

TSMobiles

Terminal Service client for Mobiles

For RIM BlackBerry devices

Contents

Introduction	3
1. Configuring Remote Desktop on computer	4
2. Installation from Desktop Manager	5
3. Direct OTA downloading	5
4. Auto configuration	5
5. Connection settings	6
6. Registration and trial	7
7. Connecting to computer	8
8. Remote desktop control	9
9. Hotkeys usage	10
10. Traffic meter	11
11. Setup menu	11
12. Support	12

Introduction

TSMobiles is an essential mobile client based on Windows Remote Desktop Protocol (RDP) which allows you access to any Windows OS computer via Terminal Service or Windows Remote Desktop through your mobile phone.

Terminal Service (for Windows NT/2000/2003) and **Remote Desktop** (for Windows XP and Windows Vista) are the Microsoft Windows features that let to log-on remotely to your computer and work at it as if you were seated at the local console.

TSMobiles is a light and secure application which is excellent for gaining remote access to computer and working with your business documents, managing files and performing administrative tasks.

Main features of application

- Compatibility with Windows XP Remote Desktop, Windows Vista Remote Desktop, Windows NT/2000/2003 Terminal Service;
- Support of various connection types: Direct Internet connection, BES and BIS connections;
- Address book for saving addresses and logins for all your hosts and servers. In addition you can specify the description of host that will help you to find needed host in a large list;
- Advanced security option for assignment of a password at client startup. Address book is encrypted with this main password;
- Direct input mode – you can use the keyboard of your device for direct text input in remote desktop applications.
- Full-screen view and zooming modes. In full-screen mode you can see the remote desktop on the entire screen of your device. Zoomed mode lets you to enlarge desktop and to scroll it to review all fragments in details;
- Support of predefined hotkeys and assigned device-specific keys for mouse click and open desktop menu;
- Setup options for choosing the default desktop resolution of connected host. You can also specify custom resolution or set desktop resolution for device screen size;
- Support of national keyboard layout and national character sets at text input.

System Requirements

Supported devices:

8100, 6700, 7100, 7200, 7500, 7700, 8700, 6510/7510/7520

OS Requirements:

Version 4.0 and higher. 4.1 OS is more recommended.

1. Configuring Remote Desktop on computer

Before you start to use TSMobiles you should enable Remote Desktop Connection (for **XP and Windows Vista**) 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 Users:

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

For Windows 2000 Server Users:

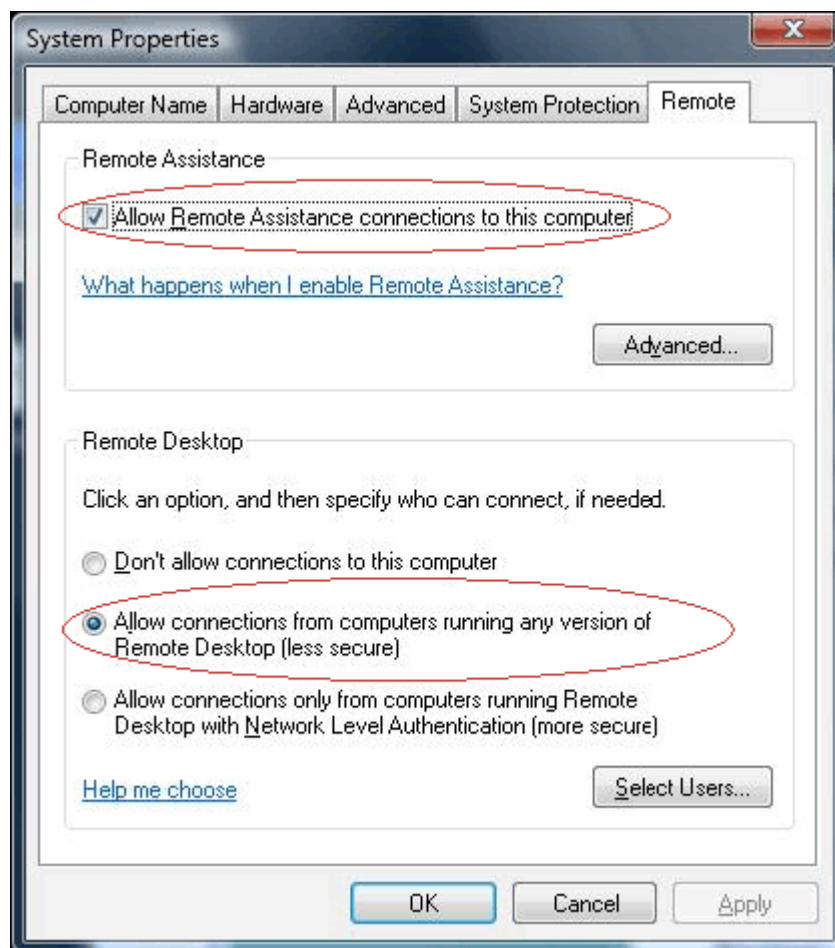
<http://www.microsoft.com/technet/prodtechnol/win2kts/default.mspx>

