

RemoteCall is a remote support solution for enterprise that diagnoses and solves problems by remotely accessing the PC or mobile device. RemoteCall was the first to present the concept of remote support and has been leading the industry as the standard service for remote support. Introducing RemoteCall improves both ROI for company and customer satisfaction by reducing consultation and resolution time.

RemoteCall SaaS Agent User Guide to Mobile Support (for Android)

RemoteCall Mobile Support for Android
Ver. 7.4.0

2023.11.16

Notice

The information contained in this manual and future improvements are subject to change without prior notice.

RSUPPORT Co., Ltd. hereinafter referred to as "RSUPPORT", does not take any responsibility for any marketability nor compatibility apart from the usage described in the manual.

Under no circumstances will RSUPPORT be liable to direct, indirect, incidental nor accidental damages due to errors in the manual.

The copyright and intellectual property rights in this manual are held by RSUPPORT and are protected by the copyright laws of the Republic of Korea and international copyright treaties. Reproducing or copying any part or the entire contents of this manual without the prior written consent of RSUPPORT is a violation of international copyright law.

Any third-party proprietary trademarks and copyrighted terms expressed in this manual are used for reference only.

NOTE

Verify 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 > Developer options > Do not keep activities.

Glossary

| Terms | Description |
|------------------------------|---|
| Mobile support | When a problem occurs on a customer's device, a support agent connects over the internet to provide remote support without the customer having to visit a service centre in person. |
| Remote control | Controls a customer's device from current location without visiting. |
| Administrator | Manages and controls mobile support experience and permissions. |
| Support agent | Responsible for providing mobile support to customers |
| Customer | A person who requests and receives mobile support from support agents |
| Agent | A program launched to provide remote support |
| Viewer | A program that connects and controls customer's device when providing mobile support |
| Start | A support agent is on standby for a customer to provide mobile support |
| Session | The support agent and customer are connected |
| Connection code | The number the customer enters on the device to get an access to mobile support |
| Authentication server | A server to verify ID and password upon login |
| Control permission | The permission for support agents to control customer's device with customer consent |

Table of Contents

| | | |
|-------|--|-------------------------------|
| 1 | Introduction to RemoteCall Mobile Support for Android..... | 7 |
| 1.1 | What is RemoteCall Mobile Support for Android? | 7 |
| 1.2 | Minimum/Recommended Requirements for Support Agents..... | 7 |
| 1.3 | Minimum/Recommended Requirements for Customers..... | 7 |
| 2. | Getting connected..... | 8 |
| 2.1 | Mobile support process | 8 |
| 2.2 | Support agent login..... | 9 |
| 2.3 | Waiting page..... | 9 |
| 2.4 | Request mobile support | 10 |
| 2.5 | Customer mobile support..... | 11 |
| 2.6 | Ending the support..... | 11 |
| 3 | Installing the mobile support app..... | 12 |
| 3.1 | Sending app instruction via SMS..... | 12 |
| 3.2 | Downloading and installing the app..... | 12 |
| 3.2.1 | Installing the app via SMS..... | 12 |
| 3.2.2 | Installing the app by URL | 13 |
| 4. | RemoteCall Top Navigation Bar..... | 16 |
| 4.1 | System Menu..... | 18 |
| 4.1.1 | Control settings | 18 |
| 4.1.2 | Always on top..... | 18 |
| 4.1.3 | Write a session log..... | 18 |
| 4.1.4 | Transfer session | 19 |
| 4.1.5 | Lock the Viewer..... | 20 |
| 4.2 | Control | 20 |
| 4.2.1 | Mobile control | 20 |
| 4.2.2 | Laser pointer (arrow)..... | 21 |
| 4.3 | Drawing..... | 21 |
| 4.3.1 | Start drawing (Ctrl+Window+Shift)..... | 21 |
| 4.3.2 | Style..... | 오류! 책갈피가 정의되어 있지 않습니다. |
| 4.3.3 | Colors | 21 |
| 4.3.4 | Line thickness..... | 21 |
| 4.3.5 | Clear all..... | 21 |

| | | |
|--------|--|----|
| 4.4 | Screen | 21 |
| 4.4.1 | User controls | 21 |
| 4.4.2 | Display adjustment | 21 |
| 4.5 | Tools | 21 |
| 4.5.1 | Capture screenshot | 21 |
| 4.5.2 | Send URL | 22 |
| 4.5.3 | Clipboard | 22 |
| 4.5.4 | Recording | 23 |
| 5 | RemoteCall Mobile Support Service Features | 24 |
| 5.1 | Current screen information | 24 |
| 5.2 | System information | 25 |
| 5.2.1 | Basic information | 25 |
| 5.2.2 | Quick settings | 26 |
| 5.2.3 | Process information | 27 |
| 5.2.4 | Ending a process | 28 |
| 5.2.5 | About the app | 29 |
| 5.2.6 | Chat | 31 |
| 5.2.7 | Logs | 32 |
| 5.2.8 | Mobile system log commands | 32 |
| 5.2.9 | Session Report | 33 |
| 5.2.10 | File transfer | 34 |
| 5.3 | Lock Application | 36 |
| 5.3.1 | How to register to lock application | 36 |
| 5.3.2 | How to register to allow application | 37 |
| 5.3.3 | Screen security app settings | 37 |
| 5.4 | Keyboard Shortcuts | 38 |
| 5.5 | Bottom Status Bar | 39 |
| 6 | Mobile Support App Features | 41 |
| 6.1 | Key Features | 41 |
| 6.1.1 | Check for updates | 41 |
| 6.1.2 | Screen lock | 41 |
| 6.1.3 | Request call back | 42 |
| 6.1.4 | End mobile support | 42 |
| 6.2 | Quick menu | 43 |
| 6.3 | Other Features | 44 |

| | |
|--|----|
| 6.3.1_ Server settings | 44 |
| 6.3.2_ Update settings..... | 44 |
| 6.3.3_ Proxy settings..... | 44 |
| 6.3.4_ Reverse connection settings | 44 |
| 7. Reverse Connection | 45 |
| 7.1__ About reverse connection..... | 45 |
| 7.2__ Switch Viewer with reverse connection | 45 |
| 7.3__ Change app settings with reverse connection..... | 46 |
| 7.4__ Open RemoteCall Mobile Support using reverse connection..... | 47 |

1. Introduction to RemoteCall Mobile Support for Android

1.1 What is RemoteCall Mobile Support for Android?

RemoteCall Mobile Support is the standard for online mobile support systems.

RemoteCall Mobile Support is a mobile support tool that can remotely diagnose and troubleshoot issues on customer devices by sharing Android mobile device screen online.

With RemoteCall Mobile Support, support agents can assist customers from their own computers over the Internet, and customers can receive support in any wireless environment without having to travel to customer service.

1.2 Minimum/Recommended Requirements for Support Agents

We recommend the following requirements for the support agents.

(Currently, RemoteCall Mobile Support for Android is only available in Windows.)

| | Minimum | Recommended |
|-------------------------------|---|-----------------------------------|
| Operating System (OS) | Windows 10 and later | Windows 10 and later |
| Supported Devices (PC) | Pentium 4 2.0 GHz, 512 MB or more | Pentium 4 2.0 GHz, 512 MB or more |
| Network | Authorized IP or Static NAT | |
| Firewalls | Out Bound 80 (http) / 443 (https) Port Open | |

- Note 1: Service will not be available if the company or organization has blocked RemoteCall related domains, IP address or ports (80/443) for security reasons.

- Note 2: In Windows 8.1 and previous versions, some features may not work properly due to the end of technical support from Microsoft.

※ For support agents in macOS, RemoteCall WebViewer can be used to support customers.

(See the user guide: <https://www.remotecall.com/kr/support/tutorials/how-to-use-remotecall-web/>)

1.3 Minimum/Recommended Requirements for Customers

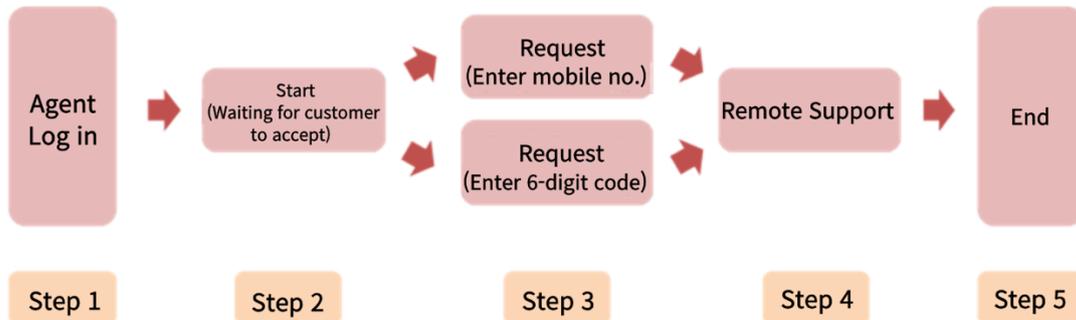
We recommend the following requirements for the customers.

| | Minimum | Recommended |
|------------------------------|---|---|
| Operating System (OS) | Android 4.0 Ice cream sandwich and higher | Android 4.0 Ice cream sandwich and higher |
| Network | 3G, 4G, 5G or Wi-Fi | |

2. Getting connected

2.1 Mobile support process

Mobile support service follows the five-step process below.



- ① The support agent launches RemoteCall Agent and logs in.
- ② The support agent clicks Start and run a session.
- ③ Guide the customer to launch the mobile support app to request support.
- ④ Provide assistance to customer on mobile.
- ⑤ After the session, click [End] or [Disconnect] to finish support.

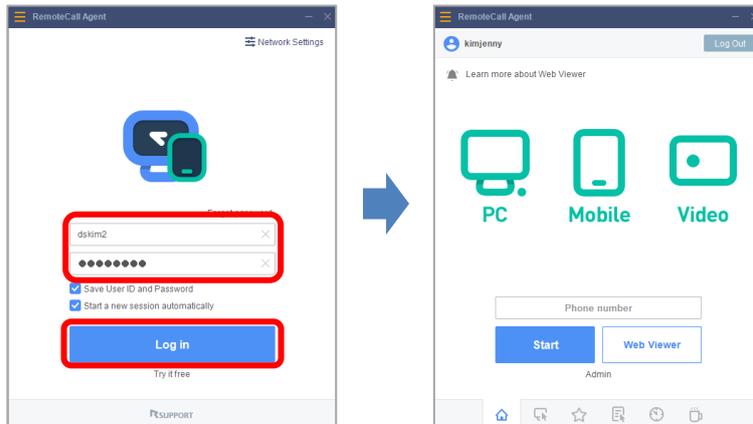
Download and install RemoteCall Agent

- ① Open the RemoteCall website (<http://www.remotecall.com>).
- ② From the top menu, click Support > Product Guide/Download.
- ③ Download the 'Integrated Agent' file.
- ④ Double-click to run the downloaded file (rcStartSupport.exe). (In Windows Vista and later version, the UAC window is enabled.)
- ⑤ Follow the instructions and proceed with the installation.
- ⑥ After installing, a RemoteCall shortcut icon () will be created on the desktop.

For a proxy server user, proceed with the installation by selecting the most appropriate option in the Proxy settings. Contact the network administrator for proxy server information.

2.2 Support agent login

After entering the ID and password, click [Log in] to log in to RemoteCall Agent.

