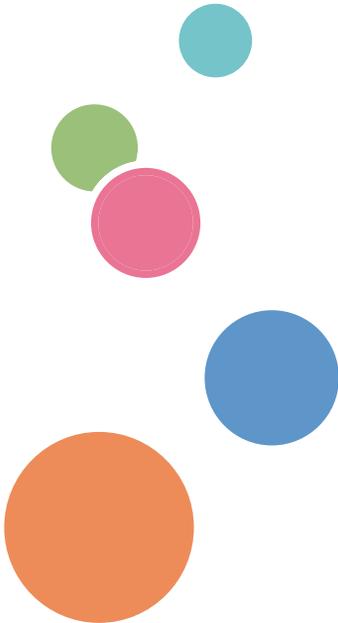




**Operating Instructions**

**Operator Tool Guide**





# TABLE OF CONTENTS

---

## 1. Introduction

---

Overview.....	3
Functions.....	4
Operator Tool Operating Environment.....	5
Recommended Operating Environment of the Operator Tool.....	6
How to Read This Manual.....	7
Symbols.....	7
Disclaimer.....	7
Notes.....	7
Terminology.....	8
Trademarks.....	9

## 2. Installing/Uninstalling the Operator Tool

---

Installing the Operator Tool.....	11
Uninstalling the Operator Tool.....	17

## 3. Basic Operations of the Operator Tool

---

Starting the Operator Tool.....	19
Logging Out of the Operator Tool.....	21
Exiting the Operator Tool.....	23
Exiting the Operator Tool by Shutting Down Your Computer.....	24
Computer Shutdown during Support.....	24
Computer Shutdown after Support Ends.....	25
Description of the Operator Tool Screen.....	27
Components of the Operator Tool Screen.....	27
Menu Bar.....	28
Tool Icons.....	30
Options Screen.....	31
Session Name.....	33

## 4. Supporting a Device

---

Starting Support.....	35
Using the Operator Tool Functions.....	38
Using the Pointer Function.....	38
Using the Red Marker Function.....	39
Using the Remote Operation Function.....	41

---

Using the Send URL Function.....	43
Using the Send Command Function.....	45
Using the Abort Function.....	48
Using the Snapshot Function.....	49
Adjusting the Size of the Screen to Be Displayed.....	50
Fine-tune the Size of the Screen to Be Displayed.....	51
Exiting Support.....	53
<b>5. Using the Video Recording Function</b>	
Recording Operations while Support Is Provided.....	57
Changing Recording Settings.....	60
Details of Recording Settings.....	61
Playing Back Recorded Videos.....	63
Details of the Recorded Video Playback Function.....	64
<b>6. Using the Support Transfer Function</b>	
Using the Support Transfer Function.....	67
<b>7. Managing the Support Logs</b>	
Saving Support Information.....	71
<b>8. Configuring the Operator Tool</b>	
Configuring the Performance Settings.....	73
Details of the Performance Settings.....	76
Displaying Performance Information.....	77
Details of the Performance Information.....	78
<b>9. Frequently Asked Questions and Solutions</b>	
Frequently Asked Questions and Solutions.....	81

# 1. Introduction

---

## Overview

The RemoteConnect Support Operator Tool is a system for remotely supporting 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 device. Through this operation, it is possible to find causes of problems of any customers quickly and implement broad and sophisticated services.

# Functions

1

Category	Subcategory
Remote Support Preparation function	Time Synchronization function *
	Operator Authentication function
	Remote Support Start Request function
Remote Support function (during connection)	Pointer function
	Red Marker function
	Remote Operation function
	Send URL function
	Command function
	Abort function
	Screen Size function
	Timer function
	Video Recording function
	Snapshot function
	Support Transfer function
Tool function	Help function
	Version Information function

\* Disabled by default.

# Operator Tool Operating Environment

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

---

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

---

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.

1

## **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 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 devices.

## **Command**

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

## **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.)

## **Device**

This refers to a printer or MFP on the network.

# Trademarks

Adobe and Acrobat Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Firefox® is a registered trademark of the Mozilla Foundation.

Macintosh, OS X, and Safari are trademarks of Apple Inc., registered in the U.S. and other countries.

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® Windows Vista® Ultimate

Microsoft® Windows Vista® Business

Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

- The product names of Windows 7 are as follows:

Microsoft® Windows® 7 Home Premium

Microsoft® Windows® 7 Professional

Microsoft® Windows® 7 Ultimate

Microsoft® Windows® 7 Enterprise

- The product names of Windows 8.1 are as follows:

Microsoft® Windows® 8.1

Microsoft® Windows® 8.1 Pro

Microsoft® Windows® 8.1 Enterprise

- The product names of Windows 10 are as follows:

Microsoft® Windows® 10 Home

Microsoft® Windows® 10 Pro

Microsoft® Windows® 10 Enterprise

Microsoft® Windows® 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.

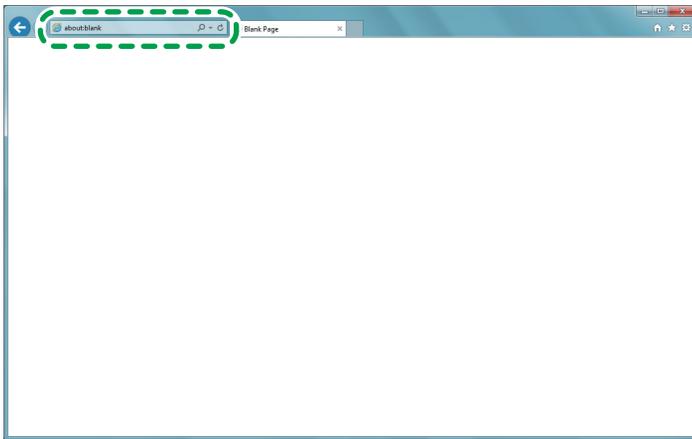


# 2. Installing/Uninstalling the Operator Tool

## Installing the Operator Tool

**★ Important**

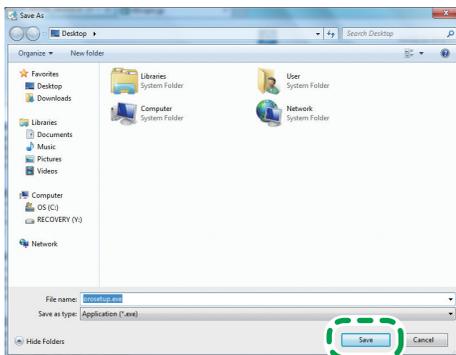
- Before starting the installation, close unnecessary applications.
1. Start the browser, enter the download URL of the operator tool (orosetup.exe) in the area indicated by a green dashed line, and then press the [Enter] key.



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.

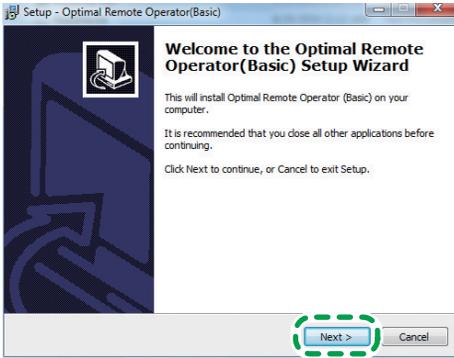
**4. Start the downloaded operator tool installer (if you have clicked [Run] in Step 2, the installer starts automatically).**

If a warning screen appears, click [Run].

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

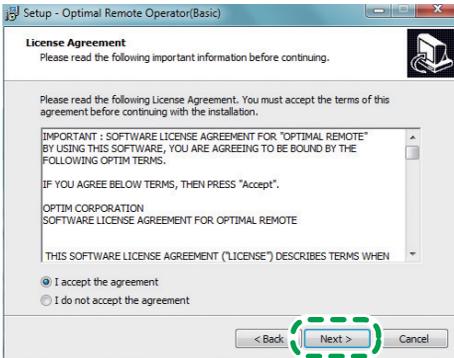
**5. The installation of the operator tool begins. Click [Next >].**

2



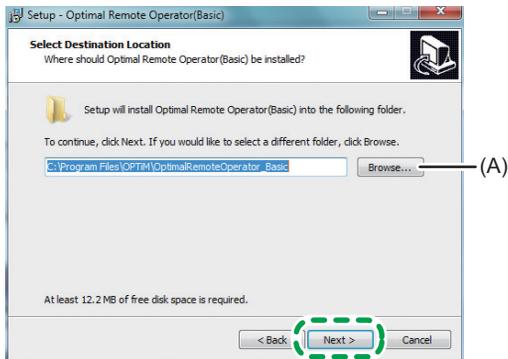
DUN106

**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 >].

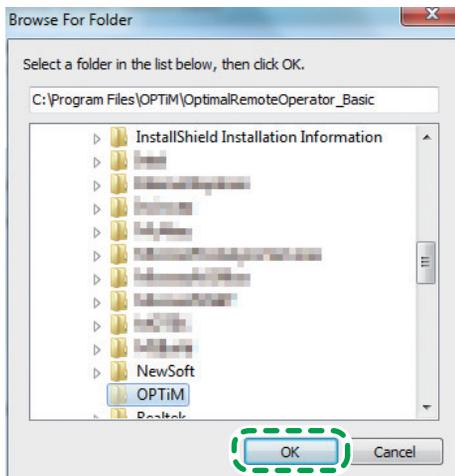


DUN108

You need not change the install location unless otherwise required.

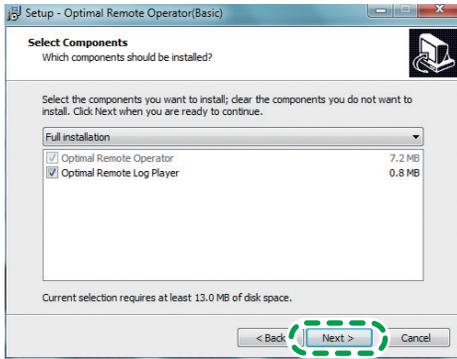
Clicking [Browse...] (A) displays a screen as shown below.

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



DUN109

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

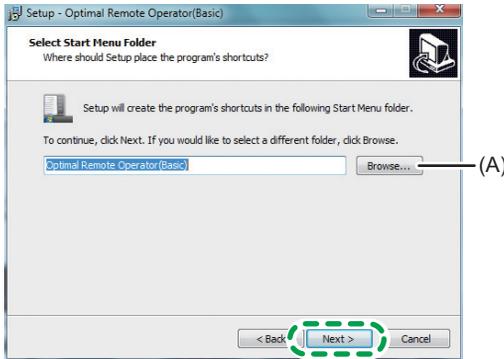


DUN110

Note

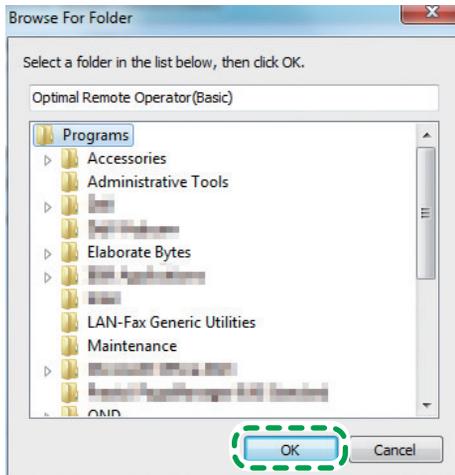
- For details about Optimal Remote Log Player, see page 63 "Playing Back Recorded Videos".

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



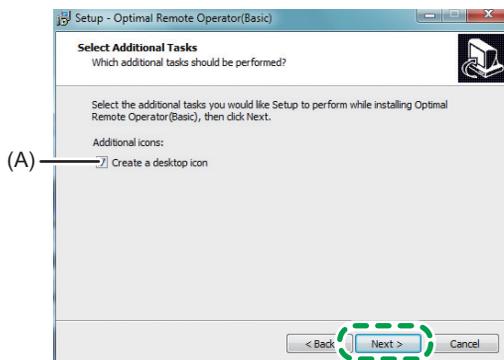
DUN111

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].



