RemoteViewBOX

Quick Guide

Ver.2.0

R-R-RRs-RVB2V0101

D24-0044001

Manual

RSUPPORT

- The information contained in this manual are subject to change without notice for future improvements.
- For RemoteViewBOX warranty, please refer to the Product Warranty page.
- Check out this website box.rview.com/manual for the latest manual.
- For any general inquiries, please visit the RemoteView Help Desk to find answers. Additionally, for any questions that are not addressed on the website, please feel free to contact us online https://help.rview.com/hc/en for further assistance.

COPYRIGHT. RSUPPORT CO., LTD ALL RIGHTS RESERVED.

Table of Contents

1. Package Contents 3
2. Base Unit Diagram 3
3. Specifications 4
4. Preparation 5
(1) Sign up to RemoteView 5
(2) Set up 6
5. Settings 7
(1) Configure Automatic (DHCP) 7
(2) How to Search the Setup Page 9
(3) How to Access the Setup Page 10
6. RemoteViewBOX Setup Page 11
(1) Create an account 11
(2) Log in 12
(3) Connect RemoteView account 13
(4) Register a device 14
(5) Setup Completed 15
7. Connecting RemoteViewBOX 16
8. Remote Control 17
9. Reset 19
10. Precautions 20
11. Product Warranty 24

1. Package Contents



RemoteViewBox Base Unit



LAN Cable (1m)



HDMI Cable (1.5m)



USB 2.0 Type-A Cable (1m)

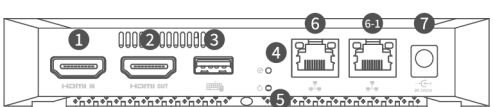


Power Supply



Quick Guide

2. Base Unit Diagram



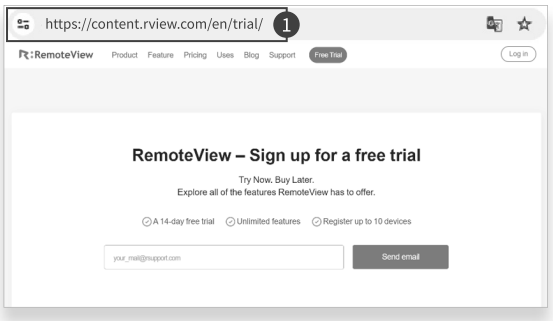
1. PC to HDMI Port
2. Monitor to HDMI Port
3. USB 2.0 Type-A Cable
4. LED Status Indicator
5. Reset Button
6. LAN Port
6-1. LAN Port
7. Power Port

3. Specifications

Category		Description
Appearance	Material	Polycarbonate + Silicone
	Weight	Body 166g
	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
	LAN Port	2 x RJ-45, 10/100base-T
	Input Cable	Power Cable
Video Resolution		720p (min) to 4K (max)
Audio Sampling		OPUS
CPU		32-bit Arm Processor
OS		Linux
Power Consumption		DC12V / 1A , 12W (max)
Recommended Operating Conditions	Operating Temperature	0°C to 40°C
	Storage Temperature	-20°C to 60°C
	Humidity	0 to 80% RH, non-condensing

4. Preparation

(1) Sign up to RemoteView



* If you already have a RemoteView account, proceed to the next step without signing up.

1 Sign up for a RemoteView account

- Go to the website at https://content.rview.com/en/trial/

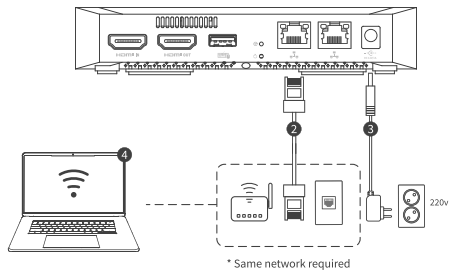
- Register your email and enter the verification code

- Enter your details

- Accept the Terms of Service and the Privacy Policy

- Click **Submit**

(2) Set up



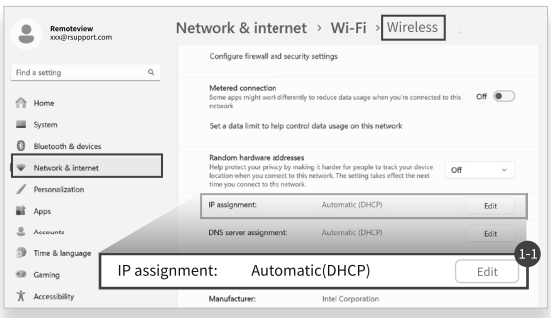
2 Connect the LAN cable to the LAN port on RemoteViewBOX

