

## Datasheet

# LogMeIn Live Lens: Seamless, Secure, Camera Sharing with Zero Downloads



## Endless opportunities to guide your customers and field teams.

Supporting a physical device or environment requires seeing what's going on. But most camera sharing solutions require a download, and that's a barrier for end users, especially for one-time fixes. LogMeIn Live Lens is entirely browser-based, so end users and technicians can get into a session with just one click. Now there's no limit to what you can see, support, and solve – seamlessly.

## How can your business benefit from LogMeIn Live Lens?

### Provide a better user experience.

Take out the guessing game to remove friction, tighten up call times, and empower end users to handle similar issues in the future. Help troubleshoot, fix, or install any piece of equipment – a router, printer, conference hardware, smart device, refrigerator, HVAC – you name it.

### Reduce unnecessary truck rolls.

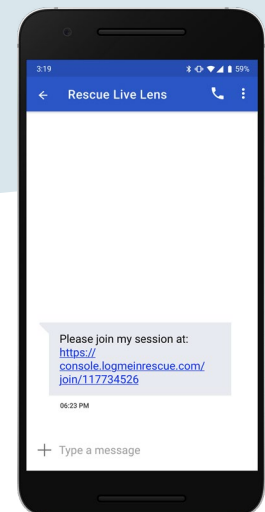
Save a trip by fixing simple issues remotely. Still need someone to go? Use Live Lens to set up your field service teams for success. Visually assess the situation and inspect the device to determine the right tools, parts, and technicians to send to resolve the issue on the first visit.

### Leverage your senior team's expertise.

Give field service teams access to a lifeline. Senior support teams and product experts can remotely see what's happening for themselves and share their expertise on the spot. Issues are solved faster, and less experienced techs have the opportunity to learn more.

## Zero Downloads. Zero Confusion.

With an entirely browser-based solution, one click is all it takes for end users to start streaming video from their mobile device's camera.



The end user simply clicks on the link and accepts the session invitation to start streaming from their mobile device's camera.



## Simple

Easy for end users to use, easy for agents to guide fixes.

- **Camera Sharing**  
End users simply use their iPhone, Android, or Windows camera to show the issue.
- **No Downloads**  
Live Lens is entirely browser based for customers and agents. End users simply click to join a session.
- **Annotations**  
Technicians can draw or place various annotations on the paused video to help explain the solution.
- **VoIP Audio**  
Built-in audio makes it easy to communicate while seamlessly resolving the problem.



## Flexible

Supports the experience you want to provide.

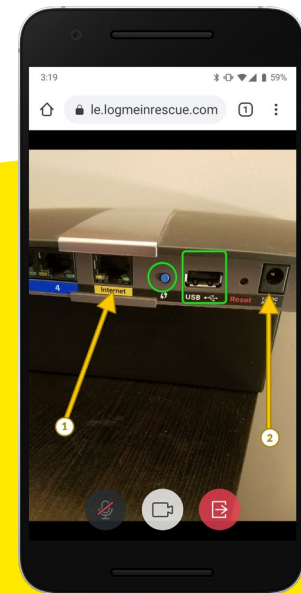
- **Session Transfer**  
Transfer an active session to another technician without requiring the end user to start over.
- **Agent Notes**  
Conveniently take notes during a session for later reference.
- **Snapshots**  
Capture a still image for record keeping.



## Secure

Safeguards your end users and your business.

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Snapshot with annotations to guide the end user.