RemoteView 6.0 Mobile User Guide

RemoteView for Android

v3.0.0 (2015.12.02)
RemoteView for Android

Version [Agent: 6.0.1.48], [Viewer: 6.0.1.38]
App Version 2.0.1

© 2001 - 2015 RSUPPORT Co., Ltd.

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.

Android is a registered trademark of Google Inc. and is protected under international copyright laws. Any 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.

© 2001-2015 RSUPPORT Co., Ltd.

Address: 333 Sylvan Ave. Suite 110, Englewood Cliffs, NJ 07632

Official Website: http://www.rsupport.com

Phone: (888) 348-6330

Fax: (888)348-6340
# Table of Contents

1. **Overview** ................................................................................................................................. 6
   1.1. What is RemoteView for Android? .......................................................................................... 6
   1.1. Specification ........................................................................................................................... 6
      1.1.1. Agent device requirements ............................................................................................. 6
      1.1.2. Viewer device requirements ......................................................................................... 6

2. Signing Up ..................................................................................................................................... 7

3. RemoteView Agent ......................................................................................................................... 8
   3.1. Installing and Uninstalling the Agent .................................................................................... 8
      3.1.1. Installing the Agent ........................................................................................................ 8
      3.1.2. Uninstalling the Agent .................................................................................................. 8
   3.2. Launching the Agent .............................................................................................................. 9
   3.3. Managing the Agent ............................................................................................................... 10
      3.3.1. General information ....................................................................................................... 10
      3.3.2. Settings .......................................................................................................................... 14
      3.3.3. More ............................................................................................................................... 15
   3.4. Agent Log In and Log Out ...................................................................................................... 17
      3.4.1. Registering the Agent ..................................................................................................... 17
      3.4.2. Logging Out ................................................................................................................... 19
      3.4.3. Version ........................................................................................................................... 19
      3.4.4. Wi-Fi MAC address ........................................................................................................ 20
      3.4.5. License info ................................................................................................................... 21
      3.4.6. Tutorial ........................................................................................................................... 22
3.4.7. Settings ..................................................................................................................... 23
3.4.8. View Log ................................................................................................................... 28

4. RemoteView Mobile Viewer ................................................................................................. 30
   4.1. Installing and Uninstalling the Viewer ........................................................................ 30
       4.1.1. Installing the Viewer .......................................................................................... 30
       4.1.2. Uninstalling the Viewer .................................................................................... 30
   4.2. Launching the Viewer ............................................................................................... 31
   4.3. Signing Up ................................................................................................................. 32
   4.4. Viewer management ................................................................................................... 33
       4.4.1. Basic Information ............................................................................................... 33
       4.4.2. Settings .............................................................................................................. 39
       4.4.3. More .................................................................................................................. 42
   4.5. Viewer Log In and Log Out ....................................................................................... 45
       4.5.1. Viewer Log In ..................................................................................................... 45
       4.5.2. Viewer Log Out .................................................................................................. 46
   4.6. Remote PC Management ............................................................................................. 47
       4.6.1. Managing remote devices .................................................................................. 47
       4.6.2. Search ............................................................................................................... 48
       4.6.3. Menu .................................................................................................................. 49
   4.7. Connecting with the device ....................................................................................... 55

5. Android to Android Remote Control ................................................................................... 56
   5.1. Control ...................................................................................................................... 56
   5.2. Navigation menu ....................................................................................................... 56
5.3. Control menu

5.3.1. Laser pointer

5.3.2. Draw

5.3.3. Clear

5.3.4. Disconnect

5.4. Agent feature

5.4.1. Disconnecting

5.5. Closing the RemoteView App

6. PC to Android Remote Control

6.1. Connecting and Controlling Remote PC

6.1.1. Connecting to a Remote PC

6.1.2. Remote Control

6.2. Viewer features

6.2.1. System Menu

6.2.2. Control

6.2.3. Draw

6.2.4. Screen

6.2.5. Tools
1. Overview

1.1. What is RemoteView for Android?
RemoteView for Android can be used to quickly connect with a remote PC or Server running the RemoteView 5.0 agent.

