

RemoteCall is an enterprise remote support solution that diagnoses and solves problems by remotely accessing the PC or mobile device. RemoteCall was the first to present the concept of remote support and leads the industry as the standard service for remote support. Introducing RemoteCall improves both customer ROI and satisfaction by reducing consultation and resolution time.

RemoteCall SaaS User Guide

to Mobile & Visual Support (for iOS application)

RemoteCall Mobile & Visual Support (iOS application) User Guide
Ver. 7.2.0

2022.11.15

Notice

The information contained in this manual and future improvements are subject to change without notice.

RSUPPORT Co., Ltd. hereafter referred to as "RSUPPORT", does not take any responsibility for any marketability nor compatibility apart from the usage described in the manual.

Under no circumstances will RSUPPORT be liable to direct, indirect, incidental nor accidental damages due to errors in the manual.

This manual is the intellectual property of RSUPPORT and is protected under international copyright laws. Reproducing or copying all or part of this document without the prior written consent of RSUPPORT is a violation of international copyright law.

Any additional third party registered trademarks mentioned in this manual are used for reference and descriptive purposes only and are still the intellectual property of the third party in question.

Warning

Verify 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

Term	Description
Remote (=mobile, visual) Support	Support a customer by connecting with the customer via internet.
Remote Control	Control a remote PC from your current location without visiting.
Administrator	Person who manage and control remote support environment and permissions.
Support agent (=user)	Person who provide chat and supports customers.
Customer	Person who receives support from the support agent.
Web Viewer	Program that allows the user to control the remote PC during a support session.
Viewer in Standby	In standby to establish remote support.
Connection page	Website to connect the support agent with the customer.
Session	In connection between support agent and customer.
Supporting message	Message displayed on customer's screen while in session.
Connection Code	Number to be entered in the connection page to start a session.
Control	Permission for the support agent to control the customer's mouse/keyboard.
Authentication Server	Server to check the ID and Password at the log in.

Table of Contents

1. Introduction4

1.1 What is RemoteCall WebViewer: Mobile & Visual Support?5

1.2 5

1.3 6

2. 7

2.1 7

3. 8

3.1 8

3.1.1 8

3.1.2 8

3.2 10

3.3 11

3.4 12

4. 12

4.1 12

4.2 13

5. 14

5.1 14

5.1.1 14

5.1.2 15

5.1.3 18

5.1.4 18

5.2 19

5.2.1 19

5.2.2 19

5.2.3 20

5.2.4 21

5.3 22

5.3.1 22

5.3.2 22

1. Introduction

1.1 What is RemoteCall WebViewer: Mobile & Visual Support?

RemoteCall WebViewer: Mobile & Visual Support is the standard in remote mobile support systems. RemoteCall WebViewer is a remote support tool that can diagnose and solve problems remotely by sharing the customer's screen online. WebViewer offers features such as screen sharing and control, voice chat, support report, and support agent that can connect to a customer's device from a web browser using the connection code without the need to install any program.

1.2 Minimum/Recommended Requirements for Support agents

We recommend the following requirements for the support agents.

1 Support agent (Windows)

OS	Windows 7, 8, 8.1, 10, 11 / 32bit, 64bit
PC spec.	Pentium 4 2.0 GHz, 512MB or more
Web Browser	Google Chrome 70.0 or later (latest ver.) Microsoft Edge 80.0 or later (latest ver.) Mozilla FireFox 65.0 or later (latest ver.) Opera 55.0 or later (latest ver.) Naver Whale 2.7 or later (latest ver.)
Network	Support agent, customer: access to "Network" and "Internet".
Firewall	Outbound 80(http) / 443(https) Port Open

2 Support agent (Macintosh)

OS	OS X 10.15 (Catalina) ~ 13 (Ventura) / 64bit
PC spec.	Intel or Apple Silicon based Macintosh computer
Web Browser	Apple Safari 13.0 or later (latest ver.) Google Chrome 70.0 or later (latest ver.) Microsoft Edge 80.0 or later (latest ver.) Naver Whale 2.7 or later (latest ver.)
Network	Support agent, customer: access to "Network" and "Internet".
Firewall	Outbound 80(http) / 443(https) Port Open

3 Support agent (Linux)

OS	Linux Ubuntu 14.04, Cent OS 7.5 or later / 64bit
Web Browser	Google Chrome 70.0 or later (latest ver.) Mozilla Firefox 65.0 or later (latest ver.)
Network	Support agent, customer: access to “Network” and “Internet”.
Firewall	Outbound 80(http) / 443(https) Port Open

1.3 Minimum/Recommended Requirements for Customers

We recommend the following requirements for customers.

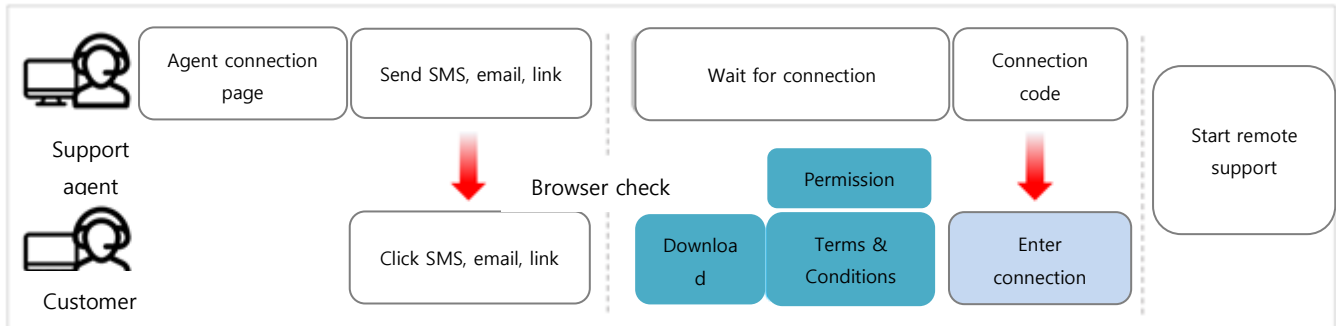
OS	iOS 13.0 ~ 16
Web Browser	Apple Safari 13.0 or later (latest ver.)
Network	“3G/4G/5G” network or wireless network with “Wi-Fi” enabled

- Note: Service will not be available if the company has blocked RemoteCall WebViewer service related domains, IP address or ports (80/443).

