RemoteCall User Guide
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RemoteCall 6.0
Guide Version 1.0.4
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<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Support</td>
<td>Support a customer by connecting with the customer via internet.</td>
</tr>
<tr>
<td>Remote Control</td>
<td>Control a remote PC from your current location without visiting.</td>
</tr>
<tr>
<td>Administrator</td>
<td>Person who manage and control remote support environment and permissions.</td>
</tr>
<tr>
<td>Representative (= user)</td>
<td>Person who provide chat and supports customers.</td>
</tr>
<tr>
<td>Customer</td>
<td>Person who receives support from the representative.</td>
</tr>
<tr>
<td>Agent</td>
<td>Application launched to receive remote support.</td>
</tr>
<tr>
<td>Viewer</td>
<td>Program that allows the user to control the remote PC during a support session.</td>
</tr>
<tr>
<td>Agent in Standby</td>
<td>In standby to establish chat session.</td>
</tr>
<tr>
<td>Viewer in Standby</td>
<td>In standby to establish remote support.</td>
</tr>
<tr>
<td>Connection page</td>
<td>Website to connect the representative with the customer.</td>
</tr>
<tr>
<td>Session</td>
<td>In connection between representative and customer.</td>
</tr>
<tr>
<td>Supporting message</td>
<td>Message displayed on customer’s screen while in session.</td>
</tr>
<tr>
<td>Connection Code</td>
<td>Number to be entered in the connection page to start a session.</td>
</tr>
<tr>
<td>Control</td>
<td>Permission for the representative to control the customer’s mouse/keyboard.</td>
</tr>
<tr>
<td>Authentication Server</td>
<td>Server to check the ID and Password at the log in.</td>
</tr>
<tr>
<td>Agent in Standby</td>
<td>Logged in and in standby to start a session.</td>
</tr>
<tr>
<td>Reservation</td>
<td>Support a customer in specific time slot.</td>
</tr>
<tr>
<td>Support Window</td>
<td>Assign a representative to a window and receive support request through it.</td>
</tr>
</tbody>
</table>
1. Getting Started

- **What is RemoteCall?**

**RemoteCall is the Standard in Remote Support System.**

RemoteCall is a service that allows you to remotely connect with another PC or Mac via the internet with no need for pre-installed software on the remote computer. You can view the remote desktop in real-time and assume full control of the mouse & keyboard.

- **Minimum/Recommended Requirements for Representatives and Customers**

Support representative can connect using the Agent and the Viewer and the customer can connect via internet enabled browser.

We recommend the following requirements for the representatives and agents.

### Representative and Customer (Windows environment)

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td>Windows 2000 or later</td>
<td>Windows XP or later</td>
</tr>
<tr>
<td>PC Spec.</td>
<td>Pentium 4 1.4 GHz, 256MB or higher</td>
<td>Pentium 4 2.0 GHz, 512MB or higher</td>
</tr>
<tr>
<td>Web Browser</td>
<td>Internet Explorer 6.0 or later</td>
<td>Internet Explorer 6.0 or later</td>
</tr>
<tr>
<td></td>
<td>FireFox 3.0 or later</td>
<td>FireFox 3.0 or later</td>
</tr>
<tr>
<td></td>
<td>Safari 3.0 or later</td>
<td>Safari 3.0 or later</td>
</tr>
<tr>
<td></td>
<td>Opera 9.0 or later</td>
<td>Opera 9.0 or later</td>
</tr>
<tr>
<td></td>
<td>Chrome 1.0 or later</td>
<td>Chrome 1.0 or later</td>
</tr>
<tr>
<td>Network</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Representative: Public IP per representative or Static NAT</td>
<td>Customer: Modem, ADSL, LAN, Public IP or Virtual IP (Wireless Support)</td>
</tr>
<tr>
<td>Firewall</td>
<td>Out Bound 80(http) / 443(https) Port Open</td>
<td></td>
</tr>
</tbody>
</table>

### Representative and Customer (Macintosh environment)

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td>OS X 10.7 or later</td>
<td>OS X 10.8 or later</td>
</tr>
<tr>
<td>PC Spec.</td>
<td>Intel based Macintosh computer</td>
<td></td>
</tr>
<tr>
<td>Web Browser</td>
<td>Safari 3.2 or later</td>
<td>Safari 4.0 or later</td>
</tr>
<tr>
<td></td>
<td>Firefox 3.0 or later</td>
<td>Firefox 3.5 or later</td>
</tr>
<tr>
<td>Network</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Representative: Public IP per representative or Static NAT</td>
<td>Customer: Modem, ADSL, LAN, Public IP or Virtual IP (Wireless Support)</td>
</tr>
<tr>
<td>Firewall</td>
<td>Out Bound 80(http) / 443(https) Port Open</td>
<td></td>
</tr>
</tbody>
</table>
### Customer (Linux environment)

<table>
<thead>
<tr>
<th>Limited</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td>Ubuntu 10.04 or later, Mint 12 or later, RedHat 6.2 and Cent OS 5.7 or later</td>
</tr>
<tr>
<td>Web Browser</td>
<td>Firefox 3.6 or later</td>
</tr>
<tr>
<td>Firewall</td>
<td>Out Bound 80(http) / 443(https) Port Open</td>
</tr>
</tbody>
</table>

Service will not be available if the company has blocked RemoteCall service related domains, IP address or ports (80/443).
2. Getting Connected

- Downloading and installing Agent

1. Visit Rsupport’s homepage ([http://www.rsupport.com](http://www.rsupport.com)).
2. From the top menu, click on Support > Downloads.
3. Select [Download] next to RemoteCall 5.0 Agent installation file and run `rcStartSupport.exe` to start the installation (UAC window will pop up for Windows Vista or later).
4. Follow the on screen instruction.
5. RemoteCall icon  will be generated in the desktop.

