

RemoteViewBOX2 User Guide

RemoteViewBOX2 User Guide
Agent Version 8.5.3.0206
Firmware Version 1.0.12
SaaS Version 8.5.4

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For more information, visit box.rview.com/manual.

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1. Remote PC Environment

Users can manage remote PCs with the RemoteView service. The following remote PC environment is recommended.

<Windows>

Operating System	Windows 10 or later, Windows Server 2019 or later, up to Windows 11 25H2 (Standard/Enterprise edition)
CPU	Pentium 4 2.0 GHz
Memory	512 MB or more
Web browser	Chrome 100+ / Edge 97+ / Whale 3.15.136.16+ / Firefox 96+ / Opera 83+
Network	Modem, ADSL, LAN, public IP, or virtual IP (wireless supported)
Firewalls	Outbound ports 80 (HTTP) and 443 (HTTPS) open

Note: The product may run on versions earlier than Windows 10 (e.g., Windows 7, 8), but Windows 10 or later is recommended for more stable operation.

<macOS>

Operating System	macOS 13 to macOS 26
Web browser	Chrome 100+ / Safari 16+ / Whale 3.16.138.21+ / Firefox 96+ / Opera 83+
Network	Modem, ADSL, LAN, public IP, or virtual IP (wireless supported)
Firewalls	Outbound ports 80 (HTTP) and 443 (HTTPS) open

<Linux>

Operating System	CentOS 7.0 (64-bit), Red Hat 7.0 / 8.0 (64-bit), Ubuntu 18.04 / 20.04 / 22.04 (64-bit), Rocky Linux 8.0, Hancorn Gooroom OS 2-3, TmaxOS 21
Web browser	Chrome 100+ / Firefox 96+
Network	Modem, ADSL, LAN, public IP, or virtual IP (wireless supported)
Firewalls	Outbound ports 80 (HTTP) and 443 (HTTPS) open

Note: For Kernel 2.6.24 or later, only Linux GUI environments are supported.

Note: Connecting before the OS boots (e.g., at the BIOS screen or the BitLocker prompt) may not work normally due to hardware characteristics.

Note: Depending on the resolution setting, the pointer position on the screen may not match.
(<https://help.rview.com/hc/en-us/articles/8095914678419-RemoteView-BOX-Incorrect-mouse-coordinates>)

● Hardware Requirements

1. RemoteViewBOX2 can be used only with devices that are recognized as a keyboard (K), display (V), and mouse (M).
2. Use the HDMI cable provided with the product (recommended).

2. Introduction to RemoteViewBOX2

RemoteViewBOX2 is a hardware product that provides centralized management and remote control of connected devices through the RemoteView service.

2.1. Product Specifications

Category		Description
Appearance	Material	Polycarbonate + Silicone
	Weight	166 g
	Size	177.8 x 70.3 x 35.5 (mm)
Connectors	Video Input	1 x HDMI 2.0
	Video Output	1 x HDMI 2.0
	USB Port	1 x USB 2.0 Type-A
	Ethernet Port	2 x RJ-45, 10/100Base-T
	Power Cable	1 x DC Jack
Video Resolution		720p (min) to 4K (max)
Audio Sampling		OPUS
CPU		32-bit Arm processor
OS		Linux
Power Consumption		DC 12 V / 1 A, 12 W (max)
Recommended Operating Environment	Operating Temperature	0 to 40 °C (32 to 104 °F)
	Storage Temperature	-20 to 60 °C (-4 to 140 °F)
	Humidity	0 to 80% RH, non-condensing

2.2. Key Features of RemoteViewBOX2

- **Real-Time Control**
Connect to a remote device, view its screen, and control its keyboard and mouse in real time.
- **4K Resolution Support**
View the screen of a remote device in 4K resolution, in real time and without interruption.
- **WOL Support**
Turn on a powered-off device with the built-in WOL function.
- **LiveView**
Monitor multiple devices on a single screen in real time from the RemoteView admin page.

- **File Transfer**
RemoteViewBOX2 has built-in USB storage for sending, receiving, and storing files.
- **Enter and Control BIOS**
Enter and control the BIOS screen of a remote PC while it is booting.
- **Live Recording**
Record the screen of a device in real time while it is not under remote control, and download the recording.
- **Integrated Management**
Manage multiple devices in one place through the service site (<https://www.rview.com>).

3. RemoteViewBOX2 Package Contents

3.1. Package Contents



RemoteViewBOX2 Base Unit



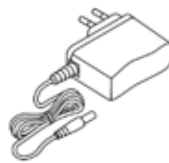
LAN Cable (1m)



HDMI Cable (1.5m)



USB 2.0 Type-A Cable (1m)



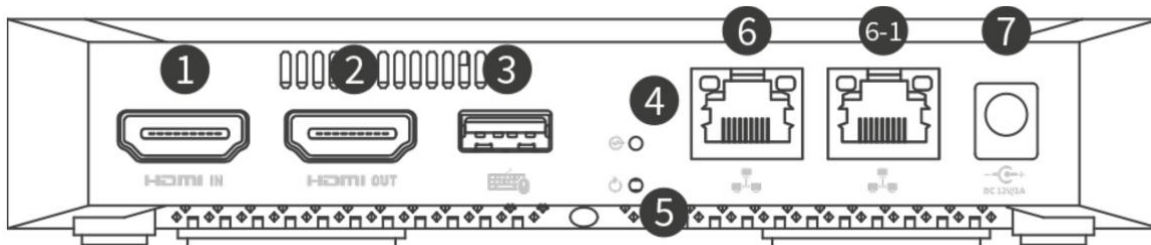
Power Supply



Quick Guide

RemoteViewBOX2 device, LAN cable, HDMI cable, USB 2.0 Type-A cable, power adapter, Quick Guide

3.2. Part Names

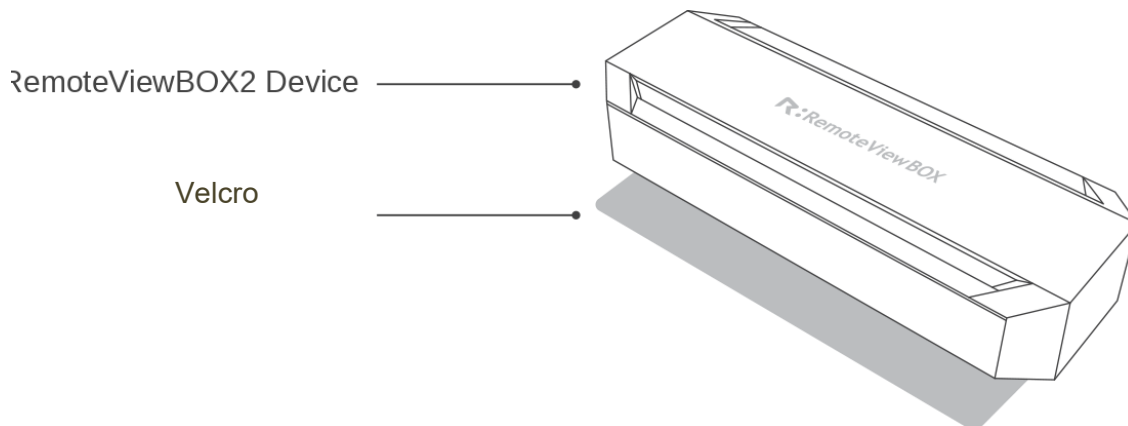


1. **PC to HDMI:** Port for the cable that connects to the HDMI input (IN) port of the PC
2. **Monitor to HDMI:** Port for the cable that connects to the HDMI output (OUT) port of the monitor
3. **USB 2.0 Type-A cable:** Port for the USB 2.0 Type-A cable that transmits keyboard/mouse signals and transfers files
* When connected with the USB 2.0 Type-A cable, RemoteViewBOX2 is recognized as a virtual USB storage device.
4. **LED status indicator:** The LED status changes depending on the situation (e.g., power on, device reset in progress, IP configuration in progress).
5. **Reset:** Device reset button
6. **LAN:** Port for the Internet LAN cable (* 6-1 is identical)
7. **Power cable:** Port for the power cable

3.3. LED Status by Situation

Situation	LED Behavior
Power on	Blinks white rapidly 3 times
Device reset in progress	Blinks blue rapidly 8 times, then blinks orange at 1-second intervals (repeated)
IP configuration in progress	Blinks pink rapidly
IP configuration complete	Blinks pink 3 times at 1-second intervals
IP configuration failed	Blinks red 3 times at 1-second intervals
Remote connection in progress	Blinks green 3 times at 1-second intervals, then stays lit
WOL power-on in progress	Blinks blue 3 times at 1-second intervals
Normal operation	Steady blue light
Exception	Blinks orange at 1-second intervals (repeated)

3.4. How to Attach the Velcro

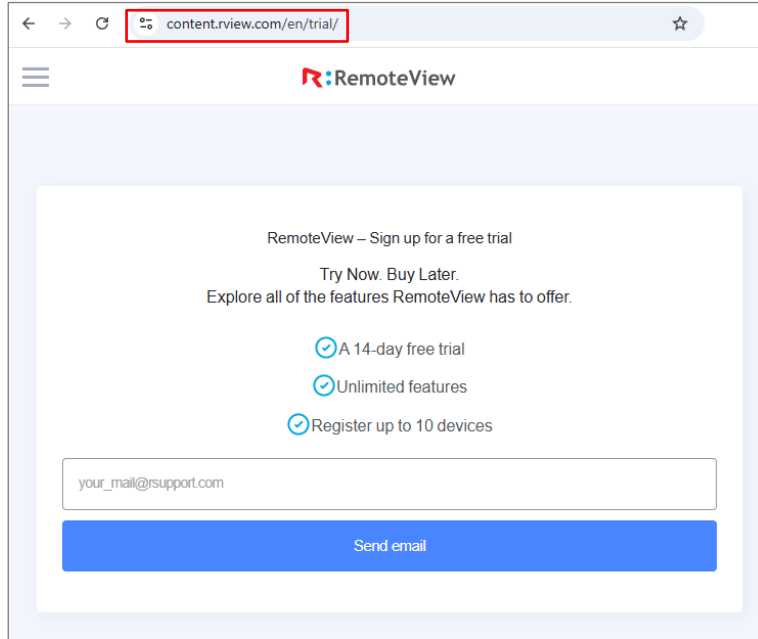


1. Attach the Velcro to the bottom of the RemoteViewBOX2 device.
2. Attach the Velcro to the location where you want to mount the device.
(*Check 9. User Precautions before mounting.)
3. Attach the Velcro on the device to the Velcro at the mounting location.

4. How to Use RemoteViewBOX2

4.1. Preliminary Setup

4.1.1. Sign Up for RemoteView

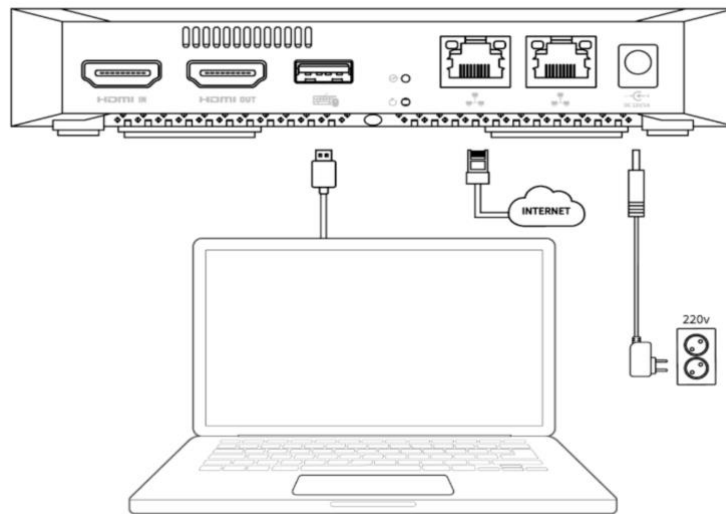
A screenshot of a web browser showing the RemoteView sign-up page. The browser's address bar is highlighted with a red box and contains the URL "content.rview.com/en/trial/". The page header features the RemoteView logo. The main content area is titled "RemoteView – Sign up for a free trial" and includes the text "Try Now. Buy Later. Explore all of the features RemoteView has to offer." Below this, there are three bullet points, each with a blue checkmark icon: "A 14-day free trial", "Unlimited features", and "Register up to 10 devices". At the bottom, there is a text input field containing the placeholder "your_mail@support.com" and a blue button labeled "Send email".

Note: If you already have a RemoteView account, skip sign-up and go to the next step.

• How to Sign Up for RemoteView

1. Go to the sign-up site (<https://content.rview.com/en/trial/>)
2. Register your email address and enter the verification code.
3. Enter your sign-up information.
4. Select the checkboxes to agree to the Terms of Service and the Privacy Policy.
5. Click [Submit].

4.1.2. Preliminary Setup and PC Preparation



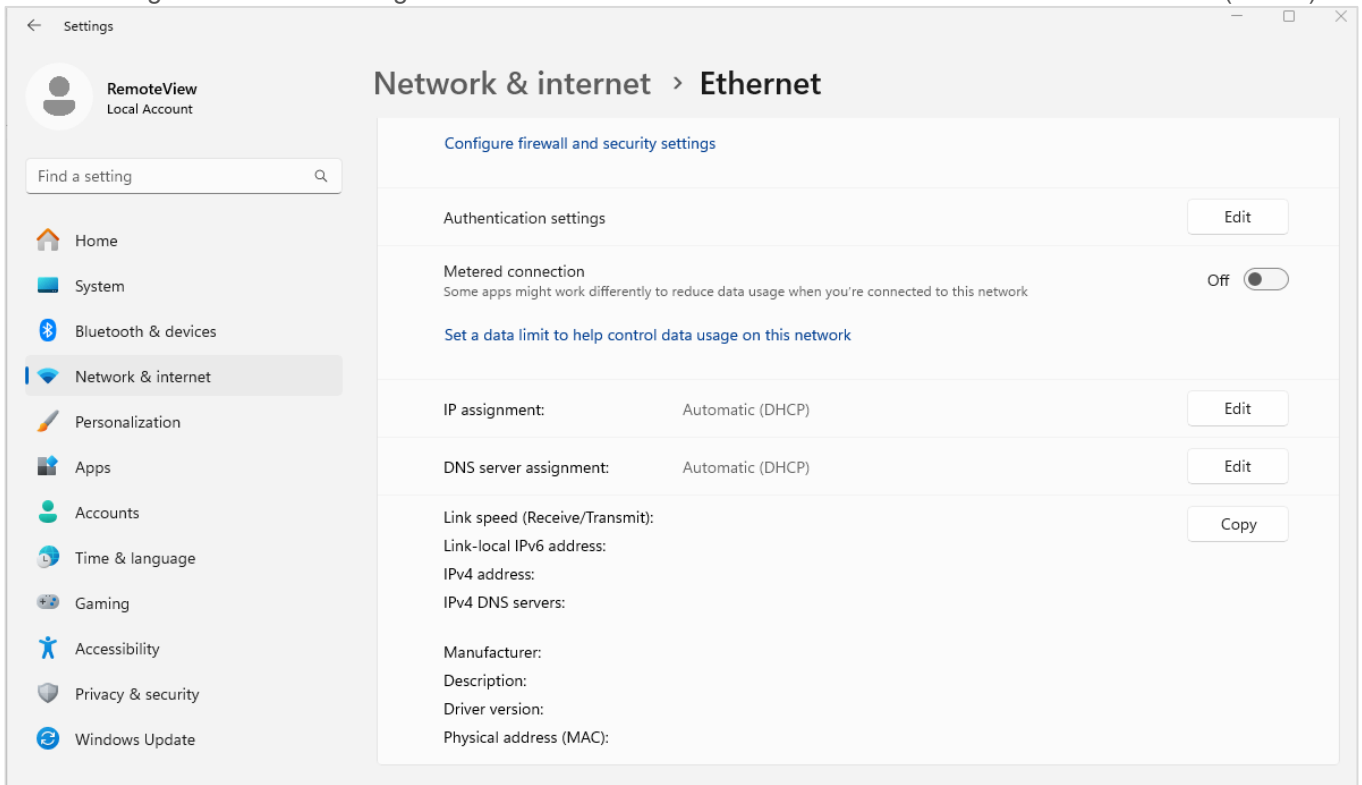
1. Connect a LAN cable between the LAN port of RemoteViewBOX2 and your Internet LAN port.
2. Connect the power cable to RemoteViewBOX2.
3. Prepare a PC on the same network as RemoteViewBOX2 to access the setup site.
4. Connect the USB cable included with RemoteViewBOX2 to the device and the PC.

