NetServ WebRTC

NetServ WebRTC User Manual

A remote-access guide built on accounts and codes

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1. Overview & what you need

NetServ WebRTC lets you view and control another PC over the internet. Connections run over **WebRTC** through a gateway server; you connect either with a **one-time code** or to a **device registered to your account**.

Item	Detail
OS	Windows 10/11 · macOS · Linux (x64) — viewer only: Android app · iOS (TestFlight) · web browser
Networking	Gateway signaling + WebRTC (P2P) · automatic TURN relay when needed
Two roles	Host (shares its screen) · Viewer (connects). One app does both.
Account	An account is needed for My-devices / unattended. Code connect and Request-help work without login.

Key idea
Use a **code** for a quick one-off session; to reach a PC you manage anytime, **register it to your account for unattended access**.

Automatic backup server
The service has an **automatic backup server**. If the main server has a problem, the service switches over to the backup automatically within a few minutes. A session in progress may drop during the switch — the app will try to auto-reconnect, or simply connect again.

2. Install & first run

Installers for every platform are also listed on the service page (downloads section). File names may show `latest` as below, or a specific version number — either is fine, you always get the current stable release.

Windows

1. Download the installer (`RemoteViewerWebRTC-Setup-latest.exe`) and follow the wizard. A **NetServ** icon appears on the desktop / Start menu.
2. On first launch you must accept the **End-User License Agreement (EULA)** before using the app.
3. If a Windows firewall prompt appears, click **Allow** (private/public networks).

> **Unsigned installer**
> The installer is not code-signed yet, so **SmartScreen** may warn. Click **More info → Run anyway** (an official certificate is planned).

> **Administrator**
> The host runs **as administrator by default**, so you can control elevated windows such as installers remotely (a one-time Windows (UAC) prompt may appear when you launch it manually). The Windows UAC consent dialog (secure desktop) itself cannot be controlled.

Linux (x64)

1. Download the package (`RemoteViewer-linux-x64-latest.tar.gz`) and run `./install.sh` inside the folder. It installs to `/opt/remoteviewer` and sets up a menu entry, auto-update and the runtime libraries.
2. The installer also **auto-configures the login-screen host** so the PC is reachable **even when logged out** (both console and new-session modes). No extra command needed.
3. Launch NetServ, log in, and **register this PC for unattended access** (My devices → Register this PC). The login-screen host then **activates itself within seconds**.

> **Full desktop (XFCE)**
> For a **full desktop** (e.g. XFCE) in 'New session', install it on the target: `sudo apt install xfce4`. When present, you can pick the desktop type at connect time.

Opting out
For a headless/kiosk box that needs no login-screen access, install with `RV_LOGIN_HOST=0 ./install.sh`; for console-view only, `RV_LOGIN_HOST=console ./install.sh`.

macOS

1. Download the archive (`RemoteViewer-macos-osx-x64-latest.tar.gz`) and extract it — it contains a single **NetServ WebRTC** app (.app), signed with an Apple **Developer ID and notarized**, so it launches normally with no extra steps.
2. Move the app into your **Applications** folder, then launch it.
3. If this Mac acts as a **host** (the screen being shared), macOS will ask for **Screen Recording** and **Accessibility** permission — grant both in System Settings → Privacy & Security so the other side can see the screen and drive the mouse/keyboard.

