Rescue Lens User Guide

LogMeIn®

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Rescue Lens – At a Glance

Rescue Lens is LogMeIn's video-enabled support solution with integrated VoIP. With Rescue Lens, customers can use a smartphone to stream secure, live video directly back to service representatives. Support agents can see the issue with their own eyes, enabling them to remotely guide end-users through troubleshooting, problem resolution, product setup, claim reporting and more.

Rescue Lens is available both as a service and as a feature of LogMeIn Rescue. For the latest pricing and subscription options, visit *https://www.logmeinrescue.com/*.

Important: This guide applies to Rescue Lens subscribers. If you are a LogMeIn Rescue subscriber, visit *http://help.logmein.com* for information about Lens.

Rescue Lens features available for technicians may depend on settings in the Rescue Administration Center. For more information, see the *LogMeIn Rescue Administrator's Guide*.

System Requirements for Rescue Lens

Visit *help.logmein.com* for up-to-date system requirements.

Starting a Rescue Lens Session

Starting a Rescue Lens Session from the Technician Console by PIN

Restriction: A technician can handle only one active Lens session at a time.

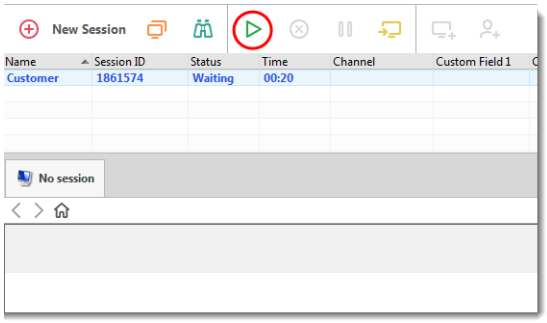
1. Log in to the Technician Console.
2. On the Session toolbar, click **New Session**.

   The **Create New Session** window is displayed.
3. Type the customer's name or identifier in the **Name** field.
   This name is shown on the Active Session tab and Session List.
4. Select the **PIN Code** tab.
5. Click **Create PIN Code**.
   A 6-digit PIN code is generated and displayed in the **Create New Session** window and in the Session Log.
6. Ask the customer to launch the Rescue Lens app, available on Google Play or the App Store.

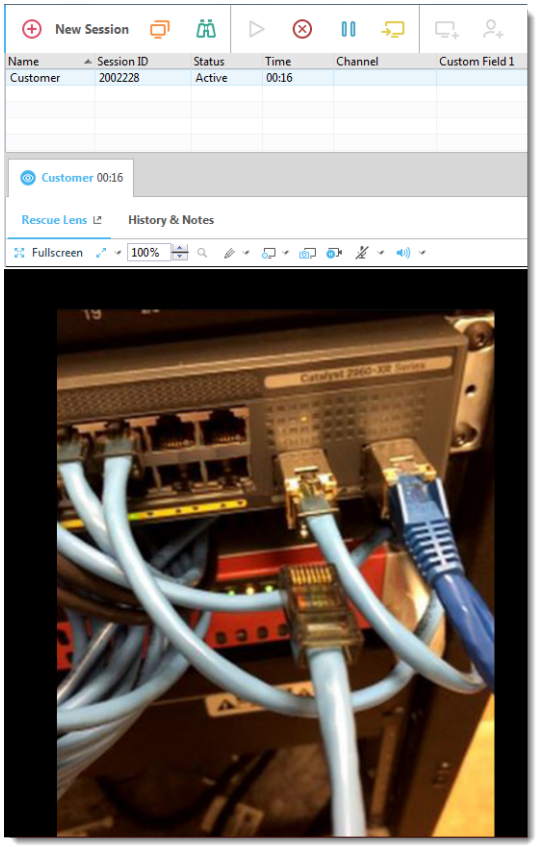
   

   Important: Make sure the app the customer is using is the Rescue Lens app and not the Rescue+Mobile app.

   The customer may see a tutorial. They can tap **Skip** or **OK**.
7. The customer is prompted to grant access to the device camera and microphone. Ask them to tap **OK**.
8. Ask the customer to enter the PIN.
   At this point the camera image may already be displayed on the customer's mobile device, but nothing is streamed to the Technician Console.
9. Ask the customer to accept the End-User License Agreement.
   The session appears in the Technician Console.
10. Pick up the session by selecting it in the Session list and clicking **Start**.



The Rescue Lens support session starts; a live video feed is streamed from the camera of the customer's device to the technician. Lens audio enables the customer and technician to communicate via a VoIP connection.



