



Manual - TeamViewer 5.0



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1 Scope of service

1.1 Introduction

1.1.1 About TeamViewer

TeamViewer is a simple, fast and secure remote control application. You can use TeamViewer for the following scenarios:

- Give ad-hoc remote support to colleagues, friends or customers.
- Administer Windows® server and workstations (you can configure TeamViewer to run as a Windows® system service – so your computer is reachable even before you are logged in to Windows®).
- Share your desktop for online-presentations or collaboration.

TeamViewer can communicate across firewall barriers and proxies without any need for special configurations!

1.1.2 New as of Version 5.0

- VoIP (Voice over IP)
- Webcam support
- Application selection in Presentation mode - present only selected applications instead of your whole desktop
- Integrated teleconferencing solution with access numbers for numerous countries
- Newly designed TeamViewer control panel and improved control menu
- Improved and enhanced options menu

1.1.3 New as of Version 4.1

- Optional QuickConnect button in all application windows for spontaneous presentations and teamwork
- Instant messaging function in the partner list including group chat, offline messages and blacklist
- Different own availability states can be selected, including 'show as offline'
- Search function in the partner list
- Add descriptions to your partners



TeamViewer - Scope of service

- channel use is visible when using a Premium license
- Combination of user-defined and automatically generated password
- Password strength can be adjusted

1.1.4 New as of Version 4.0

- Partner list displaying the online status of your connection partner(s)
- Quick access to remote computers via the partner list
- Web Connector for controlling remote computers through the web browser (pure html and flash)
- Attend presentations (seminars) in a browser (pure html and flash)
- Change the resolution of the remote desktop for the duration of the remote support
- Display remote system information

1.1.5 New as of version 3.6

- TeamViewer version for Mac OS 10.4 and 10.5
- Black- and whitelist for managing the access on a computer based on the accessing IDs.
- New feature in the access control: View screen. TeamViewer can now be configured in a way that viewing the remote desktop has to be confirmed first on the remote computer.
- LAN connections only. TeamViewer can be configured for exclusive LAN access in the advanced options.
- Windows Authentication possible.

1.1.6 New as of version 3.5

- Session recording: You can record your session on your local computer as movie and play it back later on. Hence you have a proof of what you did on the remote computer.
- Access Control: You can preset how the remote computer will be accessed. Distinction can be made between the modes Full Access, Confirm all, View and show, Custom settings or no connections allowed. These modes can be determined for outgoing and incoming connections separately.
- VPN: You can establish a VPN connection to the remote computer. That way it is possible, for example, to work with remote databases on your local machine.
- Remote Reboot: The remote computer can be restarted directly from the TeamViewer session. Furthermore you can reboot in safe mode and also reconnect if your partner is using the QuickSupport.



TeamViewer - Scope of service

- TeamViewer options can be imported and exported now. If you have predefined a set of individual options you can use them easily for any other computer.

1.1.7 Functions of the Mac Version

TeamViewer support Mac OS x from version 10.4 onwards. By and large the Mac version corresponds to the Windows version, some of the functions are not available, though. Please use our free trial version to get an impression of the range of functions available for Mac.

1.1.8 About this Manual

This manual describes the use of TeamViewer. Please report errors in this manual to support@teamviewer.com.

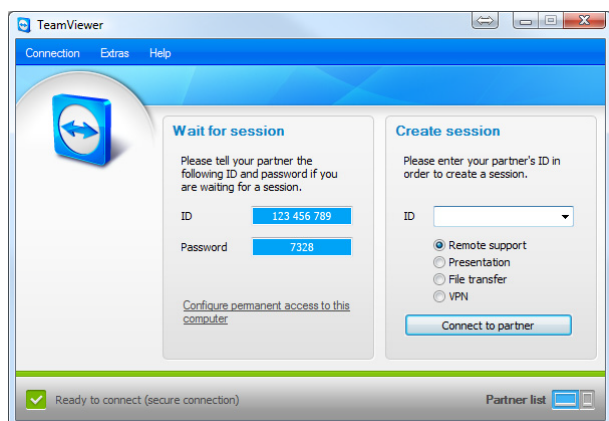


2 Installation

2.1 TeamViewer related downloads

2.1.1 TeamViewer

This is the full version of TeamViewer. You can use this module to connect to partners and to accept incoming connection requests. (This version of TeamViewer is free for non-commercial use).



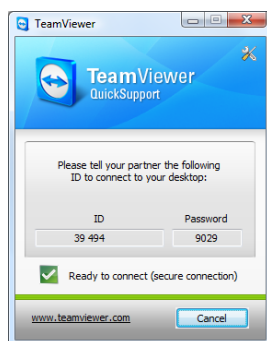
TeamViewer main window

2.1.2 TeamViewer Quick Support

This is a "single EXE application". You run this application without any installation and therefore without the need for Windows® administrator rights. You can accept incoming connections but cannot start any outgoing connections.

Typically you'll give this module to your customers.

You can build a customized version (with your own logo and welcoming text) of TeamViewer QuickSupport in the download section of our homepage.



TeamViewer QuickSupport



2.1.3 TeamViewer Host

This application is installed as a Windows® system service. Computers on which TeamViewer Host is installed can be administered right after the start up (and before the Windows® log on screen). Outbound connections are not possible (TeamViewer Host offers a part of the features of the full version of TeamViewer.)

You would typically install this module on servers or , generally speaking, on computers which you would like to administer remotely anytime.

2.1.4 TeamViewer Portable

TeamViewer Portable is comparable to the full version. It does not need to be installed though and hence can be started from any data carrier, e.g. a USB stick or a CD. More information on the configuration is available in the download package. TeamViewer Portable is a component of the TeamViewer Premium and the TeamViewer Corporate license.

2.1.5 TeamViewer Manager

TeamViewer Manager is a database application which stores your partners details. Additionally the software logs the session time, so it can be used for invoicing for example. The TeamViewer Manager is a component of the Premium and the Corporate license.

2.1.6 TeamViewer MSI Package

The TeamViewer MSI package is an alternative installation file for TeamViewer full version and TeamViewer Host. It is suited for deploying TeamViewer via a Group Policy Object (GPO) in an Active Directory Domain. More information on the configuration is available in the download package. TeamViewer MSI is a component of the TeamViewer Premium and the TeamViewer Corporate license.



2.2 Installing TeamViewer

Start the setup-file you downloaded - a wizard leads you through the installation steps:

1. **Welcome to TeamViewer**
Click on *Next* to continue the installation process. If the checkbox *Show advanced settings* is not activated the steps 5, 6 and 7 will be skipped.
2. **Environment**
Choose whether you use TeamViewer in a commercial environment (e.g. support, presentations, home office, desktop sharing with colleagues, etc.) or in a private environment (e.g. connections to friends or relatives or to your own computer). If both is the case then please activate the option both of the above.
3. **License agreement**
Read the license agreement, check *I accept the terms in the license agreement* if you agree. If you have selected private use in step 2 please confirm this in the scope of the license agreement via the option *I agree that I will only use TeamViewer for non-commercial and private use*. Click on *Next* to continue.
4. **Choose installation type**
Select Normal *Installation* in order to start TeamViewer via the Windows start menu later on if needed. Activate the checkbox *Start automatically with Windows®* if you want to start TeamViewer as a Windows® system service. You can find further information in the chapter [2.3 Configure TeamViewer to Start With Windows®](#).
If you decide to start TeamViewer automatically with Windows®, please set a secure password which you need to repeat in the *Confirm password* field.
5. **Install VPN adapter (optional)**
Activate the checkbox *Use TeamViewer VPN*, if you would like use TeamViewer VPN. You can find further information in the chapter [9.3 VPN Connection](#).
6. **Choose installation location (optional)**
Choose your destination folder for the installation and click on *Next* to continue.
7. **Choose start menu folder (optional)**
Choose the start menu folder into which the TeamViewer shortcuts should be placed. Click on *Install* to start the installation.
8. **Completing the TeamViewer setup wizard**
Click on *Finish* to close the wizard.

Note to 4: The option *Start TeamViewer automatically with Windows®* is not available on Windows® 98, NT and Windows® ME computers.

Note to 5: The option *Use TeamViewer VPN* is only available for Windows® 2000 and higher.

General Note: Some options may only be available if you have Windows® administrator privileges.



2.3 Configure TeamViewer to Start With Windows®

2.3.1 Differences Between Application and System Service

You can setup TeamViewer as a Windows® Service either during the installation procedure or later in the options. This chapter discusses the differences between running TeamViewer as a regular application and running TeamViewer as a Windows® system service:

When running TeamViewer as a Windows® application:

- You will have to start TeamViewer manually if you want to give remote support, receive remote support, or make an online-presentation.
- If you quit TeamViewer your machine is no longer reachable.
- By default TeamViewer creates a new session password whenever you start it (you can configure a fixed password in the security settings). Your computer is only reachable for persons you have given the password. Since the password changes with each start, a person that has connected to your PC before is not able to connect again until you give them your new password. So nobody can get permanent control over your PC.
- This is the default mode and is perfectly suitable for most situations.

When running TeamViewer as a Windows® system service:

- TeamViewer will run during your whole Windows® session.
- TeamViewer will be installed as a Windows® system service - so your computer is reachable even before you log in to Windows®.
- You setup a permanent password for authentication.
- Your computer is reachable whenever it is started and connected to the Internet.
- This mode is e.g. perfect for servers you want to reach when nobody is on the remote side. It is also the best mode if you need the ability to restart the remote machine and reconnect with TeamViewer afterwards.



TeamViewer - Installation

How to configure TeamViewer to run as a Windows® system service

If you didn't configure TeamViewer to run automatically with Windows® during the setup you can do this anytime later by taking the following steps:

1. Start TeamViewer
2. In the *Extras* menu, click *Options*
3. Switch to the category *General*
4. Activate the option *Start TeamViewer with Windows®* in the Startup section.
→ A Window for entering a password will pop up.
5. Enter and confirm a secure password.
6. Click on OK and restart your computer
→ Your computer is now reachable after a reboot.

Note: Instead of restarting the computer you can also start the TeamViewer system service manually in the services snap-in of your computer management console.

Note: A TeamViewer service is always running under Windows® 7 and Windows® Vista. Do not quit this service manually! This service is used to optimize TeamViewer for Windows® 7 and Windows® Vista.

Note: TeamViewer Host is always installed as a Windows® service.

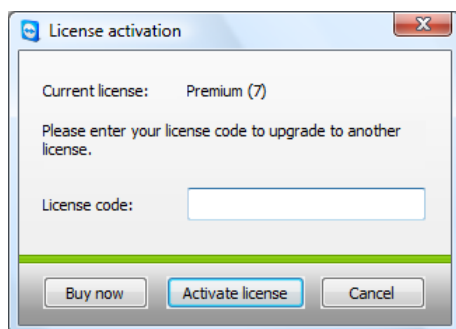


2.4 License Activation

Private users can use the free version of TeamViewer for non-commercial use. For commercial use you can buy a license at our shop <http://www.teamviewer.com/licensing/index.aspx>, and activate TeamViewer afterwards with your license key.

To activate your TeamViewer license:

1. Start TeamViewer
 2. Run the command *Extras / Activate License*
 3. Enter your license code
 4. Click on *Activate License*
- Your TeamViewer license is now activated.



License Activation window.

Note: If you are in possession of a TeamViewer Premium or Corporate license, you may activate your account with it (see [7.1 Creating a TeamViewer Account](#)). By doing so your license will be available for you on any unlicensed installation of TeamViewer while you are logged on to your TeamViewer account.



3 Basics

3.1 Connection

If you compare a phone call with a TeamViewer connection, the phone number is equivalent to TeamViewer's static ID which always stays the same.

Computers can be identified worldwide by a unique ID. This ID is generated automatically based on hardware characteristics during the first start of TeamViewer and will not change later on. (This ID is totally independent of your computer's IP address).

In this manual the connection to only one connection partner is described. In case you are in possession of a TeamViewer license, connections to multiple partners are possible (1:n). The respective number of connection partners can be found in the license overview on our website: <http://www.teamviewer.com/licensing/index.aspx>

All TeamViewer connections are encrypted and are protected from any access through third parties (including ourselves). You can find technical details concerning the connections, security and data protection of TeamViewer in the security statement on our website: <http://www.teamviewer.com/products/security.aspx>.



3.2 TeamViewer Main Window

The TeamViewer main window is separated into two sections:

Wait for session

In this section you find your TeamViewer-ID and the session password. Give this data to your partner and he can connect to your computer.

(If you have defined a fixed passwords it will read there *User-defined* instead of the 4-digit password.)

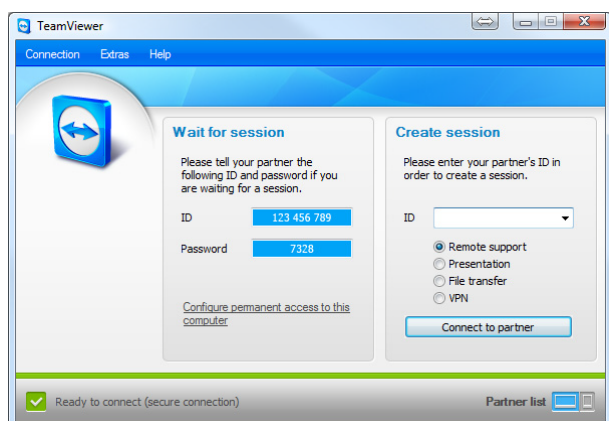
By clicking on the password field a menu will open up, allowing you to change the automatically generated password or copy it to the clipboard (copy + paste function of Windows®). In addition you can define a fixed password.

Via the link *Configure permanent access to this computer* you will have the option of starting TeamViewer with Windows and setting a fixed password whereby you will be able to connect to your computer via TeamViewer around the clock.

Create session

In this section you can enter your partner's ID if you want to initiate a connection. Select your TeamViewer mode here:

- **Remote Support**
For remote control and desktop sharing.
- **Presentation**
For showing your desktop or a single window to a partner.
- **File Transfer**
For transferring files from or to your partner's computer. (You can also start the file transfer option during remote support session).
- **VPN**
For establishing a VPN connection to your partner. For this purpose, TeamViewer VPN needs to be installed, see also [9.3 VPN Connection](#).

