

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 ASP User Guide

## to Mobile & Visual Support (for Android application)

RemoteCall Mobile & Visual Support (Android application) User Guide  
Ver. 7.1.0

2022.04.13

## Notice

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## 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.

Modifying developer option on the device might result in unexpected action. Disable Device > Settings > Developers options > uncheck Do not keep activities.

## Glossary

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

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# 1. Introduction

## 1.1 What is RemoteCall WebViewer for Android?

RemoteCall WebViewer for Android is the standard in remote mobile support system. RemoteCall WebViewer is a remote support tool that can diagnose and solve problem remotely by sharing the customer's screen online. WebViewer offers features such as screen sharing and control, voice chat, support report, and support agent can connect to 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)

<b>OS</b>	Windows 7, 8, 8.1, 10, 11 / 32bit, 64bit
<b>PC spec.</b>	Pentium 4 2.0 GHz, 512MB or more
<b>Web Browser</b>	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.)
<b>Network</b>	Support agent, customer: access to "Network" and "Internet".
<b>Firewall</b>	Out Bound 80(http) / 443(https) Port Open

### 2 Support agent (Macintosh)

<b>OS</b>	OS X 10.14 (Mojave) ~ 12 (Monterey) / 64bit
<b>PC spec.</b>	Intel based Macintosh computer
<b>Web Browser</b>	Apple Safari 12.0 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.)
<b>Network</b>	Support agent, customer: access to "Network" and "Internet".
<b>Firewall</b>	Out Bound 80(http) / 443(https) Port Open

### 3 Support agent (Linux)

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

## 1.3 Minimum/Recommended Requirements for Customers

We recommend the following requirements for customers.

<b>OS</b>	Android 5.0 (Lollipop) ~ 12 (Snow Cone)
<b>Web Browser</b>	Samsung Browser 9.2 or later (latest ver.) Google Chrome 70.0 or later (latest ver.)
<b>Network</b>	“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).

