

RemoteCall is a remote support solution for enterprises that diagnoses and resolves issues by accessing PCs or mobile devices remotely. As a pioneer in introducing the concept of remote support, RemoteCall has set the industry standard. Introducing RemoteCall improves both customer ROI and satisfaction by reducing consultation and resolution time.

RemoteCall SaaS Agent User Manual to PC Support

RemoteCall Agent PC Support Guide
Ver. 7.6.3

2025.05.27

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Glossary

Terminology	Description
Remote support	When a customer's PC encounters an issue, a support agent assists remotely via the Internet, without on-site visits.
Remote control	Remote PCs are easily controlled from the host device without being physically present.
Administrator	Manages and controls remote support environments and permissions.
Support agent (=user)	Provides customer support via chat and remote sessions.
Customer	Requests chat or remote sessions from a support agent.
Agent (program)	Software used by support agents to assist customers.
Viewer (program)	Software used to control a customer's PC during remote support.
Agent in standby	When a support agent is waiting for a customer to initiate a chat.
Viewer in standby	When a support agent is waiting for a customer to request remote support.
Connection page	A web portal for customers to connect with support agents for remote support.
Session	An active remote connection between a local PC and a remote PC.
Connection status window	Displays active remote access on the remote PC.
Access code	Customers must enter access code to establish a remote connection.
Control permission	Allows support agents to control a customer's mouse and keyboard with prior consent.
Authentication server	The server verifies the support agent's login credentials.
Standby mode	The support agent is logged in and available for real-time support.
Schedule	Arranges remote sessions at a pre-determined time.
Online session desk	A dedicated webpage section where customers connect directly with support agents for real-time support, like choosing a bank teller.

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1. About RemoteCall

1.1 What is RemoteCall?

RemoteCall sets the standard for online remote support systems.

RemoteCall is a remote support tool that allows users to share their computer screens online, enabling remote diagnosis and troubleshooting of issues. It provides communication features such as text and voice chat, along with add-ons for online remote sessions, including file transfers for patches or presentations, remote printing, and more. Customers do not need to install any software for remote support. They can enter an access code in their web browser or click an icon as guided by the support agent to initiate a remote session via live chat.

1.2 Minimum/Recommended System Requirements

In RemoteCall, support agents provide assistance over the Internet using the Agent and Viewer, while customers can receive support on a web browser. The recommended system requirement is as follows:

1 For support agent & customers (Windows)

Operating system (OS)	Windows 10, 11 / 32bit, 64bit
Supported device (PC)	Pentium 4 2.0 GHz, 512MB or more
Web browser	Google Chrome 107 and later (latest version) Mozilla FireFox 106 and later (latest version) Microsoft Edge 107 and later (latest version) Whale 3.14 and later (latest version)
Network	A network and internet connection are required.
Firewalls	Outbound 80 (http) / 443 (https) Port Open

• Note: In Windows 8.1 and earlier, some features may not work properly due to end-of-life support from Microsoft.

2 For customers (Macintosh)

Operating system (OS)	Mac OS 12 (Monterey) to 15 (Sequoia) / 64 bit
Supported device (PC)	Intel, Apple Silicon based Macintosh computer
Web browser	Apple Safari 15.4 and later (latest version) Google Chrome 107 and later (latest version) Mozilla FireFox 106 and later (latest version) Microsoft Edge 107 and later (latest version)
Network	A network and internet connection are required.

Firewalls	Outbound 80 (http) / 443 (https) Port Open
------------------	--

3 For customers (Linux)

Operating system (OS)	Linux Ubuntu 12.04 and later (LTS only), Mint 13, 17, Redhat 6.2, CentOS 5.7 and later, Tmax OS 21, Hancorn Gooroom OS 2.2 or later / 64bit <i>*Linux 32bit GUI is not supported. Refer to CLI method on p.19.</i>
Web browser	Google Chrome 107 and later (latest version) Mozilla FireFox 106 and later (latest version)
Network	A network and internet connection are required.
Firewalls	Outbound 80 (http) / 443 (https) Port Open

- Note: This service may not be available if the company has blocked RemoteCall related domains, IP address or port (80/443) for security reasons.

Support agents in Macintosh environments can use RemoteCall WebViewer to support customers. (User guide is only available in Korean: <https://www.remotecall.com/kr/support/tutorials/how-to-use-remotecall-web/>)

2. How to Start Remote Support with RemoteCall

2.1 Download and Install the Agent

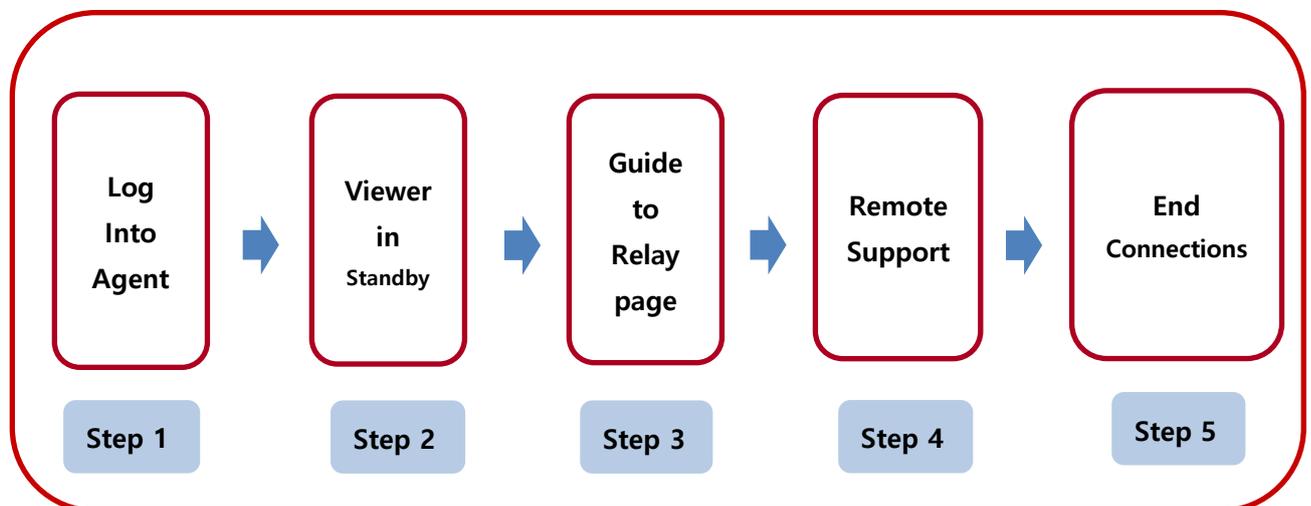
- 1 Go to the RemoteCall website (<http://www.remotecall.com>).
- 2 In the top menu, go to **Support** > **Download**
- 3 Download **RemoteCall Agent**, the installer for support agent.
- 4 Double-click and run the downloaded rcStartSupport.exe file.
(User Account Control is enabled on Windows Vista and later operating systems.)
- 5 Follow the instructions to proceed with the installation.
- 6 When the installation is completed, a desktop shortcut  is created.

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

When the OS account is set to a non-English language (such as Korean, Japanese, or Chinese) and the OS language is later changed, RemoteCall may not function properly upon launch. In such cases, reinstalling RemoteCall is recommended.

2.2 Remote Support Procedures

The remote support service follows the steps below.



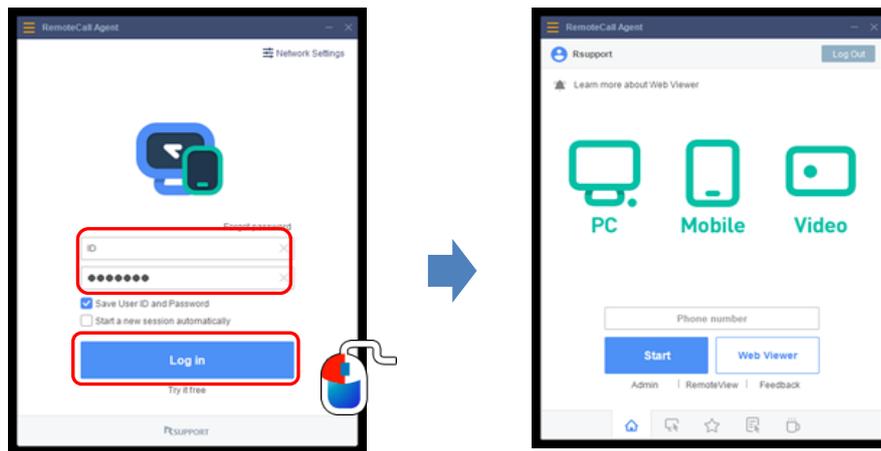
- 1 The support agent launches and logs into RemoteCall Agent.
- 2 The support agent waits in the Viewer according to the consultation process.
- 3 Guide the customer to the relay page to click the icon or enter the connection code.
- 4 Remote support is provided.
- 5 Click the [End] or [Disconnect] button to end the session.

3. Remote Support with RemoteCall

3.1 Agent Login

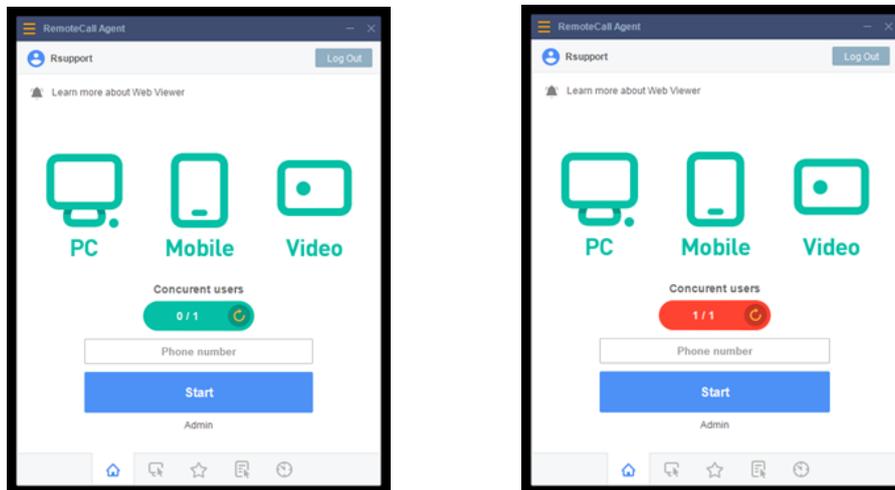
3.1.1 Agent Login

Enter the user ID/PW, then click the [Log in] button to access the Agent. If 2-Step Verification is enabled in the admin settings, a verification code prompt may appear during login.



3.1.2 Concurrent Connections

Support agents using a concurrent license can see the number of concurrent users, as shown below. The number of active sessions may not be displayed depending on the license purchased.



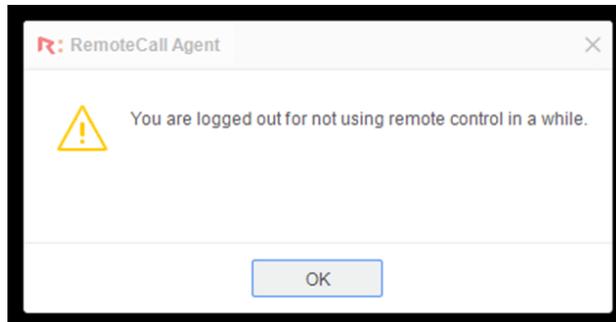
[When sessions are available]

[When sessions are unavailable]

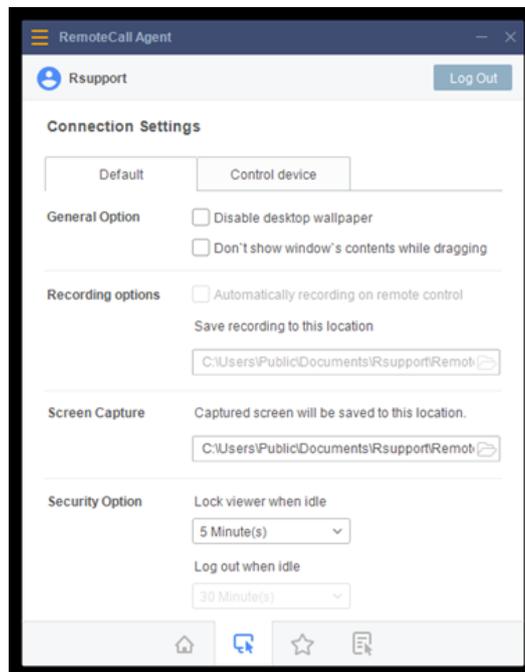
- 1 When sessions are available: Click the refresh button to manually refresh and update the status.
- 2 When sessions are unavailable: The Agent automatically refreshes at regular intervals to update the status.
- 3 Other automatic refresh triggers: When starting or closing the Viewer.

3.1.3 Automatic Logout

If the session remains inactive for a specified period, the Agent will automatically log out based on the timeout settings in the admin page. The automatic logout settings can be configured individually to Agents or collectively by group from the admin page.



- 1 per Agent: Go to [Agent > Connection Settings > Security Options > Log Out When Idle] and select the time.
- 2 per Group: Go to [Admin portal > User Management > Group > Group Details > Group Options > Configure Security > Agent Auto-Logout Control] and check for "Use All." Then, select time (1, 3, 5, 10, 15, 30, 60 minutes) for Agent Auto-Logout Time.



- Note: When this option is applied by group, the 'Log out when idle' option is disabled on the Agent.

3.1.4 Configuration

Set the certificate server/port settings and proxy server.

