

LogMeIn Rescue

Step-by-Step Connection
Guide



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About this Guide

This guide helps customers through the process of starting a remote support session on common devices, both desktop and mobile. "You" in this document refers to the customer receiving remote support.

While this guide speaks directly to the customer, Rescue technicians can also use this guide to learn more about the customer experience.

Starting a PIN Code Session: Windows + Internet Explorer

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.

Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your PC or Mac at session end.



Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

1. Go to www.LogMeIn123.com.
The **Support Connection** page is displayed.
2. The technician tells you a 6-digit code.
3. Type the code in the box labeled **Enter your 6-digit code**.



4. Click **Start Download**.
You are asked to download the `Support-LogMeInRescue.exe` applet.
5. Click **Run** to download the applet.
The applet download should take about 15 to 30 seconds.
6. Click **Run** to execute the applet.
7. Once the applet is running, wait for the technician to activate your session.



8. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X in the upper-left corner
- End a session by clicking the small X in the upper-right corner

Starting a PIN Code Session: Windows + Firefox

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

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Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your PC or Mac at session end.

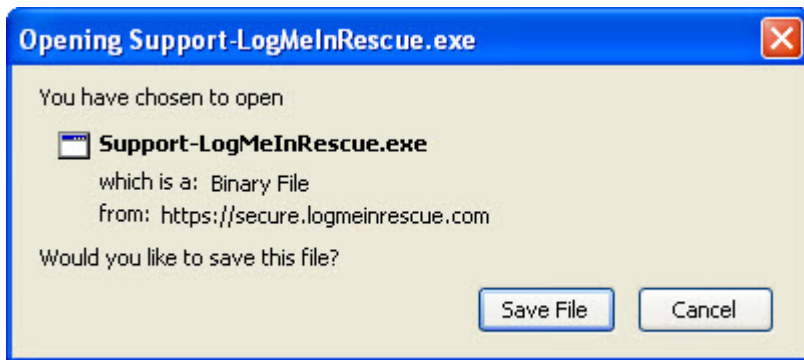


Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

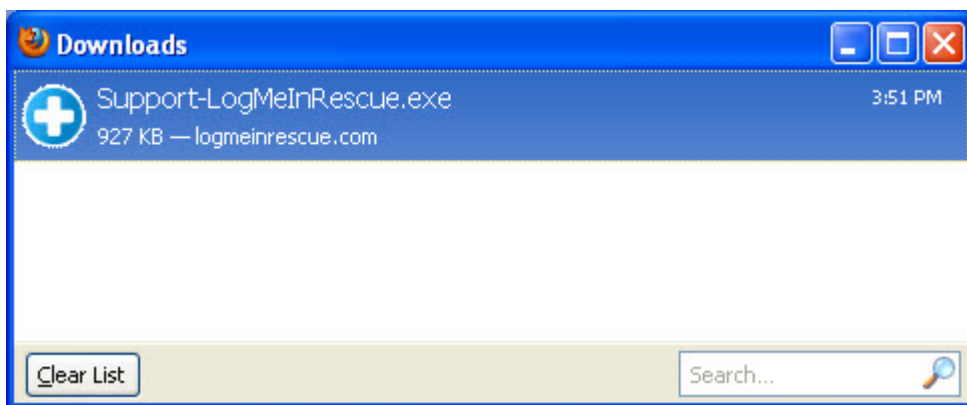
1. Go to www.LogMeIn123.com.
The **Support Connection** page is displayed.
2. The technician tells you a 6-digit code.
3. Type the code in the box labeled **Enter your 6-digit code**.



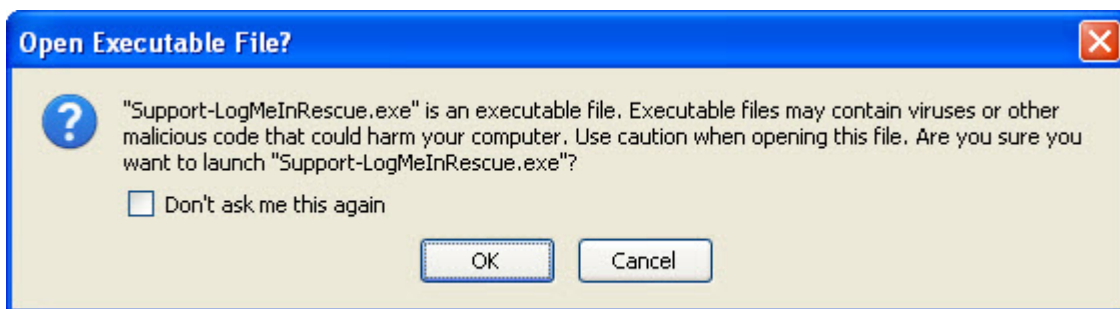
4. Click **Start Download**.
You are asked to download the `Support-LogMeInRescue.exe` applet.
5. Click **Save File** to download the applet.



6. In the Downloads box, double-click **Support-LogMeInRescue.exe**.



7. Click **OK** if prompted to Open Executable File.



You are asked Do you want to run this file?

8. Click **Run** to execute the applet.
9. Once the applet is running, wait for the technician to activate your session.



10. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X in the upper-left corner
- End a session by clicking the small X in the upper-right corner

Starting an Email Session on a Windows PC

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.

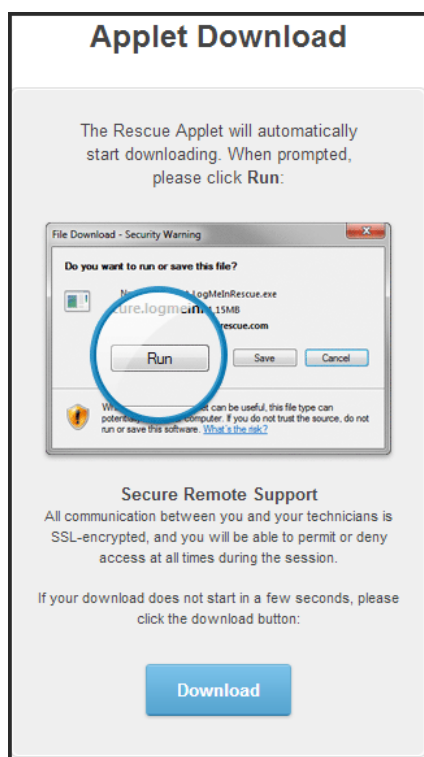


Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your PC at session end.



Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

1. You receive an email from the technician.
2. Click the link that you have received in the email.
The Applet Download page opens.



Download of the Support-LogMeInRescue.exe applet begins.

3. Execute the applet.



Tip: If you use a Mozilla Firefox browser, open the Downloads Library (**Ctrl + J**), then double-click **Support-LogMeInRescue.exe**.

4. Once the applet is running, wait for the technician to activate your session.



5. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X in the upper-left corner
- End a session by clicking the small X in the upper-right corner

Starting a PIN Code Session: Mac OS X 10.7 or earlier and Safari

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between you and your technician is SSL-encrypted.



Note: The instructions below only apply to users running Mac OS X 10.7 (Lion) or earlier.

Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your Mac at session end.



Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

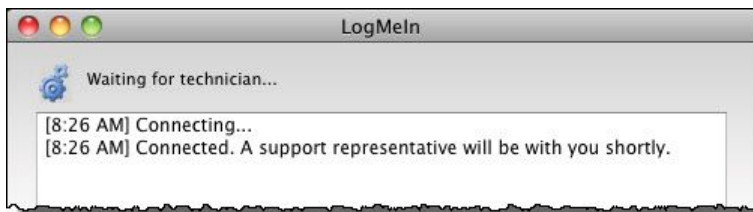
1. Go to www.LogMeIn123.com.
The **Support Connection** page is displayed.
2. The technician tells you a 6-digit code.
3. Type the code in the box labelled **Enter your 6-digit code**.



4. Click **Start Download**.
The applet installer is downloaded.
5. Open the Installer and click **Continue** to download the applet.



6. Once the applet is running, wait for the technician to activate your session.



7. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X at the bottom of the window
- End a session by clicking the small X in the upper-left corner

Starting a PIN Code Session: Mac OS X 10.8 or above and Safari

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between you and your technician is SSL-encrypted.



Note: The instructions below only apply to users running Mac OS X 10.8 (Mountain Lion).

Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your Mac at session end.

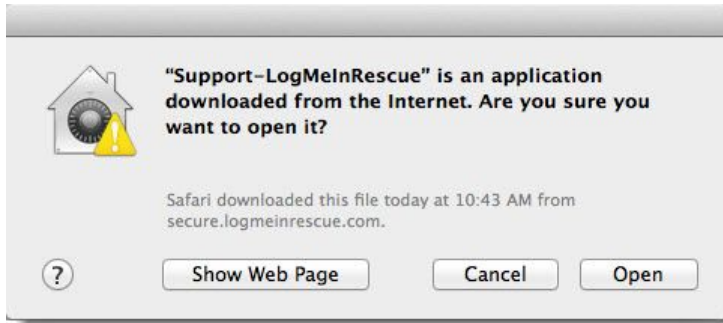


Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

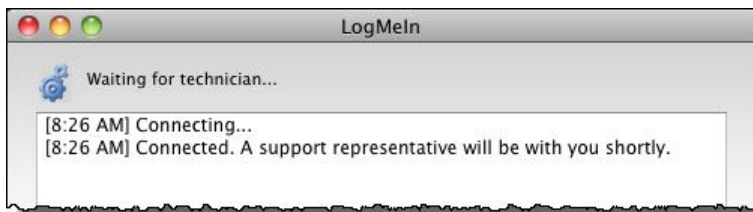
1. Go to www.LogMeIn123.com.
The **Support Connection** page is displayed.
2. The technician tells you a 6-digit code.
3. Type the code in the box labelled **Enter your 6-digit code**.