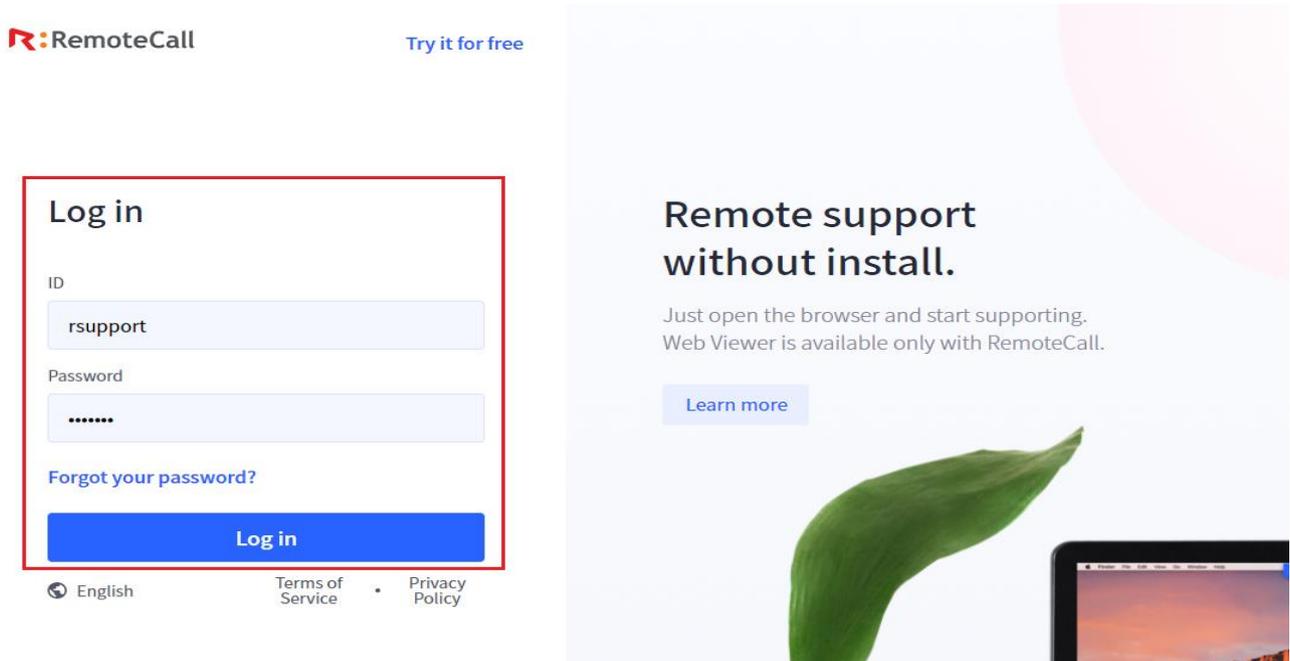


### 3. Remote support with WebViewer

#### 3.1 Preparing for support

##### 3.1.1 Log in to WebViewer

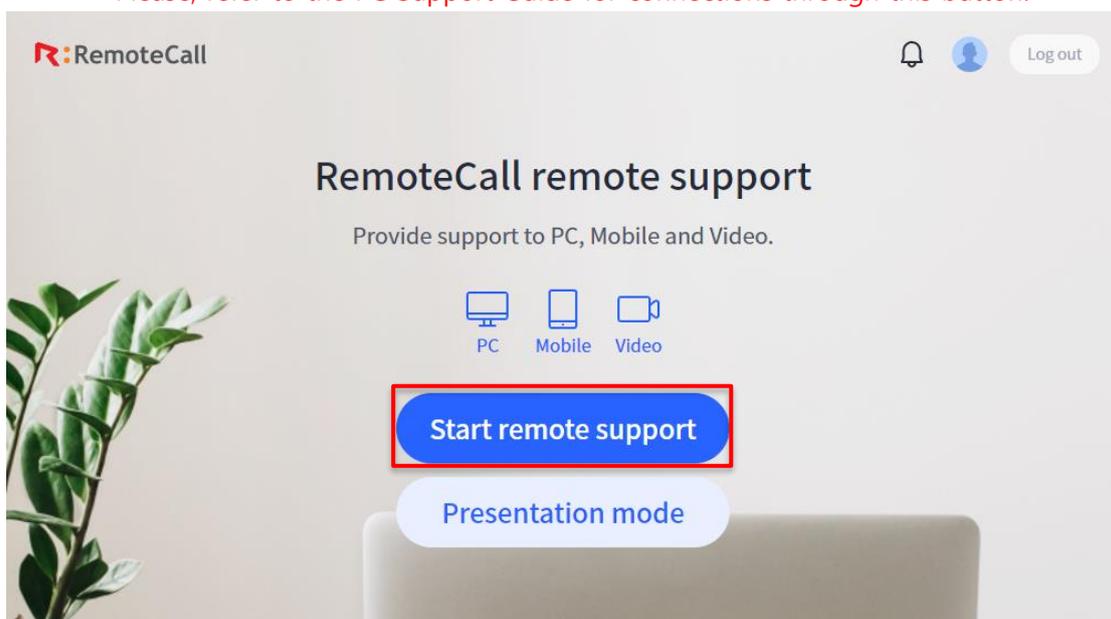
Enter the support agent's ID/PW and press LOG IN to connect to the service.

