LogMeIn Rescue

Getting Started With Calling Card

How-To Guide for Administrators and Technicians

Overview

Rescue Calling Card gives end users a permanent desktop shortcut to launch a remote support session instantly. Because the applet is pre-installed, there's no download step—users connect to a technician in seconds, significantly faster than the ad-hoc route. Calling Card supports both channel-based sessions and PIN code sessions, giving technicians flexibility depending on the situation.

As an admin or technician, you control who gets a Calling Card, which channel it routes to, and how it looks and behaves. Calling Card installers are distributed as .msi files that can be deployed manually, via a network share, silently during an active session or at scale via Group Policy.

Before You Begin

Complete these setup steps before generating your Calling Card Installer

Choose Your Channels

Calling Cards are assigned to specific channels, so plan your channel structure first. Routing channels by support tier—e.g., Tier 1, Tier 2, VIP—ensures users reach the right team immediately.

Set Up Custom Fields

Custom fields let you collect information from users before a session begins—such as their name, department, or employee ID. The field names you define here are what users will see in the Calling Card interface, and they appear in session reports and the Technician Console.

To name your custom fields, go to the Global Settings tab in the Admin Center.

Tip: Name your custom fields before customizing the Calling Card applet—the names you set here appear in the applet's form configuration

Brand Your Calling Card

You can fully customize the Calling Card applet—name, icon, colors, logo, header image, and footer links—to match your company brand. You can also configure custom form fields to capture the user information your team needs before a session starts.