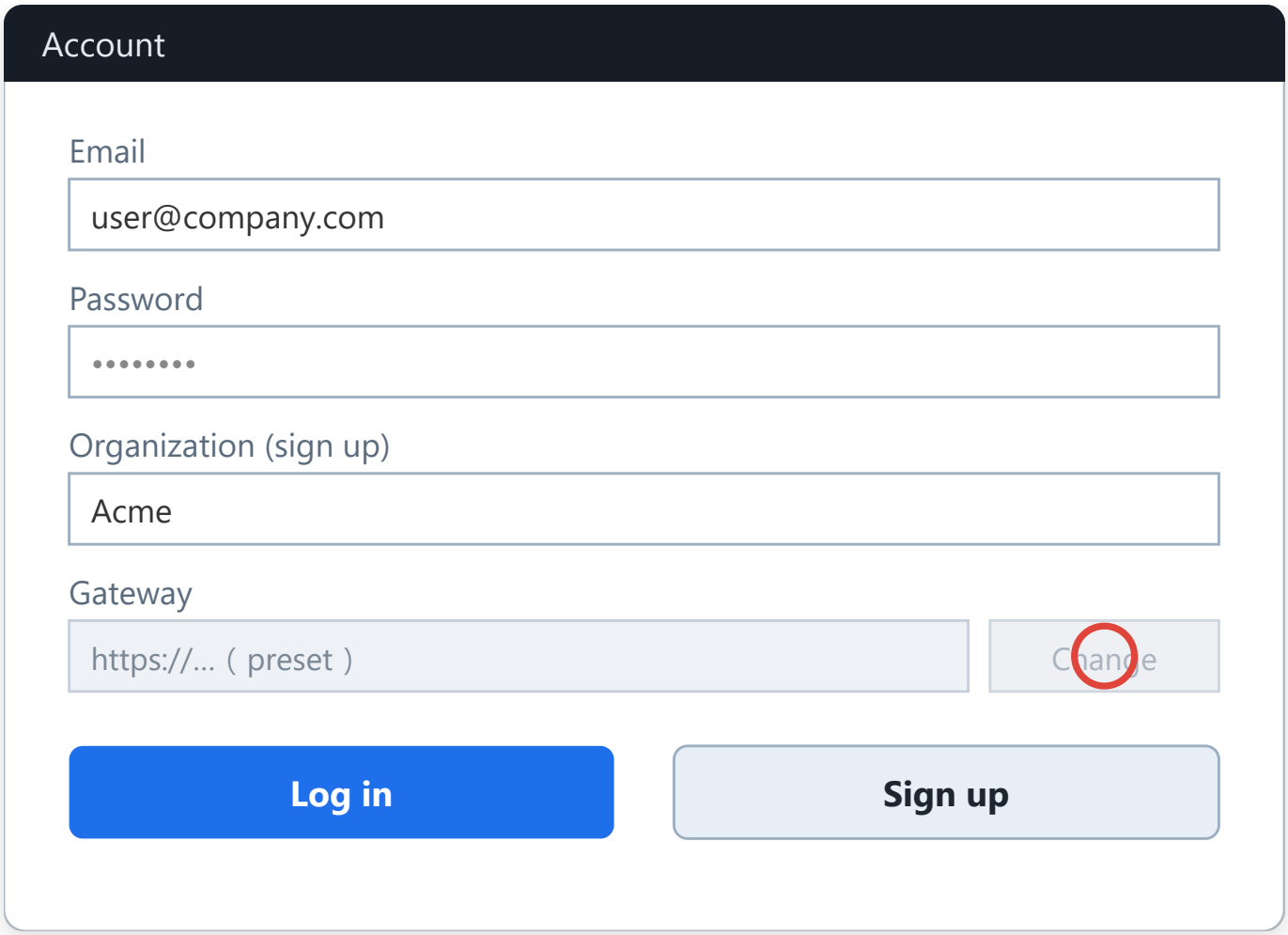
iOS is a separate app
The iOS native viewer is currently distributed only through **TestFlight** — request an invite via the feedback board.

Android

Get the Android viewer here — `RemoteViewer-android-arm64-0.1.0.apk` — and **sideload** it (enable 'Install unknown apps' first). It is a **viewer-only** app with its own, separately-numbered version from the desktop app.

3. Create an account & log in

To reach **My devices** or register this PC as an **unattended host**, you need an account first. Open the left **Account** tab.



Account tab — sign up or log in with email · password · organization

1. Enter your **Email** and **Password**. If you're new, also fill in **Organization (sign up)** and press **Sign up**.
2. If you already have an account, press **Log in** to sign in.