4.2. Automatic IP: Access the Setup Site (Recommended)

4.2.1. Network Configuration (Automatic IP)

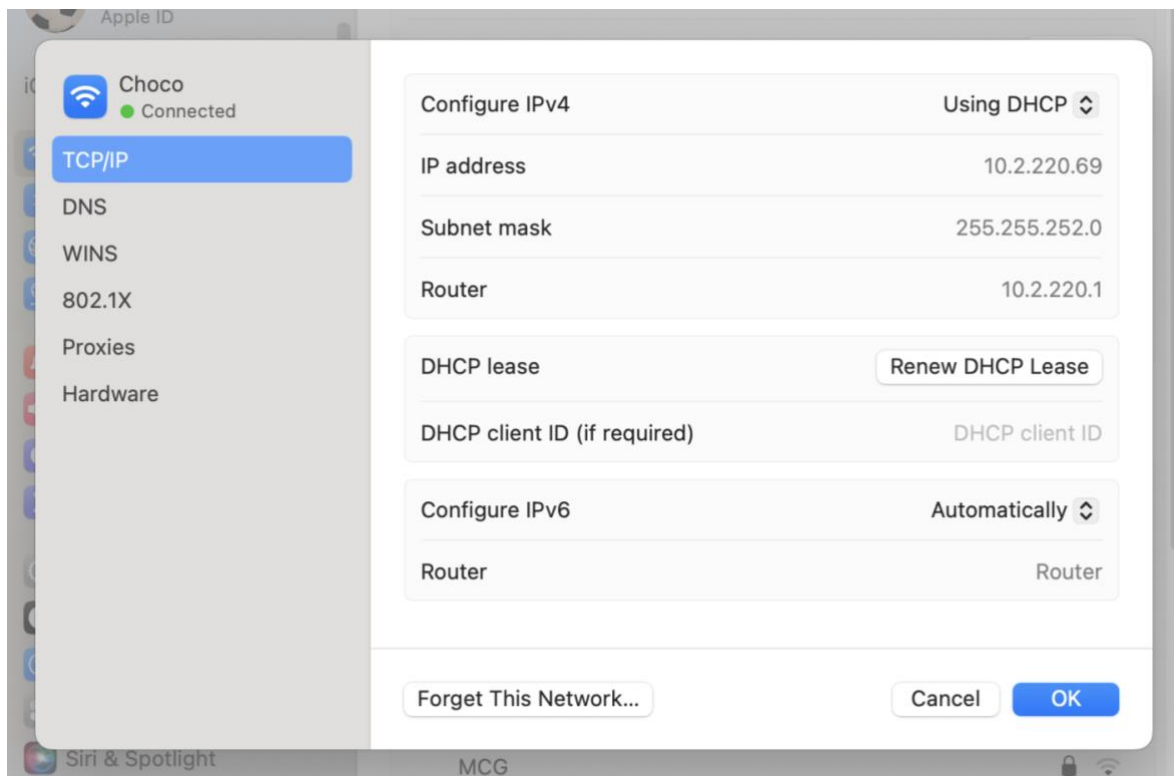
• Windows Network Settings

Note: Change the network settings of the PC on the same network as RemoteViewBOX2 to Automatic (DHCP).



1. Right-click the Start button on the taskbar of your PC or laptop, then select [Settings].
2. In the Settings window, select the [Network & internet] tab.
3. Select the connected network.
 - Wi-Fi: Select [Wi-Fi], then select the properties of the connected network.
 - Wired: Select [Ethernet].
4. Next to IP assignment at the bottom, click [Edit], then change the setting to Automatic (DHCP).

• macOS Network Settings



Note: Change the network settings of the PC on the same network as RemoteViewBOX2 to Automatic (DHCP).

1. Click the Apple menu (Apple logo at the top left of the screen), then select [System Settings].
2. Click [Network] in the list.
3. Select [Ethernet] or [Wi-Fi] from the list, then click [Details].
4. On the [TCP/IP] tab, select [Using DHCP] for Configure IPv4, then click [OK].

4.2.2. Find the Setup Site

• Find the Setup Site via Serial Port

RemoteViewBOX | Guide

 Help Center

Getting Started with RemoteViewBOX

1. Network Configuration >

2. Device Registration

3. Device Connection

4. Remote Access

Support

Access Setup Site

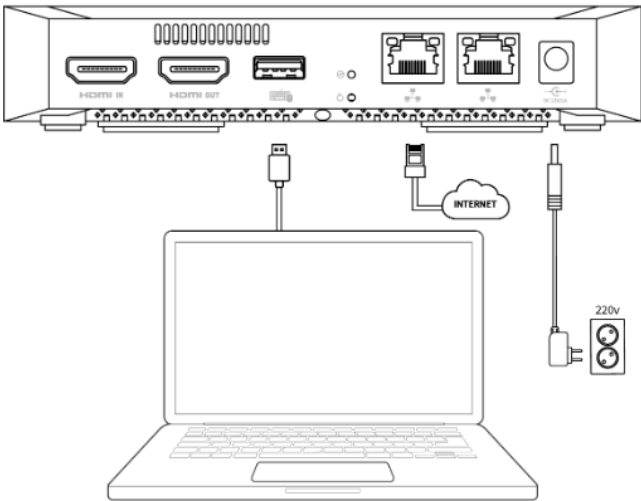
Downloads

Firmware Update

1. Network Configuration

① **Connect the Device to Your PC via USB**

– Connect the USB cable included with the RemoteViewBOX to both the device and your PC so that the device's network information can be retrieved.



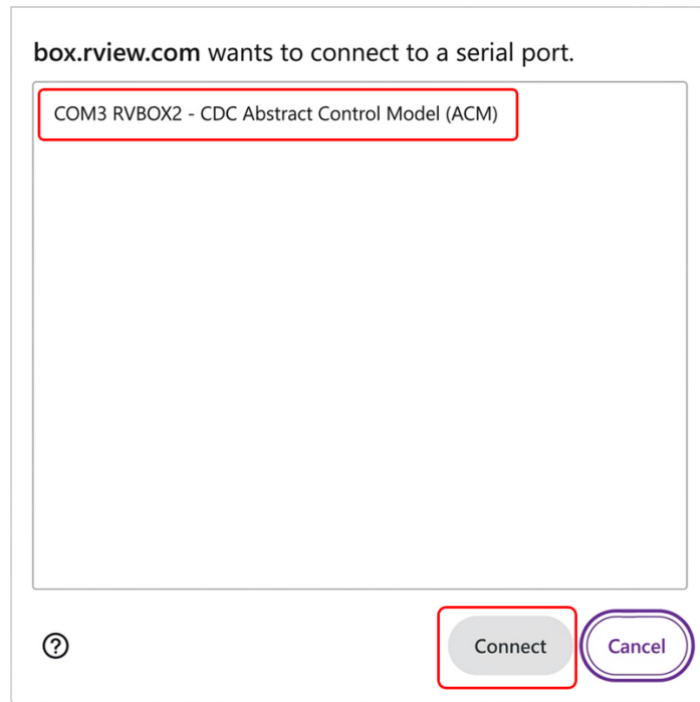
※ Note: The port layout may differ on earlier RemoteViewBOX models. Refer to the image in the [link](#) when connecting the device.

② **Connect via Serial Port**

– Launch the Chrome browser and click the [Connect Serial Port] button below.

Connect Serial Port

1. After the PC network configuration is complete, open Chrome on the PC and go to <https://box.rview.com/>.
2. Click [Connect Serial Port].
3. In the Select Serial Port pop-up, select the [COM# CDC Serial] port, then click [Connect].



4. When the serial port is connected, the information of the connected network appears on the network information page of the content site. Click [Apply] to configure the network.

*Device IP Assignment	Automatic ▼
*Device IP Address	
*Subnet Mask	
*Gateway	
*Preferred DNS	
*Alternate DNS	
Wired MAC Address	N/A
Apply	

5. When the network information has been applied to RemoteViewBOX2, a confirmation pop-up appears. Click [OK] to go to the setup site.

• Find the Setup Site via MAC Address

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Support

Access Setup Site >

Downloads

Firmware Update

Access Setup Site

– In the MAC address field below, enter the **MAC address printed on the sticker on the bottom of the RemoteViewBOX device**, then click the [Access Setup Site] button.

※ **Note:** You can use the MAC address from the RemoteViewBOX network information saved during network configuration.


Manual

MAC 00:00:00:00:00:00

R-R-RRs-RVB2V0101



T D24-0044001

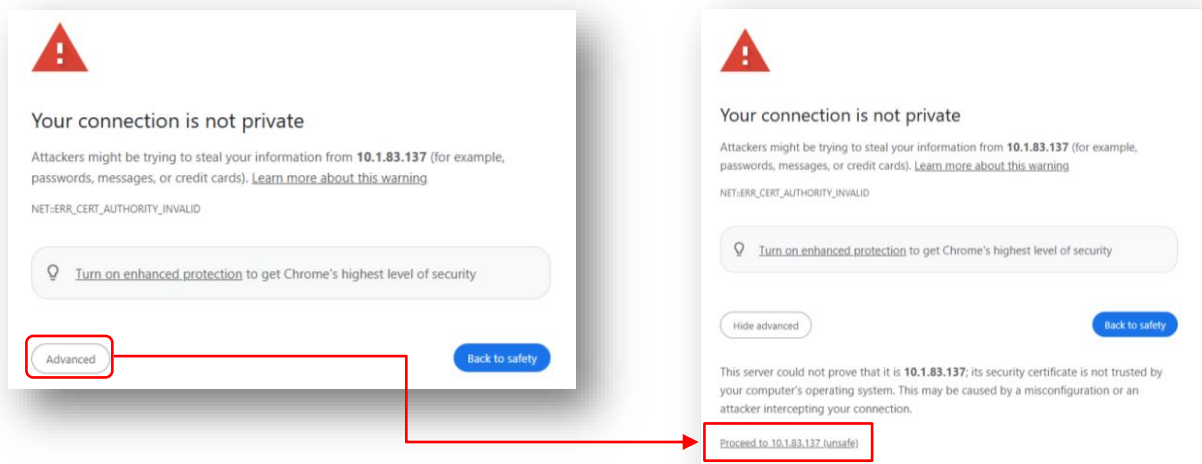
MAC

Device Mac address

search

1. After the PC network configuration is complete, go to the following link on the PC:
<https://box.rview.com/en>
2. Select Support > Access Setup Site.
3. Enter the MAC address printed on the sticker on the bottom of the device in the MAC field, then click [search].
4. When the IP address of the setup site appears in the results, click [Access].

4.2.3. Access the Setup Site

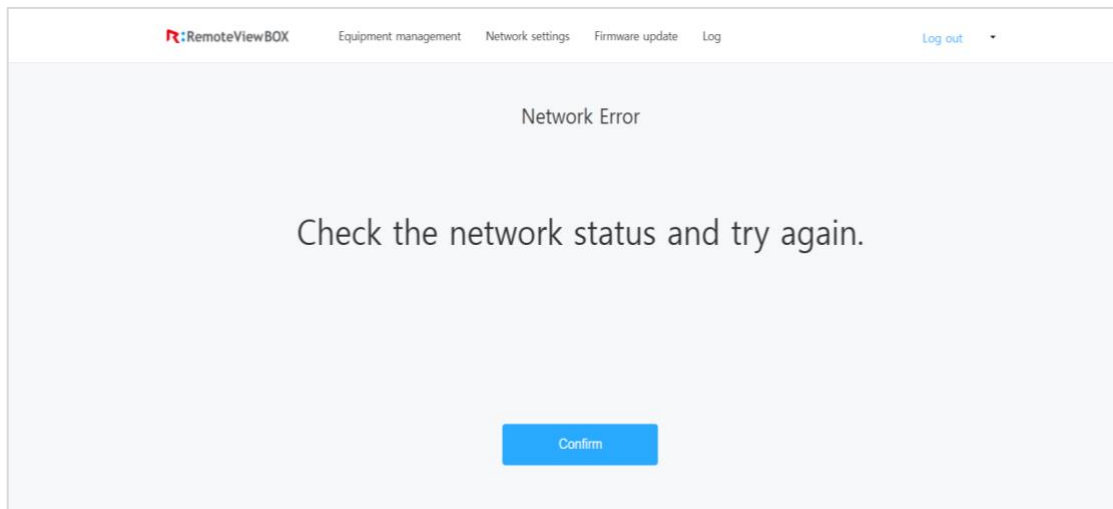


1. When the site opens, the browser displays the “Your connection is not private” warning.
2. On the warning page of the device setup site, click [Advanced].
3. Click the “Proceed to (IP address) (unsafe)” link.

4.2.3.1. LED Status When Network (IP) Configuration Is Complete

1. While the network is being configured, the LED blinks pink rapidly to indicate that IP configuration is in progress.
2. When IP configuration is complete, the LED blinks pink 3 times at 1-second intervals.
3. Because the device is not registered yet, the orange LED for the exception status also lights up.
4. After network configuration is complete, the device setup site is accessible.

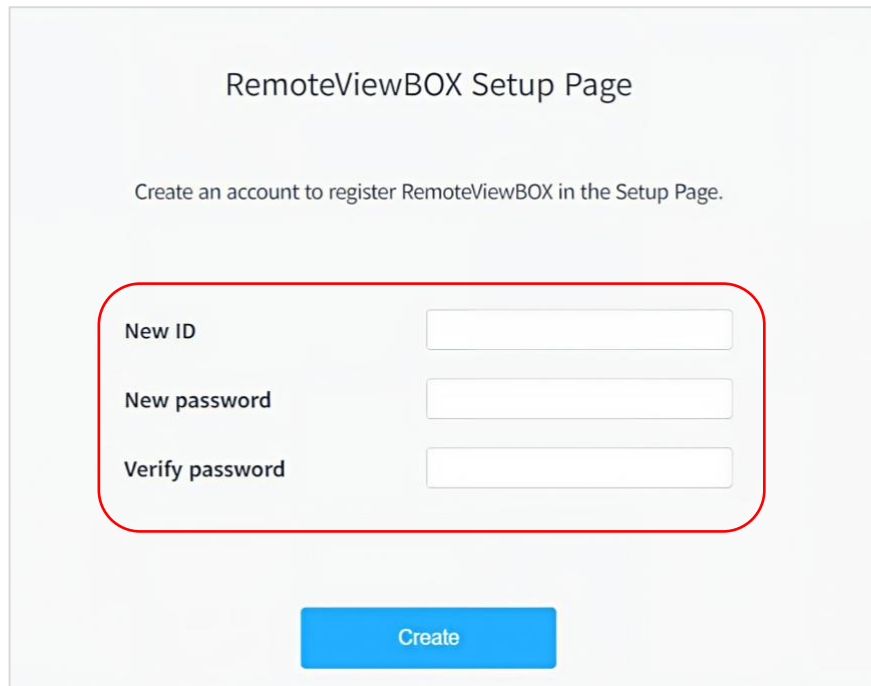
4.2.3.2. LED Status When Network (IP) Configuration Fails



1. While the network is being configured, the LED blinks pink rapidly to indicate that IP configuration is in progress.
**If IP configuration is attempted for about 30 seconds and then times out, the orange LED blinks repeatedly at 1-second intervals.*
2. When the IP configuration LED stops, the LED blinks red 3 times at 1-second intervals.
3. If network configuration fails, go to the initial device setup site (link) and configure the network again.

4.2.4. Configure the Device

4.2.4.1. Create an Account



The image shows a web page titled "RemoteViewBOX Setup Page". Below the title is a subtitle: "Create an account to register RemoteViewBOX in the Setup Page." There are three input fields labeled "New ID", "New password", and "Verify password". These fields are grouped together and enclosed in a red rounded rectangle. Below the input fields is a blue button labeled "Create".

1. Set up the ID and password to access the RemoteViewBOX Setup Page.
2. Enter all fields in the "New ID, New Password, Verify Password".
3. Click **[Create]**.

4.2.4.2. Connect Login Page

Connect a Remote Access Site account to register the device.

If you already have a RemoteView account, enter your existing account information.

Connect Login Page

To access RemoteViewBOX, set up a user page and login account.
For SaaS, sign up as a member on the RemoteView website (www.rview.com).

☒ SaaS
☐ Server Product

Remote Access URL

Company ID

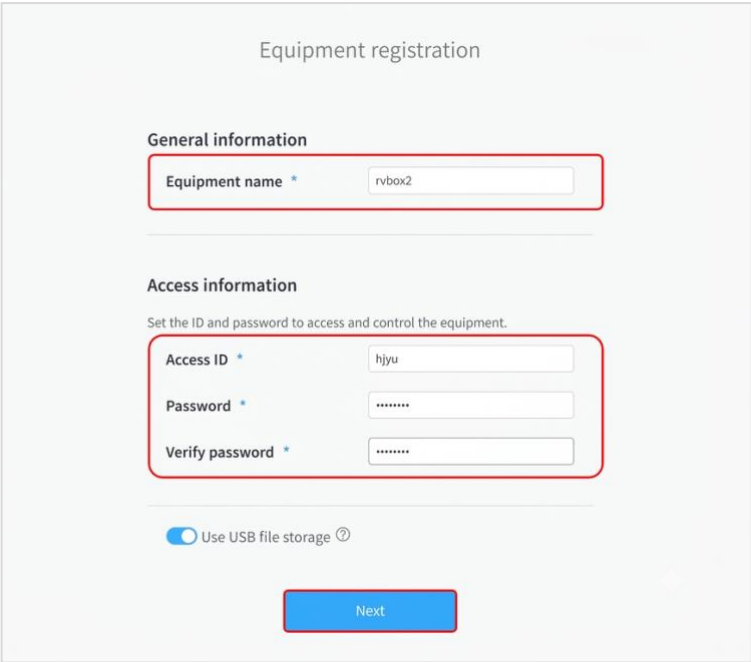
ID

Password

The RemoteView Box can be used only when it is linked with the RemoteView service.
Use of the RemoteView service ('service') through this RemoteView Box means agreeing to the [terms and conditions](#) of the service.

