

Connect Anywhere, Anything, RemoteCall

- ✓ Browser based support without installation
- ✓ Introduced One-click remote support
- ✓ Winner of Korea Software Quality Award
- ✓ Selected as World-class product
- ✓ KISA certified Non-ActiveX remote solution
- ✓ TTA GS(Good Software) certified

RemoteCall's market share

- No.1 in Korea / No.1 in Japan / No.1 in Asia
- No.1 in Finance
- No.1 in Public sector
- 90% Security industry





Remote PC
support



Remote Mobile
support



Remote Visual
support

RemoteCall is a remote support service for business by connecting to customer's PC or mobile devices from a web browser without the need of any installation to diagnose and solve its problem.

Incomparable remote support, RemoteCall

[RemoteCall is leading the industry by introducing the concept of remote support to the market and becoming the standard.]



No.1 in
Korea



No.1 in
Japan



No.1 in Asia



No.1 in
Finance



No.1 in Public
sector



GS (Good
Software) certified



Korea Software
Quality Award
winner



Selected as
World-class
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KISA certified Non-ActiveX
remote solution



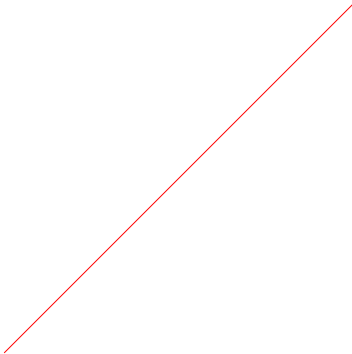
Connect Anywhere, Anything, RemoteCall

overview

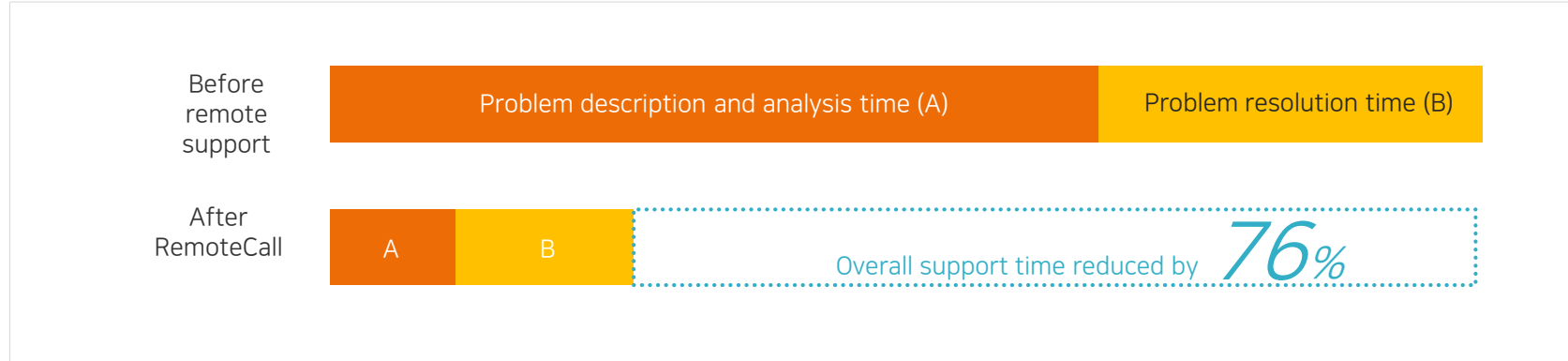
By practicing remote support, you are reducing problem description and resolution time which in return increases ROI and customer satisfaction.

RemoteCall is a **Powerful & Universal** remote support with no limit to the supported area and device for which it is recognized as the standard for remote support.

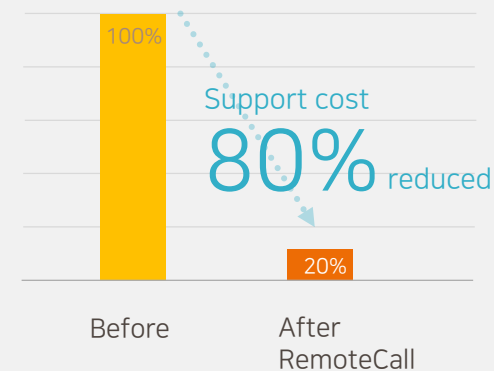
We will introduce RemoteCall by its keyword 'Safe / Reliable / Stable / Convenient / Know-how' which made the remote support software choice of over 20,000 businesses worldwide.



[Support customers faster and more accurately with remote support.]



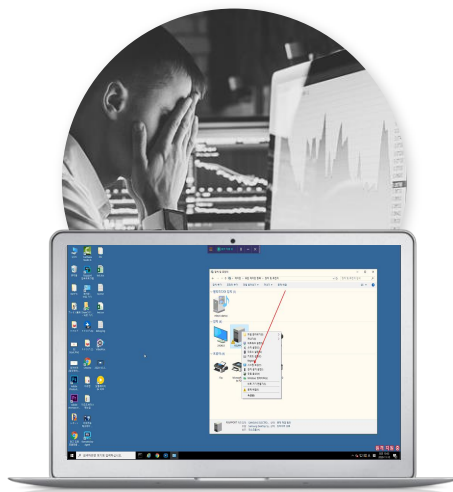
Remote support is the base to better customer satisfaction and less expenditure.



Powerful

Overcome current remote support limitations with RemoteCall.

Support everything including PC, Mobile and Visual.



Solve problems
by viewing
the PC screen



Solve problems
by viewing
the Mobile screen



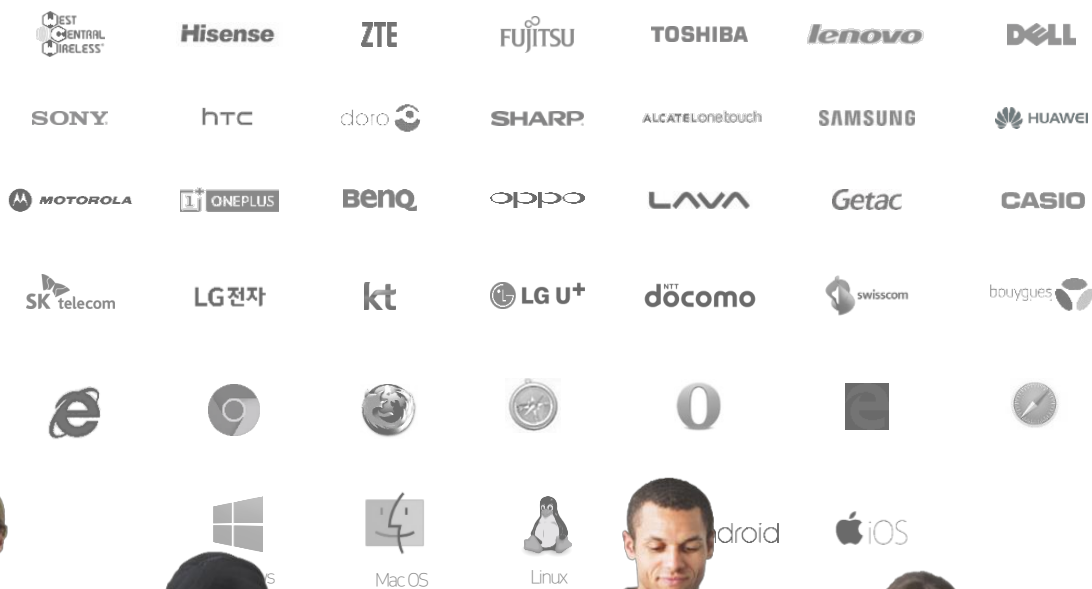
Solve problems
by viewing
the Mobile camera's live feed

PC, Mobile, Visual, Everything!

Universal

RemoteCall handles those unsupported devices by other tools

It's even harder to find what is NOT supported!



Supports all PC OS, web browsers, and various mobile OS and devices.

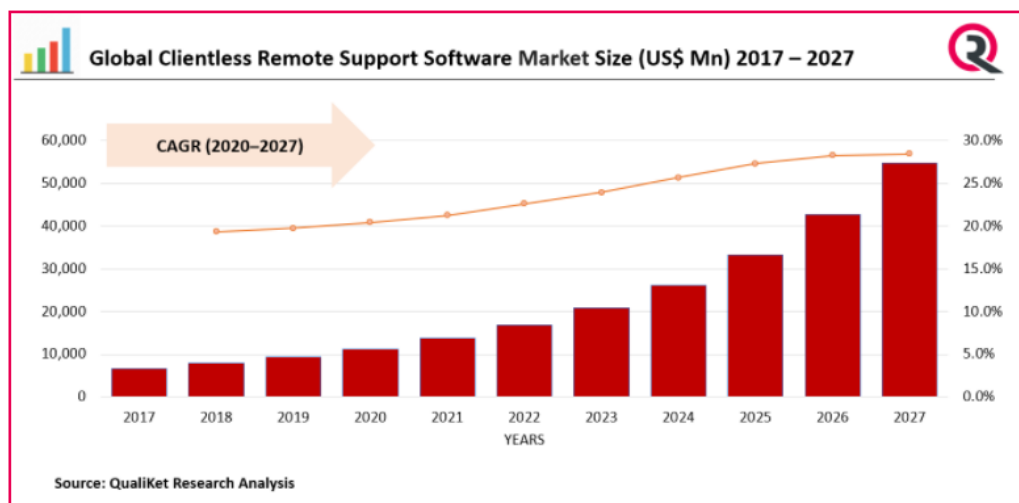
- Always proactive and prepare in supporting new PC and mobile OS environment.
- Equipped with advanced technology to respond to technical standards of different mobile device manufacturers.

Remote support is a necessity for every business, no exception.

More than **20,000** companies in about **170** industries are growing with RemoteCall.

Globally, the demand for remote support is steadily increasing.

It is an essential solution to support telecommuting and non-face-to-face work.



Blue-chip companies in every industry, including corporations, financial, telecommunication, and public institutions, have chosen RemoteCall.

RemoteCall is recognized as the **standard** for remote support.



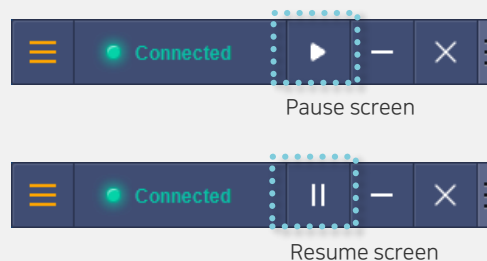
Why did over 20,000 companies worldwide choose RemoteCall over others?

20,000 customers chose RemoteCall for 'Confidence'.

Customers have complete control over the input assuring confidence on remote support.

Pause PC screen transfer

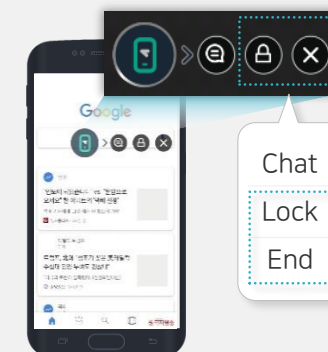
During PC remote support, the customer can pause and resume remote sharing at any time with a simple one-click.



Quick menu for mobile support

Lock the mobile screen and end support at any time during a session.

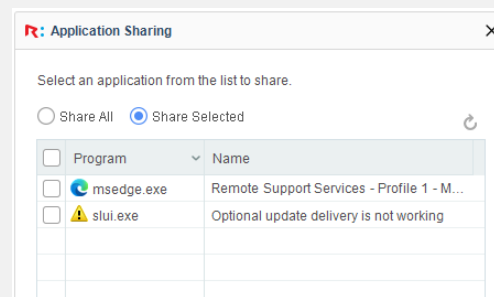
Prevent personal information disclosure such as social security number by locking the screen.



