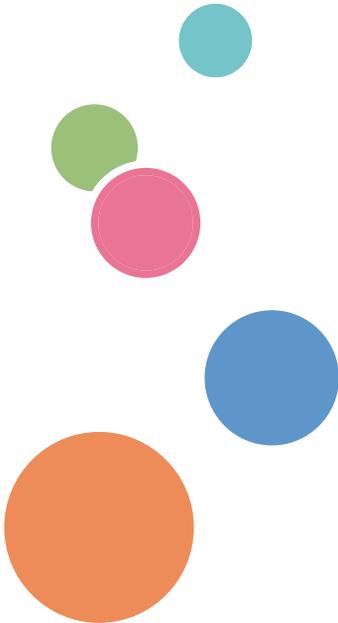




**Operating Instructions**

**Operator Tool Guide (Corresponding to PC Support)**





# TABLE OF CONTENTS

## 1. Introduction

- Overview.....5
- Functions.....6
- Operator Tool Operating Environment.....8
- Recommended Operating Environment of the Operator Tool.....9
- How to Read This Manual.....10
  - Symbols.....10
  - Disclaimer.....10
  - Notes.....10
- Terminology.....11
- Trademarks.....12

## 2. Installing/Uninstalling the Operator Tool

- Installing the Operator Tool.....13
- Uninstalling the Operator Tool.....19

## 3. Basic Operations of the Operator Tool

- Starting the Operator Tool.....21
- Logging Out of the Operator Tool.....23
- Exiting the Operator Tool.....25
- Exiting the Operator Tool by Shutting Down Your Computer.....26
  - Computer Shutdown during Support.....26
  - Computer Shutdown after Support Ends.....27
- Description of the Operator Tool Screen.....29
  - Components of the Operator Tool Screen.....29
  - Menu Bar.....30
  - Tool Icons.....32
  - Options Screen.....34
  - Session Name.....37

## 4. Supporting Computers

- Starting Support.....39
- Using Functions of the Operator Tool.....42
  - Using the Pointer Function.....42
  - Using the Red Marker Function.....44
  - Using the Remote Operation Function.....46

---

Using the Keyboard Function.....	50
Using the Send URL Function.....	51
Using the Shortcut Function.....	53
Using the Send Command Function.....	61
Requesting the Customer to Undergo Log-on Authentication.....	63
Using the Reboot Function.....	65
Using the Abort Function.....	68
Sending Files to the Customer.....	69
Receiving Files from the Customer.....	71
Using the Presentation Function.....	72
Using the Send Ctrl+Alt+Del Function.....	75
Using the Snapshot Function.....	75
Adjusting the Size of the Screen to Be Displayed.....	76
Fine-tune the Size of the Screen to Be Displayed.....	77
Displaying a Full Screen.....	79
Displaying Device Information.....	80
Device Information Items.....	83
Using the Text Chat Function.....	86
Exiting Support.....	89

## 5. Supporting a Device

---

Starting Support.....	93
Using the Operator Tool Functions.....	96
Using the Pointer Function.....	96
Using the Red Marker Function.....	97
Using the Remote Operation Function.....	99
Using the Send URL Function.....	101
Using the Send Command Function.....	103
Using the Abort Function.....	106
Using the Snapshot Function.....	107
Adjusting the Size of the Screen to Be Displayed.....	108
Fine-tune the Size of the Screen to Be Displayed.....	109
Exiting Support.....	111

---

## 6. Using the Video Recording Function

---

Recording Operations while Support Is Provided.....	115
Changing Recording Settings.....	118
Details of Recording Settings.....	119
Playing Back Recorded Videos.....	121
Details of the Recorded Video Playback Function.....	122

## 7. Using the Support Transfer Function

---

Using the Support Transfer Function.....	125
--	-----

## 8. Using the Multi-monitor Function

---

Using the Multi-monitor Function.....	129
---------------------------------------	-----

## 9. Managing the Support Logs

---

Saving Support Information.....	131
---------------------------------	-----

## 10. Configuring the Operator Tool

---

Configuring the Performance Settings.....	133
Details of the Performance Settings.....	136
Details of Screen Settings.....	137
Displaying Performance Information.....	139
Details of the Performance Information.....	140
Configuring File Save Settings.....	143

## 11. Frequently Asked Questions and Solutions

---

Frequently Asked Questions and Solutions.....	145
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# 1. Introduction

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## Overview

The RemoteConnect Support Operator Tool is a system for remotely supporting computers and devices. This tool allows operators to understand the condition of the terminals of customers in real time and inform the customers how to make settings and operate their terminals while remotely operating the customer's computer or device. Through this operation, it is possible to find causes of problems of any customers quickly and implement broad and sophisticated services.

# Functions

## Remote Support Preparation function

Category	Windows	Mac	Device
Time Synchronization function *	Available	Available	Available
Operator Authentication function	Available	Available	Available
Remote Support Start Request function	Available	Available	Available

## Remote Support function (during connection)

Category	Windows	Mac	Device
Pointer function	Available	Available	Available
Red Marker function	Available	Available	Available
Remote Operation function	Available	Available	Available
Device Information	Available	Available	Unavailable
Keyboard function	Available	Available	Unavailable
Send URL function	Available	Available	Available
Shortcut function	Available	Available	Unavailable
Command function	Available	Available	Available
Reboot function	Available	Available	Unavailable
Abort function	Available	Available	Available
Screen Size function	Available	Available	Available
Full-screen function	Available	Available	Unavailable
Screen Color function	Available	Available	Unavailable
Timer function	Available	Available	Available
Desktop Image Capture Mode Switching function	Available	Unavailable	Unavailable

Category	Windows	Mac	Device
Video Recording function	Available	Available	Available
Snapshot function	Available	Available	Available
Support Transfer function	Available	Unavailable	Available
Text Chat function	Available	Unavailable	Unavailable
Send Ctrl+Alt+Del function	Available	Unavailable	Unavailable
Presentation function	Available	Unavailable	Unavailable
File Transfer function	Available	Unavailable	Unavailable
Screen Sharing Temporary Stop function	Available	Unavailable	Unavailable

### Tool function

Category	Windows	Mac	Device
Help function	Available	Available	Available
Version Information function	Available	Available	Available
Support Log Management function	Available	Available	Unavailable

\* Disabled by default.

# Operator Tool Operating Environment

1

Operating System*	Windows Vista Home Basic/Home Premium/Business/Ultimate without SP/with SP1/SP2 Windows 7 Home Premium/Ultimate/Enterprise/Professional without SP/with SP1 Windows 8.1/Windows 8.1 Pro/Windows 8.1 Enterprise Windows 10 Home/Windows 10 Pro/ Windows 10 Education/Windows 10 Enterprise
Component	Internet Explorer 8.0 or later
CPU	1 GHz or higher
Memory	1 GB or more (32-bit) or 2 GB or more (64-bit)
HDD	Free disk space of 100 MB or more (system drive)
Ethernet adapter	100Base-TX full-duplex or faster Windows Vista: Microsoft compliant NDIS6.0 or later driver Windows 7: Microsoft compliant NDIS6.2 or later driver Windows 8.1: Microsoft compliant NDIS6.2 or later driver Windows 10: Microsoft compliant NDIS6.2 or later driver
Video	1024 × 768 × 16-bit color or higher 4096 or less in both vertical and horizontal directions
Others	Connection to the Internet is required.

\* For Windows Vista, Windows 7, Windows 8.1, and Windows 10, both 32-bit and 64-bit versions are supported.

# Recommended Operating Environment of the Operator Tool

1

Operating System *	Windows Vista Home Basic/Home Premium/Business/Ultimate without SP/with SP1/SP2 Windows 7 Home Premium/Ultimate/Enterprise/Professional without SP/with SP1 Windows 8.1/Windows 8.1 Pro/Windows 8.1 Enterprise Windows 10 Home/Windows 10 Pro/ Windows 10 Education/Windows 10 Enterprise
Component	Internet Explorer 8.0 or later
CPU	2 GHz or higher
Memory	2 GB or more
HDD	Free disk space of 100 MB or more (system drive)
Ethernet adapter	100Base-TX full-duplex or faster Windows Vista: Microsoft compliant NDIS6.0 or later driver Windows 7: Microsoft compliant NDIS6.2 or later driver Windows 8.1: Microsoft compliant NDIS6.2 or later driver Windows 10: Microsoft compliant NDIS6.2 or later driver
Video	1280 × 1024 × 32-bit color or higher 4096 or less in both vertical and horizontal directions
Others	Connection to the Internet is required.

\* For Windows Vista, Windows 7, Windows 8.1, and Windows 10, both 32-bit and 64-bit versions are supported.

# How to Read This Manual

---

## Symbols

---

This manual uses the following symbols:

### **Important**

Indicates a situation that may result in property damage or malfunction if instructions are not followed. Be sure to read the instructions.

### **Note**

Indicates supplementary relevant information.

### [ ]

Indicates the names of keys that appear on the computer screen.

---

## Disclaimer

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To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

In no event will the manufacturer be responsible for any documents created by you using this product or any results from the data executed by you.

---

## Notes

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Some illustrations in this manual might be slightly different from the machine.

Contents of this manual are subject to change without prior notice.

# Terminology

This section defines the terminology used in this manual.

## URL

An Internet address of a website.

(For example: <http://www.xxx.com>.)

## Operator tool

Refers to the "RemoteConnect Support Operator Tool" that enables an operator to support computers and devices of customers remotely after the operator tool is installed on a computer of the operator.

## Administrator right

One of Windows account rights.

A user with administrator rights can perform all kinds of operations including read and write of all folders and files.

## Client tool

Refers to the "RemoteConnect Support Client Tool" that enables customers to receive remote support of the operator after the client tool is installed on their computers or devices.

## Command

A function to issue instructions to a computer or device according to entered characters.

## Safe Mode

A function to start a computer with the minimum necessary conditions.

## Direct connect

Directly connects a client and an operator without going through a server.

## Browser

Software to use the Internet.

(For example: Internet Explorer or Firefox.)

## Multi-boot

Refers to installing two or more different types of operating systems on a single computer.

## Device

This refers to a printer or MFP on the network.

# Trademarks

1

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Microsoft, Windows, Windows Vista and Internet Explorer are either registered trademarks or trademarks of Microsoft Corp. in the United States and/or other countries.

Optimal Remote is a registered trademark of OPTiM Corp.

The proper names of the Windows operating systems are as follows:

- The product names of Windows Vista are as follows:

Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Ultimate

Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Business

Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Home Premium

Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Home Basic

- The product names of Windows 7 are as follows:

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Home Premium

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Professional

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Ultimate

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Enterprise

- The product names of Windows 8.1 are as follows:

Microsoft<sup>®</sup> Windows<sup>®</sup> 8.1

Microsoft<sup>®</sup> Windows<sup>®</sup> 8.1 Pro

Microsoft<sup>®</sup> Windows<sup>®</sup> 8.1 Enterprise

- The product names of Windows 10 are as follows:

Microsoft<sup>®</sup> Windows<sup>®</sup> 10 Home

Microsoft<sup>®</sup> Windows<sup>®</sup> 10 Pro

Microsoft<sup>®</sup> Windows<sup>®</sup> 10 Enterprise

Microsoft<sup>®</sup> Windows<sup>®</sup> 10 Education

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

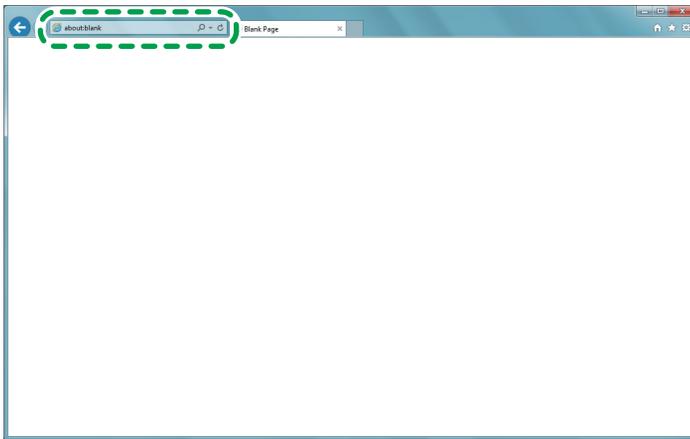
Microsoft product screen shots reprinted with permission from Microsoft Corporation.

# 2. Installing/Uninstalling the Operator Tool

## Installing the Operator Tool

**★ Important**

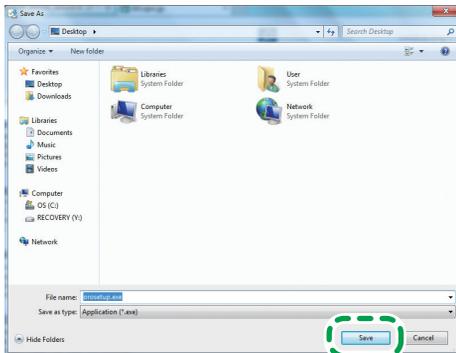
- Before starting the installation, close unnecessary applications.
1. Start the browser, enter the download URL of the operator tool (orosetup.exe) in the area indicated by a green dashed line, and then press the [Enter] key.



DUN101

2. If a warning screen appears, click [Run] or [Save].

Clicking [Save As] displays a screen as shown below. Specify a save location, and then click [Save]. After the save completes successfully, see Step 4 and subsequent steps.



DUN103

3. The installer is being checked. Wait for the process to be completed.

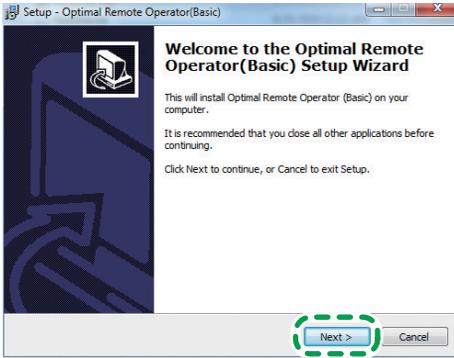
**4. Start the downloaded operator tool installer (if you have clicked [Run] in Step 2, the installer starts automatically).**

If a warning screen appears, click [Run].

If a user account control screen appears after you click [Run], click [Yes].

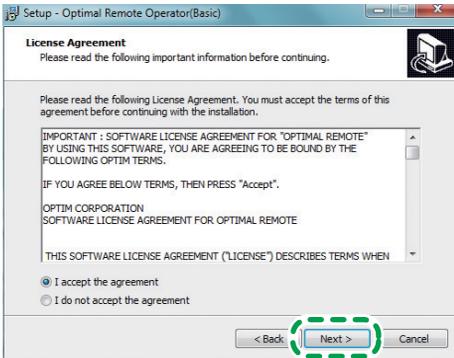
**5. The installation of the operator tool begins. Click [Next >].**

2



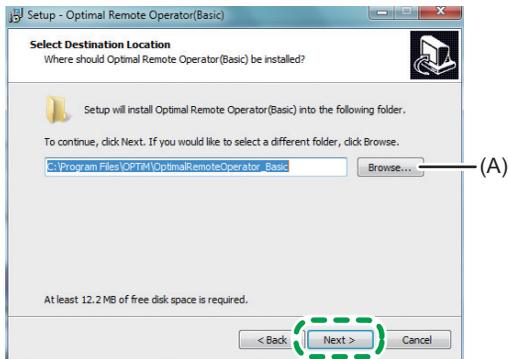
DUN106

**6. The software license agreement is displayed. After confirming the content of the agreement, select [I accept the agreement], and then click [Next >].**



DUN107

## 7. Specify an install location, and then click [Next >].

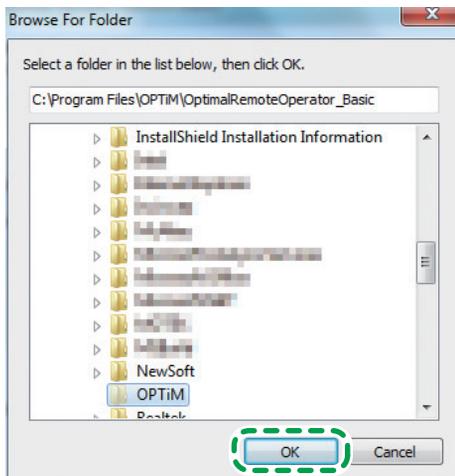


DUN108

You need not change the install location unless otherwise required.

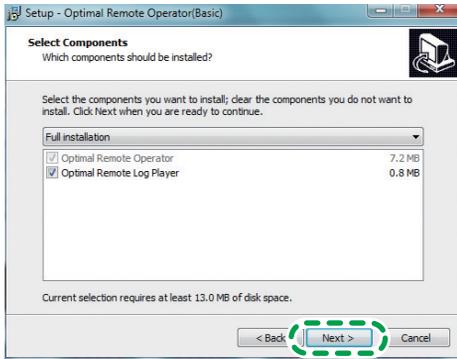
Clicking [Browse...] (A) displays a screen as shown below.

Select an install location, and then click [OK].



DUN109

8. Select components to install, and then click [Next >].

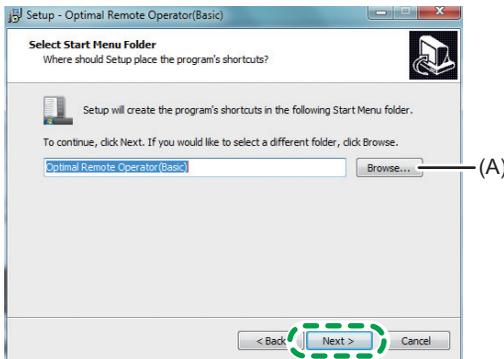


DUN110

Note

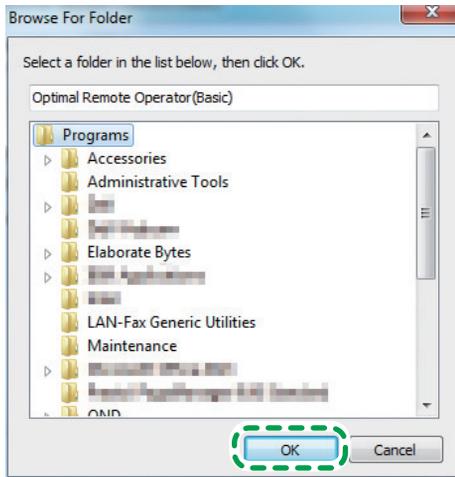
- For details about Optimal Remote Log Player, see page 121 "Playing Back Recorded Videos".

9. Specify a location for creating a program icon, and then click [Next >].



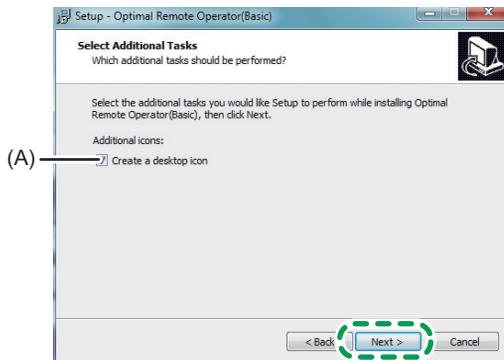
DUN111

You need not change the program group unless otherwise required. Clicking [Browse...] (A) displays a screen as shown below. Select a location for creating the program icon, and then click [OK].



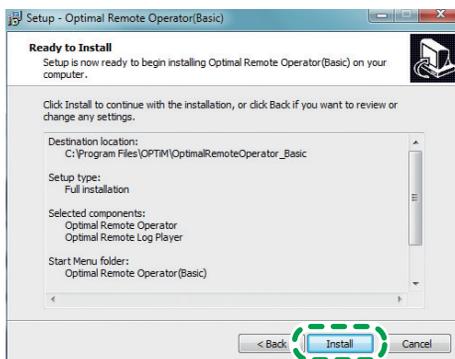
DUN112

10. To create the icon on the desktop, select the check box (A), and then click [Next >].  
If you do not create the icon, do not select the check box. Click [Next >].



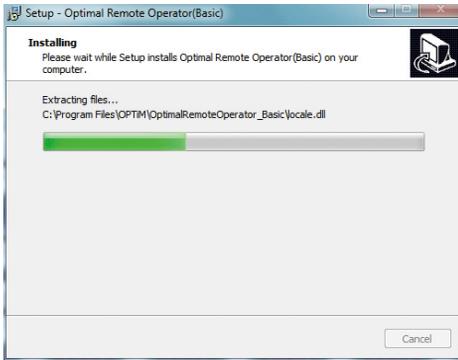
DUN113

11. Confirm the settings, and then click [Install].



DUN114

**12. The install is in progress. Wait for the process to be completed.**



**13. The operator tool has been installed. Click [Finish].**

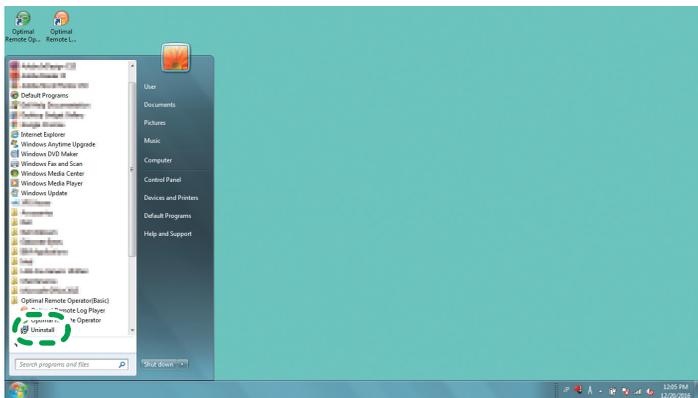


# Uninstalling the Operator Tool

**Note**

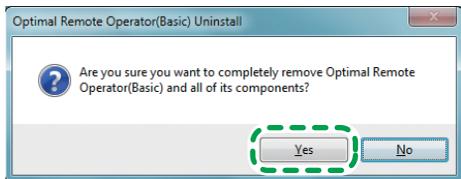
- First make sure that the operator tool is not active, and then uninstall the tool as a user with administrator rights.

1. From [All Programs] on the [Start] menu, click [Optimal Remote Operator (Basic)] - [Uninstall].



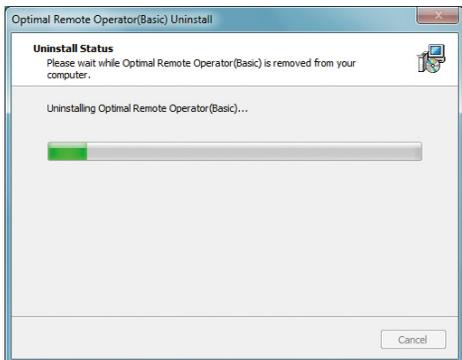
DUN344

2. The uninstall confirmation window appears. Click [Yes].

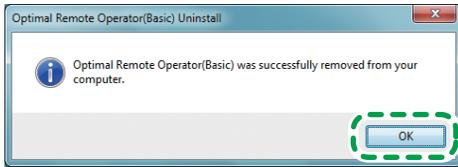


DUN345

3. The uninstall is in progress. Wait for the process to be completed.



4. The operator tool has been uninstalled. Click [OK].

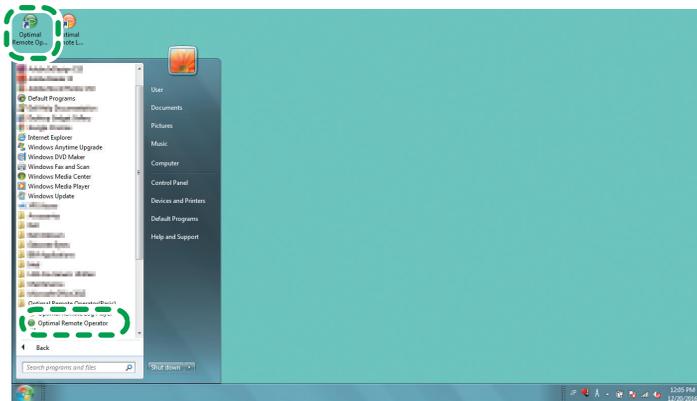


DUN347

# 3. Basic Operations of the Operator Tool

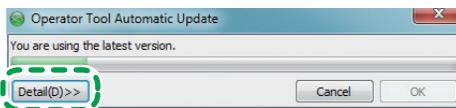
## Starting the Operator Tool

1. Double-click the [Optimal Remote Operator (Basic)] shortcut created on the desktop, or select [All Programs] on the [Start] menu, and then click [Optimal Remote Operator (Basic)] - [Optimal RemoteOperator].



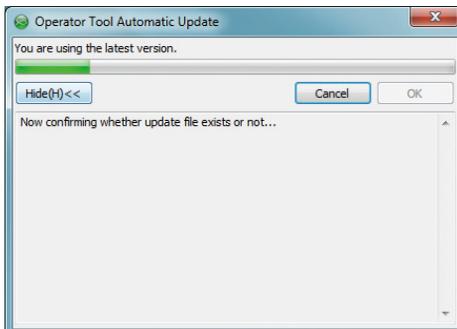
DUN117

2. Auto update of the operator tool starts. Wait for the process be completed.



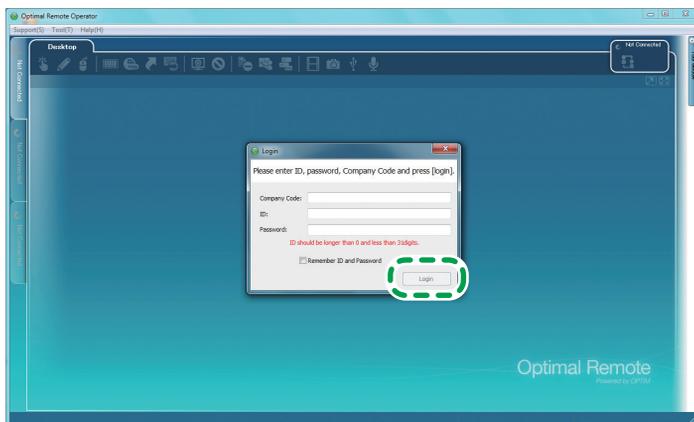
DUN118

Clicking [Detail] changes the window to the details.



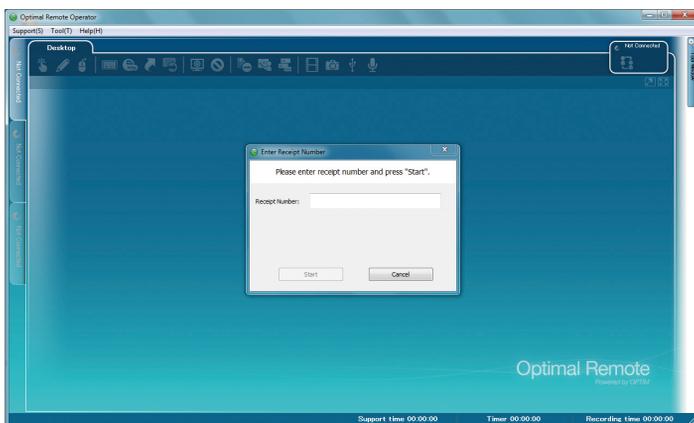
After the update is completed, the operator tool starts automatically.

3. Enter your Company Code, ID, and password, and then click [Login].



DUN120

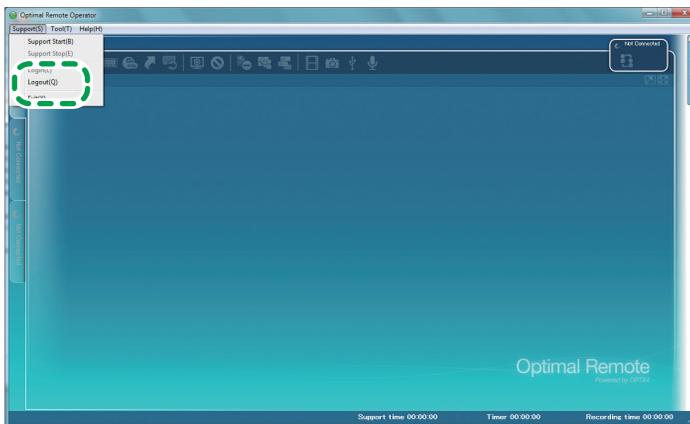
4. The receipt number entry window is displayed.



# Logging Out of the Operator Tool

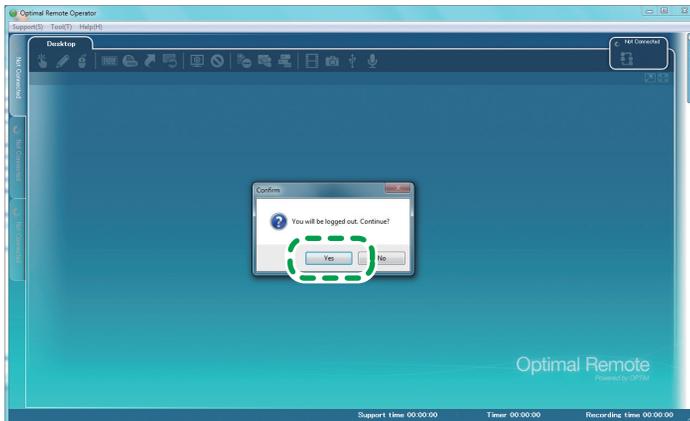
Exit the operator tool. The remote connection stops.

