

WizHelper 7.0

Easy User Guide

PC & MOBILE REMOTE SUPPORT

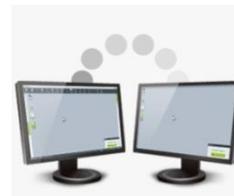


Process of Remote Control**STEP 01****Run Manager Program**

1. Enter below Manager Webpage.
www.whelper.co.kr/manager
2. Select Language :
English, Chinese, Japanese, Korean
3. Download Manager Program, then log-in by entering CO.code (Company Code), ID, PW.
4. You'll see Connection Number (4 digits) to let your Client connected.

**STEP 02****Let Client Connected**

1. Enter below Client webpage.
www.whelper.co.kr
2. Enter Connection Number 4 digits received from Consultant, then click 'Next'.
3. When Pop-up opens, click "I agree".
4. When No. 2 is not working, download 'Connection Program' (Top on the Right), then get connected by Connection Number.

**STEP 03****Start Remote Control**

1. After Consultant and Client are connected, Remote Control System starts to run.
2. Start Remote Control by function icons on the Top of the Control Screen (refer to full screen shot)

**STEP 04****End Remote Control**

1. Click 'End' on Manager Program to finish Remote Control
2. Fill 'History of Processing' in when finishing

WizHelper Program

Consultant log-ins to WizHelper Manager Program, then let Client know about Connection Number.
Client connects remotely with that number.

- Manager Webpage www.whelper.co.kr/manager
- Consultant Program Download www.whelper.co.kr/manager
- Client Connection Webpage
(or Download Device Registration
or Connection Program) www.whelper.co.kr or www.whelper.co.kr/CompanyCode (ex. www.whelper.co.kr/nspro)
- Mobile Application Download Search “wizhelper” from Play Store(Android), or APP Store(iPhone)



<Manager Program Download>

Download Path : www.whelper.co.kr/manager
'Download Manager Program' on bottom left from Log-in Box



<Start Manager Program>

Log-in from Downloaded Manager Program,
then let Client know about Connection Number

How Client Connects with Consultant

Client using Windows can connect with consultant by below 3 modes.

1. By Entering Connection Number (4digits), 2. By Selecting Consultant, 3. By Connection Program



< www.whelper.co.kr >

On webpage for Client,
enter Connection Number to be
connected with Consultant.



< www.whelper.co.kr/CompanyCode >
(ex. www.whelper.co.kr/nspro)

When you use Company Code,
click on the list of logged-in
Consultant to get connected.



< **Connection Program Download** >

Download Path : www.whelper.co.kr
Click 'Connection Program' on top
and right of webpage

Send "Client Webpage URL" to client, then let client put 'Connection Number' created from Manager Program, or Select Consultant they want.

