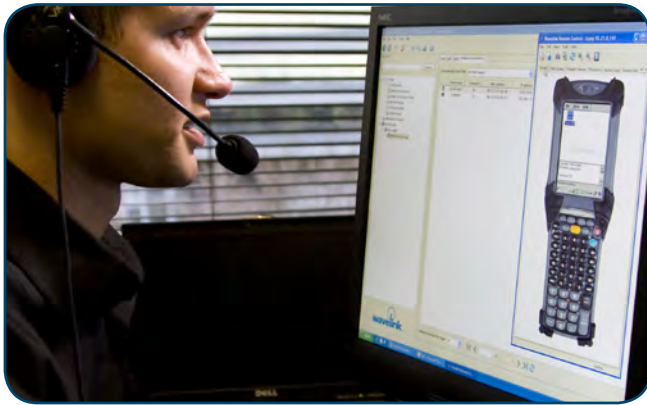# Remote Control

The powerful, real-time mobile device help desk solution

With Avalanche Remote Control™, administrators can remotely diagnose and remedy both device applications and device settings. Administrators can 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 for repair, as well as reduce application downtime by resolving problems directly on the device when and where they happen.

Remote Control with the depth of support you need

With an easy-to-use web-based interface, Avalanche Remote Control provides administrators with an exact replica of what the end-user is experiencing. It gives them the capability to command both screen 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, critical for those in the field.

Keep your mobile work forces moving with a comprehensive mobile help desk

With Avalanche Remote Control you can resolve "pilot-error" issues in real-time by guiding an end-user through an application or process and even take control of a device that may be in suspend mode over a wide-area network. Remote Control can 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. It also enables support for multiple end-users simultaneously through the intuitive multi-windowed interface. Administrators are able to fix "one off" issues by adjusting settings and registry entries and even add, remove or update specific files on the target device file system.

Wavelink Remote Control allows administrators to support device users in the field remotely, without actually having to be in the field with the physical device. On average, thirty to forty percent of devices sent in for repair are categorized as "no fault found". These devices may have easily addressable conditions such as low battery levels or incorrect device configuration. With Remote Control, this sizable expense can be virtually eliminated and keeps end-users on the floor, considerably increasing productivity.

With the ability to operate Avalanche Remote Control over many connectivity options, including both local and wide-area wireless networks, Remote Control is a true mobile help desk giving administrators a breadth of tools to utilize while end-users stay productive in the field.

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. For example, upon waking up, the device will connect to the proxy server allowing administrators to now remotely control the device. While, the sleep-while-connected setting determines if the device is permitted to return to sleep once connected.

wavelink®

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

See exactly what an end-user sees
- Support for multiple resolutions
- Even challenging configurations:
  - » PocketPC (240x320)
  - » Windows CE® VGA (640x480)
  - » Windows CE® Half VGA (640x240)

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
- Console <-> Device

Remote restarts
- If the remedy requires a device restart, do it remotely
- Built-in support for device reset and suspend
- Remotely suspend a device

Comprehensive control of device processes
- See what is running and what the user can see
- Start or stop any remote process

Logging
- Access log viewable from console
- Registry edits
- Process start/stop
- Add, Delete, Copy files

Flexible scripting options
- Record, store and replay screen and keyboard actions

Fully functional device skins
- Functional device keypad buttons
- Access to online device skins repository
- Keymap editor for creation and editing of custom skins

Wavelink Avalanche® integration
Launch various features from the Avalanche console:
- Registry Viewer/Editor
- Registry Compare
- 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
- Built-in compression engine optimized for Wireless LAN (WLAN) or Wireless WAN (WWAN)
- Configurable timeouts for high latency connections

Broad platform support
- Supports a broad range of devices and manufacturers.
- Supports many platforms, including Windows Mobile® 5.0 and Windows CE®.
- Server component supports Windows and Linux

The Industry Leader
With more than 6.5 million active client licenses in the field, Wavelink is the leading provider of multi-vendor mobile device management, wireless infrastructure management, terminal emulation, voice enabling, proactive telecom expense management and mobile application development software. Wavelink technology solves the unique challenges involved in deploying, managing and controlling today's enterprise mobility systems and facilitates peak performance from frontline staff. More than 15,000 companies in retail, manufacturing, healthcare, government, public safety and logistics industries rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security. Inside the four walls, or in the field, Wavelink leads mobility.

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