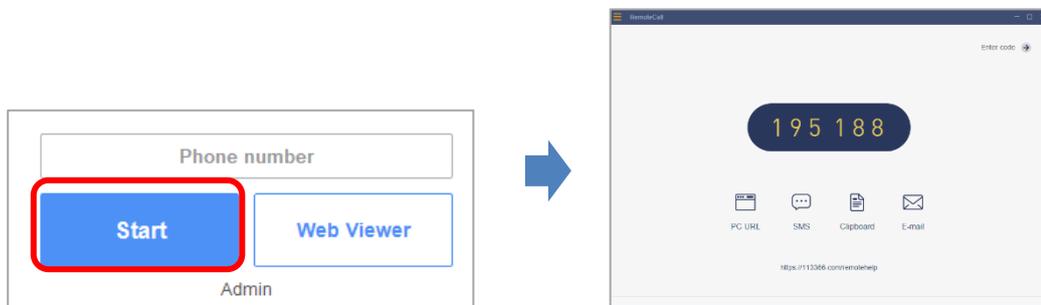


2.3 Waiting page

- ① Click Start

※ When the [Start] button is clicked, a waiting page is created in the web browser. For customer support instructions via web browser, please refer to the URL below.
<https://www.remotecall.com/kr/support/tutorials/how-to-use-remotecall-web/>

- ② The Viewer is launched on the support agent's PC and is waiting to connect.



- ③ The support agent guides the connection page to the customer, either by PC URL or Clipboard function shown in the Viewer.

- ④ The connection page URL will be copied when Clipboard is selected.

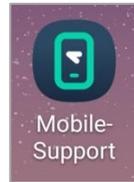
Ex) "https://www.113366.com/qacall?accessCode=118379"

- ⑤ After selecting SMS to send app installation information, the support agent can guide the customer to the Mobile Support app download page.

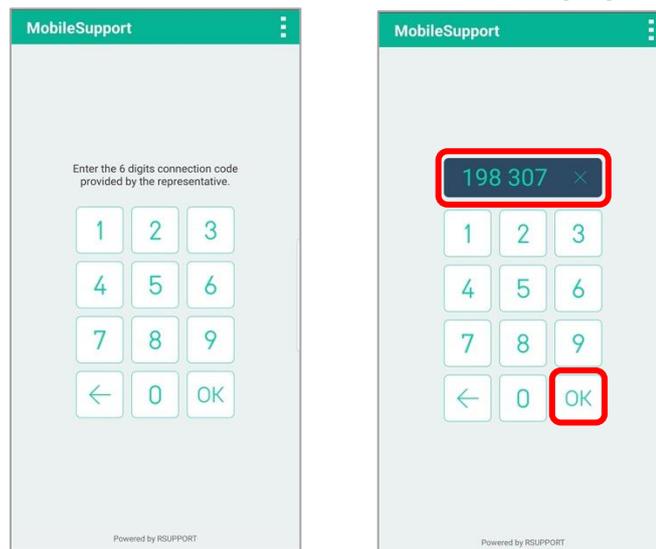
<Refer to "Send app installation information via SMS" on page 12>

2.4 Request mobile support

- ① Instruct the customer to launch the Mobile Support app installed on the device.
- ② If the Mobile Support app is not installed, refer to the <Page 12 "Downloading and installing app"> for instructions to install the application.



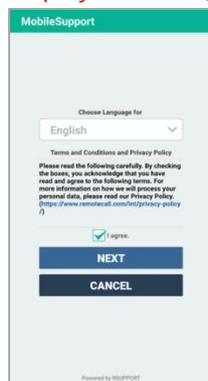
- ③ Instruct the customer to enter the connection code and click [OK].



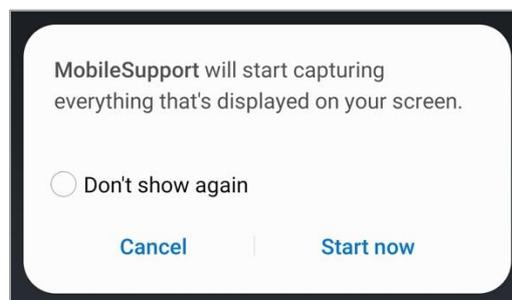
- ④ Prior to the connection, the customer must accept the Terms of Use and click [NEXT] to receive support.
- ⑤ If the support agent is available to connect, a consent to remote support pop-up message is shown.

Click the [Accept] button to display the device screen in the support agent’s Viewer.

※ Prior to the connection, for Samsung devices, a consent to screen capture pop-up message will be displayed. Click [Start now] for seamless consultation.



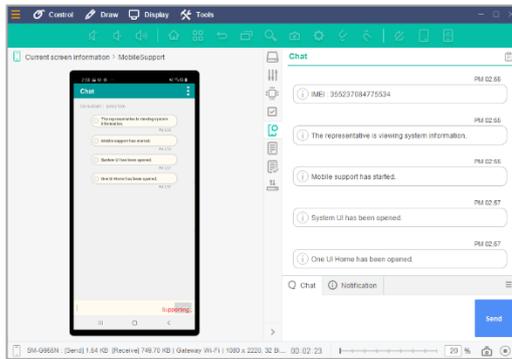
[Remote support consent]



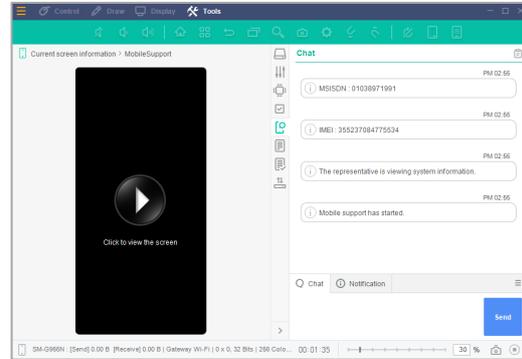
[Screen capture consent (for Samsung devices)]

2.5 Customer mobile support

When mobile support is successfully launched, information from the customer's device appears in the Viewer. If mobile support is allowed on the device, provide assistance by looking at the customer's device. Customers can stop screen sharing and remote access at any time if they don't want to be remotely controlled by a support agent.



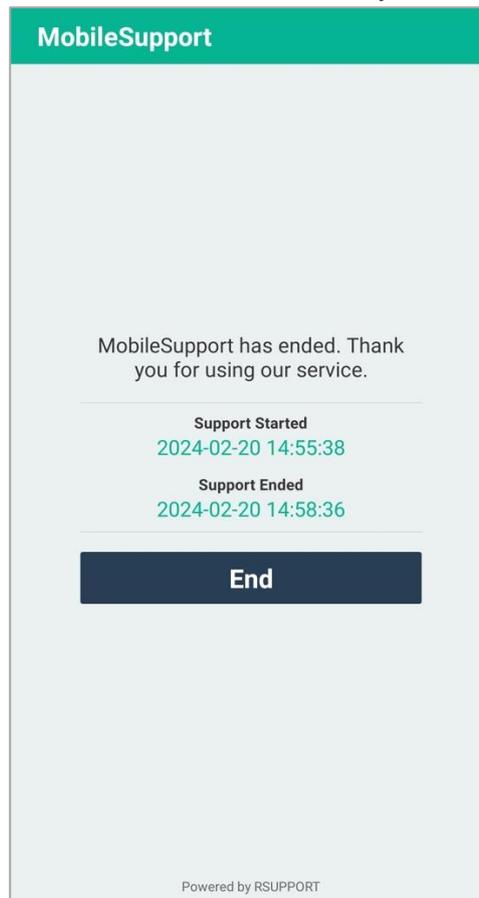
[Mobile support in progress]



[Screen sharing is stopped]

2.6 Ending the support

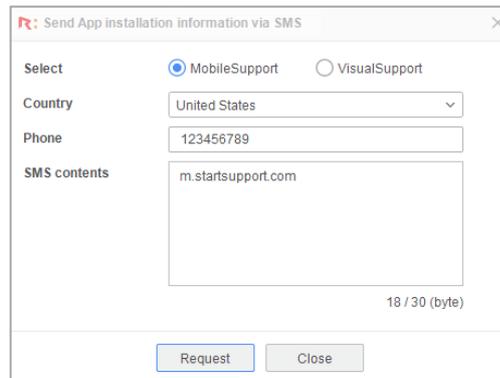
At the end of support, the start/end time of support is displayed along with an end page. Close the current program by clicking the End button or the Back key.



3. Installing the mobile support app

3.1 Sending app instruction via SMS

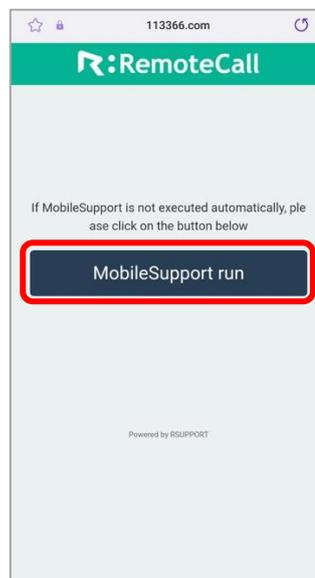
- ① Click Send app installation information via SMS to provide app instruction.
- ② Enter a mobile number and a message, then click [Request] to send the SMS.



3.2 Downloading and installing the app

3.2.1 Installing the app via SMS

- ① Instruct the customer to click the URL on SMS.
- ② When the webpage is displayed, instruct the customer to click the MobileSupport run button.



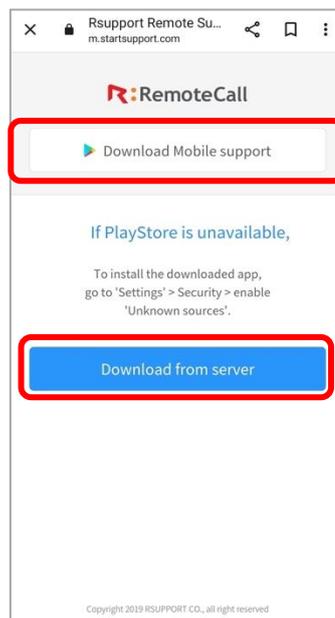
- ③ After clicking the button, the PlayStore will be opened. Follow the on-screen instruction to install the app.
- ④ After installation is complete, click the [Open] button to run the app.

- Note 1: If the app is already installed on the device, it will launch automatically when the [MobileSupport run] button is clicked.

- Note 2: Some devices require an additional installation of 'Plugin:RSAssistant' app to use the screen control feature. Install and launch the 'Plugin:RSAssistant' app. Accept the terms and conditions and allow the option to use the service. Then relaunch the 'Mobile Support' app.

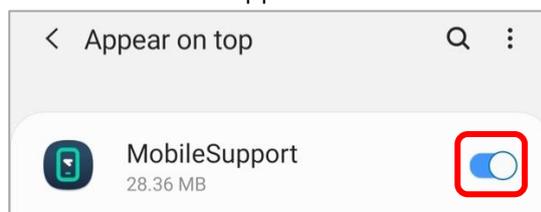
3.2.2 Installing the app by URL

- ① Instruct the customer to open m.startsupport.com (113366.com) on a mobile browser.
- ② When the webpage is open, instruct the customer to click Download Mobile support.
 - Notes: For devices with limited access to the PlayStore, downloading the app directly from the web server is available by clicking Download from server.
 - (The [for Samsung] app for Samsung devices below 5.0 does not support direct download from server)

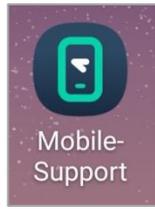


- ③ After clicking the button, the PlayStore will be opened. Follow the on-screen instruction to install the app.
- ④ After installation is complete, click the [Open] button to run the app.

