

Telepresene Manual



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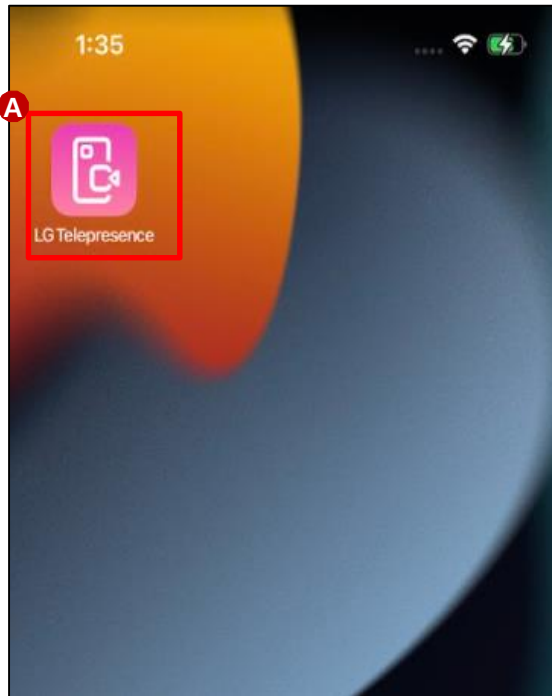
- I. **Connection**
- II. **Mobile App Menu**
- III. **PC Application Menu**



I. Connection

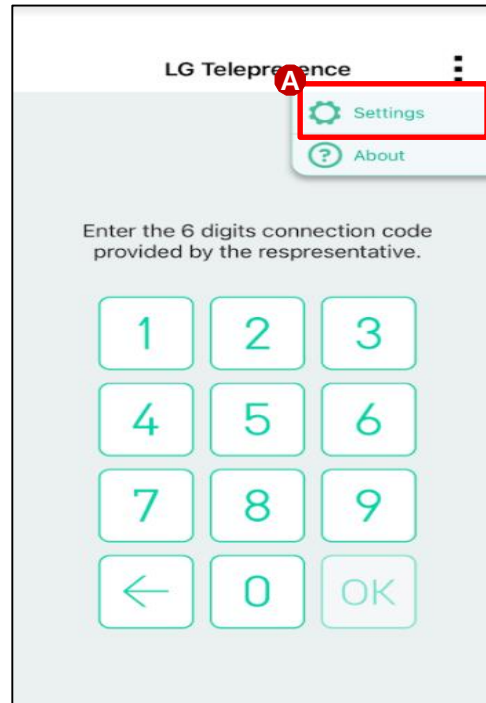
I. Connection

1. Launch the App



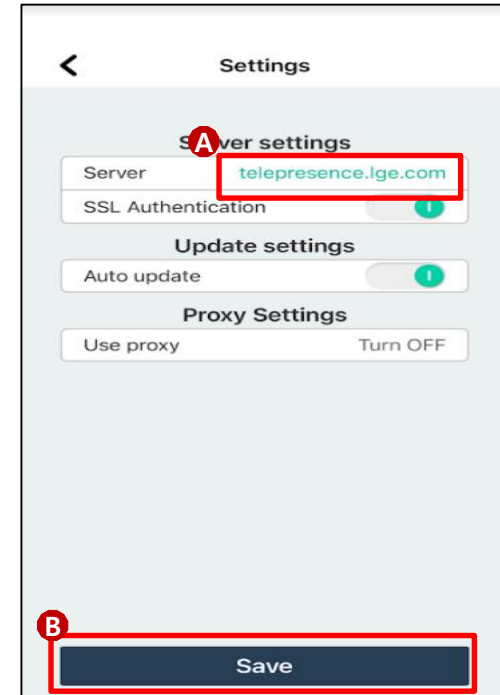
- A. Tap the 'LG Telepresence' icon to launch the application

2. Change App Settings



- A. Tap the 'Settings' icon to access the Settings Menu.

3. Change Server Address



- A. Change the server address to: telepresence.lge.com
B. Tap 'Save' once finished.

