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| **Chat transcript** |
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| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  | | --- | | **Name:** Piet | |  | | | **E-mail:** Pietmartin@yahoo.com |  | |  | | | |  |
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| |  |  |  | | --- | --- | --- | |  |  |  | | |  | | --- | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | Tue, 09/08/20 09:13:01 am America/Paramaribo |  | |  | | | | |  | |  | | --- | | Hello. How may I help you? | | Hi Piet. | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Piet | 09:15:36 am |  | |  | | | | |  | |  | | --- | | morning | | i have he following questions for you. | | i want to know following. can you use this application only on the internet or also in a Lan .which security protocol your are using.is recording an logging a feature in this application.does it support mobile devices. | | is unattanded access possible. | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | 09:17:55 am |  | |  | | | | |  | |  | | --- | | The Remote access will only happen over Internet. You can connect mobile to computer however computer to mobile access is not possible. It will work over TCP port 443. Also unattended access is possible. | | Let us know how many computers you want to access. | | There are various RemotePC plans based on that. | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Piet | 09:18:43 am |  | |  | | | | |  | |  | | --- | | 450 computers | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | 09:19:08 am |  | |  | | | | |  | |  | | --- | | Do you also want to create users under one main account? | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Piet | 09:19:21 am |  | |  | | | | |  | |  | | --- | | yes | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | 09:20:05 am |  | |  | | | | |  | |  | | --- | | You can subscribe for our Helpdesk plan in this case. You can create sub accounts and there is no specific limit for the number of computers. | | There is 7 days trial plan is also available. | | You can check the features at https://www.remotepc.com/helpdesk/features.htm | | https://www.remotepc.com/helpdesk/ | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Piet | 09:26:05 am |  | |  | | | | |  | |  | | --- | | if i understand you correctly, RemotePC doesn't support mobiel devices. | | recording en logging is also not an option? | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | 09:27:09 am |  | |  | | | | |  | |  | | --- | | In Helpdesk you will not be able to use mobile. With RemotePC you can connect to computer using Android and IOS devices. | | There is RemotePC Enterprise plan where you can create multiple users and by default 100 computers can be setup. | | If you need to setup 450 or more computers our billing team can provide you custom package. | | You can record session. | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Piet | 09:29:06 am |  | |  | | | | |  | |  | | --- | | oke | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | 09:29:11 am |  | |  | | | | |  | |  | | --- | | So as per your requirement RemotePC Enterprise plan will be the best plan for you. | | https://www.remotepc.com/help/windows/record\_now.htm | | Is there anything else I may help you with? | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Piet | 09:30:55 am |  | |  | | | | |  | |  | | --- | | no that was it for now.thank you for the provided information. | | |  | |  | | | | | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | | | |  | Bhanjan | 09:32:14 am |  | |  | | | | |  | |  | | --- | | Thank you for contacting RemotePC Support. Have a great day! | | |  | |  | | | | | |  | |  | | |  | | --- | |  | | | |  |