1.1. Specification

1.1.1. Agent device requirements
Currently, only mobile devices based on Android are available for remote connection.

<table>
<thead>
<tr>
<th>Requirements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td>Android 4.4.2 or higher</td>
</tr>
<tr>
<td>CPU</td>
<td>1GHz or higher</td>
</tr>
<tr>
<td>Space</td>
<td>12MB or higher</td>
</tr>
<tr>
<td>Resolution</td>
<td>480 x 800 or higher</td>
</tr>
<tr>
<td>Network</td>
<td>3G or faster, Wi-Fi avail.</td>
</tr>
</tbody>
</table>

1.1.2. Viewer device requirements
Currently, devices based on iOS (iPad, iPhone) and Android are available as viewing devices.

<table>
<thead>
<tr>
<th>Requirements</th>
<th>iOS</th>
<th>Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td>iOS 6.0 or higher</td>
<td>Android v4.1.2 or higher</td>
</tr>
<tr>
<td>CPU</td>
<td></td>
<td>1GHz or higher</td>
</tr>
<tr>
<td>Space</td>
<td>24 MB or higher</td>
<td>20BM or higher</td>
</tr>
<tr>
<td>Resolution</td>
<td></td>
<td>480*800 or higher</td>
</tr>
<tr>
<td>Network</td>
<td></td>
<td>3G or higher, Wi-Fi avail.</td>
</tr>
</tbody>
</table>
2. Signing Up

Prospect users can sign up for free trial to try the product for 14 days. Visit RemoteView website or install the app from the Google Play Store.

https://content.rview.com/en/trial/
3. RemoteView Agent

3.1. Installing and Uninstalling the Agent

3.1.1. Installing the Agent

From the mobile device, launch “Google Play Store”, search with the keyword “RemoteView” and install the app “RV Agent” from the result.

[Note]
Available on “Google Play Store” in United States, Korea and Japan.

3.1.2. Uninstalling the Agent

Go to [Settings > App > Downloaded], select “RV Agent” and press Uninstall.

[Note]
Path to remove the app might be different depending on the manufacturer.
- **LG**: Settings > App > Downloaded
- **Samsung**: Settings > Application > Application Manager > Download
3.2. Launching the Agent

Go to Apps list and tap on “RV Agent” to launch.

i [Note]
“RemoteView Tutorial” will be shown when launched for the first time. To view it again, go to [Agent Management > General > Tutorial].
3.3. Managing the Agent

Press the Settings button ( ) on the left-top corner to select [Agent Management].

In [Agent Management] screen, users can check General information (version, license, tutorial, notices, FAQ), Configuration (product type, proxy settings) and More (contact us, visit website)

Press Back ( ) to go back to the login screen.

3.3.1. General information

3.3.1.1. Version

Check here for RemoteView Agent’s current version. 

![RemoteView Agent Settings](image)
3.3.1.2. License

Tap **License info.** to view Open Source License Information. Press **Back (◇)** to go back to **[Agent Management]**.

---

Open Source Announcement

**LibYuv License**

Copyright 2011 The LibYuv Project Authors. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3.3.1.3. Tutorial

Tap "Tutorial" to view the initial on-screen tutorials.
3.3.1.4. Notices

Tap “Notices” to read the latest notification regarding the RemoteView mobile.
Select the title to read the full description.

3.3.1.5. FAQ

Tap “FAQ” to view most frequently asked question and search for a specific topic.
3.3.2. Settings

3.3.2.1. Product type

It shows the currently used RemoteView product.

Tap on the product and switch between **“Standard / Enterprise Product”** or **“Server Product”**. If “Server Product” is chosen, then server address is required to be entered to complete the change.

[Standard/Enterprise]  [Server]
3.3.2.2. Use proxy

To connect via **Proxy server**, enable this option and enter the **server address and port**. **User ID and Password might also be required** depending on the server.

3.3.3. More

3.3.3.1. Feedback

Use the **Feedback** to send any **comment, feedback, question or request** to Rsupport.
3.3.3.2. Go to website

Tap "Go to website" to open the default browser and visit RemoteView website.
3.4. Agent Log In and Log Out

3.4.1. Registering the Agent

① Enter the **Company ID** if the account is **Enterprise**.