> **Gateway address**
> The default gateway address is `https://gw.webrtc.remote-viewer.com` and ships preset in the app, so you normally leave it as-is. The **Change** button beside it is reserved for future use and is currently disabled. Apps updated from an older version have their saved address switched to the new default **automatically** — no re-login needed.

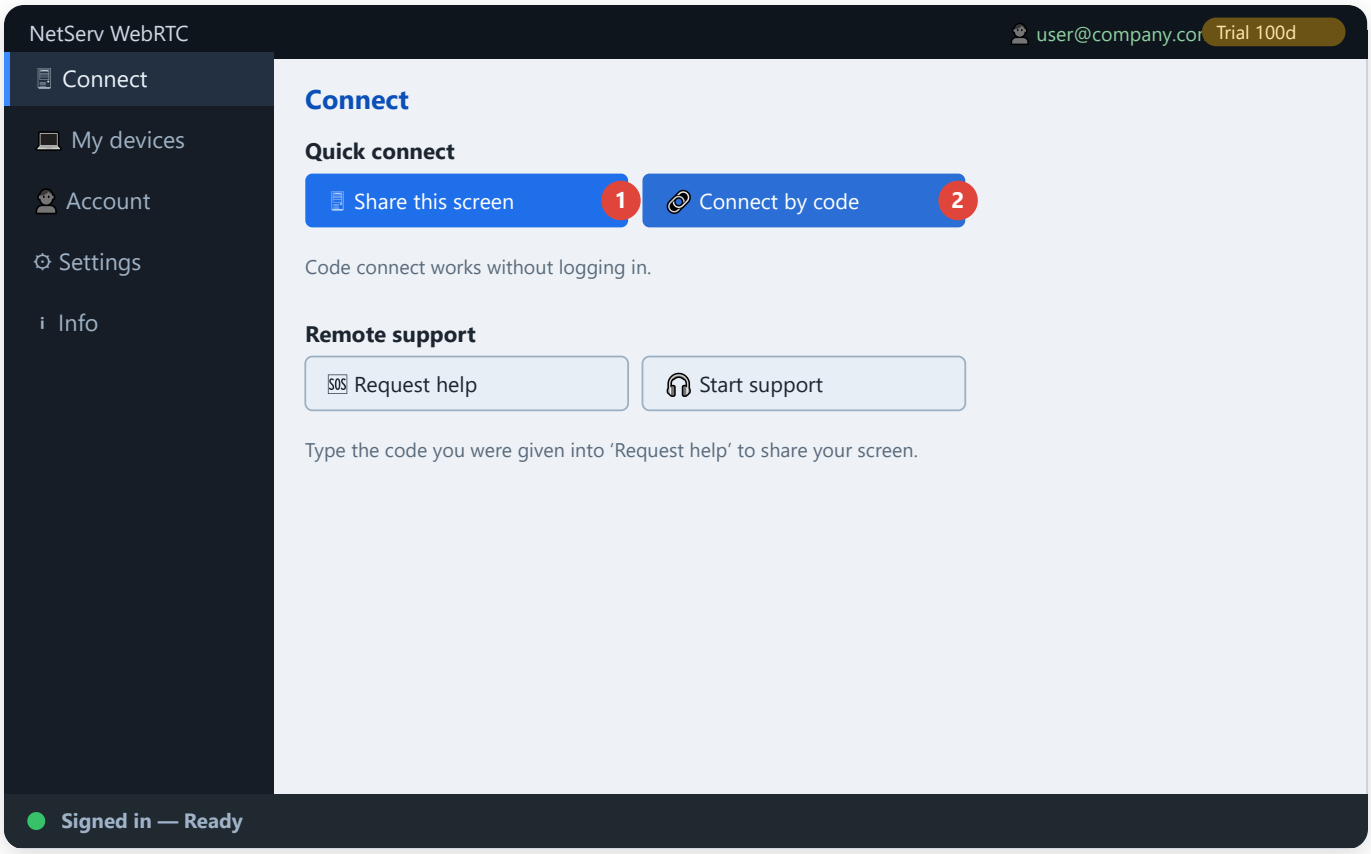
4. Ways to connect

Pick the method that fits your situation — some need a login, some don't.