4. Click **Start Download**.
The applet installer is downloaded.
5. Click **Downloads** on your **Dock** and run the Rescue applet.
6. Click **Open** to confirm that you want to run the applet.



7. Once the applet is running, wait for the technician to activate your session.



8. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X at the bottom of the window
- End a session by clicking the small X in the upper-left corner

Starting an Email Session on a Mac

LogMeln Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeln Rescue is safe and secure. All communication between you and your technician is SSL-encrypted.

Follow these instructions to download and start the LogMeln Rescue Applet.

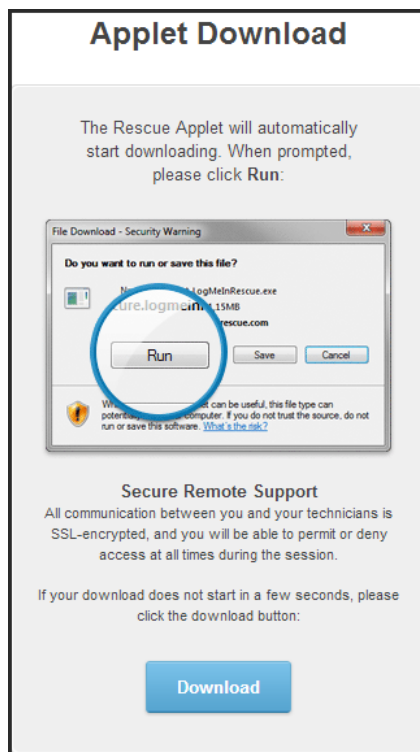


Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your Mac at session end.



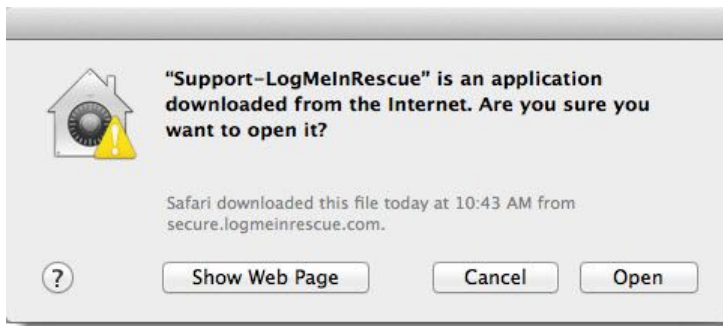
Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeln Rescue settings on the technician's side.

1. You receive an email from the technician.
2. Click the link that you have received in the email.
The Applet Download page opens.

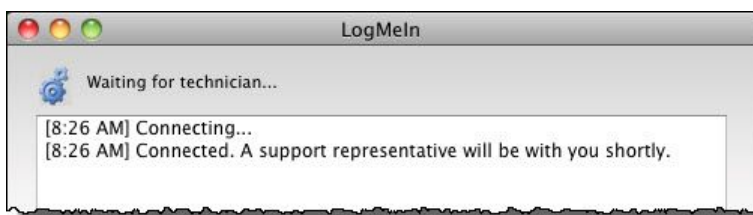


The applet installer is downloaded.

3. Click **Downloads** on your **Dock** and run the Rescue applet.
4. Click **Open** to confirm that you want to run the applet.



5. Once the applet is running, wait for the technician to activate your session.



What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X at the bottom of the window
- End a session by clicking the small X in the upper-left corner

Starting a PIN Code Session on an Android Device

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have LogMeIn Rescue + Mobile for Android from Google Play to use this tool.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. Download the Rescue + Mobile for Android app.

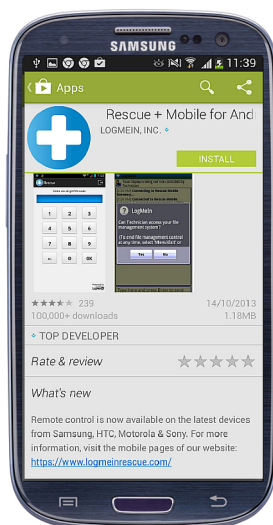


Tip: If the app is already installed on your device, tap **LogMeIn Rescue** on your Home page or app tray.



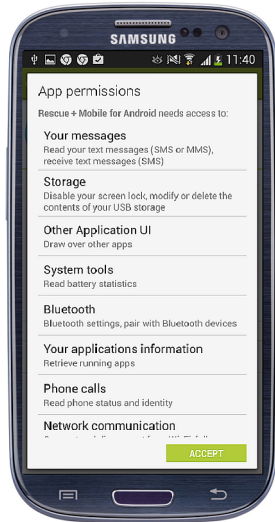
To continue, go to [Step 2](#) on page 18.

- a) In Google Play, search for LogMeIn Rescue + Mobile for Android.

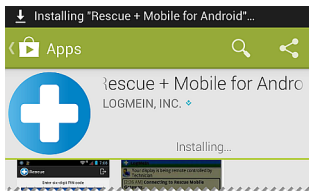


- b) Tap **Install**.

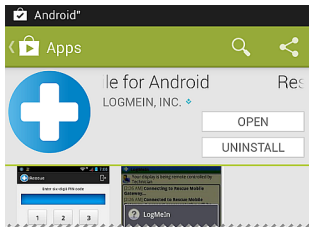
The **App permissions** screen is displayed.



- c) Tap **Accept**.
Installation of the app starts.

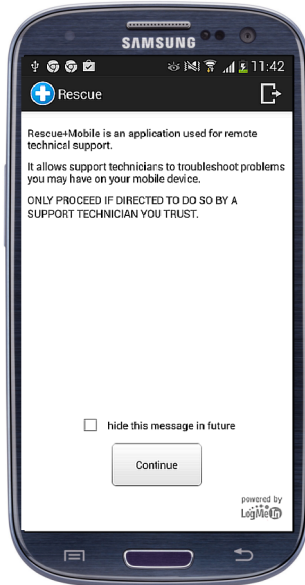


- d) When the app has been installed, tap **OPEN**.



LogMeIn Rescue + Mobile for Android opens.

2. You may see a notification screen.



Tap **Continue**.



Note: For certain devices it is also necessary to download an add-on application from Google Play. If you see the following notification, tap **Continue** and then **Install**.

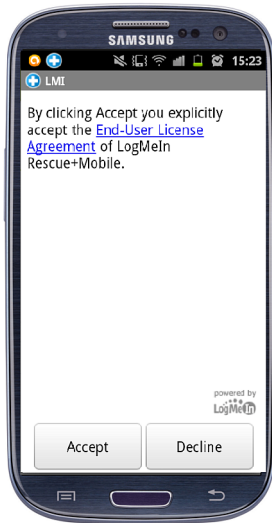


Tip: To avoid having to repeat this step in the future, select **hide this message in future**.

3. The technician gives you a 6-digit PIN code.
4. Type the code in the box labeled **Enter six-digit PIN code** and tap **OK**.

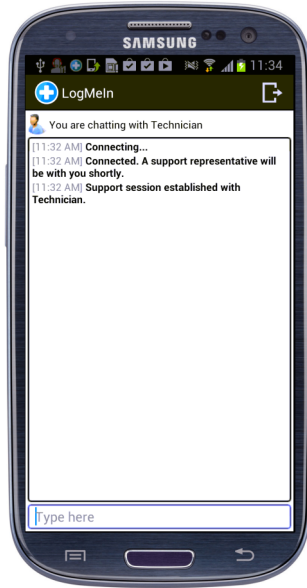


5. Accept the End-User License Agreement by tapping **Accept**.



Note: This notification does not appear for consecutive runs.

6. Once the applet is running, wait for the technician to activate your session.



7. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- End a session by tapping **Exit**, or selecting **Menu > Disconnect**

Starting a PIN Code Session on an iOS Device

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have LogMeIn Rescue + Mobile for iOS from the App Store to use this tool.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. Download the LogMeIn Rescue + Mobile for iOS mobile app.

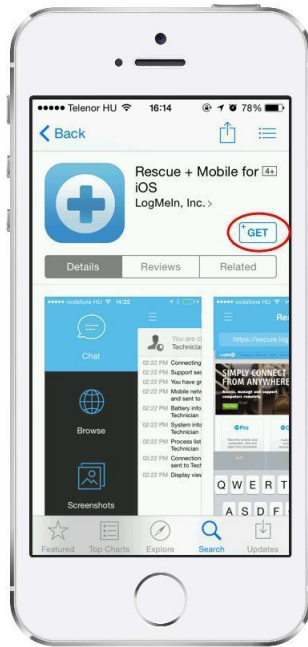


Tip: If the app is already installed on your device, tap **LogMeIn Rescue** on your Home page or app tray.

