

This reference is designed to help you start using MobileCloud

BEFORE YOU START

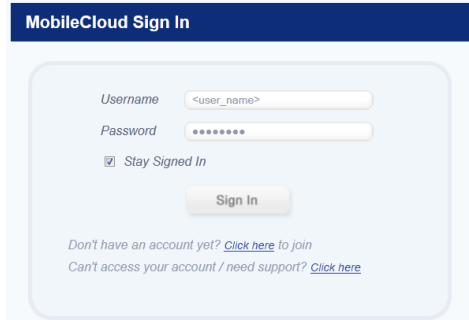
Make sure you have the following:

1. Browser:
2. Flash player (version 11 and newer) installed
3. Sufficient screen resolution (at least 1024x768 is recommended)

LOGGING IN

Browse to <http://www.perfectomobile.com>

1. Enter your **Username** and **Password**
 - Password is case-sensitive
 - Forgotten your password? Click the support link
2. Choose whether to remain logged in
3. Click **Sign in**




Encountered a problem? Either:


- Click the support link on the login screen
- Click **▼Support** and then click **Contact support**
- Send an email to support@perfectomobile.com

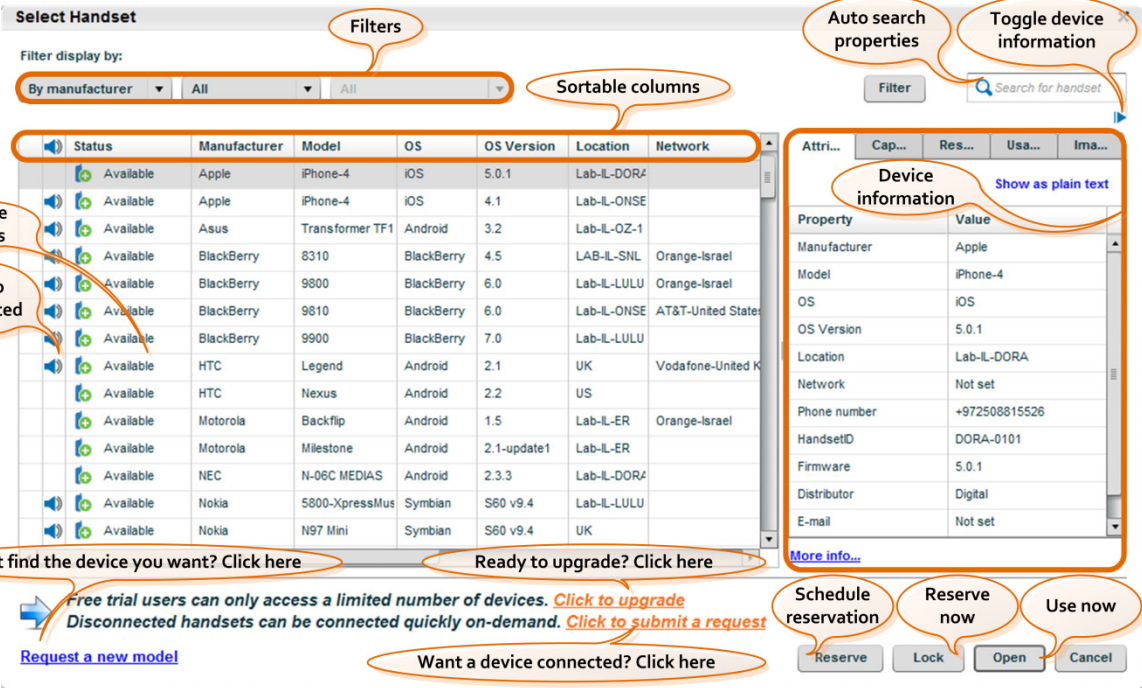
OVERVIEW



OPENING DEVICES

 Watch the [video](#).

Click  **Select Handset**. The following dialog box appears.



The screenshot shows the 'Select Handset' dialog box with several callouts:






- Filters:** A callout pointing to the 'Filter display by:' section.
- Sortable columns:** A callout pointing to the column headers in the table.
- Auto search properties:** A callout pointing to the search bar.
- Toggle device information:** A callout pointing to the 'Show as plain text' link.
- Device status:** A callout pointing to the status column in the table.
- Audio connected:** A callout pointing to the audio icon in the status column.
- Can't find the device you want? Click here:** A callout pointing to the bottom-left link.
- Ready to upgrade? Click here:** A callout pointing to the bottom-center link.
- Want a device connected? Click here:** A callout pointing to the bottom-center link.
- Schedule reservation:** A callout pointing to the 'Reserve' button.
- Reserve now:** A callout pointing to the 'Lock' button.
- Use now:** A callout pointing to the 'Open' button.

Devices can be used instantly or reserved.

- It is recommended that you reserve your required devices to guarantee their availability for you at the time you need them. Click **Lock** to reserve immediately or click **Reserve** to schedule a reservation.

-  Your account's balance will be charged once you confirm your reservation.

The following table shows what you can do when opening a device, depending on its status.

Status	Description	What you can do
 Available	The device is available for immediate use	<ul style="list-style-type: none"> Click Open to use it instantly Click Lock or Reserve to create a reservation
 Busy	The device is in use by another user	Click Reserve to schedule a reservation
 Disconnected	The device is not connected to the system at this time	<ul style="list-style-type: none"> Click Reserve to create a reservation (24 hours lead time) Click Click to submit a request to get it as soon as possible
 Opened	The device is in use by the currently logged in user	Click Lock to create an immediate reservation
 Reserved	The device is reserved for the currently logged in user	Click Open to use it instantly





WORKING WITH DEVICES



Watch the [video](#).
