1. Enter your RemoteView account information (the information you registered at <https://content.rview.com/en/trial/>).
 - For SaaS, the domain address is entered automatically.
 - For the Server Product, the Company ID field is not displayed.
2. Click [Continue] to go to the Equipment Registration page.

4.2.4.3. Equipment Registration



The image shows a web form titled "Equipment registration". It is divided into two main sections: "General information" and "Access information". In the "General information" section, there is a single input field for "Equipment name" with the value "rvbox2". In the "Access information" section, there is a sub-header "Set the ID and password to access and control the equipment." followed by three input fields: "Access ID" (value: "hju"), "Password" (masked with "*****"), and "Verify password" (masked with "*****"). Below these fields is a toggle switch for "Use USB file storage" which is currently turned on. At the bottom of the form is a blue "Next" button. Red rectangular boxes highlight the "Equipment name" field and the "Access ID", "Password", and "Verify password" fields.

Equipment registration

General information

Equipment name * rvbox2

Access information

Set the ID and password to access and control the equipment.

Access ID * hju

Password * *****

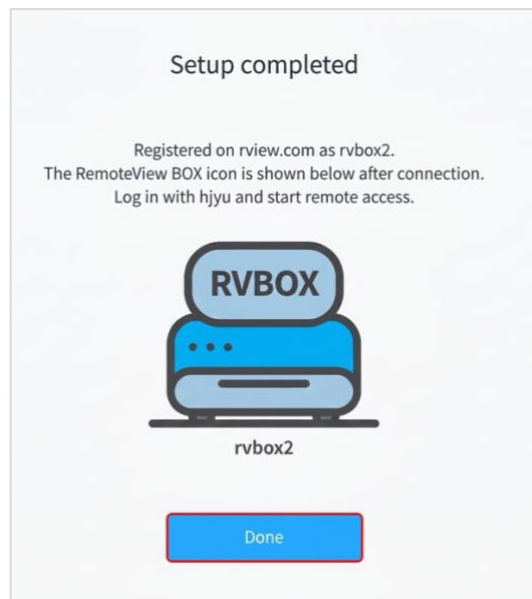
Verify password * *****

☒ Use USB file storage ⓘ

Next

1. Enter the Equipment name.
2. Enter the Access ID, Password, and Verify password to use when controlling the device, then click [Next]. Remember this access information.

4.2.4.4. Setup Complete

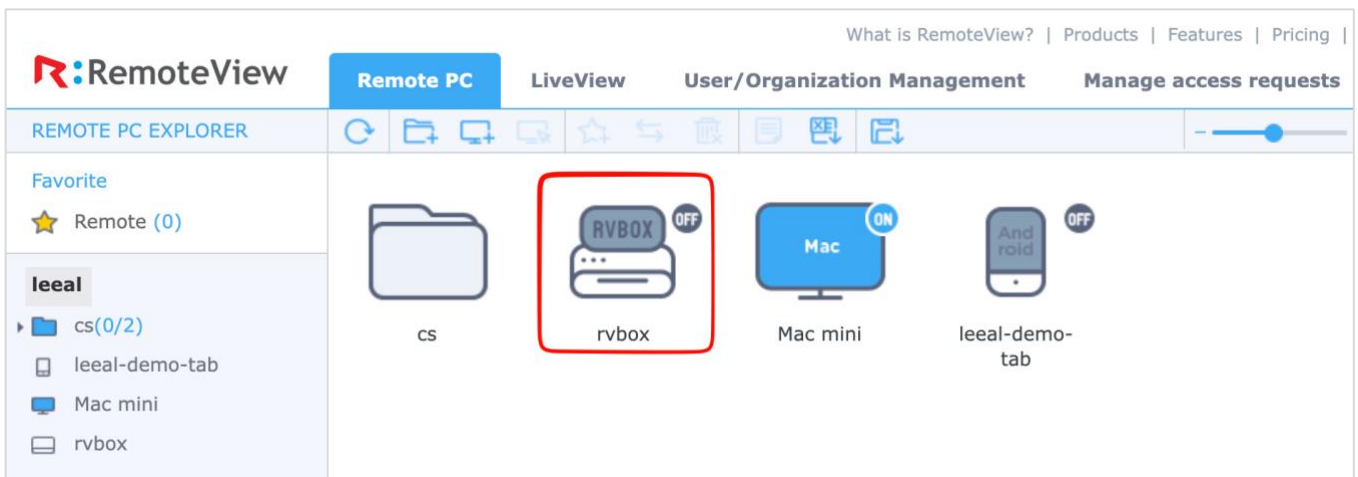


Click [Done] to complete the registration of the RemoteViewBOX2 device.

Log in to the service site (<https://www.rview.com>) with the Company ID, User ID, and Password you set earlier to see the registered device, as shown below.

Enter the access account you configured during device registration and click [OK] to remotely control RemoteViewBOX2.

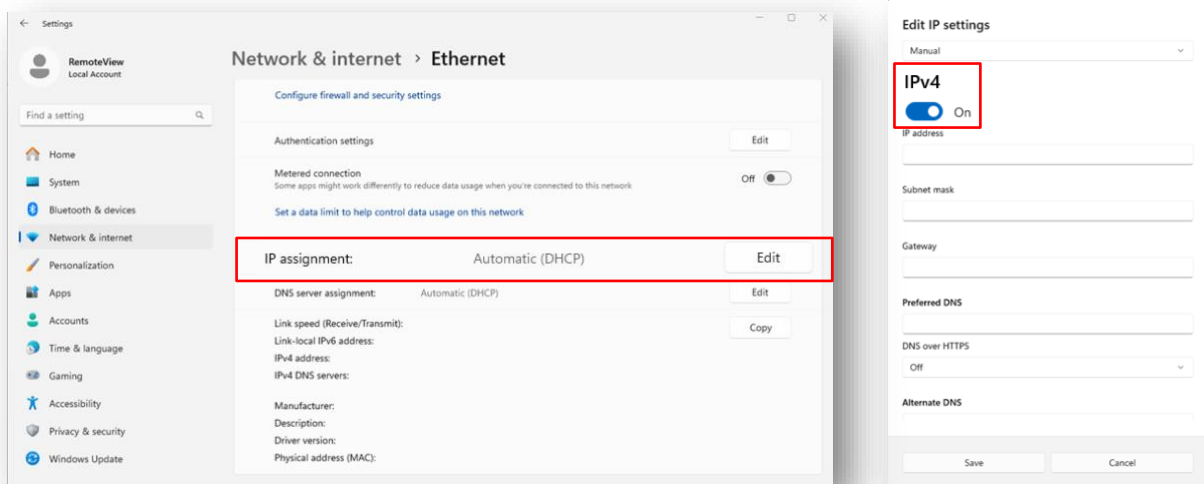
(Registered device on the service site)



4.3. Manual IP: Access the Setup Site

4.3.1. Network Configuration (Manual IP)

- Windows Network Settings

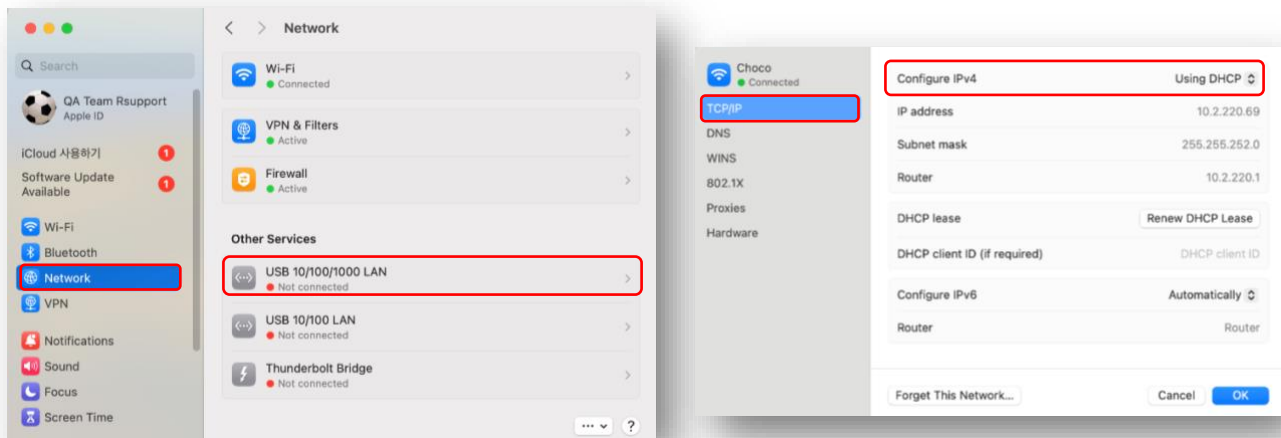


Note: To set the PC network and the RemoteViewBOX2 network identically, follow the steps below.

1. Right-click the Start button on the taskbar of your PC or laptop, then select [Settings].
2. In the Settings window, select the [Network & internet] tab on the left.
3. Select the connected network.
 - Wi-Fi: Select [Wi-Fi], then select the properties of the network you want to connect to.
 - Wired: Select [Ethernet].
4. Next to IP assignment at the bottom, click [Edit], then change the setting to Manual.
5. Turn on the IPv4 toggle. The IP input fields appear.
6. Enter the PC network settings shown below in these fields, then click [Save].

• macOS Network Settings

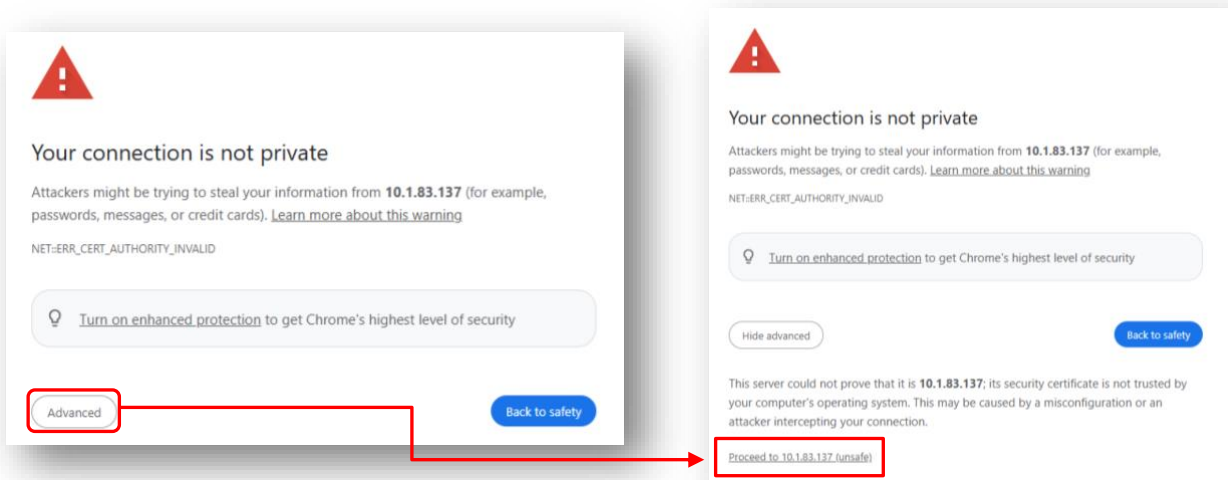
Note: To set the PC network and the RemoteViewBOX2 network identically, follow the steps below.



1. Click the Apple logo (top left of the screen) → [System Settings] → [Network] → the network to connect to (Ethernet) → [Details] → [TCP/IP] tab.
2. Set Configure IPv4 to [Manually], then click [OK].
3. Enter the following information in the fields.

4.3.2. Access the Setup Site

1. When the manual IP initial setup URL opens,



the browser displays the “Your connection is not private” warning.

2. Click [Advanced].
3. Click the “Proceed to (IP address) (unsafe)” link.

4.3.3. Setup Page

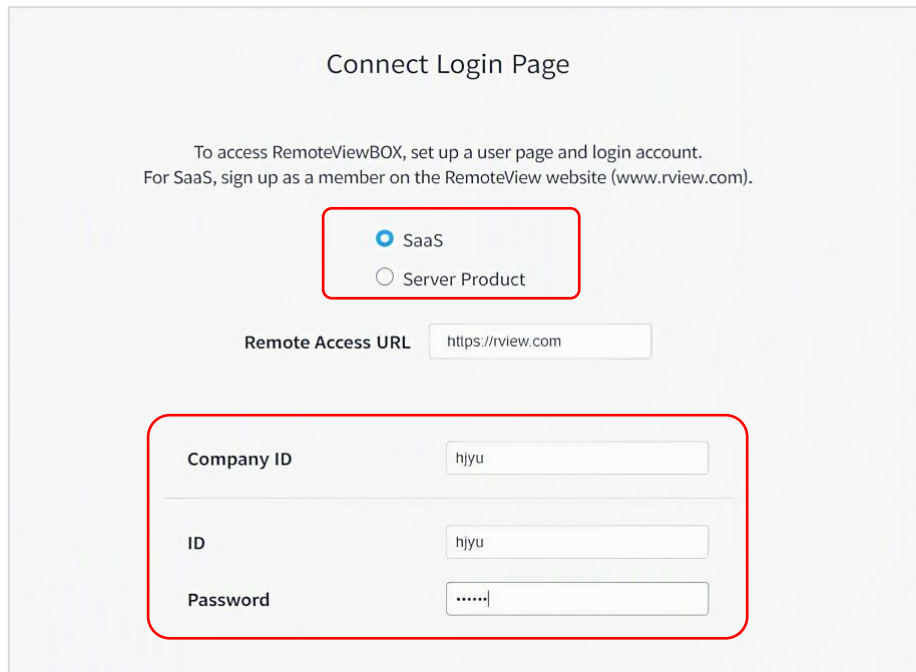
4.3.3.1. Log In to the Setup Site

The screenshot shows the 'RemoteViewBOX Setup Page' with a login form. The form has two input fields: 'ID' and 'Access password'. Below the 'Access password' field is a checkbox labeled 'Remember ID'. A blue 'Log in' button is at the bottom of the form. A red box highlights the entire login form area.

1. For the first login to the RemoteViewBOX2 setup site, use the default account (admin / 11111111).
2. The password can be changed after login.

4.3.3.2. Connect Login Page

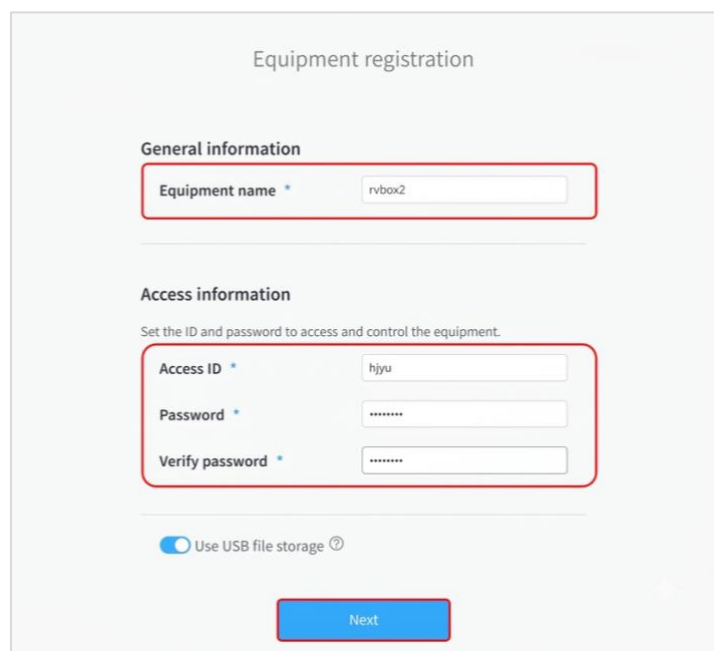
Connect a Remote Access Site account to register the device. If you already have a RemoteView account, enter your existing account information.



The screenshot shows the 'Connect Login Page' for RemoteView. It includes instructions to set up a user page and login account, and to sign up as a member on the RemoteView website (www.rview.com). There are two radio buttons: 'SaaS' (selected) and 'Server Product'. Below these is a 'Remote Access URL' field with the value 'https://rview.com'. A red box highlights the 'Company ID', 'ID', and 'Password' fields, all of which contain the value 'hjyu'.

1. Enter your RemoteView account information (the information you registered at <https://content.rview.com/en/trial/>).
 - For SaaS, the domain address is entered automatically.
 - For the Server Product, the Company ID field is not displayed.
2. Click [Continue] to go to the Equipment Registration page.