Share PC app selectively

Before starting the support, customer may select the program to share with the support agent.

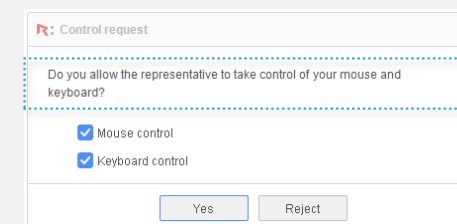
Access to programs containing personal information such as e-mail can be blocked requiring customer permission.



Selective PC control permission and rights

Customers can allow only the control rights they approve to access the keyboard/mouse.

Even if the agent is in remote control, control can be taken back at any time by the customer using the keyboard or mouse or shortcut key.



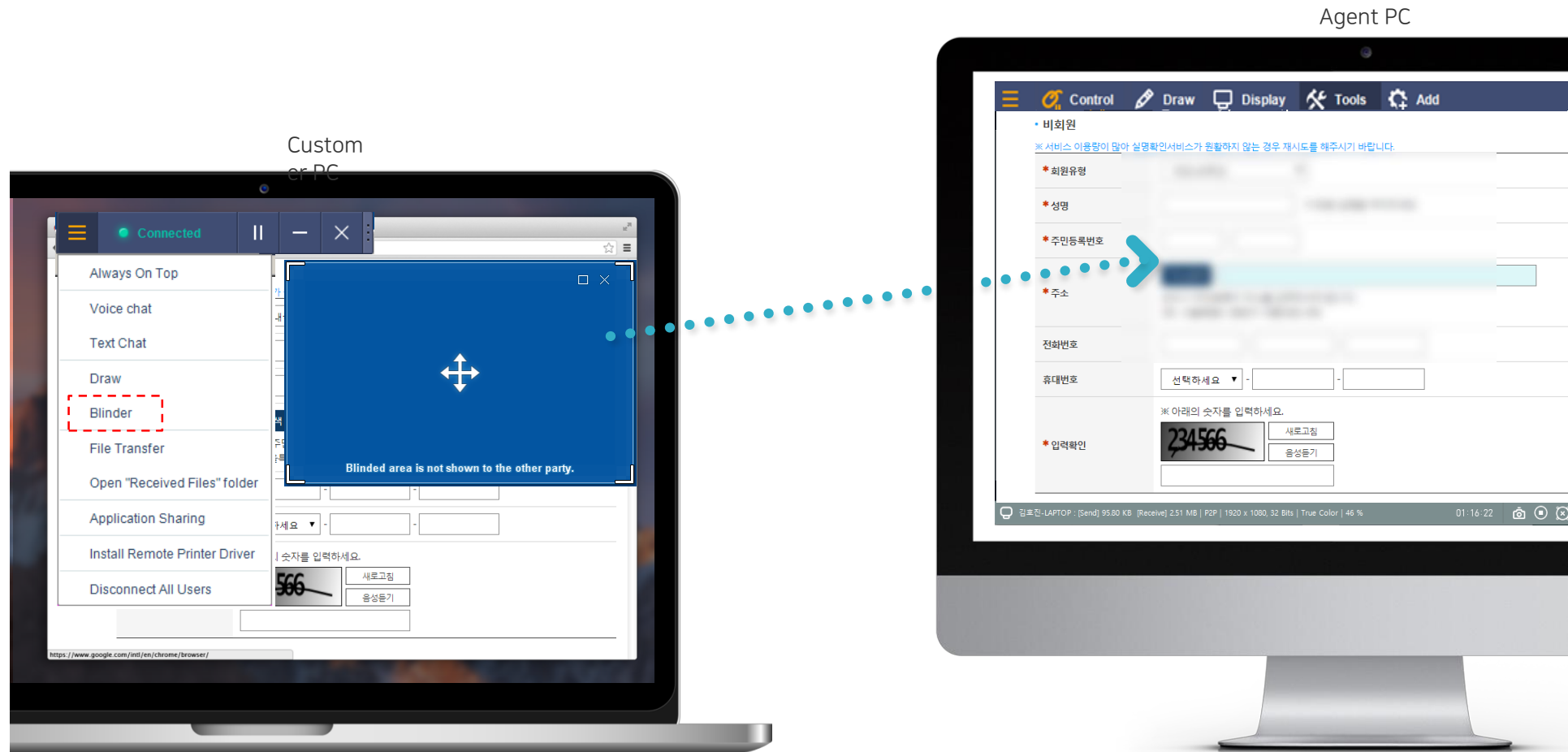
Key feature

Customer-side screen blinder

* Feature available in RemoteCall agent.

When entering a personal information, hide the input area to the agent.

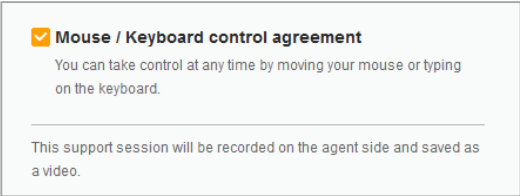
Customers can easily block a specific area within the shared screen from being seen by the agent during remote support.



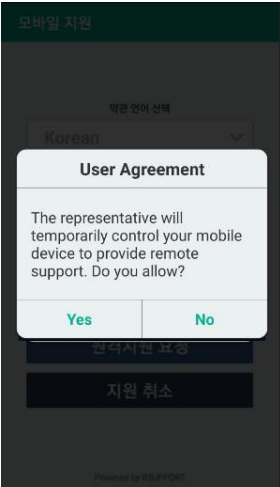
Customer consent for remote support

* Feature available in RemoteCall agent.

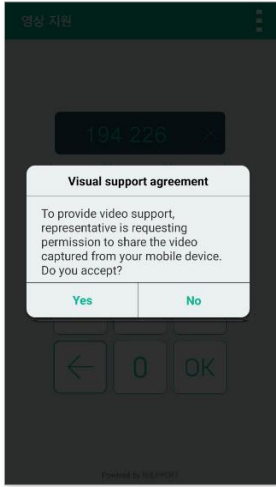
To initiate remote support, explicit customer's consent is required.



Customer consent required to start PC support

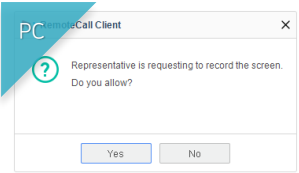
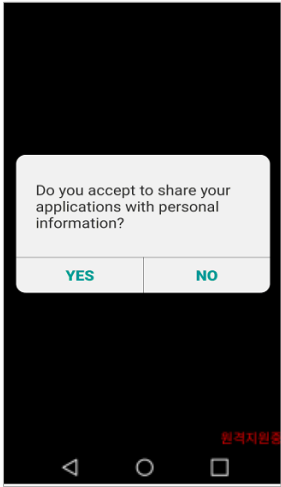
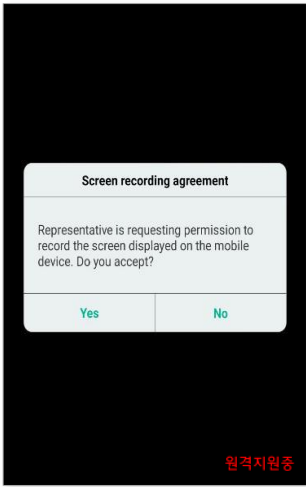
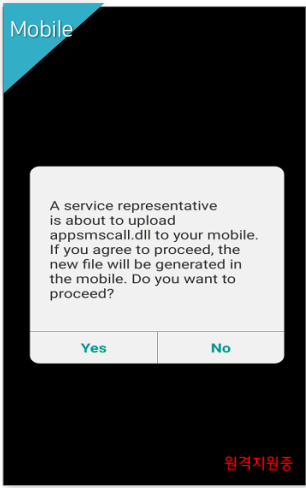


Customer consent required to start mobile support



Customer consent required to start visual support

To use a specific option, explicit customer's consent is required.



Screen recording or capture

Send/receive or install/delete files

Delete, move or upload files on the customer device

Lock/allow application

Restrict or allow agent access to pre-registered applications.

Why did over 20,000 companies worldwide choose RemoteCall over others?

20,000 customers chose RemoteCall for 'Security'.

Administrators can restrict remote access rights, allowing safe remote support.

Restricted remote access by location

As the administrator sets and registers accessible IP or IP group and MAC address separately, users can log in to the RemoteCall agent and have limited access from permitted locations only.

	Office FL2 (192.168.100.100)	Office FL5 (192.168.100.200)	Home (10.10.10.100)
Basic use	Accessible	Accessible	Accessible
Limited to office FL2	Accessible	Blocked	Blocked

Example of allow/block by IP addresses

Security management options for user password

Set the password security level for agent to log in to the agent program.

Prevent password leakage or arbitrary access by setting the password configuration criteria, change cycle, and lock the account in case of multiple failed attempts.

Password Term setting

☒ Terms of Password Expiration setting 30 days

License expiration notice email setting

This email is sent regardless of email address (Email will be sent if contact information is invalid).

☐ Download the user ID has expired
Every first week of the month, a list of user IDs whose license expires in 90 days will be sent by email.

☐ Send expiration notification email to partners and customers
License expiration notice ☐ 90days ☐ 60days ☐ 30days ☐ 7days Email has been sent on

Account Lock setting when login has failed (Password error)

☒ Use ☐ Not use

Temporarily lock account after 5 failed login attempts.
Admin can unlock the account by using the 'Change Password' or 'Reset Password' in the user information.

☒ Set time to lock an account minutes (Allowed Numbers only between 1 to 60)

Login will be limited for specified period of time after 5 times failure
You can log in again after specified period of time

Technical/Managerial/Physical Security

Strong encryption and thorough data center management



Primary encryption for remote access authentication

Data transmitted from all remote sessions is transmitted end-to-end with 256-bit AES (Advanced Encryption Standard) compressed encryption.



Secondary encryption for remote support session connection

Provides strong 2048-bit SSL (Secure Sockets Layer) encrypted communication when connecting to a remote support session. By encrypting communication for all data transmitted between the PC and the server by using the SSL web server, data is transmitted securely and remains undetectable.



Compliance with the Security and Secure Coding Guide

All modules are updated only with authenticated information based on digital signature by complying with RSUPPORT's remote software update system security guide.

Service is developed and reviewed in compliance with the recognized development security guide, and established and applied countermeasures and preventive measures against related cyber security threats.



24 (hours) x 7 (weekdays) x 365 (day) manned data center

Access control of the data center is managed by a biometric security system, and access is granted only to dedicated technicians trained by the information security management. Access logs and CCTV records are stored for more than 3 months, and stronger security is maintained by detailed account management and operation log storage on dedicated system.

Why did over 20,000 companies worldwide choose RemoteCall over others?

20,000 customers chose RemoteCall for 'Reliability'.

Fast response for stable remote connection on temporary service or network shortage.

Redundant servers Ensures stability with redundant servers, and responds flexibly with cloud servers.

E.g. Japan regional server configuration



Web/DB/Relay/Session Server

Configured regionally and by country, redundancy by redirecting the traffic to neighboring location.

