



LogMeIn Free & Pro

Getting Started Guide

October 2007

LogMeIn[®]
FREE

LogMeIn[®]
PRO

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LogMeIn Free and Pro are simple-to-use products that allow you to quickly and easily gain remote access to another computer in a remote location. This document can also be used to get started with LogMeIn IT Reach. The first steps are the same for all three products.

System Requirements

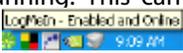
Local PC

- Windows Vista, XP or Server 2003 (all including 64-bit): Windows ME, NT4, 2000, XP, or any operating system that supports Java or ActiveX within a web browser. Ensure that the latest version of Java is installed.
- Reliable connection to the Internet via cable modem, ISDN, or DSL.
- Internet Explorer 5.5 or later, with support for 128-bit or 256-bit encryption. Mozilla-based browsers that are compatible include Firefox 1.0.6 or later, Netscape 7.2 or later, and Mozilla 1.7 or later.

Note: if you are using Firefox then you will be given the option of installing a LogMeIn plug-in - it is not required that you install the plug-in, but we recommend it.

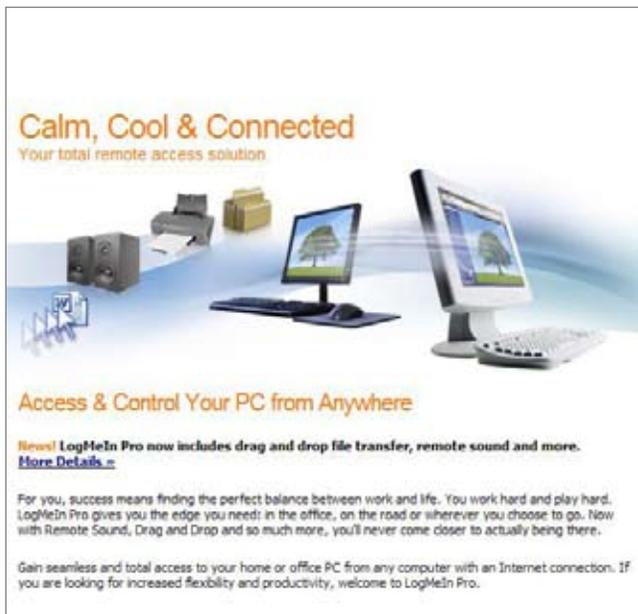
- You can also use a web-enabled device running Pocket PC 2002, Microsoft Windows Mobile 2003 for Pocket PC, Microsoft Windows Mobile 2003 Second Edition for Pocket PC, or Microsoft Windows Mobile 2005 for Pocket PC.

Target PC

- Windows Vista, XP & Server 2003 (all including 64-bit); Windows ME & 2000
- Permanent connection to the Internet via cable modem, ISDN, or DSL.
- Web browser that supports 128-bit or 256-bit encryption.
- LogMeIn software is installed.
- The Target PC is turned on.
- The Target PC is connected to the Internet with a live connection.
- The LogMeIn service is running. This can be determined by hovering your cursor over the LogMeIn System Tray icon: 

Creating a LogMeIn Account

The process to create a LogMeIn account and to download LogMeIn Free and Pro is very straightforward, but should be done in a strict order. You should follow this guide in a linear fashion to ensure that you are able to start remote controlling computers as soon as possible.



When you first register with LogMeIn you automatically receive a free trial of LogMeIn Pro. This is done by going to the LogMeIn [Pro page](#) and selecting the Get Free Trial option.

This will allow you the following:

30 days trial of LogMeIn Pro

Or

2 hours of remote control using the trial version

Whichever is the sooner.

The LogMeIn Pro trial will introduce you to the large number of extra features that we have added to the Free version of the product. The features you will be able to trial are:

Remote Printing: access files remotely, select Print and you can print off documents on your local default printer

Remote Sound: From hearing incoming email alert sounds to streaming high quality music, this is possible with LogMeIn Pro.

Mini Meeting: Invite a friend or colleague to access or view your machine for collaboration purposes.

File Manager: A powerful tool to manage files and to transfer files between computers.

Drag and Drop: Drag and drop files from the Local PC to the Target computer.

