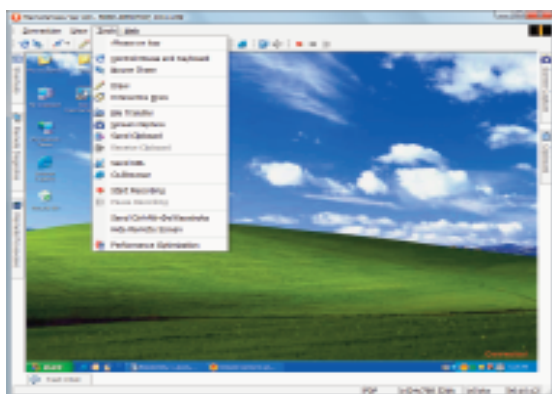
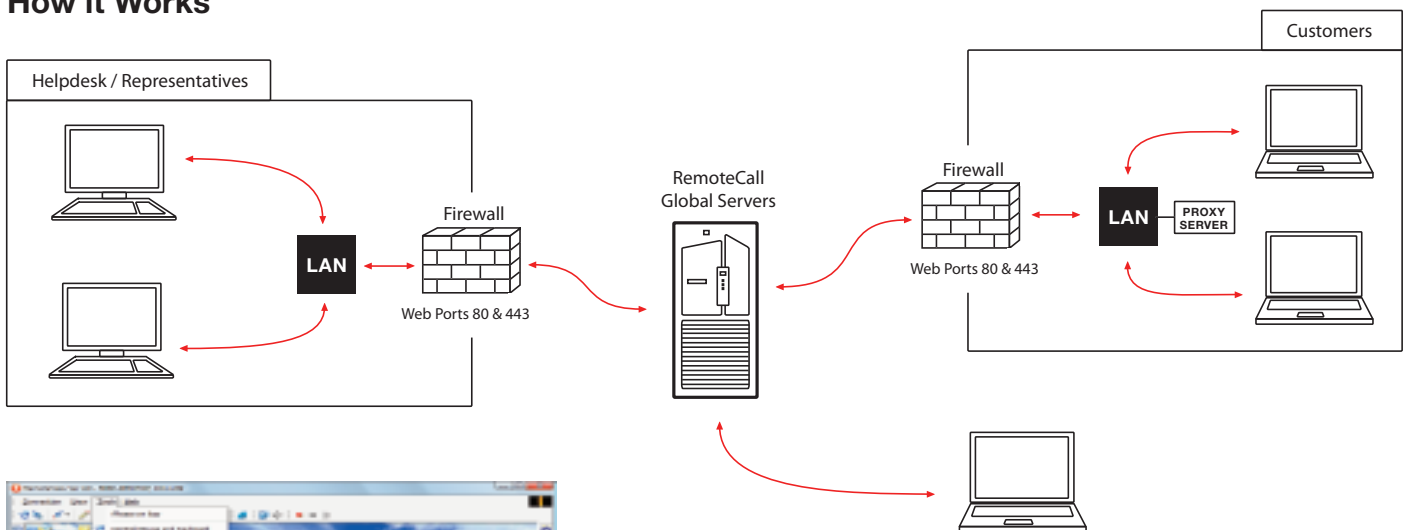


# Solve Problems Faster



**RemoteCall** is the performance leader in the remote support solution industry. Small and medium-sized businesses (SMBs), IT service providers and consumers use RemoteCall to deliver on-demand support to any Internet-enabled PC. This robust solution is used to access PCs, manage servers and provide real-time support to customers around the globe. RemoteCall is known and critically acclaimed for being secure, scalable and simple to use. Currently, over 4000 highly regarded organizations rely on RemoteCall to increase productivity and improve their customer experience.

## How it Works



### RemoteCall Technology

- Experience real-time response
- No pre-installed software is needed
- Connect through: LAN / WAN / VPN
- Connect through Firewalls and Proxy servers

### 1. Connect

The representative launches the RemoteCall Viewer, initiating the support session and directs the customer to access your support URL. Then customer simply enters the representative's session code to establish a connection.

### 2. Diagnose and Resolve

The representative views the remote user's screen and resolves the problems in real-time by using RemoteCall's advanced support tools.

### 3. Disconnect

After the problems have been resolved, the session can be disconnected by either the remote user or representative. The remote user is then directed to the session summary page where they will see a report of the support session.



## Security

- No pre-installed software required on the remote PC
- Customer authorization is required before granting a representative access to the remote PC
- 256-bit AES/SSL encryption support for all remote sessions
- Instant Customer notification of the active support session
- Representative control can be suspended at any time by simply pressing "Ctrl + Alt + Shift"
- Secondary Control features allow the representative to guide the customer rather than take full control
- Zero-footprint on the remote PC after the support session has ended

## Key Features

### Virtual Remote Video Driver (VRVD)

Maximize response time with our proprietary remote video driver

### Drag & Drop File Transfers

Transfer files to and from the remote PC

### Reboot & Reconnect

Reconnect automatically after a system reboot

### Multiple Support Sessions

Conduct support sessions simultaneously

### Remote Diagnostics and Process Control

Scan and list the customer's hardware, software, and processes to quickly analyze and solve problems.

### Administration Center

Manage permissions and security settings, plus view sessions logs and statistics.

## Other RSUPPORT Products

**RemoteCall Server** - Dedicated RemoteCall server that can be installed on any of your current servers

**RemoteCall Help** - High volume queue system for call centers and help-desks

**RemoteCall Sales** - Custom sales tools for remote sales and presentations

**RemoteCall Appliance** - All-in-one remote support solution

### Global Head Office

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### True Color Support

View the customer's screen, from mono to true color

### Two-Way Desktop Sharing

View your customer's desktop or let the customer view yours in real-time.

### Performance Optimization

Configure display and session settings to boost performance in low bandwidth networks.

### Remote Printing

Print from the remote PC directly to your local printer

### Session Recording

Record the support sessions in real-time

## Who uses RemoteCall?

### SMBs:

Call Centers  
E-Commerce Sites  
Financial Institutions  
Online Educators  
Government Agencies  
Software Developers  
Content Providers

### Within Organizations:

Work Force Mobility  
Internal/External Support  
Vendors  
Resellers  
Data Security  
Database Management  
Access Management



### Requirements

#### OS

Windows 9x,  
2000/03, XP, Vista

#### Server

Windows Server  
2000/03

#### Hardware

500 Mhz CPU  
128 MB RAM

Xeon 2.4 Ghz  
1 GB RAM  
10/100 NIC

#### Disk Space

10 MB

500 MB

#### Web Browser

IE 5.0 <

-

#### Network

56k <

ISDN, DSL, Cable  
T1 + 1 Public IP