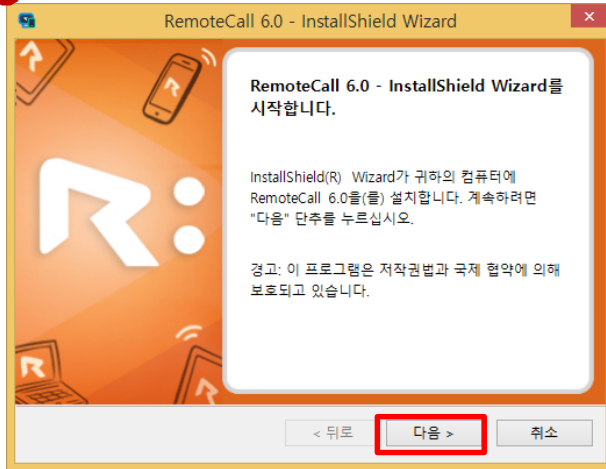
<PC Application Installation>

1. Open a web browser and navigate to:
<https://telepresence.lge.com:8080/viewer/download>
2. Download the RemoteCall Installer.
3. Run the RemoteCall Installer.
4. Once installed, run RemoteCall.

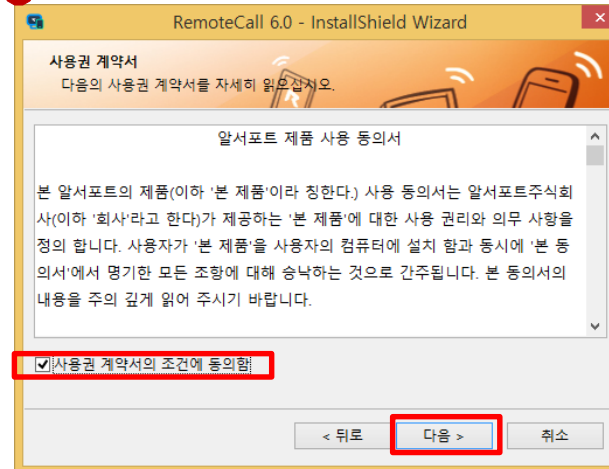


<PC Application Installation>

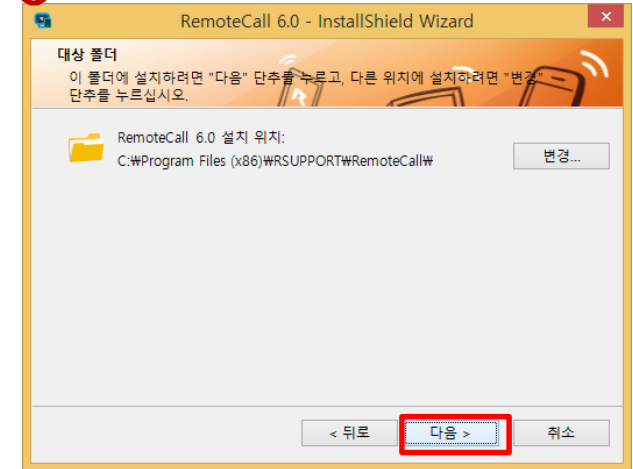
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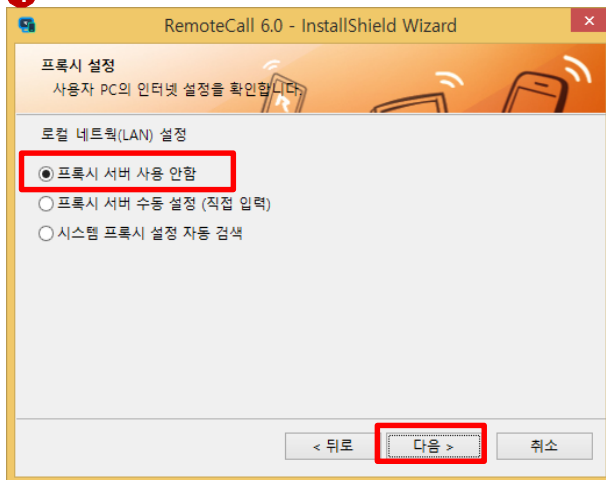
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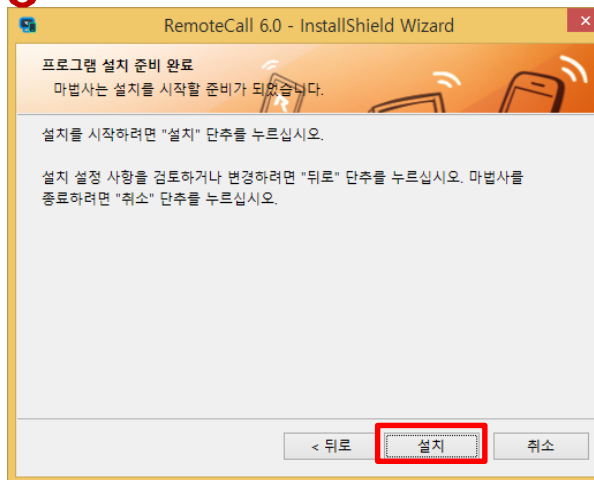
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4