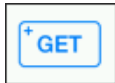


To continue, go to [Step 2](#) on page 24.

- a) Go to App Store, and search for the LogMeIn Rescue + Mobile for iOS app .

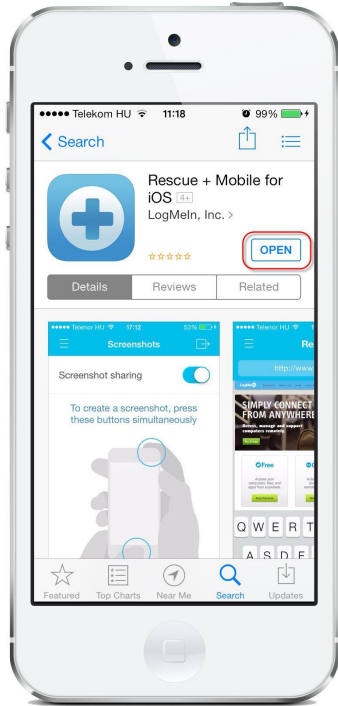


b) Tap the download button.

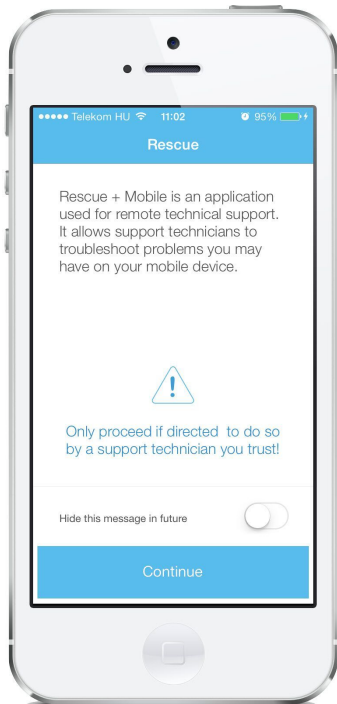


Download begins.

c) When the download finishes, tap **OPEN**.



2. You may see a notification screen.

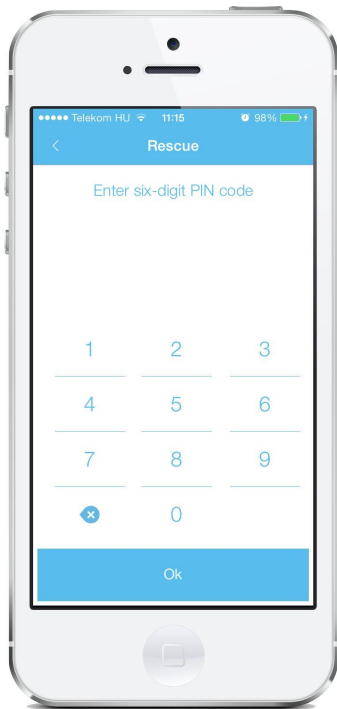


Tap **Continue**.

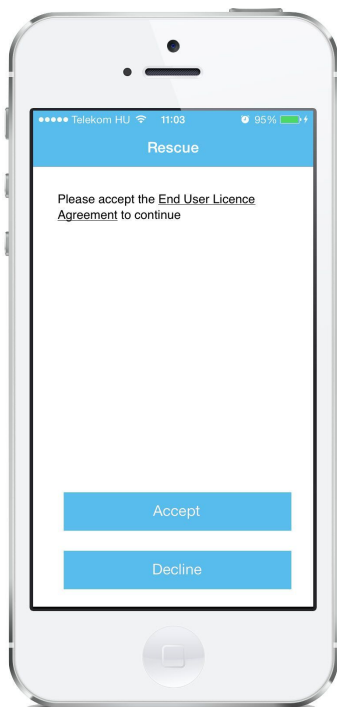


Tip: To avoid having to repeat this step in the future, slide **hide this message in future** to **OFF**.

3. The technician gives you a 6-digit PIN code.
4. Type the code in the box labeled **Enter six-digit PIN code** and tap **OK**.



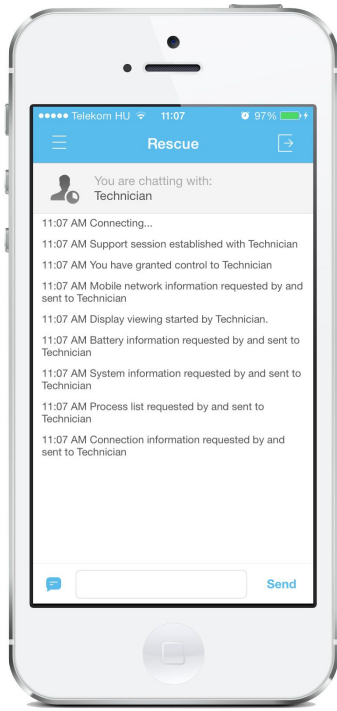
5. Accept the End-User License Agreement by tapping **Accept**.



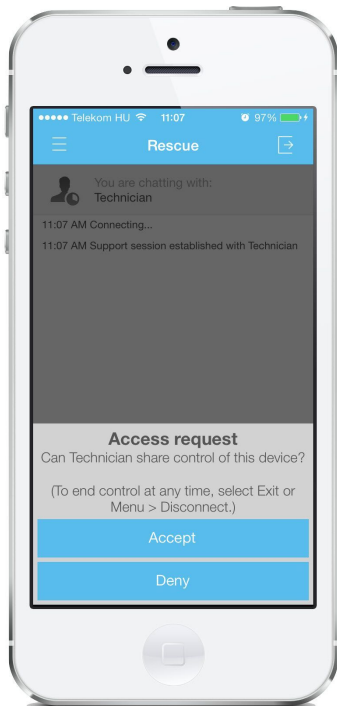


Note: This notification does not appear for consecutive runs.

6. Once the applet is running, wait for the technician to activate your session.



7. You may be asked to give the technician permission to perform certain actions.



Click **Accept** to grant permission, or **Deny** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- End a session by tapping **Exit** in the top right corner of the screen, and then selecting **Disconnect**.

Starting a Session on an iOS Device Using Smart Banner

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.

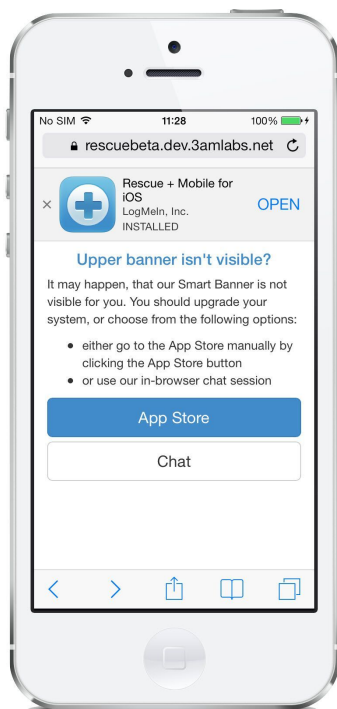


Prerequisite: You must have LogMeIn Rescue + Mobile for iOS from the App Store to use this tool.



Prerequisite: The Smart Banner feature is available only for iOS 6 and above.

When you open the link the technician sent you in an Email or SMS, a so called "Smart Banner" appears. If you already have the Rescue App, you can start a session from this banner entering directly into a chat with a support technician. For customers who do not yet have the Rescue App, the banner offers the option to install it, and then easily start the session.



Should the Smart Banner feature not work for a device (for example, due to an unsupported iOS version), the iOS landing page ensures that communication between the customer and the technician is still possible. In this case you can do either of the following:

- Click **App Store** to go to the App Store and download the Rescue + Mobile iOS app.

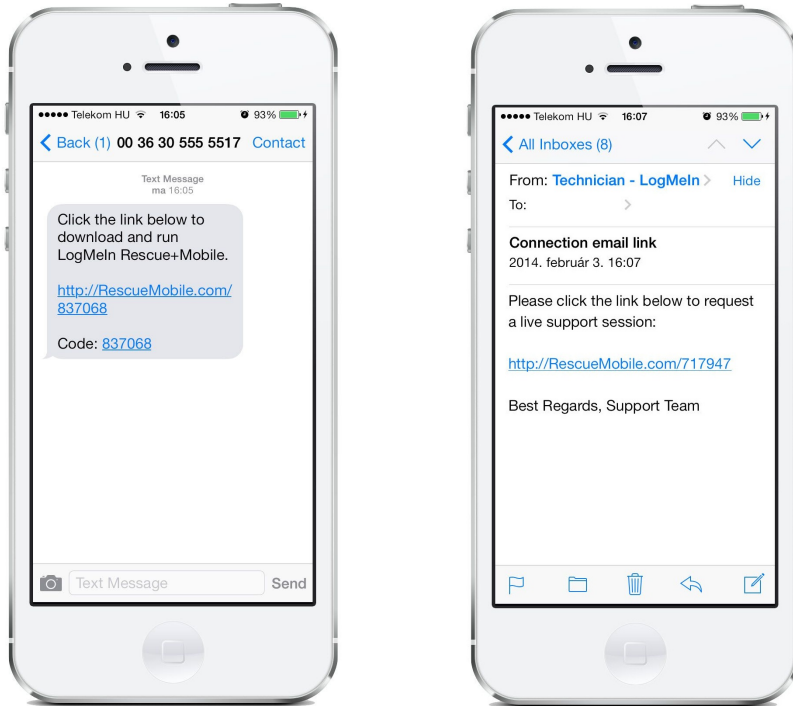
- Click **Chat** to initiate a Safari-based chat-only session with the technician.