Starting a Rescue Lens Session from the Technician Console by SMS

Restriction: A technician can handle only one active Lens session at a time.

1. Log in to the Technician Console.

2. On the Session toolbar, click **New Session**.

   The **Create New Session** window is displayed.

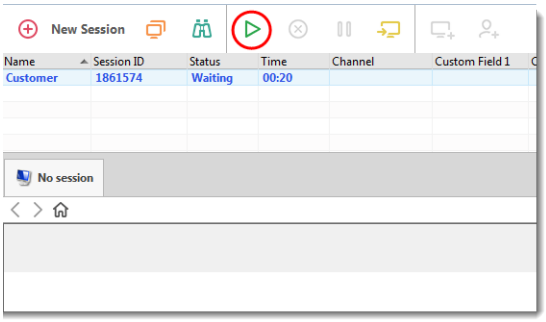
3. Type the customer's name or identifier in the **Name** field.
   This name is shown on the Active Session tab and Session List.
4. Select the **SMS** tab.
5. Type the customer's phone number into the **To:** field.
   The SMS containing the PIN code will be sent to this phone number.
6. Click **Send SMS**.
7. Ask the customer to open the SMS message, and click the link to launch the Rescue Lens app.

   Note: If the Rescue Lens app is not already installed on the customer's device, they are redirected to Google Play or the App Store to install the app first.

   Note: The download procedure may vary depending on the customer's operating system.

   The customer may see a tutorial. They can tap **Skip** or **OK**.

8. The customer is prompted to grant access to the device camera and microphone. Ask them to tap **OK**.
   At this point the camera image may already be displayed on the customer's mobile device, but nothing is streamed to the Technician Console.
9. Ask the customer to accept the End-User License Agreement.
   The session appears in the Technician Console.
10. Pick up the session by selecting it in the Session list and clicking **Start**.



   The Rescue Lens support session starts; a live video feed is streamed from the camera of the customer's device to the technician. Lens audio enables the customer and technician to communicate via a VoIP connection.

Starting a Rescue Lens Session from the Technician Console by Email

Restriction: A technician can handle only one active Lens session at a time.

1. Log in to the Technician Console.
2. On the Session toolbar, click **New Session**.

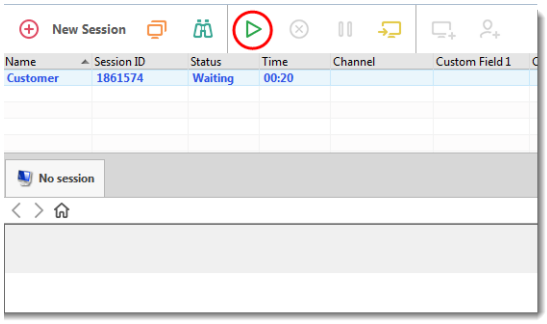
The **Create New Session** window is displayed.

3. Type the customer's name or identifier in the **Name** field.
   This name is shown on the Active Session tab and Session List.
4. Select the **Email** tab.
5. Choose how you want to send the email to the customer:
   - To use your own email client and account, choose **Send email via my default email client on this computer**.
   - To allow Rescue to send the email, choose **Send email on my behalf via the LogMeIn Rescue servers** and enter a valid email address in the **To** field.
6. Click **Email Link**.
   The email is generated (and sent if you chose to send the mail via the Rescue system).
7. Ask the customer to open the message, and click the link to launch the Rescue Lens app.

   Note: If the Rescue Lens app is not already installed on the customer's device, they are redirected to Google Play or the App Store to install the app first.

   Note: The download procedure may vary depending on the customer's operating system.

   The customer may see a tutorial. They can tap **Skip** or **OK**.
8. The customer is prompted to grant access to the device camera and microphone. Ask them to tap **OK**.
   At this point the camera image may already be displayed on the customer's mobile device, but nothing is streamed to the Technician Console.
9. Ask the customer to accept the End-User License Agreement.
   The session appears in the Technician Console.
10. Pick up the session by selecting it in the Session list and clicking **Start**.



The Rescue Lens support session starts; a live video feed is streamed from the camera of the customer's device to the technician. Lens audio enables the customer and technician to communicate via a VoIP connection.