5

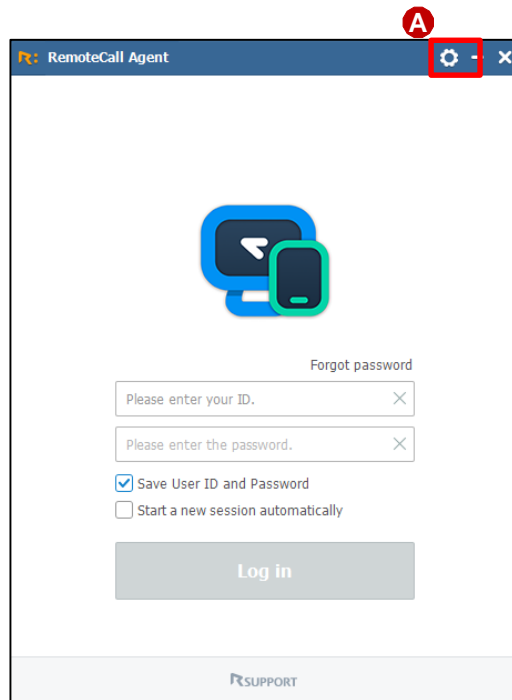


6



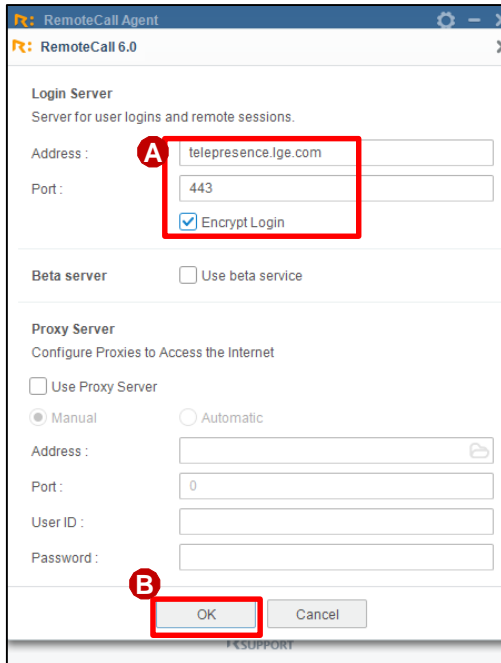
I. Connection

1. Managing Settings



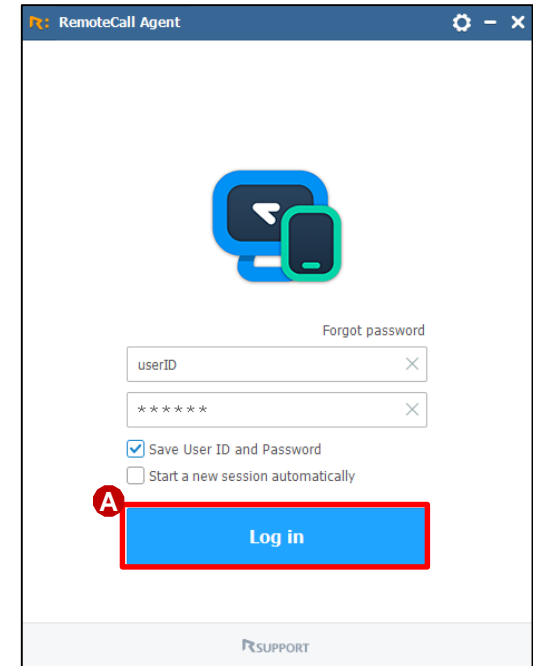
- A. Click on the 'Network Settings' icon to access the Network Settings Menu.

2. Edit the Server Settings



- A. Change the server address to:
telepresence.lge.com
Port : 443, Encrypt Login Check
- B. Click the 'OK' button once finished.

