



# TeamViewer 9 Manual

---

## Remote Control

---



# Table of Contents

<b>1</b>	<b>About TeamViewer</b> .....	<b>6</b>
1.1	About the software .....	6
1.2	About the manual.....	6
<b>2</b>	<b>Basics</b> .....	<b>8</b>
2.1	How TeamViewer works .....	8
2.2	Description of the main TeamViewer window .....	8
2.2.1	The Remote Control tab.....	8
2.2.2	The Meeting tab.....	9
2.2.3	The menu bar of the main TeamViewer window .....	9
2.2.4	The status bar of the main TeamViewer window .....	10
<b>3</b>	<b>Establishing a connection with TeamViewer</b> .....	<b>11</b>
<b>4</b>	<b>The Remote Control connection mode</b> .....	<b>12</b>
4.1	Remote Control window options .....	12
4.2	Remote computer options in the TeamViewer Panel.....	17
<b>5</b>	<b>The File Transfer connection mode</b> .....	<b>19</b>
5.1	Options in File Transfer connection mode .....	19
5.1.1	Description of the File Transfer window .....	19
5.1.2	File transfer window options .....	19
5.1.3	Description of the event log window .....	20
5.2	Transferring files using drag and drop .....	21
5.3	File transfer via the Windows context menu .....	21
<b>6</b>	<b>The VPN connection mode</b> .....	<b>22</b>
6.1	Sample uses of TeamViewer VPN .....	22
6.2	Requirements for using TeamViewer VPN .....	22
6.3	VPN dialog box options.....	23



<b>7</b>	<b>Other connection options .....</b>	<b>24</b>
<b>7.1</b>	<b>Establishing a LAN connection using the IP address .....</b>	<b>24</b>
7.1.1	Connecting via the network by activating LAN connections.....	24
7.1.2	How to connect to a partner via his/her IP address .....	24
<b>7.2</b>	<b>Authenticating on the Remote Computer using a Windows user account .....</b>	<b>25</b>
<b>7.3</b>	<b>Establish a connection via a Windows shortcut .....</b>	<b>25</b>
<b>8</b>	<b>Computers &amp; Contacts – Managing Contacts .....</b>	<b>27</b>
<b>8.1</b>	<b>The TeamViewer account .....</b>	<b>28</b>
8.1.1	Creating a TeamViewer account.....	28
8.1.2	Managing your TeamViewer account.....	29
8.1.3	Logging in and out of your TeamViewer account in Computers & Contacts.....	29
<b>8.2</b>	<b>Computers &amp; Contacts options .....</b>	<b>30</b>
8.2.1	Online status of computers/contacts .....	31
8.2.2	Adding groups.....	32
8.2.3	Share groups.....	32
8.2.4	Adding computers/contacts .....	34
8.2.5	Creating a quick connection from Computers & Contacts – Prompt for confirmation .....	36
8.2.6	The computer or contact context menu.....	37
8.2.7	Chatting via Computers & Contacts.....	37
8.2.8	Pre-chat via individual TeamViewer QuickSupport .....	40
8.2.9	Assigning a computer to your TeamViewer account .....	40
8.2.10	Notifications.....	41
<b>8.3</b>	<b>Service cases .....</b>	<b>42</b>
8.3.1	Create service case .....	42
8.3.2	Work on a service case .....	43
8.3.3	Status of the service case.....	44
<b>8.4</b>	<b>Integrated system health checks .....</b>	<b>45</b>
8.4.1	Alert messages.....	45
<b>9</b>	<b>Multimedia functions .....</b>	<b>47</b>
<b>9.1</b>	<b>Options within the Session list .....</b>	<b>47</b>
<b>9.2</b>	<b>Talking to your partner via Voice over IP .....</b>	<b>47</b>
9.2.1	How to start transmitting audio to your partner.....	47
9.2.2	Audio Options .....	48
<b>9.3</b>	<b>Transmitting webcam video to your partner .....</b>	<b>48</b>
9.3.1	How to start transmitting video to your partner .....	48
9.3.2	Video Options .....	48
<b>9.4</b>	<b>Chatting with your partner during a TeamViewer session.....</b>	<b>49</b>
<b>9.5</b>	<b>Holding a conference call during a TeamViewer session .....</b>	<b>49</b>
<b>9.6</b>	<b>Sharing files during a TeamViewer session .....</b>	<b>50</b>
<b>9.7</b>	<b>Transmitting sound and video.....</b>	<b>50</b>



<b>9.8</b>	<b>Recording a TeamViewer session .....</b>	<b>50</b>
<b>10</b>	<b>Miscellaneous functions .....</b>	<b>52</b>
<b>10.1</b>	<b>Access rights – limiting the actions in a TeamViewer session .....</b>	<b>52</b>
	10.1.1 The Access Control function .....	52
	10.1.2 Access Control mode options in detail .....	53
<b>10.2</b>	<b>Updating TeamViewer on the remote computer .....</b>	<b>56</b>
<b>10.3</b>	<b>View information about the remote computer.....</b>	<b>56</b>
<b>10.4</b>	<b>View information about the current connection.....</b>	<b>57</b>
<b>10.5</b>	<b>Information about the use of your licenses .....</b>	<b>57</b>
<b>10.6</b>	<b>Hand over a remote control session.....</b>	<b>57</b>
<b>10.7</b>	<b>Remote printing .....</b>	<b>58</b>
<b>11</b>	<b>TeamViewer modules .....</b>	<b>60</b>
<b>11.1</b>	<b>The TeamViewer full version.....</b>	<b>60</b>
<b>11.2</b>	<b>The TeamViewer QuickSupport module .....</b>	<b>61</b>
	11.2.1 QuickSupport module options .....	61
<b>11.3</b>	<b>The TeamViewer QuickJoin module .....</b>	<b>62</b>
<b>11.4</b>	<b>The TeamViewer Host module .....</b>	<b>62</b>
<b>11.5</b>	<b>TeamViewer Portable .....</b>	<b>62</b>
<b>11.6</b>	<b>The TeamViewer Manager .....</b>	<b>62</b>
<b>11.7</b>	<b>The TeamViewer MSI Package .....</b>	<b>62</b>
<b>11.8</b>	<b>The TeamViewer Management Console .....</b>	<b>63</b>
<b>11.9</b>	<b>TeamViewer on mobile devices (Android, iOS, Windows Phone 8) .....</b>	<b>63</b>
<b>11.10</b>	<b>Customizable modules.....</b>	<b>64</b>
<b>12</b>	<b>Installation &amp; configuration .....</b>	<b>65</b>
<b>12.1</b>	<b>Installing the TeamViewer full version .....</b>	<b>65</b>
	12.1.1 Advanced settings.....	66
<b>12.2</b>	<b>TeamViewer as a Windows system service.....</b>	<b>66</b>
	12.2.1 Differences between a Windows application and a Windows system service .....	66
	12.2.2 How to configure TeamViewer as a Windows system service.....	67
<b>12.3</b>	<b>Using TeamViewer on a terminal server .....</b>	<b>67</b>
	12.3.1 Special TeamViewer licensing terms for terminal server use .....	68
<b>12.4</b>	<b>Activating the TeamViewer license .....</b>	<b>68</b>
<b>13</b>	<b>Options.....</b>	<b>70</b>



<b>13.1</b>	<b>Category General</b> .....	<b>70</b>
<b>13.2</b>	<b>Category Security</b> .....	<b>72</b>
<b>13.3</b>	<b>Category Remote control</b> .....	<b>74</b>
<b>13.4</b>	<b>Category Meeting</b> .....	<b>75</b>
<b>13.5</b>	<b>Category Computers &amp; Contacts</b> .....	<b>76</b>
<b>13.6</b>	<b>Category Audio conferencing</b> .....	<b>77</b>
<b>13.7</b>	<b>Category Video</b> .....	<b>78</b>
<b>13.8</b>	<b>Category Custom invitation</b> .....	<b>79</b>
<b>13.9</b>	<b>Category Advanced</b> .....	<b>80</b>



# 1 About TeamViewer

## 1.1 About the software

TeamViewer is an intuitive, fast and secure application for remote control and meetings. As an all-in-one solution, TeamViewer can be used to:

- Provide ad-hoc remote support to colleagues, friends or customers.
- Administer Windows servers and workstations. You can run TeamViewer as a Windows system service. This allows you to access your computer even before you log into Windows.
- Connect to other platforms such as Mac OS X and Linux.
- Connect from Android, iOS or Windows Phone 8 mobile devices to Windows, Mac or Linux computers.
- Share your desktop for meetings, presentations or team work.
- Connect to your home computer while you are away and work on documents, check your e-mails or download images from your home computer and edit them.
- Connect to your work computer while you are away (such as when you are on a business trip and need important information).
- Connect to Android and iOS devices to provide support for them.
- Monitor your system with the integrated system health checks and ITbrain™ for remote monitoring and asset tracking.

TeamViewer works behind firewall barriers, NAT routers and proxies with no configuration necessary.

## 1.2 About the manual

This manual describes how to use TeamViewer to control a computer remotely.

Unless stated otherwise, the functionalities described always refer to the TeamViewer full version for Microsoft Windows.

Instructions are given on the assumption that the TeamViewer full version is already installed on your computer. If you need help installing the program, read [section 12, page 65](#) first.

For assistance with TeamViewer meeting functions, please read the separate *TeamViewer Manual – Meeting* available on our website.

The Mac OS and Linux versions are mostly identical to the Windows version, although some of the functions are not yet available. Feel free to use our free trial versions to get an idea of the various functions and contact our Support team if you need further assistance.



Mac OS, iPhone and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the US and other countries. Android is a trademark of Google Inc. Windows, Microsoft and Outlook are registered trademarks of Microsoft Corporation in the US and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® XP, Microsoft® Windows® Vista, Microsoft® Windows® 7 and Microsoft® Windows® 8 simply as “Windows”. All supported Windows Operation Systems can be found on our website <http://www.teamviewer.com/en/kb/38-Which-operating-systems-are-supported.aspx>.



## 2 Basics

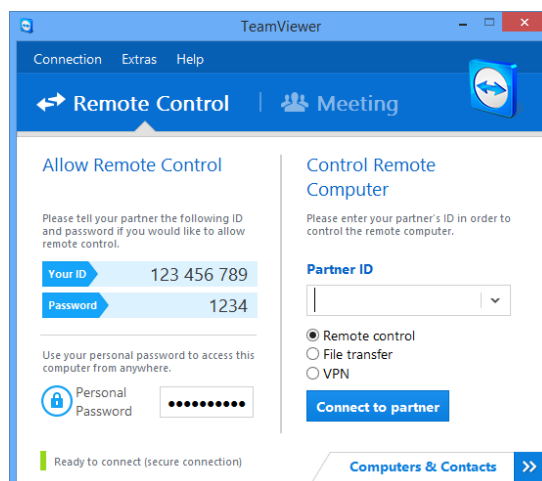
### 2.1 How TeamViewer works

If you think of a TeamViewer connection as a phone call, the TeamViewer ID would be the phone number under which all TeamViewer Clients can be reached separately. TeamViewer computers and mobile devices that run TeamViewer are identified by a globally unique ID. The first time TeamViewer is started, this ID is generated automatically based on hardware characteristics and will not change later on.

All TeamViewer connections are highly encrypted and are thus protected from being accessed by third parties. For detailed technical information regarding connections, security and data privacy in TeamViewer, see the *security statement* on our website at <http://www.teamviewer.com/products/security.aspx>.

### 2.2 Description of the main TeamViewer window

The main TeamViewer window is divided into the **Remote Control** and **Meeting** tabs.



The main TeamViewer window.

#### 2.2.1 The Remote Control tab


The **Remote Control** tab is divided into the following areas:






## Allow Remote Control

In this area, you will find your TeamViewer ID and your temporary password. If you share this information with your partner, he or she will be able to connect to your computer.

By clicking the  icon in the **Password** field, a context menu will appear for changing the random password or for copying it to the clipboard (Windows copy & paste function). In addition, you can define a personal password here.

**Note:** Click the  icon to configure TeamViewer to automatically start along with Windows (system service) and choose a personal password. You will then be able to access your computer anytime via TeamViewer.

## Control Remote Computer

To control a computer remotely, enter its ID in the **Partner ID** combo box. In addition, various connection modes are available:

- **Remote control:**  
Control your partner's computer or work together on a single computer.
- **File transfer:**  
Transfer files from or to your partner's computer.
- **VPN:**  
Create a virtual private network with your partner.

### 2.2.2 The Meeting tab

For more information on how to use TeamViewer for meetings and presentations, take a look at the *TeamViewer Manual – Meeting*.

### 2.2.3 The menu bar of the main TeamViewer window

The menu bar is located along the upper edge of the main TeamViewer window and contains the menu items **Connection**, **Extras** and **Help**.

#### Connection

The **Connection** menu offers the following options:

- To invite someone to a TeamViewer session, click **Invite Partner...**
- To configure TeamViewer to automatically start along with Windows (system service), click **Setup unattended access...**
- To open the TeamViewer Management Console, click **Open Management Console...**
- To quit TeamViewer, click **Exit TeamViewer**.

#### Extras

The **Extras** menu contains the following options:

- To access the settings (*see section 13, page 70*) click **Options**.
- To play or convert videos of recorded TeamViewer sessions (*see section 9.7, page 50*), click **Play or convert recorded session...**
- To recommend TeamViewer to others, click **Tell-A-Friend**.
- To access the log files created by TeamViewer (especially if needed by the TeamViewer Support team for analysis purposes), click **Open log files...**



- To activate your license key on this computer, click **Activate license** (*see section 12.4, page 68*).
- To display available license updates, click **Check for license updates**.

## Help

The **Help** menu contains the following options:

- If you need help with TeamViewer, you can access our Support website by clicking **TeamViewer web help**.
- To open up the TeamViewer website, click **TeamViewer website**.
- To view a brief introduction in TeamViewer, click **How it works...**
- To provide feedback on TeamViewer, click **Feedback**.
- To check whether you have the latest version of TeamViewer, click **Check for new version**.
- To obtain information about TeamViewer and licensing, click **About**.

