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

User Admin Manual

RemoteCall SaaS Admin Page User Guide

2025.5.27

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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.

Table of Contents

1. About RemoteCall User Admin Center

1.1 What is Admin Portal?

The Admin Portal is a dedicated interface for administrators to add and change all settings related to RemoteCall provided by RSUPPORT.

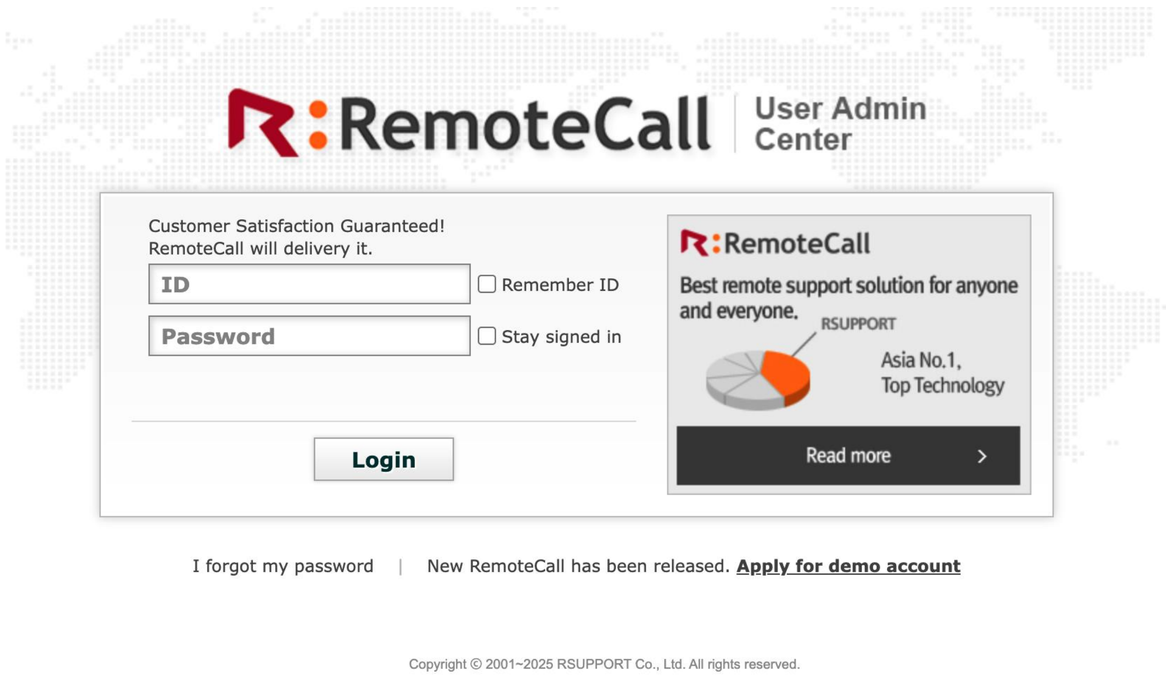
1.2 How to Access and Use

Follow the steps below to access the Admin Portal.

URL	**https://admin.startsupport.com/**
ID	The ID assigned by the partner or yourself at the time of purchase
Password	The password assigned by the partner or yourself at the time of purchase

The Admin Portal works properly in the following environments:

Web Browser	Internet Explorer 7.0 and later FireFox, Google Chrome, Safari
Other	Microsoft Office Excel 2000 and later

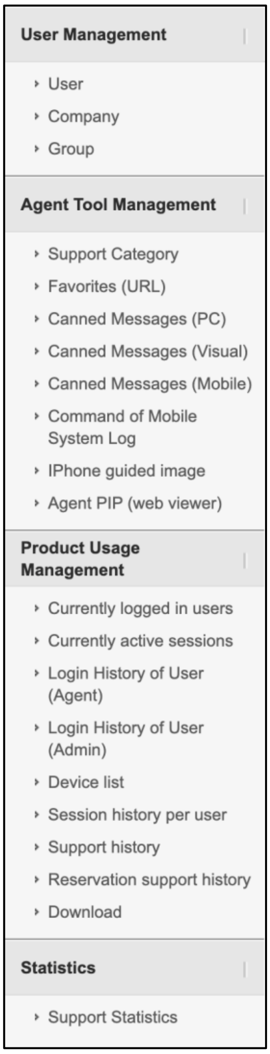


2. Administrator Permissions

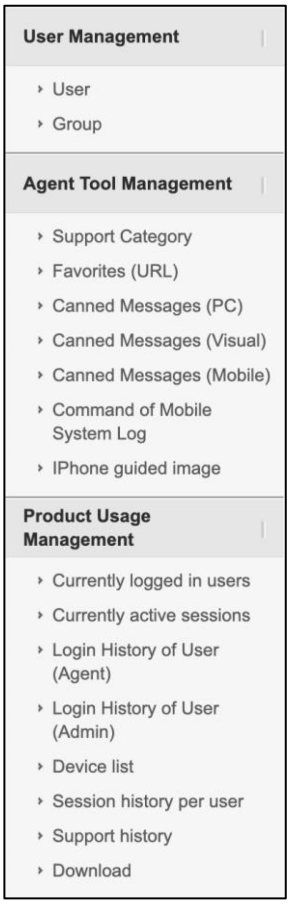
The Admin Portal is structured into three permission levels.

Company Administrator	The highest-level administrator with full access to settings, statistics, and group management.
Group Administrator	A team-level manager responsible for internal group management, also acts as a support agent.
User	Limited access for support tasks.

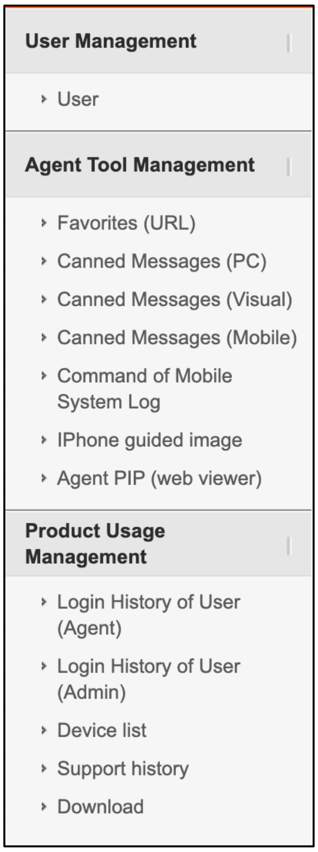
Permissions for Company Administrators, Group Administrators, and Users are separated, allowing all three roles to access the Admin Portal. However, each role has limited access to menus and features. This user guide primarily describes the features from the perspective of the Company Administrator, who holds the highest level of permission.



<Company Administrator>



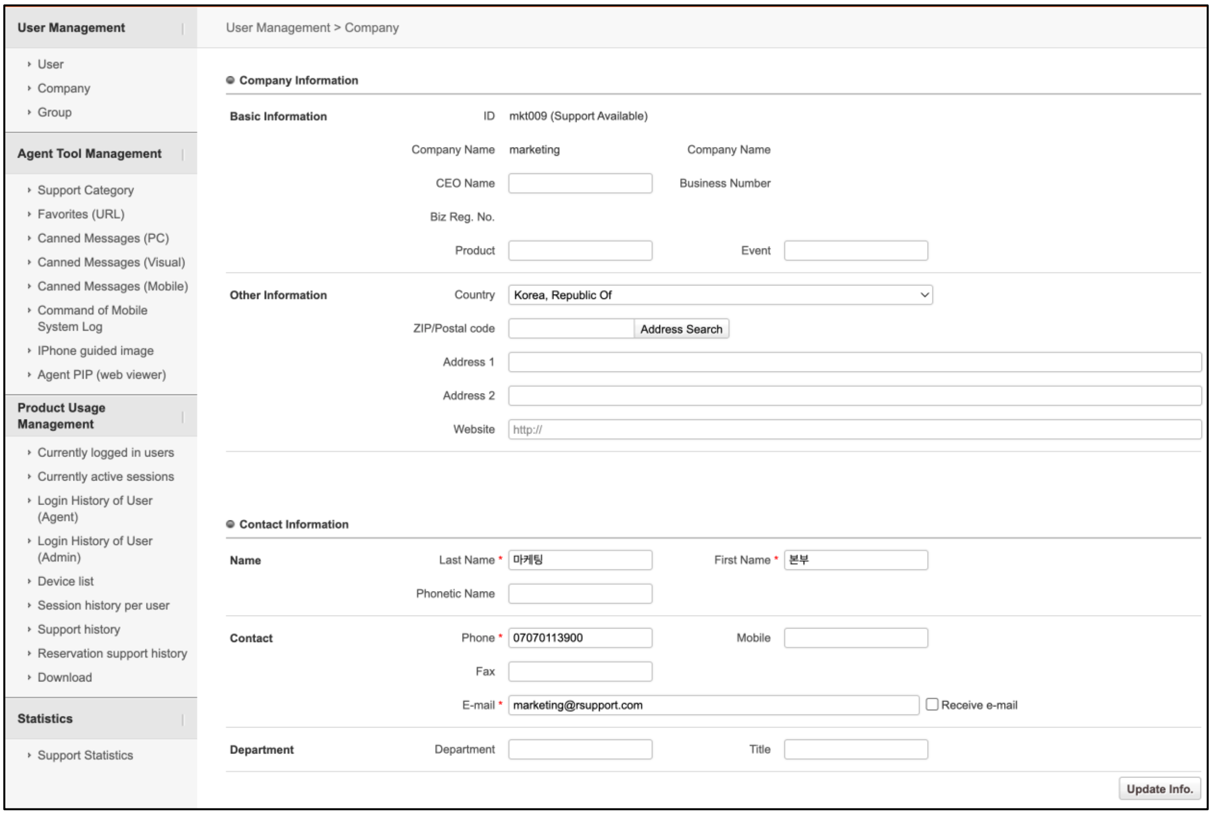
<Group Administrator>



<User>

3. Admin Portal Settings

The Admin Portal is organized as follows:

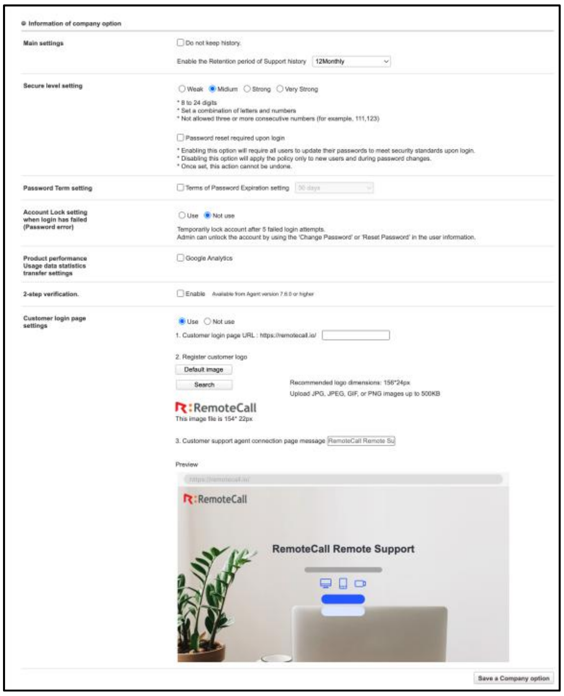


User Management	
User	Configure settings for individual support agents.
Company	View and modify information for registered company accounts.
Group	Configure user group settings.
Agent Tool Management	
Support Category	Add a table to session log.
Favorites (URL)	Add a URL to Favorites.
Canned Messages (PC)	Modify messages for the PC support guide message.
Canned Messages (Visual)	Modify messages for the visual support guide message.
Canned Messages (Mobile)	Modify messages for the mobile support guide message.
Command of Mobile System Log	Use special commands for collecting device logs during mobile support.
iPhone Guided Image	Upload and use images for iPhone mobile support.

