

MobiKEY - HELPFUL TIPS

Improving Performance in a Low Bandwidth Environment

Updated on June 6, 2017

On the Remote Asset (MobiKEY): Changing Color Depth/Quality and Encryption Key Length

1. Launch the MobiKEY application software.
2. Enter your password.
3. When you can see your Host List, left click on “Settings” – top right-hand corner of the window.
4. Left click on the “Host Session” button found on the left side of the “Settings” window.
5. Look for the “Color Depth” drop-down menu (for MobiKEYs with version 5.2 and up) or the “Color Quality (bit depth)” drop-down menu (for MobiKEYs with versions older than 5.2). From the drop-down list, select “8-bit”⁽¹⁾
6. Left click on the “Apply” button.
7. Left click on the “OK” button.

⁽¹⁾ If either your Host or Remote Asset is known to be slow, please follow Steps 1 through 4 above, and then:

5. From the drop-down list next to “Encryption Key Length”, select “AES-128”.
6. Left click on the “Apply” button.
7. Left click on the “OK” button.

Not all MobiKEY users will have this option available. Availability of this option is an organizational decision.

Note: If you made these changes while a data session was open, please end the data session and restart it for the changes to be applied.

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On the Host Asset or the Remote Asset (MobiKEY): Changing Session Resolution

If you are using a MobiKEY with version 5.2 and up, perform the following steps on the **Remote Asset**.
If you are using a MobiKEY with a version older than 5.2, perform the following steps on the **Host Asset**.

Using Windows Vista or Windows 7 and 8.1

1. Right click on the Desktop.
2. Left click on "Screen resolution".
3. From the drop down box next to "Resolution" please select the lowest setting possible.
4. Left click on the "Apply" button.
5. Left click on the "OK" button.

Using Windows 10

1. Right click on the desktop and choose "Display Settings".
2. Click on "Advanced" display settings at the bottom of the screen.
3. Change the resolution to the lowest value.
4. Left click on the "Apply" button.

Windows XP

1. Left click on "Properties".
2. Left click on the "Settings" tab at the top right of the Display Properties window.
3. In the drop-down box under "Color Quality" please select the lowest setting.
4. Using the slider under "Screen Resolution", drag it to the far left side (lowest setting).
5. Left click "OK", and keep the changes when the dialogue box pops up.

Note: These instructions can often be performed during a data session; however, some Windows Vista and Windows 7 Host systems may not be setup to allow this. If you find that you cannot change your Host's screen resolution in a session, you may need direct access to your Host Asset to perform the above noted steps.

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On the Host Asset: If You Have Administrator Rights

(If you personally installed the MobiNET Agent software on your Host Asset, you likely have Administrator Rights. If you cannot find or do not have access to the MobiNET Agent mentioned below, you likely do not have Administrator Rights.)

1. Left click on the Start menu (lower left-hand corner of your windows desktop).
2. Left click on All Programs (or Programs).
3. Left click on the "Route1 Inc" folder.
4. Left click on the "MobiNET Agent" folder.
5. Right click on the "MobiNET Agent" icon.
6. Left click on "Run as administrator".
7. If the MobiNET Agent's User Interface does not appear, please repeat steps 1-6 once more.

Session Options

- A. If not already open, open the MobiNET Agent's user interface (see Steps 1-6 above).
- B. Left click on the "Host Session" button.
- C. Check to make sure the following options under "Session Options" are selected:
 - Remove wallpaper (*this option may not be available with certain MobiNET Agent versions*).
 - Disable Font Smoothing.
 - Disable Full window drags.
- D. Left click on the "Apply" button.
- E. Left click on the "OK" button.

NOTE: After you make a setting change you need to restart your data session for the change to be applied.

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Changing Session Type

- A. If not already open, open the MobiNET Agent's user interface (see Steps 1-6 above).
- B. Left click on the "Connection" button.
- C. From the drop down box under "Routing" please select the option that best suits your situation:
 - Automatic – MobiNET determines the optimal routing: If you can connect using a Direct Connection, it will use a Direct Connection. Otherwise it will use the Switching Fabric. The easiest and fastest option for most situations.
 - Always attempt a Direct Connection: Please only select this if you know you are on the same internal network as your Host Asset.
 - Always use the MobiNET Switching Array (MSA): The second fastest option, assumes there is a firewall between you and the Host Asset and ensures your connection can safely get through.
 - Always use the MSA in encapsulated mode: The slowest option, but can sometimes help if you are on the road. This assumes your Internet Service Provider is slowing down or filtering out certain types of traffic. Encapsulated mode adds an extra layer of encryption for added protection against this form of "packet sniffing" and traffic filtering.

NOTE: After you make a setting change you need to restart your data session for the change to be applied.

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