### 2.2.4 The status bar of the main TeamViewer window

The status bar is located along the bottom edge of the main TeamViewer window. It contains a **status light** indicating the status of your connection as well as a button for accessing **Computers & Contacts** (*see section 8, page 27*).

The status light has the following three positions:

- **Green:** Ready to connect. You can set up a secure connection from your TeamViewer or accept an incoming connection.
- **Yellow:** Authenticating. The authentication process for setting up a TeamViewer session has started. You or your partner must enter a password.
- **Red:** The connection was interrupted or no connection was established.



# 3 Establishing a connection with TeamViewer

This section describes in simple steps how to create a remote control session. The process for creating a connection for a VPN session or file transfer is the same. To learn about other options for establishing a connection and other functions, see [section 7, page 24](#) / [section 6, page 22](#) / [section 10, page 52](#).

**To connect with a partner for a remote control session, follow these steps:**

1. Start TeamViewer.
2. Click the **Remote Control** tab.
3. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport ([see section 11.2, page 61](#)).
4. Ask your partner for his/her TeamViewer ID and password.
5. Enter your partner's ID in the **Partner ID** combo box.
6. Click the **Remote control** option button.
7. Click the **Connect to partner** button.  
→ The **TeamViewer Authentication** dialog box will open.
8. Enter the password of the remote computer.
9. Click **Log On**.
10. You are now connected to your partner's computer.

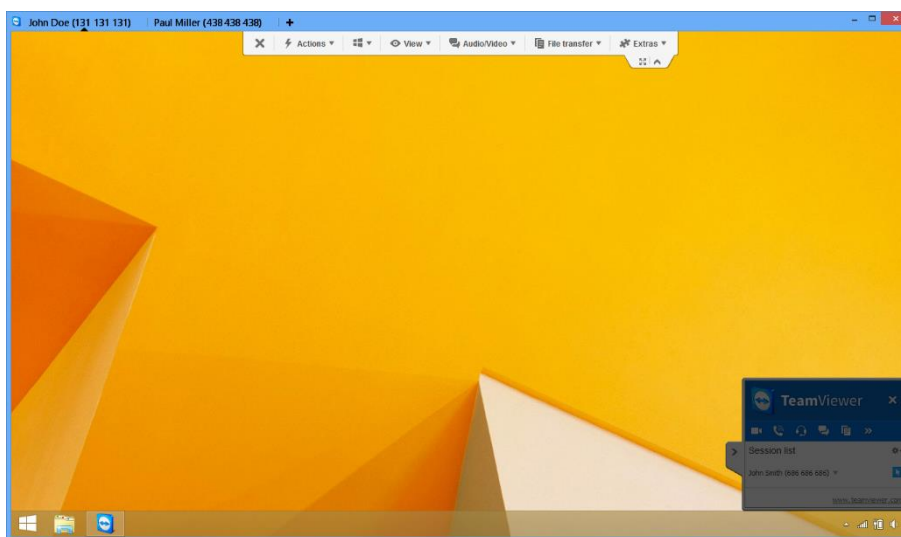


# 4 The Remote Control connection mode

The **Remote Control** connection mode lets you control a remote computer.

This section explains the tools available to you for this purpose. You can control your partner's computer as if you were sitting directly in front of it. You can also control your own computer while you are away from home/work with this mode.

Once you start a remote control session (as described in [section 3, page 11](#)), the **Remote Control window** will appear.



The TeamViewer remote control window.

## 4.1 Remote Control window options

In the title bar of the window, all open remote control sessions are displayed in tabs. For each session, either the display name of your partner and/or his TeamViewer ID is displayed. Below that, you will see a toolbar with menu buttons for the following possibilities:



### Close

Closes the current connection.



## Actions

Action	Description
<b>Switch sides with partner</b>	Switches the direction of the remote control session, allowing your partner to control your computer.
<b>Ctrl+Alt+Del</b>	Sends the CTRL+ALT+DEL key combination to the remote computer.
<b>Lock Computer</b>	<p><b>Lock:</b> Locks the remote computer. Now you can switch user accounts or sign in to the same session again.</p> <p><b>Lock on session end:</b> Locks the remote computer automatically after session end or session abort.</p> <p><b>Note:</b> The <b>Lock on session end</b> option is enabled automatically if the remote computer is locked or if no user is signed in while a connection is being established.</p>
<b>Remote reboot</b>	<p><b>Log off:</b> Logs the current Windows user account off at the remote computer. You can now log back into any Windows user account.</p> <p><b>Reboot:</b> Restarts the remote computer.</p> <p><b>Note:</b> As soon as the remote computer has been restarted, a dialog box will be automatically displayed. You can then re-establish the TeamViewer connection.</p> <p><b>Reboot in safemode:</b> Restarts the remote computer in safe mode with network drivers.</p>
<b>Send key combinations</b>	Transmits key combinations (such as ALT+TAB) directly to the remote computer and does not execute the command locally.
<b>Disable remote input</b>	Prevents mouse and keyboard input on the remote computer. <p><b>Note:</b> Press CTRL+ALT+DEL on the remote computer to undo this action.</p>
<b>Show black screen</b>	Switches the monitor of the remote computer to a black screen. <p><b>Note:</b> Press CTRL+ALT+DEL on the remote computer to undo this action.</p> <p><b>Note:</b> To guarantee a black screen, you can install a driver once. If you disable the display on the remote computer, the <b>Show black screen</b> dialog box will appear. To install the driver, click the <b>Continue</b> button.</p>



## Shortcuts

If the remote computer is running with a Windows 8 operating system, you can perform specific Windows 8 commands.

- **Start:** Opens the Windows 8 start screen.
- **App commands:** Opens the Windows 8 app bar.
- **Charms:** Opens the Windows 8 charms bar.
- **Change apps:** Opens the Windows 8 app overview.
- **Docking:** Docks the Windows Store app on the right screen edge.



## View

Action	Description
<b>Quality</b>	<p><b>Auto select:</b> Optimizes the display quality and transmission speed based on the available bandwidth.</p> <p><b>Optimize speed:</b> Optimizes the connection speed by reducing the display quality.</p> <p><b>Optimize quality:</b> Optimizes the display quality by reducing the connection speed.</p> <p><b>Custom settings:</b> Optimizes the display quality and transmission speed based on your custom settings.</p> <p><b>Edit custom settings...:</b> Opens the <b>Custom settings</b> dialog box (<a href="#">see section 13.3, page 74</a>).</p>
<b>Scaling</b>	<p><b>Original:</b> Transmits the screen at the remote computer's set resolution. If the remote screen has a higher resolution than yours, you can use the scrollbars to navigate the screen.</p> <p><b>Scaled:</b> Transmits the remote screen at a smaller size if it has a higher resolution than the local screen.</p> <p><b>Full screen:</b> Shows the remote screen on the local computer in full screen mode. If the remote computer's screen has a lower resolution than the local computer's screen and you selected the <b>Scaled</b> option, the screen will be enlarged accordingly.</p>
<b>Active monitor</b>	<p><b>Show all monitors:</b> Shows all monitor screens at the same time in a single window if your partner is using multiple monitors.</p> <p><b>Show monitor X:</b> Shows your partner's available monitors. If you enable the option <b>Pop out monitors as individual windows</b>, the monitor is displayed as a new tab in the open remote control window. If the opening of new connections in tabs is deactivated in the options (<a href="#">see section 13.3, page 74</a>), the monitors are displayed in a separate session window.</p>
<b>Screen Resolution</b>	Changes the screen resolution on the remote computer. A lower resolution on the remote computer can improve performance since less data needs to be transmitted.



Action	Description
<b>Select single window</b>	Shows only one specific window from your partner's screen. To do so, click the crosshair inside the window you wish to view.
<b>Show whole desktop</b>	Shows the entire screen of the remote computer.
<b>Refresh</b>	Forces a screen refresh whenever the automatic refresh function does not work.
<b>Remove wallpaper</b>	Hides the wallpaper on the remote computer. This may increase your connection speed.
<b>Show remote cursor</b>	Shows your partner's mouse pointer. If activated, you will see whenever the mouse pointer on the remote computer is moved.



## Audio/Video

For details regarding audio/video functions see [section 9, page 47](#).

Action	Description
<b>Computer sounds</b>	If activated, the sound from the remote computer will be transferred to the local computer ( <a href="#">see section 9.7, page 50</a> ).
<b>Voice over IP</b>	Opens a widget for voice transmission.
<b>My Video</b>	Opens a widget for webcam transmission.
<b>Chat</b>	Opens a widget for text based communicating with your partner.
<b>Conference call</b>	Opens a widget for starting or taking part in a conference call.



## File transfer

Select from the following file transfer options via the drop-down menu:

Action	Description
<b>File transfer</b>	Opens the <b>File transfer</b> window, which allows files to be transferred between the local and the remote computer ( <a href="#">see section 5, page 19</a> ).
<b>File box</b>	Opens a widget that lets you share files with your partner in a remote control session ( <a href="#">see section 9.6, page 50</a> ).



## Extras

Action	Description
<b>Invite additional participant...</b>	Opens the <b>Invite additional participant</b> dialog box ( <a href="#">see section 10.6, page 57</a> ).
<b>Remote printing</b>	Enables printing from the remote computer on a local printer ( <a href="#">see section 10.7, page 58</a> ).
<b>Take screenshot...</b>	Saves the currently displayed contents of the remote control window as a screenshot. To do so, click <b>Take screenshot....</b> In the opened dialog box, you will have the option to save the screenshot or copy it to the clipboard.
<b>Record</b>	Records the current remote control session as a video ( <a href="#">see section 9.7, page 50</a> ). The following options are available: <ul style="list-style-type: none"> <li>– <b>Start:</b> Starts the recording.</li> <li>– <b>Pause:</b> Pauses the recording.</li> <li>– <b>Stop:</b> Ends the recording.</li> </ul>
<b>VPN</b>	Creates a virtual private network between the connected computers. This option is only available if both computers have already installed the TeamViewer VPN driver. For more information about TeamViewer VPN, see <a href="#">section 6, page 22</a> . The following options are available: <ul style="list-style-type: none"> <li>– <b>Start:</b> Starts the VPN connection.</li> <li>– <b>Stop:</b> Ends the VPN connection.</li> <li>– <b>Status...:</b> Opens a status window showing i. e. the IP addresses of the VPN.</li> </ul>
<b>Remote update</b>	Starts checking for a more recent version of TeamViewer on the remote computer and installs an update if necessary ( <a href="#">see section 10.2, page 56</a> ).
<b>Remote System Info...</b>	Opens the remote computer's <b>System information</b> dialog box ( <a href="#">see section 10.3, page 56</a> ).
<b>Connection Info...</b>	Opens the <b>Connection info</b> dialog box ( <a href="#">see section 10.4, page 57</a> ).



## Next monitor



If multiple monitors are active on the remote computer, you can select the desired monitor from the dropdown menu and display multiple monitors in tabs, separate windows or together in a single window. Alternatively, you can access the same functions under **View | Active monitor**.



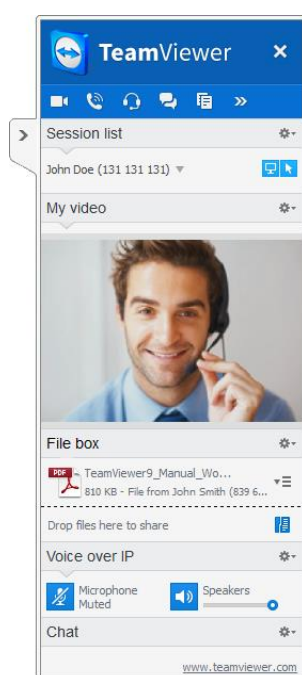


## Ctrl+Alt+Del

Sends the key combination CTRL+ALT+DEL to the remote computer. The button is shown automatically, if the remote computer requests the key combination (e. g. if the computer is locked or the login screen appears after starting Windows).

**Note:** Via the  button in the toolbar, you can display the remote control window in full screen mode. With the  button, you can minimize the toolbar.



## 4.2 Remote computer options in the TeamViewer Panel



The remote control TeamViewer Panel.

On the partner's side (remote computer), a small **control window** appears at the bottom right of the screen for every connection.


The TeamViewer Panel itself has the following properties:

- It can be placed anywhere on the screen. As a result, important parts of the screen are not being hidden.
- Individual widgets can be detached from the panel. Drag the widgets from the panel and adjust the size and position individually. Alternatively, click the  icon to detach the respective widget from the TeamViewer Panel.
- The panel can be minimized to the edge of the screen using the  icon on the left side of the panel.







**Note:** The same window appears on your screen whenever you start a multimedia function ([see section 9, page 47](#)).

### Menu bar options

The menu bar is located along the top edge of the control window. By clicking the icons, you or your partner can access the following functions:

Function	Description
 <b>Close all connections</b>	Closes all active remote control sessions.



Function	Description
 Video	Opens the <b>My video</b> widget ( <a href="#">see section 9.3, page 48</a> ).
 Conference call	Opens the <b>Conference call</b> widget ( <a href="#">see section 9.5 page 49</a> ).
 Voice over IP	Opens the <b>Voice over IP</b> widget ( <a href="#">see section 9.2, page 47</a> ).
 Chat	Opens the <b>Chat</b> widget ( <a href="#">see section 9.4, page 49</a> ).
 File box	Opens the <b>File box</b> widget ( <a href="#">see section 9.6, page 50</a> ).
 Functions	You can access the <b>Session list</b> widget within this icon's context menu ( <a href="#">see section 9.1, page 47</a> ).