STEP 1

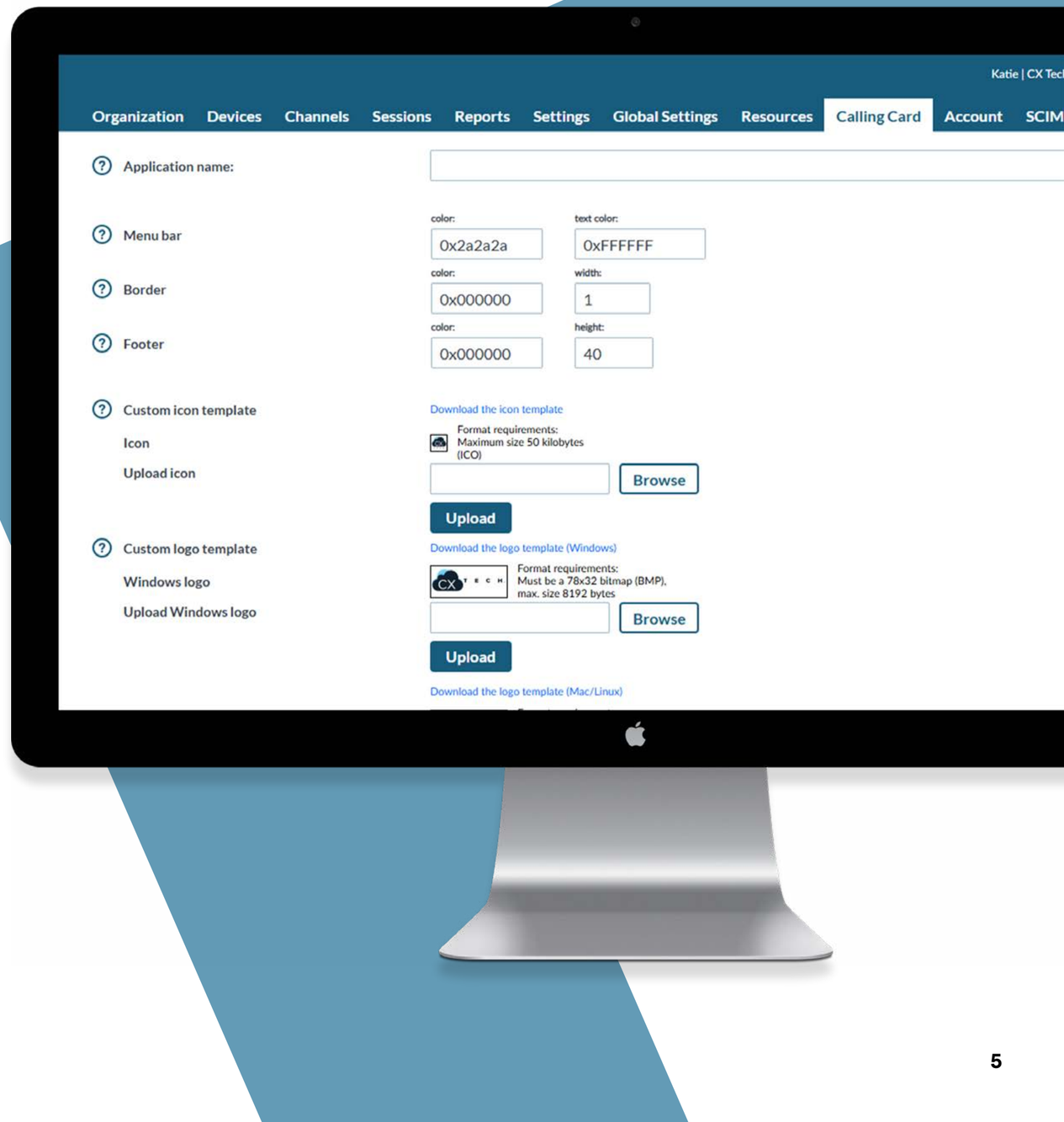
Customize the Calling Card Applet

Select the Calling Card tab.

Edit the settings described in the table below.

Click Save Changes.

Note: Your organization name is pulled from My Account > Modify Contact Information. The Powered by Rescue logo cannot be removed.



Calling Card Customization Options

Option	Description
Application name	Name displayed on the user's device. Choose something users will easily recognize as your organization's support tool.
Menu bar color / Text color	Colors for the menu bar and its text. Ensure sufficient contrast so text is clearly legible.
Border	Color and pixel width of the applet border.
Footer	Color and pixel height of the footer area.
Icon file	Desktop icon users click to open Calling Card. Max 50 KB; must be .ico format.
Logo	Logo shown in the top-right corner once a technician connects. Download the template to see required dimensions and format.
Header image	Image displayed at the top of the applet. Max 100 KB; .bmp, .png, or .jpg.
Background	Background image for the applet. Max 100 KB; .bmp, .png, or .jpg.
Help URL	Link to user-facing instructions for the Calling Card. Leave blank or disable if not needed.
Footer text and links	Up to five hyperlinks in the footer. Keep link text short to avoid wrapping.
Terms and Conditions	Link to your organization's terms or legal text.
Text before form	Up to three lines of instructional text shown above the connection form. Example: "Fill in all fields and click Connect."
Text after form	One line of text shown below the form. Example: "Thank you!"
Custom fields	Input fields collected from users before connecting. Enable Retain text to pre-fill values on subsequent sessions.
Code lines	Up to three lines of instructions shown on the PIN code entry page.
Supported connection methods	Allow channel sessions, PIN code sessions, or both.
Default connection method	Which method is pre-selected when the applet opens. Users can switch if both are enabled.
Company ID validation	Ensures only PIN codes from your organization are accepted. Enabled by default—recommended to keep on.

Tip: After making changes, click Regenerate on the Channels tab to rebuild the installer with the same Referral ID. Existing Calling Cards on user desktops update automatically the next time they are opened. If the original installer was deleted, Regenerate restores it.

