



ATEN ControlAssist User Manual

User Information

Online Registration

Be sure to register your product at our online support center:

International	http://eservice.aten.com
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Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Product Information

For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	http://www.aten.com
North America	http://www.aten-usa.com

About this Manual

This user manual provides information on how to install and use ControlAssist for remote control via ATEN controllers.

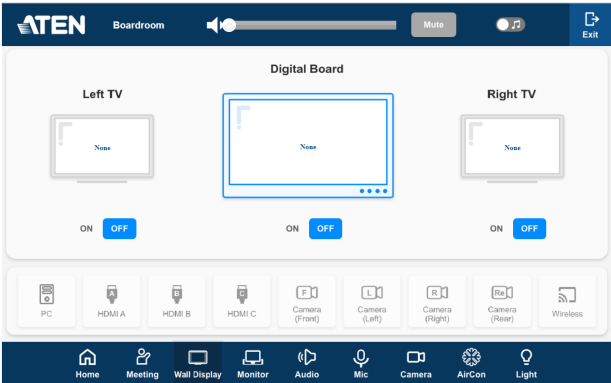
Note: The product may be updated, with features and functions added, improved, or removed since the release of this manual. For an up-to-date user manual, visit <http://www.aten.com/global/en/>

Conventions

This manual uses the following conventions:

- Monospaced Indicates text that you should key in.
- [] Indicates keys you should press. For example, [Enter] means to press the **Enter** key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt].
- 1. Numbered lists represent procedures with sequential steps.
- ◆ Bullet lists provide information, but do not involve sequential steps.
- > Indicates consecutive selecting options (such as on a menu or dialog box). For example, Start > Run means to open the *Start* menu, and then select *Run*.
-  Indicates critical information.

Terminology

Terminology	Description
ATEN Controller, controller	ATEN Controller or controller refers to all models of ATEN Control Box and ATEN Control Pad.
Control Box Gen. 2, Control Box	<i>Control Box Gen. 2</i> or <i>Control Box</i> refers to all models of ATEN Control Box Gen.2.
controller	A controller refers to any model of ATEN Control Box Gen. 2 or Control Pad.
Viewer	A Viewer is a software control interface that system operators use to control and operate devices managed by ATEN control system. The Viewer is fully configurable and customizable using ATEN Configurator. For example: 
Project	A project is a configuration file, generated using ATEN Configurator to specify settings of an ATEN Control System, including one or multiple controllers, managed devices, and control interfaces.

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Chapter 1

Introduction

ATEN ControlAssist is an application that grants ATEN controllers privileges to remotely control and operate computers, including control of media files and PowerPoint files, simulating keyboard shortcuts, and perform system tasks such as shutdown and volume adjustments.

- ♦ *Features*
- ♦ *Minimum System Requirements*
- ♦ *Supported File Types*

Features

- ♦ Remotely controls a PC:
 - ♦ Shuts down the remote PC
 - ♦ Browses and controls media files
 - ♦ Previews and controls PowerPoint files
 - ♦ Adjusts the system volume
 - ♦ Executes installed programs
 - ♦ Opens files and URLs
- ♦ Simulates predefined keyboard shortcuts in third-party applications
- ♦ Executes pre-defined commands in Windows Command Prompt
- ♦ Keeps a selected application window on top

Minimum System Requirements

- ♦ Supported computers
 - ♦ Only Windows-based computers are supported for remote control.
 - ♦ Each computer is deemed as an Ethernet device to the ATEN controller, and therefore follows the specification that each controller can support up to 25 Ethernet devices.
- ♦ To use ATEN Viewers on a Windows platform, make sure to install Internet Explorer version 11 or later.

