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RemoteCall Visual Pack ASP User Guide
Version 1.0.2
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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. ☞ Modifying developer option on the device might result in unexpected action. Disable Device > Settings > Developers options > uncheck Do not keep activities.

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Support</td>
<td>The act of remotely viewing and resolving customer support issues.</td>
</tr>
<tr>
<td>Remote Control</td>
<td>Controlling a remote computer locally.</td>
</tr>
<tr>
<td>Administrator</td>
<td>The individual who handles user permissions and manages overall remote support environments.</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>
<tr>
<td>Mobile Control</td>
<td>The supporting representative will be able to use his/her local keyboard and mouse to control the remote Android device after receiving consent from the customer.</td>
</tr>
<tr>
<td>Video mode</td>
<td>Support viewing video stream.</td>
</tr>
<tr>
<td>Picture mode</td>
<td>Support viewing picture image.</td>
</tr>
</tbody>
</table>
RemoteCall Visual Pack Introduction

- What’s RemoteCall Visual Pack?

RemoteCall Visual Pack is a real-time video support solution.

RemoteCall Mobile Pack allows customers to stream video, or share pictures through their mobile device camera to present their issues directly to the support representative.

Through the live video stream or a series of pictures, the support representative can easily determine the cause of the issue and resolve them using RemoteCall Visual Pack.

For more information regarding RemoteCall Visual 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 XP or later</td>
<td>Windows 7 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></td>
</tr>
<tr>
<td></td>
<td>Customer: Modem, ADSL, LAN, Public IP or Virtual IP (Wireless Support)</td>
<td></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: Minimum Mobile Device Requirements

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

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td></td>
</tr>
<tr>
<td>Android 2.3.x</td>
<td>Android 4.0.4</td>
</tr>
<tr>
<td>iOS v5.0.1</td>
<td>iOS v6.1.3</td>
</tr>
<tr>
<td><strong>Network Required</strong></td>
<td></td>
</tr>
<tr>
<td>3G / LTE or Wi-Fi</td>
<td>Accessible internal camera</td>
</tr>
</tbody>
</table>
Getting Connected

- Downloading & Installing the RemoteCall Agent

Before getting connected with a mobile device, you’ll first need to download the RemoteCall Agent application onto the computer. Follow the steps below to download the RemoteCall Agent.

1. Open a web-browser and navigate to the Rsupport Homepage (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

To start, launch 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 “Video Support” to open the Session Standby Window.
Downloading & Installing the Mobile App

Once the RemoteCall Agent application has been downloaded and installed onto the support representative’s computer. The customer will need to download and install the RemoteCall Visual Pack mobile application to get connected. Follow the instructions below to download the app onto an Android device or iOS device.

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".
3. Upon receiving the SMS, instruct the customer to open the link.
4. This will bring them directly to the "MobileSupport – RemoteCall" app within the Apple App Store, or Google Play, depending on which device they are opening it from.

Note: Please refer to Page 8 to learn how to download and install the mobile app from Google Play. Please refer to Page 9 to learn how to download and install the mobile app from the Apple App Store.
- **Initiating Remote Support**

1. Instruct the customer to launch the "VisualSupport – RemoteCall" app from their mobile device.
2. Instruct the customer to enter the 6-Digit Connection Code generated within the Session Standby Window, and tap "OK".

3. 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.
4. After the customer agrees to the "Visual Support Agreement", the remote support session will be established and the support representative will be able to see what's being shown through the customer’s mobile device camera.
5. This is the screen that customer will be seeing:
**Viewer Features**