3 Connect the power cable to RemoteViewBOX

4 To access the setup page, prepare **a PC connected to the same network** as RemoteViewBOX

5. Settings

(1) Configure Automatic (DHCP)



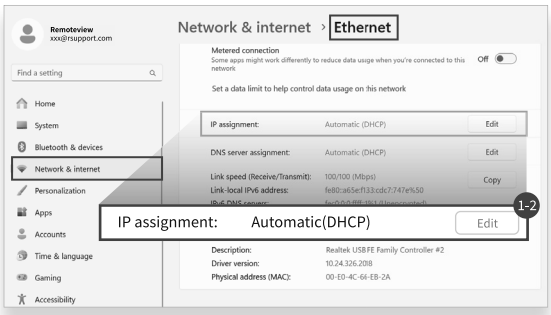
1 1) The IP assignment must be set to Automatic (DHCP) for the connected PC:

- Go to **Settings**

- Select the **"Network & Internet"** tab > **WiFi** (if it is connected)

- Click **Properties** of the connected WiFi

- In the IP assignment section, click **Edit** and select **Automatic (DHCP)**



1 2) The IP assignment must be set to Automatic (DHCP) for the connected PC:

- Go to **Settings**

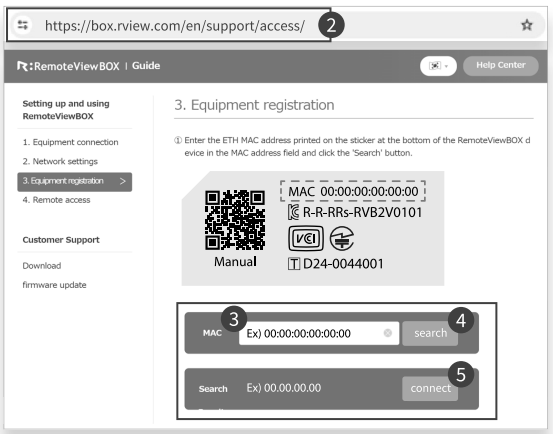
- Select the **"Network & Internet"** tab > **Ethernet** (if it is connected)

- In the IP assignment section, click **Edit** and select **Automatic (DHCP)**

*** For a static IP connection, please refer to the user guide: box.rview.com/manual**

User Guide

(2) How to Search the Setup Page



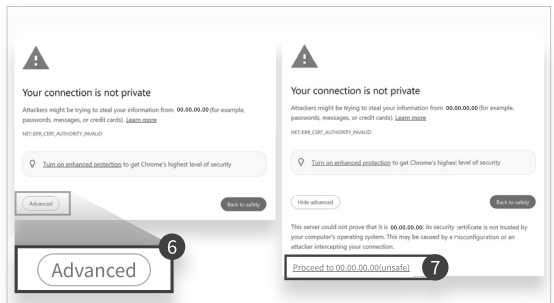
2 After completing the settings, go to **https://box.rview.com/en/support/access/**

