

RemoteCall 5.0  
Quick **Guide**

June 2009

## What is RemtoeCall 5.0?


### RemoteCall is a standard online support solution.

RemoteCall 5.0 is a web-hosted remote support solution that gives support representatives powerful diagnostic tools and full administrative control of a customer PC regardless of location. Simply connect and gain control of any internet-enabled PC in seconds. Starting with instant web chat, there's no need for pre-installed software or ActiveX controls. Representatives can now have full keyboard and mouse control, just like they were sitting at the customer's PC. It also supports additional features such as video & voice chat, file transfer and remote printer.

## Download and Install RemoteCall Agent

- Register RemoteCall 5.0
  - ① Go to <http://rsupport.com>
  - ② Click "Free Trial RemoteCall" button in the middle of the screen.
  - ③ Register an account with appropriate e-mail address.
  - ④ Confirm your e-mail with an account authorization e-mail that you will receive.
  
- Download and Install RemoteCall Agent
  - ① Download RemoteCall Agent by clicking [RemoteCall Agent](#) link inside the e-mail.
  - ② Execute (rcStartSupport.exe) install file.
  - ③ Agree with user license agreement and click next.
  - ④ Enter the directory to install RemoteCall and click next.
  - ⑤ Configure proxy settings and click next

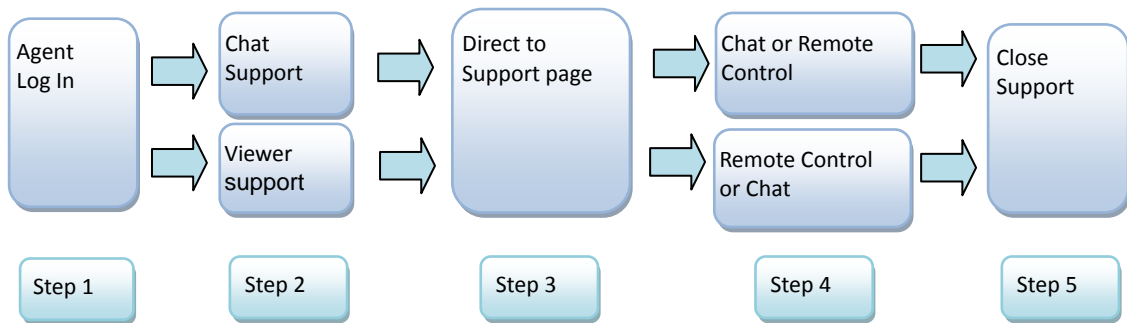
✓ If there is an error with proxy settings, you cannot connect.

  - ⑥ After installing files, click finish button and exit installation.
  - ⑦ You can find RemoteCall Agent icon  on your desktop.

## Remote Support through RemoteCall 5.0

### ■ Remote Support process

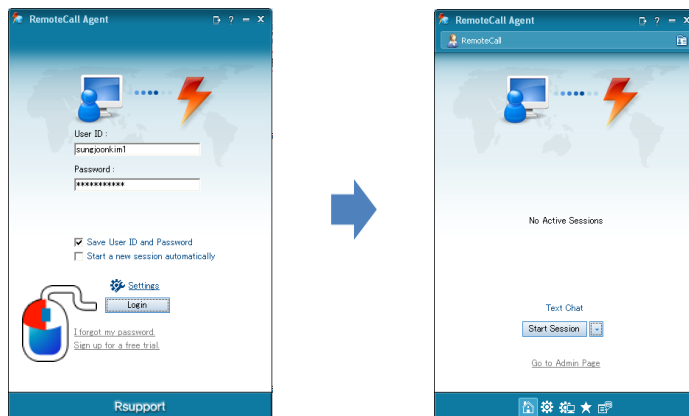
Remote Support process can be divided into 5 steps.