- Note 1: In order to use the app, some permissions must be granted such as "Appear on top". If the "Appear on top" app list is displayed, change the permission of the "Mobile Support" app to Allow, and re-launch the app.



- Note 2: For **Samsung devices below 5.0**, the [for Samsung] app must be installed from the PlayStore for seamless consultation.

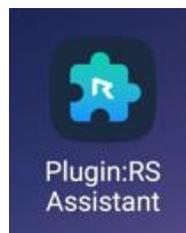


[Mobile Support] app



[for Samsung] app for mobile support

- Note 3: Some devices require an additional installation of 'Plugin:RSAssistant' app to use the screen control feature. Install and launch the 'Plugin:RSAssistant' app. Accept the terms and conditions and allow the option to use the service. Then relaunch the 'Mobile Support' app.



[Plugin:RSAssistant] app

RemoteCall Agent/Viewer Features

■ Agent Features

| | | |
|---|---------------------------|--|
|  Network Settings | Authentication server | <p>Authentication server, server port: Enter the server address and port the support agent checks to authenticate credentials upon login</p> <p>Enable SSL authentication: Select to use SSL to authenticate support agent</p> |
| | Proxy server | <p>Manual settings: The support agent manually fills in proxy server information. Contact the internal network administrator to find out.</p> <p>Automatic settings: Automatically discover and connect to proxy servers.</p> |
|  Home | Support agent information | View and edit information about support agent displayed to customer during remote sessions |
| | Logout | Enable log out from Agent |
| | Start | Wait to support a new customer in the Viewer. |
| | Start on WebViewer | Wait to support a new customer through a web browser. |
| | Move to admin page | Log in to the admin page on a web browser to view/edit usage history, usage statistics, and option information. |
| | Demo | A demo sign up page for RemoteCall is launched. |
| | RemoteView | The RemoteView page is launched. |
|  Remote Support Settings | Default | Remove desktop wallpaper on connection: Removes the desktop wallpaper from customer's PC when connecting remotely to speed up control. |
| | | Display outline of a window when moving: During remote control, the window is outlined while dragging to speed up control. |
| | | Start auto-recording when remote session starts: Automatic recording of the control screen is enabled when remote session starts. The recording file is automatically saved at the end of the session. |
| | | Save the recording file to the following location: Change the save location of the recording files. |
| | | Save the screen capture file to the following location: Change the save location of the screen capture files. |
| | | Lock the Viewer for inactivity during remote session: If the support agent does not use the Viewer for a set period of time, all features of the Viewer are locked to prevent others from controlling it. |
| | | Automatic logout for inactivity during remote session: The support agent is automatically logged out when the remote support program is not used for a set period of time. |

| | | |
|---|-------------------------------|--|
| | | Mobile control: Choose the screen color for Wi-Fi mode and 3G/4G mode. |
|  Favorites | Favorites (URL) | Register and manage frequently used URLs. |
| | Short messages (mobile) | Manage frequently used short messages for mobile support. |
|  Support History | View and save support history | View remote support history by period and save an Excel file. |

4. RemoteCall Top Navigation Bar

| | | |
|---|-----------------------|---|
|  System Menu | Control settings ※ | Set up the mobile control environment. |
| | Always on top | The Viewer always stays on top above other windows. |
| | Write a session log | Create a log for each remote session. |
| | Forward session | Transfer the currently connected customer to another support agent. |
| | Lock the Viewer | In case the support agent is away during remote session, the Viewer is locked. |
| | End | Exit remote support. |
|  Control | Mobile control ※ | Gain control of the customer's device. |
| | Laser pointer (arrow) | Display the laser point as an arrow on the customer's device. |
|  Draw | Start drawing | Draw curves on the customer's device. |
| | Type of drawing | Select a drawing shape. |
| | Drawing colors | Change the colour of the curve. |
| | Line thickness | Select the line thickness for the drawing. |
| | Clear all | Erase all curves drawn. |
|  Screen | User controls | Resize the Viewer display scaling to 20-100%. |
| | Display adjustment | Automatically resize the device screen to fit the support agent's Viewer display. |
|  | Capture screenshots ※ | Save the customer's device screen as a jpg file on the support agent's PC. |

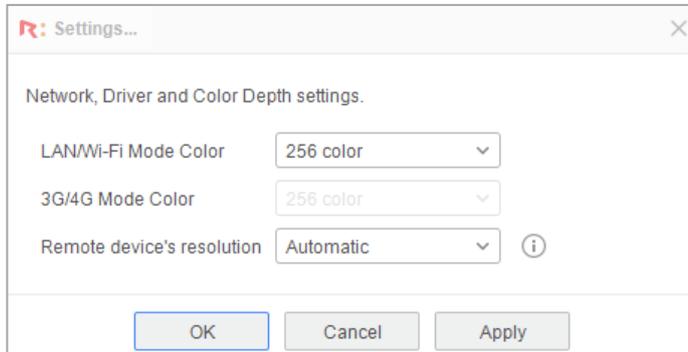
| | | |
|--------------|-------------|--|
| Tools | Send URL | Send the URL to the customer's device. |
| | Clipboard | Exchange the contents of clipboard between support agent and customer PCs. |
| | Recording ※ | Record the control screen of a customer's device |

* Note: ※ The functions shown are enabled when devices allow mobile control and can receive display information. See the list of customer device specifications for the types of services available for each device.

4.1 System Menu

4.1.1 Control settings

Set up the mobile control environment.



| | |
|---------------------------------|---|
| LAN/Wi-Fi Mode Color | Select the screen color that appears in the Viewer when connected via Wi-Fi. 4, 16, 64, 256, High Color mode are available. 256 colors are set by default. |
| 3G/4G Mode Color | Select the screen color that appears in the Viewer when connected via 3G/4G. 4, 16, 64, 256, High Color mode are available. 256 colors are set by default. |
| Remote Device Resolution | Select resolution from Auto/Low/Medium/High. When resolution is set to Automatic, it changes according to the screen size. For Medium and High, the amount of packets received increases. Automatic is set by default. |

4.1.2 Always on top

The Viewer always stays on top above other windows.

4.1.3 Write a session log

Create and edit customer information and session history. Check the contents of the session log on the Admin page > Product usage management > Session history details > Session contents > Session report.

R: Support report

Details

- ID : dskim2
- Name : jennykim
- Start support : 02/20/2024 17:41:34

Create support report(Customer)

Customer name: alex

Tel.: 12345678

E-mail: alex@rsupport.com

Details: -company: Rsupport
-issue: app program update

Save

4.1.4 Transfer session

Forward the currently connected customer to another support agent.

- ① Click Session Transfer  > at the top of the Viewer.
- ② A message with consent to transfer a session appears on the connected customer's device.
- ③ When the customer agrees to transfer the session, a list of available support agents in the same group who are currently online will appear. Click the Refresh button to update the list to transfer the session.

R: Session Transfer

Available agent list 

| ID | Nickname | Name |
|------|----------|---------|
| shgu | | marklee |
| | | |
| | | |
| | | |

Transfer Cancel

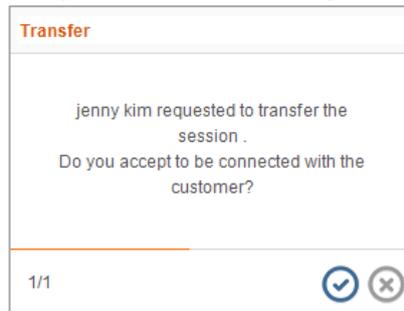
- ④ If the customer declines, session transfer is cancelled and a message appears that the request has been declined.

R: RemoteCall

 The other party has denied the session transfer request.

OK

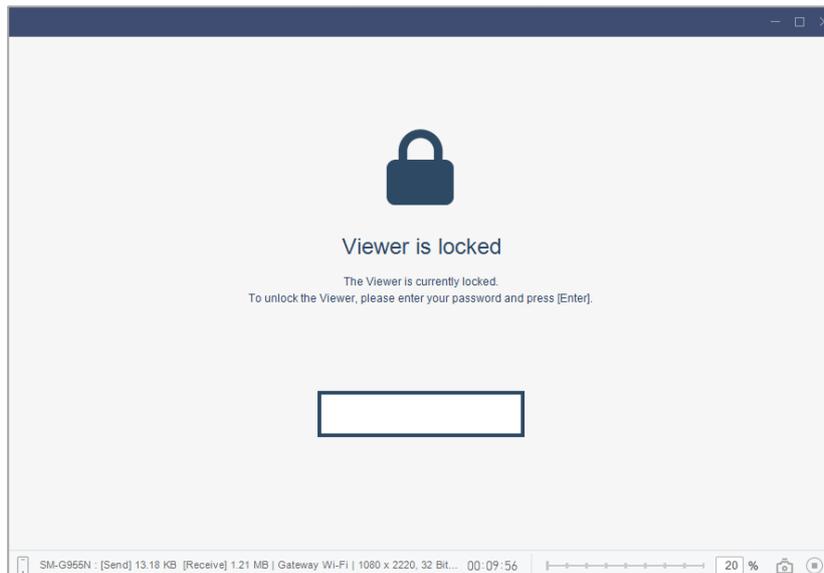
- ⑤ To transfer a session, support agents must click the [Request session transfer] button after selecting another support agent.
- ⑥ A message is displayed for the support agent who requested the session transfer.



- ⑦ Upon accepting the session transfer, the customer will be reconnected to mobile support and the previous support agent will be disconnected.
- ⑧ If session transfer is declined, a message appears that the request has been declined and mobile support will continue.

4.1.5 Lock the Viewer

If the support agent must be away during remote session, this function locks the Viewer to disable all features. To unlock, password is required that is used to sign in to the Agent.



4.2 Control

4.2.1 Mobile control

After connecting to mobile support, support agent can take control of the customer's device.

4.2.2 Laser pointer (arrow)

Display an arrow-shaped pointer on the customer's device to easily guide them to a specific location or movement.

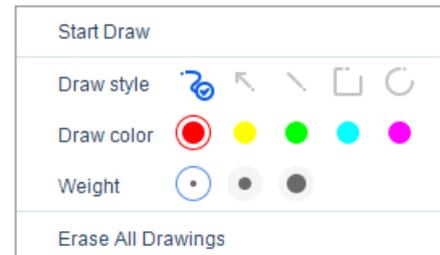
4.3 Drawing

4.3.1 Start drawing (Ctrl+Window+Shift)

Draw curves freely on the screen during a session.

4.3.2 Style

Different shapes can be selected to draw.



4.3.3 Color

Change the color of lines that are drawn on the customer's device.

4.3.4 Line thickness

Change the thickness of the lines that are drawn on the customer's device.

4.3.5 Clear all

This option erases all the drawing on the captured image.

- Notes: All curves drawn will be erased if there is a change exceeding a certain percentage on the customer's device screen or if the program is switched.

4.4 Screen

4.4.1 User controls

Adjust the Viewer display scaling to a range of 20-100%, considering an HD resolution of 1280*720. For lower than HD resolution, adjust the Viewer display scaling to a range of 30-100%.

4.4.2 Display adjustment

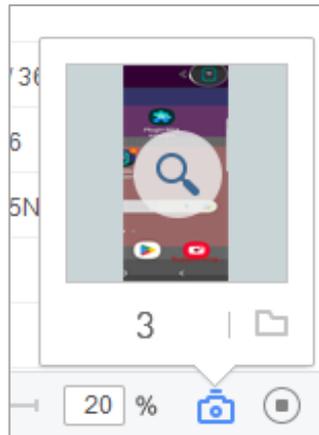
Adjust the customer's device screen to fit the support agent's Viewer display.