For Windows Server 2003 Users:

<http://technet2.microsoft.com/windowsserver/en/default.mspx>

For Windows Vista:

<http://www.microsoft.com/windowsvista/features/foreveryone/help.mspx>



For RDP connection you need to make sure that your computer is accessible from the Internet and TCP port 3389 (default Windows RDP port) is opened on firewall or router. If you use ADSL or any other routers, make sure that it is enabling access to your computer from Internet through TCP port 3389 (probably you need to configure port forwarding from external IP address of router to internal IP address of computer). If on your computer installed Windows XP with enabled built-in firewall, or any other firewall software, you should open TCP port 3389 for incoming connections.

If you have a problem configuring your router/firewall, you can get more help at

http://www.portforward.com/english/applications/port_forwarding/RemoteDesktop/RemoteDesktopindex.htm.

You can check if your computer has the direct access from Internet if try to establish connection to the RDP port by using 'telnet' utility from other computer which has an access to Internet and sits outside of your local network. You can ask your friend try to do it for you from his computer. Following actions should be performed:

1. Click on '**Start**' button and select '**Run**' option.
2. Enter '**cmd.exe**'. into appeared string and press **OK** button.
3. At the command prompt enter "telnet 1.2.3.4 3389". Use all commands without double quotes. Instead of 1.2.3.4 use external Internet IP address of your computer.

Note: This is only the test for opened port and nobody can access your computer this way.

To fast determination of Internet IP address of your computer go to the following link:

<http://www.whatismyip.com>

2. Installation from Desktop Manager

1. Download .zip archive with installation files.
2. Unzip the archive to any folder on your PC.
3. Plug BlackBerry device into connected cradle.
4. Run BlackBerry Desktop Manager on your PC, chose Application Loader, browse into folder with unzipped files and select the *.alx file.

Note: You should have BlackBerry Desktop v 4.1 with service pack 1, which can be downloaded from RIM website.

5. The icon of **TSMobiles** application appears on your device.
6. Select the icon and run the application.

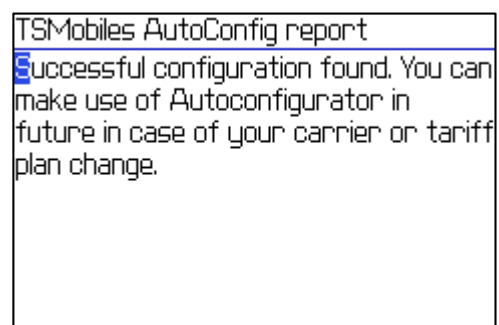
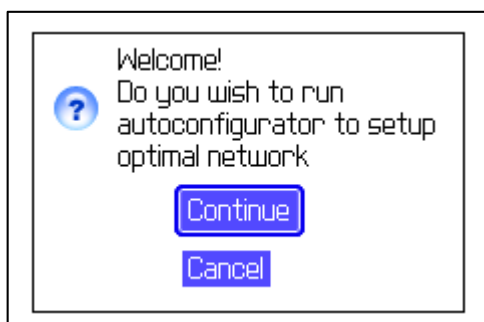
3. Direct OTA downloading

You can freely download **TSMobiles** via your BlackBerry's WAP browser. The WAP download location is: wap.shapeservices.com

1. Run 'Browser' from the BlackBerry menu.
2. Press the Trackwheel, choose '**Go To...**' from menu, type in wap.shapeservices.com and select '**OK**' button.
3. SHAPE's page with different products will be displayed. Scroll down to highlight 'TSMobiles' and select '**Get Link**' from menu.
4. The new window appears. Highlight '**Download free trial version**' and select '**Get Link**' from menu. You will pass to another window.
5. Choose '**Download**' button.
6. Wait until the downloading process is terminated.
7. Reboot your device. The installation is finished.