1. From [Support] on the menu bar, click [Logout].



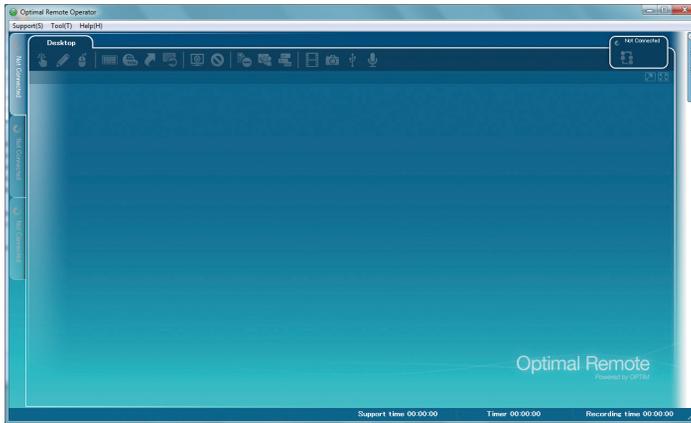
DUN333

2. The logout confirmation window is displayed. Click [Yes].



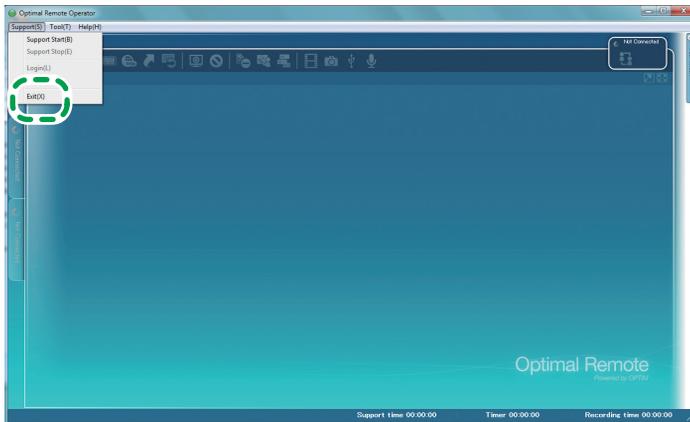
DUN334

### 3. You have logged out.



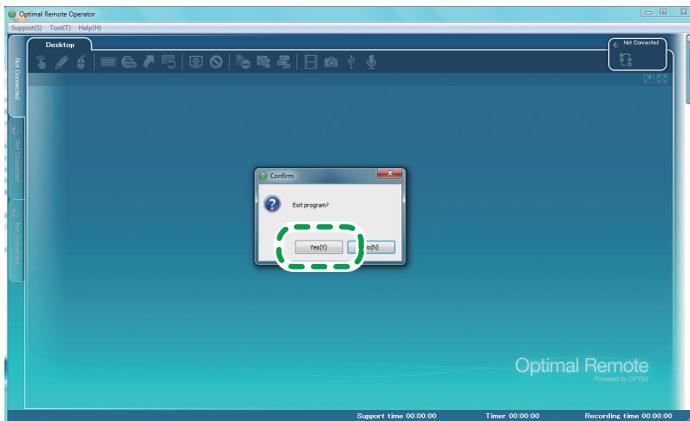
# Exiting the Operator Tool

1. From [Support] on the menu bar, click [Exit].



DUN336

2. The exit confirmation window is displayed. Click [Yes].



DUN337

3. The end processing window is displayed. Wait for the process to be completed.  
If you click [Cancel], the previous screen returns.

# Exiting the Operator Tool by Shutting Down Your Computer

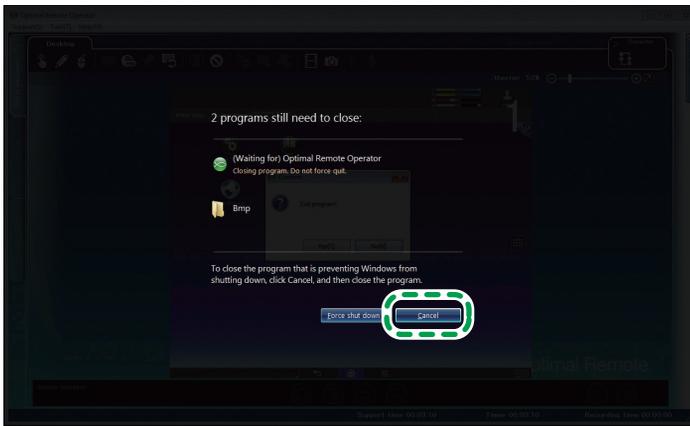
## Computer Shutdown during Support

The operator tool blocks the shutdown and logout of your computer while a Remote Support Service is provided.

To shut down or log out of the computer, you need to exit the support.

**1. The operator tool is blocking the shutdown of your computer.**

Click [Cancel] on the shutdown block screen of the computer.

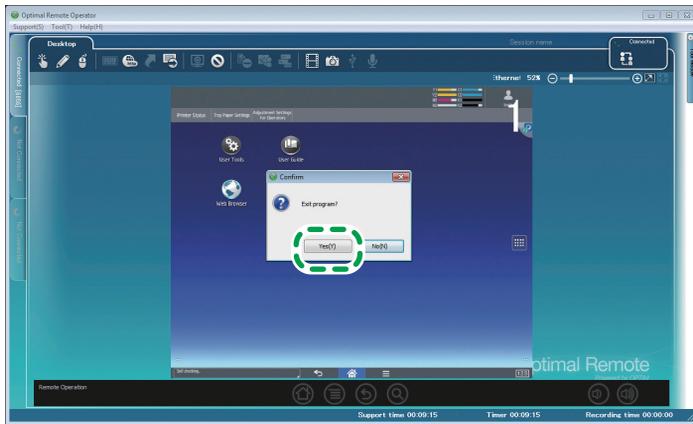


**2. Exit the support.**

**To exit the operator tool at the same time as support ends**

When the operator tool detects the shutdown or logout of the computer, the exit confirmation window is displayed.

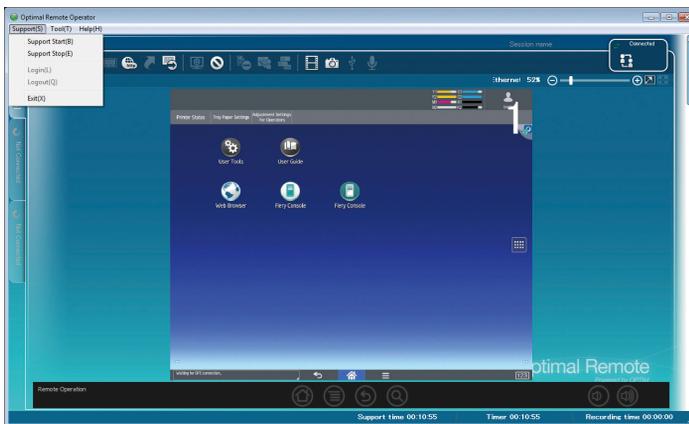
To exit the operator tool at the same time as the support ends, click [Yes] on the exit confirmation window.



DZD102

### To exit only the support

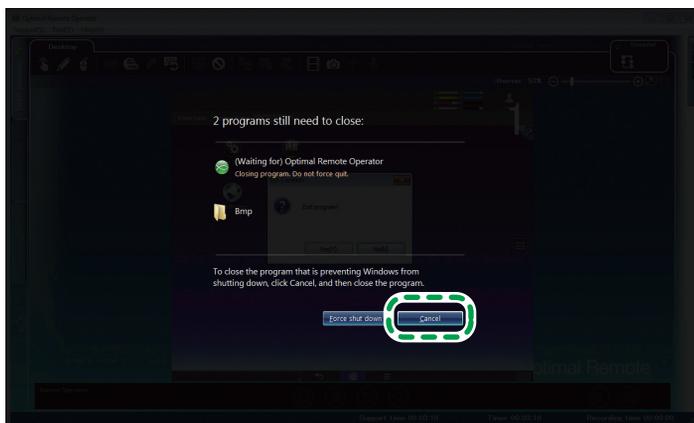
For details about how to exit only the support, see page 89 "Exiting Support" and page 111 "Exiting Support".



## Computer Shutdown after Support Ends

While the Video log is moved, the operator tool blocks the shutdown and logout of your computer. After the Video log is moved, blocking for the shutdown or logout of the computer is canceled. Wait for the process to be completed.

1. The operator tool is blocking the shutdown of your computer. Wait for the Video log to be moved.

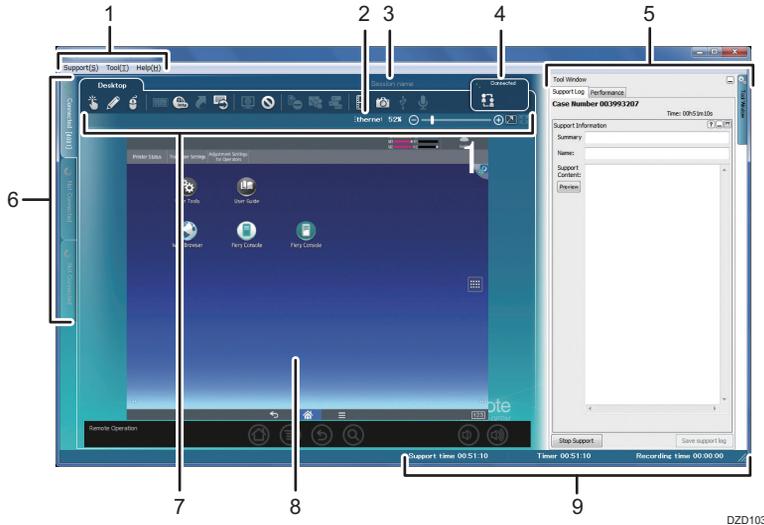


DZD101

2. The Video log is moved. Blocking is canceled, and the computer shutdown starts automatically.

# Description of the Operator Tool Screen

## Components of the Operator Tool Screen



### 1. Menu bar

See page 30 "Menu Bar".

### 2. Network type

During a remote connection, the network type of the customer's terminal is displayed.

This function is available only when the support target is a device.

### 3. Session name

See page 37 "Session Name".

### 4. Connection status

"Connected" is displayed during a remote connection. "Not Connected" is displayed when a connection is not made. "Check connection" is displayed when a connection is retried. "Disconnect" is displayed when a connection ends.

### 5. Tool window

When clicking the [Tool Window] tab, you can display the [Tool Window] screen.

### 6. Connection switching

The operator tool can connect up to three units of computer or device remotely at the same time.

You can switch the connection screens by clicking the connection switching tab or pressing the corresponding shortcut keys.

Shortcut keys

- Connection screen 1: [Alt] + [F1]
- Connection screen 2: [Alt] + [F2]

- Connection screen 3: [Alt] + [F3]

If the screen is sequentially switched from top to bottom, the connection screen number at the top right of the main screen changes from 1 to 2, and 3 correspondingly.

One of "Not Connected", "Connected", or "Log is not sent" is displayed on the tab. A reception number is also displayed during a remote connection.

- Not Connected: When a remote connection is not established
- Connected: When a remote connection is established
- Log is not sent: When a log is not sent after support ends

**7. Tool icons**

See page 32 "Tool Icons".

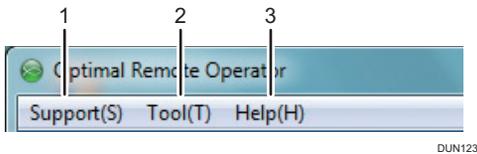
**8. Main screen**

The customer's screen is displayed. A connection screen number is displayed at the top right of the screen.

**9. Status bar**

The current remote connection status is displayed.

**Menu Bar**



No.	Menu		Description
1	Support	Support Start	Displays the reception number entry window.
		Support Stop	Stops the remote connection with the customer's computer or device.
		Login	When clicking this while logout is performed, you can display the login window.
		Logout	Allows you to log out.
		Exit	Exits the operator tool. (The remote connection stops.)

No.	Menu		Description
2	Tool	Timer	Show Displays a remote connection time on the customer's screen.
			Hide Hides a remote connection time displayed on the customer's screen.
			Start/Pause Abort/resumes the progress of the remote connection time displayed on the customer's screen.
		Remote screen number	Show Displays the connection screen number of the operator tool.
			Hide Hides the connection screen number of the operator tool.
		Manage Support Log *1	Save when support is finished Automatically saves support information to the server when support ends.
			Confirm before saving Displays a confirmation window before saving support information to the server.
		Screen Capture	Open storage folder Displays a folder in which snapshots are saved.
			Show notification Displays the previously displayed notice after a snapshot is taken.
		Options	- Displays the options screen. For details about the options screen, see page 34 "Options Screen".

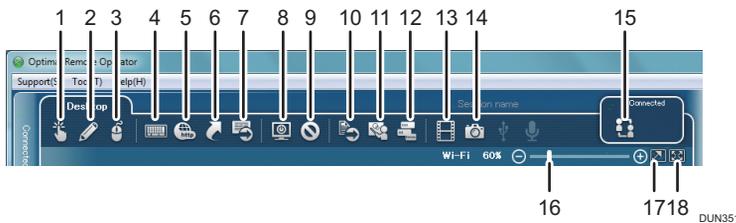
No.	Menu		Description
3	Help	Help	Displays a list of error codes of the operator tool and the client tool. *2
		Version Information	Allows you to check the version of the operator tool you are using.

3

\*1 This function is available only when the support target is a Windows computer.

\*2 "Adobe Acrobat Reader" is needed to display the error code list.

### Tool Icons



No.	Icon name	Description	Client	Page
1	Pointer	Displays a pointing finger icon on the customer's screen.	Windows, Mac	page 42
			Device	page 96
2	Red Marker	Allows you to write and draw in red on the customer's screen.	Windows, Mac	page 44
			Device	page 97
3	Remote operation	Allows you to operate the customer's computer and device remotely. The customer can operate their computer or device directly while you are operating it.	Windows, Mac	page 46
			Device	page 99

No.	Icon name	Description	Client	Page
4	Keyboard	Displays an image of a keyboard on the customer's screen.	Windows, Mac	page 50
5	Send URL	Activates the customer's browser automatically to display a Web page at a sent URL.	Windows, Mac	page 51
			Device	page 101
6	Shortcut	Displays the shortcut screen where you can select a setting screen to be displayed on the customer's screen.	Windows, Mac	page 53
7	Send Command	Allows you to execute an entered command on the customer's computer or device.	Windows, Mac	page 61
			Device	page 103
8	Reboot	Reboot the customer's computer.	Windows, Mac	page 65
9	Pause	Stops a remote connection temporarily.	Windows, Mac	page 68
			Device *	page 106
10	File Transfer	Allows you to send files to the customer.	Windows	page 69
11	Presentation	Displays the operator's screen on the customer's screen.	Windows	page 72
12	Send Ctrl+Alt+Del	Displays a screen when the [Ctrl], [Alt], and [Delete] keys are pressed together on the customer's screen.	Windows	page 75
13	Record video	The content of support is recorded as a video.		page 115

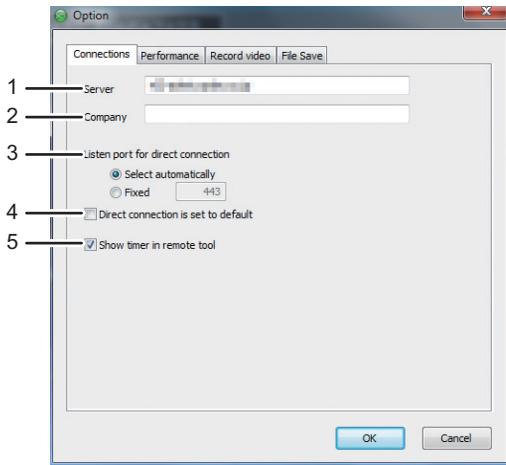
No.	Icon name	Description	Client	Page
14	Snap Shot	Allows you to capture the customer's screen as a JPEG image.	Windows, Mac	page 75
			Device	page 107
15	Escalation	Transfers the current customer support to other operators.	Windows	page 125
			Device	
16	Magnification Slider	Allows you to fine-tune the size of the customer's screen displayed within the operator tool.	Windows, Mac	page 77
			Device	page 109
17	Screen Scale	Allows you to change the size of the customer's screen displayed within the operator tool.	Windows, Mac	page 76
			Device	page 108
18	Full Screen	Displays the customer's screen on the entire screen of the operator.	Windows, Mac	page 79

\* If a device is supported, no connection is automatically established when the device is rebooted while an abort sequence is performed.

## Options Screen

For details about how to display the [Options] screen, see page 30 "Menu Bar".

## Connections



DUN125

1. Specify the server name.
2. Specify the Company Code.

### Note

- Specified Company Code is automatically input into the log-on window at the time of start-up.

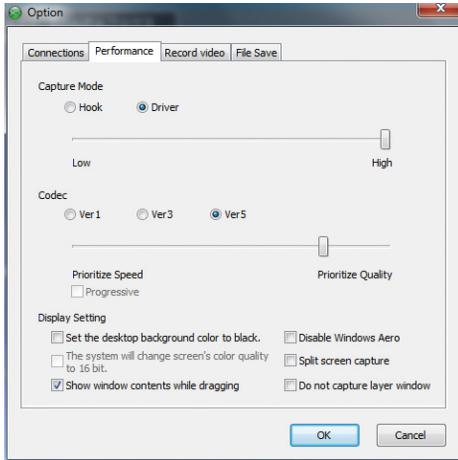
3. Specify the standby port for direct connection. This function is available only when the support target is a computer.
4. To use the direct connection by default, select the check box. Direct connection does not go through the relay server and connects directly to the customer's computer, thereby enabling improvement of support performance. This function is available only when the support target is a computer.
5. To display the timer in the remote tool, select the check box.

### Note

- The proxy setting of the browser is used.

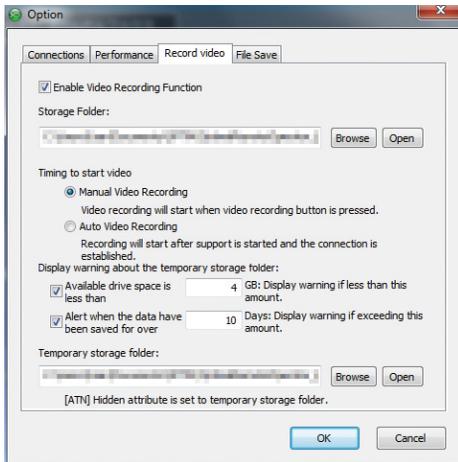
## Performance

For details, see page 133 "Configuring the Performance Settings".



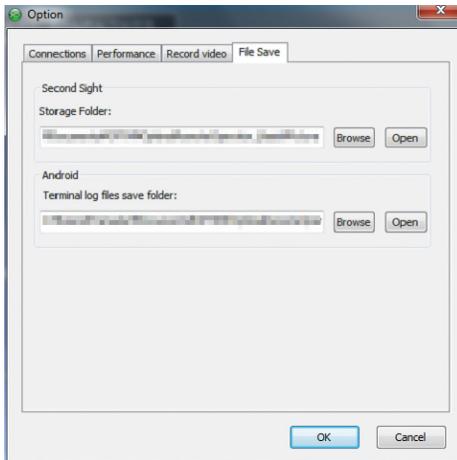
### Record video

For details, see page 118 "Changing Recording Settings".



### File Save

This function is available only when the support target is a computer. For details, see page 143 "Configuring File Save Settings".



## Session Name

The operator can assign a session name optionally to each remote connection for which support is provided.

A session name is automatically transferred to an operator the session name is transferred to using the support transfer function.

Furthermore, session names are automatically recorded in the support log.



DZD104

### 1. Assigning a session name

Assign a session name to a remote connection. When clicking the displayed session name during a remote connection, you can enter a session name.

### 2. Displaying the session name

The assigned session name is displayed when the mouse cursor is placed on the Connect tab.



# 4. Supporting Computers

## Starting Support

### 1. Start the operator tool, and then log in.

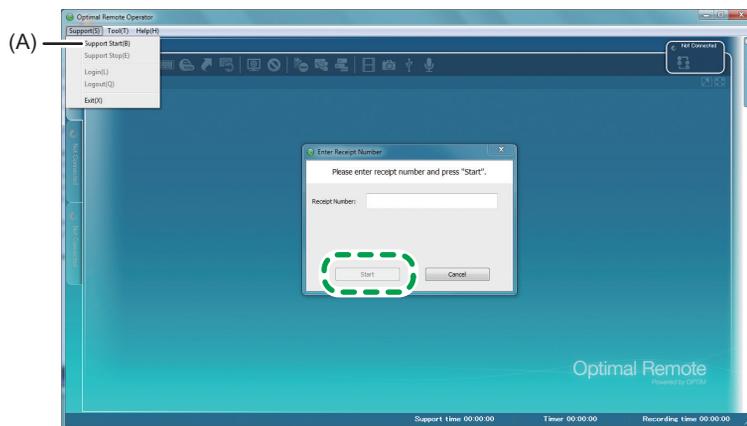
A reception number entry window is displayed.

#### ↓ Note

- For details about how to start the operator tool and log in, see page 21 "Starting the Operator Tool".

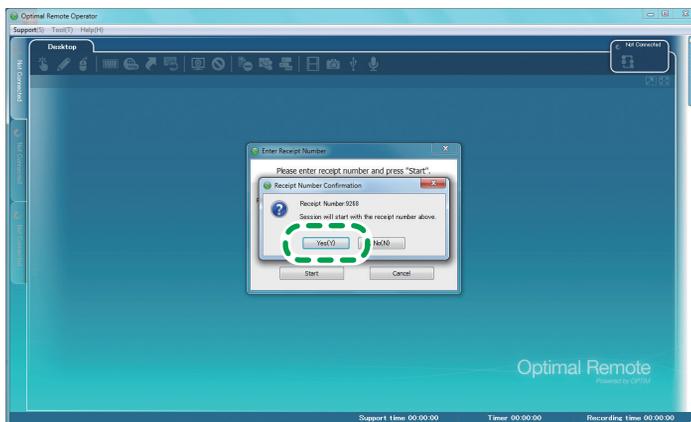
### 2. Enter the reception number, and then click [Start].

If the [Enter Receipt Number] window is not displayed, on the menu bar, click [Support], and then click [Support Start] (A).



DUN236

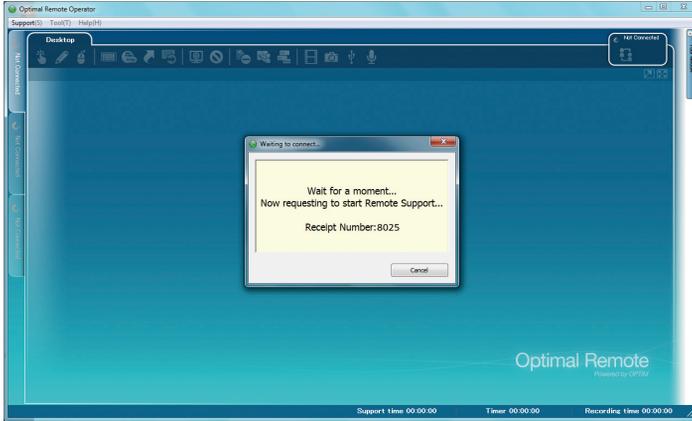
### 3. The reception number confirmation window is displayed. Click [Yes].



DUN131

The receiving connection dialog box is displayed.

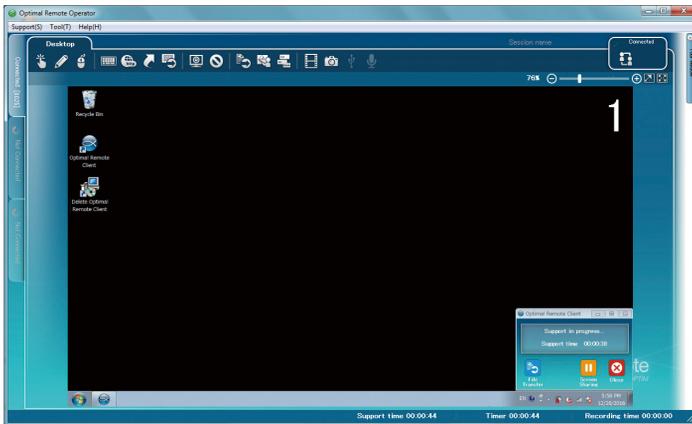
**4. Support starts. Wait for the process to be completed.**



4

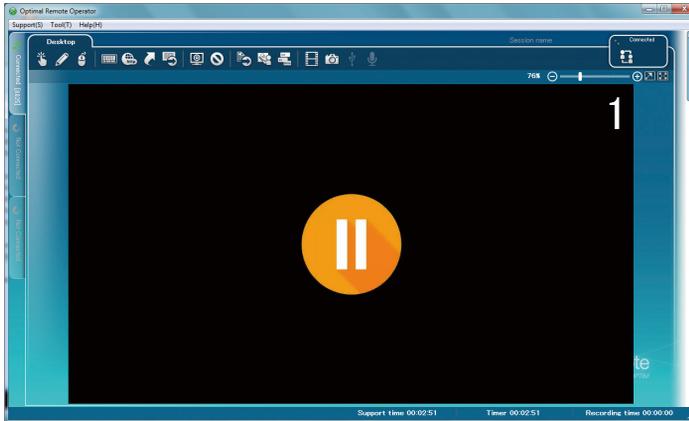
**5. When a connection to the customer's computer is established, the window of the device operation section appears on the main window.**

When a remote connection is established, the functions assigned to tool icons become available, and support starts.



**If the user stops screen sharing temporarily**

If the user stops screen sharing temporarily, the screen of the connected computer is not displayed on your screen until the user resumes the screen sharing.

**Note**

- For details about how to stop screen sharing temporarily, see "RemoteConnect Support Client Tool User Guide".
- This function is available only when the support target is a Windows computer.

# Using Functions of the Operator Tool

## Using the Pointer Function

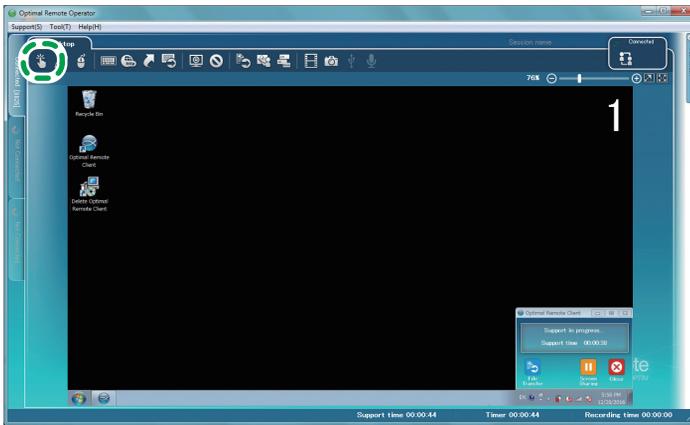
A pointing finger icon is displayed on the screen of the customer's computer to prompt an operation.

**Note**

- You cannot use this function when the Red Marker function or Remote operation function is used.

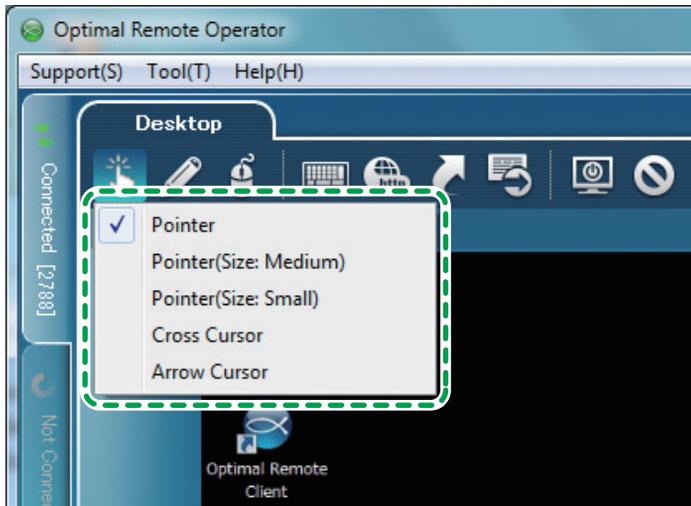
**1. Click the Pointer icon.**

4



**2. From the displayed icon sets available for pointing, specify (click) any of them.**

Each icon set consists of two types of icons, and an icon to be used can be changed to another one each time it is right-clicked.



