# Remote | USER GUIDE

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MAXWORK

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MAXST

# Remote User Guide

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# Remote User Guide

This is a user guide to help users access the MAXWORK Remote app or website.

## 01. How to Start MAXWORK Remote

Click on the link to download the MAXWORK app from an email notification on access to MAXWORK services sent by administrator.

Google Play : https://play.google.com/store/apps/details?id=com.maxst.mint.app
App Store : https://apps.apple.com/us/app/id1501344206

Users who want to use the PC version of Remote run a Chrome browser
Enter https://remote.maxwork.maxst.com in the address bar.

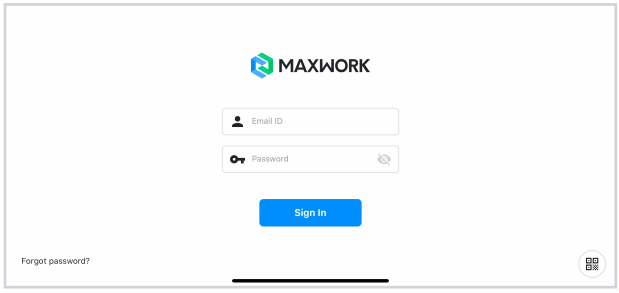
## 02. Log In

Log in to MAXWORK Remote with the User ID, password or QR code sent from the Admin.

- ID/Password : Enter the user ID and password to log in.

- QR Code : Scan the personal QR code sent along with the ID to log in. The QR code log-in button is on the bottom right corner of the screen.

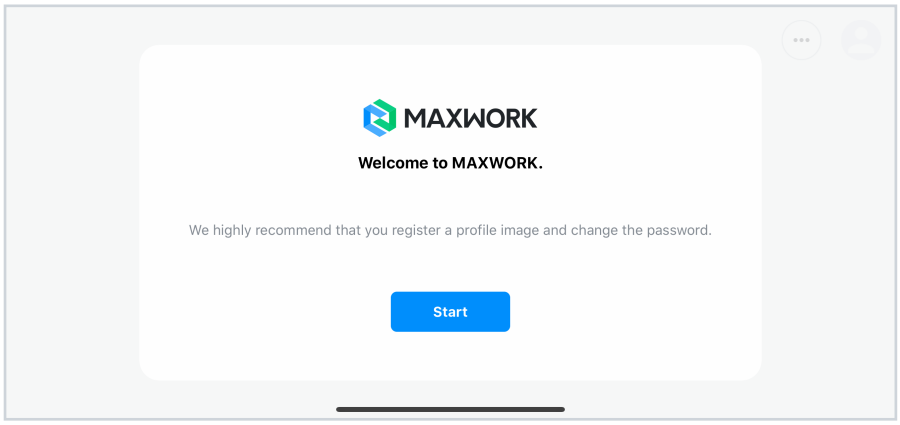
- Forgot Password? : If you forgot your password and need to reset it, click Forgot Your Password?

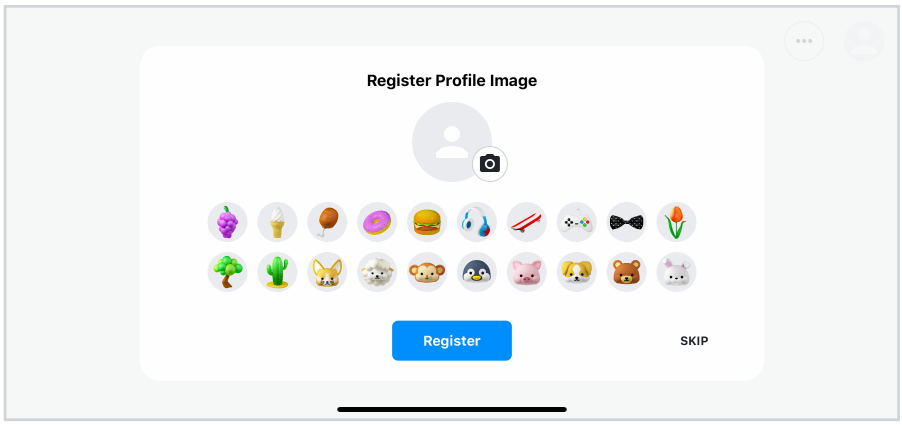


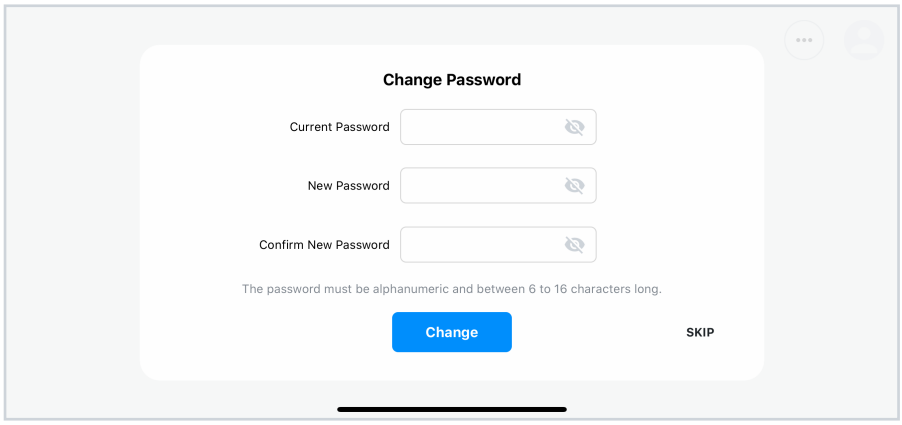
# 03. First-Time Log In & Change Password

After you log in to MAXWORK for the first time by typing the ID and password, the next step is to change the password that was randomly assigned by your administrator. You can skip this step if you do not want to change your initial password.