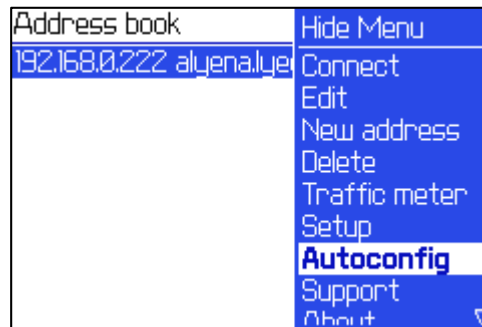
4. Auto configuration

At first launch of the program you will be offered to run Auto configurator to setup optimal network settings for proper work of connection in **TSMobiles** application.



In case of unsuccessful test of Auto configurator, you're proposed to configure your connection settings manually. Depending on the connection error discovered by configurator, you will be given some hints on how to resolve this connection problem. Please, read the given information thoroughly and perform advised actions. Then you can repeat the test with Autoconfigurator. Also you are able to send the log file by mail directly to Support Team. You can do this, choosing the menu item '**Send log to support**'.

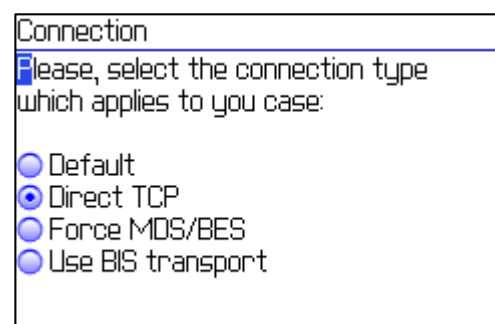
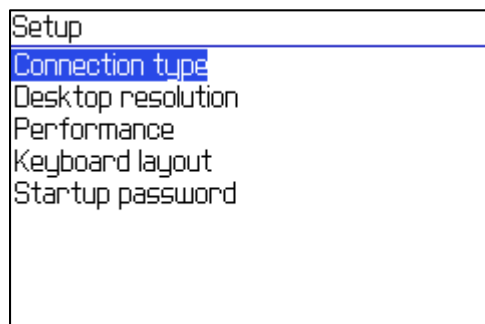
You can run Autoconfigurator afterwards in case of carrier change or changing your data plan. Choose Autoconfigurator option from menu of Address book window



5. Connection settings

You are recommended to start Auto configurator at first launch of **TSMobiles**. Nevertheless you can set connection parameters manually if the test was finished unsuccessfully or if you are sure in your settings.

You can setup your connection settings in '**Setup**'/ '**Connection type**' section.

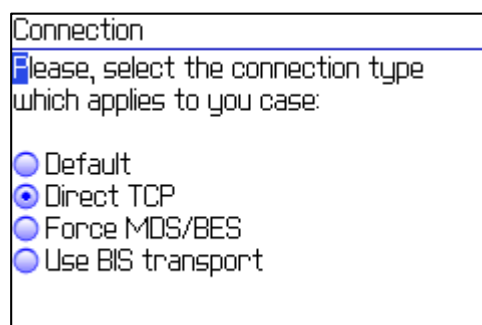


Here are connection options recommended for different categories of users:

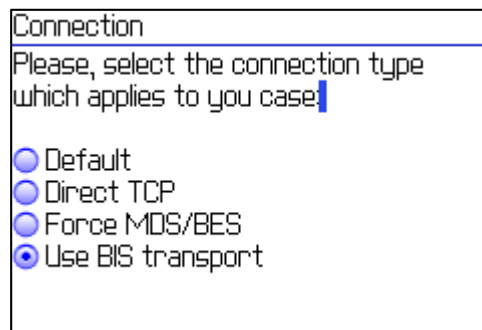
5.1. Standalone users

If your device's system is BlackBerry OS v4.0 or higher you should enable TCP/IP on your device. Most likely TCP/IP is already enabled on your device and you should not perform any additional operations and can freely connect with your settings. In case of connection problems, please, check your TCP/IP here: http://www.shapeservices.com/en/faq/sections/bb_tcp.php or contact your mobile carrier. You can also find more useful information if follow this address: <http://www.blackberryforums.com/showthread.php?t=2185>

In this case the '**Default**' connection type should be remained unchanged or '**Direct TCP**' should be set.



