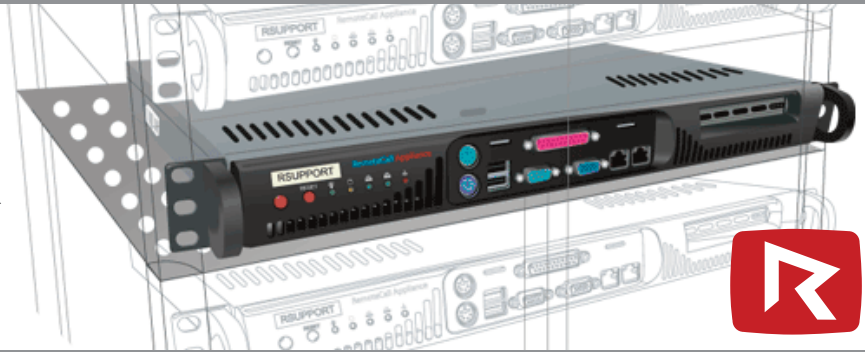


Support in a Box



The RemoteCall Appliance takes our industry leading RemoteCall software and packages it all in one easy-to-use device. The Appliance allows you to host a complete remote support session within the security of your own organization. This gives you freedom of not having to rely on third-party servers, either to store information or to host remote sessions. Plus, there is no need for a complicated setup, the Appliance is ready to go right out of the box. Simply and securely connect and support customers no matter where they are in the world.

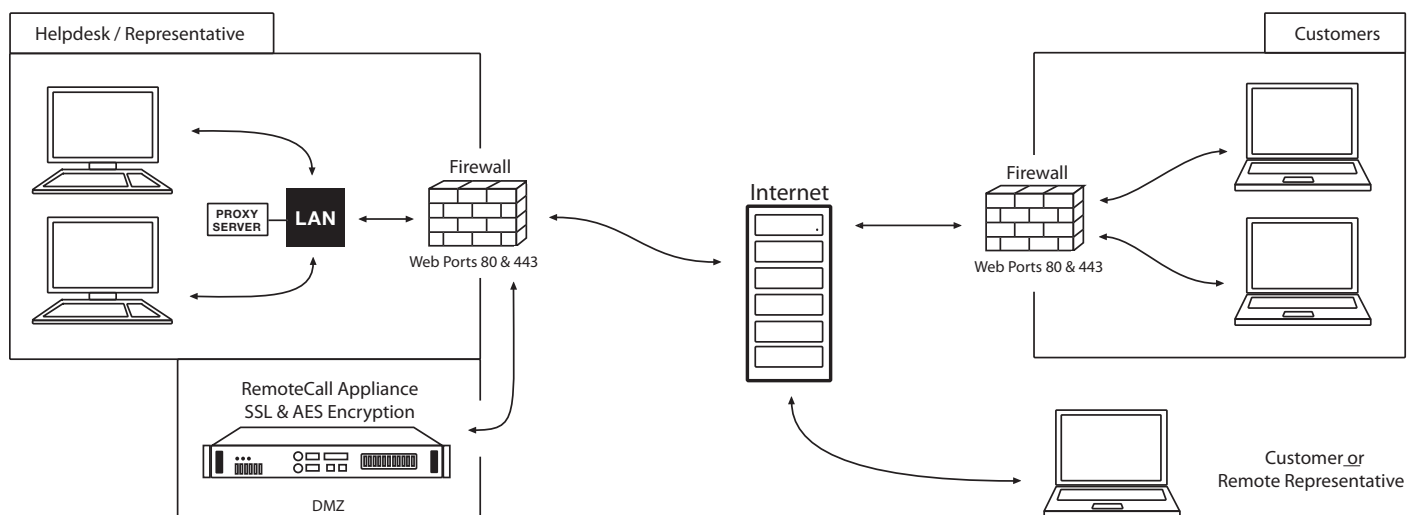
RemoteCall Appliance applications

Small and medium sized businesses (SMBs) are ideal for the RemoteCall Appliance. From handling customer service requests to IT helpdesks support, organizations will find the Appliance scalable and secure. The RemoteCall Appliance is designed to integrate seamlessly into your network, with no changes necessary to existing configurations or settings.