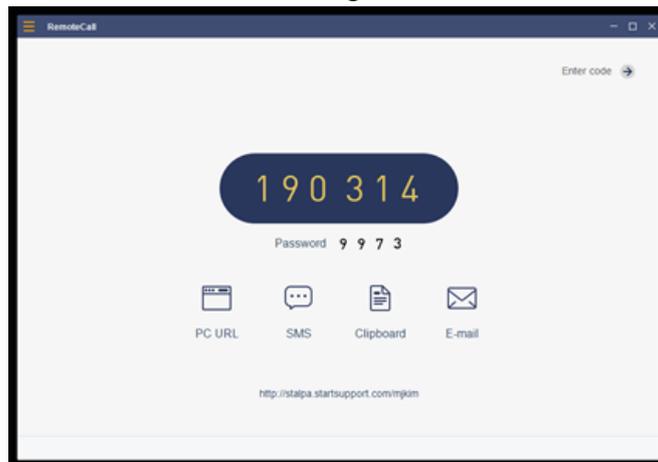
Refer to **4. RemoteCall Functionality - Agent - Network Preferences** on p.24.

3.2 Viewer in Standby

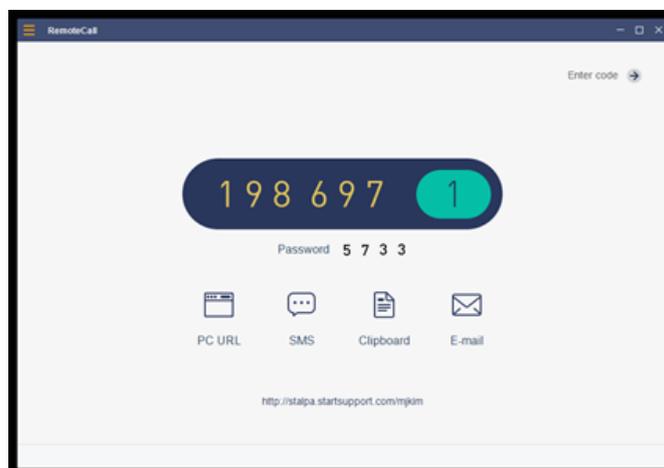
- 1 Click **Start**.

*When the WebViewer is clicked, the Viewer in Standby mode will appear in the web browser.

The Viewer is launched on the Agent PC and enters a standby mode.



[Connect using connection code]



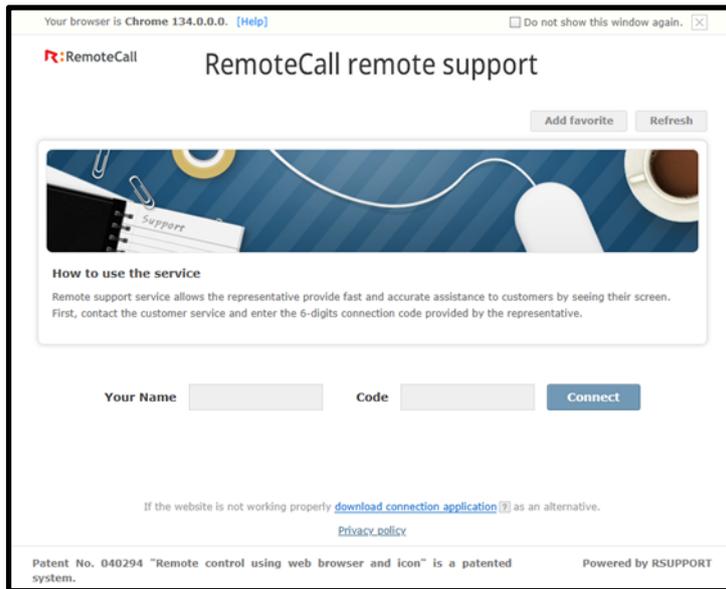
[Connect using icon]

3.2.1 Connecting with Customers (for Windows) - [EXE File]

- 1 Guide the customer to access the connection URL or relay page address while the Viewer is on standby.

(Note: The connection information can be copied to the clipboard or sent via email during standby.)

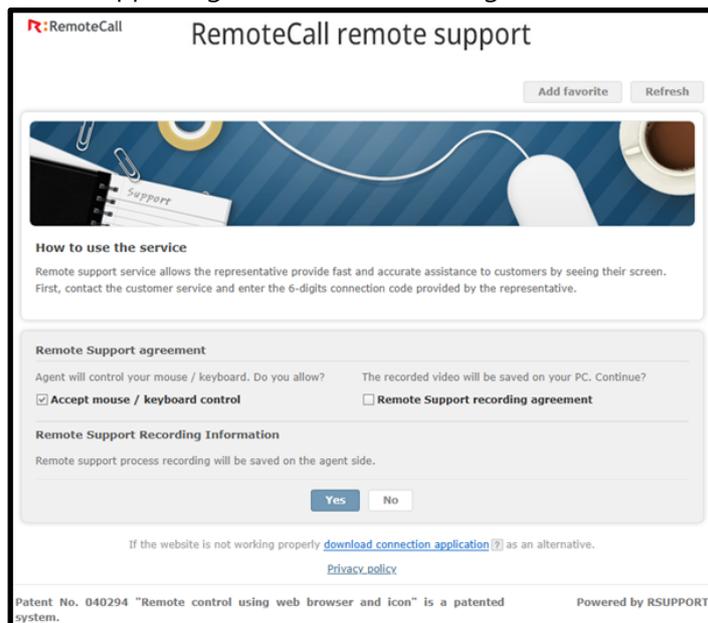
- 2 After the customer connects, the support agent guides the customer to enter or click the connection code or icon number.



The screenshot shows a web browser window with the URL "RemoteCall remote support". The page features a header with the RemoteCall logo and navigation buttons for "Add favorite" and "Refresh". Below the header is a banner image with a blue background, a white mouse, a coffee cup, and a notepad labeled "Support". The main content area is titled "How to use the service" and contains the following text: "Remote support service allows the representative provide fast and accurate assistance to customers by seeing their screen. First, contact the customer service and enter the 6-digits connection code provided by the representative." Below this text are two input fields: "Your Name" and "Code", followed by a blue "Connect" button. At the bottom of the page, there is a link to "download connection application" and a "Privacy policy" link. The footer contains the text: "Patent No. 040294 'Remote control using web browser and icon' is a patented system." and "Powered by RSUPPORT system."

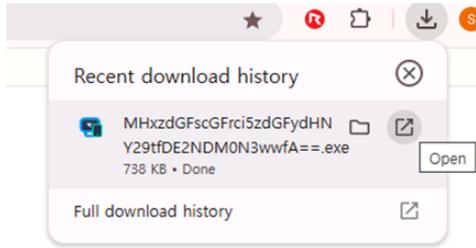
[Customer connection page].

- 3 Guide the customer to agree to remote support. If the "Remote support recording agreement" box is checked, the support agent will start recording the session on the customer's PC.



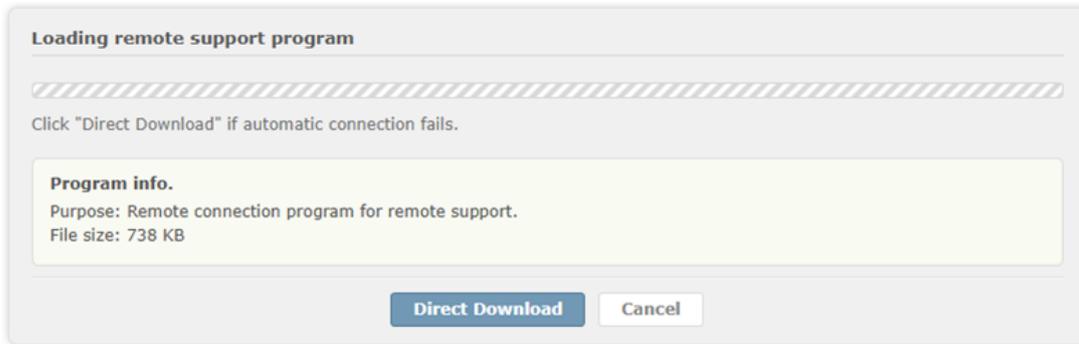
The screenshot shows the same "RemoteCall remote support" website, but with the "Remote Support agreement" section expanded. This section contains two questions: "Agent will control your mouse / keyboard. Do you allow?" and "The recorded video will be saved on your PC. Continue?". Below these questions are two checkboxes: "Accept mouse / keyboard control" (which is checked) and "Remote Support recording agreement" (which is unchecked). Below the checkboxes is a section titled "Remote Support Recording Information" with the text: "Remote support process recording will be saved on the agent side." At the bottom of this section are "Yes" and "No" buttons. The rest of the page, including the header, banner, and footer, is identical to the previous screenshot.

- The support agent informs the customer that a one-time executable file* will be automatically downloaded to their PC and guide them to open it.



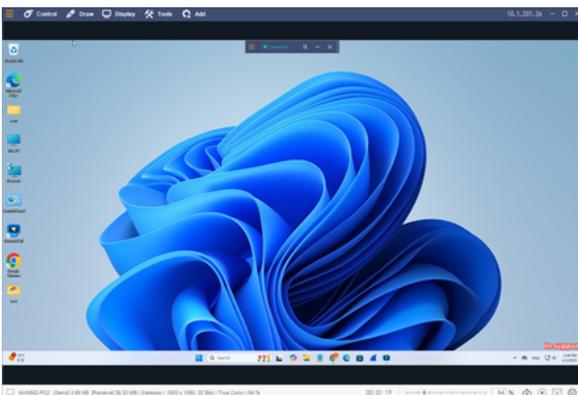
* One-time executable (EXE) files: A file that is executed only once on the customer's PC during a remote connection with the support agent and is automatically deleted after the session ends.

- Note: If connection fails on the connection page, click the "download the connection application" (EXE file) link at the bottom of the page. After installation, it will appear as a connection code or icon, depending on the support agent's relay page format.

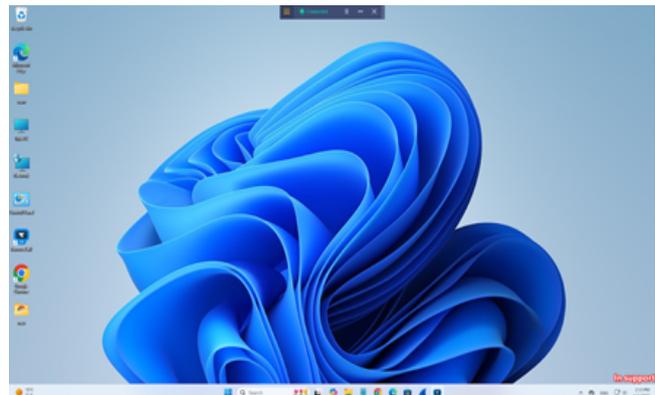


If the website is not working properly, [download connection application ?](#) is an alternative.

- The program will install on the customer's PC, allowing the support agent to see the module installation through the Viewer. Shortly after, the remote connection will be successfully established.



[Support agent's screen]

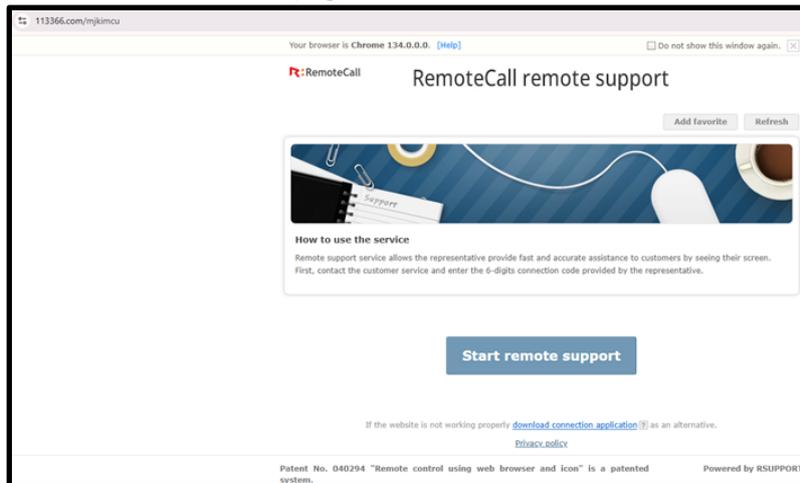


[Customer's screen]

3.2.2 Connecting with Customers (for Windows) - [Installation]

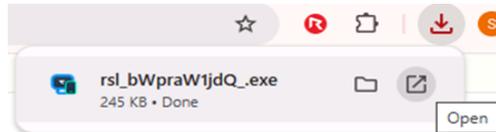
Depending on the support agent's settings, connection can be established via installation. With the installation method, all necessary modules are automatically updated. This ensures that the remote connection is established instantly when the code is entered.

- 1 Guide the customer to access the connection URL or relay page address while the Viewer is on standby.
(Note: The connection information can be copied to the clipboard or sent via email during standby.)
- 2 Once the customer accesses the page, instruct them to click **Start remote support**.