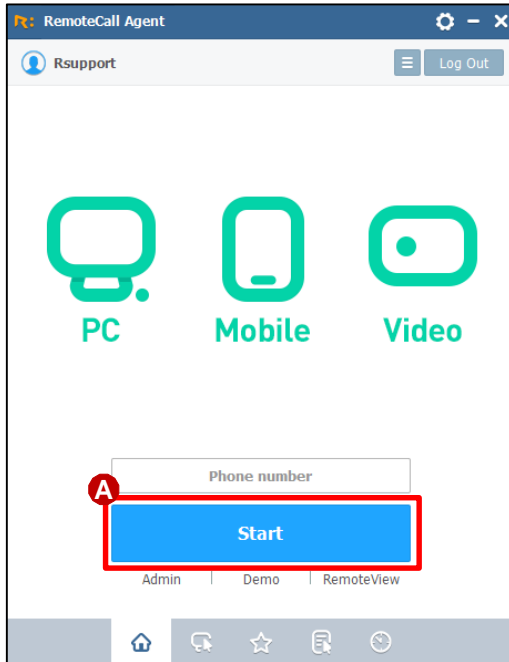
3. Login



- A. Enter the user ID and password, then click 'Login'.
ID: appletest01
PW: 222222

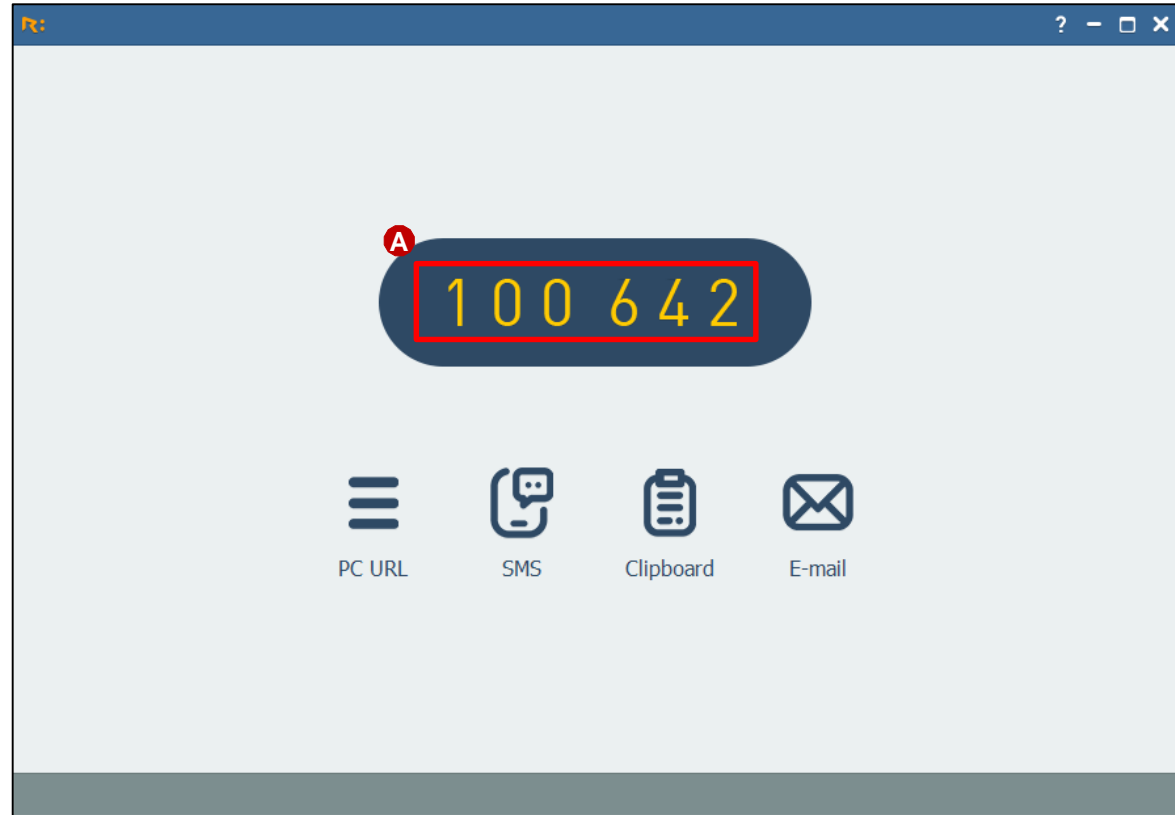
I. Connection

4. Click 'Start'



- A. Click 'Start' to open the Connection Window.