STEP 2

Give a Technician Group Permission to Deploy

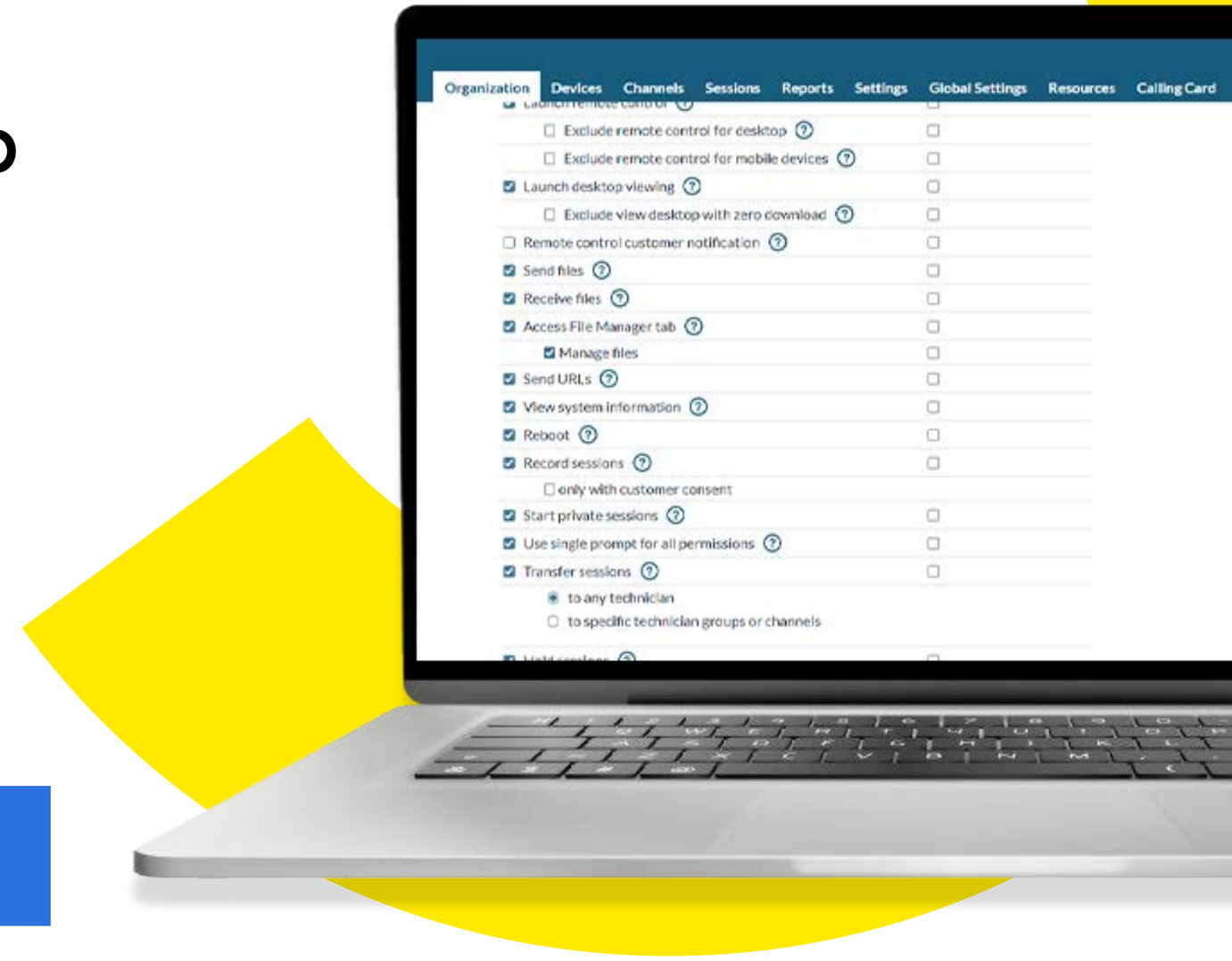
On the Organization Tree, select the Technician Group.

Select the Organization tab.

Under Permissions, enable Deploy Calling Card.

Click Save Changes.

Tip: This step is only required if you plan to distribute the Calling Card through a Technician Group. If you are mass deploying the Calling Card using another deployment method, no permissions need to be configured in this step.



STEP 3

Apply the Calling Card to the Technician Group

On the Channels tab, copy the Referral ID of the Calling Card you want to apply.

On the Organization Tree, select the Technician Group.

Select the Organization tab.

In the Apply Calling Card section, paste the Referral ID into the Installer Referral ID field.

Click Save Changes.

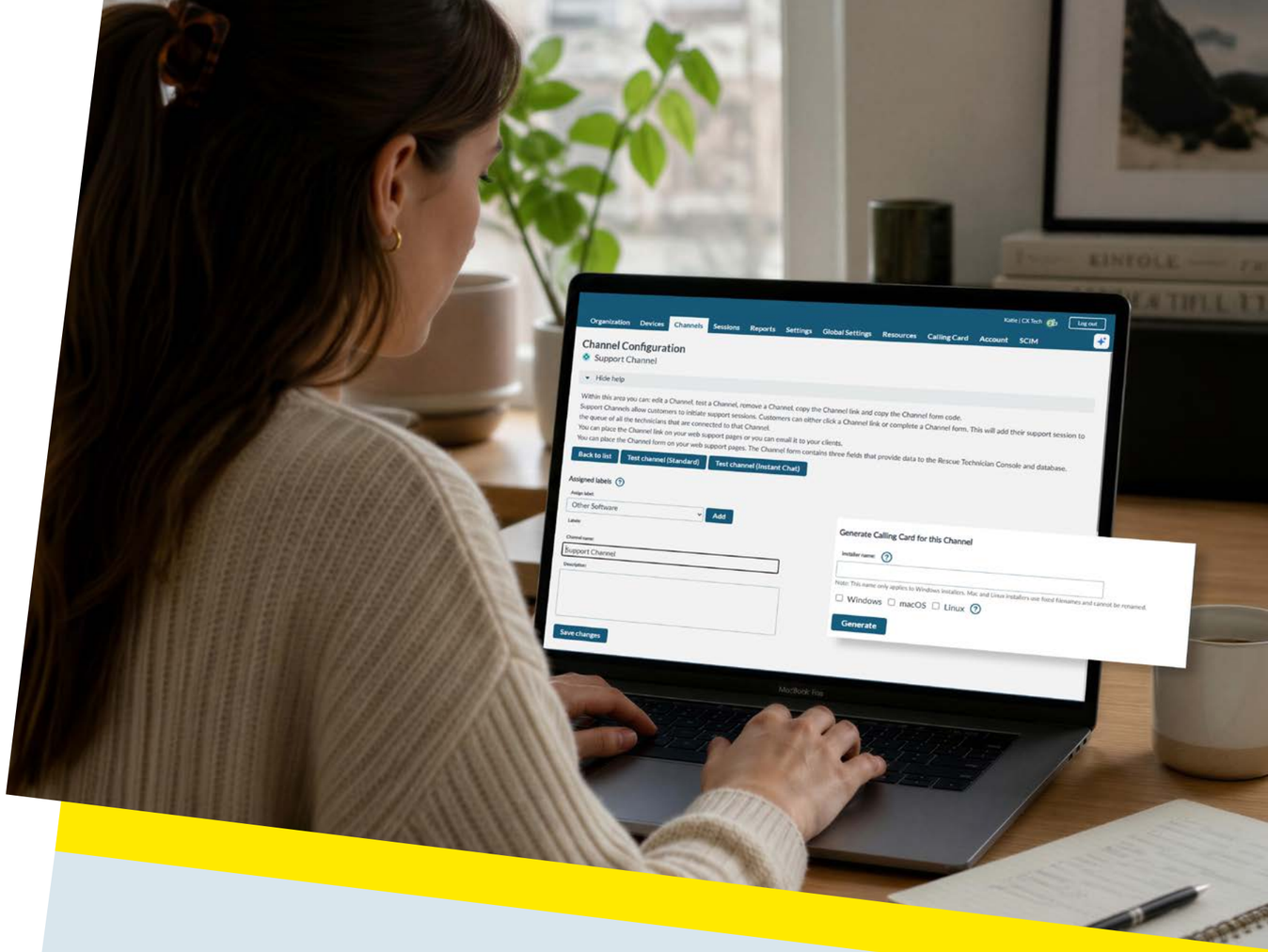
Any technician in that group can now deploy the Calling Card through the Technician Console.

