

쉽고 빠른 원격지원 helpU

[HelpU Manual]

This document is a user guide to HelpU.

<http://www.helpu.ai>

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Basic Guide (PC)

Agent

Customer

Run Program

Run the downloaded program and login to start program.

1



Generate customers in queue

Select the [in queue] button to generate verification code.

2



Prompt user access

Direct customer to access page

Send the customer portal URL and the verification code.

3



3

Access customer portal

Go to the customer portal URL given by the agent.

4

Enter verification code

Enter in the verification code you received or the agent number.

Start remote support

Start remote support

Access the customer's computer to start remote support.

5



PC - [Agent] Install Agent Program

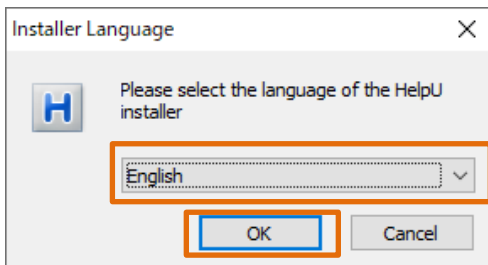
1. Go to our website

Go to HelpU website <https://www.helpu.jp>.

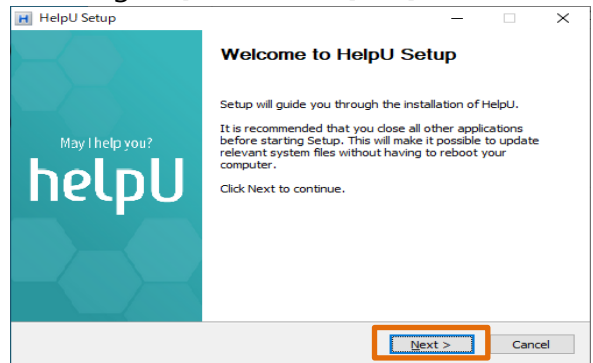
A rectangular button with rounded corners, a dark blue background, and white text that reads "Download PC Program". The button is enclosed in an orange rectangular border.

2. Download agent program

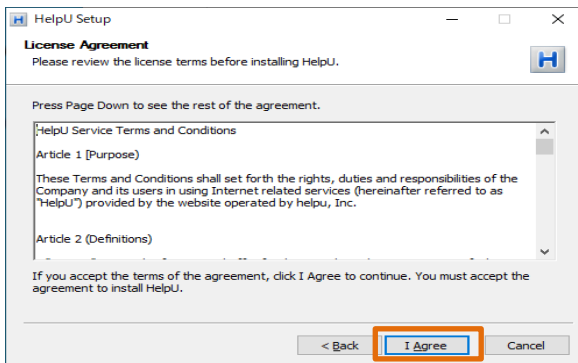
At the bottom of our page, select [Download PC Program] and select [Run].



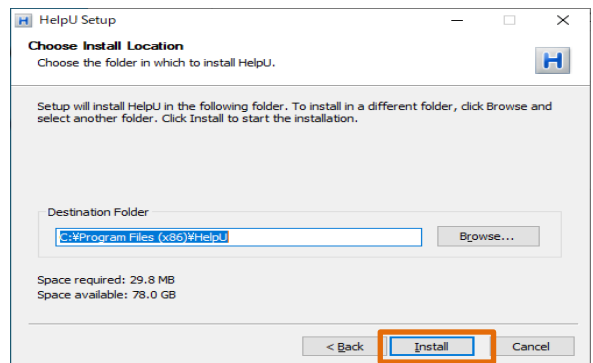
① Choose your language and click [OK]



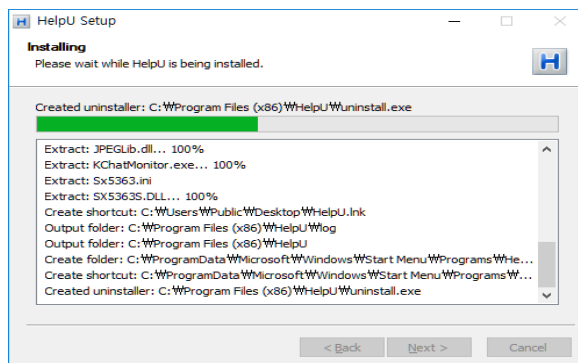
② Select [Next]