Agent PIP (WebViewer)	Support agents can display registered images in the PIP on the customer's mobile screen during a visual support session. (Available during visual support via WebViewer)
Product Usage Management	
Currently Logged in User	View support agents available on the Agent.
Currently Active Sessions	View support agents currently connected with customers.
Login History of User (Agent)	Support agents can check the login history of the Agent.
Login History of User (Admin)	Support agents and administrators can check the login history of the Admin Portal.
Device List	Register and manage unique device numbers on the Admin Portal.
Session History per User	Check the number of support sessions for each support agent.
Support History	View the connection history with customers.
Reservation Support History	Manage the history of session requests made by customers. This menu is available only for online session desk.
Current Support Users Status	View the real-time status of Agent users for concurrent licenses in use.
Download	Download documents and programs provided by RSUPPORT.
Statistics	
Support Statistics	View statistics by hour, day, weekday, month, user, category, support time, OS, and browser.

4. User Management

In **User Management**, users can change options and add security settings for the purchased products.



4.1 Change Company Information

① Click **Company** in the side panel.

② Change the information in **Company Information** and click **Update Info**.

③ **Information of Company Option**

- Main Settings: If **Do not keep history** is selected, support history is not saved.
  The retention period can be selected (6 months/12 months). The default is set to 12 months.
- Secure Level Setting: The password security level is divided into weak, medium, strong, and very strong. This setting applies when changing password after creating a new account.
  - ✓ Weak: The password must be 6 to 24 characters long and include English letters or numbers.
  - ✓ Medium: The password must be 8 to 24 characters long and include English letters or numbers. It cannot have more than three consecutive numbers. E.g. 111, 123.
  - ✓ Strong: The password must be 8 to 24 characters long and include uppercase and lowercase letters, numbers, and special characters. It cannot have more than three consecutive numbers. E.g. 111, 123.
  - ✓ Very Strong: The password must be 12 to 24 chracters long and include uppercase and lowercase letters, numbers, and special characters. It cannot have more than three consecutive numbers (e.g. 111, 123), reuse the last 2 passwords, or contain user ID or email.

  * Note: Password security level settings apply when logging into the Admin Portal and Agent.
- Password Reset Required Upon Login: This option appears when the password security level is raised. If enabled and saved, accounts failing to meet the updated security criteria will need to reset their password upon login. (Default: Disabled)

- Password Term Setting: Set password expiry to 30, 60, or 90 days. If the set duration is exceeded, the password must be updated based on the password security level rules.
- Account Lock Setting When Login Has Failed (Password Error): Restrict login after 5 failed password attempts. The administrator can reset or change the password before logging in again.
- Set Time To Lock An Account: When this option is enabled, login lockout time can be set. This will restrict login for the set duration after 5 failed login attempts.
- 2-Step Verification: This option strengthens access security by requiring additional email or OTP authentication upon login, based on the selected usage range. Note: prior email registration in the administrator's account is mandatory before setting the option.

✓ Usage Range: Set the scope for 2-Step Verification usage (Admin / Agent / WebViewer).

✓ Enable Email Verification: Enter the 8-digit verification code sent to the pre-registered email.

✓ Use Google Authenticator: Enter the OTP code generated by the pre-registered Google Authenticator app.

* How to Register User Email: **User** > **User details** > Register email

* Email verification only available with pre-registered email addresses

* Only administrators can (re)generate a user's OTP code: Go to **User Management** > **User details**

- Customer Login Page Settings (WebViewer): This option allows to configure a custom login page URL for WebViewer. When enabled, the login page URL, logo, and custom message for support agent's page.

✓ Not use: The login page URL, logo, and custom message for support agent's page are set to default and cannot be modified.

✓ Use: The login page URL, logo, and custom message for support agent's page can be configured.

- Customer login page URL: Set to 50 characters or less, with a combination of numbers, English, periods (.), underscores (_), and hyphens (-).
- Logo: An image in JPG, JPEG, GIF, or PNG format, with a fiile size of 500KB or less.
- Custom message for support agent's page: Set to 20 characters or less, including Korean, English, numbers, special characters, and spaces.

4.2 Change Group Information

① Click **Group** in the side panel.

② Change the information in **Group Details** and click **Save**.

• Note: External link group ID refers to an identifier required for account integration with another system, such as a customer's CRM.

4.3 Change Support Agent Information

How to update a support agent's basic information.

① Click **User** in the side panel.

② Select the ID to modify.

③ In **User Information**, update any information and click **Save**.

④ Basic Information

- Admin ID: The registered ID cannot be modified.
- Password: Click **Change Password** for a new password.
- Permissions:
  - ✓ Customer Administrator: Modify customer information and manage groups and users.
  - ✓ Group Administrator: Configure options for the assigned group and manage users.
  - ✓ Representative: Set options for support agent and log in to the Agent.
- Last Name, First Name: Enter the user's full name.
- Phonetic Name: Enter the pronunciation of the user's name.
- Nickname: Enter the user's display name for chat.
- Phone/Mobile Number: Enter the phone or mobile number. Only numbers and hyphens (-) can be registered, up to a maximum of 13 characters.
- E-mail: Enter the user's email address. Only valid email formats can be registered.
- Receive E-mail: Select to receive updates and related content from head office.
- Google Authenticator Key: This key enables 2-Step Verification using Google Authenticator. Enter the key or scan the QR code within the Google Authenticator app to generate the 6-digit code required for 2-Step Verification.

*Note: Only administrators can (re)generate a user's OTP code. Go to **User Management** > **User details**.

4.4 Change Support Agent Password

Support agent can update their login password for Agent.

① Click **User** in the side panel.

② Select the ID to change the password.

③ Click **Change Password**.

④ Enter the new password following the password security level set in **Company Option**.

⑤ Click **Save** to update.

4.5 Change Support Agent Feature Options

① Click **User** in the side panel.

② Select the ID to change the option.

③ To configure settings, check or uncheck the desired features provided as in the options, referring to the table below, then click **Save**.

[Configure Viewer Features]

P Support for PC H Support by Reservation A Android Support I iOS Support V Visual Support SA Android SDK SI iOS SDK W Webviewer support

Sort	Feature	Description
All	Mouse Control P/H/A/SA	Enable/disable mouse control
	Keyboard Control P/H/A/SA	Enable/disable keyboard control
	Automatically Enable Mouse/ Keyboard Control P/H	Allow mouse/keyboard control on the customer's side immediately upon connection.
	Simultaneous Control P	Allow simultaneous mouse control from both the viewer and host (viewer's mouse control will not be restricted)
	Laser Pointer P/H/A	Enable/disable laser pointer
	Send 'Ctrl+Alt+Del' P/H	Enable/disable the Ctrl+Alt+Del key
	Draw P/H/A/I/V/SA/SI	Enable/disable the drawing tool
	Screen Capture P/H/A/I/SA/SI/W	Enable/disable the screen capture feature
	URL Push P/H/A/I	Choose to use the URL push
	Send File P/H/A/W	Enable/disable the file transfer
	Drag & Drop File Transfers P/H	Enable/disable drag and drop when transferring files
	Clipboard P/H/A	Enable/disable the clipboard function
	Clipboard Sync P/H/A	Choose whether to transfer automatically or manually when using the clipboard function
	Screen Sharing P/H/W	Allow support agent's screen sharing
	Text Chat (App) P	Allow chat during PC Support
	Voice Chat P/H/V/W	Allow voice chat
	Remote Sound P/H	Allow audio sharing
	Application Sharing P/H	Allow program sharing
	Screen Recording (Customer) P/H	Save recordings on the customer's PC
	Screen Recording (Representative) P/H	Allow recording
	Screen Recording (Representative) A/V/SA/SI/W	Allow recording
	Recording Storage Location P/H/A/V	Select the path to save recording files
	Announce Session Recording on Remote Control Agreement Window P/H	Allow recording consent message in the remote support agreement section of the customer connection page.
	Session Transfers P/H/A/I	Allow session transfer during remote control
	Session Sharing P/H	Allow session sharing during remote control
	Reboot & Reconnect P/H	Enable/disable remote rebooting

All	Run as a Service P/H	Enable/disable reconnection using an admin account when the customer is connected from a restricted account
	Reboot and Reconnect in Safe Mode P	Choose to enter safe mode after a reboot
	Favorite P/H/A/I	Choose to display favorites
	Remote Diagnostics P/H	Allow viewing the customer's system information
	Process Information P/H	Allow viewing the customer's process information
	Remote Printing P/H	Enable/Disable remote printing
	Preview P/H	Allow support agent to preview the customer's screen during remote connection
	Mouse Chase P/H	Enable/disable the mouse cursor movement
	Screenshot Mode P/H	Allow to send screenshots of the customer's PC to support agent every 5 seconds when remote connectivity is poor
	Agent PIP W	Display support agent in picture-in-picture mode on the customer's mobile browser
For Mobile Support	Routing Information A	Choose to check mobile device rooting information
	Quick Settings A	Choose to display quick settings
	Mobile Chatting A	Enable/Disable to use the mobile chat feature
	Message A/I	Enable/Disable to use the mobile message feature
	Information of Mobile System Log A	Choose to check system log information on mobile devices
	Command of Mobile System Log A	Choose to check mobile system log commands
	Support History A/I	Allow to view the support history for mobile devices
	Mobile App A	Allow checking and prompting deletion of application on the device
	Open Chat Window upon Connection A	Launch the chat window simultaneously with the start of the connection
	Image Transfer (PC) I	For iPhone mobile support, send images from the support agent's PC
	Image Transfer (Server) I	For iPhone mobile support, send images registered on the server
	Auto-Reconnect A/I/V	Configure the system to automatically attempt to reconnect for a certain period when a session is disconnected
	Send Text SI	Enable/Disable sending text with SDK-only options
For Visual Support	Zoom In/Out V	Allow adjusting the screen ratio
	Rotate V	Allow screen rotation
	Flash V	Allow flash during visual support
	Quality V	Allow adjusting image quality
	Set Focus V	Allow focus adjustment
	Speakerphone V	Allow using speakerphone

	Switch the Front and Rear Camera V	Choose whether to use front and rear camera
	Photo/Video Mode Switch V	Enable/Disable to switch between photo and video modes
	Location Information V/W	Enable/Disable location sharing
	Screen Transfer Mode V	Set the initial connection to either photo or video mode
	Save Camera Screen V/SA/SI/W	Enable/Disable screen saving
	Picture Mode Resolution V	Set the image resolution when shooting in picture mode. - Default (640*480): In 640*480 resolution - High Definition: At the highest resolution supported by device
	Send Support Data P/H/A/V	Choose whether to manage support history separately
	URL to Send Support Data P/H/A/V	Enter a URL to manage support history separately
	Detailed Support Data P/H/A/V	Select the details of support data (Click **Select**)
	Support Linux (64-bit) P	Select whether to support Linux (64-bit)

[Configure Chat Features]

Sort	Feature	Description
All	Request Remote Control H	Allow remote support during chat
	Chat Session Sharing	Share and transfer session in chat
	Send File (Representative) H	Allow file transfer for support agent
	Send File (Customer) H	Allow file transfer for customer
	Save Chat History (Representative) H	Allow saving the chat content by support agent ***See [4.12 Save Chat Logs To The Server]**
	Save Chat History (Customer) H	Allow saving the chat content by customer

[Configure Agent]

Sort	Feature	Description
All	Agent Favorites (URL) P/H/A/I	Choose to use URL favorites
	Canned Messages (PC) P/H	Use message shortcuts in PC support
	Using RemoteView P/H/A/I/V	Allow connecting RemoteView on Agent
	Force Disconnect Agent P/H/A/I/V/W	Allow force shutdown on same account login
	Agent User Status P/H/A/I/V	Display the status of group members with login access
	Use Feedback P/H/A/I/V	Select to enable feedback on the Agent
	RemoteCall Lounge (Saas only) P/H/A/I/V/W	Use Remotecall Lounge (game) with the set account when logging into the Agent.