2. Getting connected

2.1 WebViewer remote service process

WebViewer remote support service follows the steps below.



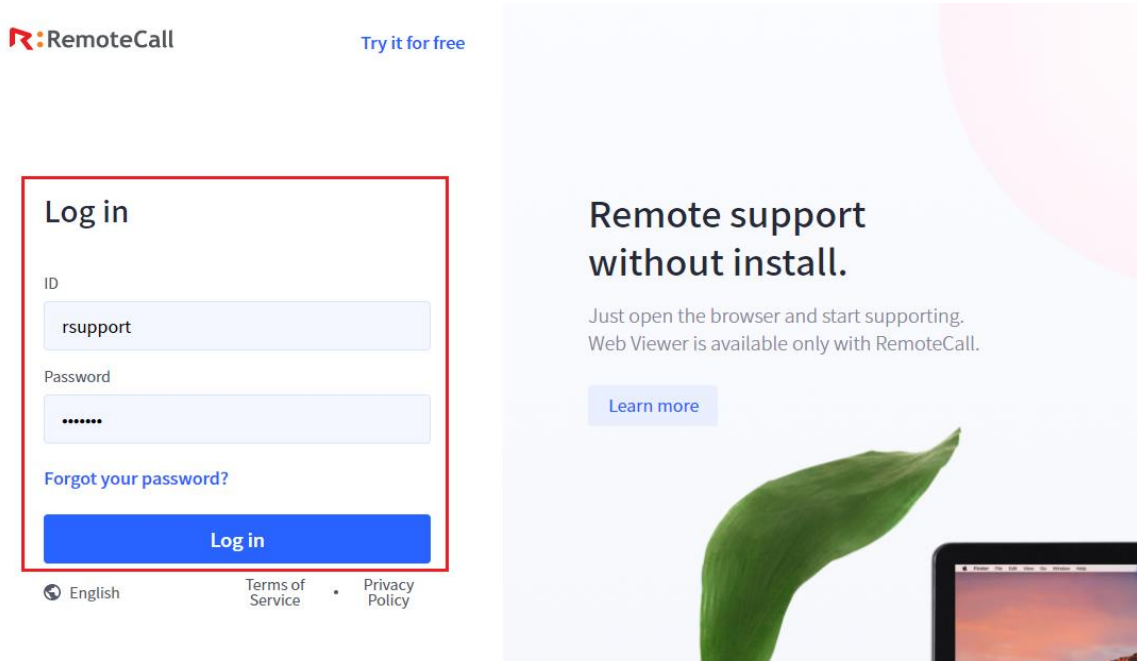
- 1 Support agent launches a web browser and logs in to the connection page (<https://remotecall.io>).
- 2 Support agent launches the Viewer.
- 3 Guide the customer to install the mobile app via SMS, E-mail link.
- 4 Customer launches the installed app and agrees to the Terms and Conditions.
- 5 After entering the code, customers will start receiving mobile support.

3. Remote support with WebViewer

3.1 Preparing for support

3.1.1 Login to WebViewer

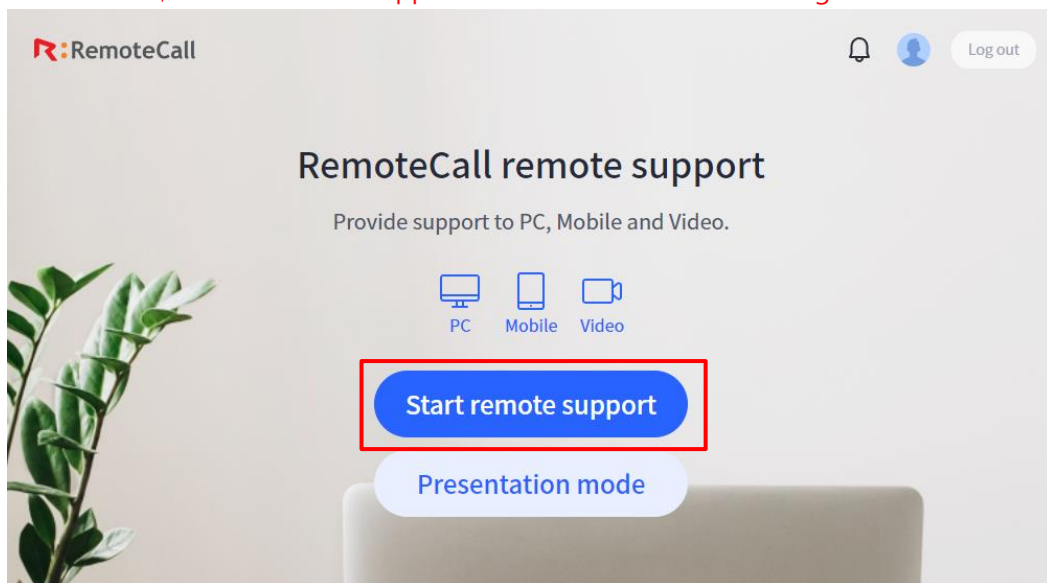
Enter the support agent's ID/PW and press LOG IN to connect to the service.