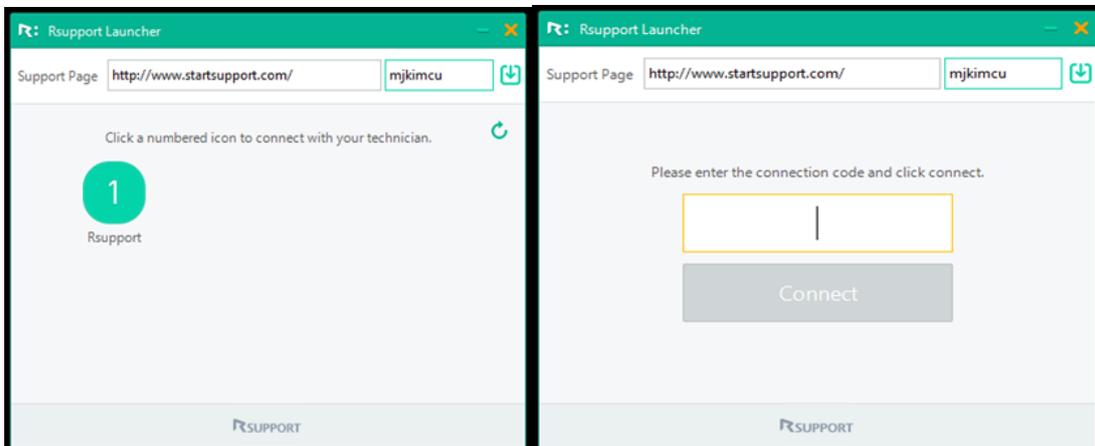


[Customer connection page].

- 3 Guide the customer to run the installer.



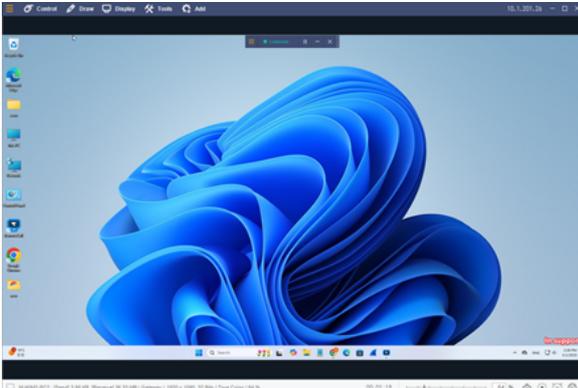
- 4 The installer will check for update modules and proceed with automatic updates, then the launcher will run.



- Note: The connection code mode will require a connection code.

R:RemoteCall

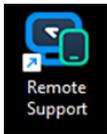
- 5 The program will install on the customer's PC, allowing the support agent to see the module installation through the Viewer. Shortly after, the remote connection will be successfully established.



[Support agent's screen]



[Customer's screen]



- Note: A desktop shortcut for Remote Support will be created. For future support sessions, downloading the program will not be necessary.

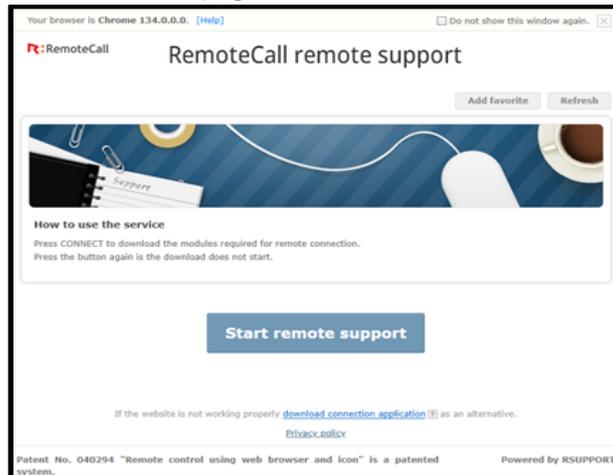
3.2.3 Connecting with Customers (for Windows) - [Enhanced EXE method]

This method offers faster connection speeds compared to the previous EXE method.

- 1 Guide the customer to access the connection URL or relay page address while the Viewer is on standby.

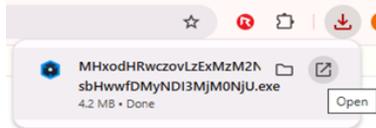
(Note: The connection information can be copied to the clipboard or sent via email during standby.)

- 2 Once the customer accesses the page, instruct them to click **Start remote support**.

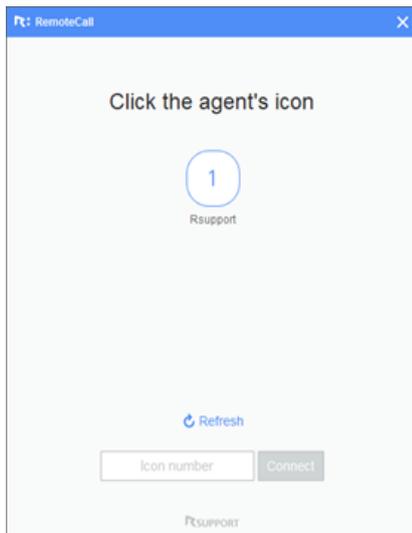


[Customer connection page].

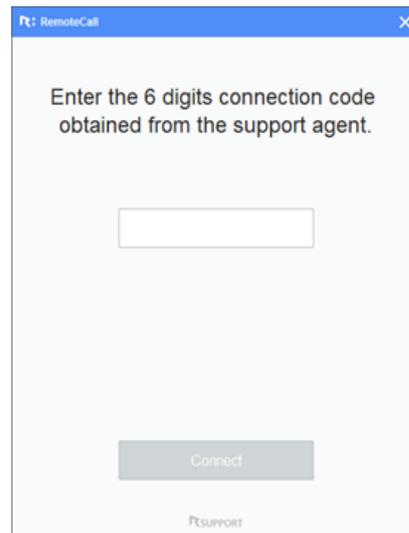
- 3 Guide the customer to run the installer (RSUPPORT UPDATER).



- 4 After the installer is launched, provide either the connection code or icon number to the customer.



[Using icon]

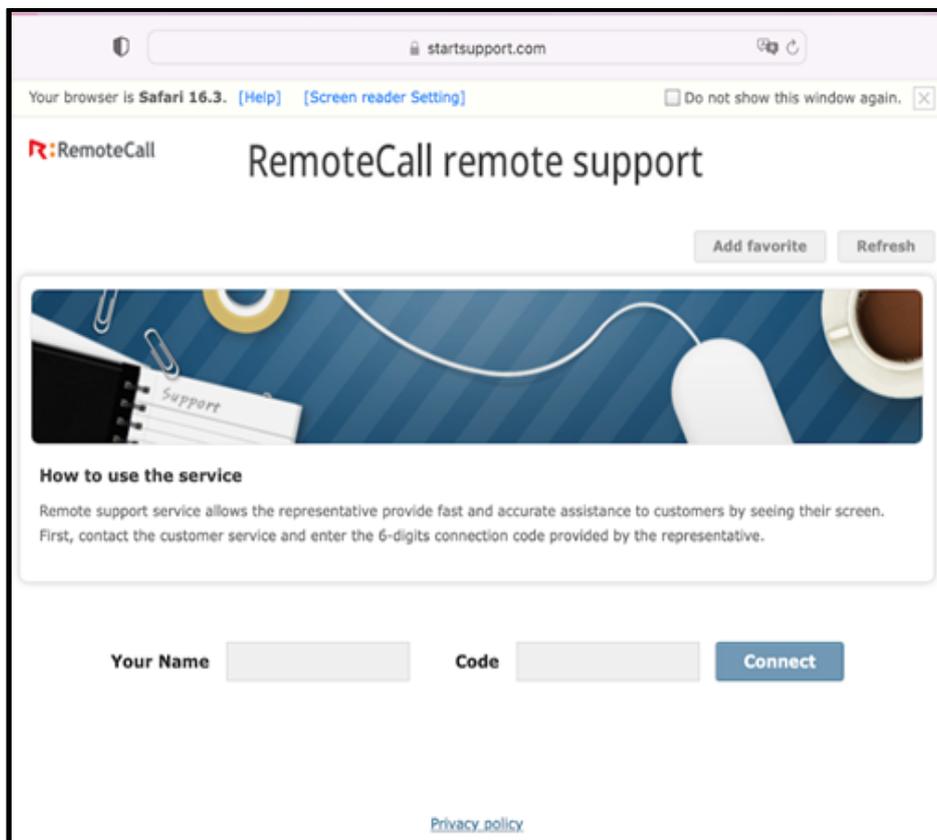


[Using connection code]

- 5 Ensure that the "Allow mouse/keyboard control" option is enabled, and then guide the customer to click **Connect**. Remote support will initiate when the button is clicked.
 - Note: The enhanced EXE method does not support customer recording.

3.2.4 Connecting with Customers (for Macintosh)

- 1 Guide the customer to access the connection URL or relay page address while the Viewer is on standby.
(Note: The connection information can be copied to the clipboard or sent via email during standby.)
- 2 After the customer connects, the support agent guides the customer to enter or click the connection code or icon number.



[Relay page - customer].

- Note: Browser information display and installation guide features can be configured on the admin portal.

- The support agent informs the customer that a one-time executable file* will be automatically downloaded to their PC and guide them to open it.



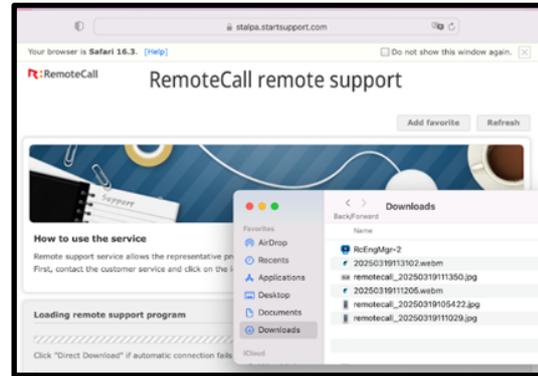
[Using connection code]



[Using icon]



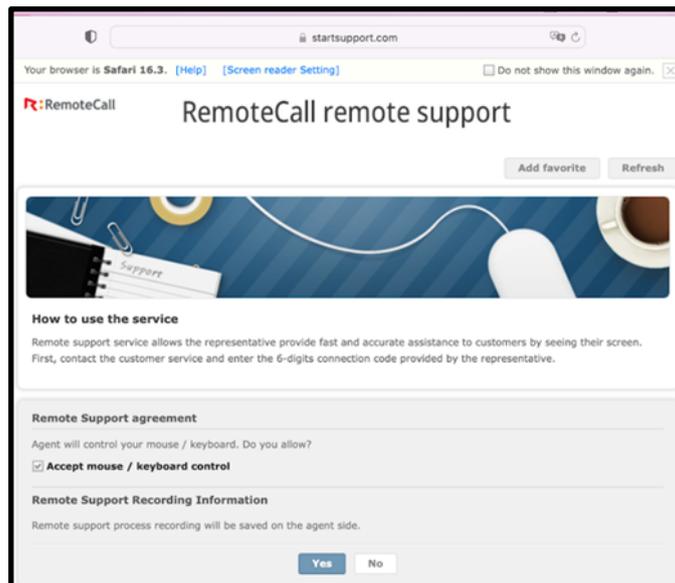
To connect when the support agent's Viewer is on Standby, enter the connection code (or click the icon) to run the automatically downloaded EXE file.



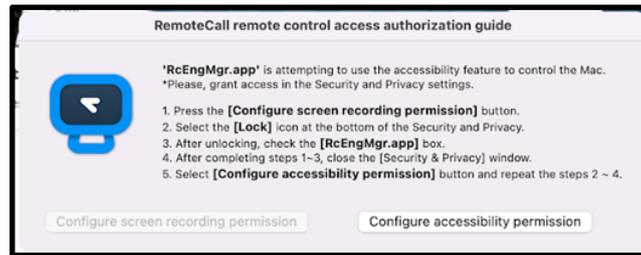
*One-time executable (EXE) files: A temporary file that is automatically downloaded and run on the customer's PC during a remote session, then automatically removed after the session.

- Note: The EXE file is saved in the Downloads folder (located in the Dock). Customers can double-click the file from the download window to connect with the agent.

- Guide the customer to consent to the remote support session.



- 5 On Mac OS 10.14 (Mojave) or later, instruct the customer to grant Screen Recording / Accessibility permissions to enable remote support.



[Customer PC permission Setup Pop-up]

- Note: Configure remote support consent via Group Management and Agent Management in the admin portal.
- Note: Permissions are assigned in **System Preferences > Security & Privacy**.

3.2.5 Connecting with Customers (for Linux) - [CLI method]

Remote support through the CLI method is only available if the **Admin Portal > Group Options > Linux (64bit) Support** option is enabled.