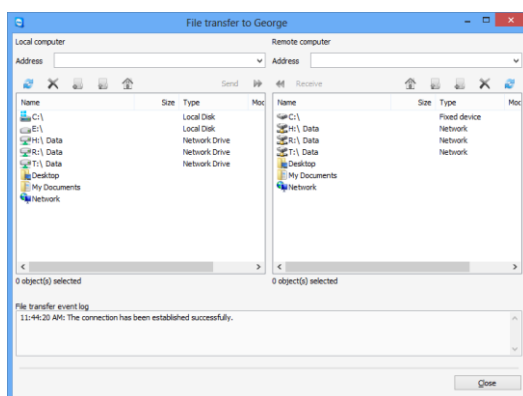


# 5 The File Transfer connection mode

In the sections that follow, you will learn how to send and receive files and folders.

## 5.1 Options in File Transfer connection mode

### 5.1.1 Description of the File Transfer window



The **File Transfer** window lets you transmit files to and from your partner's computer. There are two ways to open the file transfer window:

- On the **Remote control** tab, select the **File transfer** option button before starting the connection.
- During a live remote control session, click **File Transfer** in the tool bar of the Remote Control window.

The **File transfer** window lets you send and receive files to and from the remote computer.

### 5.1.2 File transfer window options

In the **File transfer** window, you will see your file system on the left and your partner's file system on the right. Use the buttons to control the following actions:

#### Icon Description



**Refresh** the file list (shortcut: F5):  
Refreshes the current folder.



**Delete selected object(s)** (shortcut: DEL):  
Deletes the selected files and folders. This action cannot be undone.

**Attention:** Deleted files cannot be restored from the Recycle Bin; they are permanently deleted.



## Icon Description



**Create a new folder:**  
Creates a new folder in the selected directory.



**Browse to parent folder** (shortcut: BACKSPACE):  
Switches to the parent folder of the current folder.



**Browse to drives** (shortcut: CTRL+BACKSPACE):  
Shows the mapped drives in Windows. You can also access special Windows folders here, such as **My Files** and **Desktop**.



**Send** (keyboard shortcut: F11):  
Sends the selected files and folders to the remote computer.



**Receive** (keyboard shortcut: F11):  
Loads the selected files and folders onto the local computer.

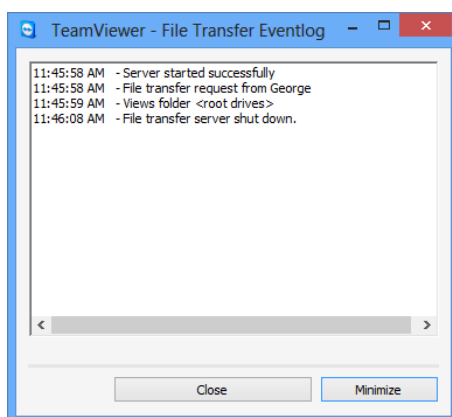
### Rename:

To change the name of a file or folder, click on an already selected object. → The name becomes editable.

**Tip:** In the File Transfer window, you can also transfer files and folders from one computer to the other via Drag & Drop. For this drag the file or folder from one file system area to the file system area of the other computer.

### 5.1.3 Description of the event log window

On your partner's side, all operations are logged in the **File Transfer Eventlog** dialog box.



The **File Transfer Eventlog** dialog box.

The dialog box shows the status of the file transfer, which files are being transferred, where the files will be saved and the current directory.

Click the **Stop file transfer!** button to stop all current transfers.

Click the **Minimize** button to minimize the dialog box to the taskbar.



## 5.2 Transferring files using drag and drop

Another option for transferring files between your computer and your partner's computer is drag and drop. Files or complete folders can be dragged from a session window to a local computer (or vice versa) or to and from any place – even directly into an Outlook e-mail.

This form of file transfer does not operate as a separate mode. It is a function of the **Remote Control** connection mode.

**To transfer files to the remote computer using drag and drop, follow these steps:**

1. Connect to the remote computer as described under [section 3, page 11](#).
2. Select the file that you wish to transfer.
3. Drag the file from your local screen to the Remote Control window.
  - A dialog box will open and the file is transferred to the remote computer.
  - Once the file transfer is complete, the dialog box closes.
4. The file has now been transferred.

**To transfer files from the remote computer to the local computer, follow the same steps described above.**

## 5.3 File transfer via the Windows context menu


Another option for transferring files between your computer and the remote one is to send them via the Windows context menu.

In this case, you can send files with TeamViewer using the Windows context menu to computers or contacts from your Computers & Contacts list.

**To send a file using the Windows context menu, follow these steps:**

1. Select the file in Windows Explorer.
2. Right-click the file.
  - The Windows context menu will open.
3. Select the **Send to | TeamViewer** option.
  - The TeamViewer **Send file to...** dialog box will open.
4. Select the computer or contact, that you would like to send the file to.
5. Click the **OK** button.
  - The computer or contact must confirm the request.
6. You have sent a file to a computer or contact from your Computers & Contacts list.

The file is saved on the computer or on the contact's device in the Download folder under C:\Users\%username%\Downloads.

**Note:** This function can also be called up via the Computers & Contacts list. Click the  icon in the context menu (right-click) of a contact and select the file that you would like to send.

**Note:** Files could not be sent or received without the confirmation of the recipient.



# 6 The VPN connection mode

The **VPN** connection mode lets you create a virtual private network (VPN) between two TeamViewer computers. Two computers connected via VPN act as if they were in a common network. This allows you to access the resources of your partner's computer and vice versa.

## 6.1 Sample uses of TeamViewer VPN

- Print documents on a shared printer connected to the remote computer.
- Run applications locally on your machine that accesses a remote database by setting up a VPN connection to the remote database server (e. g. for home office).
- Give external participants access to devices (e. g. hard drives or USB sticks) connected to the remote computer.

## 6.2 Requirements for using TeamViewer VPN

TeamViewer must be installed with the option **Use TeamViewer VPN** on both sides ([see section 12.1, page 65](#)). That means that the TeamViewer VPN driver must be installed on both computers. The VPN driver can also be installed at a later time ([see section 13.9, page 80](#)). Uninstalling or reinstalling TeamViewer itself is not necessary.

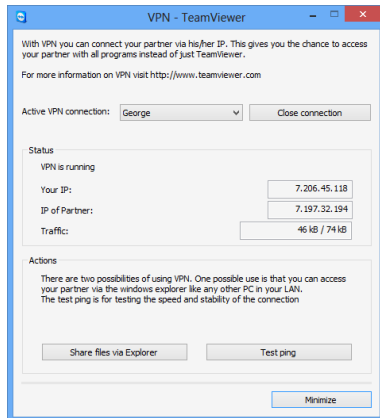
**Note:** You do not need a VPN connection to control your partner's computer remotely or transfer files using TeamViewer.

**Note:** If you connect your local computer to the remote computer via TeamViewer VPN, only those two computers will be linked together in a virtual private network. No other computers in the LAN of either computer will be accessible.

**Note:** In case the TeamViewer VPN driver is not yet installed, the VPN option button is not visible within the main TeamViewer window!



## 6.3 VPN dialog box options



The **VPN-TeamViewer** dialog box.

Once you are connected to the remote computer via VPN as described in [section 3, page 11](#), the **VPN-TeamViewer** dialog box will open up.

**Within this VPN TeamViewer window, you have the following options:**

- In the case of multiple simultaneous VPN connections, you can select the required connection from the **Active VPN Connection** drop-down list. The details and available actions for this connection are displayed in the dialog box.
- Click the **Close connection** button to close the selected connection.
- The **Status** area shows the assigned VPN IP addresses of both computers. Once assigned, the VPN IP address will stay the same. The amount of data transmitted is also shown.
- The **Share files via Explorer** button opens Windows Explorer, giving you access to the remote file system. If folders on the remote computer are shared via the local network, you will be able to access them and delete, copy or move files as needed. Please note that you may need to authenticate yourself on the remote computer.
- The **Test ping** button sends a ping signal to the remote computer. This lets you check whether a connection has been established successfully.



# 7 Other connection options

## 7.1 Establishing a LAN connection using the IP address

### 7.1.1 Connecting via the network by activating LAN connections

Local network connections can also be established directly via an IP address (or the computer name). For this purpose, you need to configure TeamViewer to accept incoming LAN connections.

**To accept incoming LAN connections, follow these steps:**

1. In the main menu, click **Extras | Options**.  
→ The **TeamViewer settings** dialog box will open.
2. Select the category **General**.
3. In the **Network settings** area, under **Incoming LAN connections**, select the **accept** option.

**Note:** You can also select the **accept exclusively** option. Doing so will only allow computers from the local network to connect to your computer. Instead of your TeamViewer ID, your IP address will be shown in the main window.

### 7.1.2 How to connect to a partner via his/her IP address

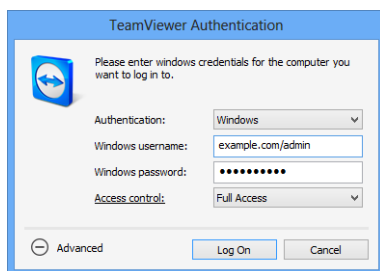
To connect to a partner via his/her IP address, follow the instructions in [section 3, page 11](#) but instead of the **Partner ID** enter the **IP address** of the remote computer. If the network uses DNS resolution, you can connect in the same way using the computer's name instead.

**Note:** No TeamViewer servers are involved in LAN connections. Therefore, regular symmetric encryption without public/private key exchange is used.





## 7.2 Authenticating on the Remote Computer using a Windows user account



The Advanced Authentication dialog box.

Instead of the TeamViewer authentication with an ID and password, you can also log into the remote computer using a Windows user name and password.

Windows authentication can be used for all connection modes.

**To connect to a remote control session using Windows authentication, follow these steps:**

1. Start TeamViewer.
2. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport ([see section 11.2, page 61](#)).
3. Ask your partner for his/her TeamViewer ID.
4. In the **Remote control** tab, in the **Control Remote Computer** area, select the **Remote control** option button.
5. Enter your partner's ID in the **Partner ID** field.
6. Click the **Connect to partner** button.  
→ The **TeamViewer Authentication** dialog box will open.
7. Click **Advanced**.  
→ The dialog box displays the advanced settings.
8. Select **Windows** from the **Authentication** drop-down list.
9. Enter the **Windows username** and **Windows password** for a Windows user account on the remote computer in the corresponding fields.
10. Click **Log On**.
11. You are now connected to your partner's computer.

**Note:** You can always use Windows login information to connect to TeamViewer QuickSupport.

**Note:** In TeamViewer Host as well as in the TeamViewer full version, this functionality must first be activated in the remote computer's options under the **Security** category ([see section 13.2, page 72](#)).

**Important:** Always be sure to use a strong password for logging into Windows. To check your TeamViewer password strength, see [section 13.2, page 72](#).

## 7.3 Establish a connection via a Windows shortcut

You can establish a remote control session via a Windows shortcut on your desktop or in a different Windows Explorer folder.



A shortcut can be created via drag & drop for every computer in your Computers & Contacts list ([see chapter 8, page 27](#)). The shortcut is connected to your TeamViewer account. This means that it can be used by you or TeamViewer accounts with which you have shared the group in which the linked computer is located. If the shortcut is executed, a remote control session using a password starts.

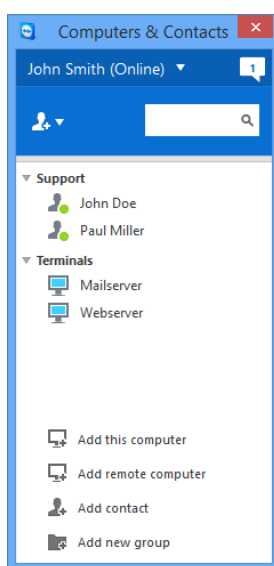
**To establish a remote control session via a Windows shortcut, follow these steps:**

1. Start TeamViewer.
2. Log in to the Computers & Contacts list with your TeamViewer account ([see section 8.1.3, page 29](#)).
3. Select the computer that you would like to create a shortcut for.
4. Drag the computer onto the desktop or into a Windows Explorer folder holding down the mouse button (drag & drop).
5. Start the remote control session by double clicking the shortcut.  
→ The **TeamViewer Authentication** dialog will open.
6. Enter the password of the this computer.
7. Click the **Log On** button.  
→ The remote control window will open.
8. You are connected to the computer from your Computers & Contacts list.

**Note:** If you have set a personal password for the linked computer in your Computers & Contacts list, steps 6 and 7 are not applicable.



# 8 Computers & Contacts – Managing Contacts



Computers & Contacts shows you at a glance which computers and contacts are online.

**Computers & Contacts** lets you manage computer and contact information from a central location. It gives you a quick overview of your computers and contacts that are available and to which you can connect directly via TeamViewer. Computers & Contacts also offers other useful functions similar to an instant messenger.

The Computers & Contacts list is linked to your TeamViewer account. This means that your contact information is not tied to a specific computer but is stored in a central location. This lets you access your contacts from any computer running TeamViewer.

Moreover, the Computer & Contacts lists can be used for remote monitoring and for asset tracking of your computers and is a component of the service queue in the TeamViewer Management Console. Further information can be found in the *TeamViewer Manual – Management Console*.

## Computers & Contacts offers the following advantages:

- See your computers and contacts online.
- Quickly set up a connection without the need to enter connection information.
- Access and manage your computers and contacts from anywhere in the world.
- Send messages to your contacts using the Group Chat, Offline Messages and Blacklist features.
- Set your own availability status.
- Manage computers and contacts in groups and add your own notes to them.
- Predefine connection settings for individual computers, contacts and groups.
- Remote monitoring for your computers.
- Connect directly to partners via service cases.

**Note:** Computers & Contacts is a component of the TeamViewer account. To be able to use it, you have to register once for a TeamViewer account.



**Note:** Computers & Contacts can be synchronized with the TeamViewer Manager database. For more information, see the *TeamViewer Manual – Manager* (<http://www.teamviewer.com/download/manager.aspx>).