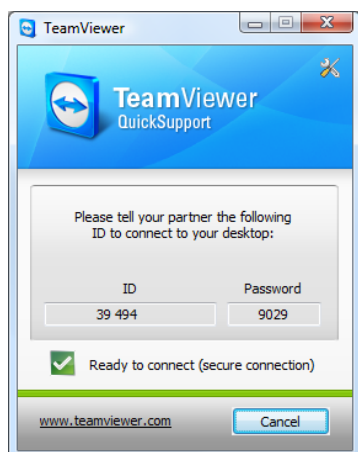


TeamViewer main window



3.3 QuickSupport Main Window

TeamViewer QuickSupport is an executable file. The application only needs to be downloaded and executed by your partner. No installation or administrator privileges are required. You can also host this application on your website.



TeamViewer QuickSupport

For accessing the QuickSupport options please click on the tools icon in the top right hand corner of the QuickSupport window (for details please see chapter [10.10 QuickSupport Options](#)).



4 Remote Support

4.1 Connecting to a Partner

In the remote support mode you can remotely control your partner's computer. This chapter describes how to connect to a partner either by using TeamViewer on both sides or using TeamViewer QuickSupport on your partner's side.

Other possibilities of connecting as well as additional functions for the remote support are described in chapter [5 Remote Support - Advanced Functions](#).

How to connect to a partner:

1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his ID and the session password.
4. Select the connection mode *Remote support* and enter your partner's ID in the field *ID* in the section *Create session*.
5. Click on *Connect to partner*.
 - The *TeamViewer Authentication* dialog opens.
6. Enter the session password of the remote computer.
 - You are connected to your partner's computer.

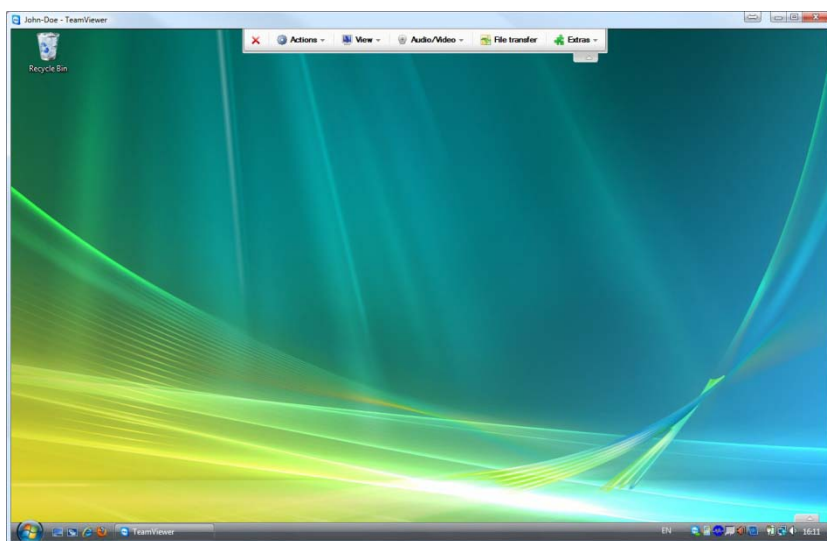


4.2 Remote Control

4.2.1 The Remote Control Window

This chapter discusses your possible actions and options within TeamViewer when you are already connected to a partner.

In the remote control window you can control your partner's computer as if you were sitting in front of it. You can use your keyboard and your mouse for controlling your partner's computer.



The TeamViewer remote window.



4.2.2 Remote Control Window Actions

In the title bar of the remote window either the partner's name or ID is displayed. There is a toolbar under the title bar with buttons for the following actions:

| | |
|--|---|
| | <p>Close connection</p> <p>Quits the current connection.</p> |
| | <p>Actions</p> <p>Switch sides with partner</p> <p>Click on this button to change the direction so you partner can control your computer.</p> <p>Ctrl+Alt+Delete</p> <p>This button sends a <i>ctrl+alt+delete</i> command to the remote computer. Please note, that this button is only available if your partners TeamViewer runs as a Windows® system service.</p> <p>Remote reboot</p> <ul style="list-style-type: none">▪ Log off Log off from the system or switch user.▪ Reboot Restart the remote computer▪ Reboot in safe mode Restart the remote computer in safe mode with network drivers <p>Disable remote input</p> <p>Deactivates mouse and keyboard input on the remote machine.</p> <p>Show black screen</p> <p>Turns the partner's screen black so that the partner can't see what is done on his computer (only available if the <i>Disable remote input</i> function has been activated first).</p> |
| | <p>View</p> <p>Quality</p> <ul style="list-style-type: none">▪ Auto select Adjusts quality and speed automatically to the available bandwidth▪ Optimize speed Optimizes the speed of the connection, the quality will be reduced - ideal for remote control▪ Optimize quality Optimizes the quality - ideal for presentations. |



- Custom settings
Activates the quality mode custom settings.
- Edit custom settings
Opens the Custom settings window in which you can determine quality settings by yourself.

Scaling

- Original
The partner's screen is transmitted in original resolution. If the remote screen has a higher resolution than yours, you can navigate with the scrollbar.
- Scaled
If your partners screen has a higher resolution, the screen will be scaled down.
- Full Screen
If you have the same resolution on both sides this setting will be most suitable.

Active monitor

- Show monitor n
Shows the respective monitor of your partner.
- Show all monitors
If you partner has multiple screens, you have the possibility to display them all simultaneously.

Screen resolution

With this menu item you can adjust the screen resolution of the remote computer for the duration of the connection. A lower resolution on the remote computer can lead to an increased performance since less data needs to be transferred.

Select single window

Select single window

Allows you to select a single window on the remote machine. A cross-hair cursor appears, click on the title bar of a remote window. Afterwards only this window is transferred to your screen.

Show whole desktop

Click on this button to show the remote computers whole desktop again.




Refresh

Forces a screen refresh for cases when the automatic refresh doesn't work.

Remove wallpaper

With this option you can remove the remote computer's wallpaper which leads to an increased connection speed.



| | |
|---|---|
| | <p>Show remote cursor</p> <p>With this option you can show or hide your partner's cursor.</p> |
|  | <p>Audio/Video</p> <p>In this menu item you will find:</p> <ul style="list-style-type: none">▪ Voice over IP▪ My Video▪ Chat▪ Conference call <p>(see 8 Multimedia Functions)</p> |
|  | <p>File Transfer</p> <p>This menu item opens the <i>File transfer</i> dialog which allows you to transfer files between your local and a remote computers. (see 4.3 File Transfer)</p> |
|  | <p>Extras</p> <p>Session Recording</p> <p>With this menu option you can record your session as a video (see 9.1 Session recording)</p> <ul style="list-style-type: none">▪ Start Starts recording your partner's screen.▪ Pause Pauses recording your partner's screen.▪ Stop Stops recording your partner's screen. <p>VPN</p> <p>You can find more information about TeamViewer VPN in the chapter 9.3 VPN Connection.</p> <ul style="list-style-type: none">▪ Start Starts the VPN connection.▪ Stop Stops the VPN connection▪ Status... Opens the status window, in which you can see for example the IP address of the virtual network. |

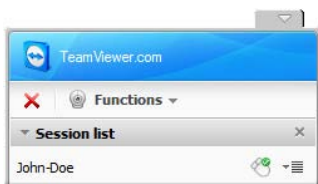


TeamViewer - Remote Support

| |
|---|
| <p>Remote Update</p> <p>Checks if a more recent version of TeamViewer is available for the remote computer. (See 5.4 Remote Update.)</p> <p>Remote System Info...</p> <p>Opens a dialog with the system information of the remote computer.</p> <p>Connection Info...</p> <p>Displays information on the current connection such as your access rights, the transfer protocol, your TeamViewer version etc..</p> |
|---|








4.2.3 Server Control Window Actions



The Server Control window

On the side of the partner that is receiving remote support, a small window (the server control window) offers several options:

| | |
|---|--|
|  | Close Connection Quits the current connection. |
|  | Functions <ul style="list-style-type: none">▪ Voice over IP▪ My Video▪ Chat▪ Conference call▪ Session list (see 8 Multimedia Functions) |
|  | Switch sides with partner Toggles the direction, so your partner can control your PC. |
|  | Enable / Disable remote input This option enables or disables your partner's input on your computer. |
|  | Additional Options You can have some detailed connection information displayed here or close this particular connection. (see 5.7 Connection Info) |


Note: To use Windows® Shortcuts on the remote machine press *Scroll-Lock* on your local keyboard.

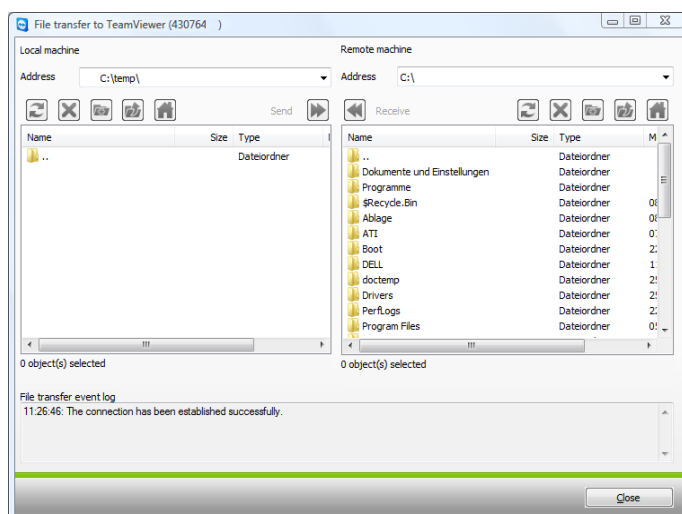


4.3 File Transfer

4.3.1 The File Transfer Window

The File Transfer window allows you to send files to and receive files from your partner's computer. There are two ways to start the file transfer window:

1. Click on the Open File Transfer Icon  in the remote window.
2. Select the File transfer mode when starting the connection.










The file transfer dialog allows you to send and receive files and folders.



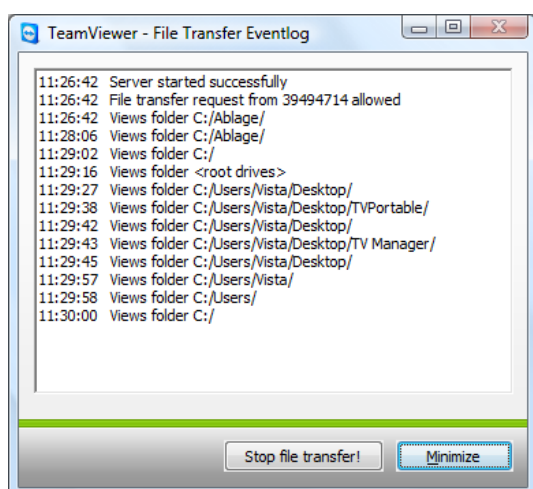
4.3.2 File Transfer Actions

In the file transfer dialog you see your file system on the left and your partner's file system on the right side. There are a few buttons to control the file transfer operations:

| | |
|--|---|
|  | Refresh (Hotkey: F5) Refreshes the current folder. |
|  | Delete (Hotkey: del) Deletes the selected files or folders. |
|  | Create a new folder Creates a new folder. |
|  | Browse to parent folder (Hotkey: Backspace) Moves to the parent folder. |
|  | Browse to drives (Hotkey Ctrl+Backspace) Moves to the drives view. You can also reach special Windows® folder such as <i>documents</i> and <i>desktop</i> here. |
|  | Send (Hotkey F11) Sends the selected files and folders to the remote machine. |
|  | Receive (Hotkey F11) Transfers the selected files and folders from the remote machine to the local machine. |
| Rename | To rename a file or folder click once on an already selected item to make the name editable. |

4.3.3 The File Transfer Log File

On your partner's site all file system operations are logged to a log file window.



The file transfer log dialog lists all file system operations on the remote computer.



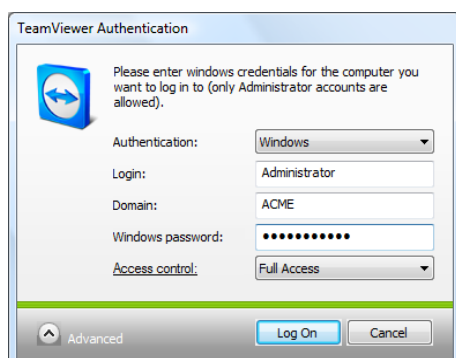
5 Remote Support - Advanced Functions

5.1 Connecting with Windows Authentication

Instead of the TeamViewer Authentication by means of ID and password you can also register with the username and password of your Windows account.

How to connect with the Windows Authentication:

1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his ID.
4. Select the option *Remote support* in the section *Create a session* and enter your partner's ID in the field *ID*. (Windows authentication can be used for all other connection modes as well.)
5. Click on *Connect to Partner*.
→ The *TeamViewer Authentication* dialog opens.
6. Click on *Advanced*.
→ The dialog displays the advanced settings.
7. Choose in the drop-down field *Authentication* and *Windows*.
8. Enter your *Windows login*, *Domain* and *Windows password*.
9. Click on *Log On*.
→ You are connected to your partner's computer.



The Authentication dialog



TeamViewer - Remote Support - Advanced Functions

Note: For connections to TV QuickSupport you can always register with your Windows login. In TeamViewer Host and in the full version of TeamViewer you first have to enable this functionality in the TeamViewer options menu in the *Security* tab.

Please ensure, that all Windows logins are secured with strong passwords!

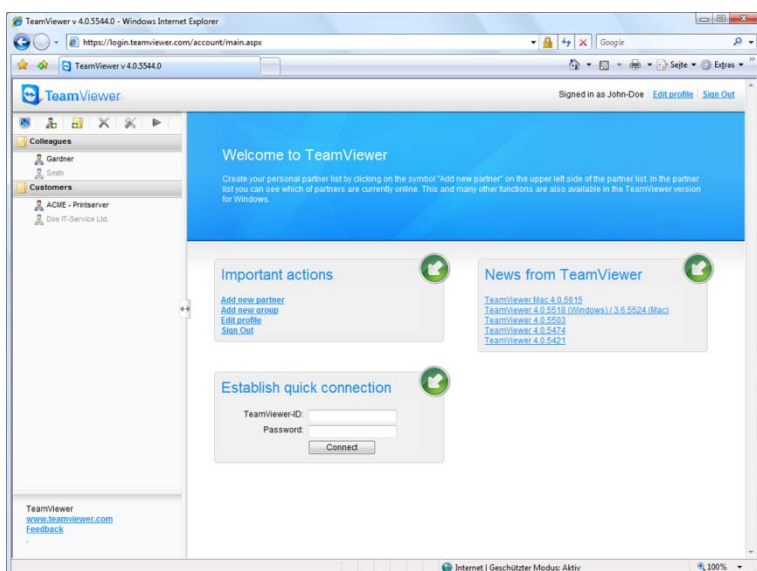


5.2 Connecting Via the Web Connector

If you have already created a TeamViewer account (see [7.1 Creating a TeamViewer Account](#)) you can connect to your partner using your web browser. This is particularly suited for spontaneous support to connect to your partner from a random computer.