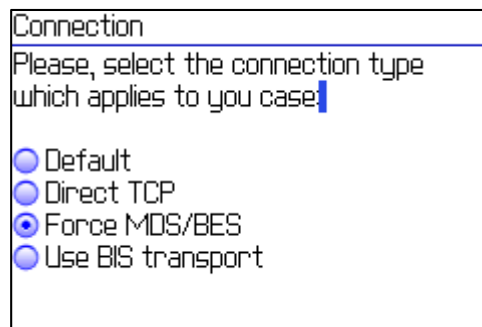
'**Use BIS transport**' option is recommended to activate if you carrier supports using of BIS-B transport for third-party applications. If unsure, please, contact your carrier.



If you have no Service book entries on your device, you can try to select '**Direct TCP**' option.

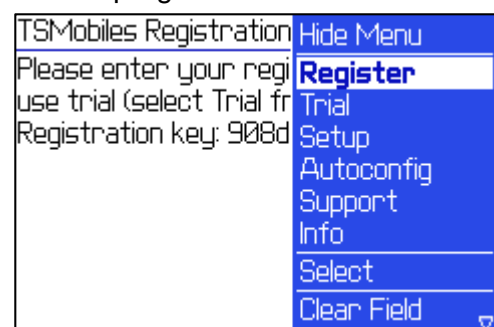
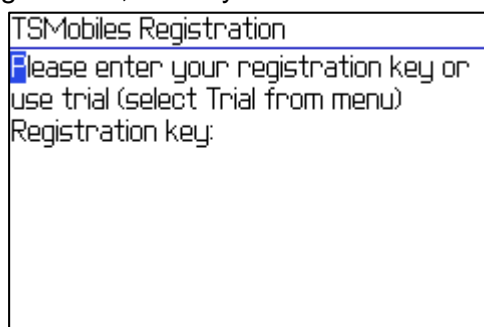
5.2. BlackBerry Enterprise Server users

If your organization operates a BlackBerry Enterprise Server usually you don't have to set any parameters, leaving the '**Default**' connection type. Just if you have any connection problems you can choose '**Force MDS/ BES**' option. In most usual cases checking of this option is not obligatory.



6. Registration and trial

After the first launch of **TSMobiles for BlackBerry RIM** you will be asked to insert the registration, which you have received with the purchase of the program.



If you want to use **TSMobiles** in trial mode, choose '**Trial**' from the menu.

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 want to register **TSMobiles** insert the registration key in the corresponding field and press the '**Register**' button. If you have inserted the right registration code, the program will register and there will be no need to insert the registration key once more. If the registration key is wrong, the program will show the corresponding message and will not be registered.

Advice: If you receive "**Cannot access registration server to check program availability**" error message, check if the Internet connection is configured properly either you're connected through BES or directly. Nevertheless it is recommended to configure the direct access to Internet from your BlackBerry device.

If you delete the program and then install it once more, or reinstall the program to another mobile device, your registration key will not be valid any more.

If you have changed your mobile device for a new one, please contact tsmsupport@shapeservices.com to reset your registration key in this case. You can also easily reset the registration key for new registration using the online reset form: <http://www.shapeservices.com/en/licenceman/standalone.php>

