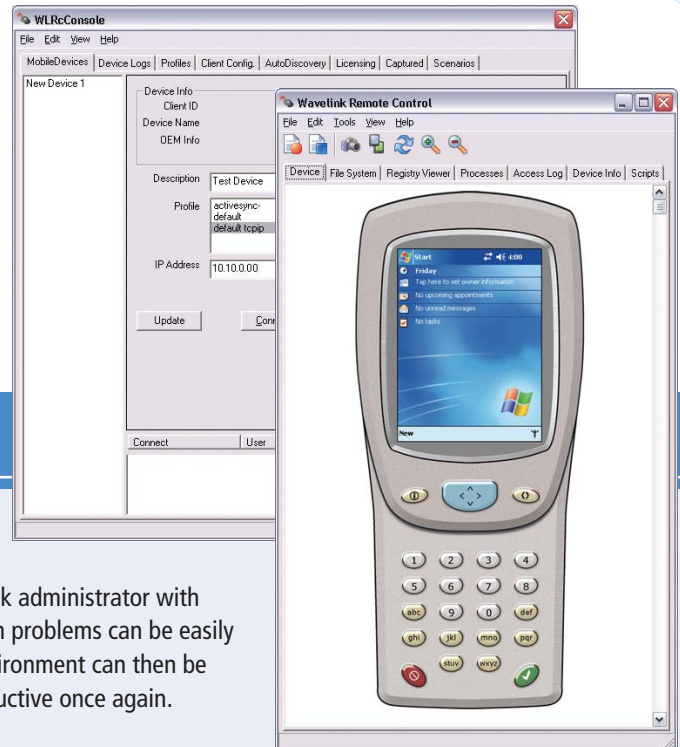


## A Device Helpdesk Solution to Diagnose, Remedy Issues and Assist End-users

With the Avalanche Remote Control plug-in, an administrator can now remotely diagnose and remedy both applications and device settings, or simply provide assisted guidance for an end-user. This reduces mobile device down-time and increases end-user productivity.

Avalanche Remote Control provides administrators with the capability to command both stylus and keyboard actions while receiving real-time views of the target device display. This powerful new feature is further augmented by a remote device registry explorer, providing the administrator a remote process view together with a file explorer. Wavelink Remote Control operates over many connectivity options, including both local and wide-area wireless.

Avalanche Remote Control  
User Interface



## Remote Control with the Depth of Support You Need

Wavelink Remote Control is a suite of tools that combine to provide a Helpdesk administrator with an exact replica of what the end-user is experiencing. Platform and application problems can be easily identified and a course of action determined. Adjustments to an end-user environment can then be performed on-the-fly in order to make the end-user and their application productive once again.

Device and application issues can occur in a variety of areas, from those that are caused by end-user error, to unforeseen conditions that have caused a device to reach sub-optimal state. The Wavelink Remote Control solution provides the necessary visibility to observe not only what the user sees, but also behind-the-scenes configuration data such as the registry, processes and the file system itself.

By giving the Helpdesk administrator this degree of control, many issues can then be successfully resolved in the field, thereby maximizing the up-time of your mobile applications.

## Minimize Your Costs in Resolving Device and Application Issues

When your mobile devices are down or not operating optimally, your organization is losing operational efficiency and productivity which increases your business costs. By using the Wavelink Remote Control solution, you will less frequently ship your mobile devices to a service center for repair as well as reduce application down-time by being able to resolve problems at the time they happen, where they happen.

## A Tool to Keep Your Mobile Workforce Working

- Resolve "pilot-error" issues in real-time by guiding an end-user through an application or process.
- 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 at a later date.
- Provide support to multiple end-users simultaneously through the intuitive multi-windowed environment and 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.

# Avalanche Remote Control



## View and control end-user devices in the field, in Real-Time!



## Key Features

### See exactly what an end-user sees

- Support for multiple resolutions
  - PocketPC (240x320)
  - Windows CE VGA (480x640)
  - Windows CE Half VGA (640x240)

### Flexible scripting options

- Record, store and replay stylus and keyboard actions

### Capture what the user sees for offline analysis

- Save to file (AVI, BMP, GIF, JPEG)
- Cut to clipboard

### 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 to be restarted, 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
- Process start/stop
- Registry edits
- Add, Delete, Copy files

## 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.

## Avalanche Mobility Center integration

The ability to launch various functionalities from the Avalanche MC console.

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

## Provides an integrated dashboard of key device parameters

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

## Flexible connectivity options

- Wavelink Remote Control makes efficient use of the medium with its built-in compression engine. This can be especially important when running over Wireless LAN or Wireless WAN.
- In cases where the administrator has physical access to the device, support is also provided for infrared, ActiveSync and serial-based methods.

## Broad platform support

- Unlike many solutions, Wavelink 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 Pocket PC 2002/2003.
- Customized graphical representation of specific devices is included for Dell, Fujitsu, HHP, Intermec, PSC and Symbol.



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