DUN136

4

#### ↓ Note

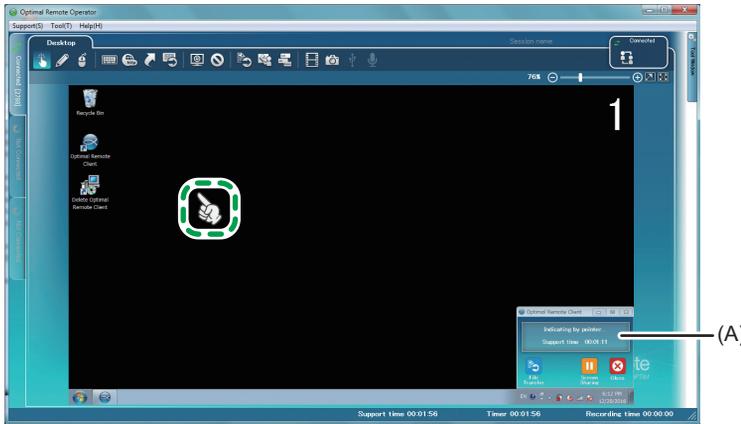
- The pull-down menu for icon set selection is hidden when the mouse cursor is moved off the pointing finger icon or the pull-down menu.
- Only one type of an icon is available for arrow cursors.
- To change the icon set to another one during pointing, the pointing operation must be completed.

### 3. When you left-click on an image displayed on the operator tool, the pointing finger icon is displayed on the customer's screen. When you click the pointing finger icon again, it disappears.

The [Optimal Remote Client] window (A) of the customer turns to "Indicating by pointer...".

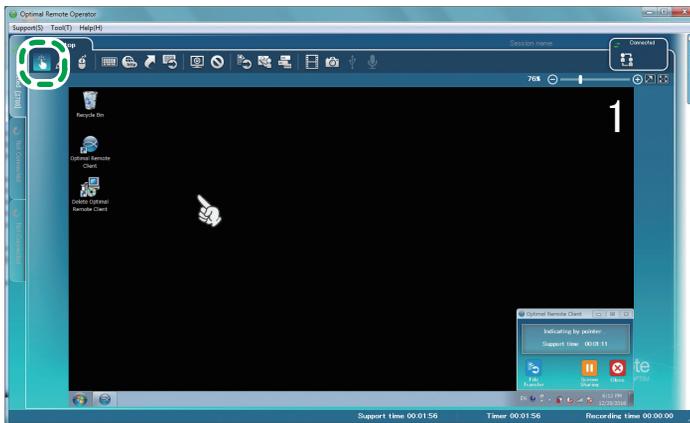
To move the pointing finger icon, hold down the left mouse button, and then move the mouse.

Right-click the mouse to switch over the icon to be displayed.



DUN137

4. To stop using this function, click the Pointer icon again.



DUN138

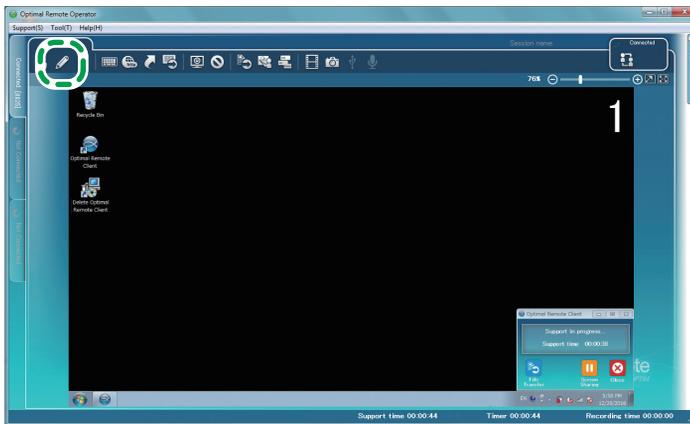
## Using the Red Marker Function

You can write and draw in red on the customer's screen.

**Note**

- You cannot use this function when the Pointer function or Remote Operation function is used.

## 1. Click the Red Marker icon.



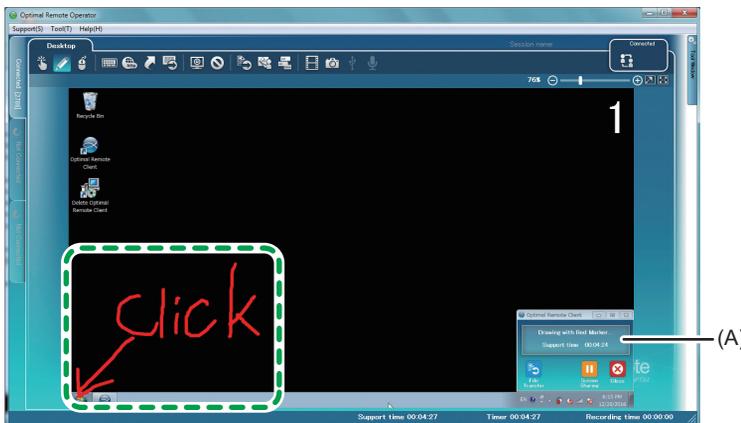
DUN139

## 2. Hold down the left mouse button, and then move the mouse.

A red line is drawn on the customer's screen.

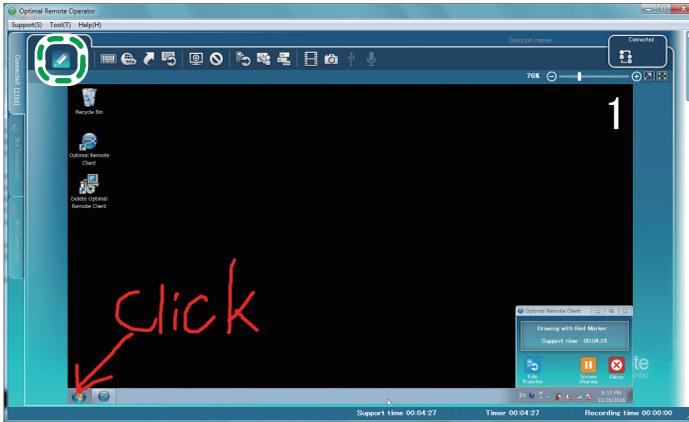
The [Optimal Remote Client] screen (A) of the customer turns to "Drawing with Red Marker..."

If you click the right mouse button while using the Red Marker function, all red marker content is deleted.



DUN140

3. To stop using this function, click the Red Marker icon again.



DUN141

4

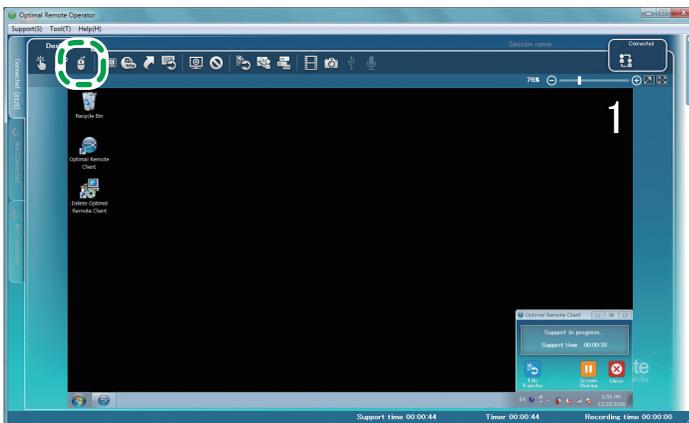
## Using the Remote Operation Function

You can use the operator tool to operate the mouse and keyboard of the customer (for example, entering characters).

### ↓ Note

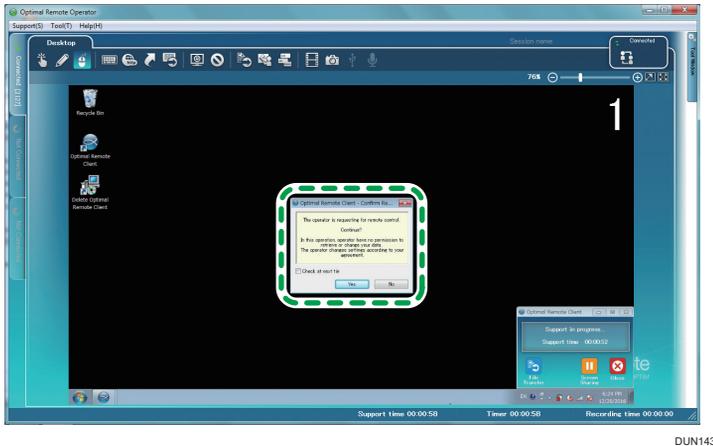
- You cannot use this function when the Pointer function or Red Marker function is used.

1. Click the Remote operation icon.



DUN142

- The remote operation confirmation window is displayed on the customer's screen. Prompt the user to click [Yes].



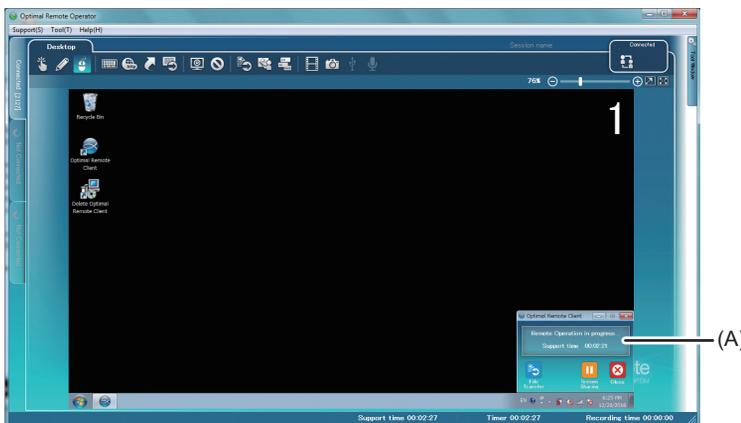
DUN143

### Note

- When you select the [Check at next time] check box of the confirmation window, the remote operation confirmation window is displayed when a remote operation starts. When you do not select this check box, you can perform remote operations without user confirmation for the rest of the support session.
- To abort the remote operation, click the Remote operation icon again.

- You can perform a remote operation on the customer's computer.

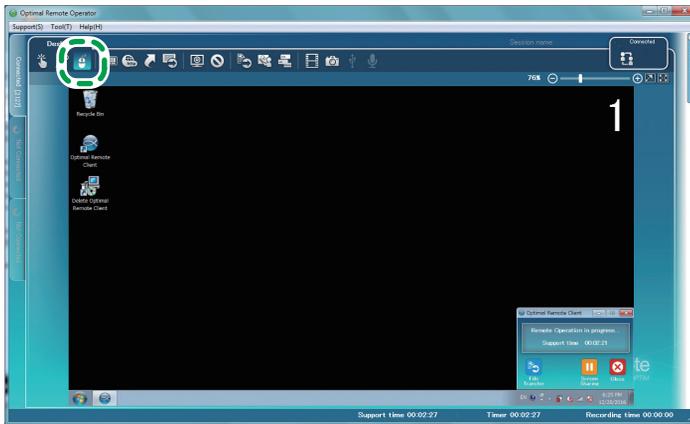
The [Optimal Remote Client] screen (A) of the customer turns to "Remote Operation in progress...".



DUN144

A user account control screen may not be operable depending on the security level of the customer's computer.

#### 4. To stop using this function, click the Remote operation icon again.



DUN146

#### If the customer is using a Windows computer

- Enabling/Disabling the Mouse Cursor Interlocking Function

You can use the shortcut key [Alt]+[m] to enable or disable the mouse cursor interlocking function.

When a connection starts, this function is enabled. If you move your mouse cursor, the mouse cursor of the customer's computer also moves.

Press the [Alt] and [m] keys on the keyboard together to disable the mouse cursor interlocking function. The mouse cursor of the customer's computer no longer moves when you move your mouse cursor. Press the [Alt] and [m] keys on the keyboard together again to enable the mouse cursor interlocking function.

Keyboard operations (for example, entering characters) are available regardless of whether the mouse cursor interlocking function state is On or Off.

- Sharing the clipboard

The operator's computer and the customer's computer share the clipboard while a Remote Support Service is provided.

Text that has been copied on the operator's computer can be pasted to the customer's computer.

Furthermore, text that has been copied on the customer's computer can be pasted to the operator's computer.

- Sending shortcut key operations

All of the operations of the shortcut keys including [Shift], [Alt], [Ctrl], and [Win] are sent to the customer's computer.

However, transmission of the operations of some shortcut keys and [Ctrl]+[Alt]+[Delete] \* are blocked by the operator's computer, so that any of those operations is not sent to the customer's computer.

The [Alt]+[m] shortcut key is used to toggle the mouse cursor interlocking function On and Off during remote operation, so it is not sent to the customer's computer.

- \* By using the Send Ctrl+Alt+Del function, a screen displayed when the [Ctrl], [Alt], and [Delete] keys are pressed together can be displayed on the customer's screen. For the Send Ctrl+Alt+Del function, see page 75 "Using the Send Ctrl+Alt+Del Function".

### If the customer is using a Macintosh computer

- Keyboard equivalents for the Windows keys of the operator's computer

The keyboard equivalents are as follows:

Macintosh keys	Windows keys
[command]	[Windows]
[shift]	[Shift]
[option]	[Alt]
[control]	[Ctrl]

- Keyboard equivalents for shortcut keys

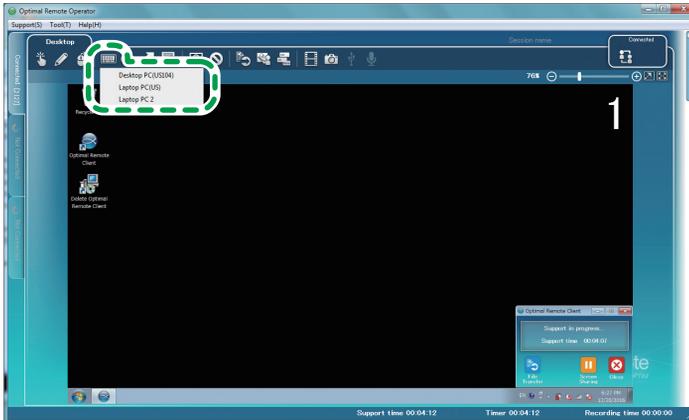
Keyboard equivalents for the Windows shortcut keys are as follows:

Macintosh shortcut keys	Windows keys
Copy: [command]+[C]	[Windows]+[C]
Paste: [command]+[V]	[Windows]+[V]
Cut: [command]+[X]	[Windows]+[X]
Logout: [command]+[shift]+[Q]	[Windows]+[Shift]+[Q]
Previous: [command]+[ ]	[Windows]+[ ]
Next: [command]+[ ]	[Windows]+[ ]
Putting in the recycle bin: [command]+[delete]	[Windows]+[Backspace]
Saving a screen image as a file on the desktop: [command]+[shift]+[3]	[Windows]+[Shift]+[3]
Copying a screen image to the clipboard: [command] +[shift]+[control]+[3]	[Windows]+[Shift]+[ctrl]+[3]

## Using the Keyboard Function

An image of a keyboard can be displayed on the customer's screen to prompt an operation.

1. Click the Keyboard icon, and then click the type of a keyboard to be displayed.



DUN147

2. A keyboard screen is displayed on the customer's screen.  
When you click a key, the color of the clicked key changes. When you click the key again, it returns to the previous color.



DUN148

3. To close the keyboard screen, click [x] at the top right of the keyboard screen.  
The keyboard screen also closes if the customer clicks [x] at the top right of the keyboard screen.



DUN149

4

- Desktop PC(US104)

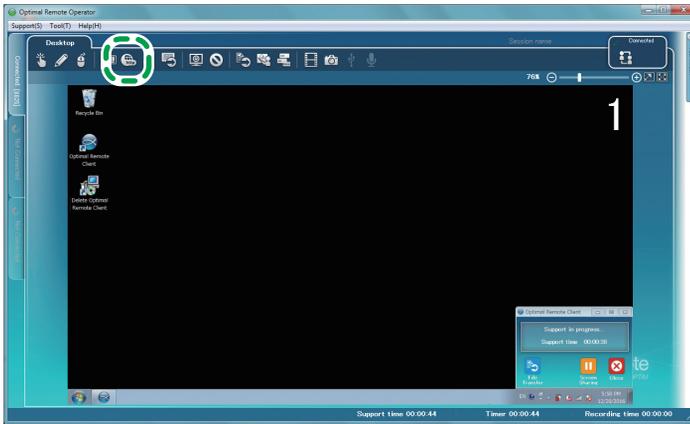


- Laptop PC(US)
- Laptop PC
- Desktop Mac 1
- Desktop Mac 2
- Laptop Mac 1
- Laptop Mac 2

## Using the Send URL Function

Start the browser of the customer's computer to display a specified Web page.

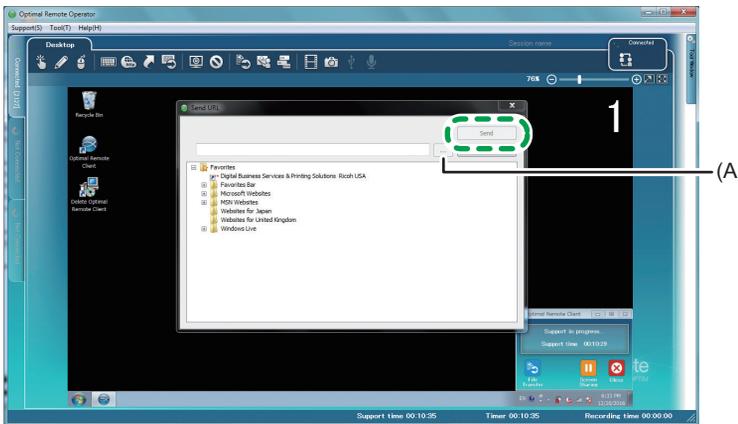
1. Click the Send URL icon.



DUN157

2. The [Send URL] window is displayed. Enter the URL of the Web page to be displayed on the customer's computer, and then click [Send].

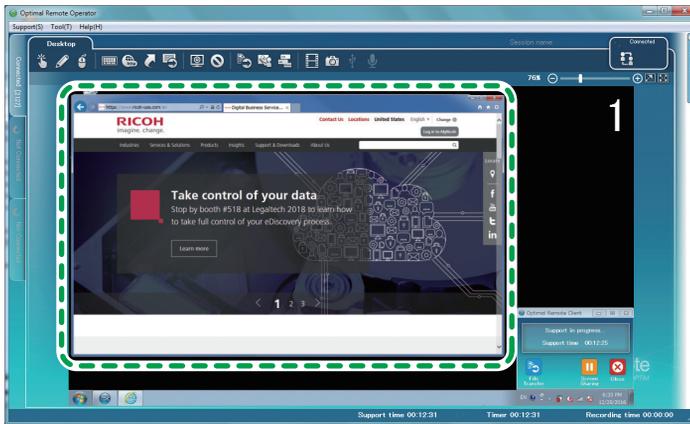
[Favorites] displays the content added to Favorites in Internet Explorer on the operator's computer. Clicking [...] (A) launches the browser, enabling you to view the Web page of the entered URL. (This Web page is not displayed on the customer's screen.)



DUN158

3. The [Send URL] window closes automatically. The browser starts on the customer's computer and displays the Web page of the sent URL.

If the customer is using a Windows computer, Internet Explorer starts. If the customer is using a Macintosh computer, Safari starts.



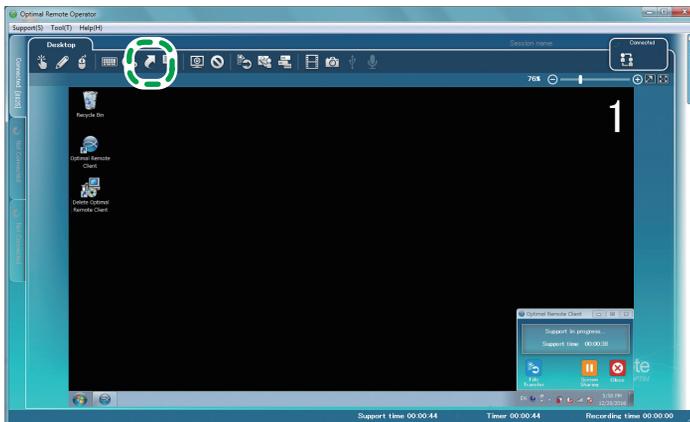
DZD105

4

## Using the Shortcut Function

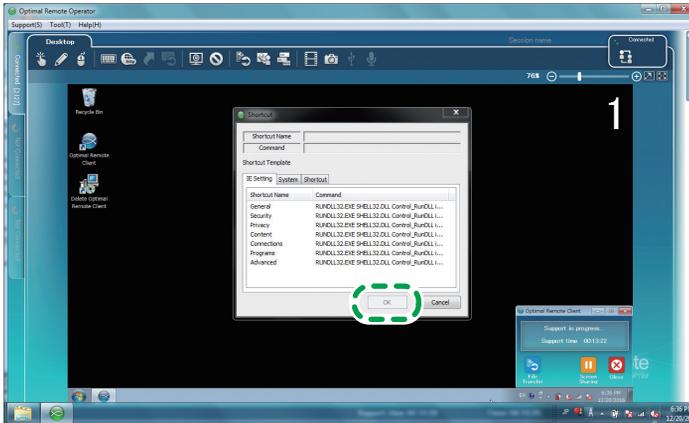
You can use the Shortcut function to display, for example, the [Internet Properties] screen and the [System Properties] screen on the computer screen of the customer.

1. Click the [Shortcut] icon.



DUN160

2. The [Shortcut] window is displayed. Select a shortcut of a screen you want to display on the customer's screen, and then click [OK].

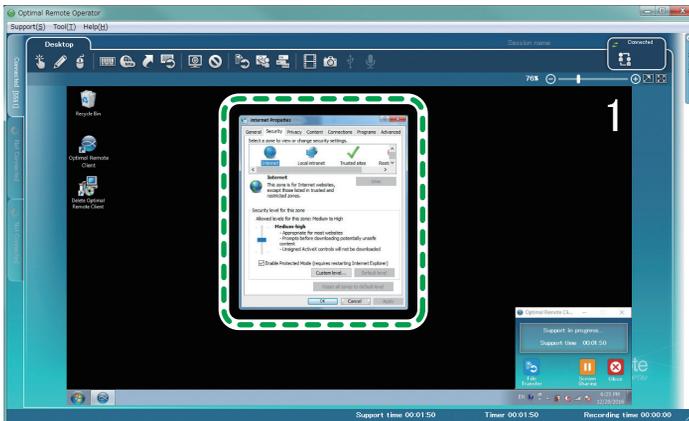


DUN161

**Note**

- For types of shortcuts, see page 55 "Types of Shortcuts".

3. The [Shortcut] window closes automatically and the screen corresponding to the selected shortcut is displayed on the customer's screen.

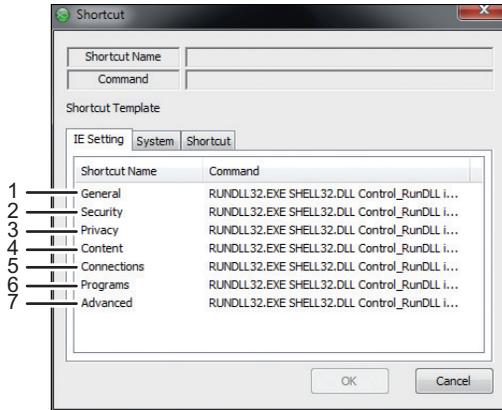


DUN162

## Types of Shortcuts

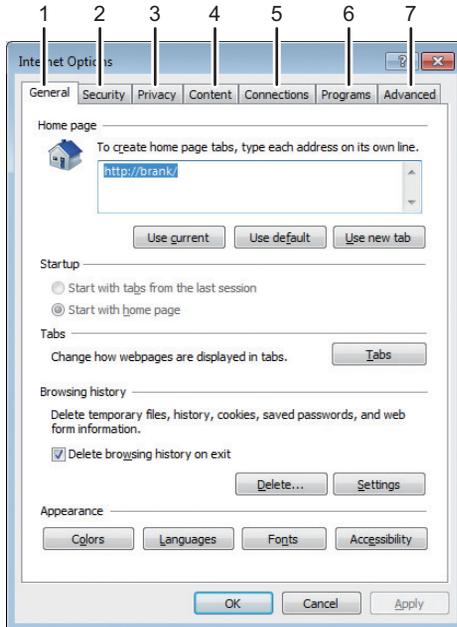
If the customer is using a Windows computer

### Internet Explorer settings



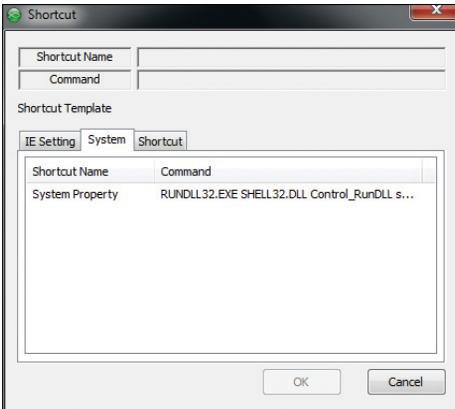
DUN163

The [Internet Options] screen is displayed.



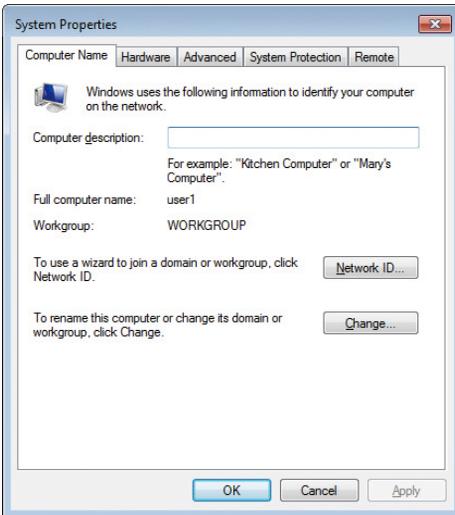
DUN164

### System

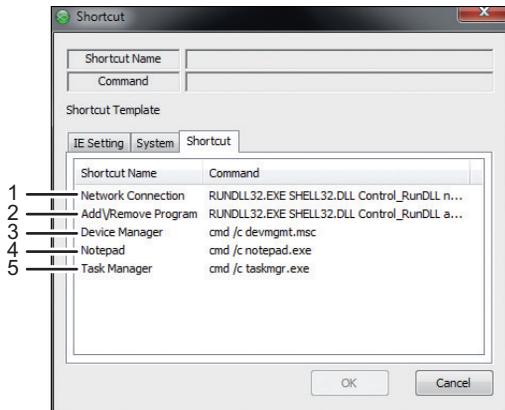


4

The [System Property] screen is displayed.

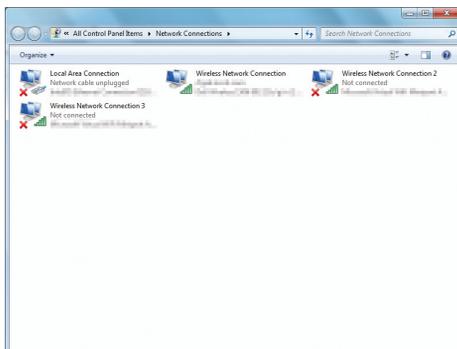


## Shortcut

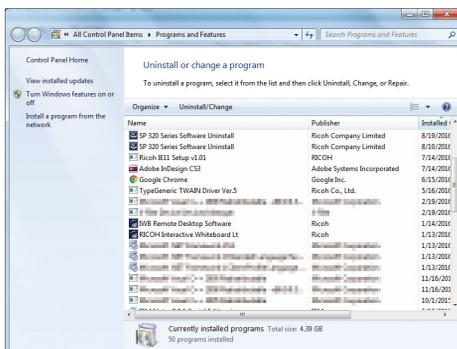


DUN167

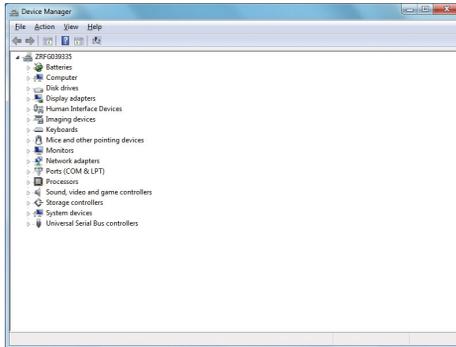
1. The [Network Connections] screen is displayed.



