

# RemoteView ASP User Guide

## Standard Edition

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## Copyright

**RemoteView Enterprise**

**ASP Version: 6.0.7.1**

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## 1. Glossary

Glossary	Description
<b>Administrator</b>	User who remotely controls the PC.
<b>Local PC</b>	PC used for accessing other remote PCs.
<b>Remote PC</b>	PC user is accessing remotely.
<b>Session</b>	An active remote connection between two PCs.
<b>RemoteView Agent</b>	The application installed on the remote computer making the remote connection possible.
<b>RemoteView Viewer</b>	The pop-up application on the local PC which allows the user to view the remote computer.
<b>Access account</b>	The ID/PW assigned to the individual remote PC. (assigned when the RemoteView Agent is installed for the first time)
<b>Display Name</b>	The name of the remote PC displayed in the Web/Desktop Console.
<b>P2P</b>	A direct connection between two computers bypassing the central gateway server.
<b>Gateway</b>	A connection between two computers, relayed through the central gateway server.
<b>Connection Status Message</b>	Message displayed in the lower-right corner of the screen indicating an active connection to that PC.
<b>Console</b>	Connect to RemoteView program from desktop application.
<b>License</b>	Standard and Enterprise. Depending on the version, features will be limited.

## 1. About RemoteView

### 1.1. What is RemoteView?

RemoteView allows you to remotely connect with and support your computers from anywhere in the world. All you need is an Internet connection and a web-browser.

RemoteView can help you to achieve tasks such as:

- ✓ Work from home by accessing the office PC.
- ✓ Access files on the home PC from the office.
- ✓ Manage servers in the IDC or server room.
- ✓ Access and manage documents in the office while on the move.
- ✓ Share academic materials stored in a remote PC by students and professors.

### 1.2. How does it Work?

Using RemoteView, local PC and remote PC connects using P2P or Gateway method. Once the session is established, VRDV and GDI engines provide a reliable and superior speed.

#### Technology and Security

- 256-bit Advanced Encryption Standard (AES) data encryption
- Secure Socket Layer (SSL) message transmission
- Improved performance and reliability with Virtual Remote Video Driver (VRVD)
- Enhanced security with two-factor authentication

### 1.3. Minimum/Recommended System Requirements

RemoteView users can connect to the remote PC using the agent and the viewer. We recommend that both the remote and local computers have the follow system specifications.

#### <Windows>

	Minimum	Recommended
<b>Operating System</b>	Windows Vista	Windows Vista or later (32-bit or 64-bit)
<b>CPU</b>	Intel Pentium™ 4 (1.4 GHz)	Intel Pentium™ 4 (2.0 GHz)
<b>Memory</b>	256 MB RAM	512 MB RAM
<b>Storage</b>	50 MB available HD space	100 MB available HD space
<b>Web Browser</b>	Internet Explorer 7.0	Internet Explorer 8.0 Firefox 3.5 Chrome 7.0 Safari 4.0
<b>Network</b>	Modem, ADSL, LAN, Public IP, and Private IP (Wireless Networks Supported)	
<b>Firewall</b>	Outbound Ports 80(http) / 443(https) Open	

#### <Macintosh>

	Minimum	Recommended
<b>Operating System</b>	Mac OS X 10.6	Mac OS X 10.10
<b>System</b>	Intel CPU	
<b>Memory</b>	256 MB RAM	512 MB RAM
<b>Web Browser</b>	Safari 3.2 FireFox 3.0	Safari 4.0 FireFox 3.5
<b>Network</b>	Modem, ADSL, LAN, Public IP, and Private IP (Wireless Networks Supported)	
<b>Firewall</b>	Outbound Ports 80(http) / 443(https) Open	

#### <Linux> (Agent)

	Requirements
<b>Operating System</b>	CentOS 5.7 or later (32-bit) Red Hat OS 5.7 or later (32-bit)
<b>Database</b>	512 MB
<b>CPU</b>	1 GHz or faster
<b>Memory</b>	1.0 GB of RAM
<b>Web Browser</b>	FireFox 5.0
<b>Network</b>	Fast Ethernet
<b>Firewall</b>	InBound Ports 80(http) / 443(https) Open

*\*X Windows GUI control is not supported (CUI is supported).*

#### <Windows Server>

	Requirements
<b>Operating</b>	Windows Server 2003 Standard Edition (SP1)



<b>System</b>	
<b>Database</b>	MS-SQL Server 2005 Express Edition
<b>CPU</b>	2.0 GHz
<b>Memory</b>	1.0 GB of RAM
<b>Storage</b>	500 MB available HD space
<b>Network</b>	Fast Ethernet
<b>Firewall</b>	InBound Ports 80(http) / 443(https) Open

#### <Mobile – Android> (RemoteView for Android)

	Minimum	Recommended
<b>Operating System</b>	Android 2.3 or later	Android 4.04 or later
<b>CPU</b>	600MHz	1 GHz
<b>Storage</b>	10.3 MB	
<b>Resolution</b>	320 x 480 or higher	480 x 800 or Higher
<b>Connection</b>	3G, 4G LTE, WiFi	

#### <Mobile – iOS> (RemoteView for iOS)

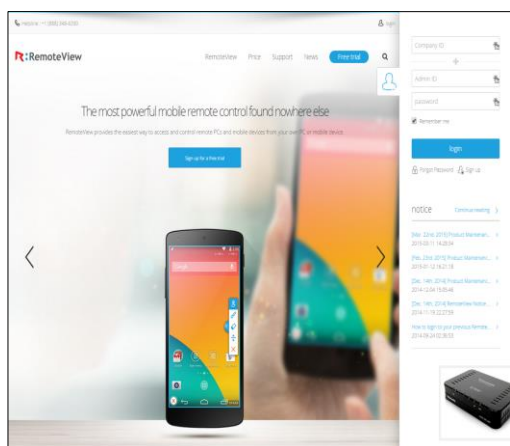
	Minimum	Recommended
<b>Operating System</b>	iPhone: iOS 6.0 iPad: iOS 6.0	iPhone: iOS 6.0 or later iPad: iOS 6.0 or later
<b>Storage</b>	10.3 MB	
<b>Connection</b>	3G, 4G LTE, WiFi	

## 2. RemoteView User Console

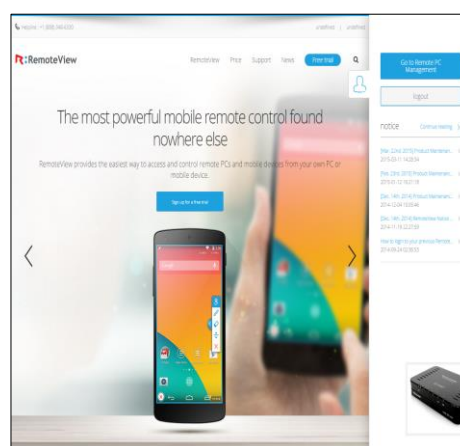
### 2.1. Login Page

The RemoteView connection page allows all users to connect and use the RemoteView service. Administrators are able to manage various features and settings.

✓ **Connection URL :** <https://www.rview.com>



<Before Log In>



<After Log In>

- Click the refresh button within the web browser if the login information is not being properly displayed.

#### 2.1.1 Logging into the User Console

- **Enterprise ID:** Enter the Enterprise ID used during the sign up.  
\* Standard users must leave this blank.
- **User ID:** Enter the administrator ID, manager ID or user ID.
- **Password:** Enter the password.
- **Lost ID/password:** Enter the email address to recover the ID or password.  
\* Request is processed according to the permission:  
Administrator: customer support center  
Manager/User: Administrator
- **Register:** Transfers to user sign up page.

### 2.1.2 Signing up

- A. Go to <https://www.rview.com> and click “Apply for Demo” on the upper left.
- B. Select either Standard or Enterprise appropriately.
- C. You must agree to the terms of service before applying for a new account. Please, read through it carefully and click “Agree” if you agree to the terms of service.
- D. Enter the requested information such as name, email, and RemoteView ID/PW.
- E. After pressing Apply, it will give you a free trial account with 2 agent slots for 14days.

**Note:** *You can buy the license and continue using the account after 14 days of trial.*

### 2.1.3 Closing account

**Note:** *Only RemoteView Standard accounts are able to be closed.*

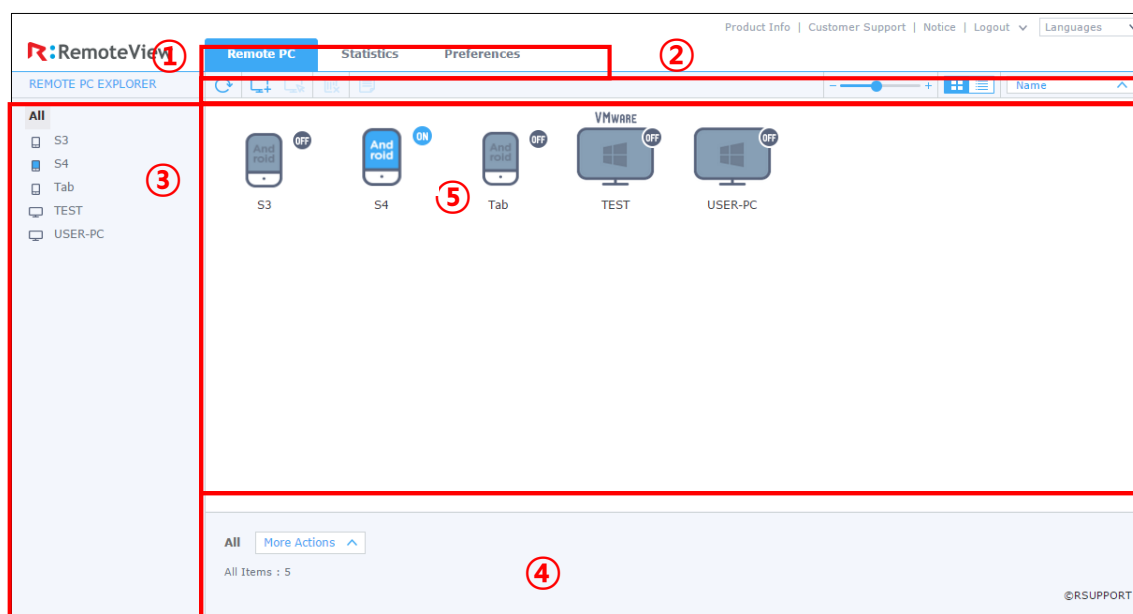
- A. Enter ID/Password on RemoteView Homepage.
  - B. Click the arrow down at upper left corner after log in.
  - C. Click “Account Settings” and then “Close account”.
  - D. Click ‘Close Account” button.
  - E. Click “Close”
  - F. Account has been closed.
- In demo or paid service users can close the account after the service period is expired.
  - Re-subscribing with same email is not allowed for 6 months for legal reasons. Once the 6 months have passed, the email address will be eligible to sign up with once again.
  - To inquire about a refund, click “Contact Us” towards the bottom of the page or give us a call: 1 (888) 348-6330

### 2.1.4 Notification

Updates and events are displayed in the log in page.