How to connect to your partner via the Web Connector:

1. Go to <http://login.teamviewer.com> in your web browser.
2. Enter the credentials of your TeamViewer account and click on *Sign in*.
→ The user interface of the Web Connector will be loaded. On the left side appears your partner list. In chapter [7.3 Actions in the Partner List](#) you can learn more on how to manage it
3. Ask your partner to start TeamViewer or TeamViewer QuickSupport
4. Ask your partner for his TeamViewer ID.
5. Enter your partner's ID in the field *TeamViewer ID* in the section 'Establish quick connection'.
6. Enter your partner's password in the field *Password*.
7. Click on *Connect*.
→ The connection window will appear on the right side of the window as soon as you are connected to your partner.



The Web Connector is started directly from your browser and is instantly ready for establishing connections.



TeamViewer - Remote Support - Advanced Functions

Note: In order for you to use the Web Connector, Adobe Flash has to be installed in your browser

Note: In the Web Connector only the remote support mode is available. More enhanced functions are available with the TeamViewer software.


Note: On the computer you wish to administer there would always have to be some kind of TeamViewer software running.

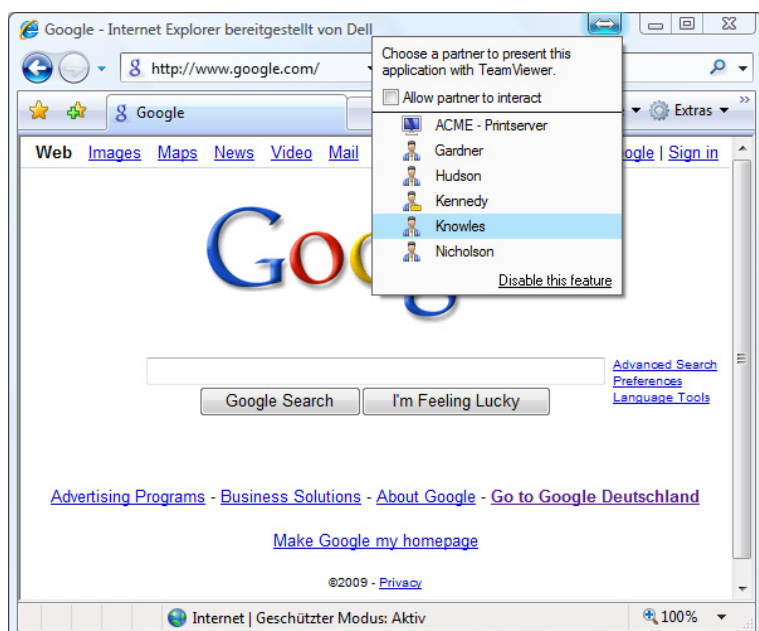


5.3 Connecting Via QuickConnect

As of version 4.1, when using the QuickConnect function, you can spontaneously present any application window to a partner in your partner list or even collaborate in a specific application. For that the Quick Connect button is displayed on the upper side of every application window. By default this is activated for almost every application but can also be deactivated if necessary.

How to use the Quick Connect button:

1. Run TeamViewer and log on to your TeamViewer account (QuickConnect only works when you are logged on to your TeamViewer account, see [7.1 Creating a TeamViewer Account](#)).
2. Open the application which you would like to present to your partner.
3. Click on the QuickConnect button  on the title bar of the application window.
4. Select the partner to whom you would like to present the application window. Activate the option *Allow partner to interact* if you would like to allow your partner to control the respective application as well.
5. Has your partner granted you quick access (see [7.3.3 Quick Access](#)), he will get a message that you are trying to establish a connection which he needs to accept. If your partner has not granted you quick access you will have to enter your partner's password.
→ The selected application and all of its associated windows will be transmitted to your partner's screen. The rest of your desktop will not be visible to your partner.




With a click on the QuickConnect button all available connection partners are displayed.



TeamViewer - Remote Support - Advanced Functions

The QuickConnect button can be deactivated for all or for individual applications if needed. Likewise the position of the button can be changed. The respective setting can be found in the advanced options of TeamViewer (see [10.9 Category Advanced](#)). Alternatively to that you may directly deactivate the QuickConnect button via the button itself.

How to deactivate the QuickConnect button in an application:

1. Click on the QuickConnect button  of an open application and select *Disable this feature* in the lower part of the menu.
 - A dialog with the choice between disabling the button in all applications or just this application will be displayed.
2. Click on *Yes* to deactivate the QuickConnect button according to your previous selection.
 - The button has been deactivated. This setting can be undone in the advanced options (see [10.9 Category Advanced](#)).



5.4 Remote Update

With the Remote Update function you can update TeamViewer on the remote computer. This function is particularly interesting for updating TeamViewer on unattended machines (e.g. servers).

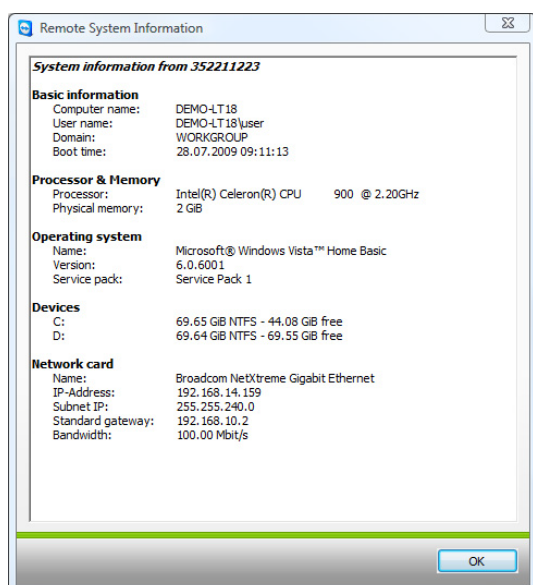
A requirement for this function is that TeamViewer on the remote side is configured for auto start with Windows.

How to perform a remote update:

1. Click on *Extras / Remote Update* in the tool bar of the remote control window during a running session.
2. Follow the instructions in the remote control window.

5.5 Remote System Information

This function displays information on the remote computer.



*The Remote System Information dialog
(You can copy the information to the clipboard).*



5.6 Access Control

5.6.1 Overview of Access Control

The TeamViewer Access control allows you to configure the actions which TeamViewer carries out during a remote session.

(This chapter is aimed almost exclusively to professional IT service providers. If you don't use TeamViewer professionally you can skip this chapter completely.)

There are four access methods:

- **Full access**
You can directly control all of the other computers settings. Actions such as file transfer can also be carried out instantly.
- **Confirm all**
Your partner has to confirm all TeamViewer actions. So you can e.g. only view the partner's desktop after his/her confirmation and only take over the control over the remote desktop after a further confirmation.
- **View and show**
You may only view and indicate things to your partner on his desktop by sending a mouse pointer after the partner's confirmation. Remote control of the partner's workstation is not possible with this setting.
- **Custom settings**
You can configure your access settings individually.
- **No outgoing connections allowed**
You cannot establish any outgoing connections from this computer

Examples for frequent use cases:

- You would like to constrain your access flexibly: For remote supporting customers with which you have a trustworthy relationship or for the access of your own workstations you can choose Full access. For sensitive customers you can switch to the confirm all mode.
- The Windows® administrator defines special custom settings and locks them in TeamViewer. Perfect for use in call- or support- centers where the supporters shouldn't be able to use all possibilities of TeamViewer.

You can define the access mode in the options menu in the remote support tab (see [10.3 Category Remote control](#)). The default setting is *Full Access*.


During the establishment of a connection you can select an alternative access mode that differs from the standard (i.e. full access).

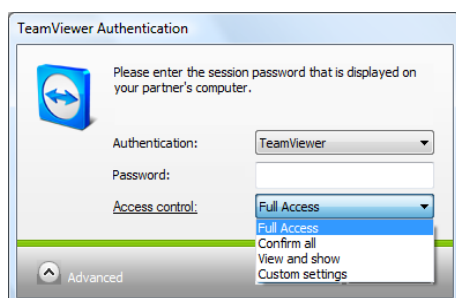


TeamViewer - Remote Support - Advanced Functions

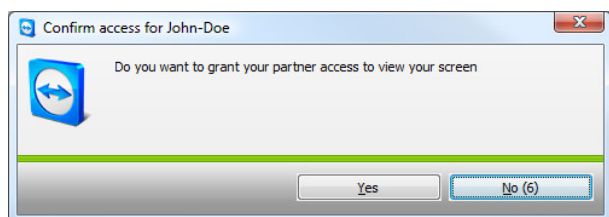
5.6.2 Access Mode for the Current Session

How to choose the access mode for the current remote session:

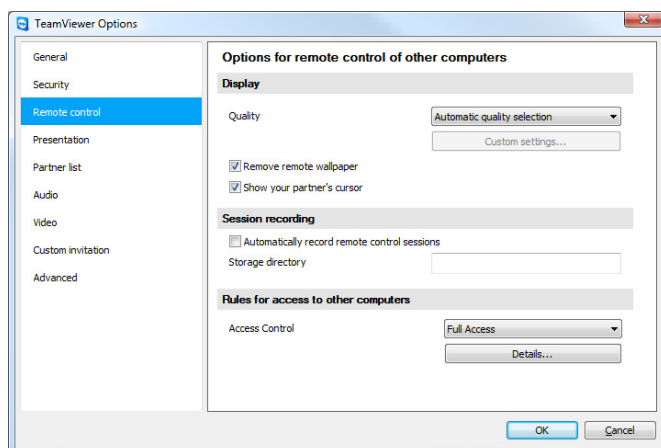
1. In the Authentication dialog please click on the  icon to enter the Access Control.
2. The access control panel expands and offers you further options.
3. Choose the desired mode from the drop-down menu and click on Log On to start your session.



In the authentication window you can choose the access mode for the current session.



In the Confirm all mode you can only perform further actions if your partner confirms them.



In the Remote control tab you can choose the standard mode for the Access control.

Note: If you don't choose a certain option for the access control the standard setting which is defined in your TeamViewer options (see [10.3 Category Remote control](#)) will be used.

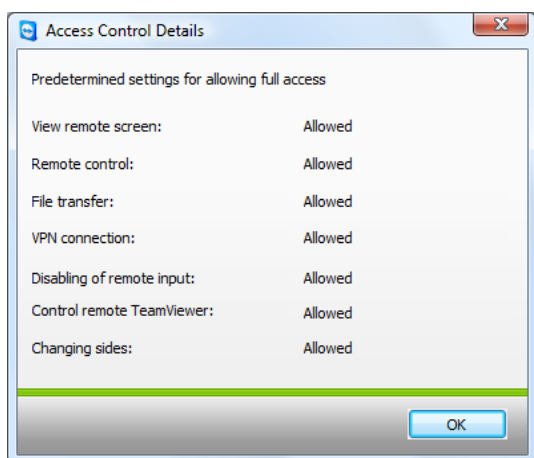


5.6.3 Access Control Details

With the access modes from above you can control a set of settings. This chapter explains which settings are defined and what this means for your connection:

How can I find out which permissions I have on the remote computer?

1. Choose the access mode as described above.
 2. Click on the underlined word *Access Control*.
- The *Access Control Details* window will open up.



The Access Control window shows the precise impact of the selected mode.



5.6.4 Detailed Setting Configuration for the Access Control

The following settings can be controlled with the Access Control:

View remote screen

Controls whether the remote screen in a remote control session can be viewed directly or only after the request for viewing the screen has been confirmed.

- Allowed
- After confirmation

Remote control

Sets the circumstances under which remote control is possible:

- Allowed
- After confirmation
- Denied

File transfer

Sets the circumstances under which file transfer is possible:

- Allowed
- After confirmation
- Denied

VPN connection

Regulates whether a VPN connection can be established or not:

- Allowed
- After confirmation
- Denied

Disabling remote input

Determines whether you can block your partner's input during a remote session:

- Allowed
- After confirmation
- Denied
- On every session start



Control remote TeamViewer

Determines whether you can control the remote TeamViewer during a remote session:

- Allowed
- After confirmation
- Denied

Changing sides

Determines under which circumstances a the change of sides is possible:

- Allowed
- Denied

5.6.5 Custom Settings

The *Full Access*, *Confirm all*, *View and show* modes are appropriate for the most usage cases. In the *Custom settings* mode you can define your own access rights individually.

5.6.6 Interdependency between Access Control and Security Settings

With the outgoing Access Control you determine which possibilities you have after connecting to a remote computer or an administrator defines this for the supporters.

As counterpart for the outgoing Access Control you can adjust in the security tab of the options menu the incoming Access Control.

Example of use: You purchase TeamViewer and would like to have a uniform possibility for your IT employees to give remote support. You would like to configure TeamViewer so that your clients have to confirm actions such as file transfer or remote control of their machines. To do so please choose *Confirm all* for the outgoing Access Control.

If the customer's incoming and the supporter's outgoing access rights deviate (e.g. supporter has outgoing Full Access, but the partner has chosen *Confirm all* for the incoming connections) the lowest right will be chosen.