When logging in for the first time with a QR code, this step is not performed. You can change your profile picture or password in Settings.



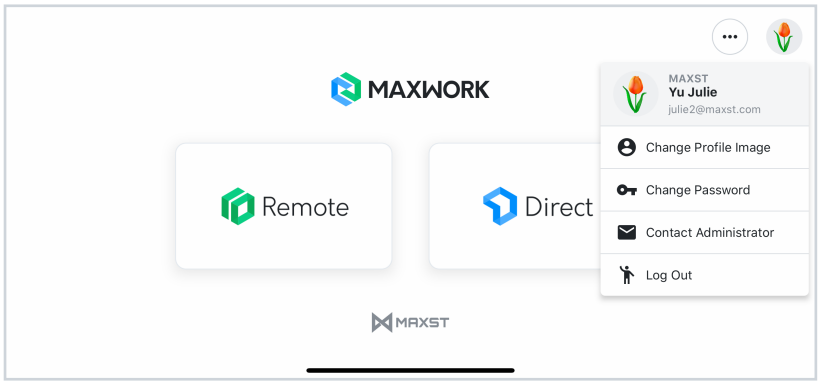




If you change your password, your personal QR code will change as well. Make sure to download the new QR code from password reset confirmation email.

# 04. Settings

You can change your profile picture and password in the Settings menu while using MAXWORK services. The settings menu can be viewed by selecting the profile image registered by you.
If the image is not registered, it is displayed as a snowman-shaped icon.



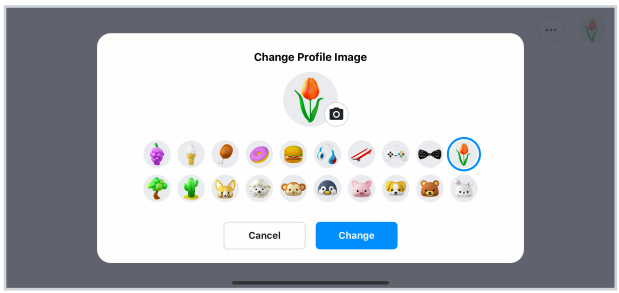

• Account information : The company name, name and ID entered by the administrator are displayed.

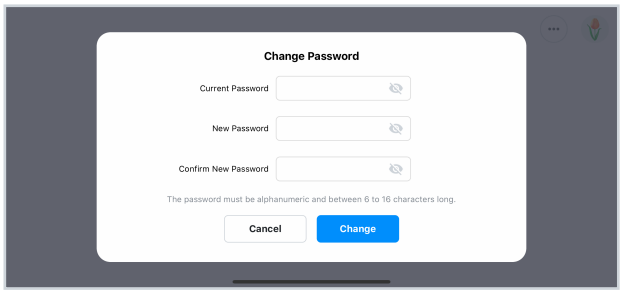
• Change Profile : You can register the profile by selecting an image directly from the device's album, or select an image from among 20 avatars. This is the profile image that will be used in 1:N calls, so it is best not to overlap other users whenever possible.

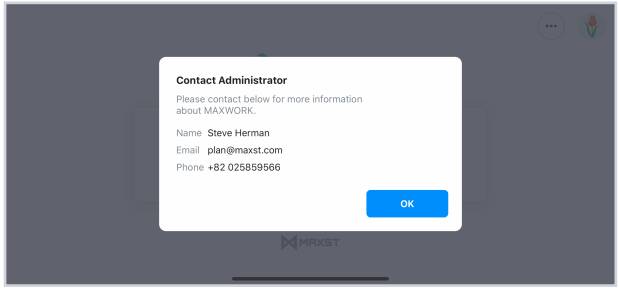
• Change Password : You can change your password while in use. If you change your password, you will be logged out and you will have to log in again.

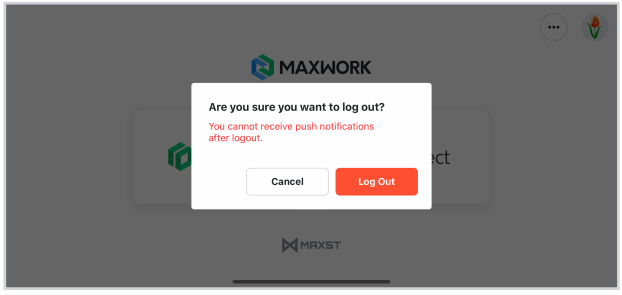
• Contact Administrator : You can check the email and contact information of the Super Admin for your company.

• Log out : You cannot receive calls from the other party while logged out. We recommend that you stay logged in whenever possible to ensure to receive calls or make calls.