② Enter the “**User ID (or email)**”, “**User Password**” and press [Register Agent].

---

**[Note]**
Check the **case or misspell** if login fails.

**[Note]**
Registration will not complete properly if Wi-Fi or 3G/LTE connection is unstable.
③ Enter the **Device Name**, select the **Group**, and create an **Access ID and Password** and press “Register Agent” to complete the registration.
3.4.2. Logging Out

From Agent Management screen, tap on Log Out button to log out.

[Warning] Device will not be available for remote control if RemoteView agent is Logged Out. Make sure to be Logged In to get connected.

3.4.3. Version

Check current RemoteView Agent’s app version.
3.4.4. Wi-Fi MAC address

It shows the mobile device’s MAC address. Tap on the address to **copy it to the clipboard**.

[Note]
MAC address can also be obtained by other means, and depending on the security settings, remote access might be limited to only certain MAC addressed.
3.4.5. License info

Tap "License info." to view Open Source License Information. Press Back (좌) to go back to [Agent Management].

**Open Source Announcement**

**libyuv License**

Copyright 2011 The LibYuv Project Authors. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3.4.6. Tutorial

Tap "Tutorial" to view the initial on-screen tutorials.

What do I need to do?
First, install the RemoteView Agent to the Android to be controlled. Launch the app and set the access ID/PW to register it.

How do I connect to?
After installing the Agent, select the Android to control and enter the access ID/PW to connect. For PC, log in to rview.com.
3.4.7. Settings

3.4.7.1. Display Name

Use this option to change the **device’s displayed name**. This name will be shown in RemoteView’s list of devices.
3.4.7.2. Change Access ID/PW

Use this option to change the “**Access ID and PW**” set in the section “3.4.1. Registering the Agent”.

<table>
<thead>
<tr>
<th>Settings</th>
<th>Change Access ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Name</td>
<td>Current Access ID</td>
</tr>
<tr>
<td></td>
<td>Access ID:</td>
</tr>
<tr>
<td>Change Access ID</td>
<td>Password:</td>
</tr>
<tr>
<td>Use proxy</td>
<td>New Access ID</td>
</tr>
<tr>
<td>IP restriction</td>
<td>Access ID:</td>
</tr>
<tr>
<td>MAC restriction</td>
<td>Password:</td>
</tr>
<tr>
<td></td>
<td>Confirm Password:</td>
</tr>
</tbody>
</table>

Save
3.4.7.3. Use Proxy

To connect via Proxy server, enable this option and enter the server address and port. User ID and Password might also be required depending on the server.
3.4.7.4. IP restriction

① Specific **IP or a range of IP** can be added as whitelist to limit the remote access to the device. Use the “+” icon to add multiple IP / IP range.

② Select the OS to **view OS-specific instruction** on how to obtain the IP address.
3.4.7.5. MAC restriction

① Specific **MAC address** can be added as whitelist to limit the remote access to the device. Use the “+” icon to add multiple MAC addresses.

② Select the OS to **view OS-specific instruction** on how to obtain the IP address.

---

**[Note]**
Do not include the separator “:” when entering the MAC address.
3.4.8. View Log

3.4.8.1. Log Viewer

[View Log] records the history of connections with the Agent. Select [View Log] to see the entire list.
3.4.8.2. Clear Log

Tap on [Erase] to clear out all the log history.
4. RemoteView Mobile Viewer

4.1. Installing and Uninstalling the Viewer

4.1.1. Installing the Viewer

From the mobile device, launch “Google Play Store”, search with the keyword “RemoteView” and install the app “RemoteView” from the result.

**[Note]**
Available on “Google Play Store” in United States, Korea and Japan.

4.1.2. Uninstalling the Viewer

Go to [Settings > App > Downloaded], select “RemoteView” and press Uninstall.

