



Avalanche Remote Control Feature/Benefits Path



Overview

This document reviews the features and benefits of the Wavelink Avalanche Remote Control software product line from version 1.0 to version 3.0. In addition, outlining the new features to each product release.

Features/Benefits	V3.0 Released 09/07/07	V2.0 Released 08/17/05	V1.0 Released 01/31/05
Corporate Connections Any client may be configured as a “work” connection and may be invoked automatically upon SMS or pre-connect.	✓		
Intelligent Device Loading Tries last known local IP first followed by SMS and WAN addresses.	✓		
Broad Platform Support Support for many platforms including: CE 3.0, CE 4.x, CE 5.0 and PPC 2002/2003. Customized graphical representation of specific devices including: Symbol, Dell, Fujitsu, HHP, Intermec and PSC.	✓		
WWAN Service The WWAN service will wake up the phone if asleep. When awake, RC will launch on the mobile device. In addition, multiple devices may be connected	✓		
SMS Utilization Wide area devices are often asleep – 3.0 adds SMS to wake devices automatically on demand.	✓		
Firewall Support Devices on public WANs are normally behind firewalls – 3.0 provides a Proxy Server to establish connections. (1) Device Pre-connect: (1A) upon waking up by the user, device connects to the proxy server and the device may now be remote controlled. (1B) Sleep while connected – determines if the device is permitted to return to sleep once awake.	✓		
WAN Sensitive Support for real-time compression for both LAN and WAN operation. Switch between modes according to need.	✓		
WAN Software Delivery With AMC 4.2, link-speed sensitivity is added. Configure parameters to dictate if a package is appropriate for WAN delivery.	✓		
Granular Control Configure timeouts for individual aspects of the system to deal with slow or high latency WAN links such as VSAT.	✓		

<p>Remote Device Control</p> <p>Control the remote keyboard, stylus and keypad of the remote device. Use functional vendor-specific keypads to interact with the remote device in the same manner as an end-user.</p>			
<p>Registry Assistance</p> <p>Remedy file system and registry problems with: (1) Explore remote file systems to identify missing or corrupt files. (1A) Restore & update files to a working state, (1B) create, rename and delete and move folders and (1C) copy to and from the mobile device. (2) Modify & restore registry settings of a mobile device. (2A) Compare the registry from a mobile device's current non-functional registry with a previously functional state.</p>			
<p>Access Tracking</p> <p>Tracks access to devices by whom, when, which console and type of operation.</p>			
<p>Intuitive File Explorer</p> <p>(1) Browse the file system hierarchy; open, add, delete and rename files and folders. (2) Drag and drop interface including Windows Console>>CE and CE>>Windows Console.</p>			
<p>Comprehensive Control of Device Processes</p> <p>(1) See exactly what the end-user sees (2) Operate the device in exactly the same way as an end-user. (2A) Skins match the device look and (2B) device-specific keyboard maps mimic the most detailed button behavior such as multi-function keys and Shift/Alt operations.</p>			
<p>Logging</p> <p>(1) Access log viewable from console, (2) process start/stop, (3) registry edits and (4) add, delete and copy files.</p>			
<p>Avalanche MC Integration</p> <p>Able to launch various functionalities from the Avalanche MC console such as: (1) Registry Viewer/Editor, (2) File Manager, (3) Process Manager, (4) Registry Compare/Diff and (5) Remote Control.</p>			
<p>Fully Functional Device Skins</p> <p>(1) Functional device keypad buttons, (2) access to online device skins database and (3) keymap editor utility allows for creation of fully functional skins and editing of existing skin keymaps as desired.</p>			
<p>End-User Assisted Guidance</p> <p>Assisted guidance for an end-user in need with real-time device control: (1) optimize refresh rates to the speed of the specific network and (2) automatic compression of screen updates makes efficient use of network resources.</p>			
<p>Mobile Device Process Check</p> <p>Check for unauthorized or erroneous mobile device processes. (1) View the processes that are currently running on the mobile device, (2) activate new processes that should be running, and (3) remove processes that are running in error.</p>			
<p>Critical Device Health Information</p> <p>(1) Verify OS versions and releases. (2) Check the amount of free memory, Flash and RAM. (3) Review batter level and charging status. (4) Verify screen size and orientation. (5) Verify device password settings.</p>			

Flexible Scripting Options Record, store and replay stylus and keyboard actions.	✓	✓	✓
Remote Restarts If the remedy requires a device to be restarted, it may be done so remotely. This includes: (1) built-in support for device Soft Reset and (2) remotely suspend a device.	✓	✓	✓
Integrated Dashboard of Key Device Parameters Spot trouble caused by critical factors such as: (1) low memory, both RAM and Flash, (2) poor battery states, (3) platform details (CPU, Architecture), (4) high CPU use and (5) Operating System versions.	✓	✓	✓
Multiple Device Support Multiple devices may be controlled simultaneously	✓	✓	✓
CE Device Scripts Paste text from the PC Clipboard to the CE machine.	✓	✓	✓
Color Display Support Support for 4-bit monochrome, 8-bit and 16-bit color displays	✓	✓	✓
Password Protection Password protection for LAN-connected devices	✓	✓	✓
Auto-discovery Auto-discovery of the target devices on a LAN	✓	✓	✓
Low Impact Minimal impact on target device CPU while capturing	✓	✓	✓
CE Device Scripts Create your own scripts to control your CE device including the ability to launch applications remotely	✓	✓	✓
User View Captured Offline (1) Save to a file and analyze (AVI, BMP, GIF and JPEG) and (2) cut to clipboard.	✓	✓	✓
Real-Time Device Display (1) Customizable refresh rates to 18 frames per second and (2) efficient use of the network: real-time image capture compression and option 16 color mode.	✓	✓	✓
Display Rotation Rotate the display in 90 degree increments			✓
Bluetooth Support Support for Bluetooth connections through virtual COM ports			✓
Multiple Support Support for direct USB, Serial, ActiveSync, wire and wireless LAN			✓

■ **For more information**

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