4.5 Tools

4.5.1 Capture screenshot

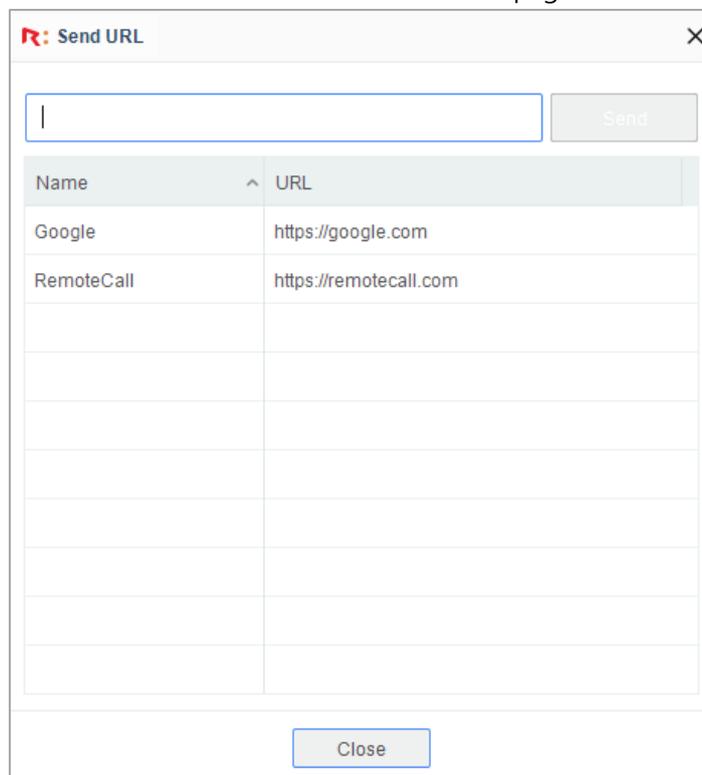
Save the customer's device screen as a jpg file on the support agent's PC. The same action is performed by clicking the icon at the bottom.

(Save path : Shared Document (or Public Document)
WRSUPPORT\RemoteCall\Capture\Date\Support No.)



4.5.2 Send URL

Send the URL to the customer's device to access the web page.



4.5.3 Clipboard

Access and synchronize the clipboard contents between the support agent's PC and the customer device. When the [Auto Sync Clipboard] option is enabled, the clipboard can be synchronized either automatically or manually by clicking the [Send/Import] button.

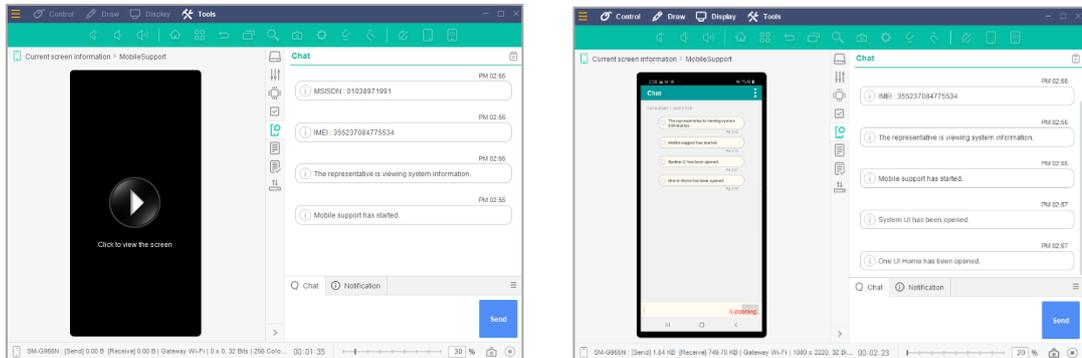
※ Users with Android OS version 10 or higher may encounter certain restrictions when utilizing the features.

4.5.4 Recording

Record the control screen of a customer's device with mobile support. After recording ends, the file is saved to the designated location in the Agent > Remote Support Settings, organized by date.

5. RemoteCall Mobile Support Service Features

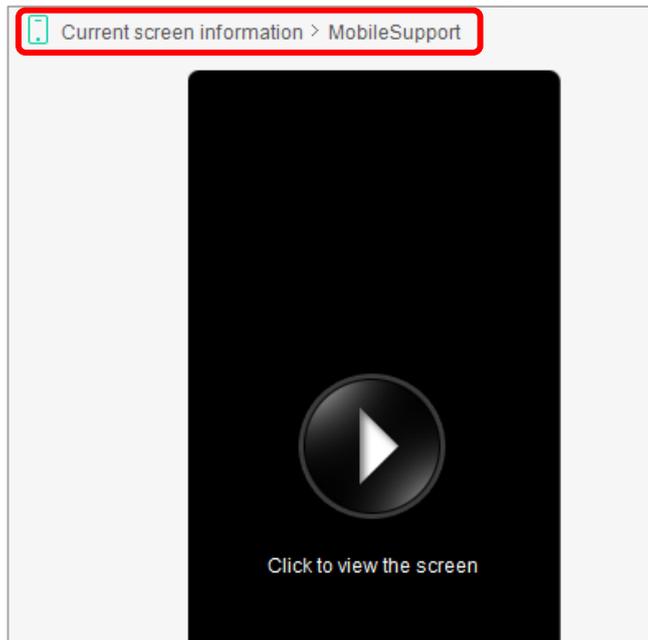
After connecting to mobile support, click the Play () button to view the customer's device screen for assistance. Then, click on Mobile Control to take control of the device after receiving the screen information.



When connecting to mobile support, the display lighting time on the customer's device will be temporarily adjusted to 10 minutes to facilitate the session, and it will revert to the previous setting after it ends.

5.1 Current screen information

If the device does not support the reception of screen information, or if the customer has paused screen sharing, verify the device's screen information through the current screen information.



5.2 System information

5.2.1 Basic information

It displays basic system information for devices with mobile support. Click the Copy to Notepad () button to enter the device's basic system information into Notepad. Click the Refresh () button to update basic system information.

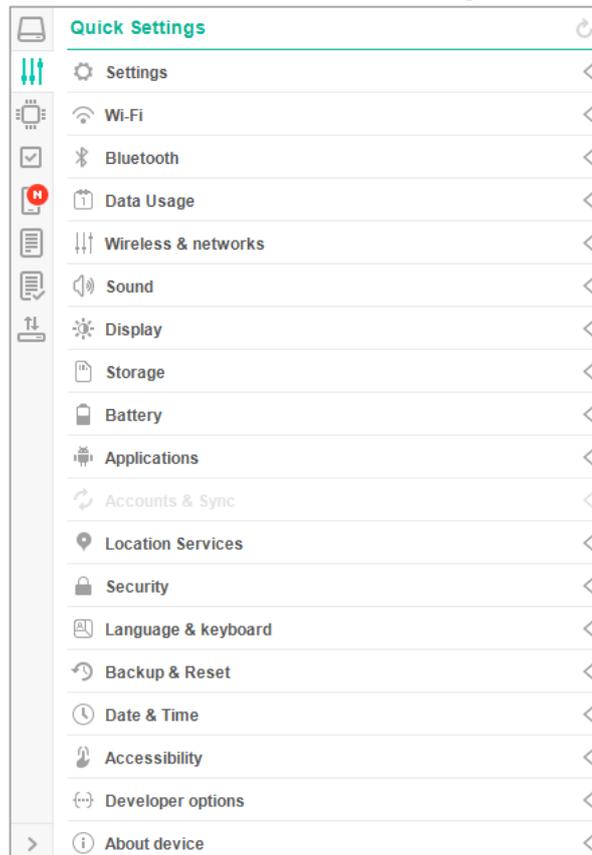
| | |
|------------------------------|--|
| Phone Number | It shows the mobile number information stored on the USIM. |
| Carrier | It shows the network information stored on the USIM. |
| Rooting | It shows whether the device is rooted or not. |
| Model Number | Go to About - Model Number to see the information. |
| Android Version | Go to About - Android Version to see the information. |
| Battery Level | Go to About - Battery Level to see the information. |
| Internal Storage | Go to Storage to see the internal storage information which is displayed as "Available storage/Total storage". |
| SD Storage | Go to Storage to see the SD storage information which is displayed as "Available storage/Total storage". |
| 3G/4G Signal Strength | It shows the strength of the 3G/4G signal in %. |
| Wi-Fi Signal Strength | It shows the strength of the Wi-Fi signal in %. |
| Memory | The device's memory information is displayed as "Available memory/Total memory". |
| Serial Number | It shows the serial number of the device. |
| Build Number | Go to About - Build Number to see the information. |
| MSISDN | It shows the MSISDN information stored in the USIM. |
| IMEI | Go to About - Status - IMEI to see the information. |
| Airplane Mode | Go to Wireless & Network - Airplane mode to enable/disable. |
| Wi-Fi | Go to Wireless & Network - Wi-Fi to see the settings. |
| Screen Resolution | It shows the screen resolution information of the device. |
| Bluetooth | Go to Wireless & Network - Bluetooth to enable/disable. |
| Language | Go to Language & Keyboard - Language to see the information about preferred languages. |
| Account | Go to Accounts & Sync - Account to see the information. |

| | |
|------------------------|---|
| Background Data | Go to Accounts & Sync - Background data to enable/disable. |
| Auto-Sync | Go to Accounts & Sync - Auto-sync to enable/disable. |
| Silent Mode | Go to Sound - Silent mode to enable/disable. |
| Passwords | Go to Location and Security - Passwords to see the information. |
| Roaming | Go to Wireless & Network - Mobile networks - Data roaming to see the information. |
| Ring Volume | Go to Sounds - Volume - Ring volume to see the information. |
| Speaker Volume | Go to Sounds - Volume - Media volume to see the information. |
| APK version | It shows the version information of RemoteCall. |

5.2.2 Quick Settings

Check and change the settings of the currently supported device by clicking each section.

Click the Refresh (↻) button to update the settings.



* Note : The Quick Settings features may vary among devices and manufacturers. Certain features may not be supported by all devices.

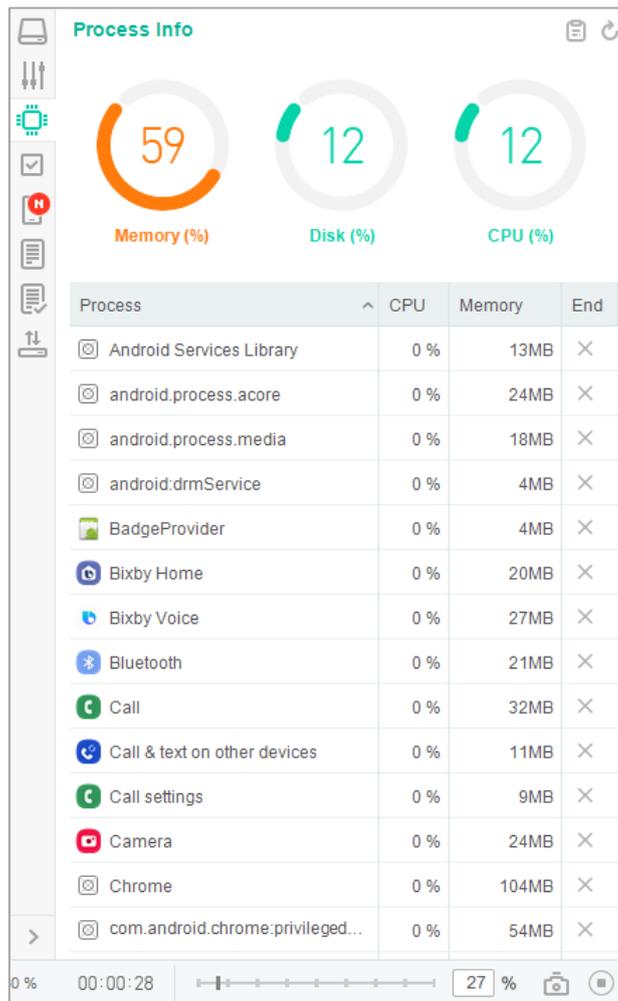
5.2.3 Process Information

It shows memory status and the running process information of devices.

