RemoteCall Mobile Support for iOS ASP User Guide
Version 1.0.3
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**Disclaimer**

Check to see that the mobile device is connected to a Wi-Fi network before initiating a remote support session. Connecting through a mobile broadband connection (3G / LTE) may result in high data rates and overage fees.

**Glossary**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Support</td>
<td>The act of remotely diagnosing and resolving customer support issues.</td>
</tr>
<tr>
<td>Support Rep / User</td>
<td>The individual who provides remote support. The end user.</td>
</tr>
<tr>
<td>Customer</td>
<td>The individual who receives or requests remote support.</td>
</tr>
<tr>
<td>RemoteCall Agent / Agent</td>
<td>The support console application used to provide remote support.</td>
</tr>
<tr>
<td>Viewer</td>
<td>The window used to view and control the remote system.</td>
</tr>
<tr>
<td>Session Standby Window</td>
<td>The window which waits for the remote connection to be established.</td>
</tr>
<tr>
<td>Remote Session</td>
<td>An active remote support session.</td>
</tr>
<tr>
<td>Connection Code</td>
<td>The six digit number the customer must enter to establish the connection.</td>
</tr>
<tr>
<td>Authentication Server</td>
<td>The server which authenticates the user’s login credentials.</td>
</tr>
</tbody>
</table>
RemoteCall Mobile Pack for iOS Introduction

- What’s RemoteCall Mobile Pack for iOS?

RemoteCall Mobile Pack is a remote mobile device support solution.

RemoteCall Mobile Pack allows support representatives to connect with their customers’ remote iOS devices (iPhones / iPads) to diagnose and resolve mobile issues.

Conveniently connect with customers over the internet and eliminate their need to visit a customer support center or send the device with RemoteCall Mobile Pack.

For more information regarding RemoteCall Mobile Pack, contact us by phone or email and speak with one of our product specialists directly.

Phone: 1 (888) 348-6330
Email: Support.US@rsupport.com
- **RemoteCall Agent: Minimum System Requirements**

Please refer to the minimum system requirements below to ensure that the RemoteCall Agent works properly.

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows 2000 or later</td>
<td>Windows XP or later</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Intel Pentium 4 [1.4 GHz]</td>
<td>Intel Pentium 4 [2.0 GHz]</td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>256 MB of RAM</td>
<td>512 MB of RAM</td>
</tr>
<tr>
<td><strong>Compatible Browsers</strong></td>
<td>Internet Explorer 6.0</td>
<td>Internet Explorer 6.0</td>
</tr>
<tr>
<td></td>
<td>Firefox 3.0</td>
<td>Firefox 3.0</td>
</tr>
<tr>
<td></td>
<td>Safari 3.0</td>
<td>Safari 3.0</td>
</tr>
<tr>
<td></td>
<td>Opera 9.0</td>
<td>Opera 9.0</td>
</tr>
<tr>
<td></td>
<td>Chrome 1.0</td>
<td>Chrome 1.0</td>
</tr>
<tr>
<td><strong>Network</strong></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><strong>Firewall</strong></td>
<td>Outbound Ports 80 (http) / 443 (https) Open</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If IP addresses, web domains, or ports (80/443) are blocked, RemoteCall + Mobile Pack may not function properly.

- **MobileSupport - RemoteCall App: Minimum Mobile Device Requirements**

Please refer to the minimum device requirements below to ensure that the "MobileSupport" app works properly.

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>iOS 5</td>
<td>iOS 6</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>3G / LTE or Wi-Fi</td>
<td></td>
</tr>
<tr>
<td><strong>Device</strong></td>
<td>iPhone 3GS / iPad 1</td>
<td>iPhone 5 / iPad 3</td>
</tr>
</tbody>
</table>

**Note:** Check the tab labeled: "Supported Devices", within the RemoteCall Agent for a full list of compatible devices. For additional information regarding device compatibility, please contact our technical support department.
Getting Connected

- Remote Connection Process

The chart below explains the five key steps to start a remote session using RemoteCall + Mobile Pack.