## 8.1 The TeamViewer account


**Note:** You do not need a TeamViewer account to use TeamViewer.

**Note:** There is no extra charge for using a TeamViewer account. You can create and use a TeamViewer account for free.

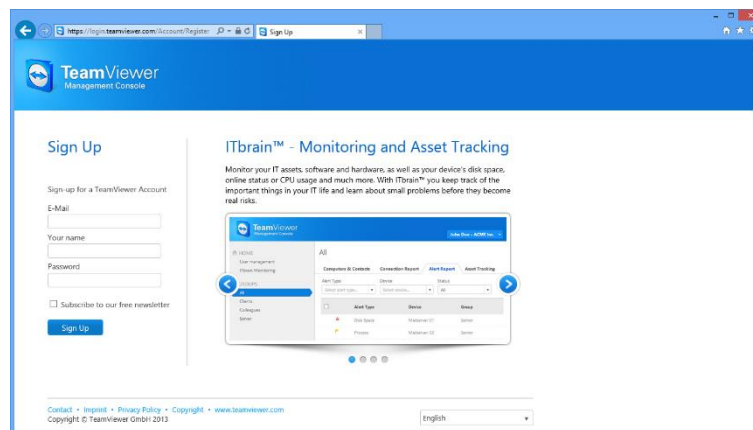
With a TeamViewer account, you can save information regarding your computers and contacts in a central location and manage your Computers & Contacts from anywhere.

### 8.1.1 Creating a TeamViewer account

To create a TeamViewer account, follow these steps:

1. In the TeamViewer main window, click the **Computers & Contacts**  button on the status bar.  
→ The **Computers & Contacts** window will open.
2. In Computers & Contacts, click the **Sign Up** button.  
→ This launches a wizard which will guide you through the process of creating a TeamViewer account in two easy steps.
3. In the **Create TeamViewer account - Step 1 of 2** dialog box, enter your **Username**, **E-Mail** and **Password**.
4. If you would like to subscribe to our newsletter, check the **Subscribe to our free newsletter** box.
5. Click the **Next** button.  
→ You will receive an e-mail with a validation link at the address provided.
6. In **Create TeamViewer account - Step 2 of 2**, you will be able to set up permanent access to this computer. To do so, enter any **Computer name** (for identification) and **Password** (random password you can use for connections to this computer).
7. If you would like to set up TeamViewer on this computer as a system service, check the **I want to control this computer from remote** box.
8. Click the **Next** button.
9. Click the **Finish** button.
10. To finish creating your TeamViewer account, click the **validation link** in the e-mail you received.
11. You have now successfully set up your TeamViewer account.

If you want to make any changes later on, such as to your e-mail address or password, use the Account Management options. There you can also link your Premium or Corporate License to your account ([see section 13.5, page 76](#)).



Creating a TeamViewer account via the website.

**Tip:** You can also create a TeamViewer account on our website. Enter the following URL in your web browser: <http://login.teamviewer.com>. Click the **Sign Up** link to create a new account.

## 8.1.2 Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in TeamViewer options (*see section 13.5, page 76*).

**To manage your account settings in a web browser, follow these steps:**

1. Enter the following URL in your web browser: <https://login.teamviewer.com>.
2. Enter your TeamViewer account login information in the **E-Mail** and **Password** fields.
3. Click **Sign In**.
  - The user interface of the TeamViewer Management Console and Computers & Contacts will load.
4. Click the **Edit profile** link in the upper right-hand corner.
  - A window containing your account settings will open.
5. You can now apply changes to your personal information.

## 8.1.3 Logging in and out of your TeamViewer account in Computers & Contacts

With your TeamViewer account, you can log into any Computers & Contacts list on any TeamViewer full version.

**To log into Computers & Contacts with a TeamViewer account, follow these steps:**

1. In the main TeamViewer window, click the **Computers & Contacts** » button on the status bar.
  - The **Computers & Contacts** window will open.
2. Enter your account information in the **E-Mail** and **Password** fields.
3. Click **Sign In**.
4. You are now logged in and your Computers & Contacts appear.



You can log into your account from any TeamViewer.

To log out of your TeamViewer account in Computers & Contacts, follow these steps:

1. In the upper part of Computers & Contacts, click on your **display name**.  
→ A drop-down menu will open.
2. Select **Sign Out**.
3. You are now signed out of your TeamViewer account.

To make logging back in easier, you have the option of remembering your username and password or signing in automatically. To do so, check the corresponding boxes.

**Note:** Never activate the **Remember me** and **Remember my password** options on an external (public) computer. Also, remember to log out whenever you leave this computer.

**Note:** If you own a Premium or Corporate license with your license linked to your account, this license will also be valid for unlicensed TeamViewer installations as long as you are logged in.


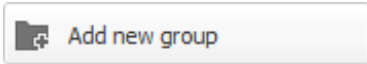

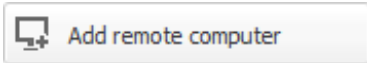





**Note:** You can set up two factor authentication for your TeamViewer account. The account is therefore protected with a temporary numerical code as well as the email and password. You can obtain further information about two factor authentication from the *TeamViewer Manual – Management Console*.

## 8.2 Computers & Contacts options


Below is a description of the available actions in Computers & Contacts.

Action	Description
	<p>Create new groups (<i>see section 8.2.2, page 32</i>) and service cases (<i>see section 8.2.5, page 36</i>) via the context menu of the icon or add contacts (<i>see section 8.2.4, page 34</i>) and remote computers (<i>see section 8.2.4, page 34</i>) to your Computers &amp; Contacts list. If the Computers &amp; Contacts window is big enough, you can also add groups, contacts and remote computers using the buttons at the bottom of the Computers &amp; Contacts list.</p>






Action	Description
	Use the context menu of the icon to open the TeamViewer Management Console or the service queue in the TeamViewer Management Console. The Management Console will open in your default browser. You are logged in automatically with your TeamViewer account.
	Creates a new group. You can use groups to group your computers and contacts by any criteria (clients, colleagues, friends, etc.) For more information, see <a href="#">section 8.2.2, page 32</a> .
	Creates a new contact. For more information, see <a href="#">section 8.2.3, page 32</a> .
	Creates a new computer. For more information, see <a href="#">section 8.2.3, page 32</a> .
 <b>Search</b>	Starts searching your Computers & Contacts list (by group name, account name or ID) as soon as you enter something into the search field.
<b>Account menu bar</b>	<p>In the top section of Computers &amp; Contacts, click on your display name. A drop-down list appears, letting you select your availability status. Your current status is also graphically displayed in the TeamViewer tray icon.</p> <p>You have the choice between</p> <ul style="list-style-type: none"> <li>– Online </li> <li>– Busy </li> <li>– Away </li> <li>– Show as offline </li> </ul> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p><b>Note:</b> If you are inactive for more than five minutes, your availability status will automatically be set to <b>Away</b>.</p> </div> <p>In addition, you can call up the account management in TeamViewer via the <b>Edit profile...</b> menu item (<a href="#">see section 13.5, page 76</a>). Furthermore, you can expand or collapse all groups with the option <b>Expand groups</b> or <b>Collapse groups</b> as well as log off from your account with <b>Log off</b>.</p>

## 8.2.1 Online status of computers/contacts

Status	Description
 <b>Online</b>	Indicates that the contact or computer is accessible via TeamViewer.



Status	Description
 <b>Busy</b>	Indicates that the contact or computer is online but busy.
 <b>Away</b>	Indicates that the contact or computer is online but away.
 <b>Offline</b>	Indicates that the contact or computer is currently not accessible via TeamViewer.

## 8.2.2 Adding groups

To create a new group, follow these steps:

1. Click the button.
2. In the context menu, select the option **Add new group**.  
→ The **Add Group** dialog box will open.
3. In the **Group name** field, enter the name of the new group.
4. Click the **OK** button.
5. A new group is created and appears in Computers & Contacts.

**Note:** Computers and contacts that are not currently online are listed in a separate "Offline" group by default. To learn how to deactivate this option, see [section 13.9, page 80](#).

## 8.2.3 Share groups

You have the option to share groups from your Computers & Contacts list with individual contacts from your list. In this way, entire groups can be made available to other contacts quickly and easily.

For shared groups, you can also assign different permissions to users. Therefore, groups can be changed by either certain users (edit properties, add contacts, etc.) or the groups are only displayed in their Computers & Contacts list and cannot be edited. Connections to any computers or contacts from shared groups can always be created independently of permissions.

If you remove a contact from the **Share group** list, the shared group is removed from his/her Computers & Contacts list.


To share a group, follow these steps:


1. Select a group in your Computers & Contacts list.
2. In the context menu (right click) of the group choose the **Share** option.  
→ The **Share group** dialog box will open.
3. Click the **Add...** button.  
→ The **Add user** dialog box will open.
4. Select the contact from the list with whom you would like to share the group.
5. Click the **OK** button.
6. Edit the permissions if necessary,.
7. Click the **OK** button.  
→ The contact will receive a message, which he must accept.





8. You have shared a group. The contact can view the shared group in his Computers & Contacts list and can connect to the computers and contacts within this group.

The  icon is displayed next to the group name of a group you have shared with any of your contacts.

The  icon is displayed next to a group name of a group that has been shared with you by someone else.

**Note:** You can share one or more groups with as many contacts as you like.

**Tip:** By clicking on **Share** in the context menu (right click) of a contact, you can see which group(s) are being shared with the contact. Further groups can be shared with the contact through that option as well.

### The Share group dialog box

The **Share group** dialog box displays the contacts with whom you have shared the respective group. Furthermore, you have the following options:

	Description
<b>Add...</b>	Click the button to share the selected group with a contact.
<b>Remove</b>	Select a contact from the list and click the button to stop sharing a group with this contact.
<b>Permissions</b>	Select from the drop-down list which permissions you would like to grant the contact for the shared group. <ul style="list-style-type: none"> <li>– <b>Read:</b> The contact can view the shared group in his Computers &amp; Contacts list and can connect to the computers and contacts within this group. The contact cannot make changes to the group (delete or rename contacts, add contacts, etc.).</li> <li>– <b>Read/Write:</b> The contact can view the shared group in his Computers &amp; Contacts list and can connect to the computers and contacts within this group. The contact can make changes to the group (delete or rename contacts, add contacts, etc.).</li> </ul>



## 8.2.4 Adding computers/contacts

You can add both TeamViewer accounts as well as TeamViewer IDs to Computers & Contacts.

You can add computers or contacts either by TeamViewer ID (computers) or TeamViewer account (contacts).


**Contacts** may include multiple computers. This is the case whenever a contact is logged into multiple TeamViewer modules. Another advantage of creating a contact is that it allows you to connect with the same person regardless of what computer he/she is using.

**TeamViewer IDs**, on the other hand, are associated with only one computer. You can connect to the computer, but you will not know who is using it.

Connecting with a TeamViewer ID might be a good idea if:

- The other side is not logged into a TeamViewer account.
- The computer is unattended (such as a server).
- You are connecting to your own computer.

### To create a new computer/contact, follow these steps:

1. Select the group to which you wish to add a new computer/contact.
2. Click the  button.
3. In the context menu, select the **Add remote computer** or **Add contact** option.  
→ The **Add computer/contact** dialog box will open.
4. Configure the settings as desired.
5. Click the **OK** button.
6. A new computer/contact is created and appears in your list.

### The Add computer/contact dialog box

The **Add computer/contact** dialog box lets you configure certain settings when adding a computer/contact or a new group to Computers & Contacts. This dialog box also lets you save connection information for certain computers, contacts or groups.

The following settings can be configured:

Setting	Description
<b>TeamViewer ID or Account</b>	In this field, enter the TeamViewer ID or the account name of the contact that you wish to add to Computers & Contacts.
<b>Password</b> (for TeamViewer ID only)	If you are adding a TeamViewer ID to Computers & Contacts, you can enter the remote computer's personal password in this field.
<b>Alias</b>	Enter a display name for the added computer/contact in this field.



Setting	Description
<b>Group</b>	Select the group that you wish to add your computer/contact to from the drop-down list.
<b>Description</b>	Enter any additional information about the computer/contact.
<b>Advanced</b>	Click this button to create parameters for connecting to the computer/contact.

## Advanced Properties

In the advanced Properties area of the **Add Group or computer/contact** dialog box, you can set parameters for individual computers/contacts or entire groups. If you create a connection to one of your partners in Computers & Contacts, the saved parameters for that partner will be accessed and applied to the session.

Saved parameters for groups are automatically applied to all computers/contacts in the group.

All saved parameters are linked to your TeamViewer account. They are available at every TeamViewer you sign in with your TeamViewer account.

### To save connection parameters for specific computers, contacts or groups, follow these steps:

1. Log into Computers & Contacts using your TeamViewer account (*see section 8.1.3, page 29*).
2. Right-click the desired computer, contact or group.
3. Select **Properties** from the context menu.  
→ The **Properties** dialog box will open.
4. In the dialog box, click **Advanced**.
5. Enter the desired **parameters**.
6. Click the **OK** button.
7. You have now created parameters for establishing a connection to the selected computer, contact or group.