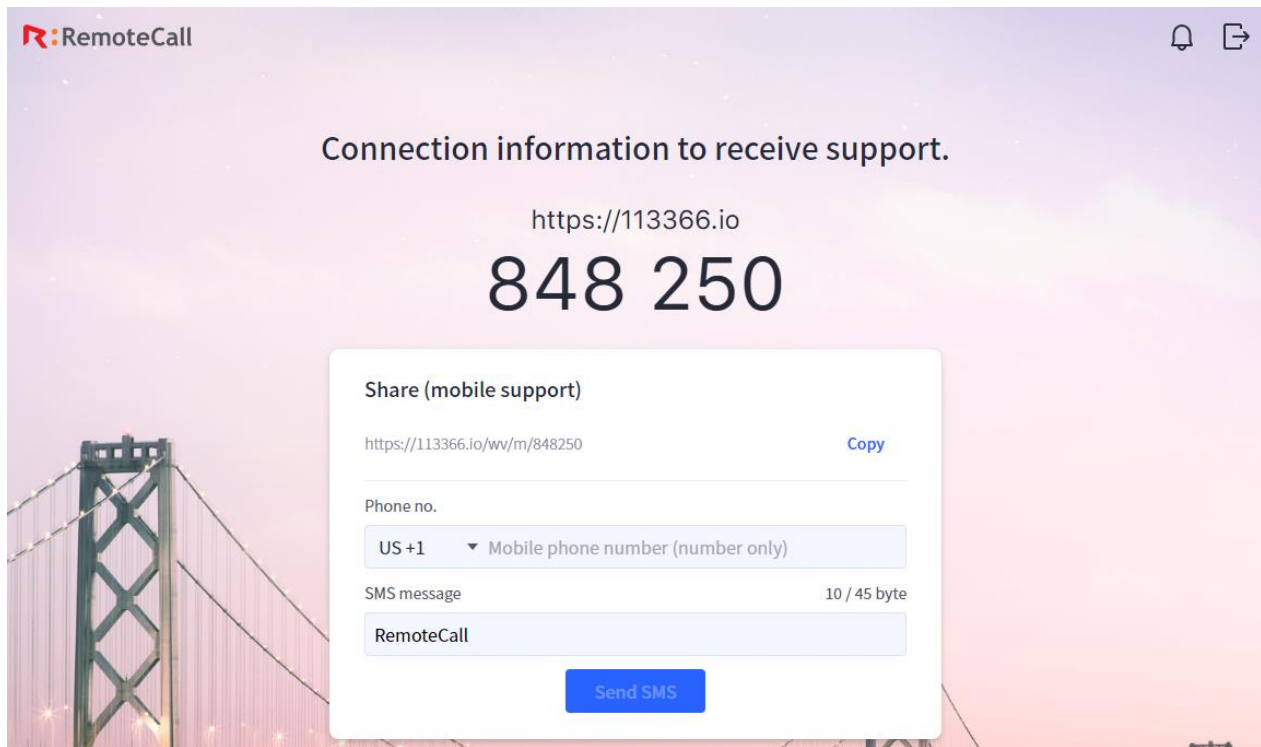


3.1.2 Start the session

Press the [START remote support] to launch the Viewer tab.

※ The button displayed on the screen [Presentation mode] is a PC support only function.
Please, refer to the PC Support Guide for connections through this button.





[Support agent Viewer tab]

- Note: Guide the customer to the connection page using SMS or E-mail link.

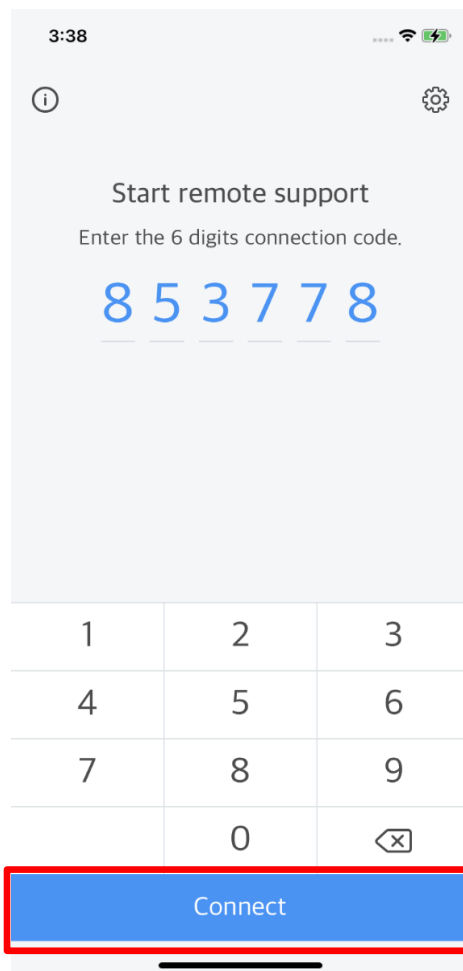
3.2 Customer side connection

- 1 Instruct the customer to launch the installed RemoteCall app.
(if the app is not installed, refer to <Page 12, Installing the app>).

