R: RemoteCall

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 Visual Support

RemoteCall Agent Visual Support
Ver. 7.4.0

2023.11.16

R: SUPPORT

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NOTE

Verify that the device is connected to a Wi-Fi network before initiating a video session. Connecting through a mobile broadband connection (3G/4G/5G) may result in high data rates and overage fees.

Modifying developer option on the device might result in unexpected action.
Go to Device > Settings > Developer Options > and disable the "Do not keep activities" option,
to use it.

Glossary

Terms	Description
Visual support	A remote support tool that enables customers to share smartphone camera footage with support agents. In case of electronic/mechanical equipment issues, support agents can remotely access the footage to diagnose the problem.
Remote control	A customer's device is controlled from the support agent's or operator's computer.
Administrator	Responsible for managing remote control environments and operators' permissions.
Operator (=user)	Responsible for remote control and consultation
Client	The person requesting remote control from the operator
Agent	The program executed by the operator when performing remote control
Viewer	The program that connects to the client's device to enable control during remote session
Start	The state where the operator waits for the client to initiate visual support
Session	The state where the operator and the client are connected
Connection code	The number entered by the client on their device to establish a remote control connection
Authentication server	A server that verifies the ID and password when the operator logs in to the Viewer
Control permission	The permission granted to the operator to control the client's device with the client's consent
Video mode	A remote session is conducted using video footage provided by the customer
Photo mode	A remote session is conducted using photos taken by the customer

RemoteCall

Table of Contents

R:RemoteCall

1. Introduction to RemoteCall Visual Support

1.1 What is RemoteCall Visual Support?

RemoteCall Visual Support is a remote support tool that enables customers to share smartphone camera footage with support agents. In case of electronic/mechanical equipment issues, support agents can remotely access the footage to diagnose the problem.

1.2 Minimum/Recommended Requirements for Support Agents

We recommend the following requirements for the support agents.

(Currently, this product is only available in Windows.)

	Minimum	**Recommended**
Operating System (OS)	Windows 10 or later	Windows 10 or 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 addresses 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 or later iOS 13 or later	Android 4.0.4 or later iOS 14 or later
Network	3G, 4G, 5G or Wi-Fi	
Required	Built-in camera functionality	

2. Getting Started with RemoteCall Visual Support

2.1 Download and Install the Agent

To provide visual support, support agents must install RemoteCall Visual Support Agent on their PC using the following method.

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 ( ) button will be created on the desktop.

For Proxy Server users, proceed by selecting the option that best fits the environment.
Contact the network administrator for proxy server information.

2.2 Support Agent Login

To provide visual support, logging in to RemoteCall is required.

① Launch RemoteCall by double-clicking the shortcut ( ) button located on the desktop.

② Enter the provided ID and password, then click the [Login] button to proceed.

③ The Agent login has been successfully completed.
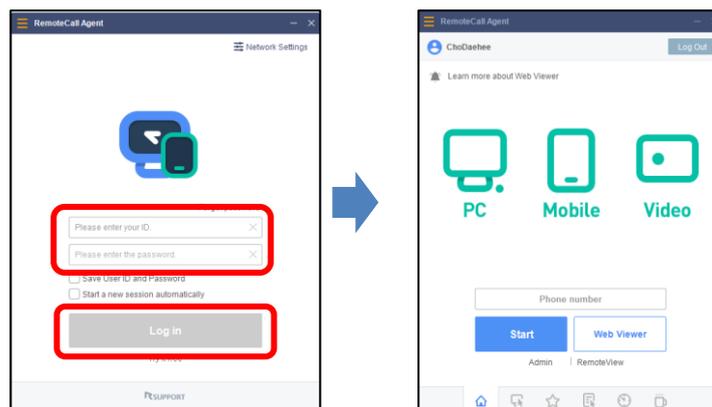
2.3 Waiting for Visual Support

After logging in, support agents must click "Start" to change their status to Available in order to offer visual support to customers.

① Click the [Start] button.

※ When the [Web Viewer] button is clicked, a waiting page is created in the 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/
For visual support, waiting for phone number option is not supported.

② The Viewer is launched on the support agent's PC and is in a waiting state for connections.
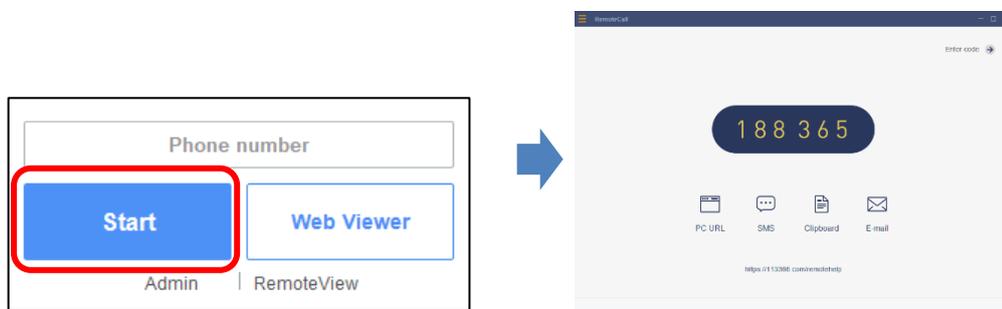
2.4 Download and Install the App

Once the support agents are ready to take calls, the customer is guided to install the app via SMS to receive visual support.

