Rescue

10 MUST-TRY FEATURES IN RESCUE

10 Must-Try Features

New to Rescue? This guide will get you started.
Tip: A complete "Getting Started with Rescue" guide is available at support.logmeinrescue.com/rescue

Do this before you do anything else!

- Make sure you've signed up for a trial.

- Make sure you are **logged in** to your account.

- Make sure you have downloaded the Technician Console.

- Ideally you should have another computer on hand, or a virtual session (using VMWare, for example). That way you can play the role of end user and technician at the same time. We've underlined the word customer whenever you need to be acting in the customer's role.

10 Must-Tries

1. Start a Session
2. Troubleshoot the End User's Computer
3. Rescue Somebody
4. Move Files Between Computers
5. Reboot
6. Control a Smartphone
7. Connect When Nobody's There
8. Record Your Sessions
9. Connect On LAN
10. Try Rescue Lens

1 Start a Session

What's the task?

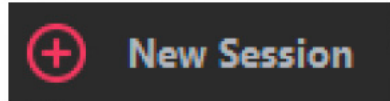You'll initiate a PIN Code session with an end user (for now you'll pretend to be the end user).

How long will it take?

Less than five minutes.

Try it yourself...

It all starts with one click

Click **New Session.**

New Session

Click the PIN Code tab

Rescue offers many ways to connect to end users. PIN Code is the most popular. Under **Connection Method**, click the **PIN Code** tab.

Create a PIN Code

Click the **Create PIN Code** button.

The customer enters the PIN

Ask the customer to go to the PIN code entry site: **LogMeIn123.com**
The end user enters the PIN and clicks **Start Download**.

The end user sees a dialog box asking them to download the Rescue Applet.

The end user downloads and runs the Rescue Applet

Tell the end user to click **Run** (maybe twice) to download and run the Applet. The download should take about 15 to 30 seconds.

The exact procedure may vary depending on the end user's operating system and browser. For end users needing special care, we've created a Step-by- Step Connection Guide.

Pick up the session

To pick up the session, just double-click it (or select it and click **Start a Session**).
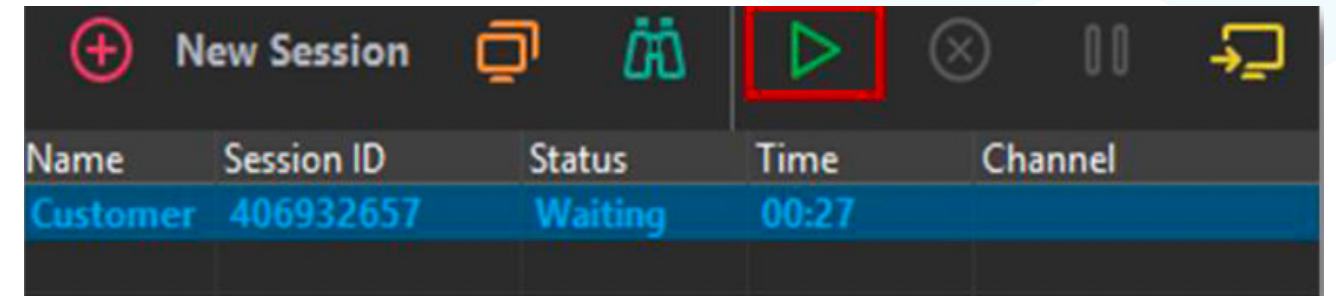
Customer Status will change to Active and you're in!

Need more info?

If you need more complete step-by-step instructions, there's an entire section about starting sessions in the Technician Console User Guide. You can also read about the pros and cons of each connection method.

2 Troubleshoot the End User's Computer

Figure out what's wrong. Not with the world. Just with the end user's computer.

What's the task?

You'll retrieve system information from the end user's computer. You'll learn more about the end user's machine before launching remote control.