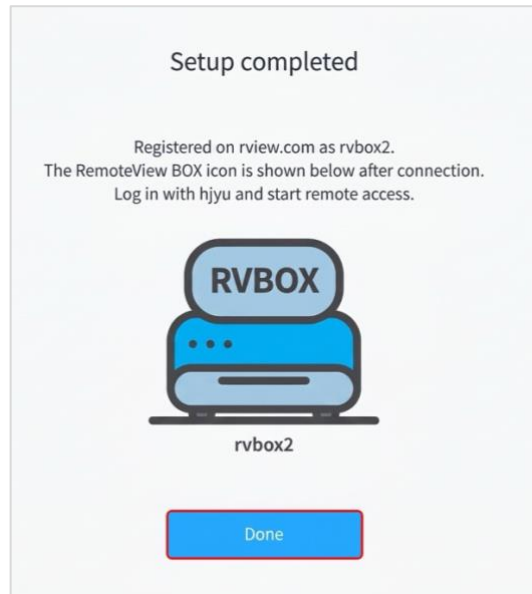
4.3.3.3. Equipment Registration



The screenshot shows the 'Equipment registration' page. It has two main sections: 'General information' and 'Access information'. The 'General information' section has a red box around the 'Equipment name' field, which contains 'rvbox2'. The 'Access information' section has a red box around the 'Access ID', 'Password', and 'Verify password' fields, all of which contain 'hjyu'. Below these fields is a toggle switch for 'Use USB file storage' which is turned on. At the bottom is a blue 'Next' button.

1. Enter the Equipment name.
2. Enter the Access ID, Password, and Verify password to use when controlling the device, then click [Next]. Remember this access information.

4.3.3.4. Setup Complete

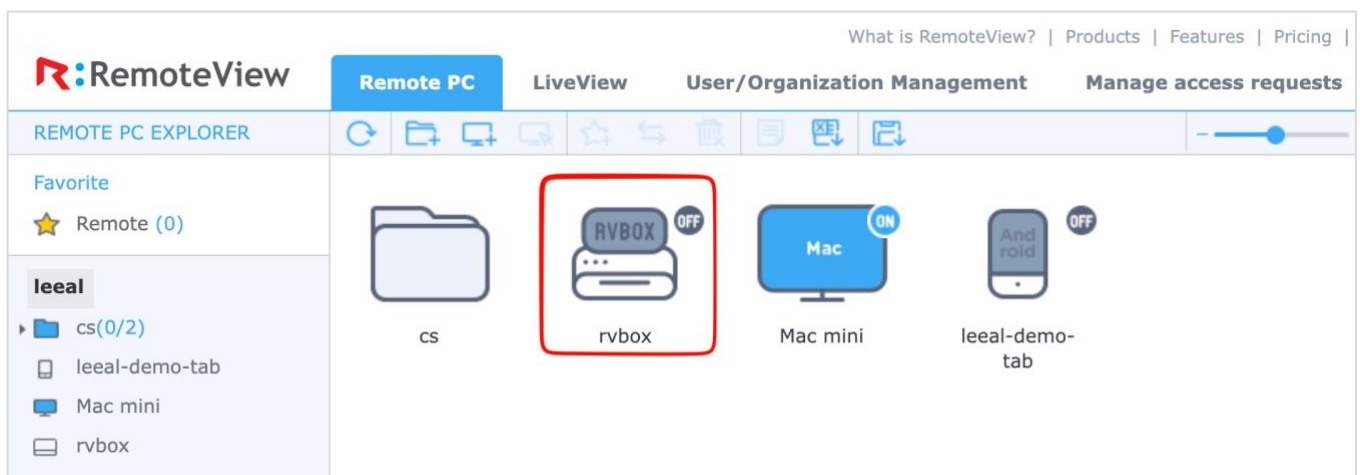


Click [Done] to complete the registration of the RemoteViewBOX2 device.

Log in to the service site (<https://www.rview.com>) with the Company ID, User ID, and Password you set earlier to see the registered device, as shown below.

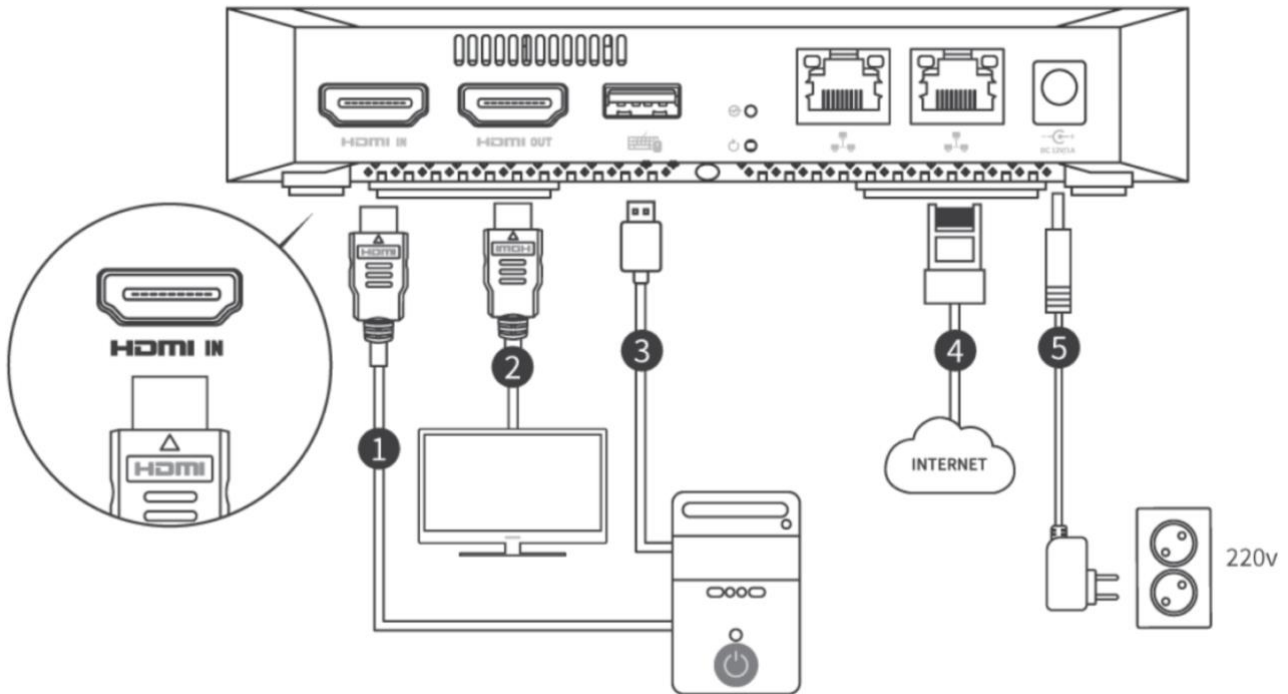
Enter the access account you configured during device registration and click [OK] to remotely control RemoteViewBOX2.

(Registered device on the service site)



4.4. Connect the Device

After the device is registered on the RemoteViewBOX2 setup site, connect it physically for remote control.



1. Connect an HDMI cable between the HDMI port of the remote PC and the HDMI IN port of RemoteViewBOX2.
* If the PC has no HDMI port, you can still use this product with a separately sold VGA-to-HDMI adapter cable.
2. (Optional) Connect an HDMI cable between the local monitor and the HDMI OUT port of RemoteViewBOX2.
3. Connect a USB 2.0 Type-A cable between the remote PC and the USB 2.0 Type-A port of RemoteViewBOX2.
4. Connect a LAN cable between the LAN port of RemoteViewBOX2 and your Internet LAN port.
5. Connect the power cable to RemoteViewBOX2.

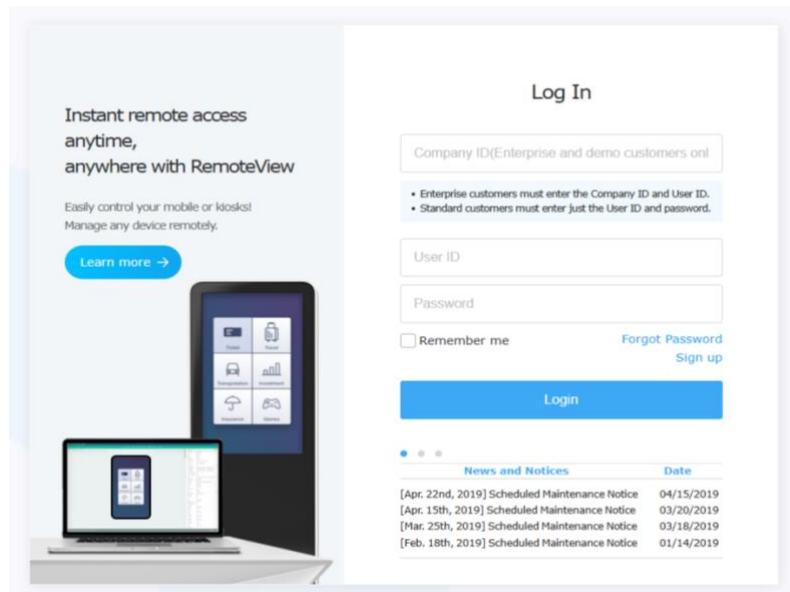
4.5. Remote Control

After RemoteViewBOX2 setup is complete, you can remotely control it with your service site login account.

4.5.1. Log In to the Service Site

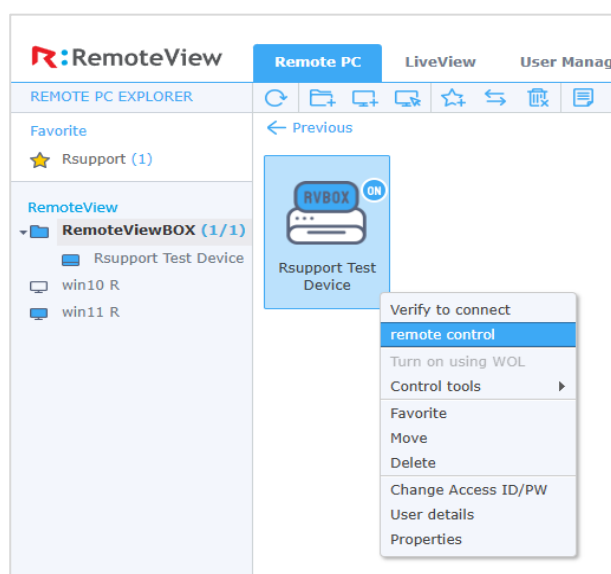
The RemoteView service site is where all users log in to use RemoteView features. Administrators can view and change all settings related to the RemoteView service.

Access URL: <https://www.rview.com>



4.5.2. Manage the Remote PC

Log in to the service site, then check and control the installed RemoteViewBOX2 agent on the Remote PC tab.

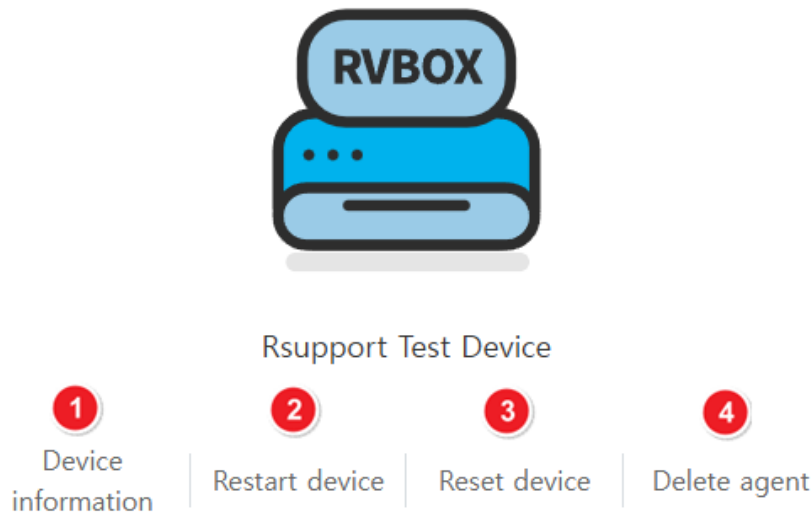


5. Device Setup Site

The device setup site lets you manage the device, configure network settings, update firmware, and check logs.

5.1. Device Management

If the device is registered, the screen below appears.



1. **Device information:** Displays the remote device information, network information, version, activity, and the [Use USB file storage] option. When Use USB file storage is turned on, files can be sent and received between devices during remote control, and the transferred files are stored on the device.

When the file storage function is used, the PC recognizes the device as a USB storage device.

2. **Restart device:** Restarts the device.
3. **Reset device:** Resets the device.
4. **Delete agent:** Deletes the agent from the service site.

Note: Restarting the device, resetting the device, and deleting the agent require the Company ID, User ID, and Password.

5.1.1. Device Information

The Use USB file storage option is displayed in the USB connection mode settings when Serial connection mode is OFF (default: OFF). If Serial connection mode is switched to ON, the Use USB file storage option is not displayed and remote control cannot be run.

Note: When the serial mode setting is applied, RemoteViewBOX2 restarts automatically.

5.2. Network Settings

Change the network settings on the Network settings tab.

Network settings

1 ☐ DHCP

Port * 443 ?

Equipment IP * 0.0.0.0

Subnet Mask * 0.0.0.0

Default gateway * 0.0.0.0

Primary DNS Server * 0.0.0.0

Secondary DNS Server 0.0.0.0

2 ☐ Use proxy server

3 ☐ Use Power ON with WOL ?

4 ☐ NTP Time Server Manual Settings ?

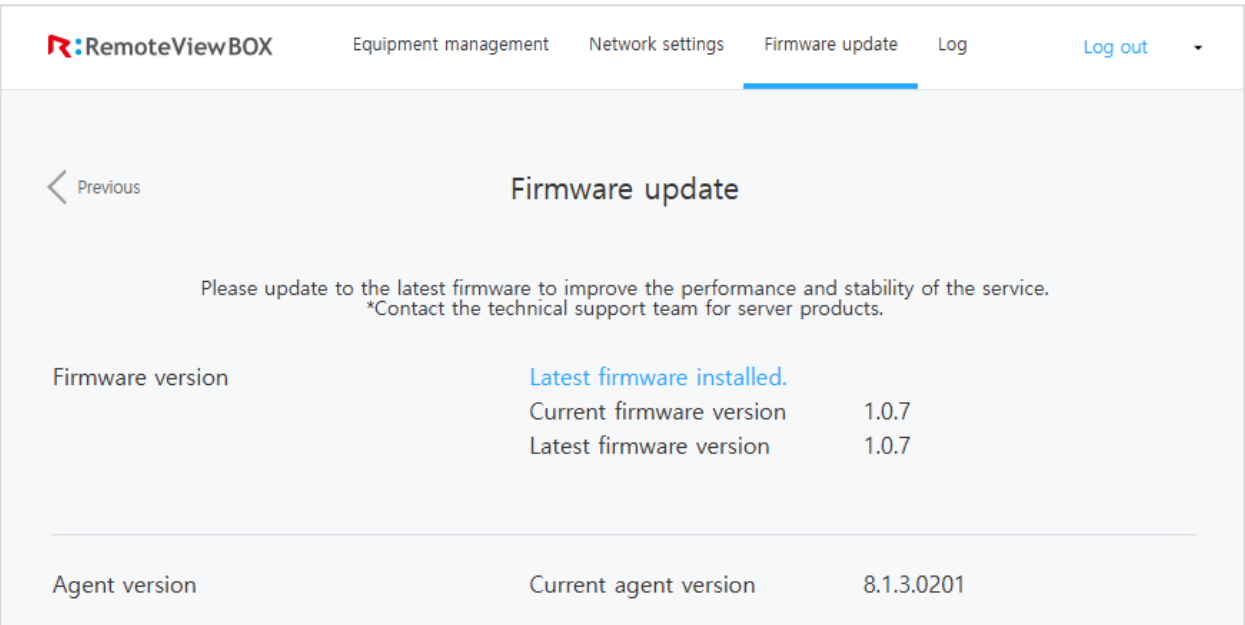
Current time 2025-02-04 14:04:14

Next

1. **DHCP:** Displays the configured network information, which can be edited. Select either Automatic (DHCP) or manual IP, depending on the PC network settings. When the network is set to Automatic (DHCP), all input fields except Port are disabled.
2. **Use proxy server:** Configure the proxy server settings.
3. **Use Power ON with WOL:** Configure whether to turn on the PC remotely with Wake-on-LAN (WOL).
4. **NTP Time Server Manual Settings:** Manually configure the Network Time Protocol (NTP) time server.