Starting a Rescue Lens Session from the Technician Console by Link and Messaging Tool

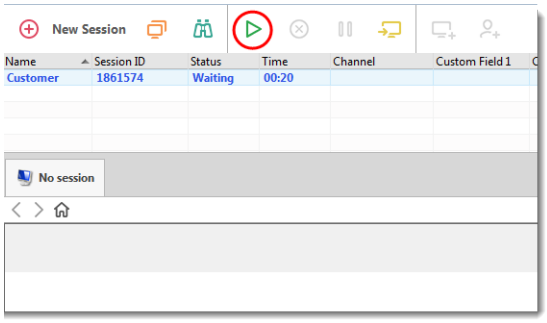
1. Log in to the Technician Console.
2. On the Session toolbar, click **New Session**.

   The **Create New Session** window is displayed.
3. Type the customer's name or identifier in the **Name** field.
   This name is shown on the Active Session tab and Session List.
4. Select the **Link** tab.
5. Click **Copy Link to Clipboard**.
   The link is copied to your clipboard.
6. Paste the link into your messaging tool and send it to your customer.
7. Ask the customer to open the message, and click the link to launch the Rescue Lens app.

   Note: If the Rescue Lens app is not already installed on the customer's device, they are redirected to Google Play or the App Store to install the app first.

   Note: The download procedure may vary depending on the customer's operating system.

   The customer may see a tutorial. They can tap **Skip** or **OK**.
8. The customer is prompted to grant access to the device camera and microphone. Ask them to tap **OK**.
   At this point the camera image may already be displayed on the customer's mobile device, but nothing is streamed to the Technician Console.
9. Ask the customer to accept the End-User License Agreement.
   The session appears in the Technician Console.
10. Pick up the session by selecting it in the Session list and clicking **Start**.



   The Rescue Lens support session starts; a live video feed is streamed from the camera of the customer's device to the technician. Lens audio enables the customer and technician to communicate via a VoIP connection.

Managing a Rescue Lens Session

What Can the Technician Do?

During a Rescue Lens session, the technician can perform the following actions:

End session

Hold session

When the technician places a session on hold, the camera stream is paused on the customer's side and the session goes to *On Hold* status in the Technician Console.

Tip: For freezing the camera stream, see *Freeze* on page 10.

Transfer session

Mute/Unmute microphone and speaker

For Lens sessions using audio, the technician can mute/unmute the audio connection at any time during the session.

Chat

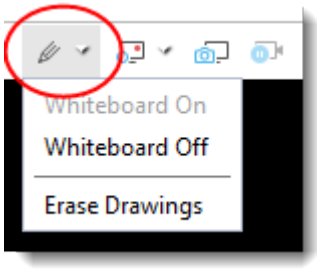
The technician can chat with the customer and send predefined URLs.

Whiteboard

Annotate the streamed image to highlight particular areas or objects. For example, you can highlight a part that needs to be removed or a switch that needs attention.

Multi-object tracking ensures that whiteboard annotations stay attached to the annotated image. For example, if the customer moves their camera away from a circled part, the circle stays "attached" to the part and moves with it, thus ensuring that the correct part remains highlighted.

Whiteboard in the Technician Console	To start drawing on the streamed image, click **Whiteboard On**.



To clear the streamed image from drawings, click **Erase Drawings**.

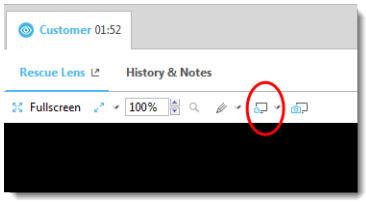
The Whiteboard functionality is not supported on iPhone 4 devices.

Freeze

Freeze the camera stream for both technician and customer. This allows you to draw on a stable background to better communicate to the customer.

Screen recording

Technicians can make a recording of all on-screen activity during a Rescue Lens session by clicking the **Screen Recording** icon on the Rescue Lens toolbar.

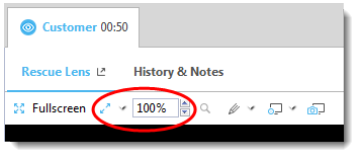


Rescue Lens session recordings are always saved to .mkv format and should be played back using *VLC media player*.

Screen capture

Technicians can create screen captures/snapshots during a Rescue Lens session.

Configure View Settings



Technicians can select from the following options to specify zoom settings of the video stream:

- Actual Size
- Fit Window
- Stretch to Window
- Specify custom zoom % value

Note: Rescue Lens utilizes HD video streaming with adaptive video quality to automatically adjust video stream quality based on the available bandwidth.