7. Connecting to computer

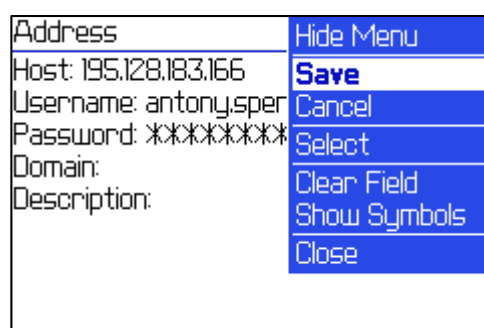
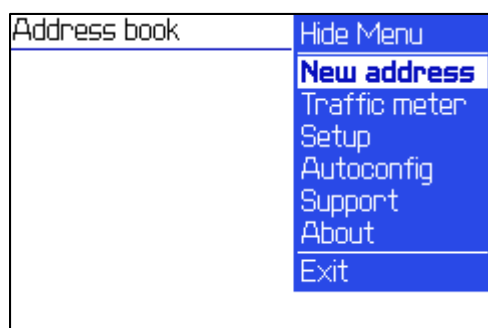
At **TSMobiles** launch the window with address book opens. The address book contains the list of servers which you used to connect to.

At first start the address book is empty. You should select the menu item '**New address**' to add a new record into address book.

In the new record dialog you should enter the name (usually full Internet name, for example host.company.com) or IP address of host to which you want to connect. Then you need to enter the user name that exists on this host and password. In most cases the field '**Domain**' is not filled.

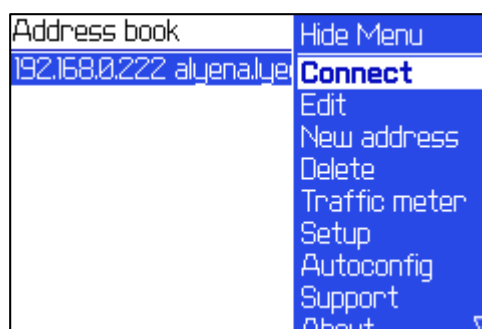
Note: BlackBerry device makes the first symbol in the fields in upper-case. Be careful, because the password will be masked by asterisks you can make a mistake at entering the password on the client.

In the '**Description**' field you can specify a short description text of host, which will help you to find a certain host in large list of hosts in address book. When description is not empty the host description and host address will be displayed in list of addresses. If the description field remains unfilled only host address will be displayed.



By default the application will connect through standard RDP port 3389, but you can change the port value for your host. Specify the port number at the end of host address using the colon mark (For example: **195.128.183.166:3390**). Please, save your address choosing '**Save**' from the menu.

You can freely connect to this address choosing the menu item '**Connect**'.



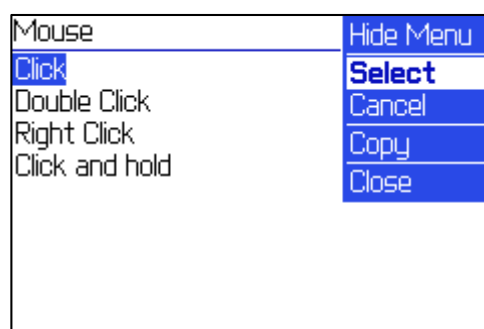
Important! If you're a BlackBerry Enterprise Server user, in several minutes after you have connected, you may be logged out, receiving a notification error message. It happens because of a setting on your BES which limits the permitted amount of data transferring (either from or to your device) during one connection session. To avoid this, you should address to your BES administrator with the request to increase your per-connection data limit to maximum possible value. You can also try to choose adequate settings in Setup menu (Egg. Desktop resolution setting) which use less data.

8. Remote desktop control

After a successful connection to the remote host, you will see the remote desktop on device screen. You can control the remote desktop by using both onscreen menu and desktop mode hotkeys.

Following options are available in main menu:

- **Mouse** - This menu item is used to perform left, right, and double clicks of Mouse.

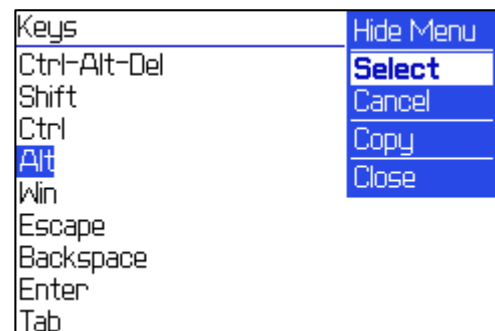
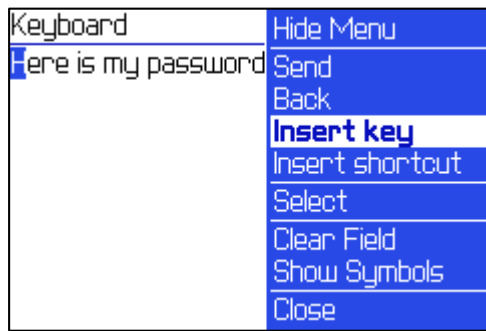


You can use the Trackwheel button (or for 8100 device press Trackball) like left click of mouse, double quick click on Trackwheel button (or for 8100 device press Trackball) like double left clicks of mouse.