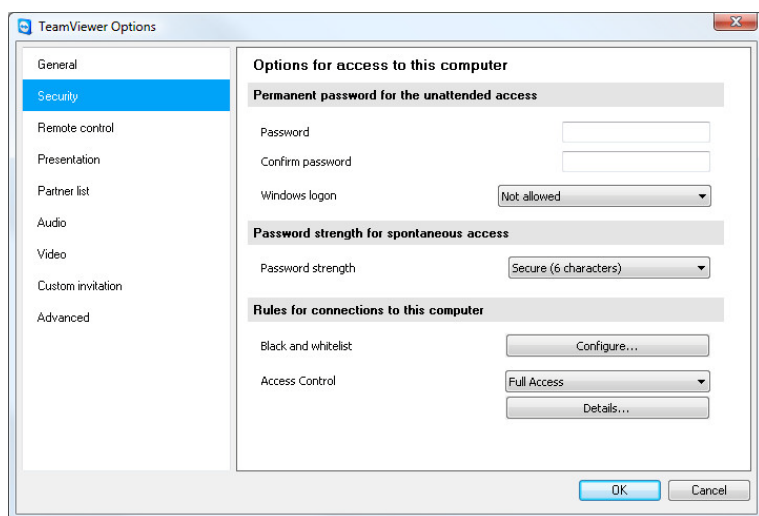
Examples:

- You have chosen Full Access for the outgoing Access Control but your connection partner has chosen Confirm all for the incoming connections. You won't be able to remotely control the partners machine without him confirming it.
- You have chosen View and show outgoing and your partner has Full Access as incoming access mode. You can only View and show things on the partners screen.

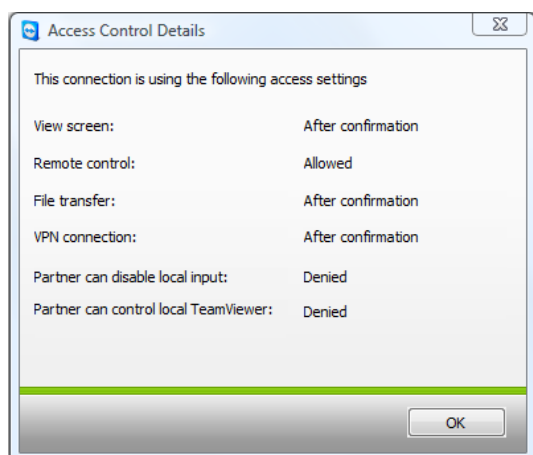
A dialog informs you about the effective access rights in case of conflicting settings.



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In the security tab you can determine the incoming Access Control.



The discrepancy between the outgoing Access Control for the local machine and incoming Access Control for the remote machine will be shown in a window.

Note: QuickSupport was developed for the spontaneous and straightforward support session. If you connect to a QuickSupport only you can determine Access Control rights on your local machine.



5.7 Connection Info

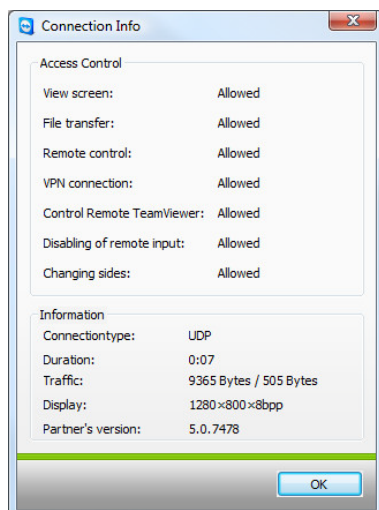
The *Connection Info* dialog informs you about the current connection data. You can open this dialog clicking on Extras and after that on *Connection Info* in the remote support window.

Access control

In the *Access Control* area the effective settings of the access control for the current connection are displayed.

Information

- **Connection type**
Informs you about the type of the connection
- **Duration**
Informs you about the duration of the session.
- **Traffic**
Informs you about the amount of data transferred.
- **Display**
Informs you about the screen resolution und the color depth.
- **Version**
Informs you which TeamViewer version your connection partner has.



The connection Info window will display your access privileges.



6 Presentation

6.1 How to Connect with a Partner

In the presentation mode an image of your desktop is transmitted to your partner's computer (Your partner does not necessarily have to run the TeamViewer software, see [6.2 Browser based Presentation](#)). For particularly spontaneous presentations the QuickConnect button would be best suited (see [5.3 Connecting Via QuickConnect](#)).

This chapter describes how to establish a presentation session between two TeamViewer full versions or a TeamViewer full version and a TeamViewer QuickSupport in just a few steps.

How to connect with a partner for a presentation:

1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his ID and the session password.
4. Select the option *Presentation* in the section *Create session* and enter your partner's-ID in the *ID* field.
5. Click on *Connect to Partner*.
 - The *TeamViewer Authentication* dialog opens.
6. Enter the session password.
 - You are connected to your partner's computer.



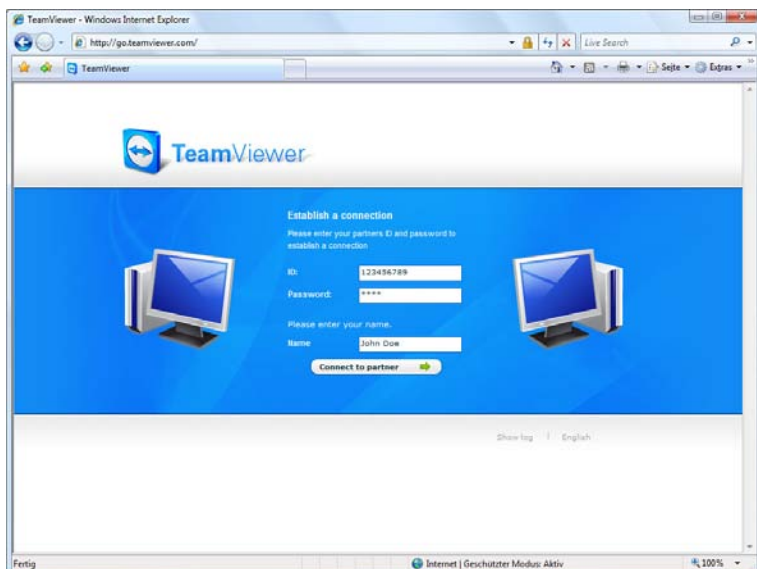
6.2 Browser based Presentation

By means of the browser based presentation you can give a 1:n presentation from your TeamViewer to any kind of web browser. Your partners do not have to run any software for that.

How to give a presentation to your partner's web browser:

1. Start TeamViewer.
2. Ask your partner to open the following website in his browser:
<http://go.teamviewer.com>
3. Inform your partner about your ID and password.
4. Now ask your partner to enter the ID and password as well as a name in the respective fields on the website and press *Connect to partner*.

→ Your partner is now connected and will see your desktop in his/her web browser.



Your partner can directly join your presentation through his/her web browser

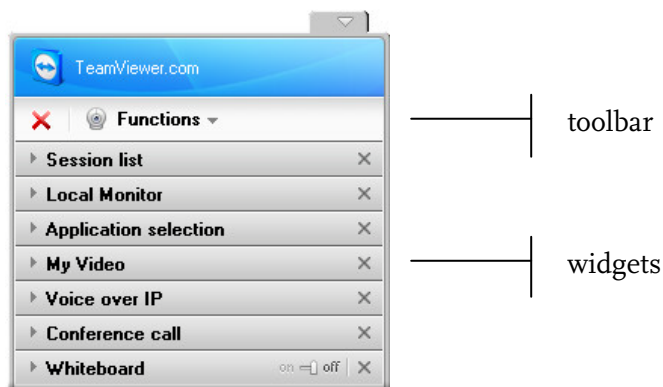
Note: If you select the presentation mode in TeamViewer you have the possibility to send an invitation email to your partner with all the necessary information.

Note: Adobe Flash has to be installed in your partner's web browser to allow this kind of presentation.





6.3 Actions in the Presentation Control Panel

As soon as you have started a presentation session, the control panel will appear in the bottom right corner of the screen and will offer a variety of actions for controlling the session. Single widgets (control menus) can be docked, undocked and moved freely by simply dragging and dropping them.



The Presentation Control Panel

The following actions are available in the toolbar:

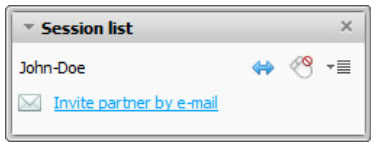


| | |
|---|---|
|  | <p>Close all connections</p> <p>Closes the connections with all partners. Single connections can be closed in the <i>Session list</i> widget.</p> |
|  | <p>Functions</p> <p>You will find here a complete list of all the widgets as well as the following functions:</p> <p>Pause presentation (hotkey: Pause)</p> <p>The connection will be paused and your partner(s) will see your 'frozen' screen which will let you perform tasks on your desktop the attendees of the presentation are not supposed to see.</p> <p>Continue presentation (hotkey: Pause)</p> <p>Your screen will be broadcasted live again. (This option is only visible when you have paused the presentation before.)</p> <p>Remove wallpaper</p> <p>This option removes the wallpaper of the local computer which allows a faster performance</p> |






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| |
|--|
| <p>Quality</p> <ul style="list-style-type: none">▪ Automatic Adjusts the quality and the speed automatically to the available bandwidth▪ Optimize speed Optimizes the connection speed; the display quality will be reduced which is ideal for connections with low bandwidth.▪ Optimize quality Optimizes the display quality which is ideal for presentations.▪ Custom settings This item activates the <i>Edit custom settings...</i> option.▪ Edit custom settings... Opens the <i>Edit custom settings...</i> dialog where you could set the color depth and the compression rate to the desired values, increase the application compatibility or enable / disable Windows Aero Glass. <p>Active monitor</p> <ul style="list-style-type: none">▪ Show monitor <i>n</i> Lets you present only the selected monitor.▪ Show all monitors Lets you present all monitors at the same time (up to 4). |
|--|

The following options are available in the widgets section:

| |
|--|
| <p>Session list</p>  <p><i>The Session list widget</i></p> |
|  <p>Switch sides with partner</p> <p>Changes the viewing direction so that you will be able to see you partner's desktop. (Not available with the browser based presentation.)</p> |
|  <p>Enable/Disable Remote input</p> <p>Remote input is disabled by default. Your partner is only able to see your desktop. His mouse clicks will be displayed as big blue mouse pointer so that your partner can highlight interesting items during a presentation.</p> <p>If you change this setting, your partner will be able to control your computer.</p> |



| | |
|---|---|
|  | <h3>Additional Options</h3> <ul style="list-style-type: none">▪ Connection info... Opens the <i>Connection info...</i> dialog (see 5.7 Connection Info)▪ Close connection Closes the current connection with this particular partner. |
| | <h3>Local Monitor</h3> <p>Thanks to this function you can see you own desktop from your partner's perspective. This gives you an overview on which application windows are visible for your partner and which are not.</p>  <p><i>The Local Monitor-widget</i></p> |
| | <h3>Application selection</h3> <p>This function allows you to quickly select which applications / windows should be presented. Remove the checkmark for the application(s) that you do not want to present.</p>  <p><i>The Application selection widget</i></p> <ul style="list-style-type: none">▪ Present all windows: Shows all windows on your desktop▪ Present new windows: Shows only the windows that you open during the presentation |

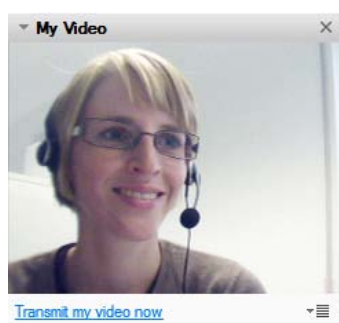


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Note: In the menu *Extras / Options* in the category *Presentation* you can select whether you would like to present your whole desktop by default at the beginning of the presentation or if the attendees will see a blank screen first and you select the applications for presentation manually. (see [10.4 Category Presentation](#)).

My Video

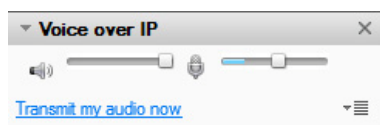
In this widget you can control the settings for your webcam. (see [8.2 Video Transmission](#))



The My Video-widget

Voice over IP

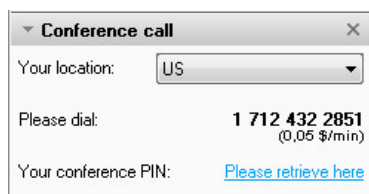
In this widget you can control the VoIP function. (see [8.1 Audio Transmission](#))



The VoIP-widget

Conference call

If not all of the attendees have a headset at hand you can also start a conference call. (see [8.4 Conference Call](#)).

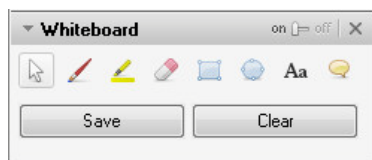


The Conference call widget



Whiteboard

Displays a drawing palette. With the tools in the drawing palette you can draw or write anything on the desktop.



The Whiteboard-widget



On/Off

Shows / hides all previous drawings.



Control mode

Pauses the drawing mode and lets you control the computer normally. The same can be achieved with a right click on the desktop.



Pen

Lets you make freehand drawings. With a right click on the icon you can select a color and the size of the pen.



Marker pen

For highlighting texts. With a right click on the icon you can select a color and the size of the pen.



Eraser

Deletes parts of a drawing. With a right click on the icon you can select the size of the tool.



Rectangle

Draws a rectangle. With a right click on the icon you can select the color of the frame and the filling as well as the width of the line. Press Ctrl while drawing in order to draw a square and Shift for drawing a concentric square.



Ellipse


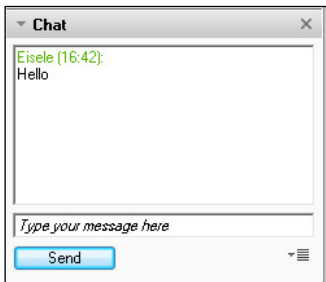
Draws an ellipse. With a right click on the icon you can determine the color of the frame and the filling as well as the width of the line. Press Ctrl to draw a circle and Shift to draw a concentric ellipse..