Sharing: If you want to share a file that's too large to be sent as an email attachment, send a link to anyone, even non-LogMeIn account holders and they can download the file from your machine.

Direct Connect: Click on icons on your My Computers page for one-click remote control or File Manager access.

Once your trial expires, you will be given the option of subscribing to the LogMeIn Pro version, or your subscription will revert to a LogMeIn Free subscription automatically with no action required from you. You will, of course, lose all the above features if you choose not to continue with your LogMeIn Pro subscription.

The next step is to create a LogMeIn account. Complete the registration fields and make your notification selections, then click **Go**.

LogMeIn
FREE

Get LogMeIn Free

- How It Works
- View Flash Demo
- Security
- Why is it Free?

Access & Control a PC from Anywhere

Get it FREE — set up takes 2 minutes or less

An activation link will be emailed to the address you provide. Please make sure you use a valid email address.

Enter email

Re-enter email

Enter password

Re-enter password

I plan to use LogMeIn

Go

Keep me informed about scheduled system upgrades and other news about LogMeIn and my account

Keep me informed of special offers from LogMeIn partners

For fast, easy and convenient remote PC access, try **LogMeIn Free**. Like the millions of users who already rely on it every day, you'll wonder how you ever lived without it.

Simply install LogMeIn on the computer you want to access, and then you can beam into that PC from anywhere using just a web browser. Whatever you can do when you're physically at the PC, you can now do remotely over the web.

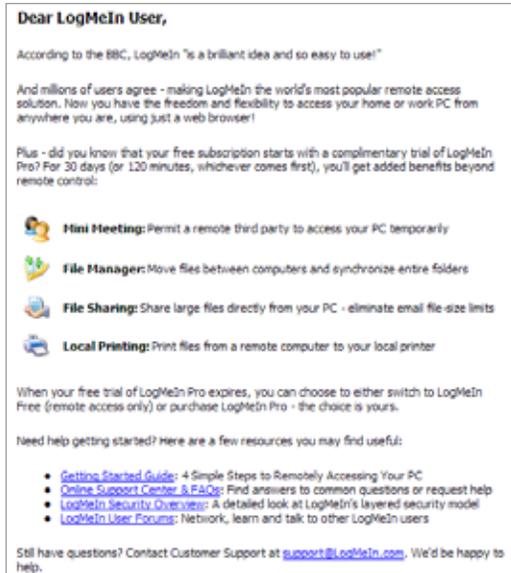
- Open remote files
- Check your email
- Run programs
- Support remote users
- Access from any browser
- Access from wireless Pocket PC
- Easy-to-use interface
- 100% FREE to use!

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1-800-993-1790

Note: We strongly recommend that you make a note of the details you give here and keep them secure, as you may be required to input them at a later stage when remote controlling the computer from another PC.

You will then receive two emails from LogMeIn:
One email welcomes you to LogMeIn and links to useful resources on our website to get you started.



The other details the first step you need to take. This is to confirm the email address you gave when you completed the registration page (above).

This is a security precaution to ensure that your email address is validated and to ensure you only receive the emails you requested. This is fully inline with LogMeIn's strict privacy and security policy.

You should either click on the link in the email, or copy the link and paste it into your Internet Explorer or Firefox browser.



This will confirm your email address and you will then be taken to your My Computers page. We will return to this shortly.