The following parameters can be defined:

Parameter	Description	Possible values
<b>Allow contact to prompt me for connections</b> (for TeamViewer accounts only)	If activated (by default), this contact can send you a request to establish a connection without entering a password. If you confirm the request, your contact will be connected to you directly.	<ul style="list-style-type: none"> <li>– activated</li> <li>– deactivated</li> </ul>
<b>Remote resolution</b>	From the drop-down list, select the desired resolution on the remote computer upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– Don't change</li> <li>– Best fit</li> </ul>



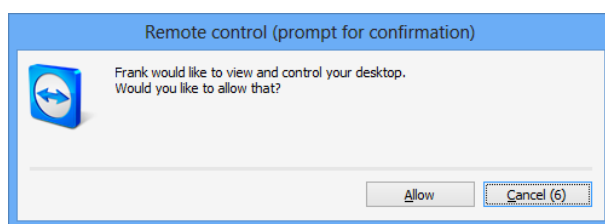
Parameter	Description	Possible values
<b>Scaling</b>	From the drop-down list, select how you would like the remote computer's screen to look upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– Best fit (scaled)</li> <li>– 100% (original)</li> </ul>
<b>Window</b>	From the drop-down list, select whether you would like the remote computer's screen to appear in full screen mode upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– Windowed</li> <li>– Full screen</li> <li>– Maximized</li> </ul>
<b>Quality</b>	From the drop-down list, select the desired display quality upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– Automatic</li> <li>– Optimize speed</li> <li>– Optimize quality</li> <li>– Custom</li> </ul>
<b>Initial monitor</b>	From the drop-down list, select the monitor to be transmitted first upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– Primary monitor</li> <li>– All monitors</li> <li>– Monitor X</li> </ul>
<b>Authentication mode</b>	From the drop-down list, select how you would like to log onto the remote computer upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– TeamViewer authentication</li> <li>– Windows authentication</li> </ul>
<b>Remote input</b>	From the drop-down list, select whether you wish to allow the remote partner to control the computer and see his/her screen upon connecting.	<ul style="list-style-type: none"> <li>– Inherited</li> <li>– Enable remote input</li> <li>– Disable remote input</li> <li>– Disable remote input and show black screen</li> </ul>

### 8.2.5 Creating a quick connection from Computers & Contacts – Prompt for confirmation

For connections using prompt for confirmation, you will be able to connect without the need to enter a password. Instead, TeamViewer will send a direct connection request. The connection partner may accept or decline the request.

**To establish a connection via prompt for confirmation, follow these steps:**


1. Select the contact in Computers & Contacts.
2. From the context menu (right-click), select **Remote control (prompt for confirmation)** or **Presentation (prompt for confirmation)**.  
→ A dialog box containing the request will pop up on your contact's computer. Your partner can confirm access by clicking **Allow**.
3. The connection will then be established.



**Note:** You can also use this connection type to establish a connection to computers.

## 8.2.6 The computer or contact context menu

You can access the computer or contact context menu by right-clicking a computer/contact.

Alternatively, click the  icon after moving your mouse over a computer or contact.

Please note that depending on the type of computer or contact, not all functions will be available.


**The context menu offers the following functions:**

- **Send message:** Opens the Chat dialog box ([see section 8.2.7, page 37](#)).
- **Remote control (prompt for confirmation), Presentation (prompt for confirmation):** Starts a connection to your contact with no password prompt ([see section 8.2.3, page 32](#)).
- **Remote control (using password), File Transfer, VPN:** Establishes the corresponding connection with the computer/contact.
- **Send file:** Opens a Windows dialog box so that you can send a file to the selected contact ([see section 5.3, page 21](#)).
- **Wake up:** Wakes up the computer via Wake-on-LAN. This function is only available for offline computers and must be configured first in order for this function to work. For further information, read the *TeamViewer Manual – Wake-on-LAN*.
- **Delete:** Permanently deletes the computer/contact.
- **Shares:** Opens the **Shares** dialog box ([see section 8.2.3, page 32](#)).
- **Properties:** Opens the **Properties** dialog box. This dialog box offers the same functions as the **Add computer/contact** dialog box ([see section 8.2.3, page 32](#)).
- **Alerts:** Alert messages for integrated system health checks ([see section 8.4, page 45](#)).

## 8.2.7 Chatting via Computers & Contacts

You can send a message to any computer/contact. If the computer/contact is not currently online, he/she will receive the message as soon as TeamViewer is started or the contact logs into his/her TeamViewer account. If your computer/contact is already online, he/she will receive the message immediately in a new chat window and you can begin exchanging messages in real time. You can also invite additional computers/contacts to a group chat.

**To send a message to a computer/contact, follow these steps:**

1. Open the **context menu** of the desired computer or contact (right-click the computer/contact).
2. Click the  icon.  
→ The **Chat** dialog box will open.
3. Type your message in the **input field** at the bottom.
4. Click the **Send** button or confirm by pressing the RETURN key on your keyboard.



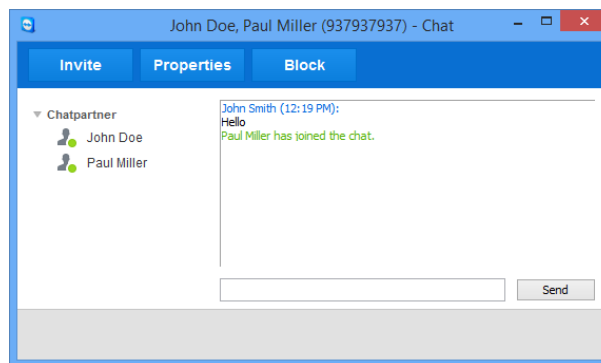
→ Your message appears in the top section and is sent to your computer/contact.

5. If your computer/contact is online, he/she can respond to your message directly. You can also send additional messages.

**Note:** To be able to send messages to a computer, you must have established a secure connection to this computer previously at any time.

**To invite other contacts to a group chat, follow these steps:**

1. Start a chat with a contact as described above.
2. In the Chat menu, click **Invite** (only available after a chat message has been sent).
3. Select the desired contact. You can also change the default invitation text.
4. Click the **OK** button to send the invitation.
5. Your contact has now been invited to the chat.
  - The selected contact receives the invitation. If the invitation is accepted, he/she will appear as a participant in the current chat dialog box and 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.

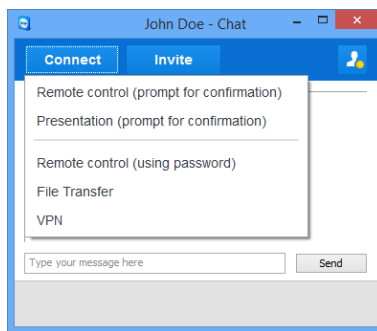
**Note:** If your computer/contact is offline, he/she will receive all messages sent to him/her upon logging back in, even if the dialog box is closed in the meantime (does not apply to chats with several participants).

**Note:** You can only invite contacts to an existing chat with several participants who are currently online.

**Note:** A chat with multiple participants is only possible with contacts. You can only invite additional participants from within an existing chat with one of your contacts.





## Available chat window operations



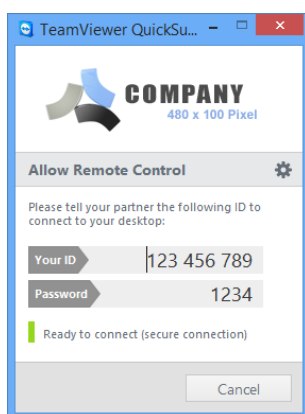
From within the chat window, you can execute the following options by clicking on the menu item:

Chat window from which TeamViewer connections can be started.

Menu	Description
	<p><b>Block/Unblock:</b> Click the option to block your partner. Click the option again to undo the blocking.</p> <p><b>Properties:</b> Click the option to open the partner properties.</p>
<b>Invite</b>	Click the option to invite additional contacts to the chat.
<b>Connecting</b>	Click the option to execute the following functions: <ul style="list-style-type: none"> <li>– Remote control (prompt for confirmation)</li> <li>– Presentation (prompt for confirmation)</li> <li>– Remote control (using password)</li> <li>– File Transfer</li> <li>– VPN</li> </ul>
	Click the button to send a file to your chat partner ( <i>cf. section 5.3, page 21</i> ).
<b>Add computer or contact</b>	Click the button to add the initiating chat partner to your Computers & Contacts list (if it does not already exist).



## 8.2.8 Pre-chat via individual TeamViewer QuickSupport



The QuickSupport customized module with chat window.

You can create a TeamViewer QuickSupport customized module for your customers on our website and add your TeamViewer account information to it. If you select **Allow user to initialize chat** when creating the module, your customer can start sending you messages through the chat dialog box after launching this QuickSupport module even before the TeamViewer connection has been established.

**Example:** You provide this module to your customer to give support at an agreed-upon time. Unfortunately, your customer has a last-minute meeting. He can then send you a chat message letting you know that he will be available 15 minutes later and you can respond to the message.

To learn how to activate this function, see *TeamViewer Manual – Management Console*.

**Note:** If you are not logged into Computers & Contacts (offline) or you set your status to **Show as offline**, no chat window will appear in your customer's QuickSupport module.

## 8.2.9 Assigning a computer to your TeamViewer account

For some TeamViewer functions, it must be guaranteed that the computer you are working with belongs to you. Therefore, computers must be assigned to your TeamViewer account for the use of the following functions:

- Monitoring by the integrated system health checks (*see section 8.4, page 45*)
- Wake-on-LAN (*see TeamViewer Manual – Wake-on-LAN*)
- Remote Monitoring and Asset Tracking with ITbrain™

There are two methods of assigning a computer, locally via the TeamViewer options or remotely via your Computers & Contacts list.

### Assigning a computer to your TeamViewer account locally

Assign a computer that you would like to wake up with Wake-on-LAN for example to your TeamViewer account in the local TeamViewer options of the computer. With this method you can also assign computers to your account that are not in your Computers & Contacts list.

**To assign the computer to a TeamViewer account, follow these steps:**

1. Open up TeamViewer.
2. Click **Extras | Options** in the main menu.
  - The **TeamViewer options** dialog box will open.
3. Select the **General** category.
4. Under **Account assignment**, click the **Assign to account...** button.
  - The **Assign to account** dialog box will open.
5. Enter the email address of your TeamViewer account in the **E-mail** text field.
6. Enter the password of your TeamViewer account in the **Password** text field.
7. Click the **Assign** button.
8. You have assigned the computer to your TeamViewer account.





## Assigning a computer to your TeamViewer account remotely

Assign a computer from your Computers & Contacts list that you would like to wake up with Wake-on-LAN for example to your TeamViewer account via the context menu. The computer must be in your Computers & Contacts list and be configured for unattended access. With this method it is not necessary to have physical access to the computer.

**To assign the remote computer to your TeamViewer account, follow these steps:**

1. Mark the computer that you would like to assign on your Computers & Contacts list.
2. In the context menu (right-click) click the **Assign now** button.  
→ The **Assign to account** dialog will open.
3. In the **Password** text field, enter the personal password for the unattended access to the computer.
4. Click the **Assign** button.
5. You have assigned the computer to your TeamViewer account.

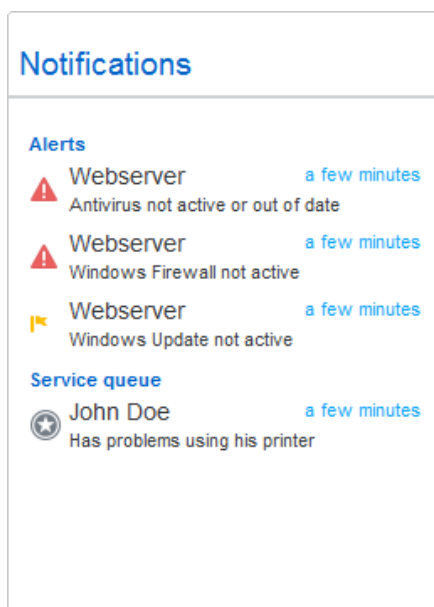
### 8.2.10 Notifications

All messages and news are collected and displayed within your Computers & Contacts list in the notifications.


The notifications are linked to your TeamViewer account and in this way, these are available wherever you log in with your TeamViewer account.

Notifications are displayed for the following events:

- Newly created service cases
- Service cases that were assigned to you
- New contact requests for your Computers & Contacts list
- Alert messages for the integrated system health checks in TeamViewer
- Current ITbrain™ alert messages (for more information on this, see *TeamViewer Manual – Management Console*).
- A contact would like to share a group with you



The **Notifications** dialog in the Computers & Contacts list.

Click the  icon at the end of the line for each notification to open a context menu. This contains all functions that you can also open within your Computers & Contacts list.

- For alerts, you can open the context menu of the computer that triggered the alert.
- For the service queue, you can open the context menu of the service cases.
- For contacts, you can process contact requests.
- For groups, you can process **Share groups** requests.


## 8.3 Service cases

Use service cases to organize spontaneous customer support within your team. Each service case will contain the following information. The name and email of the person who requested the service case, the description of the problem and a session code to start a remote session, a meeting or a chat box with the person who requested the service case. Service cases are a component of the service queue. Additional information about the service queue is available from the *TeamViewer Manual – Management Console*.

You usually create service cases if a customer needs assistance. You can then send an invitation via email to your connection partner (customer). Using this function in your Computers & Contacts list, you can then connect to your partner or open other functions of the Computers & Contacts list without entering a TeamViewer ID and password.

### 8.3.1 Create service case

**To create a service case, follow these steps:**

1. Log in to the Computers & Contacts list with your TeamViewer account (*see Section 8.1.3, page 29*).
2. Select the group to which you would like to add the service case.
3. Click the  button.




4. In the context menu, select the **Create service case** option.  
→ A pop-up with the properties of the service case will open.
5. Enter a name for the service case.
6. Enter an email address for the service case (usually the address of the person who made the request).
7. Enter a description.
8. You have created a service case.

**Note:** You can alternatively create a service case via the context menu (right-click) of a group.

Service cases that you create are assigned to you by default. However, you can also assign service cases to other assignees. In this way, you can coordinate customer requests and assign service cases to contacts from your Computers & Contacts list. You can assign service cases only to contacts with whom you have shared the group in which the service case is located.

To explain a brief example of the sequences: create a new group for your service cases. Share this group with the contacts who will be processing customer requests. Create all service cases from customer requests in this group. Assign individual service cases to the contacts. Each contact could then process the customer requests by chatting with the customer or setting up a remote control session with the customer.

**To assign a service case to a contact, follow these steps:**

1. Open the context menu (right-click) of the service case.
2. Move the mouse over the text **<Account name> assigned** below the name.
3. Click on the  icon.  
→ The **Assignee** dialog box will open.
4. Select the contact from the **Account** dropdown list to whom you want to assign the service case.
5. Click the **Assign** button.  
→ The contact receives a notification that you have assigned him a service case, and the icon of the service case will then change.
6. You have assigned a service case to a contact.