Text

Lets you write a text. Click on this symbol again to stop writing. With a right click on the icon you can determine the font size, color and type.



| | |
|---|--|
|  | <p>Balloon</p> <p>Draws a speech bubble. Click on the place where you would like to create a speech bubble, write your comment and, finally, click on the place the speech bubble is supposed to point at. With a right click on the icon you can determine the font size, color and type.</p> |
| | <p>Chat</p> <p>Through the integrated chat you can exchange messages with your partner. (This widget is deactivated by default and can be activated in the <i>Functions</i> menu.)</p> <div data-bbox="306 703 633 983"></div> <p><i>The Chat-widget</i></p> |



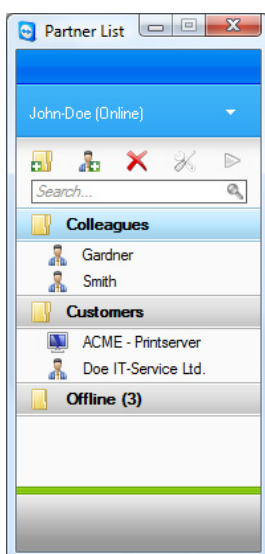
7 TeamViewer Partner List

In the TeamViewer partner list you can add your connection partners (or computers). You can see at one glance which partner (computer) is online and then connect directly through the partner list via TeamViewer. Aside from that TeamViewer offers additional useful functions e.g. instant messaging.

The partner list is an ideal means for spontaneous teamwork across distant locations.

The partner list offers you the following benefits:

- Online status: Who of your partners is online?
- Quick connection without entering an ID
- Instant session without entering a password
- Central, worldwide accessible partner list
- Instant Messaging function including group chat, offline messages and blacklist
- Select different online states including *Invisible mode*.
- Partner management including a notes function



In the Partner List you can see at one glance which partner (computer) is online


Note: The partner list can be synchronized with the TeamViewer Manager database. For more information please refer to the TeamViewer Manager manual.



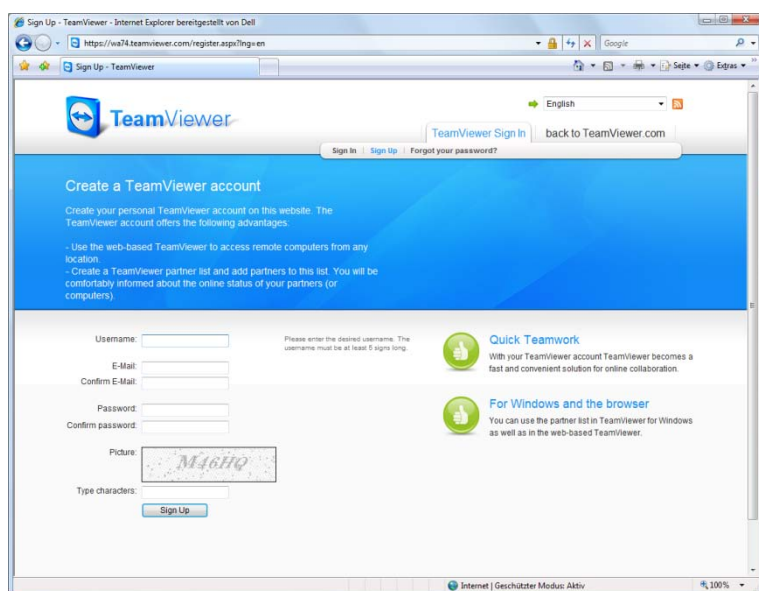
7.1 Creating a TeamViewer Account

In order to use the partner list you will have to create a TeamViewer account. The partner list is bound to this account and not to a specific computer. That means for you that wherever you are you just have to log on to your respective TeamViewer account to work with your personal partner list.

How to create a TeamViewer account:

1. Click on the button  in the lower right corner of the TeamViewer main application window in order to open the partner list.
→ The partner list window will be displayed.
2. Click on the text link *Sign Up* in the partner list
→ Your standard web browser will be started showing the website for creating a TeamViewer account.
3. Fill in your information the registration form and click on *Sign Up*
→ You will receive a confirmation email.
4. Click on the link in your confirmation email to validate your email address and thus complete the sign up process.

For changing your password later on, please use the *Edit profile* function where you could also activate your account with your Premium or Corporate license (see [10.5 Category Partner List](#)).



You can create and manage your TeamViewer Account at www.teamviewer.com


Note: A TeamViewer account is not necessary for using TeamViewer! Merely for the additional functionality of the partner list and the online status information a TeamViewer account is required.



7.2 Logging on to your TeamViewer Account

You can log on to your TeamViewer account from any TeamViewer (as of version 4, except for QuickSupport or TeamViewer Host).

How to log on to your TeamViewer account:

1. Click on the button  in the lower right corner of the TeamViewer main application window in order to open the partner list.
 2. Enter your user name and password that you have specified during the sign up process.
 3. Click on *Sign in*.
- You are logged on now and your partner list (which will be empty at the first log in) will appear.



You can spontaneously log on to our account from any TeamViewer

How to sign out from your TeamViewer account:








1. Click on *Sign out* at the bottom of the partner list window.
- You have signed out.

Note: On external (public) computers you should never activate the functions *Remember me* and *Remember my password*. Aside from that you should always sign out when you leave the computer.

Note: If you own a Premium license and your license is also assigned to your account this license is also valid for unlicensed TeamViewer installations as long as you are logged in.










7.3 Actions in the Partner List

| | |
|---|---|
|  | Add Group Creates a new group. You can use it for grouping your partners according to any criteria, e.g. clients, customers, colleagues, friends,... |
|  | Add Partner Creates a new partner. |
|  | Delete Deletes a marked group or partner. |
|  | Account Properties Opens the dialog Partner Properties where details of the partner can be displayed and changed. |
|  | Connect Creates a remote support session with the marked partner. |
|  | Search (as of version 4.1) Looks for partners (account name or ID) as soon as you type anything into the search field. |
|  | Account menu (as of version 4.1) In order to change your availability status, click on the dropdown menu with your account name in the upper part of the partner list window. You have the choice between <i>Online</i> / <i>Busy</i> / <i>Away</i> / and <i>Show as offline</i> . Your current status is displayed with matching colors in the TeamViewer icon in the system tray (<i>Online</i> = none / <i>Busy</i> = red / <i>Away</i> = yellow / and <i>Show as offline</i> = white). Aside from that you can log off from your TeamViewer account via the menu item <i>Sign out</i> manage your account by clicking on <i>Edit profile...</i> |



7.3.1 Icons in the Partner List

| | |
|--|--|
|  | Partner online Indicates that the partner is accessible via TeamViewer. |
|  | Partner busy Indicates that the partner is online but busy. |
|  | Partner away Indicates that the partner is online but not at his desk. |
|  | Partner offline Indicates that the partner is not accessible via TeamViewer. |
|  | Online computer Indicates that the computer is accessible via TeamViewer. |
|  | Offline computer Indicates that the computer is not accessible via TeamViewer. |
|  | Group Symbolizes a group. Groups help you keep your partner list well organized. |



7.3.2 Adding Groups and Partners to Your Partner List

How to create a new group:

1. Click on the symbol *Add Group*.
→ The dialog box *Add Group* will be opened.
2. Enter the name of the group in the field *Group name*.
3. Click on *OK*.
→ A new group will be created and will appear in the partner list.

How to create a new partner:

1. Mark the group which the new partner is supposed to be added to.
2. Click on the button *Add Partner*.
→ The dialog *Add Partner* will be opened.
3. Select whether you would like to add a TeamViewer ID or a TeamViewer account.
4. In the menu item *Group* you can determine to which group the partner should be added. Later on you can assign the partner to a new group by drag & drop or via the context menu.
5. Enter your partner's account name in the field *Account name*. (Enter the remote computer's ID in the field *Team Viewer ID* if you wish to add a computer).
6. Assign an alias in the field *Alias* which will then be displayed in the partner list.
7. If you have added a partner via his/her TeamViewer account you have the option of granting quick access to allow your partner a simplified connection establishment. See [7.3.3 Quick Access](#). If you have added a computer via a TeamViewer ID you may save its user-defined password there.
8. In the field *Notes* you can enter some information on this partner
9. Click on *OK*.
→ The new partner has been created and will appear in the partner list.



TeamViewer - TeamViewer Partner List

Add Partner

Partner type:

TeamViewer account (Partner)

TeamViewer ID (Computer)

Group: Support

Account name: Smith

Alias: Smith Ltd.

Grant quick access

Notes:

Any Notes can be put here.

OK Cancel

In the Partner List you can add TeamViewer Accounts as well as TeamViewer IDs



7.3.3 Quick Access

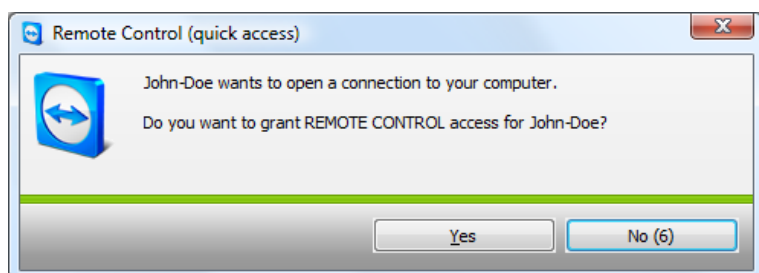
Particularly for teamwork as well as for remote support and presentations quick access can be an interesting option. If you activate the checkbox *Grant quick access* in the *Partner Properties*, your partner can do without entering a password and directly establish a connection to your computer.

How to grant quick access to your partner:

1. Mark the respective partner in the partner list.
2. Select *Properties* from the context menu (right click on the partner)
→ The *Partner Properties* dialog will open up.
3. Activate the checkbox *Grant quick access*.
4. Click on *OK*.
→ Your Partner can now access your computer using quick access.

How to establish a remote support connection via quick access:

1. Mark the respective partner in the partner list.
2. Select remote support (Quick Access) from the context menu (right click on the partner).
→ On your partner desktop the dialog remote support (Quick Access) will pop up. You partner can confirm the access by clicking on *Yes*.
→ The connection will be established.



Note: Quick Access can only be granted to Partner and not to computers which you have added via their TeamViewer ID.



7.3.4 Partner Context Menu

You can access the partner context menu by making a right click on a partner. Please note that depending on the type of partner (user or computer, online status, browser-based module, TeamViewer version) not all functions might be available.

The context menu offers the following functions:

- **Send message**
Opens the chat dialog (see [7.3.5 Partner Chat and Offline Messages](#))
- **Remote Control (quick access), Presentation (quick access)**
In case your partner has granted you quick access you can establish a connection without entering a password (see [7.3.3 Quick Access](#))
- **Remote Control, Presentation, File Transfer, VPN**
Establishes the respective connection.
- **Delete**
Deletes the partner irreversibly from your partner list.
- **Rename**
Offer the possibility to enter a new alias for the partner.
- **Properties**
Opens the dialog *Partner Properties* which offers the same options as the dialog *Add Partner* (see [7.3.2 Adding Groups and Partners to Your Partner List](#)) aside from the option *Partner type*.

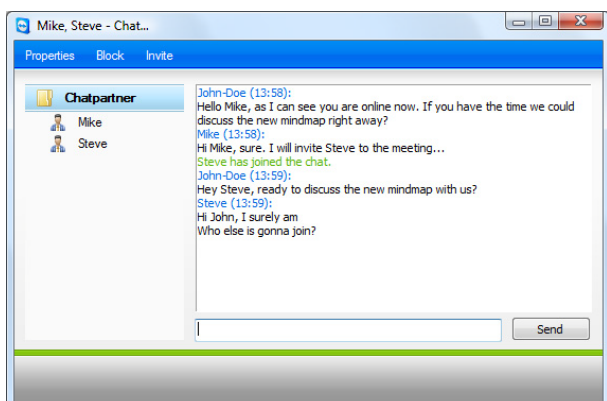


7.3.5 Partner Chat and Offline Messages

As of version 4.1 you can send instant messages to any partner in your TeamViewer partner list. If the partner is not online momentarily, he will receive the message as soon as he logs on. If your partner is online he will receive the message immediately in a new chat window and you can exchange messages in real time. In addition to that you can invite further partner to a group chat.

How to send a message to a partner and how to invite further partner to a chat session:

1. Open the context menu of the respective partner (right click on the partner) and select the option *Send message*.
→ The *Chat* dialog opens up.
2. Write your message in the lower text box and click on *Send* or press the *Enter* key on your keyboard.
→ Your message will be displayed in the upper field and is being sent directly or later - depending whether the partner is online or not.
3. If your partner is online he can directly reply to your message, you can reply to his and so on.
4. In order to invite further partner to your chat session, just click on the menu *Invite* and select the desired partner. In addition, you can change the default invitation text. Then click on *OK* to send your invitation.
→ The selected partner will receive you invitation message. If he joins the chat he will be displayed as an additional partner in the current chat dialog and he can join the conversation.



If you are connected with more than one chat partner they will be displayed in the left part of the window.

Note: If your partner is offline he will receive all the messages you have sent to him as soon as he logs back in, even if the dialog was closed in the meantime. (Does not apply to the group chat.)

Note: You can only invite partners to an existing chat who use TeamViewer 4.1 (or newer).



8 Multimedia Functions

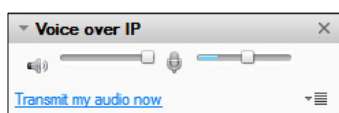
8.1 Audio Transmission

With Voice over IP (VoIP) you can save cost for phone calls and get in touch with your partners in a few mouse clicks. All you need is a headset or a microphone and loudspeakers, respectively.

How to establish a VoIP connection

1. After establishing a connection with your partner, please click on the option *Audio / Video / Voice over IP*.


→ The VoIP widget will open up and start blinking



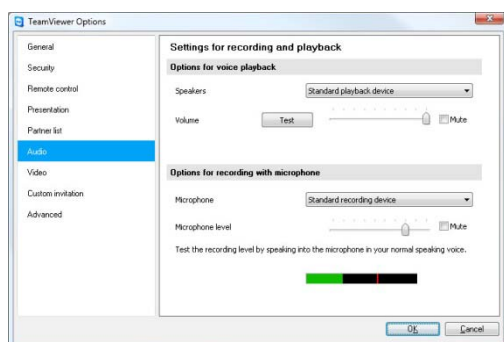
2. Set the desired volume for your speakers and your microphone.
3. To start a transmission, click on *"Transmit my audio now"*.
4. If you wish to end the call, just click on *"Stop audio transmission"*.

Note: Closing the VoIP widget does not close the audio transmission.

8.1.1 Audio Options

To get to the *Audio Options*, please click on the  symbol in the bottom right corner of the VoIP widget.

→ The audio options menu will open up.