## 2.2. Sub-pages

### 2.2.1 User Console - User Interface



#### ① Menu(LNB)

- Remote PC, Statistics, Settings

#### ② Remote PC List

- View the entire list of remote PCs within a certain group by clicking the ▶ icon. Drag and drop the selected PC to other groups to help organize your list of remote PCs.

#### ③ Toolbar

- Utilize a variety of different features by accessing the Toolbar.

#### ④ Main Content Area

- Favorites, Company & Group list.

#### ⑤ Information Window

- Displays information about the company, group, agent and user. Use the More Action to access the same features as the right click's Context Menu.

### 2.2.2 Menu (LNB)



- **Remote PC Management**

From this tab, users can manage and access the remote PC.

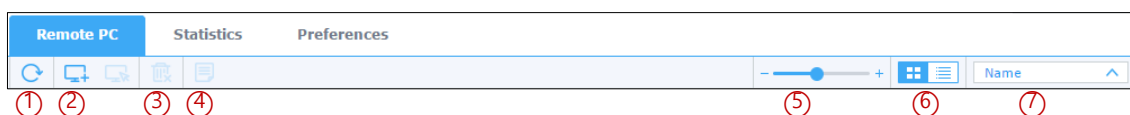
- **Statistics**

It provides reports about remote control history in charts and other formats, as well as

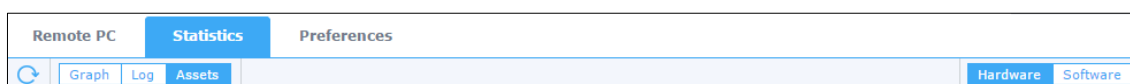
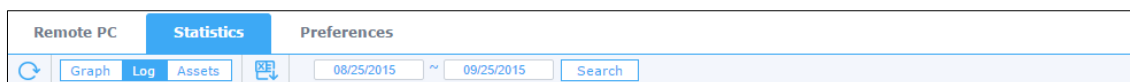
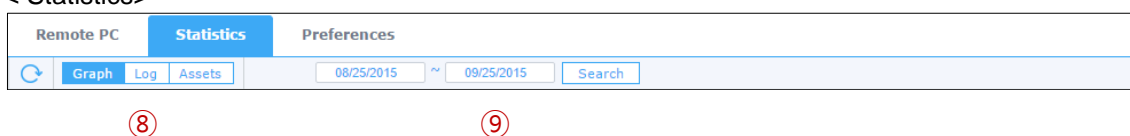
- a list of assets (software and hardware).
- **Preferences**  
Change settings, download User Guides and console application.

## 2.2.3 Toolbar

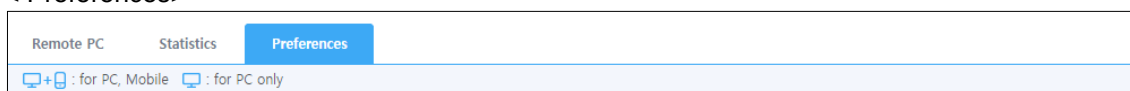
< Remote PC >



< Statistics>



< Preferences>



No.	Option	Description
1	Refresh	Reload the current page.
2	Add PC	Install the Agent in the local PC.
3	Delete	Deletes the group, agent or user.
4	Properties	Shows the properties of the group, agent or user.
5	View Larger	Enlarges the selected remote PC's screen.
6	View	Displays the registered PCs as thumbnail icons or list
7	Sort	Sort the selected item in ascending or descending order.
8	Statistic Display	Allows selecting among 3 types of reports: chart, history and assets.
9	Data Period	Displays the statistics for the selected period.
10	Hardware/Software	Displays the assets (components) of the selected item.

## 2.2.4 Remote PC Explorer

- **Remote PC List**

It displays all groups and PCs registered for the company in tree format, and agent PCs can be controlled using the right click's context menu.

➤ Features might be limited depending on the settings and licensing.

Category		Item	Description
Remote PC List	PC	Verify to connect	Refresh the screen with the latest agent's status and displays the corresponding icon.
		Remote Explorer	Launches the Remote Explorer.
		Remote Control	Start remote control on the selected PC.
		Turn on through WOL	Turn on the remote PC through WOL.
		Control tools	Provides tools like System Shutdown, Remote screen capture, Service restart, Update agent, E-mail invitation, etc.
		Favorite	Adds the PC to a favorite's category.
		Delete	Deletes the selected PC.
		Change Access ID/PW	Changes the Access ID and password for the selected PC.
		Properties	Displays the properties of the PC.

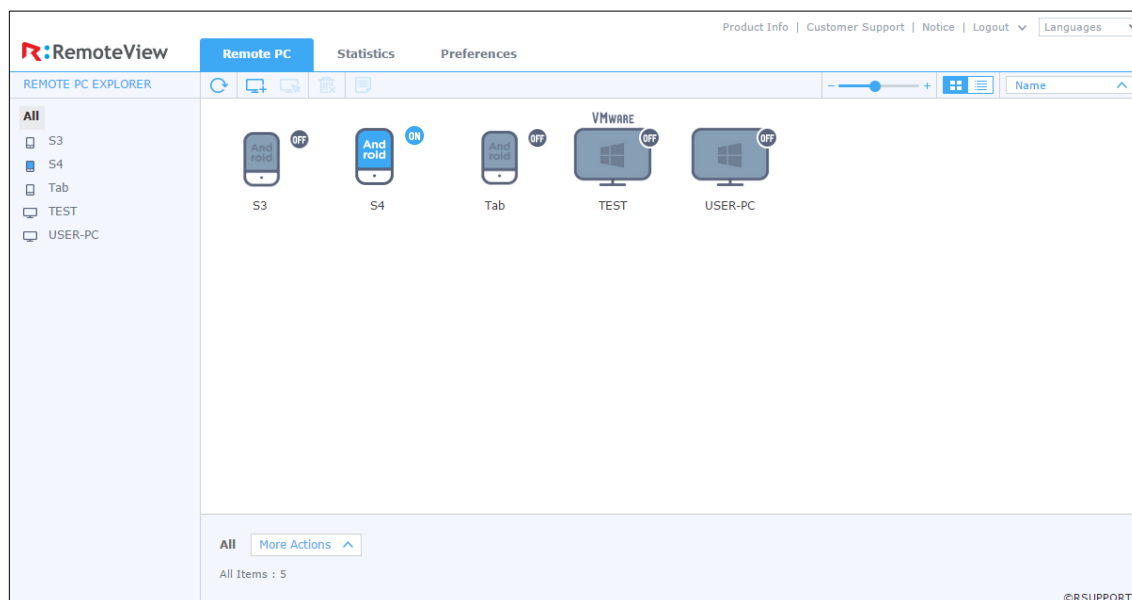
## 2.2.5 Information bar




Users can quickly view information about the company, group, PC or users in the information bar (non-popup window style), and provides the same context menu features.

Category	Item	Description
All	Add PC	Adds the local PC and installs the agent.
	View type	Shows the list in icon or detailed list.
	Sort by	Sorts the list in ascending or descending order by the selected option.
PC	Verify to connect	Refresh the screen with the latest agent's status and displays the corresponding icon.
	Remote Control	Start remote control on the selected PC.
	Remote Explorer	Launches the Remote Explorer.
	Turn on through WOL	Turn on the remote PC through WOL.
	Control tools	Provides tools like System Shutdown, Remote screen capture, Service restart, Update agent, E-mail invitation, etc.
	Delete	Deletes the selected PC.
	Change Access ID/PW	Changes the Access ID and password for the selected PC.
	Properties	Displays the properties of the PC.






### 3. Detailed menu description

#### 3.1. Remote PC Management

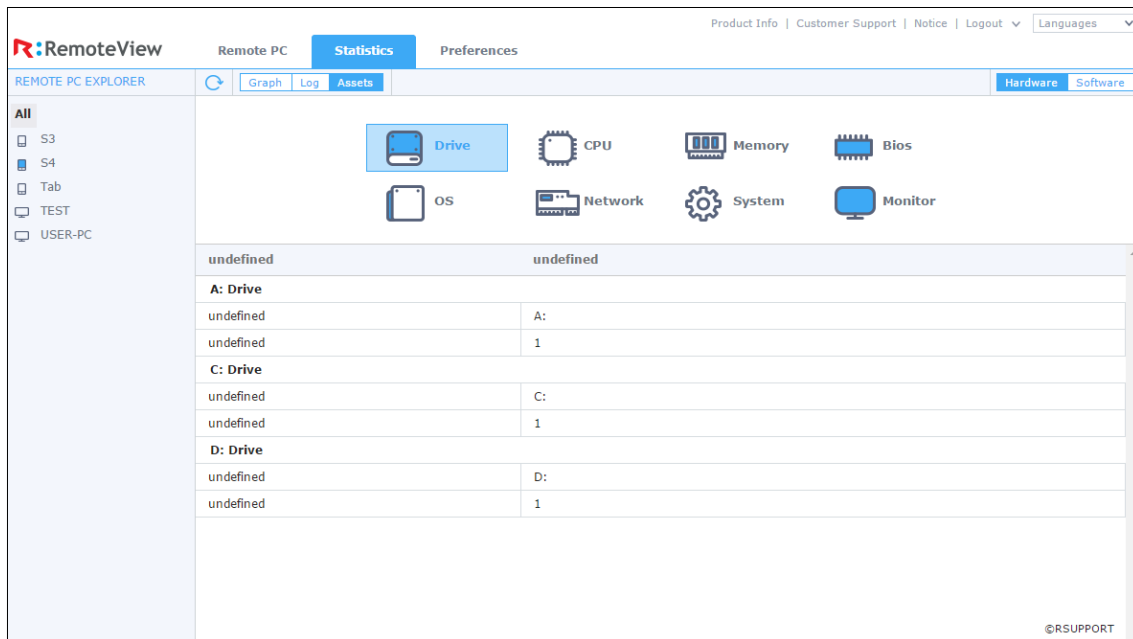






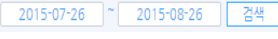
-  **Refresh**
  - Refreshes the currently displayed content on the page.
-  **Add PC**
  1. Click on the [Add PC] icon.  
*<Choose one of the methods below to add a PC.>*
    - a. Toolbar > Click on 'Add PC'
    - b. Main contents area -> Right click on empty space -> select 'Add PC'
    - c. Information bar > More Actions -> Select 'Add PC'
  2. Proceed with on-screen agent installation.
  3. Installation completed.
-  **Delete**
  1. Click on the icon [Delete].  
*<Choose one of the methods below to delete a PC.>*
    - a. Toolbar > click on [Delete]
    - b. Right click on group or agent -> select 'Delete'
    - c. Information bar -> More Actions -> select 'Delete'
  2. The following confirmation message will be displayed.  
*"Are you sure you want to delete?"*
    - **Security check window will pop-up if enabled.**
  3. Click on [Apply] or [Cancel].
    - ✓ [Apply] :Deletes the selected group or agent
    - ✓ [Cancel] : Cancel



-  **Properties**
  1. Click on the icon [Properties].  
<Choose one of the methods below to view PC Properties.>
    - a. Toolbar > click on [Properties]
    - b. Right click on group or agent -> select 'Properties'
    - c. Information bar -> More Actions -> select 'Properties'
  2. Group or Agent's properties will pop-up..
  3. Enter the information.
  4. Click on [Apply] or [Cancel].
    - ✓ [Apply] :Properties are updated with the updated information.
    - ✓ [Cancel] : Existing information is not changed.
  