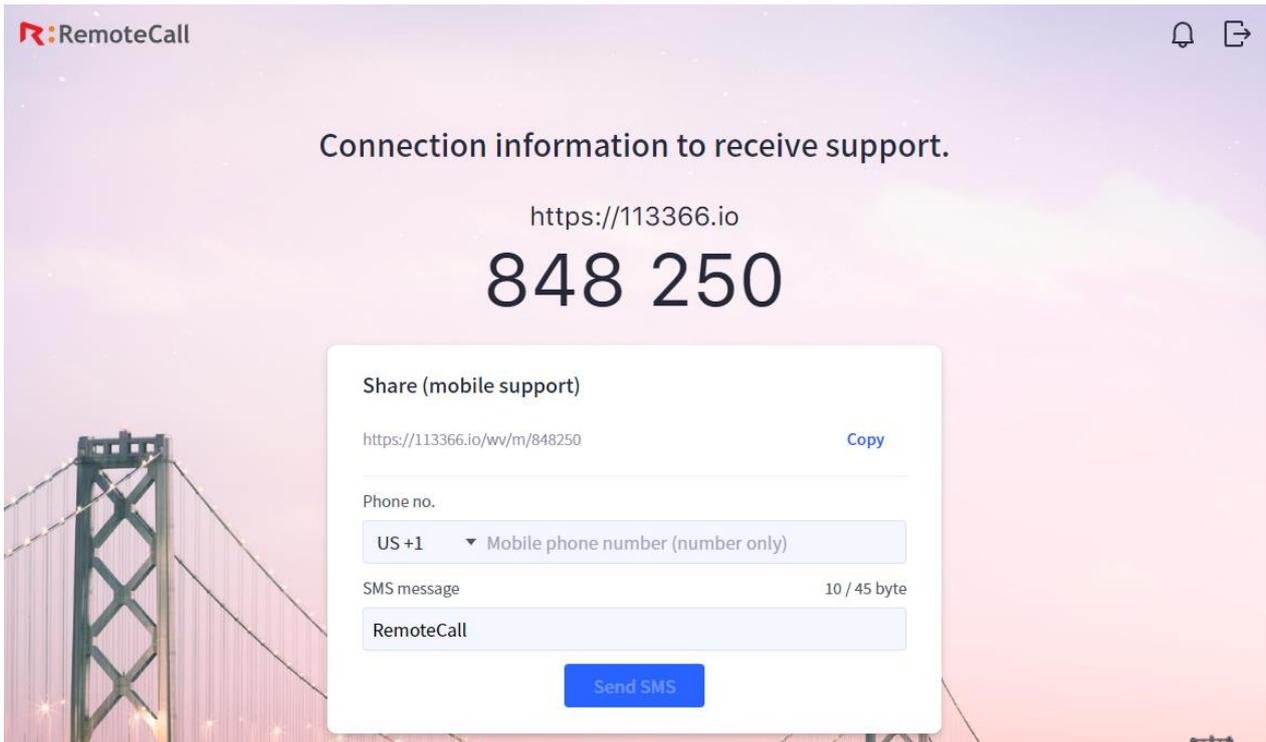


##### 3.1.2 Start the session

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.

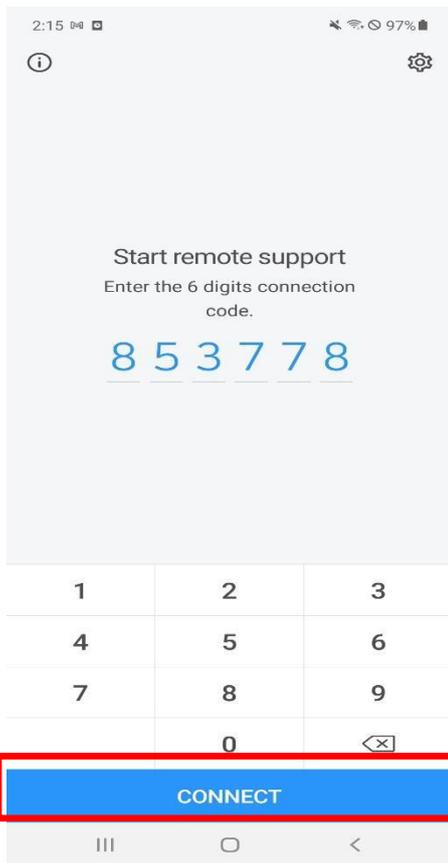
## 3.2 Customer side connection

- 1 Instruct the customer to launch the installed RemoteCall app.  
(if the app is not installed, refer to <Page 13, Installing the app>).