3 Enter the MAC address on the sticker at the bottom of the device

4 Click **Search**

5 When the setup page is displayed in the search results, click **Connect**

(3) How to Access the Setup Page

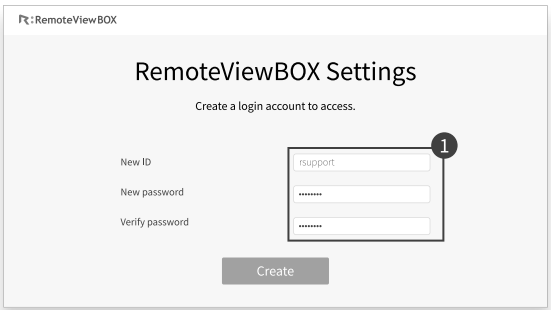


6 Click **Advanced**

7 Click the **“Proceed to (IP address) (unsafe)”** link

6. RemoteViewBOX Setup Page

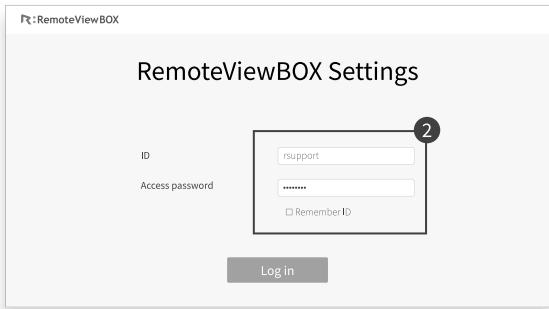
(1) Create an account



1 Create an account to log in to the RemoteViewBOX Setup Page.

- Enter ID, password, and verify password
- Click **Create**

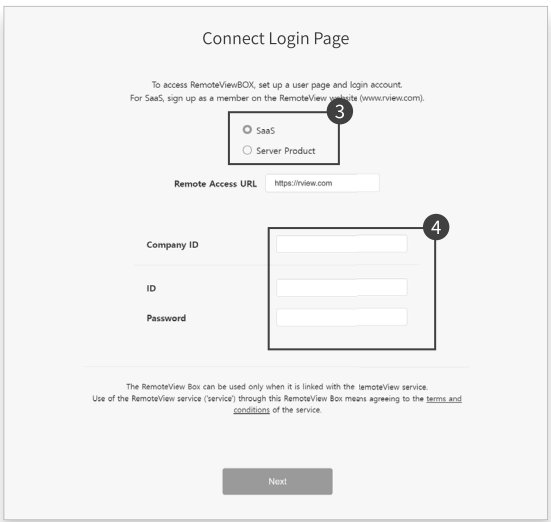
(2) Log in



2 Log into the RemoteViewBOX Setup Page

- Enter ID and password
- Click **Log in**

(3) Connect RemoteView account

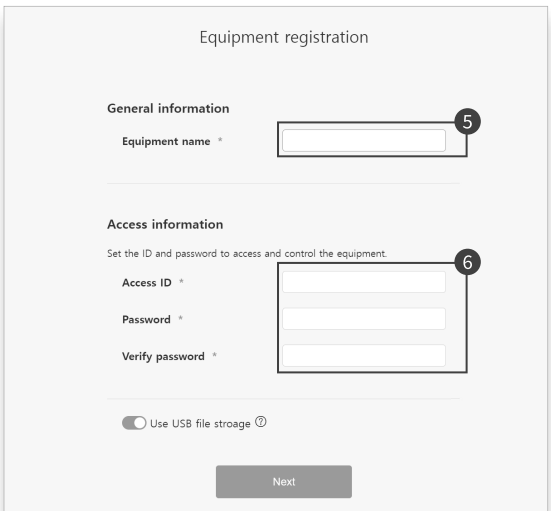


* If you already have a RemoteView account, please enter your existing account details.

3 Select the option **SaaS** or **Server Product**

4 Enter your RemoteView account details (Company ID, User ID, Password)
*Refer to https://content.rview.com/en/trial/

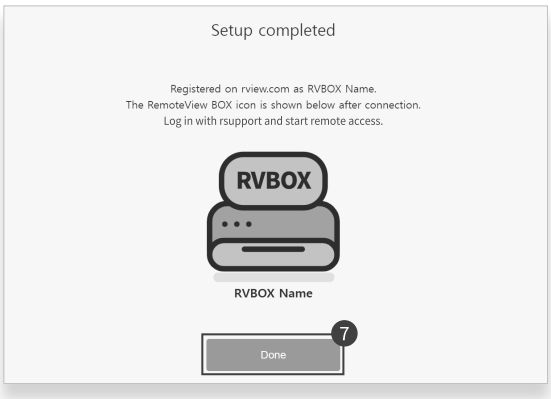
(4) Register a device



5 Enter the **Equipment name**

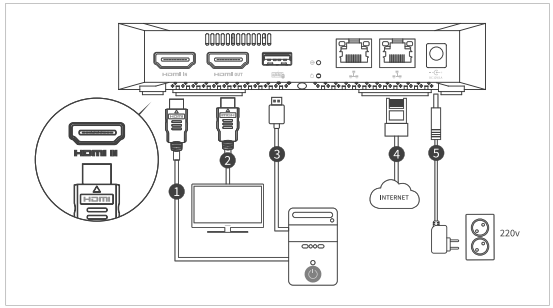
6 Fill out the access Information (Access ID/PW)

(5) Setup Completed



7 Click **Done**

7. Connecting RemoteViewBOX (From Remote PC)



1 Connect an HDMI cable to the remote PC and the HDMI IN port (RVBOX)

2 [Optional] Connect an HDMI cable to the local monitor and the HDMI OUT port (RVBOX)