2. The [Uninstall or change a program] screen is displayed.

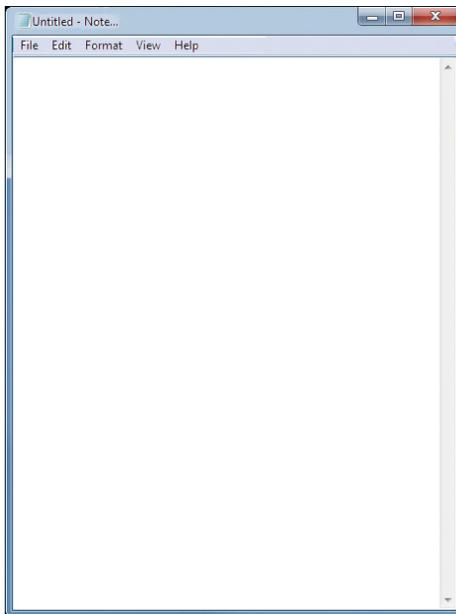


**3. The [Device Manager] screen is displayed.**

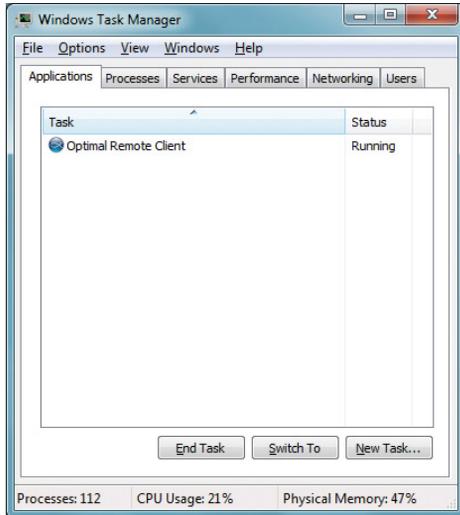


4

**4. Notepad is displayed.**

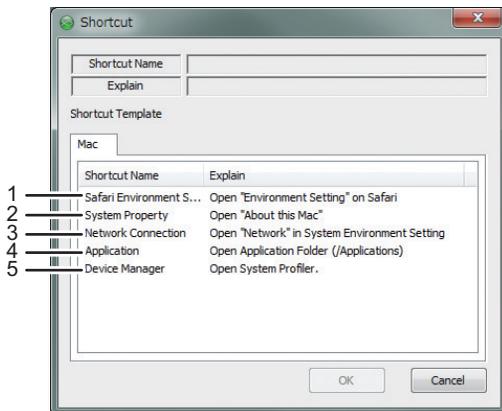


## 5. The [Windows Task Manager] window is displayed.



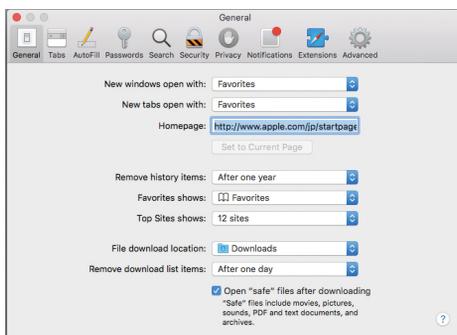
4

If the customer is using a Macintosh computer



DUN173

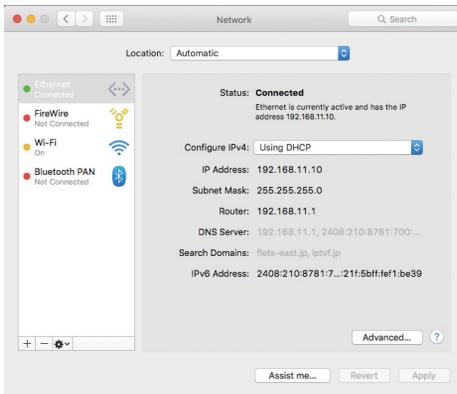
## 1. The [General] screen is displayed.



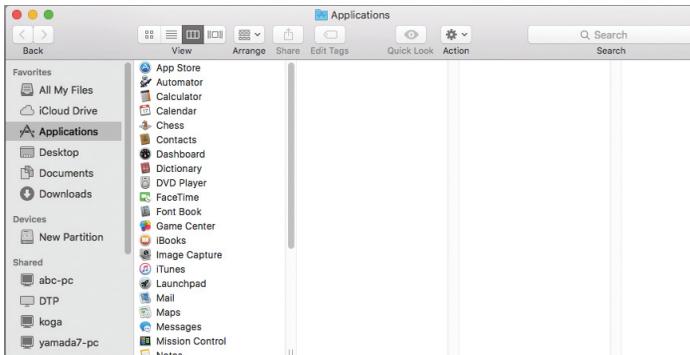
2. The [system properties] screen is displayed.



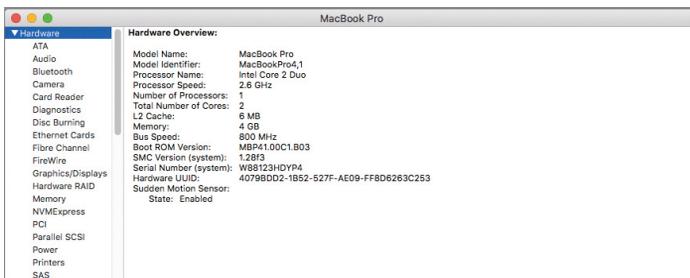
3. The [Network] screen is displayed.



4. The [Applications] screen is displayed.



5. The [Hardware Overview] screen is displayed.

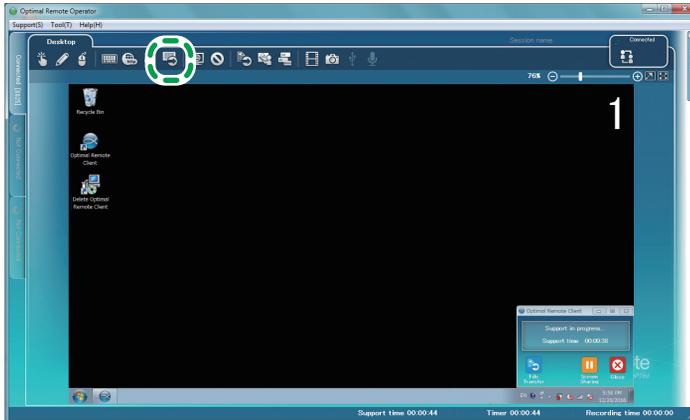


4

## Using the Send Command Function

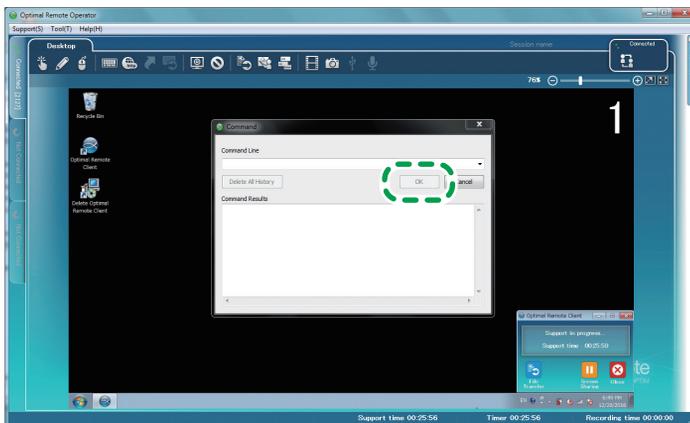
Collect information about the customer's computer using the command prompt.

1. Click the Send Command icon.



DUN179

2. The [Command] window opens. Enter a command in the [Command Line] field, and then click [OK].



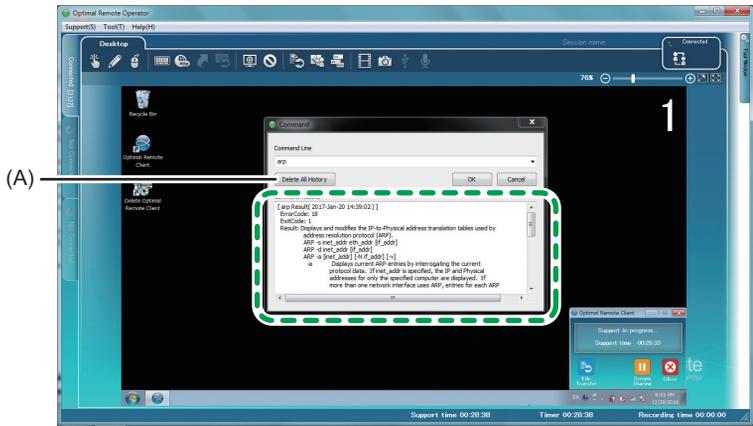
DUN180

### Note

- For the commands that can be run using the Send Command function, see page 62 "Commands that Can Be Run by the Send Command Function".

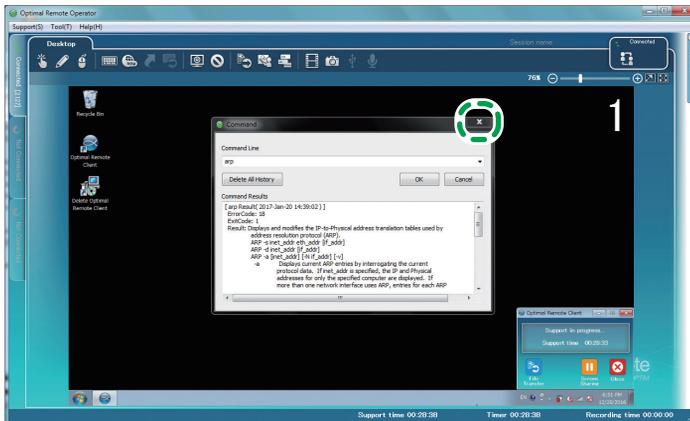
3. The command results are displayed.

When you click [Delete All History] (A), the command line entry history is cleared.



DUN181

4. Click [x] at the top right of the [Command] window to close the window.



DUN182

### Commands that Can Be Run by the Send Command Function

Command name	Performance
arp	Displays and corrects the table for converting physical addresses between IP and Ethernet or Token Ring used in Address Resolution Protocol (ARP).
hostname	Outputs the name of the current computer (host).
ipconfig	Displays configuration values of the TCP/IP network.
nbstat *	Displays the statistical information of the protocol and the current TCP/IP connection which uses NBT (NetBIOS on TCP/IP).

Command name	Performance
netstat	Displays the statistical information of the protocol and the current TCP/IP network connection.
nslookup	Displays information from the DNS (Domain Name System) name server.
pathping *	Route tracing tool.
route *	Manipulates the network routing table.
ping remote	Checks a computer or a connection to a computer.
tracert	Obtains a route to a destination by sending ICMP echo packets with various TTL values placed.

4

\* This function is available only when the customer is using a Windows computer.

## Requesting the Customer to Undergo Log-on Authentication

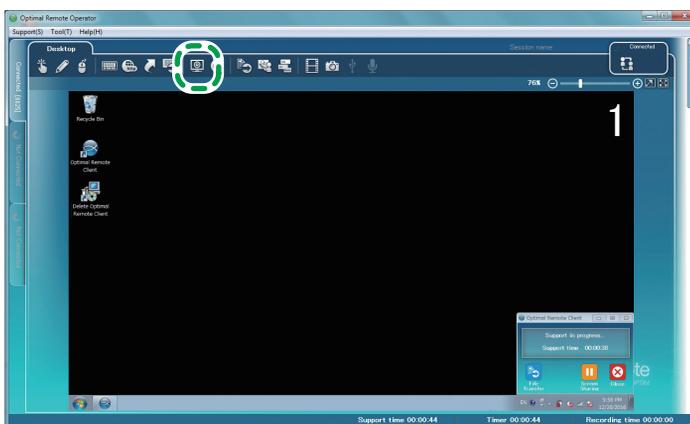
Request the customer to undergo login authentication. Once the customer undergoes login authentication, the customer does not need to log in after automatic reboot by the Reboot function.

The password entered on the login authentication request screen is not sent to the operator.

### Note

- This function is available only when the customer is using a Windows computer.

#### 1. Click the Reboot icon.



DUN183

#### 2. The pull-down menu of the Reboot function is displayed.

Click [Log-on authentication request].



DUN184

3. The [Log-on information] window is displayed on the customer's screen. Request the customer to enter a password and click [OK].

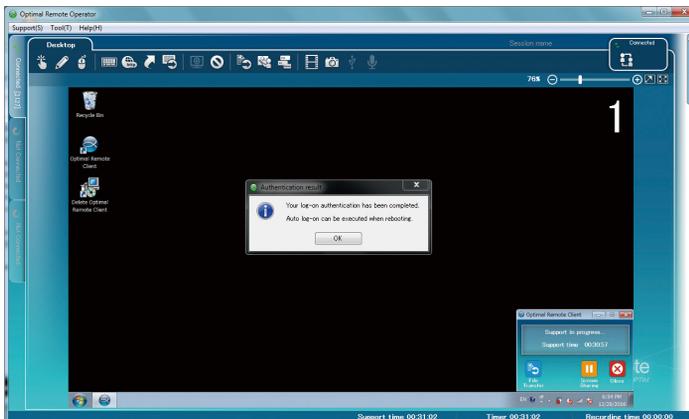
4



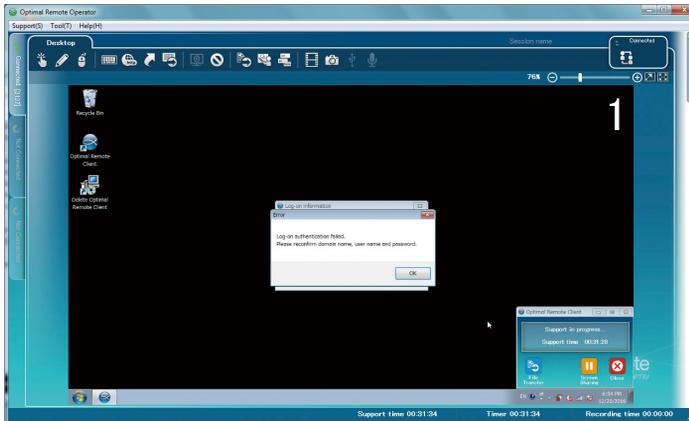
DUN185

4. The authentication results for the Log-on information entered by the customer are displayed.

When authentication succeeds



## When authentication fails



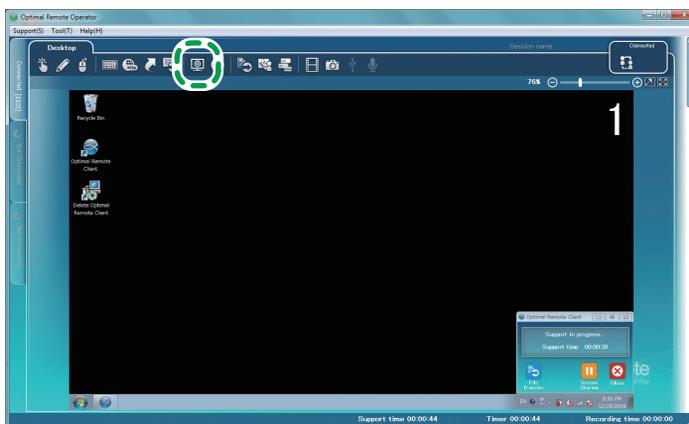
4

## Using the Reboot Function

If you make the customer's computer display the reboot request window and click [Yes], the customer's computer reboots automatically. There are two types of reboot mode: normal mode and safe mode. If the computer reboots in safe mode, you cannot change the desktop screen acquisition mode, desktop image update frequency, or desktop background.

**If the customer is using a Windows computer**

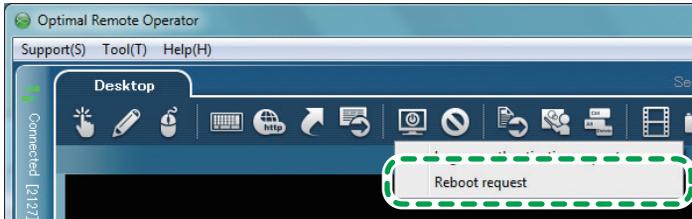
1. Click the Reboot icon.



DUN188

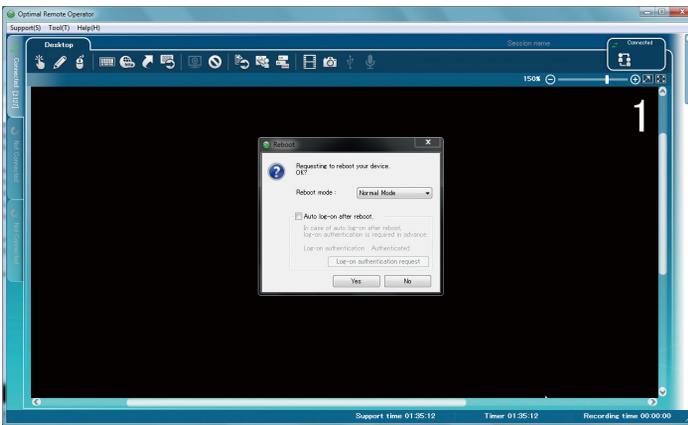
2. The pull-down menu of the Reboot function is displayed.

Click [Reboot request].

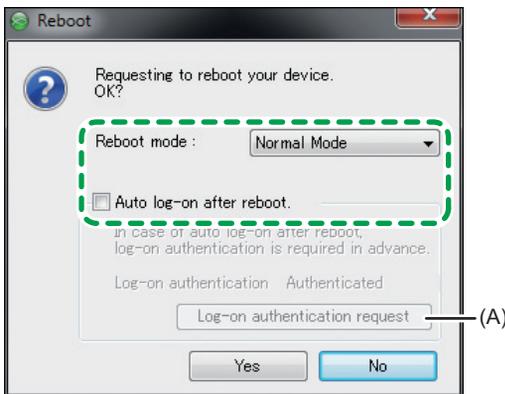


DUN189

3. The reboot request confirmation window is displayed.



4. Make settings for [Reboot mode] and [Auto log-on after reboot].



DUN191

- Reboot mode

Select [Normal mode] or [Safe mode] \*.

\* This setting is not available when the customer's computer is configured as a multi-boot environment.

- Auto log-on after reboot

To log on automatically after rebooting the computer, select the check box.

Auto log-on requires requesting the customer to undergo log-on authentication. From [Log-on authentication request] (A), you can request the customer to undergo log-on authentication.

#### Note

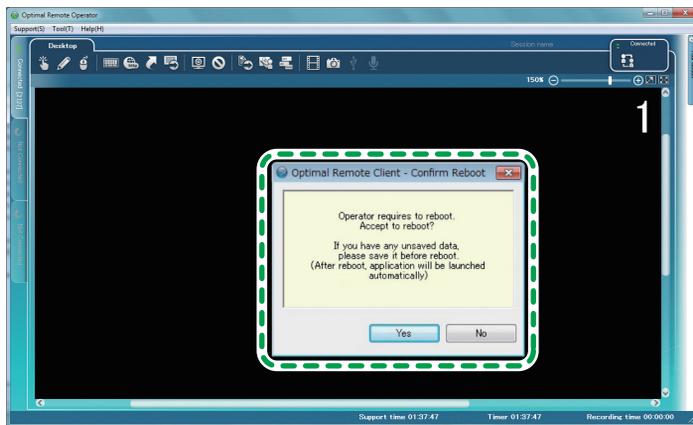
- For details about how to request the customer to undergo log-on authentication, see page 63 "Requesting the Customer to Undergo Log-on Authentication".
- If the log-on authentication status is "Authenticated", it is not necessary to request the customer to undergo log-on authentication.

#### 5. Click [Yes].

#### 6. The reboot confirmation window is displayed on the customer's screen.

When the customer clicks [Yes], the computer reboots.

When the customer selects [No], the computer does not reboot. The computer returns to the state before the reboot request is selected.

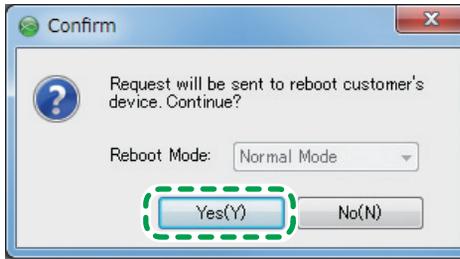


DUN193

#### If the customer is using a Macintosh computer

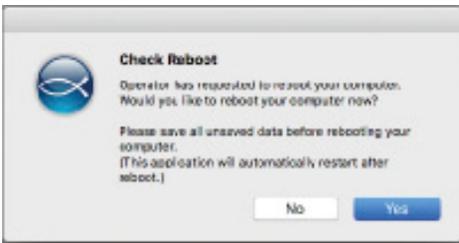
1. Click the Reboot icon.
2. The reboot request confirmation window is displayed.
3. Click [Yes].

If the customer is using a Macintosh computer, the reboot mode cannot be specified.



DUN192

4. A confirmation window as shown below is displayed:

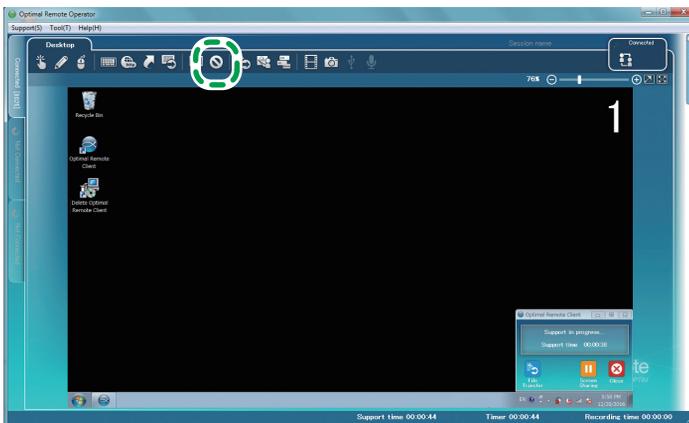


If the customer clicks [Yes], the computer reboots.

If the customer selects [No], the computer does not reboot. The computer returns to the state before the reboot request is selected.

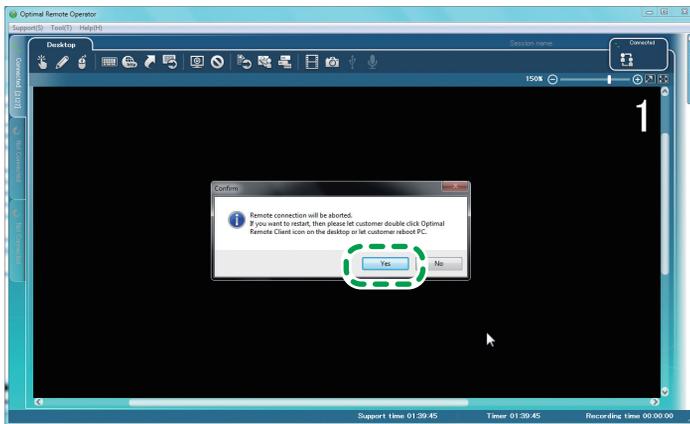
## Using the Abort Function

1. Click the Pause icon.



DUN195

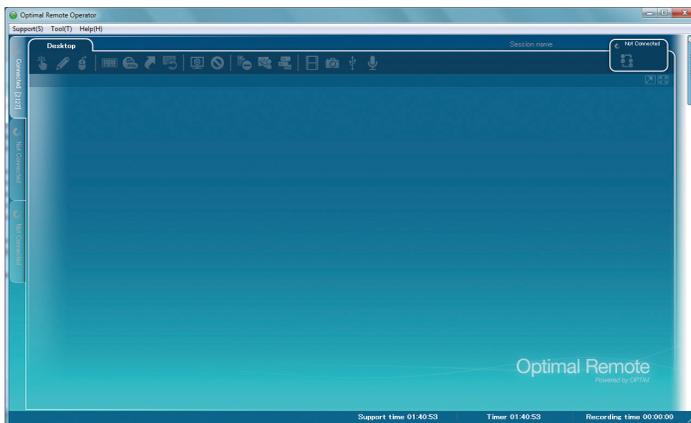
2. The abort function confirmation window is displayed. Click [Yes].



DUN196

4

Support is aborted.



A connection to the customer's computer is established again when the customer's computer reboots or the customer starts the client tool again on the customer's computer.

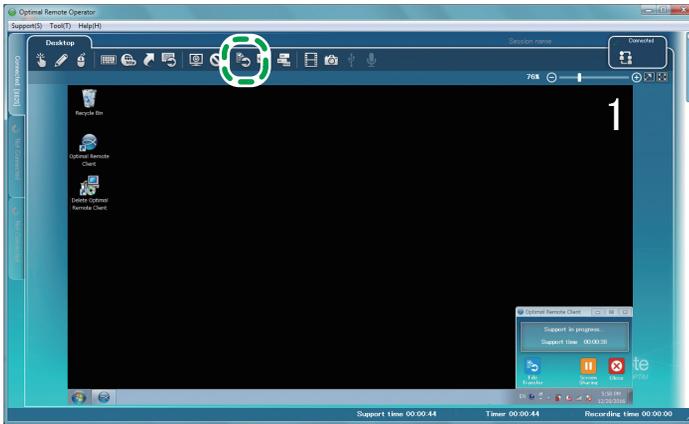
## Sending Files to the Customer

You can send files to the customer.

### ↓ Note

- This function is available only when the customer is using a Windows computer.

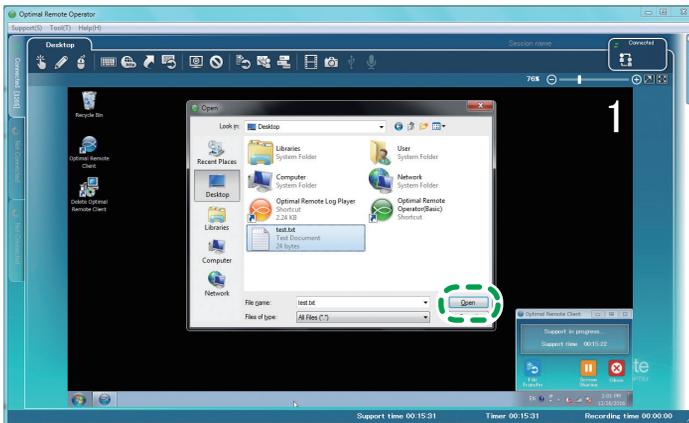
1. Click the File Transfer icon.



DUN198

2. The file selection window is displayed. Select a file, and then click [Open].

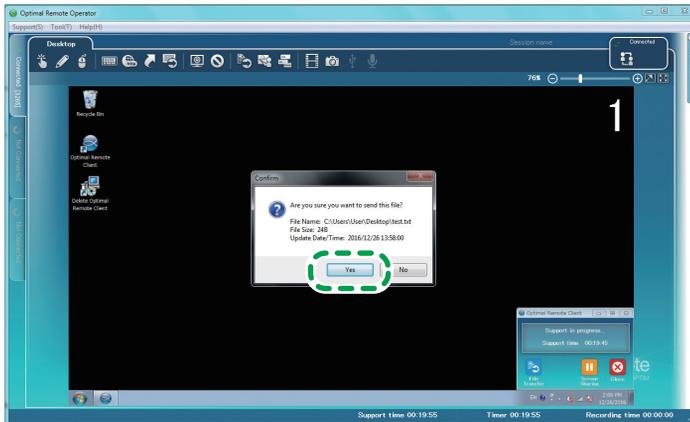
You can send a file of up to 1 GB.



DUN199

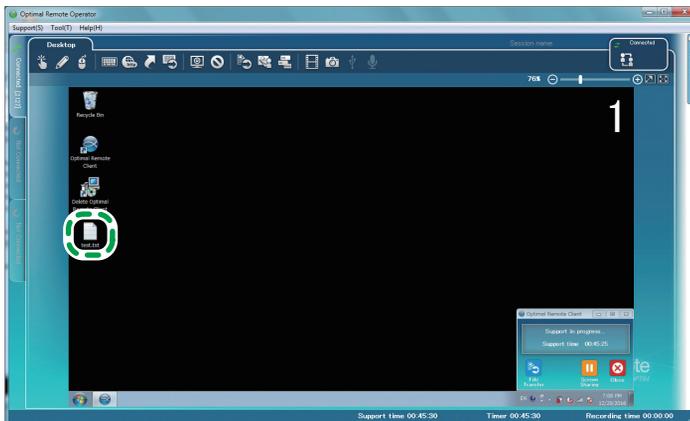
3. The confirmation window is displayed. Click [Yes].

When a window as shown below is displayed on the customer's screen after you click [Open], request the customer to click [Yes].



DUN200

4. Received files are saved on the desktop of the customer's computer.



DUN201

## Receiving Files from the Customer

You can receive files from the customer.