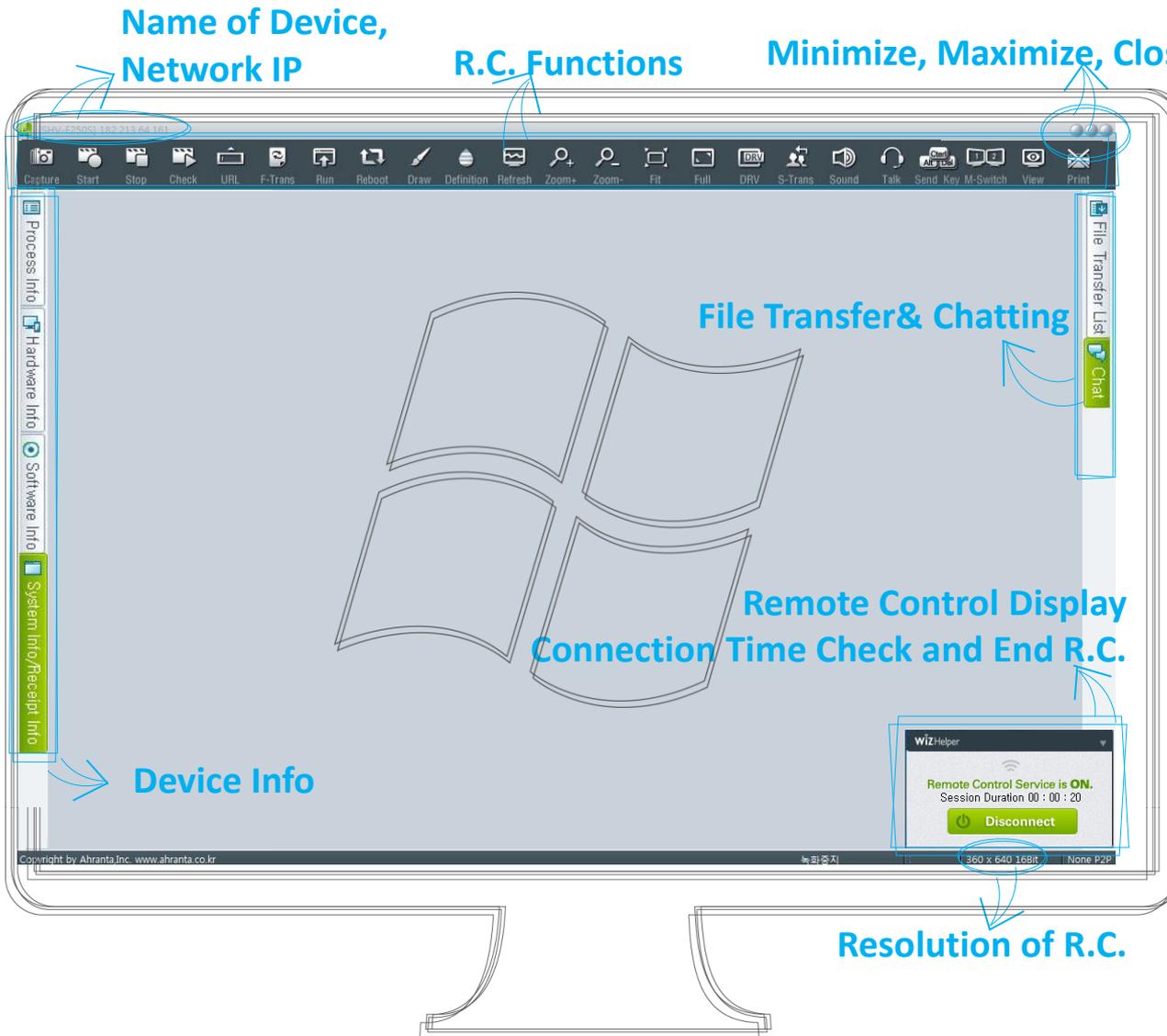


Connection Program : Run 'WizHelper Remote Control' program appears on Desktop screen after finishing download.

Client enters Connection Number 4 digits to be connected,

or Click 'Select Consultant Icon Mode' -> Put CO.code -> Select Consultant -> Connection Number

Functions of Manager Program



Name of Device,
Network IP

R.C. Functions

Minimize, Maximize, Close

File Transfer & Chatting

Remote Control Display
Connection Time Check and End R.C.

Device Info

Resolution of R.C.

- **Name of Device, Network IP**
Here shows Name of Device connected with Manager program, IP of connected network
- **R.C. Functions**
Screen recording, Screen capture, Drawing, File transfer, etc.
- **Device Info, Chatting**
Device info connected with Manager program
Chatting with controlled client
- **Minimize, Maximize, Close**
Manager program can be minimized, maximized, closed
- **File Transfer**
List of transferred files to the client, and captured images
- **Resolution of R.C.**
It shows resolution of PC of Manager program

