

Quick Guide

RemoteCall ASP

Nov. 2012

What is RemtoeCall?

RemoteCall is The Standard in Online Support Solution.

RemoteCall is a web-hosted remote support solution that gives support representatives powerful diagnostic tools and full administrative control of a customer PC regardless of location. Simply connect and gain control of any internet-enabled PC in seconds. Starting with instant web chat, there's no need for pre-installed software or other footprints. Representatives can now have full keyboard and mouse control, just like they were sitting at the customer's PC. It also supports additional features such as video & voice chat, file transfer and remote printer.

Download and Install RemoteCall Agent

■ Download RemoteCall Agent

- ① Go to <http://rsupport.com> in any browser.
- ② Click Support > Download from the top menu bar.
- ③ Click on the Download button next to "RemoteCall 5.0 Agent installation file [Windows]" to download rcStartSupport.exe.

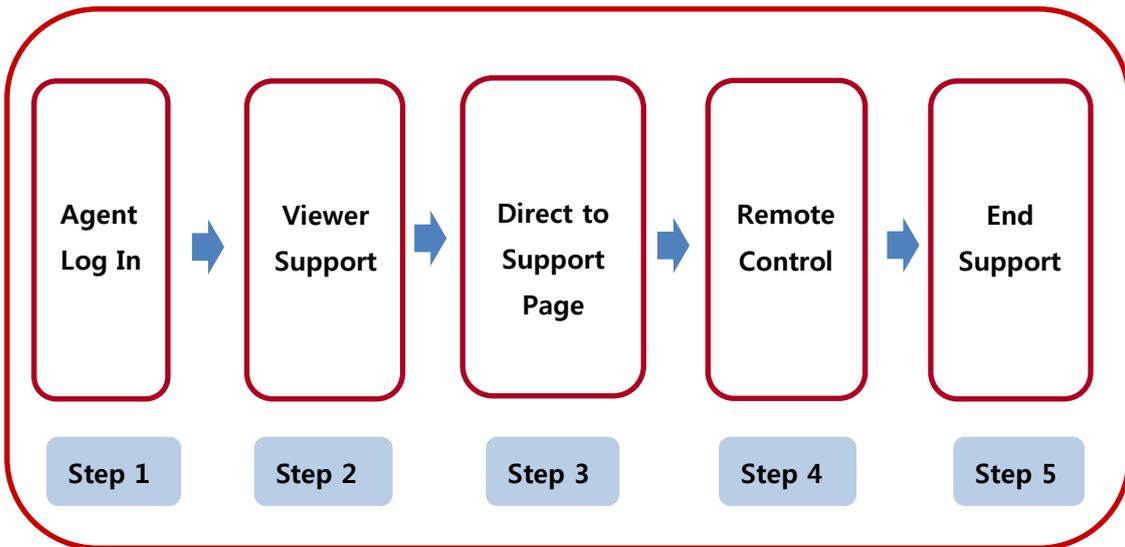
■ Installing RemoteCall Agent

- ① Execute (rcStartSupport.exe) install file.
 - ② Agree with user license agreement and click next. Agree with user license agreement and click next.
 - ③ Select the directory to install RemoteCall and click next.
 - ④ Configure proxy settings and click next.
- ✓ If there is an error with proxy settings, you cannot connect.
- ⑤ After installing files, click finish button and exit installation.
 - ⑥ You can find RemoteCall Agent icon  on your desktop.

Remote Support through RemoteCall

■ Remote Support process

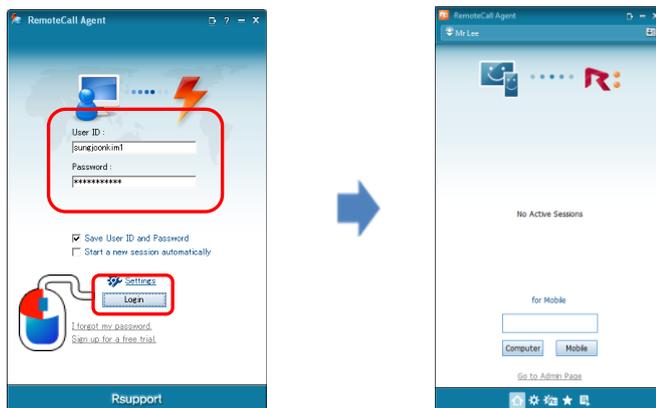
Remote Support process can be divided into 5 steps.



■ Getting connected with RemoteCall

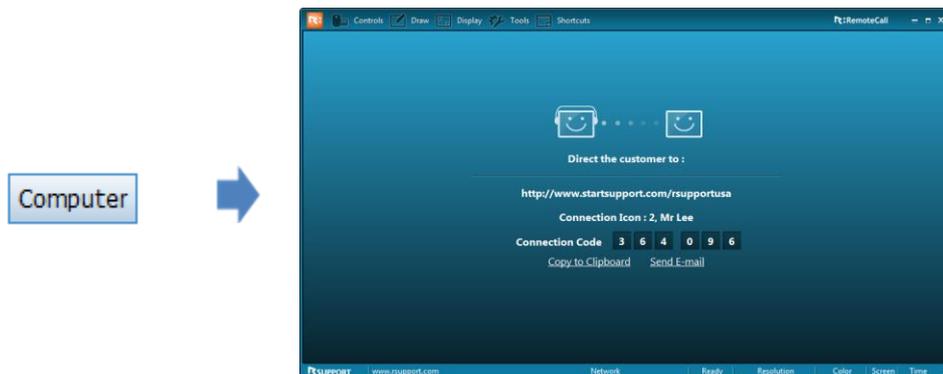
✓ Representative should log in RemoteCall Agent  and set status as stand by.

