The Remote Control Ribbon

Once you are in a remote control session, there are several features that you can adjust to streamline the experience. You make these adjustments using the remote control ribbon.

Note: You may not see all of the following features in your ribbon. You will only be able to see the options that your LogMeIn subscription entitles you to or that your computer settings allow.

LogMeIn Pro trial users: You will be able to access all the features for the duration of your trial period (30 days or two hours of remote control – whichever expires sooner). After the trial expires the Pro-only features will disappear from the ribbon.

QuickLinks

This feature allows you to add icons to the QuickLinks bar. These icons will allow you one-click access to all the features available in both the basic and advanced ribbons. Click the down arrow next to the QuickLinks bar to see a list of available features that can be added. Items already appearing in the QuickLinks area are listed with a checkmark.*

A typical, customized QuickLinks bar could look like this:

Sound – LogMeIn Pro only
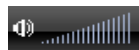
If Sound is enabled, you can mute the sound (and vice-versa) by clicking on the loudspeaker icon, and adjust the volume by dragging your mouse across the volume bars until you obtain the optimum setting. Click on the loudspeaker icon to mute the sound, , and click again to listen again.

Takes you to a series of Quick Clips; short movies outlining the LogMeIn Pro features available.

Activate/deactivate full-screen mode

This enables you to view the remote desktop in full-screen mode.

Once full-screen mode is activated, you will see these two icons. By selecting the Pin icon: , you can pin the toolbar to the top of the screen and the icon changes to: . If you do not select this icon, , the toolbar will "disappear" and will reappear if you hover the mouse over the docked bar at the top of your screen: , or you may view the black ribbon toolbar by moving your mouse pointer to any point at the very top of the screen.. Selecting deactivates the full-screen mode.

Disconnect

Disconnects you from the remote control session and takes you back to the LogMeIn main menu. To avoid accidental disconnection, a confirmation dialog box will appear.

*There are also two other options only accessible from the QuickLinks bar If your computer setting allow them:

1. The Monitors option (Only visible to users with multiple monitors on the Target PC). Selected via Customize QuickLinks toolbar > Screen Settings > Monitors. When the feature is selected, this icon: , will appear in the QuickLinks bar. If you click on it, the remote control view will switch between screens on dual-monitor set ups, and toggle through screens on multi-monitor set ups.

2. The Terminal Server option (Only visible to users with Terminal Server activated). Selected from the Customize QuickLinks toolbar. If the remote computer is a terminal server, which means multiple terminals are connected to it using Windows remote desktop, then the terminal server option lets you select whether you want to remote control the remote computer or one of the terminals. Click on this QuickLink icon: , to switch between sessions.

   Test it by enabling remote desktop on computer A, then connect with computer B to A using remote desktop. Then use LogMeIn to remote control computer A from a third computer. You will be able to select whether you want to remote control computer A or B.

Options

The advanced options ribbon is activated by clicking on **Options**. Please note that options only appear if you have access to them via you level of subscription. The features that are only available to **Pro users are highlighted in orange font.**

Some options duplicate what is on the basic ribbon. Other options available are:

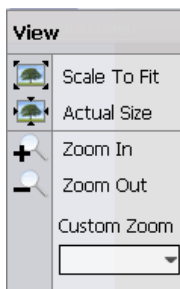## Screen Settings

Color Quality

Adjust the color quality of the displayed remote screen to optimize the amount of information transferred during remote control. Adjusting this setting changes the look of the screen during remote control, but will not be seen by the target PC user. We recommend that this is set to Automatically adjust color settings.
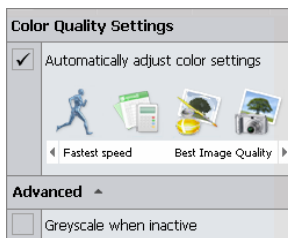
The Advanced option is to allow your remote control screen to switch to grayscale if focus shifts to another part of your screen. To restore color, move your cursor back onto the remote control screen.

View

Adjust the zoom setting for the viewable screen.
Use "Scale to fit" to ensure the screen fits the screen of your local PC.
If using a set percentage, the remote screen may be larger than the local screen. If so, scroll-bars appear to allow you to navigate the remote screen.

If your remote control screen appears fuzzy or unclear, inputting 100% into the Custom Zoom field will rectify this, but scroll-bars may appear. To view the Target PC screen as if you were there, we recommend that you select **Scale to Fit** and switch to full-screen.