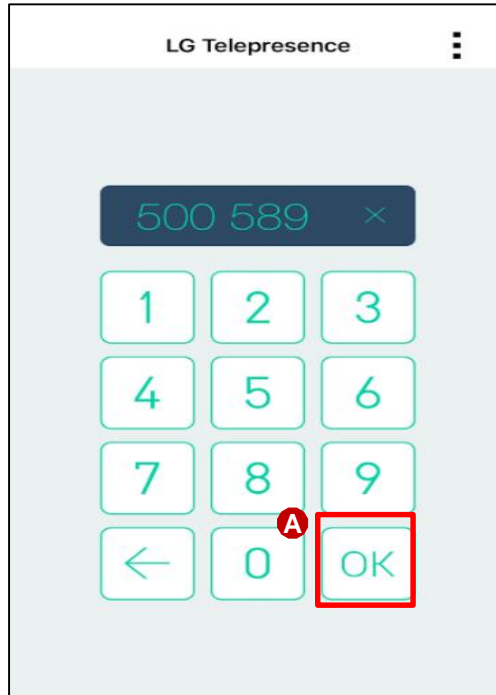
5. Standby to Connect.



- A. 6 - Digit Connection Code (required to establish a remote connection).

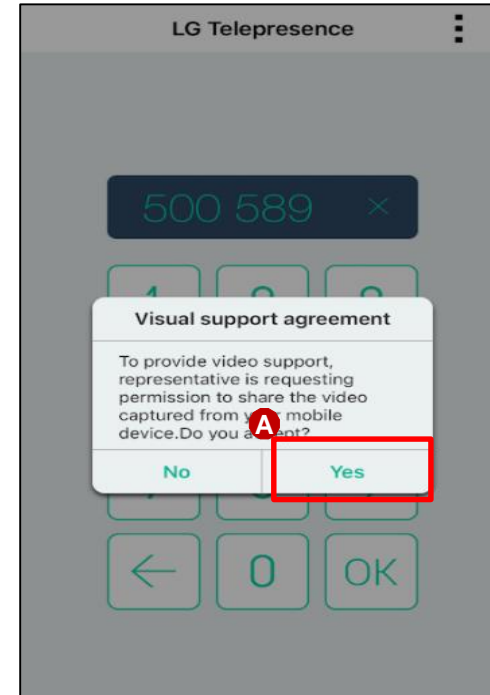
I. Connection

6. Enter the 6-Digit Connection Code



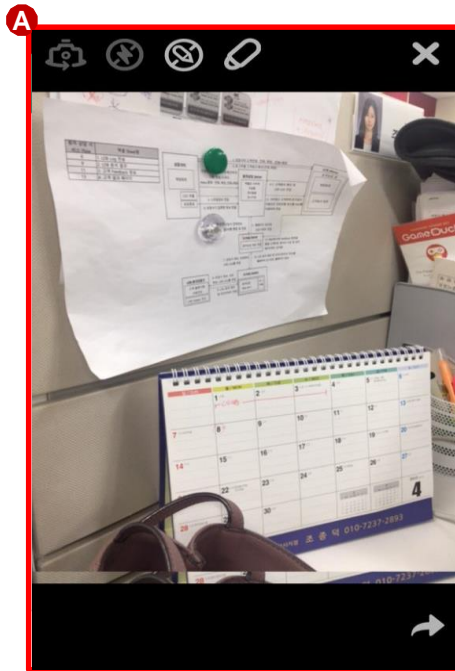
- A. Enter the 6-Digit Connection Code into the mobile app, then tap 'OK'.