① Execute RemoteCall Agent and then enter ID and password to log in.



✓ If you forgot your password, click I forgot my password to receive password.

② Click [Computer] button and get ready to remote support.



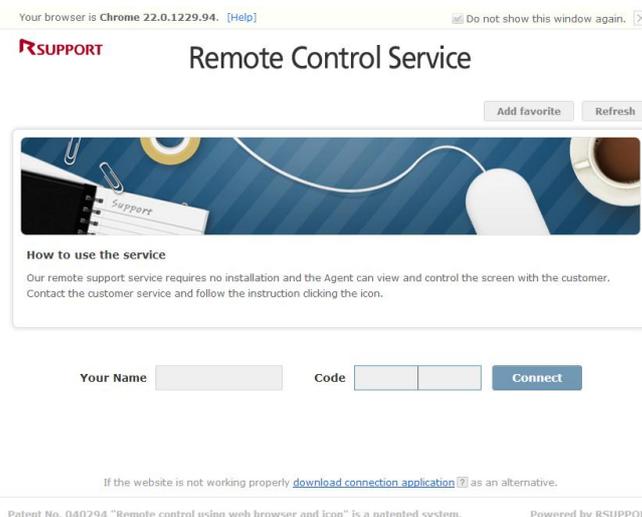
- ✓ Windows displays **connection URL** and **connection code** or an icon number.
- ✓ URL and connection code can be transferred by an E-mail or copy it to the Clipboard.

■ Customer side connection

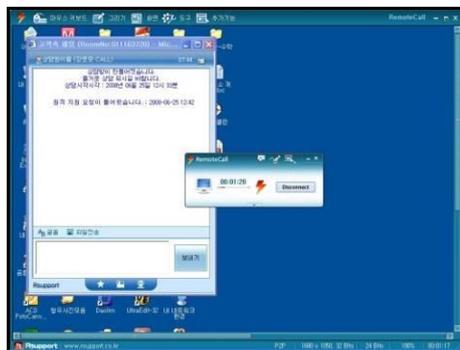
- ✓ Representative's OS supports Windows and Macintosh (some features might be limited)

<For Windows>

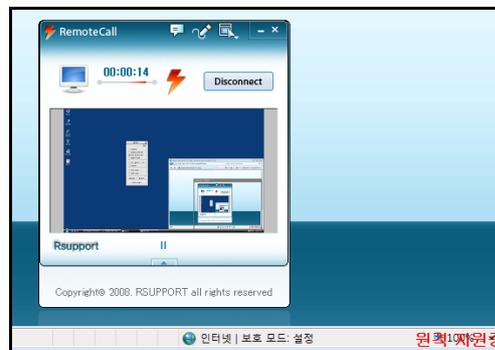
- ① Representative directs the customer to connect (<http://startsupport.com>) and informs connection code or icon number.



- ✓ Customer can connect with the representative by entering the connection code provided by the representative or by pressing the connection icon.
- ✓ Download and run the Connection File (automatically removed after the connection is ended).
- ✓ Once connected, "Supporting" message will be displayed on the right-bottom corner of the customer's screen.
- ✓ To end the connection, either click on "X" on the window or press "Exit" from the menu.



[Representative's PC screen]



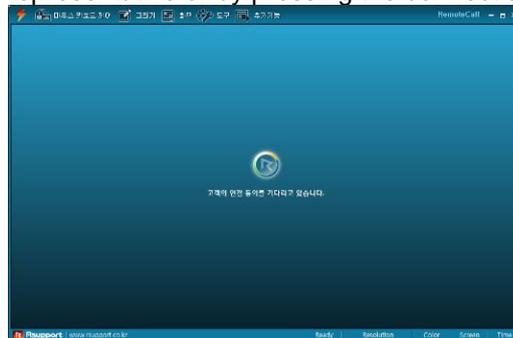
[Customer's PC screen]

<For Macintosh>

- ① Representative directs the customer to connect (<http://startsupport.com>) and informs connection code or icon number.



- ✓ Customer can connect with the representative by entering the connection code provided by the representative or by pressing the connection icon.



- ✓ Representative's PC launches the Viewer and stays in Standby.
- ✓ Download and run the Connection file.
- ✓ Once connected, "Supporting" message will be displayed on the right-bottom corner of the customer's screen.
- ✓ To end the connection, either click on "X" on the window or press "Exit" from the menu.