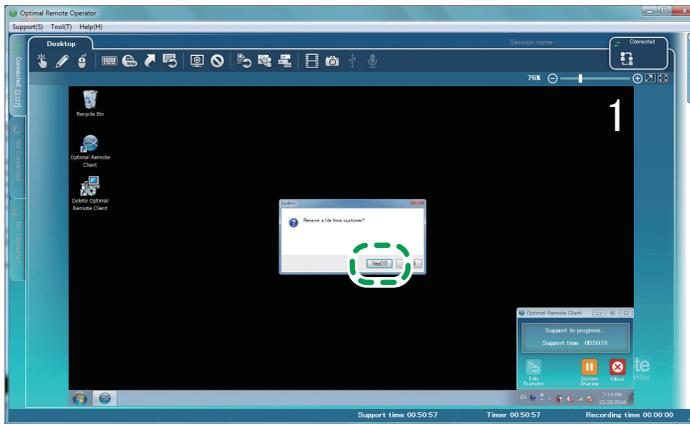
### ↓ Note

- This function is available only when the support target is a Windows computer.

**1. The file receive confirmation window is displayed. Click [Yes].**

Received files are automatically saved on the desktop of the operator's computer.

You can receive a file of up to 1 GB.



DUN202

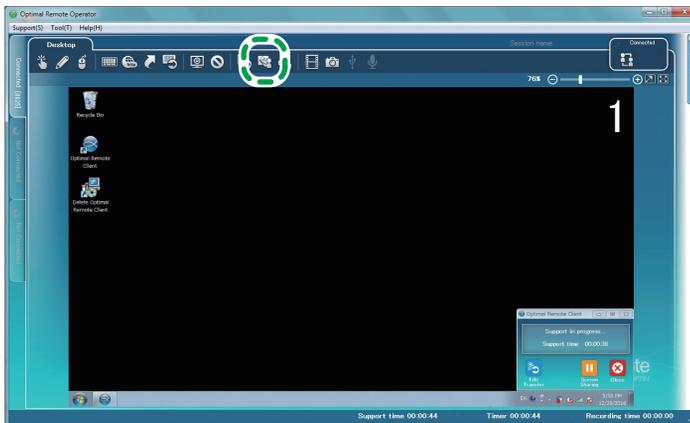
## Using the Presentation Function

Display the operator's screen on the customer's screen.

**Note**

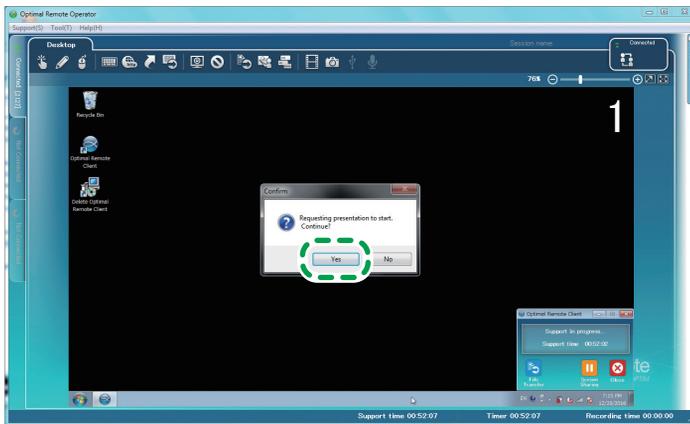
- This function is available only when the support target is a Windows computer.

**1. Click the Presentation icon.**



DUN203

## 2. The confirmation window is displayed. Click [Yes].



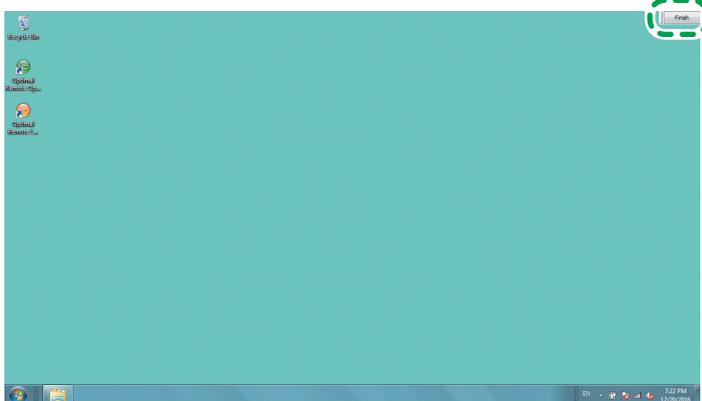
DUN204

After the operator clicks [Yes], a screen as shown below is displayed on the customer's screen. Request the customer to click [Yes].



## 3. The operator's screen is displayed on the customer's screen.

The operator tool is hidden, and the [Finish] button is displayed at the top right of the operator's screen.



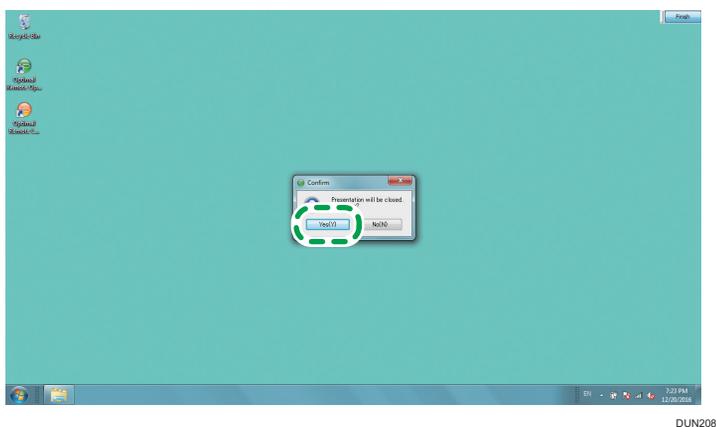
DUN206

4. To finish the Presentation function, click [Finish].

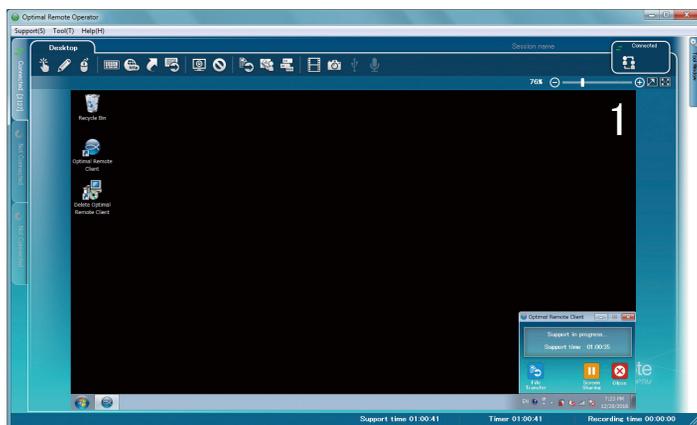


4

5. The confirmation window is displayed. Click [Yes].



6. The Presentation function is completed, and the operator tool is displayed.



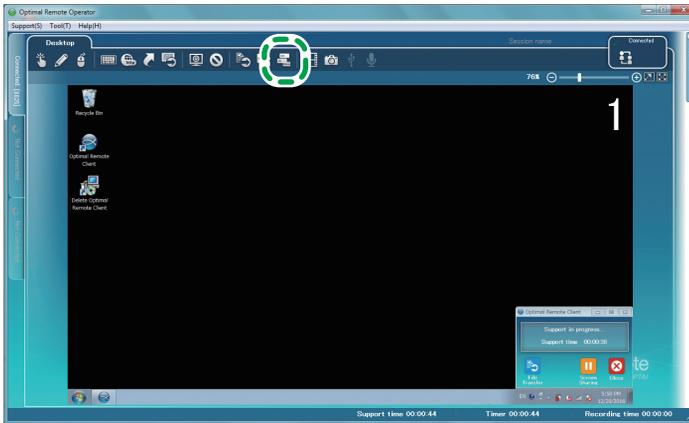
## Using the Send Ctrl+Alt+Del Function

A screen displayed when the [Ctrl], [Alt], and [Delete] keys are pressed together can be displayed on the customer's screen.

### Note

- This function is available only when the support target is a Windows computer.

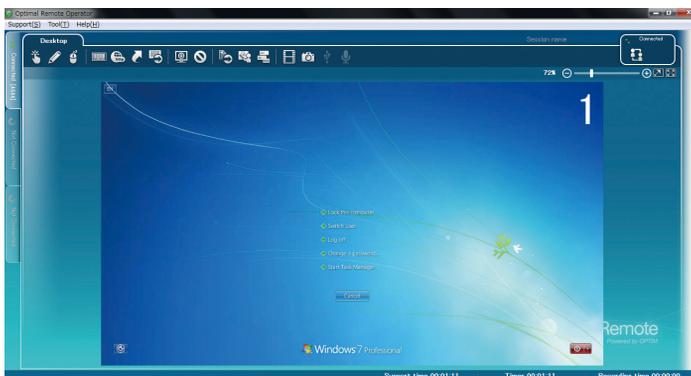
#### 1. Click the Send Ctrl+Alt+Del icon.



DUN210

#### 2. A screen displayed when the [Ctrl], [Alt], and [Delete] keys are pressed together is displayed on the customer's screen.

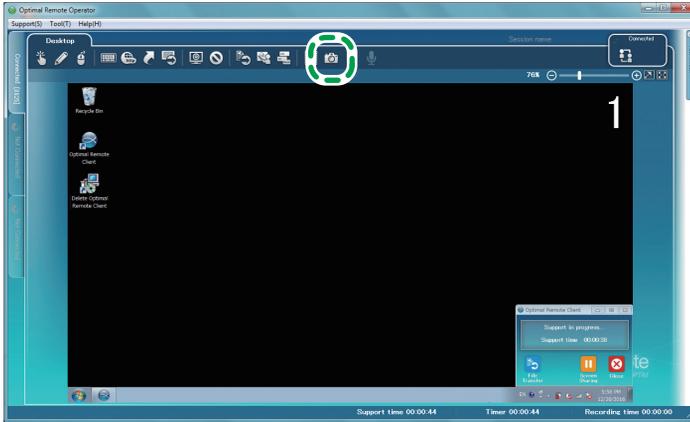
The following screen is of a Windows 7 computer. An opened screen varies with the operating system.



## Using the Snapshot Function

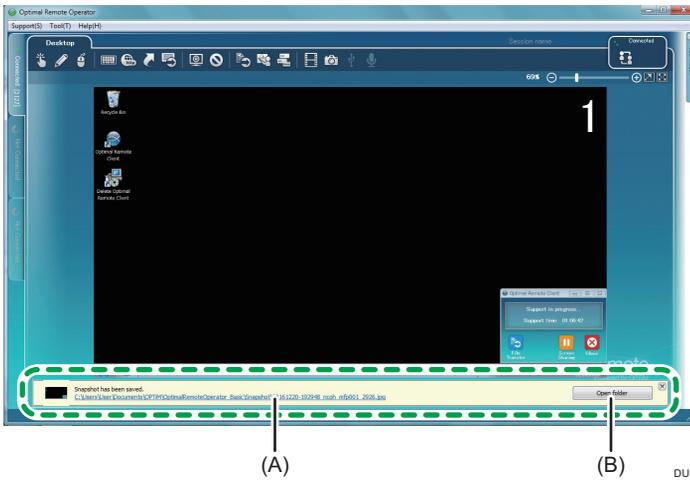
You can capture the customer's screen during support as a JPEG image.

1. Click the Snap Shot icon when the screen you want to capture is displayed.  
An image is saved.



DUN212

2. When clicking the path of the image file (A), you can display the saved image.  
When clicking [Open folder] (B), you can display the folder in which the image is saved.



DUN213

## Adjusting the Size of the Screen to Be Displayed

Change the size of the customer's screen in the operator tool to fit the screen size.

### Original size

When you click the Screen Scale icon, the screen with the screen resolution of the customer's computer is displayed in the operator tool.



DUN214

### Adjusted to the window size

When you click the Screen Scale icon, the information of the customer's screen is displayed within the screen of the operator tool.



DUN215

#### Note

- The functions of the icons change depending on the displayed screen size.

## Fine-tune the Size of the Screen to Be Displayed

Fine-tune the magnification of the customer's screen. The magnification range is between 25% and 200%.

### Shrink

When you click the Shrink icon, the customer's screen is shrunk by 25%.



DUN216

### Magnify

When you click the Magnify icon, the customer's screen is magnified by 25%.

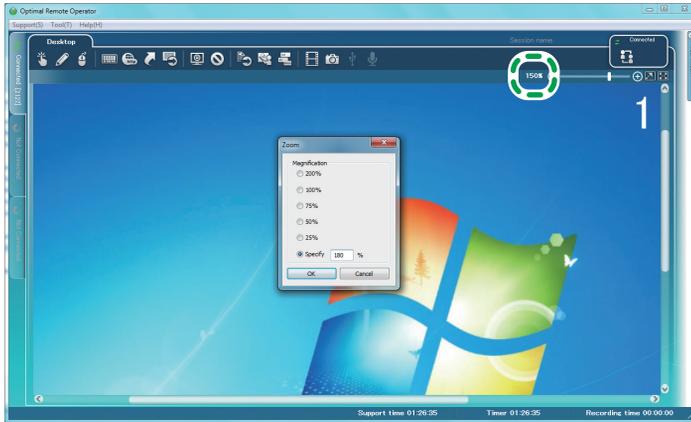


DUN217

### Specify

When you click the magnification ratio displayed on the customer's screen, the zoom window to specify the ratio is displayed.

When you specify the magnification ratio and click [OK] in the zoom window, the customer's screen is displayed at the specified ratio.



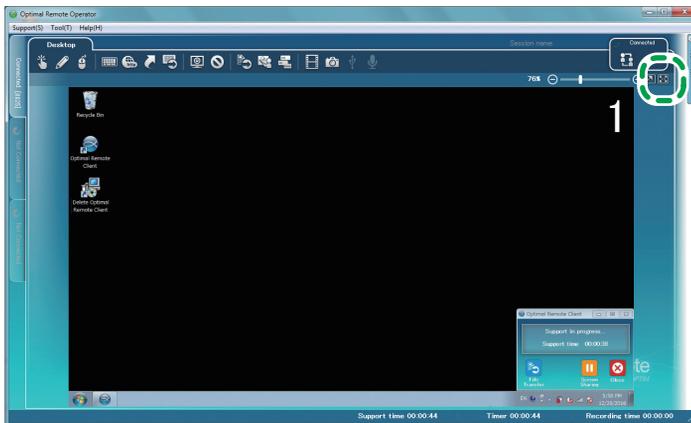
DUN218

4

## Displaying a Full Screen

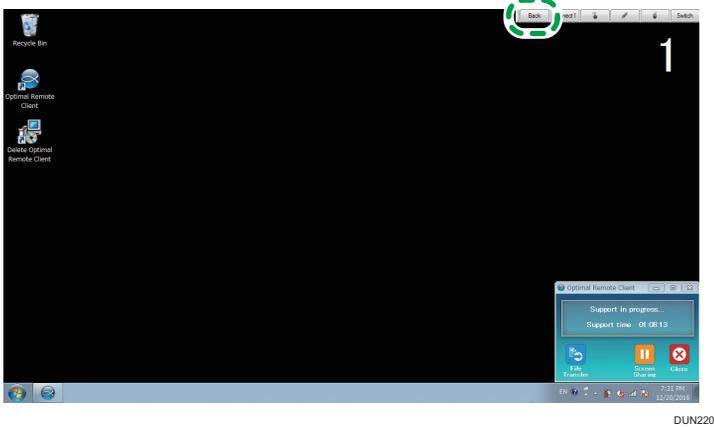
You can display the customer's screen so as to fill the operator's screen.

1. Click the Full Screen icon.



DUN219

- 2. The customer's screen is displayed so as to fill the operator's screen, and the toolbar is displayed at the top right of the screen. When you click [Back], the previous screen returns.



### Tool bar buttons

- [Back]: Cancels the Full-screen function.
- [Connect]: Displays the reception number. Click this button to display a connection switchover menu that allows you to switch over the connection destination.
- Pointer: Enables the Pointer function.
- Red Marker: Enables the Red Marker function.
- Remote operation: Enables the Remote operation function.
- [Switch]: Displays the customer's screen in real size. If the customer's screen is larger than the operator's screen, move the mouse to the screen edge. The screen scrolls automatically.

---

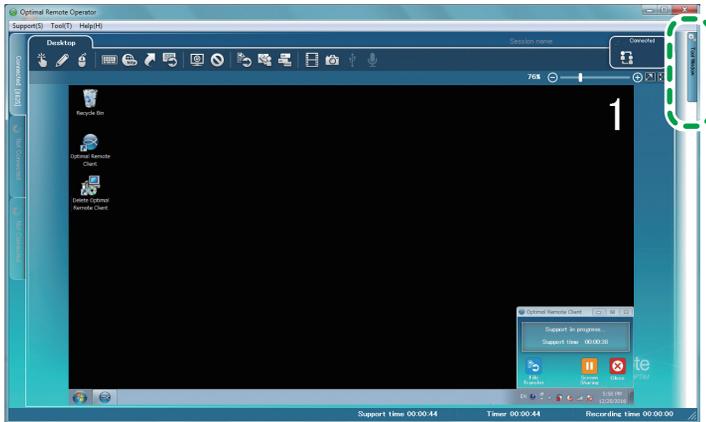
## Displaying Device Information

---

You can display the hardware information, connection information, and security information of the customer's computer.

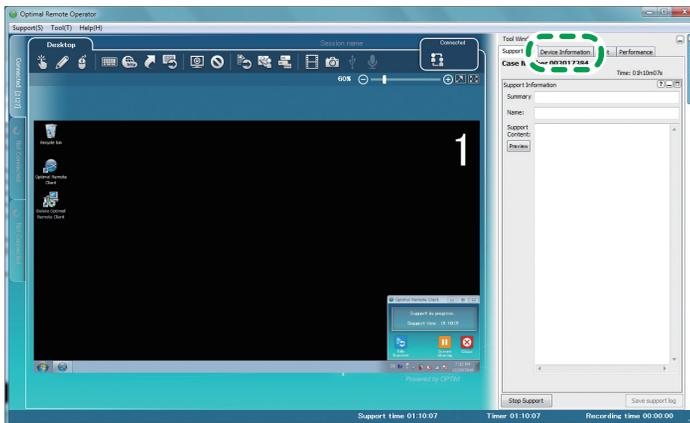
You can obtain device information when clicking the button.

### 1. Click [Tool Window].



DUN352

### 2. Click [Device Information].



DUN221

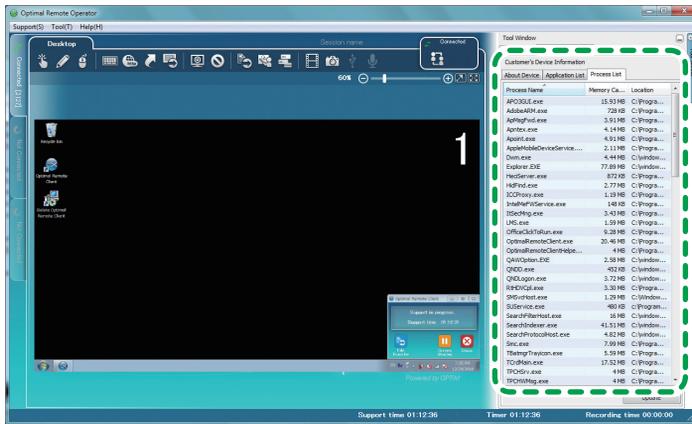
### 3. The device information is displayed.

When you click [Update] (A), the device information of the customer's computer is updated.

#### About Device

The device information is displayed.





DUN224

4

## Device Information Items

### When the customer is using a Windows computer

* Device Information	
OS	Windows 7 Professi...
OS Version	6.1
OS Service Pack	1
Device Type	Laptop PC
System Manufacturer	[REDACTED]
System Model	[REDACTED]
CPU Vendor	[REDACTED]
CPU Clock Frequency	1895 MHz
Physical Memory Capacity	1936 MB
HDD Volume Serial Number	[C:] - [REDACTED]
HDD Free Space	152224 MB
IE Version	11.0.9600.18426
Default Browser	Internet Explorer
Default Browser Version	11.00.9600.16428
* PPPoE Connection	
MAC address	[REDACTED]
MAC address	[REDACTED]
MAC address	[REDACTED]
* Connections	
Router exist or not	Connected via router
* Security	
Anti-Virus software	[REDACTED]
Firewall	[REDACTED]
Windows Firewall	Enable

	Name	Description
Device Information	OS	Displays the operating system name.
	OS Version	Displays the operating system version.
	OS Service Pack	Displays the version of the operating system Service Pack.
	Device Type	Displays the device type.
	System Manufacturer	Displays the system manufacturer of the hardware.
	System Model	Displays the system model of the hardware.
	CPU Vendor	Displays the CPU vendor.
	CPU Clock Frequency	Displays the CPU clock frequency.
	Physical Memory Capacity	Displays the physical memory size.
	HDD Volume Serial Number	Displays the volume serial number of the hard disk drive for each volume.
	HDD Free Space	Displays the total free space of the hard disk drive.
	IE Version	Displays the installed version of Internet Explorer.
	Default Browser	Displays the web browser specified by default.
	Default Browser Version	Displays the version of the web browser specified by default.
PPPoE Connection	MAC address	Displays the MAC address.
Connections	Router exist or not	Displays whether or not there is a connection to a router.
Security	Anti-Virus software Firewall Windows Firewall	Displays the Windows firewall status.

## When the customer is using a Macintosh computer

* Device Information	
OS	Mac OS X
OS Version	Version 10.11.6 (Bui...
Device Type	Macintosh
System Manufacturer	Apple Computer, Inc.
System Model	Mac10,1
CPU Vendor	Apple Core i5
CPU Clock Frequency	2600 MHz
Physical Memory Capacity	4096 MB
HDD Free Space	83088 MB
Default Browser	Safari
Default Browser Version	10.0.1 (11602.2.14...
Default Mailer	Mail
Default Mailer Version	9.3 (3124)
Machine Name	Macintosh
* Connections	
Router exist or not	Non-router Connect...

Name		Description
Device Information	OS	Displays the operating system name.
	OS Version	Displays the operating system version.
	Device Type	Displays the device type.
	System Manufacturer	Displays the system manufacturer of the hardware.
	System Model	Displays the system model of the hardware.
	CPU Vendor	Displays the CPU vendor.
	CPU Clock Frequency	Displays the CPU clock frequency.
	Physical Memory Capacity	Displays the physical memory size.
	HDD Free Space	Displays the total free space of the hard disk drive.
	Default Browser	Displays the Web browser specified by default.
	Default Browser Version	Displays the version of the Web browser specified by default.
	Default Mailer	Displays the mailer specified by default.
	Default Mailer Version	Displays the version of the mailer specified by default.
Machine Name	Displays the machine name.	
Connections	Router exist or not	Displays whether or not there is a connection to a router.

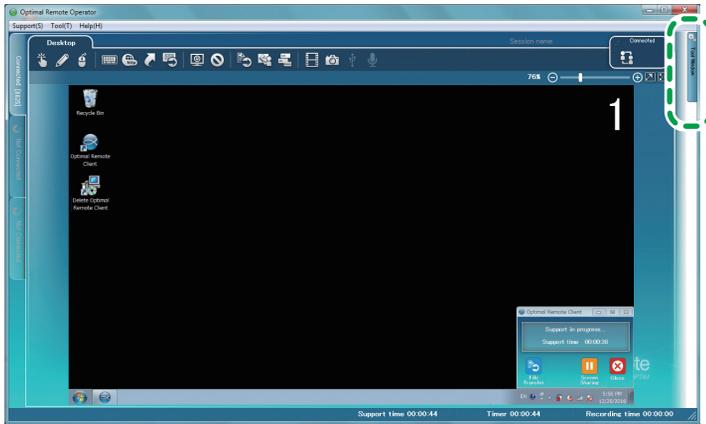
## Using the Text Chat Function

If it is difficult to support the customer by telephone, you can use the Text Chat function to notify the customer of your message. Furthermore, you can send messages with [Yes]/[No] confirmation to check the customer's intention.

### ↓ Note

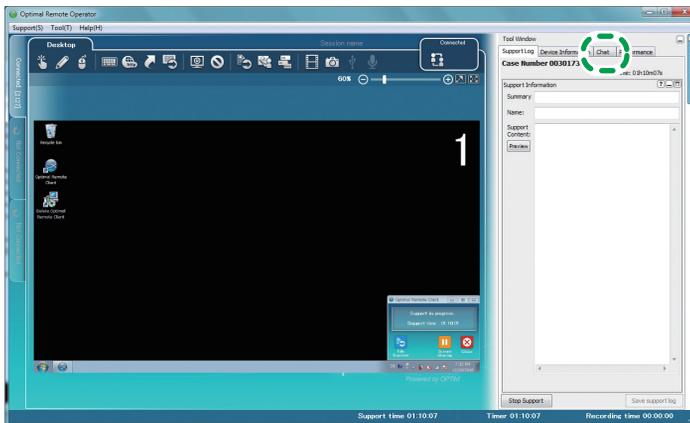
- This function is available only when the support target is a Windows computer.

## 1. Click [Tool Window].



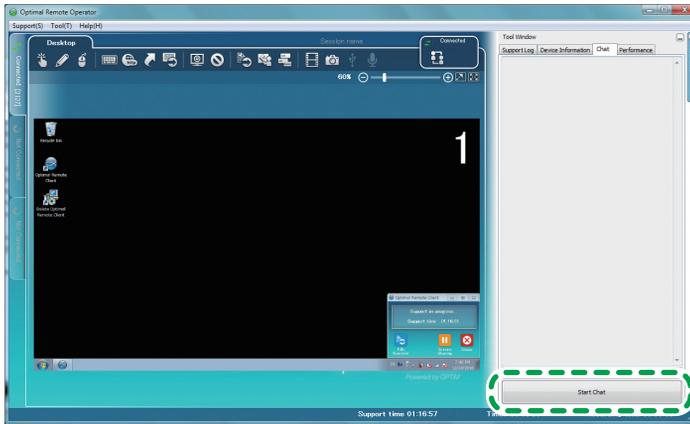
DUN352

## 2. Click [Chat].



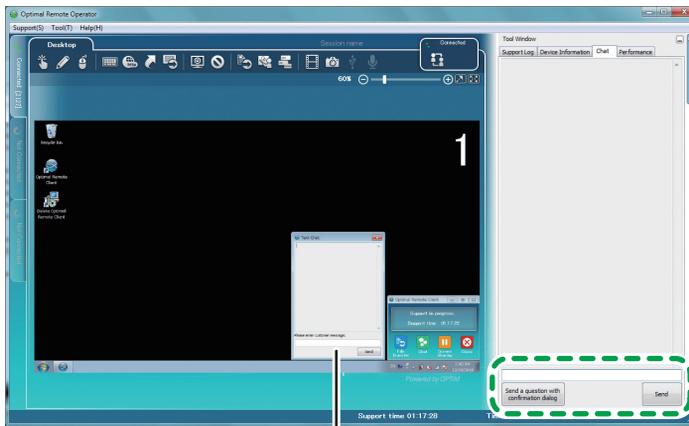
DUN227

3. Click [Start Chat].



DUN228

To send a message



DUN229

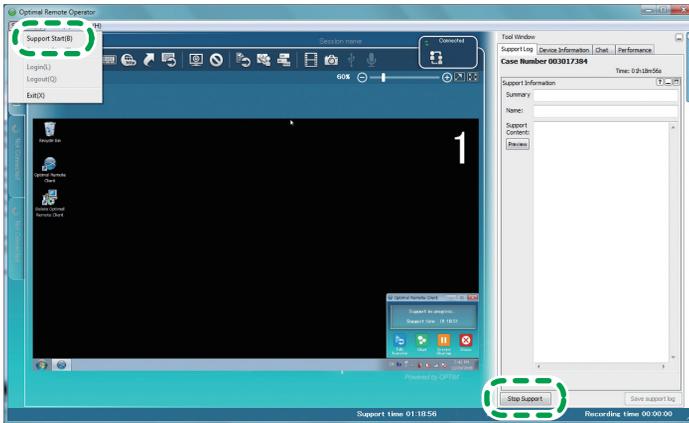
1. Enter your message.
2. Click [Send].

The [Text Chat] window (A) is displayed on the customer's screen to show your entered message.

# Exiting Support

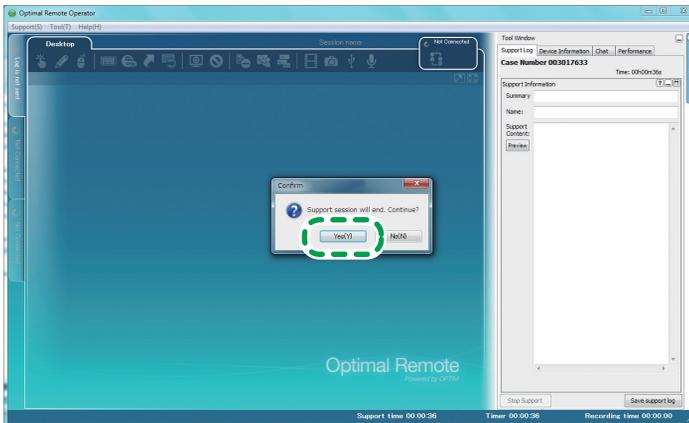
Stop the remote connection with the customer's computer. The operator tool itself does not end. To exit the operator tool at the same time, see page 25 "Exiting the Operator Tool".