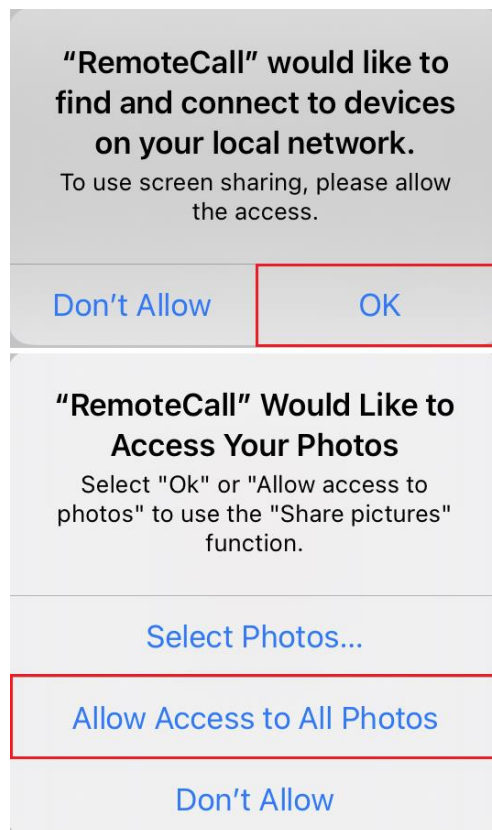


[Application icon]

- 2 Instruct the customer to enter the connection code shown on the Viewer.
- 3 After the customer enters the connection code, press [Connect] and start the remote service.
※ Prior to the connection, access to the screen and picture agreement notice will be shown and customer must allow it to receive support.



[Enter connection code]

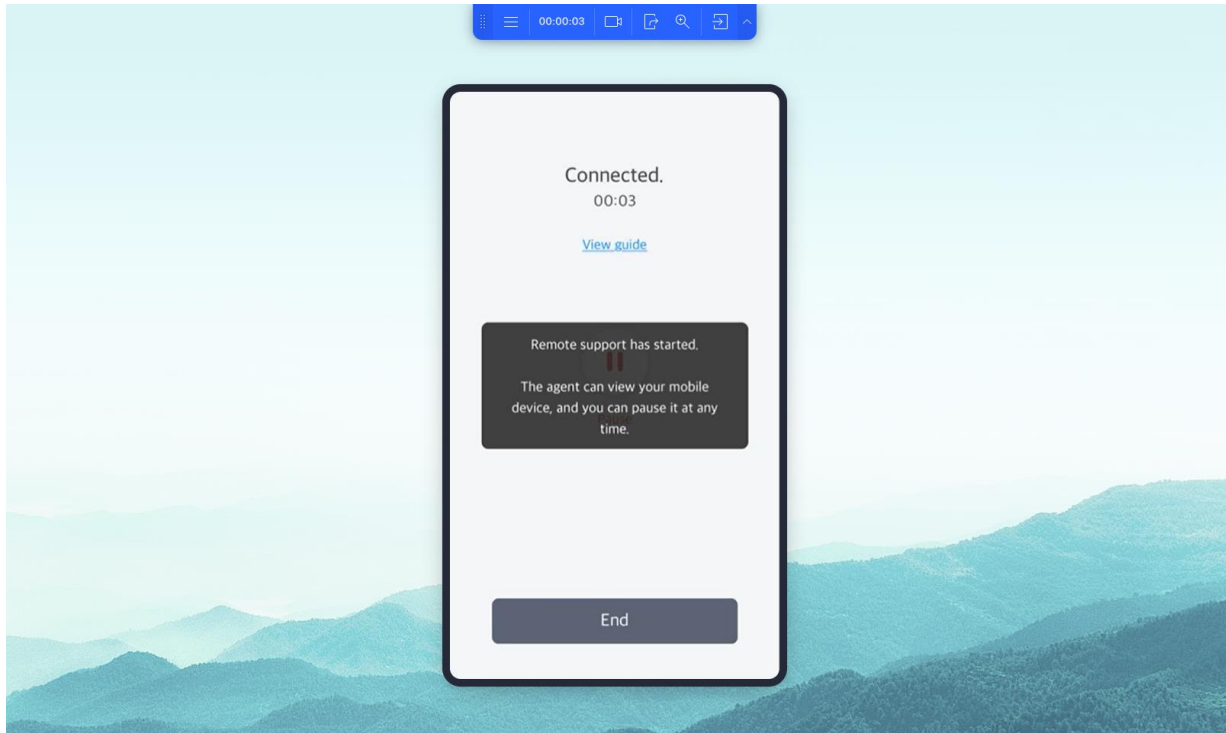


[Agreement notice]

3.3 Remote supporting the customer

The following support agent viewer screen is switched to the support screen, and the customer device screen is displayed on the web browser along with the in support text. The support agent can view the customer device screen through a web browser, and access additional features (display setting and mirroring, report, video support mode, etc.).

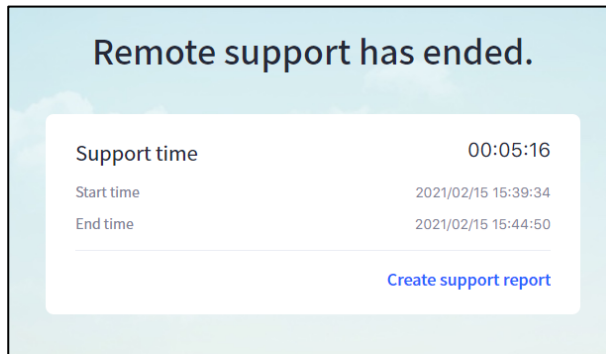
※ If WebViewer license is not available, video support button will not be shown and will not be switched to such support mode.



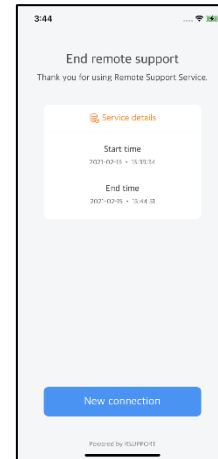
- Note: If the customer's device screen is captured while the mobile-enabled application is not displayed (App in the background), the captured image is sent to the viewer screen only once. (If continuous screen sharing is required, refer to <Page 15, Screen sharing guide>).

