



**SUPPORT**

# **RemoteCall**

## Mac 10.14 Support Guide Manual

2018. 09.11



**Step 01.**

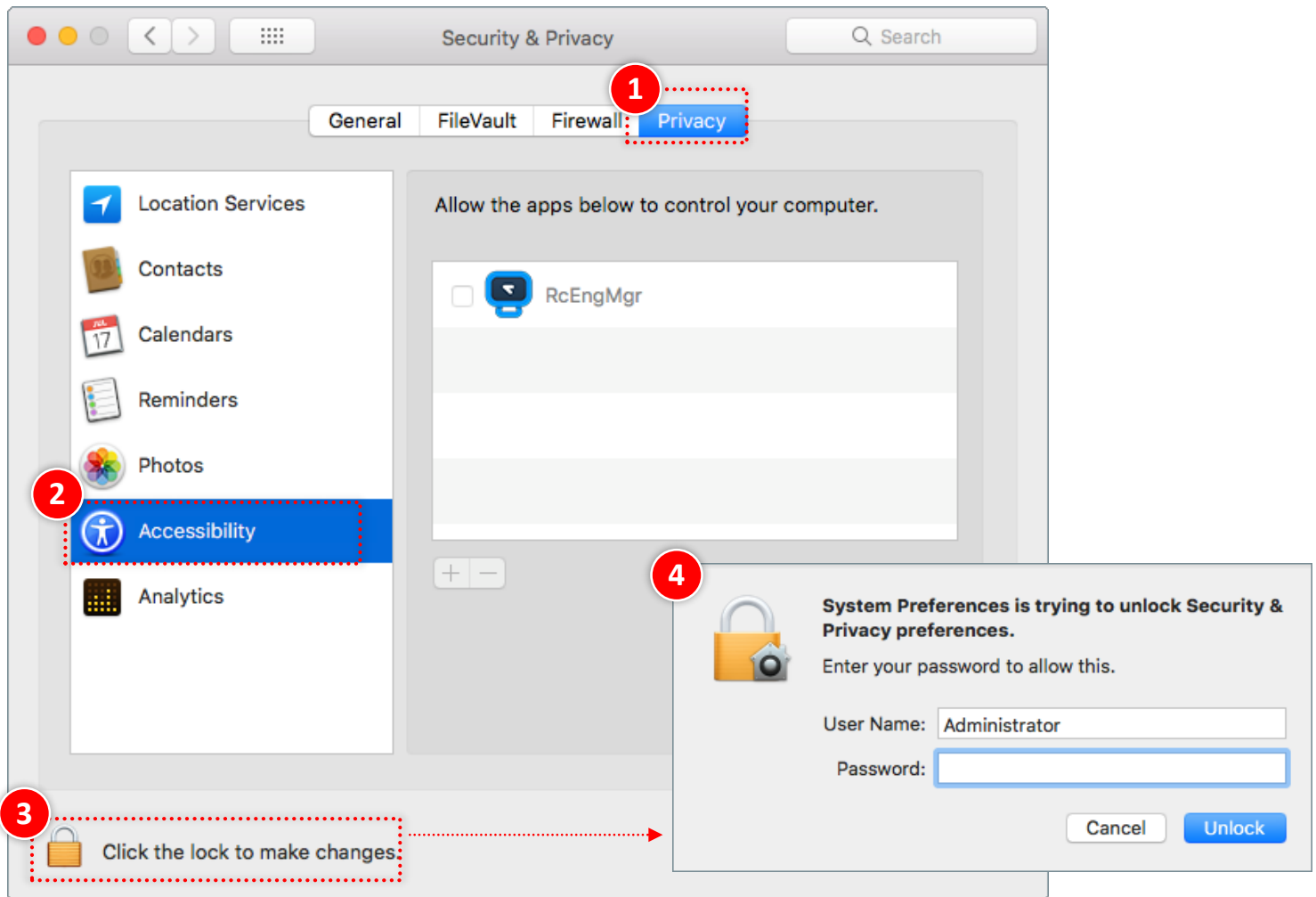


Connect with the customer (host) remotely and then launch Mac's **[System Preferences]**.