- Note: The option to send app installation information via SMS can be configured in the admin page.

Go to Admin Page > Group Options > Session Start/End Settings > and activate Send App Installation Information via SMS (Use All)

① To send SMS, click on the "Send App Installation Information via SMS" screen.
② Confirm the country and phone number of the SMS recipient and click "Request".

2.4.1 For Android user

① Guide the customer to open the received SMS link.

(SMS link address: https://113366.com/lnk/6/connection code)

② Once opened, instruct them to select "Start Visual Support" on the related URL page.

③ They will be directed to the Play Store.

④ Guide them to follow the steps to download and install the Visual Support app.

2.4.2 For iOS user

① Guide the customer to open the received SMS link.

(SMS link address: https://113366.com/lnk/6/connection code)

② Once opened, instruct them to select "Start Visual Support" on the related URL page.

③ They will be directed to the App Store.

④ Guide them to follow the steps to download and install the Visual Support app.

2.5 Getting Connected

① Once the app is launched, the remote connection is initiated.

- Note: Depending on the admin settings, a confirmation window for visual support consent may appear.

- Note: If the phone number the support agent waited for does not match the customer's number, or if the phone number was not placed on hold, the connection will not be established. In this case, guide the customer to enter the 6-digit connection code displayed on the Viewer and press OK.

* Note: For iOS devices, access is only allowed through the 6-digit connection code.
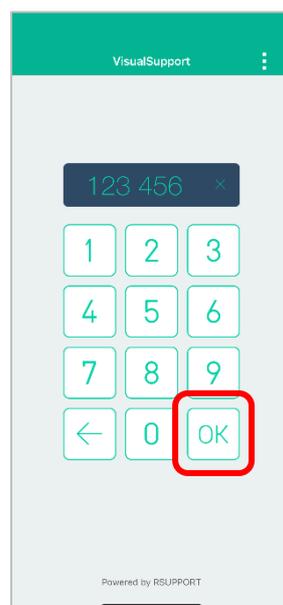
② When a customer connects with a support agent who are available, the camera screen of the customer's device will be displayed on the support agent's waiting screen in the Viewer.
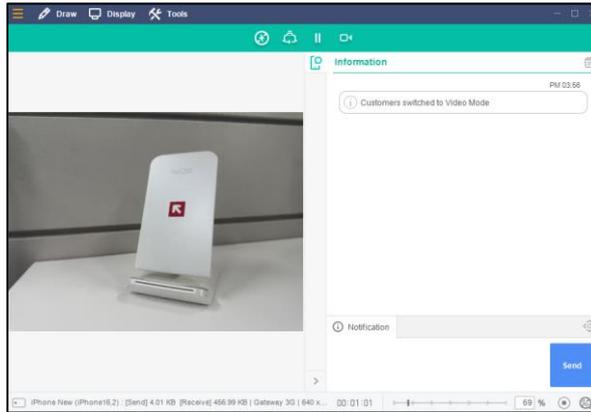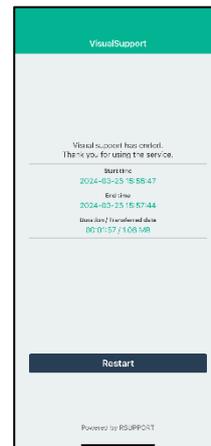

2.6 Ending the support

The start and end times of the support session are displayed with an end of session message.
Terminate the session by clicking the End visual support button in the top right corner.
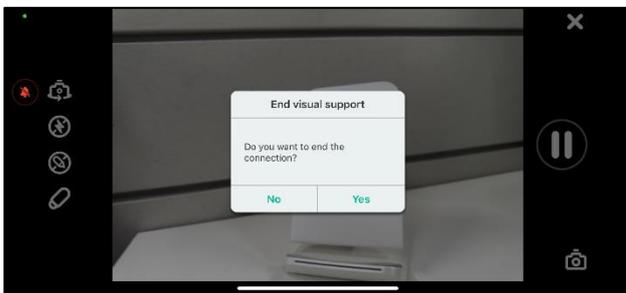
[Click "End visual support"]   [End of session message]

3. RemoteCall Visual Support Features

RemoteCall Agent/Viewer Features

■ **Agent Features**

⚙ **Network Settings**	Authentication server	Authentication server, server port: Enter the server address and port the support agent checks to authenticate credentials upon login.
		Enable SSL authentication: Select to use SSL to authenticate support agent.
	Proxy server	Manual settings: The support agent manually fills in proxy server information. Contact the internal network administrator to find out.
		Automatic settings: Automatically discover and connect to proxy servers.
⌂ **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.
	Feedback	A feedback page will pop up.
⌨ **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.
☆ **Favorites**	Favorites (URL)	Register and manage frequently used URLs.
	Short messages (video)	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.