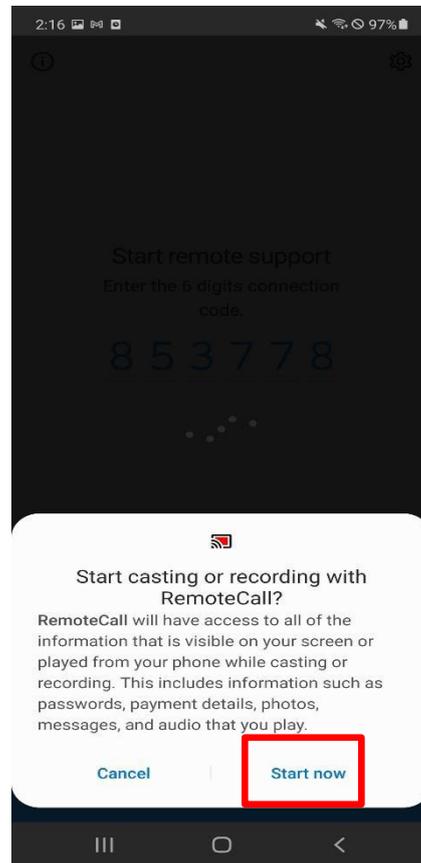


[Application icon]

- 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, screen capture agreement notice will be shown and customer must press [Start now] to receive support.



[Enter connection code]



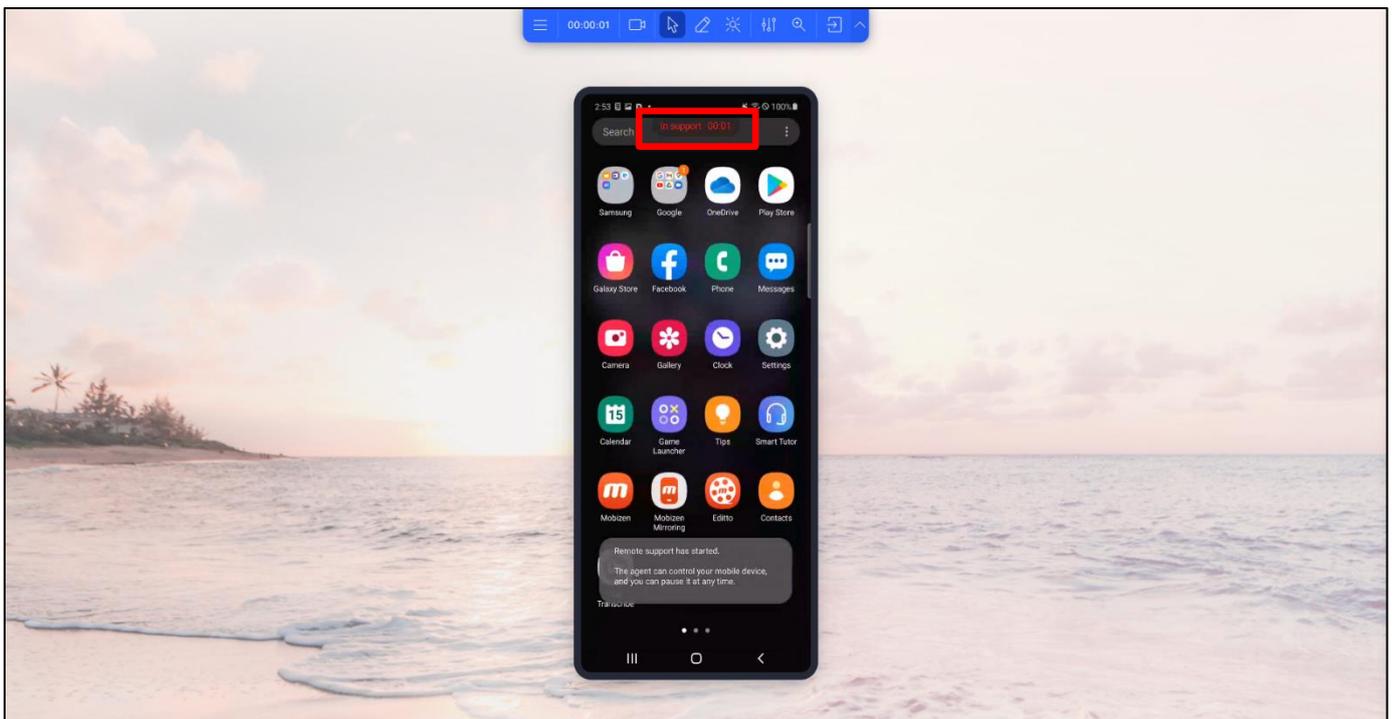
[Agreement notice]

## 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 and control the customer device screen through a web browser, and access additional features (display setting, draw, report, video support mode, etc.).