Update server

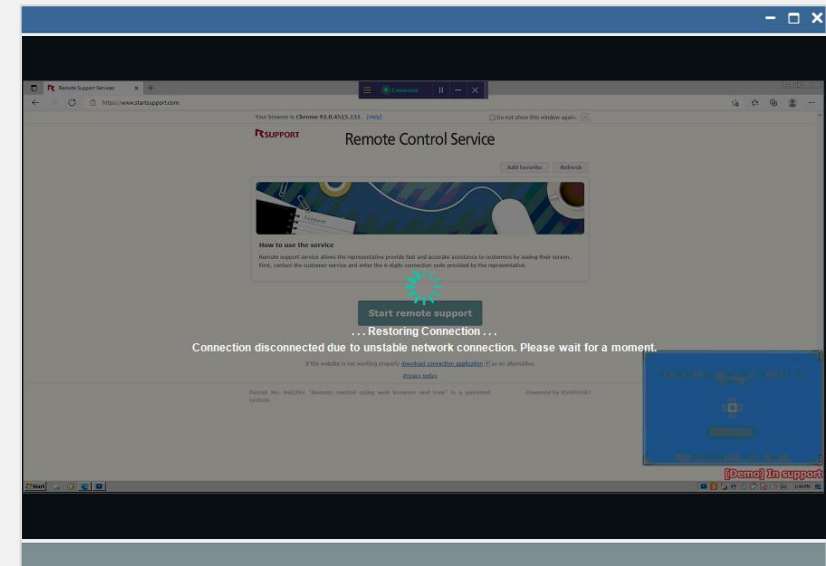
Updates to the service is provided by regional servers backed by Global CDN (AWS)

Global Public Cloud

Flexible service operation with Global Public Cloud (AWS, MS Azure, KT uCloud).

Automatic network switch on remote connection

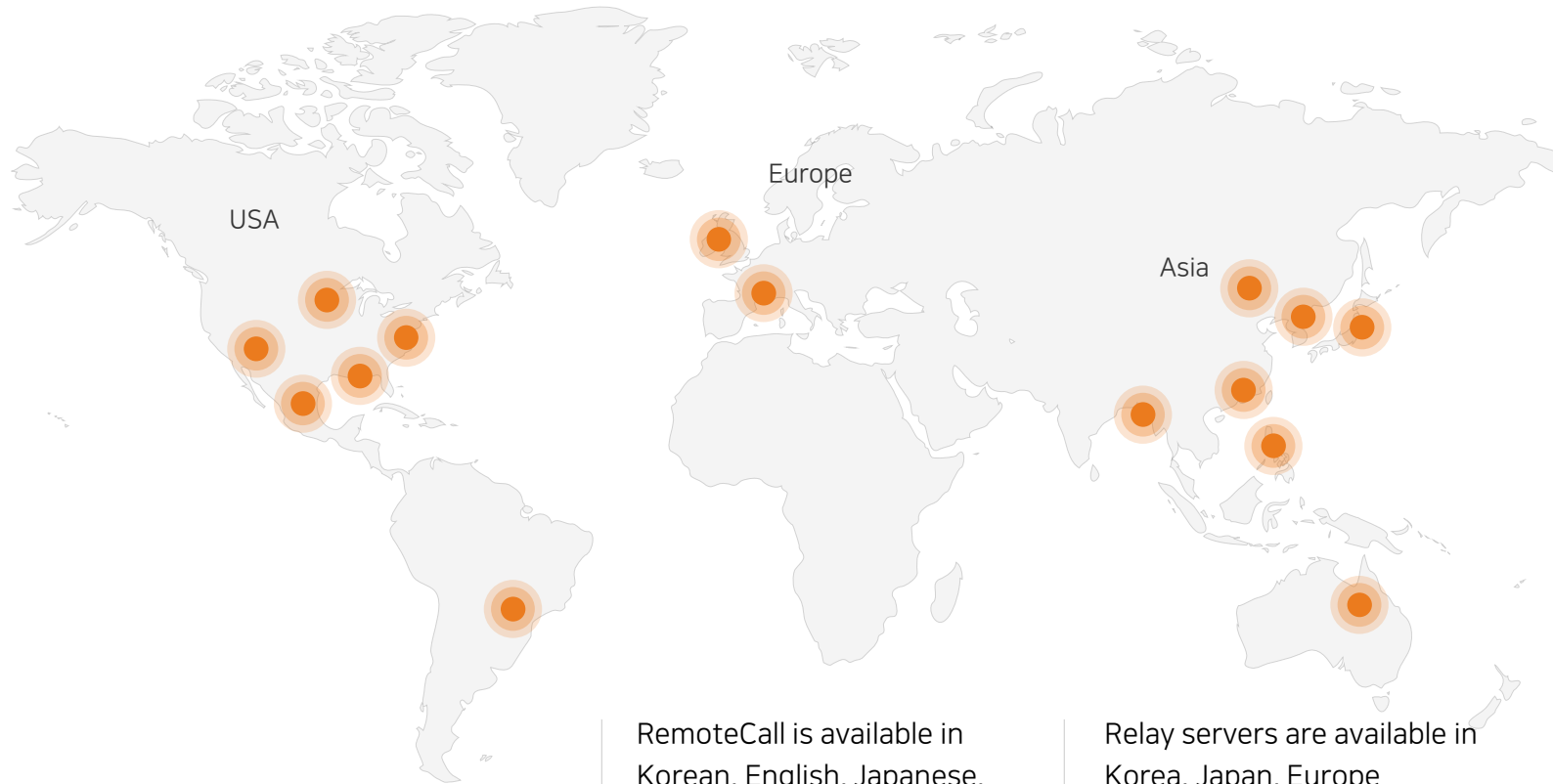
Even if the PC's network is temporarily unavailable or the mobile device switches between Wi-Fi/LTE networks, it automatically reconnects without any additional intervention.



Solid infrastructure

Global remote support infrastructure

- With relay servers in 15 edge regions around the world, service offers automatic connection to the regionally nearest servers.
- Maximized global scope by supporting 7 most popular languages.



RemoteCall is available in Korean, English, Japanese, Chinese, French, Spanish, Portuguese

Relay servers are available in Korea, Japan, Europe (Netherlands, Ireland), Australia, Brazil, West/Central US, Singapore

Why did over 20,000 companies worldwide choose RemoteCall over others?

20,000 customers chose RemoteCall for 'Convenience'.

Remote support is available from a web browser, no installation required for agent nor the customer.

[Providing support]

Start remote support from a web browser from a PC or mobile device.

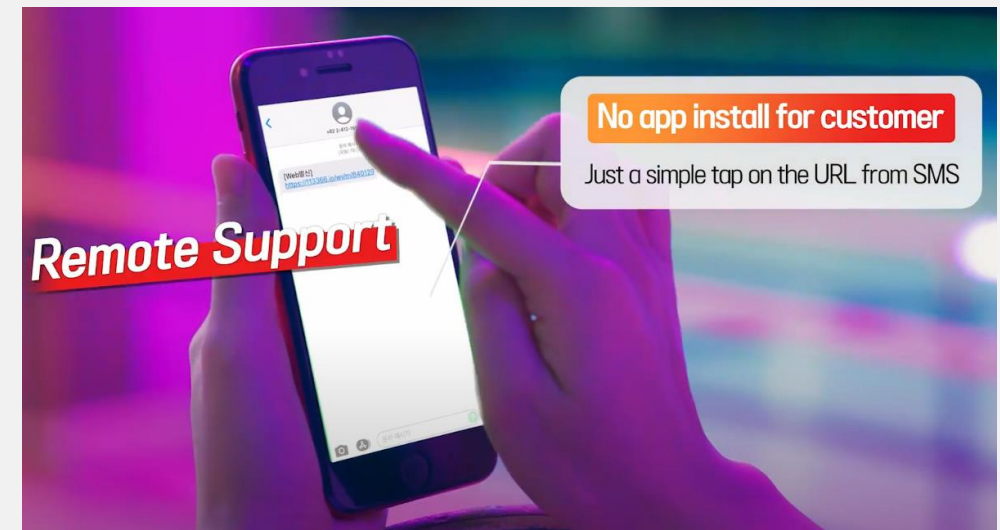
<https://www.remotecall.io>



※ For a more advanced remote support, use the default 'dedicated agent'.

[Receiving support]

Receive visual support by simply opening the SMS on the mobile device.

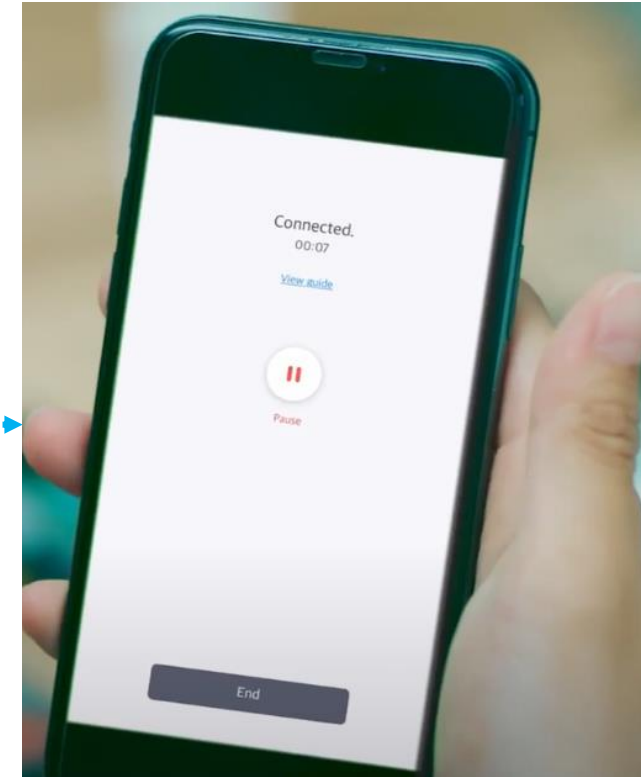
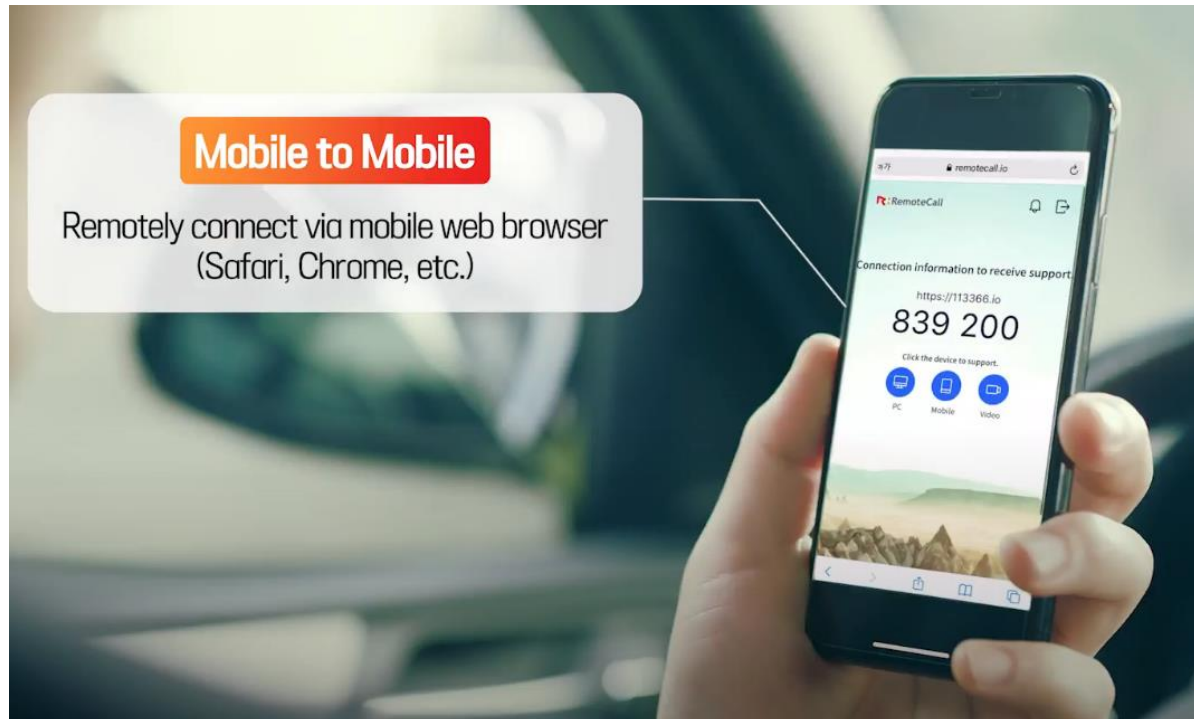