*Enter the proxy information if Proxy Server is used. Contact your network administrator for more information.*

- Support Process

Remote Support service is divided into 5 steps.

1. Representative launches RemoteCall Agent and logs in.
2. Representative launches the Viewer.
3. Customer is directed to open the connection page. Connection code or icon based connection will be directed.
4. Support customer through the Viewer.
5. End the connection by pressing [Close] or [X] button in the Viewer.
3. Remote Support using RemoteCall

- Log in to the Agent and standby for customer support

Logging in to Agent
Enter the user’s ID and password and press [Log in] to log in to the Agent.

Launching the Viewer
1. Click on [Start].
2. Viewer is launched on the representative’s PC.

[Connection Code method]
[Icon based method 1]

[Icon based method 2]
Customer's Connection Process (for Windows)

1. Direct the customer to open the URL or Connection Page's address shown in the Viewer (connection information can be copied to the clipboard or sent by email).
2. After the connection page is displayed, representative can instruct the customer to enter the Connection Code or press the Icon to get connected.

3. Representative can notify the customer of the one-time executable file* download and direct the customer to press [Run] to initiate the connection process.

With the Viewer launched, enter the connection code or click on Icon to download the one-time executable file and run it to get connected.

* One-time executable file: small executable file downloaded on customer's side to initiate the connection with the representative. This file is deleted after the session is ended.

4. Acknowledge the customer about the support agreement and agree to it.
Displaying support agreement message can be configured in Admin Console.

5. Depending on representative’s setting, customer can connect using ActiveX, Click Once or connection EXE. By using ActiveX or Click Once in IE, customer will not be prompted for reinstall the next connection.

If the Connection Page is not available on customer’s PC, they can use Connection Application to receive
support. To download the application, click on “download connection application” link at the bottom of the Connection Page. Then, open the file to install it and proceed with the connection using connection code or icon.

Connection Application creates an icon on the customer’s desktop to be used for future connections.

6. Depending on the configuration, Application based connection allows the customer to connect using a Windows application. This application is pre-updated so that customer can save time downloading the additional modules.

7. Customer will have the option to record the session on their PC by checking on “Remote Support recording agreement”.

[Remote Support recording agreement]
Customer's Connection Process (for Macintosh)

1. Direct the customer to open the URL or Connection Page’s address shown in the Viewer (connection information can be copied to the clipboard or sent by email)

2. After the connection page is displayed, representative can instruct the customer to enter the Connection Code or press the Icon to get connected.

3. Representative can notify the customer of the one-time executable file* download and direct the customer to press [Run] to initiate the connection process.

   With the Viewer launched, enter the connection code or click on Icon to download the one-time executable file and run it to get connected.

* One-time executable file: small executable file downloaded on customer’s side to initiate the connection with the representative. This file is deleted after the session is ended.
* One-time Executable file is saved to the download folder located on the dock. Double click the file from the folder to get connected.

4. Describe to the customer about the support agreement and agree to it.
Customer's Connection Process (for Linux)

1. Open the Connection Page using Ubuntu’s Firefox browser.

2. Download and install the Connection Application.

3. After the installation, Rsupport Connection Application is added to Program > Internet. Click on the icon to get connected.
4. Currently, Linux Viewer’s features are limited to the following.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
<td>Session performance and quality settings. Adjust display color depth, video compression, and image quality. Fill out a report of the support session including details such as the customer’s name, phone #, e-mail, and the reason for their call.</td>
</tr>
<tr>
<td>Session Report</td>
<td>Keeps the Viewer on top of other windows. Temporarily locks the Viewer. Enter the User ID and Password again to unlock the Viewer.</td>
</tr>
<tr>
<td>Always On Top</td>
<td>Exits the RemoteCall Viewer and closes the session.</td>
</tr>
<tr>
<td>Lock Viewer</td>
<td>Ensures mouse and keyboard control on the remote PC. Requires the customer to authorize the request. This security prompt may be disabled if necessary. View the actual location of the remote cursor in the Viewer window.</td>
</tr>
<tr>
<td>Mouse/Keyboard</td>
<td>Enables mouse and keyboard control on the remote PC. Requires the customer to authorize the request. This security prompt may be disabled if necessary. View the actual location of the remote cursor in the Viewer window.</td>
</tr>
<tr>
<td>Mouse Chase</td>
<td>Configure how the Display Icon manipulates the view of the remote desktop. (Ctrl+Windows+Down, Ctrl+Windows+Up)</td>
</tr>
<tr>
<td>Display Settings</td>
<td>Opens the Screen Navigator allowing simple click and drag screen scrolling around the remote desktop. You can also activate this function by clicking the Screen Navigator shortcut in the top right corner of the Viewer. (Ctrl+Windows+N)</td>
</tr>
<tr>
<td>Screen Navigator</td>
<td>Zoom in and out of the remote desktop. Scales the remote desktop image to fit within the size of the Viewer.</td>
</tr>
<tr>
<td>Zoom</td>
<td>View the remote desktop at a 1:1 scale. View the remote desktop using the Full Screen Viewer. (Ctrl+Windows+Enter)</td>
</tr>
</tbody>
</table>

Connection with Linux is available for 32Bit of Ubuntu 10.04 to 13.10, Mint 12, Red Hat 6.2 and Cent OS 5.7. Presentation Mode is not available for Linux.
Representative’s Viewer when connecting with customer

Once the customer starts the connection process, the browser’s information is displayed in the representative’s Viewer. This information is useful for guiding the customer through the connection process.