When working with devices, you are using the real thing. The screens you see are as they appear on the actual devices and are not modified by MobileCloud.

The following table provides instruction for some of the more popular actions.

Action	Procedure											
Press Keys	Use the mouse to press the keys directly on the device.											
	<ul style="list-style-type: none"> To emulate long key presses: Press and hold CTRL (the  icon will appear on the device screen), and then click on the appropriate key. <table border="1" data-bbox="901 465 1412 734"> <thead> <tr> <th>Keyboard key</th> <th>Device key</th> </tr> </thead> <tbody> <tr> <td>Arrows</td> <td>Arrows</td> </tr> <tr> <td>Enter</td> <td>OK</td> </tr> <tr> <td>Backspace</td> <td>Clear</td> </tr> <tr> <td>[and]</td> <td>Soft keys</td> </tr> <tr> <td>0..9, * and #</td> <td>Numeric keys</td> </tr> </tbody> </table> <p>Common keyboard shortcuts</p>	Keyboard key	Device key	Arrows	Arrows	Enter	OK	Backspace	Clear	[and]	Soft keys	0..9, * and #
Keyboard key	Device key											
Arrows	Arrows											
Enter	OK											
Backspace	Clear											
[and]	Soft keys											
0..9, * and #	Numeric keys											
Type Text	Instead of using the device's virtual or physical keyboard to enter text such as URL addresses, it is recommended that you use the Type Text widget in the sidebar. <div data-bbox="363 913 909 1016" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <input type="text" value="Enter Text"/>  </div>											
Screen Touch	To control a touch enabled device: <ul style="list-style-type: none"> Tap - Click the mouse directly on the device screen Drag - Hold left mouse button whilst moving on the device screen  To simulate a long screen touch, press and hold Ctrl, and then click. 											
Detach Screen	Press the  icon to detach the device screen. This will allow you to increase/decrease the size of the device screen regardless of the actual resolution of the device. <p>This option is useful if you need to see fine details on the screen whilst still seeing the device keypad.</p>											

SIDEBAR ICONS AND WIDGETS

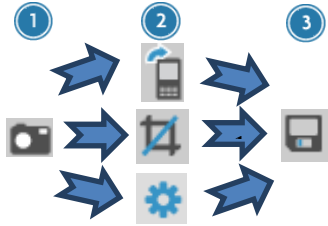
The following table describes the widgets on the device sidebar.

Icon	Description
	Show/hide the device sidebar (or dashboard)
	Open a device.
	Reserve the device immediately or schedule a reservation
	Settings for the device
	Show additional device information
	Mute/Unmute. By default all devices are muted when opened. Unmuting the device can cause latency
	Zoom in/options/out of the device. (CTRL SHIFT + or -)
	Change device orientation: Rotate 90° clockwise/Reset
	Copy the device's direct link to the clipboard. Can be used to as a bookmark on your site or blog post.
	Digitally freeze the device screen
 (Record)	Session recording
 (Test flow)	Start a structured interactive testing session using pre-defined or user defined testing scenarios
 (Email me)	Send an email to the device
 (Call me)	Initiate a call to the device
 (SMS me)	Send an SMS to the device
 (Send SMS)	Send an SMS from the device
 (Over the air)	Download content to the device using the device's browser
 (Install)	Directly install applications on the device
 (Cleanup)	Cleanup device by removing installed applications
 (Power cycle)	Remove and insert the device's battery and turn it on again
 (Push URL)	Sends an SMS with the specified URL to the device
 (File transfer)	Transfer files to and from the device
 (Share)	Invite others to join a live session . In Share mode multiple recipients can watch the device's behavior in real-time



WORKING WITH THE DEVICES

HOW TO: TAKE SNAPSHOTS



1. On the device dashboard, click **Screenshots**, and then click **Screenshot**
2. Optionally edit the image by cropping, rotating or modifying its settings
3. Click **Save** to save the snapshot to your computer or MobileCloud repository

HOW TO: RETRIEVE THE DEVICE LOG



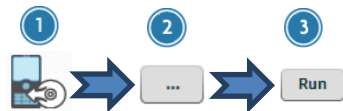
1. On the device dashboard, click **Options** and configure the settings
2. Click **Get Log**

HOW TO: VIEW DEVICE VITALS



1. On the device dashboard, click Options and configure the settings
2. Click Collect; the vitals are gathered
3. Click Stop; the vitals are displayed

HOW TO: INSTALL AN APPLICATION



1. On the device sidebar, click **Install**
2. Select an application file
 - You can select a file from your local computer or from your MobileCloud repository
3. Click **Run**

HOW TO: SHARE YOUR DEVICE SESSION WITH OTHERS



1. On the device sidebar, click **Share**
2. On the sharing console, click **Share**
3. Send invitations by email, or by sending the URL to participants
4. To stop, on the sharing console click **stop**

HOW TO: RECORD AND SHARE VIDEOS WITH OTHERS



1. On the device sidebar, click **Record**
2. Use the device normally; all operations and videos are now recorded
3. Click **Stop record** and click **Share**



For additional help, contact support@perfectomobile.com or use the online help available from the application's Help menu (▼Help).