3.1 Viewer Features

The following features are available to facilitate visual support sessions.

☰	Voice chat settings	Default settings: Select the microphone and speakers to use for voice chat.
		Audio effects: Select to use audio effects.
	Always on top	Position the Viewer on top of other windows at all times.
	Write a session log	Create a log for each remote session.
	Lock the Viewer	The Viewer is locked.
	End	Exit remote support.
	Start drawing	Draw curves on the customer's device.

Draw	Type of drawing	Select a drawing shape.
	Drawing colors	Change the color 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 50-200%.
	Display adjustment	Resize the screen to fit the current Viewer display.
	Screen rotation	Rotate the screen 90 degrees clockwise.
	Image quality adjustment	Adjust the video quality.
Tools	Capture screenshot	Save the current screen as an image.
	Recording	Record the current screen.
	Voice chat	Start/end a voice chat.
	Flash	Turn on and off the flash on the customer's device.
	Switch front/rear camera	Switch between the front and rear cameras for capturing images.
	Speakerphone	Enable and disable speakerphone on the customer's device. <iOS is not supported>
	Start/stop video transmission	Start or stop sending the current video.
	Switch photo/video modes	Switch the screen sharing mode to photo or video mode.
	Location permission request	Request to use customer's location information. <As per policy, the collection of customer location information may not be provided by default>

3.1.1 System Menu

3.1.1.1 Voice chat settings
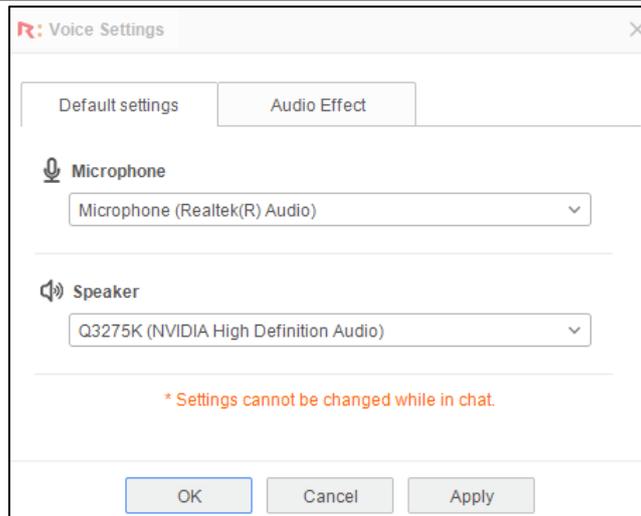
- Default settings

    Select any of the installed microphone/speaker devices, and settings cannot be changed during voice chat.

- Audio effect

    Select to use audio effects.

    Effects to apply: Remove Echo / Auto-adjust Volume / Remove Background Noise / Background Music while in Mute / Voice detection

3.1.1.2 Always on top

It helps to provide visual support without inconvenience by staying at the top above other program windows.

### 3.1.1.3 Write a session log

Create a log for each remote session.

- Note: Go to the Admin Page > Group Options > Session Start/End Settings > Use Reporting after Session Ends

✔ Skip: The report function is not currently used.

✔ Optional: Support agents can choose to use the report function.

✔ Required: Writing a report is compulsory.

3.1.1.4 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.

3.1.2 Drawing
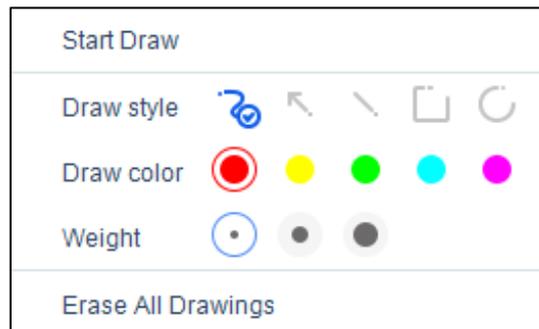
3.1.2.1 Start drawing (Ctrl+Window+Shift)

Draw curves freely on the screen during a session.

3.1.2.2 Style

Support agent can select the desired shape and draw on the customer device.

3.1.2.3 Colors

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

3.1.2.4 Line thickness

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

3.1.2.5 Clear all

This option erases all the drawing on the captured image.

3.1.3 Screen

3.1.3.1 Resizing screen

Adjust the customer's device screen transmitted to the Viewer.

- Note: Enable or disable screen size in the Group or Support Agent Options on the Admin page.

  ✔ Group settings : Admin Page > Group Options > Configure Viewer Features > Zoom In/Out (Use All)

  ✔ Support agent settings : Admin Page > Configure Agent > Configure Viewer Features > Zoom In/Out

3.1.3.2 Display adjustment

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

3.1.3.3 Screen rotation

Rotate the customer's device screen transmitted to the Viewer clockwise.

- Note: Enable or disable screen rotation in the Group or Configure Agent Information on the Admin page.