Method	Tab	Login	Use for
Connect by code	Connect	No	Ad-hoc connect using a code someone gave you
Share this screen	Connect	No	Issue a code so someone can view your screen
Request / Start support	Connect	No	Remote support (get helped / help someone)
Connect to my device	My devices	Yes	Reach an unattended PC registered to your account, anytime

5. Quick connect (code · share)

The left **Connect** tab connects instantly with a code — no login required.



Connect tab — ① Share screen (issue a code) ② Connect by code

① Show my screen — Share this screen

1. Press **Share this screen** to generate a connection code. Use **Copy code** and give it to the other person.

2. When they connect with that code, your screen is shared. Close the window to end sharing.

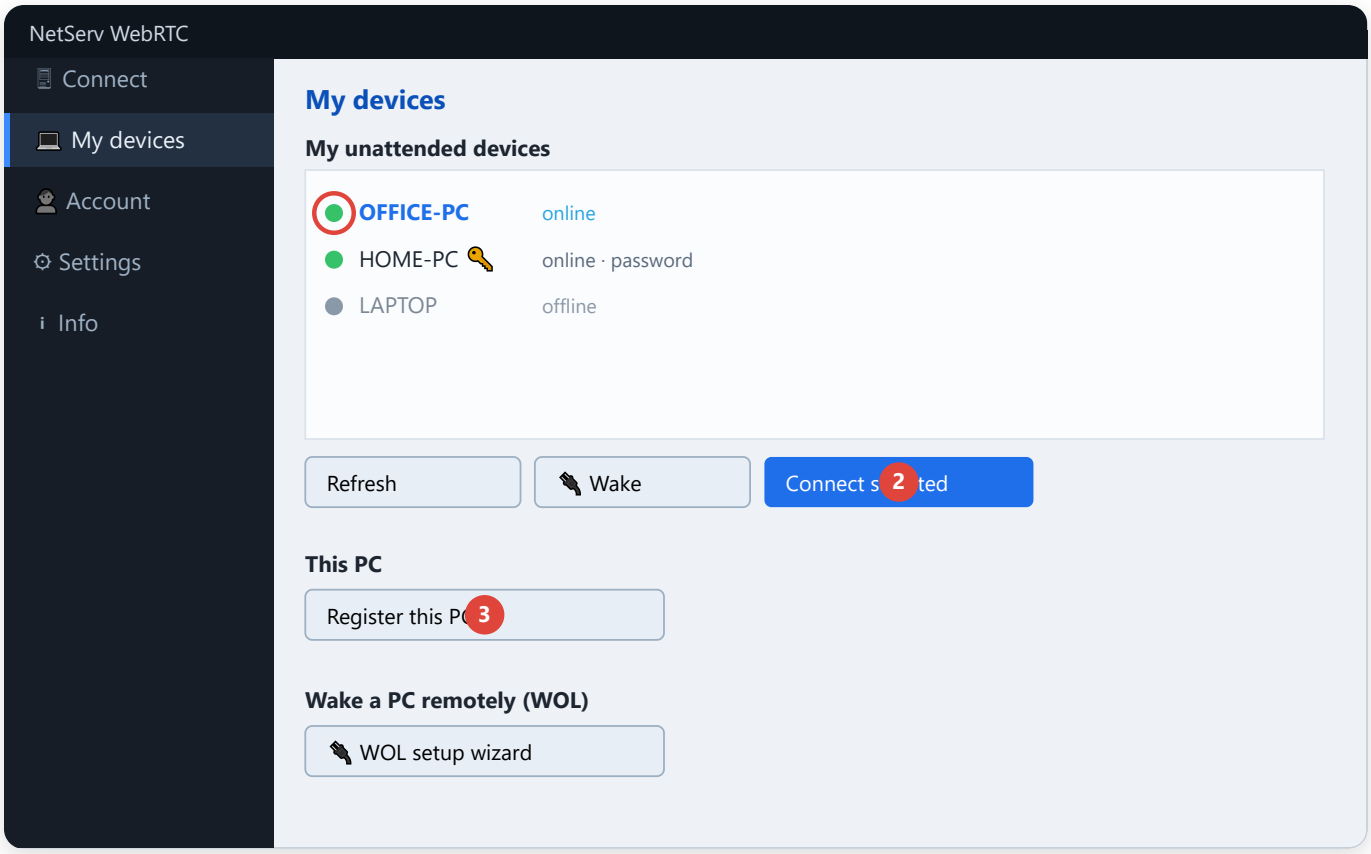
② Connect to a screen — Connect by code

1. Press **Connect by code** and type the code the other side gave you.
2. Once connected, the remote screen opens in a new window (see the next chapter).

> **Remote support**
> **Request help** is for the person **getting** help — type the supporter's code and your screen is shared, no login. The supporter issues the code with **Start support** (premium).

6. My devices & unattended

Register a PC you manage **to your account for unattended access**, and you can reach it anytime even with nobody there. Log in on the **Account** tab first.



My devices tab — ① status ② Wake ③ Connect selected

Register the PC that will accept

1. On the PC that will **accept**, go to **My devices** → **Register this PC...**. Name the device and it registers as an unattended host under your account.
2. A registered PC shows as 🟢 **online** while this app runs. If it has a connection password, a 🔑 appears next to its name.

Reach that PC from elsewhere

1. On the device you connect **from**, log in with the same account and open the **My devices** tab. Your registered devices are listed.
2. Pick a PC and press **Connect selected**. A password-protected device will prompt for its password.

> **Unattended agent (advanced)**
> To keep a PC in unattended standby headlessly (no window), run it in agent mode (`--rtc-agent`). Handy for servers and kiosk PCs.

7. Wake-on-LAN

A PC that is off or asleep must be **woken** before you connect. NetServ sends a **magic packet** to it through another online device on the same network (Wake-on-LAN).

