

VALUE ADDED SERVICE · RELEASE 10.2

Remote Control

Reach the machine that has stopped working, wherever in the estate it sits.

XOP Networks **Remote Control** brings remote desktop sessions under the portal your people already sign in to: a room is created and shared like any other service, the invited person opens its link, signs in with a Google account and either takes control of the desktop that needs help or reaches a machine of their own — with no separate product, account list or privilege scheme to run.

2

session types — Take Control of another desktop, or View/Control your own machines

1

link is the whole invitation; the access code travels inside it

4

browsers — Chrome, Edge, Firefox and Safari

What it does

A **Remote Control room** lives in the Account Portal next to the owner's conferences: a name, a moderator access code and a participant access code, generated on save unless typed in. *Start now* opens the room for its owner; *Share* sends the participant link by e-mail, WhatsApp or the device's own share sheet, and portal users receive an in-portal notification as well.

Opening the link signs the person into the room with its access code, then into a Google account. Two buttons follow: **Take Control** joins a support session on somebody else's desktop, **View/Control** opens the person's own machines. The desktop session itself runs over Google Chrome Remote Desktop, which encrypts it.

Why it matters

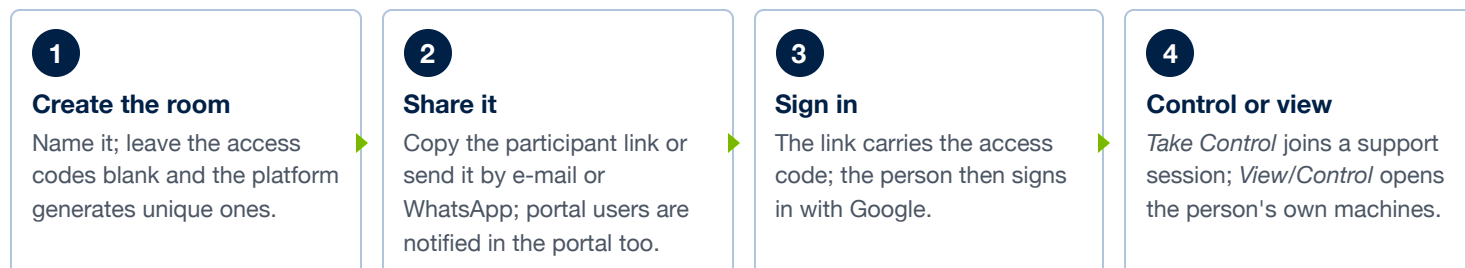
- ✓ Support cases closed on the call instead of with a site visit.
- ✓ One portal for the rooms, the invitations and who may use them.
- ✓ Room owners use their portal sign-in; participants their Google account.
- ✓ Invitations by e-mail, WhatsApp or a copied link — the code is in the link.
- ✓ Rooms copied and managed in bulk for a whole support team.
- ✓ Administrators create and manage rooms for any account in admin mode.

How it works

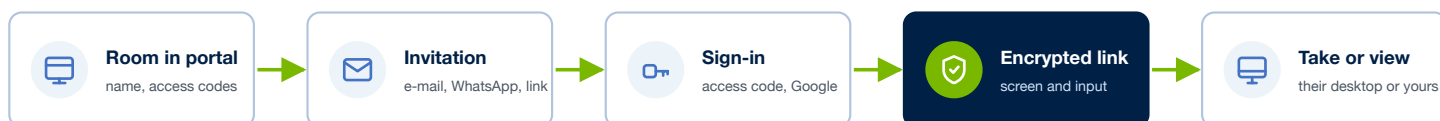
A room is defined once; every session starts from its link.



The room and the invitation live in the portal; the desktop travels through an encrypted tunnel from one screen to the other.



FROM ROOM TO DESKTOP



The portal owns the room, the invitation and the privilege; Chrome Remote Desktop carries the encrypted screen, keyboard and mouse.

Features and benefits

FEATURE	HOW IT WORKS	BENEFIT
Take Control	The <i>Join a support session</i> button opens a Chrome Remote Desktop support session in a new window; the technician connects to the desktop of the person asking for help and works on it directly.	A support case closed on the call, not scheduled as a visit.
View/Control	The <i>Manage my machines</i> button opens the person's own registered machines for viewing and control from wherever they are.	A control-room PC or a lab host reached without walking to it.

FEATURE	HOW IT WORKS	BENEFIT
Rooms with access codes	Moderator and participant access codes, generated on save if left blank and unique across the platform; the owner opens the room with <i>Start now</i> , participants with the link that carries their code.	Nothing to type and nothing to guess; the code lives in the link.
Sharing and invitations	The Share dialog copies the join link or the room details, e-mails an invitation with the link and the host's name, shares via WhatsApp or the device's native share sheet. Invited portal users also get a notification in the portal.	The invitation reaches people the way they already communicate.
Google sign-in	After the access code, the station asks for a Google account and shows who is signed in; the Google client ID is a system parameter of the platform.	Identity comes from the account people already use for their desktop.
Encrypted sessions	Screen, keyboard and mouse travel over Google Chrome Remote Desktop, which encrypts every session; the platform holds the room, the invitations and the privilege, not the desktop traffic.	No desktop traffic passes through — or is stored on — the platform.
Bulk copy and manage	Duplicate a room any number of times in one dialog; search by name, code or owner; sort by name, codes or date; select rows, ranges or a whole page for bulk delete.	A room per engineer for a whole support team in one afternoon.
Admin mode and privilege	The <i>Remote Control</i> privilege on an account gates the service; administrators switch to admin mode to see every account's rooms and create rooms on behalf of a chosen user.	Central IT sets up remote support for a department without borrowing anyone's login.

Technical specifications

Rooms

Fields	Name; moderator and participant access codes, auto-generated when left blank
Uniqueness	Access codes unique across the platform; a clash is reported on save
Links	<code>/rc/?pin=<code></code> on the platform host; <i>Start now</i> uses the moderator code, the share link the participant code
List	Name, both codes with copy buttons, date added; search and sort on each

Invitations

E-mail	Branded invitation with the room name, the join link and the host's name
Portal users	In-portal notification with the access code in addition to the e-mail
Other channels	Copy link, copy room details, WhatsApp, native share on mobile
Addresses	Invalid addresses are skipped and counted; unknown ones saved as contact suggestions

Session

Station	Web page at <code>/rc</code> ; access-code sign-in, then Google account
Take Control	Chrome Remote Desktop support session in a new window
View/Control	Chrome Remote Desktop access to the person's own machines
Transport	Chrome Remote Desktop; every session encrypted
Browsers	Chrome 72+, Edge 80+, Firefox 65+, Safari 15.4+; cookies required

Security and licensing

Licence	Remote Control feature on the system licence
Privilege	Remote Control privilege on the owning account; the service and its API are refused without it
Admin mode	Administrators see all rooms, create for any user, delete and bulk delete
Integration	REST API v2: list, get, create, edit, duplicate, delete, bulk delete, invite



Webcast tool

Separate port-counted licence
(webcast_remote_control) for the
remote-control tool inside Web
Collaboration rooms

Sample use cases

IT help desk

A user's laptop will not print. The technician sends the room link, the user signs in, and the technician takes control and fixes the driver while they talk.

Control-room operator

An operator on call at home opens View/Control on the control-room PC to acknowledge an alarm and check the display without driving in.

Vendor support

A supplier's engineer is invited into a room for one session on a lab host; the room is deleted afterwards and the privilege never leaves the account.

One platform, every application

Remote Control is one of the value added services of the Universal Service Node. Every service shares the platform's ports, accounts, contacts, reports and security, and each is licensed on its own.

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