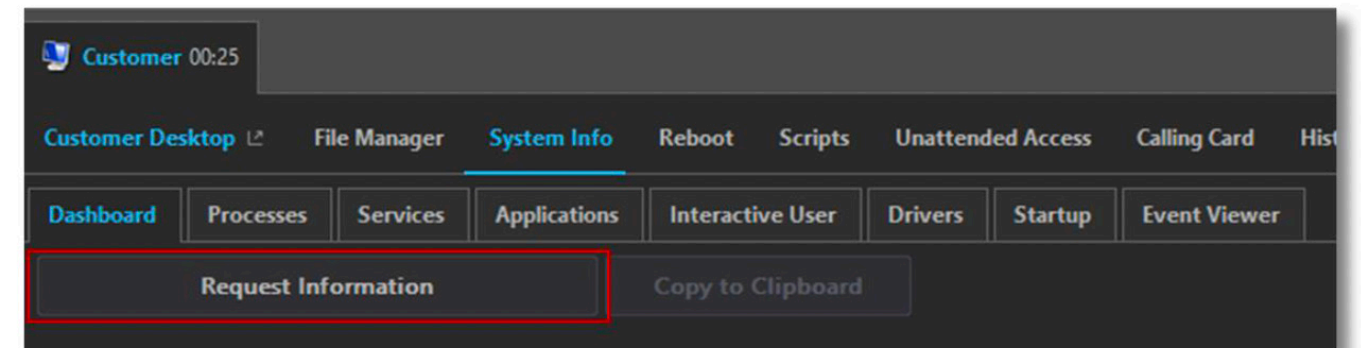**How long will it take?**

Less than five minutes.

Try it yourself...

Start a session

Need a refresher? Go to Start a Session (the big number 1).

Go to the System Info tab

Once the session is Active, click the Technician Console **System Info** tab. You'll see lots of other tabs, like Processes, Services, Applications, and more. Click **Request Information** on any tab.

The end user may be prompted to accept or decline your request to pull information. If so, ask the customer to accept the request. The info appears on your screen.

Mess around!

The data is read-only. Use it to figure out what might be wrong with the end user's computer.

Need more info?

There's an entire section about System Information in the Technician Console User Guide.

3 Rescue Somebody

After all, this is Rescue.

What's the task?
>You'll initiate a session and control the remote computer.

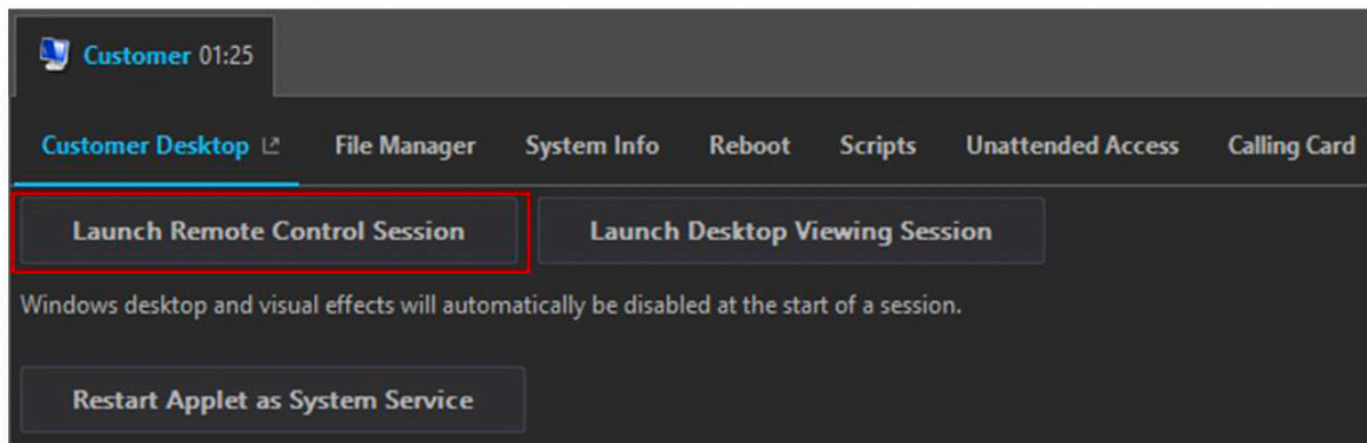**How long will it take?**
>Less than five minutes.