Supported File Types

- ♦ PowerPoint File Control
 - ♦ ControlAssist only supports PowerPoint files that contain 200 slides or less, and are created using Microsoft Office 2007/2010/2013, or WPS Office.
 - ♦ ControlAssist only supports the following PowerPoint file formats: pps, ppt, and pptx.
- ♦ Media File Control
 - ♦ ControlAssist only supports media files created using Windows Media Player.
 - ♦ When a media file is remotely enabled and controlled using an ATEN Viewer, the file opens in Windows Media Player and this setting can not be changed.
 - ♦ If you encounter any issues playing a media file, try install a third-party video codec.
 - ♦ ControlAssist only supports control of the following media file formats:

Category	File Formats
Windows Media format	asf, wma, wmv, wm
Windows Media Metafiles	asx, was, wvx, wmx, wpl
Microsoft Digital Video Recording	dvr-ms
Windows Media Download Package	wmd
Audio Visual Interleave	avi
Moving Pictures Experts Group	mpg, mpeg, m1v, mp2, mpa, mpe, m3u
Musical Instrument Digital Interface	mid, midi, rmi
Audio Interchange File Format	aif, aifc, aiff
Sun Microsystems and NeXT	au, snd
Audio for Windows	wav
CD Audio Track	cda
Indeo Video Technology	ivf
Windows Media Player Skins	wmz, wms
QuickTime movie file	mov
MP4 audio file	m4a
MP4 video file	mp4, m4v, mp4v, 3g2, 3pg2, 3gp, 3gpp
Windows audio file	aac, adt, adts

Chapter 2

Setting Up PC Control

This chapter provides detailed information on setting up ControlAssist on the target computers and configuring the required settings on ATEN Configurator. The following topics are covered:

- ♦ *Setting Up Remote PC Control*
 - ♦ *Installing ControlAssist on Target Computers*
 - ♦ *Adding Target Computers to the Control System*
 - ♦ *Configuring a Control Interface*
- ♦ *Supported PC Control Actions*

Setting Up Remote PC Control

Follow the steps below to install the required programs on the target computers, configure the associated controller, and customize the Viewer for remote PC control.

1. Make sure you have installed Microsoft Visual C++ Redistributable for Visual Studio 2015 to the target computer. To download the package, go to <https://www.microsoft.com/en-us/download/details.aspx?id=48145>
2. Install ControlAssist on the computer you wish to control. For detailed steps, see *Installing ControlAssist on Target Computers*, page 4.
3. Add the computer into the control system. For detailed steps, see *Adding Target Computers to the Control System*, page 6.
4. Create a control interface to be used on a licensed mobile device.
 - ♦ For detailed steps, see *Configuring a Control Interface*, page 8.
 - ♦ For details on licenses, see the user manual for your specific controller.

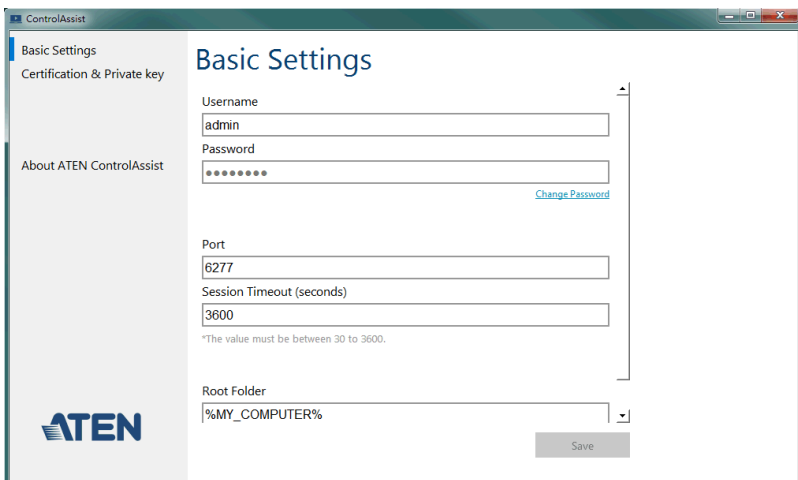
Installing ControlAssist on Target Computers

Follow the steps below to install ControlAssist on the computers you wish to control.

1. Download ControlAssist.
 - a) Visit the ATEN download page:
<https://www.aten.com/global/en/products/professional-audiovideo/control-system/controlassist/>
 - b) Search for "VK6000". A list of downloads for VK6000 appears.
 - c) Click **ControlAssist_Vx.x.xxx.zip** to download.
2. From the downloaded file, double-click **ControlAssist_Setup** to install the program. An installation wizard appears.
3. Follow the on-screen instruction to complete the installation.
4. When the installation is complete, ControlAssist  runs in the system tray.