-  **Add WOL PC**
  1. Click the [Add WOL PC] icon.  
<Follow the method below to generate an installer.>
    - a. Toolbar > Click the [Add WOL PC] button.
  2. Add WOL PC window will pop up.
  3. Enter the necessary information and click [Add WOL PC] or [Close].
    - ✓ [Add WOL PC] : The PC that you wish to turn on using Wake-on-LAN (WOL) will be registered.
    - ✓ [Close] : Closes the window.
  
-  **Slider**
  1. Click and hold the vertical bar on the slider
  2. Drag the bar left and right to change the icon size.
  3. Release the mouse to set.
  
-  **View**
  - Click [Icon Arrange] or [Order List] to view registered PCs as arranged icons, or as an ordered list.
  
-  **Sort**
  - Sort registered PCs by the following criteria in asending or descending fashion.
    - Name
    - IP Address
    - Created Date
    - Type
    - Status

## 3.2. Statistics



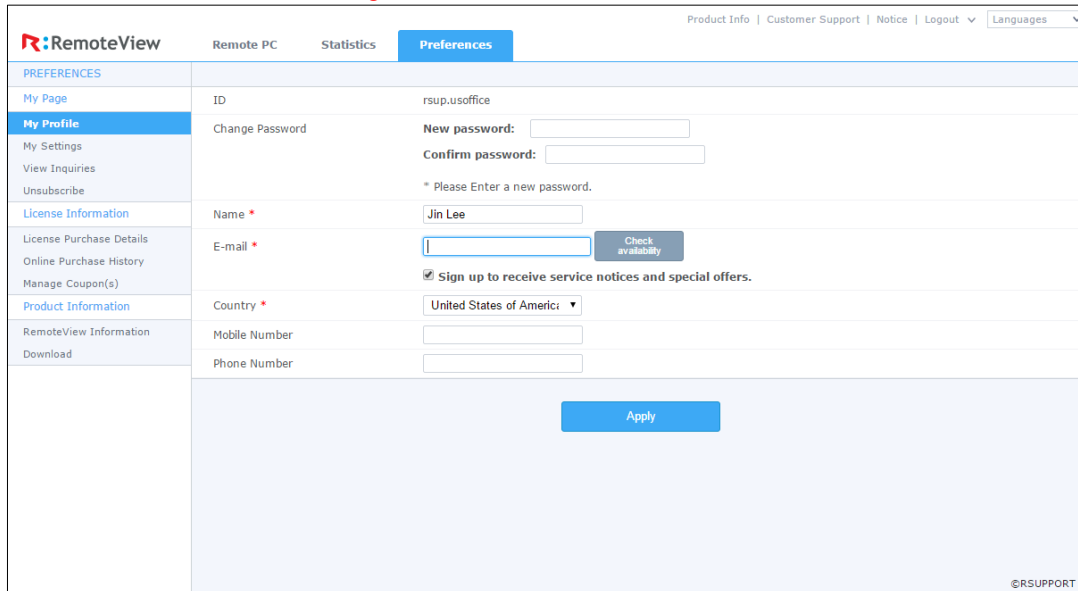
-  **Refresh**
  - Refreshes the currently displayed content on the page.
-    **Type**
  1. Click the [Type] icon.  
*<Follow the method below to view statistical information>*
    - a. Toolbar > click on [Chart] or [History] or [Asset]
  2. Information will be displayed according to the selection.
-  **Search Period**
  1. Click on the input box.
  2. The calendar will pop up.
  3. Set a range of dates to generate statistical information.
  4. Click [Search] to search the set period of time.

## 3.3. Preferences

### 3.3.1. My Profile

Update user account information.

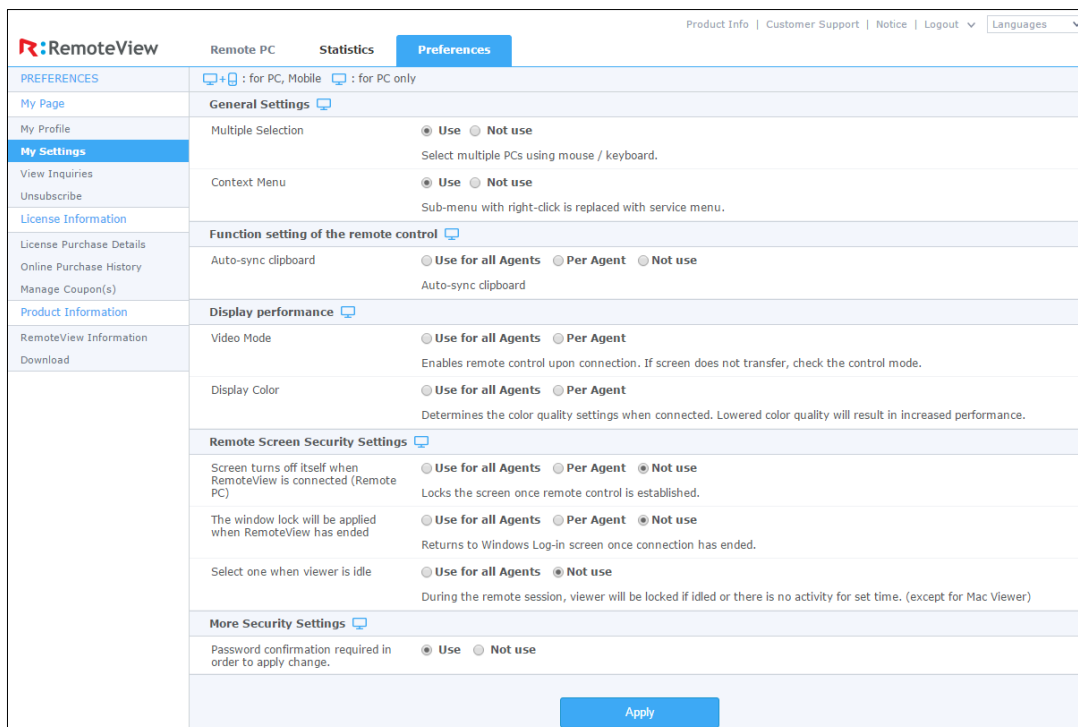
➤ User ID can't be changed.



The screenshot shows the 'My Profile' section of the RemoteView Preferences page. The left sidebar contains links: My Page, My Profile (selected), My Settings, View Inquiries, Unsubscribe, License Information, License Purchase Details, Online Purchase History, Manage Coupon(s), Product Information, RemoteView Information, and Download. The main content area has tabs: Remote PC, Statistics, and Preferences (selected). The 'My Profile' section includes fields for ID (rsup.usoffice), Change Password (with New and Confirm password fields), Name (Jin Lee), E-mail (with a Check availability button), Country (United States of America), Mobile Number, and Phone Number. A checkbox for 'Sign up to receive service notices and special offers.' is checked. An 'Apply' button is at the bottom right.

➤ Updated information will be linked to the admin account automatically.

### 3.3.2. My settings



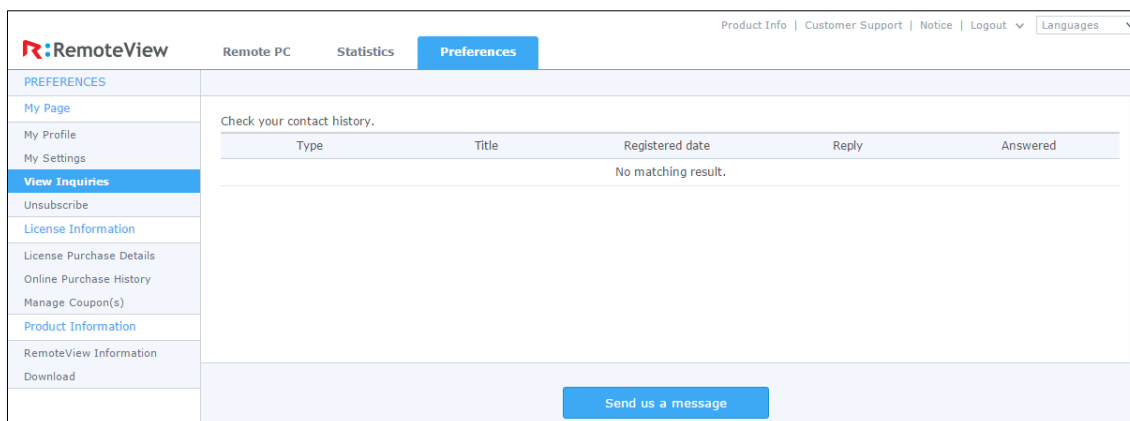
The screenshot shows the 'My Settings' section of the RemoteView Preferences page. The left sidebar is the same as the previous screenshot. The main content area has tabs: Remote PC, Statistics, and Preferences (selected). The 'My Settings' section includes: General Settings (with icons for PC, Mobile, and PC only), Multiple Selection (Use/Not use), Context Menu (Use/Not use), Function setting of the remote control (Auto-sync clipboard: Use for all Agents/Per Agent/Not use), Display performance (Video Mode: Use for all Agents/Per Agent, Display Color: Use for all Agents/Per Agent), Remote Screen Security Settings (Screen turns off itself when RemoteView is connected: Use for all Agents/Per Agent/Not use, The window lock will be applied when RemoteView has ended: Use for all Agents/Per Agent/Not use, Select one when viewer is idle: Use for all Agents/Not use), and More Security Settings (Password confirmation required in order to apply change: Use/Not use). An 'Apply' button is at the bottom right.

- Apply to all agents – change is applied to all the agents inalled.
- Apply to individual agent – change is applied to individual agent.

- **General Settings**
  - **Multiple Selection**  
Allows using the Ctrl and Shift keys with mouse clicks to select multiple items.
  - **Context Menu**  
Allows using mouse's right click to select options from the context menu.
- **Remote Control Settings**
  - **Auto-sync clipboard**  
Automatically sync the contents in the clipboard with the remote PC.
- **Display Performance**
  - **Video Mode**  
Select the video driver mode depending on the remote PC's environment to improve the performance.
  - **Display Color**  
Set the color for the Viewer.
- ✓ Lower color quality will help to improve response time.
- **Remote Screen Security Settings**
  - **Locks the Remote PC's screen**  
Remote PC's screen would be locked when remote control is running.
  - **Windows Logout at end of session**  
Remote PC's Window is automatically logged out after remote session is closed.
  - **Lock when idle**  
Representative's Viewer is automatically locked after being idled for set time.
- **More Security Settings**
  - **Password confirmation on changes**  
Password is requested to apply the changes.