Try it yourself...

Start a session
>Need a refresher? Go to Start a Session (the big number 1).

Launch remote control
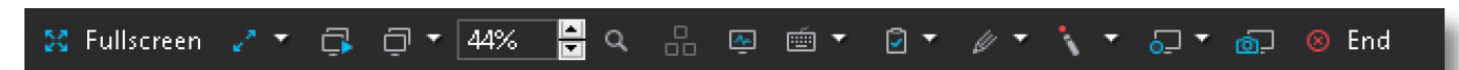>Once the session is Active, click **Launch Remote Control Session**.

The end user may be prompted to accept or decline your request to control computer. If so, ask the end user to accept the request.

Don't get dizzy!
>Things can get strange when you control the same computer that's running the Technician Console.
>
>It's best to control another machine, or use a simulator (like VMware).

Mess around!

Need more info?
If you need detailed instructions, there's an entire section about remote control in the Technician Console User Guide.

4 Move Files Between Computers

What's the task?

You'll initiate a File Manager session and copy a file to the end user's computer.
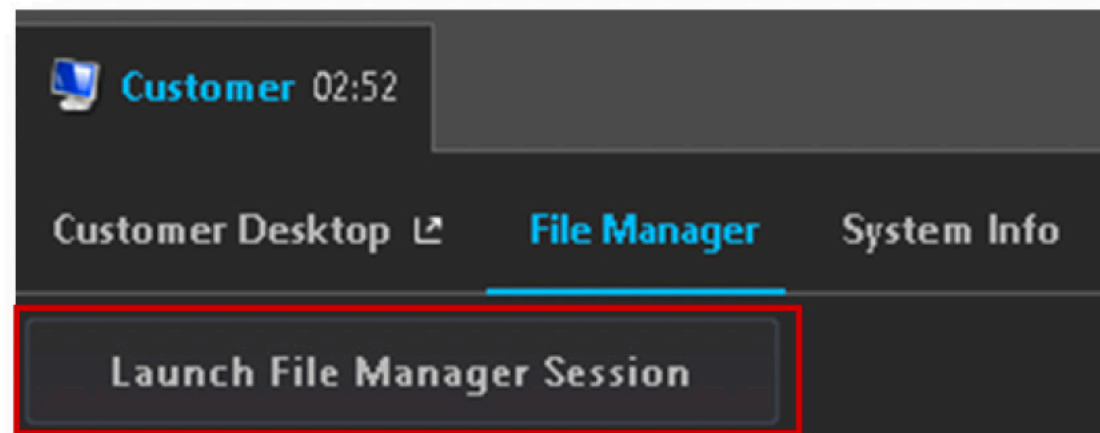
How long will it take?

Less than five minutes.

Try it yourself...

Start a session

Need a refresher? Go to (the big number 1).
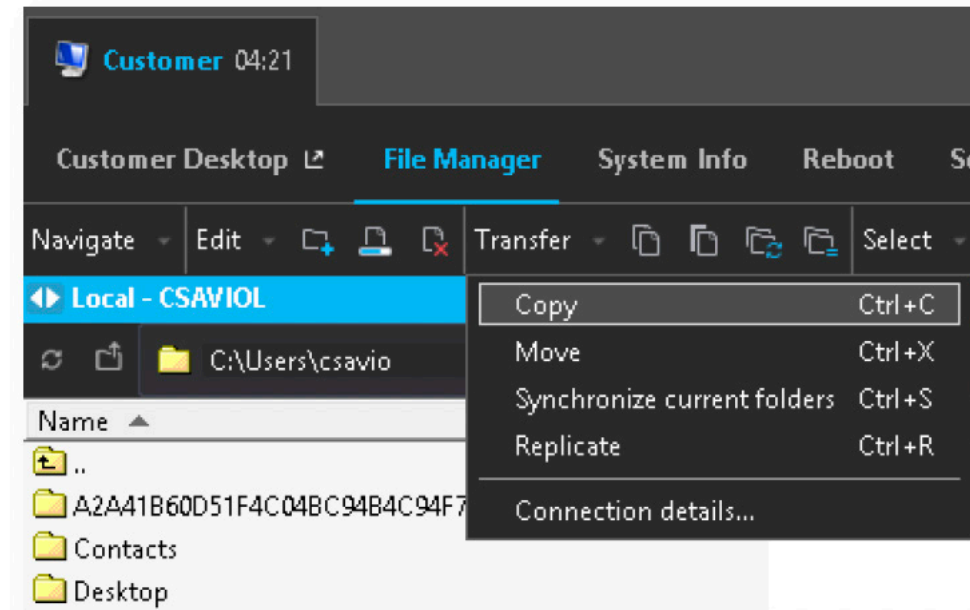
Start the File Manager

