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Mobile Support for Samsung User Guide
Version 1.0.3
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Check to see that the mobile device is connected to a Wi-Fi network before initiating a remote support session. Connecting through a mobile broadband connection (3G / LTE) may result in high data rates and overage fees.

## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Support</td>
<td>The act of remotely diagnosing and resolving customer support issues.</td>
</tr>
<tr>
<td>Remote Control</td>
<td>Controlling a remote computer locally.</td>
</tr>
<tr>
<td>Administrator</td>
<td>The individual who handles user permissions and manages overall remote support environments.</td>
</tr>
<tr>
<td>Support Rep / User</td>
<td>The individual who provides remote support. The end user.</td>
</tr>
<tr>
<td>Customer</td>
<td>The individual who receives or requests remote support.</td>
</tr>
<tr>
<td>RemoteCall Agent / Agent</td>
<td>The support console application used to provide remote support.</td>
</tr>
<tr>
<td>Viewer</td>
<td>The window used to view and control the remote system.</td>
</tr>
<tr>
<td>Session Standby Window</td>
<td>The window which waits for the remote connection to be established.</td>
</tr>
<tr>
<td>Remote Session</td>
<td>An active remote support session.</td>
</tr>
<tr>
<td>Connection Code</td>
<td>The six digit number the customer must enter to establish the connection.</td>
</tr>
<tr>
<td>Authentication Server</td>
<td>The server which authenticates the user’s login credentials.</td>
</tr>
<tr>
<td>Mobile Control</td>
<td>The supporting representative will be able to use his/her local keyboard and mouse to control the remote Android device after receiving consent from the customer.</td>
</tr>
</tbody>
</table>
RemoteCall Mobile Support for Samsung

What’s RemoteCall Mobile Support for Samsung?

RemoteCall Mobile Support is a remote mobile device support solution.

RemoteCall Mobile Support allows support representatives to connect with their customers’ remote Android devices (smartphones and tablets) to diagnose and resolve mobile issues.

Conveniently connect with customers over the internet and eliminate their need to visit a customer support center or send the device with RemoteCall Mobile Support.

For more information regarding RemoteCall Mobile Support, contact us by email.

Email: mfp@rsupport.com
### RemoteCall Agent: Minimum System Requirements

Please refer to the minimum system requirements below to ensure that the RemoteCall Agent works properly.

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows 2000 or later</td>
<td>Windows XP or later</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Intel Pentium 4 [1.4 GHz]</td>
<td>Intel Pentium 4 [2.0 GHz]</td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>256 MB of RAM</td>
<td>512 MB of RAM</td>
</tr>
<tr>
<td><strong>Compatible Browsers</strong></td>
<td>Internet Explorer 6.0</td>
<td>Internet Explorer 6.0</td>
</tr>
<tr>
<td></td>
<td>Firefox 3.0</td>
<td>Firefox 3.0</td>
</tr>
<tr>
<td></td>
<td>Safari 3.0</td>
<td>Safari 3.0</td>
</tr>
<tr>
<td></td>
<td>Opera 9.0</td>
<td>Opera 9.0</td>
</tr>
<tr>
<td></td>
<td>Chrome 1.0</td>
<td>Chrome 1.0</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Representative: Public IP per representative or Static NAT</td>
<td>Customer: Modem, ADSL, LAN, Public IP or Virtual IP (Wireless Support)</td>
</tr>
<tr>
<td><strong>Firewall</strong></td>
<td>Outbound Ports 80 (http) / 443 (https) Open</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If IP addresses, web domains, or ports (80/443) are blocked, RemoteCall Mobile Support may not function properly.

### MobileSupport: Minimum Mobile Device Requirements

Please refer to the minimum device requirements below to ensure that the “MobileSupport” app works properly.

**[MFP]**

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OS</strong></td>
<td>4 Generation MFP</td>
<td>4 Generation MFP</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>3G / LTE or Wi-Fi</td>
<td></td>
</tr>
</tbody>
</table>

**[Android]**

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OS</strong></td>
<td>Android 2.3.x [Gingerbread]</td>
<td>Android 2.3.x [Gingerbread]</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>3G / LTE or Wi-Fi</td>
<td></td>
</tr>
</tbody>
</table>

**[iOS]**

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OS</strong></td>
<td>iOS 5</td>
<td>iOS 6</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>3G / LTE or Wi-Fi</td>
<td></td>
</tr>
<tr>
<td><strong>Device</strong></td>
<td>iPhone 3GS / iPad 1</td>
<td>iPhone 5 / iPad 3</td>
</tr>
</tbody>
</table>
Getting Connected

- Remote Connection Process

The chart below explains the five key steps to start a remote session using RemoteCall Mobile Support.

1. Launch the RemoteCall Agent and log in.
2. Select “Mobile” to open the Session Standby Window.
3. Instruct the customer to launch the “MobileSupport” app on their Android device and tap “Request Remote Control.”
4. Enter the 6-Digit Connect Code and tap “OK”.
5. Provide remote support.
6. Click [Close] or [X] on the Viewer to end the session.