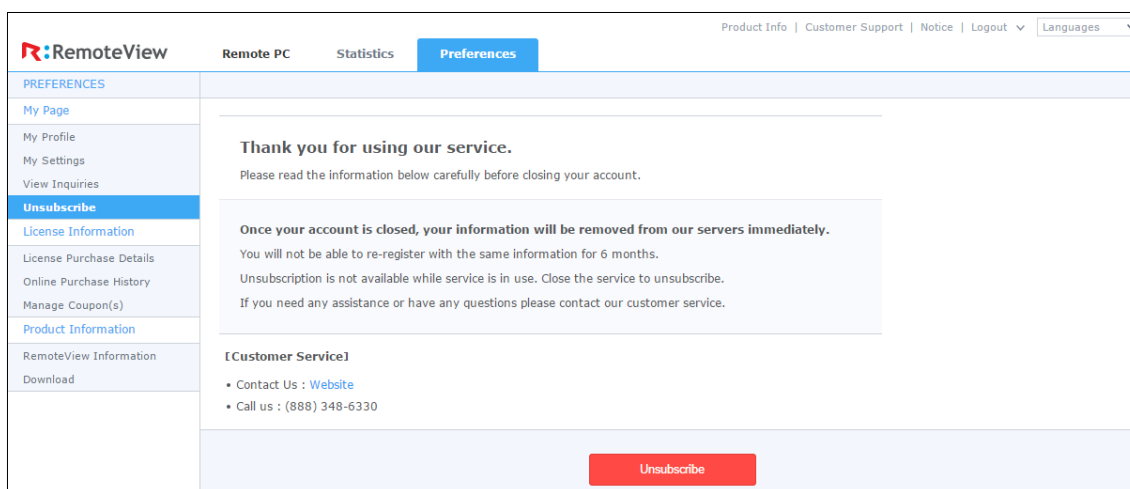
### 3.3.3. View Inquiry

View and/or submit inquiries.



### 3.3.4. Closing account

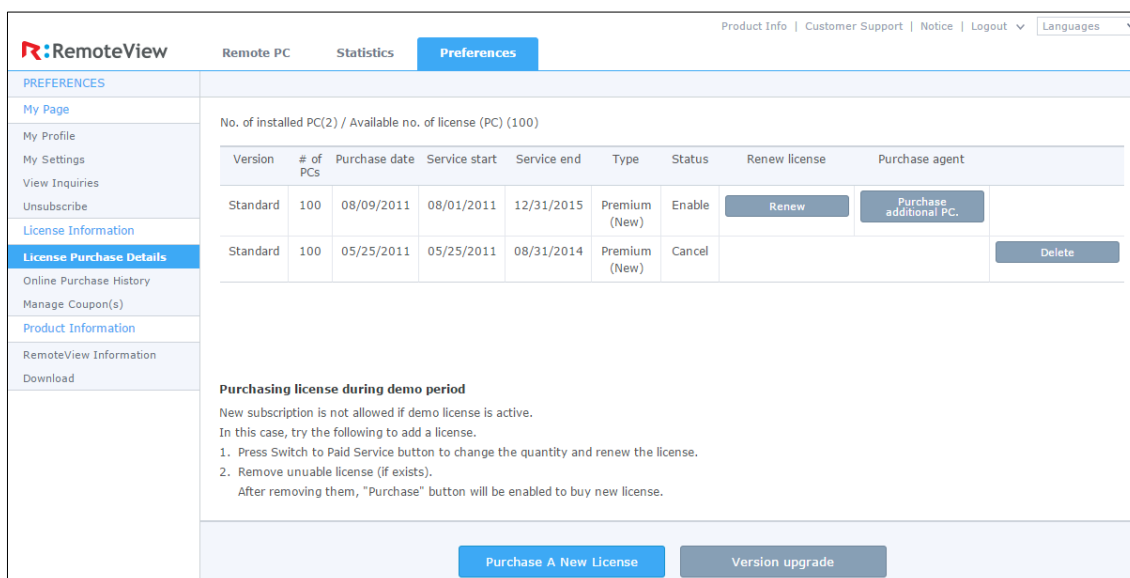
Press “Close Account” button to close the account.



- In demo or paid service users can close the account after the service period is expired.
- Re-subscribing with same email is not allowed for 6 months for legal reasons. Once the 6 months have passed, the email address will be eligible to sign up with once again.
- To inquire about a refund, click “Contact Us” towards the bottom of the page or give us a call: 1 (888) 348-6330

### 3.3.5. License purchase details

Manage purchased licenses. Users can convert the license to Enterprise or delete it.



The screenshot shows the 'RemoteView' interface with the 'Preferences' tab selected. On the left is a sidebar menu with options like 'My Page', 'My Profile', 'My Settings', 'View Inquiries', 'Unsubscribe', 'License Information', 'License Purchase Details' (highlighted), 'Online Purchase History', 'Manage Coupon(s)', 'Product Information', 'RemoteView Information', and 'Download'. The main content area is titled 'No. of installed PC(2) / Available no. of license (PC) (100)'. It contains a table with columns: Version, # of PCs, Purchase date, Service start, Service end, Type, Status, Renew license, and Purchase agent. There are two rows of license data. The first row shows a 'Standard' license, '100' PCs, purchase date '08/09/2011', service dates '08/01/2011' to '12/31/2015', 'Premium (New)' type, 'Enable' status, a 'Renew' button, and a 'Purchase additional PC.' button. The second row shows a 'Standard' license, '100' PCs, purchase date '05/25/2011', service dates '05/25/2011' to '08/31/2014', 'Premium (New)' type, 'Cancel' status, and a 'Delete' button. Below the table, there is a section titled 'Purchasing license during demo period' with instructions: 'New subscription is not allowed if demo license is active. In this case, try the following to add a license. 1. Press Switch to Paid Service button to change the quantity and renew the license. 2. Remove unuable license (if exists). After removing them, "Purchase" button will be enabled to buy new license.' At the bottom are two buttons: 'Purchase A New License' and 'Version upgrade'.

License status	Purchase form	Description
Demo Enabled	New	New purchase will not be available if a demo license is present.
	Switch to paid	Renew the license by click the button and entering the quantity.
Demo Expired	New	Delete the expired one and add a new license.
	Switch to paid	Renew the license by click the button and entering the quantity.
Paid Enabled	Renew	Extension of current license is possible by pressing Renew button
	Add PC	Add more PC to the license.
	New	Select Add new license to create a new license.
	Upgrade	Select the upgrade option for the license to switch to Enterprise version.
Paid Expired	Renew	Extension of current license is possible by pressing Renew button
	New	Select Add new license to create a new license.

### 3.3.6. Online purchase history

Shows detailed information about the history of all purchase on the account.

### 3.3.7. Manage Coupon

Add, delete and manage coupons.

### 3.3.8. Product Information

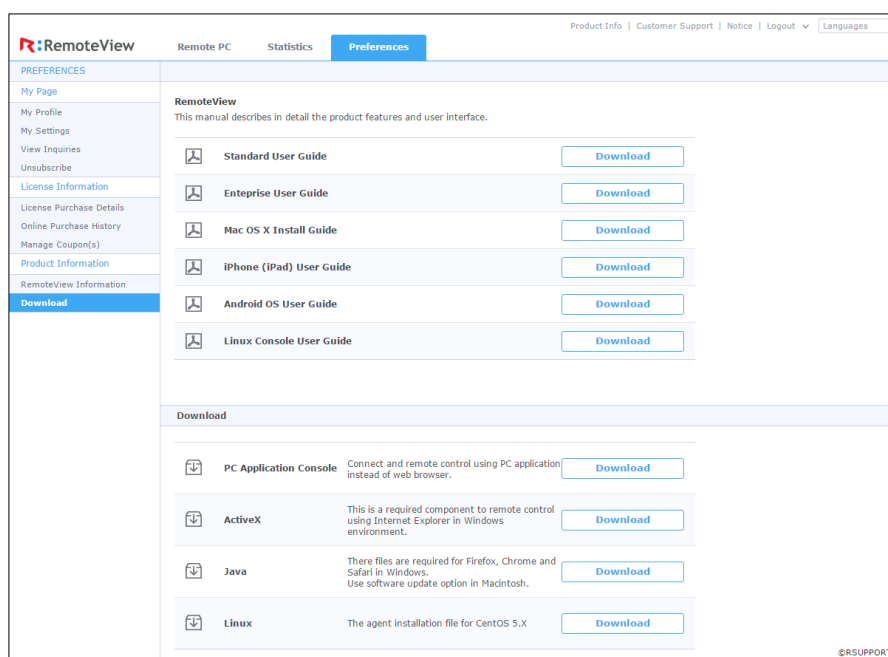
View the product name, version, copyright and links for product supports (service inquiry and homepage).

- **Product Information**  
View the product (service) name, version and copyright details.
- **Inquiry**  
Provides links for product support and homepage.

Category		Description
Product Support	Service Inquiry	Opens a new window of RemoteView homepage > Support > Inquiry
	Partnership Inquiry	Opens a new window of Rsupport homepage > Support > Online Inquiry
	E-mail	Launches the default email client with the support email. <i>* Error message will pop up if there is no email client installed.</i>
Open	Rsupport homepage	Opens the Rsupport's homepage in a new window.
	RemoteView homepage	Opens the RemoteView's homepage in a new window.

### 3.3.9. Download

Download User Guides and other files necessary to use RemoteView Enterprise.



The screenshot shows the 'RemoteView' application interface. The 'Preferences' tab is selected. On the left, a sidebar lists various settings categories, with 'Download' highlighted. The main content area is titled 'RemoteView' and contains a list of downloadable files, each with a 'Download' button:

- Standard User Guide
- Enterprise User Guide
- Mac OS X Install Guide
- iPhone (iPad) User Guide
- Android OS User Guide
- Linux Console User Guide

Below this list, there is a section titled 'Download' containing four more items:

- PC Application Console: Connect and remote control using PC application instead of web browser.
- ActiveX: This is a required component to remote control using Internet Explorer in Windows environment.
- Java: There files are required for Firefox, Chrome and Safari in Windows. Use software update option in Macintosh.
- Linux: The agent installation file for CentOS 5.X

- **User Guides**

There are 4 User Guides available to download. Press the [Download] button to view or save the selected document.

Type		Description
<b>ASP</b>	RemoteView Enterprise User Guide	User Guide for ASP Enterprise users connecting via website from a desktop.
<b>Mobile</b>	iPhone & iPad	User Guide for ASP Enterprise users connecting via iPhone/iPad.
	Android	User Guide for ASP Enterprise users connecting via Android OS phones.
<b>OS</b>	Linux	User Guide for ASP Enterprise users connecting via Linux OS.

- **Downloads**


- PC Application Console  
Download the PC application console installation file.
- Required components  
Download and install the ActiveX and Java installer if it not yet installed.
  - **ActiveX** : Installation file required to connect using Internet Explorer on PCs with Windows.
  - **Java** : Installation file required to connect using Firefox, Chrome Safari or Opera on PCs with Windows.  
\* For Machintosh users, use software update to install it.
  - **Linux** : Installation file required for PCs based on CentOS 5.X.

