

# RemotePlus™ for the Palm OS

Version 1.5

## Users Guide



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# 1 Introduction

RemotePlus™ is a Windows Terminal Service and Remote Desktop Protocol (RDP) client for Palm OS devices. With RemotePlus you can remotely access any RDP-compatible Windows PCs and servers using your wireless Palm OS device and Windows Terminal Service!





### Major Features of RemotePlus:

- **Fast Speed** - The RDP Protocol is highly efficient on network bandwidth, meaning that connecting over slower connections like dialup, Bluetooth, GSM/GPRS, or 2.5G networks is still a highly usable option, and connecting over high speed connections like Wi-Fi approach the performance of actually sitting at a real desktop.
- **Security** - The RDP Protocol connects via SSL, so all the transmission is secure. RDP uses the same 128-bit encryption method used for online banking to give you Enterprise level security.
- **Screen Size Scalability** - As part of the connection, you can choose the desktop size, and the server will scale all windows and controls accordingly to match the desktop size specified. RemotePlus support several sizes ranging from 320x320 to 1024x768.
- **Caching and Performance Scalability** - The RDP protocol allows for caching as memory permits, so RemotePlus performance scales to match the memory footprint of the handheld device. The more free memory you have, the more font and bitmap caching is supported and therefore the better the performance.
- **Enterprise Accepted Solution** - Since the introduction of Terminal Services with Windows NT4 Terminal Services edition, enterprises have been widely using Terminal Services for their Thin Client solution. It's an industry accepted solution and not just an untested proprietary protocol.
- **No Additional Server Software required** - For companies using OS' equipped with Terminal Services (like Windows 2000 Server, and Windows 2003 Server) and Remote Desktop (built into Windows XP Professional), there is no additional software to install on the server.
- **Windows Style Software Keyboard** - RemotePlus provides a Windows style software keyboard to allow you to enter special Windows keys and key combinations.
- **Full Mouse Support** - Use stylus and the Datebook button, and the Address button to simulate Mouse single click, double click, drag and drop for the left mouse button, the right mouse button, and the center mouse button.
- **Five-way D-Pad support** - Use the left, right, up, and down buttons to browse the virtual desktop.
- **Comprehensive Display Support** - Support PalmOne and Sony landscape and portrait mode display and dynamic input area.

RemotePlus is shareware and it is priced at \$29.95 per copy. You can try it for free, but if you decide to keep it, you must purchase a registration code from us. Your evaluation license will be valid for 15 days. If you decide to keep RemotePlus after the evaluation license is expired you must purchase a registration code from us. The registration code would unlock your software and enable it for unlimited use. Registered users will receive free software upgrades from us for one year. We also provide registered users free technical support for one year. You can order RemotePlus from our web site at:

<http://www.smartcell.com>

## 2 Installation

### 2.1 System Requirements

- Any Palm OS based device with OS version 5.0 or higher.
- At least 600 KB of free memory.
- Windows NT, 2000 server, XP Professional, 2003 server and any other operating system that support Windows Terminal Service.

### 2.2 Installation

Follow the steps below to install RemotePlus:

- Uncompress all files in the ZIP file containing RemotePlus to a folder on your desktop machine.
- Use your Palm Desktop Install Tool to install file RemotePlus\_OTA.prc to your Palm OS device.
- Perform a HotSync operation to transfer the RemotePlus application to your Palm OS device.

If you are installing RemotePlus to a Palm Tungsten T3 device, you also need to install the following PRC files:

<http://www.smartcell.com/Product/RemotePlus/AppSlipRotate.prc>

<http://www.smartcell.com/Product/RemotePlus/StatusBarLib.prc>

## 3 How to Use RemotePlus

### 3.1 Server Setup

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

**For Windows XP Professional Users:**

<http://www.microsoft.com/windowsxp/using/mobility/default.mspx>

**For Windows 2000 Server Users:**

<http://www.microsoft.com/windows2000/technologies/terminal>

**For Windows Server 2003 Users:**

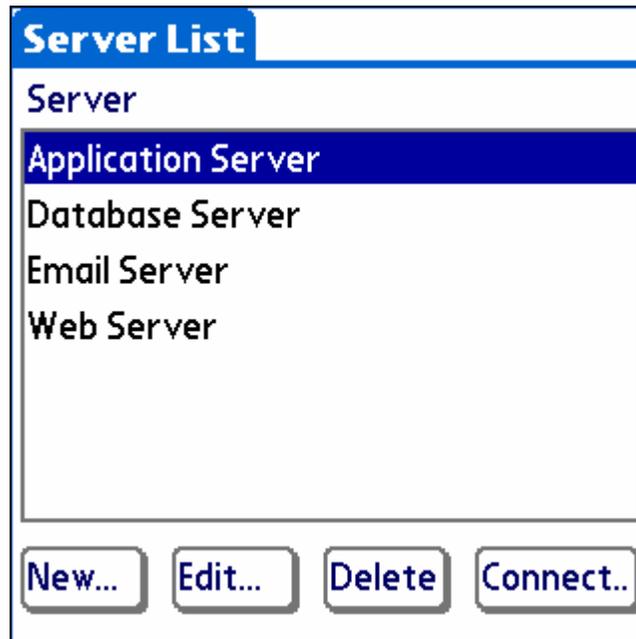
<http://www.microsoft.com/windowsserver2003/community/centers/terminal>

In addition, you also need to set up a remote internet connection on your handheld, via wireless or wired connection capabilities built in to your handheld device. For more information on doing this, please refer to your handheld's documentation. To test if you have set up the internet connection properly, you can run a program such as an email client or web browser before starting to run RemotePlus.

If you need to connect to a server behind a firewall, you need to make sure that data for the port used by RemotePlus can pass through the firewall. The default TCP port used by the Remote Desktop Protocol is 3389. However, you can modify the settings on your server and in RemotePlus to use a different port. You can also connect to a server with a private IP address (such as 192.168.\*.\*) if your router support IP forwarding. In this case, you must set up your router to forward all data sent to the RDP port (3389 or the port you choose) to the server with the private IP address.

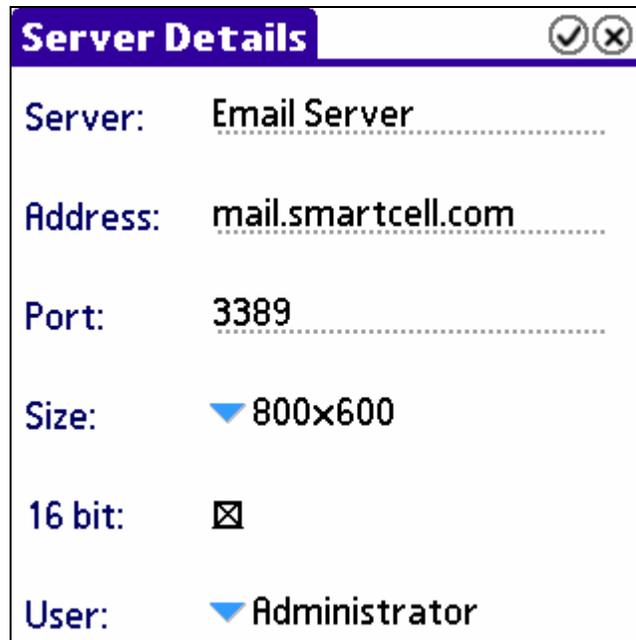
## 3.2 Server Information

### 3.2.1 Server List



Once you start RemotePlus, you should see a list of servers that you can use RemotePlus to connect to. You can use the buttons below the list to add, edit, and delete servers from the list. Once a server connection is set up, you can select it from the list and tap the "Connect..." button to connect to the server.