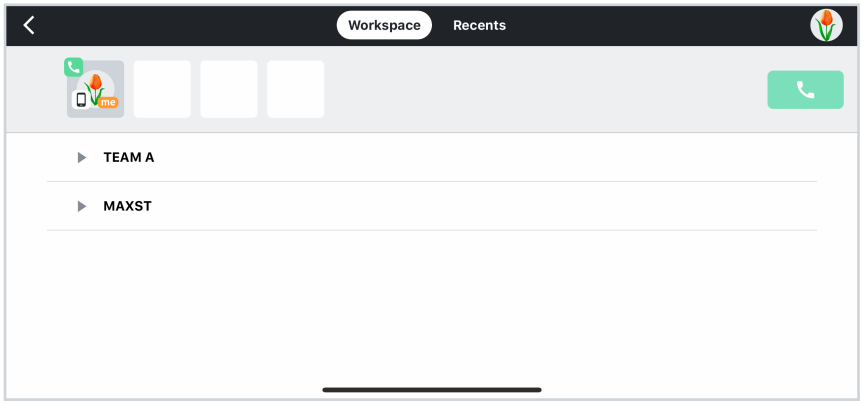



# 05. Workspace

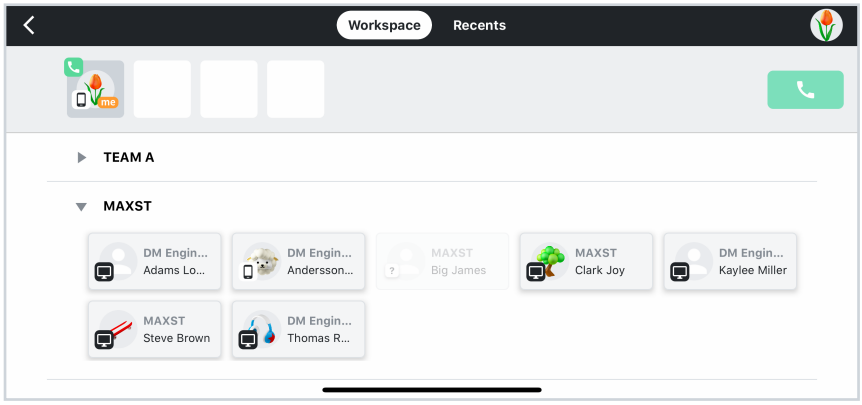
## 1. Select Workspace

Workspace is a space for collaboration between users. The administrator designates the remote support partner and scope for each user as Workspace, and each user can make remote support calls only within their own Workspace.




⚠ Even if you are registered as an account user, you cannot make remote support calls if you do not have a Workspace. In this case, check the information in the 'Contact Administrator' menu in Settings and ask the administrator to designate your Workspace.

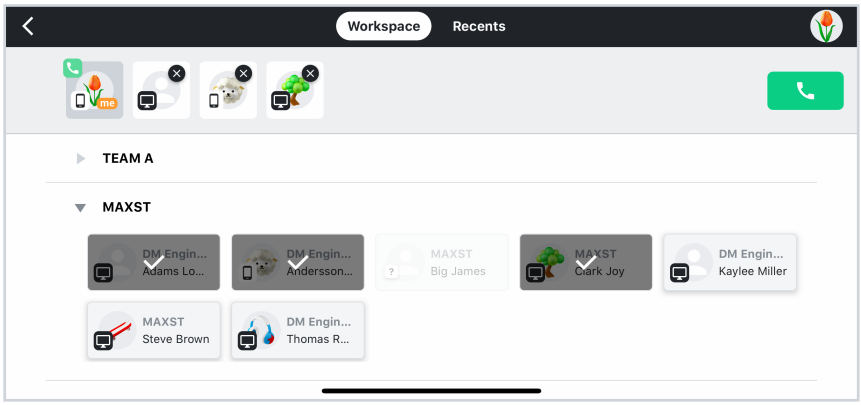
Select and open a Workspace to see all users in that Workspace. At this time, each user card contains a profile image, company name, name, and last logged-in device information, and you are set as a caller in the selection slot.




- me There is always a me tag next to your profile in case you use the same profile image.
- This is a caller tag. The caller is the only one who has the right to change or invite the screen sharer during a call.
- Displays the device (mobile/web/smart glasses) that each user last logged into.

### 2. Select Call Participants

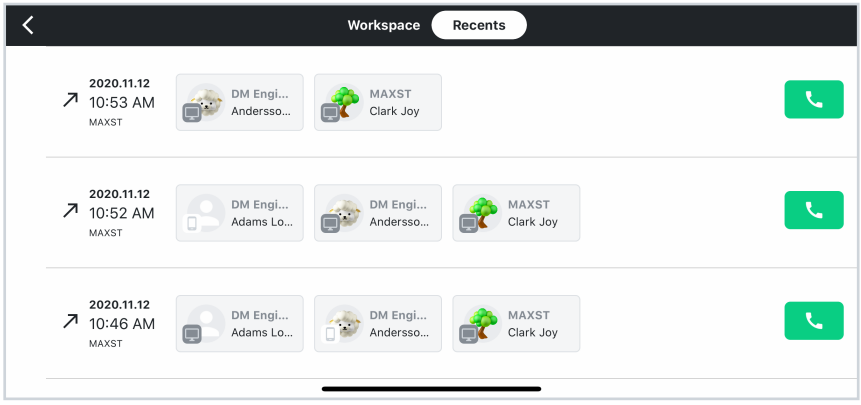
One remote support call is made only within the same Workspace. Therefore, if you select a user in a specific Workspace, other Workspaces will not be opened, and if you want to open another Workspace, you must 'deselect' the selected user. There are two ways to deselect: tap the X button above the user, and tap the selected user once more within the Workspace.




You can select up to 3 remote support partners, and if you tap the call button after completing the selection, you will be taken to the next step, 'Select Screen Sharer' screen.

