

RSUPPORT

RemoteCall 4.0

Quick Start Guide

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RSUPPORT

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Quick Start Guide

RemoteCall offers a simple way to host a remote session and connect with another user via the internet.

To get started, download and install the RemoteCall Viewer.

1. Visit our homepage www.remotecall.net
2. Click **Support > Download > RemoteCall Viewer**
3. Run the **RemoteCallViewer40.exe** and follow the on screen instructions to install the program

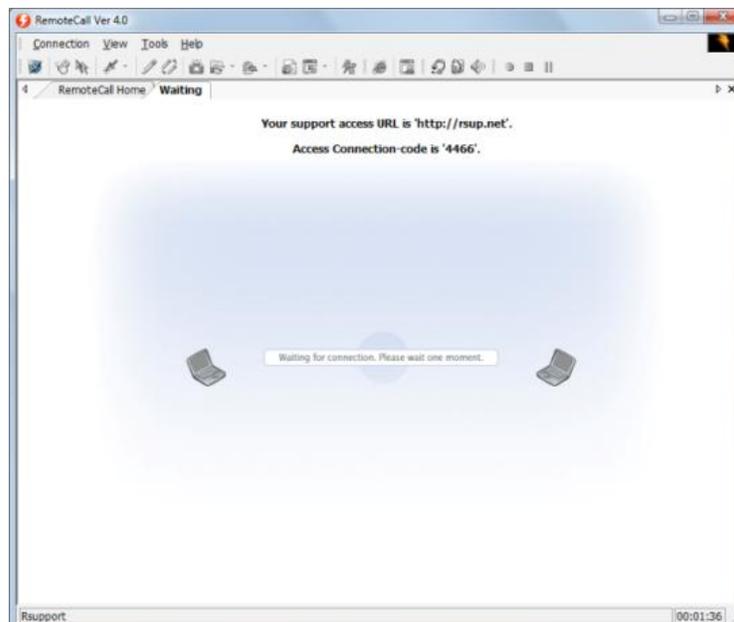
Launching a Remote Support Session

Once installed, you will be prompted to enter your User ID and Password, which you will receive in your welcome e-mail (you may click 'Save Password' to make future logins easier).

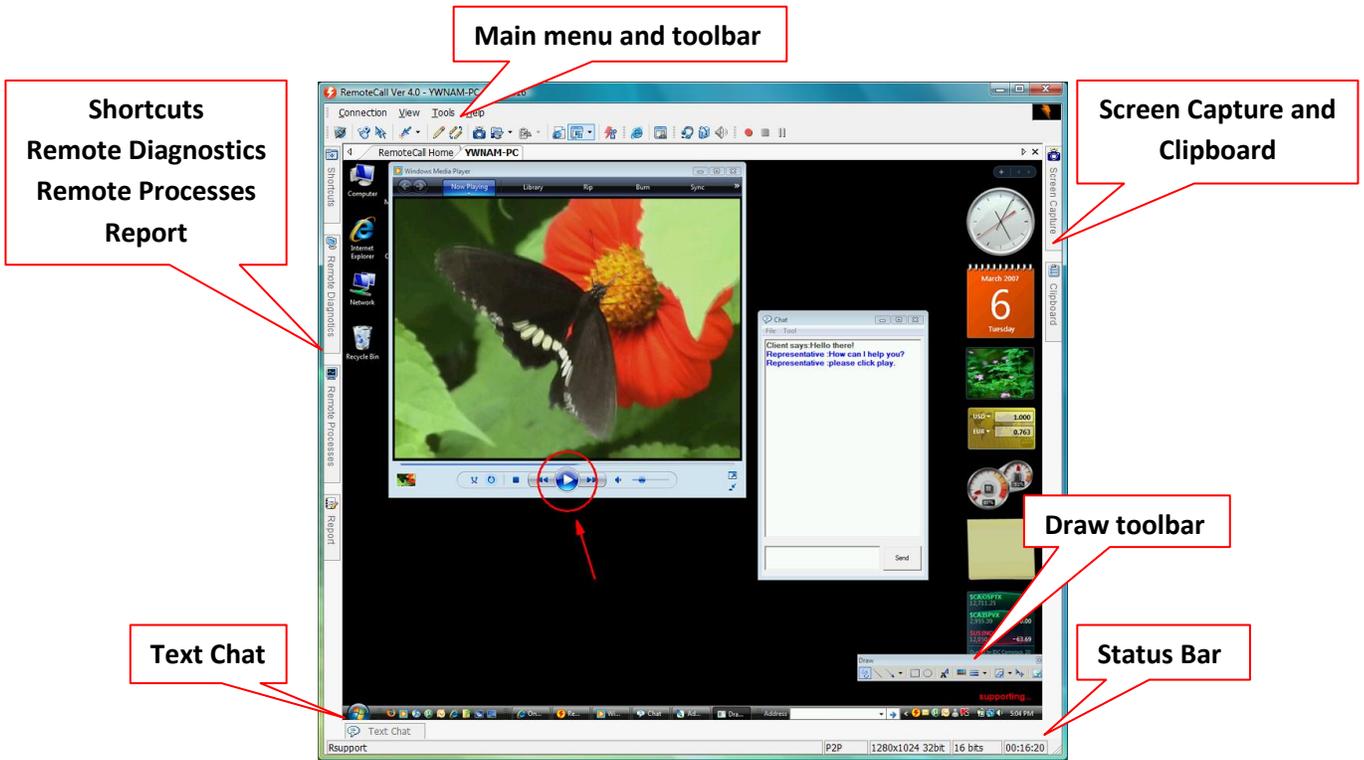
Once you are logged in and RemoteCall Viewer is running you will notice that a session has already started. At the top of the session window you should see two tabs (**RemoteCall Home** and **Waiting 1**). Within your session window you will see your support access URL (Relay Page) and representative information, i.e., session code and display name.