On the Technician Console **File Manager** tab, click **Launch File Manager Session.**

The end user may be prompted to accept or decline your request to manage files. If so, ask the end user to accept the request.
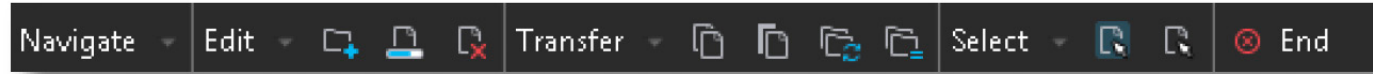
Copy a file

Select a file on the left. Drag-and-drop it to the other computer. That's it. If you prefer, you can select a file and use **Transfer > Copy** (or simply Ctrl+C) to copy it to the end user's computer.

Mess around!

Use the File Manager toolbar to work with the end user's files and folders. All other workspace tabs remain available.

To end the File Manager session, click the red **X** on the File Manager toolbar. The File Manager window closes, but the session remains active.

Need more info?

There's an entire section about File Manager in the Technician Console User Guide, including details on each available function and a full list of shortcuts.

5 Reboot

The other machine, not your own.

What's the task?
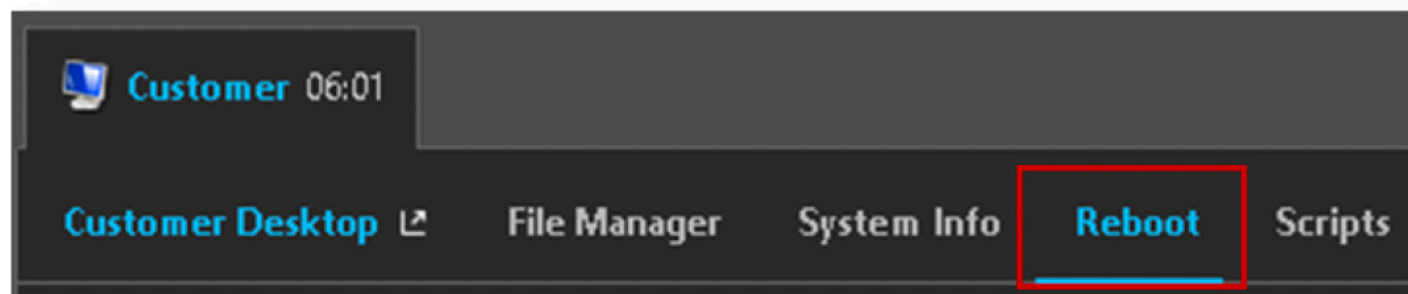   Reboot the end user's computer.