Note: Keep the ControlAssist program enabled in the system tray to allow the controller to establish connection with the computer.

5. To configure ControlAssist, right-click  in the system tray and select **Settings**. This window appears.



Click the **Basic Settings**, **Certification & Private Key**, or **About ATEN ControlAssist** to access the following settings/information.

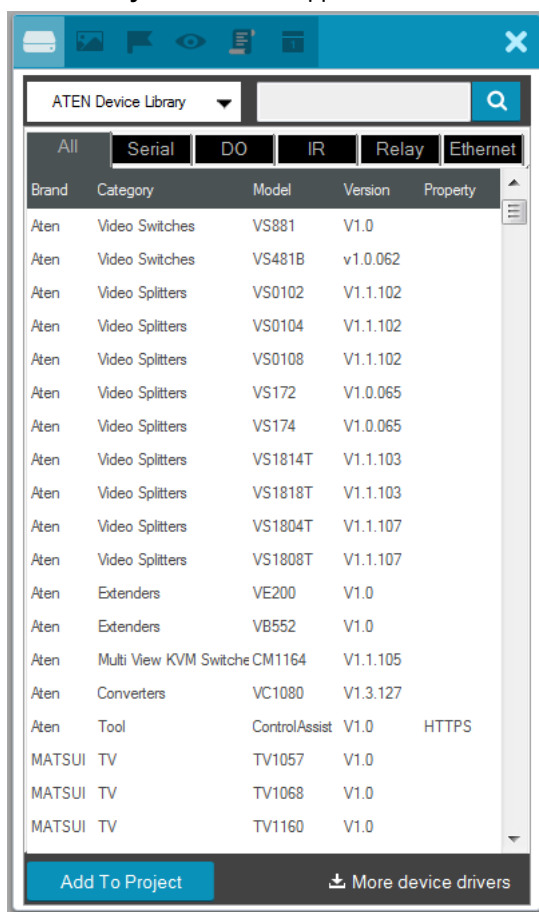
Control	Default	Description
Basic Settings		
The settings with which an ATEN controller needs to establish connection with the computer and to gain control right.		
Username	admin	The credentials required for an ATEN controller to establish connection with the computer. Note: To change the username and password, make sure to log in the computer using an Administrator account.
Password	password	
Port	6277	The port through which ATEN Configurator establishes connection with the ControlAssist-installed computer.
Session timeout	3600	The maximal time allowed for the controller to establish connection with ControlAssist.
Root Folder	N/A	This field specifies the computer path under which files are display in the PowerPoint Control and Media templates' file list. To display files at the computer's partition level, type %MY_COMPUTER% in this field.
Upload SSL Certificate and Private Key		
Upload an SSL certificate and its private key to secure sessions between the computer and the connected controller.		
Certificate	Default certificate	Click Choose a file from... to browse for an SSL certificate.
Private key	Default private key	Click Choose a file from... to browse for a private key SSL certificate.
About ATEN ControlAssist		
Version	N/A	Indicates the release version.
Visit Official Website	N/A	Click to open the official website for more information.

Note: If the text in the ControlAssist window appears oversized, change the desktop font size to its default, and then log in the computer again to resolve the issue.

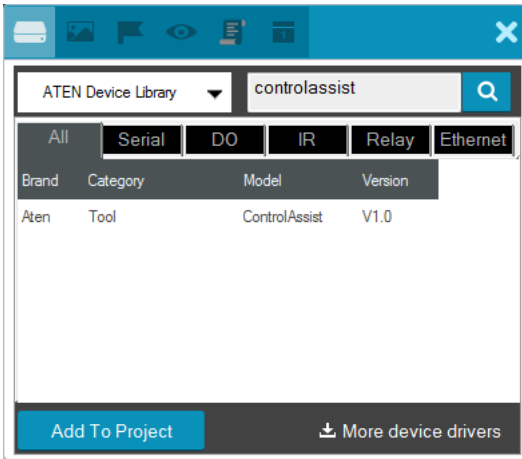
Adding Target Computers to the Control System

After you have installed ControlAssist on the computers you wish to control, follow the steps below to establish connection between the controller and the target computers.