1. Open **My devices** → **WOL setup wizard**. The wizard walks you **step by step** through the target's BIOS/power settings and MAC address (it can auto-apply the needed items with administrator rights).
2. When set up, pick the sleeping PC in **My unattended devices** and press 🔌 **Wake**. It turns 🟢 once it powers on, then you can connect.

> **Requirements**
> You need at least one **online device on the same LAN** to send the packet, and Wake-on-LAN must be enabled in the target's BIOS and network adapter. The wizard checks these for you.

8. The remote-control window

Once connected, the remote desktop opens in a new window. Use your mouse & keyboard inside it to drive the remote PC.

Feature	How
Mouse & keyboard	Click and type inside the window; the remote PC follows.
Monitor	If the host has multiple monitors, pick which one to view from the window menu. The window opens maximized, and **Monitor1** is shown by default until you choose another.
Quality HUD	The top of the window shows fps · latency (ms) · bandwidth so you can gauge the link.
Quality preset	Pick **Speed · Standard · High (native)** from the quality menu. In **Auto** mode (default) it raises quality on a fast link and lowers it when the link slows — switch Auto/Manual in **Settings → Remote screen**.
Remote audio	Use 🔊 **Sound** to hear the remote PC. Silent when nothing is playing there. In the web viewer, click the icon to toggle sound on/off and use the slider that opens to set the volume (0-100).
Camera (premium)	If the remote PC has a webcam, 📷 **Camera** shows it as a small picture-in-picture. Drag it to move, use a corner to resize, or hide it with ✕ and bring it back later (position and size are remembered).
Chat	Exchange text messages with the other side via 💬 **Chat**.
Recording (premium)	● **Record** saves what you are viewing to an MP4 file (mind privacy).
Files (premium) & clipboard	Move files and share text over the data channel (next chapter). The clipboard is a free base feature.
MultiView (premium)	Show several screens in one window at once.

> **Connecting to Linux**
> Connecting to a Linux PC first shows a **mode chooser (console / new session)** — see chapter 11.

9. File transfer & shared folder

File transfer is a **premium feature** (available during the free trial or with a license). The host (the PC sharing its screen) has a **shared folder** that the viewer can browse. The host drops files there; the viewer downloads them from the file panel.