- 1 With the customer's PC terminal open, download the compressed shell script file.
- Command to enter: `wget http://www.startsupport.com/client/linuxcmd/run.tar.gz`

```
rsupport@rsupport-Samsung-DeskTop-System:~$ wget https://stbt.startsupport.com/client/linuxcmd/run.tar.gz
--2020-04-03 09:34:40-- https://stbt.startsupport.com/client/linuxcmd/run.tar.gz
Resolving stbt.startsupport.com (stbt.startsupport.com)... 52.78.74.121
접속 stbt.startsupport.com (stbt.startsupport.com)[52.78.74.121]:443... 접속됨.
HTTP request sent, awaiting response... 200 OK
Length: 1716 (1.7K) [application/octet-stream]
Saving to: `run.tar.gz'

100%[=====>] 1,716 --.-K/s in 0s
2020-04-03 09:34:40 (73.3 MB/s) - `run.tar.gz' saved [1716/1716]
```

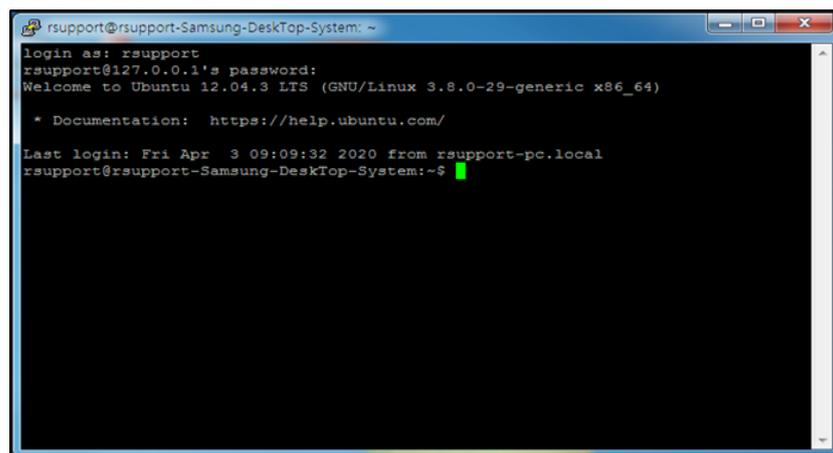
[Customer screen]

- 2 Unzip the downloaded file, including the executable options.
- Command to enter: `tar xvfz run.tar.gz`

```
rsupport@rsupport-Samsung-DeskTop-System:~$ tar xvfz run.tar.gz
run.sh
```

- 3 After extracting the file, run the shell script and enter the connection code and customer name (optional). *The launcher file created during script execution will be saved under the path: [Login account/{Home}].
- Command to enter: `./run.sh`

- 4 A console window will open on the support agent's PC, allowing CLI control once the customer logs in. The session will end when the support agent closes the console window or the customer enters **exit** in their terminal.



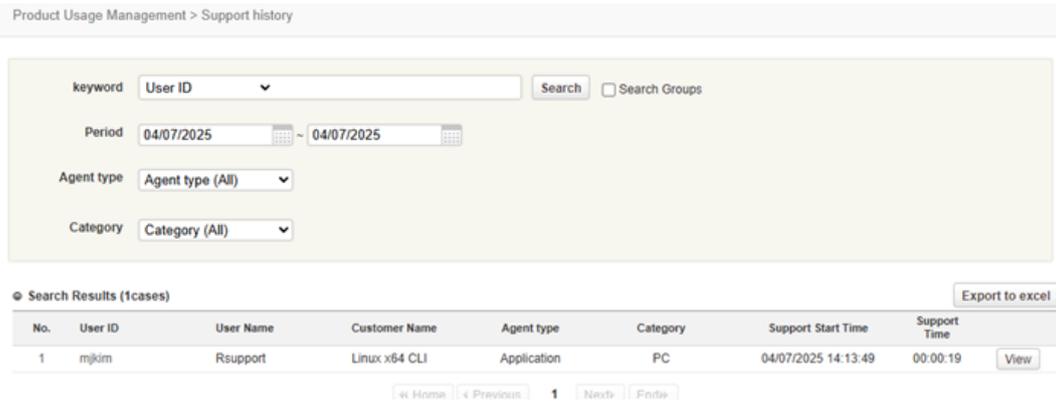
```
rsupport@rsupport-Samsung-DeskTop-System: ~
login as: rsupport
rsupport@127.0.0.1's password:
Welcome to Ubuntu 12.04.3 LTS (GNU/Linux 3.8.0-29-generic x86_64)

 * Documentation:  https://help.ubuntu.com/

Last login: Fri Apr  3 09:09:32 2020 from rsupport-pc.local
rsupport@rsupport-Samsung-DeskTop-System:~$
```

[Support agent screen]

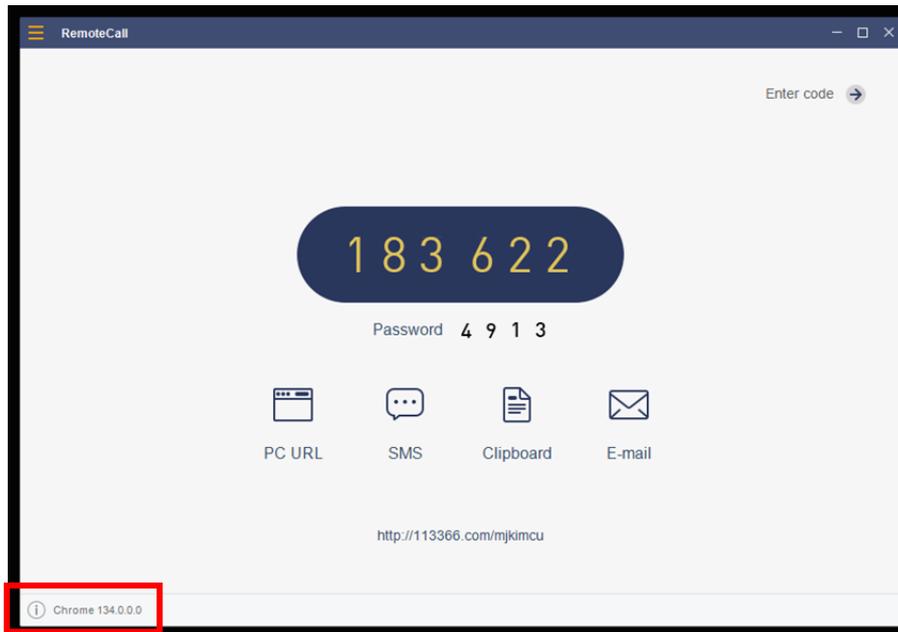
- 5 After the session ends, the support history can be checked under **Admin Portal > Product Usage Management > Support History**.



***Important:** Linux (CLI control) is only available for customers using a 64-bit version of Ubuntu 12.04 LTS or later. The support agent's Viewr is not available for CLI sessions.

3.2.6 Agent Standby Screen during Customer Access

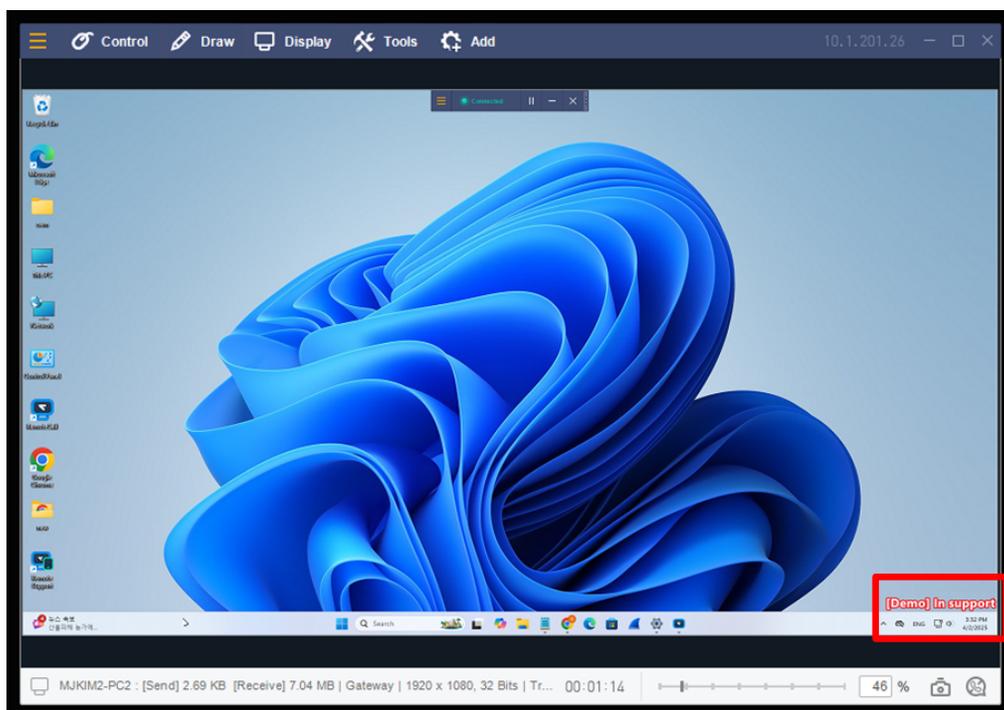
When a customer connects to a support agent through the relay page, the customer's browser information is displayed on the support agent's waiting screen. This allows the support agent to preemptively identify the customer's browser, enabling more accurate guidance for installation and support.



3.3 Remote Support

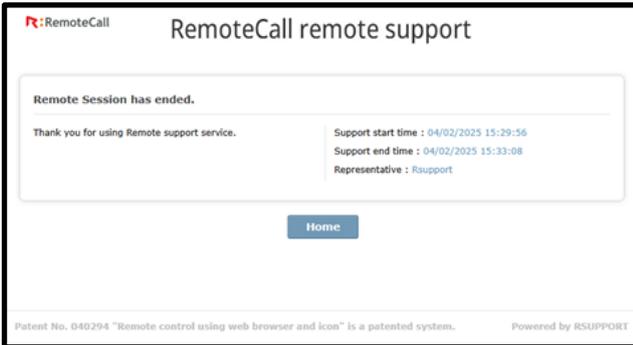
After the customer enters the connection code or clicks the icon on the relay page, a one-time executable file is downloaded and run. Then, the customer's PC establishes a remote connection to the support agent's Viewer. With the customer's consent, the support agent can remotely control the customer's PC. The customer can regain control at any time by pressing the key (Ctrl+Alt+Shift). During the remote session, the support agent can also use the chat feature to communicate with the customers in real-time.

- Note: If the customer's license type is [Demo], "[Demo] in support" message will be displayed at the bottom right of the customer's screen during the session.

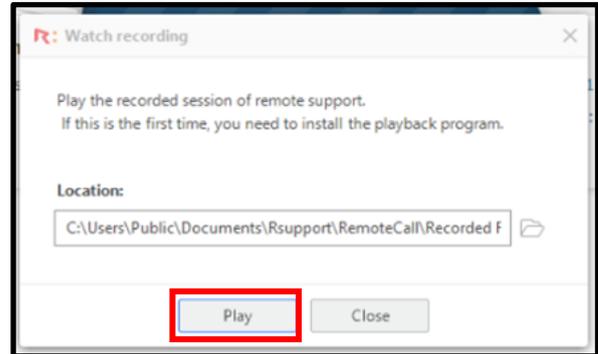


3.4 Ending the support

At the end of the session, the support start/end time and support agent's name are displayed.



[End of Support Page]



[Recording File Window]

The support agent's display name is shown on the customer's end by default. If no display name is set, the support agent's name will be shown instead. However, if Privacy Protection is enabled under Connection Page Settings, the support agent's name will not be displayed.

If the Save recording option is enabled for the customer, a window with the recording file will appear after the remote session, allowing the customer to play back the recording. If a playback program is not installed, clicking the **Play** button will prompt the customer to install the required player.

(Download link: https://d327woxvux6jkz.cloudfront.net/update/rsfxplayer_setup.exe)

4. RemoteCall Functionality

4.1 Agent

Agent Features Description *The icons at the bottom of the Agent

 Network Settings	Login Server	Address, Port : Enter the server address and port that verify login credentials when the support agent logs in.
		SSL Authentication : Select this option if SSL is required for support agent authentication.
 Settings	Support Agent Information	View/edit the support agent's information displayed to the customer during support.
	Log Out	Log out of the system.
	Start	Wait for a new support session in the Viewer.
	WebView	Wait for a new support session using a web browser.
	Go to Admin	Log in to the admin portal via browser to check/modify usage history, statistics, and option settings.
	Admin	The user admin page is launched on a new tab.
	RemoteView	RemoteView is launched.
	Feedback	A pop-up page for feedback is launched.
 Connection Settings	Default	Disable desktop wallpaper: The customer's desktop background is removed during remote sessions to improve control speed.
		Don't show window contents while dragging: Check this box to hide window outlines during remote control for better performance.
		Automatically recording on remote control: Recording starts automatically, and the file is saved when the session ends.
		Save recording to this location: Change save location for recordings by clicking here.
		The captured screen will be saved to this location: Change save location for captured files.

		Lock viewer when idle: If the Viewer remains inactive for a specified duration, all functions are locked to prevent unauthorized access or control.
		Log out when idle: If the remote support program remains inactive for a specified duration, the Agent is automatically logged out.
	Control device	Network: Adjust data compression based on network conditions. - Normal: Compress and send data. - High Speed: Send data without compression.
		Control mode: Select a control mode according to the remote PC environment. - High Speed: Use a virtual driver to detect the screen. - Graphic: Detect the screen without using a virtual driver.
		Screen color: Select the screen color displayed in the Agent Viewer.
		True color: Adjust the screen quality when the True color is selected in the screen color. Supported only in Normal network environments.
Mobile control: Screen color can be selected when using Wi-Fi or 3G/4G networks.		
 Favorites	Favorites (URL)	Register and manage frequently used URLs.
	Canned Messages (PC)	Manage frequently used quick messages for PC support.
	Canned Messages (Mobile)	Manage frequently used quick messages for mobile support.
	Canned Messages (Visual)	Manage frequently used quick messages for visual support.
 Session History	Session History Search	View remote support history by period and save as an Excel file.
 Waiting List (Online session desk)	In Queue	When a customer requests live support, the request is placed in the waiting list in order.
	In Reservation	When a customer makes an appointment, the request is placed in the appointment list in order.

4.2 Automatic Recording (Windows only)

The remote screen is automatically recorded when the support agent starts controlling the customer's PC. Automatic recording works only if the feature is enabled before launching the Viewer, after the support agent logs in to the RemoteCall Agent. Once the session ends, the recording file is automatically saved by date on the support agent's PC.