1. Launch the RemoteCall Agent and log in.
2. Click “Start” to open the Session Standby Window.
3. Instruct the customer to launch the “MobileSupport - RemoteCall” application on their iOS device and enter the 6-Digit Connection Code generated by the Session Standby Window.
4. Provide remote support by using RemoteCall + Mobile Pack’s screenshot relay system.
5. Click “Close” or “X” out of the Session Standby Window to end the remote session.

<Using RemoteCall + Mobile Pack>

- The support representative will be brought to the chat window once the remote connection has been established successfully.

- The support representative will be able to view and control the mobile device while the “MobileSupport – RemoteCall” application is running in the foreground. While it is running in the background, the customer will be able to share his/her screen with the support representative by taking screenshots.

- Once the customer takes a screenshot, it will be automatically sent to the support representative.

- The customer support representative can then evaluate the situation at hand and illustrate the solution by drawing on the screenshot.

- The modified screenshot can be sent back for the customer to use as a reference. Modified screenshots can be found within the “MobileSupport – RemoteCall” application.

Note: Refer to Page 11 for more information on how to provide remote support using RemoteCall + Mobile Pack.
- **Downloading & Installing the RemoteCall Agent**

1. Open a web-browser and navigate to the Rsupport Homepage ([http://www.remotecall.com](http://www.remotecall.com)).
2. Mouse-over the tab labeled “Support”, found towards the top of the page, and click “Downloads”.
3. Locate “RemoteCall 6.0 Agent Installation File” and click “Download”.
4. Once the installer has finished downloading, double-click “rcStartSupport.exe” to initiate the installation process. (Windows UAC message will appear for users running Windows Vista or later)
5. Follow the on-screen instructions to complete the installation process.
6. The RemoteCall Agent shortcut will appear on the desktop once the installation process has finished.

**Note:** If you wish to connect through a proxy server, click “Settings” on the Login Screen, check the box labeled “Use Proxy”, and enter the proxy server information.
Logging into the RemoteCall Agent

Enter your User ID and Password and click "Login".

**Note:** If this is your first time logging in, the RemoteCall Agent will automatically check for updates, and apply them. Once the update process has finished, you will be brought back to the Login Screen.

Session Standby Window

Click "Mobile" to open the Session Standby Window.
Initiating Remote Support

1. Instruct the customer to launch the "MobileSupport – RemoteCall" app on their iOS device.

   **Note:** For instructions on how to download and install the "MobileSupport – RemoteCall" app onto an iOS device, please refer to page 15.

2. Instruct the customer to enter the 6-Digit Connection Code generated within the Session Standby Window, and tap "OK".

   *The connection processed is continued on the next page.*
3. After the customer agrees to the “Remote Support Agreement”, the remote support session will be established.

Once the customer enters the 6-Digit Connection Code and taps “OK”, the support representative will be able to determine which device the customer is connecting from.
• Providing Remote Support

Upon successfully establishing a remote connection, the support representative will be able to see the device within the Viewer.

Using RemoteCall + Mobile Pack

1. The support representative will be brought to the chat window once the remote connection has been established successfully.
2. The support representative will be able to view and control the mobile device while the "MobileSupport – RemoteCall" application is running in the foreground. While it is in the running in the background, the customer will be able to share his/her screen with the support representative by taking screenshots.
3. Once the customer takes a screenshot, it will be automatically sent to the support representative.
4. The customer support representative can then evaluate the situation at hand and illustrate the solution by drawing on the screenshot.
5. The modified screenshot can be sent back for the customer to use as a reference. Modified screenshots can be found within the "MobileSupport – RemoteCall" application.

[Initial Connection Screen]                                                          [Chat Screen]

[While in App is in Background]                                        [Shared Screen – Screenshot]
### Ending a Remote Session

Both the customer and the support representative will have the ability to end a support session.

To end a support session from the support representative’s side, simply exit the Viewer.

To end a support session from the customer side, open the drop-down menu within the “MobileSupport – RemoteCall” mobile app and tap “End Support”.

[Drop menu]

[Close session]
- Downloading & Installing MobileSupport – RemoteCall App

**Sending the App Installation Information via SMS**

1. From the Session Standby Window, click "Send App Installation Information via SMS".
2. Select the Country and enter the customer’s phone number, then click "Send".