	Using P2P P/H/A/I/V	Enable P2P connection when a remote connection is established with customers
	Manual Input A/I/V	Allow reverse connection where the support agent directly enters the code.
	Register your device A/I/V	Manage specific devices by registering them in the Admin Portal when using reverse connection.
For Mobile Support	Canned Messages (Mobile) A/I	Use message shortcuts in mobile support
For Visual Support	Canned Messages (Visual) V	Use message shortcuts in visual support

[Configure Security]

Sort	Feature	Description
All	Agent File Records P/H/A/I/V/SA/SI	Create a program log file
	Agent Auto-Logout Control P/H/A/I/V/SA/SI/W	The viewer will automatically log out based on the timeout settings for inactive sessions.
	Agent Auto-Logout Time P/H/A/I/V/SA/SI/W	Select automatic logout time (1, 3, 5, 10, 15, 30, 60 minutes)
	Connection Approval P/H	Display a consent confirmation to connect with the customer ***See [4.8 Customer Consent Before Connection]**
	Control Approval P/H	Display a consent confirmation for control request and file transfer during remote support
	Control Approval (Off) P/H	Enable/Disable control over the customer-side message box ***See [4.16 Control Approval During Remote Support]**
	Pin Code P/H/W	The session password can be set to Automatic or Fixed (custom password)
	Auto Remove Client Files P/H	Automatically delete the remote support module ***See [4.15 Auto-Uninstall Module On Customer PC]**
	Auto Accept Session Transfer P/H	This option does not require customer consent when transferring a session to another support agent
	Recording Agreement P/H/A/V/W	Require customer consent for screen recording
	Capturing Agreement P/H/A/I/V/SA/SI/W	Require customer consent for screen capture
	Use IP Restriction P/H/A/I/V/SA/SI	Restrict ID permissions by IP address for all connections ***See [4.9 IP & MAC Address Restriction]**

	Use IP Restriction W	Restrict ID permissions by IP address for all connections This setting applies to WebViewer only and is not affected by 'Use MAC Restriction' ***See [4.9 IP & MAC Address Restriction]**
	Use MAC Restriction P/H/A/I/V/SA/SI	Restrict ID permissions by MAC address ***See [4.9 IP & MAC Address Restriction]**
	Blinder (Customer) P/H	Restrict sharing of specific areas of the customer's PC screen in the viewer
	Auto-Start Blinder Mode P/H	Enable automatic activation of the blinder feature: - Auto: The blinder is launched when a connection is made. - Manual: The support agent manually activates the blinder.
For Mobile Support	Mobile Connection Approval A/I/V/W	Display a consent confirmation on the mobile device
	Lock Mobile A	Show a screen lock during remote support.
	File Transfer A	Display a consent confirmation for file transfer during remote support
	Screenshot Image Agreement I	Display a consent confirmation when clicking the screenshot menu during iPhone support sessions

• Note: Some options may not be changeable. Options cannot be modified when the corresponding function is set to **Use All** or **Disabled** in **Group Options**.

4.6 Change Support Agent Feature Options In Batch

Change options for support agent in batch to avoid setting individually.

① Go to **User Management** - **Group**.

② Refer to the table below to update the status in bulk, and then click **Group Options**.

Use All	Force all support agents to use the specified function
Disabled	Prevent all support agents from using the specified function
Optional	Allow support agents to choose the option

• Note:

1) Some functions do not allow the **Optional** setting. If status updates are disabled, your license may lack the required permissions to modify the function. Please contact your service administrator to learn details.

2) Most options are described in [4.5 Change Support Agent Feature Options], but some functions cannot be configured at the group level. See the table below for functions exclusive to **Group Options**.

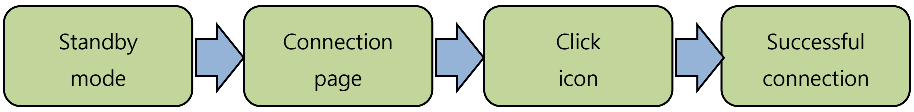
[Starting, Ending the Session]

Sort	Feature	Description
All	Display Expiration Date P/H/A/I/V/SA/SI	Display account expiration date on the viewer standby screen.
	E-mail Invitations P/H	Allow sending e-mails about connecting information ***See [4.10 Send Connection Information Via E-mail For Remote Support]**
	Copy Connection And App Installation Info To Clipboard P/H/A/I/SA/SI	Copy the connection URL to clipboard in chat or viewer standby screen.
	Use Reporting After Session Ends P/H/A/I/SA/SI	Save support history during or after sessions ***See [4.14 Session Log]**
	Use Reporting After Session Ends V	Save support history during or after sessions
	Disconnection Message P/H	Display support agent's name, sessioin duration, and other details on customer's browser when support ends
	Disconnection Popup P/H	Specify URL to run on customer's PC after support ends ***See [4.13 Disconnection Message & Disconnection Popup After Session]**
	Exit Page Popup Size P/H	Configure exit popup window size *Currently not supported
For Mobile Support	Use Send SMS With App Installation Guide A/I/V/SA/SI/W	Allow sending SMS for about app installation information for remote support ***See [4.11 Send Connection Information Via SMS For Remote Support]**
	Phone No. For SMS A/I/V/SA/SI/W	Set sender number displayed to customer when sending SMS
	SMS Contents A/I/SA/SI/W	Configure SMS message content displayed to customer when sending SMS ***See [4.11 Send Connection Information Via SMS For Remote Support]**
	SMS Contents V	Configure the message contents for customer
	SMS Server ID A/I/V/SA/SI/W	Select a SMS server to send connection instructions to customer's device (Korea/International)
	Privacy Connection Mode W	The customer's screen remains frozen upon connection; customer can initiate screen sharing at preferred time (Default: **Disabled**; activate with **Use All**) *Only the party who paused video sharing can resume it.

	Receive Mobile System & Screen Information Simultaneously A/SA	Select whether to prioritize receiving system information first upon remote connecton, or to receive mobile system and screen information simultaneously

4.7 Session Password

The icon-based connection method offers a convenient, one-click connection for customers without keyboard input. However, this method carries a risk of connecting to an unintended customer. By utilizing Session Password, an accurate connection can be ensured. After the customer clicks the icon, they can verify a 4-digit password, which guarantees a precise connection to the intended customer.



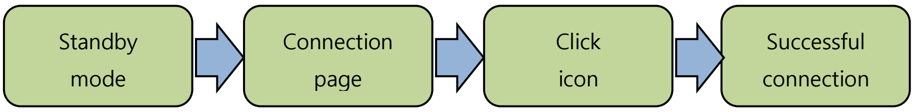
[Connection process before using session passwords]

[Connection process after using session passwords]

① Go to **User Management** - **Group**.
② In **Configure Security** - **Enable Session Password** to **Use All** or **Optional.**
③ Go to **User Management** - **User**.
④ Select the ID to configure.
⑤ In **Representative Options** - **Configure Security**, check the **Session Password** box and select **Automatic Password** or **Fixed Password**.

4.8 Customer Consent Before Connection

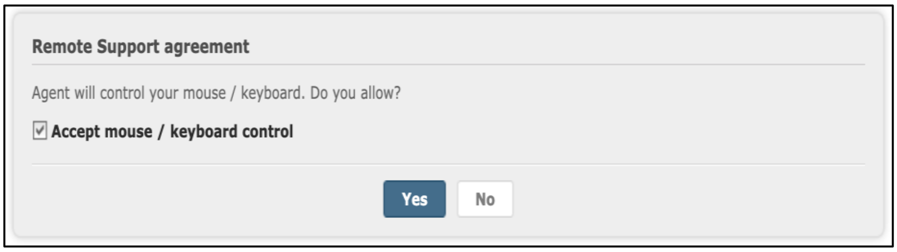
Obtaining the customer's consent prior to remote access ensures that even those who may be unfamiliar with remote support can have a clear and accurate understanding of the connection before proceeding.



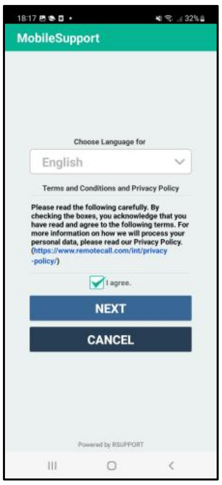
[The process before applying customer consent before connection]

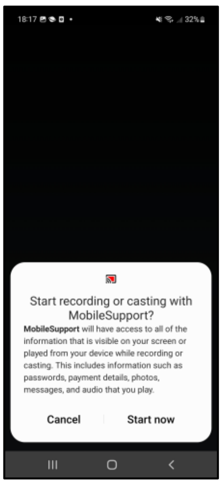
[The process after applying customer consent before connection]

① Go to **User Management** - **Group**.
② In **Configure Security** - **Connection Approval** to **Use All** or **Optional**.
③ Go to **User Management** - **User**.
④ Select the ID to configure.
⑤ Check the **Connection Approval** box and save.



[Remote Support Consent (PC Support)]





[Remote Support Consent (Mobile Support)] [Remote Support Consent (Visual Support)]

4.9 IP & MAC Address Restriction

In general, if an internet connection is available, the purchased product can be used to access RemoteCall at any time and from any location. However, service access may be limited to specific areas by permitting connections only from authorized IP addresses or MAC addresses.

Location	2F, Office (192.168.100.100)	5F, Office (192.168.100.200)	Home (10.10.10.100)
Default Setting	Available	Available	Available
IP Restriction: 2F (Office)	Available	Unavailable	Unavailable

[Example: IP Restriction]

4.9.1 Use IP Restriction (Use All)

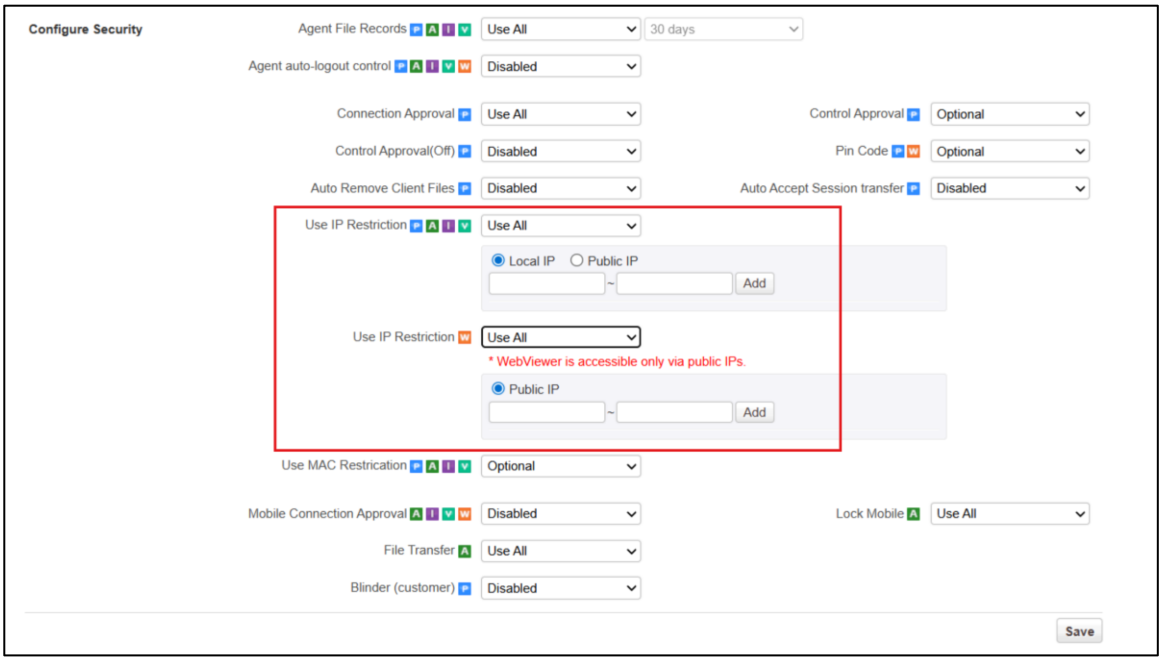
① Go to **User Management** - **Group**.