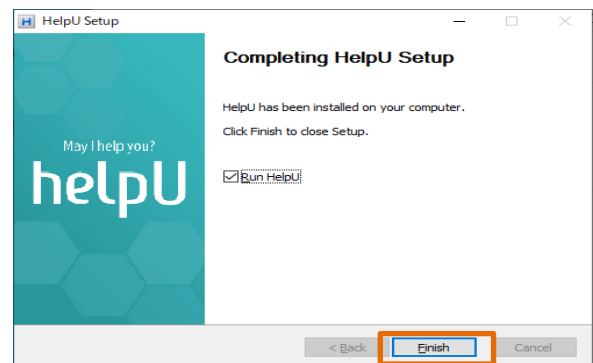
③ Read the terms of agreement and click [I Agree]



④ Select [Install]



⑤ Installation progress



⑥ Select [Finish]

PC - [Agent] Run Agent Program

1. Run agent program

Run the agent program.

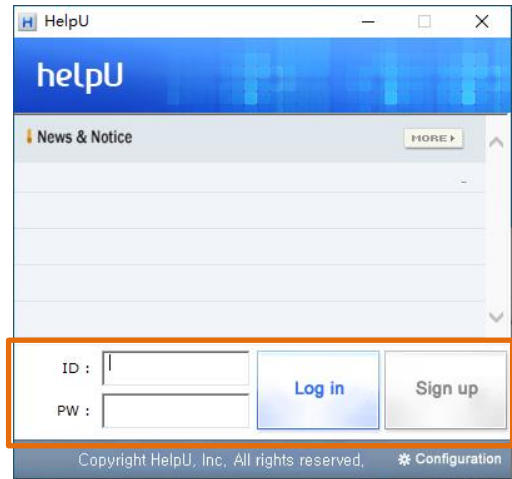
2. Login to agent program

Enter your ID and password and click [Log in].

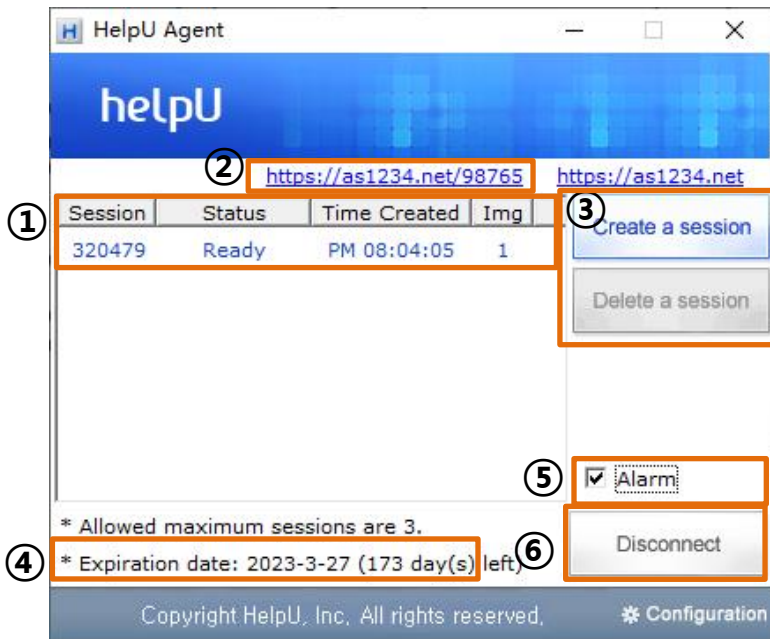
(Cannot login to agent program with admin account.)

3. Generate verification code and wait

One verification code will be automatically generated once the agent program is running.



◆ Agent Program Overview



① Session info

- Verification code : code for customer
- Status
 - Ready : waiting for customer
 - Connected : connected to customer
 - Terminated : remote session ended
- Time Created : time when verification number was generated
- Img : number on number button