Saved file location: Shared or public documents \Rsupport\RemoteCall\Received Files

For automatic recording to work, screen recording must be enabled and saved file location must be set to the support agent's PC in the Admin Portal before using the feature on the RemoteCall Agent. If the saved file location is set to a network drive, only automatic recording is available.

4.2.1 How to Play a File

Start > Apps > Installed Apps > RSUPPORT > Rsupport Player

Click the **Open** button to select the recording file to play. Once the **Play** button becomes active, click it to start playback. RemoteCall Player can be downloaded from the RSUPPORT website. Playback is not available on PCs without RemoteCall Agent installed.

(Download link: https://d327woxvux6jkz.cloudfront.net/update/rsfxplayer_setup.exe)

4.2.2 Player Menu



1. Open file: Select a file to play from the list.
2. Zoom in/out: Resize the display scale from 50% to 200%.
3. Play: Start playing the selected file.
4. Stop: Pause playing the selected file.
5. Skip: Move to the previous file in the list.
6. Skip: Move to the next file in the list.
7. Playback speed: Adjust the playback speed ranging from 1x to 10x.

Recording files from RemoteCall use *.rsfx* format developed by RSUPPORT and cannot be played with standard video players.

4.3 Viewer

4.3.1 Viewer Menu (*) Works only in Windows environment

 Settings	Settings	Configure remote access and control settings.
	Always on top	Keep the window always on top of other applications.
	Support report	Write support notes during the remote session.
	Open "Received Files" folder	Open the folder containing files received from the customer during support.
	Received files	View the list of files received from the customer during support.
	Session sharing*	Share the current customer session with another agent.
	Session transfer*	Transfer the current customer session to another agent.
	Lock Viewer	Lock the Viewer when the support agent is away. (Ctrl+Windows+L)
	Reboot and reconnect*	Restart the customer's PC and reconnect automatically.
	Reboot and reconnect in safe mode*	Restart the customer's PC and reconnect in Safe Mode.
	Run as a service*	Reconnect as an administrator after disconnecting a session running under a restricted user account (customer).
	End	Exit remote support.
 Control	Controls	The support agent gains mouse/keyboard control of the customer's PC.
	Laser pointer	Display a laser point on the customer's PC.
	Cursor shape (arrow/circle)	Change the mouse cursor shape to an arrow or circle.
	Send 'Ctrl+Alt+Del'*	Send the Ctrl+Alt+Del command to the customer's PC.
 Draw	1) Draw (Start/End, Style, Color, Weight*)	1) Draw on the customer's screen.
	2) Erase All	2) Clear all drawings on the screen.
	3) Interactive Drawing	3) Allow the customer to draw on their own screen.
 Display	Multi monitor	-Select which monitor to support when the customer is using multiple monitors. (Ctrl+Windows+W) -Switch between monitors in multi-monitor environments (Ctrl+Windows+Left, Ctrl+Windows+Right)

	Screen navigator	Easily navigate unseen areas when the customer's screen is larger than the Viewer.
	Zoom	Adjust the display scale in the Viewer from 25% to 200%. (Ctrl+Windows+Down, Ctrl+Windows+Up)
	Fit to screen	Automatically resize the customer's screen to fit the support agent's Viewer screen.
	Actual size	Display the actual resolution of the customer's screen in the support agent's Viewer screen.
	Full screen	Display the support agent's screen in full screen. (Ctrl+Windows+Enter)
	Lock the screen*	Stop sharing the customer's PC screen.
 Tools	Screen capture	Save the customer's PC screen as a JPG file on the support agent's PC. (Ctrl+Windows+C)
	Send URL	The support agent sends a URL to the customer's PC. (Ctrl+Windows+U)
	Send File	Export files from the support agent's PC to the customer's PC.
	Receive File	Import files from the customer's PC to the support agent's PC.
	Clipboard sharing	Exchange clipboard contents between the support agent's and customer's PCs.
	Screen sharing*	Display the support agent's screen to the customer.
	Text chat*	Chat with customers through the chat window.
	Voice chat*	Talk with customers using a microphone and speaker.
	Sound sharing*	Share the audio playing of the customer's PC with the support agent.
	Record	Record the customer's PC screen.
	Application sharing*	Share only the desired program among those running on the customer's PC with the support agent.
	Open blinder*	Restrict sharing of specific areas of the customer's PC screen displayed in the Viewer.
	Use default cursor	Change the default mouse cursor shape displayed in the Viewer.

 Add	Favorites*	Launch pre-registered URLs, folders, programs, and more, with a single click.
	Diagnostics*	Check the system information of the customer's PC.
	Process info*	View and stop process information running on the customer's PC.
	Windows shortcut keys	Displays hotkey information on the customer's PC.

4.3.2 Home

4.3.2.1 Settings

Configure the settings for remote support. Settings can be changed after connection.

Display Quality	Network	Choose whether to compress data based on network status. - Normal: Compress and send data. - High Speed: Send data without compression.
	Control mode:	Select control mode based on the environment of the remote PC. - High Speed: Use a virtual driver to detect the screen. - Graphic: Detect the screen without using a virtual driver.
	Color	Select the screen color displayed in the Agent Viewer.
	Quality	Adjust the display quality for a normal network environment.
Remote Screen	Resolution	Adjust the remote screen resolution.
Screen Scrolling	Automatic scroll	If the customer's PC screen is larger than the agent's PC screen, a scroll bar will appear at the bottom right of the Viewer. Select this option to all screen scrolling in all directions with mouse movement.
	Panning Scroll	Clicking the mouse scroll (wheel) changes the icon to a palm-like hand, making it easily move around the screen.
Advanced Controls	Simultaneous control	The support agent and customer can control the mouse simultaneously.
	Keyboard driver mode	For certain environments where keyboard control doesn't work, control the keyboard by enabling the keyboard driver.
	Mouse driver mode	For certain environments where mouse control doesn't work, control the mouse by enabling the mouse driver.

4.3.2.2 Always on top

This setting ensures the remote support window stays on top of other applications, allowing for an uninterrupted remote support experience.

4.3.2.3 Support report

Support agents can create and edit details about the customer and remote session. The saved content can be viewed on the Admin Portal > Product Usage Management > Support History > Search > Session Log.

4.3.2.4 Open "Received Files" folder

When files are transferred from a customer's PC during remote support, the folder containing received files is opened.

Saved file location: Shared Documents (or Public Documents)\WRsupport\WRRemoteCall\WRReceived Files

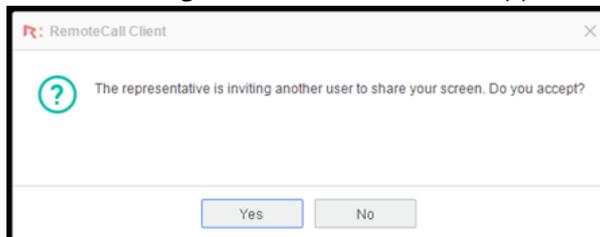
4.3.2.5 Received files

When files are transferred from a customer's PC during remote support, a list of received files is displayed. Click on a file to open it.

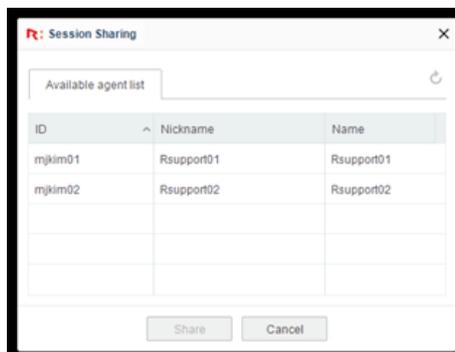
4.3.2.6 Session sharing (Windows only)

Share the current customer session with another agent.

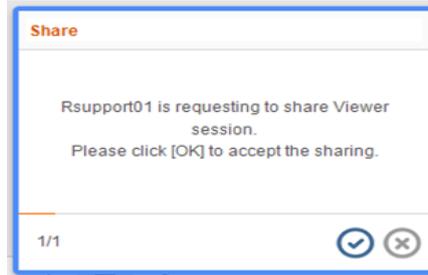
- 1 Click  > **Session sharing** at the top of the Viewer menu.
- 2 A session sharing consent message (as shown below) will appear on the customer's PC screen.



- 3 If the customer agrees to share a session, a list of available support agents within the same group will appear, as shown below.



- The current support agent selects the support agent to share the session with and clicks **Share**. A session sharing message will appear for the selected support agent (if they are logged in).



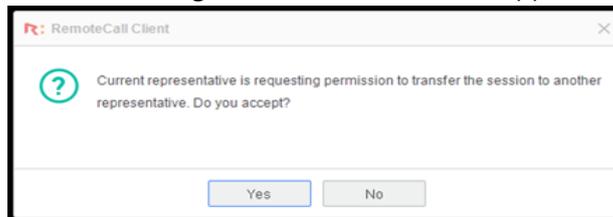
- Note: The "Session Sharing" feature is not supported when the support agent controls a mobile device.

4.3.2.7 Session transfer (Windows only)

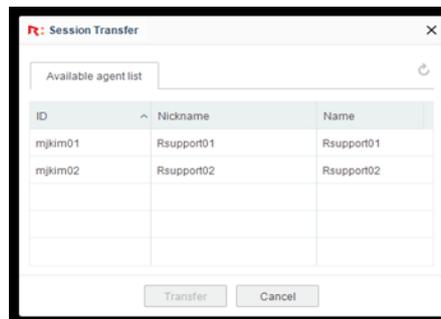
Share the current customer session with another agent.

- Click  > **Session transfer** at the top of the Viewer menu.

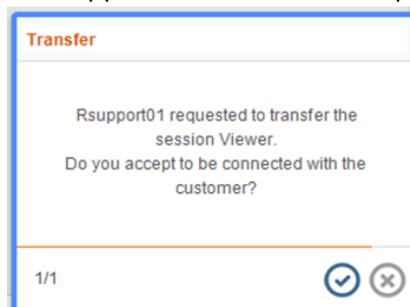
A session transfer consent message (as shown below) will appear on the customer's PC screen.



- If the customer agrees to transfer a session, a list of available support agents within the same group will appear, as shown below.



- The current support agent selects the support agent to share the session with and clicks **Transfer**.
- A session transfer message will appear for the selected support agent (if they are logged in).



4.3.2.8 Lock Viewer

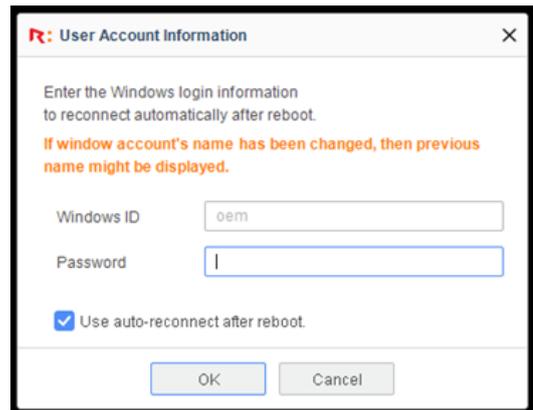
If the support agent needs to step away during remote support, this feature can be activated to disable all Viewer functions. To unlock, use the same password used to log in to the Agent.

4.3.2.9 Reboot and Reconnect (Windows only)

To reboot a customer's PC during remote support, the support agent can click **Reboot and Reconnect**. With the customer's consent, the PC will reboot and automatically reconnect.

- **For PCs with password**

An auto-login information window is launched. If the PC has a password, the customer must log in for reboot.

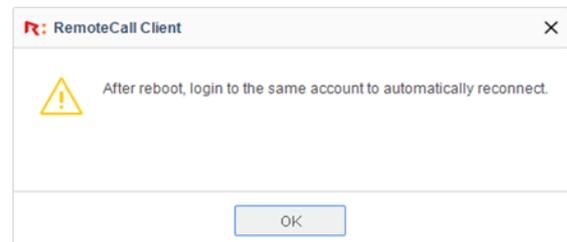


- Note: If [**Use auto-reconnect after reboot**] is enabled and the Windows account password is pre-entered, the customer will be automatically logged in after rebooting without having to re-enter credentials.

Disable auto-login after reboot: To require manual login after rebooting, uncheck [**Use auto-reconnect after reboot**] before rebooting. The customer will need to manually enter their Windows account.

- **For PCs without password**

If the customer agrees, the following window will be displayed. The reboot will proceed after clicking **OK**.



4.3.2.10 Reboot and Reconnect in Safe Mode (Windows only)

If a problem occurs with the customer's PC system during remote support, click **Reboot and Reconnect in Safe Mode** to reboot the PC into Safe Mode with the customer's consent. Please note that this option is not activated with a restricted or Guest account.

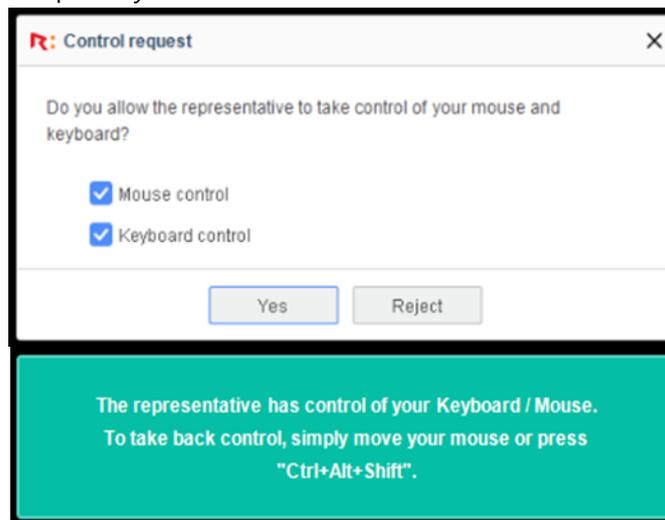
4.3.2.11 Run as a service (Windows only)

If the customer is using a restricted or Guest account, and the support agent requires administrative privileges during support, click request reconnection using the admin account. This will disconnect the current session and reconnect with administrative privileges. Please note that this option is not activated with an administrator account.