- **RemoteCall Agent Settings**

<table>
<thead>
<tr>
<th>Home</th>
<th>My Info</th>
<th>View or edit the support representative’s personal information. This includes last name, first name, nickname (this is what’s displayed in chat), email address, and phone number.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Launch Computer Session</td>
<td>Opens a remote computer session standby window.</td>
</tr>
<tr>
<td></td>
<td>Launch Mobile Session</td>
<td>Opens a remote mobile session standby window.</td>
</tr>
<tr>
<td></td>
<td>Launch Video Session</td>
<td>Opens a remote video session standby window.</td>
</tr>
<tr>
<td></td>
<td>Logout</td>
<td>Logs out of the RemoteCall Agent.</td>
</tr>
<tr>
<td></td>
<td>Go to Admin Page</td>
<td>Opens the RemoteCall User Admin Center website in a separate browser.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Network Settings</th>
<th>Login Server</th>
<th><strong>Server Address &amp; Port:</strong> View or edit the authentication server address and port. <strong>Encrypt Login:</strong> Connect using secure socket layer (SSL) encryption.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Proxy Server</td>
<td><strong>Manual:</strong> Input the proxy server information manually. <strong>Automatic:</strong> Identifies the proxy server information automatically.</td>
</tr>
</tbody>
</table>

| Connection Settings | Default | **Disable Desktop Wallpaper:** Removes the remote computer’s desktop wallpaper. (Enhances performance) **Don’t Show Windows Contents while Dragging:** Keeps the window contents in place until the user has finished moving the window. (Enhances performance) **Text Size:** Set the Viewer UI text size to small, medium, or large. **Automatically Start Recording on Remote Control:** Automatically starts recording the remote session once the support representative gets connected. **Store Recordings in the Folder:** Select the file destination for the session recordings to be saved to. **Default:** Public/Public Documents/Rsupport/RemoteCall/Capture **Lock Viewer After ___ Minute(s):** Lock the viewer if it remains idle for the specified time limit. **Logout if Idle for ___ Minute(s):** Logout of the RemoteCall Agent if the viewer remains idle for the specified time limit. |
|                   | PC Control  | **Compression:** Select between high or low data compression. **High:** Data will be sent with high compression. |
| Low: | Data will be sent with low compression. (Only recommended for high-speed networks.) |
| Video: | Select between VRVD and Compatibility Mode. |
| VRVD (Default): | The VRVD Engine provides the fastest and most efficient remote support performance as it is a Kernel Level Mirror Driver. For more information on VRVD, please refer to our website. |
| Compatibility Mode: | Has slower performance than VRVD, but presents colors more accurately. |
| Color: | Manage the Viewer’s color settings. Higher color settings will improve image quality but lower overall performance. 256 bit color depth is the default. |
| Quality: | Manage the quality of the images being transferred. Image quality can only be changed while using "High Compression" and "True Color Mode". High quality settings will improve image quality but lower overall performance. |

### Mobile Control

| Wi-Fi Mode: | Select the color setting to be used when using a Wi-Fi connection to connect to a mobile device. |
| 3G/4G Mode: | Select the color setting to be used when using a 3G/4G LTE connection to connect to a mobile device. Higher color quality will result in higher data consumption. |

### Shortcuts

#### Favorites (URL)
Manage frequently visited websites.

#### Folders
Manage frequently access folders.

#### Programs
Manage frequently used programs.

#### Favorites (Files)
Manage frequently used files.

#### Chat Canned Messages
View and edit canned messages used in text chat. (Remote Computer Support)

#### Mobile Canned Messages
View and edit canned messages used in text chat. (Remote Mobile Support)

#### VP Canned Messages
View and edit canned messages used in text chat. (Remote Video Support)

### Service History
View the support history of the current user.

**Export to Excel:** Click the Microsoft Excel icon to export the Service History as a Microsoft Excel spreadsheet file.

### Queue list (Reservation)

| 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. |
## Viewer Features - Overview