<Using Screenshot version - iOS>

1. The support representative will be brought to the chat window once the remote connection has been established successfully.
2. Press the Home button on the iOS device to send the app to the background and capture the screen.
3. Once the customer takes a screenshot, it will be automatically sent to the support representative.
4. The customer support representative can then evaluate the situation at hand and illustrate the solution by drawing on the screenshot.
5. The modified screenshot can be sent back for the customer to use as a reference. Modified screenshots can be found within the “MobileSupport – RemoteCall” application.
<Using Screenshare version - iOS >

1. The support representative will be brought to the chat window once the remote connection has been established successfully.
2. Message the customer with instruction on how to install the profile.
3. Send the profile by clicking on the right-top corner of the chat window. Click on Install Profile.
4. Once installed, go to Tools > Request screenshare.
5. Enter the country and the phone number and press search.
6. Make sure profile is installed and press Request button.
7. Press Display on the mobile device. Scroll to toward the top and click on AirPlay icon.
8. Select RemoteCall_187725 from AirPlay list and make sure to turn ON the mirroring right below.
9. Representative can now view the screen in real-time.
(AirPlay is ONLY available on devices with iOS 7 or later with SIM card.

- Downloading & Installing the RemoteCall Agent

1. Open a web-browser and navigate to the RemoteCall Homepage ([http://www.remote-call.com](http://www.remote-call.com)).
2. On the top of the menu, click the Customer Support > Download
3. Click the RemoteCall for Agent icon to download rcStartSupport.exe installation file
4. Once the installer has finished downloading, double-click “rcStartSupport.exe” to initiate the installation process. (Windows UAC message will appear for users running Windows Vista or later)
5. Follow the on-screen instructions to complete the installation process.
6. The RemoteCall Agent shortcut will appear on the desktop once the installation process has finished.

Note: If you wish to connect through a proxy server, click “Settings” on the Login Screen, check the box labeled “Use Proxy”, and enter the proxy server information.
- **Logging into the RemoteCall Agent**

Enter your User ID and Password and click "Login".

**Note:** If this is your first time logging in, the RemoteCall Agent will automatically check for updates, and apply them. Once the update process has finished, you will be brought back to the Login Screen.

- **Session Standby Window**

1. Press [Start] button.
2. Viewer is launched.
## Initiating Remote Support

1. Instruct the customer to launch the "MobileSupport" app on their device.

   ![MobileSupport App](image)

   The connection processed is continued on the next page.

2. There are 2 ways to get connected:
   a. Android, iOS:
      If the customer’s phone number was entered at the start of the session, then the customer can just press "OK" to get connected.
   b. MFP, Android, iOS:
      Instruct the customer to enter the 6-Digit Connection Code generated within the Session Standby Window, and tap "OK".

3. After the customer agrees to the "Remote Support Agreement", the remote support session will be established.
Providing Remote Support

Upon successfully establishing a remote connection, the support representative will be able to view the remote device within the Viewer. In the event the customer does not wish for the support representative to view or control (MFP, Android) their device any longer, they are able to regain control, and hide their device screen at any time.

[Supporting mobile] [Locked mobile]
**Ending a Remote Session**

Both the customer and the support representative will have the ability to end a support session.

To end a support session from the support representative’s side, simply exit the Viewer.

To end a support session from the customer side, open the “MobileSupport” mobile app and tap “End mobile support”. From the Session End screen, tap “End” or the “Back” button to exit the application.
### Downloading & Installing MobileSupport App

**Downloading and installing “MobileSupport”**.

[MFP]
1. User can download APK files from the Samsung Printing App Center or TSP.
   Printing App Center: [https://printingapps.samsung.com/app/442](https://printingapps.samsung.com/app/442)
3. Once the APK files have finished download, run the .APK files to begin the installation process.
4. “MobileSupport” has finished installing, agree to the terms and conditions and click “Next” to launch the application.

[Android]
1. Upon receiving the SMS, instruct the customer to open the link.
2. This will bring them directly to the RemoteCall Mobile Pack download page.
   (URL: m.startsupport.com)

[iOS]
1. Upon receiving the SMS, instruct the customer to open the link. Alternatively, user can open a browser and type in "m.startsupport.com” in the address bar.
2. This will bring them directly to the “MobileSupport – RemoteCall” app within the Apple App Store.
Sending the App Installation Information via SMS

[Android, iOS]

1. From the Session Standby Window, click "Send App Installation Information via SMS".
2. Select the Country and enter the customer’s phone number, then click "Send".
## RemoteCall Agent Settings & Viewer Features

### RemoteCall Agent Settings

<table>
<thead>
<tr>
<th>Home</th>
<th>My Info</th>
<th>View or edit the support representative’s personal information. This includes last name, first name, nickname (this is what’s displayed in chat), email address, and phone number.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Launch Computer Session</td>
<td>Opens a remote computer session standby window.</td>
</tr>
<tr>
<td></td>
<td>Launch Mobile Session</td>
<td>Opens a remote mobile session standby window.</td>
</tr>
<tr>
<td></td>
<td>Launch Video Session</td>
<td>Opens a remote video session standby window.</td>
</tr>
<tr>
<td></td>
<td>Logout</td>
<td>Logs out of the RemoteCall Agent.</td>
</tr>
<tr>
<td></td>
<td>Go to Admin Page</td>
<td>Opens the RemoteCall User Admin Center website in a separate browser.</td>
</tr>
</tbody>
</table>

### Network Settings

<table>
<thead>
<tr>
<th>Server Address &amp; Port</th>
<th>View or edit the authentication server address and port.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encrypt Login</td>
<td>Connect using secure socket layer (SSL) encryption.</td>
</tr>
<tr>
<td>Proxy Server</td>
<td>Manual: Input the proxy server information manually.</td>
</tr>
<tr>
<td>Automatic</td>
<td>Identifies the proxy server information automatically.</td>
</tr>
</tbody>
</table>