4.3.3 Controls (Windows+Mac common)

4.3.3.1 Controls

After connecting to remote support, the support agent must click **Control > Controls** to gain control of the customer's PC. Depending on the settings, a control consent confirmation message may appear on the customer's PC, as shown below. The customer can choose to allow only specific controls (mouse and/or keyboard). If the customer uses their keyboard or mouse, the support agent's control is temporarily released.



4.3.3.2 Laser pointer

This feature only allows on-screen guidance or direction. Mouse and keyboard control is not available.

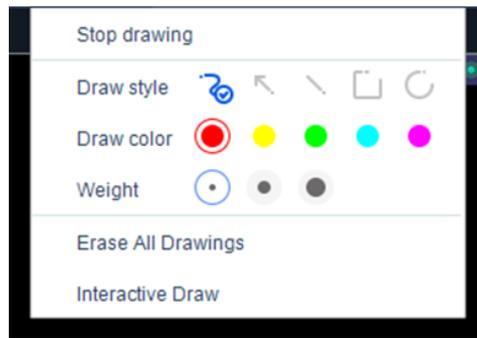
4.3.3.3 Cursor shape (arrow/circle)

Change the mouse cursor shape to an arrow or circle.

4.3.3.4 Send 'Ctrl+Alt+Del' (Windows only)

Send the Windows system keys (Ctrl+Alt+Del) to the customer's PC. This option is not activated with a restricted or Guest account.

4.3.4 Drawing (For Windows and Mac)



4.3.4.1 Start draw (Ctrl+Window+Shift)

Draw freely on the screen.

4.3.4.2 Draw style

Select a desired shape to draw.

4.3.4.3 Draw color

Change the color of the lines drawn on the customer's PC screen.

4.3.4.4 Weight (Windows only)

Change the thickness of the lines drawn on the customer's PC screen.

4.3.4.5 Erase All Drawings

Delete all drawings on the customer's PC screen.

- Note: For smooth support, all drawings will be erased if the screen ratio changes or a program is switched.

4.3.4.6 Interactive draw

Both support agent and customer can draw on the customer's PC screen simultaneously.

- Note: If a drawing history exists, use Ctrl+Z (Undo) or Ctrl+Y (Redo) to revert to the previous action or re-execute it.

4.3.5 Display (For Windows and Mac)

4.3.5.1 Multi monitor

If multiple monitors are connected to the customer's PC, the support agent can select a monitor to control and display it in the Viewer. To open the monitor selection monitor, use (Ctrl+Windows+W). To switch between multiple monitors, use (Ctrl+Windows+Left/Right Arrow).

4.3.5.2 Screen navigator

Easily navigate unseen areas when the customer's screen is larger than the Viewer.

4.3.5.3 Zoom

Adjust the Viewer size on the local PC to match the operating environment, from 25% to 200% scaling.

Clicking the on-screen icon () also allows zoom.

- Fit to screen Displays the customer's screen scaled to fit the Viewer window.
- Actual size Displays the customer's screen in its original resolution.
- Full screen Expands the Viewer to full screen, matching the support agent's monitor size.

To exit full screen mode, click the **Restore** icon in the top bar or select Exit Full Screen from the display settings menu. Or use Ctrl+Windows+Enter.

4.3.5.4 Lock the screen (Windows only)

During a remote session, the support agent can pause screen sharing and control by activating screen lock. To resume, the customer must approve unlocking after a request from the support agent.

4.3.6 Tools

4.3.6.1 Screen capture

Capture the current screen of the customer's PC and save it as a jpg file on the support agent's PC (Ctrl+Windows+C).

Saved file location: Shared Documents (or Public Documents)\Rsupport\RemoteCall\Capture\Date\Support No

4.3.6.2 Send URL

The support agent can launch a browser on the customer's PC simply by sending a URL. (Ctrl+Windows+U)

4.3.6.3 Send File

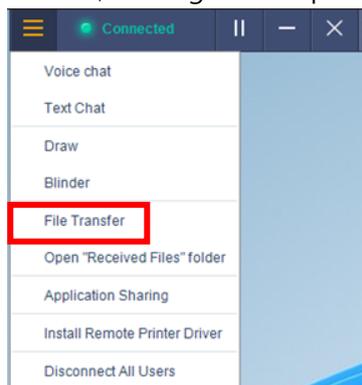
Export files from the support agent's PC to the customer's PC. Drag & Drop or Copy & Paste (Ctrl+C, Ctrl+V) files directly from the support agent's PC to a specific folder of the customer's PC within the Viewer window. Depending on admin settings, a consent confirmation window may appear on the customer's PC.

Saved file location: Shared Documents (or Public Documents)\Rsupport\RemoteCall\Received Files

4.3.6.4 Receive File

Import files from the customer's PC to the support agent's PC. Drag & Drop or Copy & Paste (Ctrl+C, Ctrl+V) files directly from the customer's PC to a specific folder on the support agent's PC.

When sending files to the support agent, the customer can either select files using the file transfer menu in the connection status window, or drag and drop the files directly into the window.



Saved file location: Shared Documents (or Public Documents)\Rsupport\RemoteCall\Received Files

4.3.6.5 Clipboard sharing

Exchange clipboard contents between the support agent's and customer's PCs.

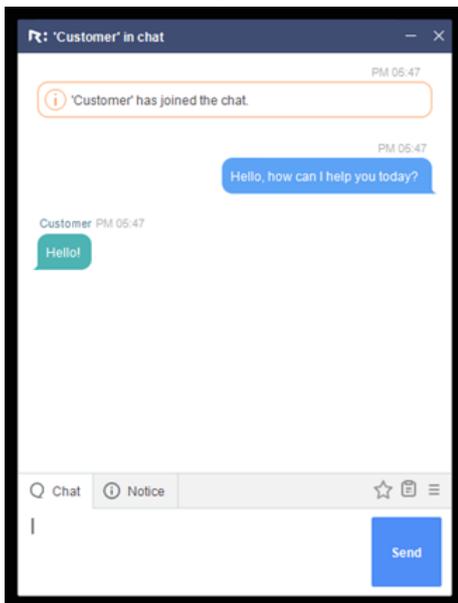
4.3.6.6 Screen sharing (Windows only)

Display the support agent's screen to the customer. Customers can draw on the support agent's PC screen, send files, and more. When the support agent grants control permission, the customer can gain control of the support agent's mouse and keyboard.

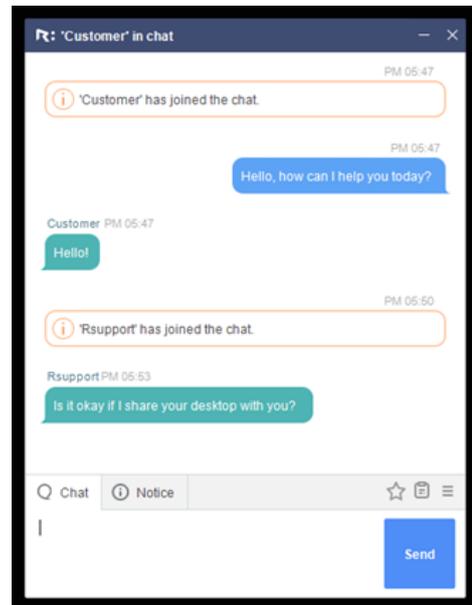
4.3.6.7 Text chat (Windows only)

During remote support, support agents and customers can exchange messages via live chat. All chat messages and file transfer logs during the session are saved in the support history.

- Note: If a support agent joins a session via Session Sharing and text chat is launched, the support agent can participate in the existing chat with the customer. Reopening the chat window will retain the previous chat history.



[Main support agent's screen]



[Shared support agent's screen]

4.3.6.8 Voice chat (Windows only)

During the remote session, the support agent can use the voice chat feature to communicate with the customers in real-time. Both parties must have a properly installed sound card, and a microphone and earphones connected to the appropriate ports.

4.3.6.9 Sound sharing (Windows only)

Sound from the customer's PC can be heard on the support agent's PC.

*Depending on the type of soundcard, this feature may not be supported.

4.3.6.10 Record

The remote screen is automatically recorded when the support agent starts controlling the customer's PC. After recording ends, the recorded file is automatically saved on the support agent's PC by date.

- Note: File size may vary depending on screen content and recording conditions. Voice chat is not included in the recording.

Saved file location: Shared Documents (or Public Documents)#Rsupport#RemoteCall#Recorded Files#Date

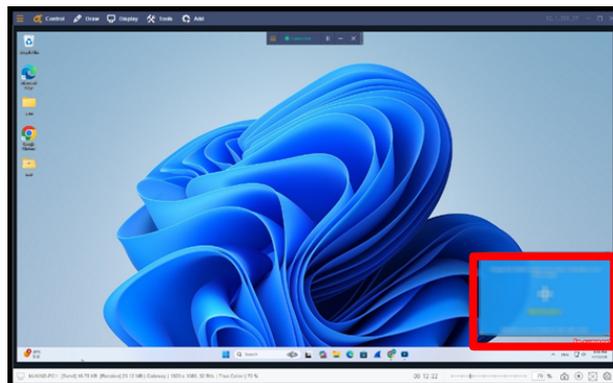
4.3.6.11 Application sharing (Windows only)

Share only the desired program among those running on the customer's PC with the support agent. Programs can be individually selected, or all running programs can be shared at once.

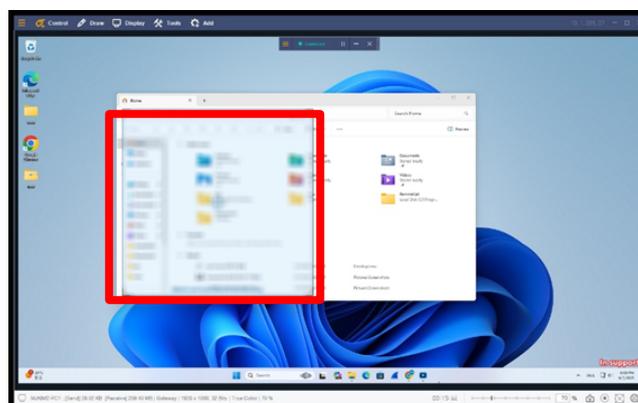
- Note: Depending on the OS and application type, unintended programs may appear during sharing.

4.3.6.12 Open blinder (Windows only)

To protect sensitive information during remote support, the support agent can limit screen sharing of specific areas on the customer's PC. Restricted areas will appear blurred to the agent.



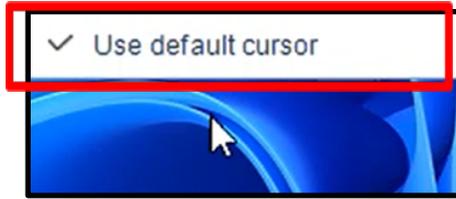
[On first launch]



[Restrict specific screen area]

4.3.6.13 Use default cursor

Switch the mouse cursor style shown in the Viewer. When a session starts, the default setting is [Use default cursor].



[Use default cursor]



[Default cursor not in use]

4.3.7 Add

4.3.7.1 Favorites (Windows only)

Launch pre-registered URLs, folders, programs, and more, with a single click.

4.3.7.2 Diagnostics (Windows only)

Check the system information (hardware, software) of the customer's PC.

4.3.7.3 Process info (Windows only)

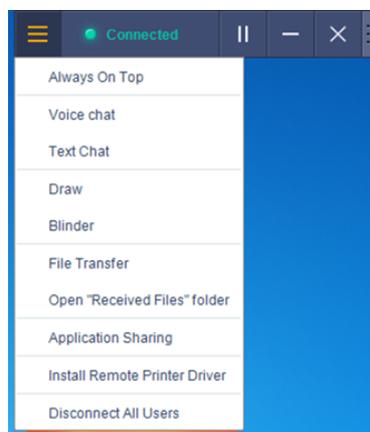
Check the process information of a remote PC or terminate processes running on the customer's PC.

4.3.7.4 Windows shortcut keys

Displays a list of hotkeys available for use on the customer's PC.

4.4 Connection Status Window (For Windows and Mac)

During a remote session, a notification window displaying "In Support" appears in the bottom-right corner of the customer's PC. This window indicates that the agent is currently connected and provides the customer with access to various functions. Closing the window will disconnect the session.



4.4.1 Connection Status Window Features

Always on top	Always position the connection status window above other windows. * Only visible on Windows7 and earlier OS.
Voice chat	Talk with customers using a microphone and speaker.
Text chat	Launch a chat window for text-based conversation with the support agent.
Draw	Allow the customer to draw on their own screen.
Blinder	Restrict sharing of specific areas of the customer's PC screen displayed in the Viewer. (Same as the Open Blinder on the support agent's side).
File transfer	Send the file to the support agent. See p.37 for details.
Open "received files" folder	Open the folder where the received files from support agent are stored.
Application sharing	Share selected running programs on the customer's PC with the support agent.
Install remote printer driver	Install or uninstall a virtual printer driver.
	Start or stop screen sharing from the customer's screen. (Same as the Screen Lock feature on the Viewer)
	Minimize the connection notification window.
	End the remote session.