② Customer portal URL

- <https://as1234.net/AdminID>

③ Create a session

- generate up to 6 sessions

④ Expiration date

- expiration date displayed

⑤ Alarm ON/OFF

- check for remote access notification

⑥ Disconnect

- exit agent program

PC - [Customer] Customer Portal URL Access

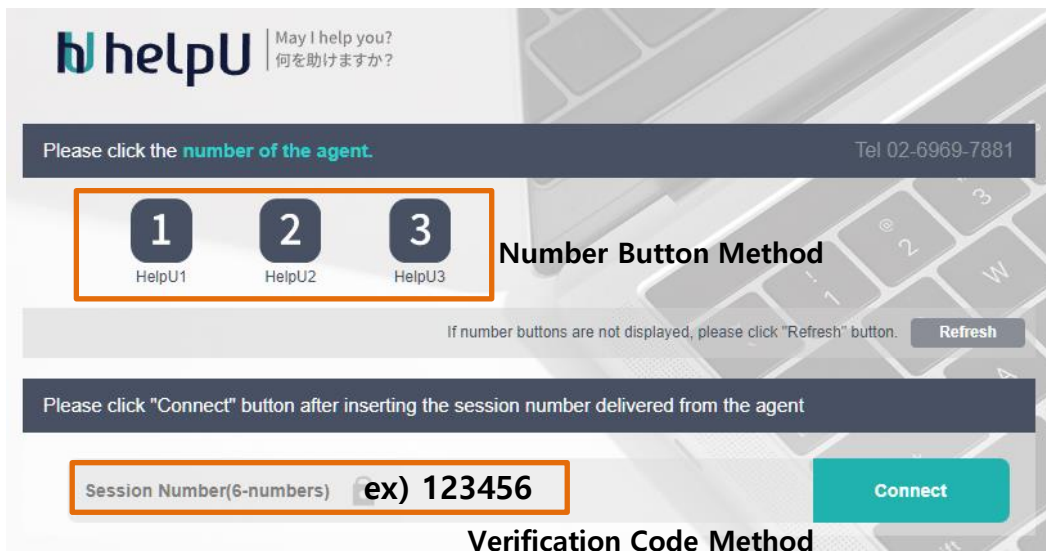
1. Go the customer portal URL given by the agent

- Customer portal URL : <https://as1234.net>
- Private customer portal URL : <https://as1234.net/{AdminID}>

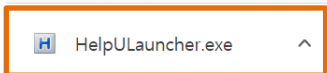
※ We recommend making a direct link from your website

We recommend making a link to the private customer portal URL on a "remote support" banner image on your website to provide easy access for your customers.

2. Enter the verification code provided by your agent or click on the agent number button.



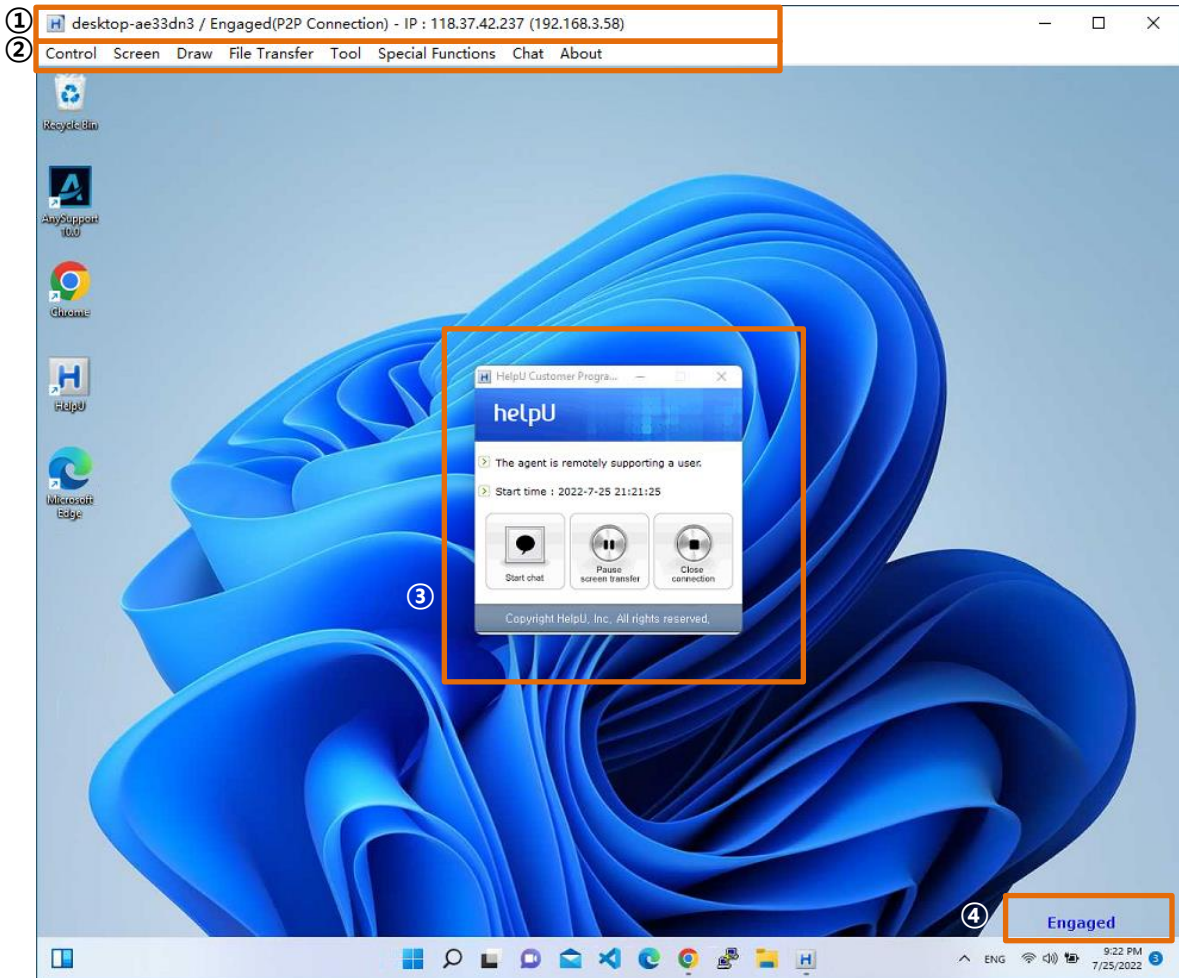
3. Run program and wait for remote access