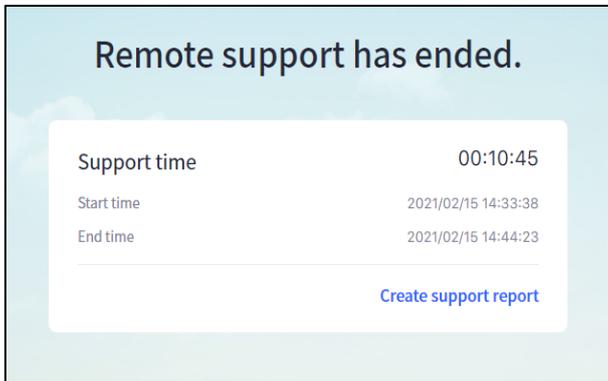
※ If WebViewer video license is not available, video support button will not be shown and will not be switched to such support mode.

- Note: Upon connecting to the customer device, support in progress message will be displayed on the top.

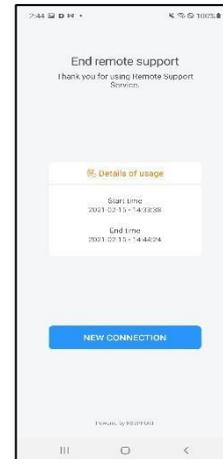


### 3.4 Ending the support

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]



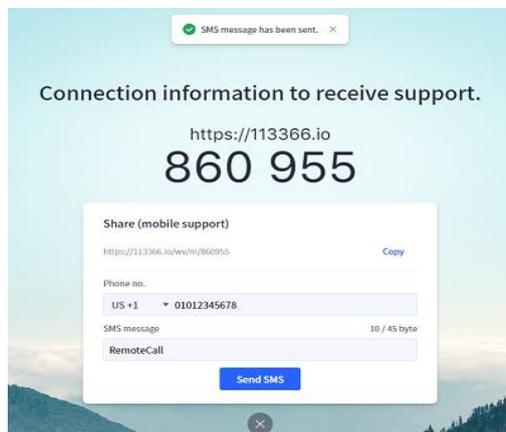
[Customer support end screen]

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 cod, 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.

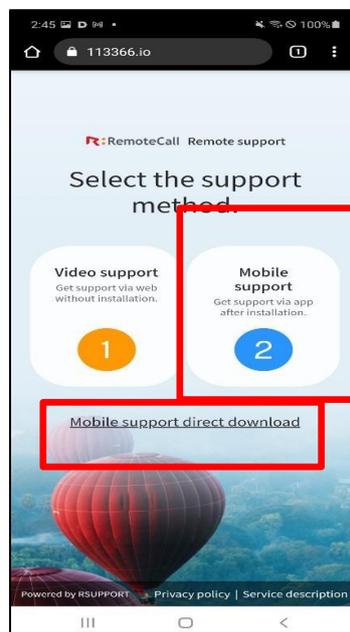


[Viewer's SMS sending screen]

## 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 [Mobile Support ②] button.
- 3 After clicking the button, PlayStore will be opened. Follow the on screen instruction to install the app.

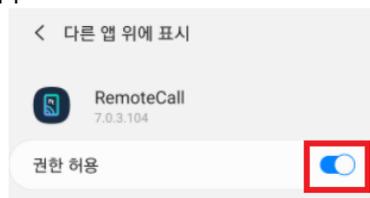
- Note: For devices with restricted use of PlayStore, customer can download the app installation file directly from the web server by clicking the [Direct download] button.



[Customer mobile connection page]

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

- Note: In order to use the app, some permissions must be granted such as "Display on top of other apps". If the "Display on top of other apps" app list is displayed, change the permission for "RemoteCall" app to Allow and re-launch the app.