> ✔ Group settings : Admin Page > Group Options > Configure Viewer Features > Rotate (Use All)

> ✔ Support agent settings : Admin Page > Configure Agent > Configure Viewer Features > Rotate
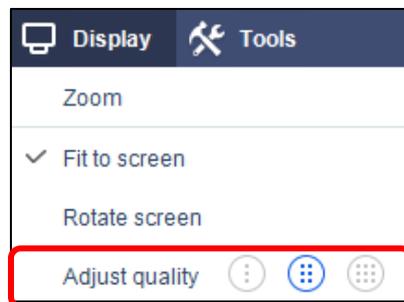
3.1.3.4 Image quality controls

Adjust the customer's device screen image quality transmitted to the Viewer.

- Note: Enable or disable image quality function in the Groups or Support Agent Options on the Admin page.

> ✔ Group settings : Admin Page > Group Options > Configure Viewer Features > Quality (Use All)

> ✔ Support agent settings : Admin Page > Configure Agent > Configure Viewer Features > Quality

- Note: When clicking the Adjust Quality button on the Viewer, the bit rate (rate of data transfer per second) value changes.

> ✔ For Android devices, the available options are 150 kbps, 400 kbps (default), or 600 kbps.

> ✔ For iPhone devices, the available options are 150 kbps, 300 kbps (default), or 500 kbps.
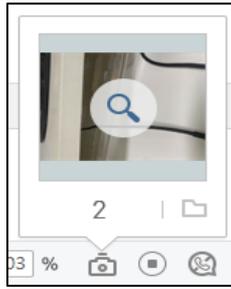

3.1.4 Tools

3.1.4.1 Screen Capture

Save the customer's device screen transmitted to the Viewer and save it as a jpg file on the support agent's PC.

- Note: Save path:

    (Shared or Public Document ₩Rsupport₩RemoteCall₩Capture₩Date₩Support No)

- Note: Perform the same function by clicking the button in the bottom right corner.

3.1.4.2 Session Recording

Record the customer's device screen transmitted to the Viewer.

- Note: Enable or disable the recording function in the Groups Options on the Admin page.

> Group settings : Admin Page > Group Options > Configure Viewer Features > Session Recording (For Support Agent)

- Note: Session recording (for support agent) options

> The default save path when "Save to support agent's PC" is selected.
> (C:₩Users₩Public₩Documents₩Rsupport₩RemoteCall₩Recorded Files)
> Select "Save to network location" to save to any desired location.

3.1.4.3 Voice chat

Use voice chat between support agent and customer during remote sessions.

* Note: To use voice chat with customers, support agents must ensure that a sound card drive is properly installed with a microphone and earphones connected to their respective sockets.

3.2 Shortcut Menus

3.2.1 Flash

The flash function on the customer's device is controlled.

In the Viewer, clicking ![icon] will switch its state to ![icon], allowing full control of the flash.

Viewer - Flash off (default)   Viewer - Flash on

- Note: Enable or disable the flash function in the Group or Support Agent Options on the Admin page.
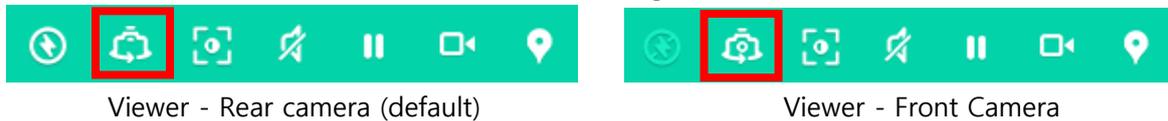
> ✔ Group settings : Admin Page > Group Options > Configure Viewer Features > Flash (Use All)
>
> ✔ Support agent settings : Admin Page > Configure Agent > Configure Viewer Features > Flash

3.2.2 Switching Front/Rear Camera

If the customer's device has a front-facing camera, it can be switched to the front-facing camera.

To switch from front camera to rear camera, click button.

To switch from rear camera to front-facing camera, click button.

| Viewer - Rear camera (default) | Viewer - Front Camera |

- Note: The button is active in video mode.
- Note: Flash is not available when using the front camera.
- Note: Enable or disable the switching front/rear camera function in the Group or Support Agent Options on the Admin page.

  ✔ Group settings : Admin Page > Group Options > Configure Viewer Features > Switch Front/Rear Camera (Use All)

  ✔ Support agent settings : Admin Page > Configure Agent > Configure Viewer Features > Switch Front/Rear Camera

3.2.3 Speakerphone

Turn on/off the speakerphone function of the customer's device.

In the Viewer, clicking button will switch its state to , allowing access to speakerphone.

| Viewer - Speaker Off (default) | Viewer - Speaker On |
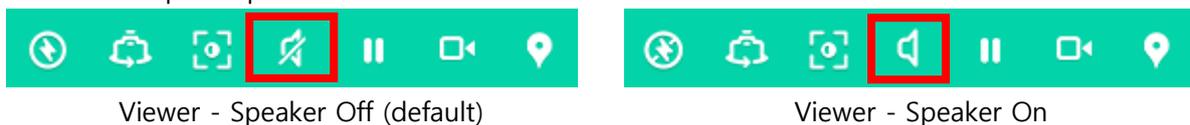
- Note: Enable or disable the speakerphone function in the Group or Support Agent Options on the Admin page.