Supporting the Customer

Customer can enter the connection code or click on the connection icon on the connection page to download the one-time executable file and get connected with the representative in standby. With customer’s agreement, representative can control customer’s PC.

Representative’s control of customer’s PC can be revoked easily at any time. Also, representative can text or voice-chat with the customer during the session.
Ending Support Session

The default browser will be launched and it will display session start time, end time and representative’s name.

If customer recording option is enabled, a window will pop up with the list of recordings to be viewed. Customer must click on “Install Remote Support Player” to install the video player application to replay the video files.
## 4. RemoteCall Features

### Agent

**Summary of Agent's features**

<table>
<thead>
<tr>
<th>Network Setting</th>
<th>Login Server</th>
<th>Login Server Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address, port:</td>
<td>contains the server address and port information that process the user authentication.</td>
<td></td>
</tr>
<tr>
<td>Encrypt Login:</td>
<td>choose to use SSL during authentication process.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Auto: detects the proxy server automatically.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home</th>
<th>User Profile</th>
<th>Shows the active user’s ID, name, display name, e-mail, and profile picture.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Start</td>
<td>Launches a new support session.</td>
</tr>
<tr>
<td></td>
<td>Logout</td>
<td>Used for logging out of the RemoteCall Agent. Note you can also right-click the system tray icon and select “Logout”.</td>
</tr>
<tr>
<td></td>
<td>Admin link</td>
<td>Opens the default browser and the Admin Console.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Default</th>
<th>Connection Settings</th>
<th>Default Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Disable desktop wallpaper: Temporarily removes the remote desktop wallpaper to improve session performance. The remote wallpaper will be restored once the session is disconnected.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Don't show windows contents while dragging: When enabled, dragging windows around the desktop will display only the frame of the window and not the contents, increasing overall control performance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Auto-start session recording: When enabled and set to a specific Settings time (e.g., 10 min.) the Viewer will automatically lock when sitting idle for the specified time. To unlock the Viewer simply enter your password where prompted and press ‘Enter’.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recording location: set the recording location.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lock Viewer After: When enabled and set to a specific time (e.g., 10 min.) the Viewer will automatically lock when sitting idle for the specified time. To unlock the Viewer simply enter your password where prompted and press ‘Enter’.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Logout Viewer After: When enabled and set to a specific time (e.g., 10 min.) the Viewer will automatically log you out if you leave RemoteCall sitting idle for more than the specified period.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Compression: Video compression is used when transferring the screen image over a network; the default ‘High’ compression is recommended to start. Use &quot;Low&quot; compression when connected via P2P for improved quality. P2P Connections usually require a higher network bandwidth.</td>
<td></td>
</tr>
</tbody>
</table>
**Driver:** Video driver used to compress and send the screen image data over the network. Default "Enhanced" mode is recommended for all connections. ‘Compatibility Mode’ is available in instances when the customer does not have admin privileges.

**Color:** The display color in the local Viewer window. Lowering the display color will improve overall performance but lower picture quality.

**Quality:** JPG image quality of the screen images being transferred. This setting is only available while using "High Compression" and "True Color Mode". Higher settings will improve image quality but lower overall performance.

**Mobile:** change color for 3/4G connection or Wi-Fi.

---

**Favorites (URL)**
Manage frequently used URL.

**Folder**
Manage frequently accessed folders.

**Program**
Manage frequently accessed programs.

**Favorite (Files)**
Manage frequently used files.

**Canned**
Pre-set messages to be used during text chat.

---

**View and save support history**
View the list of support history and save it in Excel format.

**Active queue**
Upon customer’s reservation, active queue is filled up FIFO fashion.

**Reservation queue**
Upon customer’s reservation, reservation queue is filled up FIFO fashion.

---

**Auto-recording (for Windows)**

All RemoteCall sessions can be recorded as a video file for archiving and future playback. You can manually initiate session recording while in a support session or configure RemoteCall to automatically start recording every time you start a support session.

**Default location:** Shared Documents (or Public Documents) \Rsupport \RemoteCall\Recorded Files

*Only representatives with recording feature enabled by the administrator will be able to configure auto-recording.*

---

Playing back a Video Recording
2. Press Open button and select the file to be played.
3. Click on Play to view the video.

RemotePlayer is installed with RemoteCall Agent. Recordings can be ONLY played with RemotePlayer.

RemotePlayer menu

1. Open a new recording.
2. Changes the play screen size from 50% ~ 200%.
3. Zoom-in/out while video playing.
4. Play/Pause the recording.
5. Stop the recording.
6. Jump back 30 sec or jump ahead 30 sec.
7. Adjust the play speed. Clicking the icon will adjust the speed in multiples (1x, 2x, 4x, 6x, 8x, 10x). To go back to 1x, keep clicking the icon until it plays back at 1x.

RemoteCall service's recording files are in “.rsfx” format which is a proprietary encoding from Rsupport. Any other commercial video player cannot be used to view it.