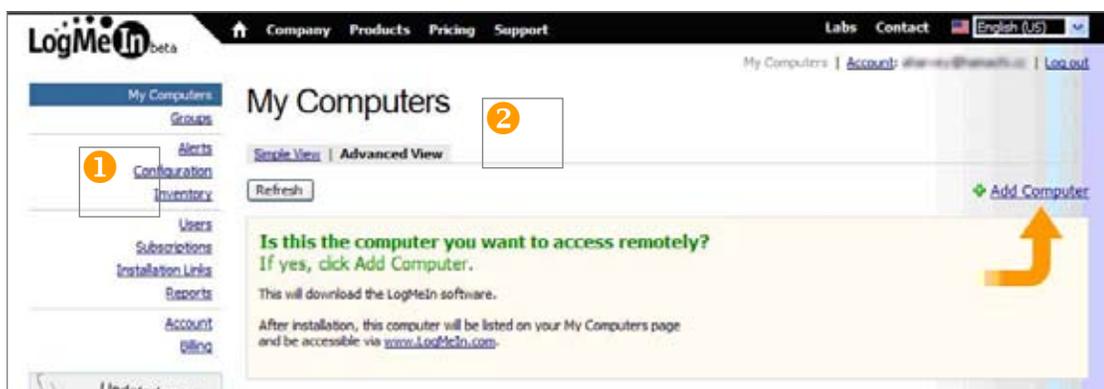
The screenshot shows the LogMeIn web interface. At the top, there is a navigation bar with links for Company, Products, Pricing, Support, Labs, and Contact. The user is logged in as 'Account: @name@logmein.com' and can click 'Log out'. The main heading is 'My Computers'. On the left, a sidebar menu includes 'My Computers', 'Groups', 'Alerts', 'Configuration', 'Inventory', 'Users', 'Subscriptions', 'Installation Links', 'Reports', 'Account', and 'Billing'. The main content area has 'Simple View' and 'Advanced View' tabs, a 'Refresh' button, and an 'Add Computer' button. A prominent yellow box asks, 'Is this the computer you want to access remotely? If yes, click Add Computer.' Below this, it states 'This will download the LogMeIn software. After installation, this computer will be listed on your My Computers page and be accessible via www.LogMeIn.com.' A 'Did you know?' section highlights 'LogMeIn Ignition' for instant access. The footer contains copyright information for 2003-2007 LogMeIn, Inc. and the phone number 1-800-893-1790.

Downloading and Installing the LogMeIn Software

Which Computers Need the LogMeIn software?

Before downloading and installing LogMeIn Free or Pro onto a computer, you should first decide which computer(s) you actually need to remote control.

You need to install LogMeIn onto any computer that you wish to remote control. You **DO NOT** need to install LogMeIn onto the machine that you will use to remote control another machine. (Although you are able to do so, if you wish to access that machine at a later stage.)



We will now return to the My Computers page, above. This is the view you will have when you are taken to your My Computers page for the first time. There are two things to examine in the above screenshot.

- 1 There are a number of options here that are not available to LogMeIn Free users.
- 2 There are two My Computers views:
 - The Advanced View, shown here
 - The Simple View
- 1 & 2 Let's look at these points, because they are closely related. Click on **Simple View** and the list of options to the left of the screen is greatly reduced. Compare the screenshot below with the one above:



The Simple View is all you will need to exploit the functionality of LogMeIn Free, but the other options are available in LogMeIn Pro and you may need these.

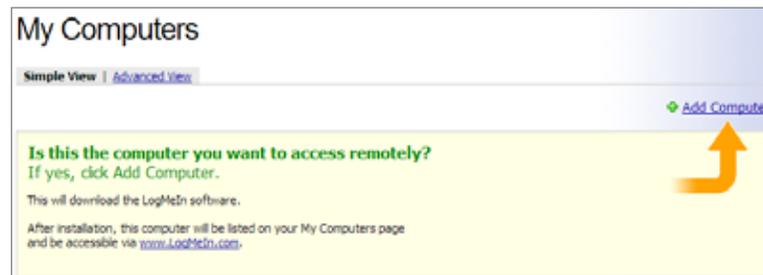
The My Computers words are grayed out because you have added no computers to your LogMeIn account. This is done by downloading the LogMeIn software onto them. The logical first step is to download the software onto the computer you are working at. However, read [the paragraph](#) at the top of this section to decide onto which computer(s) you actually need to download LogMeIn Free or Pro.

Downloading LogMeIn Free and Pro

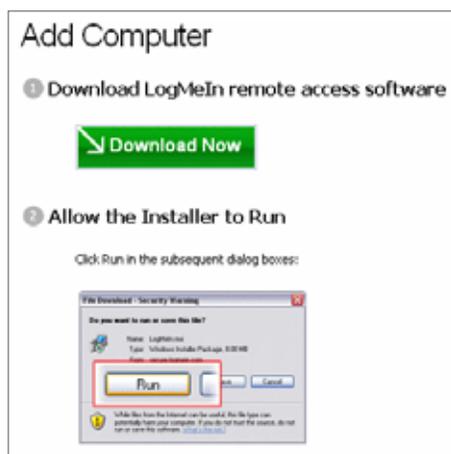
There are some points to be aware of when downloading LogMeIn onto your computers:

1. You must log into your LogMeIn account to add computers to your account.
2. You can only download LogMeIn Free and Pro onto a computer at which you are sitting.
3. You must install LogMeIn onto every computer you wish to access remotely.

