# Full Control and View

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The **Full Control** mode allows you to view the remote screen, move the remote mouse pointer and send clicks/keystrokes. The **View Only** mode, as the name implies, allows you to view the remote screen *without* access to the remote mouse pointer and keyboard.

**Starting Full Control mode**

On the **General** tab select **Full Control** and double-click on a connection in your *address book*:
Alternatively, right-click on the connection icon and select **Full Control** from the menu:

Enter the access password and click **OK**:

The **Full Control** window will open:
Starting View Only mode

On the **General** tab select **View only** and double-click on a connection in your *address book*:
Alternatively, right-click on the connection icon and select **View Only** from the menu:

Enter the access password and click **OK**:

The **View Only** window will open:
Alternating between Full Control and View Only

You can quickly alternate between Full Control and View Only modes without closing the window. Just use the toggle icon (🔒) on the toolbar. Since both Full Control and View Only modes use the same window, you can quickly tell in which mode you are currently in by looking at the icon state (pressed for Full Control and not pressed for View Only).

Alternatively, you can use `Alt + F12` keyboard shortcut to switch between Full Control and View Only modes.

Tabbed view
If you start multiple connections when in Full Control or View Only mode, the sessions are open in tabs:

You can turn off tabs so that each session is shown in its individual window. In the Viewer click **Tools → Options → Remote Screen** and clear the **Tabbed view** check box.

**Toolbar**

The toolbar contains frequently-used commands. To reveal the toolbar, hover your mouse pointer over the top edge of the Full Control window.
**Mode switch** - switch between Full control and View only modes

**Capture sound** - enable this to listen to audio played back on the remote PC

**Session recording** - enable video recording of the remote session

**Connection properties** - change connection properties on-the-fly during a remote session

**Other modes** - run another connection mode

**Remote monitors** - switch to a specific remote monitor (for a multi-monitor setup)

**Terminal sessions** - if there is a Microsoft terminal server running on the remote PC, you can switch to a specific terminal session using this menu

**Lock input and screen** - lock the remote mouse pointer, keyboard input, and blank the remote screen during the current session

**Text chat** - enable the mini-chat panel (see below)

**Additional commands menu** - dropdown menu with additional commands
Pin - make the toolbar always visible at the top of the window

Minimize - minimize the Full Control window and get to local desktop. This button also works in the fullscreen mode

Close - close the Full Control window and end the remote session

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Additional commands

Click on the icon ( ) to invoke a menu with additional commands:

- **Normal view** - set screen mode to normal (actual pixels are shown and no scaling occurs)
- **Stretch view** - stretch or shrink the remote screen image to fit into the Full Control window
- **Fullscreen view** - remove Full Control window border and use your entire screen for remote screen
- **Fullscreen stretch view** - stretch or shrink the remote screen image to fit in your entire screen
- **Send Ctrl+Alt+Del** - send a Ctrl+Alt+Del key combination to the remote PC
- **Send key** - send a key or key combination to the remote PC
- **Make screenshot** - take a screenshot of the Full Control window and save it on the local disc (the Windows "Save" dialog will appear).
- **Restart Agent as...** - restart the remote Agent as different user (e.g. administrator).
- **Pause** - put remote session on hold.
- **Get remote clipboard** - copy the contents of the remote clipboard to the local clipboard
- **Set remote clipboard** - copy the contents of the local clipboard to the remote clipboard

Mini-chat

Mini-chat is a simplified version of the Text Chat mode. The mini-chat panel opens alongside the Full Control window and allows chatting with remote users and viewing their desktops simultaneously.

To open the mini-chat panel click the chat icon ( ⓢ ) on the toolbar. The mini-chat panel will open:
To send a message, enter the message in the text field and click **Send** or press the **Enter** key.

**Hot keys**

You can use the following keyboard shortcuts when in the Full Control mode:

- **Ctrl+Alt+F12** — Send a Ctrl+Alt+Del command to the remote PC
- **F12** — toggle view modes (Normal, Stretch etc.)
- **Ctrl + F12** — show connection properties
- **Alt + Pause** — put the current session on hold
- **Alt + F4** — close the Full Control window

You can change the default keyboard shortcuts in the **Viewer Options**.

**Drag and Drop**

You can copy files and folders from/to a remote PC using drag and drop. For example, to copy a file from the remote PC to the local PC, click the file and drag it away from the Full Control window. Drop the file over the target window or the desktop on the local PC.
Related articles

- About Remote Utilities: Viewer
- Connection modes: Text chat
- Getting Started: Keyboard shortcuts
- Viewer settings: Viewer options

URL: https://www.remoteutilities.com/support/docs/full-control-and-view/