![SMS Form](image)

**Downloading & Installing the Mobile App**

1. Upon receiving the SMS, instruct the customer to open the link. Alternatively, user can open a browser and type in "m.startsupport.com" in the address bar.
2. This will bring them directly to the "MobileSupport – RemoteCall" app within the Apple App Store.
## RemoteCall Viewer Features

- **RemoteCall Viewer Features**

<table>
<thead>
<tr>
<th>System Menu</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always On Top</td>
<td></td>
<td>Keeps the viewer on top of other windows.</td>
</tr>
<tr>
<td>Service Report</td>
<td></td>
<td>Create a service report containing the customer’s name, phone number, email address, and the reason for their support request.</td>
</tr>
<tr>
<td>Session Transfer</td>
<td></td>
<td>Initiate a session transfer with another representative. Requires another representative within the same group to be logged in.</td>
</tr>
<tr>
<td>Exit</td>
<td></td>
<td>Closes the RemoteCall Viewer and ends the remote session.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Draw</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start/stop draw</td>
<td></td>
<td>Start or stop drawing on the device’s screenshot.</td>
</tr>
<tr>
<td>Draw style</td>
<td></td>
<td>Select from a wide range of drawing styles.</td>
</tr>
<tr>
<td>Draw color</td>
<td></td>
<td>Select the color to be used.</td>
</tr>
<tr>
<td>Erase All Drawings</td>
<td></td>
<td>Erase all drawings from the screen.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tools</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Capture</td>
<td></td>
<td>Take a snapshot of the remote iOS device screen and save as a .PNG file.</td>
</tr>
<tr>
<td>Send URL</td>
<td></td>
<td>Remotely open a URL on the remote iOS device. The URL can be entered manually or selected from a preset list.</td>
</tr>
<tr>
<td>Send images (server)</td>
<td></td>
<td>Send an edited screenshot back to the server.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tools</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save Received File</td>
<td></td>
<td>Save a screenshot of the remote iOS device sent by the customer onto the local computer.</td>
</tr>
<tr>
<td>Default:</td>
<td>Public/Public Documents/Rsupport/RemoteCall/iOS Image Files/Session Date/GUID/Recv)</td>
<td></td>
</tr>
<tr>
<td>Save Sent File</td>
<td></td>
<td>Save an edited screenshot of the remote iOS device sent to the customer onto the local computer.</td>
</tr>
<tr>
<td>Default:</td>
<td>Public/Public Documents/Rsupport/RemoteCall/iOS Image Files/Session Date/GUID/Send)</td>
<td></td>
</tr>
<tr>
<td>Screen Sharing</td>
<td></td>
<td>Share the mobile device’s screen using Airplay through MDM server.</td>
</tr>
</tbody>
</table>

※ These features are available only on the devices that allows screen capture and send/receive of the pictures and when the captures image is selected. Send URL is available only when the App is on the foreground.
- Viewer – System Menu

**Always On Top**
Ensure that the viewer remains in front of other windows.

**Service Report**
Create a service report containing the customer’s name, phone number, and email address, along with any necessary details.
**Session Transfer**
Transfer the remote session to another support representative within the same group.

1. Click System Menu > Session Transfer.
2. The customer will receive a prompt asking him/her to agree to the Session Transfer Agreement.

3. If the customer agrees to the Session Transfer Agreement, a list of online users within the same group will be displayed for the support representative. The support representative will also be able to click the "All Users" tab to view all the other support representatives within his/her group.

4. If the customer denies the session transfer, the session transfer will be canceled and the support
representative will be alerted.

5. Selected a support representative and click "Transfer".

6. The selected support representative will receive a pop-up notification asking if they are will to accept the session transfer.

7. If the support representative clicks "Allow", the session will be transferred. The original support session will end once the session has transferred.

8. If the selected support representative clicked "Reject", the requesting representative will receive a pop-up notification and the session transfer request will be canceled.

**Lock Viewer**

Locking the viewer will ensure that no one else will be able to access the mobile device while the designated support representative is away. The support representative will need to input their password to unlock the viewer.

![Viewer is locked](image)

**Exit**

This will end any active sessions and exit the mobile viewer.
- **Viewer – 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. Pencil / Arrow / Line / Rectangle / Circle

Select one of the various drawing tools to edit customer screenshots.