### Viewer > Features

<table>
<thead>
<tr>
<th>Settings</th>
<th>Session performance and quality settings. Adjust display color depth, video compression, and image quality.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always On Top</td>
<td>Keeps the Viewer on top of other windows.</td>
</tr>
<tr>
<td>Session Report</td>
<td>Fill out a report of the support session including details such as the customer's name, phone #, e-mail, and the reason for their call.</td>
</tr>
<tr>
<td>Open ‘Received Files’ Folder</td>
<td>Opens the folder where the received files are located.</td>
</tr>
<tr>
<td>Received Files</td>
<td>Shows list of files received during the session.</td>
</tr>
<tr>
<td>Session Sharing</td>
<td>Initiate a session sharing with another representative. Requires another representative to be logged in.</td>
</tr>
<tr>
<td>Session Transfer*</td>
<td>Initiate a session transfer with another representative. Requires another representative to be logged in.</td>
</tr>
<tr>
<td>Lock Viewer</td>
<td>Temporarily locks the Viewer. Enter the User ID and Password again to unlock the Viewer.</td>
</tr>
<tr>
<td>RemoteCall Player</td>
<td>Launches the RemoteCall Player used to view video session recordings.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Reboot and Reconnect</td>
<td>Reboots the remote PC while maintaining the connection. If RemoteCall is not running as a service the customer will need to log back into Windows before the session resumes.</td>
</tr>
<tr>
<td>Reboot and Reconnect in Safe Mode</td>
<td>Reboots into Safe Mode. This feature is only available while RemoteCall is running as a service. If connected with a limited (standard) user account you can run RemoteCall as a service by entering administrative login credentials. Running RemoteCall as a service allows you to switch user accounts on the fly, reboot and reconnect an unattended PC and send a 'Ctrl+Alt+Del' command.</td>
</tr>
<tr>
<td>Run RemoteCall as a Service</td>
<td>Enables mouse and keyboard control on the remote PC. Requires the customer to authorize the request. This security prompt may be disabled if necessary.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits the RemoteCall Viewer and closes the session.</td>
</tr>
<tr>
<td>Mouse/Keyboard control</td>
<td>Enables mouse and keyboard control on the remote PC. Requires the customer to authorize the request. This security prompt may be disabled if necessary.</td>
</tr>
<tr>
<td>Mouse Chase</td>
<td>View the actual location of the remote cursor in the Viewer window.</td>
</tr>
<tr>
<td>Laser Arrow</td>
<td>Displays a red arrow on the remote desktop. Hold down the mouse button to activate.</td>
</tr>
<tr>
<td>Laser Pointer</td>
<td>Displays a red laser dot on the remote desktop. Hold down the mouse button to activate.</td>
</tr>
<tr>
<td>Send ‘Ctrl+Alt+Del’</td>
<td>Sends a Ctrl+Alt+Del command to the remote desktop. Requires RemoteCall to be running as a service.</td>
</tr>
<tr>
<td>Draw</td>
<td>Draw various shapes on the remote desktop.</td>
</tr>
<tr>
<td>Display Settings</td>
<td>Configure how the Display Icon manipulates the view of the remote desktop.</td>
</tr>
<tr>
<td>Multi Monitor</td>
<td>Select how to view a remote multi-monitor desktop.</td>
</tr>
<tr>
<td>Screen Navigator</td>
<td>Opens the Screen Navigator allowing simple click and drag screen scrolling around the remote desktop. You can also activate this function by clicking the Screen Navigator shortcut in the top right corner of the Viewer.</td>
</tr>
<tr>
<td>Zoom</td>
<td>Zoom in and out of the remote desktop.</td>
</tr>
<tr>
<td>Scale To Fit</td>
<td>Scales the remote desktop image to fit within the size of the Viewer.</td>
</tr>
<tr>
<td>Actual Size</td>
<td>View the remote desktop at a 1:1 scale.</td>
</tr>
<tr>
<td>Full Screen</td>
<td>View the remote desktop using the Full Screen Viewer.</td>
</tr>
<tr>
<td>Screen Capture</td>
<td>Take a snapshot of the remote desktop and save as a .png file.</td>
</tr>
<tr>
<td>Send URL</td>
<td>Send a URL to the remote desktop and open the remote browser automatically. You can type in a URL or choose from a preset list created by you.</td>
</tr>
<tr>
<td>Function</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Send File *</td>
<td>Select a file or folder to send to the remote PC. The customer can choose where to save the file when prompted.</td>
</tr>
<tr>
<td>Receive File *</td>
<td>Select a file or folder to send to your local PC from the remote PC. All received files are placed in the ‘Received Files’ folder.</td>
</tr>
<tr>
<td>Clipboard Sharing *</td>
<td>Opens the manual clipboard sharing window, allowing you to see the contents of both the local and remote clipboards before transferring.</td>
</tr>
<tr>
<td>Presentation Mode *</td>
<td>Reverses screen-sharing and displays the representative’s desktop to the customer. Opens the Presentation Viewer on the remote desktop.</td>
</tr>
<tr>
<td>Whiteboard *</td>
<td>Opens interactive drawing windows on both desktops that the representative and customer can use to collaborate in real-time.</td>
</tr>
<tr>
<td>Text Chat *</td>
<td>Opens a text chat session with the customer. The customer chat window is web-based and uses Internet Explorer. The chat session may be closed at any time and re-opened later in the session.</td>
</tr>
<tr>
<td>Voice Chat *</td>
<td>VoIP voice chatting with the PC microphone.</td>
</tr>
<tr>
<td>Remote Sound *</td>
<td>Enables remote sound allowing you to hear audio coming from the remote PC on your local speakers.</td>
</tr>
<tr>
<td>Session Recording *</td>
<td>Initiates video session recording. Saves the session to disk for playback at a later time using the RemoteCall Player.</td>
</tr>
</tbody>
</table>

**Favorites**
- Quick links to preset URLs, Files, Folders, and Control Panel tools. These items can be managed through the RemoteCall Agent or the Admin Center.