## 5. Features

### 5.1 WebViewer features

#### 5.1.1 WebViewer menu

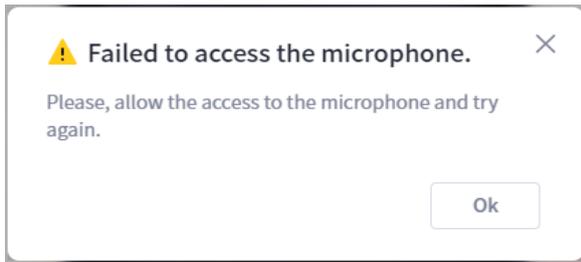
 <b>Menu</b>	Voice chat ON/OFF	Starts or ends the voice chat between support agent and customer.
	Screen capture*	Saves the customer PC screen as JPG in the support agent PC.
	Support report	Creates a report during the support session.
	End / exit	Ends and exit the remote support session.
 <b>Switch support mode</b>	Switch support mode	Switch between Mobile support and Visual support. <span style="color: red;">✘ If WebViewer video license is not available, video support button will not be shown and will not be switched to such support mode.</span>
 <b>Draw</b>	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.
 <b>Display settings</b>	Screen ratio	Set the support agent Viewer screen ratio to normal or large.
	Full screen	Set the support agent Viewer tab to full screen.
 <b>End / exit</b>	End / exit	Ends and exit the remote support session.

\* This option is enabled on Chromium based browser (not available on Safari, Firefox).

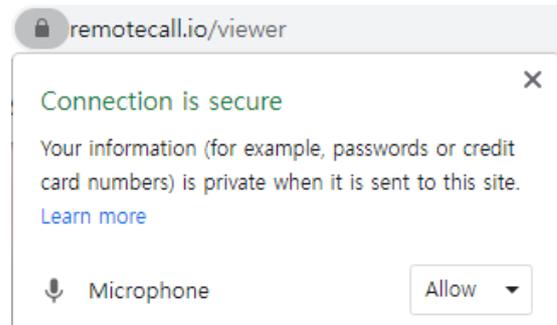
5.1.2 Menu

5.1.2.1 Voice chat ON/OFF

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



[Failed to obtain access to the microphone]



[Microphone allowed]

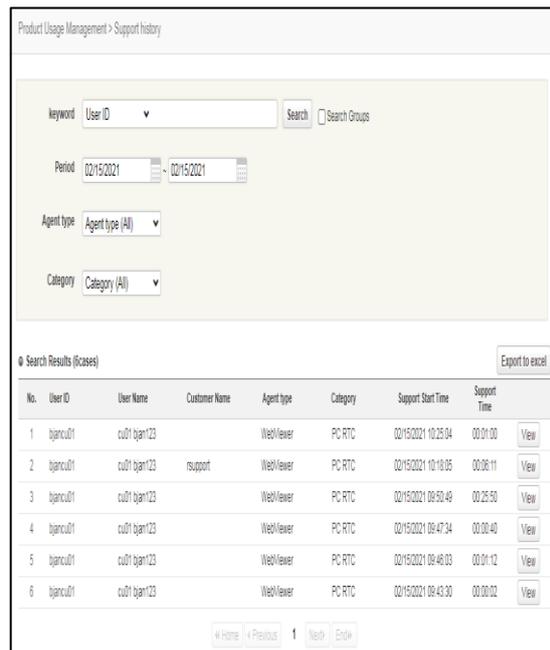
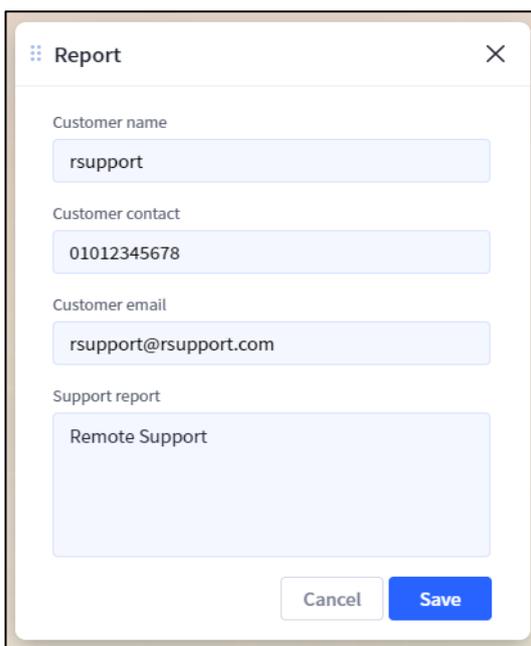
5.1.2.2 Screen capture