User-centric features

Mobile to mobile remote support

[Remote support from mobile devices]

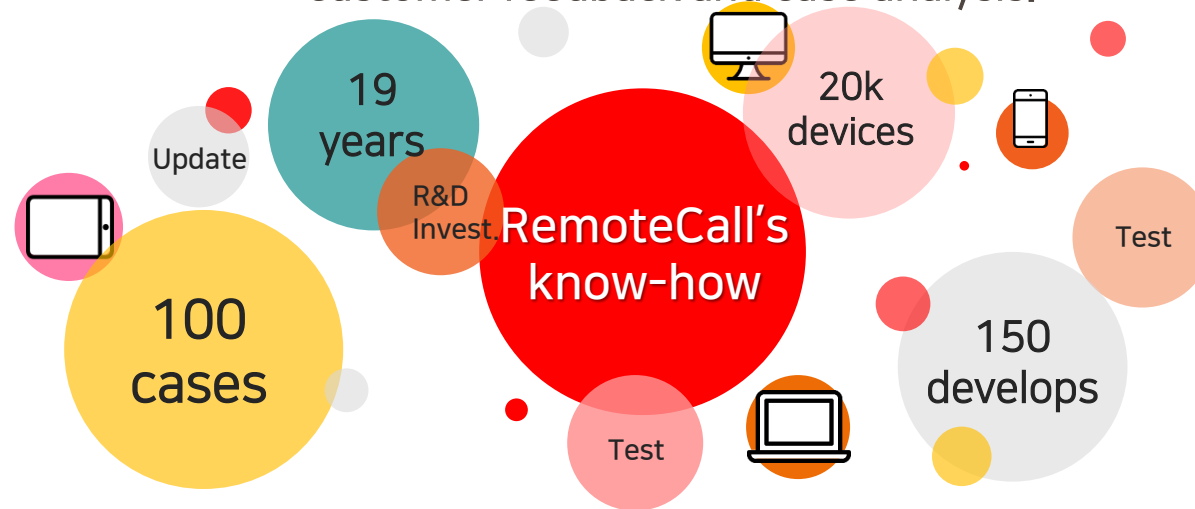
Easily support PC, mobile, and video anywhere, anytime on the go by accessing RemoteCall from a mobile web browser.



Why did over 20,000 companies worldwide choose RemoteCall over others?

20,000 customers chose RemoteCall for 'Know-How'.

Agilely responds to various needs and environments with long accumulated know-hows through customer feedback and case analysis.

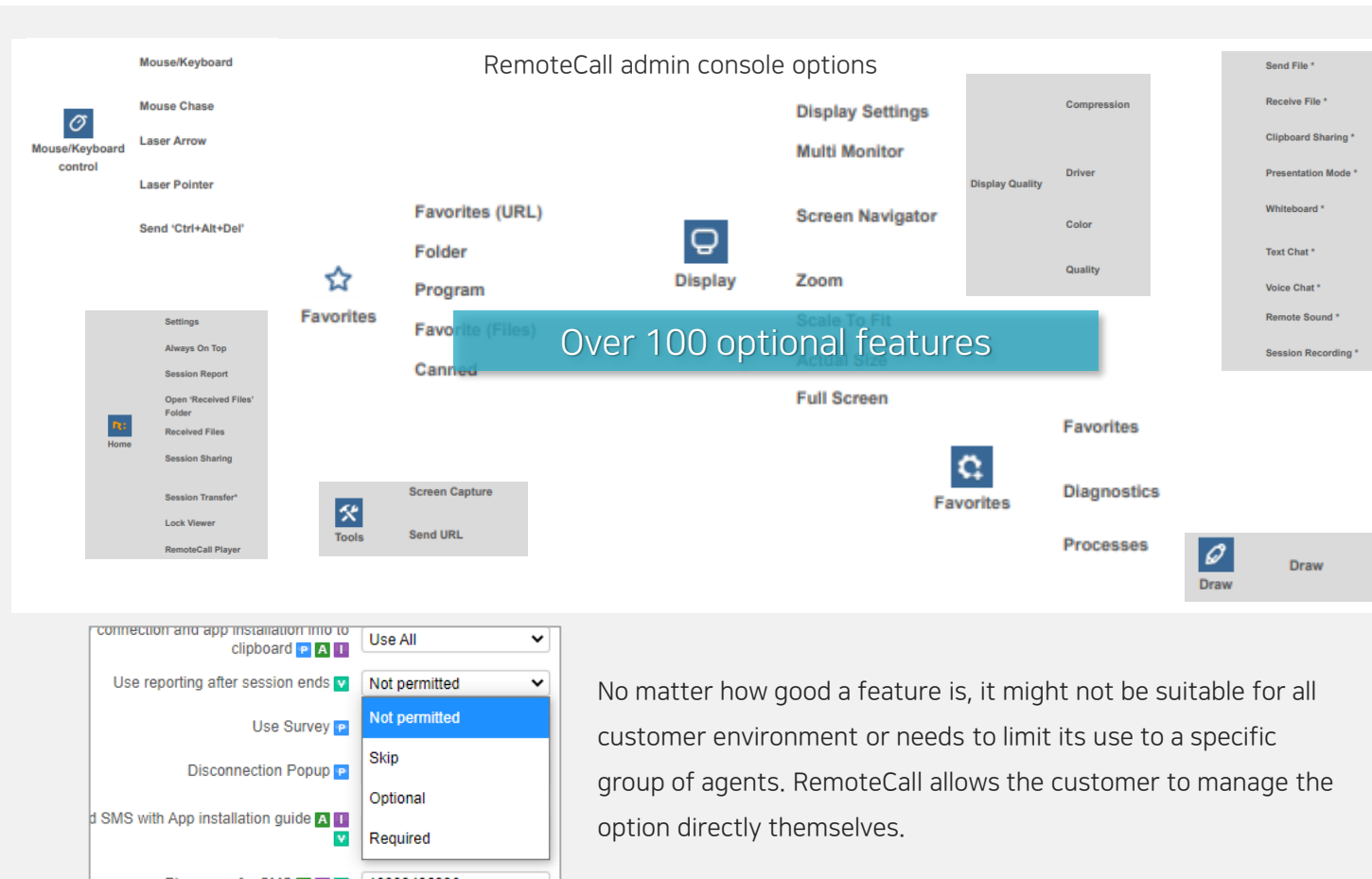


- 19 years of accumulated remote support technology
- Over 150 R&D and developers
- Reliable service with over 1 million remote connections per month.
- Feedback analysis from over 20,000 global customers
- Fast updates and continuous testing in response to new technologies

Know-how based management options

On/off options for suitable for each customer's environment

- Detailed options added from analysis of customer cases and operational know-how.
- Corporate administrators can fine-tune RemoteCall permissions for individuals and groups.



No matter how good a feature is, it might not be suitable for all customer environment or needs to limit its use to a specific group of agents. RemoteCall allows the customer to manage the option directly themselves.



Connect Anywhere, Anything, RemoteCall

Specification

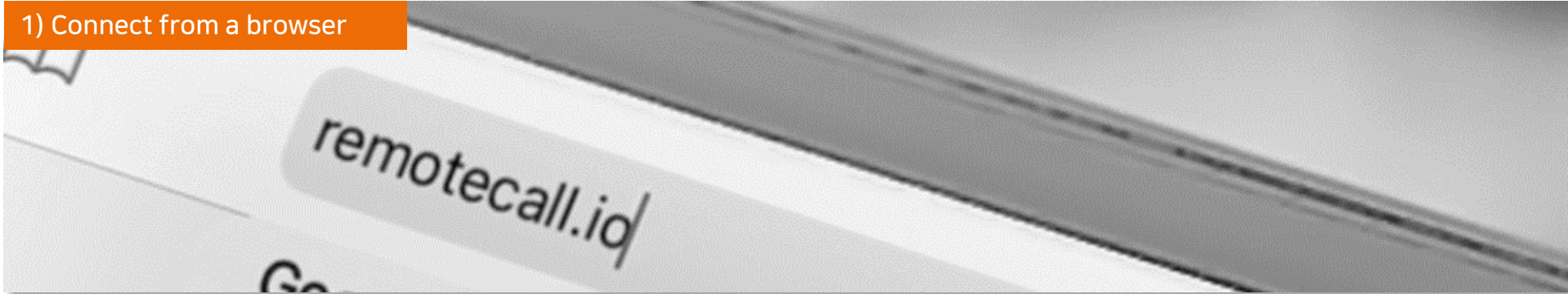


- How to remote support
 - Getting started
 - PC support
 - Mobile support
 - Visual support

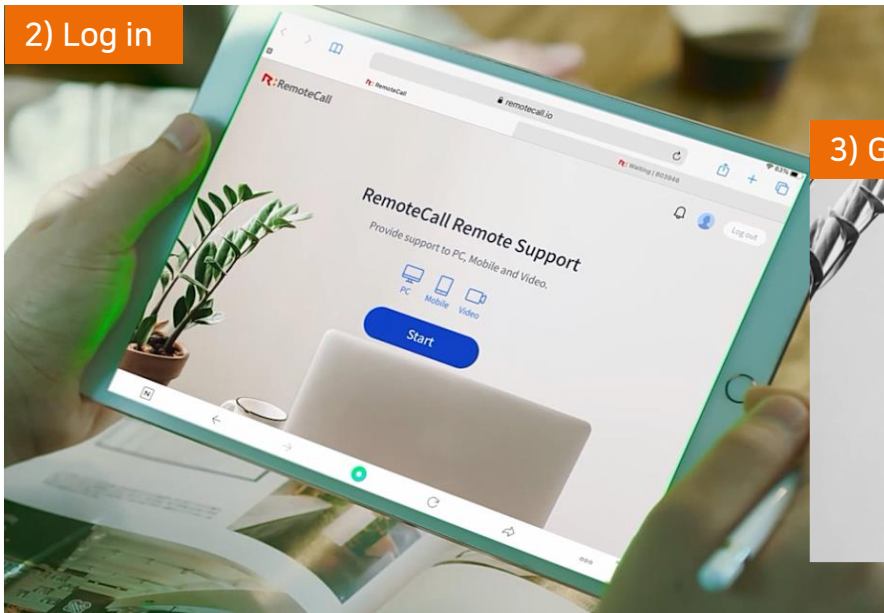
Getting started

Start remote supporting just by opening a web browser on your PC or mobile.
Remotely support anything, anywhere with RemoteCall.