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always on Top</td>
<td>Keeps the viewer on top of other windows.</td>
</tr>
<tr>
<td>Session Transfer</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>Closes the RemoteCall Viewer and ends the remote session.</td>
</tr>
<tr>
<td>Start/stop draw</td>
<td>Start or stop drawing on the device's screenshot.</td>
</tr>
<tr>
<td>Draw style</td>
<td>Select from a wide range of drawing styles.</td>
</tr>
<tr>
<td>Draw color</td>
<td>Select the color to be used.</td>
</tr>
<tr>
<td>Erase All Drawings</td>
<td>Erase all drawings from the screen.</td>
</tr>
<tr>
<td>Adjust Screen Size</td>
<td>Adjust the size of the screen. (50%, 100%, 150%)</td>
</tr>
<tr>
<td>Scale to Fit</td>
<td>Automatically scales the mobile device so that it fits within the Viewer.</td>
</tr>
<tr>
<td>Rotate Screen</td>
<td>Rotate the screen position. (90, 180, 270, 0)</td>
</tr>
<tr>
<td>Adjust Bitrate (Quality)</td>
<td>Adjust the quality of the video stream. (Low, Medium, High)</td>
</tr>
<tr>
<td>Flash</td>
<td>Enable or disable the flash on the remote mobile device. (Not supported by devices without flash)</td>
</tr>
<tr>
<td>Front/Rear Camera</td>
<td>Switch between the front and rear mobile device camera.</td>
</tr>
<tr>
<td>Manual Focus</td>
<td>Manually refocus the video stream.</td>
</tr>
<tr>
<td>Speakerphone</td>
<td>Enable or disable speakerphone on the remote mobile device. (Not supported on iPhones)</td>
</tr>
<tr>
<td>Pause/Resume Video Stream</td>
<td>Start/Stop the video stream.</td>
</tr>
<tr>
<td>Picture/Video Mode</td>
<td>Switch between picture and video mode.</td>
</tr>
<tr>
<td>Request Location Info</td>
<td>Request the customer's location information.</td>
</tr>
</tbody>
</table>
Viewer Features – Detailed

Refer to the section below to find out more about the features mentioned in the “Viewer Features – Overview” section.

Always on Top
Enabling this feature ensures that the Viewer will remain in front of all other programs or applications.

Session Report
Generate a session report form where the support representative will be able to enter information regarding the support session. The Session Report feature can be managed through the RemoteCall User Admin Center.

Admin > Group Options > Starting, Ending the Session > Use Reporting after Session Ends
User > Representative Options > Configure Viewer Features > Use Reporting after Session Ends

- **Skip**: Session Reports will be disabled for all support representatives.
- **Optional**: Session Report feature can be managed by each support representative individually.
- **Required**: Session Reports will be enabled for all support representatives.

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.

**Display**

**Adjust Screen Size**
Change the mobile device screen size within the Viewer from 50% to 200%. "Picture/Video Mode” can be managed through the RemoteCall User Admin Center.

Admin > Group Options > Configure Viewer Features > Zoom In/Out
User > Representative Options > Configure Viewer Features > Zoom In/Out

- **Disabled:** “Adjust Screen Size” will be disabled for all support representatives.
- **Optional:** “Adjust Screen Size” can be managed by each support representative individually.
- **Use All:** “Adjust Screen Size” will be enabled for all support representatives.

**Scale To Fit**
Automatically scales the mobile device so that it fits within the Viewer.

**Rotate Screen**
Rotate the screen of the mobile device within the Viewer 90 degrees at a time. "Rotate Screen” can be managed through the RemoteCall User Admin Center.

Admin > Group Options > Configure Viewer Features > Rotate
User > Representative Options > Configure Viewer Features > Rotate

- **Disabled:** “Rotate Screen” will be disabled for all support representatives.
- **Optional:** “Rotate Screen” can be managed by each support representative individually.
- **Use All:** “Rotate Screen” will be enabled for all support representatives.

**Note:** Click “Adjust Screen Size” up to four times to rotate the screen 90, 180, 270, and 360 (original position) degrees.

**Adjust Bitrate (Quality)**
Adjust the quality of the video stream by selecting low, medium, or high bitrates. “Adjust Bitrate” can be managed through the RemoteCall User Admin Center.
Admin > Group Options > Configure Viewer Features > Quality
User > Representative Options > Configure Viewer Features > Quality

- **Disabled**: "Rotate Screen" will be disabled for all support representatives.
- **Optional**: "Rotate Screen" can be managed by each support representative individually.
- **Use All**: "Rotate Screen" will be enabled for all support representatives.