## 06. Recents

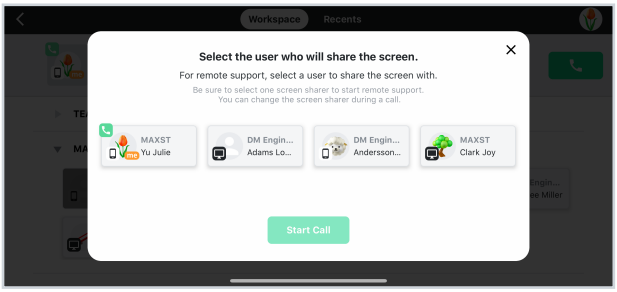
You can check the latest call list. At this time, the device information of each user displayed in the call list is the record at the time of the call and may differ from the current one. All Call Logs show the Workspace in which the call was made, the date and time of the call, and a list of participants.

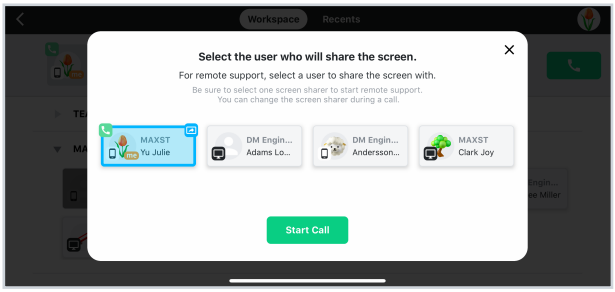



The call button allows you to call users in the same group right away without going through the user selection process.
For calls made within the Workspace that were valid at the time of the call but no longer existed at the present time, the calling button is deactivated. If there is a user who is in the recent call list but is unable to make a call due to a change in authority or deletion of an account, a pop-up will appear.

## 07. Select Screen Sharer

Choose who you want to share the screen you are seeing with anyone participating in the remote assistance call. Only the screen sharer can send their own video to the other party (maximum of 3 people), and app users can share their own camera screens, and web users can select and share their own screen. The caller can also choose himself as the screen sharer.

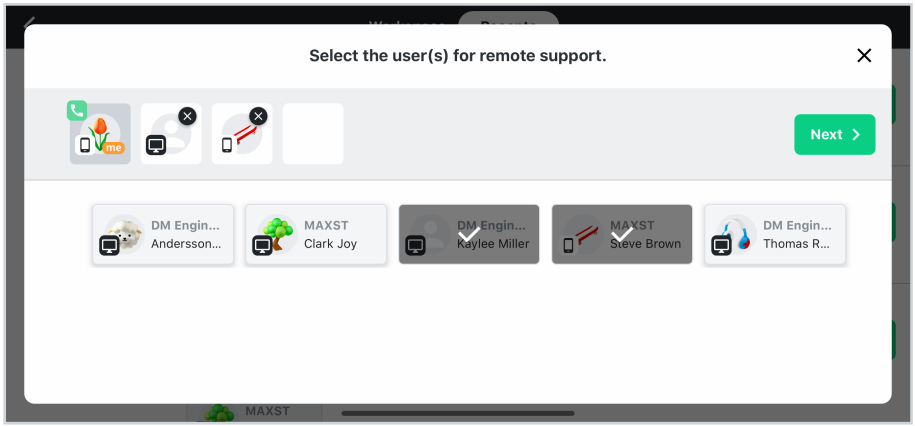



⚠ You must select one screen sharer to make remote calls.

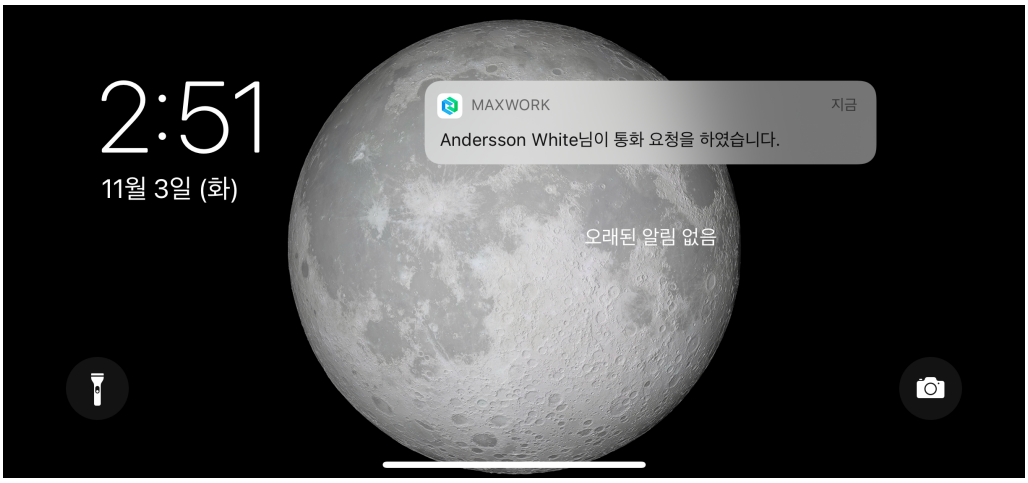
## 08. Select Remote Support Participants

When you first start a call, it starts with a maximum of 4 people, but if some users end the call in the middle of the call, you can invite other users, so more than 4 users on the recent calls list can remain in one call log. In this case, tapping the Call button on a recent call will take you through the steps of selecting three of the people who have joined the call.