1. Select [Support] on the menu bar, and then click [Support Stop], or select [Support Log] in the [Tool Window] screen, and then click [Stop Support].



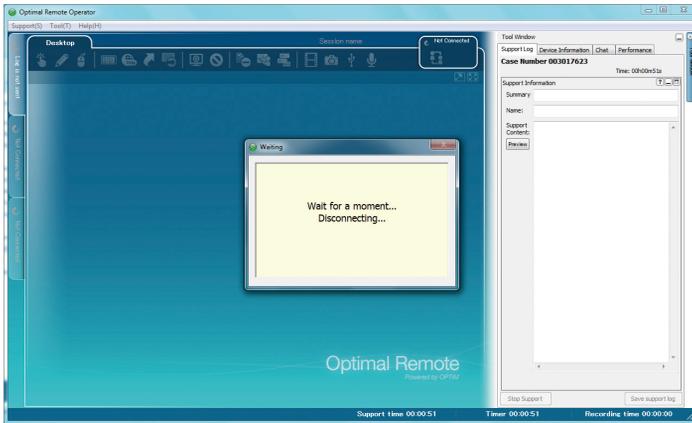
DUN230

2. A confirmation window is displayed. Click [Yes].



DUN231

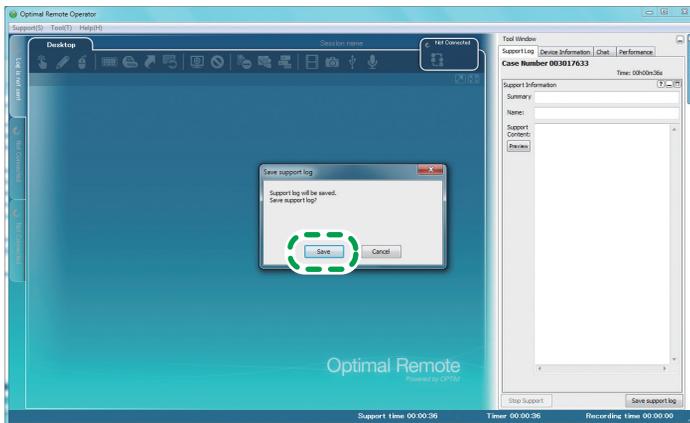
3. Support is ending. Wait for the process to be completed.



4

4. Click [Save] in the [Save support log] window to save support information to the server.

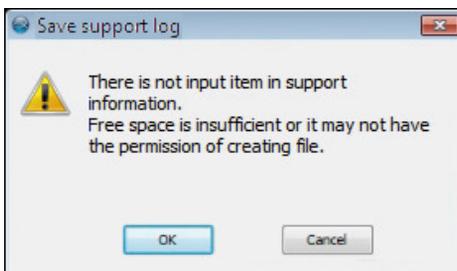
A confirmation window may not be displayed depending on the settings of [Manage Support Log] on the menu bar.



DUN233

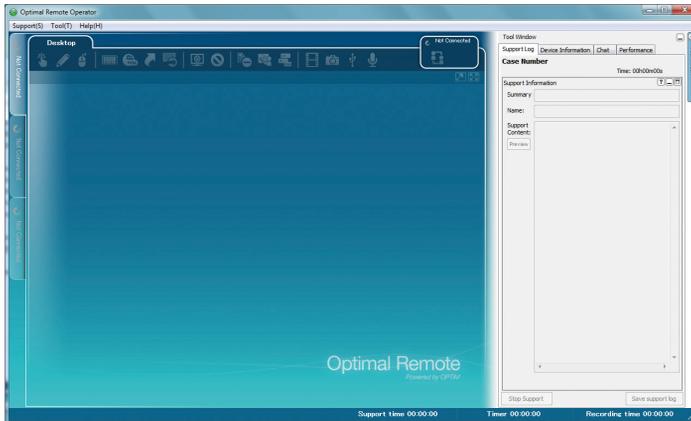
Note

- When support information is not completely specified, the following window is displayed.



- For details about specifying support information, see page 131 "Saving Support Information".

Support ends.





# 5. Supporting a Device

## Starting Support

### ★ Important

- The client tool does not start when the customer's device is:
  - Warming up on a start.
  - Displaying the Machine Features screen.
  - Displaying the Check Status screen.
- The following functions are not active in the customer's device:
  - Energy-saving function
  - System Auto Reset Timer
- The connection for the RemoteConnect Support is canceled when:
  - The customer's device is turned off.
  - An hour elapses after support starts.

### 1. Start the operator tool, and then log in.

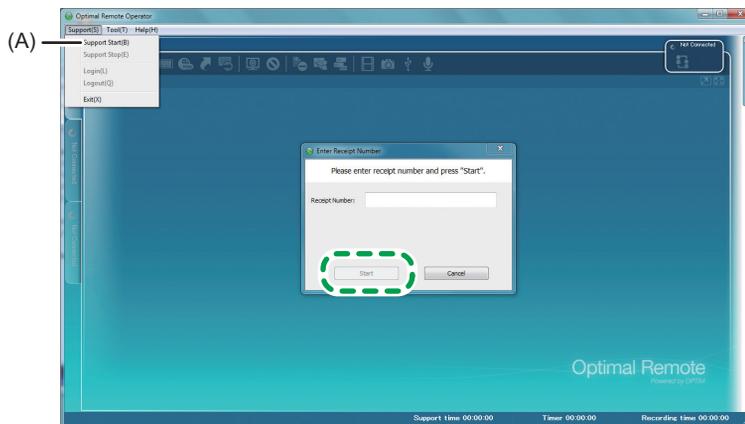
A [Enter Receipt Number] window is displayed.

### ↓ Note

- For details about how to start the operator tool and log in, see page 21 "Starting the Operator Tool".

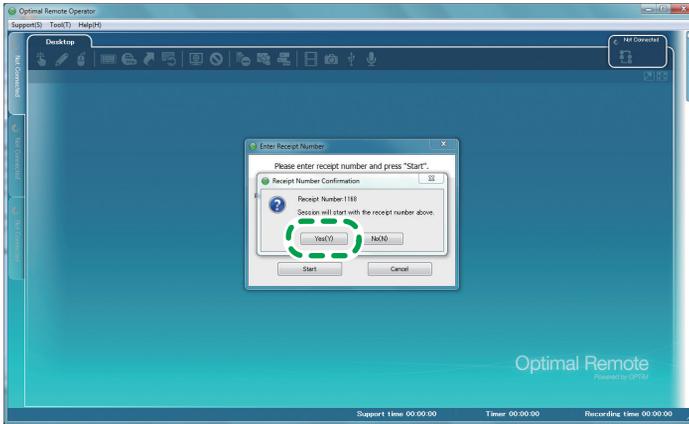
### 2. Enter the reception number, and then click [Start].

If the [Enter Receipt Number] window is not displayed, on the menu bar, click [Support], and then click [Support Start] (A).



DUN236

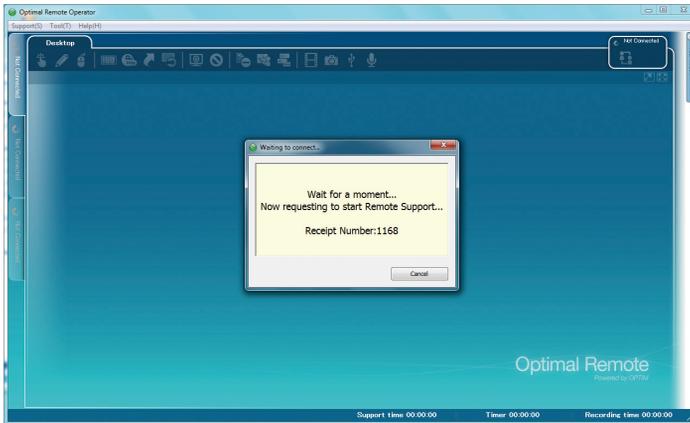
3. The reception number confirmation window is displayed. Click [Yes].



DUN237

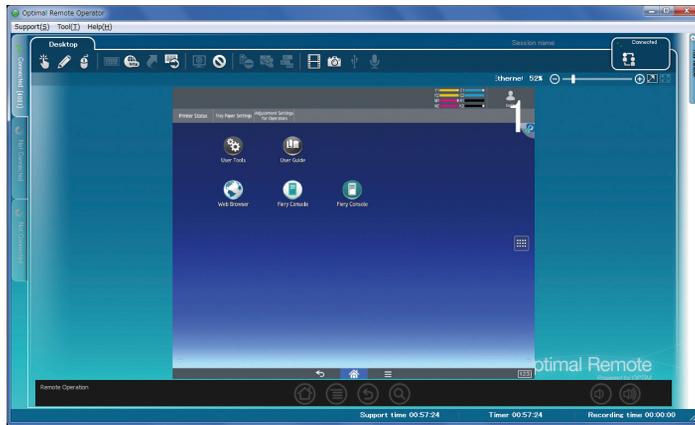
5

The receiving connection dialog box is displayed.



When a connection to the customer's device is established, the window of the device operation section appears on the main screen.

When a remote connection is established, the functions assigned to the tool icons become available, and support starts.



# Using the Operator Tool Functions

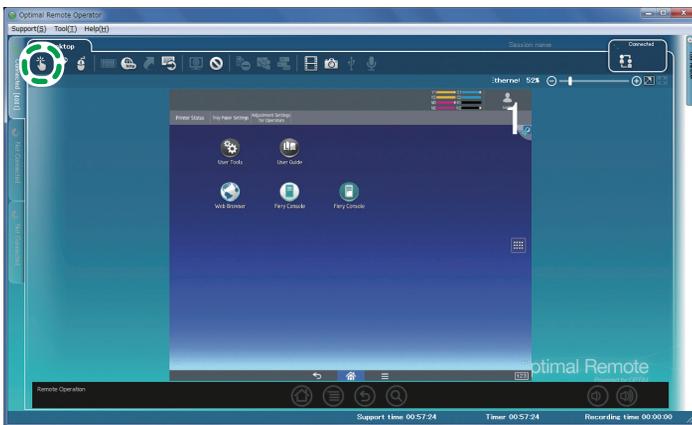
## Using the Pointer Function

A pointing finger icon can be displayed on the screen of the customer's device to prompt an operation.

**Note**

- This function cannot be used when the Red Marker function or Remote operation function is used.
- The pointing finger icon is not displayed on the system bar at the bottom of the screen.

**1. Click the Pointer icon.**

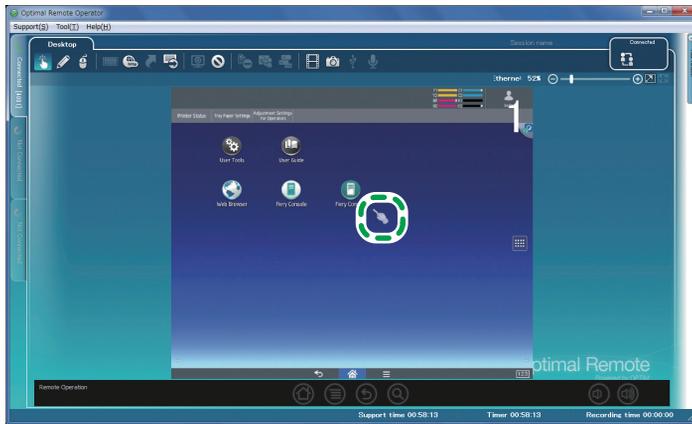


DZD106

**2. On the main screen, left-click the location where to display the pointing finger icon.**

The pointing finger icon is displayed on the customer's screen. When you click the pointing finger icon again, it disappears.

To move the pointing finger icon, hold down the left mouse button, and then move the mouse.



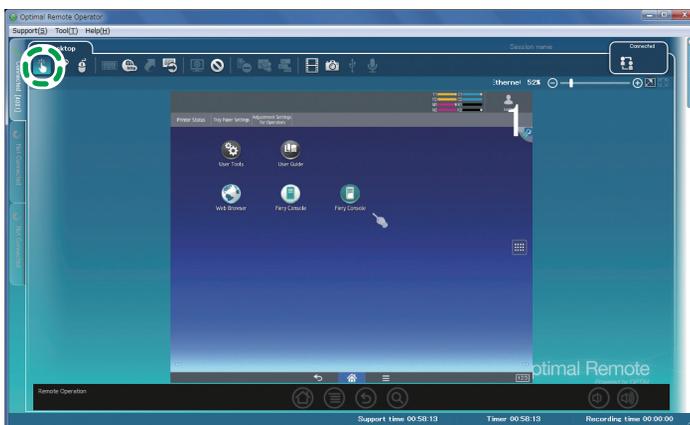
DZD107

### Note

- When you click the right mouse button, the pointing finger icon changes to a thumb-up icon. When you click the right mouse button again, the pointing finger icon returns.

Pointing finger icon	Thumb-up icon
	

### 3. To stop using this function, click the Pointer icon again.



DZD108

## Using the Red Marker Function

You can write and draw in red on the customer's screen.

**Note**

- This function cannot be used when the Pointer function or Remote operation function is used.
- The Red Marker cannot be used on the system bar at the bottom of the screen.

**1. Click the Red Marker icon.**

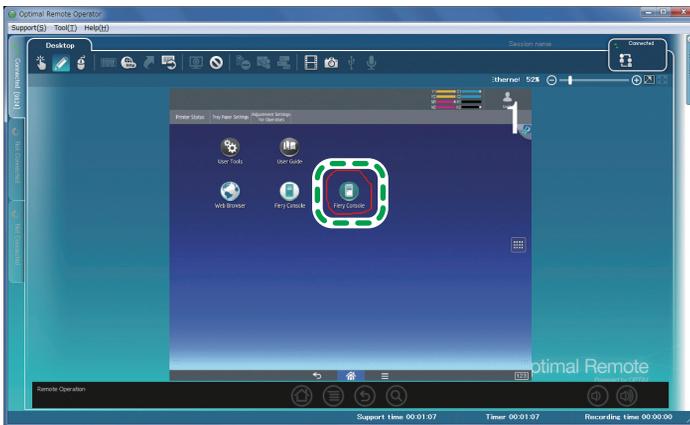


DZD109

**2. On the main screen, hold down the left mouse button, and then move the mouse.**

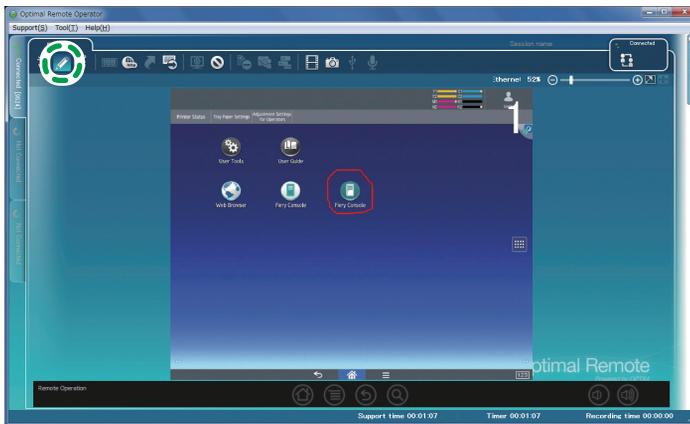
A red line is drawn on the customer's screen.

If you click the right mouse button while using the Red Marker function, all red marker content is deleted.



DZD110

3. To stop using this function, click the Red Marker icon again.



DZD111

5

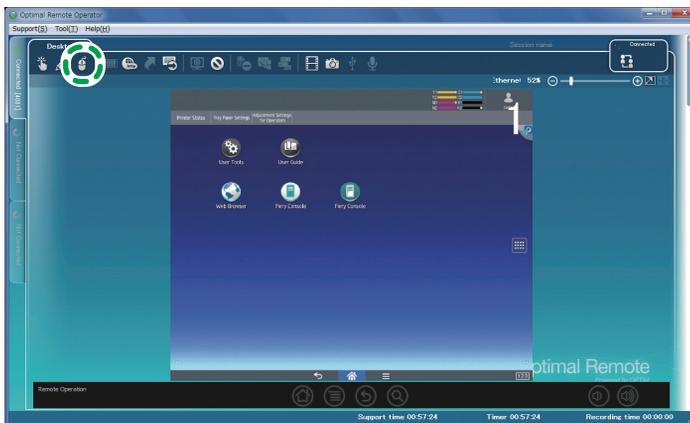
## Using the Remote Operation Function

You can operate the customer's device from the operator tool.

### ↓ Note

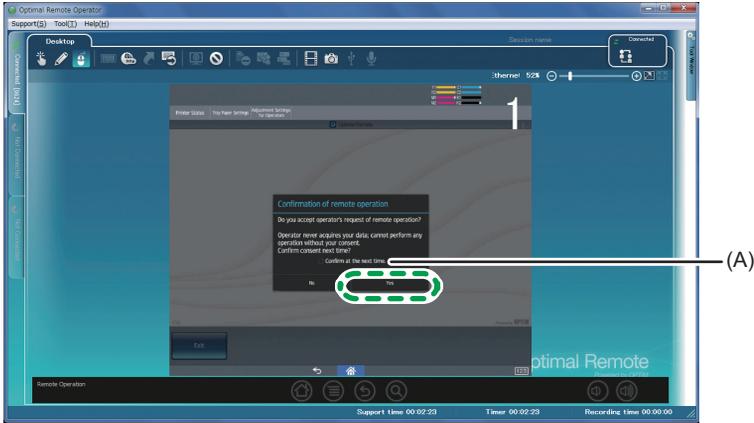
- This function cannot be used when the Pointer function or Red Marker function is used.

1. Click the Remote operation icon.



DZD112

- The remote operation confirmation window is displayed on the customer's screen. Prompt the user to tap [Yes].



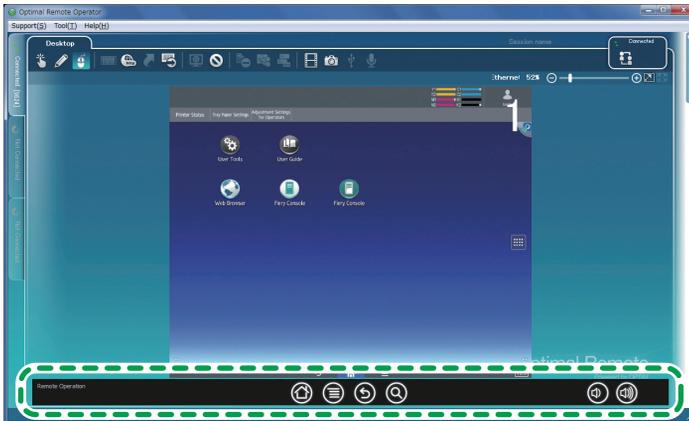
DZD113

5

**Note**

- When the [Confirm at the next time.] check box (A) of the confirmation window is selected, the remote operation confirmation window is displayed when a remote operation starts. When you do not select this check box, you can perform remote operations without user confirmation for the rest of the support session.
- To abort the remote operation, click the Remote operation icon again.

When the Remote operation bar becomes active, you can perform a remote operation on the customer's device.



DZD114

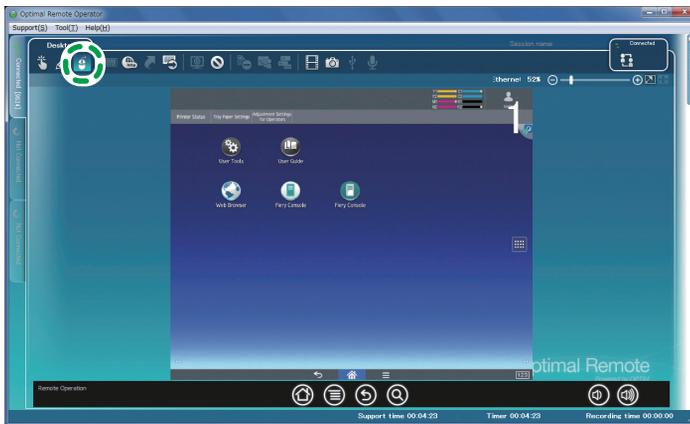
**Note**

-  is not active.

- When you click the right mouse button, a menu shown below is displayed. You can use the device buttons similarly to the Remote operation bar.



3. To stop using this function, click the Remote operation icon.



DZD115

5

## Using the Send URL Function

Start the browser of the customer's device to display a specified Web page.

1. Click the Send URL icon.

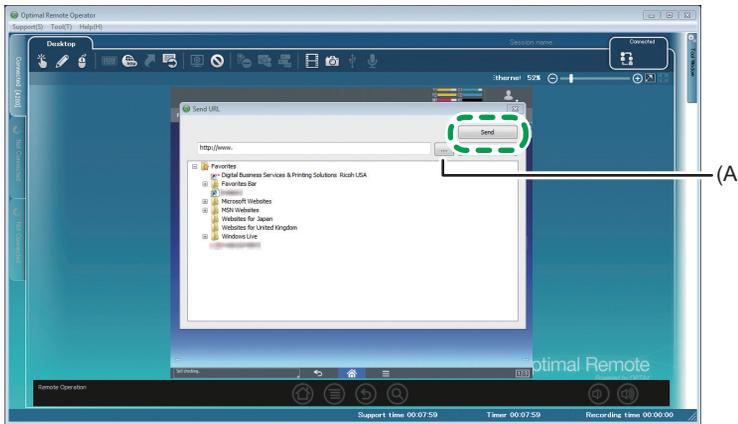


DZD116

5

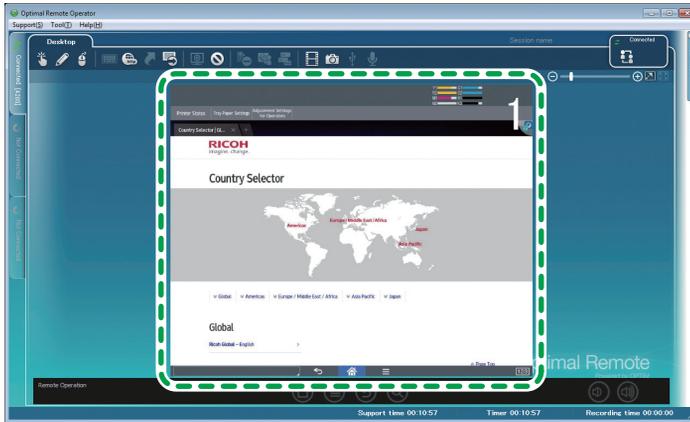
2. The [Send URL] window is displayed. Enter the URL of the Web page to be displayed on the customer's device, and then click [Send].

[Favorites] displays the content added to Favorites in Internet Explorer on the operator's computer. Clicking [...] (A) launches the browser, enabling you to view the Web page of the entered URL. (This Web page is not displayed on the customer's screen.)



DZD117

The [Send URL] window closes automatically, the browser of the customer's device starts automatically, and the Web page of the sent URL is displayed.



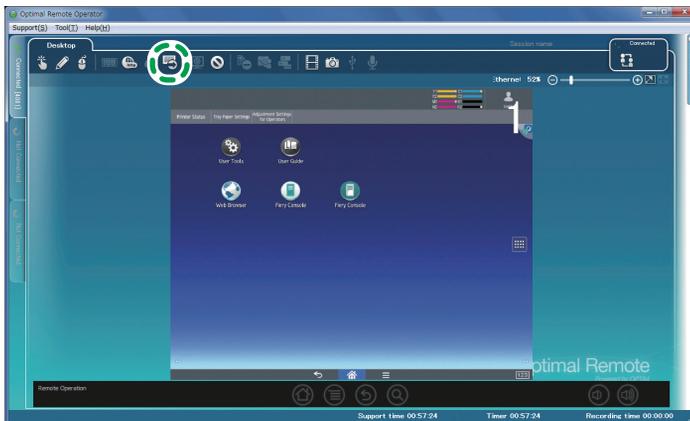
DZD118

## Using the Send Command Function

5

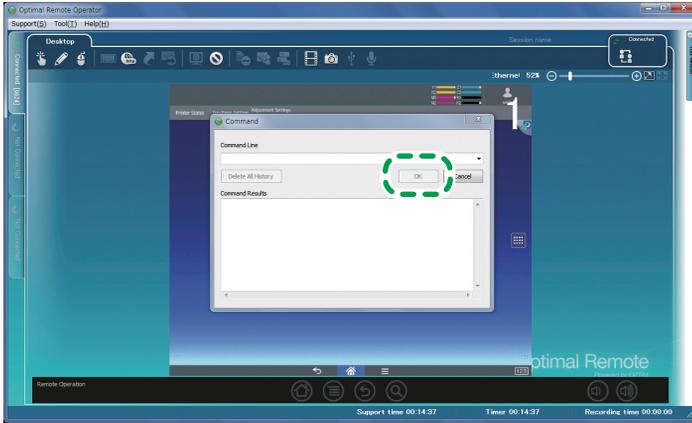
Collect information about the customer's device using the command prompt.

1. Click the Send Command icon.



DZD119

2. The [Command] window is displayed. Enter a command in the [Command Line] field, and then click [OK].



DZD120

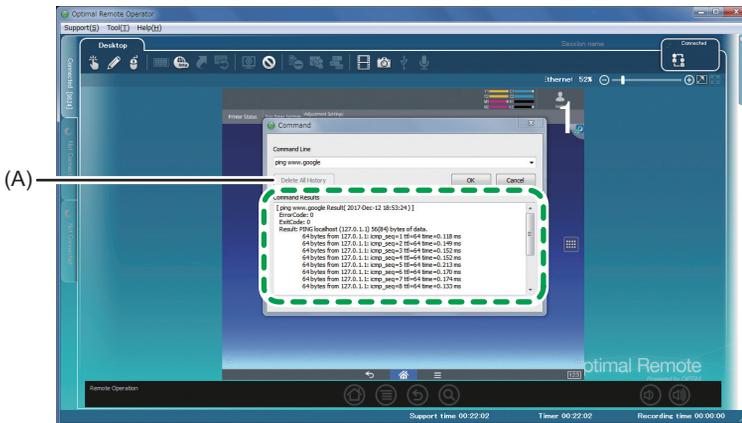
5

**Note**

- For the commands that can be run using the Send Command function, see page 105 "Commands that can be run by the Send Command function".

The command results are displayed.

When you click [Delete All History] (A), the Command Line entry history is cleared.



DZD121

3. Click the [x] button at the top right of the [Command] window to close the window.



DZD122

5

## Commands that can be run by the Send Command function

Command name	Performance
netcfg	Checks the status of the network.
ifconfig	Accesses, configures, starts, and stops the network interface.
netstat	Displays the statistical information of the protocol and the current TCP/IP network connection.
route	Manipulates the network routing table.
ping	Sends an IP packet to the host to confirm network communication and to check that the packet is correctly sent and a response answer is received.

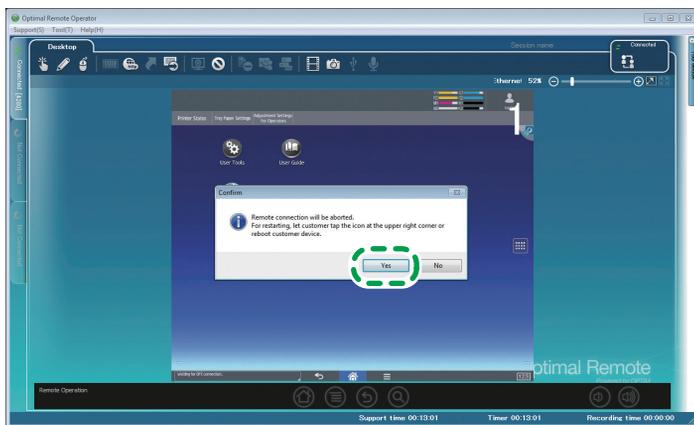
## Using the Abort Function

1. Click the Pause icon.



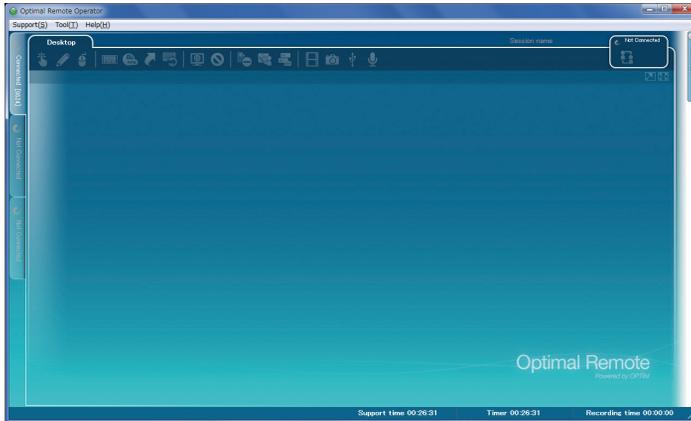
DZD123

2. The abort function confirmation window is displayed. Click [Yes].



DZD124

Support is aborted.