**[Note]**
Path to remove the app might be different depending on the manufacturer.
- LG: Settings > App > Downloaded
- Samsung: Settings > Application > Application Manager > Download
4.2. Launching the Viewer

Go to **Apps list** and tap on **“RemoteView”** to launch.

**[Note]**

“RemoteView Tutorial” will be shown when launched for the first time. To view it again, go to **[Agent Management > General > Tutorial]**.
4.3. Signing Up

On the log in screen, tap on **Sign Up link** to view the sign up screen.

Enter the required information and press **Next** to receive an Activation email. Press **Activate** on the email to complete the sign up process.

![Sign Up Screen](image)

**[Note]**

Make sure to use a **valid email address** as authentication is required to finalize the install process.
4.4. Viewer management

Press the Settings button ( ) on the left-top corner to select [Viewer Management].

In [Viewer Management] screen, users can check Basic information (version, MAC address, license, tutorial, notices, FAQ), Settings (language, product type, use proxy) and More (tell a friend, Feedback, Go to website).

Press Back ( ) to go back to the Log In screen.

4.4.1. Basic Information

4.4.1.1. Version

Check here for RemoteView Agent’s current version.
4.4.1.2. Wi-Fi MAC address

It shows the mobile device’s MAC address. Tap on the address to copy it to the clipboard.

[Note]
MAC address can also be obtained by other means, and depending on the security settings, remote access might be limited to only certain MAC addressed.
4.4.1.3. License info.

"License info." to view Open Source License Information. Press Back (ród) to go back to [Viewer Management].
4.4.1.4. Tutorial

Tap “Tutorial” to view the initial **on-screen tutorials**.
4.4.1.5. Notices

Tap "Notices" to read the latest notification regarding the RemoteView mobile.

Select the title to read the full description.
4.4.1.6. FAQ

Tap “FAQ” to view most frequently asked question and search for a specific topic.
4.4.2. Settings

4.4.2.1. Language

RemoteView is available in **English, Korean, Japanese and Chinese (Traditional and Simplified)**. Change the device's default language to switch RemoteView's display language.

![RemoteView App Screenshot](image)

**[Note]**

To change RemoteView's language, **change the device's default display language**.
4.4.2.2. Product type

It shows the currently used RemoteView product.

Tap on the product and switch between "Standard / Enterprise Product" or "Server Product". If "Server Product" is chosen, then server address is required to be entered to complete the change.

[Standard/Enterprise]  [Server]
4.4.2.3. Use Proxy

To connect via Proxy server, **enable this option** and enter the **server address and port**. **User ID and Password might also be required** depending on the server.
4.4.3. More

4.4.3.1. Tell a friend

Let other users know about RemoteView.

This a **share** option to share the link to RemoteView app in the “Google Play Store”, or visit the website for more information.
4.4.3.2. Feedback

Use the Feedback to send any **comment, feedback, question or request** to Rsupport.
4.4.3.3. Go to website

Tap **"Go to website"** to open the default browser and visit **RemoteView website**.
4.5. Viewer Log In and Log Out

4.5.1. Viewer Log In

Log in using the account **set up during the sign up**.

① Enter the **Company ID** if the account is **Enterprise**. Enter the “User ID (or email), ”User Password” and press **Log In**.

![Login Screen]

**[Note]**
Check the case or misspell if login fails.

② After a successful login, **list of groups and devices** will be shown on the screen.

③ Use **“Save user information”** to remember the login information.

**[Note]**
Login will not complete properly if Wi-Fi or 3G/LTE connection is unstable.
4.5.2. Viewer Log Out

From **Settings**, tap on Log Out button to log out.
4.6. Remote PC Management

4.6.1. Managing remote devices

Devices with the agent installed will be listed individually and/or in groups.