[Representative's PC screen]



[Customer's PC screen]

RemoteCall Features Description

- RemoteCall Agent

 Home	Representative's information	View/update representative's information displayed to the customer.
	Computer/Mobile	Get in Standby to support the next customer.
	Log out	Log out from the Agent application.
	Go to Admin Page	View/update information such as usage report, statistics, permissions, etc.
 Network Settings	Authentication Server	<p>Authentication Server, Port: enter the server to authenticate the user's ID and password.</p> <p>Use SSL: check to use SSL encryption on user authentication.</p>
	Proxy Server	<p>Manual configuration: representative can enter the proxy server's information. Consult with network administrator for details.</p>
 Connection Settings	Default	<p>Text size: set the size of the text displayed in the Viewer.</p>
		<p>Disable desktop wallpaper: enable to remove customer PC's background during the support to improve performance.</p>
		<p>Don't show windows's contents while dragging: hides the contents of a window when dragging on the customer's PC.</p>
		<p>Automatic recording: automatically start recording the support session when connection is established. Recorded files will be saved automatically in the specified location.</p>
		<p>Lock Viewer after: the Viewer will be lock if idled for the set time (minutes) to prevent others to see it.</p>
		<p>Logout if idle for: the Agent application will be logged out if idled for the set time (minutes) to present others to use it.</p>

	PC Control	Network: select the compression rate depending on the network High: transmit compressed data. Low: transmit uncompressed data.
		Graphic mode: select the graphic mode depending on the remote PC's environment. VRVD: use virtual driver to capture the screen. Graphic mode: use Windows driver to capture the screen.
		Color: select the color for the screen displayed on the Viewer.
		Quality: select the quality for the screen when using Low network setting.
 Favorites	Favorites (URL)	Add/update frequently used URLs.
	Folder	Add/update frequently access folders.
	Program	Add/update frequently used programs.
	Favorite (files)	Add/update frequently used files.
	Canned Messages	Add/update frequently used text messages.
 Session History	Service history	View/export support history as Excel file.
 RemoteView	My Computers	View RemoteView Agents list and start remote connection to it (optional)

■ RemoteCall Viewer

 Home	Settings	Remote access and control settings
	Report	Create support report.
	Open „Received Files“ Folder	Open the folder where received files are saved
	Received Files	Shows a list of files received from the customer
	Session Sharing	Share the active session with other representatives.
	Session Transfer *	Transfer the active session to other representatives.
	Lock Viewer	Locks down the Viewer during a session restricting access
	Reboot and Reconnect *	Reboot and reconnect with the customer's computer
	Reboot and Reconnect in Safe Mode *	Reboot and reconnect with the customer's computer is Safe Mode
	Run RemoteCall as a Service *	Runs RemoteCall with Administrator privileges allowing unattended reboots and switching user accounts.
	Exit	Exit RemoteCall Viewer
	 Controls	Mouse/Keyboard
Mouse Chase		Displays the remote cursor
Laser Arrow		Displays an arrow on the customer's desktop
Laser Pointer		Displays a laser point on the customer's desktop

	Send „Ctrl + Alt + Del”	Send a “Ctrl + Alt + Del” command to the customer”s desktop
 Draw	Draw (Line, Rectangle, etc.)	Draw shapes and lines on the customers desktop
 Display	Display Settings	Adjust the scale of the RemoteCall Viewer window (Ctrl+Windows+Down, Ctrl+Windows+Up)
	Multi Monitor	Select which remote monitor to view (Ctrl+Windows+W) or switch between them (Ctrl+Windows+Left, Ctrl+Windows+Right).
	Screen Navigator	If customer”s screen is wider than representative”s screen, representative can navigate screen easily to view unseen part of screen (Ctrl+Windows+N).
	Zoom	Adjusts the scale of the RemoteCall Viewer window
	Scale To Fit	Rescale the customer”s desktop to fit within the RemoteCall Viewer
	Actual Size	View the customer”s desktop at its native resolution
	Full Screen	View the customer”s desktop in a full screen format (Ctrl+Windows+Enter)
 Tools	Screen Capture	Take screen captures of the customer”s desktop and save it to disk
	Send URL	Push a URL to the customer”s desktop
	Send File *	Transfer a file to the customer’s computer
	Receive File *	Download a file from the customer”s computer
	Clipboard Sharing *	Send and receive clipboard contents between computers
	Presentation mode *	Display the representative”s desktop to the customer
	Whiteboard *	Draw, type, and edit image files together with the customer
	Text Chat *	Start a the chat with the customer
	Start Voice chat *	Representative and customer can communicate via microphone and speaker.
	Start Remote Sound *	Share customer’s sound
	Start Session Recording *	Record customer’s screen and activities on it.
 Shortcuts	Favorites	Quickly open commonly used URLs, Folders, Files, and Programs
	Diagnostics	View the remote computer”s system diagnostics
	Processes	View a list of running processes on the remote computer

*** Only available for Windows**

Customer Support

This manual is intended for a new customer to become familiar with RemoteCall. However, if the description is not clear or need further information, please contact us to the information below.

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<http://helpdesk.rsupport.com>

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