

Remote Care

Short Guidance



INTRO AND CONNECTION

Remote Care is a simple concept really...

It allows you to access a customer's device, from your PC (just like IT do)

You can then:-

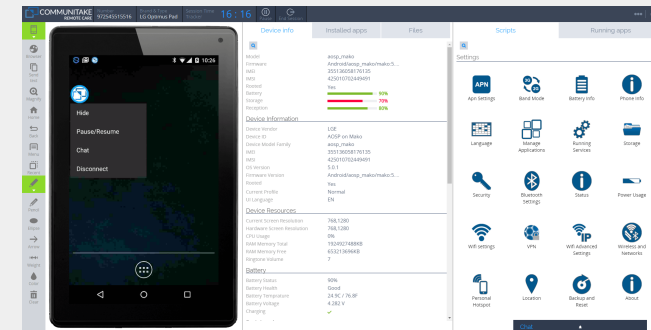
- See the symptoms
- Fix the customer's issues
- Show the customers how to fix it for themselves

Log in

Fill in the device number, select the connection method and click "Connect"

Follow the connection status. Be proactive in the installation.

Connected.

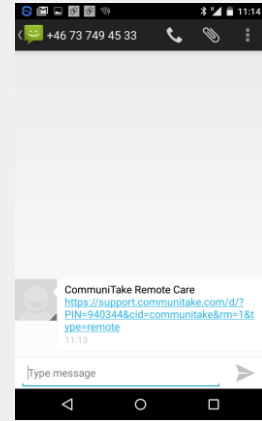


FIRST-TIME APP INSTALLATION – ANDROID

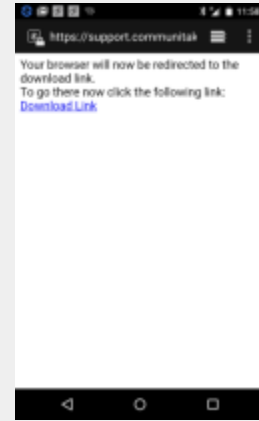
Select and open the SMS message.



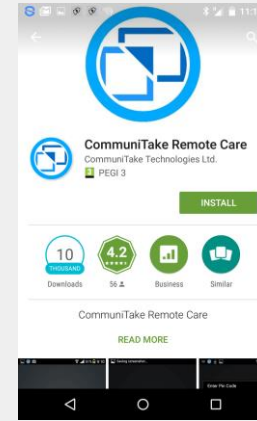
Tap on the installation SMS.



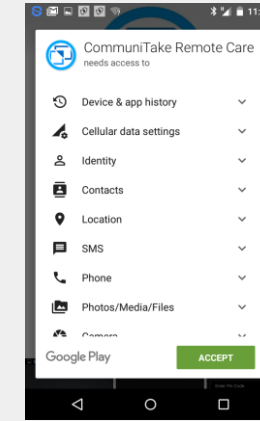
Shifts to the app store. If not, press on "Download link".



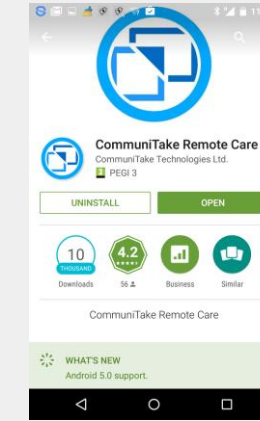
Tap on "Install".



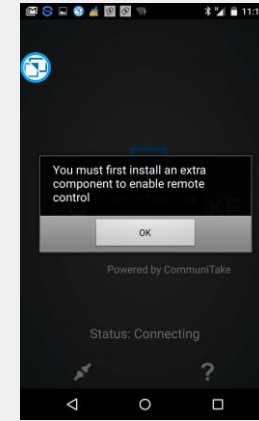
Tap on "Accept".



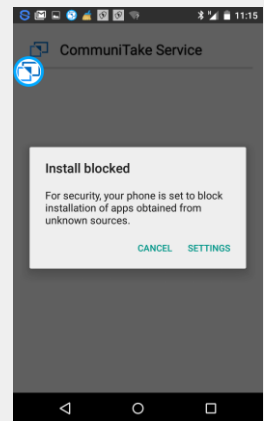
Tap on "Open".