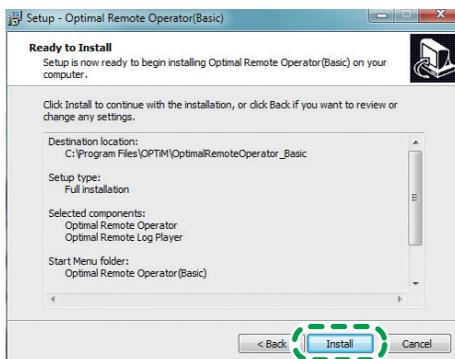
DUN112

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 >].



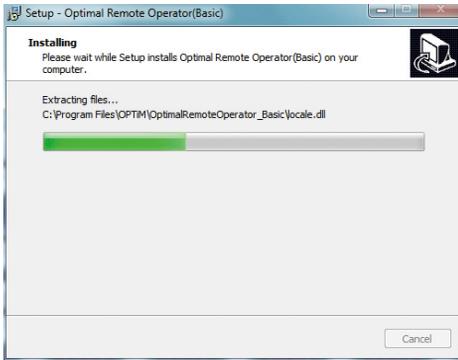
DUN113

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



DUN114

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



2

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



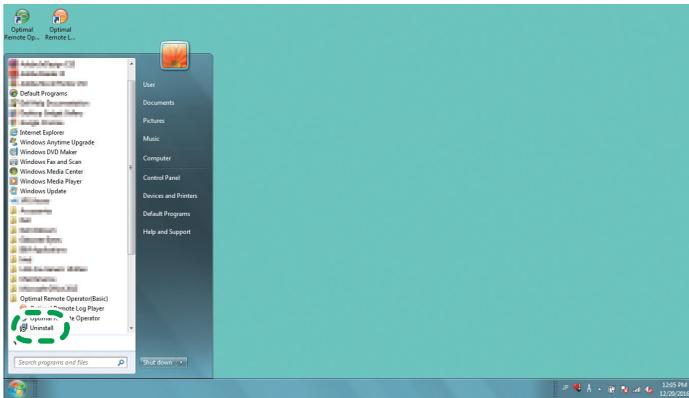
DUN116

# Uninstalling the Operator Tool

## Note

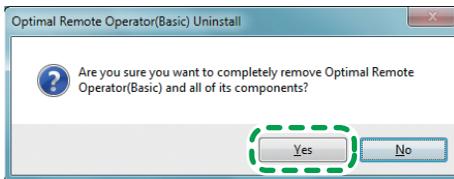
- First make sure that the operator tool is not active, and then uninstall the tool as a user with administrator rights.

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



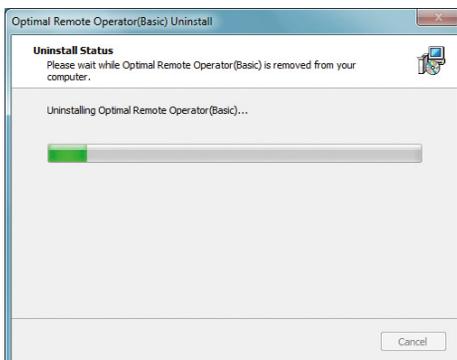
DUN344

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

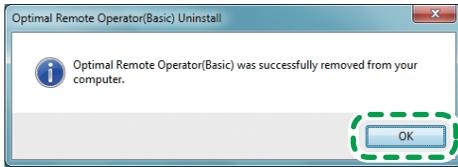


DUN345

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



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



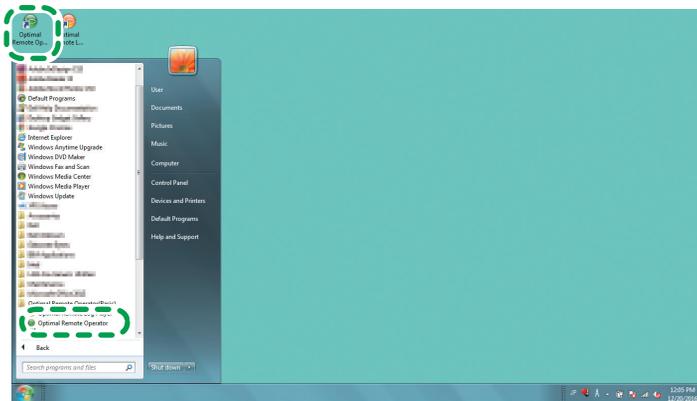
DUN347

# 3. Basic Operations of the Operator Tool

## Starting the Operator Tool

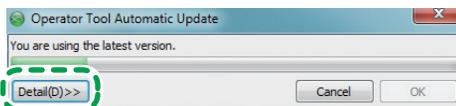
1. Double-click the [Optimal Remote Operator (Basic)] shortcut created on the desktop, or select [All Programs] on the [Start] menu, and then click [Optimal Remote Operator (Basic)] - [Optimal RemoteOperator].

3



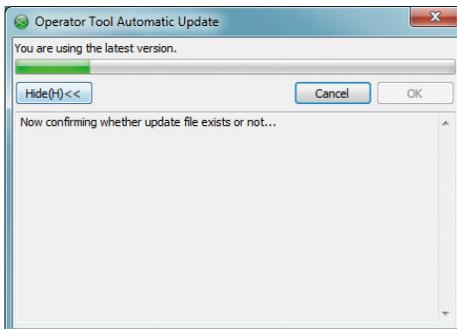
DUN117

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



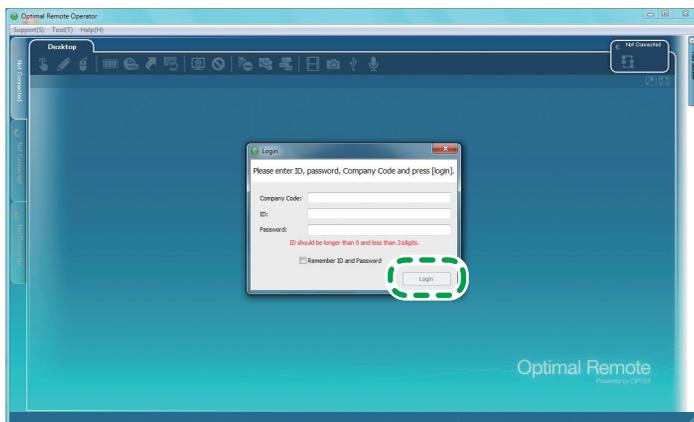
DUN118

Clicking [Detail] changes the window to the details.



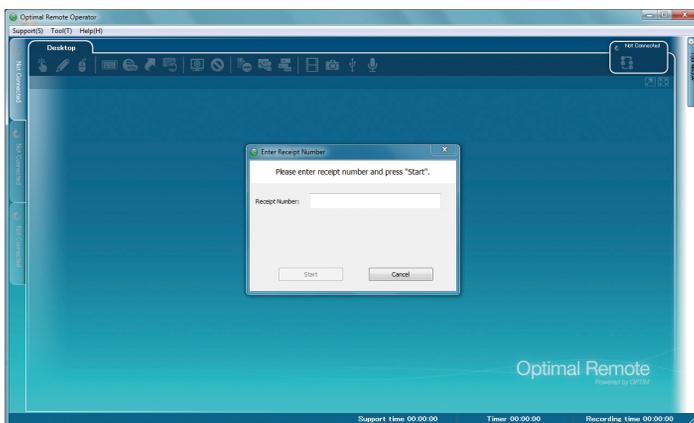
After the update is completed, the operator tool starts automatically.

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



DUN120

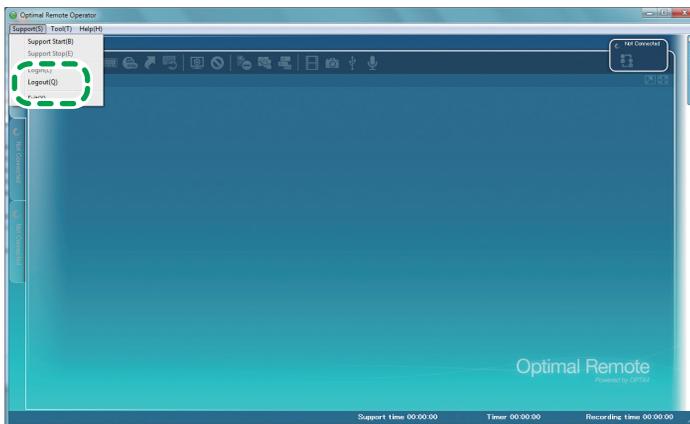
4. The receipt number entry window is displayed.



# Logging Out of the Operator Tool

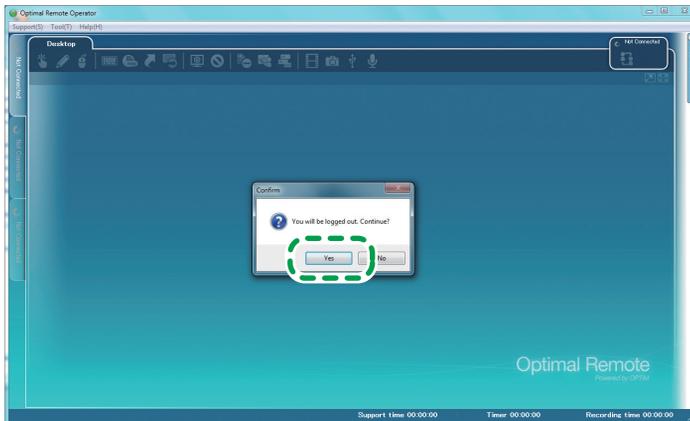
Exit the operator tool. The remote connection stops.

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



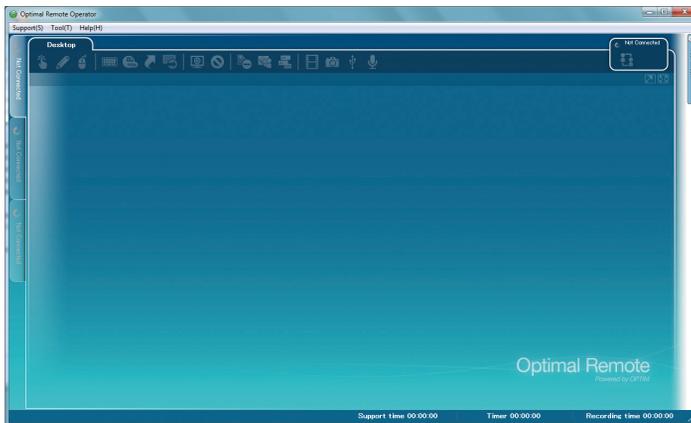
DUN333

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



DUN334

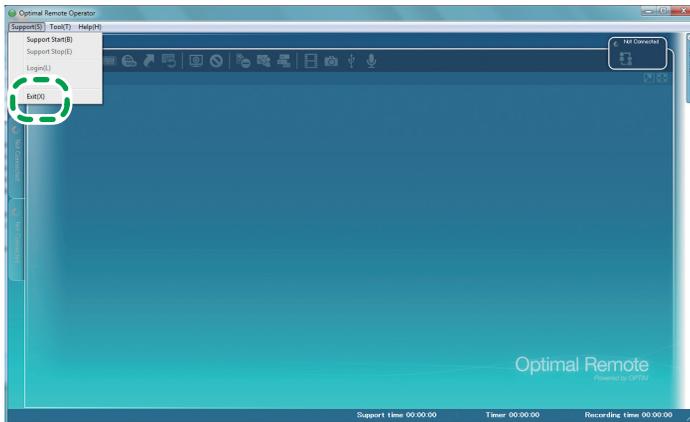
### 3. You have logged out.