Tip: If you experience problems with receiving the SMS or Email from the technician, you can go to www.oty.com. This will allow you to download the Rescue + Mobile for iOS app. Once you have downloaded the app, please see [Starting a PIN Code Session on an iOS Device](#) on page 22 for further instructions.

Follow these instructions to start a Rescue + Mobile session using the Smart Banner.

1. You receive an SMS or an email from the technician.



2. Tap the link you have received in the SMS or email. The iOS landing page with the Smart Banner is displayed.
3. If the iOS app is already installed on your device, tap **Open**, and follow instructions from [Step 7](#) on page 30.



4. On the Smart Banner, tap **View**.



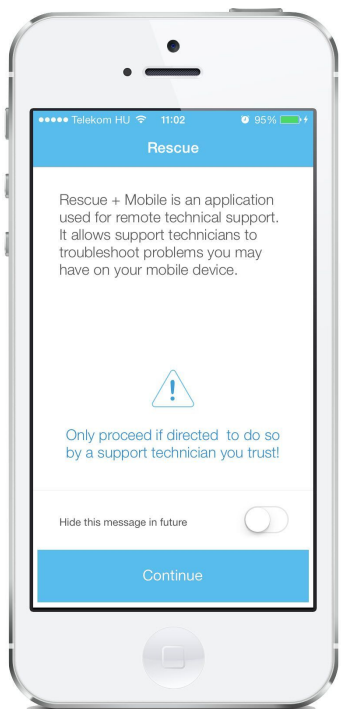
The LogMeIn Rescue + Mobile for iOS opens in the App Store.

5. In the App Store, tap the download button.



When download finishes, the Smart Banner is displayed again.

6. Tap **Open**.
7. You may see a notification screen.

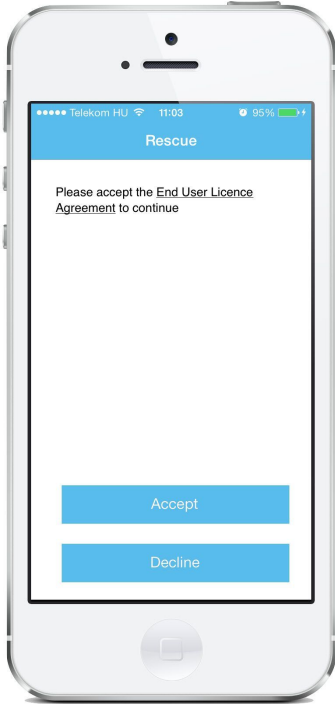


Tap **Continue**.



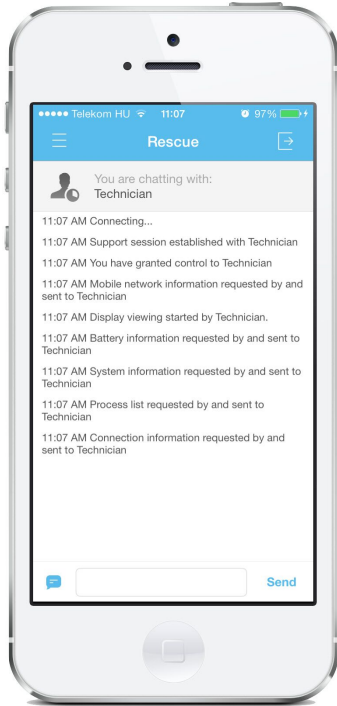
Tip: To avoid having to repeat this step in the future, slide **Hide this message in future** to **OFF**.

8. If prompted, accept the End-User License Agreement by tapping **Accept**.

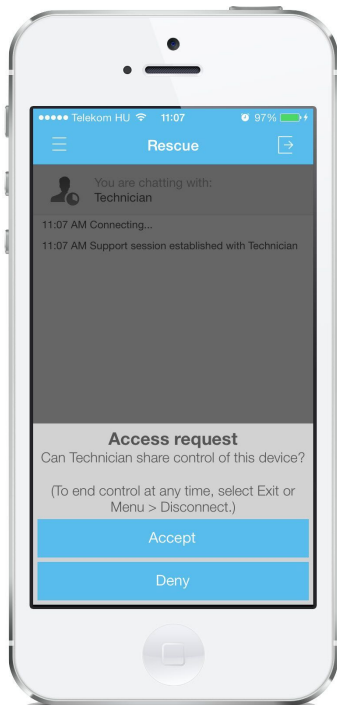


Note: This notification does not appear for consecutive runs.

9. Once the applet is running, wait for the technician to activate your session.



10. You may be asked to give the technician permission to perform certain actions.



Click **Accept** to grant permission, or **Deny** to deny.

Starting a PIN Code Session on a BlackBerry

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.

Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your device for the technician to be able to help you.



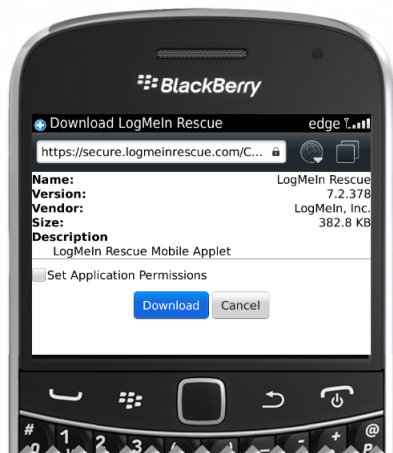
Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. Download the mobile applet.



Tip: If the app is already installed on your device, go to [Step 2](#) on page 35.

- a) Go to www.oty.com



- b) Click **Download**.
The download process starts.



- c) The first time you run the applet, you see a notification about application permissions.



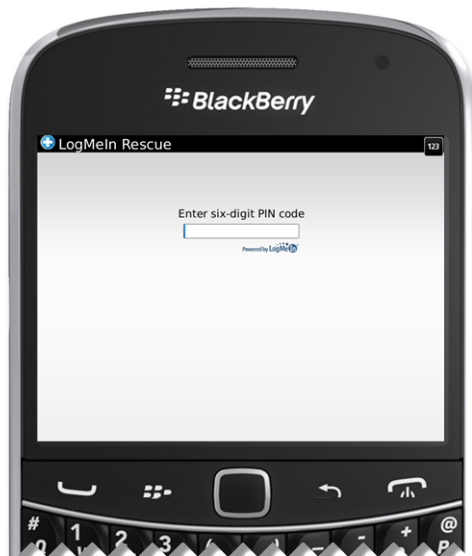
Click **Yes** to grant LogMeIn Rescue Trusted Application status.

For more information about changing the application permissions later on, see [Setting BlackBerry Application Permissions: An Example](#) on page 40.

- d) For a brief period, you may see a notification when the download process is finished. Click **OK**, or wait for the Mobile Applet to continue.



2. The technician gives you a 6-digit PIN code.
3. Type the code in the box labeled **Enter six-digit PIN code** and tap **OK**.



4. Once the applet is running, wait for the technician to activate your session.



5. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- End a session by pressing the **Menu** key and selecting **Exit** or **Disconnect**

Starting a Text/SMS Session on a BlackBerry

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.

Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your device for the technician to be able to help you.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. Click the link that you received in a text/SMS.



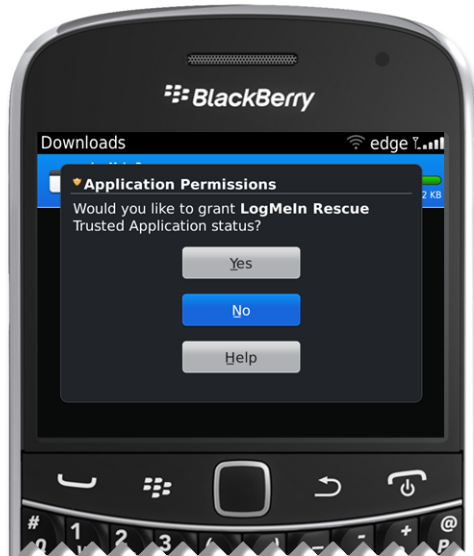
The download process starts.



2. For a brief period, you may see a notification when downloading the applet is finished. Click **OK**, or wait for the Mobile Applet to continue.



3. Click **Yes** to grant LogMeIn Rescue Trusted Application status.



For more information about changing the application permissions later on, see [Setting BlackBerry Application Permissions: An Example](#) on page 40.