### 8.3.2 Work on a service case

If a service case is assigned to you, you can invite customers to the session. Via a link of the form <http://get.teamviewer.com/v9/s12345678> the customer can then connect to the session.




**To invite a different person to a session with a service case, follow these steps :**

1. Open the context menu (right-click) of the service case.
2. Click on the **Invite** box button.  
→ The **Invite Partner** dialog will open.
3. Adapt the message text as needed.
4. Send the invitation message:
5. To send the message with your standard email program, click on the **Open as e-mail** button.
6. To copy the message to the clipboard and distribute it via other channels, click the **Copy to Clipboard** button.
7. Copy the session link from the invitation message and forward it to the connection partner.



8. You have to invite a person to a session with a service case.

As soon as a customer has clicked the session link and connects to the session, the service case symbol appears green and a notification pop-up appears in the lower right corner of the screen. This way, you can then process the service case. The following options are available to you via the context menu (right-click) of the service case:

- Create a remote control session for the connection partner in order to resolve problems directly on the computer of your partner.  
To do this, click the **Remote control (confirmation prompt)** or **Remote Control (using Windows authentication)** button.
- Start a meeting so that you can explain the circumstances to your connection partner.  
To do this, click the **Presentation (confirmation prompt)** button.
- Chat with the connection partner to help deal with the request, or so that you can quickly resolve small problems.  
To do this, click the  icon.
- Send files to the connection partners, e.g., manuals or prepared instructions for frequently asked questions.  
To do this, click the  icon.
- For example, copy log files from the computer of your connection partner to your computer in order to thereby specify problems.  
To do this, click the  icon.




Close the service case after the end of a session. This means the problem was solved and no additional TeamViewer session is required.

**To close a service case, proceed as follows:**

1. Open the context menu (right-click) of the service case.
2. Click the **Close** link.  
→ The service case disappears from your Computers & Contacts list.
3. You have closed a service case. It can no longer be used.

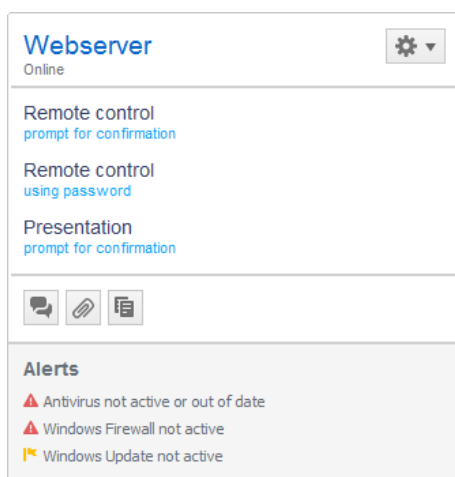
### 8.3.3 Status of the service case

The status of a service case is represented by the icon before the case.

Icon	Description
	The service case is assigned to you. Wait until the connection partner connects to the session.
	The service case is assigned to a contact. The contact can process the case.
	The service case is assigned to you and the connection partner has connected to the session. Select one of the options described above from the context menu of the service case.



## 8.4 Integrated system health checks



You see all alert messages for remote monitoring in the context menu of a computer.

TeamViewer also gives you the ability to check a device remotely for important software and hardware properties via remote monitoring.

TeamViewer offers integrated system health checks, which are available at no extra charge for private use as well as for customers with a TeamViewer 8 license (or higher). In the Computers & Contacts list, four of these checks can be used.

- **Memory capacity**  
Alerts you if the available hard drive memory drops below 10%.
- **Windows Update**  
Alerts you if Windows Update is switched off.
- **Antivirus software**  
Alerts you if no antivirus software is installed or the antivirus software is out of date.
- **Windows Firewall**  
Alerts you if the Windows Firewall is switched off.

To check a computer via remote monitoring, the integrated system checks must be enabled in the options on this computer. This computer must also be assigned to a TeamViewer account as described in section 8.2.9, page 40.

**To enable the integrated system checks, follow these steps:**


1. Open up TeamViewer.
2. Click **Extras | Options** in the main menu.  
→ The **TeamViewer options** dialog box will open.
3. Select the **Advanced** category.
4. Under **General advanced settings**, check the **Enable integrated system health checks** checkbox.
5. You have enabled the integrated system health checks for this computer and you can now review them.

### 8.4.1 Alert messages

After each check, the alert messages will then be displayed not only in the notifications, but also in the context menu of the monitored computer. The status of the monitored computers is designated by the different icons.

Icon	Description
	The monitored computer is operating smoothly and none of the system checks have generated an alert message.
	The monitored computer has generated one or more alert messages. They are displayed in the context menu of the computer.



Icon	Description
	The monitored computer has generated one or more alert messages, but these have already been confirmed. This means that you or one contact with whom the computer was shared has confirmed the alert message in the context menu of the monitored computer.

If you can confirm the problem, and the fault has been corrected, please select the **Acknowledge** option after you have clicked the alert message. By now using the **Check now** option, you can check whether everything is working ok on the said computer.

Further information about the integrated system health checks and the expanded options with ITbrain™ is available in the *TeamViewer Manual – Management Console*.







# 9 Multimedia functions

Below you will find an overview of the multimedia functions available to you during a remote control session, such as **Voice over IP**, **My video**, **Chat**, **Conference call** and **File box**.

## 9.1 Options within the Session list

The **Session list** widget shows the TeamViewer IDs and names of the connection participants and offers the following functions:

Function	Description
 <b>Switch sides with partner</b>	Switches the direction of the remote control session, allowing your partner to control your computer (available only if the initiator of the connection has already changed directions once.)
 <b>Enable remote input</b>	Allows or prohibits keyboard and mouse input on the remote computer.
 <b>Additional options</b>	Here you can view detailed <b>connection information</b> ( <i>see section 10.4, page 57</i> ) or <b>close the connection</b> . You can also open the Chat widget by selecting <b>Send chat message...</b>
 <b>Invite...</b>	Opens a drop down list where you can select a contact. You can invite this contact to the remote control session ( <i>see section 10.6, page 57</i> )

## 9.2 Talking to your partner via Voice over IP

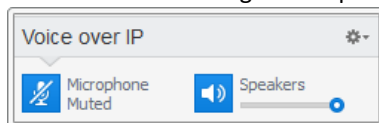
### 9.2.1 How to start transmitting audio to your partner



With Voice over IP (VoIP), telephone calls are not necessary and you can talk live with your partners just after a few mouse clicks. We recommend using a headset.




### To transmit audio to your partner, follow these steps:

1. In the Remote Control window, click **Audio/Video | Voice over IP** during a session.  
→ The Voice over IP widget will open.



2. Click the  icon to activate the microphone.
3. Set the desired volume for your speakers and microphone.
4. To deactivate the microphone, click the  icon again.

## 9.2.2 Audio Options

To access Audio Options, click the  icon in the Header of the Voice over IP widget and select the **Audio settings** option.

→ The Audio Options menu will open ([see section 13.6, page 77](#)).

## 9.3 Transmitting webcam video to your partner

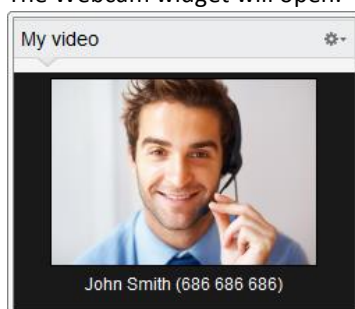
### 9.3.1 How to start transmitting video to your partner

If you want your partner to not only hear but see you as well, you can transmit video using a webcam.

The steps for transmitting video to your partner are described below.


### To transmit video to your partner, follow these steps:

1. In the Remote Control window, click **Audio/Video | My video** during a session.  
→ The Webcam widget will open.



2. Click the **Share video...** button to start transmitting the webcam video.
3. To stop transmitting webcam video, click the **Turn off video...** button.

## 9.3.2 Video Options

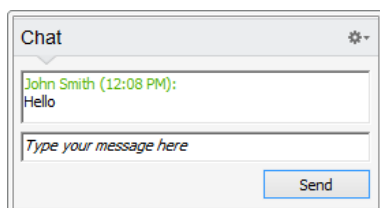
With Video Options, you can make changes to your camera settings. To do so, click the  icon in the widget header. By clicking on the icon, you can also change the size of your transmitted video. Select **Video settings** to display Advanced Video Options.

→ The Video Options menu will open ([see section 13.7, page 78](#)).






## 9.4 Chatting with your partner during a TeamViewer session



The **Chat** widget.

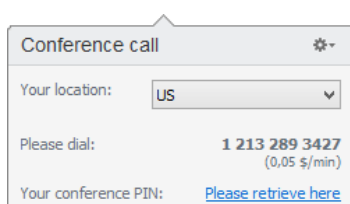
The Chat widget lets you communicate with your partner via text during an active session.

To start a chat, click **Audio/Video | Chat** during a session.

Clicking the  icon in the widget header lets you save the chat in the form of a text file.

The widget functions just like an instant messaging program.

## 9.5 Holding a conference call during a TeamViewer session




The **Conference call** widget.

If your participant does not have a headset at his/her disposal, you can set up a conference call instead of using VoIP.

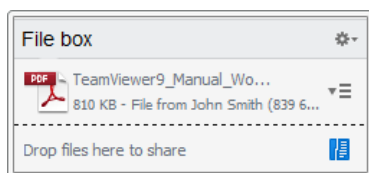
### To start a conference call, follow these steps:

1. In the Remote Control window, click **Audio/Video | Conference call** during a session.
2. Select your country.
3. To generate the conference PIN, click the **Please retrieve here** link.
4. Call the service number listed below your country.  
→ You will be asked to enter the conference PIN using the keys on your telephone keypad.
5. Enter the **Conference PIN**.
6. You will be instantly connected to all of the participants that have joined the conference call with the same PIN.

To add your own conference call data, click the  icon to open the **Configure Conference Call** dialog box and enter the desired information into the input field.






## 9.6 Sharing files during a TeamViewer session



The **File box** widget.

Session participants can share files with one another via the **File box** widget.

To do so, drag and drop the desired file into the widget or click the  icon to select a file using the Windows Open dialog box.

Once you have shared the file, you can open either the file or its containing folder by clicking the  icon next to the file and selecting the desired option from the context menu. At the remote computer, the shared file appears in the widget and you can download it by clicking the  icon.

To remove the file from the widget, select the **Remove from file box** option in the context menu.

**Tip:** The option **Open** or **Save...** can be reached by double-clicking the file within the widget.

## 9.7 Transmitting sound and video

With TeamViewer you can transmit video and sound from the remote computer to the local computer.

TeamViewer recognizes when fast moving images are displayed on the remote computer and optimizes the video transmission accordingly. For example, if a video is being played on a remote computer, you can also view this video in real time on your own computer.

Sound transmission enables, e.g., system sounds or music being played on the remote computer to be heard on your computer.

You can stop computer sound transmission by deactivating the **Audio/Video | Computer sounds** option in the remote control window during a current session, or turn it off by default in the settings ([see section 13.3, page 74](#)).

The improved transmission of videos can be deactivated in the settings ([see section 13.3, page 74](#)).

**Note:** Best possible transmission quality requires a connection within a local network or a connection with a high bandwidth.

**Note:** Optimized video transmission requires a TeamViewer license.

## 9.8 Recording a TeamViewer session

You have the possibility of recording the remote control session and saving it as a video file. The recording is saved in TeamViewer's own TVS file format.

The screen content, remote computer sound, as well as webcam videos and VoIP will be recorded.



**Note:** To automatically record all your sessions, select **Remote control | Auto record remote control sessions** in the main window under **Extras | Options**. That way, you will no longer need to start recording manually. Select the location where you would like to save your recordings in the **Advanced Options**.

**Note:** To be able to record the webcam video and VoIP of the remote computer, the respective connection partner must give his permission.

#### To record your session, follow these steps:

1. In the Remote Control window, click **Extras | Record | Start** during a session to begin recording.
2. To end the recording, click **Extras | Record | Stop** in the Remote Control window. Alternatively, close the TeamViewer session.
  - If no destination folder has been selected, a dialog box will prompt you for the location where you would like to save your file.

#### To play a recorded session, follow these steps:


1. In the menu bar of the main TeamViewer window, click **Extras | Play or convert recorded session...**
  - The Windows **Open** dialog box will open.
2. Choose the desired file.
3. Click the **Open** button.
  - The video clip will be played back in TeamViewer. You will have the usual options for playing a video file.

**Tip:** Double-click the file in Windows Explorer to play it. TeamViewer will automatically start and play back the recorded session.

## Convert a recorded TeamViewer session to AVI

You can convert recorded TeamViewer sessions to AVI video format for further editing.

#### To convert a recorded session, follow these steps:

1. Follow the above instructions for playing back a recorded session.
2. In the **Recorded session** window, click the  icon.
  - The **Open** dialog box will open.
3. Configure the settings as desired. To do so, use the drop-down lists and the **Configure...** or **Browse...** buttons.
4. Click the **Start Conversion** button.
5. The selected video is converted.



# 10 Miscellaneous functions

## 10.1 Access rights – limiting the actions in a TeamViewer session

**Note:** This section may only be of interest to IT experts or administrators. If this is not you, feel free to skip this section.

### 10.1.1 The Access Control function

Access Control limits the possible actions of participants in a TeamViewer session.

You can define rules for Remote Control connections (Remote control, File transfer and VPN)

- **to your computer** (i.e. someone else connecting to your computer):  
The incoming access control lets you restrict the possibilities for partners who want to connect to your computer. This way you can affect the actions others are able to perform on your computer. For example, you can disable the option that your partner will be able to control your TeamViewer, so he/she cannot change settings or the like. The configuration of incoming access control works similar to the outgoing access control described below.
- **to other computers** (i.e. you connecting to a remote computer):  
The outgoing access control lets you restrict your possibilities when establishing a connection. This case is described explicitly below.