3

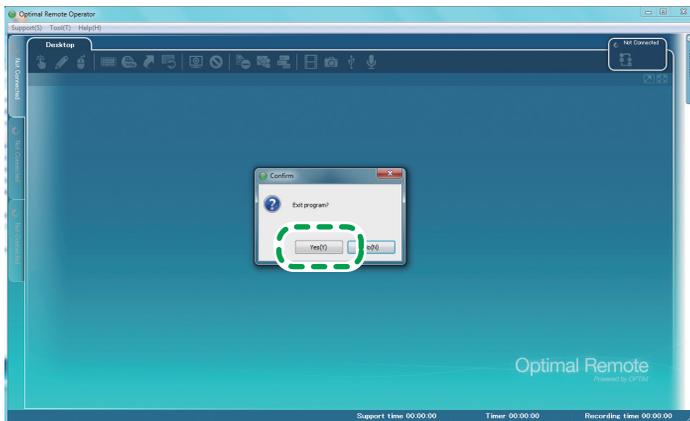
# Exiting the Operator Tool

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

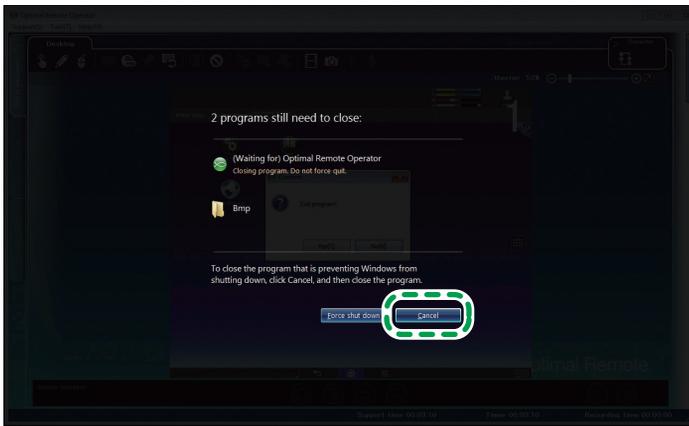
The operator tool blocks the shutdown and logout of your computer while a Remote Support Service is provided.

3

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.



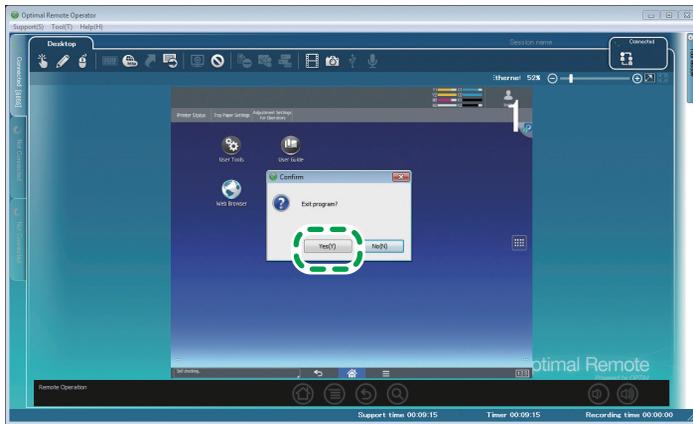
DZD101

**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.

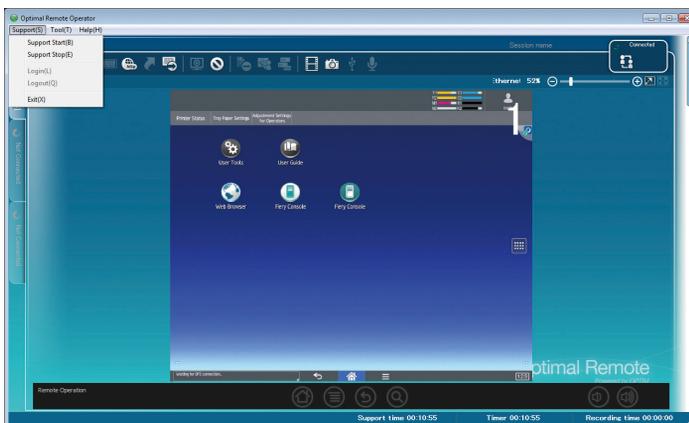
To exit the operator tool at the same time as the support ends, click [Yes] on the exit confirmation window.



DZD102

### To exit only the support

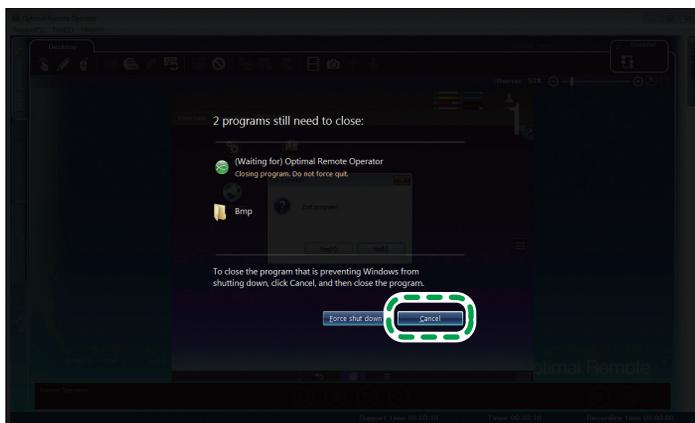
For details about how to exit only the support, see page 53 "Exiting Support".



## 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.

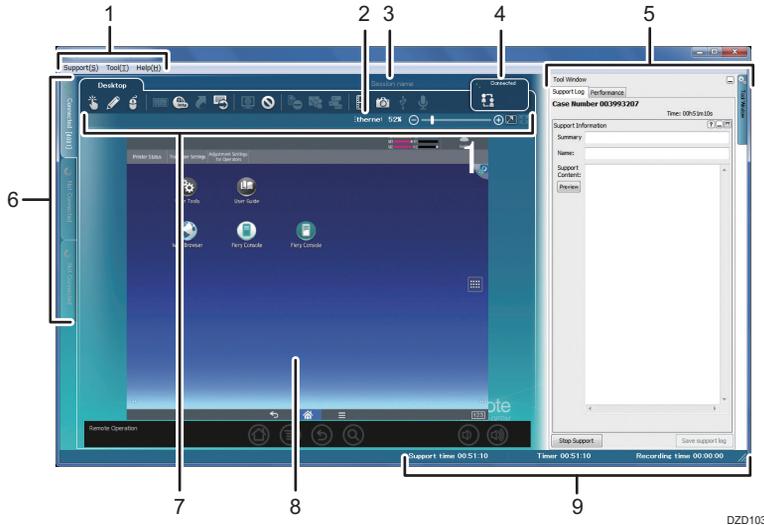


DZD101

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 28 "Menu Bar".

### 2. Network type

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

### 3. Session name

See page 33 "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 to three devices 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 30 "Tool Icons".

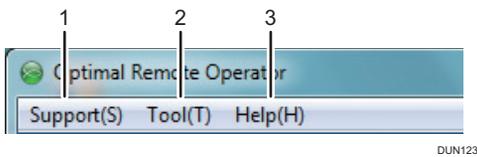
**8. Main screen**

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**

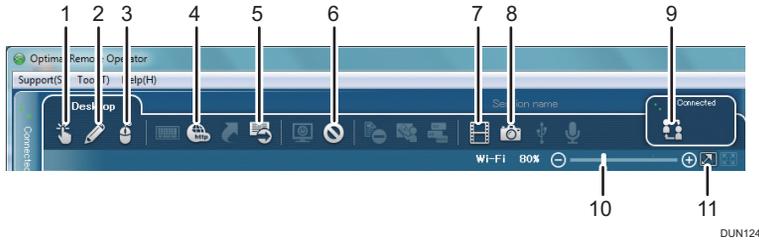


No.	Menu		Description
1	Support	Support Start	Displays the reception number entry window.
		Support Stop	Stops the remote connection with the customer's device.
		Login	When clicking this while logout is performed, you can display the login window.
		Logout	Allows you to log out.
		Exit	Exits the operator 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.
		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 31 "Options Screen".
		3	Help	Help
Version Information				Allows you to check the version of the operator tool you are using.

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

## Tool Icons



3

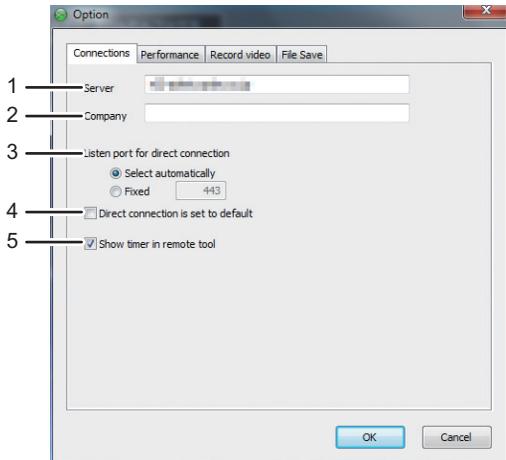
No.	Icon name	Description	Page
1	Pointer	Displays a pointing finger icon on the customer's screen.	page 38
2	Red Marker	Allows you to write and draw in red on the customer's screen.	page 39
3	Remote operation	Allows you to operate the customer's device remotely. The customer can operate the device directly while you are operating it.	page 41
4	Send URL	Activates the customer's browser automatically to display a Web page at a sent URL.	page 43
5	Send Command	Allows you to execute an entered command on the customer's device.	page 45
6	Pause	Stops a remote connection temporarily.	page 48
7	Record video	The content of support is recorded as a video.	page 57
8	Snap Shot	Allows you to capture the customer's screen as a JPEG image.	page 49
9	Escalation	Transfers the current customer support to other operators.	page 67
10	Magnification Slider	Allows you to fine-tune the size of the customer's screen displayed within the operator tool.	page 51
11	Screen Scale	Allows you to change the size of the customer's screen displayed within the operator tool.	page 50

\* 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 28 "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.

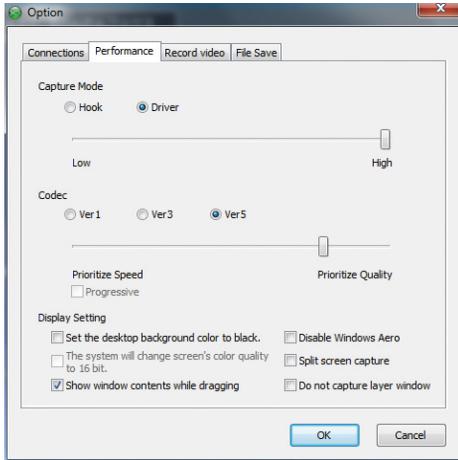
3. This function is not available.
4. This function is not available.
5. To display the timer in the remote tool, select the check box.

#### ↓ Note

- The proxy setting of the browser is used.

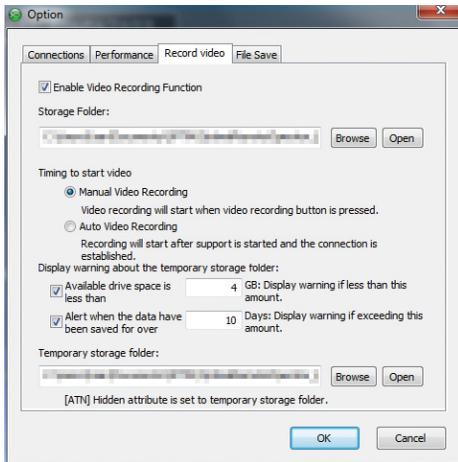
### Performance

For details, see page 73 "Configuring the Performance Settings".



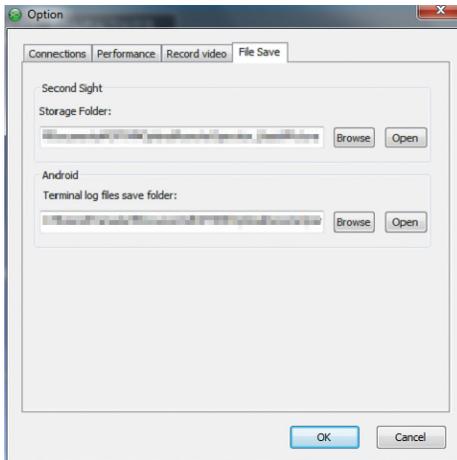
### Record video

For details, see page 60 "Changing Recording Settings".