**Step 02.**



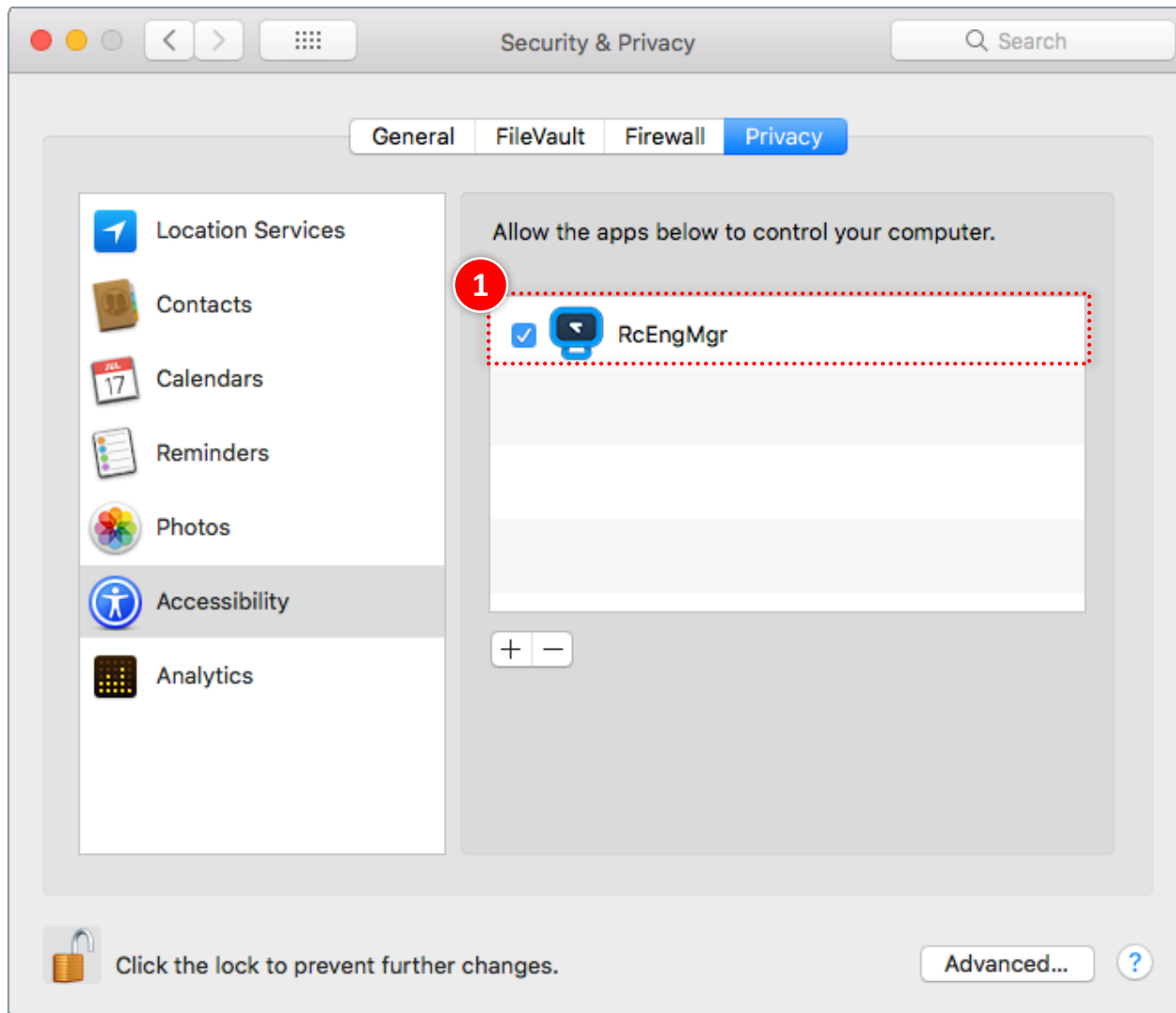
In the System Preferences window, select **[Security and Privacy]**.

**Step 03.**

1. In the **[Security and Privacy]**, select the **[Privacy]** tab.
2. Select **[Accessibility]** in the left list area.
3. Please click the **"lock"** icon.
4. Please enter your user account password to unlock your privacy preferences.

**✘ Notice**

After the update on December 4 (6.0.23), the "Privacy" screen will be shown immediately.

**Step 04.**

1. If your privacy preferences are locked, please check the **[RcEngMgr]** checkbox.
2. If you have successfully completed the above procedure, close the "Security and Privacy" window.