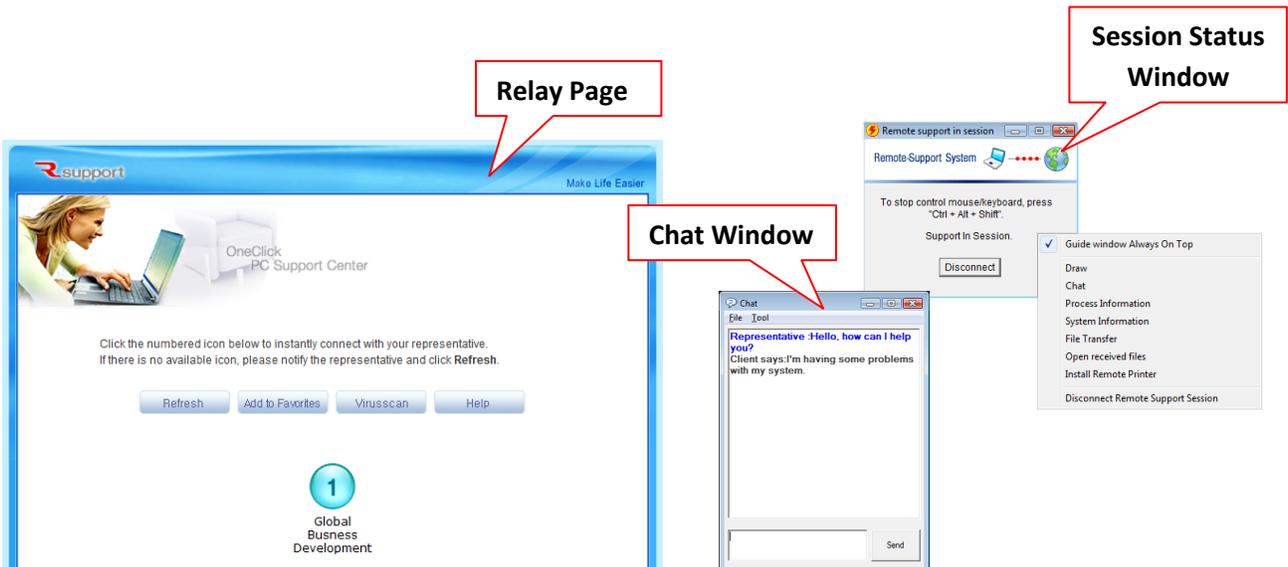
For example: If your login was '**rsupport**' the displayed Relay Page would be <http://rsup.net/rsupport>.