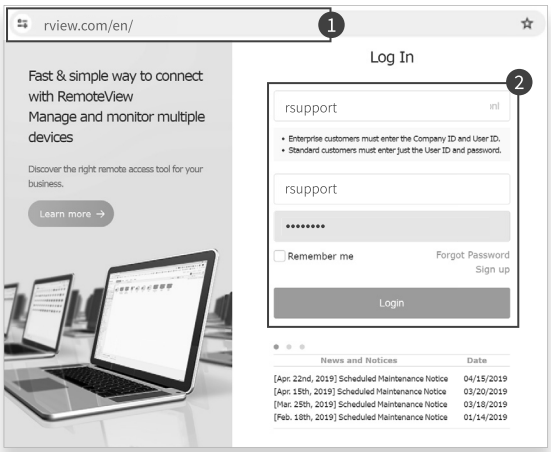
* This will display video from the remote PC on the local monitor via RemoteViewBOX.

3 Connect a USB 2.0 Type-A cable to the remote PC and the USB 2.0 Type-A port (RVBOX)

4 Connect a LAN cable to network port and the LAN port (RVBOX)

5 Connect the power cable to RemoteViewBOX and plug into a power outlet

8. Remote Control (From Local PC)



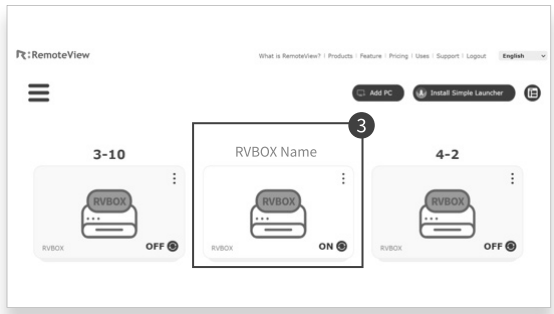
* If you already have a RemoteView account, please enter your existing account details.

1. Visit the RemoteView login page at https://www.rview.com

2. Enter your RemoteView account details

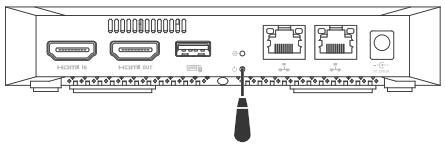
   - Company ID, User ID, Password

   - Click **Login**



3. Double-click on the RVBOX icon

9. Reset



- To initiate the reset, press and hold the **Reset** button for 5 to 10 seconds using tweezers. Once activated, the LED status indicator will flash.
- During this process, the LED will flash blue rapidly 8 times, followed by a repeating pattern of orange flashes.
- It's important to note that this reset process will initialize all network information, device settings, account details, and access information for RemoteView Agent.

10. Precautions

<For the safe use of this product, follow the recommendations below.>

When using this product, be sure to follow the warnings and precautions below.
Failure to comply with the following may result in 'electric shock', 'fire', and 'failure'.
This risks leading to injury and death. In addition, in the event of 'ignition', 'smoke', or 'dissolution', please stop using this product immediately and contact the distributor you purchased.

Warning — If this mark is ignored and handled incorrectly, it contains information that could lead to injury or death.

Caution — If this mark is ignored and handled incorrectly, it contains information that is expected to cause injury or physical damage.

Caution

- This product operates in temperatures between 0°C and 40°C.
- Do not tear down the product. The manufacturer's product warranty is not applicable if the user has dismantled the product.
- This device is a commercial (class A) electromagnetic compatible device and is intended for use outside the home by the seller or user.
- This device is a Class A information technology device. Using this device in your home environment may cause radio interference. In this case, users may be required to take appropriate measures.
- Please refrain from using and storing this product in the following places:
  Direct sunlight / Heat sources (e.g., heaters) / Sudden temperature changes / Humidity or dust / Heavy vibration or unstable surfaces / Static electricity / Smoke or steam / Corrosive gas / Walls or other uncleanable areas / Strong magnetic or electromagnetic fields / Elevators or other voltage-fluctuation areas
- Do not drop or shock this product. It may cause malfunction and failure.

