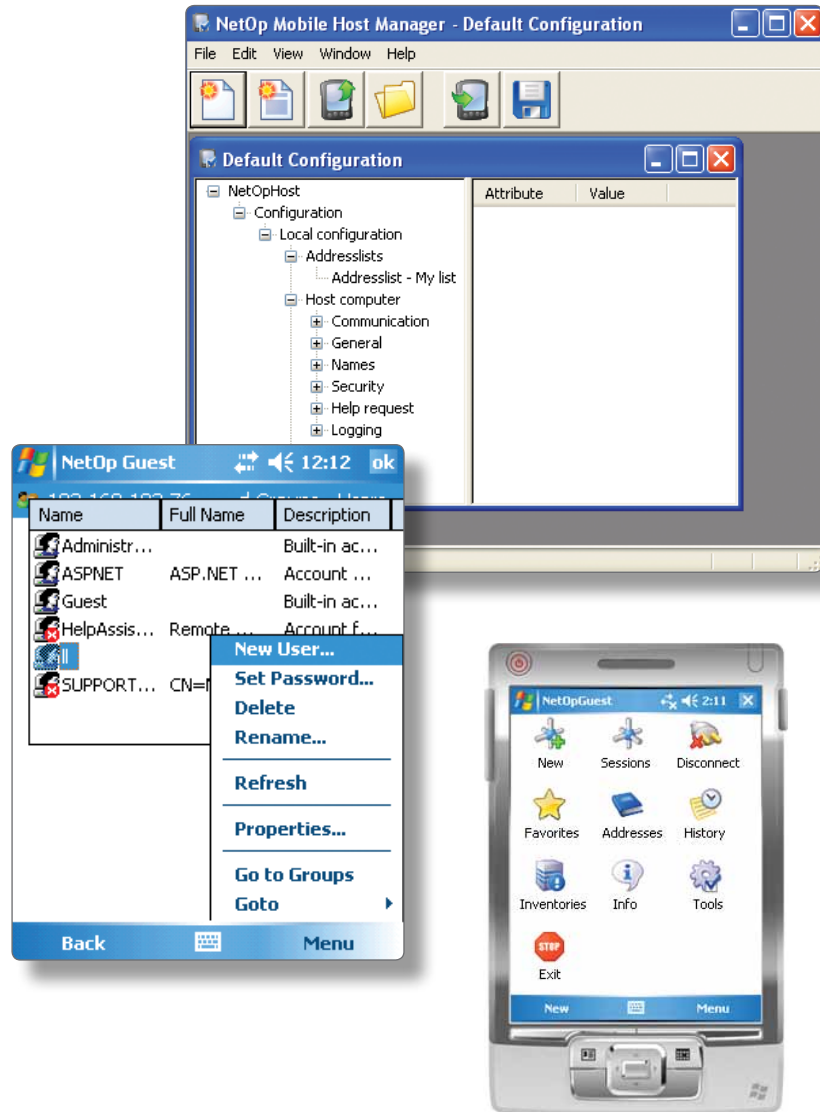
Netop Mobile & Embedded provides logging of remote sessions on the device or centrally via the Netop Security Server.

Easy installation and configuration

Installation via Active Sync or download from a Web server is easy. Offline configuration by means of NetOp Mobile Manager is provided.

Industry-leading security functions

We provide encryption of the entire data communication with 256 bit AES. Centralized authentication, rights management and logging via the NetOp Security Server are optional.



NETOP MOBILE & EMBEDDED SYSTEM REQUIREMENTS

Platform versions:

- Windows Mobile 6 Classic, Standard and Professional (ARM processors)
- Windows Mobile 5 Pocket PC, Phone edition and Smartphone (ARM processors)
- Windows Pocket PC 2003, 2003SE (ARM processors)

- Windows CE Embedded 5.0 (ARM, x86 processors)
- Windows CE Embedded 4.2 ARM (ARM processors)

Memory:

- Host 4 MB (8 MB recommended)
- Guest 8 MB (16 MB recommended)

Disk space:

- Host <3 MB
- Guest < 4MB

Communications:

- TCP/IP as supported by the operating system



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