7. Agree to Receive Remote Support

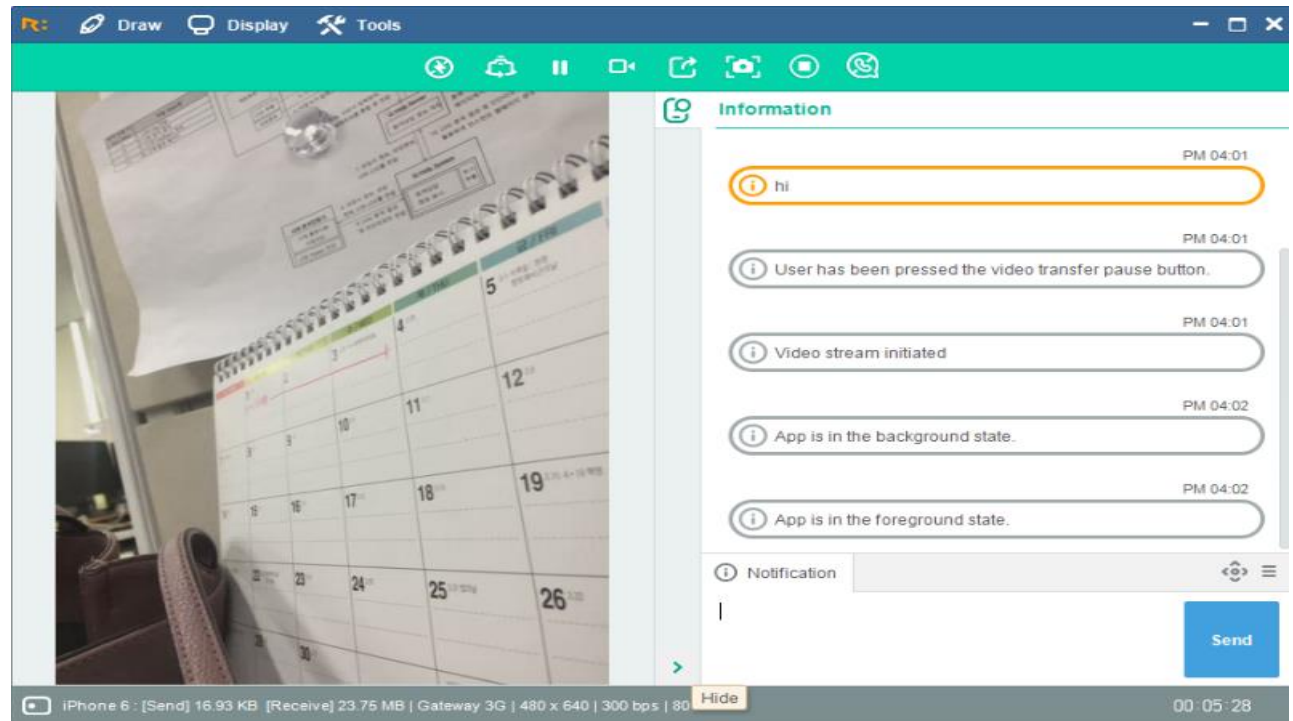


- A. Tap 'Agree' to continue.

9. Connected - Retrieving the Screen from the Mobile Device



A. Customer Screen



A. The mobile device screen can be retrieved by the support representative.

14. End Connection

LG Telepresence

Visual support has ended.
Thank you for using the service.

Start time
2022-03-21 14:11:25

End time
2022-03-21 14:12:36

Duration / Transferred data
00:01:11 / 4.20 MB





Restart

The screenshot shows a window titled "RemoteCall" with a light blue background. In the center, there is a white dialog box with a question mark icon and the text "All sessions are closed. Reconnect?". Below the dialog box are two buttons: "Yes" and "No". To the right of the dialog box, there is a blue and green icon representing a computer and a smartphone, with the text "RemoteCall" and "Session has ended." below it.



















III. PC Application Menu

Viewer Features - Overview

 System menu	Voice Settings	voice chat device settings
	Always On Top	Keeps the viewer on top of other windows.
	Lock Viewer	Locks the Viewer
	Exit	Closes the Viewer and ends the remote session.
 Draw	Start/stop draw	Start or stop drawing on the device's screenshot.
	Draw style	Select from a wide range of drawing styles.
	Draw color	Select the color to be used.
	Erase All Drawings	Erase all drawings from the screen
 Display	Fit to screen	Automatically scales the mobile device so that it fits within the Viewer
	Rotate Screen	Rotate the screen position.
	Adjust Quality	Adjust the quality of the video stream. .
 Tools	Screen capture	Take a snapshot of current screen and save as an image file.
	Record	Record all actions that are performed through the Viewer.
	Voice chat	Voice chat initiate/End







Viewer Features - Overview

 	Flash	Enable or disable the flash on the remote mobile device
 	Front/Rear camera	Switch between the front and rear mobile device camera.
	Manual Focus	Manually refocus the video stream.
 	Speakerphone	Enable or disable speakerphone on the remote mobile device. (Not supported on iPhones)
 	Pause/Resume Video Stream	Start/Stop the video stream.
 	Picture/Video Mode	Switch between picture and video mode.
	Request Location Info	Request the consumer's location information
	Image share	Share an image in agent's PC in the mobile device screen.
	Voice chat control	Voice chat initiate/End
	Screen capture	Transfer the screen capture files
	Record	Record start / stop



II. Mobile App Menu

Mobile App Menu Features - Overview

	Front/Rear camera	Switch between the front and rear mobile device camera.
	Flash	Enable or disable the flash on the remote mobile device.
	Draw	Start or stop drawing on the device's screenshot.
	Erase All Drawings	Erase all drawings from the screen
	Pause/Resume Video Stream	Start/Stop the video stream.
	Picture/Video Mode	Switch between picture and video mode.