② In **Configure Security** - **Use IP Restriction**, **Use MAC Restriction** - **Use All**.

③ To restrict by IP address, set status to **Use All** and enter private or public address. To restrict by MAC address, set status to **Use All**.

④ Enter the desired IP or MAC address and click **Add**.

⑤ Click **Save** to update the settings.



4.9.2 Use IP Restriction (Optional)

① Go to **User Management** - **Group**.

② In **Configure Security** - **Use IP Restriction**, **Use MAC Restriction** - **Use All**.

③ To restrict by IP address, set status to **Optional** and enter private or public address. To restrict by MAC address, set status to **Optional**.

④ Go to **User Management** - **User**.

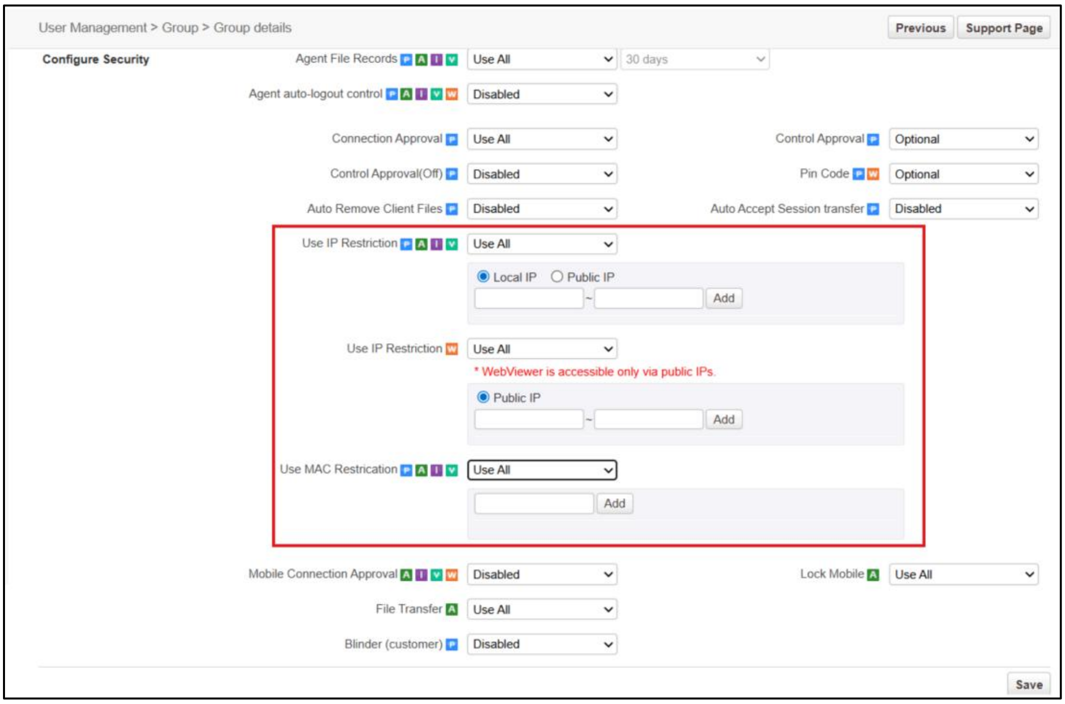
⑤ Select the ID to restrict/permit.

⑥ Go to **Configure Security**.

⑦ To restrict or permit by IP address, set status to **Use All** and enter private or public address. To restrict or permit by MAC address, set status to **Use Allow**.

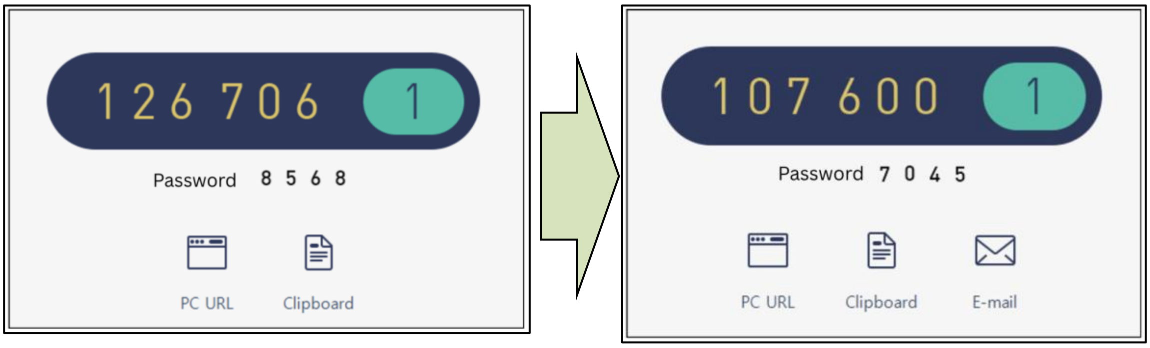
⑧ Enter the desired IP or MAC address and click **Add**.
Note: MAC addresses must be entered as a continuous string of characters, without any separators.

⑨ Click **Save** to update the settings.



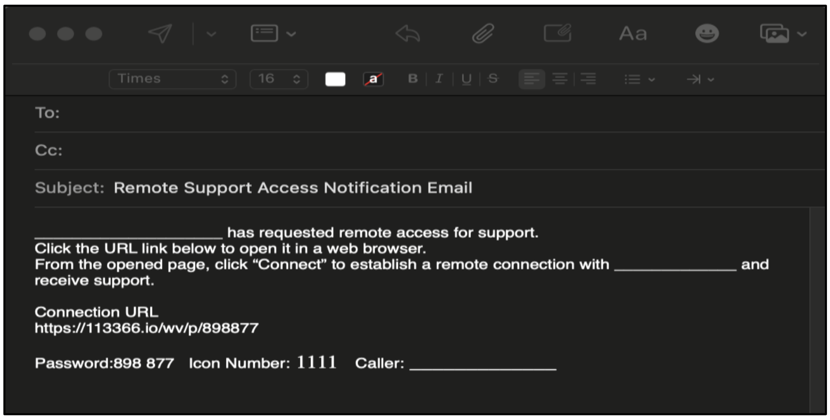
4.10 Send Installation Guide Via E-mail For Remote Support

When initiating a remote connection, support agents usually share the connection code, URL, and icon number verbally. However, if a customer's email address is known, the Email Invitation feature can be used to send the installation guide directly to the customer.



[Before setting E-mail invitation] [After setting E-mail invitation]

• Note: If support agents do not have a default e-mail platform installed on their system will be unable to use this feature.



[Example: E-mail]

① Go to **User Management** - **Group**.

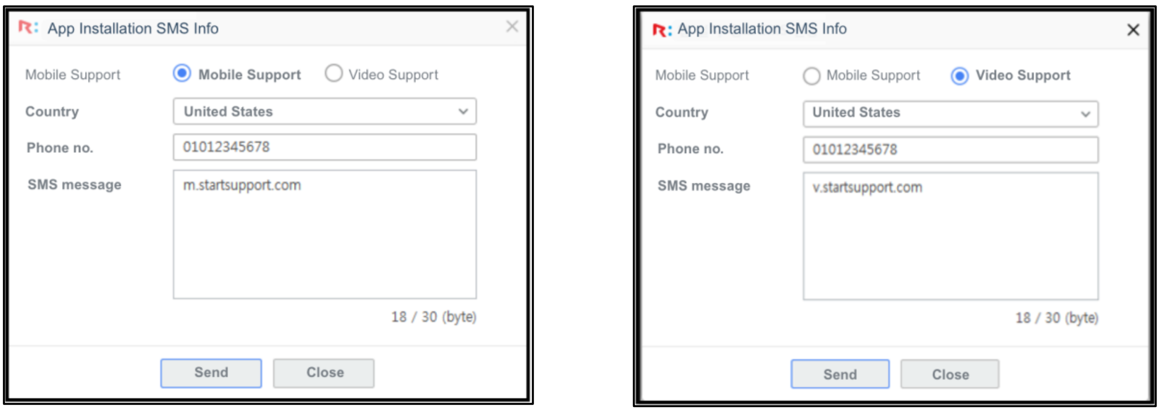
② Go to **Group Options** - **Starting, Ending the Session**.

③ In the **E-mail Invitations** option, change the status to **Use All** and click **Save** to update the settings.

4.11 Send Installation Guide Via SMS For Remote Support

Send the URL and guide message for app installation via SMS to the customer's mobile device to enable seamless remote support.

[Before setting SMS] [After setting SMS]



[Send installation guide via SMS - (Left) Mobile support / (Right) Video support]

① Go to **User Management** - **Group**.

② Go to **Group Options** - **Starting, Ending the Session**.

③ In the **Use Send SMS With App Installation Guide** option, change the status to **Use All** and click **Save** to update the settings.
*Download apps from *m.startsupport.com* (mobile support), *v.startsupport.com* (visual support).

4.12 Save Chat Logs To The Server

Chats with customers are not saved by default. Go to **Group Options** - **Configure Chat Features** - **Save Chat History** to save the chat logs, enabling bulk management for each session.