This is the view you will get when you download the software for the first time using your LogMeIn account. To download the LogMeIn software onto your computer, click on **Add Computer**:



First time users with Internet Explorer browsers will follow this procedure: (Mozilla Firefox users will follow a very similar procedure, but will have their own instructions.)



Click on **Download Now** ...



... then on **Run** ...



... then on **Run** ...



.. then on **Next** ...



... then on **I Agree** ...



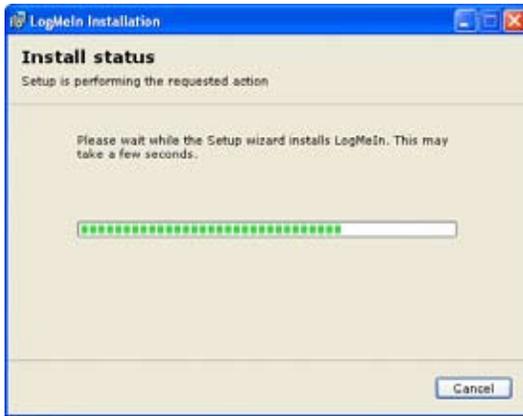
... then select the Typical radio button and **Next** ...



... Give the computer a description, then click **Next**...



... then click **Next** ...



... the Install status window appears ...



...once installation is complete, click on **Finish** ...

Add Computer

Profile: My Pe

Please wait, your download will start automatically.

If your download does not start within 15 seconds, click here: [Download Installer](#)

- 2 Allow the Installer to Run

Click Run in the subsequent dialog boxes:



- 3 Follow the Setup Wizard

Click Next in the Wizard pages and set your installation preferences:



- 4 Finish

[Installation was successful](#)

[I need help with the installation](#)

... click on **Installation was successful** (if it was!) ...

All Computers (2 computers, 1 online)			
Computer	Product	Inventory	Settings
Home laptop (Offline)	Free		Edit
XP DESKTOP	Free		Edit

... and you will be taken to your My Computers page, where the computer you just added now appears. You can now use LogMeIn to remote control this computer from another PC.

Remote Controlling a Computer

Scenario

You have a computer at work called XP DESKTOP. You create your LogMeIn account on this computer and download LogMeIn onto it using the process described above. Following this, when you access your My Computers page from XP DESKTOP, it appears there. However, there is not much point in being able to remotely access the machine at which you are sitting!

You also have a home computer. You wish to access your work XP DESKTOP computer remotely from home. When you are at your home computer, log into your LogMeIn account at www.logmein.com and you will see your My Computers page. It will show your XP DESKTOP computer, onto which you earlier downloaded LogMeIn. (See the [System Requirements](#) for the pre-requisites for remote controlling a Target computer).

Remote Machines (1 computer, 1 online) - Edit			
Computer	Product	Inventory	Settings
XP - DESKTOP	Pro		Edit

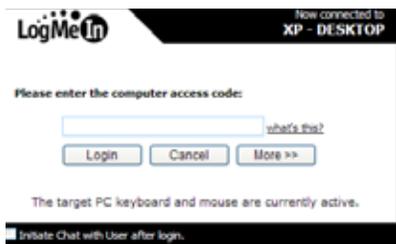
In LogMeIn Free or Pro, click on the machine name, highlighted, and you will be connected to the computer. Once the connection is established, you can then select the Remote Control option from the menu to the left of the screen.

LogMeIn Pro Only

If you have LogMeIn Pro, you will see two Direct Connect icons to the right of the computer name: . Hover over the icons and you will see a description of the functionality: . Click on the left icon to connect directly to remote control the selected machine.

Depending on how you set up your account, you may be required to input a Computer Access Code. If so, input the code, then select Login:

Otherwise you will be presented with a login box where you should input your Windows login credentials.