A connection to the customer's device is established again when the customer taps the icon at the top right on the screen.

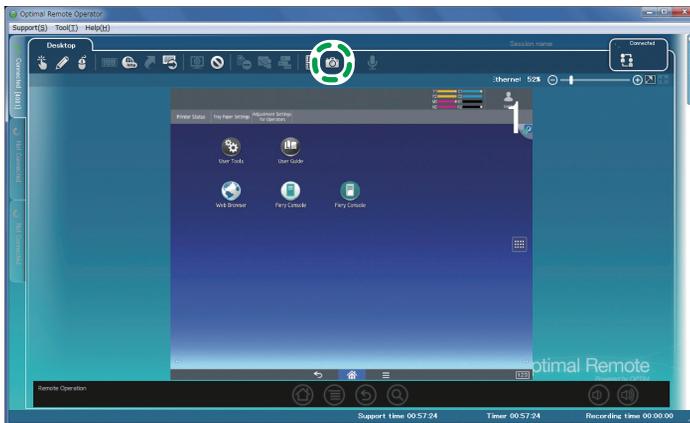
5

## Using the Snapshot Function

You can capture the customer's screen during support as a JPEG image.

1. Click the Snap Shot icon when the screen you want to capture is displayed.

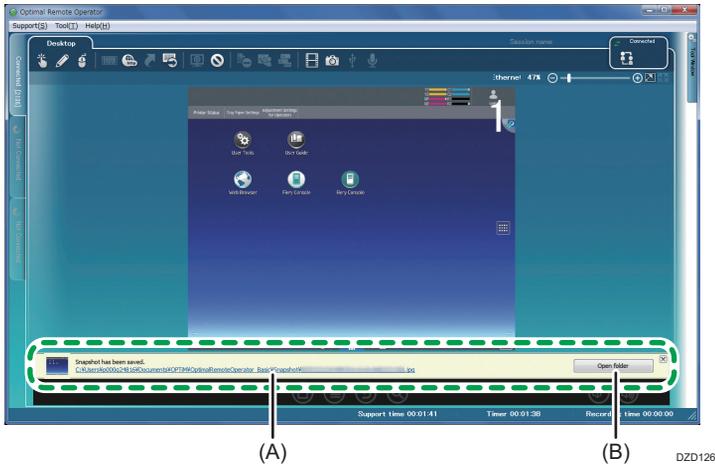
An image is saved.



DZD125

2. When clicking the path of the image file (A), you can display the saved image.

When clicking [Open folder] (B), you can display the folder in which the image is saved.



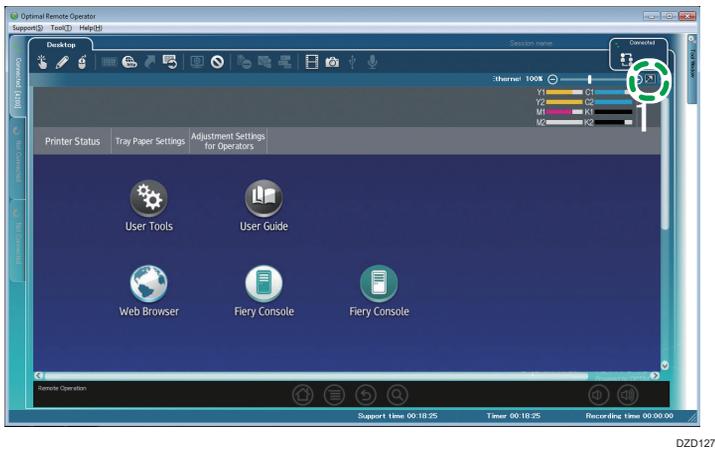
5

## Adjusting the Size of the Screen to Be Displayed

Change the size of the customer's screen in the operator tool to fit the screen size.

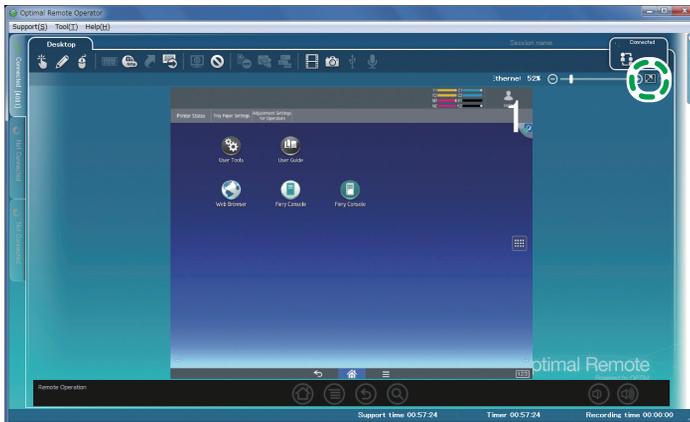
### Original size

When you click the Screen Scale icon, the screen with the screen resolution of the device is displayed in the operator tool



### Adjusted to the window size

When you click the Screen Scale icon, the information of the customer's screen is displayed within the screen of the operator tool.



DZD128

### Note

- The functions of the icons change depending on the displayed screen size.

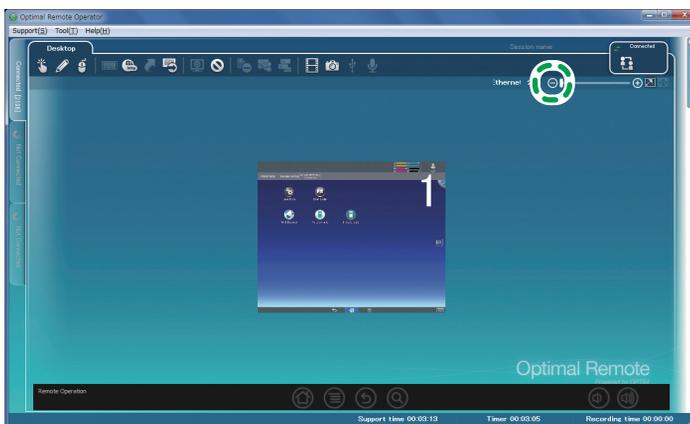
5

## Fine-tune the Size of the Screen to Be Displayed

Fine-tune the magnification of the customer's screen. The magnification range is between 25% and 200%.

### Shrink

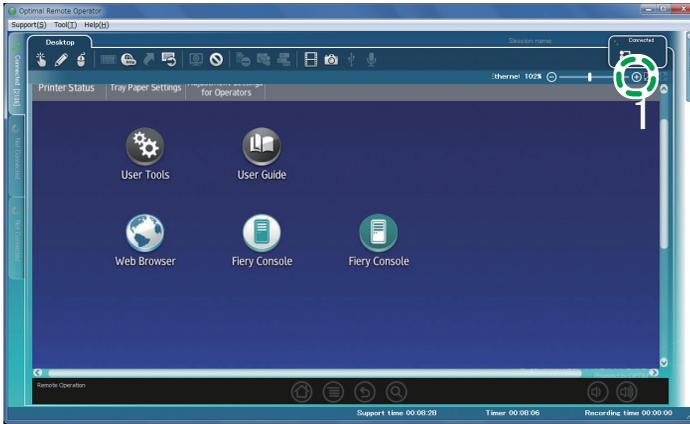
When you click the Shrink icon, the customer's screen is shrunk by 25%.



DZD129

### Magnify

When you click the Magnify icon, the customer's screen is magnified by 25%.



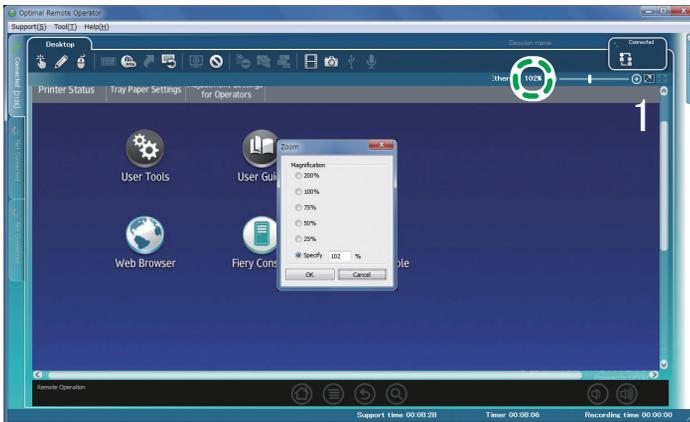
DZD130

### Specify

5

When you click the magnification ratio displayed on the customer's screen, the zoom window to specify the ratio is displayed.

When you specify the magnification ratio and click [OK] in the zoom window, the customer's screen is displayed at the specified ratio.



DZD131

# Exiting Support

Stop the remote connection with the customer's device. The operator tool itself does not end. To exit the operator tool at the same time, see page 25 "Exiting the Operator Tool".

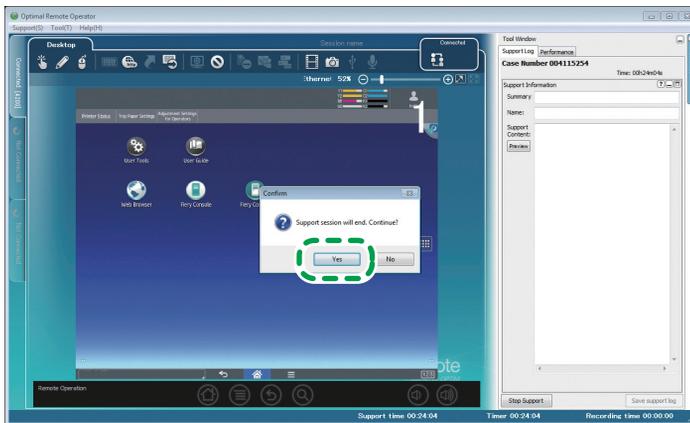
1. On the menu bar, click [Support], and then click [Support Stop].

You can also stop support by clicking [Stop Support] (A) in Tool Window.



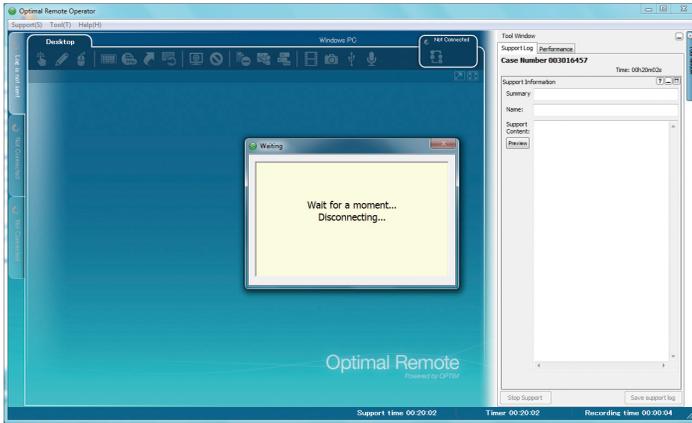
DZD132

2. A confirmation window is displayed. Click [Yes].



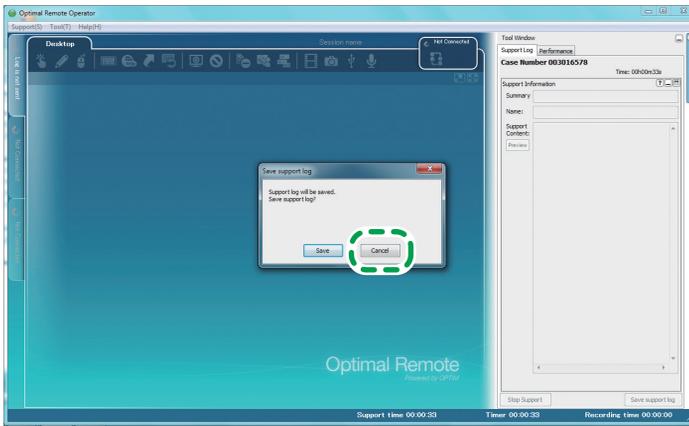
DZD133

The [Waiting] window is displayed.



3. Click [Cancel] in the [Save support log] window.

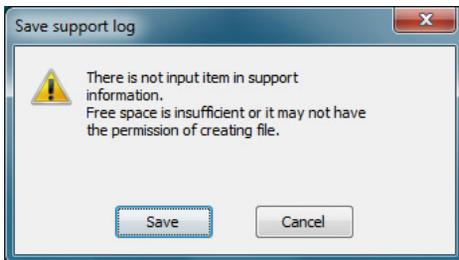
5



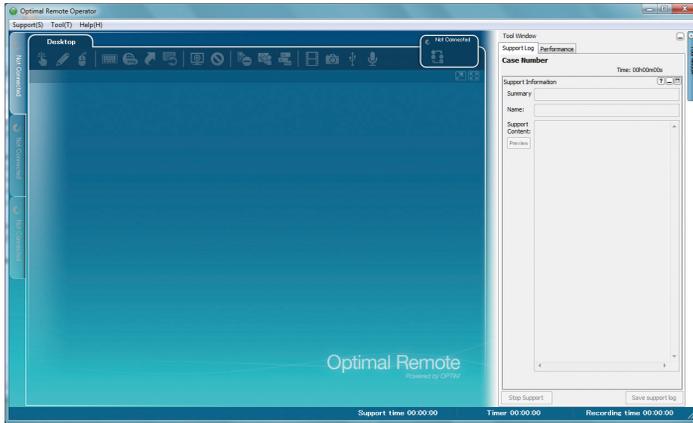
DUN296

**Note**

- Your Operator Tool does not correspond to the saving support information function.
- When the window below is displayed, click [Cancel].



Support ends.





# 6. Using the Video Recording Function

## Recording Operations while Support Is Provided

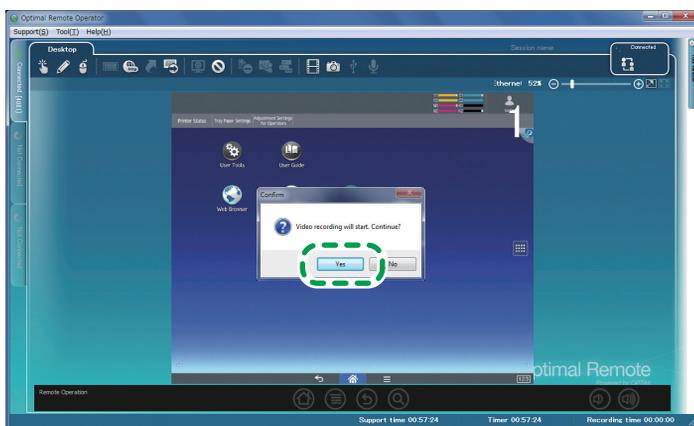
1. Click the Record video icon.



DZD134

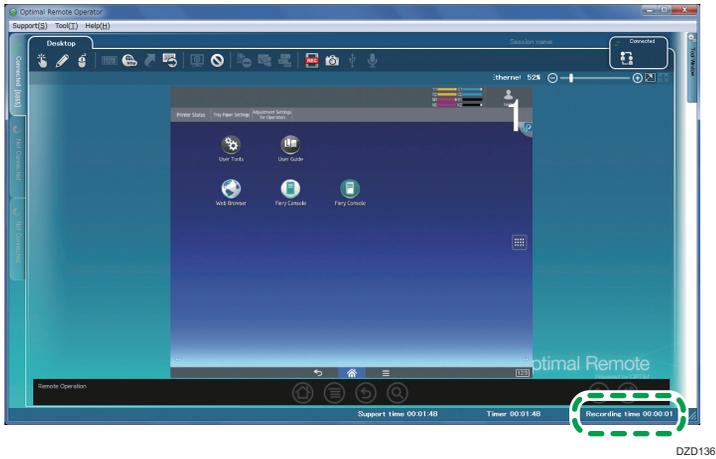
2. A confirmation window is displayed. Click [Yes].

Recording starts.



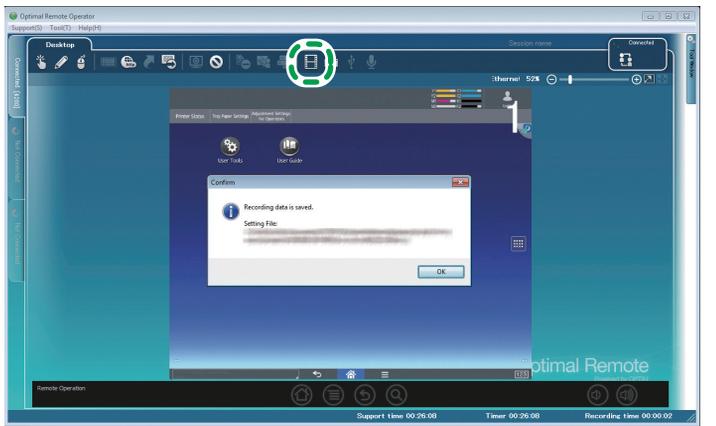
DZD135

3. The recording time is displayed.



DZD136

4. When you click the Record video icon again, recording stops.

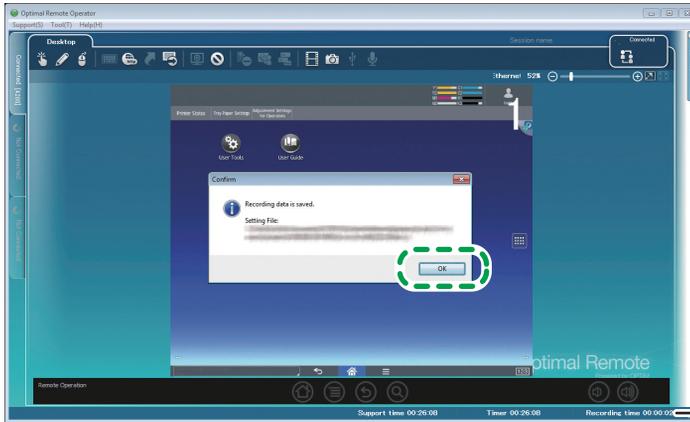


DZD137

5. A confirmation window is displayed. Click [OK].

Recorded video data is saved in the Setting File. For details about how to change the storage space, see page 118 "Changing Recording Settings".

The recording time (A) is displayed.



DZD138

# Changing Recording Settings

Specify settings for a save folder and save timing for the Video Recording function.

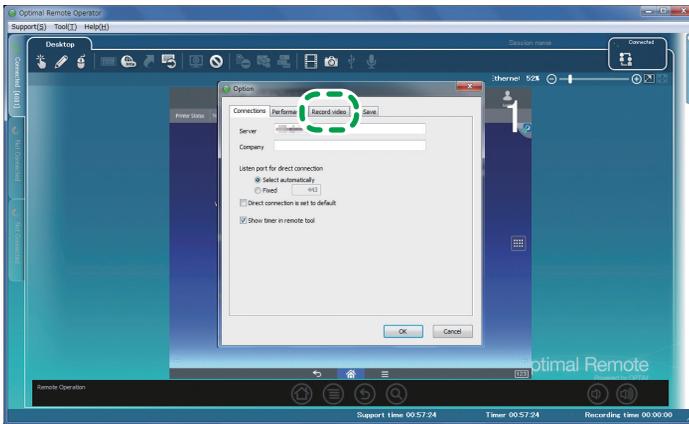
1. From [Tool] on the menu bar, click [Options].



DZD139

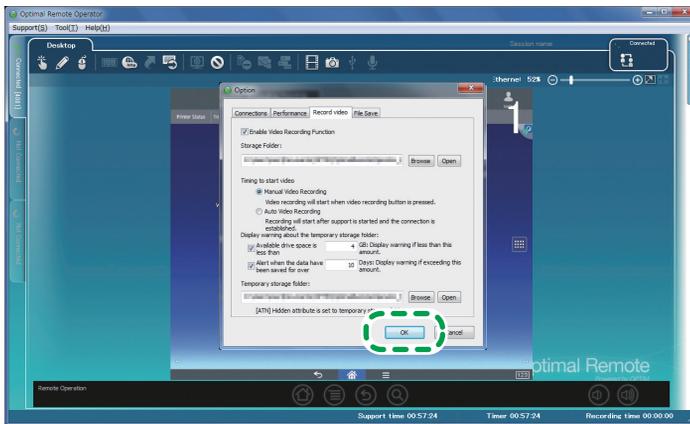
6

2. Click [Record video].



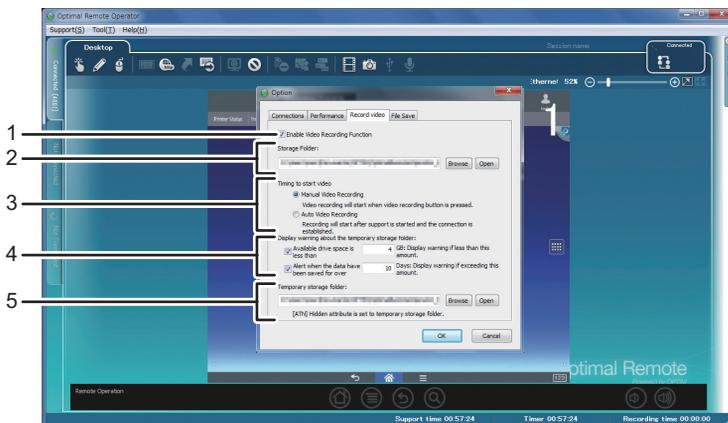
DZD140

### 3. Change the settings, and then click [OK].



DZD141

## Details of Recording Settings



DZD142

#### 1. Specify whether to enable or disable the Video Recording function.

When selecting the check box, you can enable the function. When clearing the check box, you can disable the function.

#### 2. Specify a save folder<sup>\*1</sup> of recorded video data.

When clicking [Browse], you can display a screen to browse folders. Select a folder to save the data. When clicking [Open], you can open the current save folder.

#### 3. Specify when to start recording.

When you select [Manual Video Recording] and press the [Record video] icon, recording starts. When you select [Auto Video Recording] and a connection is established after support starts, recording starts automatically.

**4. Specify settings for warning messages for the temporary folder of recorded video data.**

- **Disk drive free space:** When the size of the free space of a disk drive containing the temporary folder becomes smaller than the specified value, a warning message is displayed. Furthermore, when the size of the free space of a disk drive containing the temporary folder becomes smaller than 2 GB, the Video Recording function is disabled.
- **Storage date:** If there is a file in the temporary folder that has been stored for more than the specified number of days, a message is displayed to prompt the user to check whether or not to delete the file when the operator tool starts.

**5. Specify a temporary folder<sup>\*2</sup> of recorded video data.**

Clicking [Browse], you can display a screen to browse folders. Select a folder to save the data. Clicking [Open], you can open the current save folder.

- **Location of the temporary folder:**  
It is prohibited to create any of the following folders and other folders subordinate to those folders directly under the system drive as a temporary folder:  
Common (Windows Vista/7): Windows, Program Files, Documents and Settings, Users, Program Data  
It is also prohibited to specify a folder on the network or the CD-ROM drive as a temporary folder.
- **Assigning the hidden attribute:**  
Assign the hidden attribute to the folder specified as a temporary folder.  
However, do not change the existing attributes of the folder.

\*1 The save folder stores video log files for ended support. Video log files for current support are stored in the temporary folder.

\*2 The temporary folder stores log files of videos recorded temporarily while a Remote Support Service is provided. The video log files stored in the temporary folder are moved to the save folder after support ends. When the operator tool starts, the temporary folder is checked, and the video log files found in the folder are moved to the save folder.

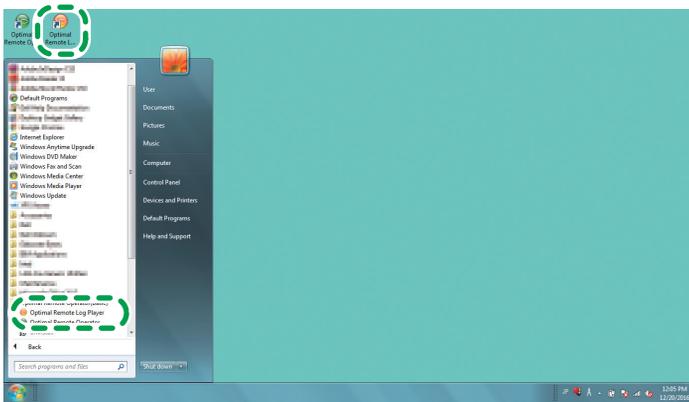
# Playing Back Recorded Videos

You can play back videos recorded while remote control is used.

## Note

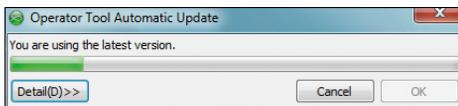
- With "Optimal Remote Log Player" installed, not only the administrator but also users can play back videos.

1. Double-click the [Optimal Remote Log Player] shortcut on the desktop or select [All Programs] on the [Start] menu, and then click [Optimal Remote Operator (Basic)] - [Optimal Remote Log Player].

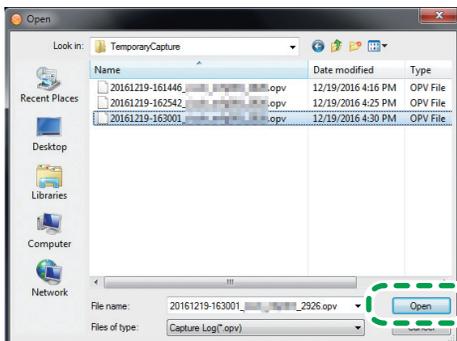


DUN307

2. Perform an update. Wait for the process to be completed.

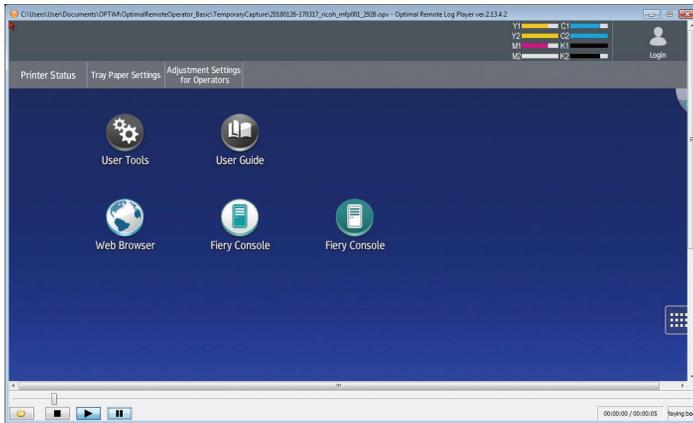


3. Select the recorded video you want to play back, and then click [Open].

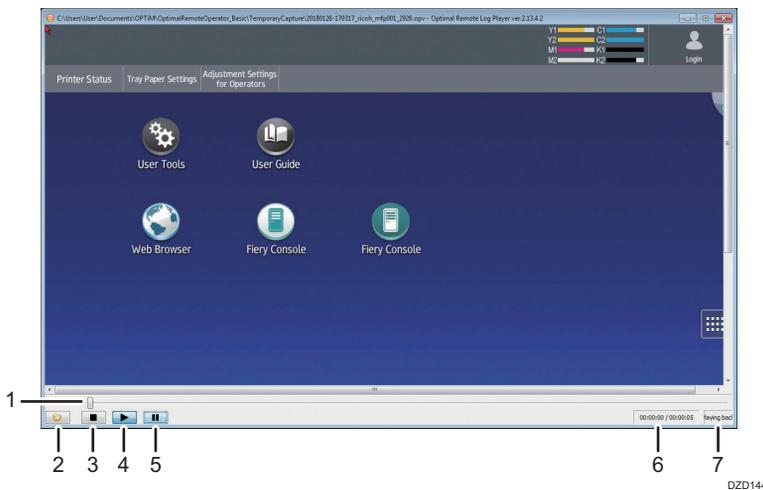


DUN309

#### 4. The recorded video has been played back.



### Details of the Recorded Video Playback Function



#### 1. Seek slider

You can move the seek slider to skip to any playback position. When you move the seek slider, the player stops temporarily.

#### 2. Read File

This button allows you to select the recorded video you want to play back.

By clicking the button, you can display a file selection screen. When you select the video file you want to play back and click [Open], the playback of the selected file starts.

When you click this button while video playback is performed, it stops temporarily.

#### 3. Stop

Stops the video playback.

**4. Playback**

Plays the selected video.

**5. Abort**

Stops video playback temporarily. When you click this button again while an abort sequence is performed, video playback restarts.

**6. Playback time**

The playback time is displayed.

Current playback time / Total playback time

**7. Playback status**

The current playback status is displayed. There are three status types: "Playing bad...", "Stop", and "Pause".