  ✔ Group settings : Admin Page > Group Options > Configure Viewer Features > Speakerphone (Use All)

  ✔ Support agent settings : Admin Page > Configure Agent > Configure Viewer Features > Speakerphone

3.2.4 Start/Stop Video Transmission

This feature is activated in video mode. The support agent can start or stop video transmission from customers.

In the Viewer, clicking button will pause the video transmission and clicking button will resume the video transmission.

Viewer - Video transmission in progress (default)   Viewer - Video transmission on hold

3.2.5 Switching Photo/Video Mode

The available screen transfer options are photo mode and video mode.

In the Viewer, clicking [icon] button will switch to photo mode, and clicking [icon] button will switch to video mode.

- Note: Configure which mode to use as default in the Group Options on the admin page.
Admin Page > Group Options > Configure Viewer Features > Screen Transfer Mode

3.2.6 Setting Resolution in Photo Mode

When capturing an image in photo mode, images are received at the highest resolution supported by the mobile device.

- Note: Configure the photo resolution to 'High' in the Group Options on the admin page.
Go to Admin Page > Group Options > Configure Viewer Features > change 'Photo mode resolution' (default: 640*480)

3.2.7 Location Requests

The initial request requires obtaining the customer's consent for the use of location information. The support agent can request location information from customers.
The location is displayed in latitude and longitude, and can be viewed on Google Maps.

In the Viewer, the support agent will ask to collect location information by clicking [icon] button.

※ Policies regarding the collection of customer location information may vary by country, and there may be regions where this function is not accessible. If this function is not available to use, please contact the service representative for further assistance.

![RemoteCall logo]
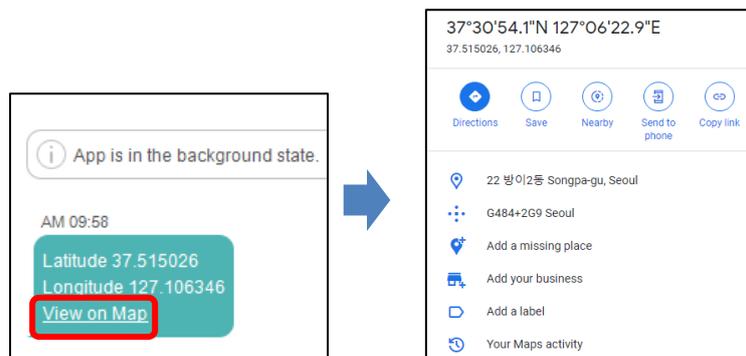
3.2.8   Directions

This feature is activated in video mode.

In the Viewer, arrow keys appear upon clicking button. The support agent can then click the arrows to indicate directions to customers.
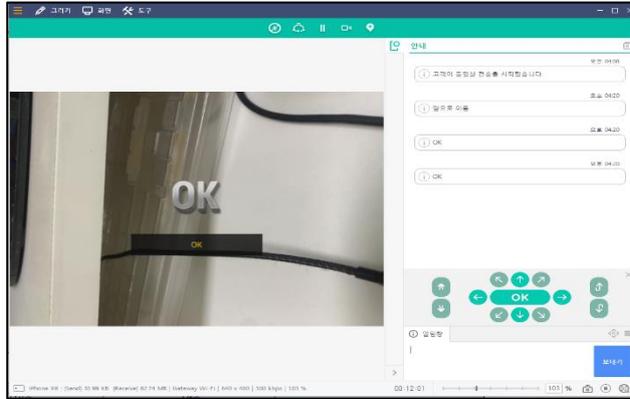
- Note: Arrow key description

①   Move forward
②   Move backward
③   Move left
④   Move up and left
⑤   Move up
⑥   Move up and right
⑦   Move right
⑧   Move down and right
⑨   Move down
⑩   Move down and left
⑪   Move upward
⑫   Move downward
⑬   OK

4. RemoteCall Visual Support Application Features (Customer)

4.1 Video Mode

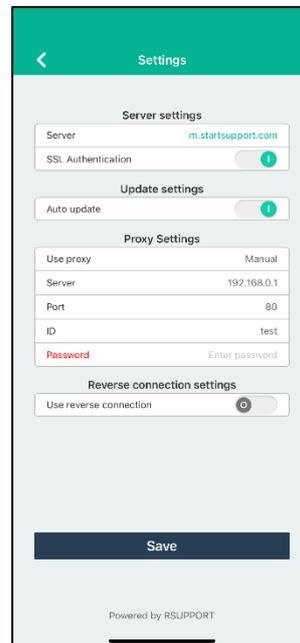| Function	Description
① **Launch / Stop screen sharing**	Screen sharing can be turned on and off with this button. Screen sharing automatically reconnects even if the Home button is pressed during visual support, allowing for smooth switching between app screens.
② **Terminate connection**	Finish providing visual support. *For Android users, press the Back key to exit.
③ **Switch front/rear camera**	Switch between the front and rear cameras for capturing images.
④ **Flash on/off**	Turn on and off the flash on the device. *The feature is not supported if flash is unavailable on the device.
⑤ **Drawing**	Enable drawing over the video.
⑥ **Erase drawings**	Remove the drawings on the video.
⑦ **Switch to photo mode**	Convert to photo mode.
⑧ **End voice chat**	Finish the current voice chat. *This icon is displayed only during a voice chat.