◤ Resolution Settings
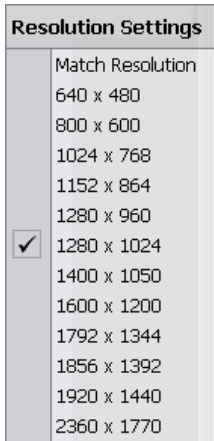
Change the Target computer's screen resolution during remote control to better suit it to the local PC's screen. The Match Resolution option sets the target PC screen resolution to the same as the local PC ensuring a perfect fit in full-screen mode.

On finishing a remote control session, the Target computer's screen resolution returns to its default.

If your remote control screen appears fuzzy or unclear, your screen is probably in a zoomed view to fit on your local PC screen. View the Target PC screen as if you were there by matching the resolution & switching to full-screen.

Resolution Settings
- Match Resolution
- 640 x 480
- 800 x 600
- 1024 x 768
- 1152 x 864
- 1280 x 960
- ✓ 1280 x 1024
- 1400 x 1050
- 1600 x 1200
- 1792 x 1344
- 1856 x 1392
- 1920 x 1440
- 2360 x 1770

◤ Full Screen

This performs the same function as the full-screen button on the standard ribbon.

◤ Ctrl-Alt-Del

Click this button to perform the same action as the Ctrl-Alt-Delete button combination on the Target computer.

◤ Sound – LogMeIn Pro only

This activates a control box where you can enable sound to be transmitted from the Target PC to the local PC. You can also control the volume by dragging your mouse over the volume bars. There are also three quality options that you can select. The higher the quality of the sound that you will be transferring from the Target PC, the higher the setting you should make here. If you merely wish to hear incoming email message warnings, for example, select the lower of the settings, whereas listening to Mp3 tracks will need the higher quality setting.

Sound Settings
- ✓ Enable Remote Sound
- Output Volume:
- Quality:
- Advanced ▾
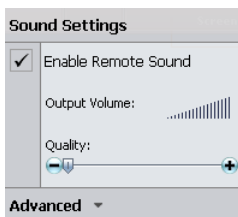
Selecting **Advanced** allows you to select the sound playback device on the local PC from the drop-down menu:

Advanced ▲
Sound playback device:
SoundMAX Digital Audio ▾

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Tools

Whiteboard

The Whiteboard feature is invaluable for showing remote users how to detect specific parts of their desktops. It leaves a red track on the screen of the Target PC. Deactivate the feature to delete the on-screen lines. You will also need to deactivate it to regain control of the Target machine.

Chat

Selecting Chat allows you to open a chat dialog with the user of the Target PC. Input text on your local PC's screen in the line that appears under the ribbon – above. Select Send, or the Enter key, and a chat box opens on the Target PC's desktop where the remote user can respond.

Laser Pointer

As with the Whiteboard feature, the Laser Pointer assists you in talking remote users through a complex issue on their machine. A clear red dot can be moved around the screen to highlight features. Deactivate the feature to regain remote control.

Magnify

This activates a box on the local PC that can be dragged and dropped around the Target PC's desktop viewed on the local PC to magnify a small area of the remote screen. Useful for when you are running screen resolutions of less than 100% and you wish to view a specific area of the screen without readjusting your screen resolution.

Connection Options

Connect Drives – LogMeIn Pro only

This option allows you to map the drives of the local computer so that they are accessible by the Target computer.

Blank Screen

With this option checked, you blank the Target computer's screen. This may be useful if, for example, you are inputting confidential information.

Connect Printer – LogMeIn Pro only

You can print out files on your local printer using files on the Target PC. Selecting **Print** on the Target machine sends that print job to your printer.

Sync Clipboard

This synchronizes the two machines' clipboards. Anything copied (Ctrl–C) on one machine is automatically available to be pasted (Ctrl-V) on the other.

Lock keyboard

This locks the keyboard of the Target machine so that it cannot be operated by anyone sitting at the Target machine. This may be useful if you need to run a presentation and do not wish to be disturbed, for example.

Network

This allows you to select the network connection type. Selecting Slow allows you to optimize your connection on lower speed connections. Selecting Fast lets you exploit high bandwidth connections. The recommended Auto option allows LogMeIn to set this connection automatically according to the kind of connection it detects.

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