1. On the **host**, the share window has a 📂 **Open shared folder** button that opens that folder in the file manager. Copy the files you want to share into it.
2. The **viewer** browses that shared folder from the file panel of the remote window and **downloads** files.
3. When the viewer **sends** a file to the host, it lands in the host's received folder.

> **Folder location**
> The shared folder is created at `RemoteViewer\shared` under your user profile. 📂 **Open shared folder** saves you memorizing the path.

Clipboard

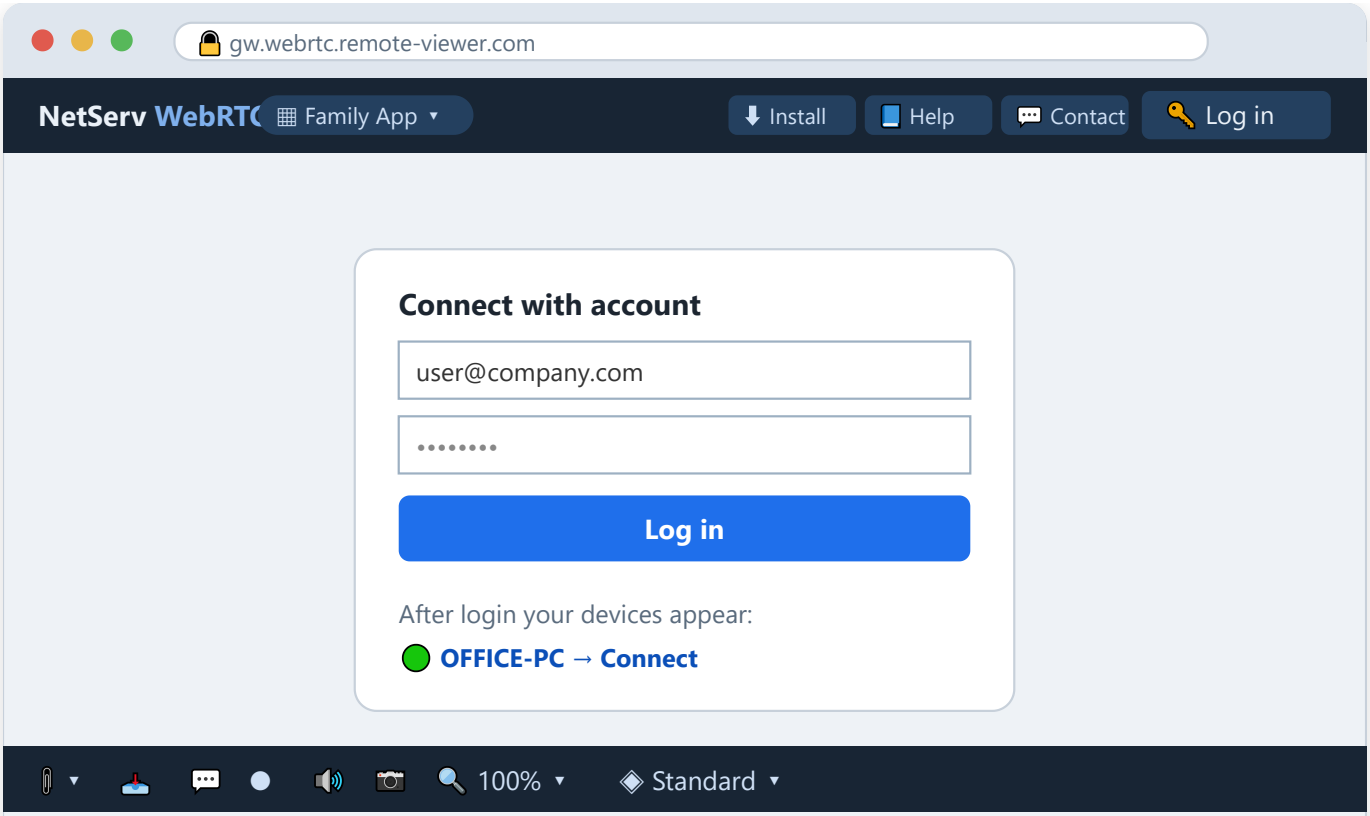
In the **desktop apps** (Windows, macOS, Linux) the clipboard is **synchronized automatically in both directions**. Copy on one side and you can paste on the other PC within about a second, for both text and images (such as screenshots). There is no button to press, and it is a free core feature.