Manage Video Quality

During a Lens session started from the Rescue Technician Console, Rescue Lens automatically adjusts the quality of the video stream to suit the quality of service provided by the carrier network. The support technician can, however, also change the video quality manually at any point during the session.

Rescue Lens uses three video stream quality presets.

Preset Value	Resolution for Android	Resolution for iOS	Frame Rate	Activating Chat Command
High	Actual Screen Size	640*480	18 FPS	`_!videoquality high`
Medium	352*288 320*244 (Nexus 4)	480*360	15 FPS	`_!videoquality medium`
Low	352*288 320*244 (Nexus 4)	480*360	5 FPS	`_!videoquality low`

The default setting for each session is the High preset value. When the network cannot transfer the necessary volume of traffic, Lens temporarily decreases the video quality to a lower preset value. The technician can also change the video quality manually at any point during the session by typing the corresponding command in the Chat field.

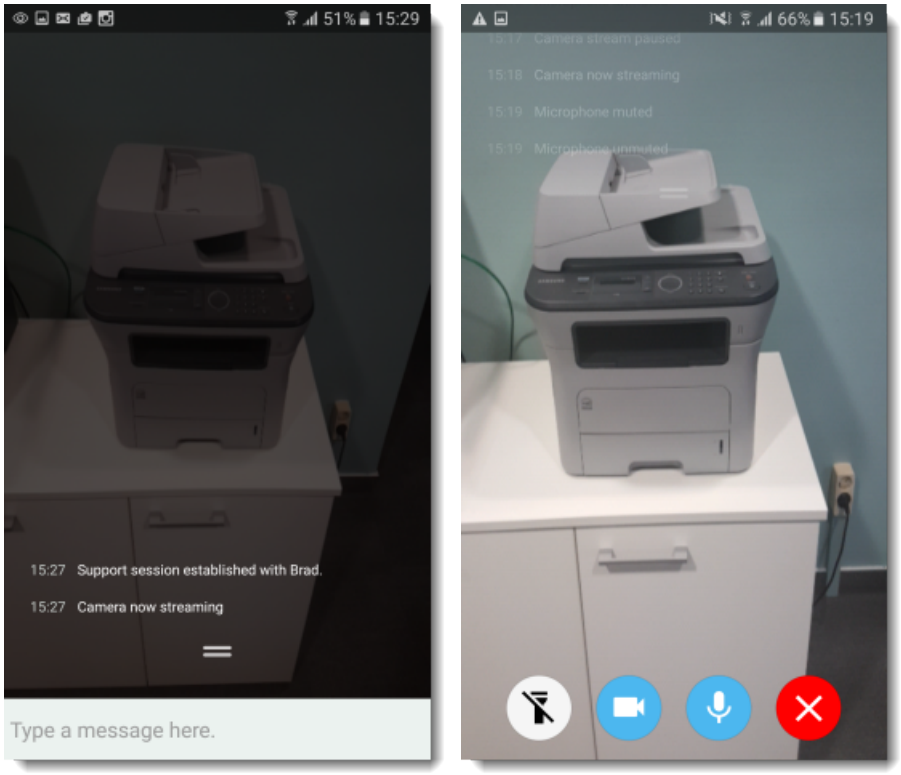
Tip: Examples for the need to decrease video quality:

- To limit the bandwidth consumed by the video stream
- To support video streaming on networks having a bandwidth lower than 400 kbps
- In case of slow cellular networks, the automatic network adaptation may produce slow adaptation, or may stop streaming. To ensure quicker adaptation, use the medium or low preset values

What Can the Customer Do?

During a Rescue Lens session, the customer can perform the following actions.

Figure 1: Lens as experienced by the customer



Chat	The customer can chat with the technician. The customer can extend and minimize the chat dialogue on the screen of the mobile device by swiping up or down.
Disconnect	The customer can **Disconnect** at any time during the session.
Pause streaming	The customer can **Pause streaming** at any time during the session. When the customer taps **Pause streaming**, only the camera stream is stopped, the support session stays Active in the Technician Console. The camera stream is also paused when the Rescue Lens goes to the background.
Mute/Unmute audio	For Lens sessions using audio, the customer can mute their microphone. **Important:** The Lens audio connection is automatically muted in case of an incoming call to the customer's device.
Turn on flashlight	When working in a dark environment, the customer can tap this button to activate their device's flashlight. **Restriction:** On Android devices, flashlight is only available during an active camera stream.

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