3.4 Ending the support

After closing the Viewer, support will end and the support start/end/duration time will be displayed both on the support agent and customer's device.



[Support agent support end page]



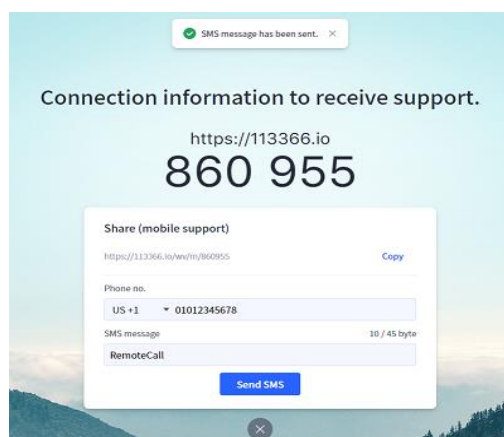
[Customer support end screen]

The support agent can create, register and modify the support report on the end page, and the details can be checked from the Support History tab on the admin page. <Refer to page 16>

4. Installing the WebViewer mobile app

4.1 Sending app installation instruction via SMS

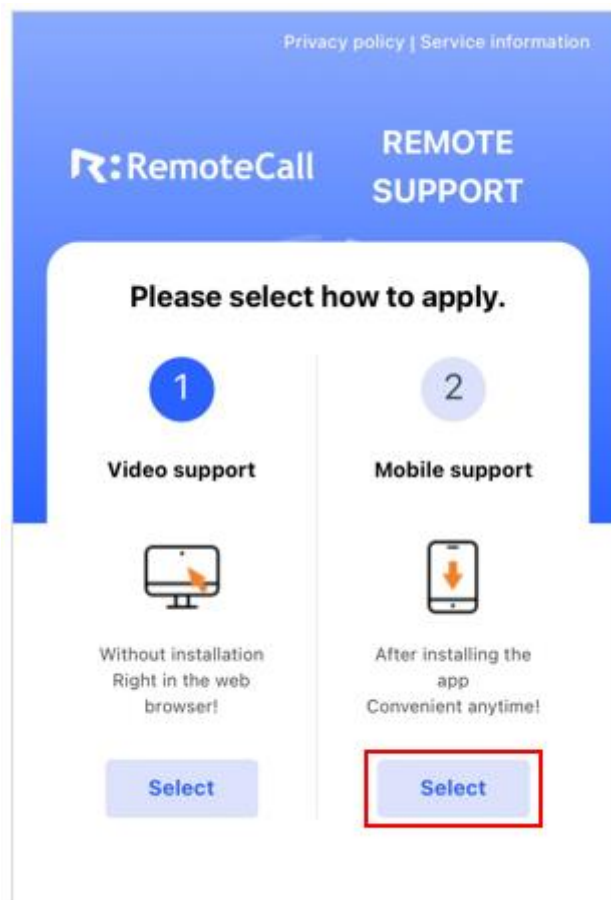
- 1 From the Viewer, press [Mobile] icon.
- 2 Select the country code, enter the phone number and press [Send] button.
(if send SMS is not available, then instruction can be sent by copying the URL)
- 3 Message will be sent and delivery confirmation will be shown.



[Viewer's SMS sending screen]

4.2 Downloading and installing the app

- 1 Instruct the customer to click the URL link on the text message.
(if the app is already installed on the device, it will launch automatically and connect with the support agent).
- 2 When the mobile connection page is displayed on the device, instruct the customer to click the [Select] button of 'Mobile Support ②'.
- 3 After clicking the button, the AppStore will be opened. Follow the on screen instruction to install the app.







[Customer mobile connection page]

- 4 After installation is complete, click the [Open] button to run the app, and agree to the Terms and Conditions.

5. Features

5.1 Mobile connection menu

5.1.1 Connection menu option

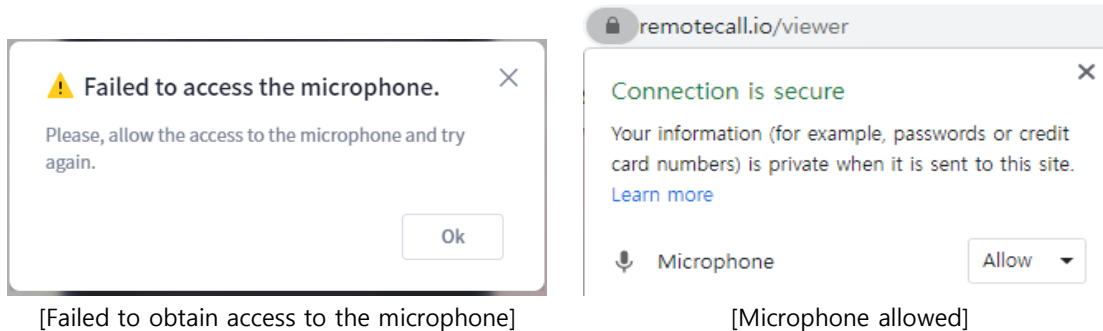
 Menu	Voice chat ON/OFF	Start or end the voice chat between support agent and customer.
	Screen capture*	Saves the customer PC screen as JPG in the support agent PC.
	Screen mirroring	Display instructions on the customer's device for screen mirroring.
	Settings for Screen recording	Display instructions on the customer's device for setting up screen recording.
	Getting started with screen recording	Display instructions on the customer's device for starting screen recording.
	Support report	Creates a report during the support session.
	End / exit	Ends and exits the remote support session.
 Switch support mode	Switch support mode	Switch between Mobile support and Visual support.
 Display settings	Screen ratio	Set the support agent Viewer screen ratio to normal or large.
	Full screen	Set the support agent Viewer tab to full screen.
 End / exit	End / exit	Ends and exits the remote support session.