### ■ How to connect RemoteCall 5.0

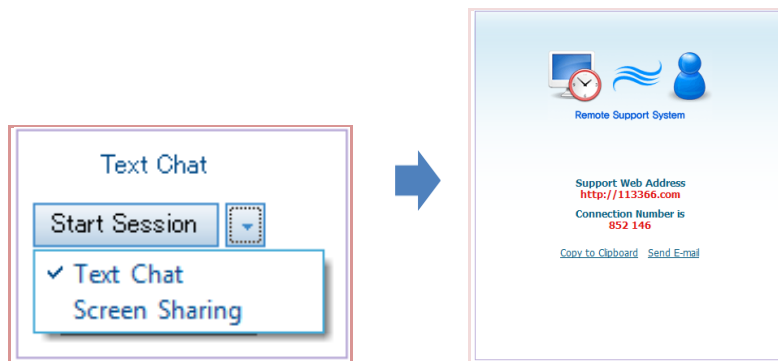
✓ Representative should log in  RemoteCall Agent and set status as stand by.

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



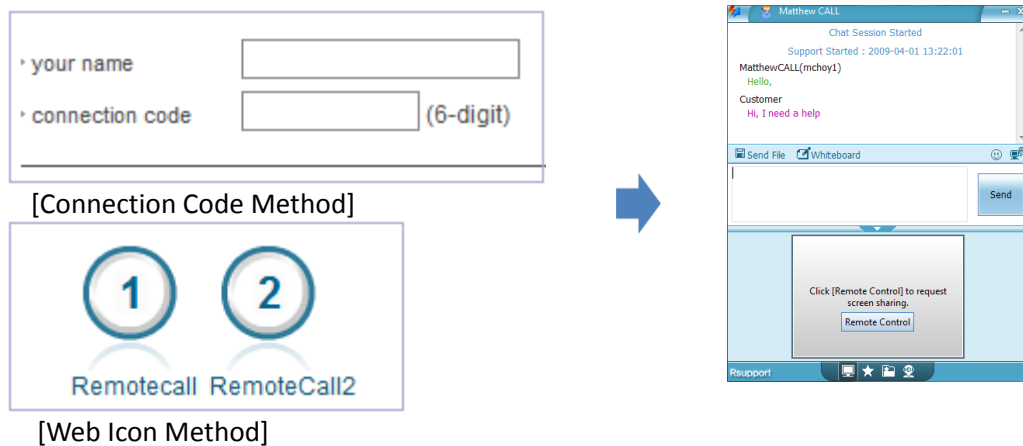
✓ If you forgot your password, click [I forgot my password](#) to receive password.

② Click **[Start Session]** button and get ready to remote support. (Chatting or Viewer)



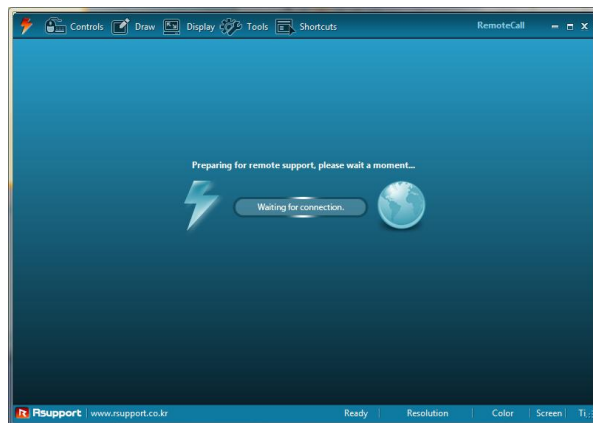
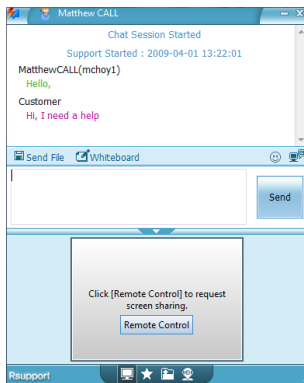
- ✓ Click  next to **[Start Session]** button to select chatting or viewer standby.
- ✓ Windows displays connection URL and connection code or an icon number.
- ✓ URL and connection code can be transferred by an E-mail or copy it to the Clipboard.

③ Representative makes customer to connect (<http://startsupport.com>) and informs connection code or icon number.



- ✓ Customer can chat with representative after clicking **[Connect]** button with connection code or by clicking icon.

