

# Virtual Office iOS Client

GO-Global iOS Client allows GO-Global customers to connect to their GO-Global hosts from the Apple iPad, iPhone, and iPod Touch with an emphasis on maintaining a high degree of usability for Windows applications accessed remotely. This document describes how to use GO-Global iOS Client.

## Using GO-Global iOS Client

When you first launch the iOS Client, you will be presented with the Host List that allows you to select a host to connect to.

Figure 1A: Host List on the iPad.

2

Figure 1B: Host List on the iPhone.

3

The Host List represents a combination of hosts from several different sources, as follows:

❓ **Discovered hosts:** GO-Global iOS Client includes a host discovery mechanism that automatically locates GO-Global Windows Hosts on the local network (the current subnet) to which the iOS device is connected. Host discovery will not work in cases where your device is only connected to a 3G network, and will only discover hosts running GO-Global Windows Host version 4.0.1 and later. If new hosts have recently been booted-up and are not showing in the discovered host list, tap the refresh button on the bottom left corner of the screen to refresh the list.

❓ **Recent hosts:** The iOS Client maintains a list of the recent hosts that have been connected to.

❓ **Favorite hosts:** The iOS Client supports a favorite hosts list, which is user editable. When connecting to a host, you may choose to store the host (including its address and other relevant settings) in the favorite hosts list. When a host is selected from the list, its details will appear in the panel on the right.

Figure 2A: On the iPad, when a host is selected, the right side panel shows a

detailed view for that host.

4

Figure 2B: On the iPhone, after selecting a host, the Host Detail view shows detailed information about the host.

5

In order to connect to a host, select it from the host list on the left, and then tap the blue Connect button on the right.

The detail panel displays information such as the host's name, IP address, and availability and network latency information (if available). This panel also includes an Add to Favorites button that stores the host in the iOS Client's Favorites database. Adding a host to the Favorites database allows you to customize certain parameters regarding that host, including port number and the default application that is launched when the host is connected.

Figure 3: The host settings pane.

Note: The host settings pane will only appear for hosts that have been added to the favorites list — not for hosts in the Recents or Discovered lists.

The following are the currently supported options:

❓ Auto Zoom: Auto Zoom improves session usability by automatically zooming and panning into active windows, thereby making it easier to tap buttons and other user-interface elements in those windows. When a window is closed, the session will automatically zoom out to fit the newly active window.

❓ Auto Launch: Auto Launch automatically launches the specified application when the session is launched. The name provided must be either the display name of the application (e.g., “Microsoft Word”), or the name of the program's executable (e.g., “notepad.exe”). If the specified application is not listed in the host's program list in the GO-Global Cluster Manager, the full path to the executable will have to be specified (e.g., “C:Program FilesMicrosoftMicrosoft OfficeOFFICE14winword.exe”).

❓ Port Number: While GO-Global sessions use the 491 port by default, this setting allows you to use a different TCP/IP port to connect to your host. The GO-Global host must be configured to accept connections on the specified port, and any firewalls must be configured to allow incoming connections on the specified port.

❓ **Image Compression:** Image compression decreases the color resolution of the session from 16-bit color to 8-bit color. This slightly reduces the image quality of pictures and other images, but it decreases the session's bandwidth utilization. This option is especially useful for remote sessions running over 3G connectivity, or other lower bandwidth connections.

6

## ADDING A HOST

In cases where you need to connect to a host that is not on the local network, tap the '+' button on the top to add your own host, specifying either its domain name or its IP address.

Figure 4A: The Add Host view on the iPad.

7

Figure 4B: The Add Host view on the iPhone.

8

This dialog box allows you to enter an IP address or click the Name button to enter the domain name for the host the iOS Client will connect to. This screen also allows you to enter user credentials that will be stored on your iOS device to prevent you from having to enter those every time you connect to the host. If you do not enter user credentials, the iOS Client will prompt you for them every time you connect to the host.

**Note:** Cached user credentials are stored securely in the iOS Keychain — a secure, encrypted storage mechanism designed to protect private data.

After entering host information, tap the Add button to add the host to your device's Favorites database. Tap the Connect button to connect to your host.

## INTERACTING WITH THE HOST

Once a session is established, you interact with the host using several multi-touch gestures. These gestures allow you to interact naturally with applications running on the host, even though the device lacks a mouse and keyboard. The following are the common operations achievable using a mouse and keyboard, and a description of how to perform them using the iOS Client.

### Understanding the Host Canvas

When connecting to a host using the GO-Global iOS Client, the image you see on the screen is essentially a canvas just like any other canvas on the iOS device. You can pinch in and out to zoom in and out of the image, and drag

your finger across the screen to pan to different areas of the image. This behavior is identical to what you'd find in Safari, Photos, and many other iOS applications.

### Clicking and Double-Clicking

In order to click or double-click a button or other user interface component from the host, simply tap or double-tap on the touchscreen. If the user interface component on the host is too small to hit accurately with your finger, you can temporarily zoom into it by zooming in and then tapping it.

9

### Right-Clicking

In order to achieve a right mouse click, perform a two-finger tap at the position where you'd like the right-click to occur. The actual position of the right-click will be at the position of your left finger.