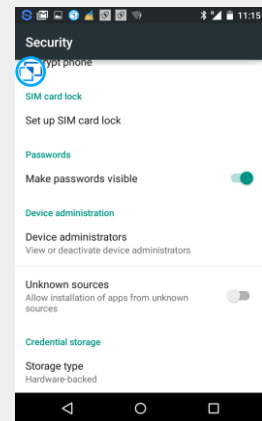
Tap on "OK" to install an extra component.



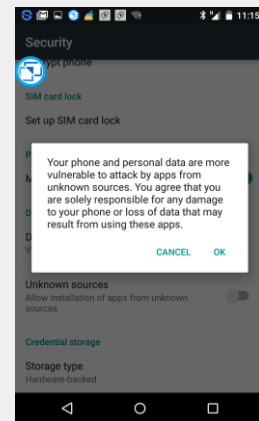
If blocked, tap on "Settings" to enable "Unknown sources".



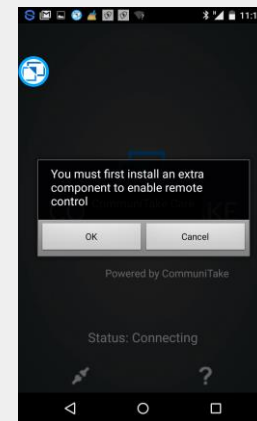
Enable "Unknown resources" and then press the "Back" key.



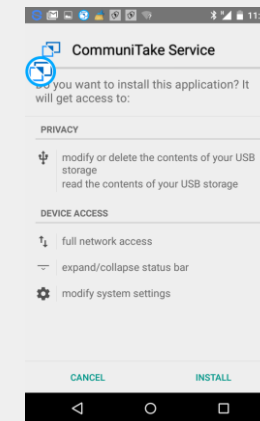
Tap on "OK" and then press the "Back" key.



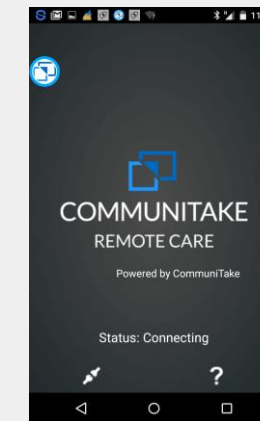
Tap on "OK".



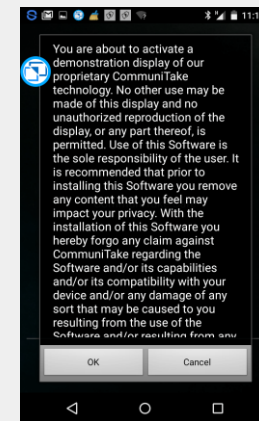
Tap on "Install" to install the extra component.



The Remote Care application connects.



Tap on "OK" to approve the terms of use.



BASIC FEATURES

The screenshot displays the COMMUNITAKE Remote Care interface, which is divided into several main sections:

- Top Bar:** Contains session information such as 'Number: 992545515516', 'Brand & Type: LG Optimus Pad', and 'Session Time Tracker: 16:16'. It also includes control buttons for 'Pause' and 'End Session'.
- Left Panel:** A vertical toolbar with various drawing and navigation tools, including 'Browser', 'Send text', 'Magnify', 'Home', 'Back', 'Menu', 'Recent', 'Pencil', 'Ellipse', 'Arrow', 'Weight', 'Color', and 'Clear'.
- Central Device View:** Shows a simulated Android device screen. A context menu is open over the screen with options: 'Hide', 'Pause/Resume', 'Chat', and 'Disconnect'.
- Right Panel:** Divided into three tabs: 'Device info', 'Installed apps', and 'Files'. The 'Device info' tab is active, displaying detailed system information.