Functions of Remote Control

	Capture	Save captured screen of Client in Consultant's device. Storage Path :C:/User/wizhelper/pictures/CO.code
	Start/Stop/Check	Start : Start to record control session and save in Consultant's device(PC). Stop : Stop Recording. Check : Saved folder opens automatically.
	URL	Consultant put the URL, then the webpage opens on Client's device.
	F-Trans	File transmission between Consultant device and Client's.
	Run	Certain Program from Client's device runs automatically.
	Reboot	Reboot device of Client, and re-connect to remote control automatically.
	Draw	Make Guide-line on Client's screen by Figure, Arrow, Line, etc. with multiple colors and thickness.
	256	Change resolution of remote control screen. (the lower resolution, the faster process)
	Refresh	Refresh screen of Client's device.
	Zoom+/Zoom-	Zoom in / Zoom out of screen from Client's device on Manager Program
	Fit	Size Auto-Adjustment of screen of remote controlled device (in Manager program)
	Full	Change to Full Screen Mode
	DRV/GDI	Change to Main Screen as Drive Mode. When activated, it changes to capture mode
	S-Trans	Session Transfer to another Consultant in waiting. These Consultants share screen of remote control, result of consultation
	Sound	Share sounds(video or game) of Client's device
	Talk	Without cable connection, Manager can voice-chat with Client

Functions of Remote Control



Send Key

Send Ctrl/ Alt/ Del/ keys to Client's device



M-Switch

Switch to the next monitor(screen) of Client



View

Show screen of Manager's monitor



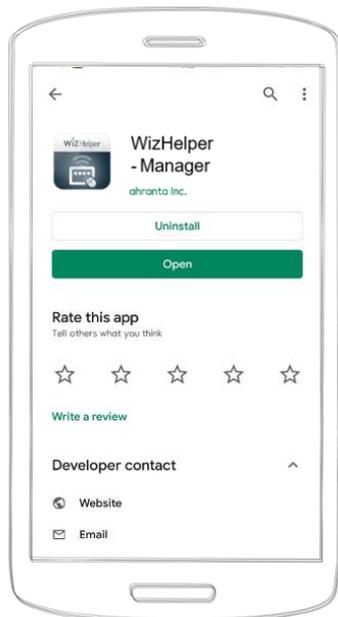
Print

Order printing directly to the printer connected to client's device, Remote Printing

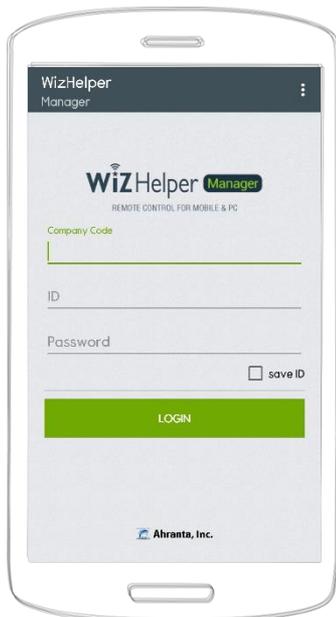
Mobile Consultant : WizHelper-Manager



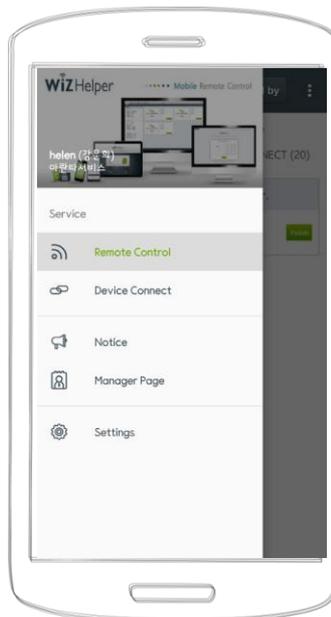
Consultant can remote control by Mobile(Smartphone, Tablet, etc.) with 'WizHelper- Manager' App (Gray Thumbnail) from play store (Android). Log-in with CO.code, ID, PW, then start remote control by Mobile

**Go to Play Store**

Search "wizhelper", and install App of 'WizHelper-Manager'

**Run 'WizHelper-Manager'**

After downloaded the app, log-in by entering CO.code, ID, PW

**How to Use WizHelper**

Choose one from 'Remote Control', 'Device Connect'

'Manager Page' : Manager can see ADMIN webpage by mobile too.

