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Remote Support & Management
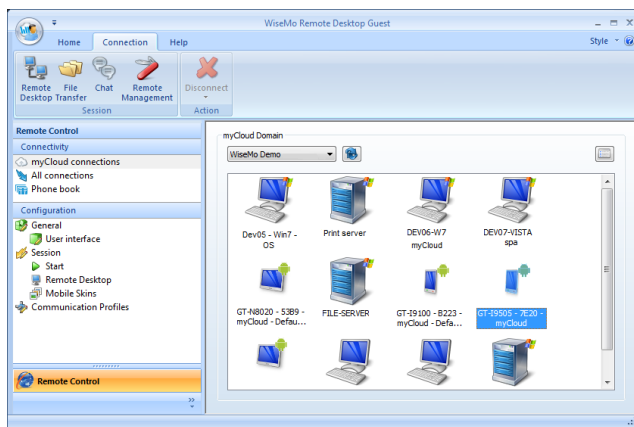### PC – Mac – Tablet – Smartphone – Embedded device

Remote Control of Windows PC
from a Browser.

Guest console – lists your myCloud enabled PC / Mac /
mobile devices, ready for Remote Control, File Transfer, Chat
and Remote Managment over the Internet.

Remote Desktop Control
Secure Remote Support & Management
for PC, Mac, Tablet, Smartphone and other mobile devices

When expertise is needed, you shouldn't have to worry about distance, disparate operating systems, or different networks and security.

With WiseMo® products, you can remotely reach PCs, Mac, Tablets and Smartphones, no matter where they are. You can do so from a Windows program, an Android App or from your iPhone, iPad or Mac. Also launch from a browser. You connect over the Internet or via your LAN/WAN network (tcp/ip), and you do it securely.

You get a powerful tool that helps you to remotely provide user support and maintenance, across multiple platforms and devices, or to reach those critical computers and devices located far away or placed in inaccessible environments. With WiseMo, you increase your efficiency and greatly reduce costs.

Smartphone remote control
from Windows PC window

WiseMo® makes IT work for you. Use our products for:
• Remote access to your Mac, PC, Tablet or Smartphone.
• Remote server administration.
• Remote user support from a corporate Helpdesk.
• Remote management of PCs, Tablets and Smartphones.

Key features

• Complete Remote Desktop Control
• Fast File Transfer
• Remote Management (background)
• Inventory collection, HW & SW
• Computers, Tablets, Smartphones
• Win, Mac, Android, iOS, Win Mobile/CE
• Via the Internet or your own network
• TCP/IP or myCloud communication
• Industry leading encryption
• Strong security scheme
• Two-factor authentication (totp)
• Extensive logging
• Central security management and control
• Share my computer Invitation links
• Multiple connections simultaneously

Software technology that helps!

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Remote Support & Management
PC – Mac – Tablet – Smartphone – Embedded device

Improve productivity

- Easy and fast access to any PC, Mac, Tablet, Smartphone, or other mobile device, using the list of online devices, the hierarchical phonebook, or simply by entering the ID of the remote computer.
- Cross-platform support means more incidents can be solved remotely.
- Fewer physical visits allow you to handle more support calls faster.
- User down time will decrease when you resolve issues from your desk.
- Shared phone book and directory services integration allows you to easily manage networks of any size.

Improve customer satisfaction

- Positive IT support/vendor experience from swift incident resolution.
- Less server and client down time means more satisfied users.

Improve flexibility

- One tool for all operating systems and devices.
- Easy routing of WiseMo traffic across heterogeneous networks with supplementary myCloud connectivity.
- Completely scalable from one to thousands of computers.
- You can access many PCs, Mac and devices simultaneously.
- Multiple users can access a single PC, Mac or device, to view the same info or to collaborate on solving an issue.

Reduce risk

- Role-based access and rights management puts you in control - you decide who can do what, where and when.
- Protect end-points with two-factor authentication (totp)
- Document all activity with more than 100 events logged
- All data traffic is encrypted with up to 256-bit AES. Keys are exchanged with Diffie-Hellman key lengths up to 2048 bits.

Guest : The module from where you can remote control other computers running the Host module – if permitted.
Host: The module that prepares a computer to be remote controlled by computers running the Guest module.
myCloud: A cloud based solution for remote control connectivity over the Internet. Connects enabled Guest and Host modules for easy connectivity.

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PC remote controlling an Android Tablet
Image of device displayed on the dekstop.
Live screen and active device buttons.

Reduce costs

- Your administrative costs will go down because support reps can take more calls.
- Solving issues remotely will trim travel costs.
- Centralized installation and deployment will reduce the cost of system rollouts, upgrades and updates.
- mDAC - Centralized management and control, thus feasible to enforce strong control over who may do what on which computers / devices.

Requirements
- Windows
    - PCs running Win XP (sp3) up to Win 11
    - Servers (Win 2003 up to Win 2022)
- Mac
    - MacOS 10.9 – 10.13 , 11, 12, 13, 14+
- Communication
    - TCP/IP connectivity, ip4 or ip6
    - myCloud connectivity, internet remote control

Software technology that helps!