Remote Session Tools:

There are several different options available via NinjaOne Remote to accommodate various needs during a remote session.

Number Location	Description
1	**Device name** - This displays the name of the streamer (remote) device. Left clicking will open that device's page in NinjaOne. Right clicking will open a modal to give the device an alias and a note. The alias will be displayed in parentheses directly behind the device name.
2	**Monitor selection** - This option allows the customer to switch between remote monitors. When the remote device has multiple monitors, then the far left option displays all monitors at the same time. Left clicking the active monitor will give the customer the ability to adjust the resolution as well as the option to scale the display to fit the Ninja Remote window. Note: The maximum resolution will only be as high as the remote monitor supports. (e.g. you won't have an option for 4k when the remote device only has a 1080p display)
3	**Active user list** - This option allows the technician to switch between active sessions on a Terminal/VDI server. Left clicking this options will show a menu of all active users that the technician can switch between.
4	**Remote sound** - This option enables/disables the sound coming from the remote machine. If enabled, then any sound from the remote machine will be sent to the technicians speakers. (e.g. if the remote device is playing a YouTube video, then the technician would be able to hear the audio)
5	**Call/VoIP button** - This option was originally designed to leverage the mic and speaker of both the player and streamer's devices to initiate a voice conversation via Ninja Remote. This option does not work as intended, nor is there an option for the end user to consent to have their microphone enabled. This is going to be removed in the next hotfix and won't return until the feature includes end user consent making it less of a liability.
6	**Send Ctrl+Alt+Del** - This option sends the Ctrl+Alt+Del keystrokes to the remote machine. This option also exists in another submenu (Feature #8 in this guide). Because this option is likely to be frequently used, the technician is able to show/hide this button via the settings menu (Feature #12 in this guide).
7	**Send local clipboard as keystrokes** - This option takes the clipboard of the player (local) device and pastes it to the streamer (remote) device as keystrokes (it functions as if the technician had typed out the characters). This allows the

	technician to paste text that he has copied without the need to synchronize his clipboard with the remote device. This option also exists in another submenu (Feature #8 in this guide). Because this option is likely to be frequently used, the technician is able to show/hide this button via the settings menu (Feature #12 in this guide).
8	**Common keyboard shortcuts** - This option displays common keyboard combinations in a menu and when selected will send the keys to the remote device as keystrokes. The last item in the menu will send the player's clipboard to the streamer's screen (exactly like feature #7 in this guide).
9	**Manual clipboard synchronization** - When clipboard synchronization is disabled, then this options appears. This give the technician two options. The first is the ability to copy his clipboard to the remote devices clipboard. The second is the ability to copy the remote devices clipboard to his local machine.
10	**File transfer** - This opens a modal designed for transferring files to and from the remote device. The technician will get two file explorer windows side by side. The left will display the file explorer for the local machine and the right will display the file explorer for the remote machine. The technician can select one or more files to send to the remote machine and vice versa. They also have the ability to rename and delete files from this modal.
11	**Chat** - This option opens a chat window to start a chat dialog with the customer.
12	**Additional Settings menu:** • **Session Timeout** - End the Remote session if the Player has been idle for X amount of timePrevent inactivity timeout - prevent the remote device from idling/going to sleep • **Change keyboard input to text mode** - changes the keystroke inputs into unicode characters. This is especially helpful when remoting into a device that has a keyboard in a different language. By default some characters would be impossible to input based on the language differences. This feature gives more keyboard flexibility. • **Enable copy/paste files** - This enables/disables the ability to copy/paste and drag/drop files from the local machine to the remote machines and vice versa. The file transfer feature (feature #10 in this guide) will work regardless of this setting. • **Clipboard synchronize** - This enables/disables the synchronization of the player and streamer's clipboards • **On session close clear clipboard** - When enabled this will clear the clipboard for both the streamer and the player when the session ends.

- **On session close Lock** - This locks the remote machine when the technician ends the session

- **On session close Logout** - This logs the remote user out of the machine when the technician ends the session.

- **Prevent technician keyboard and mouse** - blocks all input from the technician on the remote device

- **Prevent user keyboard and mouse** - blocks all input from the user on the remote device

- **Silent chat mode** - When enabled the chat icon will flash for the technician, but the chat window will not open automatically.

- **Enable remote wallpaper** - When unchecked this will strip the wallpaper from the remote device. When checked the wallpaper will remain intact.

- **Enable font smoothing** - When enabled, this prevents the font on the remote machine from looking grainy and jagged. This also uses more resources on the remote device.

- **Show remote cursor** - When enabled this allows the technician to view the local of the remote user's mouse. The mouse will actually show up in the form of a red dot.

- **Show red frame** - When enabled this puts a red border around the monitor that the technician is currently viewing.

- **Hybrid TCP+UDP link** - When checked the Ninja Remote device will attempt to push the traffic over UDP which is much lighter and quicker. When disabled all traffic is sent over TCP

- **GPU acceleration** - If the Player (technician) device has an external GPU, then this option can leverage the GPU to take the strain off the CPU.

- **Video Quality** - This allows the technician to adjust the video quality of the stream. A higher video quality will make the improve the picture quality, while a lower video quality will improve the performance.

- **Show "Ctrl+Alt+Del" button on toolbar** - This option shows/hides the Ctrl+Alt+Del shortcut button as a top level button on the toolbar.

- **Show "Paste as keystrokes" button on toolbar** - This option shows/hides the Paste as keystrokes button as a top level button on the toolbar.

- **Record session** - When enabled from that moment it starts recording the session until either the recording is disabled again or when the session ends.

- **Select record directory** - This opens the native file explorer for the technician to select which folder they want to save the recording. The recording is saved on the player (technician) side, not the streamer (end user) side.

	• **Service** - *This is a hidden option*. To find this option, hold down the shift key while clicking on the additional option gear icon. This is a submenu with 20+ automated tests for QA testing purposes. This submenu also gives the technician the ability to switch between DXGI (DirectX) and GDI capture modes.
13	**Session information** - This option displays details of the current session including the version, duration, file path for logs and recorded sessions, and several other technical details.
14	**Borderless full screen mode** - This option allows the window to expand to full screen with no border. When expanded to full screen another icon appears to pin the toolbar to the top of the screen. When the pin is enabled, then the toolbar will always be visible and when disabled the toolbar will hide until it's moused over.
15	**Power options menu:** **Disconnect** - This terminates the Ninja Remote session (this is the only option in this menu that ends the Ninja Remote session) **Lock System** - This locks the active session which requires the end user to enter their password to return to the desktop **Logoff** - This logs out the end user **Shutdown** - This powers off the remote device (the device will not come back online) **Reboot** - Reboots the remote machine **Reboot into safe mode** - the reboots the remote machine into safe mode with networking enabled