### 3.2.2 Server Details



Server:	Email Server
Address:	mail.smartcell.com
Port:	3389
Size:	▼ 800x600
16 bit:	<input checked="" type="checkbox"/>
User:	▼ Administrator

When you tap on the “New...” or “Edit...” button to create or edit a server connection, the “Server Details” form is open. In this form you need to enter the following information:

- Server – This is the name of the server displayed in the Server List, you can use any name as long as it is easy for you to tell which server it is.
- Address – In this field you need to enter the server name (for example, mail.smartcell.com) or the IP address of the server (for example, 192.168.1.5).
- Port – the default TCP port for RDP is 3389. However, you may use a different port if you need to access a server behind a firewall. In this case, you need to change the port number in this form and on the server.
- Size – this specifies the desktop resolution. The following resolutions are supported: 320x320, 320x480, 480x320, 640x480, 800x600, and 1024x768.
- 16 bit – specify the display depth (8 bit or 16 bit). Please note that you must uncheck this option (i.e., use 8-bit display) to connect to Window NT servers and Window 2000 servers.
- User – you can specify the default user for this server connection by selecting it from the user list. If a default user is selected, the username and password information will be provided to the server automatically when you start a RDP connection.

### 3.2.3 User List

To show the User List, tap on “Edit Users...” in the “Server details...” form.



The User List shows all usernames that can be used in server connections. You can use the buttons below the list to create, edit and delete users.



To create a new user, tap on the “New...” button and enter the username and password for the user. If “Mask Password” is selected, the password is not displayed on the screen. You can also leave the password field empty and you will be prompted to enter the password when the Windows logon screen is displayed.



**User List**

Administrator  
John Smith

**Enter Username and Password**

Username: Administrator

Password: [masked]

OK Cancel

For security reason, it is not recommended that you save the password in RemotePlus unless you have a way to safely lock your device in case it is lost or stolen.

### 3.3 RemotePlus Main Window

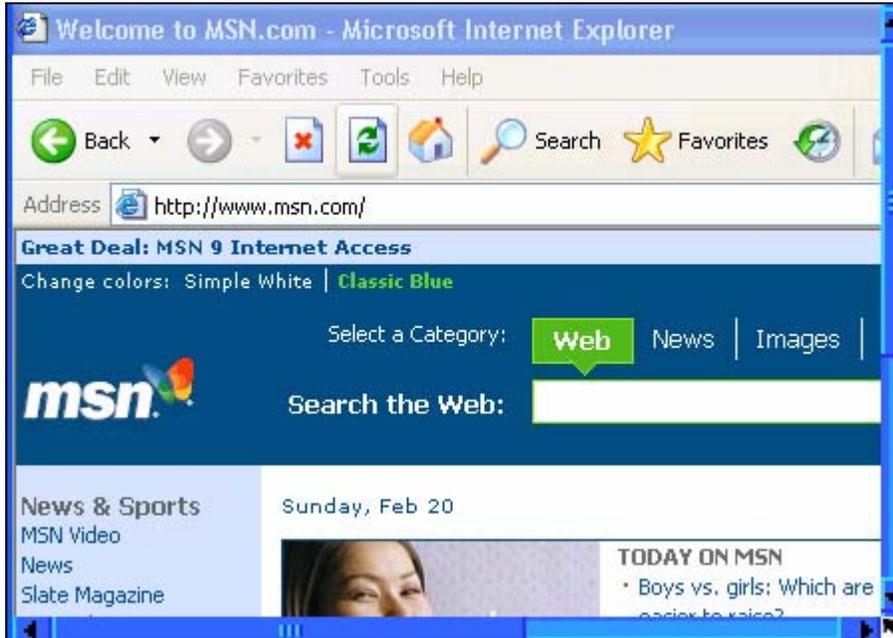
#### 3.3.1 RemotePlus Main Window Display