Note: To move cursor vertically up/down a screen you should roll thumb-operated Trackwheel. To move cursor horizontally, hold Alt and roll Trackwheel. For **8100** device the trackball button should be used.

- **Zoom in/ Zoom out** – Given menu items serve to enlarge/decrease the view of current desktop. **Zoom in** item is available if desktop size is larger then the device's screen. If the desktop resolution is equal to screen's size **Zoom in** mode won't be work. The resolution of desktop can be set in **Settings/Desktop resolution**.
- **Scroll mode-** In 'Zoom in' mode you can scroll your desktop without mouse cursor choosing this menu item.
- **Keyboard** - You can enter the text that will be transferred to remote host 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). For correct text input in your national encoding you should set the corresponding national keyboard layout choosing the proper one from '**Setup/ 'Keyboard layout'** section. You should also switch to corresponding language on your computer just like you usually do if typing in different languages working at the local console.

Note: In order to transfer # symbol, you should enter it twice (##) as # key can be involved in other control key combinations as the first symbol (E.g. my password #Enter)



- **Send shortcut** – You can select a shortcut to send it to remote host, like entering it from keyboard.
- **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 cursor vertically up/down a screen you should roll thumb-operated Trackwheel. To move cursor horizontally, hold Alt and roll Trackwheel. For **8100** device Trackball's buttons should be used.

- **Disconnect** – You will be disconnected from the host, choosing this menu item.
- **Help** – A short description of desktop mode control keys is available under this menu option.

9. Hotkeys Usage

Double pressing the **SYM** button will call up the menu with control keys.



You can select the control key or a combination of control keys and send them to desktop of the computer.

Following hotkeys are available in program:

[SYM] + [SYM] - Control keys menu.

[SYM] + [1] - Left mouse click. *

[SYM] + [2] - Double click. *

[SYM] + [3] - Right click. *

[SYM] + [6] - Left click and hold. *

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

[SYM] + [4] - Selecting and sending keyboard shortcut from list.

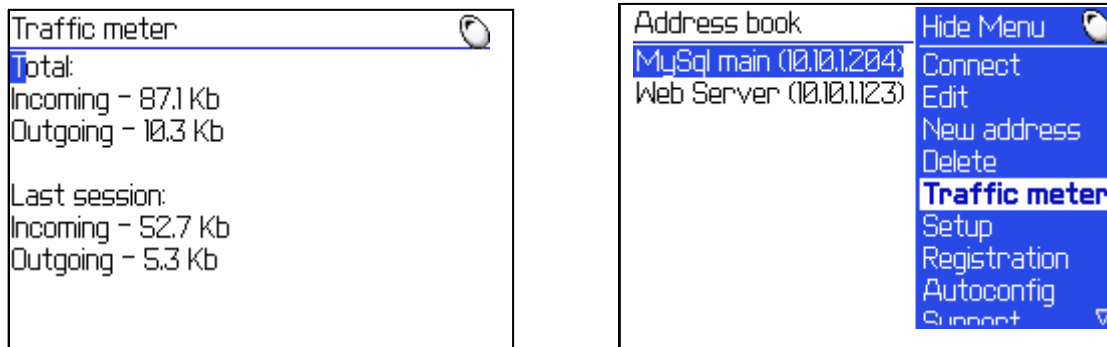
[SYM] + [7] - Turning on text cursor mode

[SYM] + [8] - Zoom in.