**Note**: Click "Adjust Bitrate" once to go to high bitrate (600 bit/s), a second time to set it to low bitrate (150 bit/s), and once more to return to the medium bitrate (400 bit/s). Refer to the icons below to verify the video quality.

**Tools**

**Screen Capture**
Take a screenshot of the remote mobile device screen and save it to the local desktop as a .PNG image. "Screen Capture" can be managed through the RemoteCall User Admin Center.

**Default file path**: C:\Users\Public\Documents\Rsupport\RemoteCall\Capture
**Session Recording**
Record all actions that are performed through the Viewer with the "Session Recording" feature. "Session Recording” can be managed through the RemoteCall User Admin Center.

*Admin > Group Options > Configure Viewer Features > Screen Recording (Representative)*

- **Disabled:** "Session Recording” will be disabled for all support representatives.
- **Save to Agent’s PC:** "Session Recordings” will be stored on the local desktop (representative’s desktop).
- **Save to Network Location:** "Session Recordings” will be stored on a local network location.

**Default file path:** C:\Users\Public\Documents\Rsupport\RemoteCall\Recorded Files

**Flash**
Toggle the flash on the remote mobile device. "Flash” can be managed through the RemoteCall User Admin Center.

*Admin > Group Options > Configure Viewer Features > Flash
User > Representative Options > Configure Viewer Features > Flash*

- **Disabled:** "Flash” will be disabled for all support representatives.
- **Optional:** "Flash” can be managed by each support representative individually.
- **Use All:** "Flash” will be enabled for all support representatives.

**Note:** Click “” to turn activate the flash on the remote mobile device. Click “” once more to turn it off. Refer to icons below to verify whether the flash is turned on or off.

![Viewer – Flash OFF](image1)

![Viewer – Flash ON](image2)
**Front/Rear Camera**

Switch between the front and rear camera on the remote mobile device. Clicking "Front/Rear Camera" will prompt the customer with a camera switch agreement. Request the customer to click "Yes" to continue. "Front/Rear Camera" can be managed through the RemoteCall User Admin Center.

*Admin > Group Options > Configure Viewer Features > Switch the Front and Rear Camera*

*User > Representative Options > Configure Viewer Features > Switch the Front and Rear Camera*

- **Disabled:** "Front/Rear Camera" will be disabled for all support representatives.
- **Optional:** "Front/Rear Camera" can be managed by each support representative individually.
- **Use All:** "Front/Rear Camera" will be enabled for all support representatives.

**Note:** Click "" to switch to the front-facing camera. Click "" once more to switch back to the rear-facing camera. Refer to icons below to verify whether the front-facing or rear-facing camera is being shown.

![Viewer – Back Camera]

![Viewer – Front Camera]

**Auto Focus**

Automatically refocuses the video stream. "" can be managed through the RemoteCall User Admin Center.

*Admin > Group Options > Configure Viewer Features > Set Focus*

*User > Representative Options > Configure Viewer Features > Set Focus*

- **Disabled:** "Auto Focus" will be disabled for all support representatives.
- **Optional:** "Auto Focus" can be managed by each support representative individually.
- **Use All:** "Auto Focus" will be enabled for all support representatives.
**Speakerphone**

Toggle speakerphone on the remote mobile device. "Speakerphone" can be managed through the RemoteCall User Admin Center.

*Admin > Group Options > Configure Viewer Features > Speakerphone
User > Representative Options > Configure Viewer Features > Speakerphone*

- **Disabled:** "Speakerphone" will be disabled for all support representatives.
- **Optional:** "Speakerphone" can be managed by each support representative individually.
- **Use All:** "Speakerphone" will be enabled for all support representatives.