## 09. Outgoing & Incoming Calls

Send to selected users simultaneously.
In order to receive a call even if you are not using the app, you must select 'Notification' of the app access permission as Allow.
For web users, a push alarm comes in the upper right corner of the screen as a Chrome Notification. When you click the push notification popup, Remote runs, and it switches to the reception screen where you can choose whether to receive / decline.

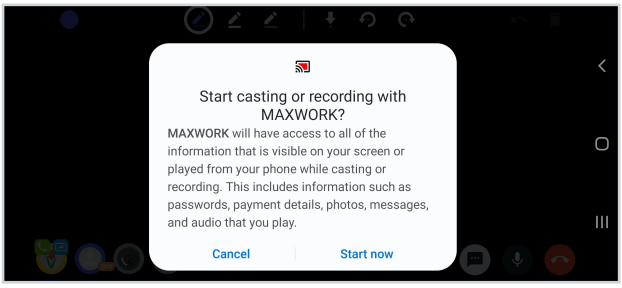



## 10. Choose Whether to Allow Call Recording

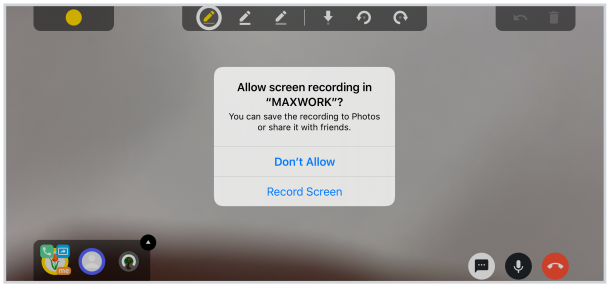
At the start of a call, all users can choose whether to record remote call video.

### 1. App

You can select whether to record each call or not, but in the case of iOS, automatic recording may be performed according to the previous setting without additional confirmation only for the case of consecutive calls. If recording is in progress, you cannot stop recording during a call. However, if you do not want to share the video by uploading to the Admin site, you may not upload the video at the end of the call.




Android

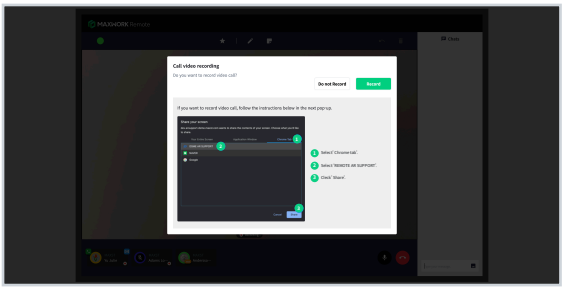



iOS

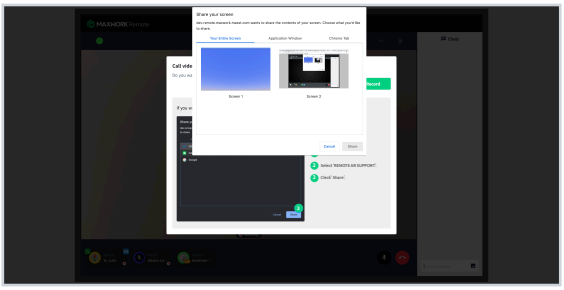
Whether each user recorded or not can be checked with the recording icon in the call participant panel.

### 2. Web

When the call starts, a pop-up of the Chrome system will pop up allowing you to select the screen to record each time. The title of the pop-up is 'Share Screen', but the option to select at this time is whether to record, not to share, so if you want to record, follow the guide given below to select the screen to record.



Guide pop-up



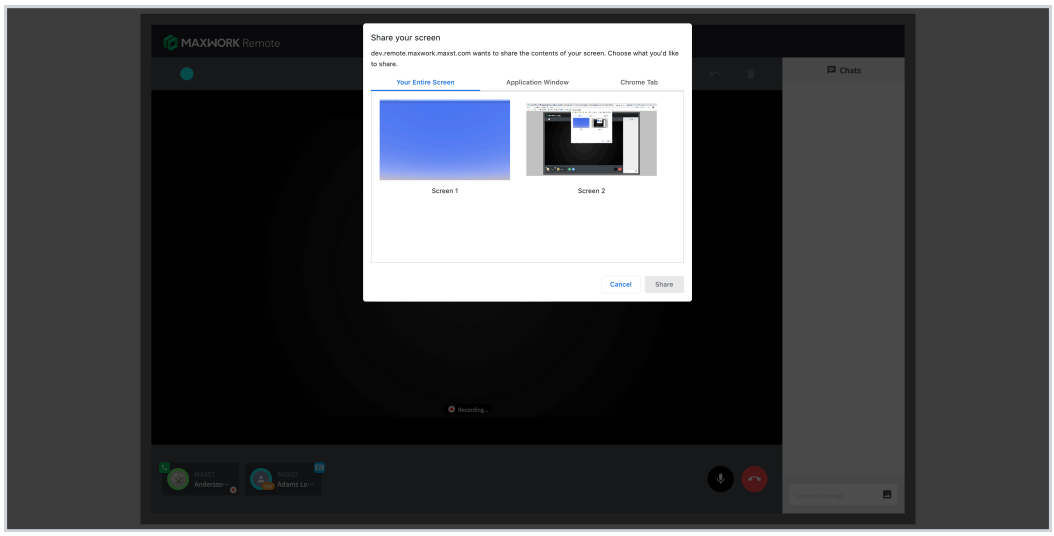
System pop-up screen to select the screen to record

⚠ If a web user initiates a call with a screen sharer, as soon as the call starts, they will see a pop-up of the same ‘Share Screen’ system. In both cases, the title of the pop-up is'Share Screen', the first pop-up is a process for selecting a screen to share, and the second pop-up is a process for selecting a screen to record.