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 Support report

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

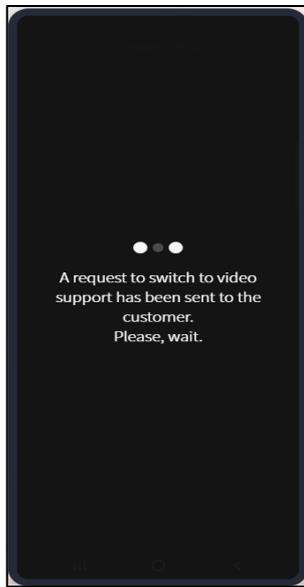


Review the details on the Admin Page> Product Usage > Support History > Support History details > Report.

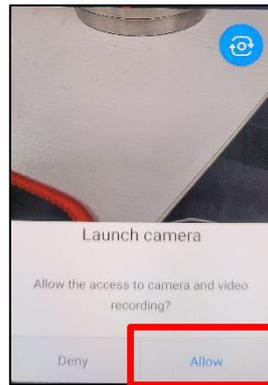
### 5.1.3 Switch support mode

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.

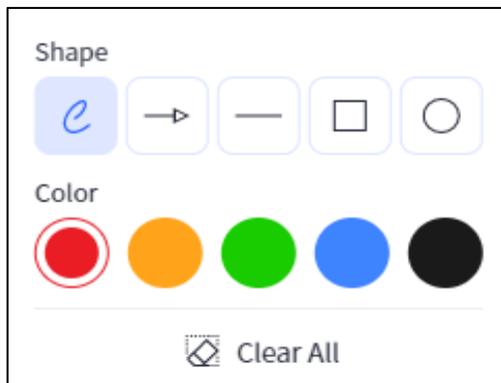


[Switch support mode request]



[Customer device screen]

### 5.1.4 Draw



#### 5.1.4.1 Shape

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

#### 5.1.4.2 Color

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

#### 5.1.4.3 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.

### 5.1.5 Display settings

#### 5.1.5.1 Screen ratio

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

#### 5.1.5.2 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 Mobile connection menu

### 5.2.1 Connection menu option

 <b>Menu</b>	Sync clipboard*	Sync the clipboard's content between the support agent and customer PC.
 <b>Control</b>	Mobile control✕	Allows support agent to control the customer mobile device.
 <b>Laser pointer</b>	Laser pointer	Use a laser pointer on the customer PC.
 <b>Tools</b>	Tools✕	Additional tools to control customer device. Available options : HOME, Recent apps and Back.

\* This option is enabled on Chromium based browser (not available on Safari, Firefox).

✕ This option is activated when connected with a device capable of mobile control.

For the service available for each device, please refer to the device usage environment section.

### 5.2.2 Menu

#### 5.2.2.1 Sync clipboard

Sync the clipboard's content between the support agent PC and customer device.

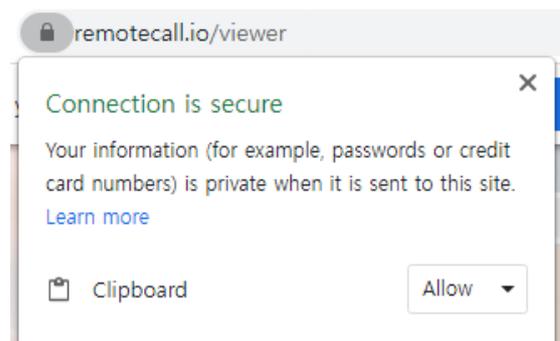
To use the feature, support agent browser's clipboard permission must be [Allowed].

#### Sync clipboard

To sync the clipboard, press the clipboard icon on the address bar to allow the access.