You can set the default access mode for current sessions under **Extras | Options** in the **Advanced** category (*see section 13.9, page 80*) or selecting a mode other than the default mode when setting up a connection.

**Note:** Below you will learn how to set access control during an outgoing remote control session. Access control for file transfer and VPN is generally the same but offers fewer options.

**Note:** To learn how to control access during an incoming connection, see *section 13.9, page 80*.

**For outgoing connections, TeamViewer offers the following access modes:**

- **Full Access:** You can control the remote computer without confirmation from your partner.
- **Confirm all:** Your partner has to approve all TeamViewer actions. So for instance, you can only view the partner's desktop upon his/her confirmation and only take over control of the remote desktop after additional confirmation.
- **View and show:** You can see the remote computer upon confirmation by your partner and move the mouse pointer on the remote computer. However, remote control is not possible in this mode.




- **Custom settings:** This mode can be customized individually (*see section 10.1.2, page 53*).
- **Deny outgoing remote control sessions:** You cannot establish outgoing remote control connections from your computer.

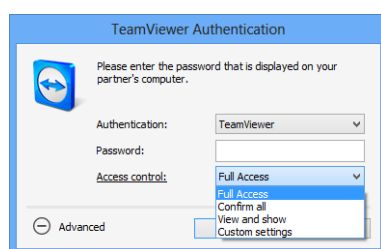
#### Use cases for the Access Control:

You would like flexibility in restricting access. For customers with whom you have a close, trusting relationship, or for your home computer, you would like full access. For sensitive customers, you would like the customer to confirm before taking control of his/her computer.

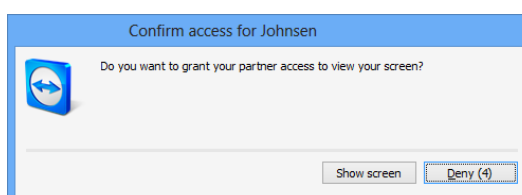
The Windows administrator configures the desired settings and locks them. Perfect for use in call centers or support centers that wish to restrict their staff's access.

#### To set the access mode for the current remote control session only, follow these steps:

1. Perform steps 1-5 from *section 3, page 11*.
2. In the authentication dialog box, click the  **Advanced** icon.  
→ The authentication dialog box expands and additional options are displayed.
3. Select your desired access control mode for this connection from the **Access control** drop-down list.
4. Click **Log On**.
5. You have established a connection.



In the authentication dialog box, select the access mode for the current session.



In the **Confirm all** mode, you can only perform actions that are confirmed by your partner.

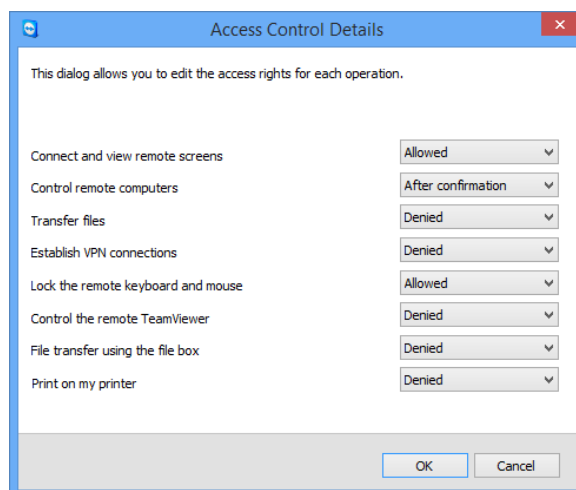
**Note:** In case you do not select an access control option when setting up a connection, the default settings from the TeamViewer options (*see section 13.9, page 80*) will be used.

### 10.1.2 Access Control mode options in detail

Each access mode listed in *section 10.1.1, page 52* features a particular combination of settings. This section explains the configured settings for each mode.

#### To determine which access rights are associated with a particular access mode, follow these steps:

1. Select your access mode as described in *section 10.1.1, page 52*.
2. In the **TeamViewer Authentication** dialog box, click the **Access control** link.  
→ The **Access Control Details** dialog box will open.



The **Access Control Details** dialog box shows the specific effects of the selected mode.

You can also open this dialog box using the TeamViewer options. To do so, click **Extras | Options**. In the category **Advanced** go to **Advanced settings for connections to other computers** and select an access mode. Finally, press the **Details...** button.

### Overview of access mode settings

In this section, you will learn which settings you can configure when you select the **Custom settings** mode.

The following settings are governed by access controls:

Setting	Description	Possible values
<b>Connect and view remote screens</b>	Governs whether the remote screen in a remote control session can be viewed immediately or only upon request and confirmation.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– After confirmation</li> <li>– Denied</li> </ul>
<b>Control remote computers</b>	Governs whether you can control the remote computer.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– After confirmation</li> <li>– Denied</li> </ul>
<b>Transfer files</b>	Governs whether file transfer is generally allowed.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– After confirmation</li> <li>– Denied</li> </ul>
<b>Establish VPN connections</b>	Governs whether you have permission to set up a VPN connection.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– After confirmation</li> <li>– Denied</li> </ul>
<b>Lock the remote keyboard and mouse</b>	Governs whether you can block input on the remote computer.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– After confirmation</li> <li>– Denied</li> <li>– On every session start</li> </ul>
<b>Control the remote TeamViewer</b>	Governs whether you can control the remote TeamViewer, e.g. change the TeamViewer configuration.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– Upon confirmation</li> <li>– Denied</li> </ul>



Setting	Description	Possible values
<b>File transfer using the file box</b>	Governs whether files may be shared via the File box widget.	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– Denied</li> </ul>
<b>Print on my printer</b>	Controls whether you can print on your local printer from the remote computer ( <i>see section 10.7, page 58</i> ).	<ul style="list-style-type: none"> <li>– Allowed</li> <li>– After confirmation</li> <li>– Denied</li> </ul>

## Dependence between access mode and security settings

With outgoing access control, you determine which options you would like to have after connecting to a remote computer, or an administrator can set this up for your staff.

You can also configure incoming access control under the **Security** category of the options screen.

Example: You wish to configure TeamViewer so that your staff must always confirm actions on their computers (such as file transfer or remote control). To do this, you set **Access Control (Incoming)** to **Confirm all**.

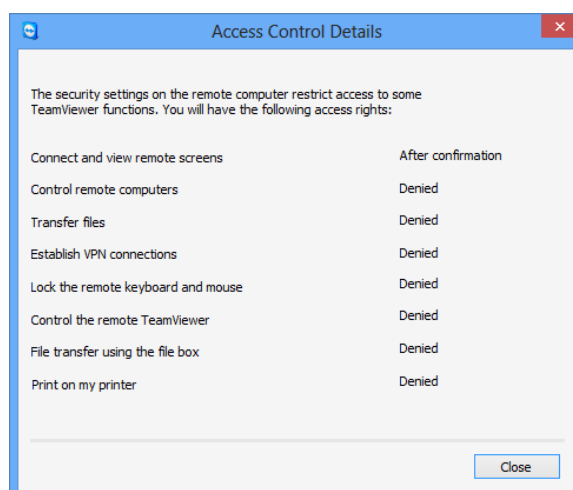
If local outgoing access controls differ from remote incoming access controls, the most restrictive rights will apply.

### Use case:

You have selected **Full access** but your partner has selected **Confirm all** for incoming connections. As a result, all actions will have to be confirmed first.

You have activated **View and show** for outgoing connections and your partner has enabled **Full access** for incoming connections. Therefore, you can only view and show on the partner's screen.

**Note:** A dialog box will inform you of any resulting differences in access rights.



After the connection is set up, a dialog box is displayed showing any differences between the outgoing access controls on the local computer and the incoming access controls on the remote computer.

**Note:** Access rights cannot be defined for the TeamViewer QuickSupport module.



## 10.2 Updating TeamViewer on the remote computer

**Note:** To use this function, TeamViewer on your partner's computer must be configured to start automatically along with Windows (system service) ([see section 12.2, page 66](#)).

The **Remote Update** function lets you update TeamViewer on the remote computer. This function is particularly useful for updating TeamViewer on unattended computers (such as servers).

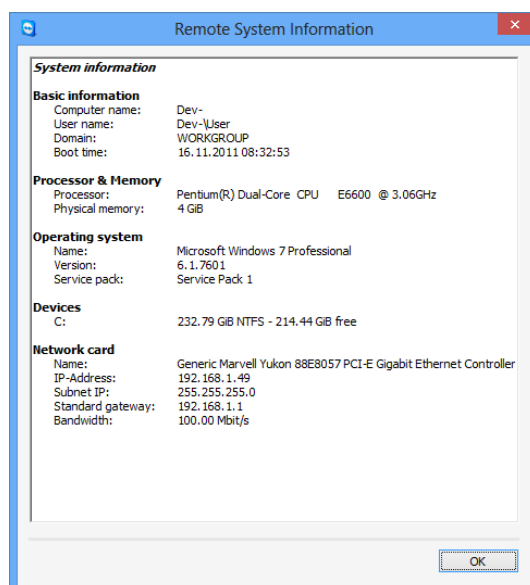
To run a remote update, follow these steps:

1. Start a Remote Control session ([see section 3, page 11](#)).
2. In the Remote Control window, click **Extras | Remote update** during a session.  
→ The **TeamViewer Update** dialog box will open on the remote computer.
3. Follow the instructions in the dialog box.

**Note:** After a remote update, your TeamViewer connection will be terminated. However, you will be connected with the remote computer again automatically.

## 10.3 View information about the remote computer

This function displays system information about the remote computer.



To open the **Remote System Information** dialog box (during a session), click **Extras | Remote System Info...** in the Remote Control window.

The following information is displayed:

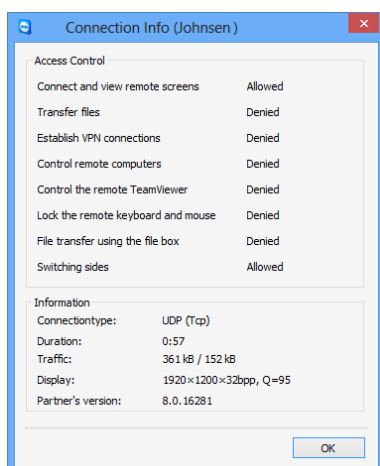
- Computer name
- User name
- Domain
- Boot time
- Processor
- Physical memory
- Name
- Version
- Service pack
- Devices
- Network card

The **Remote System Information** dialog box (the entire text can be selected and copied to the clipboard).





## 10.4 View information about the current connection



The **Connection Info** dialog box displays information about the current session.

The **Connection Info** dialog box provides information about the current connection.

To open the dialog box (during a session), click **Extras | Connection Info...** in the Remote Control window.

The following information is displayed:

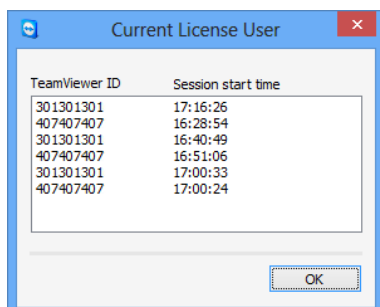
### Access Control

- In the **Access Control** area, the access control settings in effect for the current connection are displayed ([see section 10.1, page 52](#)).

### Information

- **Connectiontype:** Shows the TeamViewer session protocol that is currently in use.
- **Duration:** Shows the duration of the session.
- **Traffic:** Shows the amount of data transmitted during the current session (upload/download).
- **Display:** Shows information regarding the screen resolution and color depth of the remote computer.
- **Partner's version:** Shows the TeamViewer version installed on the remote computer.

## 10.5 Information about the use of your licenses



This dialog box shows which IDs are currently in a session.

If you have purchased a license with several channels, this dialog box will give you an overview of the channels that are currently in use with your license. The dialog box shows the TeamViewer IDs that are currently in an active TeamViewer session and when it was started.

To open the **Current License User** dialog box, select **Help | About | Channel Use** from the main menu.

The **Current License User** dialog box is particularly useful for determining if a channel is available before starting a session.

## 10.6 Hand over a remote control session

Using the **Invite additional participant...** function, you can invite contacts to participate in a remote control session.

This offers you the possibility of consulting experts and specialists to join a remote control session in the event that you need additional help. You can also completely hand over a remote control session to an invited participant.

**To invite additional participants to a remote control session, follow these steps:**

1. In the Remote Control window, click **Extras | Invite additional participant...** during a session.
  - The Invite additional participant dialog box will open.



2. From the contact list, select the contact you wish to invite to participate.  
→ The contact will receive an invitation, which he must confirm.
3. If the contact accepts the invitation, he will appear as an additional participant in the **Session list** widget.
4. Both participants can now control the remote computer with identical permissions.

As the session initiator, you may leave the session, thereby transferring it to the participant. To do so, click the **X** icon in the remote control window. Then click the **Leave session** button in the dialog box.

If you would like to end the session for all participants, click the **X** icon in the Remote Control window. Then click the **End session** button in the dialog box.

**Note:** To be able to use this function, you must be logged into your TeamViewer account ([see section 8.1.3, page 29](#)).

**Note:** The maximum number of participants is limited by the license type.

**Note:** You can only invite contacts from your Computers & Contacts list who have granted you prompt for connections ([see section 8.2.5, page 36](#)).

## 10.7 Remote printing

Using the **Remote printing** function, you can print documents from remote computers directly on a locally accessible printer. This allows you to print documents from remote computers on your own printer without the need to transfer files. From the remote computer you can access the same printers (including network printers) as you would on your local computer.

**To activate the remote printing function, follow these steps:**

1. In the Remote Control window, click **Extras | Remote printing** during a session.  
→ The **TeamViewer printing** dialog box will open.
2. Click the **Continue** button.  
→ On the remote computer, the TeamViewer print driver will be installed. This only has to be done once.
3. You have now successfully activated remote printing. All printers available on the local computer can be used by the remote computer, too.