### Connection Settings

<table>
<thead>
<tr>
<th>Default</th>
<th>Disable Desktop Wallpaper: Removes the remote computer’s desktop wallpaper.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Enhances performance)</td>
</tr>
<tr>
<td></td>
<td>Don’t Show Windows Contents while Dragging: Keeps the window contents in place until the user has finished moving the window.</td>
</tr>
<tr>
<td></td>
<td>(Enhances performance)</td>
</tr>
<tr>
<td></td>
<td>Text Size: Set the Viewer UI text size to small, medium, or large.</td>
</tr>
<tr>
<td></td>
<td>Automatically Start Recording on Remote Control: Automatically starts recording the remote session once the support representative gets connected.</td>
</tr>
<tr>
<td></td>
<td>Store Recordings in the Folder: Select the file destination for the session recordings to be saved to.</td>
</tr>
<tr>
<td></td>
<td>Default: Public/Public Documents/Rsupport/RemoteCall/Capture</td>
</tr>
<tr>
<td></td>
<td>Lock Viewer After ___ Minute(s): Lock the viewer if it remains idle for the specified time limit.</td>
</tr>
<tr>
<td></td>
<td>Logout if Idle for ___ Minute(s): Logout of the RemoteCall Agent if the viewer remains idle for the specified time limit.</td>
</tr>
<tr>
<td>Mobile Control</td>
<td>Wi-Fi Mode: Select the color setting to be used when using a Wi-Fi connection to connect to a mobile device.</td>
</tr>
<tr>
<td><strong>Shortcuts</strong></td>
<td><strong>3G/4G Mode:</strong> Select the color setting to be used when using a 3G/4G LTE connection to connect to a mobile device. Higher color quality will result in higher data consumption.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Favorites (URL)</td>
<td>Manage frequently visited websites.</td>
</tr>
<tr>
<td>Folders</td>
<td>Manage frequently accessed folders.</td>
</tr>
<tr>
<td>Programs</td>
<td>Manage frequently used programs.</td>
</tr>
<tr>
<td>Favorites (Files)</td>
<td>Manage frequently used files.</td>
</tr>
<tr>
<td>Mobile Canned Messages</td>
<td>View and edit canned messages used in text chat. (Remote Mobile Support)</td>
</tr>
<tr>
<td><strong>Session History</strong></td>
<td><strong>Service History</strong> View the support history of the current user. <strong>Export to Excel:</strong> Click the Microsoft Excel icon to export the Service History as a Microsoft Excel spreadsheet file.</td>
</tr>
</tbody>
</table>
### RemoteCall Viewer Features

#### System Menu

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always On Top</td>
<td>Keeps the viewer on top of other windows.</td>
</tr>
<tr>
<td>Service Report</td>
<td>Create a service report containing the customer’s name, phone number, email address, and the reason for their support request.</td>
</tr>
<tr>
<td>Session Transfer</td>
<td>Initiate a session transfer with another representative. Requires another representative within the same group to be logged in.</td>
</tr>
<tr>
<td>Lock Viewer</td>
<td>Locks the Viewer. The support representative must enter their user ID and password to resume the session.</td>
</tr>
<tr>
<td>Exit</td>
<td>Closes the RemoteCall Viewer and ends the remote session.</td>
</tr>
</tbody>
</table>

#### Mobile Control

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Control</td>
<td>Take control of the customer’s remote Android device once he/she provides consent.</td>
</tr>
<tr>
<td>Laser Arrow</td>
<td>Replace the traditional mouse cursor with a laser pointer.</td>
</tr>
</tbody>
</table>

#### Draw

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pencil</td>
<td>Draw by freehand.</td>
</tr>
<tr>
<td>Arrow</td>
<td>Draw an arrow.</td>
</tr>
<tr>
<td>Line</td>
<td>Draw a line.</td>
</tr>
<tr>
<td>Rectangle</td>
<td>Draw a rectangle.</td>
</tr>
<tr>
<td>Circle</td>
<td>Draw a circle.</td>
</tr>
<tr>
<td>Weight</td>
<td>Adjust the thickness of the drawn lines.</td>
</tr>
<tr>
<td>Color</td>
<td>Select the drawing tool’s color.</td>
</tr>
<tr>
<td>Erase All Drawings</td>
<td>Erase all drawings from the screen.</td>
</tr>
</tbody>
</table>

#### Display

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom</td>
<td>Increase or decrease the size of the mobile device within the Viewer.</td>
</tr>
<tr>
<td>Scale to Fit</td>
<td>Automatically scales the mobile device so that it fits within the Viewer.</td>
</tr>
</tbody>
</table>

#### Tools

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Capture</td>
<td>Take a snapshot of the remote iOS device screen and save as a .PNG file.</td>
</tr>
<tr>
<td>Send URL</td>
<td>Remotely open a URL on the remote iOS device. The URL can be entered manually or selected from a preset list.</td>
</tr>
<tr>
<td>Clipboard Sharing</td>
<td>Send an edited screenshot back to the customer.</td>
</tr>
<tr>
<td>Screen Recording</td>
<td>Select an image from the local computer to send to the remote iOS device.</td>
</tr>
<tr>
<td>Save Received File</td>
<td>Save a screenshot of the remote iOS device sent by the customer onto the local computer.</td>
</tr>
<tr>
<td>Save Sent File</td>
<td>Save an edited screenshot of the remote iOS device sent to the</td>
</tr>
</tbody>
</table>

**Default:** Public/Public Documents/Rsupport/RemoteCall/IOS Image Files/Session Date/GUID/Recv
customer onto the local computer.