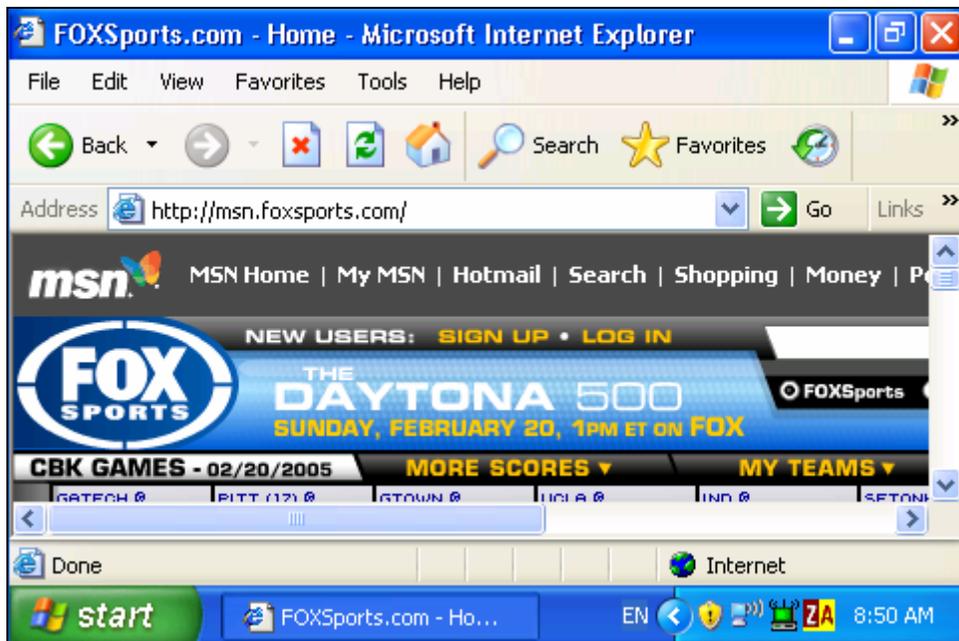
Once the connection to the server is established, you can see the desktop of the server on your Palm device screen. If the Palm device screen resolution is lower than the server desktop resolution selected, horizontal and vertical scroll bars are displayed to allow you to move the view window inside the server desktop window. On devices with the 5-way D-Pad, you can also use the left, right, up, and down buttons to browse through the server desktop.

### 3.3.2 Display Modes

On devices that support both landscape and portrait modes and dynamic input area, you can change the screen size of RemotePlus main window dynamically. The following screenshot shows the RemotePlus main window in landscape mode on a Tungsten T3 device:



The following screenshot shows the RemotePlus main window on a Tungsten T3 device when the server desktop resolution is set to 480x320:



### 3.3.3 Windows Style Software Keyboard



RemotePlus provides a Windows style software keyboard to help you enter special Windows keys and key combinations. You can tap on the arrow at the bottom right corner of the screen or press the MemoPad button to show or hide the software keyboard. Some of the special keys like “Sft”, “Ctrl”, and “Alt” can be toggled to let you enter key combinations using the stylus.

### 3.3.4 Mouse Inputs

RemotePlus provides full Windows style mouse support – you can use stylus and the Address button, the To Do button to simulate Mouse single click, double click, drag and drop for the left mouse button, the right mouse button, and the center mouse button.

The following table shows how to simulate various mouse operations using the stylus and the Datebook button and the Address button:

Stylus	Address Button	To Do Button	Windows Mouse Event
Single Tap	Up	Up	Mouse Left Button Single Click
Double Tap	Up	Up	Mouse Left Button Double Click
Move	Up	Up	Mouse Left Button Move
Single Tap	Pressed	Up	Mouse Right Button Single Click
Double Tap	Pressed	Up	Mouse Right Button Double Click
Move	Pressed	Up	Mouse Right Button Move
Single Tap	Up	Pressed	Mouse Middle Button Single Click
Double Tap	Up	Pressed	Mouse Middle Button Double Click
Move	Up	Pressed	Mouse Middle Button Move

Please note that on different devices the Address Button, the To Do button, and the Memo button have different meanings. The following shows the mapping for these buttons on various devices that have different meanings:

Device Model	Address Button	To Do Button	Memo Button
Palm Tungsten T5	Calendar	Contacts	Files
Palm TX	Calendar	Contacts	Blazer
Palm Treo 600/650	Calendar	Email	End Call (red)

Due to network delay, sometimes you may find it is difficult to simulate mouse button double click unless you double tap the stylus very quickly and stably. In this case, you may try to use different mouse operations. For example, to open an application or folder, instead of using mouse left button double click on the icon, try to use mouse right button single click to show the popup menu, then choose “Open...” from the menu.