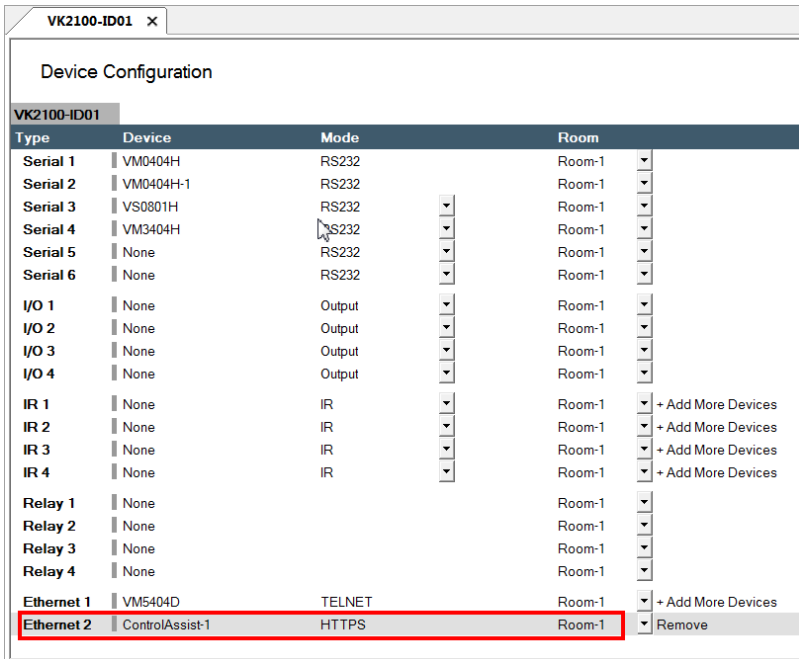
1. From ATEN Configurator, locate and open your project file.
2. Click the **Device** tab, and from the Ethernet device type category, click on a blank device or click **Add More Devices** to add one.
3. Click **Library**. This window appears.



- Use the search box to search for “controlassist” to load the ControlAssist database. This screen appears.



- Click **Add to Project**. This computer, identified as an Ethernet device installed with ControlAssist, appears in the Device Configuration List.



6. Select the newly added device and configure the Properties settings on the right of the interface.

Hint: If you have more than one computers installed with ControlAssist, change the device name to distinguish these PCs.

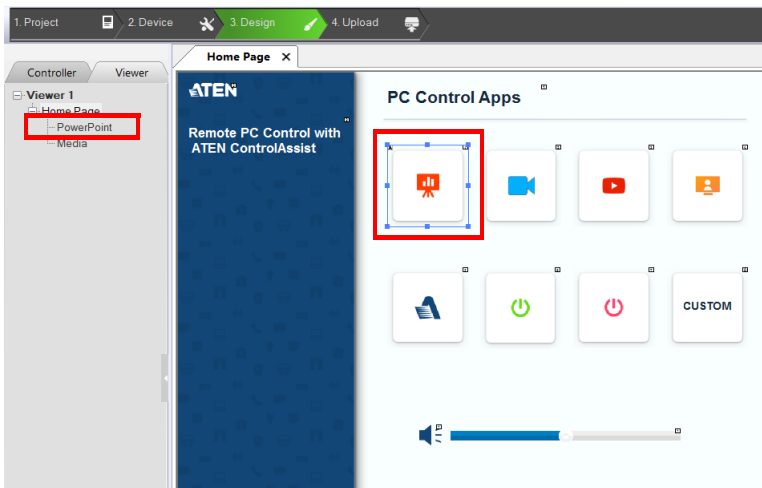
For details on Properties settings, see *ATEN Configurator User Manual*.

Configuring a Control Interface

Example 1:

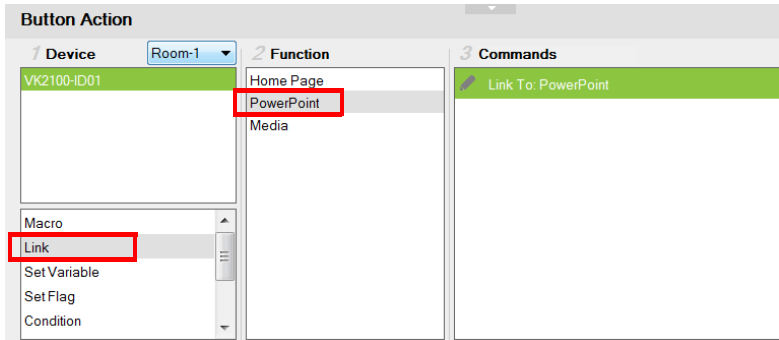
Follow the steps below to create a control interface that allows you to browse and play any file from the specified root folder (see page 4) in the target computer. You can follow the same logic for creating a media control page.