Click the Copy to Clipboard (📄) button to copy the memory information or process information of the device to clipboard, and paste it in Notepad.

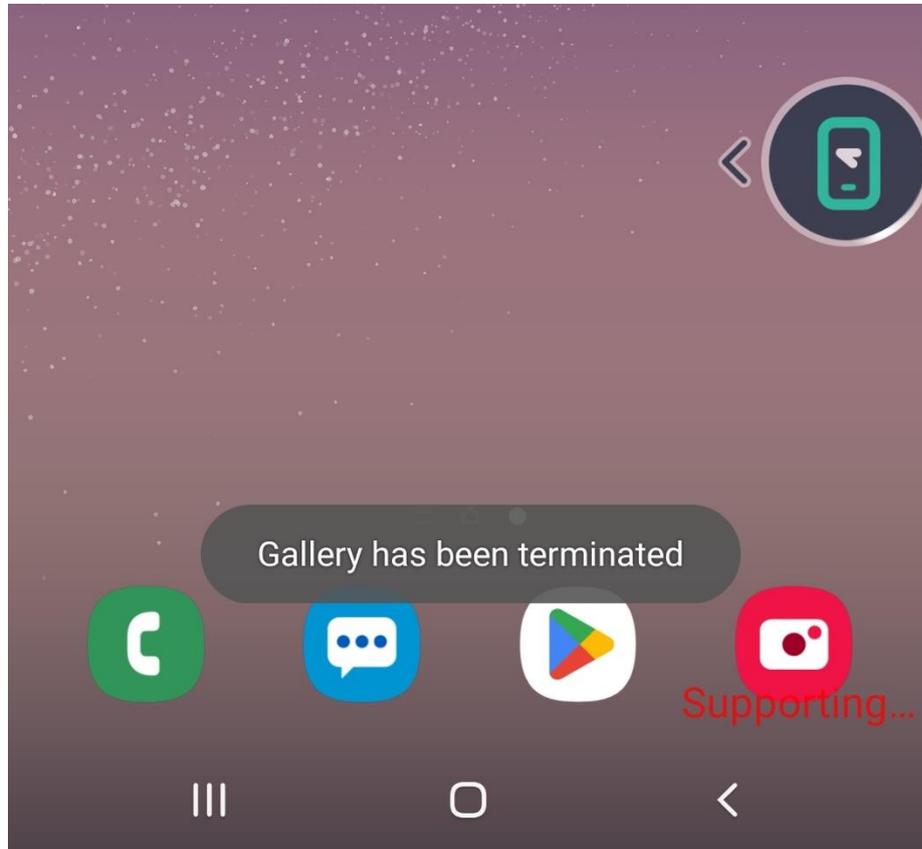
Click the Refresh (🔄) button to update memory information or process information.

| | | |
|----------------------------|---------|---|
| Memory Information | Memory | It shows how much memory is currently being used. |
| | Disk | It shows the amount of disk space currently being used. |
| | CPU | It shows how much CPU is currently being used. |
| Process Information | Process | It shows information about the currently running process. |
| | CPU | It shows the CPU usage of the currently running process. |
| | Memory | It shows the memory usage of the currently running process. |
| | End | It terminates the selected process. |



5.2.4 Ending a process

- ① Click the End [x] button at the far right to terminate the process.
- ② A message appears confirming the end of the process.
- ③ Click [Yes] to end the selected process and a pop-up message ending the process will appear on the device.

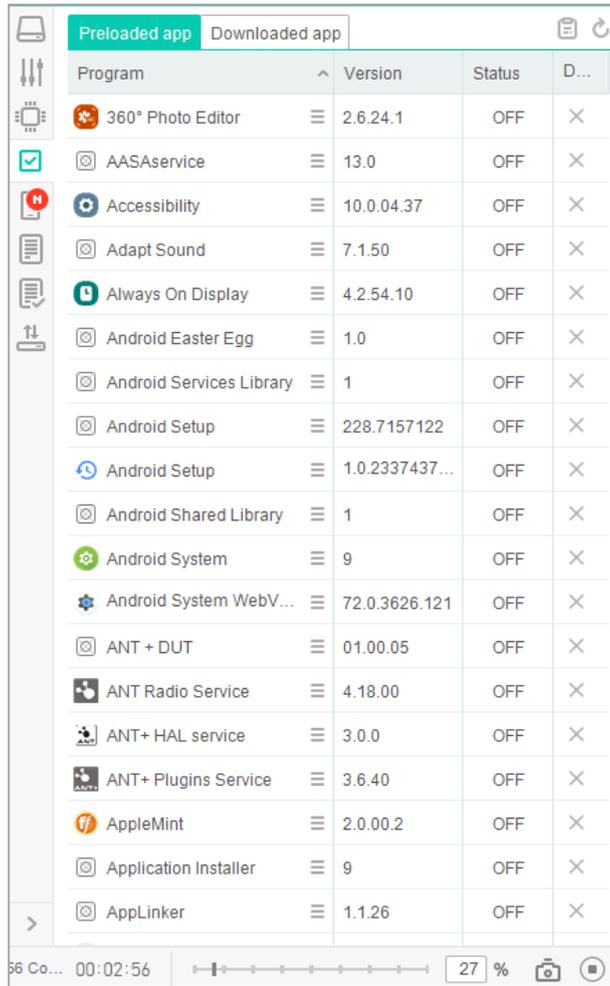


5.2.5 About the app

It shows a list of applications that are installed on the device.

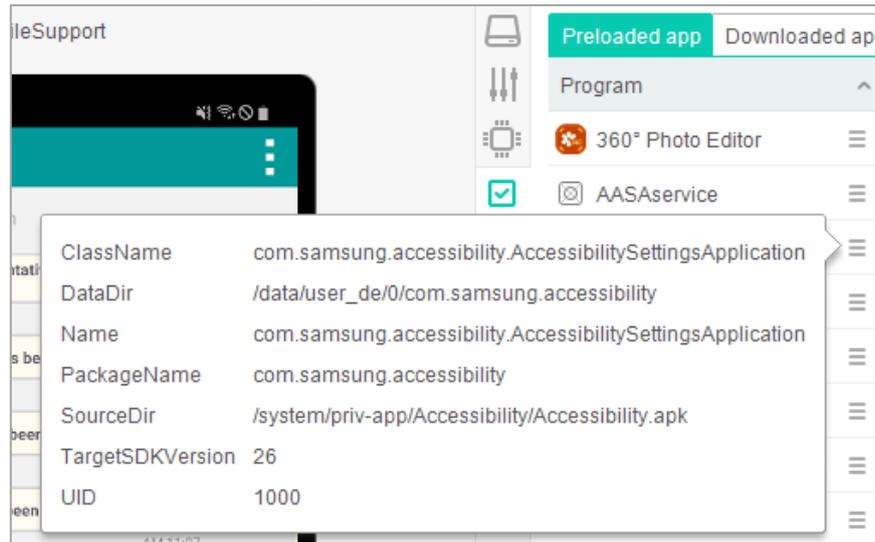
Use the left and right toggle buttons to switch between the Default Applications (C) and User Installed Applications (U) lists. Click the Copy to Clipboard (📄) button to copy the memory information or process information of the device to clipboard, and paste it in Notepad. Click the Refresh (🔄) button to update the list of applications.

| | | |
|---------------------------------|---------|---|
| Applications Information | Program | It shows the name of the installed application. |
| | Version | It shows the application version. |
| | Status | It shows the running status of the application. |
| | Delete | Uninstall the application. |



5.2.5.1 Application details

View the details of the program.



5.2.5.2 Running an application

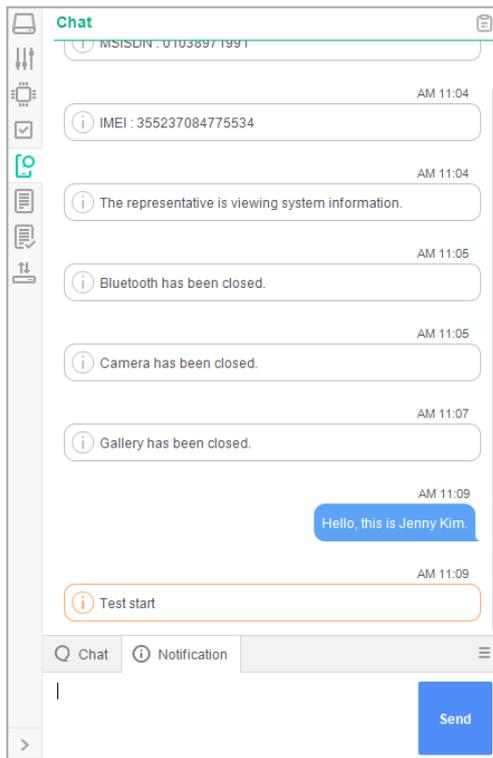
Double-click the application information to run the program.

5.2.5.3 Uninstall an application

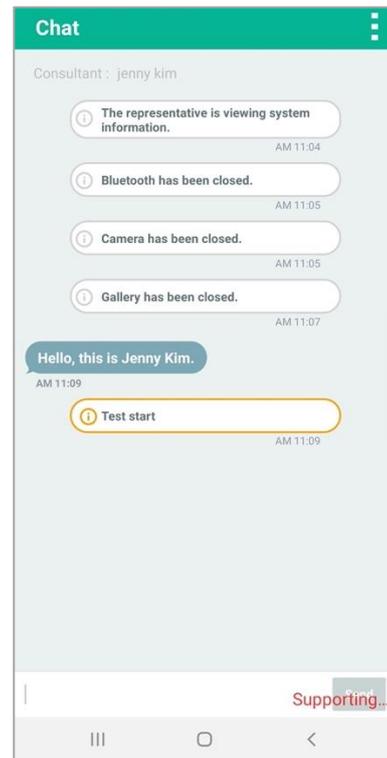
- ① Click the Uninstall (X) button to the right of the application to remove.
- ② A message appears to confirm application removal.
- ③ Click [Yes] to display the screen to uninstall application on your device.

5.2.6 Chat

A chat window appears on the device to provide chat support and send toast messages. Mobile support logs such as remote control, device information collection, and program execution are displayed. Click the tab button to switch between the chat/notification windows. Click the Copy to Notepad (📄) button to enter the chat/notification information and mobile support logs into Notepad.