If you select 'Do not record', the call will proceed without recording video.

## 11. Share the PC Screen

In the case of a PC screen sharer, when a call starts or when a screen share request is received during a call, the user directly selects the screen to be shared with the other party. You can choose from three options to share: “Your Entire Screens, Application Window, Chrome Tab".




Selecting ‘Your Entire Screens’ as the screen to share

• Select ‘Your Entire Screens’ : You can change the screen you want to share, regardless of the application.

• Select 'Application Window' : Only the selected application (ex. Powerpoint, Excel) screen can be shared and cannot be changed in the middle.

• Select 'Chrome Tab' : Only the screen of the selected Chrome window (ex. Google, Naver…) can be shared and cannot be changed in the middle.

ⓘ Select ‘Your Entire Screens’ if you want to freely share your screen, or select 'Application Window' or 'Chrome Tab' if you want to share only a specific screen.

## 12. Call Connection

Remote call starts when at least one person is connected. At this time, if the user selected as the screen sharer is not connected yet, the screen is black, and all AR tool areas are disabled. You can chat and make voice calls with other users while waiting for a connection with the screen sharer.

ⓘ If there is no response for one minute, the person automatically disappears from the participant list. If the person is a user who is essential for a call, the person can join the other party in the call again through the 'Invite' function.

### 1. Check Participant's Panel

When the call starts, you can see all users who are currently on the call. Tap the participant panel once more to expand the panel and see all the information of the person in the call.

Basic view of the participant panel

Enlarged view of the participant panel

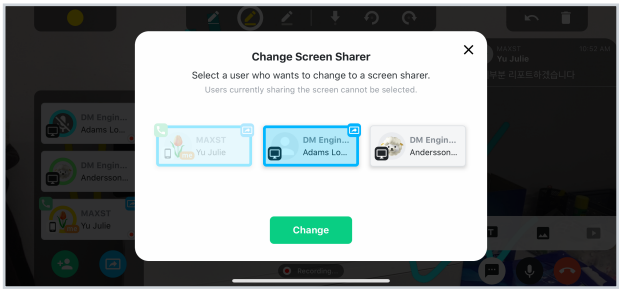
### 2. Display information for each participant

Information available on the expanded participant panel includes :

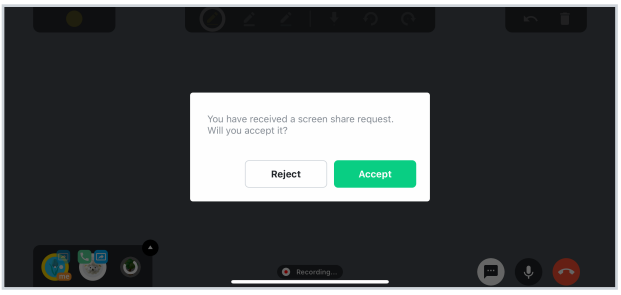
- Caller : Always in the first slot. Caller tag is attached.
- Screen Sharer : Always in the second slot. Screen sharer tag is attached.
- Device currently in call : Displays the device currently being used in the call among three types.
  - mobile, web, and smart glasses
- Personal Information : You can check the participants' profile image, company name, and name.
- Recording Status : The recording icon is attached to the user who selected recording at the start of the call
- User-specific color : Displays user-specific AR drawing and sticker color.

## 13. Change Screen Sharer

You can change the screen sharer during a call. The permission to change the screen sharer is given only to the caller. If you select the light blue screen sharer button when expanding the participant panel, you can select a user who wants to change among the people currently participating in the call.




Anyone who has been asked to share the screen can choose to accept it or not with a pop-up. At this time, other users can check the screen sharing change status (requesting, changing, etc.) in text.
If the user who is requested to share the screen accepts the sharing, the changed user's screen is shared with everyone, and if the screen share is declined, the screen share of the existing screen sharer is maintained.

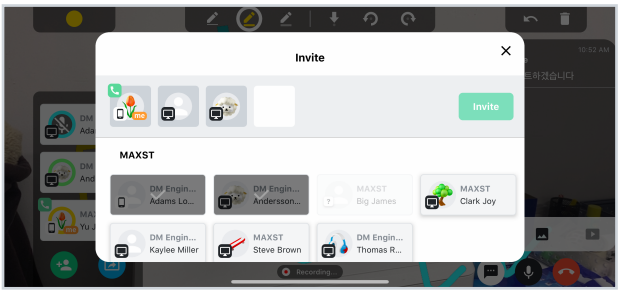



Users Requested to Share Screen

Other Users

## 14. Invitation

Invitations are also unique to the caller. When expanding the participant panel, you can invite additional users from within the current Workspace to join the remote support by clicking the Invite button.



## 15. My Color

At the start of the call, a random color that does not overlap is distributed to each user. My Color refers to the color of all drawings and stickers that you draw on the screen during a call. If you change the color during a call, both drawings and stickers are changed together. The color in the circle at the top left of the screen represents the current My Color, and a single tap on the circle opens a palette where you can choose a color.

## 16. AR Tools

You can use AR Pen to draw on the screen sharer's screen or attach stickers such as arrows.

⚠ When PC users are sharing the screen, all AR tool areas are disabled.