The Audio menu



TeamViewer - Multimedia Functions

You have the following options here:

- **Speakers**
Lets you select your speakers.
- **Volume**
Lets you set the desired Volume for your speakers. .When you click on the *Test* button, you will hear a signal sound and can check the volume.
- **Mute**
Mutes your speakers.
- **Microphone**
Lets you select your microphone.
- **Microphone level**
Lets you set the desired sensitivity for your microphone..
- **Mute**
Mutes your microphone..

Note: You will also find the same menu in *Extras / Options / Audio*..

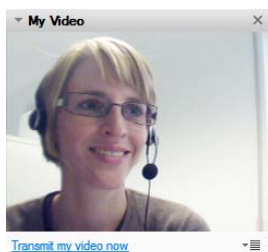
8.2 Video Transmission

If you do not want your partner to hear but also see you, you can transmit your video with a webcam.

How to establish a video transmission with your partner:

1. After having successfully connected to your partner, please click on the menu item *Audio / Video / My Video* in the menu bar at the top part of the window.


→ The webcam widget will pop up.



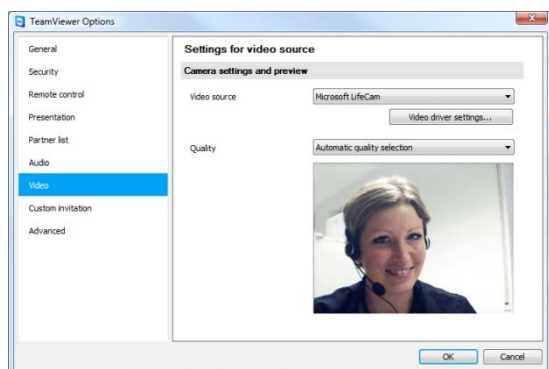
2. To start sharing your webcam click on *Transmit my video now*.
3. To end the transmission just click on *Stop video transmission*.



8.2.1 Video Options

With the video options you can make changes in your camera settings. In order to do that, click on the  icon in the upper right corner of the Video widget. In the menu you can change the size of your video from tiny to small and to regular size. Select *Video settings* to display the advanced video settings.

→ The Video options menu will pop up.



The Video menu


You will here find the following settings:

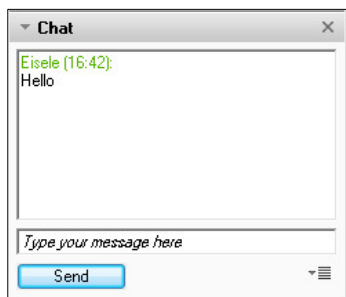
- **Video source**
Lets you define your standard webcam.
- **Video driver settings**
Depending on the webcam you can adjust more advanced settings of your webcam.
- **Quality**
You can choose between *Automatic quality selection* (which finds the best relation between quality and speed), *Optimize quality* and *Optimize speed*.

Note: You will find the same menu in *Extras / Options / Video*.



8.3 Chat

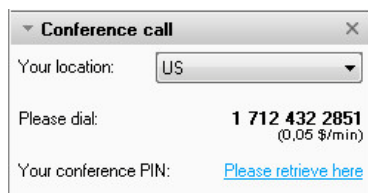
The Chat window allows you to chat with your partner during an active session. You can start a chat session by clicking on the menu item *Audio / Video / Chat..* in the remote window or the server control window. If you click on the  icon in the chat window you will be able to save a conversation as a text file.



The Chat widget

8.4 Conference Call

In case not all the participants of a remote support / presentation session have loudspeakers and a microphone or a headset available you may alternatively start a conference call instead. Just click on the menu item *Audio / Video / Conference call* in the menu bar or the server control window. Then select your country and dial the access number displayed below. You will be asked for the conference pin then which will be displayed when you click on *Please retrieve here*. You will instantly be connected with all the participants that have joined the conference call.



The Conference call widget



9 Miscellaneous Functions

9.1 Session recording

During the session you have the possibility to record your remote session as movie. The recording is made in TeamViewer's own .tvs file format. For this reason it is ensured that the file is unchangeable and also can be used for purposes of revision.

To record a session:

1. Click *Extras / Record / Start* in the menu of the remote control window to begin the session recording.
2. To finish the recording please click on *Extras / Record / Stop*, or just close the remote session.

→ A window will ask where you would like to save your file.

To play-back a recorded session:

1. Click on *Extras* and *Play recorded session...* in the TeamViewer application window
2. The window *Open file* will appear.
3. Chose the desired file.

→ The video clip will be played back in TeamViewer.

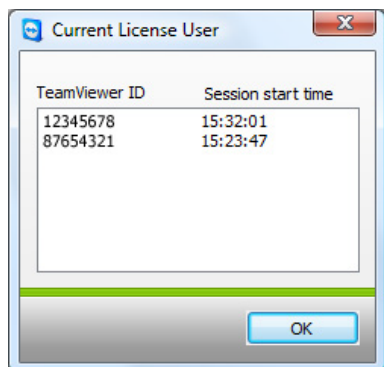
Note: If you double-click the TeamViewer .tvs file in the Windows® explorer TeamViewer will be started automatically and play back the recorded session.

Note: If you would like to record all your sessions, please navigate to *Extras / Options / Remote control* and select the option *Automatically record remote control sessions*. You can define a specific folder where the recordings should be saved (optional).



9.2 Channel Use

If you possess a Premium (or Corporate) license with several session channels, this dialog will give you an overview on the current use of the channels of your Premium (or Corporate) license. This dialog can be found at the menu *Help / About / Channel use*.



This dialog shows which IDs are currently having a session.



9.3 VPN Connection

With the VPN option you can establish a virtual private network between you and your partner. Two computers that are connected with VPN are in a common network. You can access the network resources of the other computer and accordingly your partner also can access the resources of your own local machine.

9.3.1 Examples for the Usage of TeamViewer VPN

- You can print documents on the shared printer of the remote computer
- You can use an application locally on your machine which accesses a remote database by having a VPN connection to the remote database server.
- Make peripheral devices (e.g. printer) and files in your local network accessible for external partners.
- In the support case access remote databases from your local frontend (e.g. SQL-Server Management Studio).

9.3.2 Premises

The premise for the use of TeamViewer VPN is that TeamViewer is installed on both sides with the option “TeamViewer VPN”.

Note: You don't need TeamViewer VPN for remote controlling the partner PC or transferring files. Professional IT staff will know the possibilities and advantages of this connection.

Note: If you connect to the remote PC with TeamViewer VPN, both computers are in a common virtual network. Further computers in the respective LANs of both computers are not included.

Note: The VPN drivers can also be installed afterwards. An uninstalling /reinstalling of TeamViewer itself is not necessary. See [10.9 Category Advanced](#).



9.3.3 Starting a VPN Connection

This will describe how to establish a VPN connection from TeamViewer to TeamViewer in a few simple steps (VPN is not supported by TeamViewer QuickSupport).

Alternatively you can click on the menu item *Extras*, then *VPN* and *Start* during a remote support session.

How to establish a VPN connection:

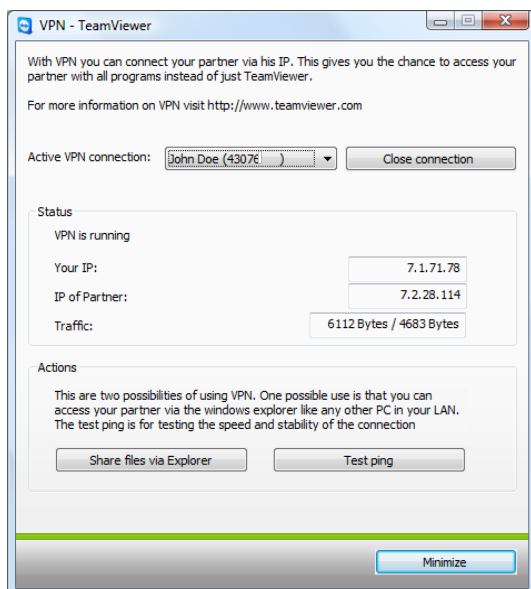
1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer.
3. Ask your partner for his ID and the session password.
4. Select the connection mode *VPN* and enter your partner's ID in the field *ID* in the section *Create session*.
5. Click on *Connect to Partner*.
 - The *TeamViewer Authentication* dialog opens.
6. Enter the session password of the remote computer.
 - You are connected to your partner's computer and the dialog *VPN - TeamViewer* will come up.



9.3.4 Actions in the VPN - TeamViewer Window

In the VPN - TeamViewer window you have the following options:

- In case of multiple connections, the *Active VPN connection* drop-down menu allows you to select which connection you would like to be shown.
- If you click on the *Close connection* button you can close the chosen connection.
- In the *Status* section you can see your IP address and the IP address of your partner.
- In the *Actions* section you can test the VPN connection:
 - The *Test ping* button sends a ping signal for testing the network
 - The *Share files via Explorer* button opens the Windows® explorer with access to the remote files. (Please consider that you may have to authenticate yourself on the remote computer.)



The VPN - TeamViewer windows.



9.4 LAN Connections

Connections in the local network can alternatively be initiated via the IP address (or the computer name). Therefore you have to configure TeamViewer to accept incoming LAN connections.

How to activate incoming LAN connections:

1. Click on *Extras / Options / General*
2. Activate the *Accept incoming LAN connections* option in the *Connection* area.

9.4.1 How to Connect to a Partner

This part describes in simple steps, how to establish a LAN connection between two TeamViewer full versions (TeamViewer QuickSupport does not support this function).

How to establish a LAN connection:

1. Start TeamViewer.
2. Ask your Partner to start TeamViewer as well.
3. Ask your partner for his IP address and password.
4. Select the desired connection mode (Remote support, Presentation, File transfer, VPN) and enter your partner's IP address in the field *ID* in the section *Create session*.
5. Click on *Connect to partner*.
 - The dialog TeamViewer authentication will be displayed.
6. Enter the password of the remote computer.
 - You are connected to your partner's computer.

Note: Please note that in the special case of direct connections within your own LAN none of our servers is involved. Therefore a normal symmetrical encryption without Public/ Private Key exchange will be used.



10 Options

10.1 Category General

The category *General* includes the most commonly used settings:

Important options for working with TeamViewer

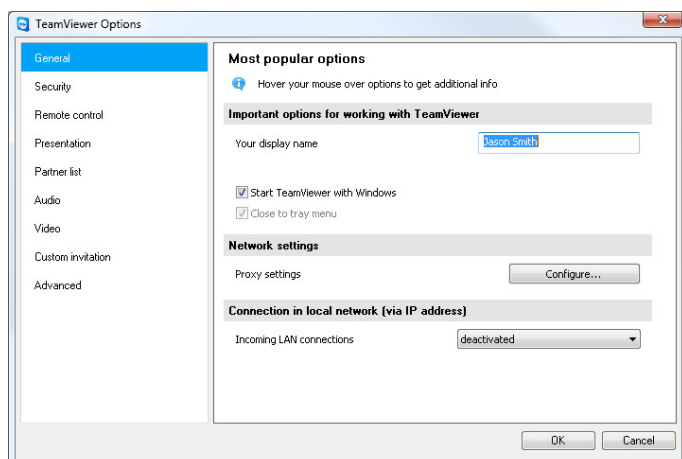
- **Your Display Name**
Enter your name or company name here. This text is displayed in the title bar of the remote control window and in your partner's chat window.
- **Start TeamViewer with Windows®**
TeamViewer starts automatically with Windows® and is that way executed directly after the start of Windows® and before the Windows®-Login.
- **Minimize to tray menu**
Minimizes TeamViewer to the system tray (info area of the taskbar) instead of to the taskbar. TeamViewer can then be shut down with a right click on the icon in the system tray.

Network settings

- **Proxy Settings...**
Opens the dialog Proxy settings (see [10.1.1 Proxy Settings Dialog](#))

Connections in local network (via IP address)

- **Incoming LAN connection deactivated**
LAN connections are not allowed
- **Incoming LAN connections accepted**
Accepts incoming LAN connections on port 5938 (see [9.4 LAN Connections](#))
- **Incoming LAN connection accepted exclusively**
The computer will not establish a connection the TeamViewer network and is only available via its IP address



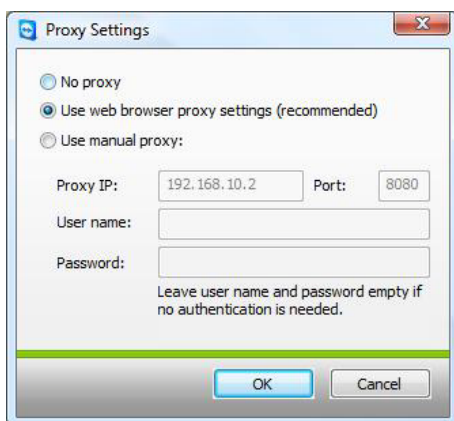
The category General allows you to make the most basic settings.



10.1.1 Proxy Settings Dialog

In most cases the default setting (Use web browser proxy settings) will be suitable. You can use custom settings, for example, if you have not configured the proxy settings in your browser.

- **No proxy**
Use this setting if you are directly connected to the internet.
- **Use web browser proxy settings**
Use this setting if you are behind a proxy server and the proxy settings are already configured in your browser (Internet Explorer or Firefox).
- **Use manual proxy**
Use this setting to manually enter your proxy settings.



In the Proxy Settings dialog you can configure access to the internet if you have a proxy server..



10.2 Category Security

In this category you can change all security -related settings.

Permanent password for unattended access

- **Password**
If you enter (and confirm) a fixed password here you can use it instead of the dynamically generated random passwords to access your computer.

Windows logon

In this dropdown menu you can determine whether remote users can log on to the local computer using their Windows credentials.

- **Not allowed**
Default setting. An authentication is only possible with the TeamViewer password.
- **Allowed for administrators only**
Windows administrators can log on with their admin credentials.
- **Allowed for all users**
All users of the computer can log on with their user credentials.

Password strength for spontaneous access

Select how secure (i.e. complex) the automatically generated password is supposed to be which will be generated with every start of the application.

- **Standard**
TeamViewer generates a 4-digit numerical password.
- **Secure**
TeamViewer generates a 6-digit alphanumerical password.
- **Very secure**
TeamViewer generates a 10-digit alphanumerical password with special characters.
- **Deactivated**
TeamViewer will not generate any session passwords.



TeamViewer - Options

Note: If you disable the session password and you have not defined a fixed password in the category *Security*, you will not be able to connect to the computer.

Note: If you have activated the option *Start TeamViewer with Windows*, the session password will be set to *Secure* be default.