**Default:** Public/Public Documents/Rsupport/RemoteCall/IOS Image Files/Session Date/GUID/Send)

| Screen Sharing | Share the mobile device’s screen using Airplay through MDM server. |

* This feature is available for devices with screen sharing compatibility.

※ These features are available when a captured image is selected. Also, screen capture and screen share is available on devices with iOS 7 with SIM card installed. Send URL is available only when the App is on the foreground.
**Viewer – System Menu**

**Display Quality** MFP, Android
Select the color depth of the displayed mobile device. Wi-Fi and 3G/4G LTE color settings are separated for better color depth control.

<table>
<thead>
<tr>
<th>Wi-Fi Mode</th>
<th>Choose the color depth of the mobile viewer while connected via Wi-Fi. 4 / 16 / 64 / 256 / High Color are available. Wi-Fi color depth is set to 256 by default.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3G/4G Mode</td>
<td>Choose the color depth of the mobile viewer while connected via 3G/4G. 4 / 16 / 64 / 256 / High Color are available. 3G/4G color depth is set to 256 by default.</td>
</tr>
</tbody>
</table>

**Always On Top** MFP, Android / iOS
Ensure that the viewer remains in front of other windows.

**Service Report** MFP, Android / iOS
Create a service report containing the customer’s name, phone number, and email address, along with any necessary details.
Session Transfer  MFP, Android / iOS
Transfer the remote session to another support representative within the same group.

1. Click System Menu > Session Transfer
2. The customer will receive a prompt asking him/her to agree to the Session Transfer Agreement.
3. If the customer agrees to the Session Transfer Agreement, a list of online users within the same group will be displayed for the support representative. The support representative will also be able to click the "All Users" tab to view all the other support representatives within his/her group.

4. If the customer denies the session transfer, the session transfer will be canceled and the support representative will be alerted.
5. Select a support representative and click "Transfer".
6. The selected support representative will receive a pop-up notification asking if they are willing to accept the session transfer.
7. If the support representative clicks "Allow", the session will be transferred. The original support session will end once the session has transferred.
8. If the selected support representative clicked "Reject", the requesting representative will receive a pop-up notification and the session transfer request will be canceled.

Lock Viewer  MFP, Android / iOS
Locking the viewer will ensure that no one else will be able to access the mobile device while the designated support representative is away. The support representative will need to input their password to unlock the viewer.
**RemoteCall Player** for MFP, Android

Launch the RemoteCall Player to play session recordings. For more information on the RemoteCall Player, please refer to Page 31.

**Exit** for MFP, Android / iOS

This will end any active sessions and exit the mobile viewer.

**RemoteCall Player** for MFP, Android

Open the player to view the recorded file.

2. Press Open button and select the file to be played.
3. Click on Play to view the video.

*RemotePlayer is installed with RemoteCall Agent. Recordings can be ONLY played with RemotePlayer.*

[RemotePlayer menu]

1. Open a new recording.
2. Changes the play screen size from 50% ~ 200%.
3. Zoom-in/out while video playing.
4. Play/Pause the recording.
⑤ Stop the recording.

⑥ Jump back 30 sec or jump ahead 30 sec.

⑦ Adjust the play speed. Clicking the icon will adjust the speed in multiples (1x, 2x, 4x, 6x, 8x, 10x). To go back to 1x, keep clicking the icon until it plays back at 1x.

RemoteCall service’s recording files are in ".rsfx" format which is a proprietary encoding from Rsupport. Any other commercial video player cannot be used to view it.
 Viewer – Mobile Control

Mobile Control MFP, Android
Take control of the customer’s remote Android device once he/she provides consent.

Laser Arrow MFP, Android
Replace the traditional mouse cursor with a laser pointer.

 Viewer – Draw

Start Draw

<table>
<thead>
<tr>
<th>Draw style</th>
<th>Draw color</th>
<th>Erase All Drawings</th>
<th>Interactive Draw</th>
</tr>
</thead>
</table>

Draw style MFP, Android / iOS
- Freehand drawing tool.
- Draw arrows for pointing to sections of the screen.
- Draw rectangles and squares.
- Draw circles. Pencil / Arrow / Line / Rectangle / Circle

Select one of the various drawing tools to edit customer screenshots.

Color MFP, Android / iOS
Select a color to draw with.

Erase All Drawings MFP, Android / iOS
To remove all drawings on the remote screen, select “Erase All Drawings.” You can also remove all drawings by deselecting the draw tool, or by pressing the ‘ESC’ button on your keyboard.
**Viewer – Display**

**Zoom** MFP, Android
Increase or decrease the size of the mobile device within the Viewer.

**Scale to Fit** MFP, Android
Automatically scale the mobile device so that it fits within the Viewer.

---

**Viewer – Tools**

**Screen Capture** MFP, Android / iOS
Take a screenshot of the remote device’s screen in .PNG or .JPG format and save it on the local PC by clicking the Screen Capture tool.

**Default File Path:** Shared Documents (or Public Documents)/Rsupport/RemoteCall/Capture
**Send URL** MFP, Android / iOS

Open a webpage on the remote iOS device without having to open a web-browser by clicking "Send URL".

