

InfoDIS Remote Helper

1-Minute Secure Setup Guide

This guide helps our support team connect securely to your screen **only when you allow it**, so we can assist you with layout, content, or design issues easily.

What You Need (Before Starting)

- Android TV / Android Box connected to the internet
 - Both apps downloaded from the provided ZIP folder
 - 1 minute of your time ☐
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Step 1: Install RustDesk

1. Open the file **RustDesk_v1.4.4.apk**
2. Tap **Install**
3. Wait for installation to complete

This app is used only to create a secure support connection.

Step 2: Install InfoDIS Remote Helper

1. Open the file **InfoDIS-Remote-Helper_v1.0.0.apk**
 2. Tap **Install**
 3. After installation, open **InfoDIS Remote Helper**
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Step 3: First-Time Connection (One Time Only)

1. Open **InfoDIS Remote Helper**
2. Tap **“Copy Config & Open RustDesk”**
 - The secure server settings are copied automatically
 - RustDesk will open by itself
3. Inside RustDesk, follow these steps:

A. Import Server Settings

- Go to **Settings**
- Open **Network**
- Tap **Import Server Config**

- Tap **OK**

B. Enable Support Access

- Go to **Settings** → **Security**
 - Open **Unattended Access**
 - Set a password
 - Keep this password safe
4. On first use, Android may show a message:
“Start now”
- Tap **Allow**

That's it ☐

Setup is complete.

What Happens Next?

- Our support team can help you **only when support is active**
- Connection is **secure and private**
- We can see your screen to assist you faster
- No changes are made without your permission

Important Notes

- This setup is required **only once**
- Do not uninstall the apps unless advised by support
- Keep your unattended access password safe

Read More: <https://infodis.in/remote-helper>

Need Help?

If you face any issue during setup, contact us:

InfoDIS Support Team

Website: <https://infodis.in/contact-us/>