**Note:** Click "[ ]" to turn speakerphone on. Click "[ ]" once more to turn it off. Refer to icons below to verify whether the speakerphone is turned on or off.

![Viewer – Speakerphone OFF](image1)

![Viewer – Speakerphone ON](image2)

**Pause/Resume Video Stream**

Start or stop the live video stream.

**Note:** Click "[ ]" once to pause the stream. Click "[ ]" again to resume the stream. Refer to the icons below to verify whether the stream is playing or is paused.

![Viewer – Stream paused](image3)

![Viewer – Stream resumed](image4)
**Picture/Video Mode**

Switch between picture mode and video mode. Picture mode allows the customer to share the issues they're experiencing through pictures. Video mode allows the customer to share the issues they're experiencing through a real-time video stream. “Picture/Video Mode” can be managed through the RemoteCall User Admin Center.

*Admin > Group Options > Configure Viewer Features > Video/Photo Mode Switch*

*User > Representative Options > Configure Viewer Features > Video/Photo Mode Switch*

- **Disabled:** “Video/Picture” will be disabled for all support representatives.
- **Optional:** “Video/Picture” can be managed by each support representative individually.
- **Use All:** “Video/Picture” will be enabled for all support representatives.

**Note:** Click “” once to switch to “Picture Mode”. Click “” again to switch back to “Video Mode”. Refer to the icons below to verify whether the Viewer is in “Picture Mode” or “Video Mode”.

**Request Location Information**

Support representatives can request the physical location of the customer by pressing “”. This information will be displayed as longitude and latitude coordinates. Their location can also be displayed on a map.

Before receiving the customer’s location information, the customer will be prompted with a location request agreement. Request the customer taps “Yes” to continue.
RemoteCall Visual Pack - Mobile App Features

- **Video Mode (Mobile App)**

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Pause/Play Stream</td>
<td>Video stream will be paused. Tap the “Play” button to resume the video stream. Tapping the “Home” button on the mobile device will cause the video stream to be paused.</td>
</tr>
<tr>
<td>2 End Session</td>
<td>End the remote video session. Tapping the “Back” button on the mobile device will also end the remote session.</td>
</tr>
<tr>
<td>3 Front/Rear Camera</td>
<td>Switch between the front-facing and rear-facing camera.</td>
</tr>
<tr>
<td>4 Toggle Flash</td>
<td>Toggle the flash on the mobile device on or off.</td>
</tr>
<tr>
<td>5 Toggle Draw</td>
<td>Enable or disable on-screen drawing.</td>
</tr>
<tr>
<td>6 Erase Drawings</td>
<td>Erase all on-screen drawings.</td>
</tr>
<tr>
<td>7 Switch to Picture Mode</td>
<td>Switch between picture and video mode.</td>
</tr>
</tbody>
</table>
### Picture Mode (Mobile App)

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Screen Capture</td>
<td>Video stream will be paused. Tap the “Play” button to resume the video stream. Tapping the “Home” button on the mobile device will cause the video stream to be paused.</td>
</tr>
<tr>
<td>2 End Session</td>
<td>End the remote video session. Tapping the ”Back” button on the mobile device will also end the remote session.</td>
</tr>
<tr>
<td>3 Front/Rear Camera</td>
<td>Switch between the front-facing and rear-facing camera.</td>
</tr>
<tr>
<td>4 Toggle Flash</td>
<td>Toggle the flash on the mobile device on or off.</td>
</tr>
<tr>
<td></td>
<td>&lt;device must be equipped with flash&gt;</td>
</tr>
<tr>
<td>5 Toggle Draw</td>
<td>Enable or disable on-screen drawing.</td>
</tr>
<tr>
<td>6 Erase Drawings</td>
<td>Erase all on-screen drawings.</td>
</tr>
<tr>
<td>7 Switch to Video Mode</td>
<td>Switch between picture and video mode.</td>
</tr>
<tr>
<td>8 Return to Picture Mode</td>
<td>Returns to the Picture Mode.</td>
</tr>
</tbody>
</table>
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