1) Connect from a browser



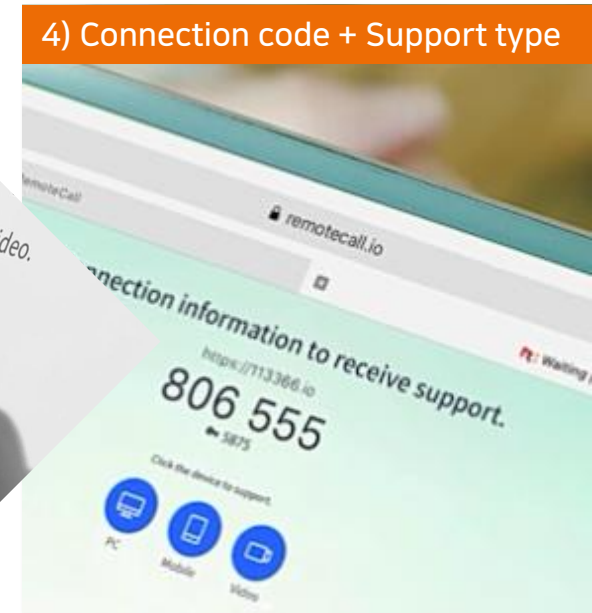
2) Log in



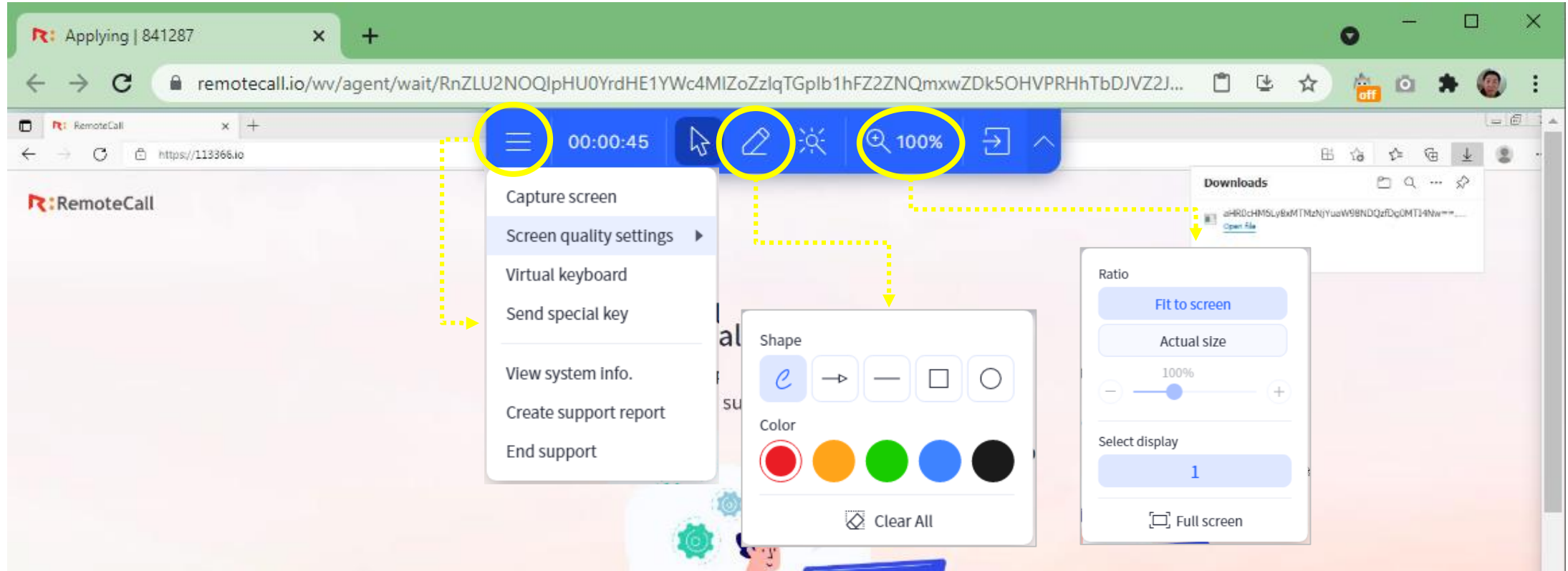
3) Get supported



4) Connection code + Support type



PC support

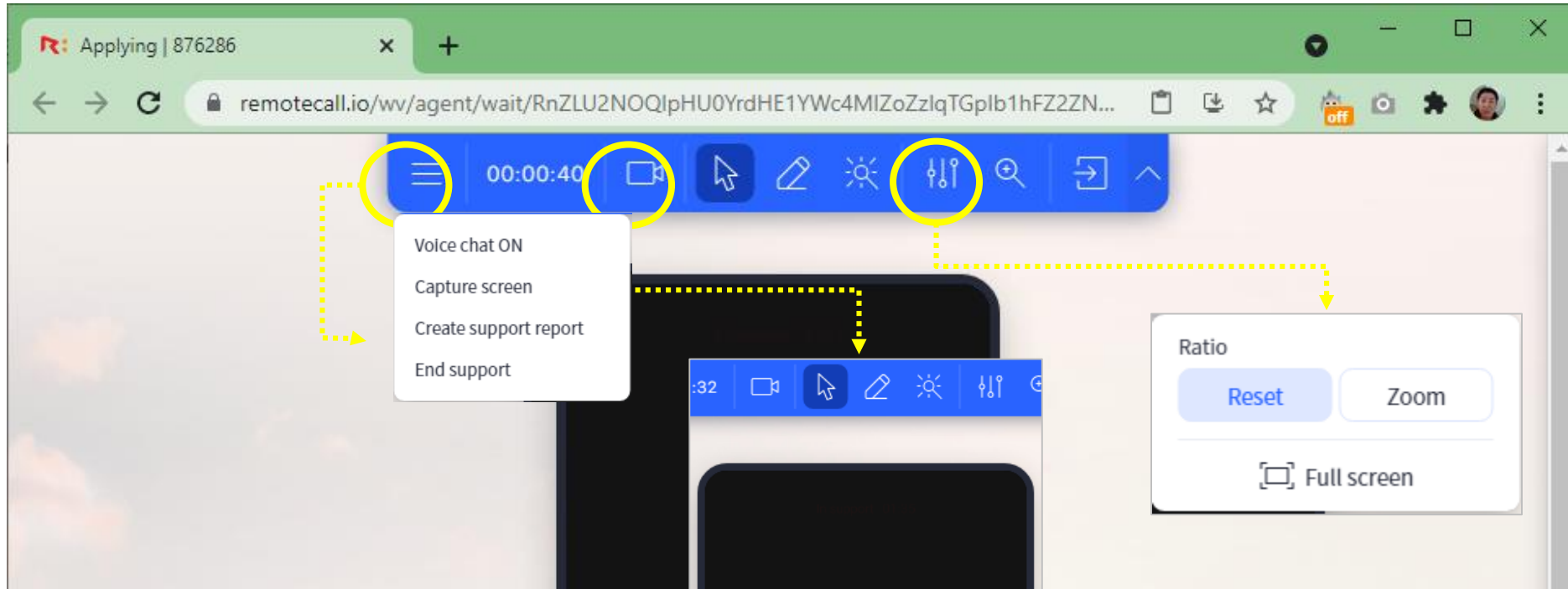
**[Screen control]**

Remotely control customer's PC by sharing the screen.

**[Laser pointer]**

Point to a specific point on the share screen.

Mobile support



[Screen control]

Remotely control customer's mobile by sharing the screen.



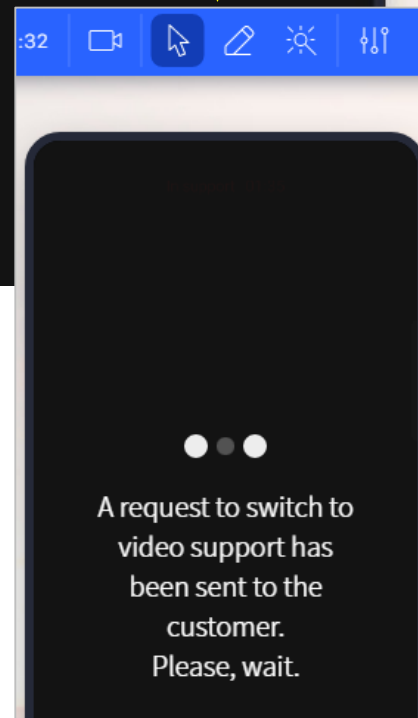
[Laser pointer]

Point to a specific point on the share screen.



[Draw]

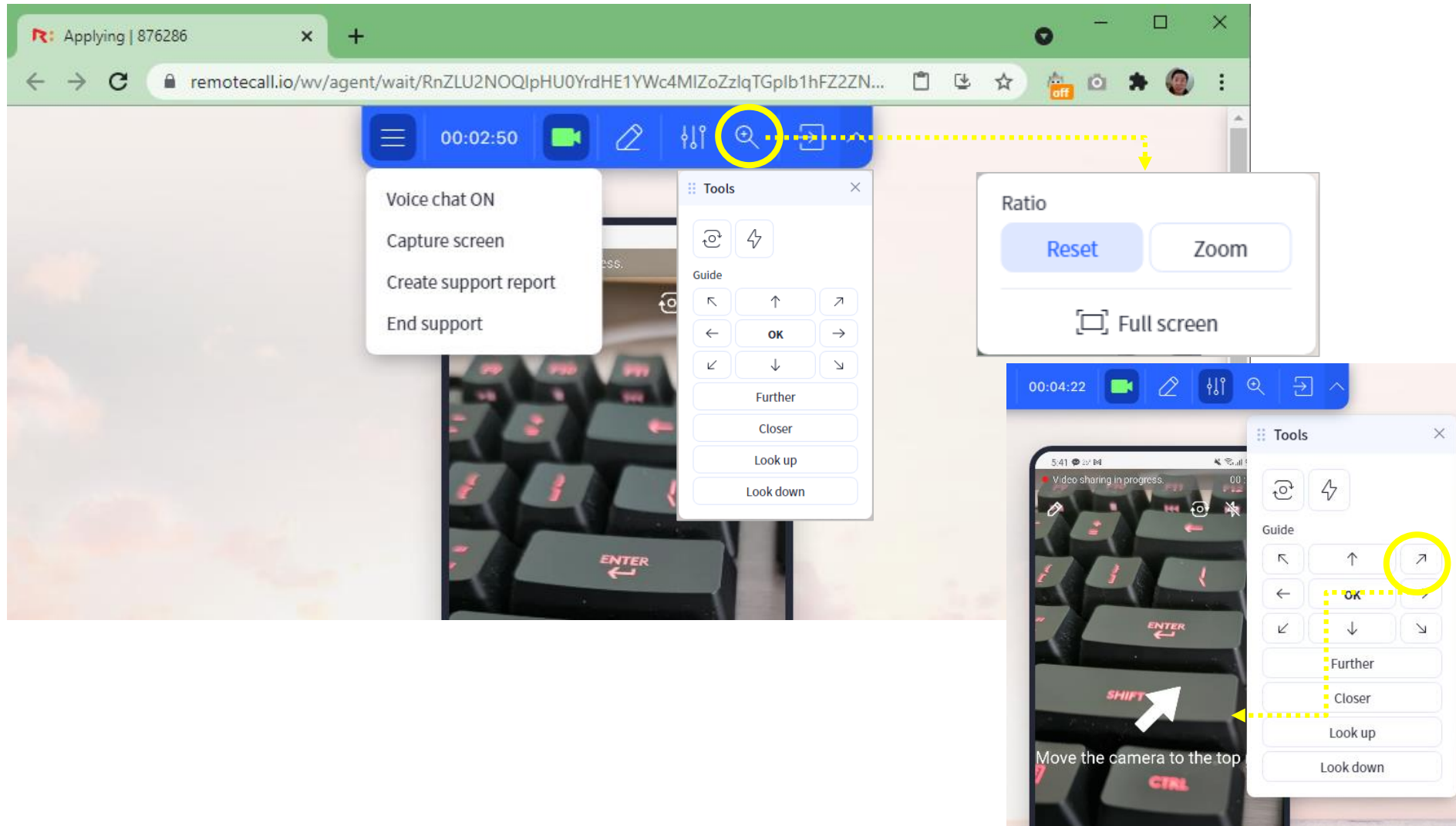
Draw lines or shapes on the shared screen.



[Switch Mobile<=>Visual support]

Easily switch between Mobile support and Visual support.

Visual support



[Barcode mode]
Find product information by reading the barcodes with the camera.



[Switch camera]
Switch between front↔back camera.



[Flash on/off]
Turn ON/OFF the customer's camera.

[Direction/message]
Display directional arrow or message on the customer's screen.



