R:RemoteCall

The Complete Solution For Faster, Secure Remote Support.

Whether you're supporting end users or managing complex IT environments, RemoteCall delivers secure, compliant, and scalable remote sessions across devices and platforms. The result is a frictionless experience for both customers and support agents.

| PC Support | Mobile Support | Visual Support |

RemoteCall's Key Features

Remote Control	Real-time access to customer PCs and mobile devices for fast issue resolution.
Text & Voice Chat	In-session communication via integrated text and voice channels.
Secure File Transfer	Send and receive files during sessions to support diagnostics and fixes.
URL Sharing	Share direct web links to guide users to relevant information.
Remote Reboot	Reboot customer devices with auto-reconnect for uninterrupted support.
App-Level Control	Restrict remote access to specific applications to protect sensitive data.
Multi-Monitor Support	View and control multiple displays in customer environments.
Clipboard Sync	Copy-paste text across local and remote devices to streamline input.
Session Recording	Record sessions automatically for auditing, training, quality assurance, and compliance.
System Info Access	View hardware and OS details to support technical troubleshooting.
Session Handoff	Transfer or share active sessions with other agents as needed.
Web-Based Access	Launch sessions via browser—no client install required.
Customer-Initiated Access	Support starts from customer-generated session codes or links.
Screen Masking	Customers can hide sensitive screen areas for added privacy.
Concurrent Sessions	Support multiple users simultaneously from a single console.
Cross-Platform Support	Compatible with Windows, macOS, Android, iOS, and Linux.

Key Security Features

- **End-to-End Encryption with TLS 1.2 + AES-256:** All sessions are protected with double encryption, ensuring comprehensive data security from start to finish.
- **One-Time Access Code:** Access credentials are generated as single-use 6-digit codes or one-time URLs, minimizing the risk of unauthorized access.
- **Code-Signed Executables:** All executable modules are digitally signed by DigiCert to validate authenticity and prevent tampering or malicious modification.
- **Stealth Mode Prevention:** A persistent "Support in Progress" message is displayed on the customer's screen during sessions, ensuring transparency and preventing covert control.
- **Consent-Based Control:** Remote control, file transfers, and other sensitive operations can only proceed following explicit customer approval.
- **Auto Module Removal:** Upon session termination, all temporary modules are automatically deleted from the customer's device, leaving no residual risk.

Administrator Features

- **Group & User Management:** Create and manage agent groups, assign accounts, and control permissions at scale through centralized administration.
- **Role-Based Access & Menu Control:** Define feature-level access policies and control the visibility of UI components based on agent roles.
- **Two-Factor Authentication:** Enhance account security by enforcing two-step authentication during agent and administrator login.
- **Access Restriction by IP/MAC:** Restrict system login and remote session capabilities to pre-approved IP addresses or MAC addresses.
- **Access & Activity Logs:** View comprehensive logs of remote session activity and user login history to support audits and compliance initiatives.
- **Customizable Branding:** session interface—modify design elements, logos, and UI labels to align with your corporate identity.
- **Advanced Feature Policy Controls:** Configure granular operational policies, such as requiring customer consent for session recording and screen capture.

Additional Features of Visual Support

- **Mobile Camera Sharing:** Agents can view a live video feed from the customer's smartphone camera to inspect physical environments or hardware in real time.
- **Drawing/Text/Sticker Tools:** Annotate the live camera feed with lines, text, and numeric stickers to visually communicate guidance.
- **Pointer and Direction Indicators:** Help customers navigate the screen with visual indicators.
- **Location Sharing Requests:** Agents can request the customer's GPS location, which is displayed on a map for real-time situational context.
- **Barcode Scanning:** Customers can use their smartphone camera to scan barcodes for product identification or asset tracking.
- **Flash & Camera Switch Controls:** Agents can remotely toggle the mobile flashlight or switch between front and rear cameras during a session.
- **Real-Time Session Notes:** Agents can create and save consultation notes during live sessions for accurate post-session records.
- **Pause Camera Sharing:** Temporarily suspend the camera feed to protect customer privacy when needed.
- **Camera Screen Capture:** Capture still images from the shared camera feed for documentation or technical analysis.
- **Screen Rotation/Zoom:** Rotate or zoom in on shared mobile screens for detailed inspection.

Deployment Options & Extensions

- **SaaS (Cloud Service):** Access RemoteCall instantly through RSUPPORT's secure, fully-managed cloud infrastructure—no on-premise installation required.
- **Private Cloud:** Deploy RemoteCall within a dedicated, enterprise-controlled cloud environment for enhanced governance and security.
- **On-Premises:** Install and operate RemoteCall on your internal infrastructure to meet regulatory or air-gapped network requirements.
- **Mobile SDK (Android/iOS):** Integrate RemoteCall's remote support capabilities directly into your proprietary mobile applications with our SDKs.
- **UI and Feature Customization:** Modify customer-facing interfaces, restrict feature sets, and tailor workflows to align with enterprise IT and customer experience requirements.

Discover how RemoteCall meets all your business needs.

Request a Demo

Transform Your Support. Connect with RemoteCall | **R**SUPPORT