* This option is enabled on Chromium based browsers (unavailable on Safari and Firefox).

5.1.2 Menu

5.1.2.1 Voice chat ON/OFF

This option turns on voice chat between the support agent and the customer.
Support agents must allow access to the microphone on the browser to use this option.



5.1.2.2 Screen capture

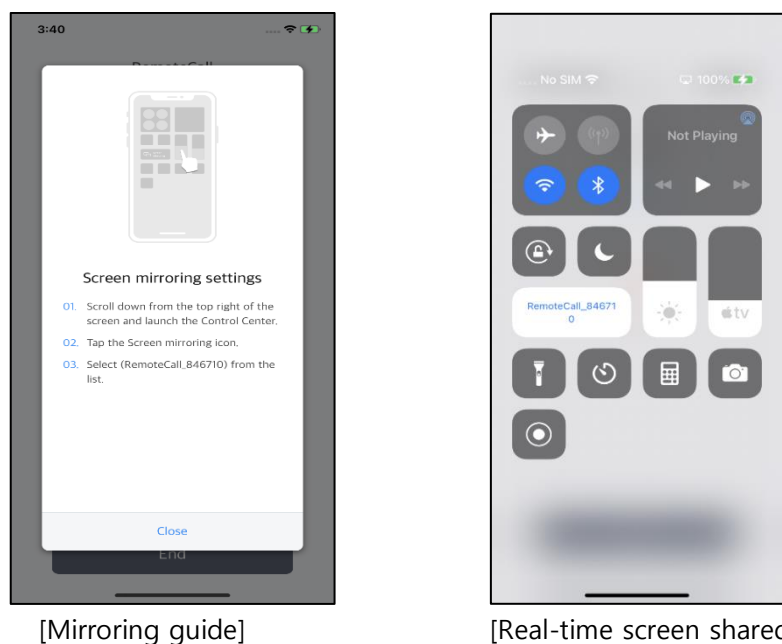
This option captures the current customer PC's screen shown on the support agent's PC in JPG format.

Location : Support agent browser's default download location (Download folder).

5.1.2.3 Mirroring guide

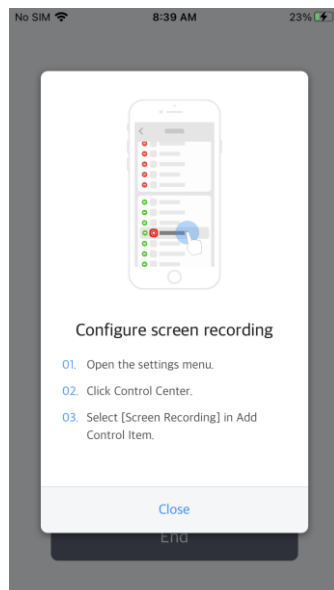
This option sends the mirroring instruction to the customer device. When the customer completes the screen mirroring setting according to the guide, the device screen will be continuously shared with the support agent.

※ For iOS 16 and later versions, mirroring instruction is not displayed as it is not supported. Refer to the [Settings for screen recording and Getting started with screen recording instructions](#).



5.1.2.4 Settings for screen recording

Display instructions on the customer's device for setting up screen recording.

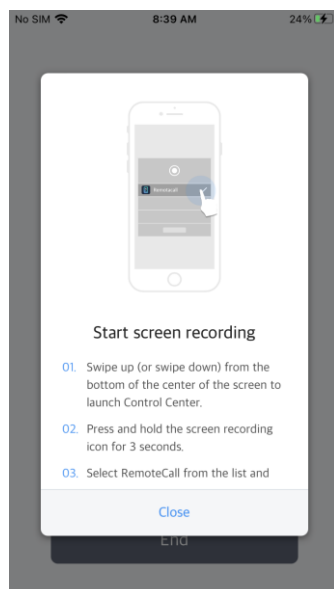


[Settings for screen recording]

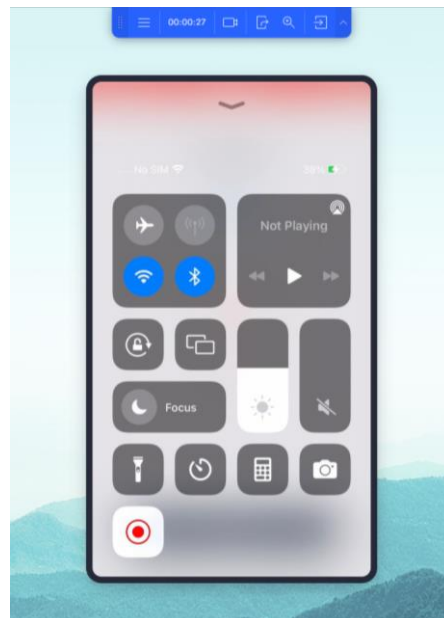
5.1.2.5 Getting started with screen recording

Display instructions on the customer's device for starting screen recording.

The customer can start screen recording according to the instructions and the customer's screen is constantly shared to the agent's screen.



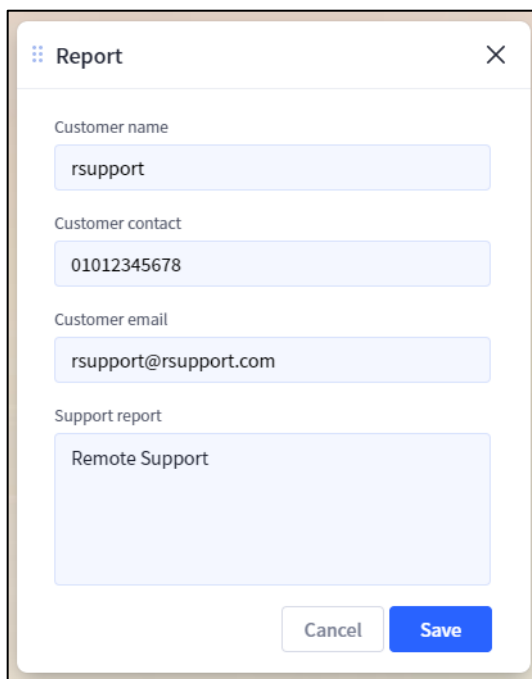
[Getting started with screen recording]



[Real-time screen shared]

5.1.2.6 Support report

Support agents can create a report during the support session about the support steps and store other details. Report will be shown as a floating window and can be edited independently.