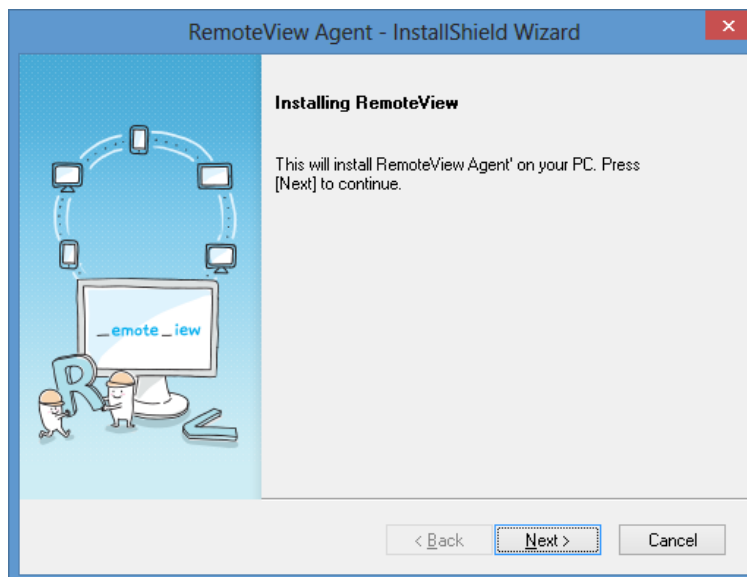


## 4. Installing the RemoteView Agent

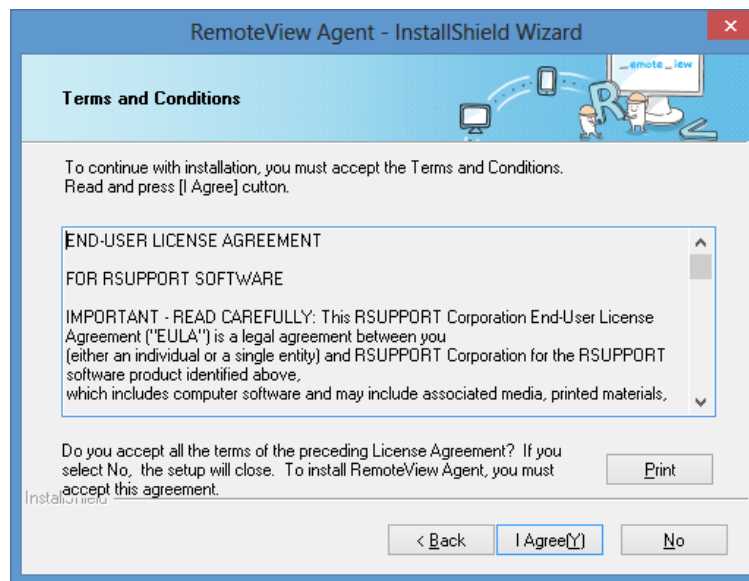
### 4.1. Installing via Web Console

#### 4.1.1. Installing the Agent

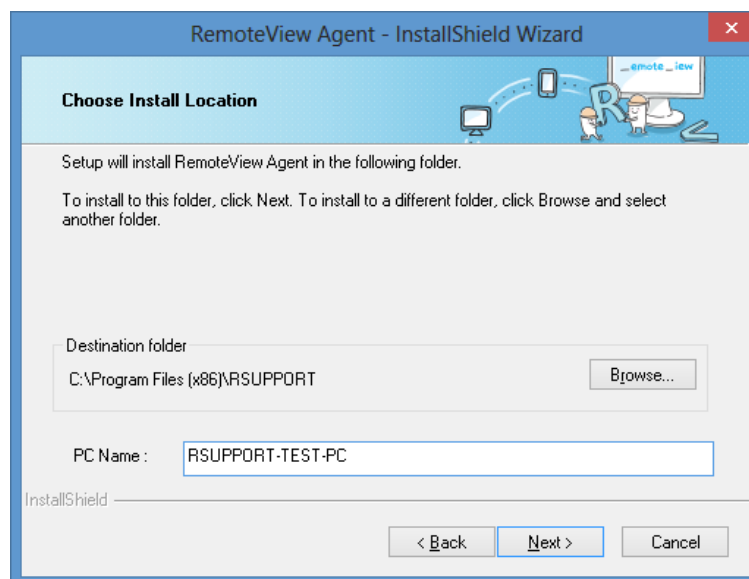
- A. Log in to the Web Console.
- B. Click  to install on Remote PC.
  - The Agent installer will check for any pre-existing agents during process. (Permission window will pop-up if the UAC is set to ON in Vista or later environment.)
  - A PC can be added by either clicking the Add PC icon, or by selecting Add PC from mouse right click menu.
- C. Click [Next] to continue.



- D. Click [Next] after selecting 'I accept the terms of the license agreement'.

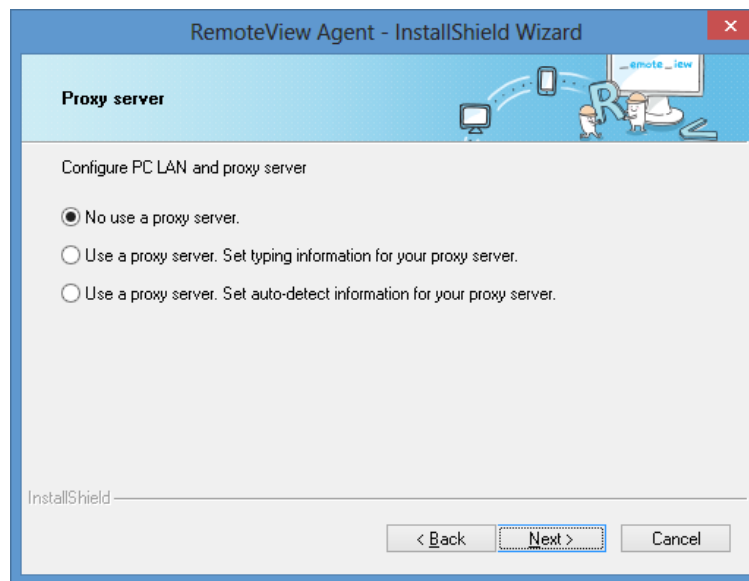


E. Type a PC name and browse destination folder.

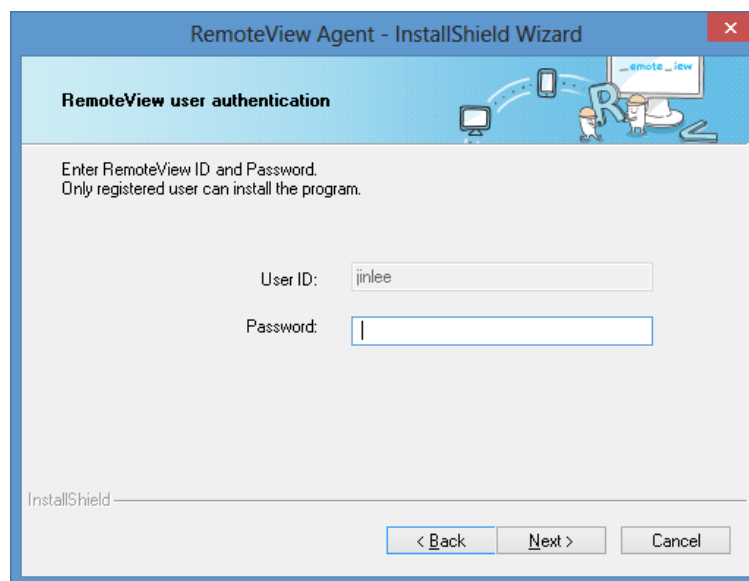


➤ Name if the PC in system is displayed by default.

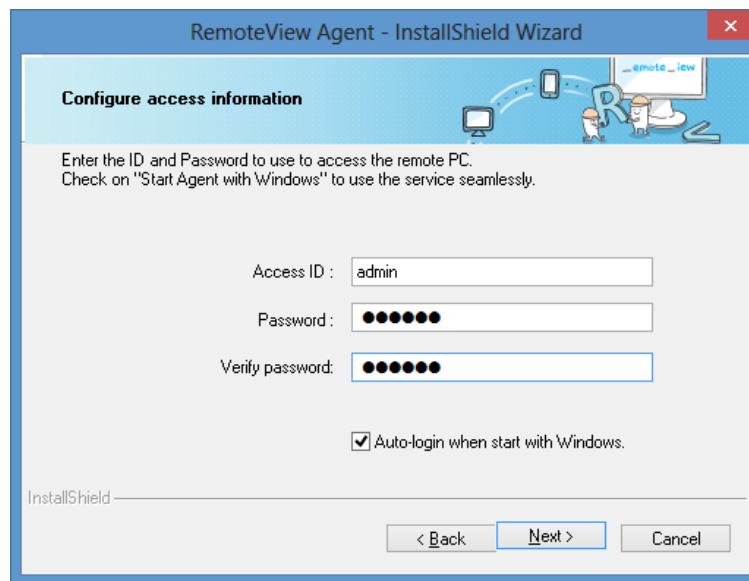
F. Choose right option if network requires Proxy Server.  
Contact Network Administrator for Proxy Server information.



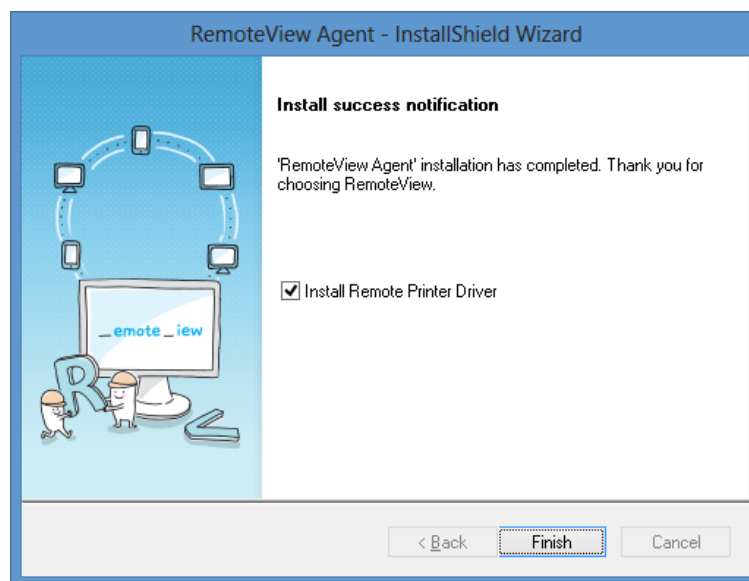
G. Enter Web Password.



H. Enter ID/PW to access a remote PC.  
(Each Remote PC requires this information filled in)

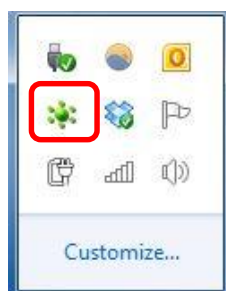




- I. Uncheck install Remote Printer Driver if not needed. Click [Finish].



- Installation of Remote printer driver will be Default selection. If not necessary, uncheck Install Remote Printer Driver.