4.2 Photo Mode

Function	Description
① **Capture image**	Capture images to share with the support agent.
② **Terminate connection**	Finish providing visual support. *For Android users, press the Back key to exit.
③ **Switch front/rear camera**	Switch between the front and rear cameras for capturing images.
④ **Flash on/off**	Turn on and off the flash on the device. *The feature is not supported if flash is unavailable on the device.
⑤ **Drawing**	Enable drawing over the video.
⑥ **Erase drawing**	Remove the drawings on the video.
⑦ **Switch to video mode**	Convert to video mode.
⑧ **Return to photo mode**	Return to photo mode for sharing another photo.
⑨ **End voice chat**	Finish the current voice chat. *This icon is displayed only during a voice chat.

4.3 Other Features

After launching the Visual Support app, click the top menu bar on the connection code page, and click Settings in the drop-down menu to be redirected.
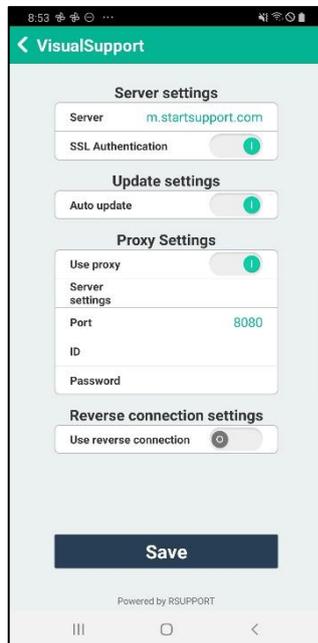
[Android settings screen]   [iOS settings screen]

4.3.1 Server settings

Modify settings for connecting to visual support. Change the server address only when necessary and under the guidance of a support agent, as visual support may not be available during this process.

4.3.2 Update settings

Automatic updates can be configured on the app.

4.3.3 Proxy Settings

◆ Android

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.

◆ iOS

When an iOS device connects to the network through a proxy server, it fetches the relevant information. Enter the password to connect to the Mobile Support app.

- Note: How to register proxy

① Go to the 'Settings', select Wi-Fi, and then choose a network to connect to.

② Under HTTP proxy, select 'Manual' or 'Automatic'.

③ Enter the server information.
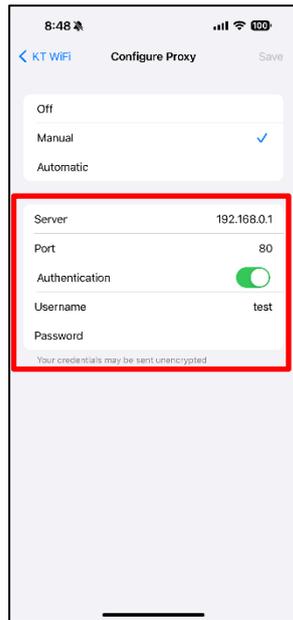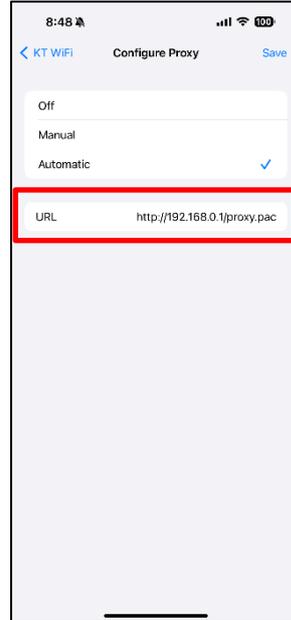
|	
[Manual]	[Automatic]

- Note: If proxy server information is unavailable, contact the internal network administrator to find out.

4.3.4 External USB Camera

If the customer connects an external USB camera to the device during visual support, the Viewer screen will display the feed from the connected external camera.
(Android 10 or later versions only. iOS devices do not support this feature.)

① Switch the Screen Transfer Mode to photo/video mode, and connect the external USB camera to the device to transmit video.