4. Once the applet is running, wait for the technician to activate your session.



5. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

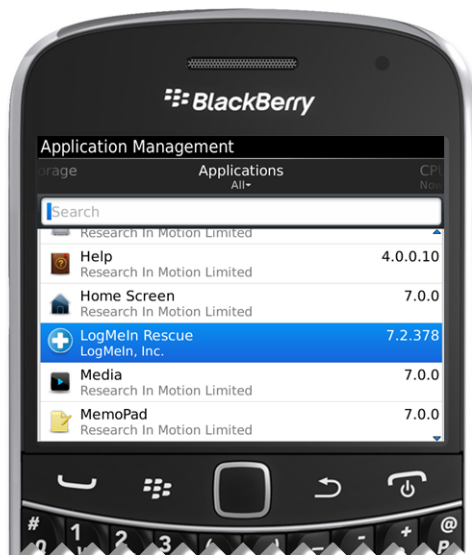
- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- End a session by pressing the **Menu** key and selecting **Exit** or **Disconnect**

Setting BlackBerry Application Permissions: An Example

You can grant or deny permissions to the technician who helps you.

This example shows you how to allow the technician to make screen captures of your mobile device.

1. Go to the **Options > Applications** or **Options > Advanced Options > Applications** BlackBerry menu, depending on your device model.
2. Select **LogMeIn Rescue**.



3. Press the **Menu** key and select **Edit Permissions**.



4. Expand the **Interactions** section and select **Screen Capturing**.

-
5. Press the trackball to set the permission to **Allow**.
 6. Press the **Menu** key and select **Save**.



You can either start the Mobile Applet from the www.oty.com website or, if the applet is already installed, start it as any other application.

Starting a Text/SMS Session on an Android Device

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have LogMeIn Rescue + Mobile for Android from Google Play to use this tool.



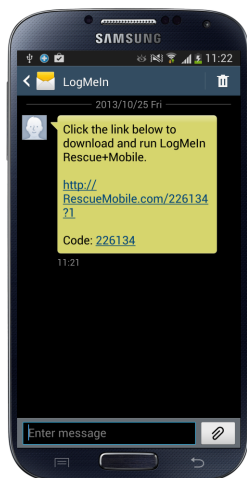
Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. You receive a text/SMS message from the technician.



Note: In some cases, the text/SMS automatically launches the mobile app. If so, go to [Step 4](#) on page 43.

2. Tap the link that you have received in the text/SMS.

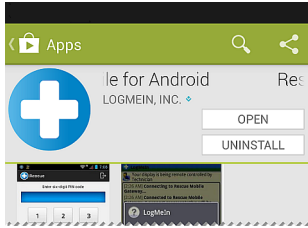


Rescue + Mobile for Android opens in Google Play.



Note: If you do not have LogMeIn Rescue+Mobile for Android installed on your device, you must first complete the installation steps in Google Play to be able to continue starting a Rescue session. For step-by-step instructions on how to install the app, see [Starting a PIN Code Session on an Android Device](#) on page 17.

3. In Google Play, tap **OPEN**



Tip: Your mobile device may offer the option to open the Rescue + Mobile for Android app directly from your device.

4. You may see a notification screen.

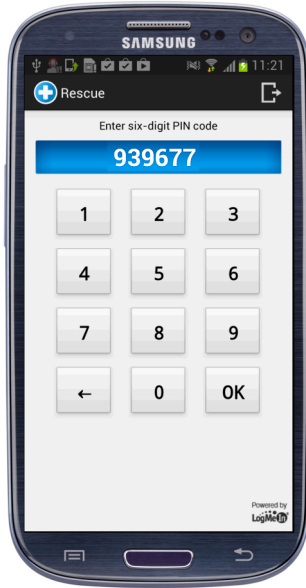


Tap **Continue**.



Tip: To avoid having to repeat this step in the future, select **hide this message in future**.

5. Enter the 6-digit PIN code you received in the text/SMS in the box labeled **Enter six-digit PIN code**, and tap **OK**.



6. Once the applet is running, wait for the technician to activate your session.



7. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- End a session by tapping **Exit**, or selecting **Menu > Disconnect**

Starting an Email Session on an Android Device

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have LogMeIn Rescue + Mobile for Android from Google Play to use this tool.



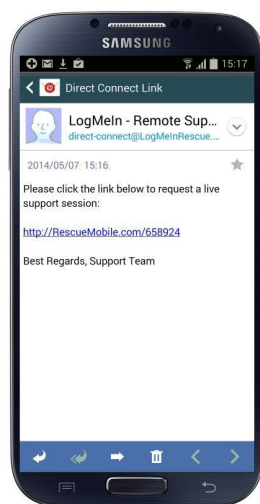
Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. You receive an email message from the technician.



Tip: The subject of the email is **Connection email link**.

2. Tap the link that you have received in the email.

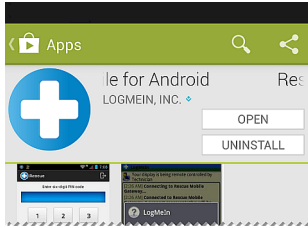


Rescue + Mobile for Android opens in Google Play.

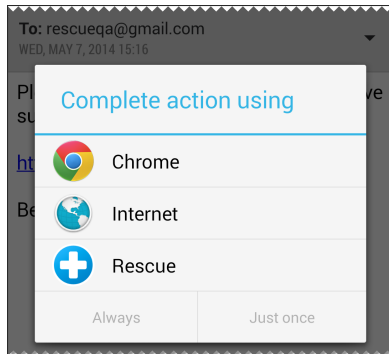


Note: If you do not have LogMeIn Rescue+Mobile for Android installed on your device, you must first complete the installation steps in Google Play to be able to continue starting a Rescue session. For step-by-step instructions on how to install the app, see [Starting a PIN Code Session on an Android Device](#) on page 17.

3. In Google Play, tap **OPEN**



Tip: Your mobile device may offer the option to open the Rescue + Mobile for Android app directly from your device.



4. You may see a notification screen.



Tap **Continue**.

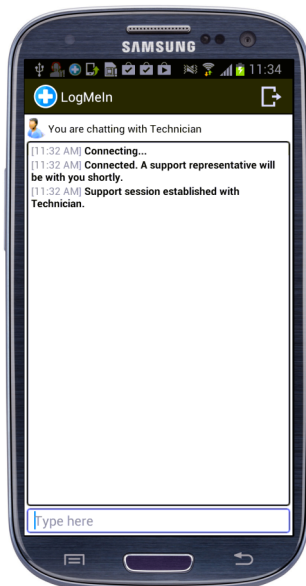


Tip: To avoid having to repeat this step in the future, select **hide this message in future**.

5. Enter the 6-digit PIN code you received in the email in the box labeled **Enter six-digit PIN code**, and tap **OK**.



6. Once the applet is running, wait for the technician to activate your session.



7. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician

-
- End a session by tapping **Exit**, or selecting **Menu > Disconnect**

Starting a Rescue Lens Session on an Android Device

Starting a Rescue Lens Session on an Android Device by PIN Code

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for Android from Google Play to use this tool.



Prerequisite: Rescue Lens is available only for Android 4.1 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. Download the Rescue Lens for Android mobile app.



Tip: If the app is already installed on your device, tap **Rescue Lens** on your Home page or app tray.



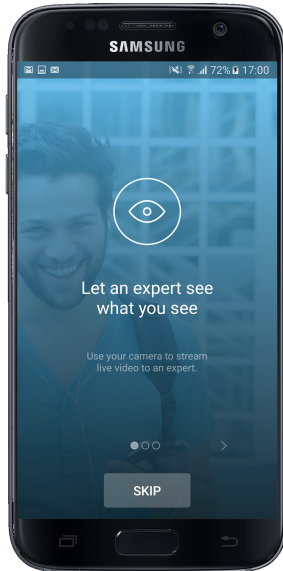
To continue, go to [Step 2](#) on page 50.

- a) Go to Google Play and search for the Rescue Lens for Android app .
- b) Tap the **Install** button.
The **App permissions** screen is displayed.
- c) Tap **Accept**.
Installation of the app starts.
- d) When the app has been installed, tap **OPEN**.

2. You may see a tutorial.

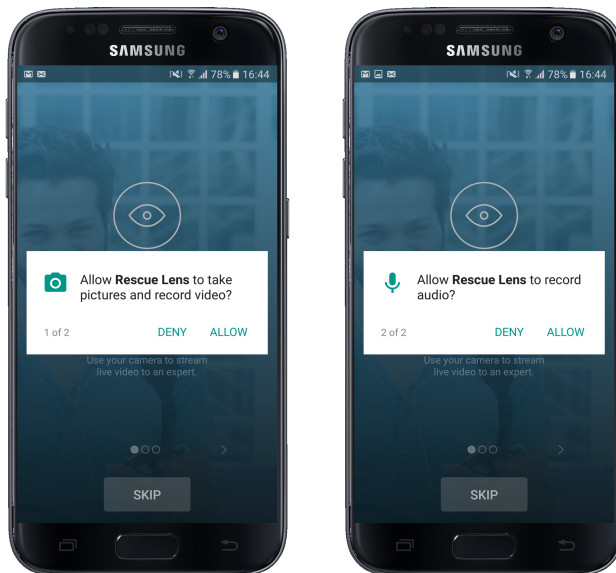


Tip: To read the tutorial, swipe left/right.