Report

Customer name
rsupport

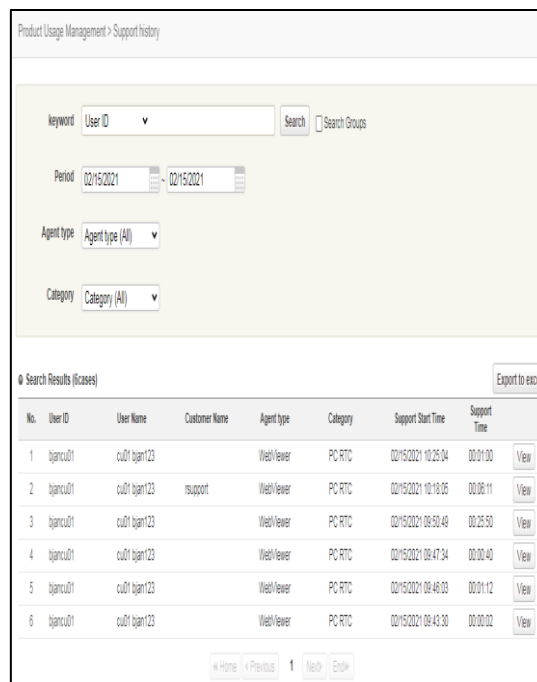
Customer contact
01012345678

Customer email
rsupport@rsupport.com

Support report
Remote Support

Cancel Save

[Report editing window]



Product Usage Management > Support history

Keyword User ID Search Search Groups

Period 02/15/2021 - 02/15/2021

Agent type Agent type (All)

Category Category (All)

Search Results (6 cases) Export to excel

No.	User ID	User Name	Customer Name	Agent type	Category	Support Start Time	Support Time	
1	bjancu01	cu01 bjancu01		WebViewer	PC RTC	02/15/2021 10:25:04	00:01:00	View
2	bjancu01	cu01 bjancu01	rsupport	WebViewer	PC RTC	02/15/2021 10:18:05	00:08:11	View
3	bjancu01	cu01 bjancu01		WebViewer	PC RTC	02/15/2021 09:53:49	00:25:50	View
4	bjancu01	cu01 bjancu01		WebViewer	PC RTC	02/15/2021 09:47:34	00:00:40	View
5	bjancu01	cu01 bjancu01		WebViewer	PC RTC	02/15/2021 09:46:03	00:01:12	View
6	bjancu01	cu01 bjancu01		WebViewer	PC RTC	02/15/2021 09:43:30	00:00:02	View

Home Previous 1 Next End

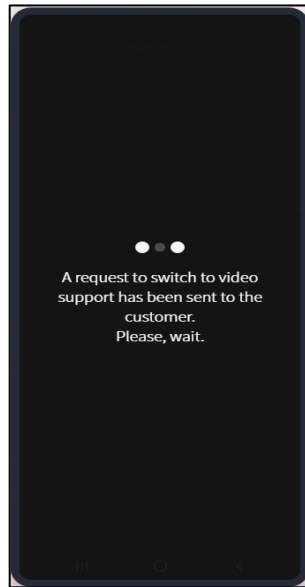
[History of reports]

Review the details on the Admin Page> Product Usage > Support History > Support History details > Report.

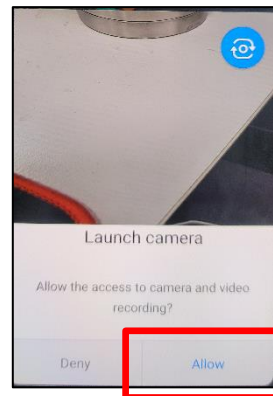
5.1.3 Switch support mode

This option switches the Viewer between Mobile support mode and Visual support mode. The viewer displays the switch support mode request, and when the customer clicks the [Allow] button on the device, the support mode is switched.

※ If WebViewer video license is not available, video support button will not be shown and will not be switched to such support mode.



[Switch support mode request]



[Customer device screen]

5.1.4 Display settings

5.1.4.1 Screen ratio

Support agent Viewer (browser) screen can be changed to normal / large.




5.1.4.2 Full screen

This option set the support agent Viewer tab to full screen.

Support agent can cancel the full screen by clicking the [Restore] option on the top bar again while switching to full screen.

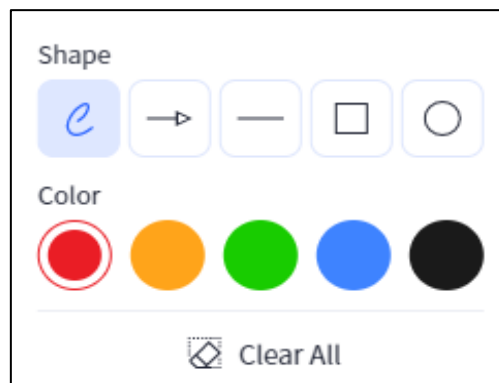
5.2 Visual connection menu

5.2.1 Connection menu option

 Draw	Draw	Enables the support agent to draw on the customer PC screen. Choose the shape and color and use Clear All to reset the drawings.
 Tools	Tools	Additional tools to control customer devices. Available options : switch camera, flash, direction
 AR Drawing	AR Drawing ※	The support agent can use the AR drawing feature on the customer's screen. Shapes and colors can be selected, and use Delete All to remove all areas that have been painted.