![Send URL Example](image)

**Clipboard Sharing** MFP, Android

Share the contents of your clipboard with the customer by opening the Clipboard Tool and using the Send or Receive button.

![Clipboard Sharing Example](image)

**Start Session Recording** MFP, Android / iOS

Record a video of your support sessions to view at a later time.

**Default File Path:** C:/Users/Public/Documents/Rsupport/RemoteCall/Capture

**Note:** You may change the default file location of the recorded sessions by going to the Connection Settings in the RemoteCall Agent.
Save Received Picture

Saves an image sent by the customer onto the local computer.

**Default File Path:** C:/Users/Public/Public Documents/Rsupport/RemoteCall/Capture/Session Date/Support/Receive

Save Sent Picture

Saves an image sent to the customer onto the local computer.

**Default File Path:** C:/Users/Public/Public Documents/Rsupport/RemoteCall/Capture/Session Date/Support/Send
RemoteCall – Remote Support Features

[MFP, Android]

Once a remote support session has been successfully established, click the “Play” button on the device to see the contents being displayed on the customer’s mobile device. To directly control the screen and its contents, click the “Mobile Control” button.

Note: While in a support session, the mobile device’s screen will timeout after 10 minutes of inactivity. Once the support session ends, the screen timeout limit will revert back to its original setting.

- Current Screen Information

The information being displayed on the mobile device will be displayed in text above the mobile device. If the screen sharing process is interrupted at any point, check the “Current Screen Information” to determine what is being displayed on the mobile device.
[iOS]

Screen Share Request (iOS 7 or later)

Customer can share their screen using Airplay via MDM server.

1. Click on the mobile device’s top menu and select Screen Sharing
2. Follow the on-screen instruction to install the profile.
3. From the PC’s Viewer menu, select Tools > Screen Sharing Request.
4. Select the country and iPhone’s phone number and press Request.
5. Select “Display” from the mobile support screen under Airplay display section.
6. Screen sharing is now available.
**System Info**

**General Info**
Basic device information can be found during a remote session within the "General Info" tab.

**Note:** All displayed information can be copied to the clipboard by clicking the button, and refreshed by clicking the button.

<table>
<thead>
<tr>
<th>MFP, Android / iOS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone Number</strong></td>
<td>Displays the phone number associated with SIM card.</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Displays the mobile service provider (if available).</td>
</tr>
<tr>
<td><strong>Rooting</strong></td>
<td>Identifies if the device has been rooted or not.</td>
</tr>
<tr>
<td><strong>Model Number</strong></td>
<td>Displays the mobile device model number.</td>
</tr>
<tr>
<td><strong>Android version</strong></td>
<td>Displays the Android version.</td>
</tr>
<tr>
<td><strong>iPhone Version</strong></td>
<td>Displays the Android version.</td>
</tr>
<tr>
<td><strong>OS Version</strong></td>
<td>Displays the Kernel version.</td>
</tr>
<tr>
<td><strong>Battery status</strong></td>
<td>Displays battery status.</td>
</tr>
<tr>
<td><strong>Internal Storage</strong></td>
<td>Displays remaining and total internal storage capacity.</td>
</tr>
<tr>
<td><strong>SD Memory</strong></td>
<td>Displays remaining and total storage capacity on the secure digital (SD) memory card.</td>
</tr>
<tr>
<td><strong>3G/4G Signal Strength</strong></td>
<td>Displays 3G/4G signal strength (%)</td>
</tr>
<tr>
<td><strong>Wi-Fi Signal Strength</strong></td>
<td>Displays Wi-Fi signal strength (%)</td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>Displays total system memory and current memory consumption.</td>
</tr>
<tr>
<td><strong>Serial Number</strong></td>
<td>Displays the device serial number.</td>
</tr>
<tr>
<td><strong>Build No.</strong></td>
<td>Displays the device build number.</td>
</tr>
<tr>
<td><strong>MSISDN</strong></td>
<td>Displays MSISDN information on SIM card.</td>
</tr>
<tr>
<td><strong>IMEI</strong></td>
<td>Displays IMEI information on SIM card.</td>
</tr>
<tr>
<td><strong>Software Version</strong></td>
<td>Displays the device software version. (only available on some mobile devices)</td>
</tr>
<tr>
<td><strong>Airplane Mode</strong></td>
<td>Displays whether Airplane Mode is on or off.</td>
</tr>
<tr>
<td><strong>Wi-Fi</strong></td>
<td>Displays whether Wi-Fi is on or off.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>Displays the device screen resolution</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>Displays whether Bluetooth is on or off.</td>
</tr>
<tr>
<td>Language</td>
<td>Displays language information.</td>
</tr>
<tr>
<td>Account</td>
<td>Displays the email account attached to the mobile device.</td>
</tr>
<tr>
<td>Background Data</td>
<td>Displays background data status.</td>
</tr>
<tr>
<td>Automatic Synchronization</td>
<td>Displays whether Automatic Synchronization is on or off.</td>
</tr>
<tr>
<td>Silent Mode</td>
<td>Displays the current sound mode on the mobile device. (Normal, Vibrate, Silent)</td>
</tr>
<tr>
<td>Password</td>
<td>Displays whether the device is password protected or not.</td>
</tr>
<tr>
<td>Roaming</td>
<td>Displays whether Data Roaming is on or off.</td>
</tr>
<tr>
<td>Ringtone</td>
<td>Identifies the ringtone on the mobile device. (The ringtone will be displayed as a number)</td>
</tr>
<tr>
<td>Speaker</td>
<td>Display the volume level.</td>
</tr>
<tr>
<td>App Version</td>
<td>Identifies the RemoteCall App version on the mobile device.</td>
</tr>
</tbody>
</table>
**Settings Info**
Click the items in the Setting Info menu to navigate to quickly navigate the mobile device.