Connect Anywhere, Anything, RemoteCall

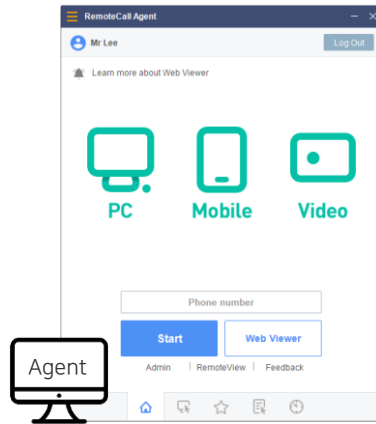
Dedicated Agent



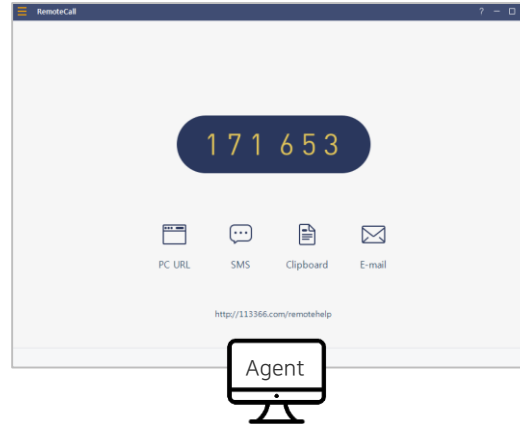
- PC support
- Mobile support
- Visual support
- Agent's Main Features

* Agent program is provided by default and can be used selectively depending on the purpose.

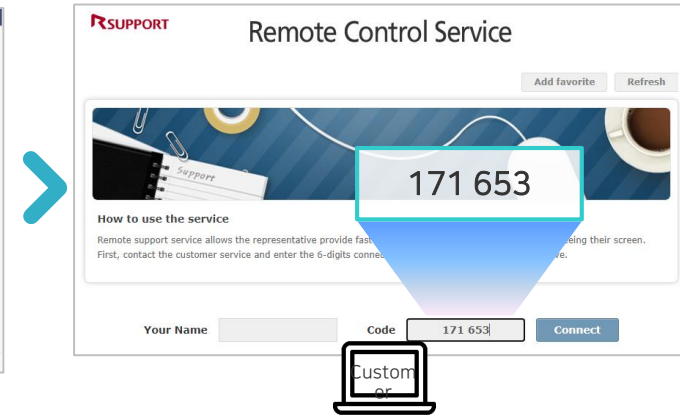
PC support: Step-by-step



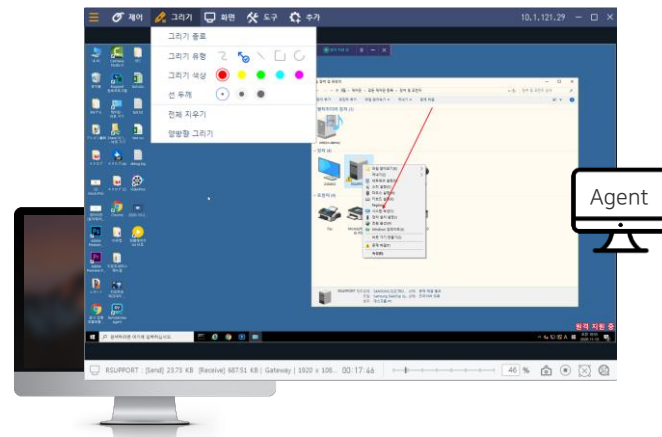
Login in to RemoteCall Agent and click 'Start'.



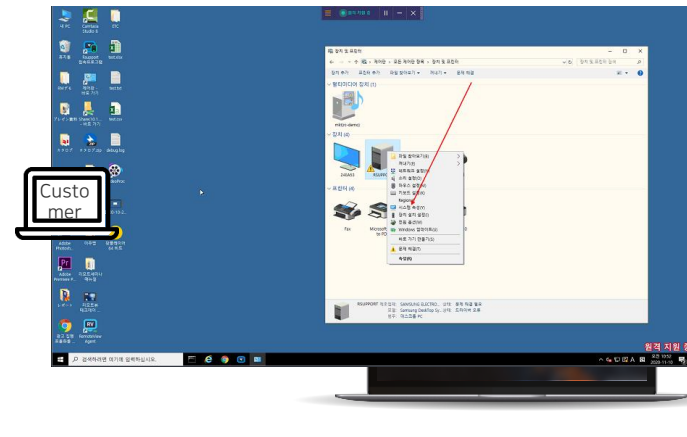
Get the remote connection code and share it with the customer.



Enter the connection code provided by the Agent on the remote support web page.

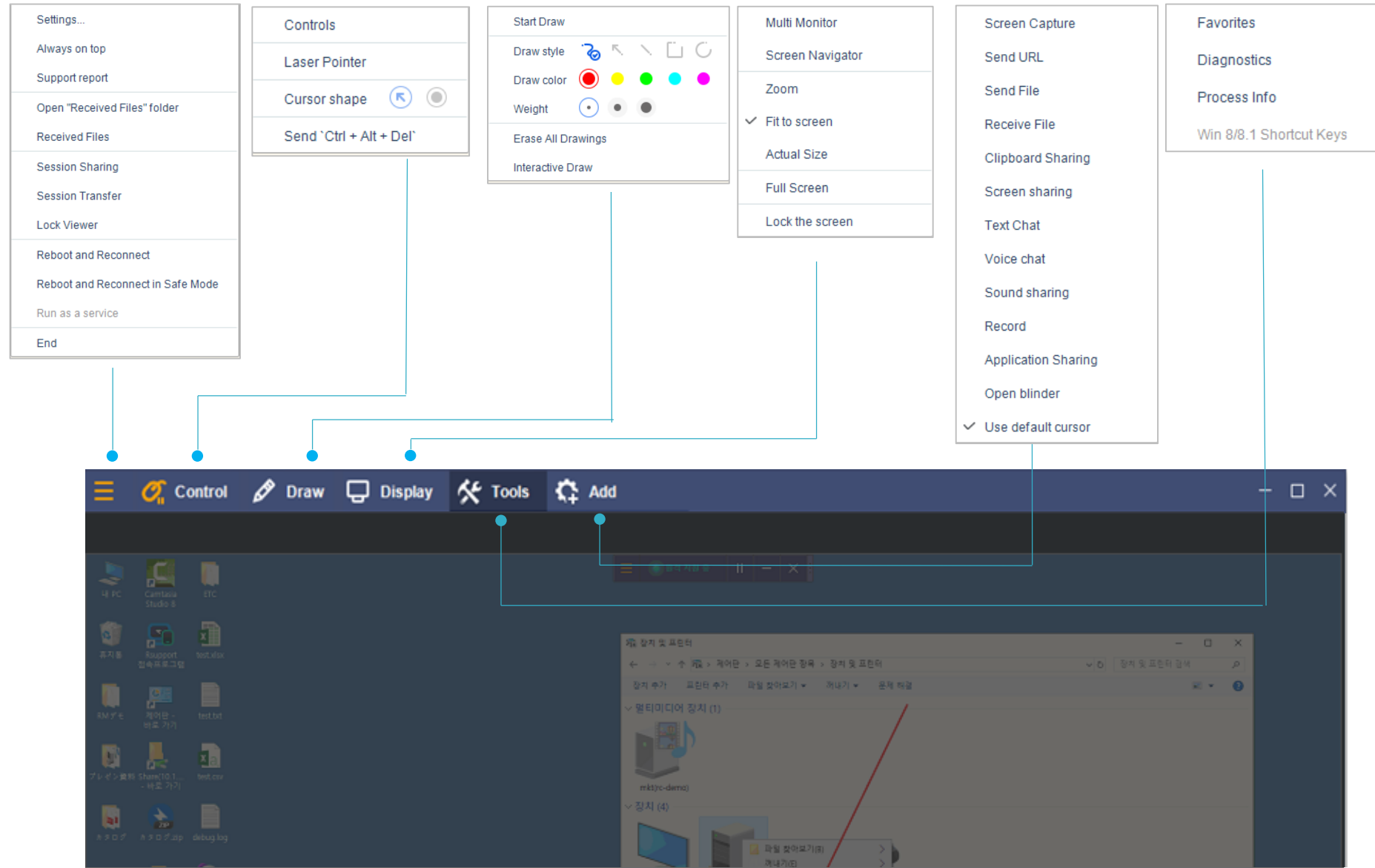


Remote support using various RemoteCall's features.

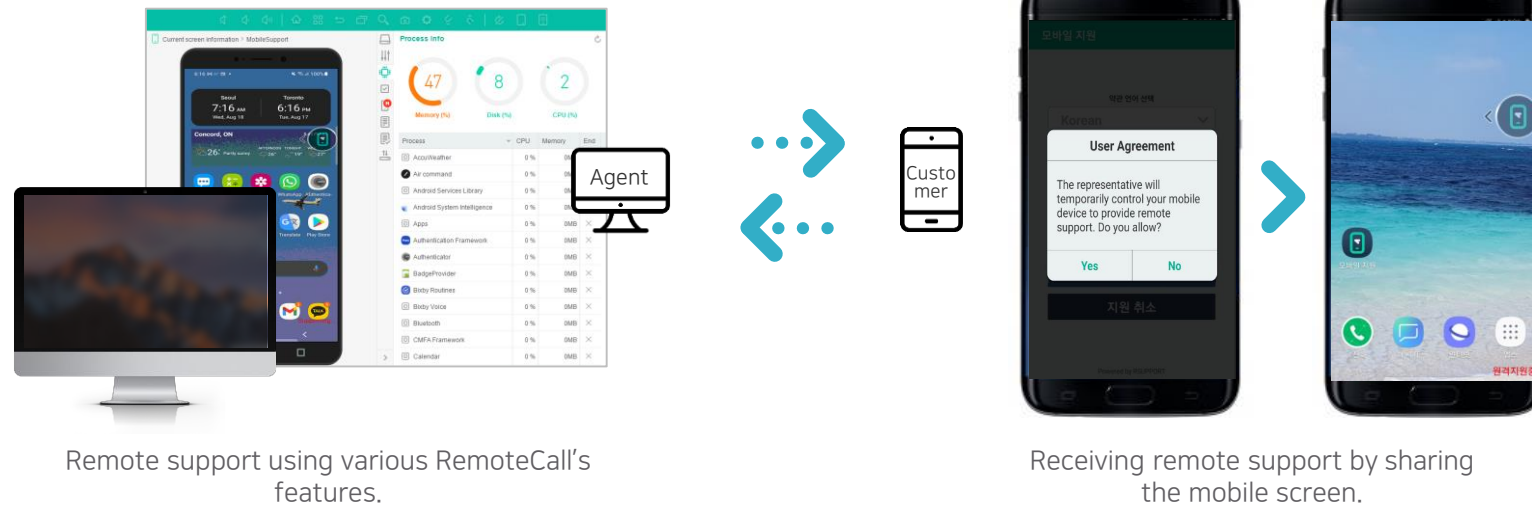
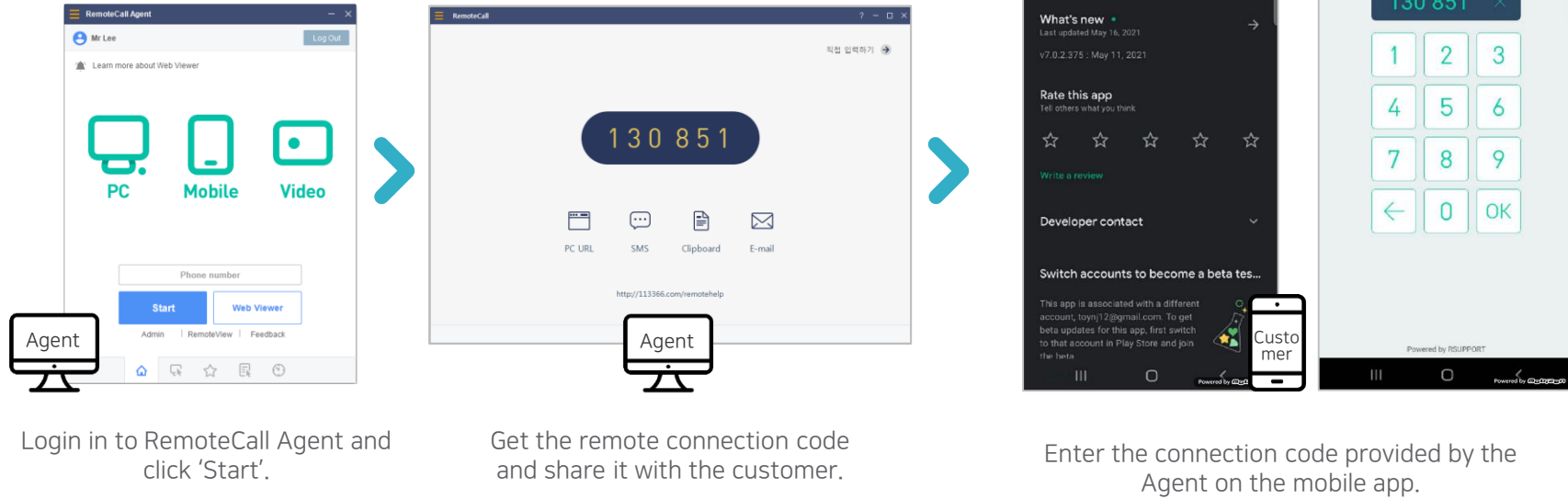


Receiving remote support by sharing the PC screen.