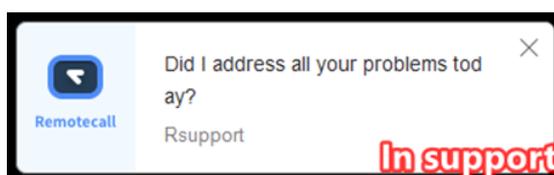
4.4.2 Voice Chat (For Customer)

Voice chat allows customers and support agents to communicate using the PC's microphones and speakers, without using a phone.

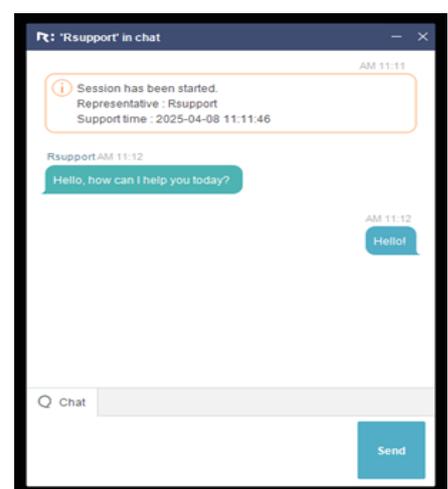
4.4.3 Text Chat (For Customer)

During remote support, support agents and customers can exchange messages via live chat.

If the customer's chat window is closed and the support agent sends a message, a notification will appear at the bottom of the customer's PC screen. Clicking this alert will re-enter the chat.



[Chat notification windows]

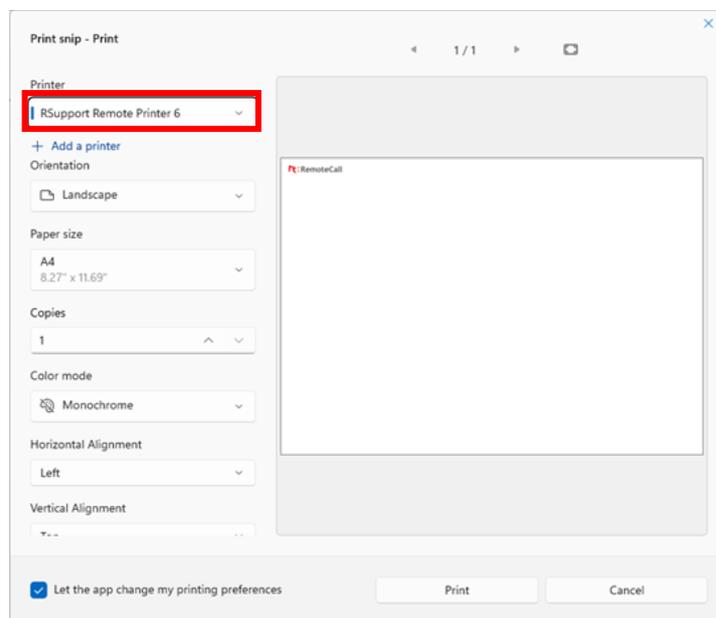


[Customer's screen]

4.4.4 Remote Printer

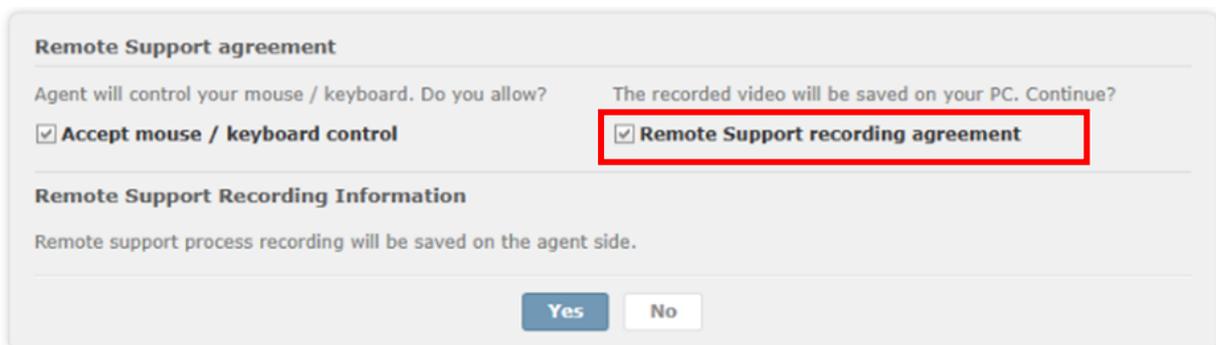
This feature is used to print documents from the customer's PC to a printer connected to the support agent's PC during remote support. Install a virtual printer driver on the customer's PC to receive and output print information.

- 1 Activate the connection status window.
- 2 Install the remote printer.
- 3 Open the document to print from the customer's PC and click **Print**. In the print settings, select "RSupport Remote Printer 6" as the printer and then print.
- 4 Confirm the printed document from the printer connected to the support agent's PC.

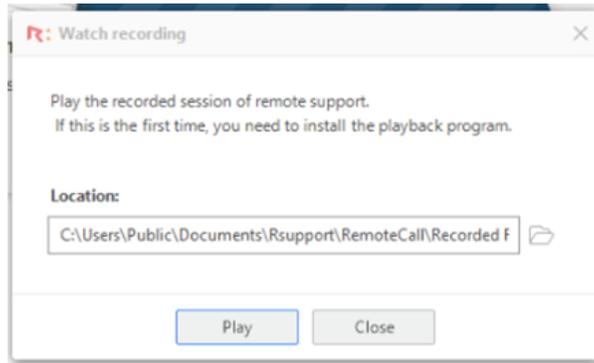


4.4.5 Recorded Files List

If the customer agrees to record remote support on the connection page, a list of recorded files will appear on the customer's PC after the session ends. The customer can play back the recordings in the list to review the session.



[Remote support recording agreement window]



[Recording file window]

4.4.5.1 Recorded Files List Description

File path	The file path is displayed when the recordings are saved. Click the folder icon to open the folder containing the files.
Play	This button will play the recording on a playback program. If the PC needs installation, a message will pop-up to install the program.
Close	This button exits the recorded files list window.

4.4.5.2 How to Play a Recorded File

- 1 Select the file to play from the recorded files list.
- 2 Click **Play**.
- 3 The file will open and play in the RemoteSupportPlayer.

Player Menu Description

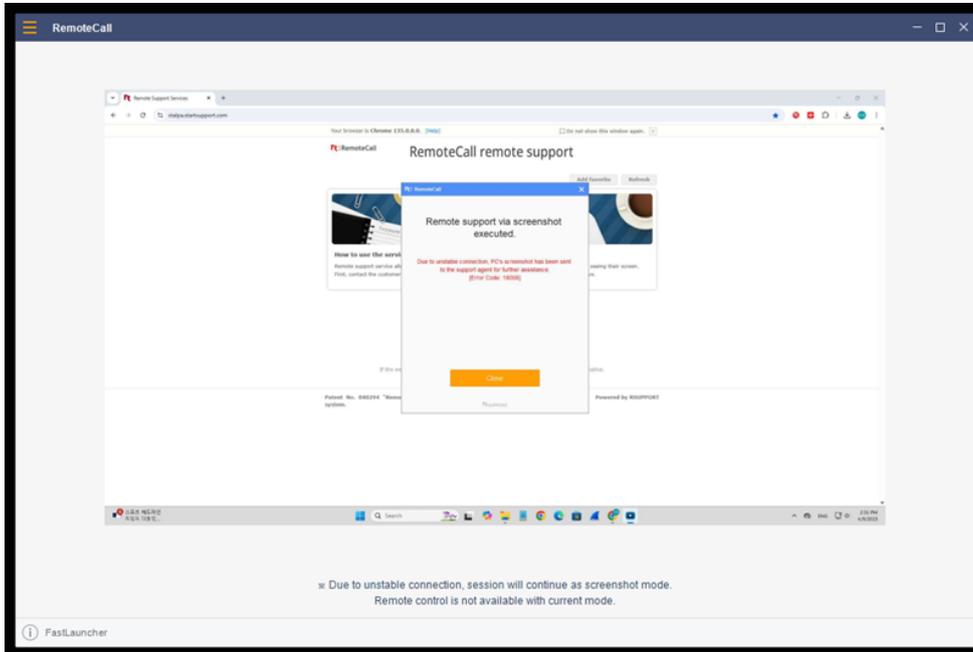


- 1 Open file: Select a file to play from the list.
Files are saved by date in the following location: Shared or public documents\Rsupport\RemoteCall\Recorded Files.
- 2 Zoom in/out: Resize the display scale from 50% to 200%.
- 3 Play: Start playing the selected file.
- 4 Stop: Pause playing the selected file.
- 5 Previous file: Move to the previous file in the list.
- 6 Next file: Move to the next file in the list.
- 7 Playback speed: Adjust the playback speed ranging from 1x to 10x.

4.5 Screenshot Mode

If the connection to the session server fails due to communication issues and remote control is unavailable, screen sharing remains possible in screenshot mode.

In screenshot mode, images of the customer's PC screen are captured and sent to the Viewer every 5 seconds.



[Screenshot Mode]

When support is provided in screenshot mode, the support type is categorized as Screenshot on the **Admin Portal > Product Usage Management > Support History**.

Product Usage Management > Support history

keyword Search Groups

Period ~

Agent type

Category

● Search Results (21cases)

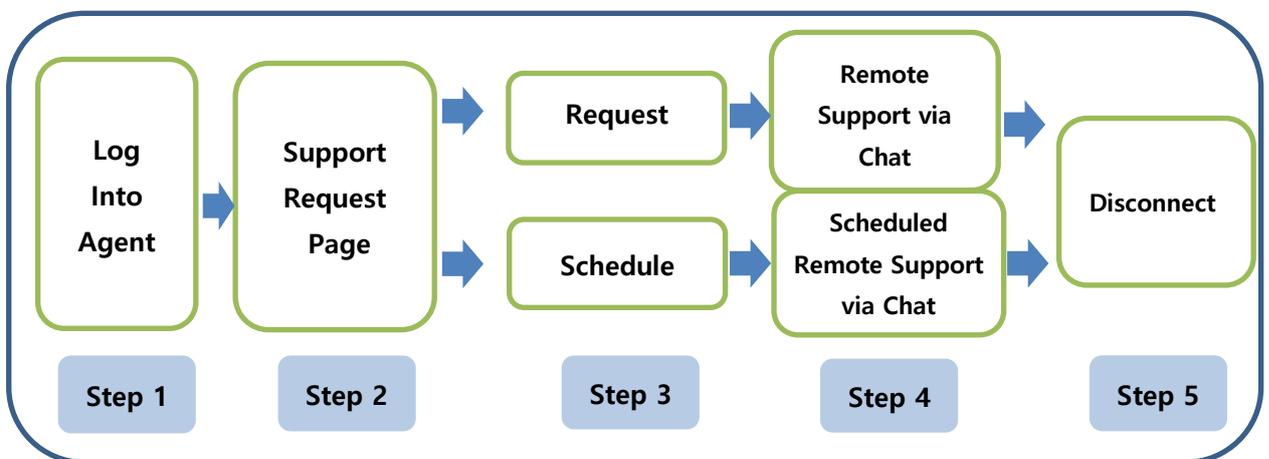
No.	User ID	User Name	Customer Name	Agent type	Category	Support Start Time	Support Time	
1	mjkim	Rsupport		Application	Screenshot	04/09/2025 14:29:26	00:02:35	<input type="button" value="View"/>
2	mjkim	Rsupport		Application	Screenshot	04/09/2025 14:27:24	00:01:21	<input type="button" value="View"/>
3	mjkim	Rsupport		Application	Screenshot	04/09/2025 14:24:15	00:01:06	<input type="button" value="View"/>
4	mjkim	Rsupport		Application	PC	04/09/2025 14:19:16	00:02:55	<input type="button" value="View"/>
5	mjkim	Rsupport		Application	PC	04/09/2025 14:15:27	00:00:51	<input type="button" value="View"/>

4.6 Live Web Support

4.6.1 What is Live Web Support?

Live Web Support is a real-time consultation solution that functions as an online help desk with remote control features. Support agents form a virtual call center and assist customers remotely. When a user requests support via the web, their inquiry is immediately distributed to available support agents through web chat. This innovative remote support tool facilitates both text and voice chat directly from a browser—no program installation required.

Unlike traditional phone-based support, support agents are not tied to a fixed location and can assist multiple customers simultaneously, resulting in more efficient service delivery. Moreover, there's no need to invest in physical office space or costly infrastructure. Now, even small and medium-sized businesses can effortlessly provide online customer support.



4.6.2 Remote Support Procedures

Live Web Support can be categorized into two scenarios, depending on how the customer connects.

4.6.2.1 via Support Request Page

Support is initiated when a customer submits a request through the Support Request page. Support agents can log into the Agent and accept the incoming requests to begin assisting.

- 1 The agent launches and logs into RemoteCall Agent.
- 2 The customer accesses the Support Request Page to request or schedule a session, depending on the availability status of the support agent.
- 3 When a request is made, the support agent receives a message and can click to review the request details and initiate support.
- 4 During support, the support agent can remotely control the customer's PC using the Remote Support feature in the chat menu.