1. In the **Design** tab, make sure your home page contains a presentation button and the Viewer contains a PowerPoint page.



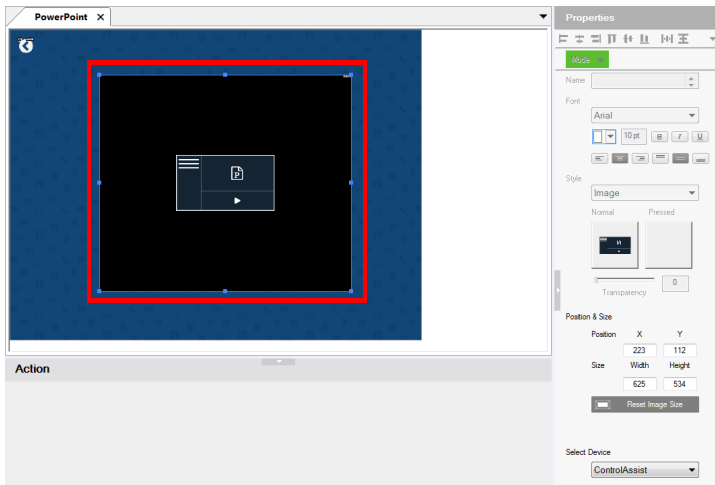
2. Configure the button to have it link to the PowerPoint page if pressed in the Viewer.

- a) Click the presentation button.
- b) Select **Link** and then double-click the **PowerPoint** page.



3. Configure the PowerPoint page if you did not use a built-in Viewer template.

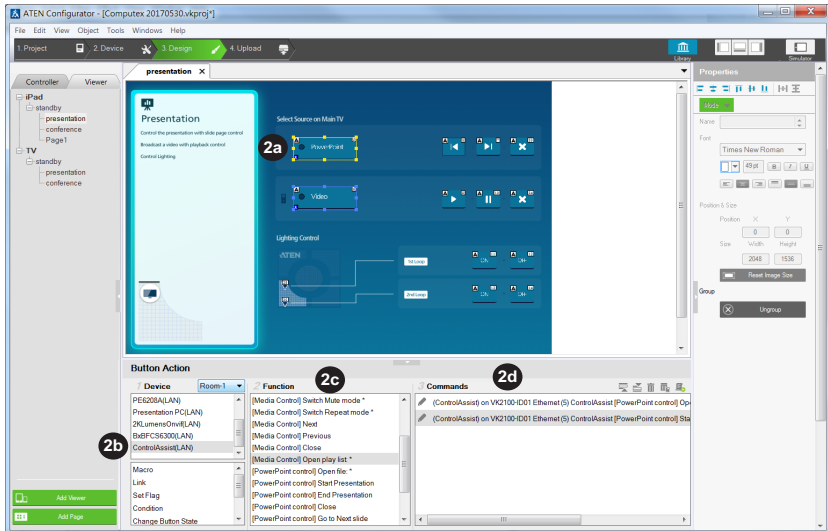
- a) In the left sidebar, click **PowerPoint**.
- b) In the PowerPoint page, right-click any blank spot and select **PowerPoint Control Template**. A pre-made screen is added.



- c) In the Properties column, use the **Select Device** drop-down menu to select the PC that stores the PowerPoint files you want to play.

Example 2:

Follow the steps below to create a quick access button for opening and playing a specific PowerPoint file. You can follow the same logic to create a button for opening and playing a specific media file.