**Diagnostics**
- View a complete system diagnostic report of the remote PC, including HW/SW details, network information, start-up registry and more.

**Processes**
- View and control remote processes running on the remote PC.

* Available for Windows OS only.
## Viewer > Main

### Settings

It allows setting session performance and quality settings. It can be changed during the connection.

<table>
<thead>
<tr>
<th>Display Quality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compression</td>
<td>Video compression is used when transferring the screen image over a network; the default ‘High’ compression is recommended to start. Use “Low” compression when connected via P2P for improved quality. P2P Connections usually require a higher network bandwidth.</td>
</tr>
<tr>
<td>Driver</td>
<td>Video driver used to compress and send the screen image data over the network. Default “Enhanced” mode is recommended for all connections. ‘Compatibility Mode’ is available in instances when the customer does not have admin privileges.</td>
</tr>
<tr>
<td>Color</td>
<td>The display color in the local Viewer window. Lowering the display color will improve overall performance but lower picture quality.</td>
</tr>
<tr>
<td>Quality</td>
<td>JPG image quality of the screen images being transferred. This setting is only available while using “High Compression” and “True Color Mode”. Higher settings will improve image quality but lower overall performance.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remote Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>Change the remote desktop’s screen resolution.</td>
</tr>
<tr>
<td>Color</td>
<td>Change the remote desktop’s color depth.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Scroll</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Scroll</td>
<td>When enabled, the Viewer window will automatically scroll around the desktop when the mouse cursor is close to the edge of the screen.</td>
</tr>
<tr>
<td>Screen Scrolling</td>
<td>When enabled, (and when you do not have Mouse/Keyboard control of the remote PC) you can scroll around the remote desktop by clicking and holding the middle mouse button.</td>
</tr>
</tbody>
</table>

### Always on Top

Keeps the Viewer on top of other windows helping the access to support session.

### Service Report

Fill out a report of the support session including details such as the customer’s name, phone #, e-mail, and the reason for their call.

### Open ‘Received Files’ Folder

Opens the folder where the received files are located.
**Default location:** Shared Documents (or Public Documents)|Rsupport|RemoteCall|Received Files

**Received Files**

Shows list of files received during the session. Launch the file by double clicking it.

**Session Sharing (for Windows)**

Share the current session with a representative in the same group.

1. Click \(\text{Session Sharing}\).
2. Message below will appear on the customer’s PC asking customer permission.

![Session Sharing Window](image)

3. Once customer agrees to the message, a list of available representatives will be displayed.
4. Select the representative to share the session with and press [Share].
5. The selected representative will receive a pop-up message asking for session sharing.

**Session Transfer (for Windows)**

Transfer the current session with a representative in the same group.

1. Click \(\text{Session Transfer}\).
2. Message below will appear on the customer’s PC asking customer permission.
3. Once customer agrees to the message, a list of available representatives will be displayed.
4. Select the representative to share the session with and press [Transfer].
5. The selected representative will receive a pop-up message asking for session transfer.

**Lock Viewer**

Temporarily locks the Viewer. It can be used for those occasions when the representative needs to leave the desk and keep the customer’s screen private to others. Enter the User ID and Password again to unlock the Viewer.

**RemoteCall Player**

Launches the RemoteCall Player used to view video session recordings.

**Reboot and Reconnect (for Windows)**

This feature allows the representative to reboots the remote PC while maintaining the connection. If RemoteCall is not running as a service the customer will need to log back into Windows before the session resumes.

*Users with Windows Vista or later must agree to the UAC (User Access Control) window to continue the reboot process.*

*If a password is set on remote PC, customer must enter the credentials to reconnect after reboot.*

**Reboot and Reconnect in Safe Mode (for Windows)**

This feature allows the representative to reboots into Safe Mode. This feature is only available while RemoteCall is
running as a service and requires customer’s agreement.

*This option is disabled if the user is logged in as Guest.*

**Run RemoteCall as a Service (for Windows)**

If connected with a limited (standard) user account you can run RemoteCall as a service by entering administrative login credentials. Running RemoteCall as a service allows you to switch user accounts on the fly, reboot and reconnect an unattended PC and send a ‘Ctrl+Alt+Del’ command.

*This option will be disabled if already logged in as administrator.*
Mouse / Keyboard Control

You can take control of the remote mouse and keyboard by selecting the "Mouse/Keyboard" icon from the "Controls" menu. The customer may be prompted to “Accept” or “Decline” the request depending on how your security settings are configured.

Customer can select between Mouse and Keyboard, and they can interrupt the control at any time.

Cursor shape

Changes the shape of the cursor on both Viewer and customer’s PC.