How long will it take?
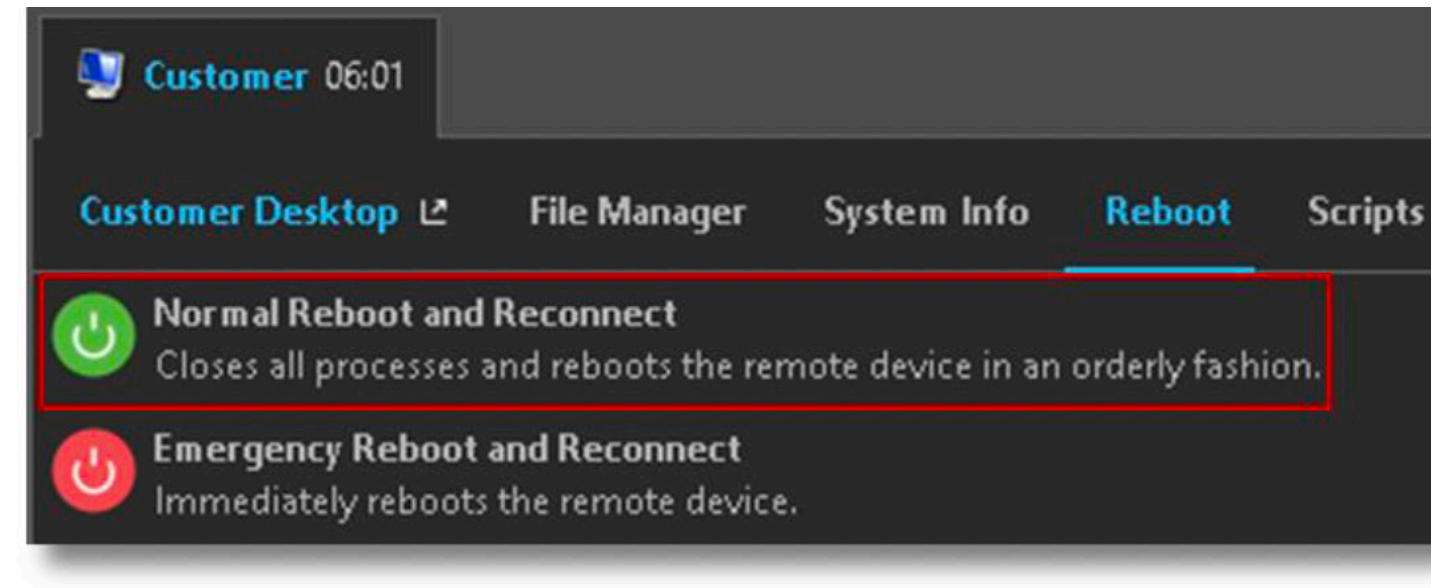   Less than five minutes.

Try it yourself...

Start a session
    Need a refresher? Go to <u>Start a Session</u> (the big number 1).

Go to the Reboot tab

Click Normal Reboot and Reconnect

Try the other reboot methods
    Magic, eh?

6 Control a Smartphone

What's the task?

Remotely control any Android device.

What do I need?

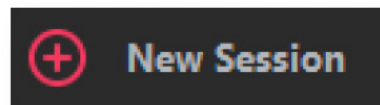You need a supported smartphone. See a list of supported devices.

How long will it take?

Less than five minutes.