[SYM] + [9] – Zoom out.
 [SYM] + [0] - Selecting and sending keys sequence (entering text string).
 [SYM] + [*] - Turning on scroll mode.
 [SYM] + [#] – Sending Tab key

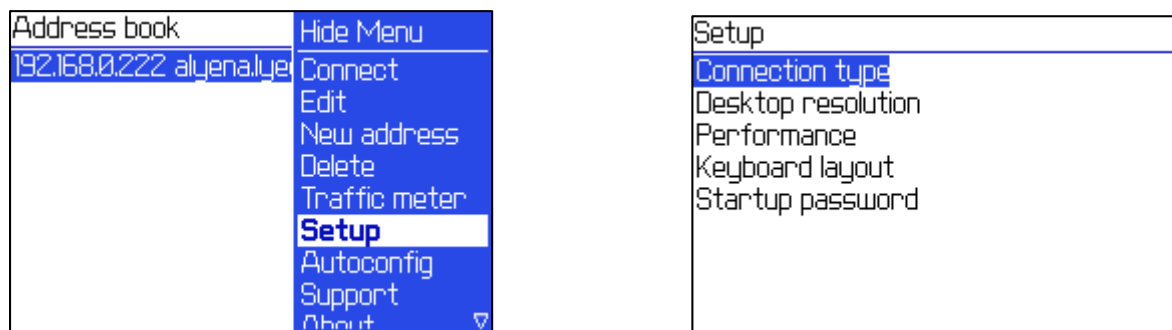
10. Traffic meter

You can look through your traffic meter of last session and total traffic. Choose '**Traffic meter**' from menu. Selecting '**Clear**' in '**Options**' menu item you can clear traffic information.



11. Setup menu

You can change settings of application in "Setup" menu. This menu opens from the main window of the client after the application started:



There are following subsections in Setup menu:

- **Connection type**

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.

- **Desktop resolution**

You can set the remote desktop resolution using this item. There are several predefined resolution modes, resolution mode which is equal to device screen size and custom mode where you can specify the width and the height of remote desktop. For devices with small screen the smallest resolution mode is set by default.

Note: The increase of remote desktop resolution requires adequate memory and high CPU performance. The traffic will increase at increasing desktop resolution. It is recommended to increase size of remote desktop only for powerful enough devices.

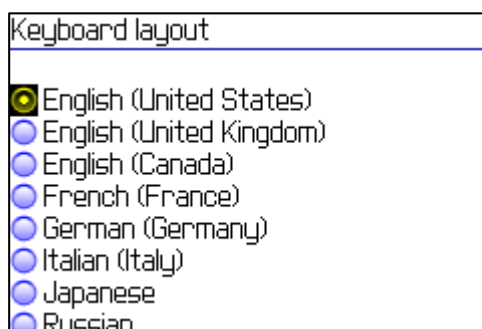
▪ Performance

This item defines a working mode of remote desktop.

Bitmap caching (by default this option is enabled). If there is insufficient memory on your device you can get error while accessing remote desktop. Disabling of a bitmap caching saves memory, but traffic will increase in this case.

▪ Keyboard layout

Use this item to assign default keyboard layout at connecting to remote desktop. Starting to use the application for correct text input in your national encoding you should set the corresponding national keyboard layout which you use on your computer.



▪ 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.

12. Support

If you faced with any problems while using the application you're able to send a request to support team right from the application. Just choose '**Support**' item from menu, enter the required information into support request form and select from menu '**Send request**'. Together with your request a log file will be sent to support if the appropriate checkbox is marked.

Support	Hide Menu
Request type: Support	Send request
Name of your wireless	Feedback
Brief Description:	Back
Description of issue exp	Select
Error message text:	Exit
IMEI: 123456.78.9000000	
<input checked="" type="checkbox"/> Send log to support	

SHAPE Services provides online information to help your troubleshooting problems. You can download software updates and submit your problems online.

Looking for update or trial installation? See Download Page:

http://www.shapeservices.com/tsm_bb

If you need further assistance after reading this manual, please fill out our Support form:

http://www.shapeservices.com/en/support/support.php?form=tsm_bb&platform=bb

Alternatively, you can send us an email at tsmsupport@shapeservices.com

Our Support Team will answer your email within two business days.

We will be glad to answer all your questions.

Advice: Before contact to technical support, please, try to reboot your device by removing and replacing the battery or just check if your Internet Access Point Name (APN) settings are correct.