Sending Ctrl+Alt+Del

While in a live support session, pressing "Ctrl + Alt + Del" on your keyboard will still initiate the command locally on your PC. To send a "Ctrl + Alt + Del" command to a remote PC, you must select this option from the "Controls" menu.
Viewer > Draw (for Windows+Mac)

Draw

<table>
<thead>
<tr>
<th>Start Draw</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draw style</td>
</tr>
<tr>
<td>Draw color</td>
</tr>
<tr>
<td>Erase All Drawings</td>
</tr>
<tr>
<td>Interactive Draw</td>
</tr>
</tbody>
</table>

Draw style
- Freehand drawing tool.
- Draw arrows for pointing to sections of the screen.
- Draw rectangles and squares.
- Draw circles.

Draw color
Change the color of the lines and shapes.

Erase All Drawings
Erases all drawings on the screen.

Tip: Pressing the ‘ESC’ will also deactivate the drawing tool and erase all drawings on the screen.

Interactive Draw
Enables the drawing function for both users.

* Tips: Draw will be cleaned out if screen ratio is changed or program is switched.
**Viewer > Display (for Windows+Mac)**

**Multi-monitor**

When connecting to a remote PC with a multi-monitor desktop, the representative can control which monitor they wish to view. RemoteCall allows you to view one of the monitors independently, or view both monitors simultaneously. To open the Multi-Monitor selection window, click the “Multi-Monitor” button from the “Display” menu. You can also access this window with the Hotkey combination (Ctrl+Win+W) and navigate using (Ctrl+Windows+Left, Ctrl+Windows+Right).

**Navigator**

This option opens a preview window of the entire desktop allowing simple click and drag screen scrolling. It can be enabled by selecting “Screen Navigator” from the display menu or by clicking the Screen Navigator shortcut button in the top right-hand corner of the Viewer (Ctrl+Windows+N).

**Zoom**

The Zoom option gives you the choice of viewing the desktop at various zoom ratios (from 25% to 200%).

**Scale to Fit**

The ‘Scale-to-fit’ option allows the remote desktop to fit within the Viewer no matter what size the Viewer is set to. This allows you to resize the Viewer without cutting off parts of the remote desktop. Click on [ ] to automatically adjust it.

**Actual Size**

The “Actual Size” option (the default viewing mode when starting a session) will show the desktop at its native resolution (at 100% scale).

**Full screen**

By selecting this option, the Viewer fills the entire screen and allows you to view the remote desktop using your full screen resolution.

To exit Full-Screen mode, you can click the Display button from the toolbar and select, or you can click the Restore button from the right corner of the toolbar (Ctrl+Windows+Enter).
Screen Capture

The screen capture tool allows you to take an instant snapshot of the desktop and save it to a .PNG file.
**Default location:** Shared Documents (or Public Documents)\Rsupport\RemoteCall\Capture

Sending URL

During a session, representative can push a URL (website) to the remote PC which will automatically open the customer’s default web browser and navigate to the site (Ctrl+Windows+U).

Send file (for Windows)

When you don’t have mouse and keyboard control enabled, you can select “Send File” from the Tools menu in the Viewer. This will open a dialogue box on the desktop of the user sending the file. The customer will be prompted to accept the transfer and choose a save location.
**Default location:** Shared Documents (or Public Documents)\Rsupport\RemoteCall\Received Files

Receive file (for Windows)

To receive a file from the customer, the representative can use Drag & Drop, Copy & Paste (supports Ctrl+C / Ctrl+V) or use the option under Tools menu to open the file selection box on the customer’s PC.

*Customer can send a file to the supporting representative by using the File Transfer option in the status window or just Drag & Drop the file onto the status window.*

**Default location:** Shared Documents (or Public Documents)\Rsupport\RemoteCall\Received Files

Clipboard Sharing (for Windows)
RemoteCall supports automatic clipboard sharing while mouse/keyboard control is enabled. You can make use of Windows’ Copy/Paste commands (Ctrl+C and Ctrl+V) to Copy and Paste contents across desktops.

Presentation Mode (for Windows)

Presentation Mode allows you to reverse screen-sharing during a session and present your desktop to the customer. You can even temporarily enable remote mouse and keyboard control for the customer. When this feature is enabled, a Presentation Viewer will open on the customer’s desktop displaying your desktop to them. On your local desktop you will see a Presentation Toolbar in the upper left corner of your desktop.

*Customer can take control of representative’s mouse/keyboard with their permission.*

Text Chat (for Windows)

This option opens a text chat session with the customer. The customer chat window is application based and all chat logs can be reviewed in the admin console.

Voice Chat (for Windows)

This option starts a 2-way voice chat via RemoteCall.

*As a basic requirement, representative and customer must be equipped with a working sound card and both microphone and speaker connected to it.*

Remote PC Sound (for Windows)

You can enable Remote PC Sound from the Viewer’s Tools menu. This will transfer all sounds on the remote PC (including system sounds, music, video etc.) to your local PC and speakers. Once enabled, you can control the volume level using the speaker icon located on the top bar of the Viewer. To disable Remote PC Sound, click the Remote PC Sound icon from the Tools menu.

*This feature might not be available depending on the installed Sound Card.*

Start Session Recording (for Windows)

All RemoteCall sessions can be recorded as a video file for archiving and future playback. You can manually initiate session recording in a support session or configure RemoteCall to automatically start recording every time you start a support session.