> **Note**
> When text and an image are copied together (for example an Excel cell), the text is transferred.

The **web viewer** cannot sync automatically because of browser security. Instead, use 📋 **Send clipboard** / 📋 **Get remote clipboard** in the remote window's right-click menu to exchange text. The browser may ask for clipboard permission on first use.

10. Connect from the web viewer

You can also connect from a plain **web browser** with nothing installed. Open **https://gw.webrtc.remote-viewer.com/** in your browser (or your organization's own gateway address if self-hosted).



The remote-window toolbar once connected (example)

Web viewer — top bar (brand · Family App · Install · Help · Contact · Log in), code connect / login, and the toolbar once connected

1. If you have a code, type it in the code box to connect right away (no login).
2. To reach an **unattended device** of yours, click 🔑 **Log in** (top-right) and log in with your account.
3. After login your devices appear. Pick a 🟢 **online** one and its screen opens right in the browser. A password-protected device prompts for its password.

> **The agent must be running**
> The target PC must be running NetServ (or the unattended agent) and show 🟢 online to appear in the list.

The remote-window toolbar

Once connected, the toolbar mirrors the native app's remote-control window. Hover an icon for a tooltip, and most buttons stay disabled until a session is live.

Icon	Function
📎 ▾	Send — transfer a file/folder to the remote PC (drag & drop onto the window also works)
📥	Receive — download files from the remote shared folder
💬	Chat — exchange text messages
●	Record — save this session to a video file
🔊	Sound — hear the remote PC's audio, or mute; click to show the volume slider
📷	Camera — view the remote PC's webcam (shown only when one is available); the video window can be moved, resized or hidden
▴ / ▾	Collapse/expand the top menu bar to give the remote screen more vertical space (remembered)
🔍 100% ▾	Fit-to-window — the view scale (Ctrl+wheel also zooms)
◈ Standard ▾	Quality — Speed / Standard / High

Right-click context menu

Right-clicking the remote screen opens the same functions as the toolbar, at the cursor: send file, send folder, receive, send/get clipboard, open/close chat, start/stop recording, show/hide camera, **send right-click to remote** (opens the remote PC's own context menu), toggle the stats overlay, toggle fullscreen, and disconnect. A **hint banner** pointing out the right-click menu is shown when you connect, and reappears each time until you press **OK**. Session-dependent items stay disabled until connected.

Top bar

Item	What it does
Brand title (NetServ WebRTC)	Click to open the service overview page in the same tab.
▦ Family App	A dropdown to other NetServ products (e.g. the Meeting video app, the installed Classic viewer).
⬇ Install	Opens per-OS host-app installers for the PC you want to control remotely.
📘 Help	Opens this user manual in Korean or English.
💬 Contact	Opens the feedback/bug-report board in a new tab (pre-filtered to this app).
🔑 Log in	Log in with your account to reach your unattended devices.

11. Linux: console & session modes

Connecting to a Linux PC offers **two connection modes** not found on other OSes. When a Linux host is set up with `./install.sh` and registered, a **mode chooser** appears first.

Mode	What you see	Use for
View this PC (console)	Whatever is on the monitor now. If logged out, you see the **login screen** and can log in remotely.	Drive the one physical machine
New session (my own desktop)	Log in with an OS account of the PC and get **your own fresh desktop**, isolated from others.	Many users working at once

① Connect to the console

1. Pick **'View this PC's screen'** in the chooser. This is the usual choice.
2. The monitor's current screen opens. If it was logged out you see the login screen; log in and it follows you onto the desktop automatically.