[Chat - Support Agent]



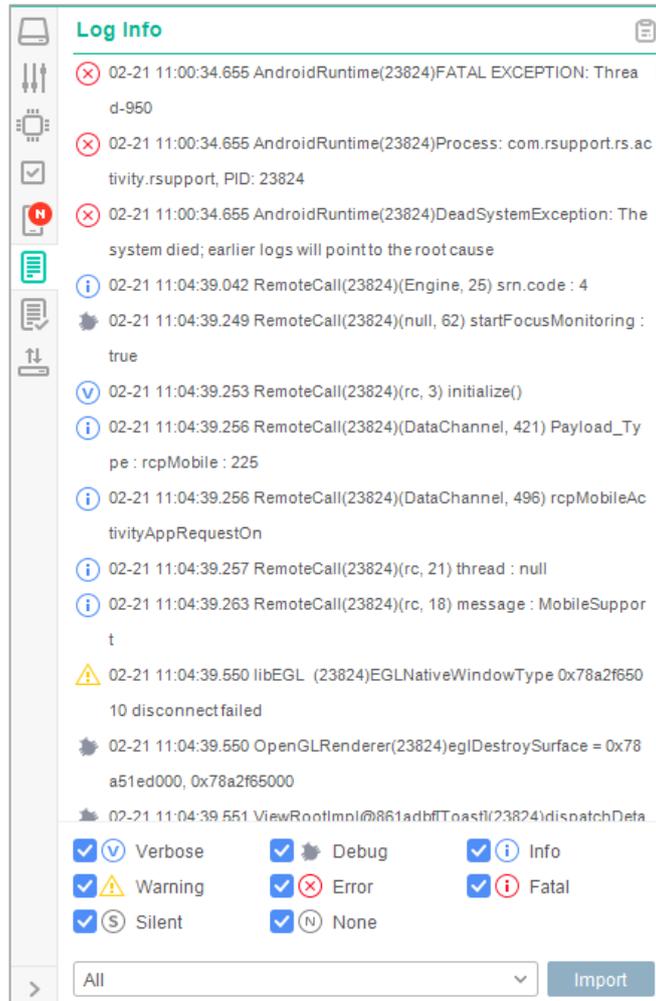
[Chat - Customer]

5.2.7 Logs

Import log information for devices currently being supported. Tick the checkboxes to adjust the level and number of lines of logs to import: 500 lines/1000 lines/all.

※ Acquiring system logs is not supported in environments with Samsung 5.0 and higher.

Click the Copy to Clipboard () button to copy the imported device's log information to clipboard, and paste it in Notepad.



5.2.8 Mobile system log commands

Retrieve logs using pre-registered special commands.

- Notes: How to register log commands

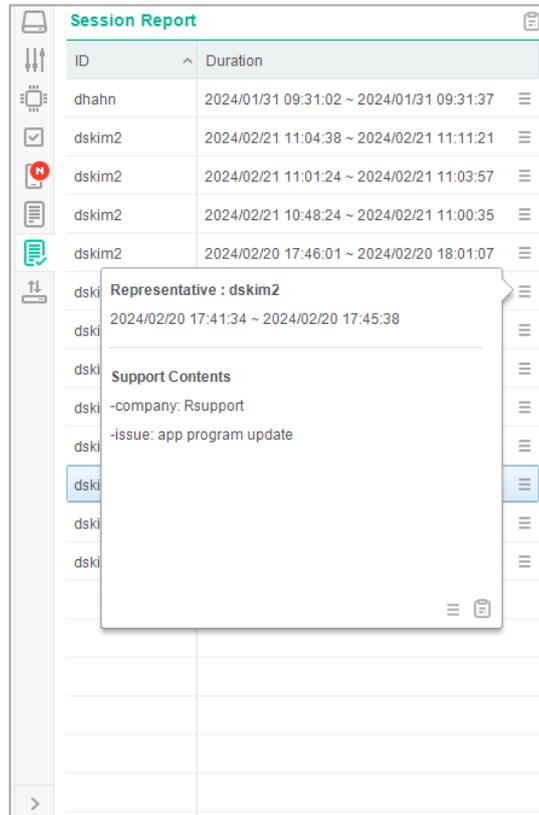
- ① Click the [Admin Page > Mobile System Log Commands] menu.
- ② Click [Add] to register the log command.

* Note : Admin Page > Group Options Information > The 'Mobile System Log Commands' option must be set to Enabled.

5.2.9 Session Report

The system searches and displays the previous support history based on the IMEI of the supported device. However, if the session report is unavailable or cannot be verified, it will not be shown.

Click the Copy to Clipboard () button to copy the support history to clipboard, and paste it in Notepad.



- Notes:

If the "Privacy" option is enabled under User Management > Company > Access Page Settings > Preferences, the session report will not be displayed. Additionally, the customer's personal information (customer name, mobile number, MSISDN/IMEI, public/local IP, customer MAC address) will not be stored in the history on the admin page.

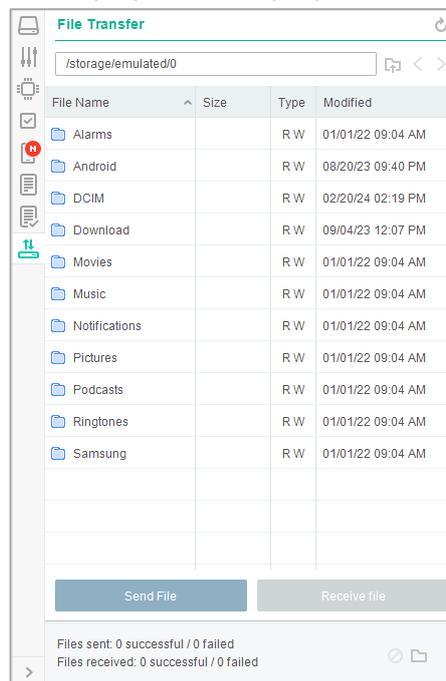
5.2.10 File Transfer

Check the list of files on the device and import the stored files/folders to the support agent's PC, or transfer the files/folders from the support agent's PC to the device with the customer's consent.

※ In accordance with Android security policies, some folders and files may be restricted on the transfer and deletion of certain folders and files from the transfer list for Android 11 and later devices.

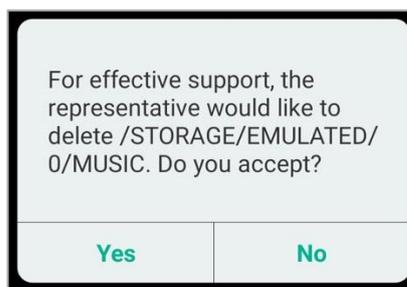
5.2.10.1 Check the file list

Click the folder path combo box to view the history of moved files, navigate to the parent folder, (↶) to previous (⏪) and next (⏩), or refresh the file list (🔄).



5.2.10.2 Delete files

- ① Select the files/folders to delete, then right-click and select Delete.
- ② A message confirming the file/folder deletion will appear.
- ③ Click [Yes] and a message will appear on the customer's device asking for consent to delete the file/folder.



- ④ If the customer agrees to delete the file/folder, then the selected file will be deleted.

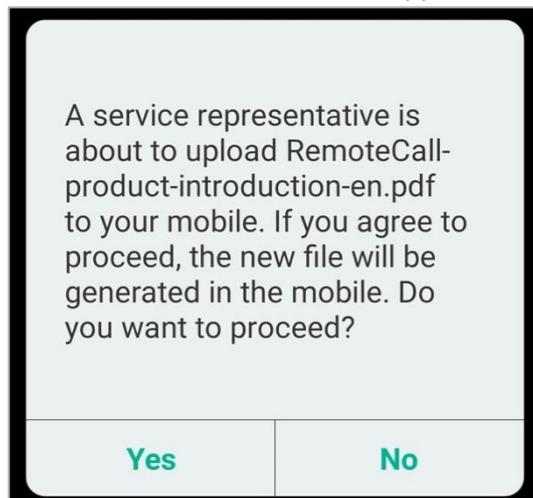
- ⑤ If the customer declines to delete the file/folder, the selected file will not be deleted. Then a message appears that the request to delete the file/folder has been declined.

5.2.10.3 Running the file

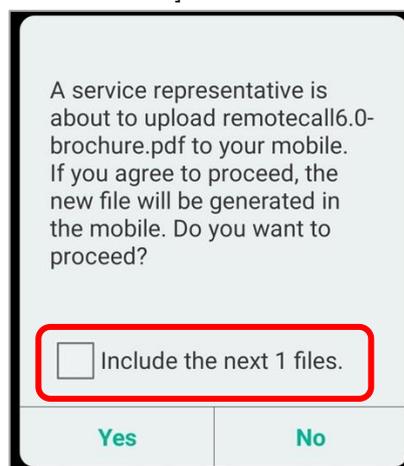
- ① After selecting the file to execute, right-click on it and choose the Run File option.
- ② A message confirming that the file is running appears.
- ③ Click [Yes] to run the selected file.

5.2.10.4 Sending/Receiving files

- ① After selecting the file/folder to transfer, click [Transfer] to request the file transfer.
- ② A message with consent to receive a file appears on the connected customer's device.



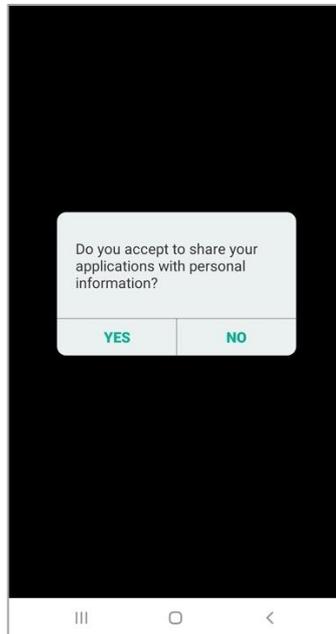
- ③ When the customer agrees to send or receive a file, file transfer begins. Check the file transfer progress via the top status bar on the customer's device or the file transfer status window in the Viewer.
- ④ When the customer declines to send or receive a file, file transfer is cancelled.
- ⑤ When sending multiple files, a message will be displayed for each file requesting consent to send/receive files. To agree to sending/receiving all files in the future, select [Include the next 1 file].



5.3 Lock Application

The support agent can restrict or allow access to applications that have been pre-registered on the customer's device.

※ In some cases, devices with lower OS versions may not be supported, depending on the device OS version from certain manufacturers.



[Lock Application-Customer]

- ① Lock application: When a pre-registered application is launched on a customer's device, a consent message for program sharing will appear. If the customer accepts, the application will run. If the customer declines, the application will close. The consent message does not appear when an unregistered application is launched.
- ② Allow application: When an unregistered application is launched on a customer's device, a consent message for program sharing will appear. If the customer accepts, the application will run. If the customer declines, the application will close. The consent message does not appear when a pre-registered application is launched.

5.3.1 How to register to lock application

- ① Admin Page > User Management > Groups > Details. Set the [Lock Mobile Application] option to 'Enable' and the [Application Lock Type] option to 'Lock'.
- ② Click Admin Page > Manage Consultation Tools > Lock Application (mobile).
- ③ Click [Add] to register the title and name of package of the application to be restricted, and set the type to 'Lock'.

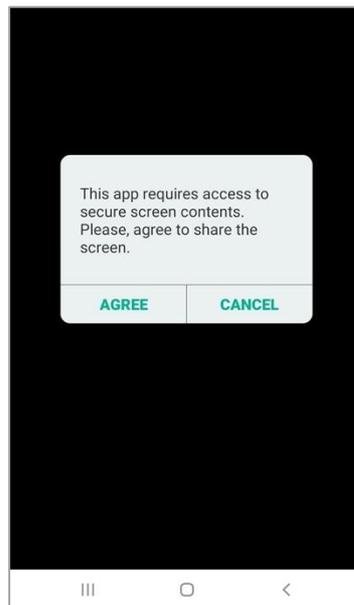
5.3.2 How to register to allow application

- ① Admin Page > User Management > Groups > Details. Set the [Lock Mobile Application] option to 'Enable' and the [Application Lock Type] option to 'Enable'.
- ② Click Admin Page > Manage Consultation Tools > Lock Application (mobile).
- ③ Click [Add] to register the title and name of package of the application to be restricted, and set the type to 'Allow'.