- J. Agent install (on remote PC) completed, RemoteView Icon will appear on the tray bar after update finished.



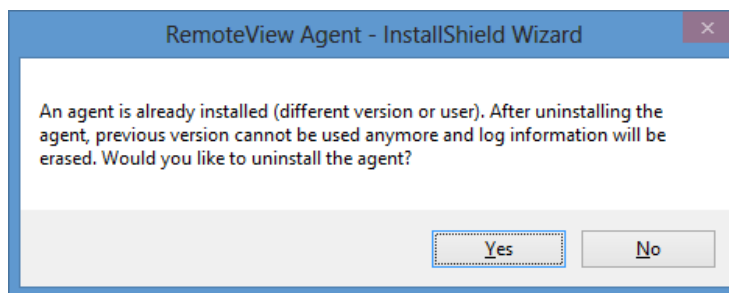
- The RemoteView Agent will launch and update automatically after installation. Once the RemoteView Agent is up and running you should see the RemoteView icon  in your system tray. If the RemoteView Agent is offline  and you must log in before you can make a connection.

K. The remote PC should now be visible from within the Web Console.

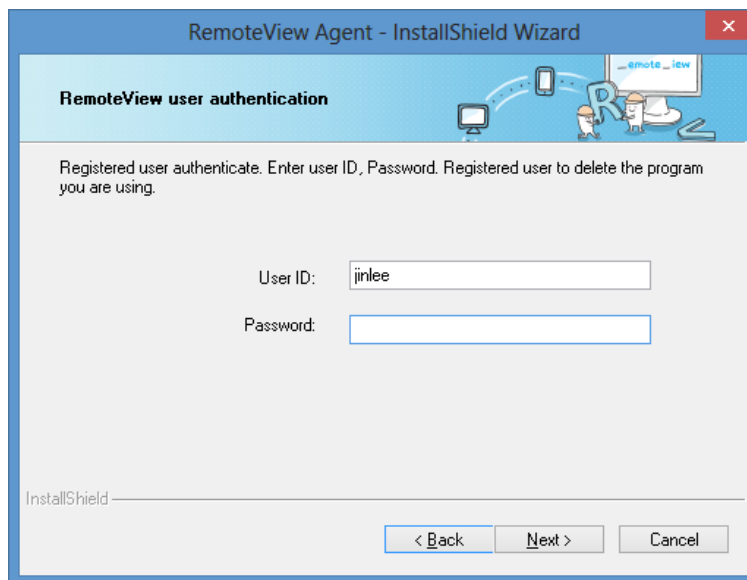
## 4.2. Removing the agent

### 4.2.1. Removing via the Web Console

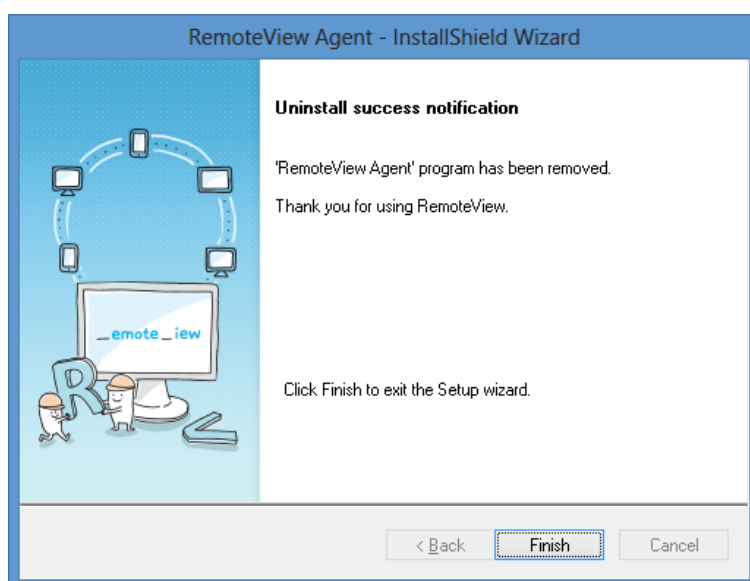
- A. Log in to the Web Console.
- B. Click Start > Control Panel > Programs and Features > Select Uninstall on RemoteView Agent.
  - During the installation process, it checks for existing agent. If there is one, it will be first removed. (Permission window will pop-up if the UAC is set to ON in Vista or later environment.)
- C. Message window will pop-up alerting the customer that the agent is already installed, and asking for permission to remove it. Click Yes to continue with the removal.



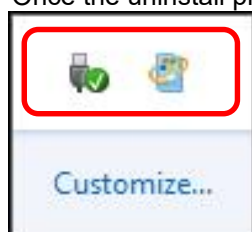
- D. Enter your Web ID and Password when prompted.



- E. Software uninstall will proceed.
- F. Agent is completely removed from the system.



- G. Once the uninstall process is finished, the Agent's tray icon will be disappeared.



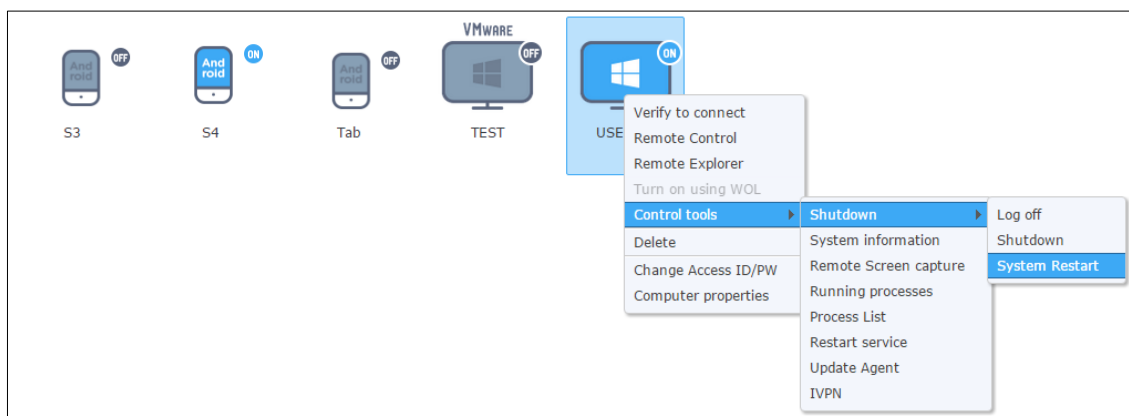
#### 4.2.2. Removing from the Control Panel

- A. Go to Start > Control Panel > open Add/remove Program (Windows XP) or Program and Features (Windows Vista or later).
- B. Select 'RemoteView Agent' from the installed program list.
- C. Click on [Uninstall].
- D. Reference the instruction and steps enlisted in '6.1.2.1 Removing via the Web Console'.
  - Reference : 6.1.2.1. Removing via the Web Console

## 5 Remote PC Controls Menu

### 5.1 Remote Control menu

These menus can be accessed by right-clicking one of the icons below.

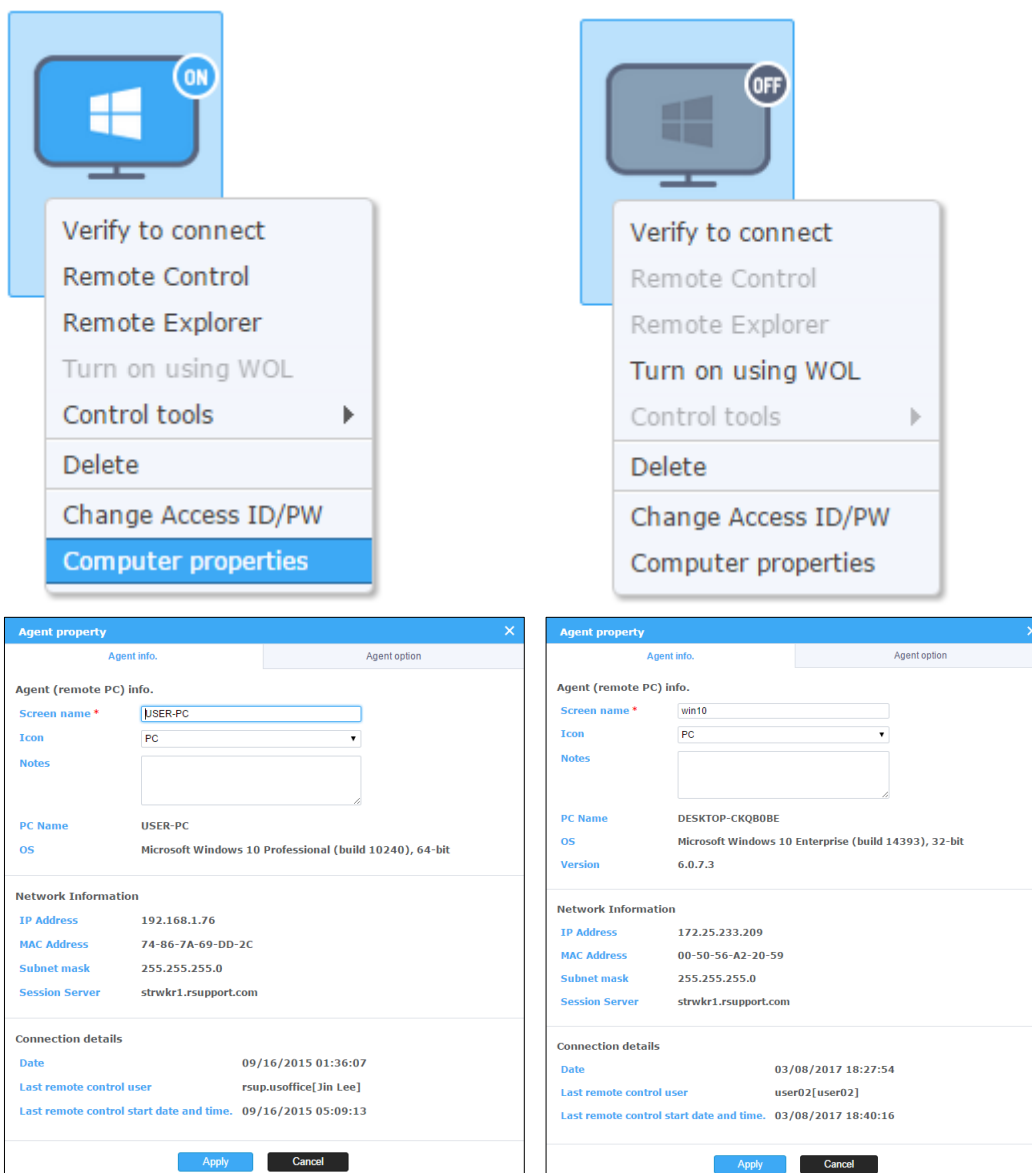


Menu Item		Description
<b>Refresh</b>		Refreshes the icon to show the computer's online/offline status.
<b>Remote Control</b>		For viewing and controlling the remote computer.
<b>Remote Explorer</b>		Opens an FTP file transfer session between the two computers.
<b>Wake On LAN (WOL)</b>		Remote PC is powered on by LAN connection.
<b>Control Tools</b>	Shutdown	Execute a Shutdown, Restart, or Logoff command.
	System info.	View the remote computer's hardware and software specifications.
	Screen Capture	Takes a snapshot of the remote desktop without taking full remote control.
	Run Process	Execute a process in the remote PC.
	Processes list	View a list of running processes on the remote computer.
	Restart Agent	Restarts the RemoteView Agent.
Update Agent		Updates the RemoteView Agent to the most recent version.
<b>Delete</b>		Deletes the selected PC.
<b>Account update</b>		Change the login credentials.
<b>Properties</b>		View the Agent's information.