![Remote PC Management screen](image)

Icons are changed according to the remote PC's status.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="ON" /></td>
<td>Agent and Device are online. Remote connection can be established.</td>
</tr>
<tr>
<td><img src="image" alt="OFF" /></td>
<td>Agent or Device is turned off. Remote connection cannot be established.</td>
</tr>
<tr>
<td><img src="image" alt="ON" /></td>
<td>Agent and Remote PC are online. Remote connection can be established.</td>
</tr>
<tr>
<td><img src="image" alt="OFF" /></td>
<td>Agent or Remote PC is turned off. Remote connection cannot be established.</td>
</tr>
<tr>
<td><img src="image" alt="ON" /> <img src="image" alt="Warning" /></td>
<td>License term is expired</td>
</tr>
<tr>
<td><img src="image" alt="ON" /> <img src="image" alt="Unlock" /></td>
<td>It is not inactive (License limit exceed to max of numbers)</td>
</tr>
</tbody>
</table>
4.6.2. Search

If you have a large number of registered devices on your account, use the **Search** function to find a specific device. Pan the screen up to find the Search box.
4.6.3. Menu

Tap the right button of the registered device to bring up the Remote Options Menu. Initiate remote control, take a remote screenshot, remotely shutdown the system, remove the agent from the computer, and view the device’s properties.

[Agent Online]

[Agent Offline]

[Note]
Menu option changes depending on the Agent’s current status.
- **Online**: remote control, refresh, screen capture, properties, remove agent.
- **Offline**: refresh, properties, remove agent.
4.6.3.1. Remote Control

Access the Remote Options Menu and tap “Remote Control” to bring up the Login Screen. Enter your RemoteView account information and tap “Connect” to initiate a remote session.
4.6.3.2. Check connectivity (refresh)

There are multiple ways to update the remote agent’s connection status.

[A] Select the icon of the PC with OFF status.
[B] Press ‘Check connectivity (refresh)’ from the menu.
[C] Press the Refresh ( ) button from the top-right menu.
[D] Drag the Device from left to right

[Note]
A. Select the icon of the PC with OFF status.
B. Press ‘Check connectivity (refresh)’ from the menu.
C. Press the Refresh ( ) button from the top-right menu.
D. Drag the Device from left to right
4.6.3.3. Screen Capture

Access the Remote Options Menu and tap “Screen capture” to take a screenshot of the selected device’s screen. Enter your RemoteView account information and tap “Connect” to connect to the selected device and take a screen shot.

[Note]
Screen capture is only available when Agent is Online.
4.6.3.4. Properties

Select the **Properties** option to view the remote **PC’s information**. Properties information includes **network IP, last connected date/time and user**.
4.6.3.5. Remove Agent

Access the Remote Options Menu and tap on “Remove Agent” to uninstall and unregister the selected device from your account. Enter your RemoteView account information and tap “Connect” to remove the RemoteView agent from the list.
4.7. Connecting with the device

Once you have logged in successfully, the registered device will be listed. Tap on the device and log in by entering the access ID and Password. This screen contains the basic gestures used to remote control the device.

[Warning]
Using 3G data connection may incur additional data fees from the carrier.
5. Android to Android Remote Control

5.1. Control

By default, cursor will not be shown on the screen and it provides same touch functionality as the remote device itself.

<table>
<thead>
<tr>
<th>Event</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Touch</td>
<td>Tap one time with one finger.</td>
</tr>
<tr>
<td></td>
<td>Touches will be shown with (■) icon.</td>
</tr>
<tr>
<td>Double Touch</td>
<td>Quickly tap twice with one finger.</td>
</tr>
<tr>
<td>Scroll</td>
<td>Tap with one finger and quickly slide up or down.</td>
</tr>
<tr>
<td>Move screen</td>
<td>Drag the screen with one finger.</td>
</tr>
<tr>
<td>Drag</td>
<td>Tap and hold the screen for 0.5 sec and drag.</td>
</tr>
<tr>
<td>Rotate</td>
<td>Tap and hold with two fingers and rotate the screen.</td>
</tr>
<tr>
<td>Zoom IN/OUT</td>
<td>Drag two fingers closer and further to zoom in and out.</td>
</tr>
</tbody>
</table>

[Note]
Events for controlling mobile from a mobile might be different than controlling PC from mobile device.

5.2. Navigation menu

After getting connected with the device, button will be shown on the screen. Tap on the button to expand the menu. In the expanded menu, [Recent / Home / Back] button will be displayed.