Default location: Shared Documents (or Public Documents) \Rsupport \RemoteCall\Recorded Files

Only representatives with recording feature enabled by the administrator will be able to configure auto-recording.
Viewer > Shortcuts (for Windows)

Favorites

The Favorites window gives you instant access to pre-set URLs, system folders, Control Panel tools, and System Programs (e.g., MS-Paint, notepad, calculator, etc.)

Remote Diagnostics

The Remote Diagnostics tool gives you instant access to the remote systems hardware and software specs. Much of the same information available in Windows Device Manager is also available here, plus additional details such as installed software, start-up registry, BHO (Browser Helper Objects) list, and windows update history.

Remote Processes

The Remote Processes tool gives you instant access to the same information available in the Windows Task Manager. You can see a list of all the processes on the remote PC. You can also kill and end active processes from this window. Right-click the item you wish to kill and select [End Process]. This list can also be copied to your clipboard for pasting into another document (e.g., text file or Excel spreadsheet).
Session Status Window (for Windows+Mac)

The “Session Status Window” appears on the customer’s desktop during a support session and shows the customer useful information such as connection duration, ownership over the mouse/keyboard control, and the screen-sharing preview. The customer (or the representative) can also initiate some of RemoteCall’s support features directly from the “Session Status Window”.

Closing the Session Status Window will terminate the connection with the representative.

Session Status Window - Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always On Top</td>
<td>Keep the Status Window on top of other windows.</td>
</tr>
<tr>
<td>Voice Chat</td>
<td>Initiates a voice chat session between the representative and a customer using microphone and speaker.</td>
</tr>
<tr>
<td>Text Chat</td>
<td>Initiates a text chat session between the representative and a customer.</td>
</tr>
<tr>
<td>Draw</td>
<td>Initiates on-screen drawing for the customer</td>
</tr>
<tr>
<td>File Transfer</td>
<td>Sends a file to the representative</td>
</tr>
<tr>
<td>Open ‘Received Files’ folder</td>
<td>Opens the default folder that contains received files on the customer’s PC</td>
</tr>
<tr>
<td>Remove/Install Remote Printer Driver</td>
<td>Install or remove the remote printer and its driver</td>
</tr>
</tbody>
</table>

Text/Voice Chat (Customer’s side chat)

Customer can communicate with the representative via Text Chat or Voice Chat. These options are available under Tools menu in the Viewer.
Voice Chat is available using the microphone and speaker. Therefore, representative and customer must have access to them before selecting the option.

Remote Printing

During a remote support session, you can print documents remotely to another printer without the need to transfer files. The remote printing can go both ways (from the representative to the customer and vice-versa). The remote printing feature requires that the Remote Printer Driver be installed on the PC that is sending the print job.

1. On the customer PC, restore Session Status Window.
2. Select “Install Remote Printer” from the option menu.
3. Open a document to print. Select “Rsupport Remote Printer” as the printing device.
4. Representative will be asked to select the actual printer to which the document should be printed. Select the printer and press Print to finish.
Application Sharing

With the option enabled by the administrator, a window listing all active applications will pop up on customer side after getting connected. Customer will be able to select the application to be shared with the representative.

Representative will be seeing and controlling only those applications selected by the customer.

Recordings List

If customer has agreed to “Remote Support recording agreement” at the connection, a window will pop up with listing all recordings during that session. Customer can replay the video and check the support steps.

[Remote Support recording agreement]
Recording list - features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install Remote Support Player</td>
<td>Installs the video player on customer’s PC.</td>
</tr>
<tr>
<td>Play</td>
<td>Replay the video using the video player. Install message will be prompted if the player is missing.</td>
</tr>
<tr>
<td>Close</td>
<td>Close the window.</td>
</tr>
</tbody>
</table>

Playing the recording

1. Select the file to be viewed.
3. The recording will be played on RemoteSupportPlayer.

Player menu

① Open a new recording.
② Details of the session recording (e.g., start/end time, IP addresses, GUID (session ID), etc.)
③ Zoom-in/out is available in the video.
④ Play/Pause the recording.
⑤ Stop the recording.
⑥ Jump back 30 sec or jump ahead 30 sec.
⑦ Adjust the play speed. Clicking the icon will adjust the speed in multiples (1x, 2x, 4x, 6x, 8x, 10x). To go back to 1x, keep clicking the icon until it plays back at 1x.
5. Support Console

- **What is Support Console?**

Support Console creates an Online Help Desk via internet, allowing real-time support solution for distributing support calls to remote representatives.

When a customer submits a support request from Support Console, it is immediately distributed to the available representative offering chat or remote support. This is a web browser based solution which does not require any pre-installed application and brings text, voice and even video chat with the customer.

By using this option, a representative does not require to me in a fixed location for phone support, and the support center will be able to handle more requests efficiently at the same time. It eliminates the cost of implementing a full Online Helpdesk solution.

- **Support Process**

Support Console’s remote support service can be divided into two steps depending on the customer’s request.

**Remote Support via Support Console**

Representative can process customer’s request from the Agent application when customer submit it via Support Console.

1. Representative launches RemoteCall Agent and log in.
2. Customer opens the Support Console and depending on the representative’s status they can request Immediate Support or Reserved Support.
3. Upon receiving customer’s request, representative will have a pop up message alerting incoming request. Representative can click on the request or the message to get the description.
4. Support the customer with chat or remote support.
5. To end the support session, click on [Close] or [Exit].

- **Log in to the Agent and support Customer**

Representative logs in to RemoteCall Agent and wait in standby for customer connect. Once logged in, representative can check the reservation list from the Agent’s menu and contact the customer if any.