### File Save

This function is not available.



## 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 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.

4

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

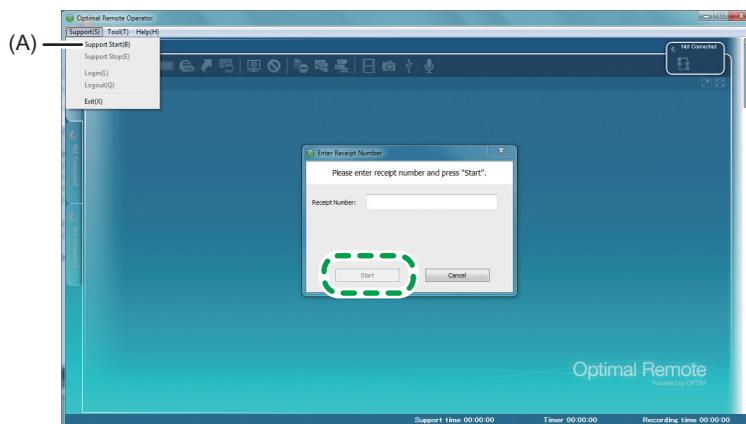
A [Enter Receipt Number] window is displayed.

### ↓ Note

- For details about how to start the operator tool and log in, see page 19 "Starting the Operator Tool".

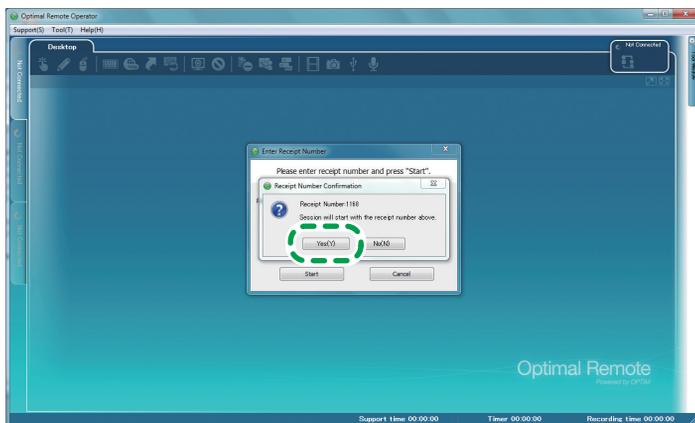
### 2. Enter the reception number, and then click [Start].

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



DUN236

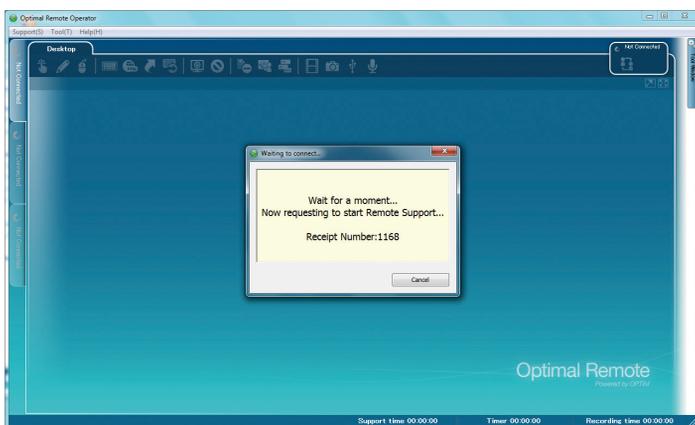
3. The reception number confirmation window is displayed. Click [Yes].



DUN237

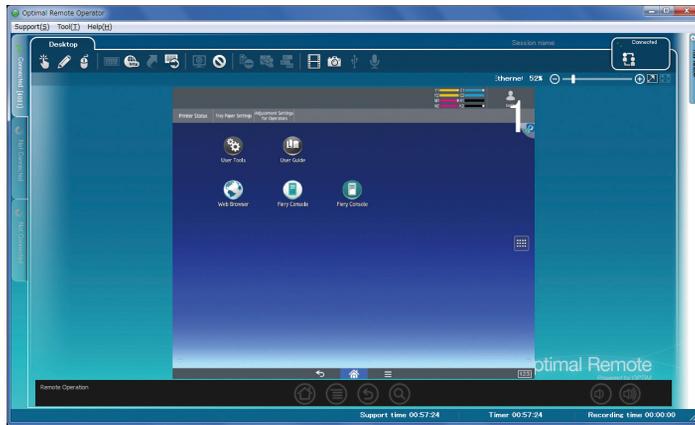
4

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

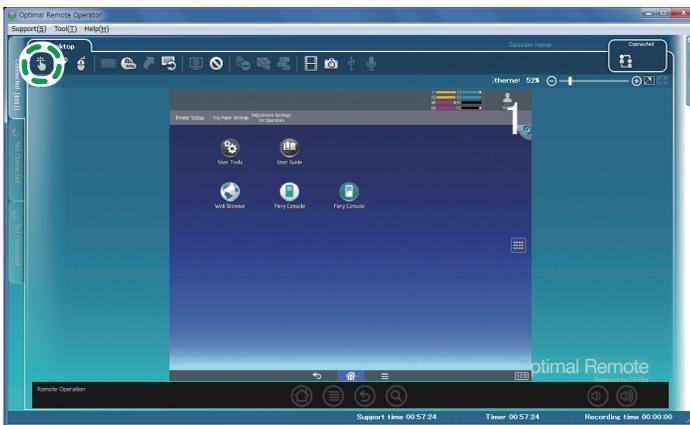
A pointing finger icon can be displayed on the screen of the customer's device to prompt an operation.

**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.**

4

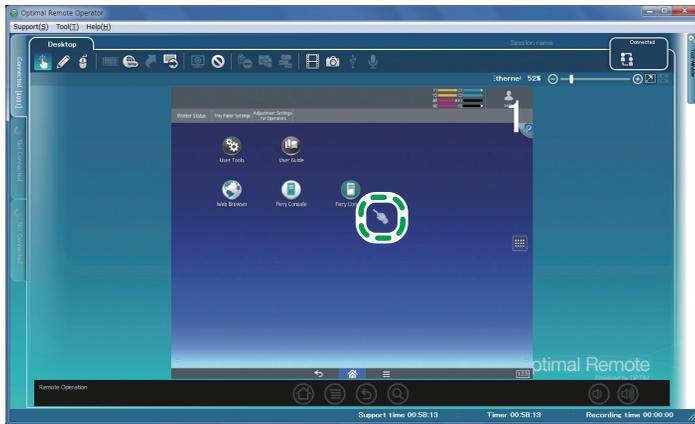


DZD106

**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

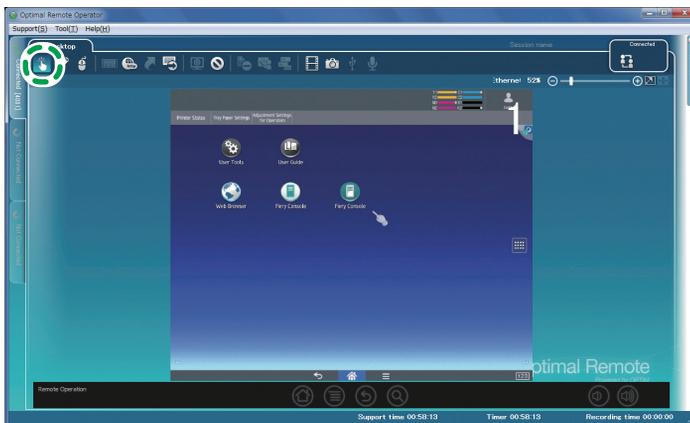
4

### 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.**

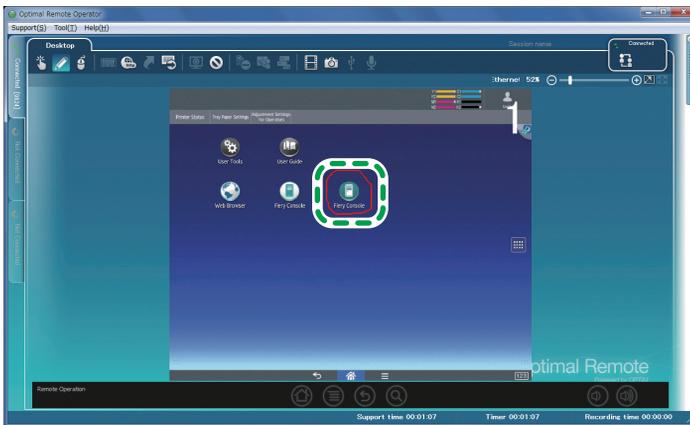


DZD109

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

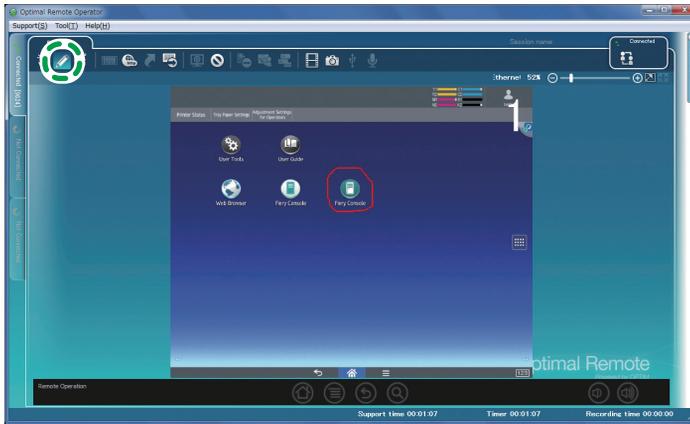
A red line is drawn on the customer's screen.

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

4

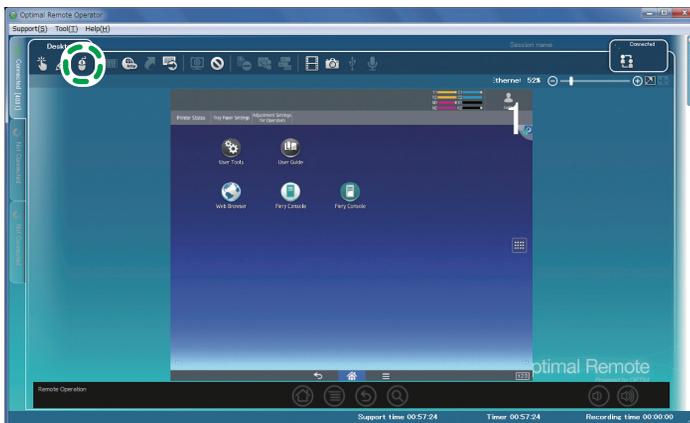
## Using the Remote Operation Function

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

### ↓ Note

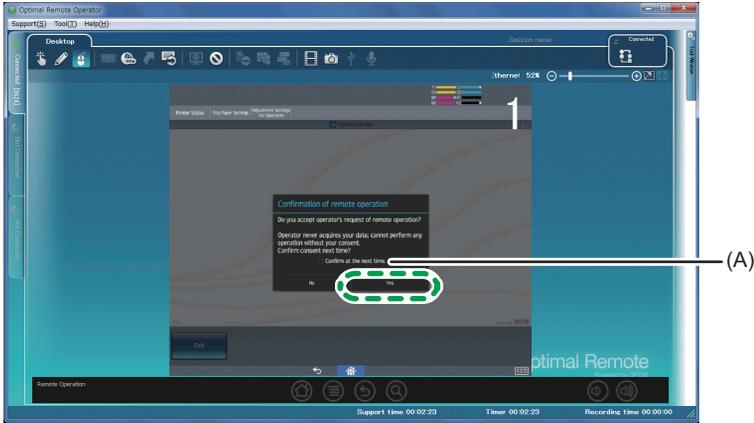
- This function cannot be used when the Pointer function or Red Marker function is used.