PC support: Agent's Viewer



Mobile support: Step-by-step



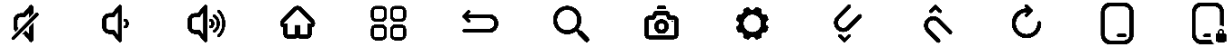
Mobile support: Agent's Viewer

[Main menu]



Control Draw Display Tools

[Mobile control menu]



Speakerphone On / Off Volume UP Volume DOWN Home Menu Back Find Camera Setting Hide Show Auto rotate Display Show/Hide Lock display

Main menu

Mobile control menu

Current screen information > MobileSupport

Process Info

Memory (%) 47 Disk (%) 8 CPU (%) 2

Process	CPU	Memory	End
AccuWeather	0 %	0MB	×
Air command	0 %	0MB	×
Android Services Library	0 %	0MB	×
Android System Intelligence	0 %	0MB	×
Apps	0 %	0MB	×
Authentication Framework	0 %	0MB	×
Authenticator	0 %	0MB	×
BadgeProvider	0 %	0MB	×
Bixby Routines	0 %	0MB	×
Bixby Voice	0 %	0MB	×
Bluetooth	0 %	0MB	×
CMFA Framework	0 %	0MB	×
Calendar	0 %	0MB	×

SM-G998N : [Send] 3.00 KB [Receive] 1.14 MB | Gateway Wi-Fi | 1080 x 2400, 32 Bits | 256 Colors | 22 %

00:01:46 22 %

- System info
- Quick setting
- Processes
- Apps
- Chat
- Logs
- History
- File transfer

Preloaded app		Downloaded app		
Program	Version	Status	D...	
3 Button Navigation Bar	1.0	OFF	×	
AASAservice	15	OFF	×	
AR Doodle	3.0.01.8	OFF	×	
AR Emoji	5.1.00.62	OFF	×	
AR Emoji Editor	4.4.04.4	OFF	×	

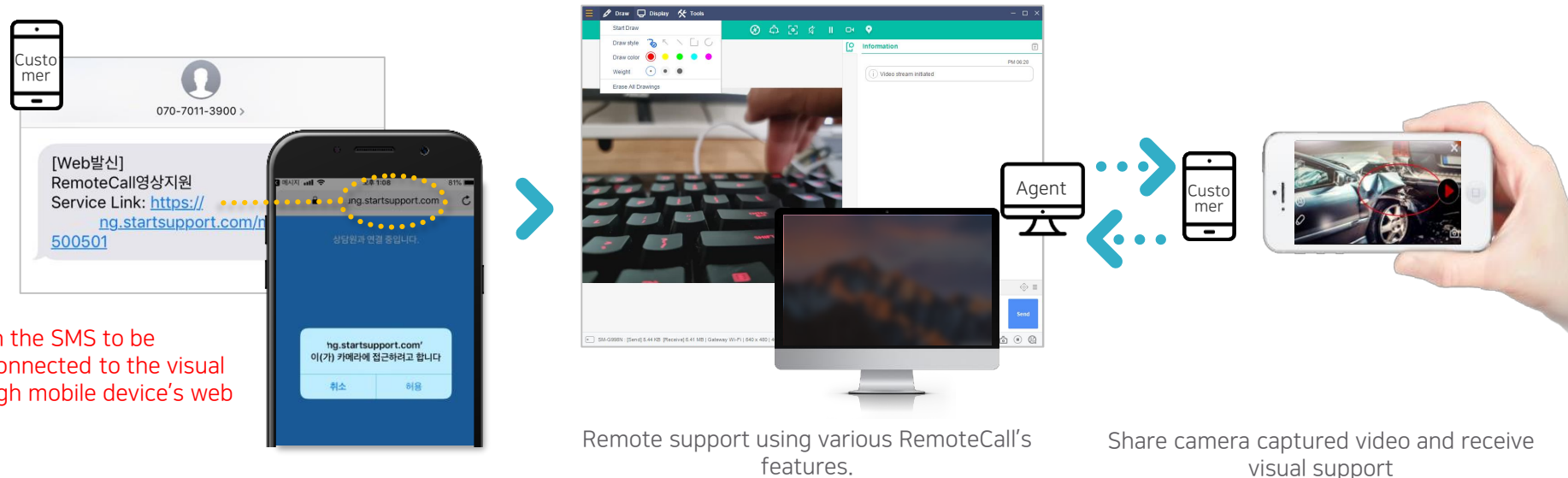
File Transfer			
/storage/emulated/0			
File Name	Size	Type	Modified
ARuler		R W	07/21/21 01:09 PM
Alarms		R W	02/15/21 01:53 PM
Android		R W	02/23/21 05:57 AM
Audiobooks		R W	02/15/21 01:53 PM
DCIM		R W	05/29/21 09:02 AM
Documents		R W	02/15/21 01:53 PM

Visual support: Step-by-step



Login in to RemoteCall Agent and click 'Start'.

Send remote access URL to customer via SMS
(One-touch access URL including 6-digit access code will be sent.)



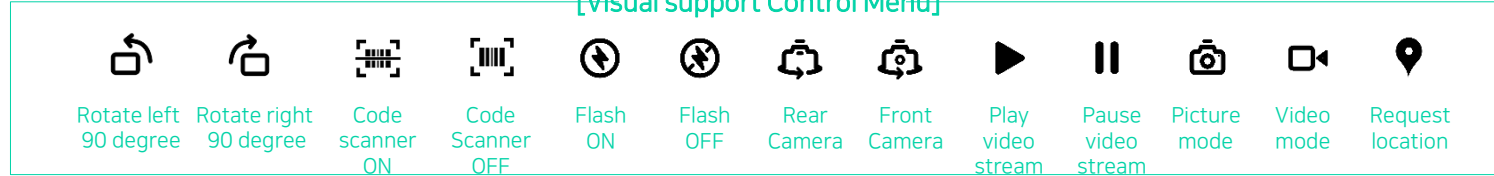
Tap the link on the SMS to be immediately connected to the visual support through mobile device's web browser.

Remote support using various RemoteCall's features.

Share camera captured video and receive visual support

Visual support: Agent's Viewer

[Visual support Control Menu]



[Main menu] real-time menu control

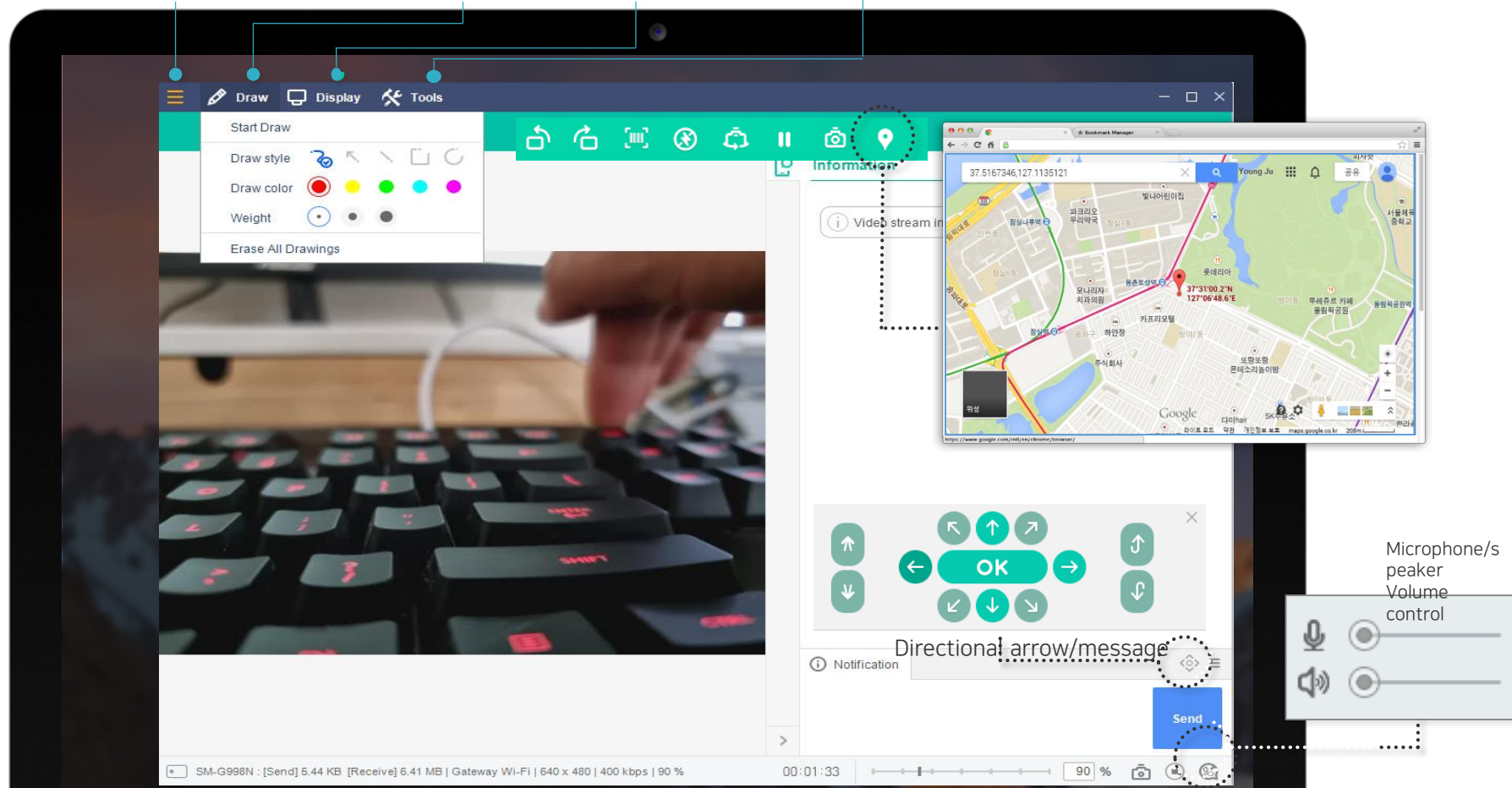
Voice chat setting, Always on top, Support log, Lock viewer, Close