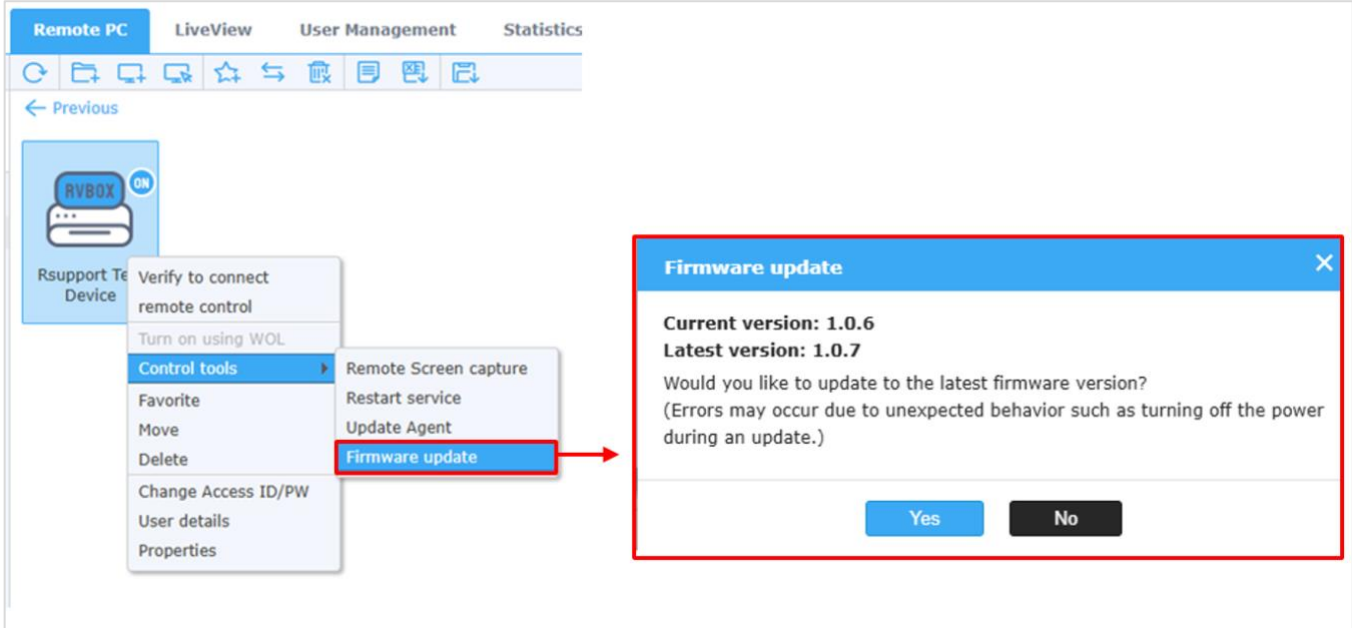
5.3. Firmware Update

On the Firmware update tab, check the firmware version and the agent version. When a new firmware version is available, you can update it manually on the Firmware update tab.



5.3.1. Automatic Firmware Update

For smooth control of RemoteViewBOX2, the firmware can be updated automatically from the service site when an update is needed.

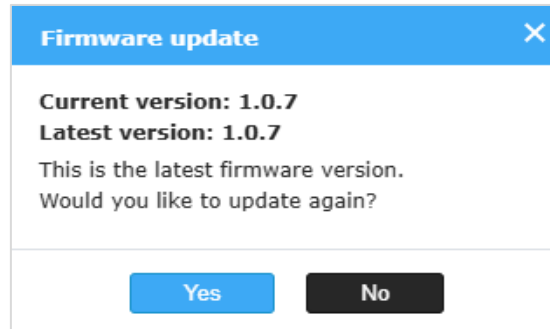


Note: RemoteViewBOX2 may not work properly if the firmware is not the latest version. A firmware update is recommended for normal operation.

1. If the RemoteViewBOX2 firmware is not the latest version, a NEW icon is displayed.
2. On the Remote PC tab, right-click the RemoteViewBOX2 device.
3. Select [Control tools] > [Firmware update].
4. In the Firmware update pop-up, click [Yes].
5. After the update is complete and the device restarts, remote control runs with the updated firmware version.

If the firmware is already the latest version, the following pop-up appears when you select [Control tools] > [Firmware update].

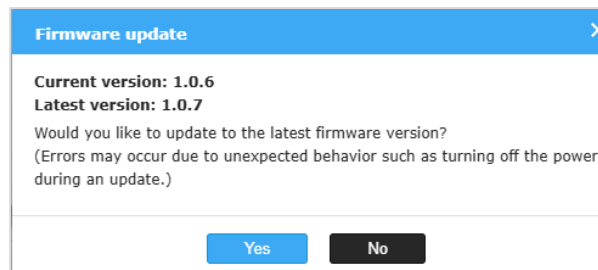
1. Click [Yes] to run the firmware update to the same latest version.



2. Click [No] to close the pop-up.

If you start a remote connection to a device with a different firmware version, the following pop-up appears.

1. Click [Yes] to start remote control without updating the firmware.



***Remote control may not work smoothly if the firmware is not the latest version.**

2. Click [No] to close the pop-up. Run the firmware update from [Control tools].

5.3.2. Manual Firmware Update

If the automatic firmware update fails, or to update the firmware without registering the device, update it manually on the device setup site. Click the [firmware file] link to download the firmware file, then upload the file to start the update.

The screenshot shows the 'Firmware update' page in the RemoteViewBOX interface. At the top, there's a navigation bar with 'Equipment management', 'Network settings', 'Firmware update' (selected), and 'Log'. A 'Log out' link is in the top right. Below the navigation bar, there's a 'Previous' link. The main heading is 'Firmware update'. A message states: 'Please update to the latest firmware to improve the performance and stability of the service. *Contact the technical support team for server products.' Below this, there's a table showing 'Firmware version' with 'Current firmware version' as 1.0.6 and 'Latest firmware version' as 1.0.7. A link 'firmware file' is provided with the instruction 'Click to download and upload it below. (?)'. Below the link are two buttons: 'Upload firmware file' and 'Update'. At the bottom, there's a table showing 'Agent version' with 'Current agent version' as 8.1.3.0201.

Note: If the uploaded firmware file is newer than the current version, the [Update] button is activated. If the firmware is already the latest version, the [Upload firmware file] button is not displayed.

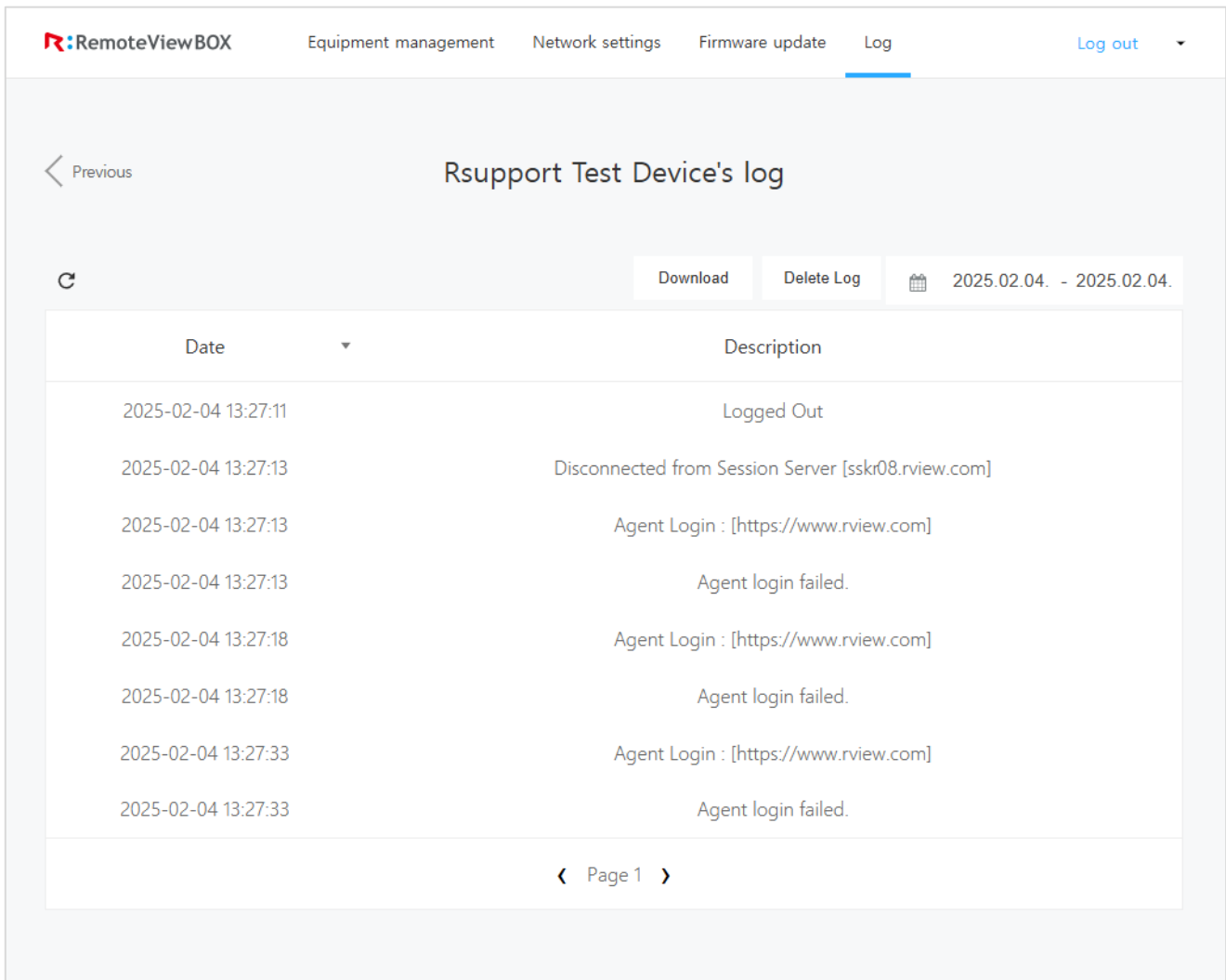
The latest RemoteViewBOX2 firmware file can also be downloaded as follows:

The screenshot shows the 'Firmware Update' page in the RemoteViewBOX2 interface. The top navigation bar includes 'RemoteViewBOX | Guide', a language selector (US flag), and a 'Help Center' button. The left sidebar has sections for 'Getting Started with RemoteViewBOX' (1. Network Configuration, 2. Device Registration, 3. Device Connection, 4. Remote Access) and 'Support' (Access Setup Site, Downloads, Firmware Update - selected). The main content area is titled 'Firmware Update' and contains a recommendation to update to the latest firmware for optimal use. Below this, there's a table with details for the RemoteViewBOX2 firmware: Model Name (RemoteViewBOX2), Update Date (2026-08-24 04:19:30), Version (1.0.13), File Size (36.91MB), and Release Notes. A 'RemoteViewBOX2' device image is shown. At the bottom, there are two buttons: 'Update to Latest Firmware' (highlighted with a red box) and 'User Guide'. Both buttons have a download icon.

1. Go to <https://box.rview.com/en/support/firmware-update/> in a browser.
2. Click [Update to Latest Firmware].

5.4. Logs

RemoteViewBOX2 logs record the time and content of each control action and can be searched by date range.



The screenshot displays the 'Log' page of the RemoteViewBOX2 interface. The top navigation bar includes 'RemoteViewBOX2', 'Equipment management', 'Network settings', 'Firmware update', and 'Log' (which is highlighted). A 'Log out' link is visible in the top right. Below the navigation bar, the page title is 'Rsupport Test Device's log'. There are buttons for 'Download' and 'Delete Log', and a date range selector set to '2025.02.04. - 2025.02.04.'. The main content is a table with two columns: 'Date' and 'Description'. The table contains eight log entries. At the bottom of the table, there is a pagination control showing 'Page 1'.

Date	Description
2025-02-04 13:27:11	Logged Out
2025-02-04 13:27:13	Disconnected from Session Server [sskr08.rview.com]
2025-02-04 13:27:13	Agent Login : [https://www.rview.com]
2025-02-04 13:27:13	Agent login failed.
2025-02-04 13:27:18	Agent Login : [https://www.rview.com]
2025-02-04 13:27:18	Agent login failed.
2025-02-04 13:27:33	Agent Login : [https://www.rview.com]
2025-02-04 13:27:33	Agent login failed.

5.5. Change the Device Management Account

1. When you log in with the initial password, the device management account settings page appears.
2. [Change Account]: Goes to one of the pages below, depending on whether the device is registered.
3. [Change Later]: Goes to one of the pages below, depending on whether the device is registered.

Device not registered: Goes to the Equipment Registration page.

Device registered: Goes to the Device Management page.

6. WOL Feature

6.1. WOL Feature Settings (ON / OFF)

On the Network settings screen, turn on Use Power ON with WOL and enter the IP information of the remote PC for which you want to use the WOL power-on feature. The WOL power-on feature then becomes available on the service site. When Use Power ON with WOL is turned off, the WOL power-on feature is disabled and cannot be used on the service site.

(Use Power ON with WOL: ON)

The screenshot shows the 'Network settings' screen. At the top, there is a 'DHCP' toggle switch which is turned off. Below it, several fields are populated: 'Port' (443), 'Equipment IP' (10.1.83.137), 'Subnet Mask' (255.255.255.0), 'Default gateway' (10.1.83.1), 'Primary DNS Server' (2.2.2.2), and 'Secondary DNS Server' (1.1.1.1). A horizontal line separates these from the lower section. In the lower section, 'Use proxy server' is turned off. 'Use Power ON with WOL' is turned on and is highlighted with a red rectangle. Below it, the 'Remote PC's IP' field is empty and also highlighted with a red rectangle. At the bottom, 'NTP Time Server Manual Settings' is turned off, and the 'Current time' is displayed as '2025-02-04 14:44:11'. A blue 'Next' button is at the bottom center.

(Use Power ON with WOL: OFF)

The screenshot shows the 'Network settings' screen with the same configuration as the previous one, but with 'Use Power ON with WOL' turned off. This option is highlighted with a red rectangle. Below it, 'NTP Time Server Manual Settings' is turned off. The 'Current time' is displayed as '2025-02-04 14:44:57'. A blue 'Next' button is at the bottom center.

Note: When Use Power ON with WOL is turned on, only the PC connected to the device can be powered on, even if two or more PCs are on the same network.

RemoteViewBOX2 provides the WOL function in the device itself, so it works independently of the existing WOL feature of the PC.

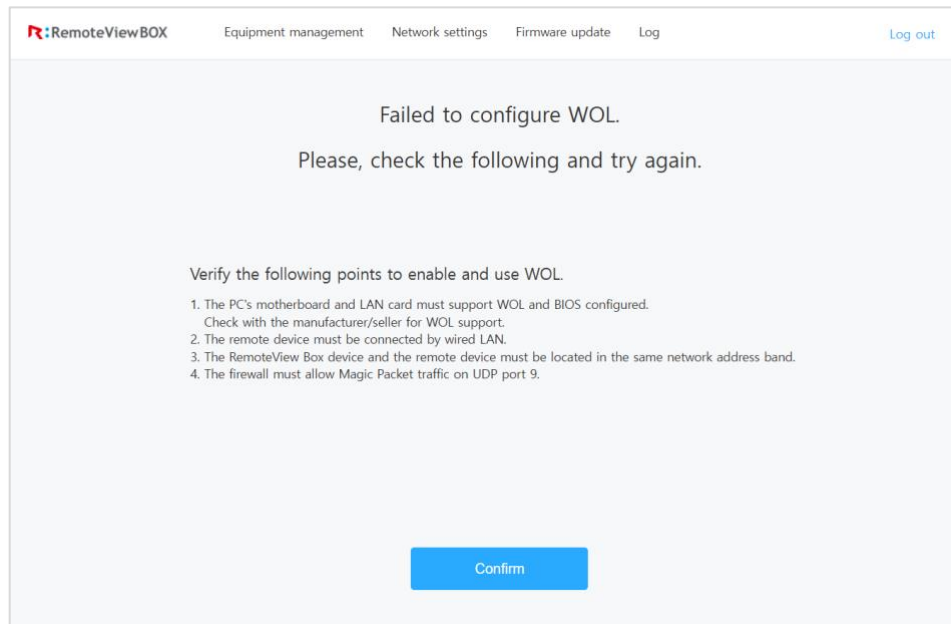
This menu is activated only when Use Power ON with WOL is turned on at the setup site.

Even after the device is registered, you can turn on Use Power ON with WOL in Network settings.

6.2. WOL Feature Setup Failure

Before turning on Use Power ON with WOL (see 5.2. Network Settings), make sure that the environment meets the following requirements:

1. The motherboard and LAN card of the PC must support WOL, and the BIOS must be configured accordingly.
(Check WOL support with the hardware manufacturer or vendor.)
2. The remote device must be connected via wired LAN.
3. RemoteViewBOX2 and the remote device must be in the same network address range.
4. The firewall must not block Magic Packets that use UDP port 9.