Category	Item	Value
Device Information	Model	aosp_mako
	Firmware	Android/aosp_mako/mako:5....
	IMEI	355136058176135
	IMSI	425010702449491
	Rooted	Yes
	Battery	90%
	Storage	70%
	Reception	80%
	Device Vendor	LGE
	Device ID	AOSP on Mako
Device Resources	Device Model Family	aosp_mako
	IMEI	355136058176135
	IMSI	425010702449491
	OS Version	5.0.1
	Firmware Version	Android/aosp_mako/mako:5....
	Rooted	Yes
	Current Profile	Normal
	UI Language	EN
	Current Screen Resolution	768,1280
	Hardware Screen Resolution	768,1280
Battery	CPU Usage	0%
	RAM Memory Total	1924927488KB
	RAM Memory Free	653213696KB
	Ringtone Volume	7
	Battery Status	90%
Battery Health	Good	
Battery Temperature	24.9C / 76.8F	
Battery Voltage	4.282 V	
Charging	✓	
- Bottom Panel:** A 'Settings' menu with various system options like 'APN', 'Band Mode', 'Battery Info', 'Phone Info', 'Language', 'Manage Applications', 'Running Services', 'Storage', 'Security', 'Bluetooth Settings', 'Status', 'Power Usage', 'Wifi settings', 'VPN', 'Wifi Advanced Settings', 'Wireless and Networks', 'Personal Hotspot', 'Location', 'Backup and Reset', and 'About'. A 'Chat' button is located at the bottom right.

Callout boxes provide detailed descriptions of the following features:

- Operational replica**: Points to the central device view.
- Pause session**: Points to the 'Pause' button in the top bar.
- Disconnect device**: Points to the 'Disconnect' option in the device context menu.
- Diagnostics**: Points to the 'Device info' tab.
- Installed apps**: Points to the 'Installed apps' tab.
- Files**: Points to the 'Files' tab.
- Scripts**: Points to the 'Scripts' tab.
- Running apps**: Points to the 'Running apps' tab.
- Fold icons**: Points to the 'Browser' and 'Recent' icons in the left toolbar.
- Navigate to a site**: Points to the 'Browser' icon.
- Paste text to a data field**: Points to the 'Send text' icon.
- Enlarge replica**: Points to the 'Magnify' icon.
- Navigate to Home**: Points to the 'Home' icon.
- Navigate back**: Points to the 'Back' icon.
- Navigate to menu**: Points to the 'Menu' icon.
- Navigate to recent apps**: Points to the 'Recent' icon.
- Draw free line**: Points to the 'Pencil' icon.
- Draw ellipse**: Points to the 'Ellipse' icon.
- Draw arrow**: Points to the 'Arrow' icon.
- Select annotation line**: Points to the 'Weight' icon.
- Select annotation color**: Points to the 'Color' icon.
- Clear annotation**: Points to the 'Clear' icon.
- Log out**: Points to the power button in the top right.
- More actions**: Points to the three-dot menu icon in the top right.
- Chat**: Points to the 'Chat' button at the bottom right.




APN SETTINGS

Select APN settings

Connect to Device

Select the connection method:

Initiate a remote care connection 

CONNECT

[Admin Portal](#) [APN settings](#) [Remote Care Portal](#) [iOS Configuration](#)



Select the operator, key-in the phone number and click on "Send APN to the device"

APN Settings

<input type="radio"/>	Italy	WIND	BUSINESS
<input type="radio"/>	Italy	WIND	
<input type="radio"/>	Italy	VODAFONE	TABLET
<input type="radio"/>	Netherland	KPN	High
<input type="radio"/>	Philippine	Globe	Postpaid
<input type="radio"/>	Philippine	Globe	Prepaid
<input type="radio"/>	Philippine	Smart	
<input type="radio"/>	Philippine	SmartBro	Fixed
<input type="radio"/>	Philippine	SmartBro	
<input type="radio"/>	Philippine	Sun	
<input type="radio"/>	Singapore	M1	sunsurfmcard
<input type="radio"/>	Singapore	SingTel	Streaming

[Cancel](#) **Send APN to Device**