### Color
Select a color to draw with.

### Erase All Drawings
To remove all drawings on the remote screen, select “Erase All Drawings.” You can also remove all drawings by deselecting the draw tool, or by pressing the ‘ESC’ button on your keyboard.
Viewer – Tools

**Screen Capture**

“Screen Capture” takes a screenshot of the remote device screen and saves it as a .PNG file onto the local computer.  
**Default File Path:** C: \Users\Public\Documents\RSupport\RemoteCall\Capture\Session Date
**Send URL**
Open a webpage on the remote iOS device without having to open a web-browser by clicking “Send URL”.

![Send URL interface](image)

**Screen Sharing**
Send edited screenshots for the customer to refer to by using the “Screen Sharing” feature.

**Send**
Send image files on the local computer to the remote iOS device.

**Send Images (Server)**
Send image files stored onto the “RemoteCall User Admin Center” to the remote iOS device.

**Storing Images to the Admin Center**

1. Open a web browser and navigate to the “RemoteCall User Admin Center” ([http://admin.startsupport.com/](http://admin.startsupport.com/))
2. From the left-hand menu, go to Agent Management Tool > iPhone Guided Images.
3. Click “Add” and from the popup window, click “Search”.
4. Select an image file, then click “Save”. The image description is optional.

**Send Received Picture**
Saves an image sent by the customer onto the local computer.

**Default File Path:** C:\Users\Public\Public Documents\Rsupport\RemoteCall\Capture\Session Date\Support\Receive)
**Send Sent Picture**
Saves an image sent to the customer onto the local computer.
**Default File Path:** C: \Users\Public\Public Documents\Rsupport\RemoteCall\Capture\Session
Date\Support\Send)

**Screen Share Request**
Customer can share their screen using Airplay via MDM server.

1. Click on the mobile device’s top menu and select Screen Sharing
2. Follow the on-screen instruction to install the profile.
3. From the PC’s Viewer menu, select Tools > Screen Sharing Request.
4. Select the country and iPhone’s phone number and press Request.
5. Select “Display” from the mobile support screen under Airplay display section.
6. Screen sharing is now available.
### System Info

#### General Info

Basic device information can be found during a remote session within the ( ) tab.

**Note:** All displayed information can be copied to the clipboard by clicking the button, and refreshed by clicking the button.

<table>
<thead>
<tr>
<th>General Info</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network</td>
<td>Displays the mobile service provider (if available).</td>
</tr>
<tr>
<td>Model Number</td>
<td>Displays the mobile device model number.</td>
</tr>
<tr>
<td>iPhone Version</td>
<td>Displays the Android version.</td>
</tr>
<tr>
<td>OS Version</td>
<td>Displays the Kernel version.</td>
</tr>
<tr>
<td>Battery status</td>
<td>Displays battery status.</td>
</tr>
<tr>
<td>Internal Storage</td>
<td>Displays remaining and total internal storage capacity.</td>
</tr>
<tr>
<td>Memory</td>
<td>Displays total system memory and current memory consumption.</td>
</tr>
<tr>
<td>Build No.</td>
<td>Displays the device build number.</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>Displays the Wi-Fi network the device is connected to.</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>Displays the device screen resolution</td>
</tr>
<tr>
<td>Language</td>
<td>Displays language information.</td>
</tr>
<tr>
<td>Account</td>
<td>Displays the email account attached to the mobile device.</td>
</tr>
<tr>
<td>Silent Mode</td>
<td>Displays the current sound mode on the mobile device. (Normal, Vibrate, Silent)</td>
</tr>
<tr>
<td>Speaker</td>
<td>Display the volume level.</td>
</tr>
<tr>
<td>App Version</td>
<td>Identifies the app version on the mobile device.</td>
</tr>
</tbody>
</table>
Process Info

View memory and CPU consumption, as well as the disk usage of the remote device in the ( ) tab.

Note: All displayed information can be copied to the clipboard by clicking the button, and refreshed by clicking the button.