- In particular, keep out of reach from children.
- Unplug the AC adapter (or power cable) when moving. Make sure to unplug the power plug from the outlet and disconnect the external connection cord.
- Pay attention to the following when cleaning.
  * Unplug the power from the outlet.
  * Do not wipe this product with an organic solvent such as thinner or benzene.
- To prevent damage caused by static electricity, remove static electricity from the body by touching the metal (door handle or aluminum chassis) nearby before touching the product. Static electricity from the body may damage this product.
- Be aware of the following information regarding the AC adapter.
  * Refrain from wiring in crowded places. It can cause injury.
  * Refrain from wiring next to the hot air equipment. The cable sheath may come off and cause poor connection.
- We are not responsible for any economic losses such as loss of communication opportunities due to failure of this product, malfunction, problem, communication failure, power failure, lightning, etc., and interference by third parties.
- We are not responsible for any economic or mental damage caused by leakage, forgery, destruction, etc. of protection information due to non-purpose use.
- Hardware, software (firmware) appearance can be changed without prior notice.
- The software (firmware) update files inside this product are modified and functional additions are provided as part of Customer Service. We do not guarantee any details and timing of delivery.
- In general, contracts with telecommunication businesses are required for the use of public networks such as the Internet.
- Some carriers limit the number of devices accessible to the public network or set a fee according to the number of devices, so please check

the contract details with the carrier.
- Consult with the seller for delivery costs, settings, adjustments, and installation.
- This product is available based on domestic law (Electrical Household Goods Safety Act), so the warranty is valid only in the country of purchase.
- To discharge this product, follow the local government's ordinance.
- Contact your local authority for the details of the ordinance.

⚠ Warning

- Never use a power source other than AC 220V (50/60Hz).
- Use this product in a voltage and current environment listed on the normal power label of this product.
- When used in other voltage and current environments, smoke, electric shock, fire, or product malfunction, and failure may occur.
- If it is not used it for a prolonged time, unplug it.
- Do not place the AC adapter between the wall or the bookshelf during installation.
- Do not place near or over a hot air equipment.
- Do not move the device with the AC adapter plugged in. If the AC adapter is damaged, contact the seller.
- Be sure to use accessories or dedicated AC adapters (or power cables). Using an AC adapter (or power cable) other than the provided may cause smoke, electric shock, fire, or malfunction or failure of the product.
- Avoid heating, bending, or pulling the AC adapter (or power cable). It may cause smoke, electric shock, fire, or malfunction or failure of the product. Also, make sure to hold the plug when unplugging the AC adapter (or power cable).
- Do not place objects on top of the AC adapter, cover or overlap.

- Do not use the AC adapter on high-temperature, high-moisturizing objects (carpet, sponge, paper BOX, styrofoam, etc.) to avoid risk of high temperature and fire.
- Do not plug or unplug the AC adapter with wet hands to avoid risk of electric shock.
- AC adapter should not be dusty and plug it in until the end. If dust builds up on the loose plug, it may cause fire due to moisture, etc.
- This product and AC adapter do not have lightning protection such as lightning grounding, so it is recommended to use power tabs that are lightning protected.
- Do not touch the cables connected to this product as you may be electrocuted by lightning on days of thunderstorms.
- In the event of smoke or strange smell, or if liquid or foreign matter enters the interior, unplug the AC adapter from the outlet immediately.
- Do not use this product outside of the operating environment. if used in out-of-range temperature and humidity environments, it may cause electric shock, fire or malfunction, or failure.
- Do not disassemble or modify this product. It causes electrical shock, fire, or malfunction and failure of the product. Modification is prohibited by law.
- Remove any foreign substances from the LAN cable port and the computer immediately. It may cause electric shock, fire, or malfunction of the product.
- A spill of liquid on this product may cause electric shock, fire, or malfunction or failure of the product.

11. Product Warranty

This product has been rigorously inspected.
In the event of a failure in normal use, we will replace the product for free in accordance with the terms and conditions of this warranty.
Keep this warranty safely as it cannot be reissued.

Product name	RemoteViewBOX
Model name	RVB2V0101
Warranty period	1 year from the date of purchase or delivery
Condition	The warranty covers the main body, power adapter, and LAN cable, and will replace for equivalent part. However, if the model is discontinued, it will be replaced with a subsequent model.
Purchased or delivered date	____ Year ____ Month ____ Day Attach a proof of purchase (delivery or invoice)

1. Contact
   Contact your purchasing or selling agent.

2. You are not eligible for free exchange in the following cases:
   - ① The precautions were not followed in the RemoteViewBOX Quick Guide.
   - ② The product has been dismantled/modified.
   - ③ Failure due to natural disasters such as lightning / fire / earthquake / water damage.
   - ④ Failure of the product in a non-usable environment
   - ⑤ No warranty card was presented.

RSUPPORT
COPYRIGHT. RSUPPORT CO., LTD ALL RIGHTS RESERVED.