5.3.3 Screen security app settings

The support agent can remove screen sharing restrictions for Android apps on customer's device that have screen protection permissions. When a pre-registered screen protection application is launched on a customer's device, a consent message for screen sharing appears. If the customer accepts, the app screen is shared in the Viewer. If the customer declines, the application will still run, but the screen is not shared.

※ The Screen Security app is compatible with Android OS 4.4 KitKat or later versions. This feature may not be supported on certain devices and OS versions, such as Samsung devices (where permission cannot be obtained), and does not work on devices that support split screen.



[The Screen Security App-Customer]

- ① Admin Page > User Management > Groups > Details. Set the [Unlock Mobile Application] option to 'Enable'.
- ② Click Admin Page > Manage Consultation Tools > The Screen Security App (mobile).
- ③ Click [Add] to enter the title and name of package of the application to be registered, and then click [Save].

5.4 Keyboard Shortcuts

Use shortcut keys for seamless mobile support.

If control permission cannot be obtained on some devices, the icon will be disabled.

| | | |
|---|---------------------------------|---|
|  | Turn speakerphone on/off | Turns the device's speakerphone on/off. ※ This feature is not available when connecting to OS 12 devices |
|  | Volume -/+ | Adjust the volume on device. |
|  | Home | This is equivalent to pressing the Home key on device. |
|  | Menu | This is equivalent to pressing the Menu key on device. |
|  | Go Back | This is equivalent to pressing the Back key on device. |
|  | Recent Apps | This is equivalent to pressing the Recent Apps key on device. (It may not be supported on all devices) |
|  | Search | This is equivalent to pressing the Search key on device. |
|  | Camera | Launch the device's camera app. |
|  | Settings | Go to the device's preferences. |
|  | Rotate | Turns the device's Auto Rotate on/off. |
|  | Minimize the status bar | Hide the device's status window. |
|  | Maximize the status bar | Show the device's status window. |
|  | Hide/Show Screen Text | Hide and show text on the device's screen. |
|  | Screen Lock | Lock the screen on devices. |

- Notes: The functionality of the keys remains active even when clicking the button on the device's surface. (Home, Menu, Back, Search keys only)

- Notes: Keyboard Shortcuts

| | | |
|----------------|--------------|---|
| Esc | Back key | This is equivalent to pressing the Back key on device. |
| Home | Home key | This is equivalent to pressing the Home key on device. |
| Page Up | Menu key | This is equivalent to pressing the Menu key on device. |
| Delete | Delete key / | Removes one character after the cursor when typing a character. |

| | | |
|-------------------|-----------------|---|
| | Right arrow key | Otherwise, the right arrow key works on some devices. |
| Backspace | Backspace key | It works the same as the Backspace button on the virtual keyboard when entering characters. |
| Enter | Enter key | It works the same as pressing Enter on a device. |
| Arrow key | Arrow keys | It works the same as pressing the arrow keys on your device. |
| Keypad -/+ | Volume -/+ | Adjust the volume on device. |

In addition to the keys defined above, certain applications may be launched or specific features may be activated depending on the device. The following keys are currently confirmed to work on some devices.

End: Act as the Lock key (screen lock) on some devices

F2: Act as the Menu key

F3: Launch device's recent call history application

F5: Act as the Search key

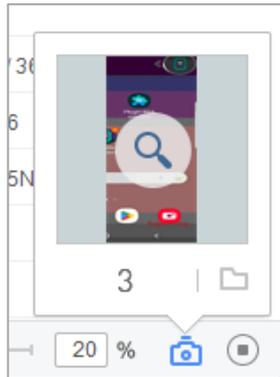
Type character and number keys while waiting: The search application is launched to search for the entered characters

5.5 Bottom Status Bar

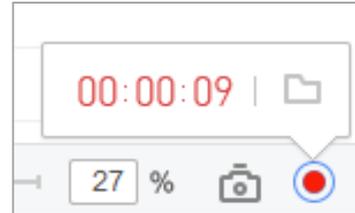
It shows the information about mobile support status.

| | | |
|-----------------------------|-----------------------------|---|
| About the status bar | Data communication volume | It shows the amount of display data communication. |
| | Network status | It shows the network connection status. Mobile support connections: P2P/Gateway, device network connection: Wi-Fi/3G |
| | Screen resolution of device | It shows the screen resolution information of the device. |
| | Display color | It shows the color of the display as it appears in the Viewer. |
| | Display ratio | It shows the ratio of the display in the Viewer |
| | Support duration | It shows the duration of the mobile support |
| Feature | Screen capture | Performs Tool>Screen capture function. Hover the mouse cursor over to preview saved images and move to another folder. |
| | Recording | Performs Tool>Recording function. It shows the recording status and the recordings can be moved to another folder. |

[Bottom status bar during remote support]



[Screen capture]



[Recording]

6. Mobile Support App Features

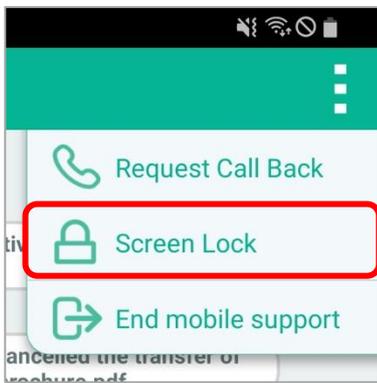
6.1 Key Features

6.1.1 Check for updates

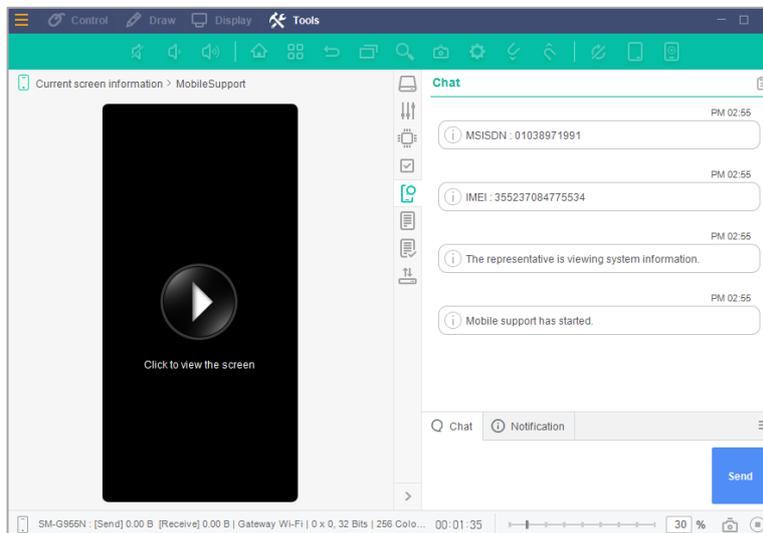
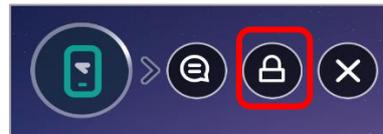
When launching the Mobile Support app, the server is checked for updates. If newer modules are available, they can be updated with the customer's consent.

6.1.2 Screen lock

Customers have the option to stop screen sharing and remote access at any time if they prefer not to be controlled remotely by a support agent. In such situations, the support agent may request the customer's consent to unlock the screen for further assistance.



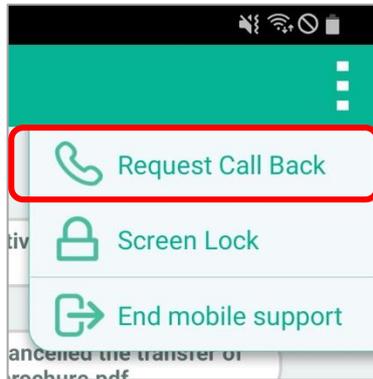
or



[Screen sharing is stopped]

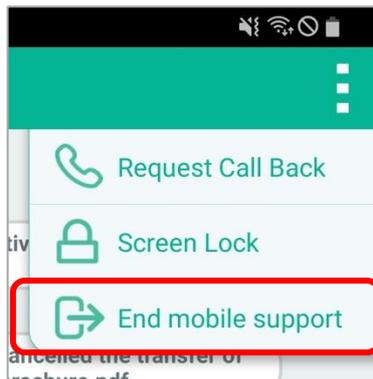
6.1.3 Request call back

During mobile support, customer can request a call back to a support agent, if needed. Customer enters the contact number and request a call. The Viewer is activated and a call request message appears.



6.1.4 End mobile support

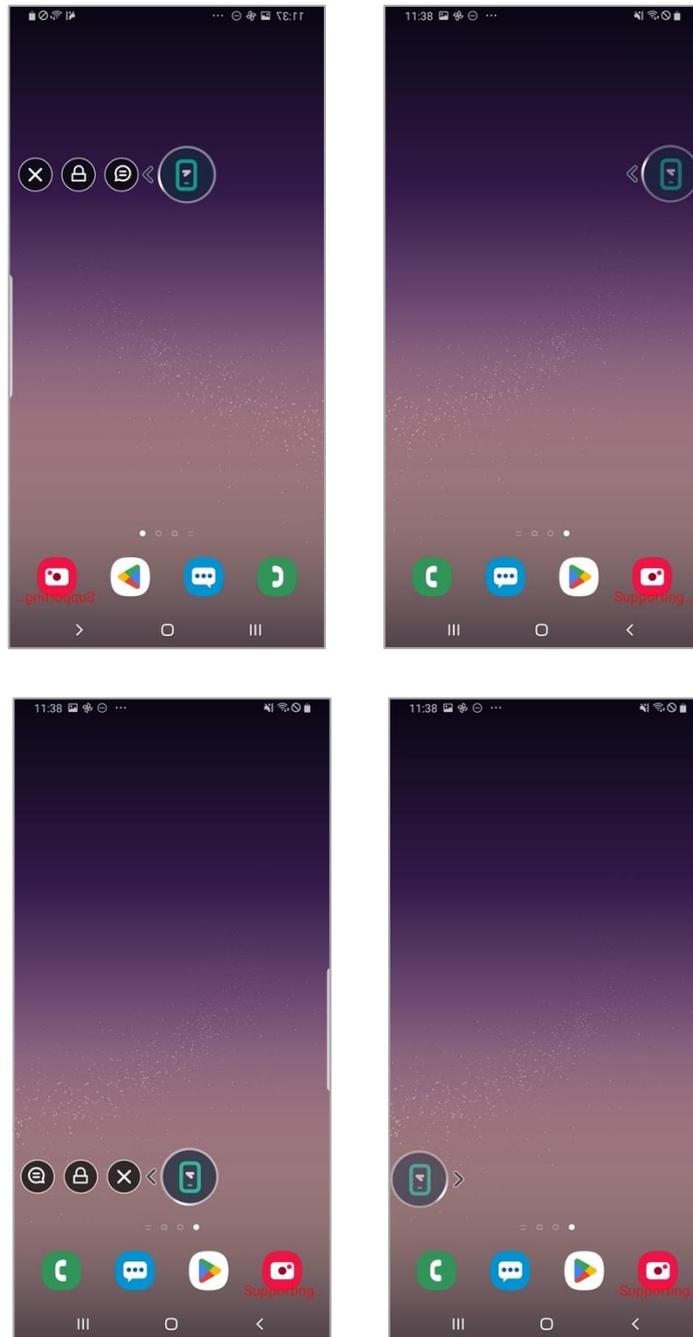
Exit the session by selecting End Mobile Support from the top menu.