[Note]
Use this menu to control **Android devices** from **iOS devices**.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>Tap to expand and show [Recent / Home / Back] buttons.</td>
</tr>
<tr>
<td></td>
<td>Tap this button to view recently accessed apps.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Tap this button to go back to the Home screen.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Tap this button to go back the previous screen.</td>
</tr>
</tbody>
</table>

Copyright © 2001-2015 RSUPPORT Co., Ltd. All Rights Reserved.
5.3. Control menu

After getting connected with the device, button will be shown on the right side of the screen. Tap on the button to expand the menu. In the expanded menu, [Laser pointer / Draw / Clear / Disconnect] buttons will be shown. Tap the screen to hide it.
5.3.1. Laser pointer

Tap on this option to **change the arrow to a laser pointer**. While in the laser pointer mode, screen touches will be shown as a red arrow and will not control the remote device directly.
5.3.2. Draw

Use the Draw button to start drawing on the screen and share it with the remote device.
5.3.3. Clear

After drawing on the screen, use the **Clear button** to erase all drawings.
5.3.4. Disconnect

Press Disconnect to end the remote session and close the connection with the remote device.
5.4. Agent feature

When the connection with the remote device is established successfully, the message “Connected” will be displayed on the remote device’s screen.
5.4.1. Disconnecting

Tap the \(\text{\ding{192}}\) icon to terminate the remote session and go back to agent’s login screen.

5.5. Closing the RemoteView App

During the remote control session, **press the Back button twice** on the Agent app or the Viewer app to exit the program.
6. PC to Android Remote Control

6.1. Connecting and Controlling Remote PC

From a Windows PC, open a browser and login to www.rview.com.

[Note]
Support browsers
- Internet Explorer 7~11, Microsoft Edge
- Chrome 7.0 or later
- Firefox 3.5 or later
- Safari 4.0 or later

6.1.1. Connecting to a Remote PC

① Select the remote PC and either **double click it** or **right-click and select [Remote Control]**.

② Enter the **access ID and Password**.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Agent logged in." /></td>
<td>Agent is logged in. <strong>Connection available.</strong></td>
</tr>
<tr>
<td><img src="image" alt="Agent logged out." /></td>
<td>Agent is logged out. <strong>Connection unavailable.</strong></td>
</tr>
<tr>
<td><img src="image" alt="Agent deactivated due to license problem." /></td>
<td>Agent deactivated due to license problem.</td>
</tr>
</tbody>
</table>

Viewer will be launched and Agent device's screen will be shown. **[Connected]** message will be displayed on the remote device.
6.1.2. Remote Control

Start controlling after entering the **access ID and Password**.

[Note]
**Access ID/PW**: account set during the Agent installation.
**Web ID/PW**: account set during the sign up.
6.2. Viewer features

<table>
<thead>
<tr>
<th>아이콘</th>
<th>메뉴</th>
<th>설 명</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="System" /></td>
<td>Always on top</td>
<td>Keeps the Viewer on top of all active Windows.</td>
</tr>
<tr>
<td><img src="image" alt="Exit" /></td>
<td>Exit</td>
<td>Disconnects the session and closes the Viewer.</td>
</tr>
<tr>
<td><img src="image" alt="Mobile control" /></td>
<td>Mobile control ※</td>
<td>Start controlling the remote device.</td>
</tr>
<tr>
<td><img src="image" alt="Laser pointer" /></td>
<td>Laser pointer</td>
<td>Displays a red arrow figure on the remote</td>
</tr>
<tr>
<td><img src="image" alt="Draw" /></td>
<td>Draw ※</td>
<td>Draws lines in free style.</td>
</tr>
<tr>
<td><img src="image" alt="Style" /></td>
<td>Style ※</td>
<td>Select the drawing style.</td>
</tr>
<tr>
<td><img src="image" alt="Color" /></td>
<td>Color ※</td>
<td>Change the color of the lines.</td>
</tr>
<tr>
<td><img src="image" alt="Clear" /></td>
<td>Clear ※</td>
<td>Clear all drawings.</td>
</tr>
<tr>
<td><img src="image" alt="Zoom" /></td>
<td>Zoom ※</td>
<td>Zoom the screen in and out from 50% ~ 200 %.</td>
</tr>
<tr>
<td><img src="image" alt="Auto-fit" /></td>
<td>Auto-fit ※</td>
<td>Adjust the screen size to the viewing device.</td>
</tr>
<tr>
<td><img src="image" alt="Screen capture" /></td>
<td>Screen capture ※</td>
<td>Capture the remote device’s screen in PNG format.</td>
</tr>
<tr>
<td><img src="image" alt="Send URL" /></td>
<td>Send URL ※</td>
<td>Send a URL to the remote device.</td>
</tr>
<tr>
<td><img src="image" alt="Clipboard" /></td>
<td>Clipboard</td>
<td>Exchange clipboard information with the remote device.</td>
</tr>
<tr>
<td><img src="image" alt="Record" /></td>
<td>Record ※</td>
<td>Record all activities on the remote device.</td>
</tr>
</tbody>
</table>