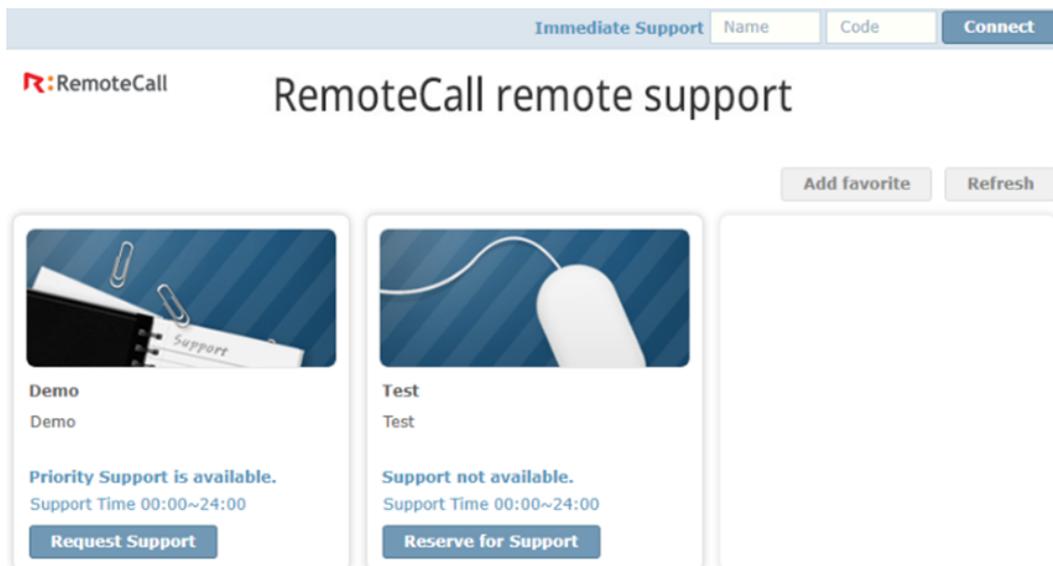
- 5 If the customer schedules support, the support agent can view the request details in the Reservation List on the Agent. Clicking on the scheduled request will initiate the session, and a **Waiting for Connection** message will appear on the Viewer.
- 6 The scheduled requests can also begin by entering the customer's name and code in the **Immediate Support** section at the top of the page.
- 7 Click **End** or **Disconnect** to end the session.

- Note: Standby for customer support after logging into Agent

The support agent logs into RemoteCall Agent and enters a standby mode, ready to assist customers. Once logged in, support agents can check for any pending or scheduled customer requests through the Request List and Reservation List on the Agent.

- Note: Customer support request page

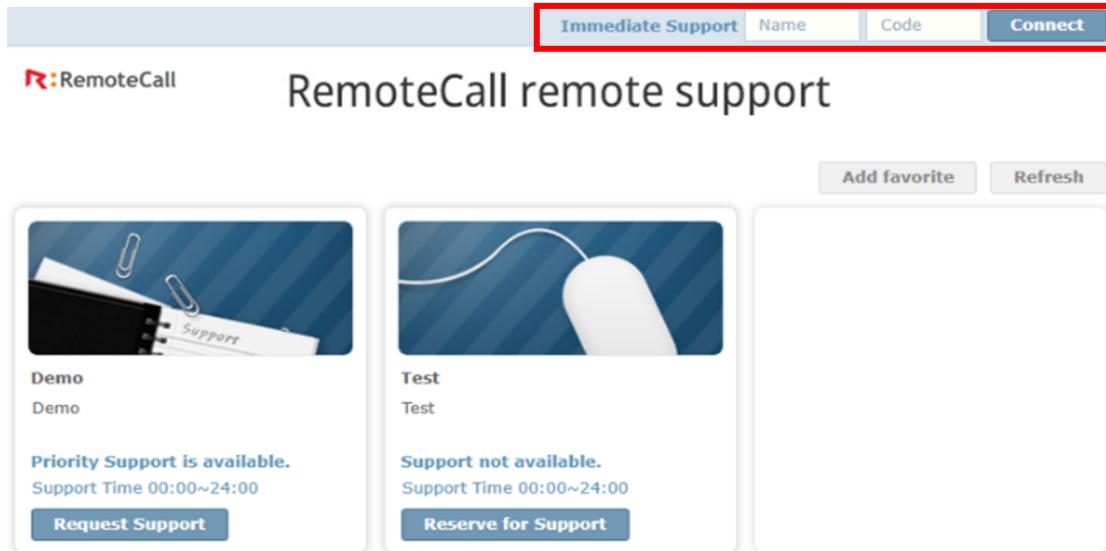
This is the page customers access to request support. Customers can click the support channel to request an immediate or scheduled session. The support request page refreshes every 5 seconds and displays the status of each support agent as below, making it easy for customers to check support agent availability.



Status	Description
Request Support	A support agent is available to assist customers immediately
Reserve for Support	Outside of business hours or on holidays
Unavailable	When no support agents are available due to full reservation or non-working hours/holidays If there are no agents assigned to the selected support channel

4.6.3 Scheduled Customer Access

This page allows customers to connect and initiate a session with a support agent at the reserved time. The connection code is required to enter the session.

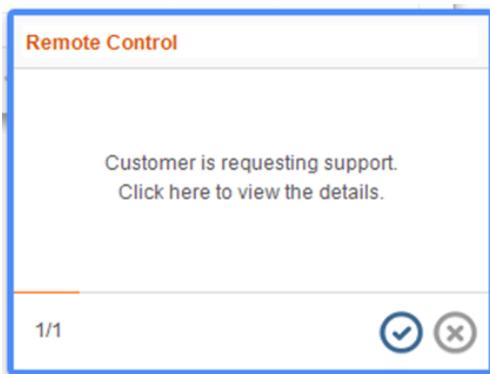


Chat support

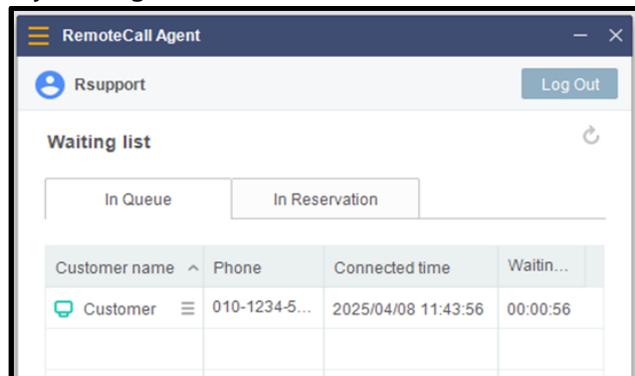
The support agent logs into RemoteCall Agent and enters a standby mode, ready to assist customers. When a customer requests support, a request notification window appears in the lower right corner of the support agent's screen. The session starts by clicking on the message box or by selecting the customer in the queue. If necessary, the chat support session can be seamlessly switched to remote support.

Immediate support

This refers to providing immediate support to customers upon their request. When a customer requests support, a message (as shown below) appears on any support agents' screen who are available. The session starts by clicking on the message box or by clicking **Confirm**.



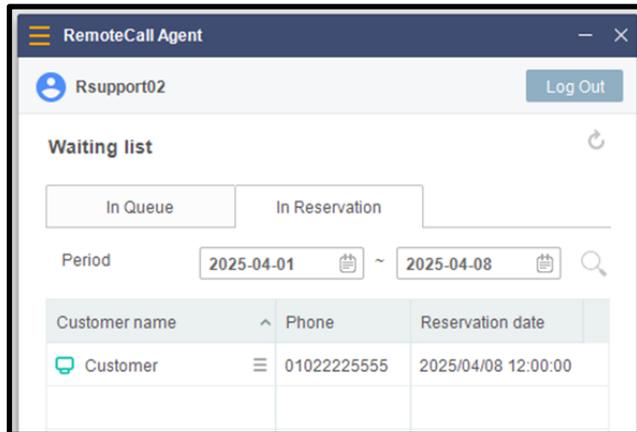
[Support request notification]



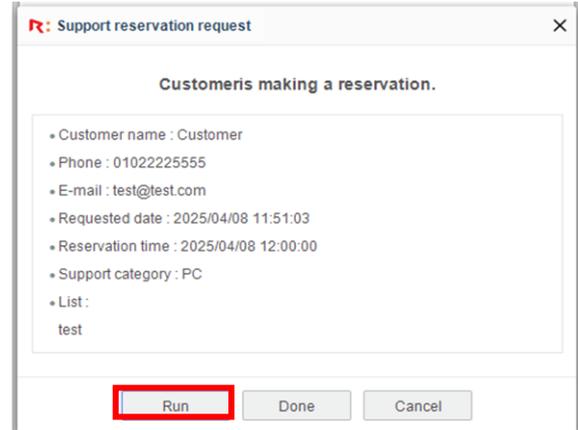
[Support request waiting list]

Scheduled support

This feature allows support agents to provide support on a specific date and time requested by the customer when immediate support is not available. When requesting scheduled support, the customer must provide a contact number and the reservation date and time. The support agent then confirms the reservation in the list. To connect with the customer, the support agent initiates contact via the number in the reservation details, and activates standby mode by clicking **Run**.



[Reservation List]



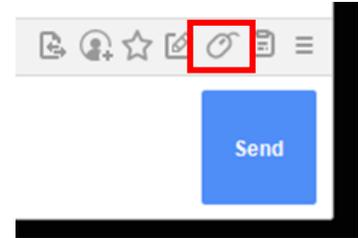
[Support reservation request details]

4.7 Remote Support

4.7.1 Remote support during chat

If remote support is required during chat support, the support agent can request remote support from the customer as follows. With the customer's consent, the support agent can remotely control the customer's PC.

1. The support agent clicks the "Remote Support" icon in the chat window, then clicks **Remote Request**.
2. A remote support request message appears in the customer's chat window. Upon acceptance, the viewer will launch on the support agent's PC.



4.7.2 Chat window

 Send File	Send files from the support agent's PC.
 Sharing Chat Sessions	Share the current customer session with another agent.
 Favorites	Send pre-configured Favorites (URLs) to the customer, set up in the Admin page or Agent > Favorites.
 Session Log (Report)	Create and edit consultation logs.
 Start Remote Support	If remote support is required during chat support, the support agent can request remote support from the customer.
 Save Conversations	Save chat content to Notepad.
 Canned Messages	Send pre-configured quick messages to the customer, set up in the Admin page or Agent > Favorites.

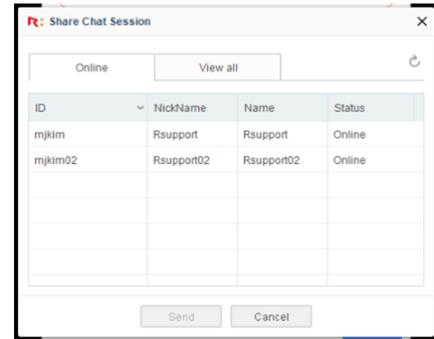
4.7.3 Send File

1. Click the **Send file**  icon in the chat window.
2. Select the file(s) to send, then click **Open**.
3. Upon requesting file transfer, a message is displayed in the client's chat window to accept or decline the file transfer.
4. If the customer accepts the file transfer, the file will be sent. If declined, a "transfer cancelled" message will appear in the support agent's chat window.

4.7.4 Sharing Chat Sessions

1. The support agent clicks the **Sharing Chat Sessions**  icon in the chat window.
2. A session sharing consent message appears on the customer's PC screen.

- If the customer agrees to share, a list of available support agents will be displayed. Double-click the desired support agent from the list.
- A session sharing message will appear for the selected support agent.
- The selected support agent clicks **Accept** to join the session. (Multiple support agents can support one customer if the original support agent does not end the session. If the original support agent ends the session, this session is transferred to the new support agent.)



* Note: Check session sharing availability based on status.

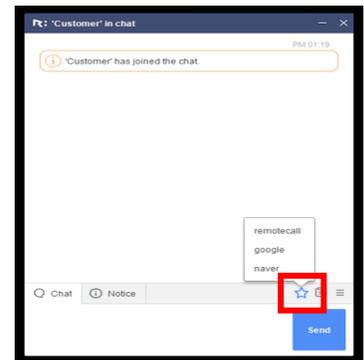
Status	Description	Availability
Online	The support agent is logged in and available for real-time support.	Yes
Offline	The agent is not logged in.	No

4.7.5 Favorites

- Click the desired URL from the pre-configured Favorites (URLs).
- Click **Send** to transmit it to the customer.

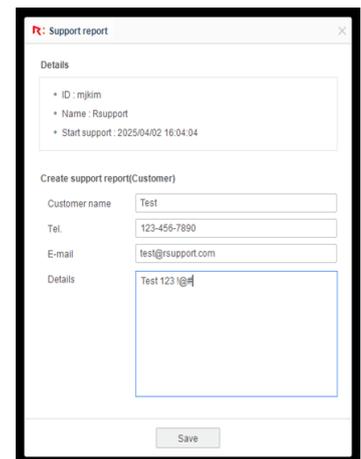
4.7.6 Session Log (Report)

- The support agent clicks the **Session Log (Report)**  icon in the chat window.
- Fill in the details regarding the current session in the window and click **Save**. *The content can be edited.



4.7.7 Remote Support

- The support agent clicks on the **Remote Support**  icon in the chat window to request remote control from the customer.
- A remote support request message appears in the customer's chat window. Upon acceptance, the viewer will launch on the support agent's PC. Depending on the settings, a control consent confirmation for mouse and keyboard may appear on the customer's PC.
- The customer clicks **OK** to remotely connect with the support agent.



For more information about RSUPPORT, please visit
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