Draw type, Color, Weight, Erase All

Zoom, Fit to screen, Rotate, Quality

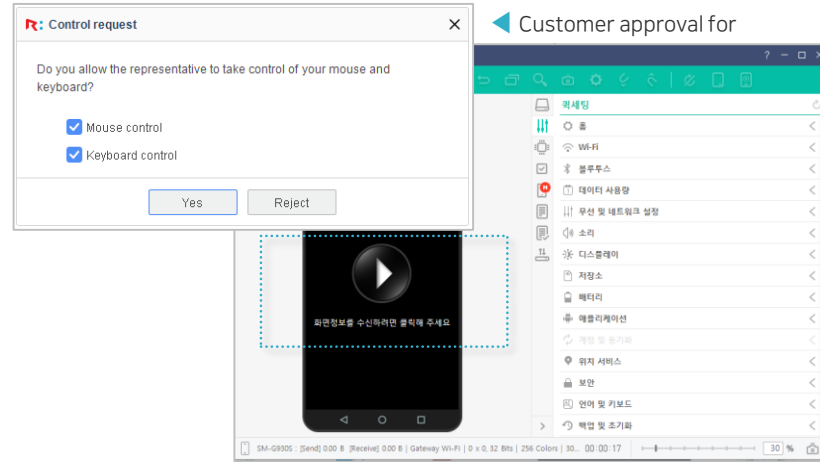
Capture, Record, Voice chat

Request location (connects to Google map)



● Share/control screen

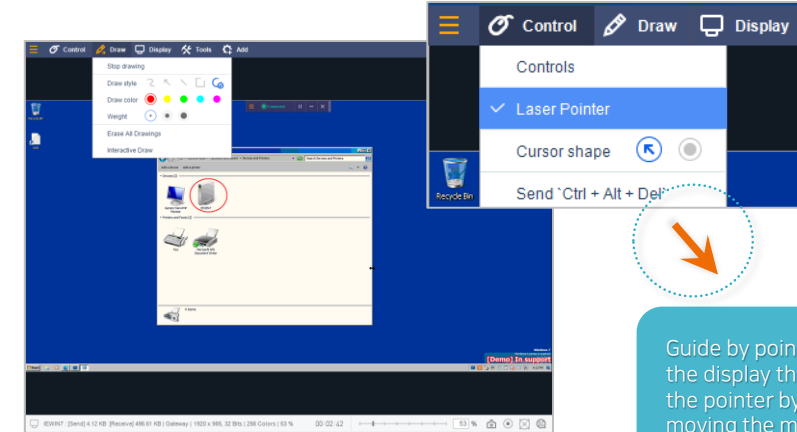
- Remotely share PC or mobile screen, control with mouse/keyboard.



▲ (with customer's approval) Press the arrow to view the mobile display

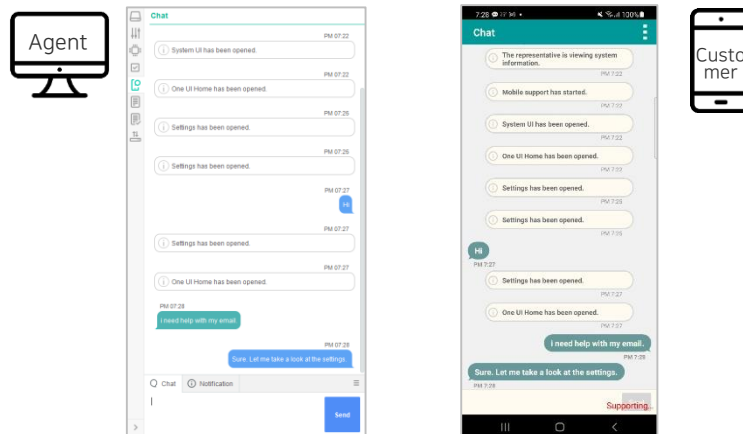
● Guide over the screen

- Guide with draw, laser pointer, etc. on the display.



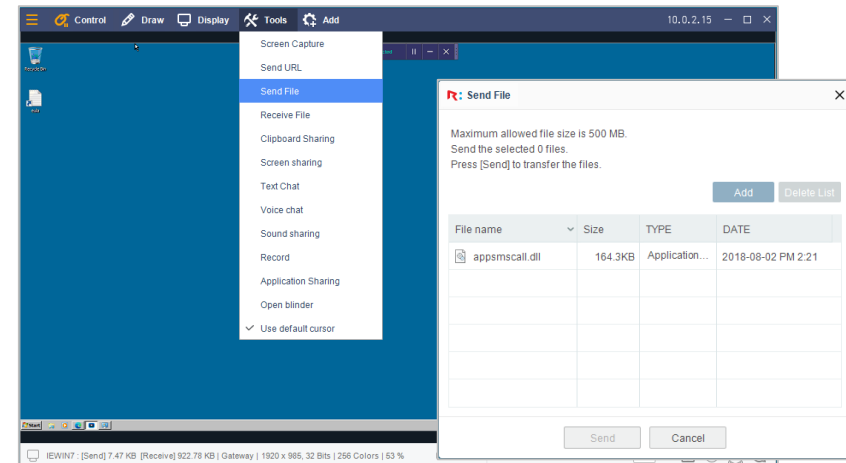
● Chat

- Communication via interactive chat.



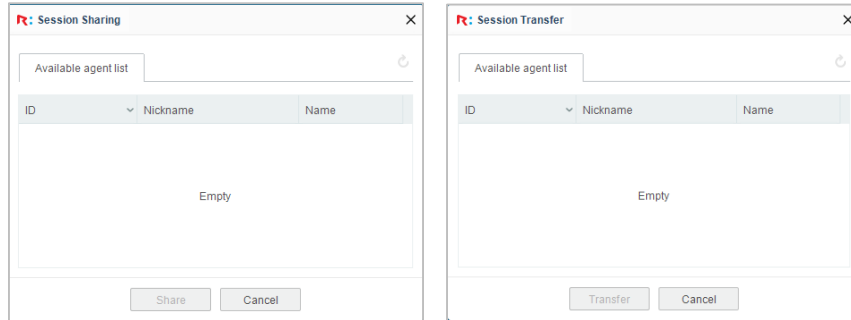
● File transfer

- Send or receive files required for support.



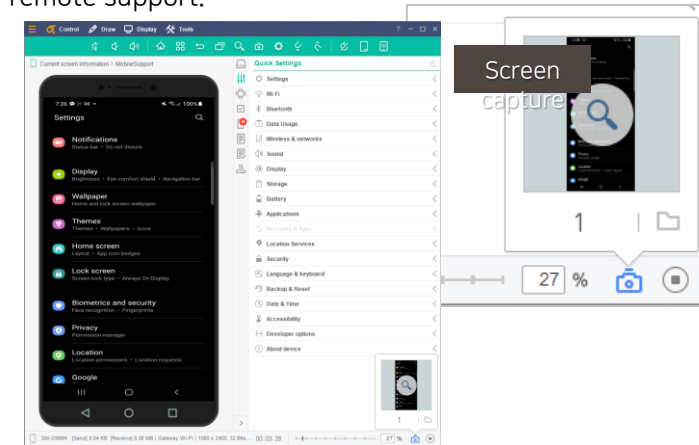
- Share / Transfer session

- | Transfer or share the current support session with another agent for escalation.



- Screen capture

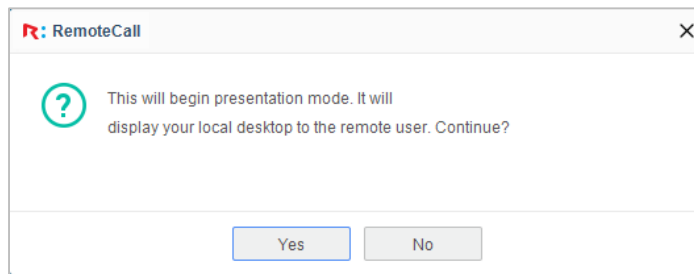
- | Customer's screen can be captured and saved locally during the remote support.



Captured screen status displayed at the bottom corner

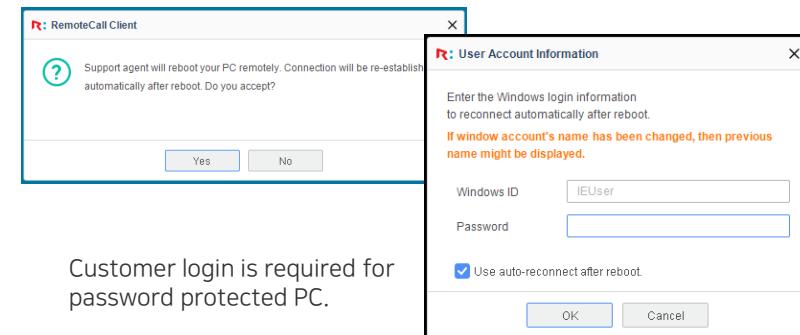
- Presentation mode

- | Reversely share the agent's screen with the customer.
- | Customer can also draw on the agent's screen and send files.



- Reboot & Reconnect

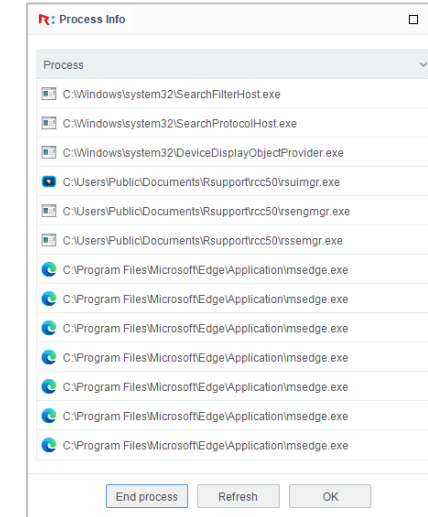
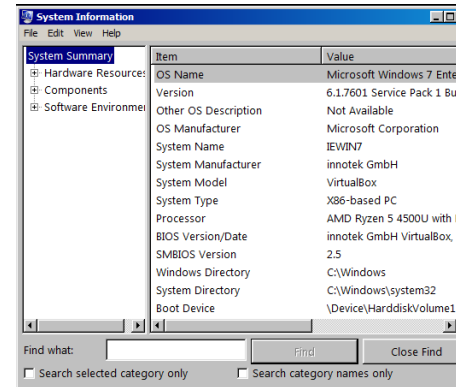
- | Support agent can reboot the customer's PC and automatically reconnect if needed.



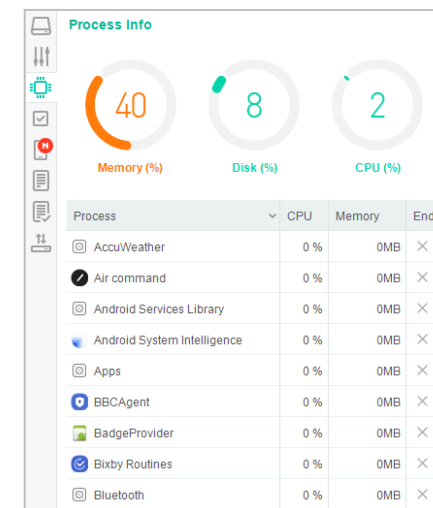
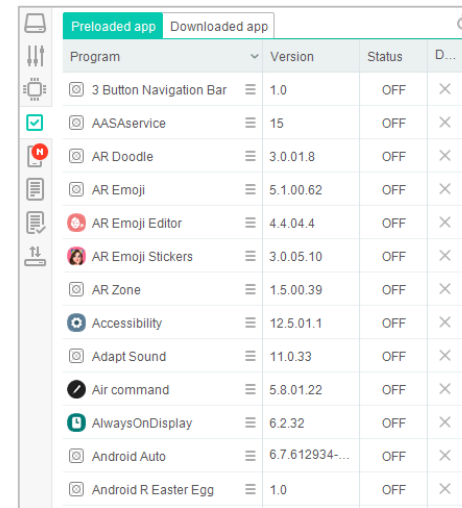
Customer login is required for password protected PC.

● System Info

- | Remote system diagnosis and process control from PC or mobile device



- | Mobile App installation status and process management





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