### 1. App

With the AR tool in the middle of the screen, you can draw pictures or attach stickers on the video during a call. When the call starts, the first AR Pen is selected, and you can change the selection by tapping the desired option.
The moment you tap your finger on the screen, the screen pauses, and when you lift your finger, it returns to live.

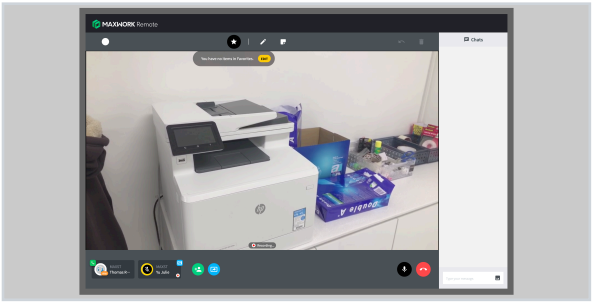
• AR Pen : The left three are AR Pen options. Choose from three options: thin line, thick line, and transparent line.

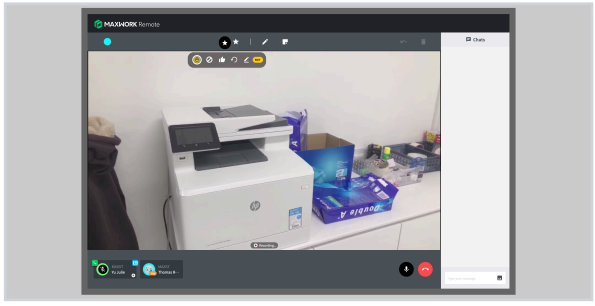
• AR Sticker : The right three are AR Sticker options. The blurry dot in the middle of the sticker indicates where your finger taps. You can change the position of the sticker by tapping the location where you want to attach the sticker and then dragging before lifting your finger.

**2. Web**

The basic usage of AR Tool is the same as that of the app, but the web provides more options and Favorites, and clicking the button in the AR Tool area opens the options in the corresponding menu down

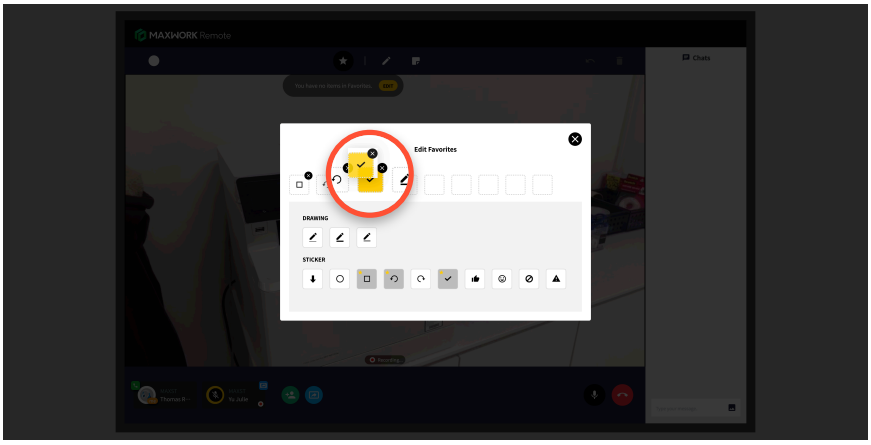
• Favorites : The leftmost star button is the button for favorite options. You can add up to 10 favorites, and an asterisk will appear when you hover the mouse over the option you want to add to favorites in each tool. Click once to add to favorites, click again to delete from favorites.





If you add frequently used tools to your favorites, you can use the options right away without changing the menu between Pen and Sticker.

In the Edit Favorites pop-up, you can add/delete options and change the order between the selected options. If you want to change the order of your favorite options, simply click and drag and drop them.




- AR Pen : The AR Pen can be selected from three options: thin line, thick line, and transparent line.

- AR Sticker : The web offers 10 sticker options. After selecting an option, if you hover the mouse over the screen, the mouse cursor will be converted to the selected sticker shape, and if you click on the desired location, the sticker will be attached to the screen.

## 17. Delete AR Elements on Screen

Tapping the Undo button erases only the previous drawing, and tapping the trash button erases all the drawings and stickers you drew on the screen. At this time, other people's drawings are not erased.

## 18. Share File

Tap the chat button at the bottom right to chat with people currently on the call, or share text information or image files. If the other person shared a document with you, the chat window opens automatically, and when you tap the button again, it closes.

Tap the image in the dialog to switch to full view mode.
The video file sharing feature will be updated soon, and the button is disabled.

Images can be shared in .jpg or .png format files of 3MB or less.

## 19. There are No Feature Points

AR tools can be used only on screens with rich feature points. If the screen the screen sharer is viewing has no features in shape and color, a notification pop-up is displayed to all users because drawings and stickers cannot be used. At this time, if the screen sharer changes the camera view to a place with rich feature points, AR tools can be used again.

Users Requested to Share Screen

Other Users

## 20. Tracking is Lost for AR Elements

AR drawing and stickers on the screen may suddenly disappear for certain reasons or may no longer be drawn. In AR, this case is described as 'lost tracking', which can usually occur when the screen sharer moves the camera too fast or points at a point without feature points and returns to where it was originally viewed. In this situation, if someone draws or attaches a sticker on the screen and the AR tool does not work properly, it is displayed as a notification to everyone participating in the call, and only the screen sharer is given a reset button.