1. Click the Remote operation icon.



DZD112

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

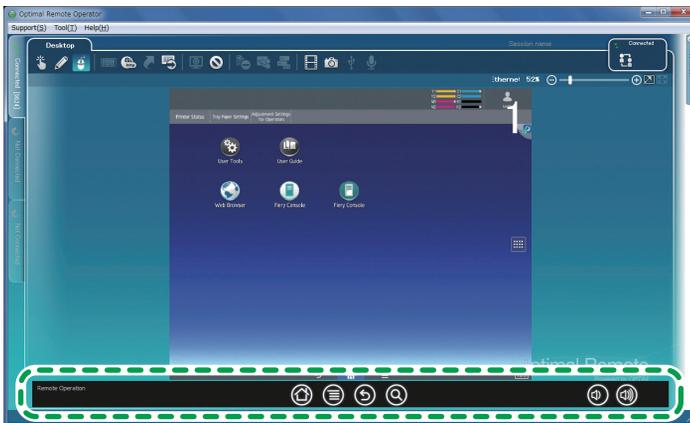


DZD113

**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

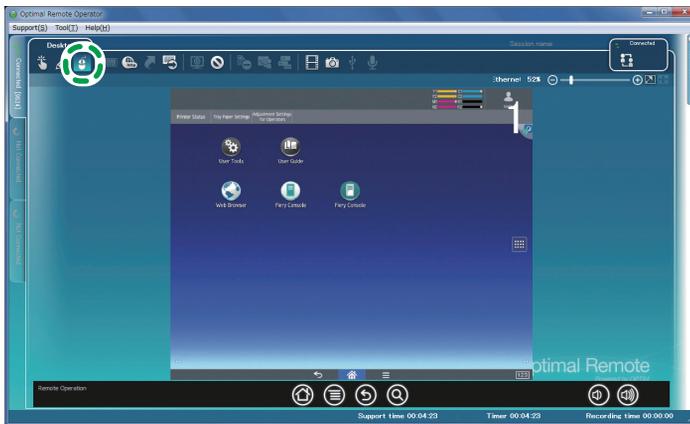
**Note**

-  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

## Using the Send URL Function

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

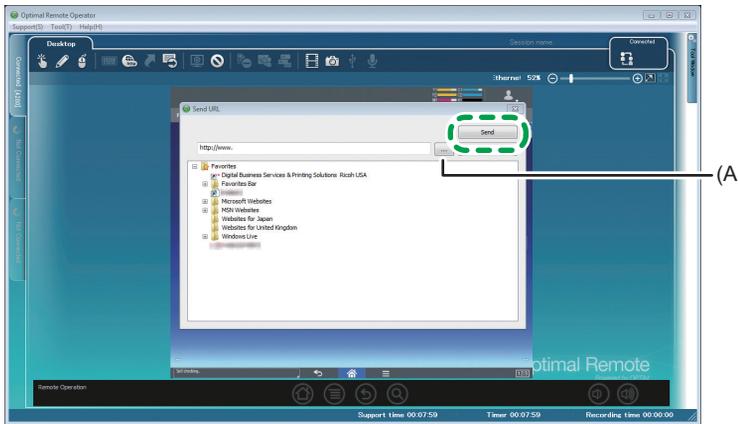
1. Click the Send URL icon.



DZD116

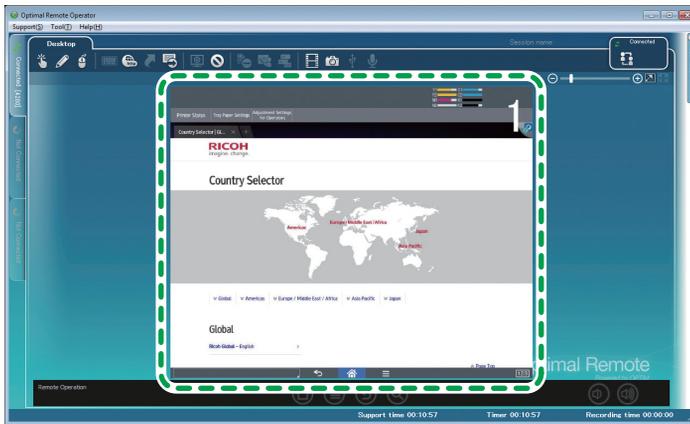
2. The [Send URL] window is displayed. Enter the URL of the Web page to be displayed on the customer's device, and then click [Send].

[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.



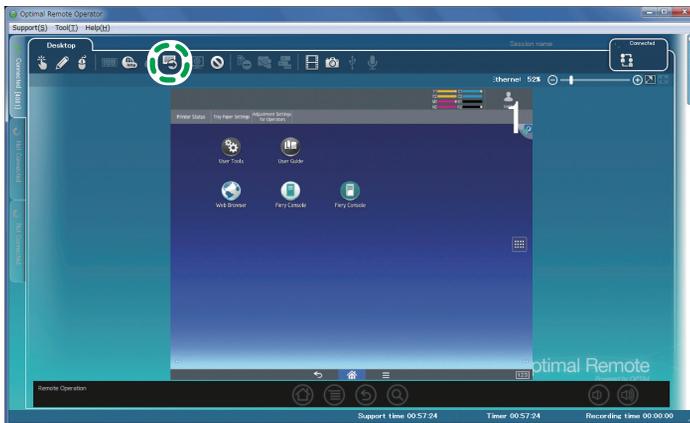
DZD118

4

## Using the Send Command Function

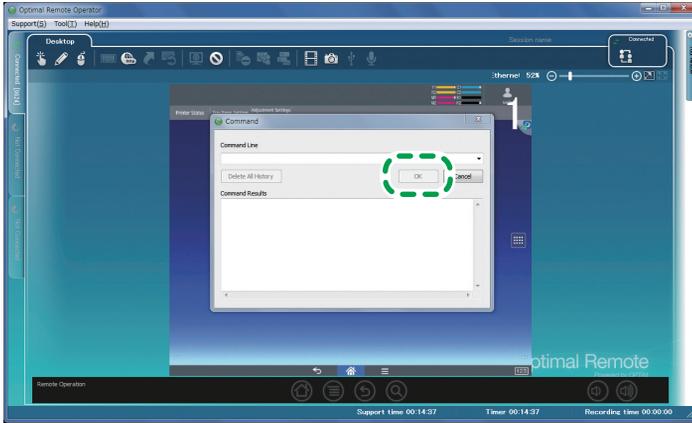
Collect information about the customer's device using the command prompt.

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

**Note**

- For the commands that can be run using the Send Command function, see page 47 "Commands that can be run by the Send Command function".

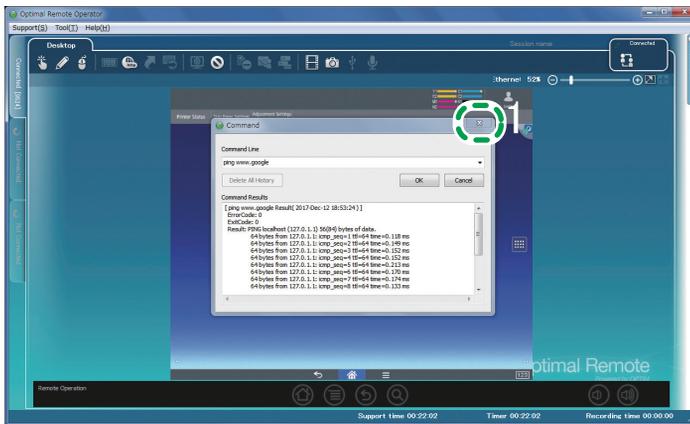
The command results are displayed.

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

4

## 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.

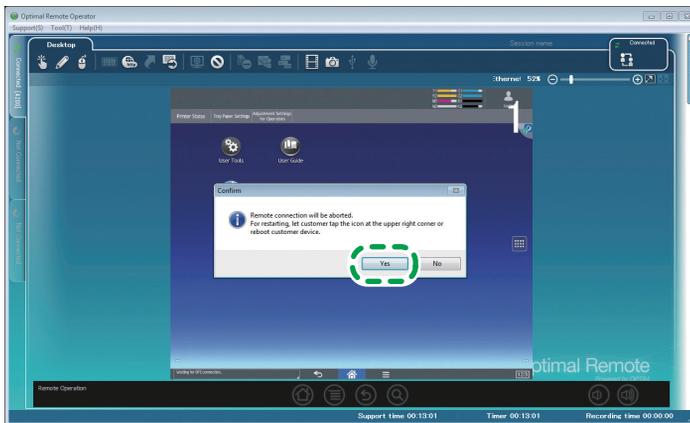
## Using the Abort Function

1. Click the Pause icon.



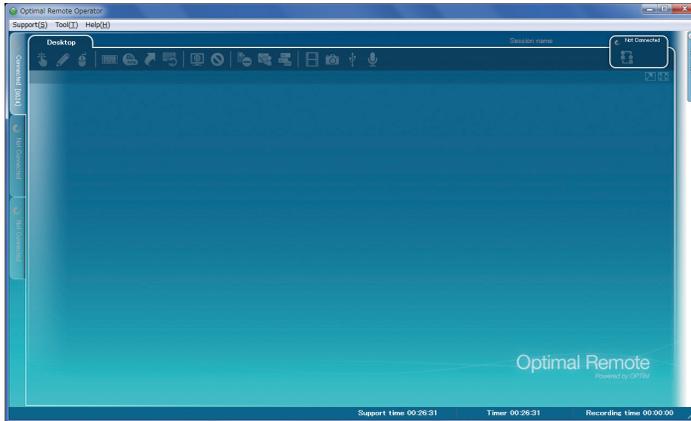
DZD123

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.

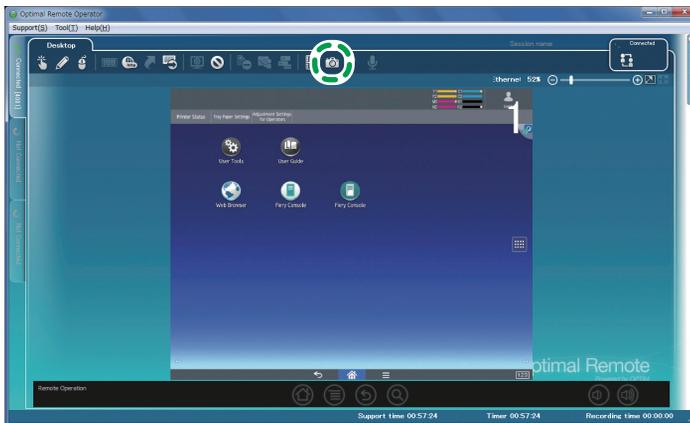
4

## 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.

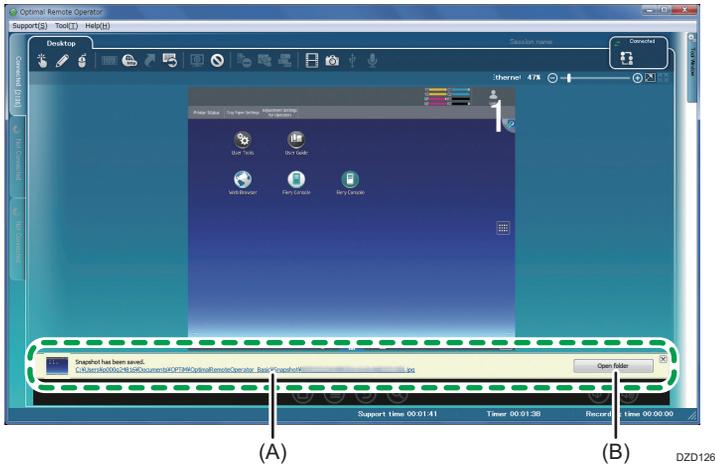
An image is saved.



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.