- **Quick Settings (MFP, Android)**
Quickly verify and change the remote device settings by double-clicking items within the Quick Settings tab. To update the newly configured information, click the button.
### Process Info

View memory and CPU consumption, as well as the disk usage of the remote device in the "Process Info" tab.

**Note:** All displayed information can be copied to the clipboard by clicking the button, and refreshed by clicking the button.

#### MFP, Android / iOS

<table>
<thead>
<tr>
<th>Memory Info</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory</td>
<td>Displays the total memory consumption of all running processes.</td>
</tr>
<tr>
<td>Disk</td>
<td>Displays the disk consumption of all installed processes.</td>
</tr>
<tr>
<td>CPU</td>
<td>Display the total CPU usage of all running processes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Process Info</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>Displays the name of the running process.</td>
</tr>
<tr>
<td>CPU</td>
<td>Displays CPU consumption of each process.</td>
</tr>
<tr>
<td>Memory</td>
<td>Displays the memory consumption of each process.</td>
</tr>
<tr>
<td>End</td>
<td>End the selected process.</td>
</tr>
<tr>
<td>PID</td>
<td>Displays the PID of each running process.</td>
</tr>
<tr>
<td>Run Time</td>
<td>Displays the duration of each running process.</td>
</tr>
</tbody>
</table>

[MFP / Android] [iOS]
Ending a Remote Process (MFP, Android)

1. Click (X) button to end an active process.
2. Click "OK" to the following confirmation message.

3. The customer will receive a notification on their mobile device once the selected process has been successfully terminated.
Applications (MFP, Android)

A complete list of all installed applications can be found within the Applications tab. Switch between pre-loaded and user installed applications by clicking the arrow icons beside "Application Info."

**Note:** All displayed information can be copied to the clipboard by clicking the button, and refreshed by clicking the button.

<table>
<thead>
<tr>
<th>Application Info</th>
<th>Program</th>
<th>Displays a list of all the installed applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>(Pre-loaded &amp; User Installed)</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Displays the application version</td>
<td></td>
</tr>
<tr>
<td>Delete</td>
<td>Displays the application status</td>
<td></td>
</tr>
</tbody>
</table>

![Preloaded Apps]  ![Downloaded Apps]
Application Info
Click on an application within the "Applications" tab to view additional information.

Launching an Application
Double-click on an application within the "Applications" to open it on the Android device.

Uninstalling / Rolling Back an Application
1. To uninstall or roll back an application to its original factory version, click (X) beside the app name.
2. Click "Yes" to the following confirmation message to continue.
3. The customer will receive a popup notification on their Android device confirming the action. Instruct the customer to tap "OK" to finalize this process.
Chat / Send Message (MFP, Android / iOS)

Use the "Messaging" tab to communicate with your customer. Switch between "Chat" and "Send Message" by clicking the arrow icons beside the selected feature.

**Note:** All displayed information can be copied to the clipboard by clicking the button.

<table>
<thead>
<tr>
<th>Chat / Send Message</th>
<th>Canned Message</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Opens a list of canned messages to send</td>
</tr>
<tr>
<td>Send</td>
<td>Sends the written message</td>
</tr>
<tr>
<td>Clear</td>
<td>Deletes the written message</td>
</tr>
</tbody>
</table>

Chat

Use "Chat" to speak with the customer through a chat box.
**Send Messages**

Use “Send Message” to communicate with the customer through popup messages.

[Representative Message]  [Customer Message]
Import log information from the mobile device from the Log tab. Check the appropriate boxes to select which activities are to be imported and select the amount of lines to be generated. You import either the first and last 500 or 1000 lines.

Note: All displayed information can be copied to the clipboard by clicking the clipboard button.

![Log info screenshot](image-url)
■ Session Reports (MFP, Android / iOS)

View previous session details of any mobile device from the Session Reports tab. RemoteCall is able to verify previous support sessions from the mobile device’s telephone number.

If the mobile device does not have a SIM card present, RemoteCall will not be able to generate a session report for that device.

Note: All displayed information can be copied to the clipboard by clicking the button.

Session Details
Double-click on a previously held remote session to view additional details.

Note: All displayed information can be copied to the clipboard by clicking the button.
File Transferring (MFP, Android)

Send and receive files and folders between the local computer and the customer's remote mobile device through the File Transfer tab.

View Files

Navigate through the customer's mobile device to view files. Click to navigate to the root folder. Click to refresh the contents within the current folder.

Deleting Files

1. To delete a file or folder, right click on the desired item and click “Delete”.
2. Click “Yes” to the following confirmation message to continue.
3. The customer will receive a popup notification on their Android device confirming the action. Request the customer to agree to the confirmation message and tap “Yes”.

![Popup Notification]

Opening a File
1. Select a file from the customer’s mobile device through the “File Transfer” tab.
2. To open the selected file, double-click it.