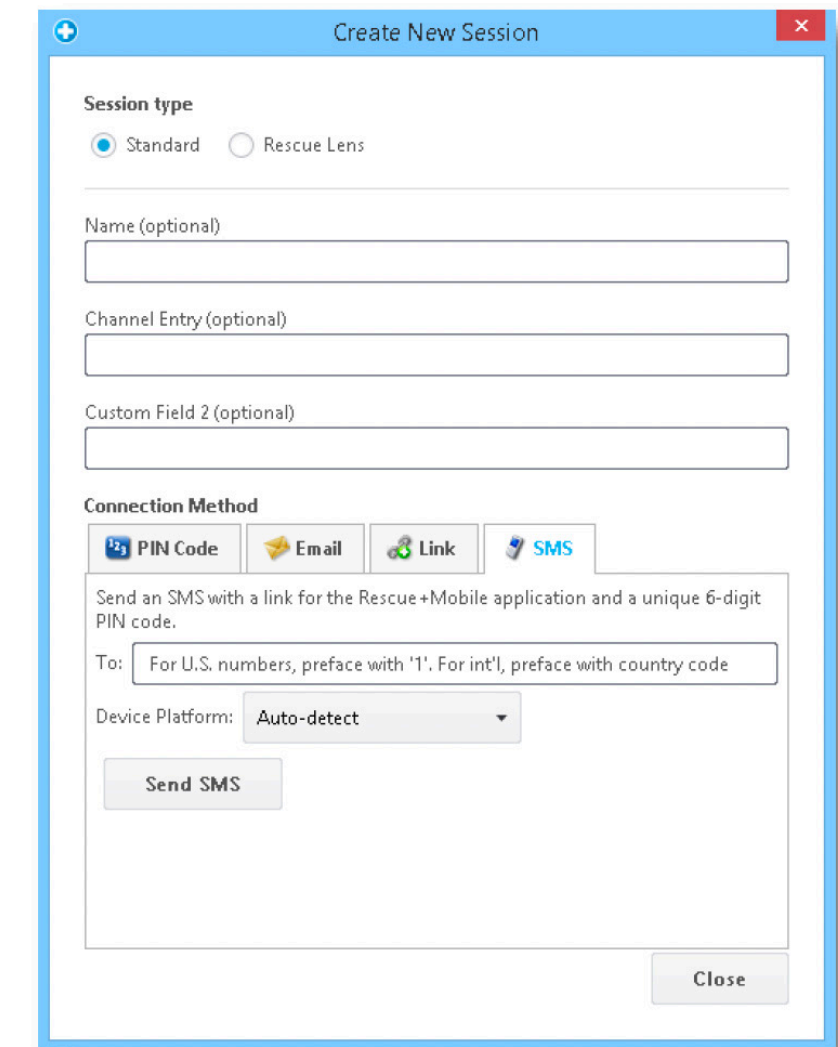## Try it yourself...

Start a session via SMS

Click **New Session.**

Click the **SMS** tab.

Send the SMS to the end user.

Open the SMS and run the Applet

Pretend you are the customer.

On the smartphone, open the SMS and launch the Rescue Applet.

Activate the Session in the Technician Console

Once the applet is running, go back to the Technician Console and activate the session.

Mess around!

Launch remote control, manage files, pull system information.

Need more info?

There's a section called "Controlling a Mobile Device" in the Technician Console User Guide.

7 Connect When Nobody's There

What's the task?

Set up Unattended Access.

How long will it take?

A bit more than five minutes.

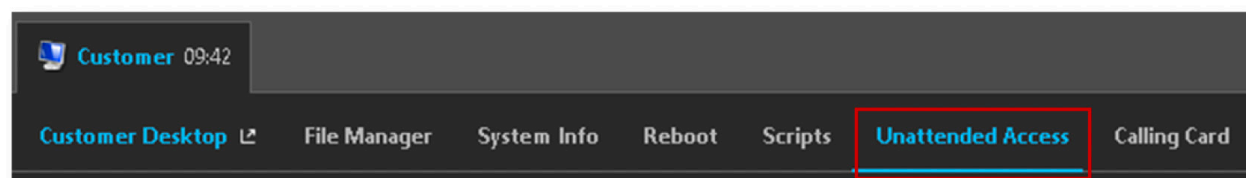**What else do I need to know?**

Unattended access allows you to connect to a remote computer when no user is present. Sometimes you won't be able to resolve an issue during a single Rescue session, so just come back later, even if the end user isn't there.

Try it yourself...

Start a session

Need a refresher? Go to Start a Session (the big number 1).

Click the Unattended Access tab

Tell Rescue how you plan to authenticate to the remote computer

You can choose from the following options:

- Require valid administrator credentials at the start of every unattended session

- Use credentials entered by the end user during setup

Set the duration of unattended access

With the settings in this example, you would gain access to the remote computer every day until January 4, 2030.

Click Request Unattended Access

Click **Request Unattended Access** to submit the request to the end user.

The customer approves the request.