② When the message to consent for using an external camera on the device appears, click the [OK] button.
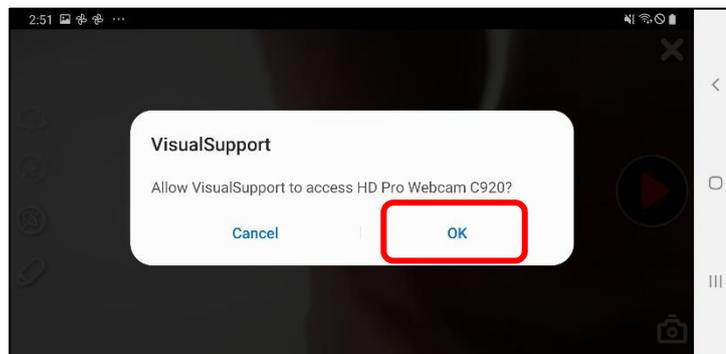
③ The Viewer screen will display the feed from the connected external camera.
(Switching camera or flash is not available while the external camera is connected.)
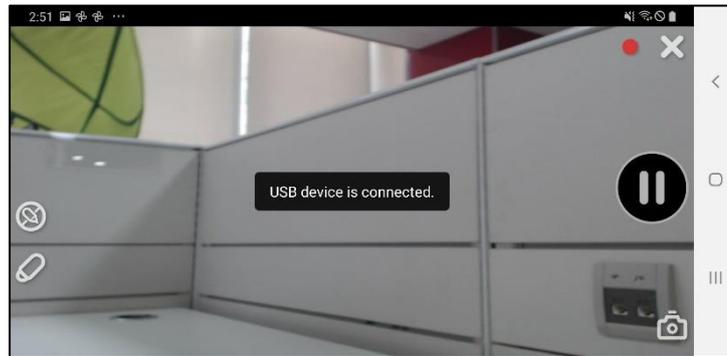
④ When the external camera is disconnected, the Viewer screen will display the device's
built-in camera screen.
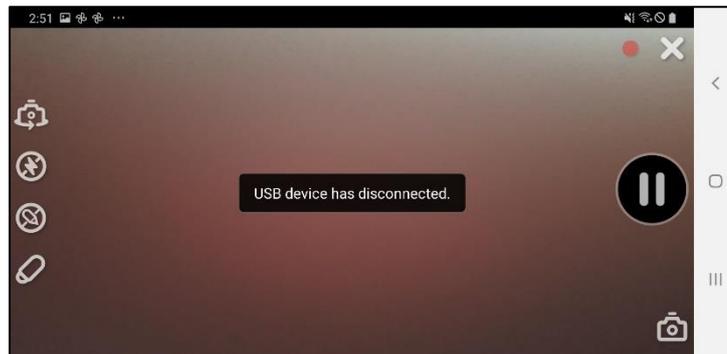
5. Reverse Connection

5.1 About Reverse Connection

The support agent enters the connection code for the customer. This feature is useful when customer is in difficult situation to enter the connection code. After installing the app, settings must be configured in advance. This function is particularly helpful when providing mobile support for designated device.

- Note: Reverse connection is only available under the administrator's permissions.

5.2 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.
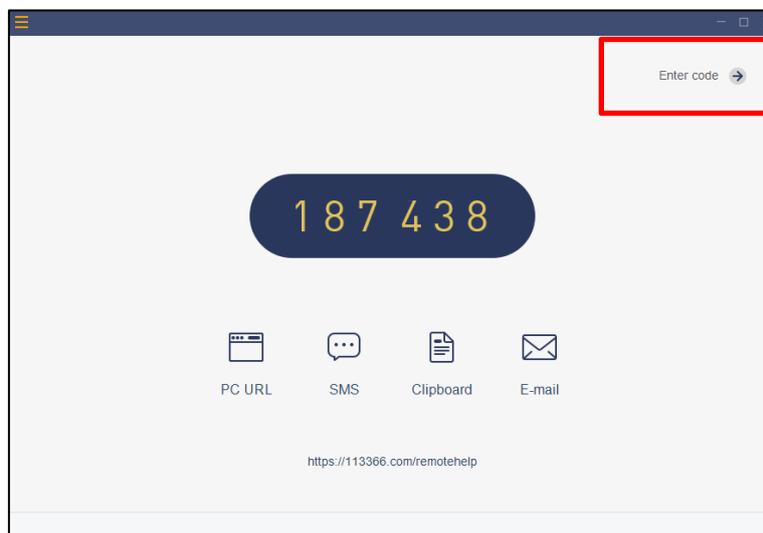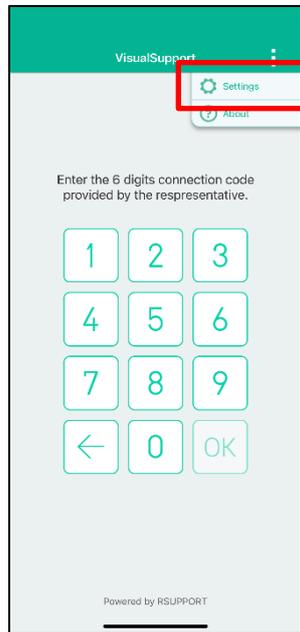