Figure 5: Right-clicking by tapping two fingers on the screen.

### Dragging

In order to drag the mouse over the application (for dragging windows, selecting text in a document, etc.), tap and hold at the area of the screen where you'd like the drag operation to begin, and then begin dragging your finger across the screen. At this point, an on-screen indicator will appear indicating that a drag operation is in progress. Hold your finger steady for a brief moment before you begin dragging it. Otherwise, the GO-Global iOS Client will simply pan the host image, and dragging will not occur.

### Right Button Dragging

Some Windows applications provide features that are accessed by clicking the right mouse button and dragging the mouse. On iOS devices, right button drag operations are supported as follows: With two fingers, tap and hold the item you want to drag. Begin dragging your fingers on the screen. At this point, an on-screen indicator will appear indicating that a drag operation is in progress. Without lifting your fingers, continue dragging the item to its desired location.

### Scrolling

In order to easily scroll through a document, drag two fingers vertically.

Dragging upwards scrolls down, while dragging downwards scrolls up. The further you go in each direction, the faster the scrolling.

10

## Using the Touch Keyboard

To type in an application, open the device's touch keyboard. Perform a three-finger tap anywhere on the screen by simultaneously putting three fingers anywhere and immediately releasing them. The keyboard can be closed the same way. Another option is to bring up the on-screen toolbar and use the keyboard buttons on the toolbar. To expose the on-screen toolbar, press and hold a single finger anywhere on the screen. This will bring up the toolbar for several seconds until it is automatically hidden.

## Special Keys Support

The iOS Client adds an extra row of keys to the top of the soft keyboard. This row includes ctrl, shift, alt, tab, esc, home, end, insert, delete, etc. For example, to copy and paste text, highlight the text and press the ctrl + c button to copy it. Then press the ctrl + v button to paste the text. To see all the special keys, scroll the keys on the right side of the top row by sliding a finger to the left and right over the keys.

## Using the On-Screen Toolbar

The on-screen toolbar exposes some options while the session is active. In order to expose it, press and hold a single finger anywhere on the screen. This will bring up the toolbar for several seconds, until it will be automatically hidden.

Figure 6A: The iPad's on-screen toolbar.

Figure 6B: The iPhone's on-screen toolbar.

To pin the toolbar so it doesn't automatically hide, tap the pushpin icon on the left. Tap it again to unpin the keyboard so it automatically hides.

11

Other buttons available on the toolbar include:

- 🔑 Keyboard Toggle: Tapping the 'A' button toggles the touch-screen keyboard.
- 🔍 Auto-Zoom Toggle: This button (indicated by a rectangle containing vertical and horizontal arrows), toggles the iOS Client's auto-zoom feature. Tapping the Auto-Zoom button again disables this feature and zooms out to show the entire screen.
- 🔌 Disconnect: The Disconnect button closes the session and flips back to the main host list screen.
- 📁 Accessory Keyboard Toggle: Tapping this button (indicated by an A with a

line above it) toggles the screen's accessory keyboard.

## APPLICATION SETTINGS

The GO-Global entry under Settings supports the following entries:

- ☐ Pin Toolbar: When the Pin Toolbar option is set to ON, the toolbar will be displayed when the iOS Client is started.
- ☐ Auto Connect: When Auto Connect is ON, the client automatically connects to the last host the user accessed.
- ☐ Auto Launch: If an application is specified in Auto Launch, the client connects to the host and automatically starts the application, bypassing the Program Window. If an application name is entered in the Auto Launch option of a Favorite Host, that application will be launched upon connection, overriding this global Auto Launch setting.

To configure these options:

1. From the desktop, click Settings to enter the device's Settings applet.
2. In the left-hand window, under Apps, click GO-Global.
3. Configure the Pin Toolbar and Auto Connect options using the controls in the right-hand window. To automatically launch an application when the client connects to a host, type the name of the application in the Auto Launch field as it appears in the Cluster Manager.

12

## PRINTING

The iOS Client supports client printing to devices running iOS 5.1 or later. Printers must be AirPrint compatible.

To print a document

1. While running the application via GO-Global, print a document as you normally would.
2. Select Preview PDF, then click the Print button. This will convert the document to a .pdf
3. When the .pdf opens, click the Share button on the iOS device's toolbar.
4. Click the Print button.

Figure 7: The iPad's Share button (iOS 6.X).

For more information on the iOS device's Share menu, please consult Apple iOS documentation.

13

GRAPHON CORPORATION

1901 S. Bascom Avenue Suite 660

Campbell, CA 95008

Toll Free: 1.800.GRAPHON Phone. 603.225.3525 • Fax: 408.626.9722

GraphOn Venture House

Arlington Square

Downshire Way

Bracknell RG12 1WA United Kingdom Phone: +44 1344.206549 • Fax: +44

1344.206855

Last updated: March 20, 2013

© 2013 GraphOn Corporation. All rights reserved. GraphOn, the GraphOn logo, and GO-Global are trademarks or registered trademarks

Online URL: <https://support.quikbox.com/article.php?id=226>