# 7. Using the Support Transfer Function

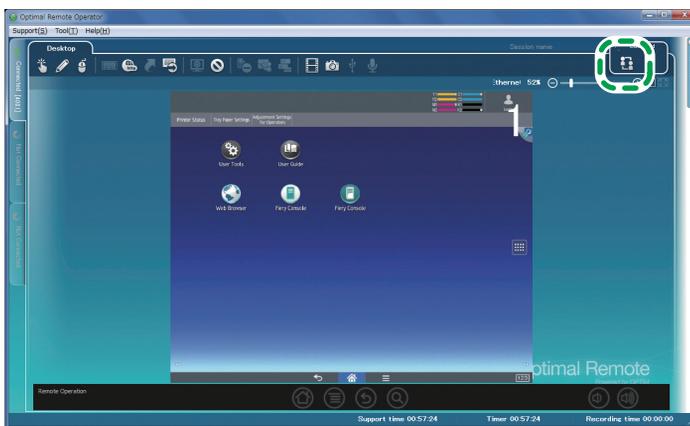
## Using the Support Transfer Function

While support is provided to a customer, Operator A can transfer the support to Operator B.

### Note

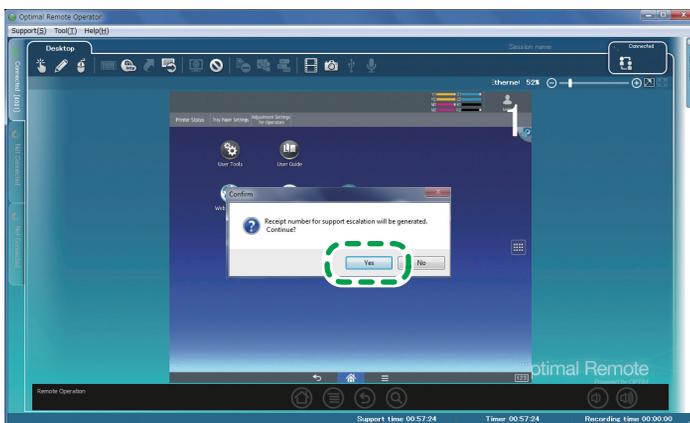
- This function is not available when the support target is a Macintosh computer.

#### 1. Click the Escalation icon.



DZD145

#### 2. The transfer confirmation window is displayed. Click [Yes].



DZD146

#### 3. Notify Operator B of the issued transfer number when the support is transferred.

Operator B starts the operator tool and enters the transfer number to the reception number entry field.



DZD147

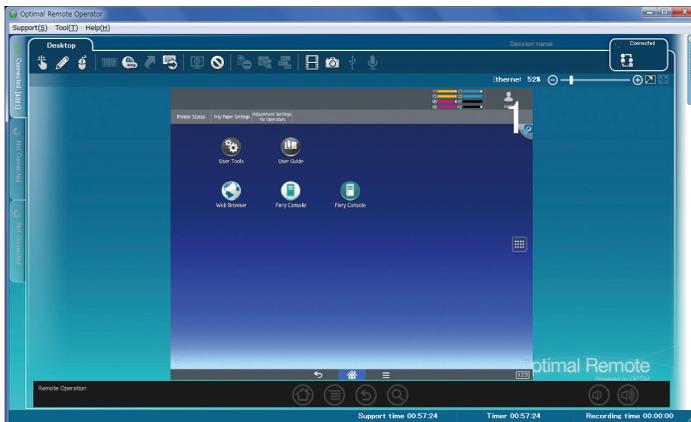
**Note**

- For details about how to display the reception number entry field, see page 39 "Starting Support" and page 93 "Starting Support".

**4. The support was transferred to Operator B.**

When the support is transferred, depending on the settings, Operator A and Operator B can support the customer at the same time or only Operator B can provide support.

7



5. After checking that the customer's screen is displayed on Operator B's screen, Operator A stops the support.



DZD149

### Note

- For details about how to stop the support, see page 39 "Starting Support" and page 93 "Starting Support".
- While a transfer process is performed (when Operator A and Operator B are connected to the customer's computer or device), do not perform "Reboot" or "Abort". If the network is disconnected by a network failure while a transfer process is performed, the transfer is canceled. If this is the case, repeat the transfer process.



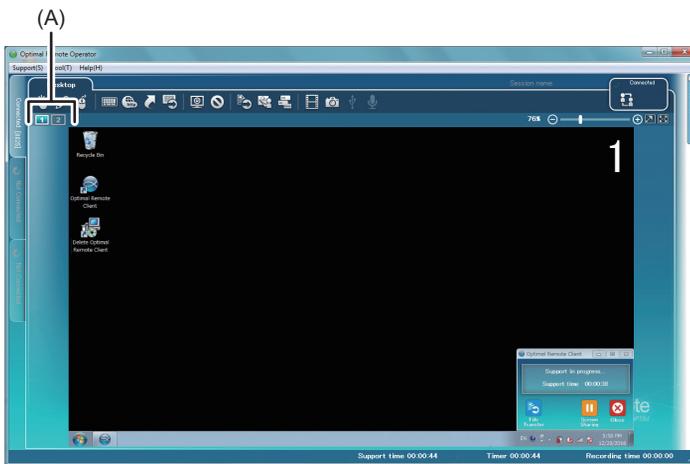
# 8. Using the Multi-monitor Function

## Using the Multi-monitor Function

If the customer is using two or more monitors, monitor switchover buttons are displayed to enable the respective monitors to be displayed.

The switchover icons are displayed only when the customer is using two or more monitors.

1. Use (A) to switch between the monitors.



DUN317



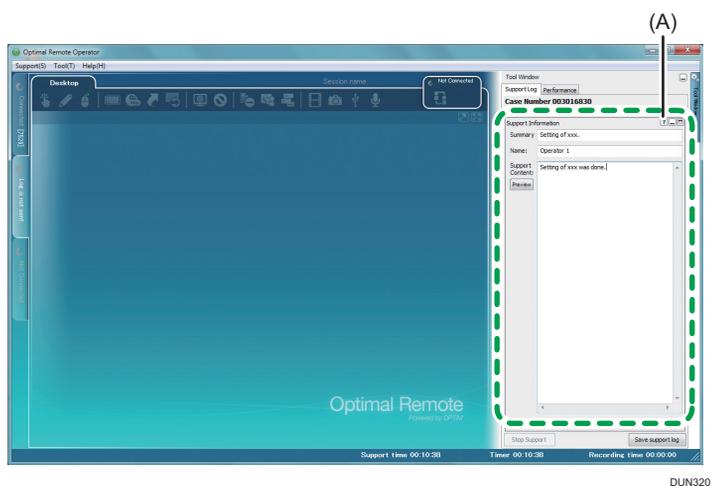
# 9. Managing the Support Logs

## Saving Support Information

While a remote connection is performed or when the remote connection ends, it is possible to enter the details of customer support and save them to the server. You can view the saved information in the [Support Log] on the log screen.

This function is available only when the support target is a computer.

### 1. Enter the support information.



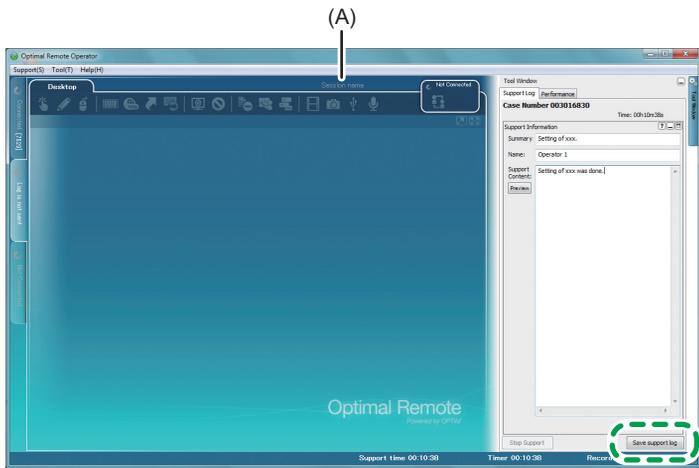
### Note

- Restrictions on the characters you can enter are as follows:
  - Summary: up to 255 characters
  - Name: up to 255 characters
  - Support Content: up to 10240 characters
- For the syntax of the details of support, click [?] (A) in the top right of the Support Information field to check the Help file using the browser.

### 2. Click [Save Support Log].

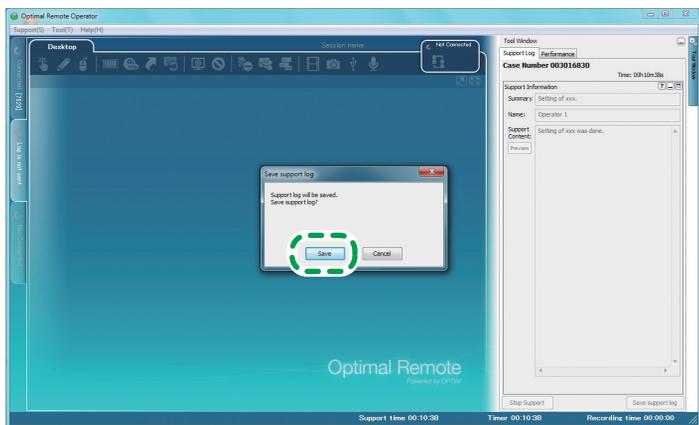
If the session name (A) is specified, it is also saved at the same time.

## 9. Managing the Support Logs



DUN403

### 3. Click [Save].



DUN321

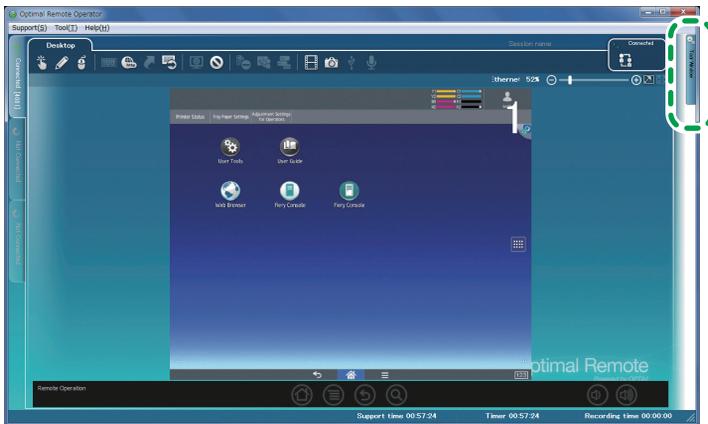
# 10. Configuring the Operator Tool

## Configuring the Performance Settings

To capture images, configure the performance settings.

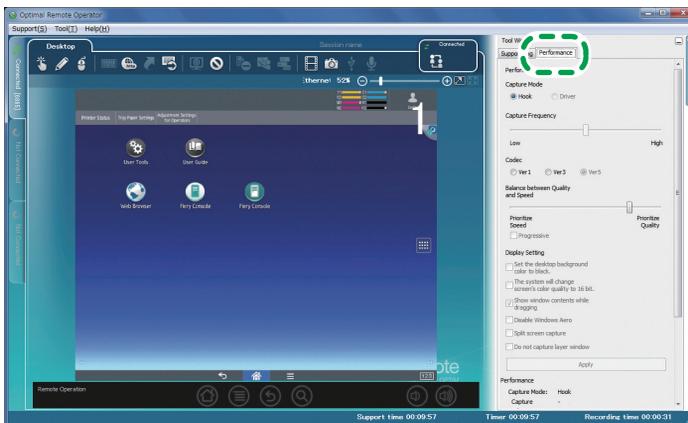
When displaying the setting window from [Tool Window]

1. Click [Tool Window].



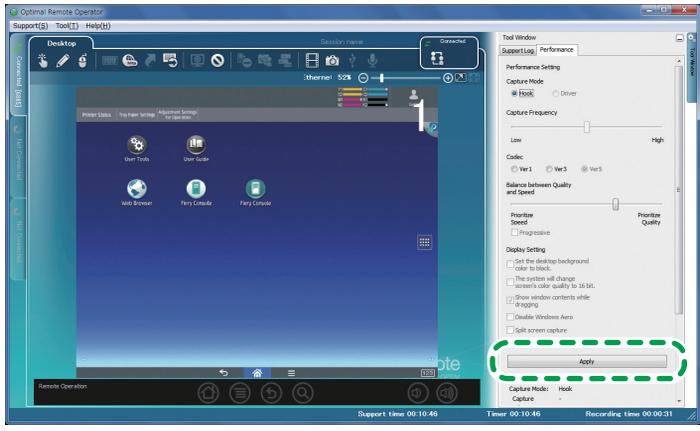
DZD150

2. Click [Performance].



DZD151

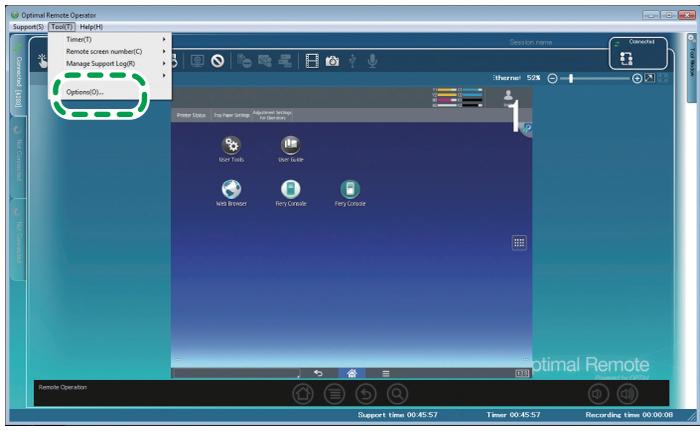
3. Configure the performance settings, and then click [Apply].



DZD152

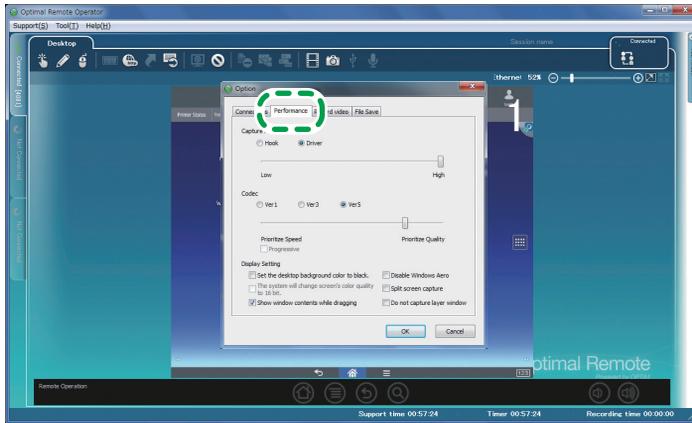
When displaying the setting window from the [Options] screen:

- 1. From [Tool] on the menu bar, click [Options] to display the [Options] screen.



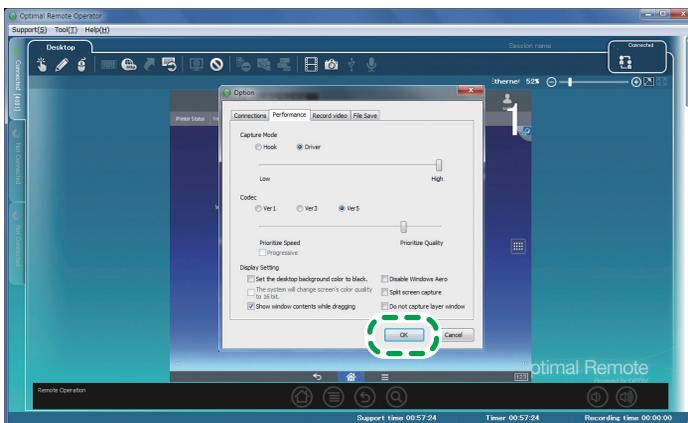
DZD153

## 2. Click [Performance].



DZD154

## 3. Configure the performance settings, and then click [OK].



DZD155

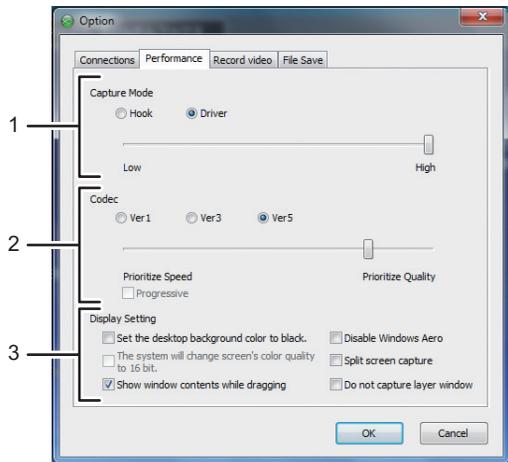
### If Driver is specified for the capture mode

If Driver is specified for the capture mode at the first support, a confirmation window is displayed to ask for installation of the display mirror driver. Click [Install] to install the display mirror driver.

#### Note

- If the display mirror driver is already installed on the computer being supported, this window does not appear.

## Details of the Performance Settings



DUN326

### 1. Capture Mode

Configure the capture mode settings. Select Hook or Driver, and then adjust the capture frequency of the screen.

- Hook: Detects changes on the customer's screen using the Windows function and sends them to the operator.

Screen images can be obtained even from a computer on which the display mirror driver cannot be installed.

#### Note

- Depending on the customer's connection environment, noise in images captured in "Driver" mode will be eliminated by switching to "Hook".
- Driver: Detects updates of the customer's screen using the display mirror driver, and sends a new image of the customer's desktop to the operator with less load on the computer than in "Hook" capture mode. This function is available only when the support target is a Windows computer.

### 2. Codec

Configure the codec settings. Select either of Ver1, Ver3, and Ver5, and then adjust the level of speed priority and image quality priority. To use Progressive Codec, select the Progressive check box. \*1

- Ver1: Applies lossy compression to images.
- Ver3: Reduces image colors and applies lossy compression to images. (The data volume becomes smaller than the one using Ver1.)
- Ver5: Applies lossy compression to images. (The data volume becomes smaller and the image quality higher than those using Ver1.)

This function is available only when the support target is a computer.

### 3. Display Setting

Configure the screen settings. Select the check box of an item you want to set. This function is available only when the support target is a computer. For details about the screen settings, see page 137 "Details of Screen Settings".

\*1 Available in Ver3 only.

## Details of Screen Settings

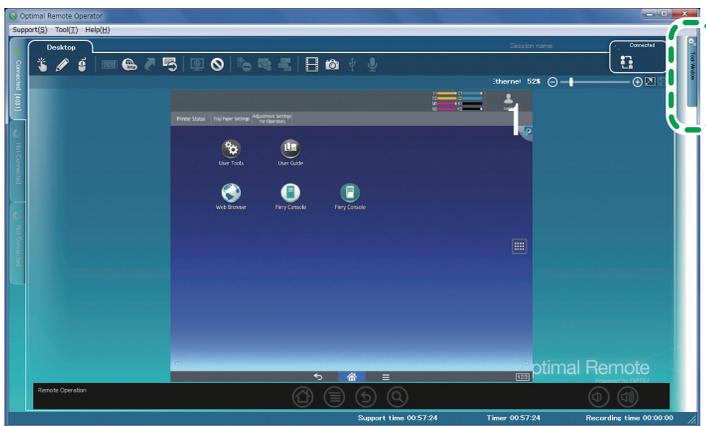
Name	Check box	Description	Client
Set the desktop background color to black.	On	The desktop background of the customer changes to black. If image display in the operator tool is significantly slow, an improvement is likely.	Windows
	Off	The desktop background of the customer does not change.	
The system will change screen's color quality to 16 bit.	On	The color of the customer's screen changes to 16-bit color. The number of colors available on the customer's screen becomes smaller. If image display in the operator tool is significantly slow, an improvement is likely.	Windows Mac
	Off	The color of the customer's screen does not change.	
Show window contents while dragging	On	While a window is dragged on the customer's screen, the window contents are displayed.	Windows
	Off	While a window is dragged on the customer's screen, the window contents are not displayed and only the frame is displayed. While the contents of the dragged window cannot be viewed, an improvement is likely if image display in the operator tool is significantly slow.	

Name	Check box	Description	Client
Disable Windows Aero	On	Windows Aero of the customer's screen is disabled. Aero effects (e.g., making windows semi-transparent) on the customer's screen are disabled. If image display in the operator tool is significantly slow, an improvement is likely.	Windows
	Off	Aero effects on the customer's screen remain active.	
Split screen capture	On	The customer's screen is split and captured. When transferred to the operator tool, the customer's screen is likely to be corrupt. If image display in the operator tool is significantly slow, an improvement is likely.	Windows
	Off	The customer's screen is captured without being split.	
Do not capture layer window	On	The capture function for layered windows (tooltips displayed when a mouse cursor is placed over the taskbar, etc.) on the customer's screen is disabled. While layered windows are not displayed when the customer's screen is displayed in the operator tool, an improvement is likely if image display in the operator tool is significantly slow.	Windows
	Off	Layered windows on the customer's screen remain active and can be captured.	

# Displaying Performance Information

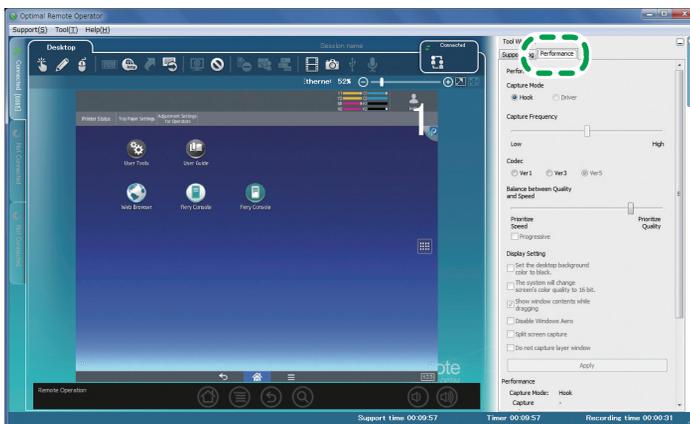
Current performance information about a connected screen is displayed.

1. Click [Tool Window].



DZD150

2. Click [Performance].



DZD151

3. The [Performance] tab is displayed.

The performance information is displayed in the Performance area at the bottom of the [Performance] tab.



DZD156

## Details of the Performance Information

### While supporting a computer

```

Performance
Capture Mode: Hook
Capture      -
Codec       Ver5
Parameter   Balanced (768)

Remote Tool
CPU Usage   3 [%]
Encode      31 [ms]
Network     118,299 [kbps]
Connection  Relay(IPv4)
Data sent
(estimate): 52 [KB]
Data received
(estimate): 6.29 [MB]
    
```

10

Name	Description
Capture mode	Capture mode is displayed.
Capture <sup>*1</sup>	Capture frequency is displayed.
Codec <sup>*2</sup>	Codec is displayed.
Parameter <sup>*2</sup>	Image quality and speed balance are displayed.
CPU usage <sup>*3</sup>	CPU usage rate of the remote tool is displayed.
Encode <sup>*4</sup>	Encoding time for single-screen capture is displayed in units of milliseconds.

Name	Description
Network	Data transfer rate of the remote tool is displayed.
Connection	Connection mode is displayed.
Data sent (estimate)	Accumulated amount of data sent from the operator tool to the client tool is displayed.
Data received (estimate)	Accumulated amount of data the operator tool received from the client tool is displayed.

- \*1 Displayed only when the capture mode is specified for Driver.
- \*2 Displayed only when the client tool displays Codec settings.
- \*3 Displayed only when the client tool displays CPU usage rate.
- \*4 Displayed only when the client tool displays encoding performance

### While supporting a device

```

Performance
Capture Mode: Hook
Capture      -
Codec:      -
Parameter:  -
Remote Tool
  CPU Usage -
Encode     -
Network    -
Connection Relay(IPv4)
Data sent
  (estimate): 1 [KB]
Data received
  (estimate): 120 [KB]
    
```

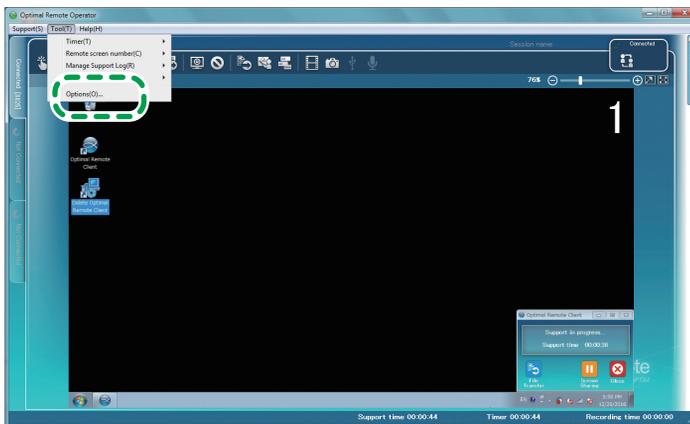
Name	Description
Capture mode	Capture mode is displayed.
Capture	This function is available only when the support target is a computer.
Codec	This function is available only when the support target is a computer.
Parameter	This function is available only when the support target is a computer.

Name	Description
CPU usage	This function is available only when the support target is a computer.
Encode	This function is available only when the support target is a computer.
Network	This function is available only when the support target is a computer.
Connection	Connection mode is displayed.
Data sent (estimate)	Accumulated amount of data sent from the operator tool to the client tool is displayed.
Data received (estimate)	Accumulated amount of data the operator tool received from the client tool is displayed.

# Configuring File Save Settings

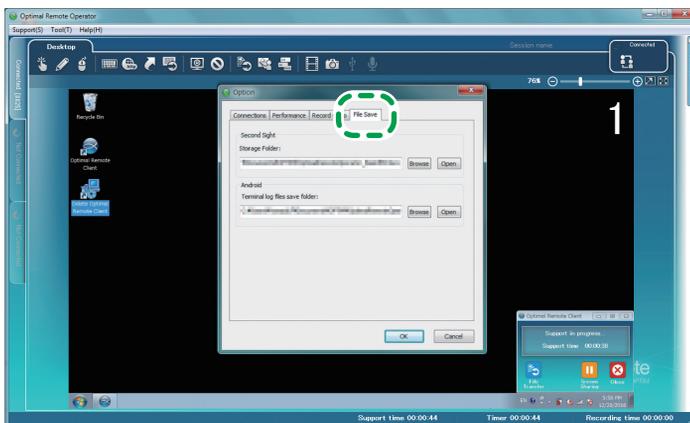
Make settings for saving terminal log files.

1. From [Tool] on the menu bar, click [Options] to display the [Options] screen.



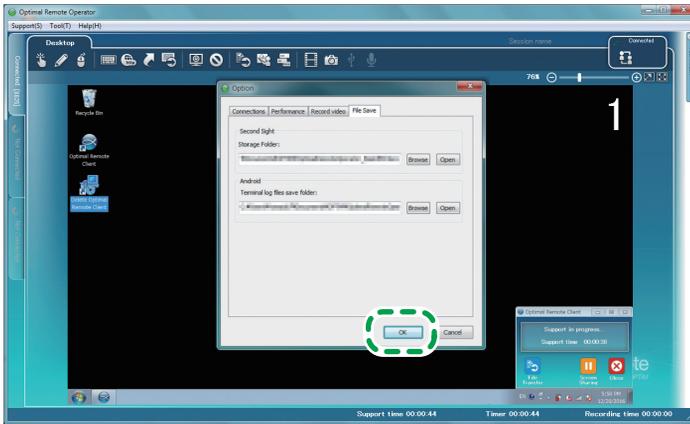
DUN404

2. Click [File Save].



DUM330

3. Configure settings about File Save, and then click [OK].



DUN331

# 11. Frequently Asked Questions and Solutions

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## Frequently Asked Questions and Solutions

### Q1

I cannot log into the operator tool or perform updates, or no remote support connection is established.

### A1

Check the following settings:

- Allow a connection to Port 443 of the management server.  
Use normal https to connect to the management server.
- Allow a connection to Port 443 of the relay server.  
Use SSL and original protocols to connect to the relay server. Therefore, if a proxy and a firewall are used to perform signature check and protocol monitoring while using https is expected, problems may occur.
- When the current time of the computer is not correct, it may be likely that no connection can be established. Set the correct current date and time, and then try a new connection.
- In an environment in which the Internet is inaccessible, root certificates required for signature verification cannot be downloaded or installed, causing an error. Use the operator tool in an Internet accessible environment.

### Q2

When I try to install or use the operator tool, the anti-virus software blocks the installation.

### A2

Anti-virus software may block installation or prevent you from using the operator tool. If this is case, when a screen is displayed to confirm whether or not you allow the installation or use the operator tool, confirm it.

### Q3

When I try to shut down or log out of the computer, the operator tool blocks the shutdown and logout of the computer.

### A3

While support is provided and the video log file is transferred after support ends, the operator tool blocks the shutdown and logout of the computer. For details, see page 26 "Computer Shutdown during Support".

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