Users Requested to Share Screen

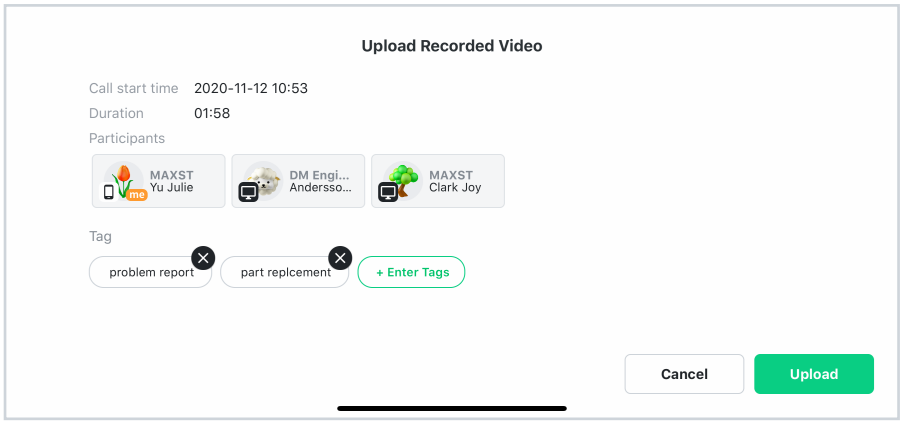
Other Users

## 21. End Call

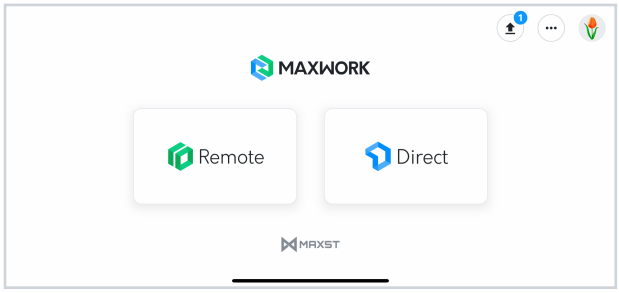
When the caller ends the call, all calls are ended. If the other participant ends the call in the middle, the call continues with the remaining users, and if necessary, the caller can invite additional people to continue remote support. For users who have selected to record at the start of the call, the screen will switch to the Upload video screen when the call ends.

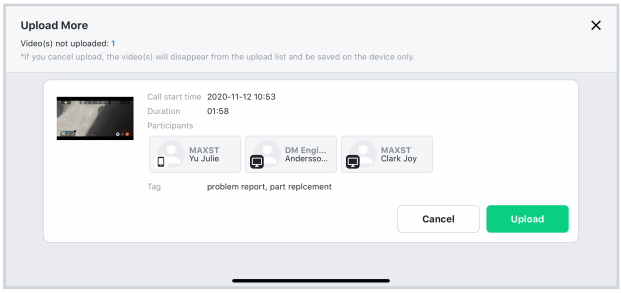
## 22. Upload Videos (Call Recordings)

Users who choose to record video when they first start a call will switch to the recorded video upload screen when the call ends. The uploaded video is saved on the MAXWORK Admin site and shared with the administrator. As the basic information of the uploaded video, the calling time, call duration, and a list of people who participated in the call are displayed. You can enter a tag to further check information about the call. For tags, you can enter up to 30 characters and up to 10 tags at a time.




At this time, if you tap the 'Cancel upload' button, the video disappears from the upload list and is saved only on the device. It may take several seconds or minutes to upload video depending on the call time and network environment. If a call comes in while uploading or the app is terminated due to other actions, the video can be uploaded again by clicking Upload More button created on the main screen when the app is relaunched. The badge displays the number of videos that have not been uploaded.



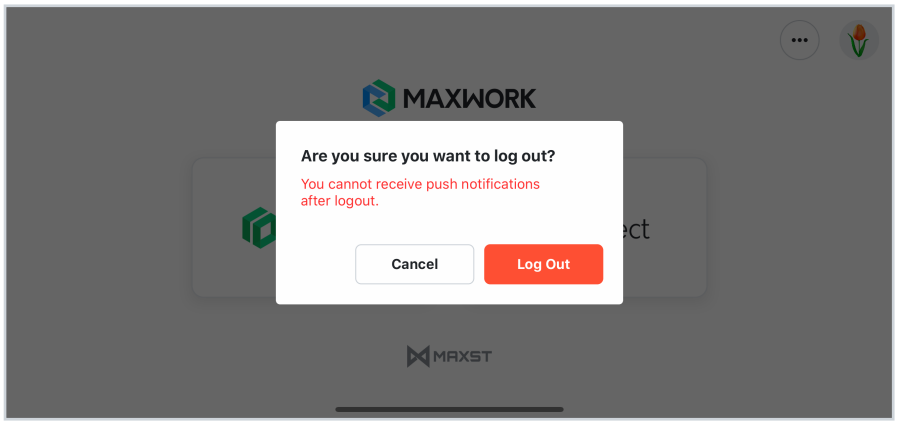




The video will continue to be displayed in the list until you select Cancel upload on the Upload More screen or finish uploading.

⚠ The web does not provide the feature to additionally upload videos that were not uploaded at the end of the call. All videos are saved to the browser settings download location regardless of whether they are uploaded or not, so if you need to share the video, you must use an email or other method.

## 23. Log Out

Unless the app is automatically logged out after a certain period of time, we recommend that you stay logged in as much as possible to receive calls from the other party even if the app is not running.




MAXWORK is a cross-platform service that supports app, web, and smart glasses. If you log in from another device, you will be automatically logged out from the existing device. (Exception: MAXWORK Create)