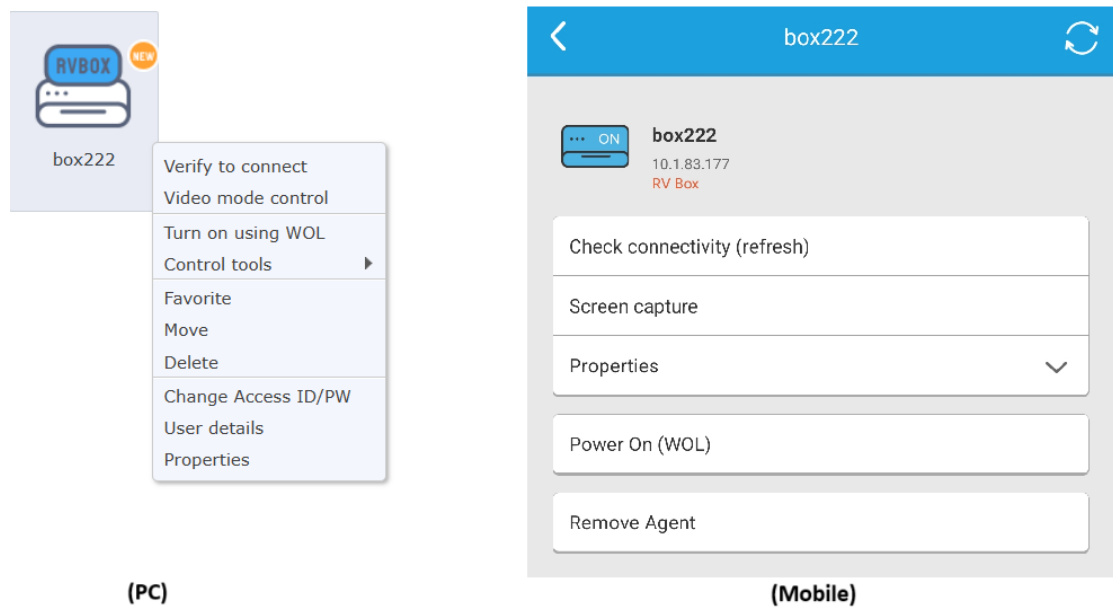


For more information, see the WOL PC Setup Guide and the WOL User Guide in the Help Center.

6.3. Use the WOL Feature

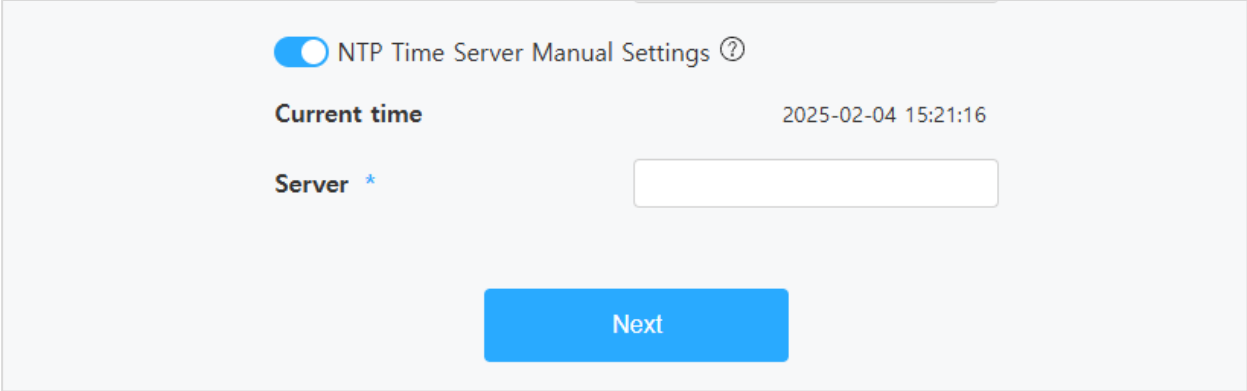
The WOL power-on option of RemoteViewBOX2 is activated only when Use Power ON with WOL is turned on, and the connected PC must be powered off.

The WOL power-on feature of RemoteViewBOX2 supports both PC and mobile.



6.3.1. NTP Time Server Manual Settings (ON)

When the NTP time server is set manually, the server address must be entered for the setting to take effect. This allows the systems in an internal network environment to synchronize to the same time.



6.3.2. NTP Time Server Manual Settings (OFF)

When NTP Time Server Manual Settings is turned off, the default NTP time server is used.

Remote PC's IP *

?

NTP Time Server Manual Settings ?

Current time

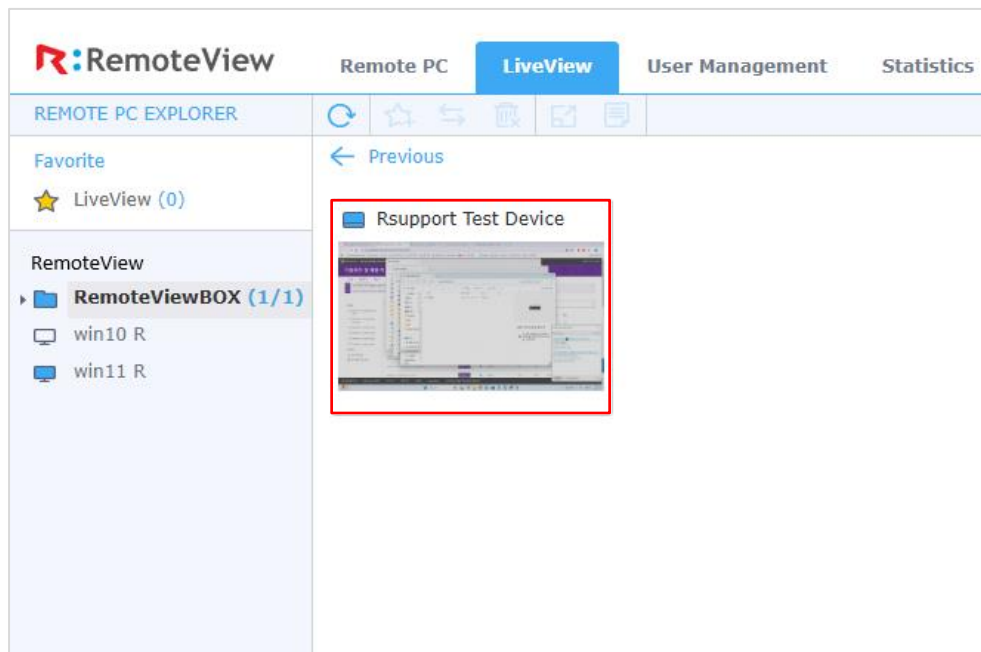
2025-02-04 15:20:34

Next

7. Remote Control Feature Guide

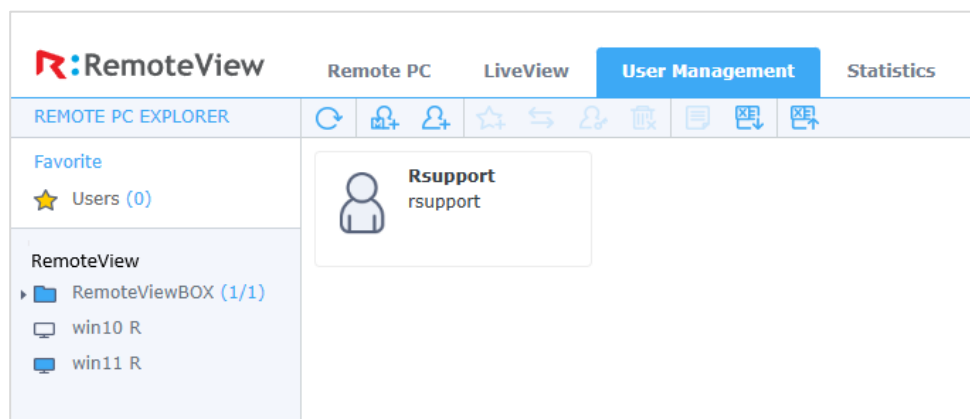
7.1. Real-Time Monitoring (LiveView)

On the LiveView tab, monitor the devices connected to RemoteViewBOX2 in real time.



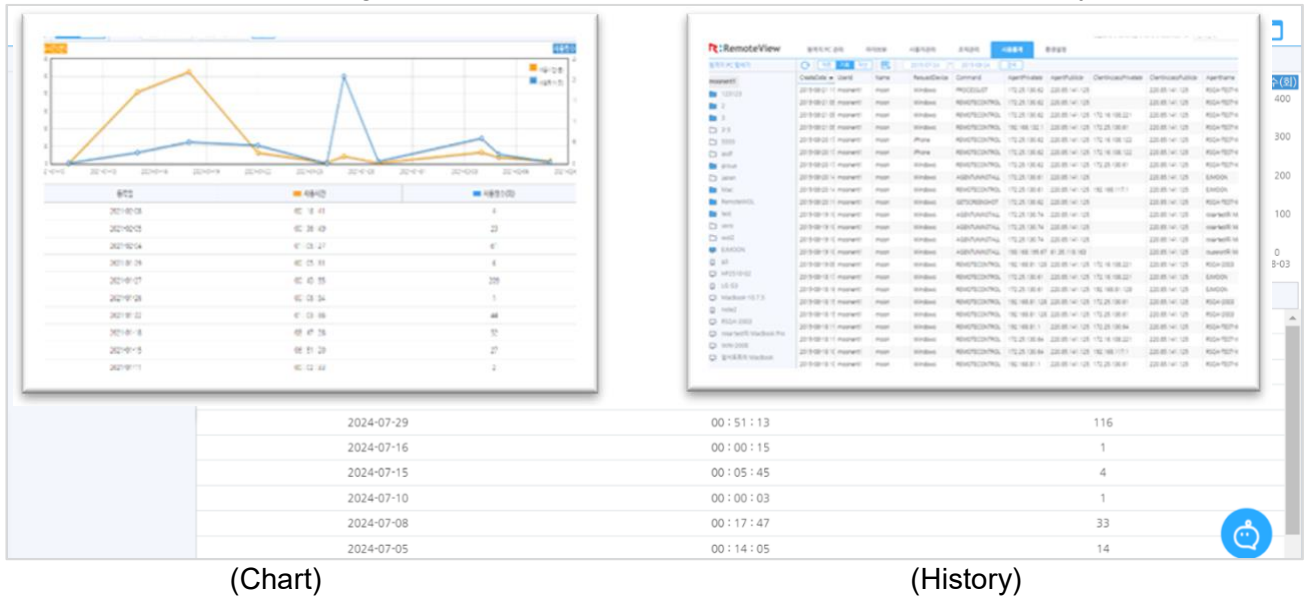
7.2. User Management

On the User Management tab, assign RemoteViewBOX2 devices to users to grant control permissions.



7.3. Usage Statistics

On the Statistics tab, view usage data for RemoteViewBOX2 devices in chart or history format.



7.4. License

RemoteViewBOX2 devices are not counted as agents against purchased licenses.

RemoteView
Remote PC
LiveView
User Management
Statistics
Preferences
Install Simple Launcher

PREFERENCES

Company Information

Company Profile

Company Settings

Unsubscribe

User Profile

My Profile

My Settings

Change Password

View Inquiries

Manage log in

Recent log in history

Failed log in history

Agent info.

Agent list

License Information

License Purchase Details

Online Purchase History

Manage Coupon(s)

Product Information

About RemoteView

Downloads

Available PCs (20) / No. of installed PC (2)

Status	Type	License	No. of PCs (unit)	From	To	License Extension	Add PC	Cancel subscriptions	Purchase history
Enable	Premium (New)	Enterprise	20	11/06/2024	11/05/2025	Extend	Add	Cancel	Purchase history

Purchase license

License Information

- When the purchased license is activated, the free trial license expires immediately.
- The number of PCs include mobile devices (except for RemoteWOL and RemoteViewBOX).
- The number of available PCs is the total number of licensed PCs in active state.
- If the number of installed PCs exceeds the number of available PCs, all devices will be locked.
 - You can activate the locked devices according to the number of available PCs.
- The agent device passed 90 days after all licenses expire must be reinstalled.
- You can cancel your subscription at any time.
- If you cancel your subscription before it expires, billing will stop and cancellation will be effective at the end of your current billing period.

Pending/Expired License History

Status	Type	License	No. of PCs (unit)	From	To	Purchase history
Expired	Demo	Enterprise	10	11/06/2024	11/19/2024	Purchase history

7.5. Company Settings

On the Company Settings tab under Preferences, apply options related to RemoteViewBOX2 agents.

The screenshot shows the 'RemoteView' application interface with the 'Preferences' tab selected. The left sidebar contains a list of settings categories, with 'Company Settings' highlighted. The main content area displays various configuration options for RemoteView agents, including mobile access, live view use, email invitations, clipboard sync, quick menu, auto recording, audio sharing, web viewer connection, and file transfer permissions. The 'Mobile LiveView' section includes a warning about data feed and a recommendation to use WiFi.

Category	Setting	Value
Company Settings	Function setting of the remote control	Use All (selected)
	Mobile access using	Use All (selected)
	Live View use	Use All (selected)
	Mobile LiveView	Not use (selected)
	Invite via email	Use All (selected)
	Auto-sync clipboard	User setting (selected)
	Mobile Quick menu	RemoteView app > Quick menu > [Edit] > Added to [Additional Program] category.
	Use auto recording	Disabled (selected)
	Audio sharing settings	Use All (selected)
	Connect from Web Viewer	Use All (selected)
Settings - File transfer	Default value for user permission	Disabled (selected)
	File transfer permissions	File transfer (send, receive) (selected)

7.5.1. Remote Control Function Settings

- **Live View use**
Sets whether to use the LiveView feature.
- **Default value for user permission**
Sets the default value for the permissions that are granted when a user is assigned to an agent.

7.5.2. File Transfer Settings

- File transfer permissions

Device information

Remote Device Information	Equipment name	Rsupport
Network Information	Equipment IP	
	Port	
	Default gateway	
	Subnet Mask	
Version	Firmware version	1.0.6
	Agent version	8.1.3.0201
Activity	Registered	2025-02-05 14:35:24
	Last user	
	Last accessed	

☒ Use USB file storage ?

• Files can be sent and received between devices during remote access, and the files are saved on the device.
• When using the Save File function, the PC recognizes it as a USB device.
• Unable to change settings. Please make sure you have the latest version of firmware.
* The keyboard and mouse may not work for about 5 seconds after changing the ON/OFF setting.

Cancel Save

File transfer is available only when Use USB file storage is turned on in Device Management on the RemoteViewBOX2 setup site (on by default) and File transfer permissions is enabled under Preferences > Company Settings > Settings - File transfer on the service site. If Use USB file storage is turned off, files cannot be transferred.

*Use USB file storage cannot be changed during remote control.

7.5.3. Remote Screen Security Settings

- Automatically lock the remote screen when remote control starts

Locks the screen of the remote PC during remote control.

- Action when the viewer is idle

Sets what happens to the viewer when it is not used for a specified period of time.

7.5.4. Allowed IP and MAC Settings

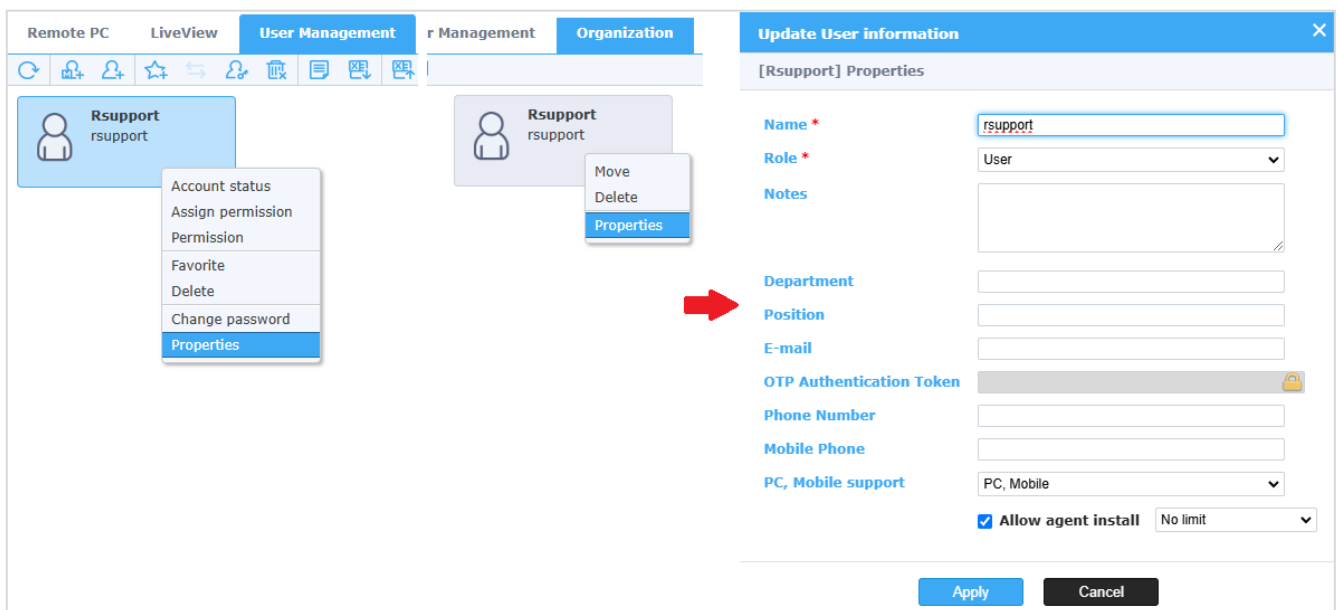
- **Restrict access by IP**

Sets access permission for a specific IP range.

- **Restrict access by MAC**

Sets access permission for a specific MAC address.

- The options are Use All, Optional, and Disabled.
- When Use All is selected, MAC addresses can be copied (Ctrl+C) and pasted (Ctrl+V) into the MAC address field.
- When Optional is selected, set the allowed MAC addresses in the properties of each user on the User Management or Organization tab.
- Access to the agent by manager and user accounts during a remote connection depends on the allowed IP and MAC settings.