④ Representative clicks **[Remote Support]** button.



✓ RemoteCall Viewer is executed on Representative's PC and it waits for connection.

⑤ If customer sees remote support request message, click **[accept]** button.






- ✓ Download and execute instant executable connection file. (Automatically removes from PC when remote support ends)
- ✓ Connection controller window displays and also **"Remote Supporting"** text shows right bottom on customer's PC.
- ✓ After remote support, click **[Exit]** button or close window to finish remote supporting.

**[ Representative's screen ]**

**[ Customer's screen ]**






■ Configuration


- ① Execute RemoteCall Agent and log in.
- ② Configure settings with configuration buttons on the bottom of the agent.

-  **[Home]** Main page for new session
-  **[Network Settings]** Authentication server and proxy server configuration
-  **[Connection Settings]** VRVD Control option and other settings
-  **[Shortcuts]** Favorite URLs
-  **[Session History]** Detailed remote support history. Export to excel available



■ RemoteCall 5.0 Viewer function information

 <b>Home</b>	Settings	Remote access and control settings
	Open 'Received Files' Folder	Open the folder where received files are saved
	Received Files	Shows a list of files received from the customer
	Session Sharing	Transfers the active session to another representative
	Lock Viewer	Locks down the Viewer during a session restricting access
	Reboot and Reconnect	Reboot and reconnect with the customer's computer
	Reboot and Reconnect in Safe Mode	Reboot and reconnect with the customer's computer in Safe Mode
	Run RemoteCall as a Service	Runs RemoteCall with Administrator privileges allowing unattended reboots and switching user accounts.
	Exit	Exit RemoteCall Viewer
 <b>Controls</b>	Mouse/Keyboard	Take Mouse/Keyboard control of the customer's computer
	Mouse Chase	Displays the remote cursor
	Laser Arrow	Displays an arrow on the customer's desktop
	Laser Pointer	Displays a laser point on the customer's desktop
	Send 'Ctrl + Alt + Del'	Send a 'Ctrl + Alt + Del' command to the customer's desktop
 <b>Draw</b>	Draw(Line, Rectangle, etc)	Draw shapes and lines on the customer's desktop
 <b>Display</b>	Display Settings	Adjust the scale of the RemoteCall Viewer window
	Multi Monitor	Select which remote monitor to view
	Screen Navigator	If customer's screen is wider than representative's screen, representative can navigate screen easily to view unseen part of screen.
	Zoom	Adjusts the scale of the RemoteCall Viewer window
	Scale To Fit	Rescale the customer's desktop to fit within the RemoteCall Viewer
	Actual Size	View the customer's desktop at its native resolution
	Full Screen	View the customer's desktop in a full screen format
 <b>Tool</b>	Screen Capture	Take screen captures of the customer's desktop and save it to disk
	Send URL	Push a URL to the customer's desktop
	Send File	Transfer a file to the customer's computer
	Receive File	Download a file from the customer's computer
	Clipboard Sharing	Send and receive clipboard contents between computers
	Show My Screen	Display the representative's desktop to the customer
	Whiteboard	Draw, type, and edit image files together with the customer

	Text Chat	Instant messenger applet for instant communication
	Start Remote Sound	Hear audio coming from the remote computer on your local speakers
 <b>Shortcuts</b>	Favorites	Quickly open commonly used URLs, Folders, Files, and Programs
	Diagnostics	View the remote computer's system diagnostics
	Processes	View a list of running processes on the remote computer

## Customer Support

This manual is intended for a new customer to be familiar with RemoteCall 5.0. However, if you didn't understand clearly and need further information, please refer to the information below.

### RSUPPORT Homepage

There are technical Q&A and detailed information in our website. You can also contact our support team if you need further assistance.

### Contact Information

**RSUPPORT:** [www.rsupport.com](http://www.rsupport.com)

**Technical Support:** [support@rsupport.com](mailto:support@rsupport.com)

**Sales:** [sales@rsupport.com](mailto:sales@rsupport.com)

**Info:** [info@rsupport.com](mailto:info@rsupport.com)

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