**Remote Control**

Click 'Stand by' icon on the Top and Right, then create connection number. Then let Client enter that number on connection page.
(www.whelper.co.kr)

**Device Registration (Agent)**

Click on icon of 'Magnifier(Search icon)' or go to folder to search device and get connected with any device

* Device only with Green Light can be connected

Mobile Consultant : WizHelper-Manager

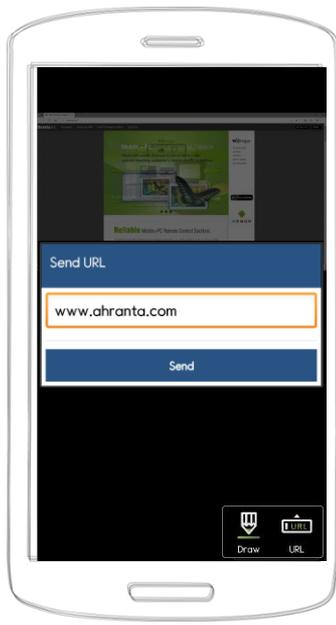


Consultant can remote control by Mobile(Smartphone, Tablet, etc.) with 'WizHelper- Manager' App (Gray Thumbnail) from play store (Android). Log-in with CO.code, ID, PW, then start remote control by Mobile

**Drawing Function**

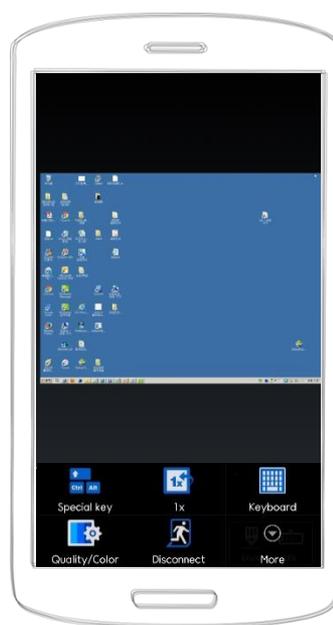
Draw in Red line on Client's device screen.

* Dual-touch : screen min/max available at the same time

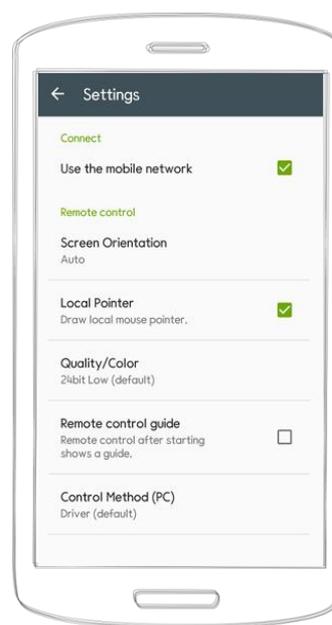
**Send URL**

Enter URL then that webpage opens on Client's device.

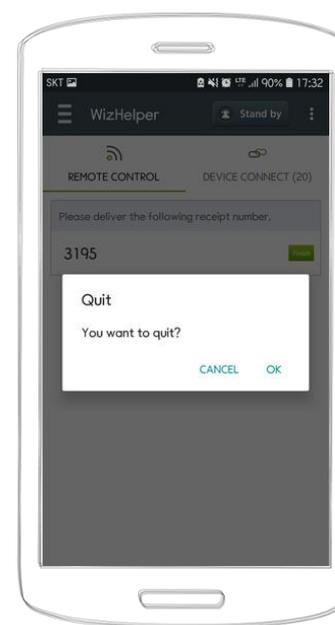
* Dual-touch : screen min/max available at the same time.

**Menu of R.C.**

Touch on 'Back' or 'Menu' button to see Menu of R.C. (Special key sending, Zoom, Keyboard, Quality/Color, Disconnect)

**Settings**

1) While remote control, Menu-> More->Settings
2) Stand by status Menu (3 lines) on top left -> Setting
=> Set Network, Screen Orientation, Local Pointer, Quality, Control Method, etc.

**Quit**

While Stand by, touch 'back' button on the mobile, to finish App of 'WizHelper-Manager'