Note: Admin accounts are not affected by the IP and MAC settings.

7.5.5. Security Settings

Security Settings  	
Session Expires After	30 Min Enter a number between 10 and 999
Set remote control expiration time	☐ Use All ☒ Disabled
Set the available connection time	☐ Use All ☐ Optional ☒ Disabled
Agent group connection time	☐ Use All ☒ Disabled Configure the time that agent can be connected to. Go to remote PC's management menu, select the group and right click on it to view the available options.
Password confirmation required in order to apply change.	☒ Use All ☐ Disabled
Delete a standard user	☐ Use All ☒ Disabled
Remove agent (without authentication) as administrator	☐ Use All ☒ Disabled
Force to terminate a connection (Standard User)	☐ Use All ☒ Disabled This feature allows a user to disconnect an existing remote session to the PC and establish a new session.
Prohibit user email edit	☐ Use All ☒ Disabled Email in the user's profile can be changed only by the administrator.
Lock mouse / keyboard during session	☐ Use All ☐ User setting ☒ Disabled Disable mouse / keyboard control
Block international login (IP)	☐ Use All ☒ Disabled Disabling the security feature could create account security vulnerability. To access your account from abroad, disable "Block international login (IP)".
Notify by email on security events	☐ Use All ☒ Disabled
Security level of Password	☒ Password strength : weak * Use 6~24 characters with uppercase, lowercase alphabets, numbers and symbols. ☐ Password strength : normal * Use 8~24 characters with uppercase, lowercase alphabets, numbers and symbols. * 3 or more consecutive numbers cannot be used. ☐ Password strength : strong (custom) * Use 8~24 characters with uppercase, lowercase alphabets, numbers and symbols. * 3 or more consecutive numbers cannot be used. * Use uppercase, lowercase alphabets, numbers and symbols.
Set password expiration.	☐ Set password expiration. 30 days (Minimum of 1 to 90 days.)
Account will be locked after five unsuccessful attempts.	☐ Use All ☒ Disabled
Views restrictions between groups in organization	☐ Use All ☒ Disabled
Notification	☐ Use All ☒ Disabled
Use 2-Step Verification	☐ Use All ☒ Disabled
OTP Configuration	☒ Admin mode ☐ User mode Authentication Token can be configured by admin or by user. Configure administrators Authentication Token from My Profile .

- **Set remote control expiration time**

Sets a timer that automatically ends remote control after a remote session starts. (Default: 60 minutes)

- **Set the available connection time**

Sets the daily connection hours for standard users by day of the week.

Set the available connection time ☒ Use All ☐ Optional ☐ Disabled

Day	Availability	
	Start	End
Sun	00 : 00	24 : 00
Mon	00 : 00	24 : 00
Tue	00 : 00	24 : 00
Wed	00 : 00	24 : 00
Thu	00 : 00	24 : 00
Fri	00 : 00	24 : 00
Sat	00 : 00	24 : 00

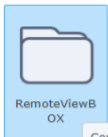
Note: This setting does not apply to administrators or managers.

- **Agent group connection time**

Sets the time during which the agent group can be connected.

Agent group connection time ☒ Use All ☐ Disabled

Configure the time that agent can be connected to.
Go to remote PC's management menu, select the group and right click on it to view the available options.



Control tools
 Batch remove Agent
 Open
Agent group connection time
 Delete
 Properties

Agent group connection time

Set the agent group connection time.

Selected group

RemoteViewBOX

Select time

After selecting multiple groups, previously set connection time will be reset.
Set the connection time again after the selection.

Day	Availability	
	Start	End
Mon	00 : 00	24 : 00
Tue	00 : 00	24 : 00
Wed	00 : 00	24 : 00
Thu	00 : 00	24 : 00
Fri	00 : 00	24 : 00
Sat	00 : 00	24 : 00
Sun	00 : 00	24 : 00

Apply
Cancel

- **Password confirmation required in order to apply change**

Requires password confirmation when settings are changed and applied. (Default: Use All)

- **Delete a standard user**

Sets whether standard users can delete agents. (Default: Disabled)

- **Remove agent (without authentication) as administrator**

Allows administrators to delete an agent without ID/PW authentication.

- **Force to terminate a connection (Standard User)**
Allows a standard user to disconnect an existing connection and connect to a remote PC that is in use.
- **Prohibit user email edit**
Sets whether users can edit their email information in My Profile.
- **Notify by email on security events**
Sends an email to the address set in the account when any of the following security events occurs:
 - Login attempt from an overseas IP
 - Password change
 - Start of a remote session (force termination available)
 - Agent deletion
 - Agent installation
- **Use Agent access authentication**
Sets the agent connection method.
 - Use Access ID/PW
 - OTP
 - Email

7.6. My Settings

Remote PC

LiveView

User Management

Organization

Statistics

Preferences

PREFERENCES

: for PC, Mobile
: for PC only

Company Information

Company Profile

Company Settings

Unsubscribe

User Profile

My Profile

My Settings

Change Password

View Inquiries

Manage log in

Recent log in history

Failed log in history

Agent info.

Agent list

License Information

License Purchase Details

Online Purchase History

Manage Coupon(s)

General Settings

Favorite PCs

Multiple Selection

Context Menu

Remember Settings

Display performance

Viewer settings

Video Mode

Display Color

☒ Use
☐ Not use

Quickly access your favorite PCs from the left hand side.

☒ Use
☐ Not use

Select multiple PCs using mouse / keyboard.

☒ Use
☐ Not use

Sub-menu with right-click is replaced with service menu.

☒ Use
☐ Not use

Remember page from last setting.

☐ Normal mode control
☐ Video mode

Select the viewer depending on the environment. ?

☐ Driver mode
☒ Video mode

Enables remote control upon connection. If screen does not transfer, check the control mode.

☐ 4 Color
☒ 256 Color
☐ High Color
☐ True Color

Determines the color quality settings when connected. Lowered color quality will result in increased performance.

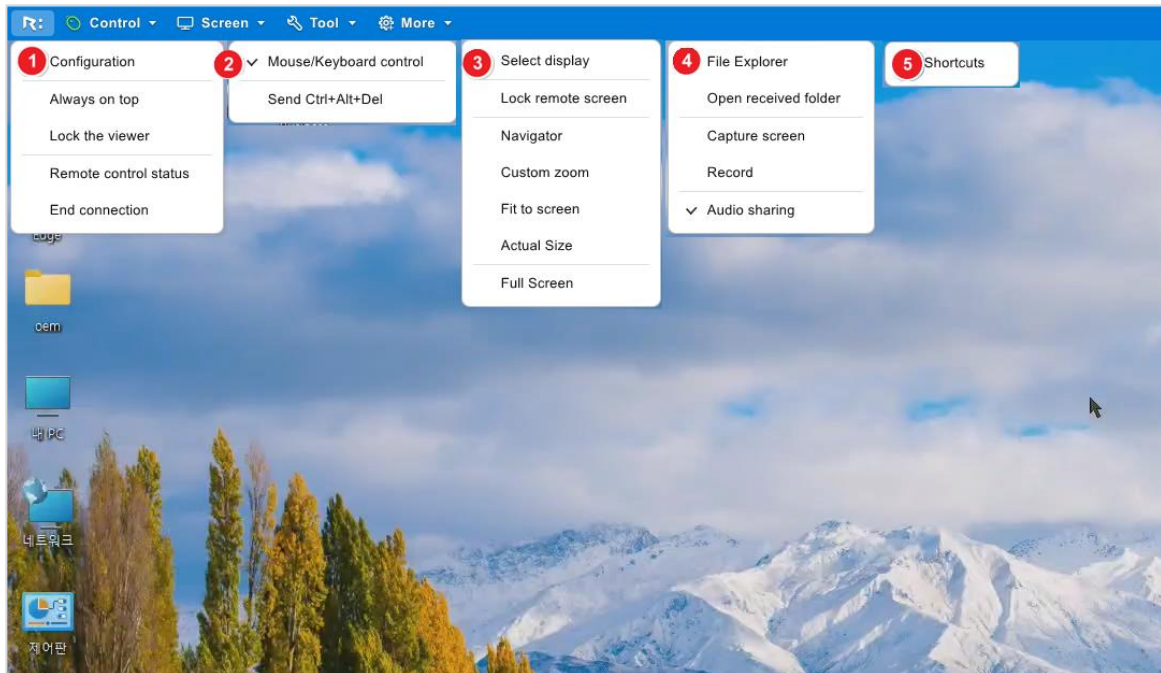
7.6.1. General Settings

- **Favorite PCs**
Sets whether to use the Favorite PCs area.
- **Multiple selection**
Sets whether to use multiple selection with the mouse and keyboard.

- **Context menu**
Sets whether to use the service menu that is displayed on right-click.
- **Remember settings**
Sets whether to keep the state of the last task.

7.6.2. Remote Screen Security Settings

- **Automatically lock the remote screen when remote control starts**
Locks the screen of the remote PC during remote control.
- **Action when the viewer is idle**
Sets what happens to the viewer when it is not used for a specified period of time.

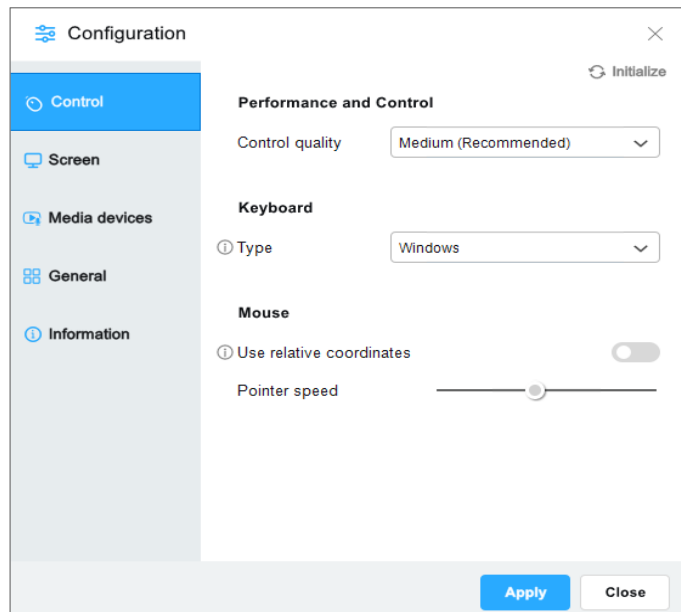


7.7. Viewer Feature Summary

Icon	Menu	Description
	Configuration	Sets up the remote access and control environment.
	Always on top	Always displays the connection status window above other windows.
	Lock the viewer	Locks the viewer when the user is away during remote control.
	Remote control status	Displayed information: Agent name / Screen resolution / Control time / Remaining time / OS information
	End connection	Ends the remote support session.
	Mouse/Keyboard control	Takes control of the mouse and keyboard of the remote PC.
	Send Ctrl+Alt+Del	Sends the Ctrl+Alt+Del keys to the remote PC. Note: Does not work with RemoteViewBOX2 connected to macOS.
	Select display	Selects the monitor to display when the remote PC has multiple monitors.
	Lock remote screen	Locks the screen of the remote PC to maintain confidentiality.
	Navigator	Makes it easy to navigate the parts of the remote PC screen that are not visible when the remote screen is larger than the viewer.
	Custom zoom	Adjusts the size of the screen displayed in the viewer from 25% to 200%.
	Fit to screen	Automatically adjusts the screen to fit the viewer.
	Actual Size	Displays the screen at its actual size (100%).
	Full Screen	Displays the viewer in full screen.
	File Explorer	Provides file transfer in a single File Explorer menu (drag and drop).
	Open received folder	Opens the folder that contains the files received from the remote PC during remote control.
	Capture screen	Captures the screen of the remote PC and saves it on the local PC as a PNG file.
	Record	Records the screen of the remote PC being controlled from the local PC.
	Audio sharing	Shares the sound of the remote PC with the user.
	Shortcuts	Shows the keys that perform predefined functions. Ctrl+L: Lock the viewer

7.8. Configuration

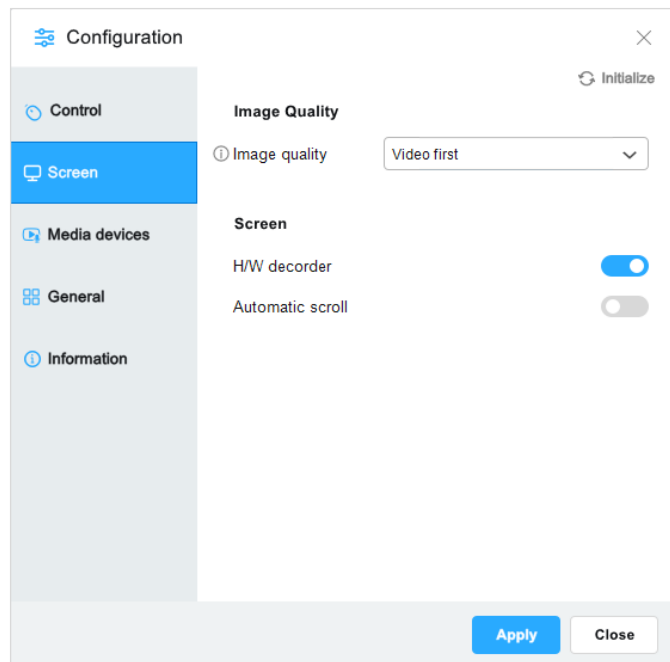
Set up the remote access and control environment.



7.8.1. Configuration > Control

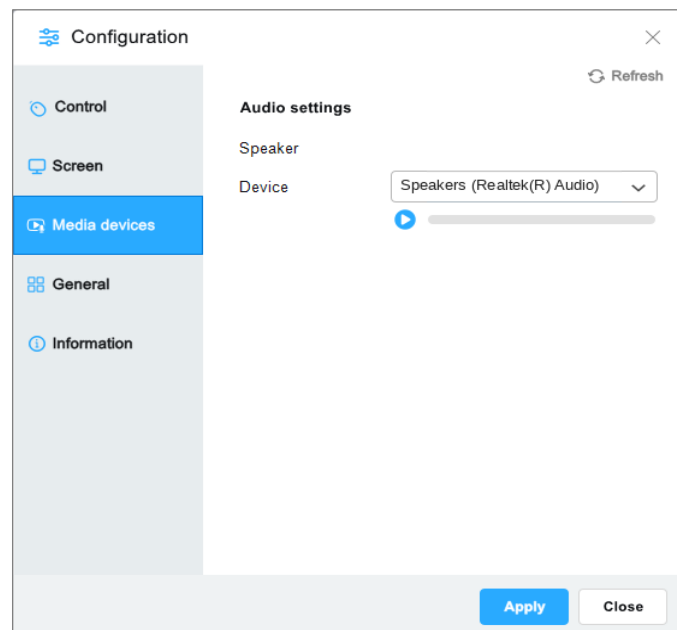
Menu	Description
Control quality	Sets the quality of the remote control screen. (Default: Medium (recommended))
Keyboard	Sets the keyboard type from a drop-down menu when controlling RemoteViewBOX2. (Default: Windows)
Use relative coordinates	When this option is turned on, the Mouse pointer speed option is activated.
Mouse pointer speed	When Use relative coordinates is turned on, set the pointer speed with the slider. The value is applied to the control speed on the viewer side. Note: Suitable for controlling Android-based kiosks or devices.

7.8.2. Configuration > Screen



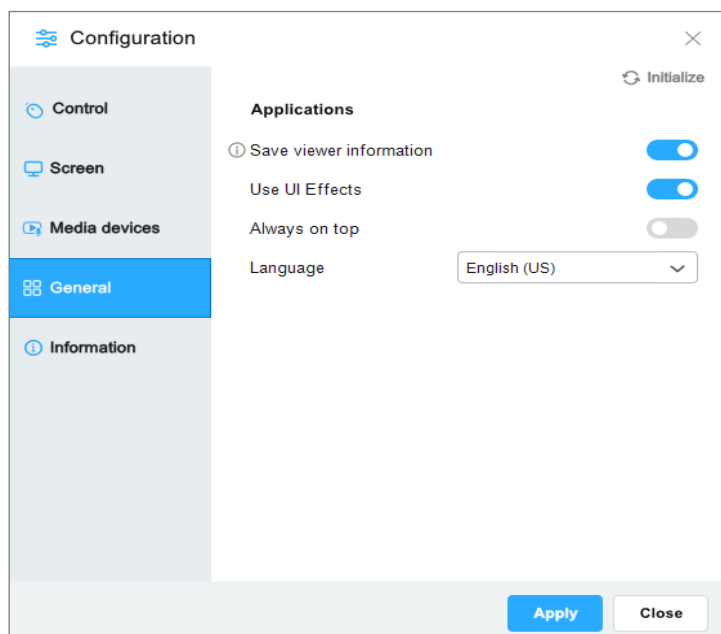
Menu	Description
Image quality	Sets the image quality of the viewer. Note: For the Windows viewer, the default is Video first. For the Mac viewer, the default is Medium (recommended).
H/W decoder	Turns the H/W decoder option of the viewer on or off.
Automatic scroll	When the screen of the remote PC is larger than the screen of the local PC, scroll bars appear at the bottom and on the right of the viewer. Move the mouse to scroll up/down and left/right.