You are also told the status of the target PC's keyboard and mouse. In the above example they are both active, i.e. someone is using the computer at that time. This may influence your decision to initiate a remote control session.

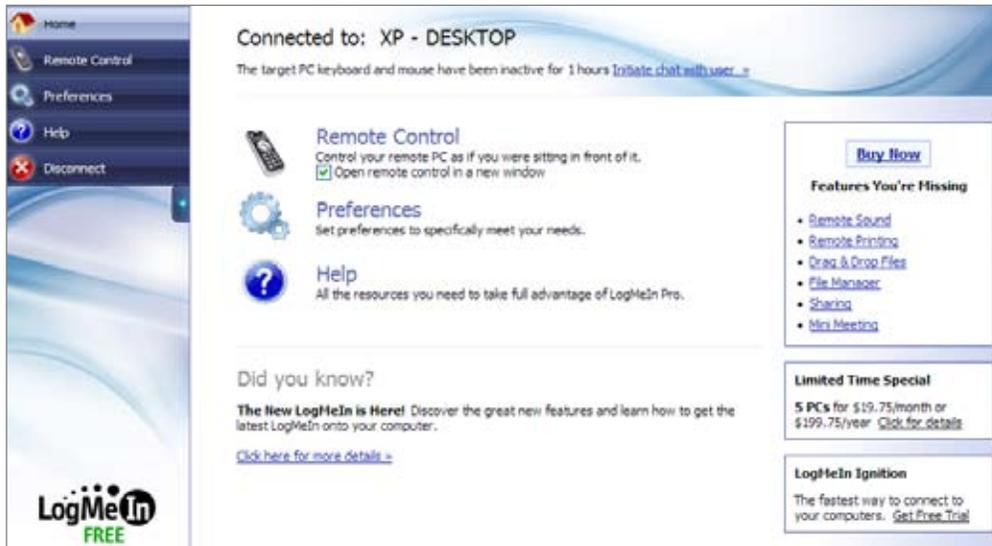
Note: The Computer Access Code is for users who do not normally have to enter any Windows credentials when logging on to the Target PC. As an additional security measure, LogMeIn have added the Computer Access code to ensure that only authorized users gain access to the computers in an account. The code was created here:



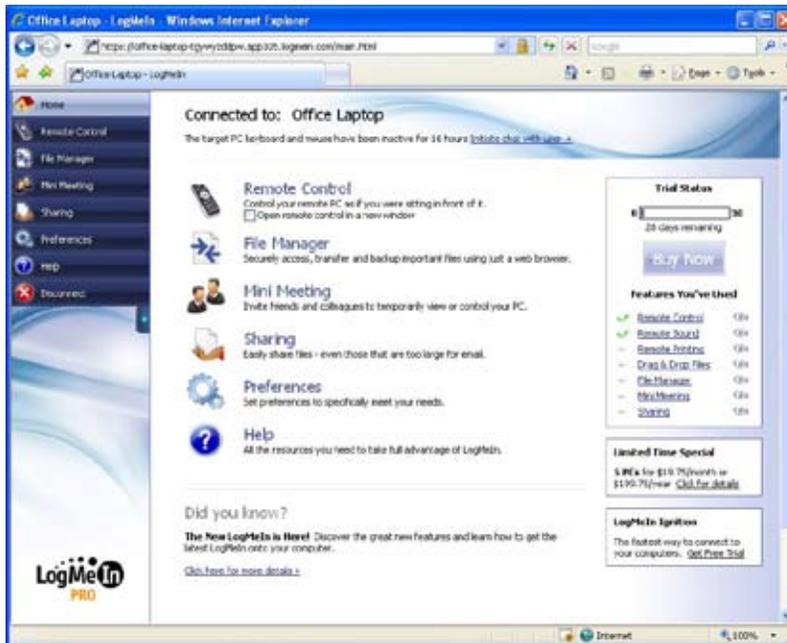
Once connected to the Target PC via LogMeIn Pro, you will see this screen:



Once connected to the Target PC via LogMeIn Free, you will see this screen:



Note that the number of options available in the Pro version is significantly larger than in Free.



