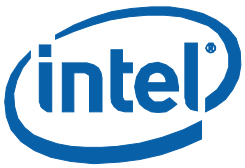

Intel® Remote Keyboard

User Guide

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Revision History

Revision Number	Description	Revision Date
1.0	Initial release.	June 2015

§

1 Introduction

Intel® Remote Keyboard allows you to use a mobile device (such as a smartphone or tablet) to control your Intel® NUC or Intel® Compute Stick over WiFi. It operates by wirelessly connecting a mobile device using Intel® USB-over-IP technology.

PC applications and games that are developed to utilize Remote Keyboard features can be controlled using dynamic touch screen GUIs and the motion sensors from your mobile device.

1.1 Requirements

Host App Requirements

- Intel NUC with Windows* 8.1 or later, 32-bit or 64-bit OS – or – Intel Compute Stick with Windows 8.1 or later, 32-bit
- Microsoft® .NET Framework 3.5*

Mobile App Requirements

- For Android* – version 4.x and later
- For IOS* – version 7 and later

1.2 Installing Intel Remote Keyboard

Host App

Download and install the latest Remote Keyboard Host App from Download Center at https://downloadcenter.intel.com/download/24967 on the host PC (Intel NUC or Intel Compute Stick). The Remote Keyboard Host App icon (Figure 1) will appear in the system tray.

Figure 1: System Tray Example

The system tray icon gives various indicators regarding the state of the pairing and the Remote Keyboard Host App.

(Would be good to provide a list of statuses)

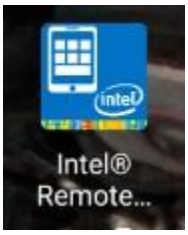
Mobile App

Install the Mobile App on your smartphone or tablet.

- For Android – search for the "Intel Remote Keyboard" app on the Google Play Store.
- For IOS - search for the "Intel Remote Keyboard" app on the App Store.

The Remote Keyboard Mobile App icon (Figure 2) will appear on the device app list.

Figure 2: System Tray Example



1.3 Pairing and Authentication

The pairing process must be initiated via the Remote Keyboard Mobile App on your mobile device.

1. Confirm that the Remote Keyboard Host App icon is present in your PC system tray.

2. Confirm that both the PC and the mobile device are connected to the same wireless network.

3. Launch the Remote Keyboard Mobile App on your mobile device. The Devices screen (Figure 3), showing devices on your wireless network, will show on the Devices list.

Figure 3: Devices View

4. Initiate the pairing process by tapping on a device in the device list.

5. If this is the first time pairing, you are required to authenticate via a QR code scan (Figure 4).

Figure 4: Pairing With Your PC

2 Troubleshooting

The following is a list of resolutions to common issues that you may encounter when using Intel Remote Keyboard.

2.1 My PC does not appear on the "Devices" list on my mobile device

- Make sure your PC and mobile device are connected to the same WiFi network.

If your mobile device is on a different network than your PC, the PC will not be discoverable by the Remote Keyboard Mobile App.

- Enable incoming traffic permissions for 3rd party firewall software.

3rd party firewall or internet security software, such as McAfee AntiVirus*, Symantec Norton*, or AVG*, may be blocking the Remote Keyboard Host App from advertising itself on the network. Refer to the documentation of your security software on how to enable permissions for incoming traffic for specific Windows applications.

- Enable mDNS packet routing and disable network isolation features on your network router

The Remote Keyboard Host App operates by sending discovery packets across networks, using the mDNS protocol standard. Some routers have the ability to disable the forwarding of mDNS packets on the network. Check your router settings to make sure that mDNS forwarding is allowed. If network isolation is enabled, different devices on the same network will not be able to communicate with each other, so this setting must also be changed for Remote Keyboard to operate.

2.2 I am unable to pair with my PC

- Make sure the clocks on your PC and mobile device are set to current date and time

If your date and time are incorrectly set, Remote Keyboard will not be able to authenticate the data encryption certificates that are necessary to create a secure pairing, causing the pairing process to fail immediately. You must reinstall the Mobile App and Host App to regenerate the authorization certificates.

- Scan the coded image properly as shown in the "Authentication" screen example

Proper guidance on scanning QR codes with your mobile device is to align the coded image well within the bounds of the red scanning region, while keeping your hand still, and to avoid shearing (scan the coded image with a straight, head-on angle). Do not scan too closely or too far from the PC display.

- Use the "Forget All Devices" option on your Remote Keyboard Host and Mobile Apps to clear pairing history

Clearing the pairing history can resolve problems that are related to data corruption issues.

- Verify that another mobile device is not currently paired with your PC

Intel Remote Keyboard does not currently support simultaneous pairing from multiple mobile devices.

- Download and install the latest Remote Keyboard Mobile App and Host App.

Remote Keyboard Mobile App will not connect to a mismatching Remote Keyboard Host App version. Keep both the Mobile App and Host App up-to-date by downloading and installing the latest versions.

2.3 My connection is intermittent

- Review your wireless router placement and bandwidth consumption

If the connection is difficult to maintain (frequent disconnects) or is unresponsive, your WiFi signal may be too weak or the location of your wireless router may not be ideal. Turn off any applications or devices that are creating heavy traffic on the network, such as file or media sharing applications and devices.

- Connect your PC to your router using a wired Ethernet LAN card

To reduce wireless interference, you can connect your PC directly to your router via an Ethernet cable (RJ-45 port). Having the PC hard-wired to the router may free wireless bandwidth and reduce latency to provide a better user experience with Intel Remote Keyboard.

- Change your wireless router's operating channel

Most routers are configured to automatically and dynamically switch wireless frequency channels by default. If your router is operating on an overloaded frequency range, you may experience interference from other nearby wireless routers. You may also experience disconnects when your router changes channels sporadically. In this case, it may help to turn off automatic channel selection entirely and choose a free channel to avoid interference with other routers.

- Consider updating your wireless router's firmware

Some 802.11n (draft-N) routers may have difficulty maintaining a connection with Wireless-N mobile devices. Updating the firmware on your router may resolve spotty connectivity issues. If not, consider switching to a compatible 802.11n router.