### **3.4 Tips for Better Performance**

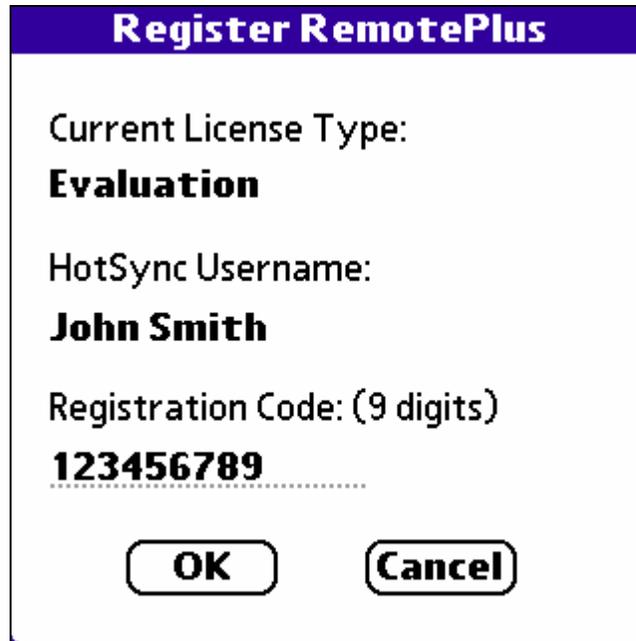
The speed performance of a RDP session depends on a number of factors:

- The speed of the Internet connection on your Palm OS device
- The processor speed of the Palm OS device
- The amount of memory available on your Palm OS device
- The resolution of the server desktop
- Display depth
- The type of applications running on the server – because RemotePlus uses font caching, the speed of text-centric applications are usually much faster than graphics centric applications

If you use a slow Internet connection such as Bluetooth or GPRS on your Palm OS device, you may try the following to improve the speed of the RDP session:

- Choose a small server desktop size or set the server desktop size to be the same as the screen size of your Palm device (for example, set server desktop size to 480x320 on Tungsten T3/T5).
- Use single color desktop background on your server. This can lead to a significant performance improvement since it is no longer necessary to transmit the graphics for the desktop background which often does not contain any useful information.
- Select 8-bit display mode. 8-bit display mode requires less data to be transferred from the server to the client than the 16-bit mode.
- Because it is much faster to transfer text and solid color background, try to run programs in text mode, instead of graphics-intensive mode.
- Disable graphics animation in certain applications (for example, in Internet Explorer) can save a lot of bandwidth and improve response time.

### 3.5 Register RemotePlus



This menu brings up the Register RemotePlus dialog. The Register RemotePlus dialog shows the current license type, the HotSync user name, and the 9-digit Registration Code. To register, enter your 9-digit registration code and tap on OK. If the code is correct, a confirmation message will be shown and your copy of software is then fully functional. Please note that the registration code would not work if the HotSync Username you provide us when you place the order does not match the HotSync Username shown in this window.

### 3.6 About RemotePlus



This option brings up the About RemotePlus dialog. The About RemotePlus dialog shows the copyright and version information of the RemotePlus application.

## 4 How to Contact Us

### Web Site

Visit our web site at <http://www.smartcell.com> for general information and software upgrades.

### Questions about Your Order

Send email to [sales@smartcell.com](mailto:sales@smartcell.com).

### Technical Support

Send email to [support@smartcell.com](mailto:support@smartcell.com).

### Comments, Suggestions, and Bug Report

Send email to [feedback@smartcell.com](mailto:feedback@smartcell.com).

### Mailing Address

SmartCell Technology, LLC  
1720 E. Garry Ave., Suite 220  
Santa Ana, CA 92705  
TEL: (949)838-0089  
FAX: (949)271-4597

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