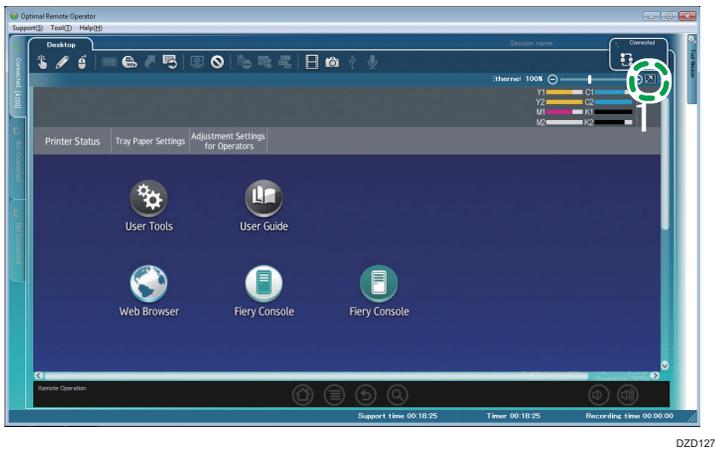
4

## 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.

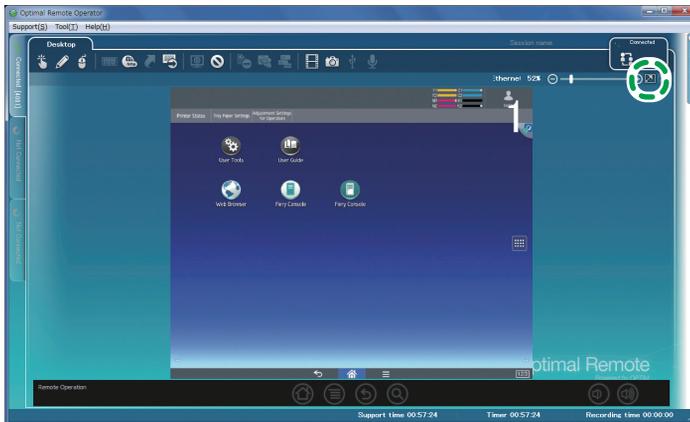
### Original size

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

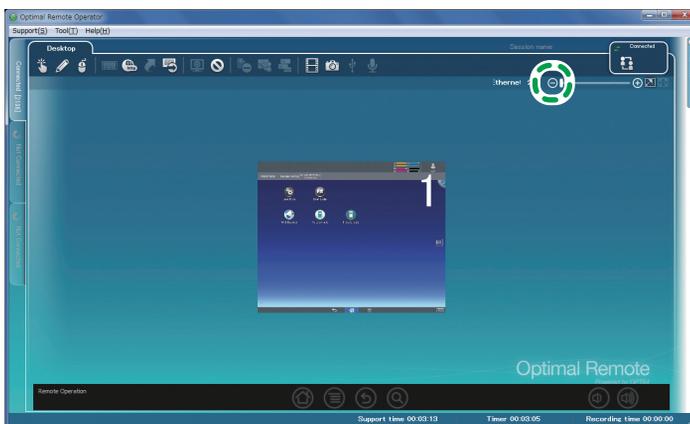
- The functions of the icons change depending on the displayed screen size.

## 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

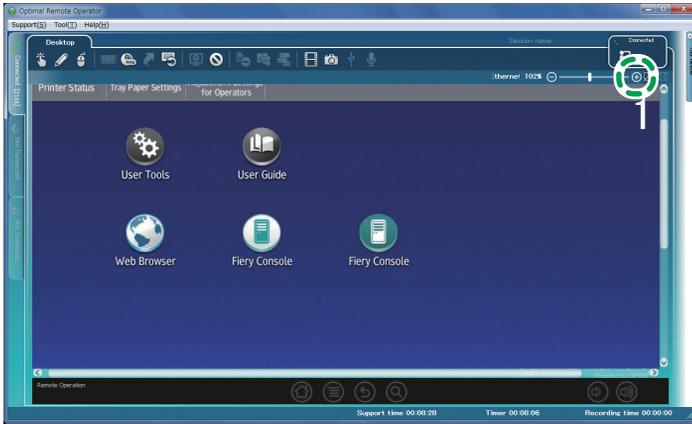
When you click the Shrink icon, the customer's screen is shrunk by 25%.



DZD129

### Magnify

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

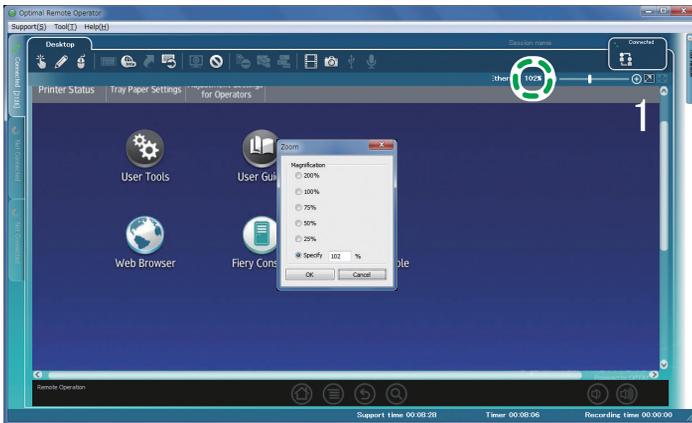


DZD130

### Specify

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 23 "Exiting the Operator Tool".

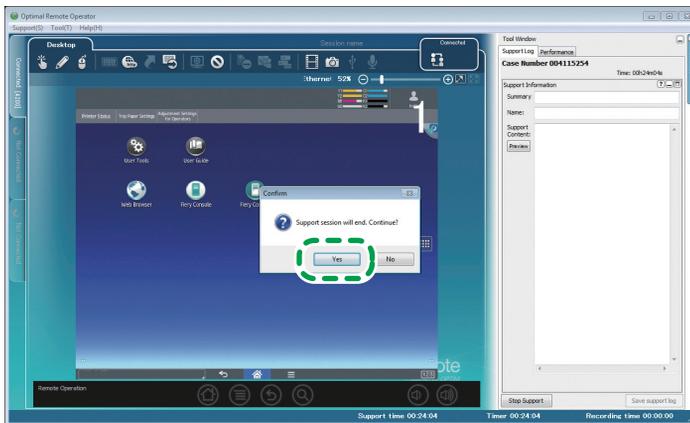
1. On the menu bar, click [Support], and then click [Support Stop].

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



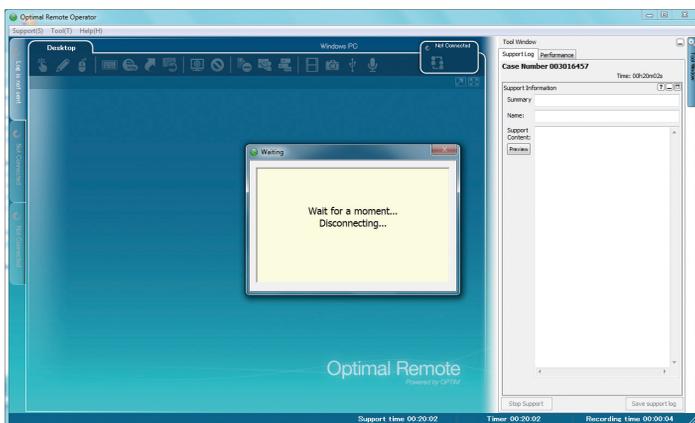
DZD132

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



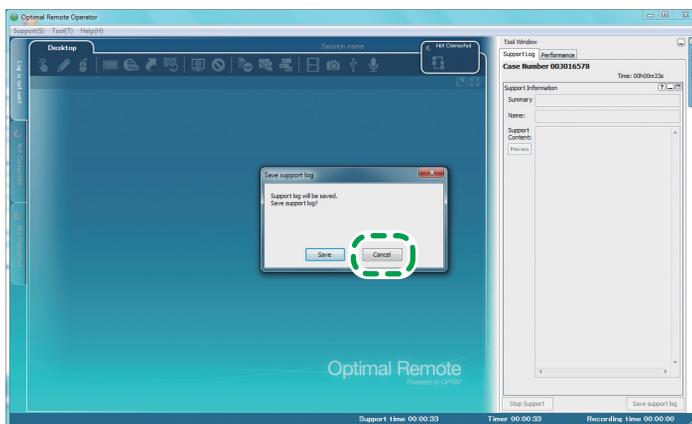
DZD133

The [Waiting] window is displayed.



4

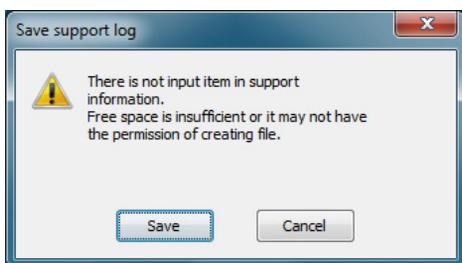
3. Click [Cancel] in the [Save support log] window.



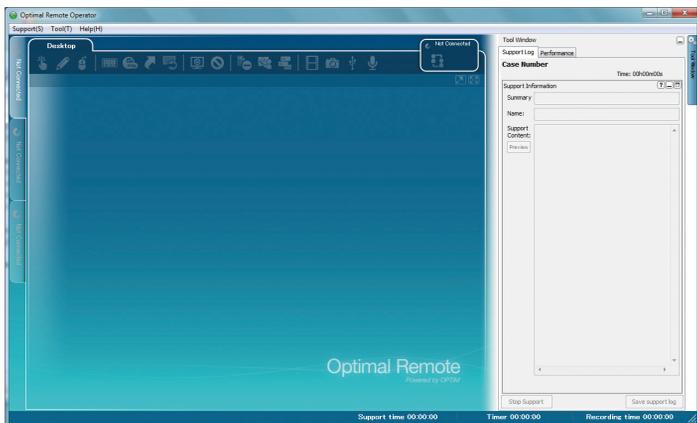
DUN296

**Note**

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



Support ends.





# 5. Using the Video Recording Function

## Recording Operations while Support Is Provided

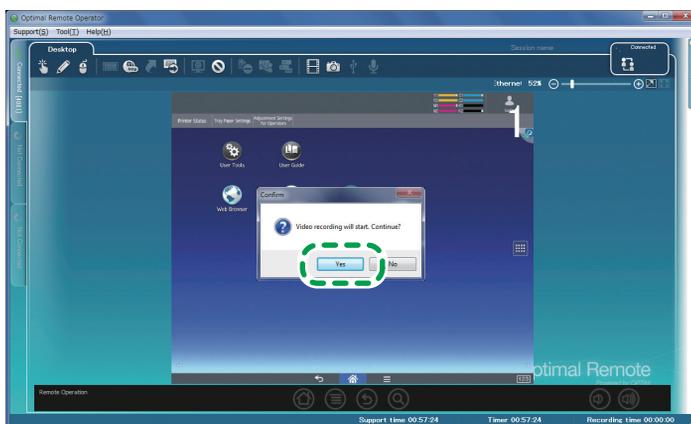
1. Click the Record video icon.



DZD134

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

Recording starts.



DZD135

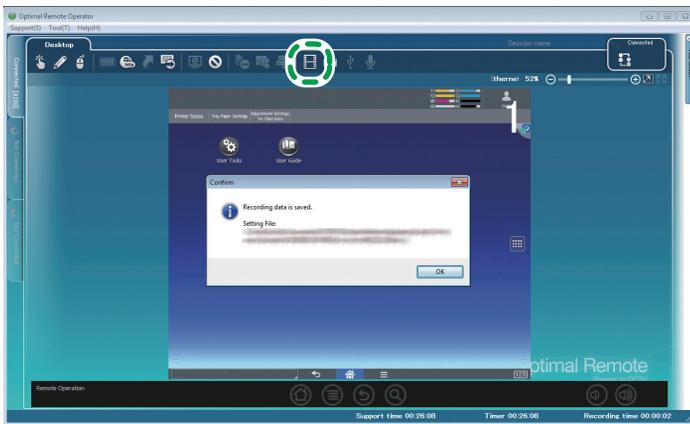
3. The recording time is displayed.