**[Note]**
※ Marked features are available only on devices compatible with screen view and control.

6.2.1. System Menu
6.2.1.1. Always on top
Keeps the Viewer on top of all active Windows in the Desktop.

6.2.1.2. Exit
Disconnects the session and closes the Viewer.

6.2.2. Control
6.2.2.1. Mobile Control
Enables remote mouse/keyboard control.

6.2.2.2. Laser pointer
Displays a red arrow figure on the remote
6.2.3. Draw

![Start Draw](image)

6.2.3.1. Draw (Ctrl.+Window+Shift)

Draw lines in free style.

6.2.3.2. Style

Select the style of drawing such as rectangle or in free style.

6.2.3.3. Color

Select one of the 5 available colors to be used for the lines.

6.2.3.4. Clear All

Clear all the drawings from the screen.

---

6.2.4. Screen

6.2.4.1. Zoom

Adjust the remote device’s screen viewing size in the Viewer from 20 ~ 100% ratio *(based on HD 1280*720)*.

6.2.4.2. Fit to screen

Adjust the viewing size to the current Viewer’s height.

---

*Note*

All drawings are also cleared if screen ratio is changed or program is switched.
6.2.5. Tools

6.2.5.1. Screen capture

It captures the currently connected remote device screen and saves it in PNG format. Same feature can be accessed with the button on the right-bottom corner.

[Note]
Saved location: (shared or public documents)\Rsupport\RemoteView\Capture

6.2.5.2. Send URL

It sends the URL to the remote device. On the remote device, default browser will be launched automatically and the URL will be opened.

6.2.5.3. Clipboard
Synchronize the clipboard between local and remote devices by pressing **Send/Receive button**.

6.2.5.4. Record

Record the activities performed or changes on the remote device. Each recorded video will be saved in separate folders named with the recorded date.

**[Note]**

Saved location: (shared or public documents)\Rsupport\RemoteView \ Recorded Files
For more information about RSUPPORT, please visit
http://www.rsupport.com

Korea :
서울특별시 송파구 위례성대로 14(방이동 45) 한미타워 15층, 16층
전화 : +82-70-7011-3900
팩스 : +82-2-479-4429
기술문의 : support.kr@rsupport.com
구매문의 : sales.kr@rsupport.com
기타문의 : info.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
TEL : +81-3-3539-5761
FAX : +81-3-3539-5762
お問い合わせ : support.jp@rsupport.com
Sales : sales.jp@rsupport.com
Info : info.jp@rsupport.com

USA :
333 Sylvan Ave. Suite 110
Englewood Cliffs, NJ 07632
Phone : +1-888-348-6330
Fax : +1-888-348-6340
Tech : support.us@rsupport.com
Sales : sales.us@rsupport.com
Info : info.us@rsupport.com

China :
北京市朝阳区广顺南大街 16 号嘉美中心写字楼 1210
联系电话 : +86-10-8256-1810
传真号码 : +86-10-8256-2978
技术咨询 : support.cn@rsupport.cn
销售咨询 : sales.cn@rsupport.cn
其他咨询 : info.cn@rsupport.cn