7.8.3. Configuration > Media devices



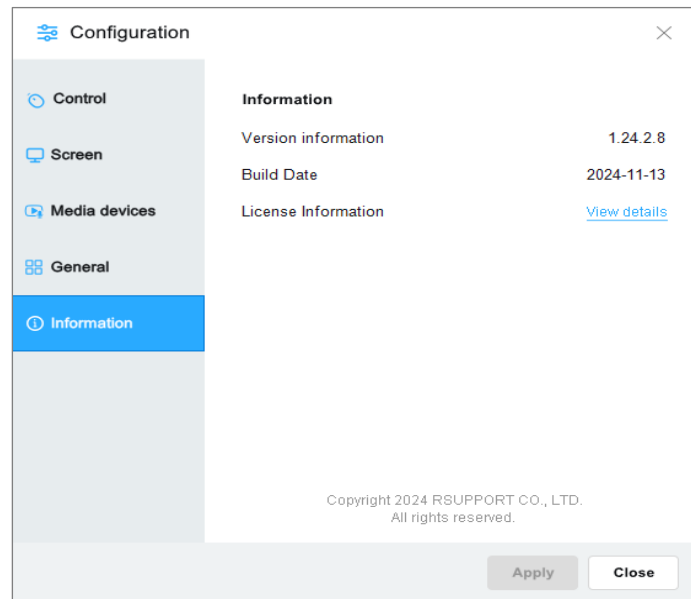
Menu	Description
Speaker	Sets the speakers connected to the viewer PC. - Displays a list of selectable devices (e.g., headphones, speakers). - Plays or stops a sample sound on the selected device and displays the playback status.

7.8.4. Configuration > General



Menu	Description
Save viewer information	When this option is turned on, the viewer saves the position of the app on the screen, the screen information, and the multi-viewer information of the viewer PC, and displays the saved information when it reconnects.
Use UI Effects	When this option is turned on, the viewer animation effects are applied when the viewer starts.
Always on top	Always displays the viewer above all other apps running on the viewer PC.
Language	The default value is set automatically according to the system language of the viewer PC.

7.8.5. Configuration > Information



Menu	Description
Version information	Displays the version of the Windows viewer.
Build Date	Displays the build date of the Windows viewer.
License information	Opens a web page with detailed information about the RemoteView license.
Copyright information	Displays RemoteView copyright information.

7.8.6. Control > Mouse/Keyboard Control

When Mouse/Keyboard control is turned on, the mouse and keyboard of the remote device (agent) can be controlled. To switch the input language while controlling RemoteViewBOX2, select the input mode at the lower right of the taskbar on the RemoteViewBOX2 screen and change the language.

7.8.7. Control > Send Ctrl+Alt+Del

When Ctrl+Alt+Del is sent (for Windows OS), the Lock, Switch user, Sign out, Change a password, and Task Manager menus appear on the screen of the remote device (agent).

7.8.8. Screen > Lock Remote Screen

When remote control starts, the screen of the remote PC is locked.

Note: Depending on the type of graphics card, this option may not be supported.

7.8.9. Screen > Navigator

When Navigator is selected, the Navigator pop-up appears.



Menu	Description
Transparency control bar	Drag the bar to the left to increase transparency.
Fit to Screen / Actual Size button	The color point UI changes when the mouse pointer hovers over the button. Fit to screen  / Actual Size 
Screen scale control bar and display area	Sets the screen scale up to 200%.
Close	Click to close the pop-up.

7.8.10. Screen > Custom Zoom

When the mouse pointer hovers over the Fit to Screen button, the color point UI changes as shown below.

Click the button () to automatically adjust the screen to fit the screen resolution.

The color point UI also changes when the pointer hovers over the Actual Size button ()

Click the button to automatically adjust the screen to its actual size.

7.8.11. Screen > Fit to Screen

The monitor resolution of the remote device is adjusted automatically to fit the application specifications.

When the viewer window is resized, the displayed screen is also adjusted automatically.

7.8.12. Screen > Actual Size

The application screen is displayed at the actual resolution of the remote device monitor.

7.8.13. Screen > Full Screen

Displays the viewer screen of the local PC in full screen to fit the monitor of the local PC.

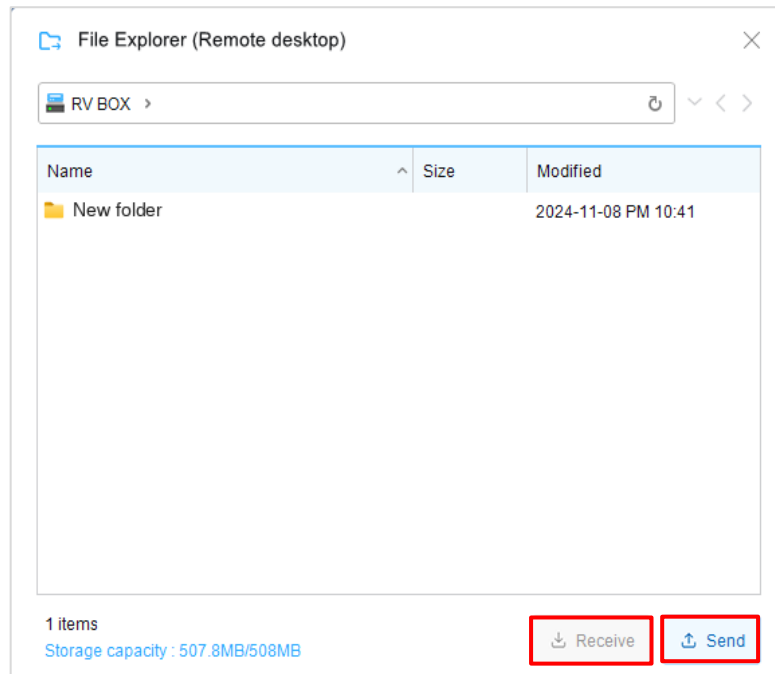
To exit full screen mode, click [Full Screen] again.

7.8.14. Tool > File Explorer

While controlling RemoteViewBOX2, files can be sent and received with File Explorer. To receive a file, the file must be on the BOX2 drive (see the image).

Note: File transfer may not work depending on the file transfer permissions. See 7.5.2. File Transfer Settings.

Note: The maximum file transfer size is 500 MB.



7.8.15. Tool > Open Received Folder

A folder window opens that contains the files transferred by receiving files.

Saved file location: Public Documents\Rsupport\RemoteView\Received Files

7.8.16. Tool > Capture Screen

Captures the screen of the remote PC being controlled and saves it on the local PC as a PNG file.

Saved file location: Public Documents\Rsupport\RemoteView\Capture

7.8.17. Tool > Record

Click [Record] to start recording. The button icon (📹) changes while recording. Click the button again to stop recording. After recording ends, the recording file is saved automatically on the local PC by date.

Saved file location: Public Documents\Rsupport\RemoteView\Recorded Files

7.8.18. Tool > Audio Sharing

Click [Audio Sharing] to start sharing sound.

7.8.19. More > Shortcuts

A pop-up window lists the predefined shortcut keys and their functions.

 Shortcuts 

Control

 Zoom IN	Ctrl + Mouse Wheel Up
 Zoom OUT	Ctrl + Mouse Wheel Down
 Previous display	Ctrl + ←
 Next display	Ctrl + →
 Remote control status	Ctrl + F11
 Refresh screen	F5
 End connection	Alt + F4

Applications

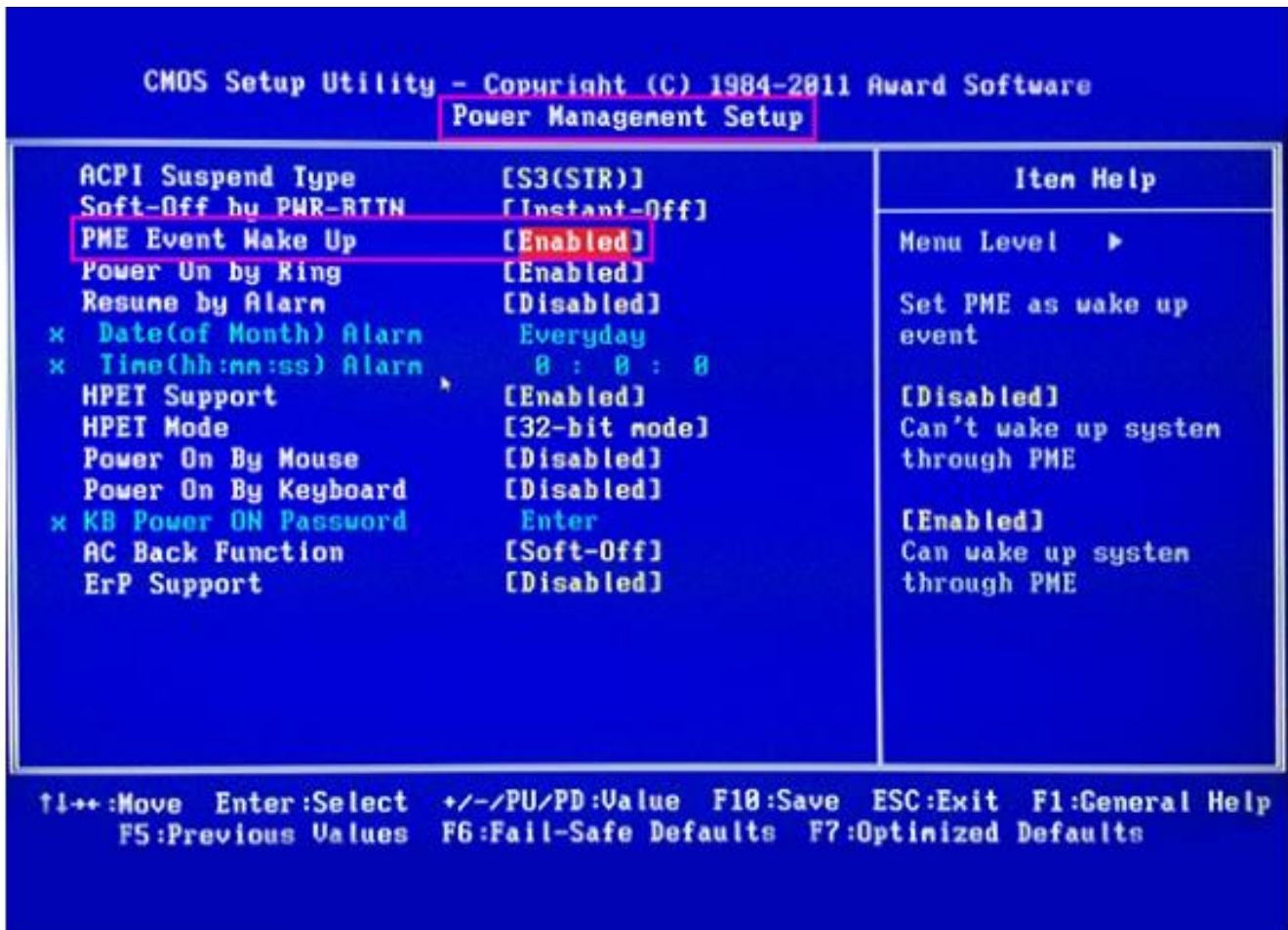
 Full Screen	Alt + Enter/Esc, F11
 Lock the viewer	Ctrl + L
 Show main menu	Ctrl + ↓
 Hide main menu	Ctrl + ↑

Support snap

 Snap left	Win + (Shift) + ←
 Snap right	Win + (Shift) + →
 Snap up	Win + ↑
 Snap down	Win + ↓

7.9. Enter and Control BIOS

1. Enter the BIOS setup mode of the remote PC.
Note: The key to enter the BIOS setup mode (e.g., F2, Del) varies depending on the manufacturer. Contact the manufacturer for the specific key.
2. In the BIOS menu, go to Power Management or Advanced, and enable WOL (Wake-on-LAN).
3. Save the BIOS settings and reboot the remote PC.



Note: After the BIOS is configured as described above, you can enter and control the BIOS screen of the remote PC while it is booting.

7.10. Enhanced Relative Coordinates

- Select [Configuration] from the viewer menu, turn on the Use relative coordinates toggle on the Control tab, and click [Apply]. A dual mouse pointer is displayed.
- When Use relative coordinates is turned on, the Mouse pointer speed slider is activated.
- When the relative coordinates option is set, the Use single cursor menu on the Control tab is activated.
- A single cursor cannot select the viewer menu at the top. Press the shortcut (Ctrl+Alt+Shift) to switch back to the dual cursor.

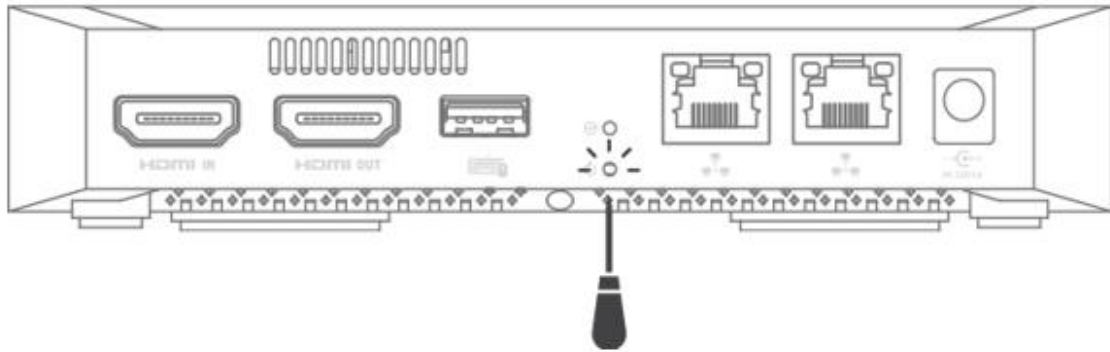
7.11. Custom Resolution

- When dual monitors are used, the total resolution of the connected displays can be set.
- Right-click the BOX2 agent, then select Agent options in the agent properties pop-up to display the resolution options.
- The resolution setting is available only with absolute coordinates. With relative coordinates, the mouse coordinates may not match.
- The resolution setting is saved only when both the total resolution and the start coordinates are entered.
- This option can be edited only in the Default view.

8. How to Reset RemoteViewBOX2

Press and hold the Reset button for 5 to 10 seconds with tweezers. The LED lights up in the reset status, and the reset starts.

Note: During the reset, the LED blinks blue rapidly 8 times, then blinks orange at 1-second intervals (repeated).



Note: The reset initializes the network information, device settings, device management account, service site account, and RemoteView agent access information.

9. User Precautions

9.1. Precautions Before Using RemoteViewBOX2

⚠ RemoteViewBOX2 contains a fan that cools the product. Do not block the front of the vent with objects. A rise in internal temperature may cause failure or fire.

⚠ If the HDMI cables of the monitor and the PC are connected the wrong way round, the PC may malfunction. Follow the device connection instructions carefully.

⚠ Avoid places with direct sunlight or heat sources such as heaters. Do not use or store flammable sprays or materials near the product. There is a risk of explosion or fire.

⚠ Do not use the product within the reach of children. Warn children about it, because it may cause injury.

⚠ Do not install the product in places that are too hot (35 °C / 95 °F or above), too cold (5 °C / 41 °F or below), or humid.

⚠ When the recording function is used, the user is responsible for the security of the recording files and for any issues with the recorded video.

⚠ This product can be used at ambient temperatures between 0 °C and 40 °C (32 °F and 104 °F).

⚠ Do not disassemble the product. If the user has disassembled the product, the manufacturer's warranty does not apply.

⚠ This device is a Class A (business use) electromagnetic compatibility device. Sellers and users should be aware of this. The device is intended for use outside of homes.

⚠ This device is a Class A information technology device. Using it in a home environment may cause radio interference. In that case, the user may be required to take appropriate measures.

10. Customer Support

This manual aims to make RemoteView easy to understand and use, even for beginners. If something in this manual is unclear, or if you cannot find enough information, refer to the following resources.

- Help Center (<https://help.rview.com/hc/en>)
Find more information and answers to frequently asked questions (FAQs) about RemoteView in the Help Center. It also explains recent frequent inquiries and difficult topics in an easy-to-understand way.
- RemoteView Homepage (<https://content.rview.com/>)
Find usage instructions, manuals, FAQs, and other information about RemoteView on the RemoteView homepage. For inquiries that are not covered there, contact us online or by phone.

Korea

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Korea

Phone: +82-70-7011-3900

Fax: +82-2-479-4429

Technical inquiries: support.kr@rsupport.com

Sales inquiries: gb_sales@rsupport.com

General inquiries: info.kr@rsupport.com

Japan

〒105-0021 東京都港区東新橋 2-3-3 ルオーゴ汐留 10 階

購入前のご相談 : 03-6273-3871

テクニカルサポート : 03-6273-3872

一般のお問い合わせ : <https://help.rview.com>