DZD136

5

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

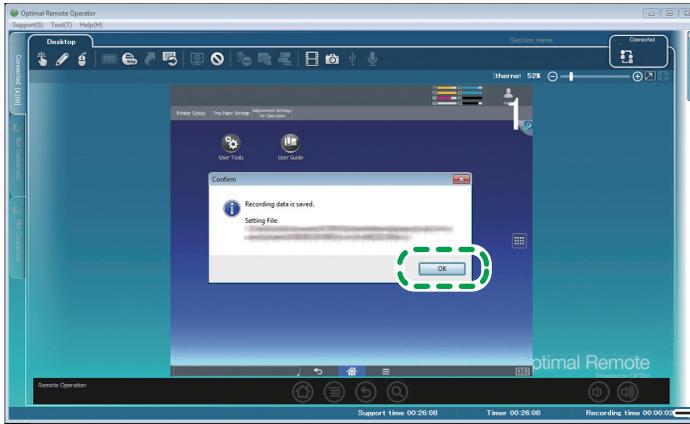


DZD137

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 60 "Changing Recording Settings".

The recording time (A) is displayed.

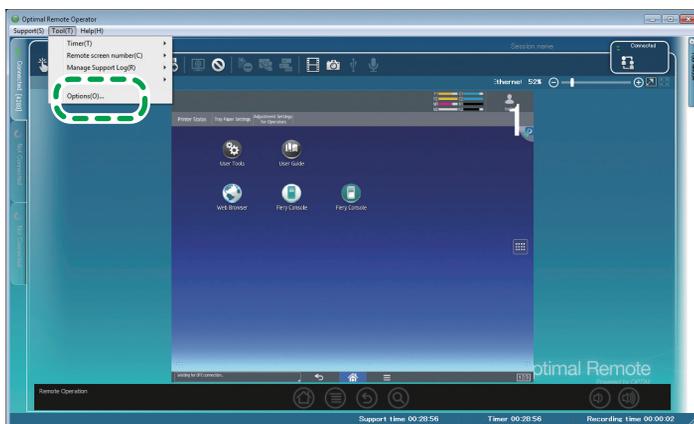


DZD138

# Changing Recording Settings

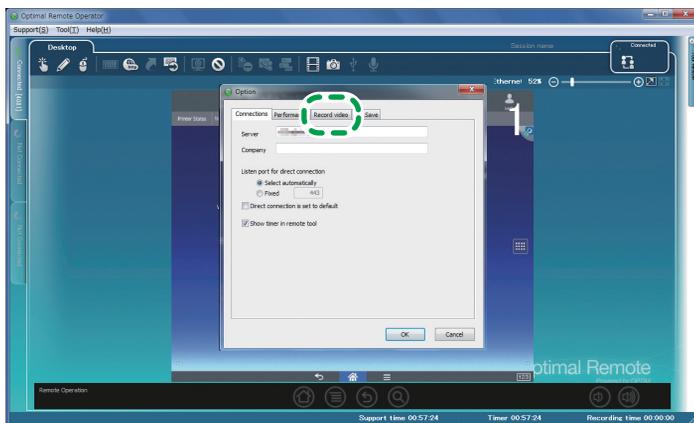
Specify settings for a save folder and save timing for the Video Recording function.

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



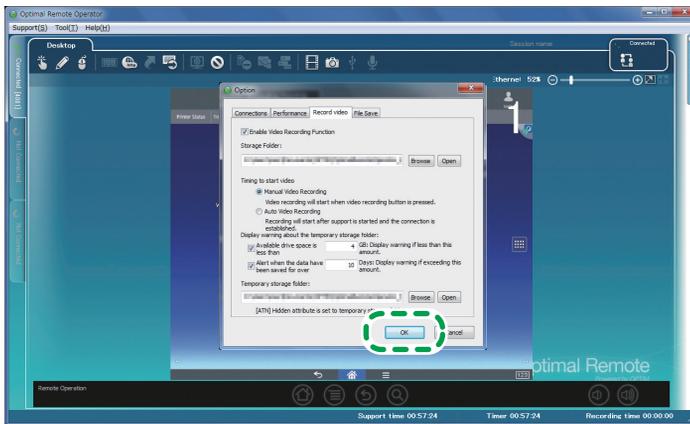
DZD139

2. Click [Record video].



DZD140

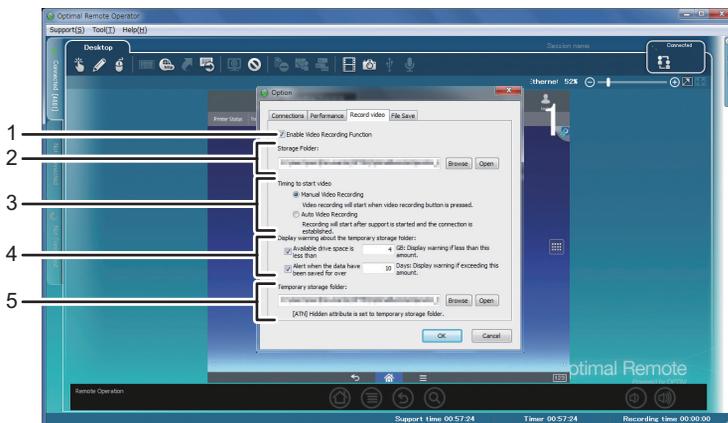
### 3. Change the settings, and then click [OK].



DZD141

5

## 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.

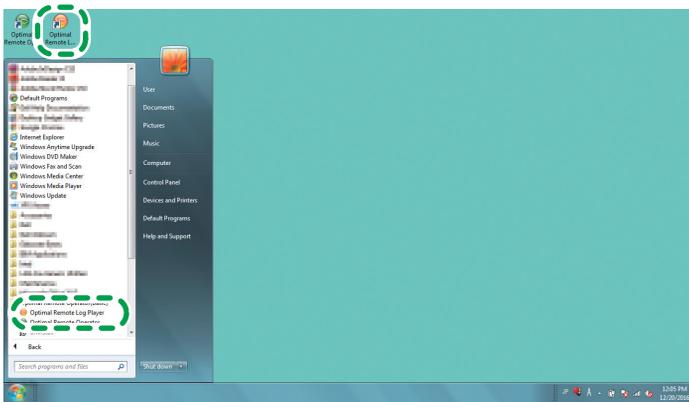
# Playing Back Recorded Videos

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

**Note**

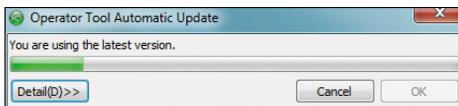
- With "Optimal Remote Log Player" installed, not only the administrator but also users can play back videos.

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].

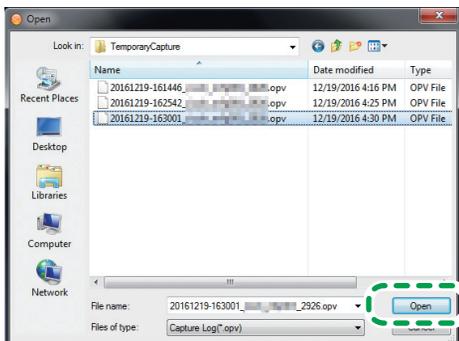


DUN307

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

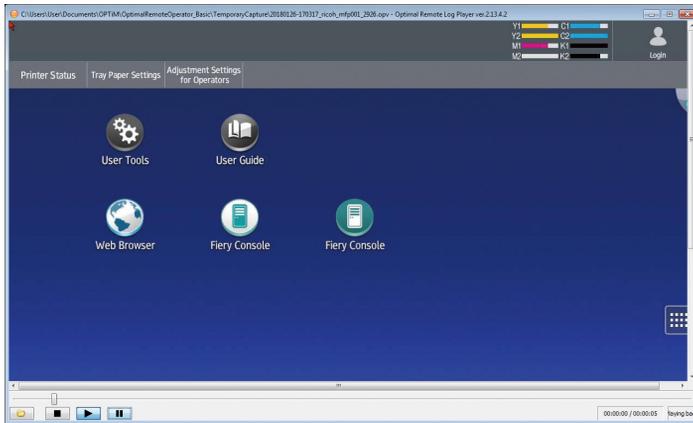


3. Select the recorded video you want to play back, and then click [Open].

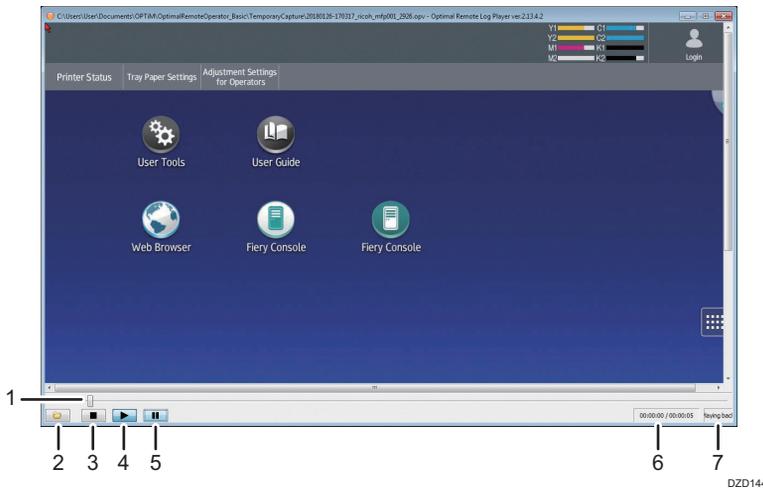


DUN309

4. The recorded video has been played back.



5 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".

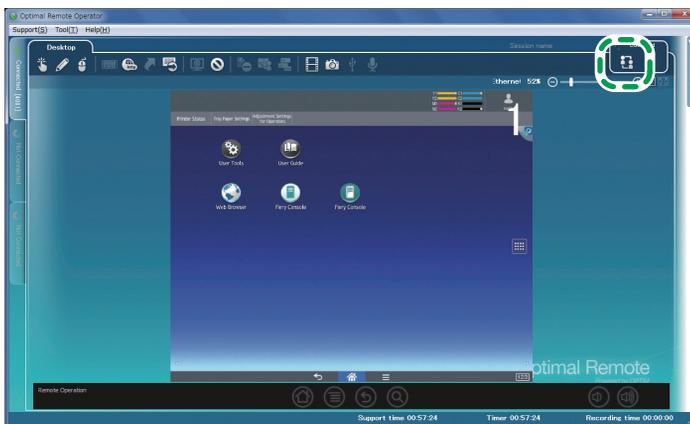


# 6. Using the Support Transfer Function

## Using the Support Transfer Function

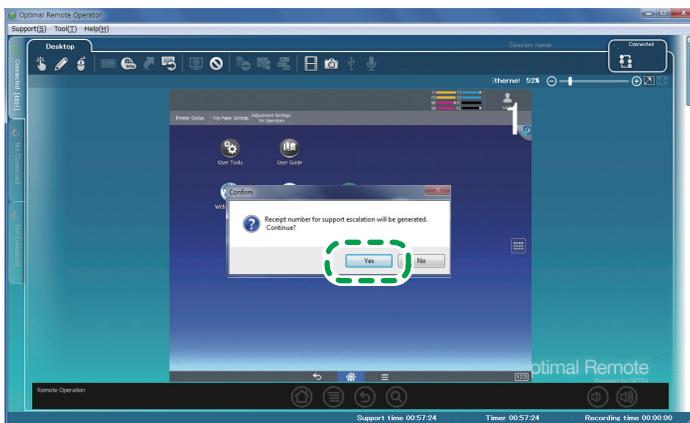
While support is provided to a customer, Operator A can transfer the support to Operator B.

1. Click the Escalation icon.



DZD146

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

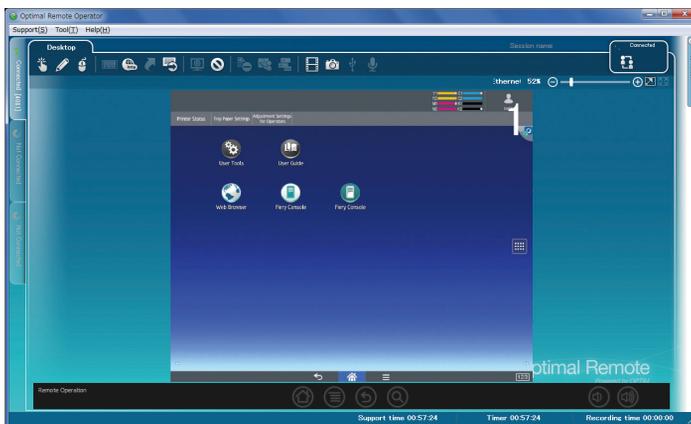
**Note**

- For details about how to display the reception number entry field, see page 35 "Starting Support".