![File Selection]

3. The support representative will receive a popup notification in the Viewer. Click “Yes” to open the file.

Uploading Files onto the Mobile Device
1. Select a file from the local computer through the “File Transfer” tab.
2. Once you have selected a file or a folder, navigate to the desired location for this file or folder and click the “Up Arrow” icon to upload the file onto the mobile device.
3. The customer will receive a popup notification confirming this action. Request the customer to agree to the confirmation message and tap “Yes”.

![File Upload Notification]
4. Once the customer taps "Yes", the upload process will begin. The upload progress can be checked by going into the Notification Panel, or by looking at the bottom of the "File Transfer" tab.

**Note:** When uploading multiple files, be sure to check: “Include the next [X] files/folders.” before tapping “Yes” on the mobile device.
Downloading Files from the Mobile Device

1. Select a file from mobile device through the “File Transfer” tab.
2. Designate the receivable path to:
   
   C:/Users/Public/Documents/Rsupport/RemoteCall/Received Files

3. Click the “Down” arrow to continue.

4. The customer will receive a popup notification confirming this action. Request the customer to agree to the confirmation message and tap “Yes”.

5. Tap “Yes” to begin the download process. You can check the download process by either going into the Notifications Panel on the mobile device, or by looking at the bottom of the File Transfer tab.

6. Once the file transfer is complete, it will be shown at the bottom of the File Transfer tab and within the Notifications Panel of the mobile device.
### Shortcuts (MFP, Android)

Shortcut keys make it easier to perform basic actions on the mobile device.

#### Icon Bar

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞 📞</td>
<td>Speaker Phone On/Off</td>
</tr>
<tr>
<td>-tab- 🎧</td>
<td>Speaker Phone On/Off</td>
</tr>
<tr>
<td>🔊</td>
<td>Volume Down/Up</td>
</tr>
<tr>
<td>🏡</td>
<td>Home</td>
</tr>
<tr>
<td>📚</td>
<td>Menu</td>
</tr>
<tr>
<td>←</td>
<td>Back</td>
</tr>
<tr>
<td>🔍</td>
<td>Search</td>
</tr>
<tr>
<td>📸</td>
<td>Camera</td>
</tr>
<tr>
<td>🛠️</td>
<td>Settings</td>
</tr>
<tr>
<td>📣</td>
<td>Notifications Expand/Collapse</td>
</tr>
<tr>
<td>⏱️</td>
<td>Screen Rotation On/Off</td>
</tr>
<tr>
<td>🔍</td>
<td>Supporting Show/Hide</td>
</tr>
<tr>
<td>└──</td>
<td>Lock Viewer</td>
</tr>
</tbody>
</table>

**Tip:** You can also click the buttons on the actual device within the RemoteCall Viewer to...
utilize some of these functions. *(Only the Home, Menu, Back, and Search functions are available on the device.)*

**Keyboard Shortcuts**

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Esc</td>
<td>Back</td>
</tr>
<tr>
<td></td>
<td>Goes back to the previous screen.</td>
</tr>
<tr>
<td>Home</td>
<td>Home</td>
</tr>
<tr>
<td></td>
<td>Brings the mobile device to the Home screen.</td>
</tr>
<tr>
<td>Page Up</td>
<td>Menu</td>
</tr>
<tr>
<td></td>
<td>Opens up the Menu.</td>
</tr>
<tr>
<td>Delete</td>
<td>Delete</td>
</tr>
<tr>
<td></td>
<td>Deletes characters to the right of the cursor.</td>
</tr>
<tr>
<td>Backspace</td>
<td>Backspace</td>
</tr>
<tr>
<td></td>
<td>Deletes characters to the left of the cursor, same as the virtual keyboard.</td>
</tr>
<tr>
<td>Enter</td>
<td>Enter</td>
</tr>
<tr>
<td></td>
<td>Performs same functionality as pressing Enter key on the device.</td>
</tr>
<tr>
<td>Arrow Keys</td>
<td>Arrow Key</td>
</tr>
<tr>
<td></td>
<td>Performs same functionality as pressing the arrow keys on the device.</td>
</tr>
<tr>
<td>Numpad +</td>
<td>Volume Up</td>
</tr>
<tr>
<td></td>
<td>Increases the phone volume.</td>
</tr>
<tr>
<td>Numpad -</td>
<td>Volume Down</td>
</tr>
<tr>
<td></td>
<td>Decreases the phone volume.</td>
</tr>
</tbody>
</table>

**Note:** Using the shortcuts above may perform different actions depending on the application they are used within.

**Note:** The following shortcuts have also been confirmed to work on certain mobile devices:

- **END:** Locks the RemoteCall Viewer.
- **F2:** Works as a Menu button.
- **F3:** Launches the Recent Calls list.
- **F5:** Used to initiate the Search function on the mobile device.
Help – FAQ (iOS)

Additional information regarding RemoteCall + Mobile Pack can be found within the Help section. For more information on topics not included in the Help section, please contact our technical support department and speak with one of our product specialists directly.

Screen Capture (iOS)

While in screen sharing mode, representative can press this button to capture the screen. Captured screen can be edited and sent back to the customer’s device.

**Default File Path:** C:/Users/Public/Public Documents/Rsupport/RemoteCall/Capture/Session Date/Support/

Send screen (iOS)

Send a captured or edited screen back to the customer
- **View customer’s screen (iOS)**

  During a support session, app is in the foreground and representative can request to view the customer’s screen in the Viewer by clicking on this button.