Tip: You can generate multiple installers for the same channel to track deployment sources separately. Each installer gets a unique Referral ID, so you can measure session volume by group or landing page.

STEP 4

Generate a Calling Card

- Once the applet is customized and your technician group is configured, generate the installer for distribution.
- On the Organization Tree, select the channel for the Calling Card.
- Select the Channels tab and scroll to Generate Calling Card for this Channel.
- Enter a meaningful name in the Installer Name field.
- Click Generate.
- Select the target platform: Windows, Mac, or Linux.
- If deploying on Windows and you need the Calling Card to run as a system service, enable Service Mode.
- Run the .msi to install locally, or save it to a network location for later distribution. Installer details appear on the Channels tab.



Note: Service Mode (Windows only) runs the Calling Card as a Windows service rather than a user-mode application. This allows it to remain active even before a user logs in

Tip: In large organizations with many installers, use clear, descriptive names (e.g., “TechSupport-Tier1-NA”) so installers are easy to identify later.

Service Mode: Service Mode: Installs with elevated privileges, so no additional elevation is required once a session begins. This provides a streamlined support experience by eliminating User Account Control (UAC) prompts for the end user during the session.

STEP 5

Deploy the Calling Card to a Customer's Computer

There are two ways to distribute the Calling Card installer to end users:

Option A: Deploy during an active session (Technician Console)

Technicians can silently install the Calling Card on a customer's computer during an active Rescue session from the Technician Console.

Requirements before deploying:

- The technician's group has Deploy Calling Card permission (Step 2).
- A Calling Card has been applied to the technician's group (Step 3).
- The session is Active.

Tip: The installer generated in step 4 can be used to mass-deploy the Calling Card, instead of deploying during an active session (see option B for deployment)

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To deploy:

In the Technician Console, click the Calling Card tab.

Choose a launch option:

- Launch Calling Card immediately after installation — runs the applet right away.
- Launch Calling Card every time the remote device starts — opens the applet on every startup.
- Click Install Calling Card. The customer may be prompted to approve the deployment—ask them to accept.

Once installed, the customer can initiate sessions independently via the Calling Card.

Option B: Mass deploy via Group Policy

For large-scale rollouts, the .msi installer generated in Step 4 can be deployed silently across your organization using Windows Group Policy (GPO) or a software deployment tool such as SCCM/Intune. This is the recommended approach when deploying to many endpoints without requiring an active Rescue session.

1. Distribute the .msi via a GPO software installation policy targeting the appropriate OUs.
2. The installer runs silently—no end-user interaction required.
3. Once installed, the Calling Card shortcut appears on the user's desktop and is ready to use.

Tip: Customers can change the auto-launch setting at any time in Calling Card Settings > General.

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