※ These features are activated when devices support ARKit. The iPhone X and above models are recommended. Please refer to the URL below for a detailed list of supported devices.
(List of supported devices: <https://ioshacker.com/iphone/arkit-compatibility-list-iphone-ipad-ipod-touch>)

5.2.2 Draw



5.2.2.1 Shape

Support agent can select the desired shape and draw on the customer device.

5.2.2.2 Color

Support agent can select the desired color and draw on the customer PC.

5.2.2.3 Clear All

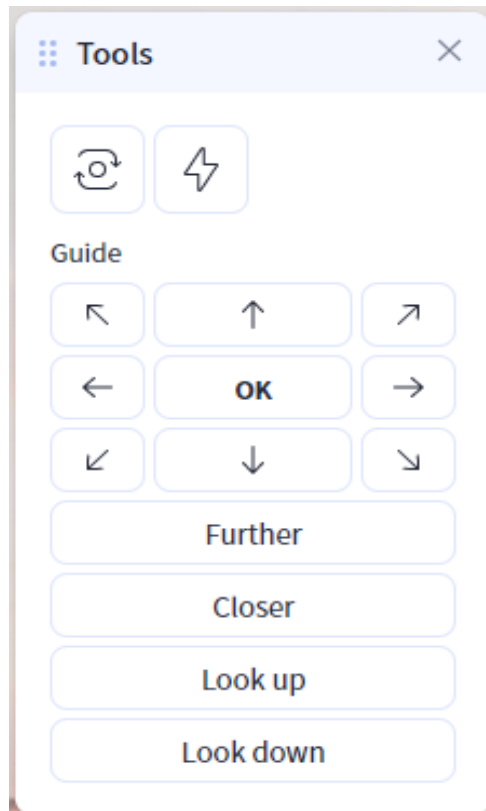
This option clears all the drawing on both support agent and customer PC screen.

- Note: Drawing might be cleared out if the customer device screen size is changed by more than a certain percentage.

5.2.3 Tools

These are additional options to control the customer device.

Tools are available only when the Draw option is disabled and shown as a pop-up on the right side.



5.2.3.1 Switch camera

This option changes the camera to the front/rear on the customer device.

5.2.3.2 Flash

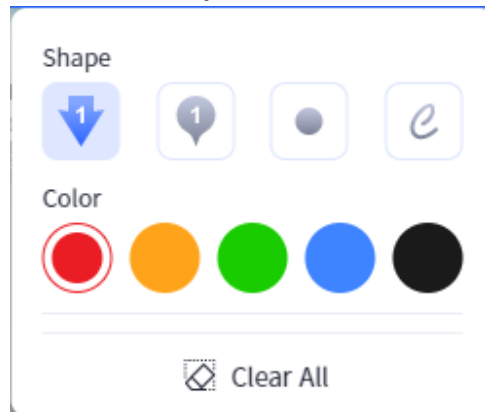
This option turns the flash ON/OFF on the customer device.

5.2.3.3 Direction

This option displays directional arrow and message on the customer device.

5.2.4 AR Drawing

The support agent can use the AR pen and stickers on the customer's screen. When using AR drawing, the customer must recognize the object to share it on the screen. The drawing marks and stickers on the object will remain even when the camera is moving.



1.1.1.1 Shape

The support agent can choose the stickers or the AR pen to draw on the customer's screen.

- Note: Up to 12 stickers can be inserted.

1.1.1.1 Color

This option enables the support agent to select the color and draw on the customer's screen.




1.1.1.1 Clear All

This option removes all areas of drawing for both support agent's and customer's screen.










5.3 Customer connection menu

During a remote support session, "In support" message is displayed along with the menu on the top of the customer's device, indicating that the support agent is remotely supporting the customer's device. Different option will be available for each support mode.

5.3.1 Mobile support mode menu option

View guide	Shows the instruction on how to enable screen sharing and keeping the app alive.
  Pause / Play	Temporarily stop or show the customer device screen to the support agent. When paused, the support agent cannot control the customer's screen and the agent can send the request to control the customer.
 End / exit	Ends / exits the remote support session.

5.3.2 Visual support mode menu option

 Draw	This option lets the customer draw on its own screen.
 Switch camera	Customers can switch the camera on the device (front / rear).
  Flash	Customers can turn the flash ON / OFF on the device.
  Pause / Play	Temporarily stop or show the customer device screen to the support agent. When paused, the support agent cannot control the customer's screen and the agent can send the request to control the customer.
 End / exit	Ends / exits the remote support session.
  AR Drawing / Clear All	These icons appear when the support agent executes the action, which allows customers to draw or delete directly on their device.

For more information about RSUPPORT, please visit

<https://www.remotecall.com>

<https://www.rsupport.com>

Korea

05544 서울시 송파구 위례성대로 10
(방이동, S 타워 9~15 층)

전화 +82-70-7011-3900

팩스 +82-2-479-4429

기술 문의 : support.kr@rsupport.com

구매 문의 : sales.kr@rsupport.com

Japan

〒105-0001 東京都港区虎ノ門 1-2-20

第3 虎の門電気ビル 7 階

購入前のご相談 : 03-6273-3871

テクニカルサポート : 03-6273-3872

お問い合わせ : <https://help.remotecall.com>

China

北京市朝阳区阜通东大街 6 号

方恒国际 A 座 2708

咨询电话 : +86-10-8256-1810

联系邮箱 : co-china@rsupport.com