<table>
<thead>
<tr>
<th>Memory Info</th>
<th>Memory</th>
<th>Displays the total memory consumption of all running processes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disk</td>
<td>Displays the disk consumption of all installed processes.</td>
<td></td>
</tr>
<tr>
<td>CPU</td>
<td>Display the total CPU usage of all running processes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Process Info</th>
<th>Process</th>
<th>Displays the name of the running process.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>Displays CPU consumption of each process.</td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td>Displays the memory consumption of each process.</td>
<td></td>
</tr>
<tr>
<td>End</td>
<td>End the selected process.</td>
<td></td>
</tr>
</tbody>
</table>
Chat / Send Message

Use the "Messaging" tab to communicate with your customer. Switch between "Chat" and "Send Message" by clicking the arrow icons beside the selected feature.

Note: All displayed information can be copied to the clipboard by clicking the button.

<table>
<thead>
<tr>
<th>Chat / Send Message</th>
<th>Canned Message</th>
<th>Opens a list of canned messages to send</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Send</td>
<td>Sends the written message</td>
</tr>
<tr>
<td></td>
<td>Clear</td>
<td>Deletes the written message</td>
</tr>
</tbody>
</table>

Chat
Use "Chat" to speak with the customer through a chat box.

Send Messages
Use "Send Message" to communicate with the customer through popup messages.
• **Session Reports**

View previous session details of any mobile device from the Session Reports tab.

**Note:** All displayed information can be copied to the clipboard by clicking the button.

![Session Report Table]

**Session Details**

Double-click on a previously held remote session to view additional details.

**Note:** All displayed information can be copied to the clipboard by clicking the button.

![Session Details Diagram]
▪ Help – FAQ

Additional information regarding RemoteCall + Mobile Pack can be found within the Help section. For more information on topics not included in the Help section, please contact our technical support department and speak with one of our product specialists directly.

▪ Connection Status Bar

Connection status information can be found within the “Connection Status Bar”.

<table>
<thead>
<tr>
<th>Connection Status Bar Information</th>
<th>Transmitted Data</th>
<th>Displays the amount of sent and received data.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Connection Method</td>
<td>Displays the connection method for both the RemoteCall Agent and the mobile device.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Agent Connection Types:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>P2P / Gateway</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Device Connection Types:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wi-Fi / 3G / 4G LTE</td>
</tr>
<tr>
<td></td>
<td>Device Display Setting</td>
<td>Displays the resolution of the mobile device.</td>
</tr>
<tr>
<td></td>
<td>Color Depth Setting</td>
<td>Displays the color depth of the RemoteCall Viewer.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Zoom Level</td>
<td>Displays the zoom level of the RemoteCall Viewer.</td>
<td></td>
</tr>
<tr>
<td>Session Duration</td>
<td>Displays the duration of the remote support session.</td>
<td></td>
</tr>
</tbody>
</table>
MobileSupport – RemoteCall Mobile App Features

- Key Features

**Check for Updates**
Upon launching the “MobileSupport – RemoteCall”, the application will check for updates and apply them with the consent of the customer.

**Menu > Chat**
Tap the drop-down menu located towards the upper left-hand side of the mobile app and select “Chat” to bring up the chat screen.

[Mobile Chat option]  [PC Viewer chat screen]
Menu > Screenshot
Tap the drop-down menu located towards the upper left-hand side of the mobile app and select "Screenshot" to open the screenshot gallery. The customer will receive a popup notification alerting that they will be sharing their screenshot images with the support representative. He/She must click "OK" before being permitted into the gallery.

Menu > Exit
Tap the drop-down menu located towards the upper left-hand side of the mobile app and select "End Support" to end the remote session.
- **MobileSupport – RemoteCall – Settings**

  Upon launching "MobileSupport – RemoteCall", the support representative can tap the "Settings" icon to manage certain settings, and view the app version.

![App Connection Screen]

![App Settings Screen]

**Server Settings**

Within Server Settings, the support representative can view or edit the default connection server, and toggle SSL encryption ON or OFF.
Product Version
The product version displays the version of the app.

Maintaining Service
Apple’s iOS automatically closes applications that have been sent to run in the background for longer than 3 minutes. To ensure that “MobileSupport – RemoteCall” does not get closed, or have the remote session be interrupted, we recommend going back into the application within the aforementioned time limit.
For more information about RSUPPORT, please visit
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