Chris requests unattended access to this computer. By proceeding, you will allow technicians to access this computer by entering administrative credentials at the start of every session.

To revoke unattended access, right-click its icon in the system tray.

Unattended access is requested:
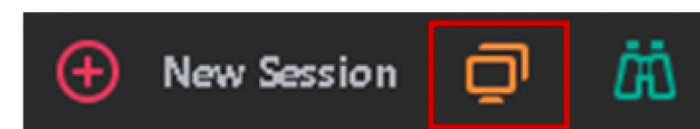Until Friday, January 4, 2030 12:00 AM

OK   Cancel

Later...

Start the unattended session

During the specified time (or at any time if the permission is indefinite), the technician clicks the **Computers** icon and selects a computer from the list of accessible unattended computers.

The end user's PC must be powered on and not in sleep mode for the technician to be able to launch an unattended session.

Authenticate

You either log in automatically using end user credentials or authenticate to the unattended computer using Administrator credentials.

Provide Support

Each unattended session begins like any other Rescue session:

- All tabs are available (according to Technician Group permissions)

- Remote Control is available, but not active

At session end, the computer returns to its pre-session status (that is, if it was locked, it will lock).

Need more info?

Both the Technician Console User Guide and the Administrator's Guide have more detailed information about Unattended Access.

8 Record Your Sessions

What's the task?

Record a remote control session.
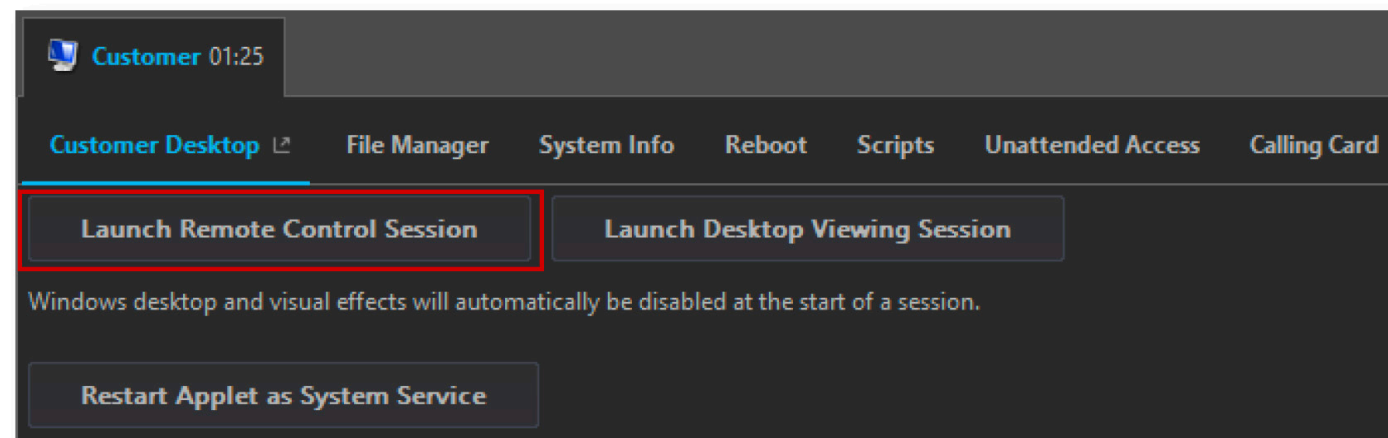
How long will it take?

About five minutes.

Try it yourself...

Start a session

Need a refresher? Go to (the big number 1).