You will probably start by downloading a trial version of LogMeIn Pro and you will see this screen. There is a Trial Status window to the right of the Free connection screen. This is to inform you of the status of your free-of-charge Pro trial. The trial is for 30 days or two hours of remote control, whichever expires sooner. Once the trial expires, you will not have access to any of the premium Pro features detailed in the Trial Status box.

As you take advantage of Pro's great extra features, a green tick will appear in the box to show you have used a particular feature. The features are hyperlinked to short movies that demonstrate each feature.

You are only one step away from remote controlling the Target computer.

There is a toolbar to the left of the screen ...:



LogMeIn Pro



LogMeIn Free

... and a list of options on the main screen:



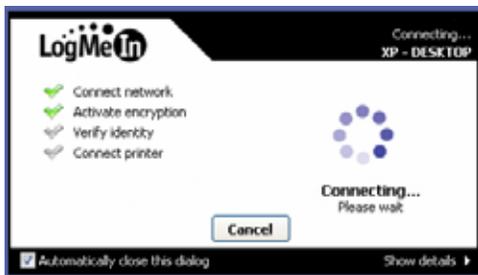
LogMeIn Pro



LogMeIn Free

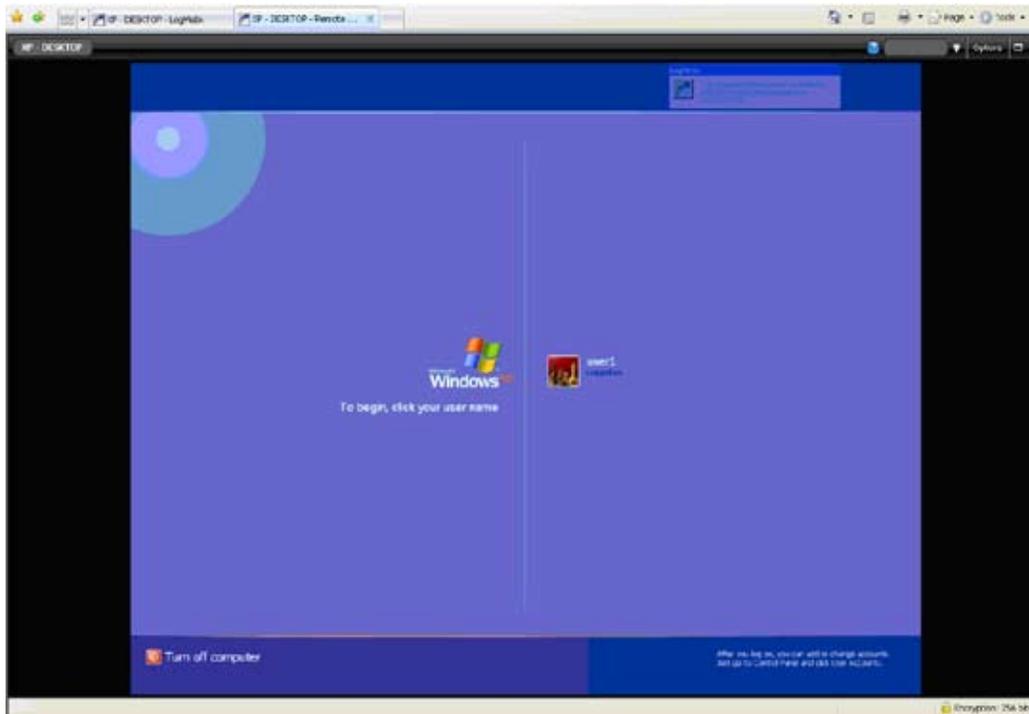
Select the **Remote Control** options and decide if you want to open the remote control session in a new browser window using the check box on the main screen.

You will see a progress box appear to inform you of the status of the connection:



The connection will be established in a few seconds.

You will then be connected to the Target computer:



You are now able to remote control the target PC just as if you were sitting at the machine itself. You can work on documents, listen to music ([LogMeIn Pro only](#)), adjust settings, open files, reboot, and generally use the machine how you like.

There are several powerful remote control features accessed via the remote control ribbon, which is described in the [LogMeIn Free & Pro User Guide](#).