Tap **Skip** or **OK**.

3. To grant the app access to the device camera and microphone, tap **ALLOW**.

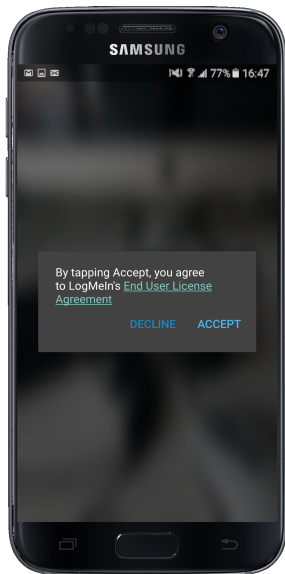


4. The technician gives you a 6-digit PIN code.
5. Type the code in the field labeled **Enter your six-digit PIN code** and tap **Connect**.



Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

6. Accept the End-User License Agreement by tapping **Accept**.



7. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- You can **Pause streaming**, **Mute** the device microphone or **Disconnect** at any time during the session.



Important: Lens audio is automatically muted in case of an incoming call to your device.



Tip: During an active video stream, you can tap the Flashlight button to turn on your device's flashlight.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.

- The technician can use the **Whiteboard** feature to draw on the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.



Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

- You can communicate with the technician via chat. You can extend, minimize, and close the chat dialogue on the screen of the mobile device by swiping up or down.

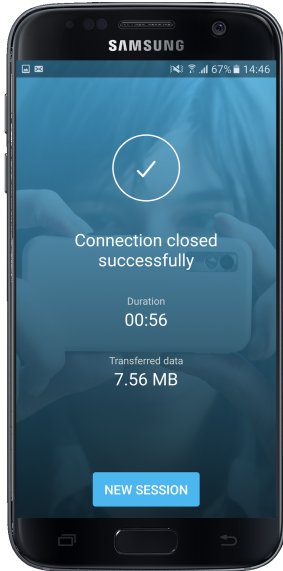


Important: The text input field is displayed only when the chat dialogue is extended.



Tip: You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an Android Device by SMS

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for Android from Google Play to use this tool.



Prerequisite: Rescue Lens is available only for Android 4.1 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. You receive an SMS message from the technician. Open the SMS message, and tap the link to launch the Rescue Lens app.



Note: If the Rescue Lens app is not already installed on your device, you will be redirected to Google Play to install the app first.



Note: The download procedure may vary depending on your operating system.

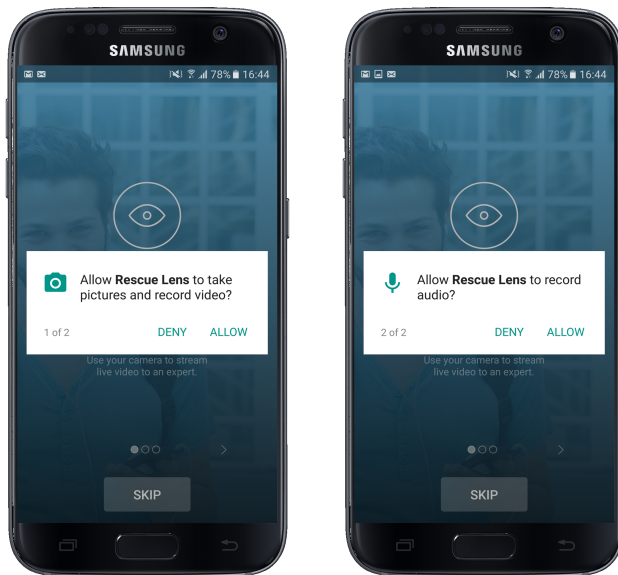
2. You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

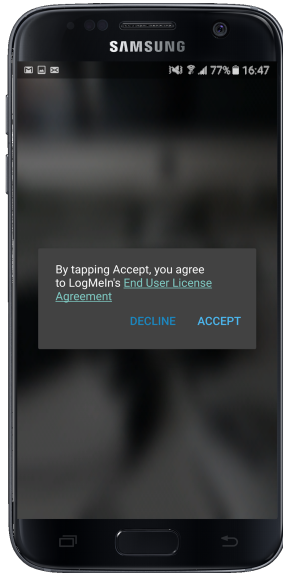
Tap **Skip** or **OK**.

3. To grant the app access to the device camera and microphone tap **ALLOW**.



Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

4. Accept the End-User License Agreement by tapping **Accept**.



5. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- You can **Pause streaming**, **Mute** the device microphone or **Disconnect** at any time during the session.





Important: Lens audio is automatically muted in case of an incoming call to your device.



Tip: During an active video stream, you can tap the Flashlight button to turn on your device's flashlight.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.


- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.




Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

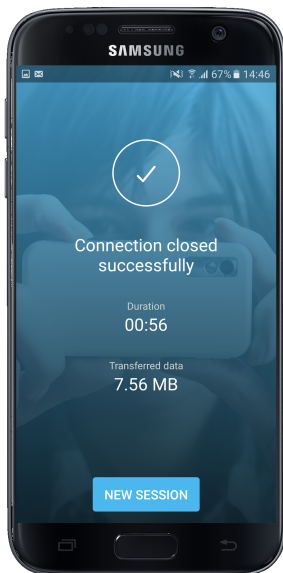
- You can communicate with the technician via chat. You can extend, minimize, and close the chat dialogue on the screen of the mobile device by swiping up or down.



 **Important:** The text input field is displayed only when the chat dialogue is extended.

 **Tip:** You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an Android Device by Email

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for Android from Google Play to use this tool.



Prerequisite: Rescue Lens is available only for Android 4.1 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. You receive an Email from the technician. Open the Email, and tap the link to launch the Rescue Lens app.



Note: If the Rescue Lens app is not already installed on your device, you will be redirected to Google Play to install the app first.



Note: The download procedure may vary depending on your operating system.

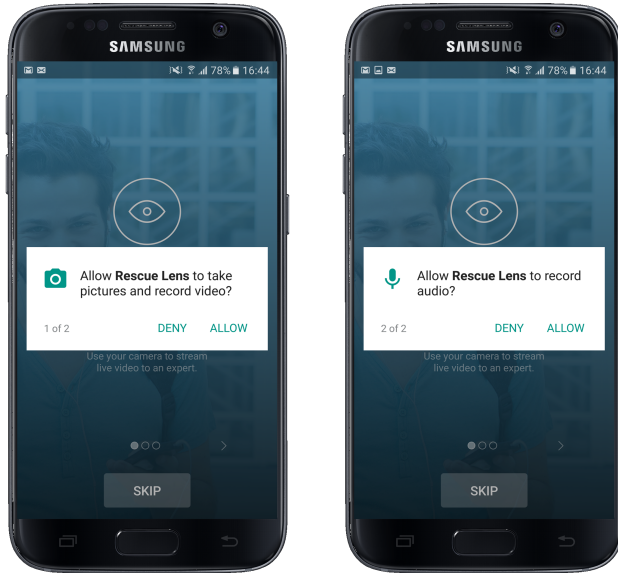
2. You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

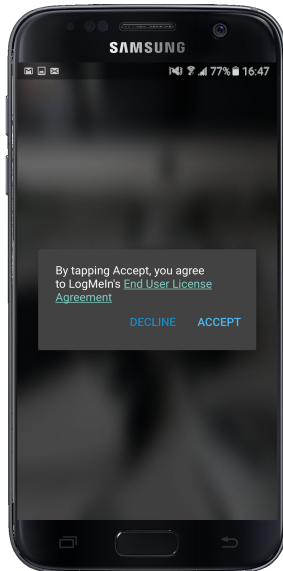
Tap **Skip** or **OK**.

3. To grant the app access to the device camera and microphone tap **ALLOW**.



Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

4. Accept the End-User License Agreement by tapping **Accept**.



5. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- You can **Pause streaming**, **Mute** the device microphone or **Disconnect** at any time during the session.



Important: Lens audio is automatically muted in case of an incoming call to your device.



Tip: During an active video stream, you can tap the Flashlight button to turn on your device's flashlight.



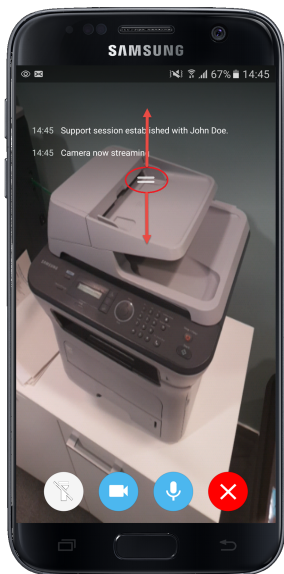
Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.


- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.



Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

- You can communicate with the technician via chat. You can extend, minimize, and close the chat dialogue on the screen of the mobile device by swiping up or down.

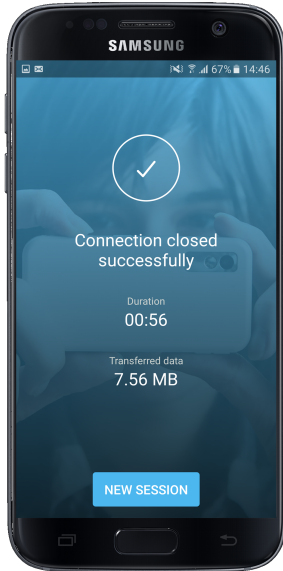


 **Important:** The text input field is displayed only when the chat dialogue is extended.



Tip: You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an Android Device by Link and Messaging Tool

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for Android from Google Play to use this tool.



Prerequisite: Rescue Lens is available only for Android 4.1 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. In your messaging tool, you receive a message containing a link from the technician. Tap the link to launch the Rescue Lens app.



Note: If the Rescue Lens app is not already installed on your device, you will be redirected to Google Play to install the app first.



Note: The download procedure may vary depending on your operating system.

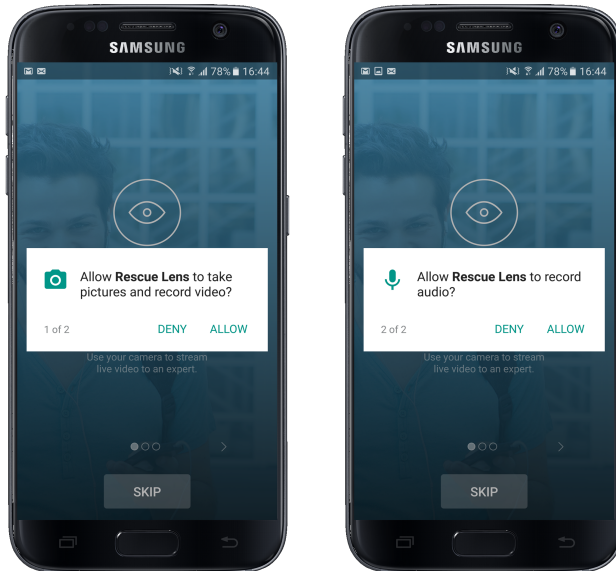
2. You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

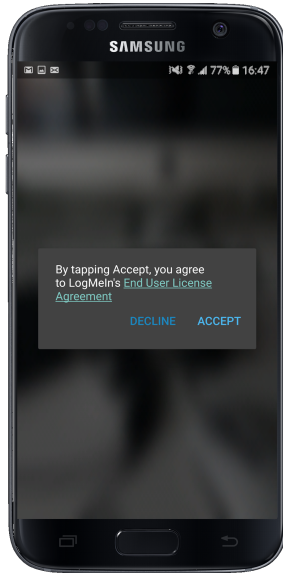
Tap **Skip** or **OK**.

3. To grant the app access to the device camera and microphone tap **ALLOW**.



Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

4. Accept the End-User License Agreement by tapping **Accept**.



5. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- You can **Pause streaming**, **Mute** the device microphone or **Disconnect** at any time during the session.





Important: Lens audio is automatically muted in case of an incoming call to your device.



Tip: During an active video stream, you can tap the Flashlight button to turn on your device's flashlight.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.


- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.




Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

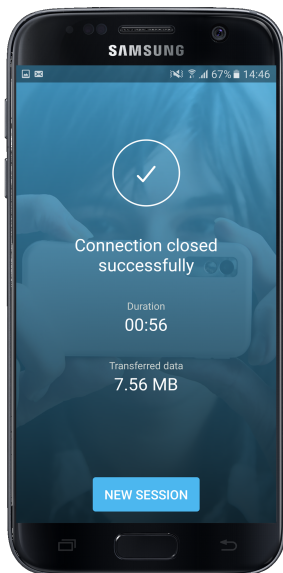
- You can communicate with the technician via chat. You can extend, minimize, and close the chat dialogue on the screen of the mobile device by swiping up or down.



 **Important:** The text input field is displayed only when the chat dialogue is extended.

 **Tip:** You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an iOS Device

Starting a Rescue Lens Session on an iOS Device by PIN Code

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. 'You' in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for iOS from the App Store to use this tool.



Prerequisite: Rescue Lens is available only for iOS 8 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. Download the Rescue Lens for iOS mobile app.



Tip: If the app is already installed on your device, tap **Rescue Lens** on your Home page or app tray.

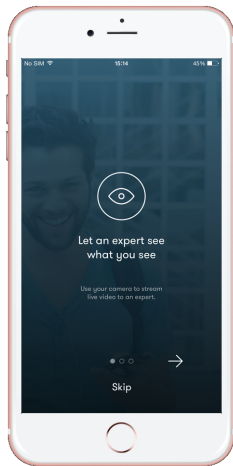


To continue, go to [Step 2](#) on page 68.

- a) Go to App Store, and search for the Rescue Lens for iOS app .
 - b) Tap the download button.
Download begins.
 - c) When the download finishes, tap **OPEN**.
2. You may see a tutorial.

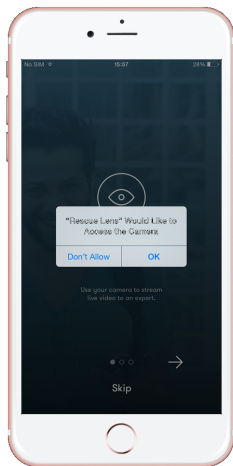


Tip: To read the tutorial swipe left/right.

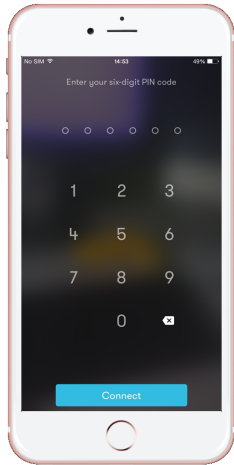


Tap **Skip** or **OK**.

3. To grant the app access to the device camera, tap **OK**.

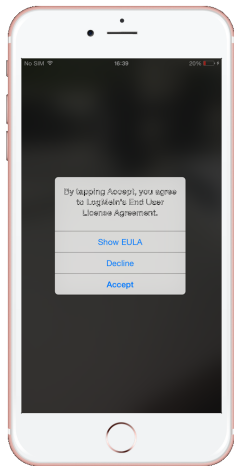


4. The technician gives you a 6-digit PIN code.
5. Type the code in the field labeled **Enter your six-digit PIN code** and tap **Connect**.

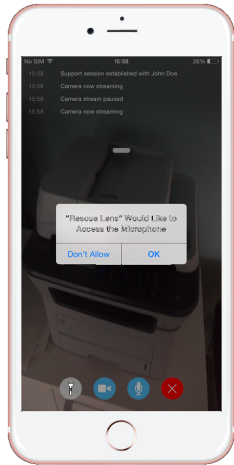


Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

6. Accept the End-User License Agreement by tapping **Accept**.



7. To grant the app access to the device microphone, tap **OK**



8. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

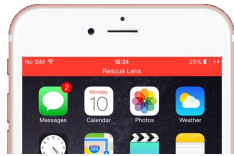
- You can **Pause streaming**, **Mute** the device microphone, or **Disconnect** at any time during the session.



Important: Lens audio is automatically muted in case of an incoming call to your device.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.




- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.




Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

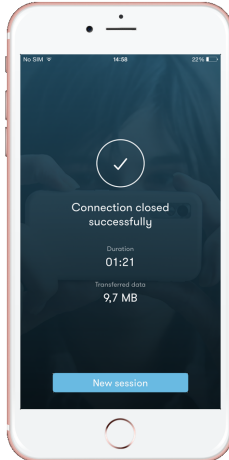
- You can communicate with the technician via chat. You can extend and minimize the chat dialogue on the screen of the mobile device by swiping up or down.



 **Important:** The text input field is displayed only when the chat dialogue is extended.

 **Tip:** You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an iOS Device by SMS

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. 'You' in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for iOS from the App Store to use this tool.



Prerequisite: Rescue Lens is available only for iOS 8 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. You receive an SMS message from the technician. Open the SMS message, and tap the link to launch the Rescue Lens app.



Note: If the Rescue Lens app is not already installed on your device, you will be redirected to the App Store to install the app first.



Note: The download procedure may vary depending on your operating system.

You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

Tap **Skip** or **OK**.

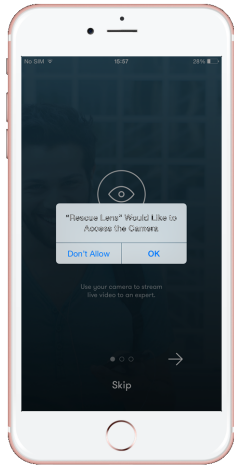
2. You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

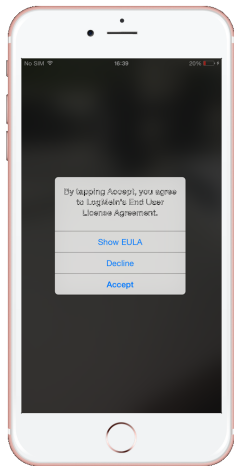
Tap **Skip** or **OK**.