## 5.2 PC Properties

Properties window pops up with current information. Users will be able to change / update this information.



There are two main tabs:

[Agent info]

- Check the information about Remote PC, network and server.


[Agent option]

- Set the options for display performance, remote control and security.

Press "OK" to save and apply.



## 5.3 Agent setting

Once the agent installed, the icon  will be displayed on the tray icon at the lower right corner of the screen. Right-click on the icon and select "Settings" to access the settings.

### [General]

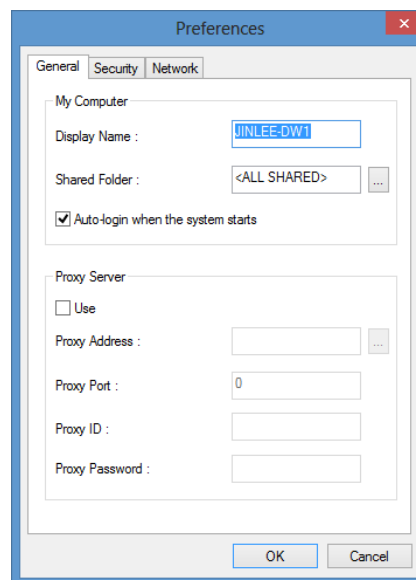
#### ✓ My Computer

- Display Name: set the name of the remote PC.
- Shared Folder: set the default folder where received files will be stored.
- Auto-login: check this option to automatically start the program at the boot up.

#### ✓ Proxy Server

- Check the "Use" box if the remote PC is behind a proxy server.
- Enter the proxy server's information.

*If the PC is directly connected to the internet or proxy server is not used, then do not fill in.*



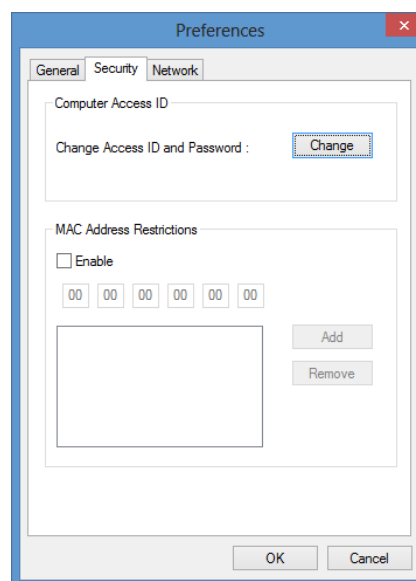
### [Security]

#### ✓ Computer Access ID

- Change Access ID or Password using this option.

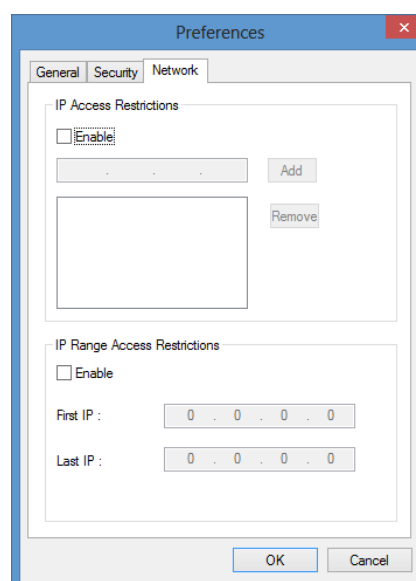
#### ✓ Network Security

- Check the "Enable" box to use the option.
- Enter the MAC address of the PC that are permitted to have access.
- Press Add or Remove to manage the list.




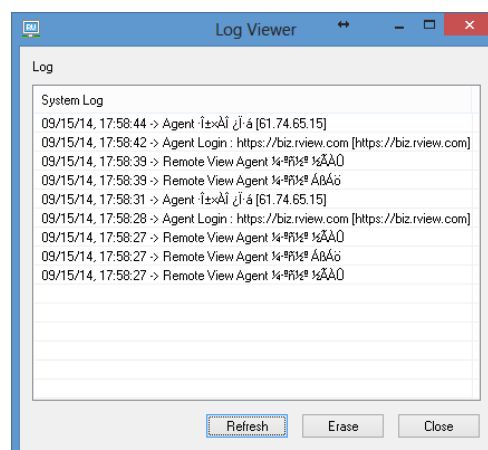
#### [Network]

- ✓ IP Access Restrictions
  - Check the “Enable” box to use the option.
  - Only PC with the listed IP can access the service.
- ✓ IP Range Access Restrictions
  - Check the “Enable” box to use the option.
  - Enter the start and end IP to allow the access.








#### ※ Agent log viewer


RemoteView agent stores the log information regarding the session on the PC. Right-click on the  icon and select “View log” to check the log history.



## 6 RemoteView Viewer

### 6.1. Feature List

 Home	<b>Settings</b>	Change connection and display settings on the fly.
	<b>Received Files Folder</b>	Open the default local folder for receiving files.
	<b>Received Files List</b>	View a list of files received during the session.
	<b>Lock Viewer</b>	Lock the RemoteView Viewer window temporarily.
	<b>RemoteView Player</b>	Player for recorded video during the session
	<b>Reboot and Reconnect in Safe Mode</b>	Reboot a Remote PC. After reboot Remote PC, reconnect automatically with remote PC that boot up in Safe Mode.
	<b>Exit</b>	Disconnects the session and closes the Viewer.
 Controls	<b>Mouse/Keyboard Control</b>	Enables remote mouse/keyboard control.
	<b>Mouse Chase</b>	Displays the remote cursor.
	<b>Laser Arrow</b>	Displays a red arrow figure on the remote desktop.
	<b>Laser Pointer</b>	Displays a red dot on the remote desktop.
	<b>Send Ctrl+Alt+Del</b>	Sends a Ctrl+Alt+Del command to the remote PC.
 Drawing	<b>Pencil</b>	Draws lines in free style
	<b>Arrow</b>	Draws a line with an arrow at the end
	<b>Line</b>	Draws a line.
	<b>Rectangle</b>	Draws a rectangle.
	<b>Circle</b>	Draws a circle.
	<b>Weight</b>	Changes the thickness of the shapes and lines.
	<b>Color</b>	Changes the color of the shapes and lines.
	<b>Erase All Drawings</b>	Erases all drawings on the remote desktop. You can also press the 'Esc' key to disable Draw mode and erase all drawings.
	<b>Interactive Draw</b>	Enables 2-way drawing allowing both the representative and customer to draw on the screen together.
 Display	<b>Display Settings</b>	Change basic display settings, such as Viewer scale.
	<b>Multi-Monitor</b>	Select to view multi-monitor desktops.
	<b>Screen Navigator</b>	View a pop-up view of the entire desktop for easy navigation.
	<b>Zoom</b>	Zoom in and out of the remote desktop in increments.
	<b>Fit to screen</b>	Scale the remote desktop to fit within the viewer.
	<b>Actual Size</b>	View the remote desktop at its native resolution.
	<b>Full Screen</b>	View the Viewer in full screen mode.
	<b>Hide Remote Screen</b>	Blank out the remote desktop while connected.
	<b>Screen Capture</b>	Take a snapshot of the remote desktop and save as a png. image.

<b>Tools</b>	<b>Send URL</b>	Send a URL to the remote PC opening the browser automatically.
	<b>Send File</b>	Send a file to the remote PC.
	<b>Receive File</b>	Receive a file from the remote PC.
	<b>Clipboard Sharing</b>	Share your clipboard with the remote PC.
	<b>Start Remote Sound</b>	Initiate remote sound, giving you the ability to hear sound coming from the remote PC.
	<b>Start Recording</b>	Recording the control Session to Local PC
 <b>Additional</b>	<b>System Info</b>	View a list of remote PC diagnostic information such as device manager, installed software etc.
	<b>Processes Info</b>	View a list of running processes on the remote PC.

## 6.2. Remote Control Settings

Once connected with the remote PC, these settings may be modified to enhance performance with the remote PC. Use the Web Console to view and modify the default connection and performance settings.

### 6.2.1 Settings

<b>Connection Settings</b>	<b>Network Type</b>	<b>Broadband:</b> Employs a high compression algorithm, recommended for use in all network environments. <b>Local Network:</b> Employs no compression, only recommended with LAN connections. Uses considerably more bandwidth than the Broadband setting.
	<b>Video Driver</b>	<b>VRVD:</b> Enhanced video driver for improved performance. Recommended for most connection environments. <b>Compatibility Mode:</b> Generic Windows driver (GDI Mode) used for enhanced compatibility.
	<b>Display Color</b>	Adjust the local display color of the remote desktop.
	<b>Image Quality</b>	Adjust the image quality of the remote desktop. Only available while using True Color mode.
<b>Remote Desktop</b>	<b>Resolution</b>	Adjust the remote desktop's screen resolution.
	<b>Display Color</b>	Adjust the remote desktop's color depth setting.
<b>Screen Scrolling</b>	<b>Auto-Scroll &amp; Panning Scroll</b>	Enable/Disable screen scrolling, used for navigating large desktops within a small viewer window. <b>Auto-Scroll:</b> Automatically scrolls the desktop as the cursor reaches the edge of the screen. <b>Panning Scroll:</b> Click and hold mouse button 3 to navigate around the desktop.
	<b>Pull up</b>	Click and drag the screen up to view more area instead of using the navigation bar.

### 6.2.2. Open the Received Files Folder

Open the folder where files are stored by default after being received from the remote PC.

- ✓ Default Location: \\Shared (Public)Documents\Rsupport\RemoteView\Received Files

### 6.2.3. Received Files List



View a list of files that were received during the session.

#### 6.2.4. Lock Viewer

Temporarily lock the Viewer window while connected with a remote PC; useful when stepping away from the desk for a short time. To resume, simply enter your RemoteView Password and press Enter.

#### 6.2.5. RemoteView Player

Recorded files can be played with RemoteView Player.

- A. Click  > **RemoteView Player** to open the video player.
- B. Click the open icon [>] and navigate to the screen recording you wish to play. Double-click to open the file.
- C. Click the Play button to start the recording.

**There is Remotesupportplayeru.exe on %temp%\rvconsole50, it is same as RemoteView Player.**

**You cannot play Recorded files on PC that has never logged in to RemoteView homepage.**

RemoteView Player Menu Descriptions



- ① Open a screen recording file.
- ② View recording details such as time of recording and PC IP address.
- ③ Change the zoom percentage while viewing the recorded session.
- ④ Play/Pause the screen recording.
- ⑤ Stop playing the recording.
- ⑥ Jump ahead or jump back in the video timeline.
- ⑦ Change the speed of playback from 1x to 10x.