	Chat logs not saved	Chat logs saved
Version	Standard	Professional and above
Chat	Supported	Supported
Auto-Save	Not supported	Supported
Data Storage	Not supported	RSUPPORT server
Risk of Data Loss	Yes	No
Sync remote connections	Not supported	Supported
View in Admin Portal	Not supported	Supported

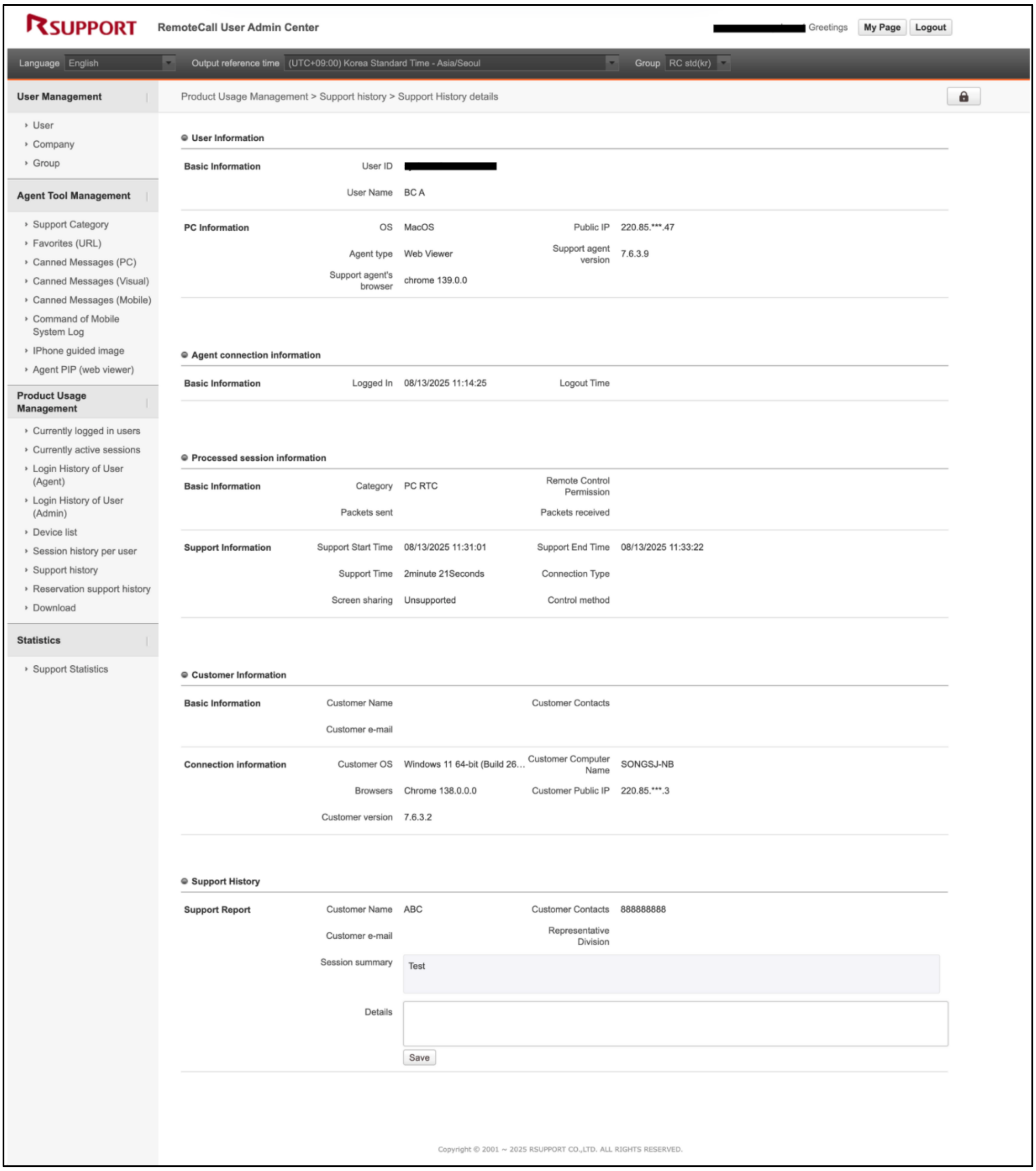
[Advantages of saving chat logs]

① Go to **User Management** - **Group**.

② Go to **Configure Chat Features**.

③ In **Save Chat History (Representative)**, change the status to **Use All** and click **Save** to update.

④ Click **View** in **Product Usage Management** > **Support History** > **Search** > **Session Log** to check the saved chats. The content is available at the bottom of the page.


RSUPPORT
RemoteCall User Admin Center
[redacted] Greetings
My Page
Logout
Language English
Output reference time (UTC+09:00) Korea Standard Time - Asia/Seoul
Group RC std(kr)
User Management
User
Company
Group
Agent Tool Management
Support Category
Favorites (URL)
Canned Messages (PC)
Canned Messages (Visual)
Canned Messages (Mobile)
Command of Mobile System Log
IPhone guided image
Agent PIP (web viewer)
Product Usage Management
Currently logged in users
Currently active sessions
Login History of User (Agent)
Login History of User (Admin)
Device list
Session history per user
Support history
Reservation support history
Download
Statistics
Support Statistics
Product Usage Management > Support history > Support History details
User Information
Basic Information
User ID [redacted]
User Name BC A
PC Information
OS MacOS
Public IP 220.85.***.47
Agent type Web Viewer
Support agent version 7.6.3.9
Support agent's browser chrome 139.0.0
Agent connection information
Basic Information
Logged In 08/13/2025 11:14:25
Logout Time
Processed session information
Basic Information
Category PC RTC
Remote Control Permission
Packets sent
Packets received
Support Information
Support Start Time 08/13/2025 11:31:01
Support End Time 08/13/2025 11:33:22
Support Time 2minute 21Seconds
Connection Type
Screen sharing Unsupported
Control method
Customer Information
Basic Information
Customer Name
Customer Contacts
Customer e-mail
Connection information
Customer OS Windows 11 64-bit (Build 26...
Customer Computer Name SONGSJ-NB
Browsers Chrome 138.0.0.0
Customer Public IP 220.85.***.3
Customer version 7.6.3.2
Support History
Support Report
Customer Name ABC
Customer Contacts 888888888
Customer e-mail
Representative Division
Session summary Test
Details
Save
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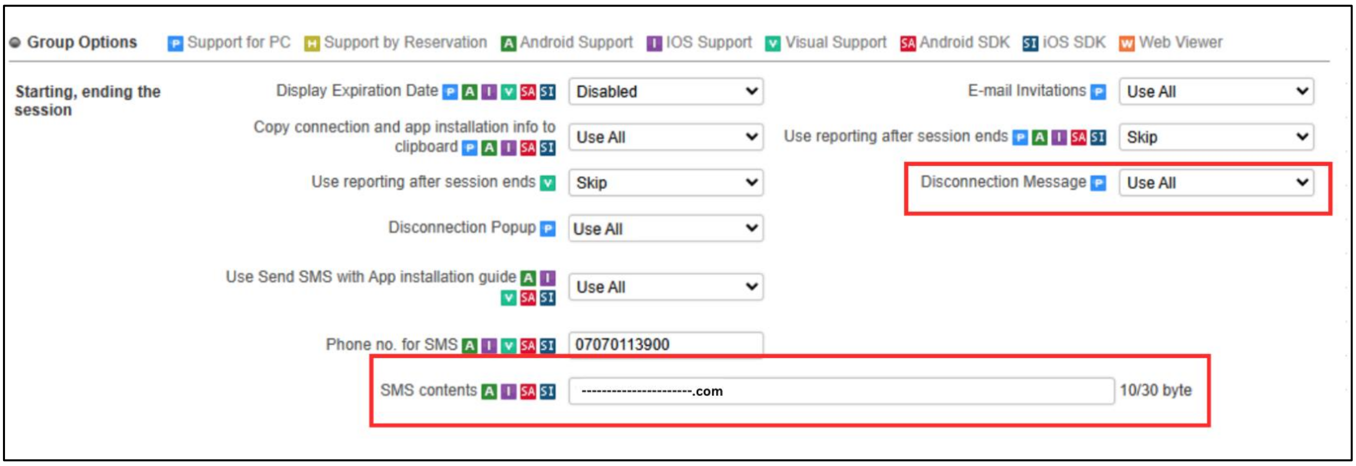
4.13 Disconnection Message & Disconnection Popup After Session

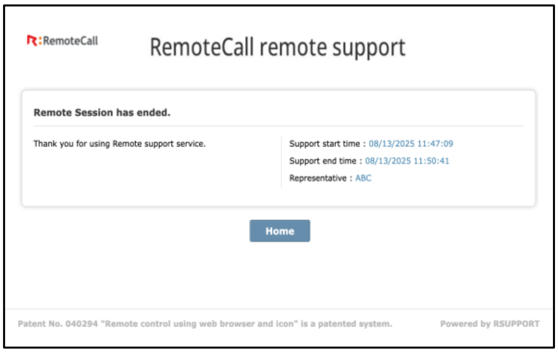
After a session ends, the Disconnection Popup feature can automatically open a specified web page on the customer's PC, in addition to displaying the standard disconnection message.

Disconnection Message	Enabled	Enabled	Disabled	Disabled
Disconnection Popup	Enabled	Disabled	Enabled	Disabled
Customer PC Status	Disconnect message and a web page	Disconnect message	Web page	None

[Customer PC status after support ends]

① Go to **User Management - Group**.
② Go to **Group Options - Starting, Ending the Session**.
③ Change the status for **Disconnection Message** to **Use All**.
④ After changing the status for **Disconnection Popup** to **Use All**, enter the website including http:// (https://) in the URL field.
⑤ Click **Save** to update the settings.
⑥ When the support ends, the disconnection message and the registered web page will open.





[Disconnect message]

4.14 Session Log

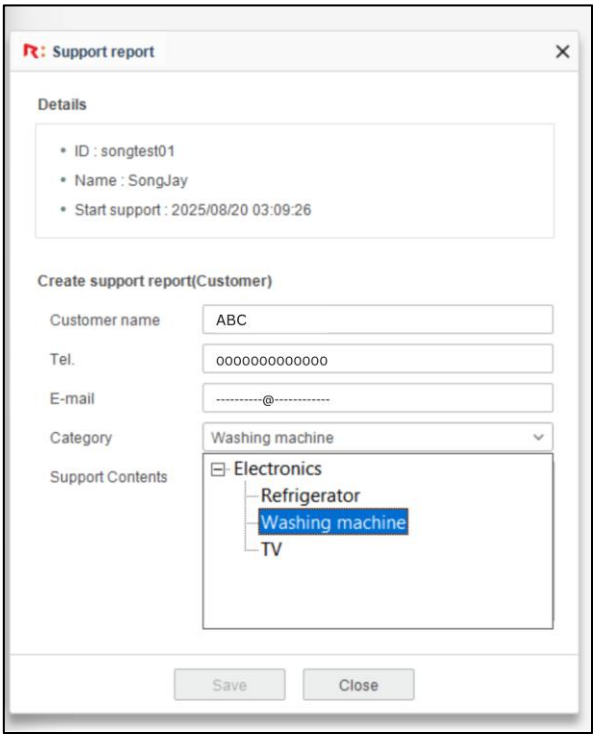
After a remote support session ends, a support log can be created for the customer to manage details more efficiently.

① Go to **User Management** - **Group**.

② Go to **Group Options** - **Starting, Ending the Session**.

③ In **Use Reporting After Session Ends**, change the option to **Optional** or **Use All**, and click **Save** to update the settings.

④ **Optional** closes the log entry pop-up without entering any support details, while **Use All** requires the customer's name and session details before closing the pop-up.



• Note: Adding session categories helps better organize session logs. See [5.1 Session Category]

4.15 Auto-Uninstall Module On Customer PC

After a session ends, the module that was installed for support can be automatically deleted using this function.

① Go to **User Management** - **Group**.

② Go to **Configure Security**.

③ Change the option to **Use All** for **Auto Remove Client Files**, and click **Save** to update your settings.

4.16 Control Approval During Remote Support

To ensure security during remote access, various message prompts are displayed on the customer's PC to obtain their consent before proceeding. However, if the customer is away or unfamiliar with the PC, requiring consent each time can cause inconvenience for the support agent.

By using the **Control Approval (Off)** feature, the support agent can directly click confirm/cancel buttons on the message boxes appearing on the customer's PC, enabling faster and smoother support sessions.

