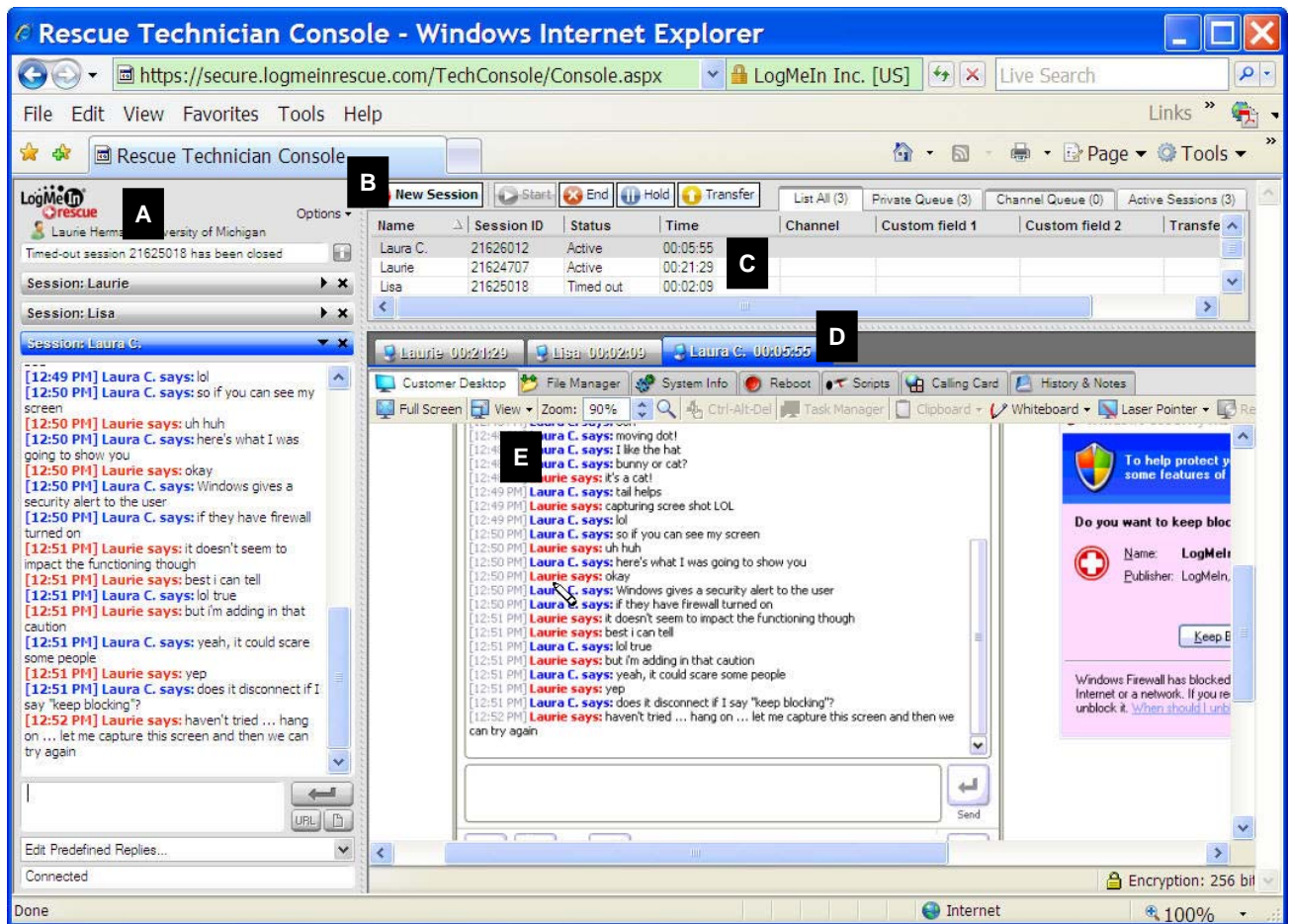


LogMeIn Rescue Technician Console

Overview

Technicians use the LogMeIn Rescue Technician Console to provide remote customer support.

Technician Console



Letter	Field/Button	Description
A	Console Status Area and Chat	<p>The Console Status Area shows the logged-in technician’s name and organization.</p> <p>Use the chat area to see the status of an active chat session, as well as for chat text entry, predefined replies, file transfers, and URL Push.</p> <p>Options menu:</p> <div data-bbox="501 548 1000 1157" style="border: 1px solid black; padding: 5px;"> <p>Edit Scripts... Edit Predefined Replies...</p> <hr/> <p>Change Password... Configure Sound Alerts... Screen Recording Folder... Clipboard Synchronization Enabled Auto-start Incoming Private Sessions Prompt Before Ending Session Prompt Before Closing Console</p> <hr/> <p>View Queue Eventlog Print Chatlog Spell Check ▶</p> <hr/> <p>Help About LogMeIn Rescue...</p> <hr/> <p>Log Out</p> </div>
B	Session Controls	Sessions Controls are used to create, start, end, transfer, and place sessions on hold.
C	Queue Manager	Sessions are listed here. Their status and other session information is displayed.
D	Active Session Tabs	Every Active Session has a tab. Switch between concurrent sessions using these tabs.
E	Tech Console Workspace	<p>The Tech Console Workspace is the functional working area for the currently selected Active Session tab.</p> <p>Editable text fields are available in the Tech Console Workspace when creating or editing predefined replies.</p>