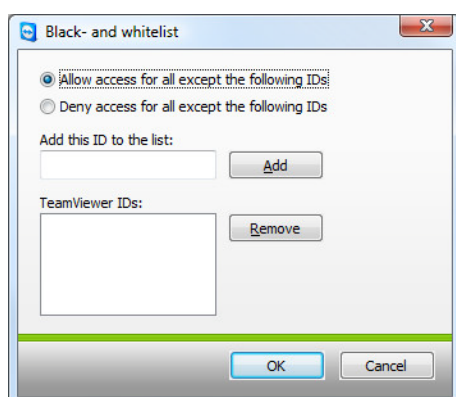
Note: If you have activated the Windows logon option, the security of your computer depends directly on the strength (complexity) of your Windows password.

Please ensure that you only use secure Windows passwords!

Rules for connections to this computer

- **Black- and whitelist**

Opens the black- and whitelist dialog. In this dialog you may either explicitly enter the IDs that are granted access to the local computer (whitelist) or the IDs that are denied access to the local computer (blacklist).



In the Black- and whitelist dialog you can explicitly allow or deny the access for specific IDs

Note: Please note that when configuring a black- or whitelist you are in danger of locking yourself out! If you e.g. replace your remote support computer, the new computer will get a new ID. Only use this function if you can either access the computer if necessary locally as well or enter multiple IDs in your whitelist.

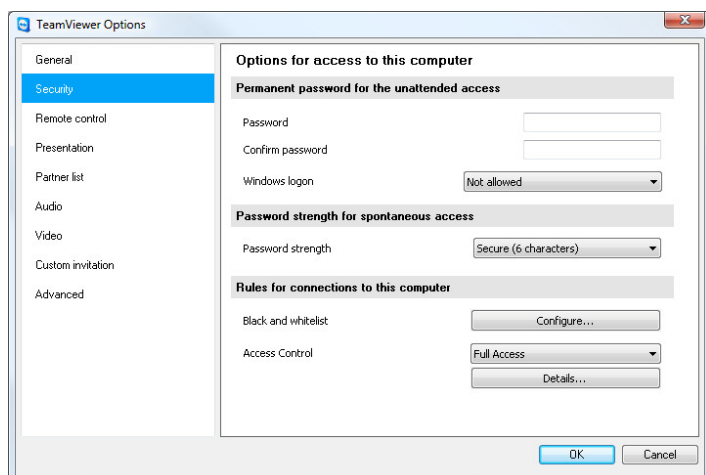


TeamViewer - Options

Access Control

- **Full Access**
This option allows you to have immediate access to all functions of your computer.
- **Confirm all**
You can initially only look at the desktop of the remote computer. For further actions your connected partner has to agree.
- **View and show**
You can look at the desktop of the remote computer but you can not operate on it.
- **Custom Settings**
The *Configuration* button offers you the possibility to define individual settings and therefore to disable different features completely, to allow after confirmation or to permit from the beginning of the session.
- **No outgoing connections allowed**
No outgoing connections are allowed.

See also [5.6 Access Control](#) for the features you can activate!



In the category Security you can change all security-related settings.



10.3 Category Remote control

The category *Remote Control* offers settings for TeamViewer's remote support mode. The settings in this dialog have an impact on all remote support sessions.

Display

- **Automatic quality select**
- **Quality**
You may choose between:
 - **Optimize speed**
(default setting - best possible speed at acceptable quality)
 - **Optimize quality**
 - **Custom Settings**

If you select *Custom Settings* the button *Custom Settings...* will become active. Through this button you can open the *Custom Settings* dialog (see [10.3.1 Custom Settings Dialog](#)).

- **Remove remote wallpaper**
Removes the remote desktop background during the session.
- **Show your partner's cursor**
Displays the movement of your partner's mouse cursor.

Session recording

- **Automatically record remote control sessions**
The session recording will automatically start when a connection is established. You can specify in which directory the recordings shall be saved.

Rules for access to this computer

- **Access control**
Allows you to configure which level of access your partners have on your computer.
 - **Full Access**
This option allows you to have immediate access to all functions of your computer.
 - **Confirm all**
You can initially only look at the desktop of the remote computer. For further actions your connected partner has to agree.
 - **View and show**
You can look at the desktop of the remote computer but you can not operate on it.



TeamViewer - Options

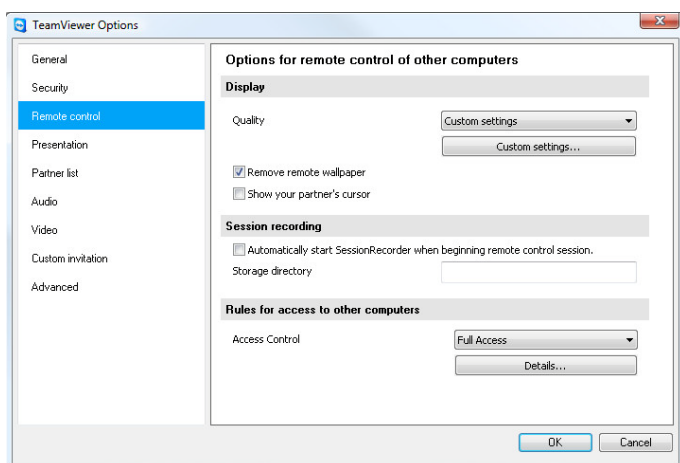
- **Custom Settings**

The *Configuration* button offers you the possibility to define individual settings and therefore to disable different features completely, to allow after confirmation or to permit from the beginning of the session.

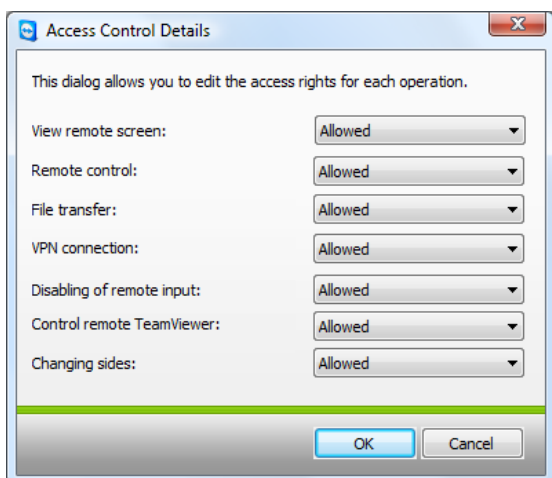
- **No outgoing connections allowed**

No outgoing connections are allowed.

See also [5.6 Access Control](#) for the features you can activate!



In the category Remote control you can predefine the settings for the remote session.



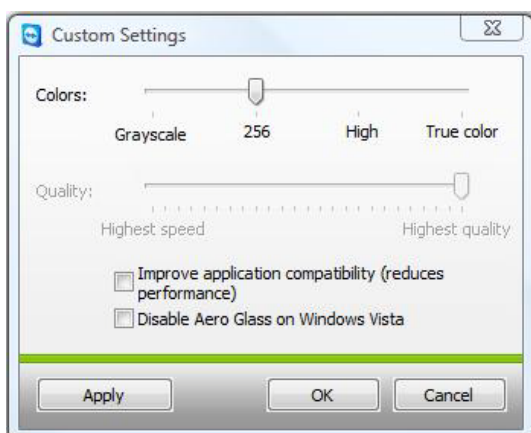
In the details dialog of the Access Control you can define settings for the following session.



10.3.1 Custom Settings Dialog

The custom settings dialog is only available if you select *Custom settings* in the quality drop-down menu of the display settings and press the button *Custom Settings...* You can specify your custom settings here.

- **Colors**
You can set the color depth that should be transferred. More colors need more bandwidth so you can increase performance by choosing fewer colors.
- **Quality**
You can set the quality level here. A lossy compression is used to reduce the data traffic when you move the slider to the left. This slider is only active if you set the color slider to High or True Color.
- **Improve application compatibility**
Increases the compatibility with older Windows® applications at the expense of lower performance.
- **Disable Aero Glass on Windows® Vista**
Disables Aero Glass on Windows® Vista remote computers to improve performance.



In this dialog you can define quality settings.



10.4 Category Presentation

The Presentation Tab offers settings for the TeamViewer Presentation mode. The settings in this dialog have an impact on all presentation sessions.

Display

- **Quality**
Lets you choose between:
 - *Automatic quality selection*
 - **Optimize speed**
 - **Optimize quality**
(default - automatically controls the quality depending on the established connection performance)
 - **Custom settings**

When you select *Custom settings* the *Custom settings...* button becomes active. With this button you can open the *Custom settings* dialog. See [10.3.1 Custom Settings Dialog](#).

- **Remove own wallpaper**
Removes the wallpaper of the local computer during the session.

Rules for presentation connections

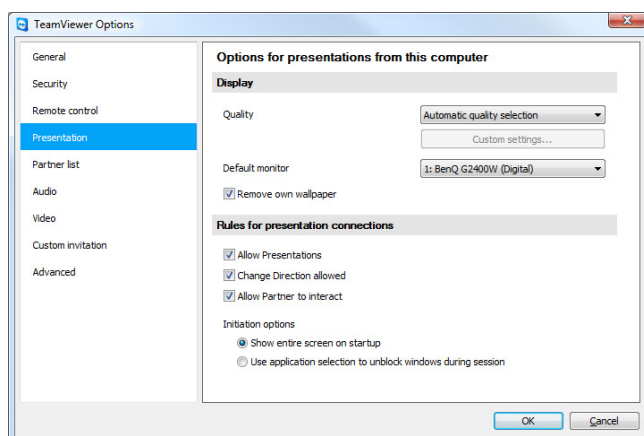
- **Allow presentations**
This option allows you to generally forbid presentations.
- **Change direction allowed**
If enabled, the direction can be changed during a presentation so that you can see the remote computer.
- **Allow partner to interact**
If enabled, the input on the remote computer can be activated during a presentation. The connected partner is then enabled to operate on your presentation machine.

Initiation options

- **Show entire screen on startup**
Will display the whole desktop.
- **Use application selection to unblock windows during a session**
Will start the presentation with a blank screen select the applications for presentation in the application selection (see [6.3 Actions in the Presentation Control Panel](#))



TeamViewer - Options



In this category you can set some general rules for your presentations



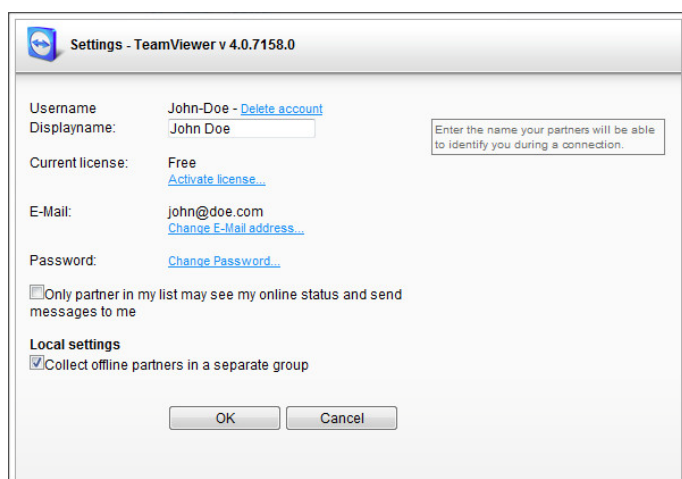
10.5 Category Partner List

As of version 4.1 you can manage your TeamViewer account in this tab and make some additional settings for your partner list.

The most important settings for your TeamViewer account can be alternatively managed through a web browser.

How to open the TeamViewer account management in your web browser:

1. Open the website <http://login.teamviewer.com> in your web browser.
2. Enter the user name and password of your TeamViewer account and click on *Sign in*.
→ The interface of the Web Connector and your partner list will be loaded.
3. Click on *Edit profile*.
→ A window with the settings of your account will be displayed.



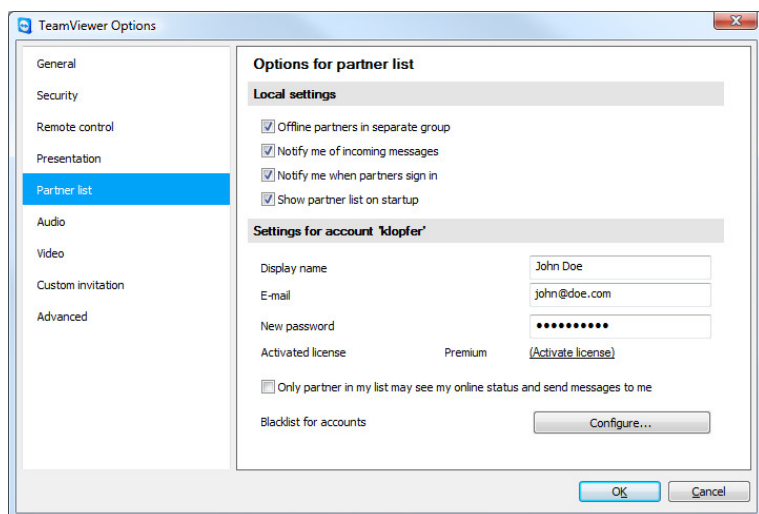
The account management can be accessed even if no TeamViewer is installed from anywhere through a web browser.

How to open the TeamViewer account management in TeamViewer:

1. Start TeamViewer full version.
2. Click on the menu *Extras / Options*.
3. Go to the category *Partner list*.
→ The settings for your TeamViewer account and your partner list will be displayed.



TeamViewer - Options



The account management in TeamViewer provides additional options.

The following settings are available:

Local settings

- **Offline partners in separate group**
organizes all offline partners in one group (called *Offline*)
- **Notify me of incoming messages**
Informs you with a short messages when you have received an instant message from a partner
- **Notify me when partners sign in**
Informs you when a partner has signed in into his TeamViewer account.
- **Show partner list on startup**
Shows the partner list besides the main screen when you start TeamViewer.

Settings for account

- **Display name**
Enter a name that your partners would recognize you with during a session.
- **Email**
Edit this field to change your email address.
- **New password**
Edit this field to change the password for your TeamViewer account.
- **Activated license**
If you have a Premium or a Corporate license you can assign that to your TeamViewer account. To do that please click on the link *Activate license* and enter your license key. After that click on the button *Activate license*. Even in an unlicensed TeamViewer your license will be active as long as you are signed in into your TeamViewer account.