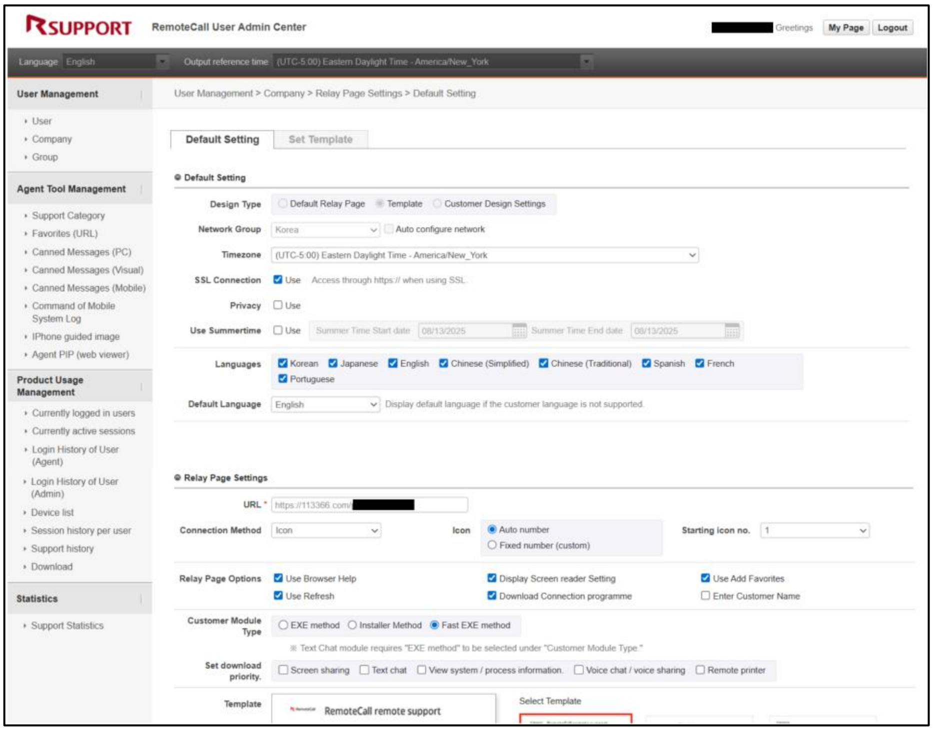
① Go to **User Management - Group**.

② Go to **Configure Security**.

③ Change **Control Approval (Off)** to **Disabled**, then click **Save** to apply the changes.

4.17 Customer Connection Page

In the Connection Page > Relay Page, settings related to the web page customers access during remote support can be modified.

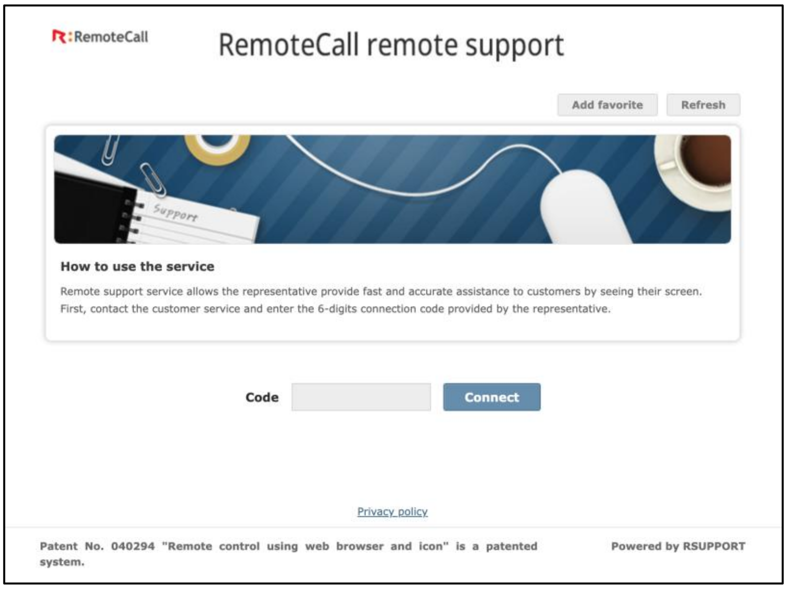


Access to the connection page through User Management > Company > Relay Page Settings or via the button at the top of the Group Details page.

Only company administrator accounts have access to the connection page settings.

Depending on the design type, connection pages are categorized as **Default connection page, Template,** or **Custom design settings.**

4.17.1 Default Connection Page



This is a default page without a separate connection URL and uses the improved EXE (High-Speed) connection code method.

- Default Setting

-Time Zone: Sets the UTC-based time zone used for the gateway method

-SSL Connection: Select the checkbox to use

-Privacy: Select the checkbox to use

[When Privacy protection is enabled]

- ✓ Support agent details in the Agent's support history will not display customer PC name, IP or MAC addresses.
- ✓ User and customer information will not be shown on the detailed support history page in the Admin Portal.
- ✓ For mobile support, MSISDN and IMEI will not be displayed in the chat tab.

Use Summertime: Select the checkbox to use and set the period

- Relay Page Settings

  Provide the customer module type and banner tag for the connection page

- Use Group

  Display groups that use the connection page

4.17.2 Relay Page Settings

Connection methods are divided into Connection Code, Icon, and Window.

- **Connection code methods**

This connection page uses a connection code to link customers with support agents.

- Default Settings

1. Languages: Available in Korean, Japanese, English, Chinese (Simplified, Traditional), Spanish, French, and Portuguese

2. Default Language: Display default language if the customer language is not supported.

- Relay Page Settings

1. Relay Page Options: Configure whether to display the connection page.

2. Customer Module Type

Menu	Description
EXE method	The most commonly used method, where a one-time executable file is downloaded and installed from the connection page. It works on any browser.
Installer method	Prior to entering the connection code, all modules are automatically updated and delivered, so there is no need to download new modules after entering the code.
Fast EXE method	This method offers faster connection speeds compared to the traditional EXE method.

3. Template: 6 design templates and 9 colors available, and 7 designs for the fast EXE method.

A. Set Template
- ✓ Apply Language Apply the selected template only to specified languages.
- ✓ Use Custom Design: Check this option to modify text or images as desired.
- ✓ Apply All Languages: Apply the selected template to all languages.
- ✓ Common Image: Modify the logo, website (logo link), title, and main image.
- ✓ Relay Initial Page: Edit the title, content, contact information, and customer name input label.
- ✓ Session In Progress Screen: Edit the title and content.
- ✓ Disconnect Page: Edit the title and content.

- **Icon connection method**

This method allows connection via icon assigned to the support agents.

1. Icon

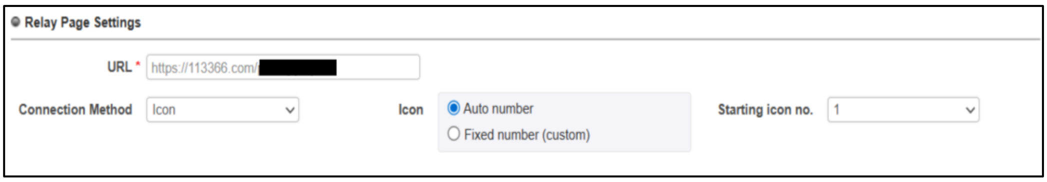
Auto number: The icon number is automatically assigned when the support agent's Viewer is on standby.

Fixed number (custom): The icon number is set and used as a fixed number.

This can be set under **User Admin** > **User Management** > **User** > **Icon Number**.

2. Starting icon no.

When auto number is set, the number of digits can be configured. The icon number can start with 1 or 10. All other features are the same as in the Connection Code method.



- **Window connection method**

  The connecton method must be set to Window to configure.

1. Default Settings

Default Settings

Same as in the connection code and icon methods

2. Relay Page Settings

Distribution method

- ✓ All: Notifications are displayed to all support agents in the group using this connection page.
- ✓ Window Notifications are displayed only to users assigned to Window for this connection page.
- ✓ Sequence: Notifications are displayed in order of support agents log into the Agent when support is requested.

Window Option

- ✓ Display waiting time: Show estimated wait time on the customer’s screen and allows setting the estimated wait time per session.
- ✓ Apply information that customer provided (for PC): Customers enter specific information required for support; the desired fields can be selected.
- ✓ Use reservation: If support is unavailable, reservation function can be enabled. The desired fields customers enter can be selected.
- ✓ Template: 3 design templates and 9 colors available

Set Office Hours

- ✓ Configure the hours during which live support is available.
- ✓ Outside of these times, reservation can be made or support becomes unavailable.

Set Holiday

Designate holidays when support is unavailable. Enter the holiday name and date. Set annual repetition for recurring holidays.

A. Template Settings

Configure connection page templates.

- ✓ Apply Language Apply the selected template only to specified languages.
- ✓ Use Custom Design: Check this option to modify text or images as desired.
- ✓ Apply All Languages: Apply the selected template to all languages.
- ✓ Common Image: Modify the logo, website (logo link), title, and main image.
- ✓ Relay Initial Page: Change the instant support message at the top of the page.
- ✓ Request Support Screen: Change the description shown when requesting remote support.
- ✓ Reservation Screen: Change the description shown when booking a reservation.
- ✓ Session In Progress Screen: Edit the title and content displayed during remote support.
- ✓ Disconnect Page: Edit the title and content displayed when remote support ends.

B. Window Settings

Add Window: Add windows to be supported; added windows will be displayed on the connection page.

Window Settings

- ✓ Window Name: Change the display title for each window.
- ✓ For mobile only (not shown for PC): If checked, the window appears only on the mobile app.
- ✓ Window Description: Edit descriptions for each window.
- ✓ Window Image: Change the image shown at the top of each window.
- ✓ Available No. of Reservation: Set the maximum number of reservations available per time slot for each window.
- ✓ Banner Tag: Provide a link to the source code for direct connection to the window.
- ✓ Window Banner Tag: Provides source code for an image banner that links directly to the window.
- ✓ User Settings Assign users to each window.

  If the distribution method is set to Window, notifications are sent only to assigned users.

Use Group

No.	Group Name	Product	Number of Users
1	[redacted] P A I V W	RC [redacted]	2
2	[redacted] P W	RC [redacted]	0
3	TEST P V W	RC [redacted]	1

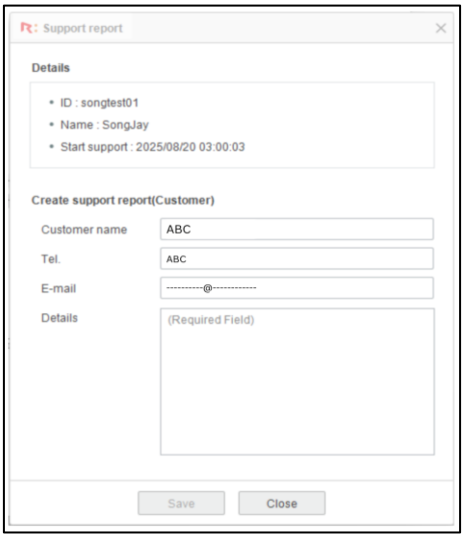
4.17.3 Custom Design Settings

Save the design file requested by the customer as a zip file and upload it to the template settings.

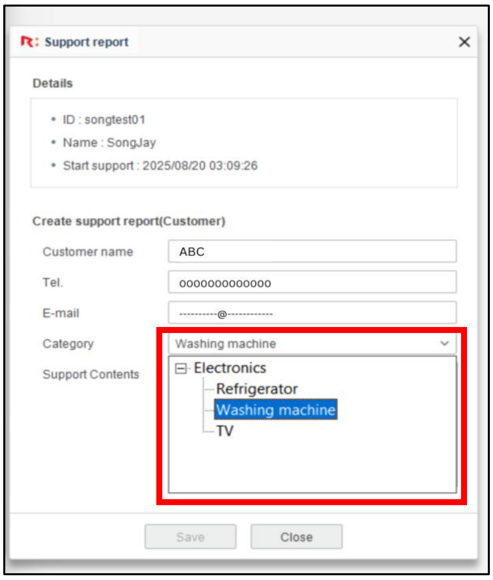
5. Agent Tool Management

5.1 Support Category

Support agents must select a category when writing a session log during remote support. If no category is selected, the log cannot be saved. This allows managing session logs by category.