- **Customer Support Console**

Support Console is the website to visit to request support. The console will present the windows for each representative. The color of the window will indicate the status of the representative and updates the information every 5 seconds.

<table>
<thead>
<tr>
<th>Window Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate Support</td>
<td>Representative is available to be connected with customer immediately.</td>
</tr>
<tr>
<td>Reservation</td>
<td>Either the representative is off hour or in a support session.</td>
</tr>
<tr>
<td>Unavailable</td>
<td>Either the representative’s queue is full or off hours.</td>
</tr>
</tbody>
</table>

- **Reserve connection for customer**

Customer will open the Support Console at the reserved date/time and enter the connection code to get connected.
• **Text Chat**

By default, representative becomes in standby right after they log in. Customer will request support and the representative will get a pop up message alerting the incoming request. Representative can click on the pop up message or go to the waiting list and click the customer. During the text chat, representative can request the customer to initiate a support session.

• **Priority Support**

This option allows the customer to get connected with the representative immediately. Representative can press OK to the pop-up message or double click on the customer from the waiting list to initiate the support.

• **Reserved Support**

If the representative is not available for support at the moment, customer can make a reservation for future time to receive support. Customer must provide a valid contact phone number and the available date/time. Representative can check the reservation in the reservation list, contact the customer on the reserved date/time via phone and direct the customer for connection by double clicking the reservation.
Remote Control

Remote Control during Text Chat

During a Text Chat session, representative can request the customer for remote control of their PC. It requires customer approval to establish remote control connection.

1. Representative clicks the Remote Support button on the chat window and select [Start Support].
2. Viewer is launched on representative PC and support request is displayed on the customer’s chat window with Accept button.

Text Chat - features

Text Chat features and descriptions

- **File transfer**  
  Transfer a file to the customer via chat window.
- **Session Transfer**  
  Transfer the current session to another representative.
- **Remote Support**  
  Request a remote control of the customer PC during the chat session.
- **Favorite**  
  Send a pre-set URL to the customer.
- **Report**  
  Create a support report.
- **Save**  
  Save the chat log.
- **Canned Message**  
  Send a pre-set text message to the customer.

File Transfer

1. Click on  from the chat window.
2. Press Open to select the file to be transferred.
3. “Upload completed” message will be displayed upon successful transfer.
4. Received file’s name will be displayed in the chat window as text. Representative or customer can click on the file link to download it (file will be erased after session is terminated).

Support Report

1. Click on  from the chat window.
2. Fill in the information in the pop-up window and press [SAVE] to store the report. Filled in information can be saved and edit later.
Session Transfer

1. Click on 👤 from chat window.
2. Select the desired representative 🗣️ and press [Transfer].
3. Session transfer request message pops up on selected representative’s screen.
4. Selected representative clicks on [Accept] the transfer and continue the support session (First representative can maintain the Viewer opened to provide support simultaneously)

Icon color next to the representative indicates the availability for transfer.

<table>
<thead>
<tr>
<th>ICON</th>
<th>Status</th>
<th>Description</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗣️</td>
<td>Online</td>
<td>Representative is available for support.</td>
<td>Available</td>
</tr>
<tr>
<td>🗣️</td>
<td>Offline</td>
<td>Representative is offline and not available for support</td>
<td>Unavailable</td>
</tr>
</tbody>
</table>

Remote Support

1. Click on 📴 from the chat window.
2. Remote Support approval message is displayed on customer PC.
3. Customer clicks on [Accept] and depending on the permission and enabled options, Mouse/Keyboard control agreement is presented.
4. Customer clicks on [Ok] button, Viewer is launched on representative PC and connection is established.
6. Contact Information and Technical Support

- Websites

  Rsupport Homepage: [http://www.rsupport.com](http://www.rsupport.com)
  Rsupport Helpdesk: [http://helpdesk.rsupport.com](http://helpdesk.rsupport.com)
  Rsupport Blog: [http://blog.rsupport.com](http://blog.rsupport.com)
  Rsupport on Twitter: [http://twitter.com/RsupportUSA](http://twitter.com/RsupportUSA)
For more information about RSUPPORT, please visit http://www.rsupport.com

Korea:
(138-827) 서울시 송파구 위례성대로 10 (방이동 44-5) 에스타워 11-15층
전화 : +82-70-7011-3900
팩스 : +82-2-479-4429
기술문의 : support.kr@rsupport.com
구매문의 : sales.kr@rsupport.com
기타문의 : info.kr@rsupport.com

Japan:
〒105-0001 東京都港区虎ノ門1-2-20
第3虎の門電気ビル
TEL : +81-3-3539-5761
FAX : +81-3-3539-5762
お問い合わせ：support.jp@rsupport.com
Sales：sales.jp@rsupport.com
Info：info.jp@rsupport.com

USA:
333 Sylvan Avenue Suite 110,
Englewood Cliffs, NJ 07632, USA
Phone : +1-888-348-6330
Fax : +1-888-348-6340
Tech : support.us@rsupport.com
Sales : sales.us@rsupport.com
Info : info.us@rsupport.com

China:
北京市朝阳区霄云路38号现代汽车大厦2203室I-101
电话 +86-10-8256-1810
传真 +86-10-8256-2978
技术咨询 support.cn@rsupport.com
销售咨询 sales.cn@rsupport.com
其他咨询 info.cn@rsupport.com