Close

[Sync clipboard notification]



[Allow clipboard access permission]

### 5.2.3 Mobile control

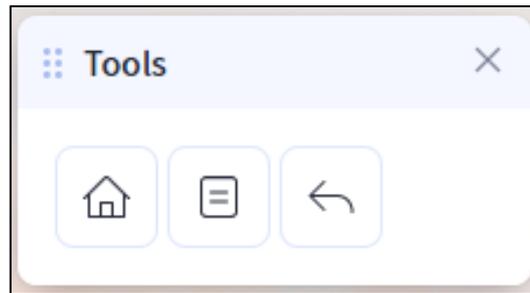
This option enables the support agent to control the customer device with the keyboard and mouse.

## 5.2.4 Laser pointer

A laser pointer will be shown instead of the mouse pointer on the customer PC. This is used to indicate a certain location on the customer's screen. Pointer's status is changed by right clicking on the screen.

## 5.2.5 Tools

This option allows the support agent navigate on the customer PC using the command HOME, Recent app and Back. This option is available only when mobile control is allowed.



### 5.2.5.1 HOME

Moves to the device's home screen.

### 5.2.5.2 Recent apps

Shows the list of recently accessed apps.

### 5.2.5.3 Back

Moves to the prior screen.

## 5.3 Visual connection menu

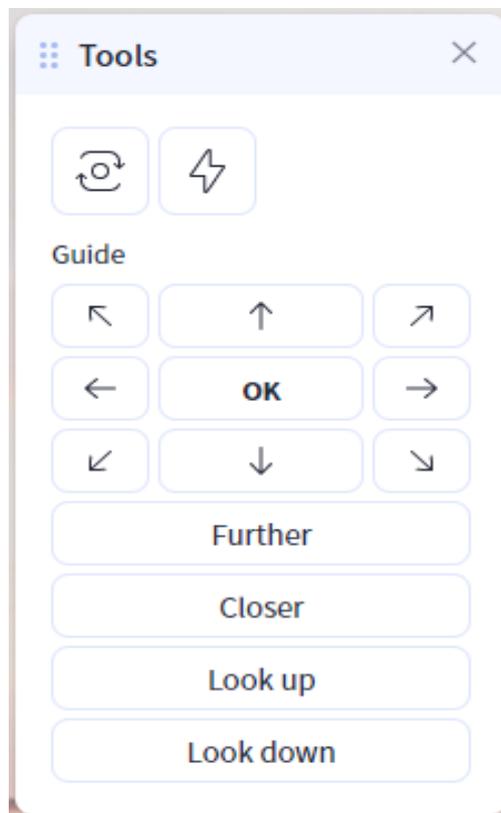
### 5.3.1 Connection menu option

 <b>Tools</b>	Tools	Additional tools to control customer device. Available options : switch camera, flash, direction
---	-------	---

### 5.3.2 Tools

These are additional option to control the customer device.

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



#### 5.3.2.1 Switch camera

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

#### 5.3.2.2 Flash

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

#### 5.3.2.3 Direction

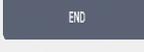
This option displays directional arrow and message on the customer device.

## 5.4 Customer connection menu

During a remote support session, "In support" message is displayed along with 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.

### 5.4.1 Mobile support mode menu option

 <b>Back</b>	Customer moves to the HOME screen on the device.
 <b>Pause / Resume</b>	Temporarily stop or show the customer device screen to the support agent. When paused, support agent cannot control the customer's screen and agent can send the request to control to the customer.
 <b>End / exit</b>	Ends / exits the remote support session.

### 5.4.2 Visual support mode menu option

 <b>Draw</b>	This option lets the customer draw on its own screen.
 <b>Switch camera</b>	Customer can switch the camera on the device (front / rear).
 <b>Flash</b>	Customer can turn the flash ON / OFF on the device.
 <b>Pause / Resume</b>	Temporarily stop or show the customer device screen to the support agent. When paused, support agent cannot control the customer's screen and agent can send the request to control to the customer.
 <b>End / exit</b>	Ends / exits the remote support session.

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