- SMBs
- IT Helpdesks
- Customer Service Centers
- System Administrators
- And more!

How it Works

The RemoteCall Appliance will be up and running in less than 30 minutes. Simply plug it in and follow the onscreen installation guide. Once configured, hosting a secure support session takes only a moment.



1. Connect

The representative launches the RemoteCall Viewer, initiating the support session and directs the customer to access your support URL. Then customer simply enters the representative's session code to establish a connection.

2. Diagnose and Resolve

The representative views the remote user's screen and resolves the problems in real-time by using RemoteCall's advanced support tools.

3. Disconnect

After the problems have been resolved, the session can be disconnected by either the remote user or representative. The remote user is then directed to the session summary page where they will see a report of the support session.



Security

The RemoteCall Appliance is one of the safest ways to conduct remote support at any price. With the Appliance, everything is housed within your organization - not in a third party facility.

- No pre-installed software required on the remote PC
- Customer authorization is required before granting a representative access to the remote PC
- 256-bit AES/SSL encryption support for all remote sessions
- Instant Customer notification of the active support session
- Representative control can be suspended at any time by simply pressing "Ctrl + Alt + Shift"
- Secondary Control features allow the representative to guide the customer rather than take full control
- Zero-footprint on the remote PC after the support session has ended

Key Features

Virtual Remote Video Driver (VRVD)

Maximize response time with our proprietary remote video driver

Drag & Drop File Transfers

Transfer files to and from the remote PC

Reboot & Reconnect

Reconnect automatically after a system reboot

Multiple Support Sessions

Conduct support sessions simultaneously

Remote Diagnostics and Process Control

Scan and list the customer's hardware, software, and processes to quickly analyze and solve problems.

Administration Center

Manage permissions and security settings, plus view sessions logs and statistics.

True Color Support

View the customer's screen, from mono to true color

Two-Way Desktop Sharing

View your customer's desktop or let the customer view yours in real-time.

Performance Optimization

Configure display and session settings to boost performance in low bandwidth networks.

Remote Printing

Print from the remote PC directly to your local printer

Session Recording

Record the support sessions in real-time

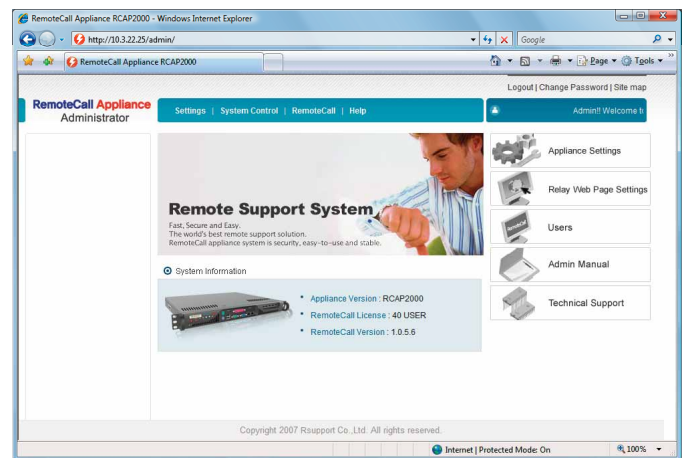
RemoteCall Technology

- Experience real-time response
- No pre-installed software is needed
- Connect through: LAN / WAN / VPN
- Connect through Firewalls and Proxy servers

Appliance Details

Model	RCAP 2000
CPU	Intel
Memory	512 MB DDR
HDD	80 GB SATA
NIC	10/100 Mbps (2)
LED	Power, HDD, LAN 1, LAN 2, Overheat
Power	260W, 100-240V AC
Size	424 x 356 x 43 mm

User Interface



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