1. Create an outlook for the interface.
 - a) In ATEN Configurator, click the **Design** tab.
 - b) Click **Add Page** and rename the page to “presentation”.
 - c) Customize the interface and add control buttons using the **Properties** settings in the right-hand column. For details, see *ATEN Configurator User Manual*.
2. Define the action of each button. For example, for the **PowerPoint** button to open and start a slide show when pressed, do the following:
 - a) In the preview pane, click the **PowerPoint** button.
 - b) Select **ControlAssist (LAN)**.
 - c) Double-click **[PowerPoint] Open file** and then **[PowerPoint] Start presentation**.
 - d) Configure the commands and arrange them in the order of execution.

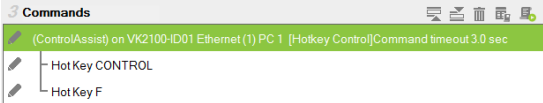
Tip: The asterisk (*) at the end of a Function indicates that it requires configuration in the Commands column.

For details on supported control actions, see *Supported PC Control Actions*, page 12.

3. From the **Upload** tab, deploy and back up the project to the controller. For details, see *ATEN Configurator User Manual*.

Supported PC Control Actions

Command	Function
Note: Commands indicated with an asterisk require configuration after being added to the Commands column in the Configurator.	
[Media Control]	
Note: The commands in this group apply to Windows Media Player only.	
Close	Closes the player.
Next	Plays next in the playlist.
Open file*	Opens and plays the specified file in Windows Media Player.
Open playlist*	Opens and plays the specified playlist in Windows Media Player.
Pause	Pauses the playback.
Play	Plays the opened file in Windows Media Player.
Previous	Plays previous in the playlist.
Set volume to*	Sets the player to a specified volume.
Stop	Stops the playback.
Switch to full screen mode*	Enables or disables the player to full-screen display.
Switch to mute mode*	Enables or disables mute mode.
Switch to repeat mode*	Enables or disables repeated play.
Volume*	Adjusts the player's volume up or down.
[PowerPoint Control]	
Open file*	Opens the specified PowerPoint file.
Start presentation	Starts the slide show of the specified PowerPoint file.
End presentation	Ends the slide show of the specified PowerPoint file.
Close	Closes the opened PowerPoint file.
Go to next slide*	Goes to the next slide.
Go to previous slide	Goes to the previous slide.
Go to slide	Goes to a specified slide number.
[System Control]	
Open file*	Opens a specified file saved in the target computer.
Open URL*	Opens a specified URL.
Run program*	Runs an application.

Command	Function
Note: Commands indicated with an asterisk require configuration after being added to the Commands column in the Configurator.	
Shut down PC	Shuts down the computer.
Set volume*	Adjusts the computer's volume.
Execute Command Prompt*	Executes the specified command via Command Prompt.
Bring application to top*	Keeps the window of the specified program on top of other windows that are open on the desktop.
[Hotkey Control]	
Create action	Executes the associated hotkey(s) on the program that opens topmost on the computer desktop. For example, if you have "Ctrl + f" defined as the hotkey for extending a program to full screen in the program itself, to remotely simulate this action, you should have one Create action command associated with two Select key commands, one defined as "Ctrl", and the other as "f": 
Select key*	Use this command to specify the hotkey as defined in the target program. If the hotkey involves pressing two or more keys at the same time, you will have two or more <i>Select key</i> commands associated to one <i>Create action</i> command. See the example in the <i>Create action</i> command above.

Note: Adhere to the following guidelines when specifying file paths:

- ◆ Include the file name and file extension of the target file.
- ◆ Use double backward slashes between folder levels.
- ◆ If the file path contains space, put the file path in double quotations.
- ◆ The following are examples of valid file paths:
 - "C:\\ControlAssist\\Presentation.pptx"
 - "C:\\ControlAssist\\Presentation Demo.pptx"

Appendix

Technical Support

International

- ◆ For online technical support – including troubleshooting, documentation, and software updates: **<http://eservice.aten.com>**
- ◆ For telephone support, see *Telephone Support*, page ii

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	https://eservice.aten.com
Telephone Support		1-888-999-ATEN ext 4988

When you contact us, please have the following information ready beforehand:

- ◆ Product model number, serial number, and date of purchase.
- ◆ Your computer configuration, including operating system, revision level, expansion cards, and software.
- ◆ Any error messages displayed at the time the error occurred.
- ◆ The sequence of operations that led up to the error.
- ◆ Any other information you feel may be of help.

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