Representative Interface



Remote User Interface



Connecting with a Remote User

This section explains how to connect with a remote a PC. RemoteCall offers three simple ways to establish a connection with a remote user: **Web Icon Connection**, **Session Code Connection**, and **Manual Client Connection**.

Web Icon Connection

Direct the remote user to access your Relay Page URL.(ex <http://rsup.net/rsupport>) Once on the webpage the user will be prompted to download an ActiveX control for the remote session. They must accept this to continue. Once the ActiveX component has been downloaded the user will continue to the connection page. The user will see a blinking icon representing the support agent. They simply click this icon and a connection is established.



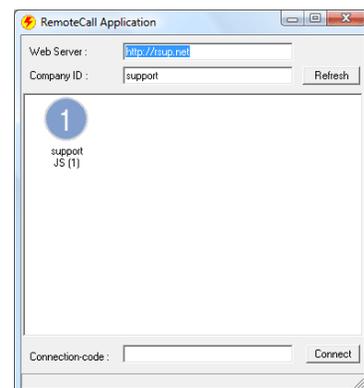
Session Code Connection

Remote users go to <http://rsup.net> and enter a four digit Session Code given to them by their representative. After entering the session code, the user simply clicks '**Connect**' to begin the remote session.



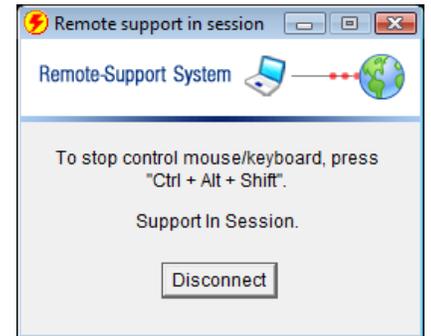
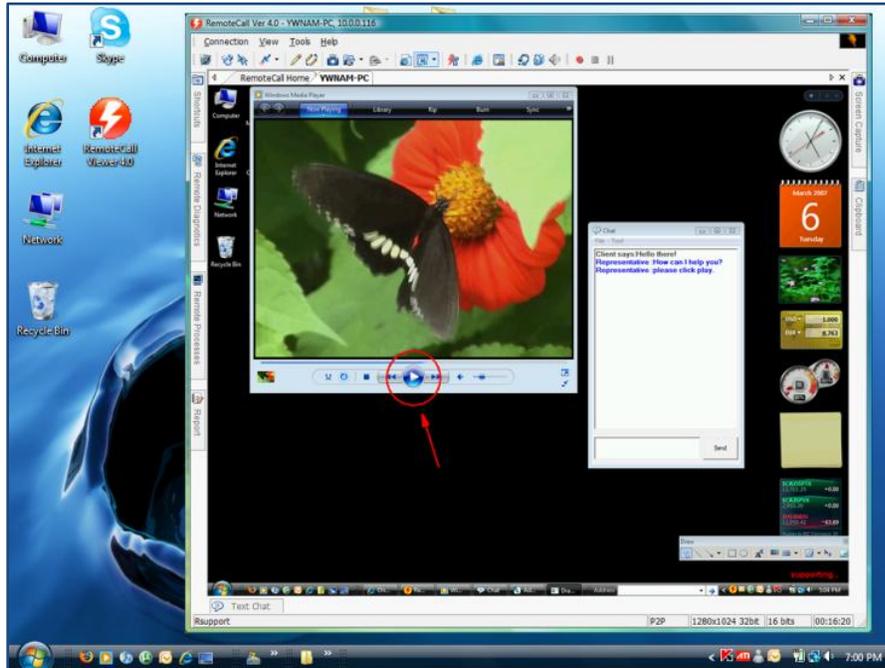
Manual Client Connection

If the remote user is not able to download the ActiveX control, they may download and run the RemoteCall Client manually (available through the Relay Page – <http://rsup.net>).



Supporting the Remote User

Once the remote user and representative are connected, the representative may begin the support process. By using the interactive features such as text and voice chat, draw, and remote diagnostics, the representative can diagnose many issues with the remote PC.



If required, the representative may take control of the mouse and keyboard to further diagnose and solve issues. During this, the remote user maintains full control of their PC at all times and may end the session whenever they wish.

When the issues have been resolved the representative can disconnect the session, or the remote user can simply close their web browser.