PC - [Agent] Remote Support

1. Once connected, remote support screen(viewer) will be running.
2. Start remote support with various features from HelpU.

❖ Remote Support Screen Overview



① Customer PC Info

Computer name / Connection type / Local IP address and allocated IP address

② Remote Support Menu

Control / Screen / Draw / File Transfer / Tool / Special Functions / Chat / About

③ HelpU Customer Program

Remote support start time / Start chat / Pause screen transfer / Close connection

④ Connection Status

"Engaged" will be displayed during remote support

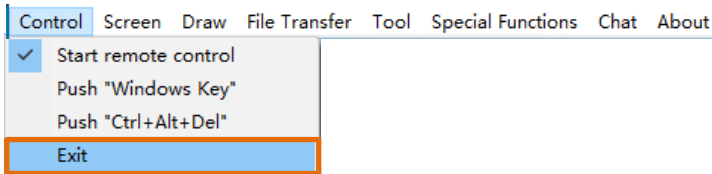
PC - [Agent] End Remote Support

How to End Remote Support (select from 3 options)

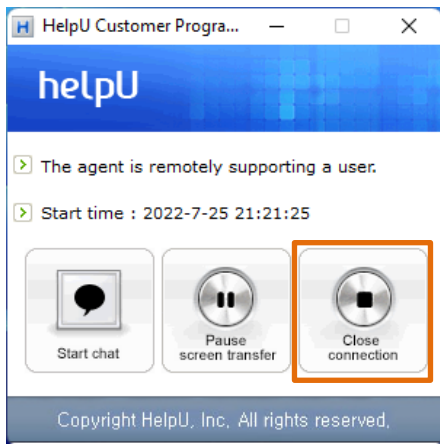
1. Remote support screen > x



2. Viewer screen menu > Control tab > Exit

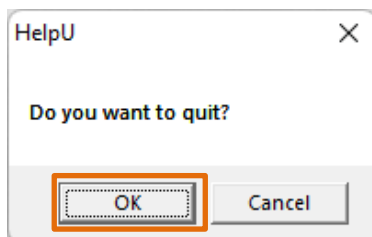


3. HelpU customer program [Close connection]



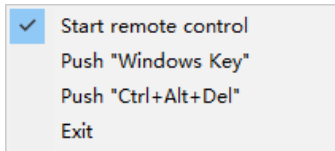
Remote Support Exit Prompt

Confirm and click [OK] to end remote support.