② Connect to a new session

1. Pick **'Open my own desktop'** and an **OS login** box appears. Enter the **Linux account** username/password of that PC (not your gateway account). If XFCE etc. is installed you can also pick the desktop type.

2. After login a **'Preparing session…'** notice shows briefly — the PC is spawning a fresh desktop, so just wait a few seconds. It clears when the first frame arrives.

3. Your own desktop opens. Use the file manager, terminal and installed apps; it is fully isolated from other users' sessions.

> **No full desktop yet**
> Without a full desktop installed you get the lightweight built-in session (a window manager + terminal + file manager). For a richer one, `sudo apt install xfce4` and reconnect.

> **Register first**
> Console/session access needs the target Linux PC **registered** with its login-screen host running. `./install.sh` sets this up, so a single first-time **unattended registration** is enough.

12. Settings, security & license

The **Settings** tab adjusts the selected device's security options and app behavior. Select a device on the **My devices** tab first, then change its options here.

Device management

Item	What it does
Security level	Restricts which connection methods that device accepts.
Allowed viewers	Only the accounts you list may connect to that device (allow-list).
Connection password	Sets or clears a password required to connect to the unattended device.

Remote screen, startup & reset

Auto quality	**Auto** (default) raises quality to 'High' on a fast link and lowers it when slow. **Manual** keeps exactly the preset you picked in the viewer.
Start on boot	Launches NetServ at Windows startup through a scheduled task, **running as administrator**. Even unattended, elevated windows such as installers can be controlled (the Windows UAC consent dialog excepted).
Reset settings	Clears saved login, device registrations and app settings, and logs out.

> **Unattended caution**
> An unattended PC accepts connections with nobody present. Always pair it with a **connection password** or **allowed-viewers** list, and enable it only when needed.

License & Info

For the **100-day free trial** from first sign-up, every feature is available. After the trial, viewing, remote control and the clipboard (the base features) stay free, and so do sound, chat, quality, monitor selection and fit-to-window. These **premium features** require a license: **file transfer · MultiView · camera view · session recording · request help (Start support)**.

1. In **Info** → **Register license key…**, paste the key you were issued.
2. The **Info** tab also gathers the **User manual**, **EULA**, **Check for updates** and optional **error reporting**.

13. Troubleshooting FAQ

Symptom	Fix
Sign-up/login is 'refused'	Check the gateway address on the **Account** tab is the default `https://gw.webrtc.remote-viewer.com`. If you're using a self-hosted gateway on an internal-only address, you must be on that network.
My-devices list is empty	Make sure the target runs NetServ (or the agent), is logged in with the **same account**, registered unattended, and shows 🟢. Press **Refresh** to refresh.
'Wrong password'	Re-check that device's **connection password** (case-sensitive). Change it in **Settings** → Device management.
Wake (WOL) doesn't work	Ensure an **online device** on the same LAN can send the packet, and WOL is enabled in the target's BIOS and network adapter. The **WOL setup wizard** helps you check.
Screen slow or choppy	When connected, the status bar shows the path — **direct (P2P/LAN)** is fastest, while **relay (TURN)** goes through the internet relay and can be slower (a network where a direct path is blocked). Retry on a wired/stable connection.
Connection drops	Most drops **auto-reconnect** — a WiFi switch or brief outage recovers itself within seconds. If it persists, close the window and reconnect; if it keeps failing, confirm the app is allowed through your firewall.
Mouse/keyboard control stops in a particular window (an elevated app)	When the host runs as administrator, most elevated windows can be controlled too. The **Windows UAC consent dialog (secure desktop)**, however, cannot be controlled by any remote tool for security reasons. A notice then appears on the remote screen: "The Windows security (UAC consent) window cannot be controlled remotely. Please confirm it on the host PC." Once it is approved on the host PC, control resumes.
Diagnosing why it won't connect	When the freeze notice appears, click **[Open diagnostics]** to open the session log (`rv-session-diag.log`) — it records this connection's path, loss, decoder and errors. It contains no screen content or credentials, so you can send it to support as-is.

> **Help**
> You can reopen this document from **Info** → **User manual** inside the app.