



# Remote Control

The powerful, real-time mobile device help desk solution **FOR AVALANCHE**



With the Avalanche Remote Control™ plug-in, your administrators can remotely diagnose and remedy both device applications and device settings. Administrators can also provide assisted guidance for an end-user, thereby reducing mobile device downtime and increasing end-user productivity. When mobile devices are down or not operating optimally, your organization is losing operational efficiency and productivity, which increases your business costs. By using Remote Control, you will less frequently ship your mobile devices to a service center for repair, as well as reduce application downtime by resolving problems when and where they happen. With this solution, platform and application problems are easily identified. This allows for a course of action to be determined in a shorter amount of time, increasing productivity sooner, which is critical for those in the field.

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## Remote control with the depth of support you need

Avalanche Remote Control provides administrators with an exact replica of what the end-user is experiencing. It also gives them the capability to command both stylus and keyboard actions, while receiving real-time views of the target device display on any kind of IP connection. By easily identifying platform and application problems, a course of action can be determined in real-time. Adjustments to an end user's application are therefore efficient, and allow a quick return to full productivity.

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## Keeps your mobile workforce working by controlling every aspect of a remote device

Unlike other products that only support the basic functionality offered by a generic mobile device (such as the application shortcut keys), Remote Control supports a variety of device types, many of which have unique keys and combinations. The mapping of the keys extends to every key on the keyboard, including key combinations and vendor specific keys.

- Resolve "pilot-error" issues in real-time by guiding an end-user through an application or process.
- Take control of a device that may be in suspend mode over a wide-area network.
- Reduce the burden for common end-user issues by prerecording the keystrokes and stylus movements needed to resolve a problem, and automatically play them back to a target device later.
- Provide support to multiple end-users simultaneously through the intuitive multi-windowed environment. Remedy "one off" issues by adjusting key settings in the registry and even add, remove or update specific files in any part of the target device file system.
- Operate Remote Control over many connectivity options, including both local and wide-area wireless.

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## Firewall safety

Devices on public WANs are normally behind firewalls. Avalanche Remote Control provides a Proxy Server to establish connections, through a device pre-connect, which gives administrators a variety of options to control the device:

- Upon waking up, the device connects to the proxy server and can now be remote controlled.
- The sleep-while-connected function determines if the device is permitted to return to sleep once awake. The WWAN service will wake up the device if asleep, and then Avalanche Remote Control will launch on the mobile device.



**Do not let mobile device downtime cut into your bottom line.**



#### See exactly what an end-user sees

- Support for multiple resolutions
- PocketPC (240x320)
- Windows® CE VGA (640x480)
- Windows® CE Half VGA (640x240)

#### Flexible scripting options

- Record, store and replay stylus and keyboard actions

#### Fast real-time device display

- Customizable refresh rates to 18 frames per second
- Efficient use of the network
- Real-time image capture compression
- Optional 16 color mode

#### Intuitive file explorer

- Browse the file system hierarchy
- Open, add, delete and rename files and folders
- Drag and drop interface
- Windows Console >> CE
- CE >> Windows Console

#### Remote restarts

- If the remedy requires a device restart, do it remotely
- Built-in support for device Soft Reset
- Remotely suspend a device

#### Comprehensive control of device processes

- See what is running and what the user can see
- Activate or stop any remote process

#### Logging

- Access log viewable from console
- Registry edits
- Process start/stop
- Add, Delete, Copy files
- Customized graphical representation of specific devices is included for Dell, Fujitsu, HHP, Intermec, PSC and Symbol.

#### Fully functional device skins

- Functional device keypad buttons
- Access to online device skins database
- Keymap editor utility allows for creation of fully functional skins and editing of existing skin keymaps as desired

#### Wavelink Avalanche® integration

Launch various features from the Avalanche console:

- Registry Viewer/Editor
- Registry Compare/Diff
- File Manager
- Remote Control
- Process Manager

#### Provides integrated dashboard of key device parameters

- Spot trouble caused by critical factors
- Low memory, both RAM and Flash
- High CPU utilization
- Poor battery states
- Operating System versions
- Platform details (CPU, Architecture)

#### Network Optimization

- Remote Control makes efficient use of the medium with its built-in compression engine. This can be especially important when running over Wireless LAN (WLAN) or Wireless WAN (WWAN).
- In cases where the administrator has physical access to the device, support is also provided for infrared, ActiveSync and serial-based methods.
- Configure timeouts for individual aspects of the system to deal with slow or high latency WAN links such as VSAT.

#### Broad platform support

- Unlike many solutions, Avalanche Remote Control operates over a broad range of devices and manufacturers.
- Common support is provided for many platforms, including CE 3.0, CE 4.x, CE 5.0 and PocketPC 2002/2003.

#### The Industry Leader

Since 1992, Wavelink has grown to become the largest company of its kind with software running on more than 4,000,000 devices. Wavelink Corporation is the leading provider of mobile device and infrastructure management and mobile applications in the enterprise mobility market. Wavelink's technology solves the unique challenges involved in deploying, managing and controlling mobile devices and other wireless network elements, and facilitates peak performance from wireless technology, applications and end users. Over 8,500 companies in the retail, manufacturing, government and logistics industries rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security.

#### Wavelink Corporation

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