Launch remote control

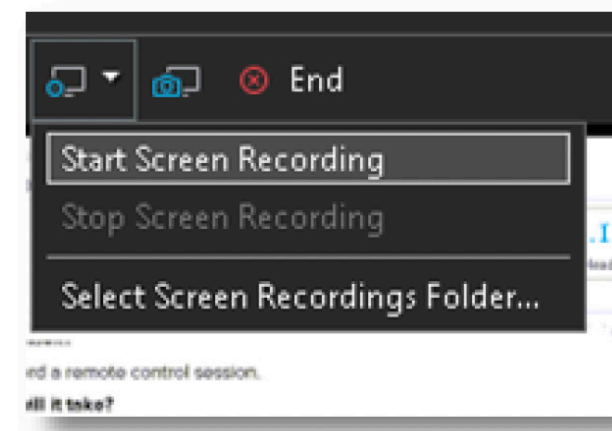Once connected, click **Launch Remote Control Session.**

The end user may be prompted to accept or decline your request to control computer. If so, ask the end user to accept the request.
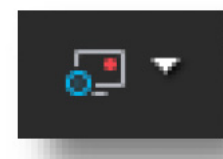
Start recording

Click the **Screen Recording** button on the Remote Control toolbar and then **Start Screen Recording**.

A red dot appears on the button while you are recording.

Stop recording

Click the button again and select **Stop Screen Recording**.

View your recording

If you do not specify a screen recording location in the Technician Console or Administration Center, check C:\Windows for your recording.

Tip: The recording location is noted in the session log.

Note: Recorded sessions can be saved as AVI files or in RCREC format. RCREC is a LogMeIn proprietary format that must be converted to AVI using the Rescue AVI Converter. Each AVI option offers similar file size, with some variations in color and smoothness. Experiment to find the best choice to meet your needs. The encoder (RASC) is designed to offer the highest overall quality, but requires the Rescue AVI codec for playback.

Want to learn more?
Once you get the fever, you can explore some advanced settings in the **Administration Center** on the **Settings** tab. Review the "How to Set Up Screen Recording" section of the Administration Center User Guide.

9 Connect On LAN

What's the task?

Provide on-LAN support and maintenance without end-user interaction.

The **Connect On LAN** feature allows technicians to connect to any computer on your Local Area Network.

How long will it take?

About five minutes.

What do I need to know?

The technician's Technician Group must have **Connect On LAN** permission in the Administration Center.

Try it yourself...

Click the Computers icon

On the Session Toolbar, click the **Computers** icon.

Click the Connect On LAN tab

Click the **Connect On LAN** tab to see a list of computers that you can access on the local network.

Tip: Filter computers by name or IP address. You can search and connect at any time. You do not need to wait for the entire list of computers to load.

Select a computer

Double-click the computer you want to access.

Authenticate

If you do not have Administrator rights, you are prompted to enter the login credentials of the computer you want to access.

Click **OK** to connect to the computer.
The session appears in the Technician Console as Waiting. The applet launches on the remote computer.

Start th session

Click **Start Session** or double-click the session.

That's it

Proceed as usual with your Rescue session. The end user does not have to grant access to the computer, so you can manage it without customer interaction.

17

10 Try Rescue Lens

Try out Rescue's live video-enabled support solution

What's the task?
You'll initiate a Lens session and a live camera feed from a mobile device.

What do I need?
You need an Android 4.1 or above or iOS 7 or above device.
The technician's Technician Group must have Lens permission in the Administration Center.

How long will it take?
Less than five minutes.

Try it yourself...

Start a Lens session
Click **New Session**.
For session type,
select **Rescue Lens**.

Click the **SMS** tab.
Send the SMS to
the customer.

Open the SMS and run the App
On the smartphone, open the SMS and install/launch the Lens app.

In the app, enter the PIN code from the SMS

Activate the Session in the Technician Console
Once the applet is running, go back to the Technician Console and activate the session.

Mess Around!
Use Smart Whiteboarding (annotations that stay attached to the object that appeared behind the drawing), freeze the camera screen, chat, or try screen recording.

Need more info?
Check out the Rescue Lens User Guide.

**For more Rescue tips & resources,
visit our Training Center**

Training Center

Make Every Connection Seamless

Make connecting to support easy for your end users and in ways that make the most sense for your business and operations. Choose the solution that offers you a choice of connection methods with zero barriers to getting in and start solving, regardless of the device or network.

GoTo

Rescue, built by GoTo.
Remote support made easy.