[Before adding category]



[After adding category]

5.1.1 Add Sub-Level

Only users with group administrator permissions or higher can add session categories using the following steps:

① Go to **Admin Portal** > **Agent Tool Management** > Click **Support Category**.

② Click **Add Sub-Level**.

③ Enter the category name and details, then click **Save**.

④ Repeat step 3 to register multiple categories.

*Additional sub-categories can be added to the registered categories.

*The order of categories can be changed via drag and drop (only within the same level.

5.2 Favorites

Favorites allow support agents to pre-set frequently used websites and canned messages, enabling faster remote support.

- Favorites (URL) - Can be added, edited, or deleted from the Admin Portal or on Agent.
- Canned messages (PC/Mobile/Visual) - Can be edited from the Admin Portal or on Agent.

5.2.1 Add Favorites (URLs)

Add favorites and assign URLs to all support agents collectively.

URLs added by the administrator cannot be modified or deleted by support agents.

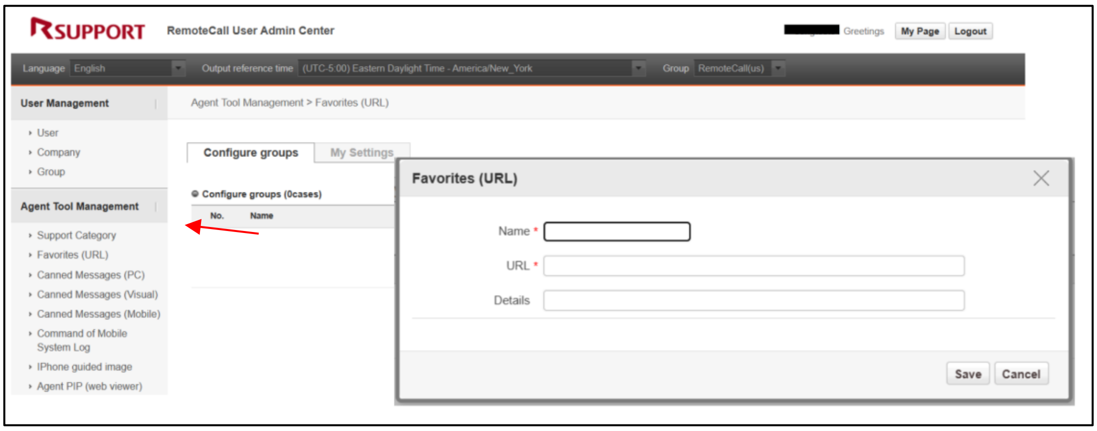
To add a favorite, follow these steps:

① Click **Agent Tool Management** - **Favorites (URL)**.

② Click **Add**, enter the favorite name and URL, and click **Save** to register the favorite.

③ Repeat step 2 to register multiple favorites.

④ Support agents with general permissions can add, modify, or delete favorites in **My Settings**.



5.3 Canned Messages (PC/Mobile/Visual Support)

Quick messages allow frequently used chat responses to be sent easily. 10 default messages are provided and can be changed using the following steps:

① Click **Agent Tool Management** - **Canned Messages (PC/Visual/Mobile)**.

② Select a message from the list of registered messages, edit it, and click **Save** to update.

③ Support agents with general permissions can add, modify, or delete messages in **My Settings**.

5.4 Command of Mobile System Log

When viewing system log information in mobile support, additional commands can be pre-registered for use, in addition to the default commands.

5.5 iPhone Guided Images (Mobile)

Frequently used images for iPhone mobile support can be pre-registered, allowing simple access without searching from a PC each time.

① Click Agent Tool Management - iPhone Guided Image

② Click **Add**, browse and select an image, add a description, then click **Save** to upload.

③ Up to 10 images can be registered using the same method as Step 2.

④ Registered images can be clicked to edit or delete.

5.6 Agent PIP (WebViewer)

During visual support, support agents can display registered images in the PIP (Picture-in-Picture) area on the customer's mobile screen when using the WebViewer. (Available during visual support via WebViewer)

① Click **Agent Tool Management** - **Agent PIP (WebViewer)**.

② In the **Configure Groups** tab, go to **Agent Image Settings**, click **Search** and register the image.

③ Go to **Customer's PIP Screen Position**, set the PIP area on the customer device screen.

④ Click **Save** to update the settings.

⑤ To modify registered images or PIP positions, follow steps ② through ④. To delete the image, click **Delete**.

6. Product Usage Management

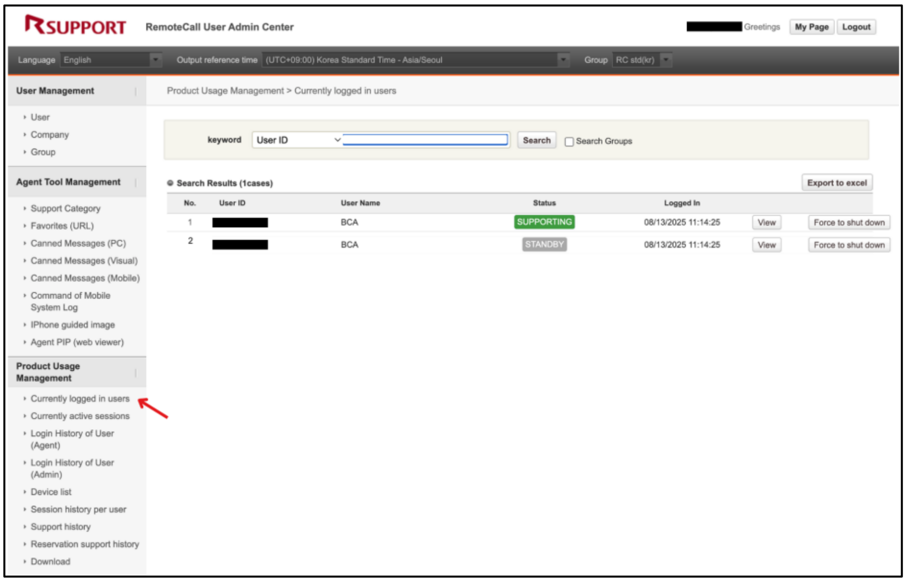
In **Product Usage Management**, login and support history can be viewed and managed.

6.1 Currently Logged In Users

The list of support agents who are currently logged in is available in the list.

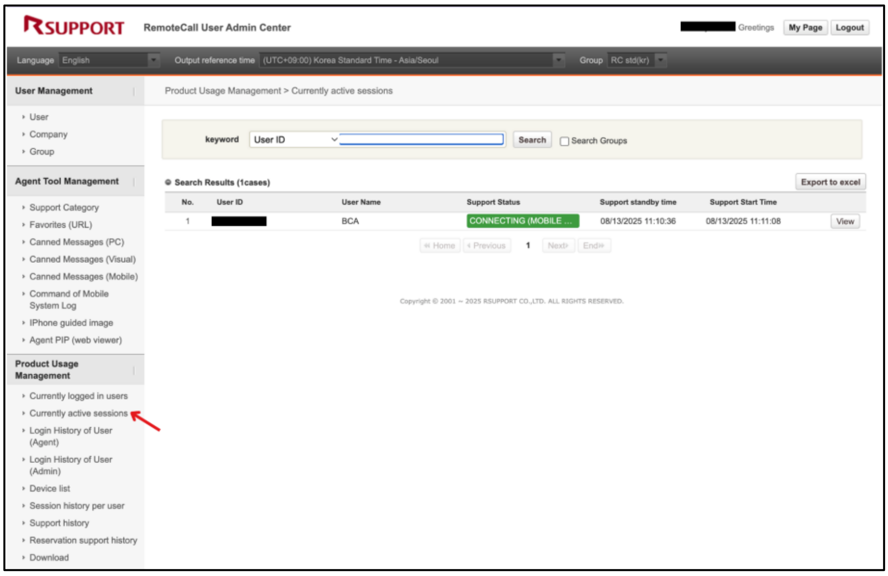
① Go to **Product Usage Management – Currently Logged In Users**.

② The **View** button displays detailed information about each support agent's PC, while the **Force Logout** button allows administrators to log out support agents if necessary.



6.2 Currently Active Sessions

Support agents who are on standby or currently assisting customers can be monitored in real time. Click **View** to provide details of support agent and customer in the active sessions.

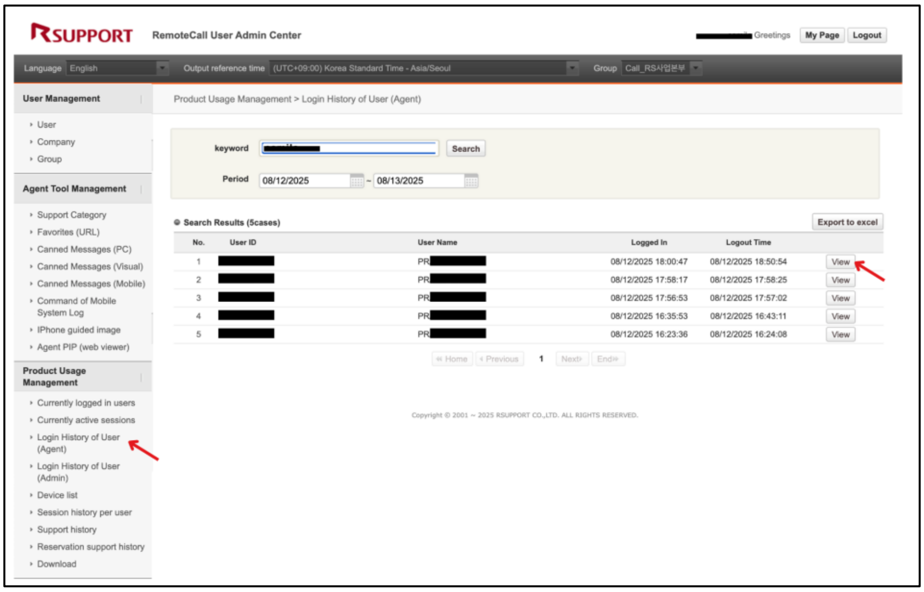


6.3 Login History of User (Support Agent)

Login and logout records for support agents can be reviewed as follows:

① Go to **Product Usage Management – Login History of User (Agent)**.