TeamViewer - Options

- **Only partners in my list may see my online status ...**
If you have selected this option then only partners who are on your list can see that you are online and only they can send you instant messages.
- **Configure blacklist for accounts**
Here you can maintain a blacklist for user names of other users. If you add a user name you will not be displayed as online to this user anymore and will not receive any messages from him either.
- **Delete account** (only available in the web browser)
Click on *Delete account* to delete your account once and for all. You will be asked one more time if you would really like to delete your account. Please note that by deleting your TeamViewer account your partner list will be deleted irreversibly.
- **Current password** (only necessary in the web browser)
Enter your current password to confirm your changes.

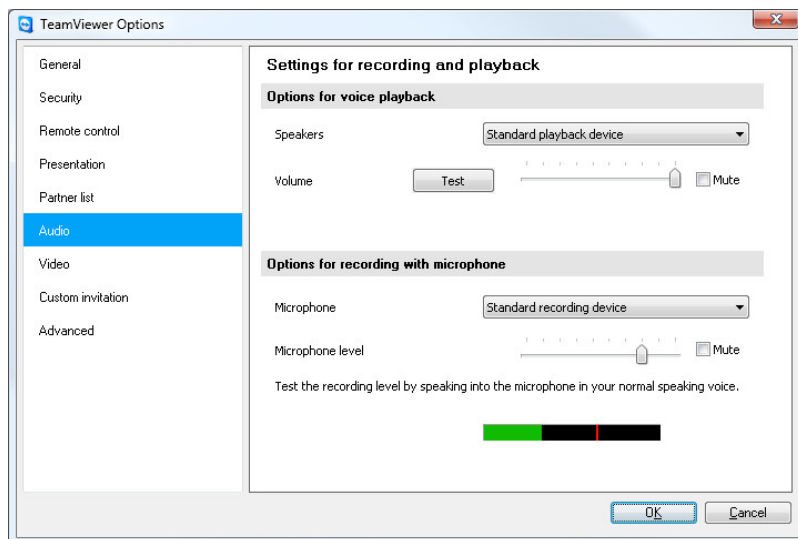
Note: All the settings you make in the section *Local settings* only affect the computer you are currently working with (or the settings for the Web Connector). The settings in the section *Settings for account* are stored centrally and apply for any computer as soon as you log on to your TeamViewer account.

Note: The blacklist in this tab is only for functions within the partner list. If you would like to prevent connections from particular TeamViewer IDs, please use the black- and whitelist function in the tab Security (see [10.2 Category Security](#))



10.6 Category Audio

In this category you can change setting for your VoIP connections and test them.

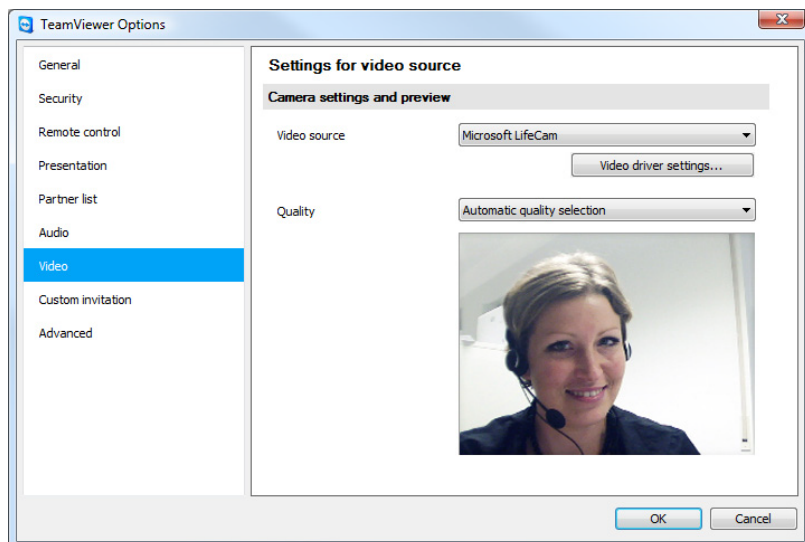


For details please see paragraph [8.1 Audio Transmission](#).



10.7 Category Video

In this category you can select a webcam, change its settings and test the changes.



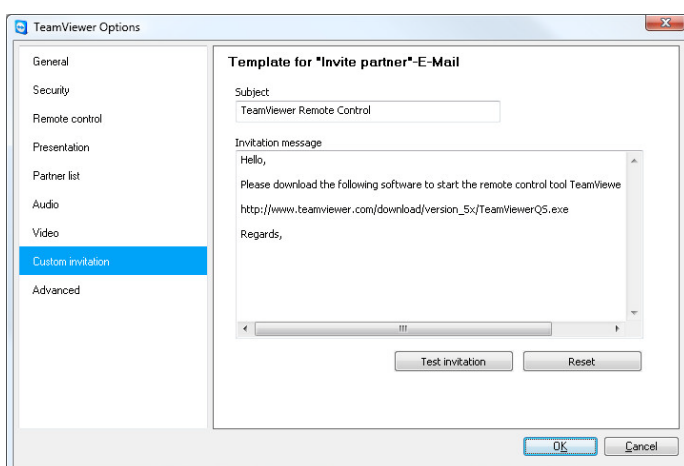
For details please see paragraph [8.2 Video Transmission](#).



10.8 Category Custom Invitation

The custom invitation tab provides you with the possibility to invite your business partner quickly and uncomplicated by e-mail to a remote support session.

- **Subject**
Here you can change the subject heading of your invitation mail.
- **Invitation message**
Here you can set the default message of your invitation mail individually. After confirmation with the Test invitation button the invitation mail will be generated in your e-mail application. You can then send the e-mail directly from this application. By clicking Reset the default invitation mail will be restored.



In the category Custom invitation you can create an individual invitation email.



10.9 Category Advanced

In the category *Advanced* you can set up advanced settings for your TeamViewer application.

General advanced settings:

- **Display language**
Enables you to select the display language which will be used by TeamViewer.
- **QuickConnect button**
Opens the dialog *Configure QuickConnect* if you click on *Configure...*(see [10.9.1 Dialog Configure QuickConnect](#))
- **TeamViewer shutdown**
Non-administrators will not be able to close the application.
- **Hide online status for this ID**
If activated, this computer will appear as offline on any partner list.

Log files

- **Enable logging**
If enabled, TeamViewer writes all errors and events into a log file.
- **Enable connection logging**
If enabled, TeamViewer writes the information for all outgoing connections into a log file. This option has to be enabled when you are using the TeamViewer Manager. You can open the log file folder by clicking *Extras* within the TeamViewer main menu and then clicking *Open log files*.

Advanced option for connections to other computers

- **Enable black screen if partner input is deactivated**
If you disable the your partner's input the screen of the remote computer is additionally disabled.
- **Temporarily save connection passwords**
Session passwords will be saved by default to enable the immediate resumption of the connection. After the shut down of TeamViewer the passwords are no longer saved. Via this option you can completely prevent the saving of passwords.
- **Automatically minimize local TeamViewer panel**
The TeamViewer control panel will be automatically minimized after usage.
- **Ignore alpha blending on this computer**
Semi-transparent windows are broadcasted as plain windows.



TeamViewer - Options

Advanced network settings

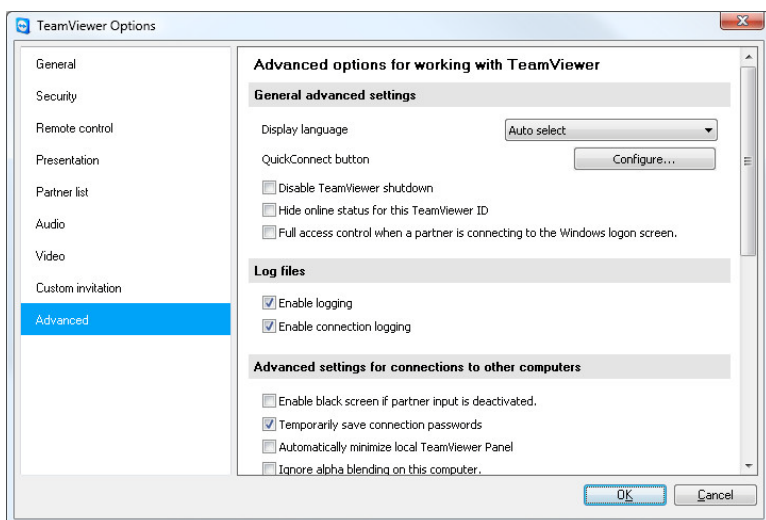
- **Enable DirectIn performance optimization**
When this checkbox is activated TeamViewer tries to configure the port forwarding for the ports 5938 and 80 in UPNP compatible routers (see TeamViewer DirectIn check).
- **TeamViewer DirectIn check**
Opens a dialog where the availability of TeamViewer is checked. The DirectIn Ports 80 and 5938 do not have to be opened , however, TeamViewer can use these ports - if available - for establishing faster connections.
- **TeamViewer Server**
Opens the Team Viewer Server dialog (see [10.9.2 Dialog TeamViewer-Server](#)).
- **Install VPN**
Via the button *Install VPN* you can install the VPN driver which is required for establishing VPN connections. The same button can be used for uninstalling the VPN driver again.
- **Use UDP (recommended)**
TeamViewer attempts to establish fast UDP connections. You should only disable this feature when connection interruptions occur on a regular basis.

TeamViewer Options

- **Changes require administrative rights on this computer**
When this checkbox is selected the security tab and the Startup options on the general tab are only available for users with Windows® administrator rights.
- **Export options to a *.reg file**
Exports the options from the selected categories to a *.reg file in the designated folder.
- **Import options from a *.reg file**
Imports the complete options from the selected *.reg file.
- **Export settings for TeamViewer Portable**
Exports the setting for TeamViewer Portable to an *.ini file. More information on how to import the settings into TeamViewer Portable are provided in the download package.



TeamViewer - Options



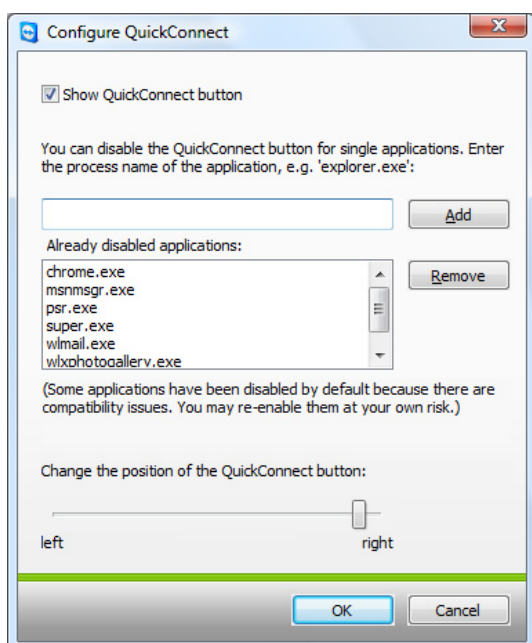
In the advanced options you will find settings for more experienced users.



10.9.1 Dialog Configure QuickConnect

In this dialog you can change various settings for the QuickConnect button (see [5.3 Connecting Via QuickConnect](#))

- **Show QuickConnect button**
Activates/deactivates the QuickConnect button in all applications
- **Deactivate for a particular application**
Add the name of the process of an application in which you would like to remove the QuickConnect button. To reverse that setting you simply remove the name of the process from the list.
- **Change the position of the QuickConnect button**
Changes the position of the QuickConnect button in all applications.

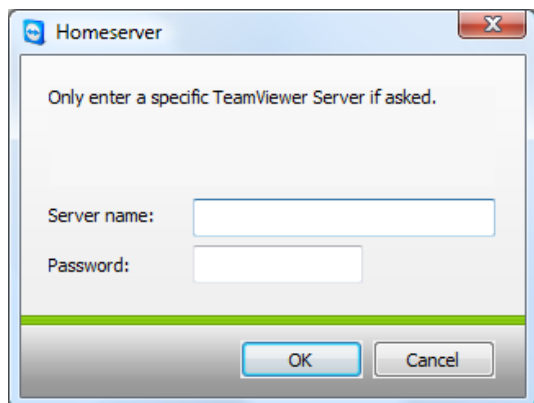


Open this dialog to configure QuickConnect according to your requirements



10.9.2 Dialog TeamViewer-Server

In this dialog you can define a specific server.



In the Homeserver window you can enter the necessary informations for connecting to your own TeamViewer server.

Attention: Please enter a server here only if the TeamViewer support staff requests you to do so!



10.10 QuickSupport Options

In the QuickSupport Options window you can define settings for the TeamViewer QuickSupport module.

You can access this dialog by clicking on the tool icon in the top right-hand corner of the TeamViewer QuickSupport screen. In the category *General* you have the following options available:

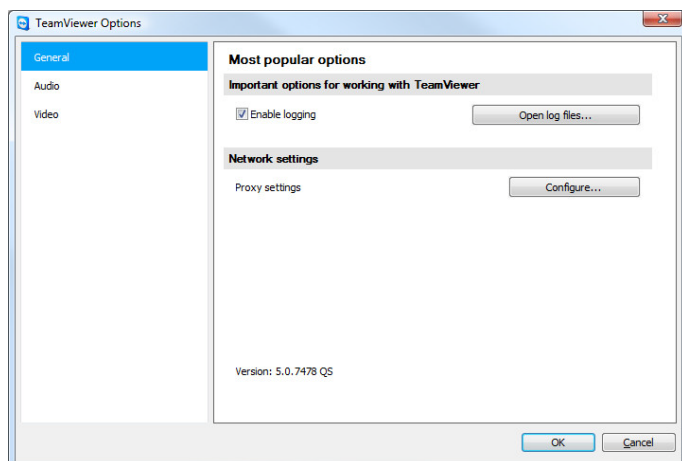
Important options for working with TeamViewer

- **Enable logging**
If enabled TeamViewer QuickSupport writes to an event log. This log may help when searching for errors in support cases.
- **Open log files**
Opens the folder in which the log file is stored.

Network settings

- **Proxy settings**
Please see chapter [10.1.1 Proxy Settings Dialog](#).

For the options in the categories *Audio* and *Video* please see chapter [8.1.1 Audio Options](#) and [8.2.1 Video Options](#).



The QuickSupport options dialog