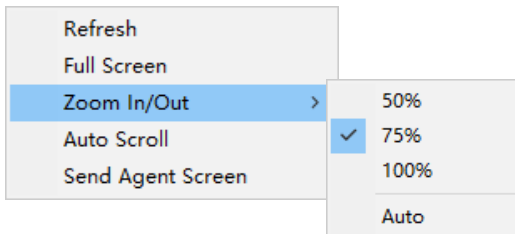
PC - Main Features

Controls



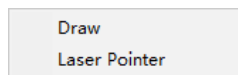
1. **Start remote control**: Control customer's mouse and keyboard (default)
2. **Push "Windows Key"** : Windows shortcut key
3. **Push "Ctrl+Alt+Del"** : Ctrl+Alt+Del shortcut key
4. **Exit** : End remote support














Screen



1. **Refresh** : Refresh screen
2. **Full Screen** : Display viewer in full screen
3. **Zoom In/Out** : Change viewer screen size to 50% 75% 100% or Auto
4. **Auto Scroll** : Auto scroll during remote support
5. **Send Agent Screen** : Send agent's screen to customer's PC

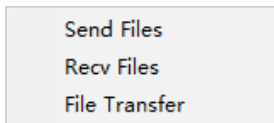
Draw



1. **Draw** : Draw on customer's PC screen
 - Type :     curved, straight, rectangle, and circle
 - Colors :     black, red, yellow, and blue
 - Thickness :    options
 - Erase :  clear all drawings
2. **Laser Pointer** : Use an agent's mouse  as a laser pointer

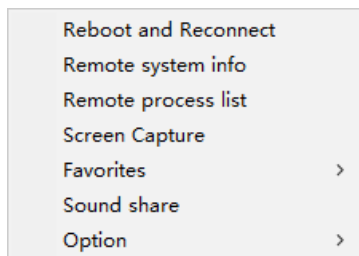
PC - Main Functions

File Transfer

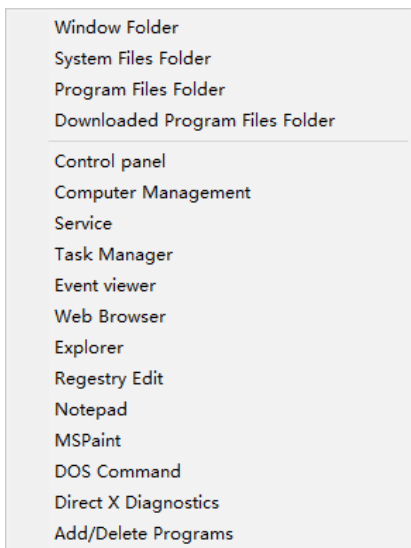


1. **Send Files** : Transfer files from agent PC → customer PC
2. **Recv Files** : Transfer files from customer PC → agent PC
3. **File Transfer** : Transfer files both ways agent PC ↔ customer PC

Tools



1. **Reboot and reconnect** : Automatically reconnect after reboot
2. **Remote system info** : Check hardware and software information
3. **Remote process list** : Check process list, end process
4. **Screen capture** : Take a screenshot and save as an image
5. **Favorites** : Various shortcut keys



6. **Sound share** : Send audio from remote PC → agent PC

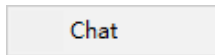
PC - Main Functions

Special Features

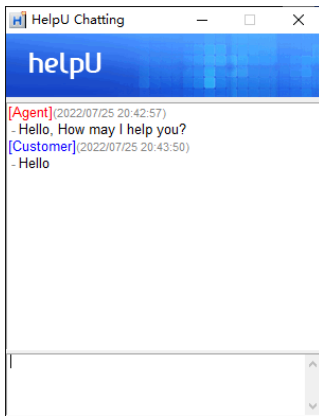
Advanced features available upon request

1. **Real-time chat service** : chat features prior to remote connection
2. **Agent screen control** : customer remotely controls the agent's screen
3. **Invite another agent** : invite another agent during remote connection
4. **Remote screen recording** : screen recording and **other special features provided**

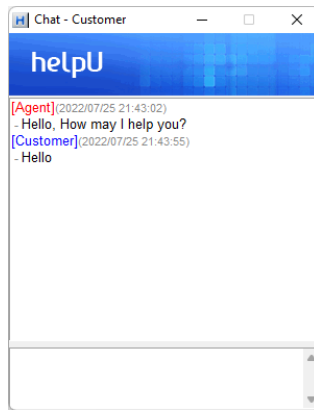
Chat



1. **Chat** : Chat with customer during remote support

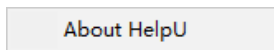


[Agent's View]



[Customer's View]

Info



1. **HelpU Information** : HelpU version and website