3. To grant the app access to the device camera, tap **OK**.

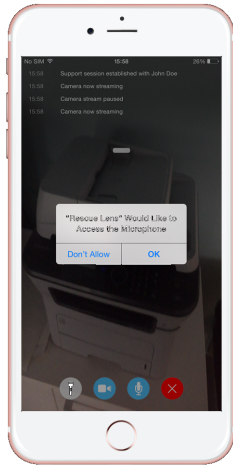


Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

4. Accept the End-User License Agreement by tapping **Accept**.



5. To grant the app access to the device microphone, tap **OK**



6. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

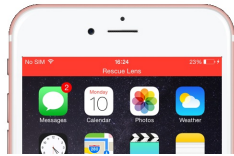
- You can **Pause streaming**, **Mute** the device microphone, or **Disconnect** at any time during the session.



Important: Lens audio is automatically muted in case of an incoming call to your device.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.




- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.




Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

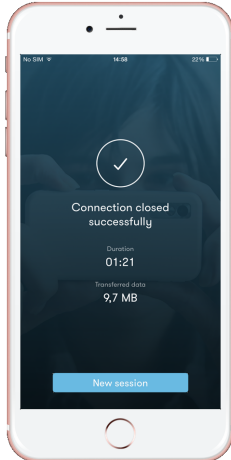
- You can communicate with the technician via chat. You can extend and minimize the chat dialogue on the screen of the mobile device by swiping up or down.



 **Important:** The text input field is displayed only when the chat dialogue is extended.

 **Tip:** You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an iOS Device by Email

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. 'You' in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for iOS from the App Store to use this tool.



Prerequisite: Rescue Lens is available only for iOS 8 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. You receive an Email from the technician. Open the Email, and tap the link to launch the Rescue Lens app.



Note: If the Rescue Lens app is not already installed on your device, you will be redirected to the App Store to install the app first.



Note: The download procedure may vary depending on your operating system.

You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

Tap **Skip** or **OK**.

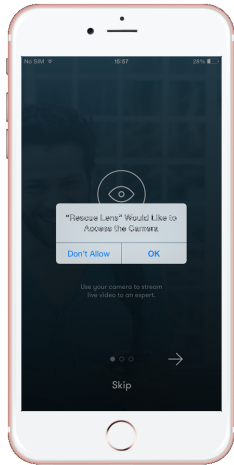
2. You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

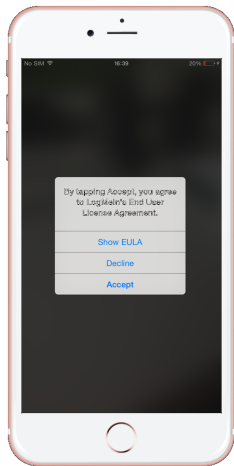
Tap **Skip** or **OK**.

3. To grant the app access to the device camera, tap **OK**.

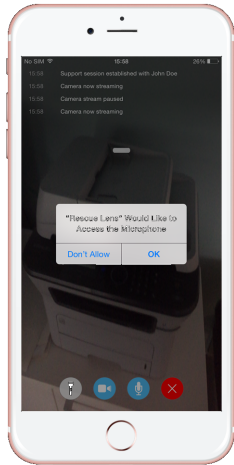


Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

4. Accept the End-User License Agreement by tapping **Accept**.



5. To grant the app access to the device microphone, tap **OK**



6. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

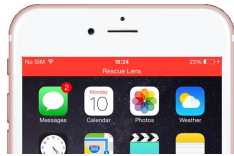
- You can **Pause streaming**, **Mute** the device microphone, or **Disconnect** at any time during the session.



Important: Lens audio is automatically muted in case of an incoming call to your device.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.




- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.




Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

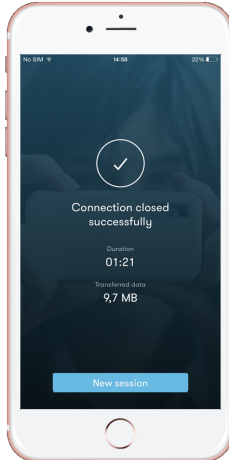
- You can communicate with the technician via chat. You can extend and minimize the chat dialogue on the screen of the mobile device by swiping up or down.



 **Important:** The text input field is displayed only when the chat dialogue is extended.

 **Tip:** You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



Starting a Rescue Lens Session on an iOS Device by Link and Messaging Tool

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. 'You' in this document refers to the customer receiving remote support.

Rescue Lens is LogMeIn Rescue's video-enabled support solution with integrated VoIP. With Rescue Lens, support technicians are able to use the camera of a customer's mobile device to provide a secure, live camera feed to the LogMeIn Rescue Technician Console, thus allowing them to see the actual situation the customer is facing and help them solve complex set-up, configuration or troubleshooting issues.

Rescue Lens is safe and secure. All communication between the customer and the technician is SSL-encrypted.



Prerequisite: You must have Rescue Lens for iOS from the App Store to use this tool.



Prerequisite: Rescue Lens is available only for iOS 8 and above.



Note: Actual screens and procedures may vary slightly depending on your device model and LogMeIn Rescue settings on the technician's side.

1. In your messaging tool, you receive a message containing a link from the technician. Tap the link to launch the Rescue Lens app.



Note: If the Rescue Lens app is not already installed on your device, you will be redirected to the App Store to install the app first.



Note: The download procedure may vary depending on your operating system.

You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

Tap **Skip** or **OK**.

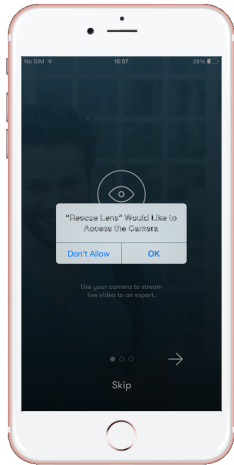
2. You may see a tutorial.



Tip: To read the tutorial, swipe left/right.

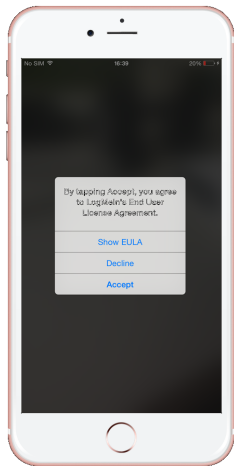
Tap **Skip** or **OK**.

3. To grant the app access to the device camera, tap **OK**.

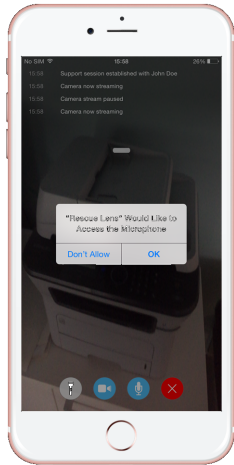


Important: The camera image is already displayed on the mobile device. However, it is not yet streamed to the technician.

4. Accept the End-User License Agreement by tapping **Accept**.



5. To grant the app access to the device microphone, tap **OK**



6. Once the applet is running, wait for the technician to activate your session.



Note: The exact way of starting the session depends on settings on the technician's side.

When the session is activated, the moving image captured by the device's camera is streamed to the technician. Lens Audio enables the customer and technician to communicate via a VoIP connection.

What can the participants do during a Rescue Lens session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

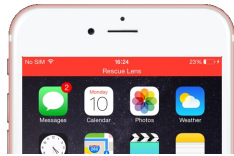
- You can **Pause streaming**, **Mute** the device microphone, or **Disconnect** at any time during the session.



Important: Lens audio is automatically muted in case of an incoming call to your device.



Note: The camera stream is also paused when the Lens app goes to the background. When you return to the app, streaming automatically resumes.




- The technician can use the **Whiteboard** feature to annotate the camera image appearing on the screen of the customer mobile device to highlight particular areas or objects. For example, the technician can highlight a part that needs to be removed or a plug/switch that needs attention.




Whatever the technician draws on the screen stays attached to the object that appeared behind the drawing at the time of annotation. When you move the mobile device, the annotation will move on the screen together with the object to which it is related. For example, if the technician uses the Whiteboard to highlight a specific switch on a device, the highlight will stay with that particular switch when its relative position on the screen changes.

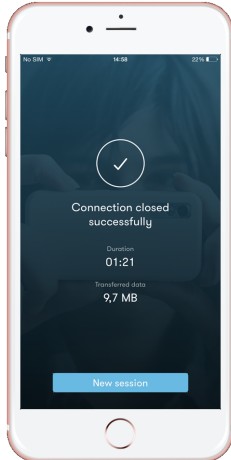
- You can communicate with the technician via chat. You can extend and minimize the chat dialogue on the screen of the mobile device by swiping up or down.



 **Important:** The text input field is displayed only when the chat dialogue is extended.

 **Tip:** You can scroll in the chat history even when the chat dialogue is minimized.

- At the end of the session, you can get information about the duration and data usage of the closed session.



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