6.2 Quick menu

Use the quick menu to navigate to the mobile support page from any screen, and to lock the screen and end support. The quick menu can be moved around freely.

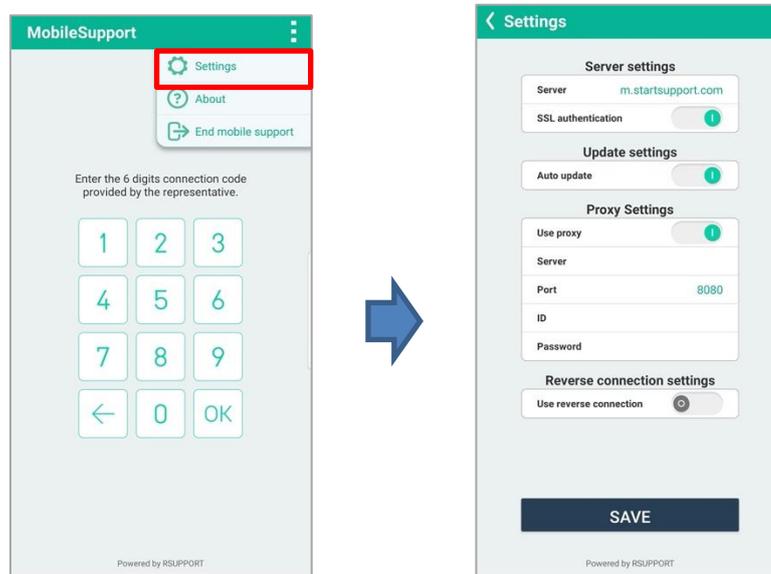
If the customer's device is running Android OS 10 or higher, the quick menu icon may not be visible on some screens.



[How the Quick menu works]

6.3 Other Features

After launching the Mobile Support app, click the top menu bar on the connection code page, and click Settings in the drop-down menu to be redirected.



[Click Settings after launching the app]

[The Settings page]

6.3.1 Server settings

Change settings for mobile support. Mobile support may not be available when changing the server address. In this case, follow the support agent's instructions and only make changes if necessary.

6.3.2 Update settings

Automatic updates can be configured on the app.

6.3.3 Proxy Settings

To use proxy server, enable 'Use Proxy' option and enter the server information. If proxy server information is unavailable, contact the internal network administrator to find out.

6.3.4 Reverse connection settings

When reverse connection is enabled, the connection code is displayed on the mobile screen and the support agent enters the code to connect with the customer.

- Notes: For more information, see [7. Reverse Connection].

7. Reverse Connection

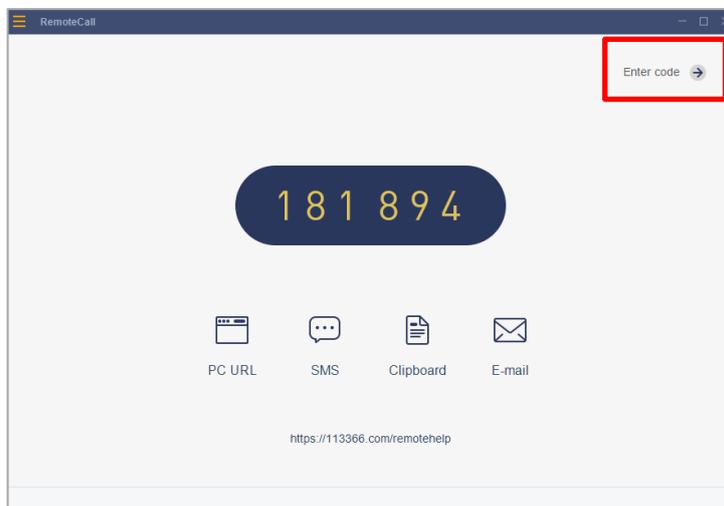
7.1 About reverse connection

The support agent enters the connection code for the customer. This feature is for situations where customer is in difficult situation to enter the connection code. After installing the app, settings must be configured in advance. It can be useful for selected device to receive mobile support.

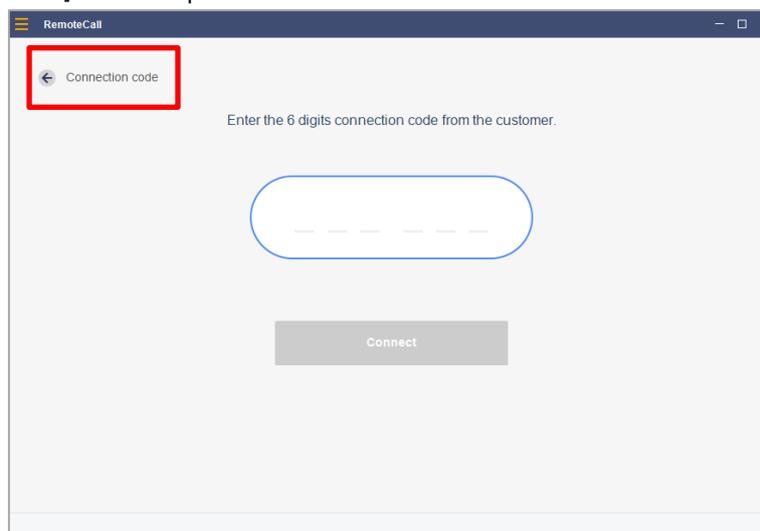
- Notes: The reverse connection is only available when an administrator enables the function.

7.2 Switch Viewer with reverse connection

Switch to reverse connection by clicking [Enter code] in the top right corner of the waiting page on the Viewer.



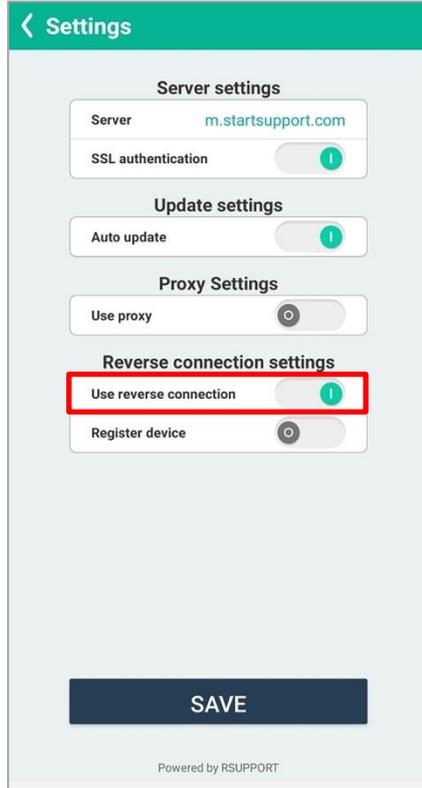
- Notes: In order to return to the page where customer enters the connection code, click [Connection code] in the top-left corner of the Viewer.



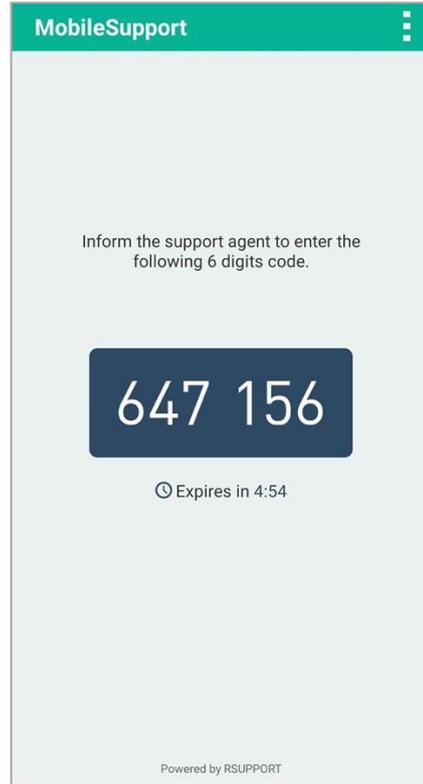
7.3 Change app settings with reverse connection

After launching the Mobile Support app, click the top menu bar on the connection code page, and click Settings in the drop-down menu to be redirected.

To use reverse connection, toggle on  the button, then select [SAVE] at the bottom of the screen to save. When reverse connection is activated, the app displays a connection code instead of a page for code entry. The customer must provide this code to the support agent.



[Enable reverse connection]

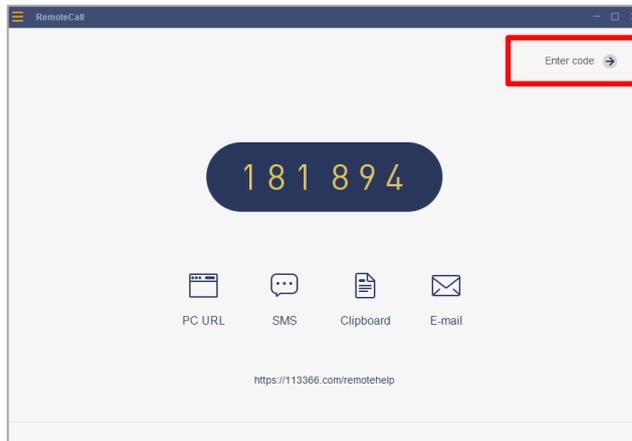


[The code when using reverse connection]

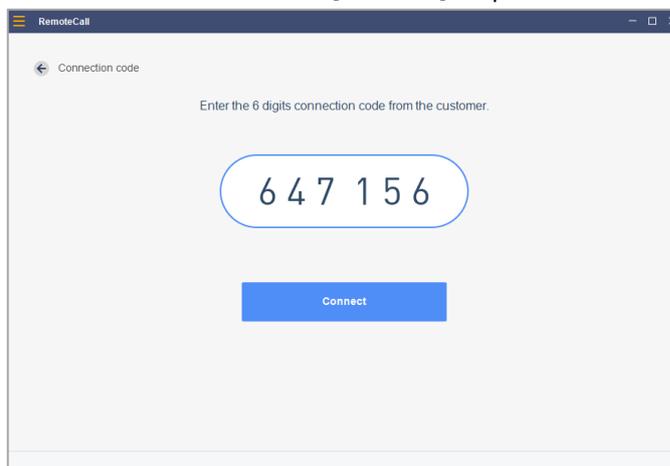
7.4 Open RemoteCall Mobile Support using reverse connection

This is similar to the general way of accessing RemoteCall Mobile Support.

- ① Prepare for a remote support (download and install the Agent).
- ② Log into the Agent.
- ③ Switch to reverse connection by clicking [Enter code] in the top right corner of the waiting page on the Viewer.



- ④ Download and install the app → After launching the app, select [Use reverse connection] in the Settings. <See page 42 for changing reverse connection in the app>
- ⑤ Notify remote connection instructions → Confirm the connection code from the customer and enter it into the Viewer, then click [Connect] to provide mobile support.



For more information about RSUPPORT, please visit
<https://www.remotecall.com>
<https://www.rsupport.com>

Korea

9F-15F S-Tower, 10, Wiryeseong-daero, Songpa-
gu, Seoul, Korea 05544
Call +82-70-7011-3900
Fax +82-2-479-4429
Technical inquiries : support.kr@rsupport.com
Sales inquiries : sales.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 7 階
購入前のご相談 : 03-6273-3871
テクニカルサポート : 03-6273-3872
お問い合わせ : <https://help.remotecall.com>

China

北京市朝阳区阜通东大街 6 号
方恒国际 A 座 2708
咨询电话 : +86-10-8256-1810
联系邮箱 : co-china@rsupport.com