② Click **View** to provide detailed information for each session



- Note:

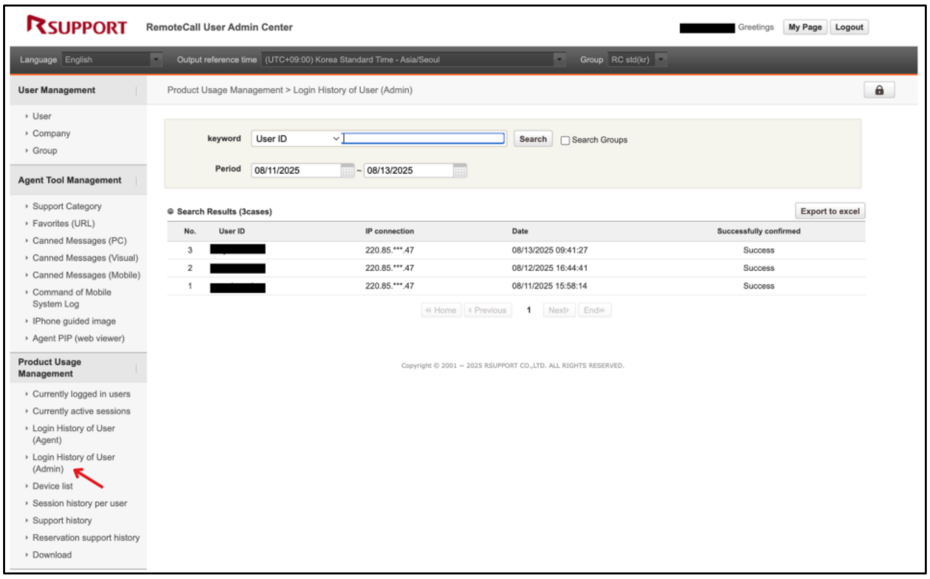
1) Specify a date range and click **Search** to view records within that period.

2) Click **Export to Excel** to download the displayed records as an Excel file.

6.4 Login History of User (Admin)

Records of successful and failed logins to the Admin Portal can be referenced.

① Go to **Product Usage Management – Login History of User (Admin)**.



- Note:

1) Specify a date range and click **Search** to view records within that period.

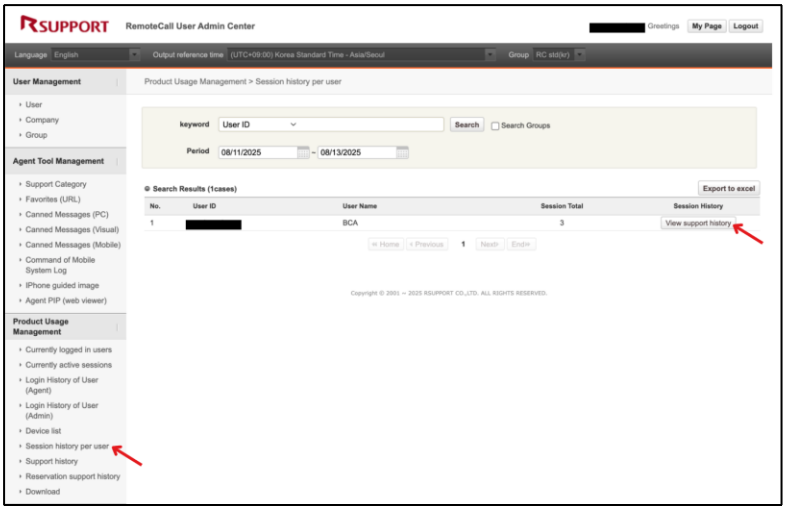
2) Click **Export to Excel** to download the displayed records as an Excel file.

6.5 Session History Per User

Detailed logs of each support agent's support activities are available.

① Go to **Product Usage Management – Session History per User**.

② Click **View Support History** to see detailed records.

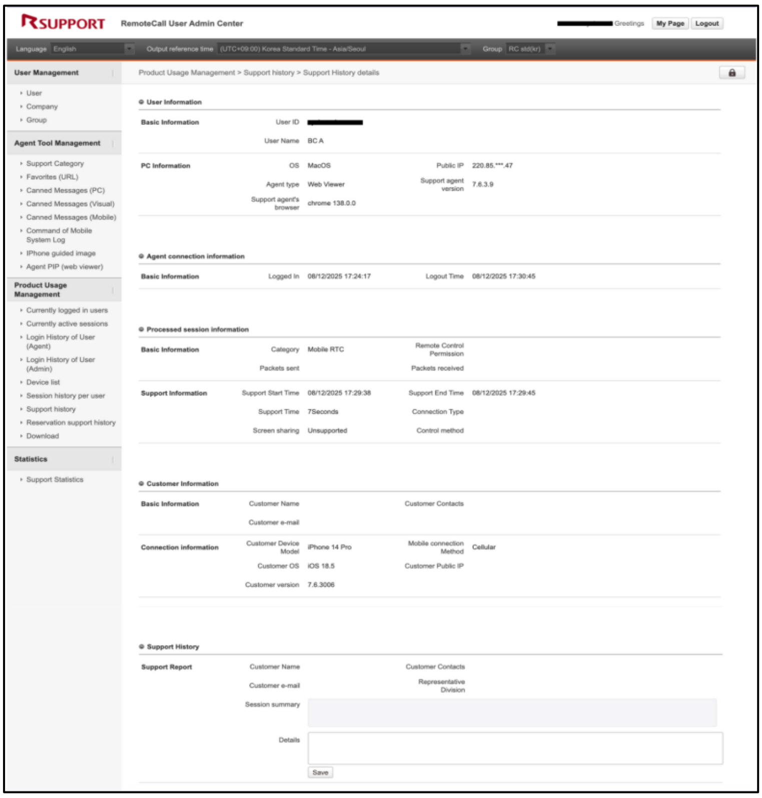


6.6 Support History

Detailed logs of each agent's support activities are available.

① Go to **Product Usage Management – Support History**.

② Click **View** to navigate to the detailed support history



- Note:

  1) Specify a date range and click **Search** to view records within that period.

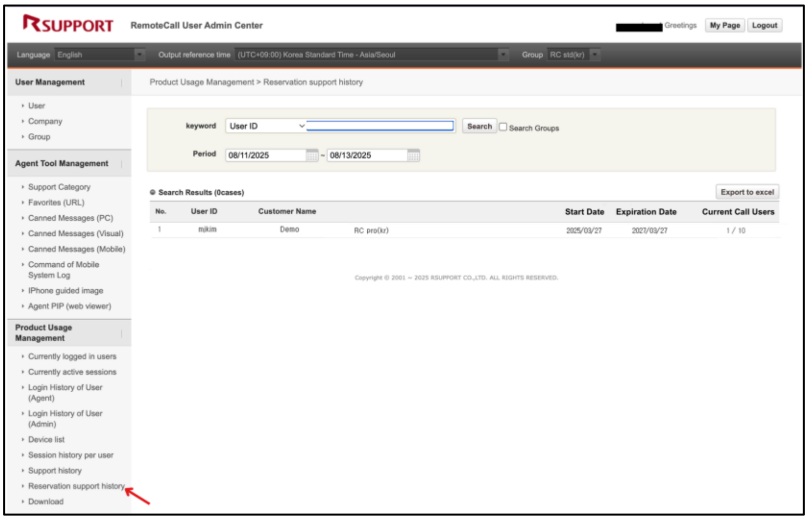
  2) Click Export to Excel to download the displayed records as an Excel file.

6.7 Reservation Support History

Records of reserved sessions are available for connection pages using window.

① Go to **Product Usage Management – Reservation Support History**.

② Click View to navigate to the detailed support history.



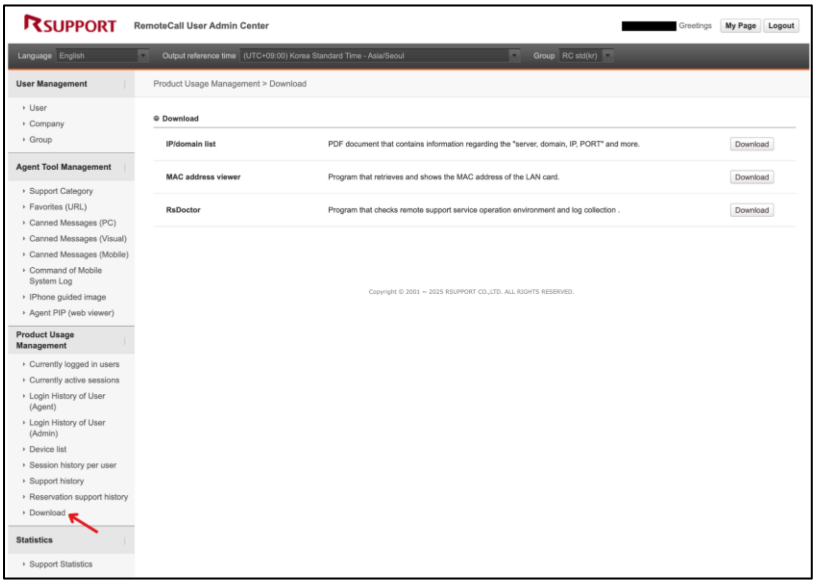
6.8 Current Support Users Status

For concurrent license holders, a dedicated menu will appear. Click the menu to view the current user count vs. the licensed limit.

Login User ID-based licenses allow Agent access in proportion to assigned user IDs. Concurrent user licenses permit Agent operation based on the allowed number of concurrent users, which may exceed the number of assigned IDs.

6.9 Downloads

Official documents and installation programs are available for download. User guides and setup installer are available from the RemoteCall website.



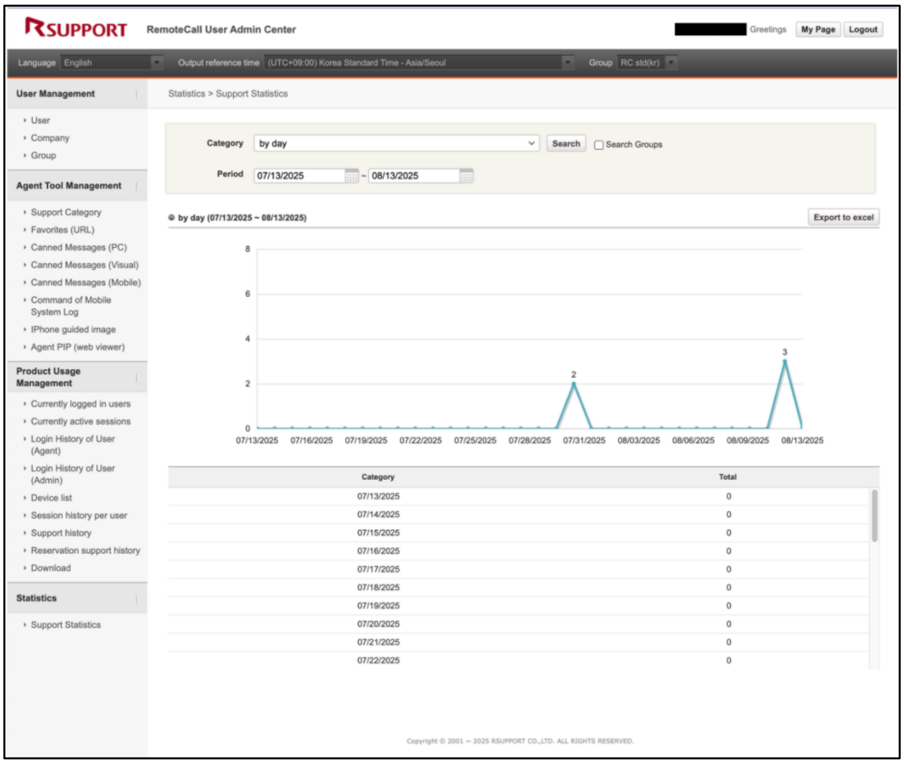
7. Statistics

In Statistics, session logs and related statistics can be reviewed.

7.1 Support Statistics

Various statistics are available in the **Support Statistics** section, based on support history.

• Note: The statistics menu is accessible only to accounts with company administrator access.



① View statistics by: Time slot, day, day of the week, month, support agent, support type, support duration, operating system, and web browser.

② Select the desired group from the group dropdown menu, or check **Search Groups** to view statistics for all groups.

③ Click **Export to Excel** to download the displayed records as an Excel file.

For more information about RSUPPORT, please visit
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