- Note: In order to return to the page where customer enters the connection code, click [Connection code] in the top-left corner of the Viewer.
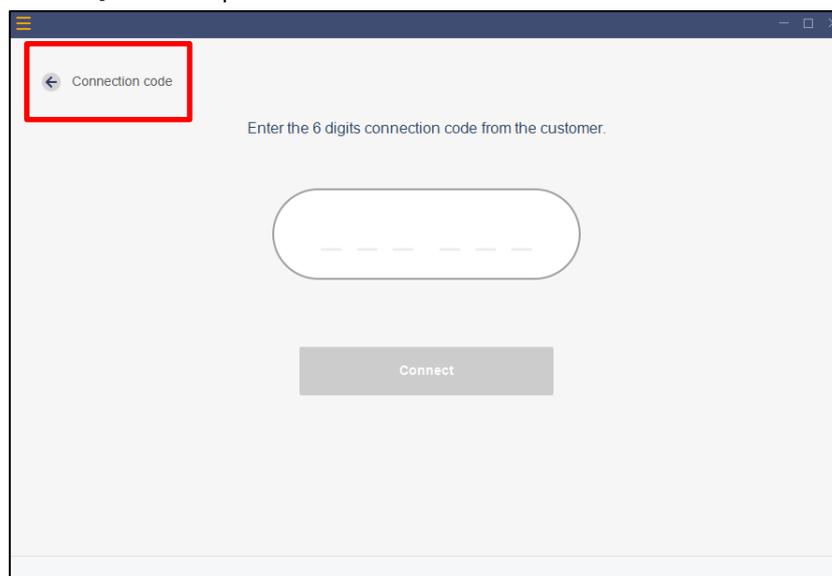
5.3 Change App Settings with Reverse Connection

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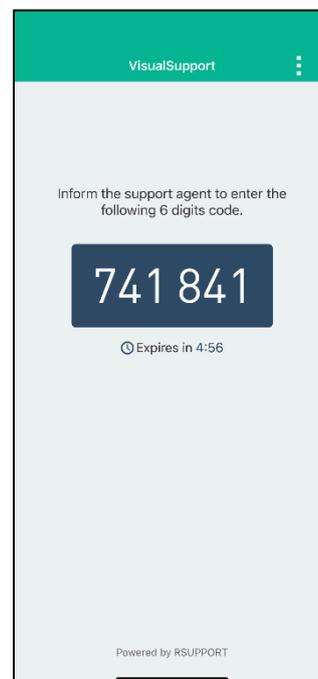

[The settings]

To use reverse connection, toggle on the button, then select [Save] at the bottom 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.
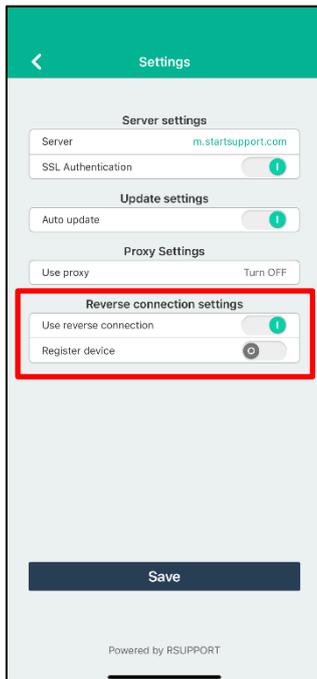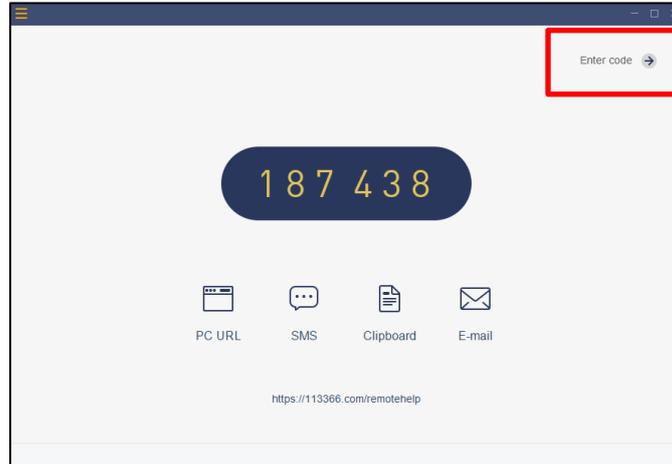

[Enable reverse connection]   [The connection code for reverse connection]

5.4 Open RemoteCall Visual Support Using Reverse Connection

This is similar to the general way of accessing RemoteCall Visual 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 26 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 visual support.
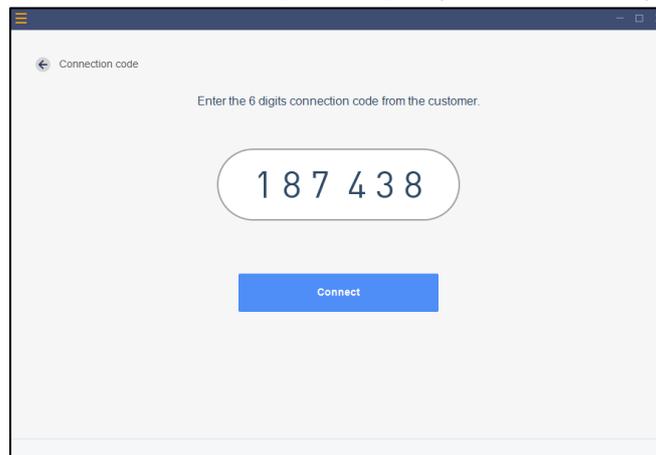
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