Rescue Lens ⊚

Let there be sight.

With Rescue Lens, LogMeIn Rescue's got a whole new pair of eyes.

WITH RESCUE LENS, YOU'LL BE ABLE TO:

• Resolve more problems

• Decrease session time

• Avoid costly desk-side visits and disruptive walk-ins

• Reduce costly truck-rolls and expensive returns

• Increase end-user satisfaction

Sometimes you can find the problem by looking at the end user's screen. Sometimes you can find the problem by evaluating a device's diagnostics. Sometimes all it takes is the end user explaining to you what went wrong. But, as every support technician knows, sometimes the problem is as simple as a loose connection, an unplugged plug, a jammed printer, a missing piece of wiring.

Problems like this may be very obvious to everyone after the fact, but they're surprisingly easy to overlook. LogMeIn Rescue, the premier remote support solution for the enterprise helpdesk and customer care center, can now take a look around and quickly find and resolve irksome issues like these.

INTRODUCING RESCUE LENS

Rescue Lens is a new feature via which end users can use their smartphone or tablet cameras to stream live video back to the support technician.

Running both Android 4.4+ and iOS 7+, Rescue Lens is included with the latest release of Rescue (v7.6). All your end users have to do is quickly download an app from Google Play or the iOS App Store, enter a pin code to ensure security, and start the camera rolling.

With this new information stream, your support technicians will be able to diagnose and resolve issues, without having to rely on inefficient (and often erroneous and incomplete) verbal and written descriptions of what's going on. Its real-time interactive video gives your technician a clear view of the problem at hand, and the ability to help a customer solve it by leveraging:

• **Smart Whiteboarding:** Support technicians can annotate on screen, on any device. This annotation stays in place, even if the device is moving.

• **Adaptive Video Quality:** Streaming remains fluid, regardless of the strength of the internet connection.

• **Auto Focus:** Support technicians can easily focus on exactly what needs their help.

And best of all, Rescue Lens is fully integrated into LogMeIn Rescue. Your technicians get another view of a support situation, and the Rescue Lens session is captured along with all of the typical session details, including video recordings when needed. In addition, all of the information can be synced into any integrated ticketing systems.