#### 6.2.6. Reboot in Safe Mode

Reboot the remote PC and re-establish the remote connection in Safe Mode.

### 6.3. Viewer > Mouse & Keyboard Controls

#### 6.3.1. Mouse & Keyboard Control

Enables mouse and keyboard control for the remote system. Allows you to remotely control and interact with the desktop.

#### 6.3.2. Mouse Chase

View the remote cursor.

#### 6.3.3. Laser Arrow and Laser Pointer

Highlight sections of the screen with the red laser arrow or laser pointer.

#### 6.3.4. Send Ctrl+Alt+Del

Send the administrative Ctrl+Alt+Del command to the remote PC.

### 6.4. Viewer > Drawing

#### 6.4.1 Drawing

Draw and annotate on-screen, drawing shapes and lines on the remotedesktop.

### 6.5. Viewer > Display

#### 6.5.1. Multi-Monitor

Select which monitors you wish to view during the session. You can view all remote monitors at once, or view individual monitors one a time.

#### 6.5.2. Screen Navigator

View a pop-up display of the remote desktop, and click and drag to scroll around the remote desktop.

#### 6.5.3. Zoom

Zoom in and out of the remote desktop to gain a better view.

#### 6.5.4. Fit to screen

Scale the remote desktop to fit within the Viewer window.

#### 6.5.5. Actual Size

View the remote desktop at its native resolution. If the remote desktop is at a higher resolution than your own, you will see scroll bars in the Viewer window enabling you to scroll around the desktop.

#### 6.5.6. Full Screen

View the remote desktop using a full screen Viewer. Point the mouse to the top edge of the screen to pull down the menu. Press Restore window button on the right-top corner to get out of full screen or just choose the same option again.



### 6.5.7. Hide Remote Screen

Blank-out the remote desktop, preventing local users from seeing what you are doing on the computer.

*\*The Hide Remote Screen feature may not be supported by some video cards.*

## 6.6. Viewer > Tools

### 6.6.1. Screen Capture

Take a snapshot of the remote desktop and save it as a .png image.

- Default Location: Shared (Public) Documents\Rsupport\RemoteView\Capture

### 6.6.2. Send URL

Send a URL to the remote computer and open the web-browser automatically.

### 6.6.3. Send File

You can either drag & drop a file into the remote desktop or select this feature to User Guidely select a file to send.

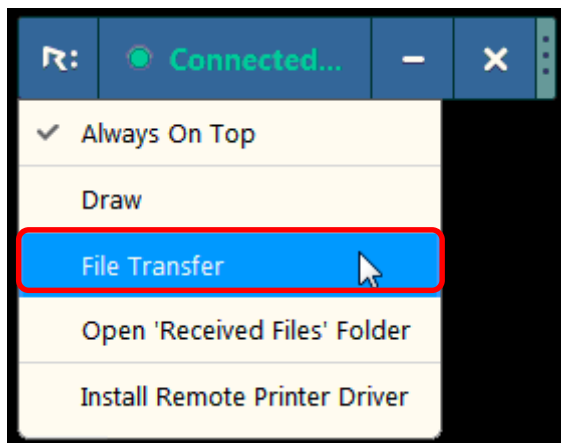
- Default Location: Shared (Public) Documents\Rsupport\RemoteView\Received Files

### 6.6.4. Receive File

You can either drag & drop a file from the remote desktop to the local desktop, or you can select this feature to User Guidely select a file to receive.

*Note: You will need mouse/keyboard control enabled to select the file you wish to receive.*

**Tip: You or the remote user can also drag files on-top of the session status window as shown below, to initiate a file transfer.**



- Default Location: Shared (Public) Documents\Rsupport\RemoteView\Received Files

### 6.6.5. Clipboard Sharing

View the contents of the local and remote clipboards and transfer the contents in either direction.

### 6.6.6. Remote sound

Initiate remote sound to hear audio coming from the remote PC. Once enabled, you can adjust the remote volume by clicking the volume control in the Viewer.

***\* Remote Sound functionality varies by sound card manufacturer.***

### 6.6.7. Session Recording

Initiate recording of the session. RemoteView saves by dates the activities shown in the Viewer in to the proprietary video/audio file.

- Default Location: Shared (Public) Documents\Rsupport\RemoteView\Cam

***\* Note: RemoteView's recording file is stored in a proprietary format (\*.rsfx) and cannot be played using regular video players.***

## 6.7. Viewer > Shortcuts

### 6.7.1. System Info

Access a quick list of remote PC system information such as installed HW and SW, startup registry and more.

### 6.7.2. Processes Info

View a list of running processes on the remote PC. From here you can end tasks and copy the list to your clipboard.

## 6.8. Session Status Window

While connected, the Session Status window will appear on the desktop and the word "Connected..." will appear in the bottom right corner of the remote desktop. The Session Status window (as shown below) has a few functions built right in which we will explain.

***Important: Closing this window will terminate the remote connection***



Feature	Description
<b>Drawing</b>	Initiate remote user drawing mode.
<b>Always on Top</b>	Places the Session Status window on top of all other windows.
<b>Send File</b>	Opens windows explorer for selecting a file to send to the local PC.
<b>Open Received Files Folder</b>	Opens the default Received Files folder on the remote PC.
<b>Install Remote Printer Driver</b>	Install or uninstall the remote printer driver, used for pushing print jobs from the remote PC to the local PC.

## 6.9. Remote Printing

During a remote support session, you can print documents remotely to another printer without the need to transfer files. The remote printing can go both ways (from the representative to the customer and vice-versa). The remote printing feature requires that the Remote Printer Driver be installed on the PC that is sending the print job.

### 6.9.1. Installing the Remote Printer Driver

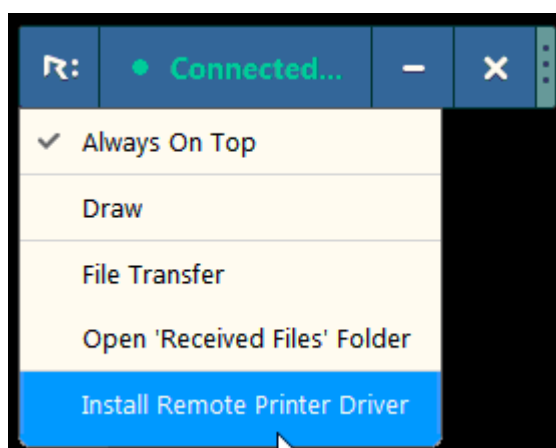
- Installing with Agent installation

By default, when RemoteCall is first installed on the representative's PC, it will prompt him to install the Remote Printer Driver.

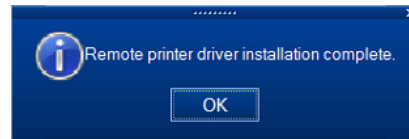
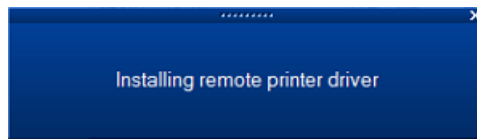
- Installing from status window

During a remote support session, a Remote Printer Driver can also be installed on the Customer's PC via the Session Status Window by clicking the 'Install Remote Printer Driver' feature.

- Open the Connection Status Window.
- Click the 'Additional Features' icon > Install Remote Printer Driver.



- The Remote Printer Driver will then be installed.



- D. The Remote Printer Driver will allow you to print locally from the remote computer.

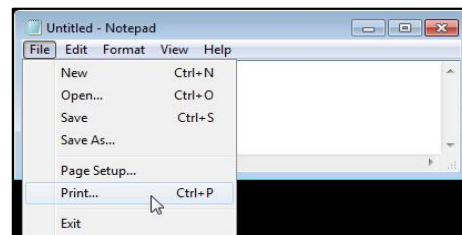
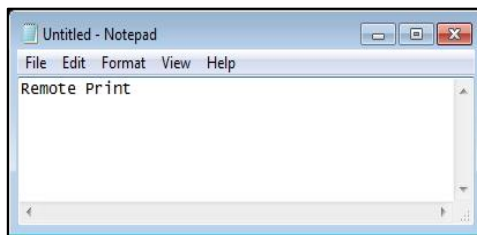
## 6.9.2. Removing Remote Printer

To remove the Remote Printer Driver from the customer's PC, you can click 'Remove Remote Printer Driver' from the Session Status Window menu. The driver can also be User Guidely removed by opening Windows Devices and Printers and selecting to remove 'Rsupport Remote Printer 6'.

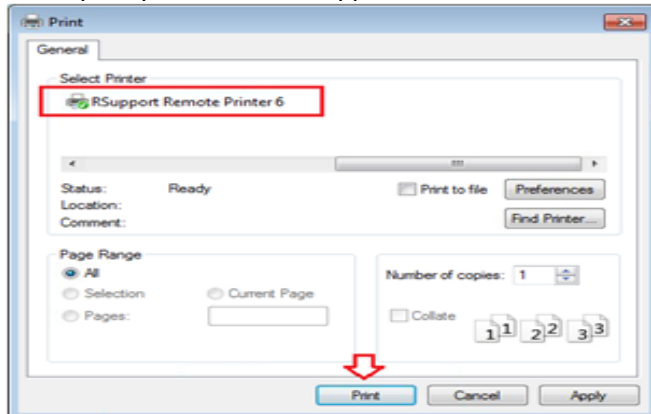
## 6.9.3. How to Print Remotely

Make sure that the remote printer driver is installed on the PC that is sending the print job.

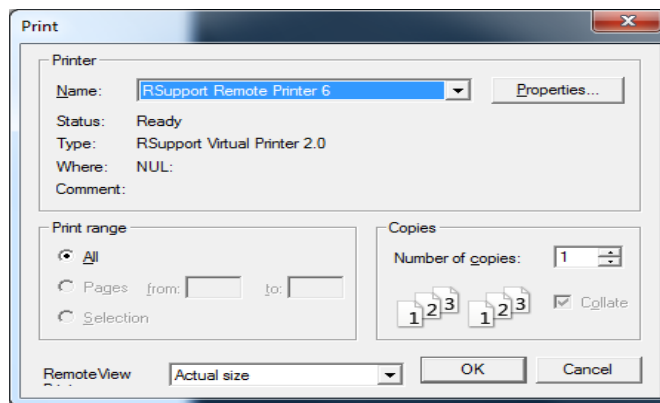
- A. Open a document or another window that you can print from and select Print the document.



- B. When prompted, select 'Rsupport Remote Printer 6' as the destination printer.



- C. The customer will receive a notification to print and can then select a local printer of their choice.



- D. Select the printer and press [OK].
- E. Remote PC document will be printed through the printer connected to the PC user.

## 7. Customer Support

If you are unable to find the answer you are looking for in this User Guide, feel free to contact us at [support@rsupport.com](mailto:support@rsupport.com).

You can also refer to our home for more information at [www.rsupport.com](http://www.rsupport.com).

### **Customer Support**

#### **Hours of Operation**

Monday to Friday 9:00am – 6:00pm EST

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For more information about RSUPPORT, please visit  
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