- **Hide slide bar (iOS)**

  Set the viewing state of the slide bar at the bottom. Representative can enable / disable the view of the sliding bar by pressing this button.
Connection Status Bar (MFP, Android / iOS)

Connection status information can be found within the "Connection Status Bar".

<table>
<thead>
<tr>
<th>Connection Status Bar Information</th>
<th>Transmitted Data</th>
<th>Displays the amount of sent and received data. Displays the connection method for both the RemoteCall Agent and the mobile device.</th>
</tr>
</thead>
</table>
| Connection Method                 |                  | **Agent Connection Types:**
|                                   |                  | P2P / Gateway                                                                                                                  |
|                                   |                  | **Device Connection Types:**
|                                   |                  | Wi-Fi / 3G / 4G LTE                                                                                                             |
| Devic e Display Setting           | Displays the resolution of the mobile device. |
| Color Depth Setting               | Displays the color depth of the RemoteCall Viewer. |
| Zoom Level                        | Displays the zoom level of the RemoteCall Viewer. |
| Session Duration                  | Displays the duration of the remote support session. |

[Screen Capture] [Screen Recording]
MobileSupport – App Features

- Key Features

**Check for Updates**

Upon launching the “MobileSupport”, the application will check for updates and apply them with the consent of the customer.

**Screen Lock (MFP, Android)**

At any point the customer is able to lock the support representative out of the mobile device by locking the screen. The screen can be unlocked once the customer provides consent.
Request a Call (MFP, Android)

The customer can request to speak directly with the support representative by going into the Notifications Panel and tapping "RemoteCall Connection", then tapping "Call Back". The support representative will receive an on-screen notification alerting them of the request.
Menu > Chat (iOS)
Tap the drop-down menu located towards the upper left-hand side of the mobile app and select “Chat” to bring up the chat screen.
Menu > Screenshot (iOS)

Tap the drop-down menu located towards the upper left-hand side of the mobile app and select "Screenshot" to open the screenshot gallery. The customer will receive a popup notification alerting that they will be sharing their screenshot images with the support representative. He/She must click “OK” before being permitted into the gallery.
**Ending a Support Session**

The customer can end the support session at any time by going into the Notifications Panel and tapping “RemoteCall Connection” and tapping the “Disconnect”. This will bring up another a short service summary displaying the duration of the support session. Click “End” to close RemoteCall.
Quick Menu (MFP, Android)

Using the quick menu, customer can access the support menu freely from any screen. Also, the floating menu can be dragged to be moved to any part of the screen.
FAQ

I clicked on the icon from the connection page but the screen is stuck with the message “Preparing to connect”.

Cause:
This might occur when there is an issue on your network.

Resolution:
1. Go to Start > Run > “cmd” > enter “telnet 61.74.65.8 443”.
2. If the connection is available, screen will be cleaned up. Press Enter to go back to the prompt.
3. If the connection is not available, an error message will be prompted on the screen. Contact your network administrator to allow connection to 61.74.65.8 on port 443.

NOTE: to enable TELNET client, select the option in Control Panel > Program > Windows Features.
The remote screen is frozen and it will not come back.

Cause:
This occurs when either the Viewer has encountered an error or the customer’s PC is not working properly (BSOD, network down, etc.) Most often, this is due to sudden increase in the network traffic or unstable system.

Resolution:
1. Check the status of customer PC, reboot if necessary and establish a new connection.
2. If the problem is the Viewer, then force close the Viewer from Task Manager and reconnect with the customer.
3. If the problem is the network, then either wait for 1~2 min until the network stabilize or contact the network administrator.

At the RemoteCall agent log in, I get the message saying "Authentication server was not found". Send this article to the Facebook Send this article to the Twitter Send this article to the Google plus

Cause:
This might occur when the ID or password is mistyped, authentication server is mistyped or incorrect, or blocked by your security device such as firewall.

Resolution:
To check, follow the instruction below.
1. Make sure the ID and password is entered correctly.
2. Go to Start > Run > "cmd" > enter "telnet auth.startsupport.com ".
3. If the connection is available, screen will be cleaned up. Press Enter to go back to the prompt.
4. If the connection is not available, an error message will be prompted on the screen. Contact your network administrator to allow connection to “auth.startsupport.com ” on port 443.
5. Repeat #2 – #4 for “www.startsupport.com ” and “authus.startsupport.com “.

NOTE: to enable TELNET client, select the option in Control Panel > Program > Windows Features.
During remote support, I cannot transfer files through the viewer.

Cause:
You have tried to use the file transfer option on the Viewer, but the dialog window does not pop up. There might be some files stopping the queue and/or the configuration file has not been loaded correctly.

Resolution:
1. Search the file "FtpSendList.ini" in C:/Users/Public/Documents/Rsupport/RemoteCall.
2. Delete the file.
3. Retry the transfer.
I clicked on the representative’s profile but it shows the message “Representative’s profile could not be loaded”.

Cause:
System and Process information might be downloading and it can cause delay on loading the information.

Resolution:
1. Visit http://admin.startsupport.com and log in using your ID and PW.
2. Go to User Management > Group > Configure Viewer features and disable "Remote Diagnostics" and "Process Info".

“www.startsupport.com” is too long and complicated. Is there any alternative address?

Cause:
Too long domain address.

Resolution:
Alternative domain :  http://www.113366.com
For more information about RSUPPORT, please visit
http://www remotecall com
http://www rsupport com

Korea :
(138-827) 서울특별시 송파구 위례성대로 10 에스타워
10층 ~ 15층
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