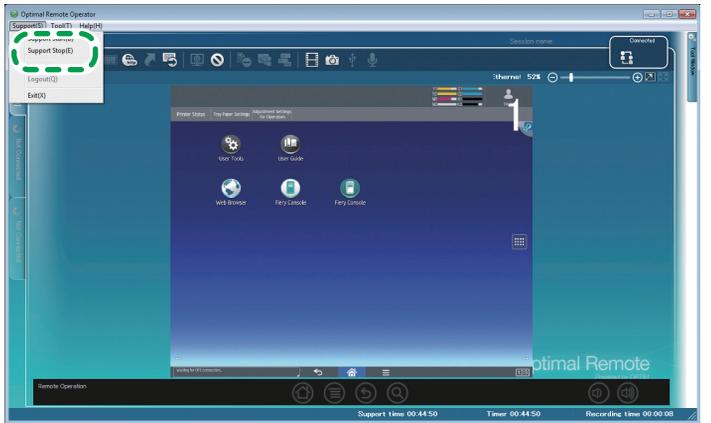
6

**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.



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



DZD149

#### Note

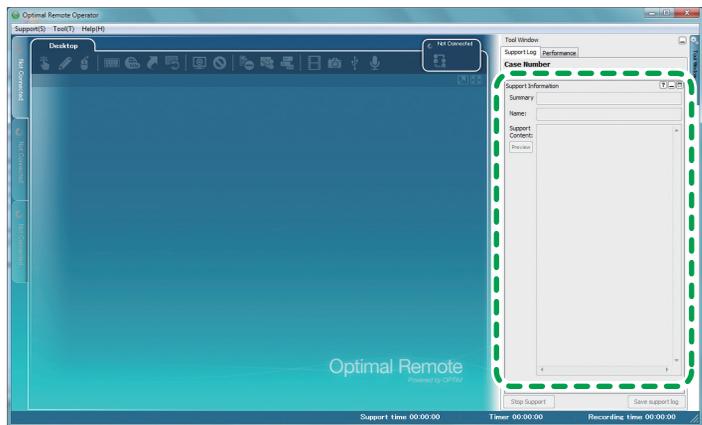
- For details about how to stop the support, see page 35 "Starting Support".
- While a transfer process is performed (when Operator A and Operator B are connected to the customer's device), do not perform "Reboot" or "Abort". If the network is disconnected by a network failure while a transfer process is performed, the transfer is canceled. If this is the case, repeat the transfer process.



# 7. Managing the Support Logs

## Saving Support Information

This function is not available.



DUN353



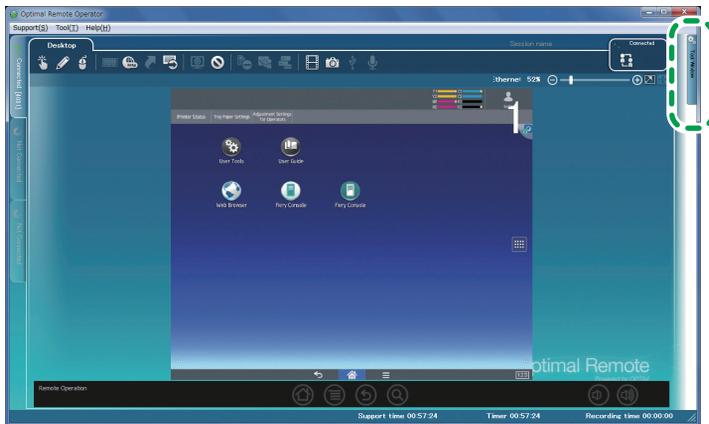
# 8. Configuring the Operator Tool

## Configuring the Performance Settings

To capture images, configure the performance settings.

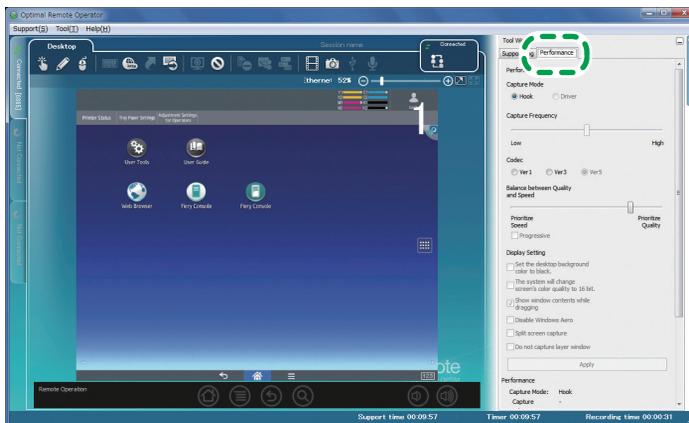
When displaying the setting window from [Tool Window]

1. Click [Tool Window].



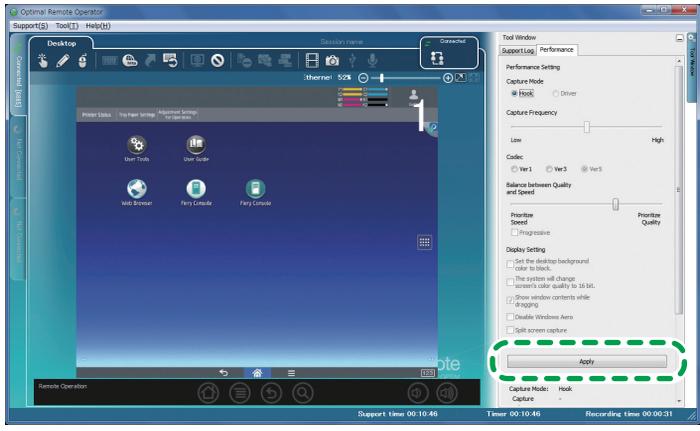
DZD150

2. Click [Performance].



DZD151

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



DZD152

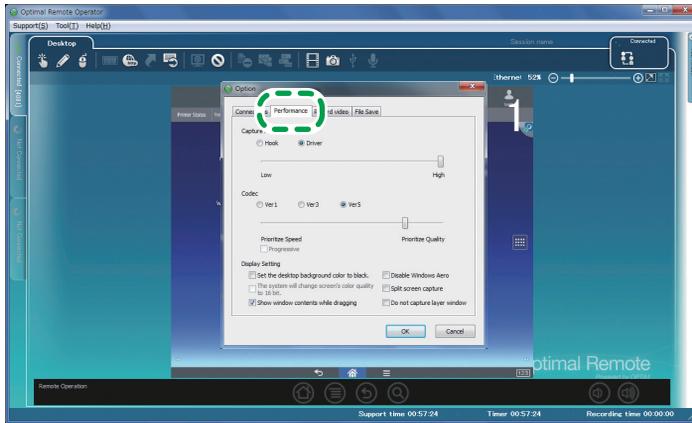
When displaying the setting window from the [Options] screen:

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



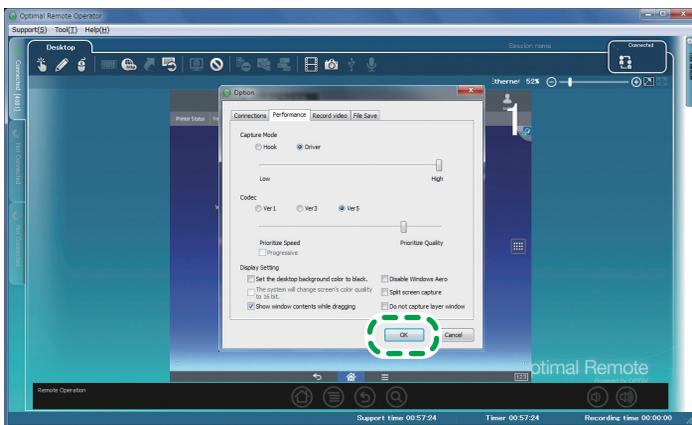
DZD153

2. Click [Performance].



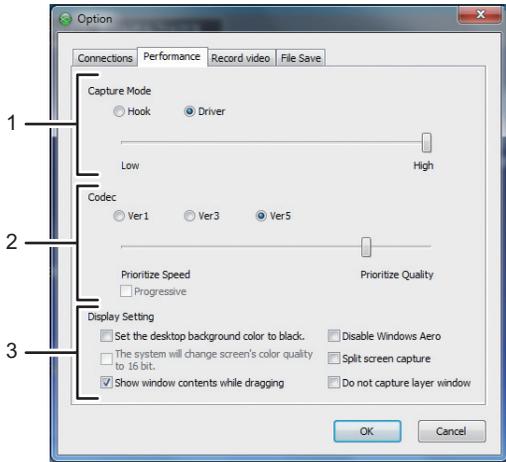
DZD154

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



DZD155

## Details of the Performance Settings



DUN326

### 1. Capture Mode

Configure the capture mode settings

- Hook: Detects changes on the customer's screen using the Windows function and sends them to the operator.
- Driver: This function is not available.

### 2. Codec

Configure the codec settings. Select either of Ver1 and Ver3, 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: This function is not available.

### 3. Display Setting

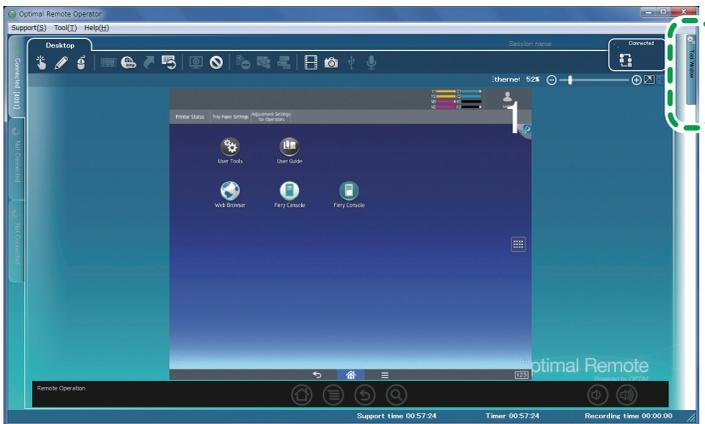
This function is not available.

\* 1 Available in Ver3 only.

# Displaying Performance Information

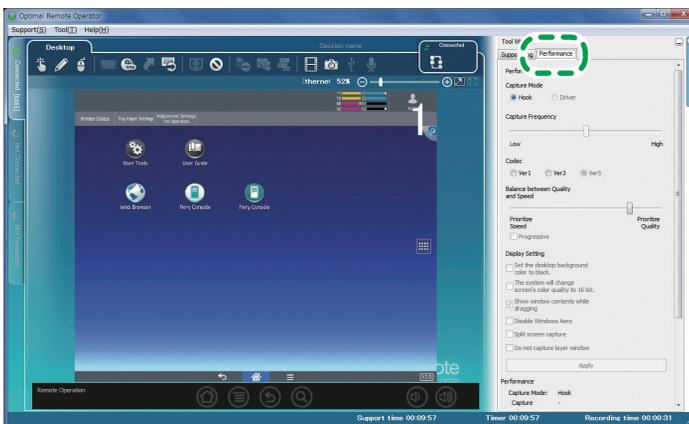
Current performance information about a connected screen is displayed.

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

```

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 not available.
Codec	This function is not available.
Parameter	This function is not available.
CPU usage	This function is not available.
Encode	This function is not available.
Network	This function is not available.

---

Name	Description
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.



# 9. Frequently Asked Questions and Solutions

---

## 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 24 "Computer Shutdown during Support".

---

MEMO

---

MEMO

---

MEMO