Once TeamViewer remote printing has been activated, the printers available to the local computer can be selected in the print dialog boxes and control panel on the remote computer. TeamViewer remote printing printers are labelled with **via TeamViewer**.

**To run a print job, follow these steps:**

1. Open the document you would like to print on the remote computer.
2. Open the **Print** dialog box.
3. Select a printer ending with **via TeamViewer**.
4. Start the print job.
5. The document will print out on the selected printer at the local computer.



**Note:** TeamViewer printing can be uninstalled in the **Advanced settings** ([see section 13.9, page 80](#)).

**Note:** For Windows Vista and higher, the TeamViewer printing printers are grouped under a single printer in the control panel. All other TeamViewer printers can be accessed via its context menu.

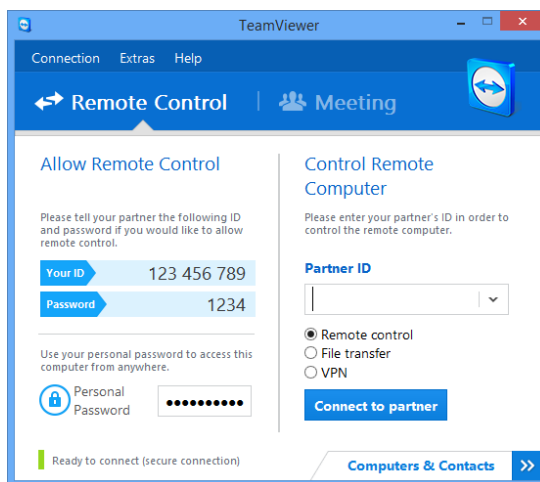


# 11 TeamViewer modules

Below you will find an overview of the different modules available on our website.

For a quick overview of what is available, visit <http://teamviewer.com/download>.

## 11.1 The TeamViewer full version



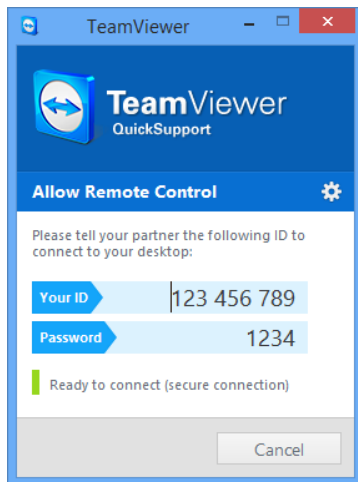
The main window of the TeamViewer full version.

You can use this module to connect to partners and to accept incoming connection requests.

This module is described in detail in [section 2.2, page 8](#).



## 11.2 The TeamViewer QuickSupport module



The main QuickSupport window.


TeamViewer QuickSupport is an application in the form of a single executable file. You can run this file without installing any software or without Windows or Mac OS administrative rights.

This module lets you accept incoming remote control connections but does not allow you to set up outgoing connections yourself. Typically, you would provide this module to your customers.

You can create your own TeamViewer QuickSupport module with your own welcome text and company logo as well as other useful functions on our website ([see section 11.10, page 64](#)).

### 11.2.1 QuickSupport module options

In the **Properties** dialog box, you can configure the settings for TeamViewer QuickSupport.

To access this dialog box, click the  icon at the top right of the module. In the **General** category, the following options are available:

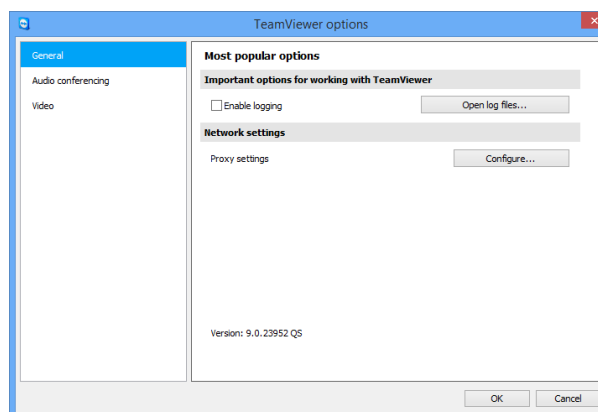
#### Important options for working with TeamViewer

- **Enable logging:** If activated, TeamViewer writes all events and errors to a log file.
- **Open log files...:** To open the folder that contains the log file, click the **Open log files...** button. The log file appears selected when the folder will open.

#### Network settings

- **Configure proxy settings...:** see [section 13.1, page 70](#).

The options under the **Audio conferencing** and **Video** categories are explained in [sections 13.6, page 77 and 13.7, page 78](#).



The QuickSupport **Settings** dialog box.



## 11.3 The TeamViewer QuickJoin module

TeamViewer QuickJoin is an application in the form of a single executable file that was developed specifically for participation in online presentations and meetings.

You can create a custom TeamViewer QuickJoin module with your own welcome text and logo as well as additional useful functions on our website.

For more information on how to use this module as well as on meetings and presentations, see the *TeamViewer Manual – Meeting*.

## 11.4 The TeamViewer Host module

TeamViewer Host is installed as a Windows system service. Computers on which TeamViewer Host is installed can be administered with TeamViewer immediately upon system start (and before Windows login). Outgoing connections are not possible.

You can use the tray icon to adjust the settings. To do so, right-click the tray icon and select **Options**.

You would typically install this module on servers or on unattended computers that you wish to administer remotely at any time.

On our website, you can customize the appearance of TeamViewer Host based on your needs by adding your own logo, text and user-defined colors ([see section 11.10, page 64](#)).

**Note:** You can add the TeamViewer Host to your Computer & Contacts list directly from the context menu of the tray icon.

## 11.5 TeamViewer Portable

TeamViewer Portable generally comprises all of the functions of the TeamViewer full version but is not installed and can therefore be started from any data carrier (such as an USB stick or a CD). Additional configuration information is available in the download package. TeamViewer Portable is included with the TeamViewer Premium and the TeamViewer Corporate license.

## 11.6 The TeamViewer Manager

TeamViewer Manager is a database application that lets you manage computers, contacts or customers (similar to Computers & Contacts). In addition, the software offers a wide range of functions for evaluating sessions (e.g. for billing purposes) and can be synchronized with Computers & Contacts. TeamViewer Manager is included with the TeamViewer Premium and the TeamViewer Corporate license.

For more information, see the *TeamViewer Manual – Manager*.

## 11.7 The TeamViewer MSI Package

The TeamViewer MSI package is a special installation file for the TeamViewer full version or TeamViewer Host. It can be used to implement TeamViewer in an Active Directory Domain via Group Policy Object (GPO). Additional configuration information is available in the download package. TeamViewer MSI is included with the TeamViewer Corporate license.



## 11.8 The TeamViewer Management Console

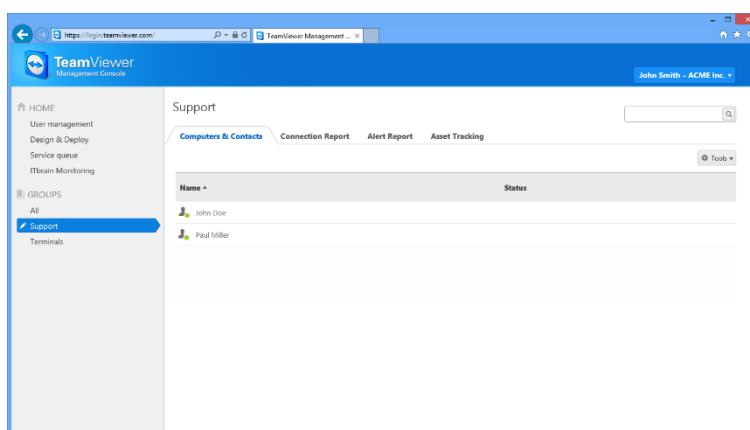
**Note:** To be able to use this module you need a TeamViewer account ([see section 8.1, page 28](#)).

The TeamViewer Management Console is an intuitive, web-based management console for managing your TeamViewer contacts, logging of TeamViewer connections, monitoring and asset tracking of your computers and for managing your service queue.

With the Management Console you can also manage all of your company's TeamViewer users, create new accounts, manage permissions and passwords, or share groups with individual contacts. Furthermore, connections can be established directly from your browser, and logged connections can be billed. In the Management Console, you can also create and save custom TeamViewer modules for QuickSupport and Host.

The TeamViewer Management Console can be accessed through any web browser via the internet and can thus be called up independently of the operating system and platform. A local database or Microsoft SQL server is not necessary.

More information on the TeamViewer Management Console and its functions can be found in the *TeamViewer Manual – Management Console*.



The TeamViewer Management Console will open platform independent in your web browser.

## 11.9 TeamViewer on mobile devices (Android, iOS, Windows Phone 8)

TeamViewer is also available for mobile devices.

You can start remote control sessions with Android, iOS or Windows Phone 8 devices and control the remote computer right from the device. However, the number of functions is limited in comparison to the Windows version. Incoming connections from a computer to your mobile device are possible with the TeamViewer QuickSupport App.

The according apps can be downloaded from Google Play for Android, from the Apple AppStore for iOS and from the Windows Phone Store for Windows Phone 8.

More information on the applications is available in the apps themselves or from our website at <http://teamviewer.com/download/mobile.aspx>.



## 11.10 Customizable modules

Some TeamViewer modules can be modified to meet your needs. This option is available for the **QuickSupport**, **QuickJoin** and **Host** module.

It is possible to create one or more personalized QuickSupport modules. This provides you with additional functions (such as the ability to alter the design by adding your company logo and color scheme and automatically having your partners appear in your Computers & Contacts list).

A detailed description of how to create a custom TeamViewer module is available in the *TeamViewer Manual – Management Console* or on the [Design & Deploy website](#) within the TeamViewer Management Console.





# 12 Installation & configuration

Below you will find a description of the installation and configuration process for the **TeamViewer full version**. Before you can install the software, you must download the full version from our website.

To do so, go to <http://www.teamviewer.com/download> and save the setup file on your computer.

If you have decided on a different module as described in [section 10.6, page 57](#), you can skip this section.

## 12.1 Installing the TeamViewer full version

Run the setup file that you downloaded. An installation wizard will guide you through the installation process:

### Welcome to TeamViewer

1. Decide on an installation type.
2. In order to always manually start TeamViewer, if necessary, select the **Install** option button.
  - If you would like to install TeamViewer as a system service, select the **Install to control this computer later from remote** option button. If you select this option, instructions will help you with the setup of TeamViewer as a system service. Additional information about this is available under [section 12.2, page 66](#).
  - If you want to run TeamViewer only once, select the **Run only** option button.
3. Select a field of use.
  - If you would like to use TeamViewer commercially (e.g. support, presentations, home office, desktop sharing with colleagues, etc.) select the **In the company / commercially** option button.
  - If you do not want to use TeamViewer commercially (e.g. connections with friends, relatives or your own computer), select the **private / non-commercial** option button.
  - If both apply, select the **Both** option button.
  - If you want to make additional adjustments during the installation (see below), check the **Show advanced settings** check box. Otherwise, TeamViewer is automatically installed with the default settings.
4. Click the **Accept** button.
5. The installation of TeamViewer is complete.



### 12.1.1 Advanced settings

If you selected the **Show advanced options** check box under the installation instructions, you can now implement additional settings for the installation.

**To configure the Advanced settings, follow these steps:**

1. **Destination dir:** Select a desired folder where TeamViewer would be installed.
2. **Use TeamViewer Remote Print:** If you want to enable this option, if there are connections to this computer (on which TeamViewer is being installed), the Remote Print function ([see section 10.7, page 58](#)) can be used.
3. **Use TeamViewer VPN:** If you want to use TeamViewer VPN, check this check box. Additional information on this is available under [Chapter 6, page 22](#).
4. **Use TeamViewer Meeting Add-In for Outlook:** If you enable this option, a TeamViewer Add-In is installed in Outlook. You can then schedule TeamViewer Meetings via Outlook. Further information about this is available in the *TeamViewer Manual – Meeting*.
5. Click the **Finish** button.
6. The installation of TeamViewer is complete.

**Note:** Some options are only available with Windows administrative rights.

## 12.2 TeamViewer as a Windows system service

### 12.2.1 Differences between a Windows application and a Windows system service

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

**If you install TeamViewer as a Windows application:**

- You must manually start TeamViewer to conduct a remote control session or meeting.
- If you close the TeamViewer window, your computer will no longer be accessible via TeamViewer.
- TeamViewer will generate a new temporary password each time it is started. This means that only persons who have your TeamViewer ID and the session password will be able to access your computer. Since the password changes with each start, persons who have connected to your computer before will not be able to connect again until you give them your new password. This prevents anyone from having permanent control over your computer.

**If you install TeamViewer as a Windows system service:**

- TeamViewer will automatically start along with Windows.
- TeamViewer will run during your entire Windows session.
- Your computer will be accessible via TeamViewer even before Windows login.
- Your computer will always be accessible when it is switched on (and not in standby mode or idle state).
- You will be able to access your computer continuously as well as set up outgoing connections.



## 12.2.2 How to configure TeamViewer as a Windows system service

If you did not set up automatic start with Windows (system service) during the installation process, you can always do it later by following these steps:

**To configure TeamViewer as Windows system service, follow these steps:**

1. Start TeamViewer.
2. In the main menu, click **Extras | Options**.  
→ The **TeamViewer settings** dialog box will open.
3. Select the **General** category.
4. Select the **Start TeamViewer with Windows** option.  
→ A window will open prompting you for a password.
5. Enter a secure password in the **Password** field and confirm.
6. Click the **OK** button.
7. Click **OK** in the **Permanent Access Activated** dialog box.
8. TeamViewer is now configured to start automatically with Windows.

**Attention:** In Windows 7 and Windows Vista, a TeamViewer service runs at all times. Do not stop 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 system service.

## 12.3 Using TeamViewer on a terminal server

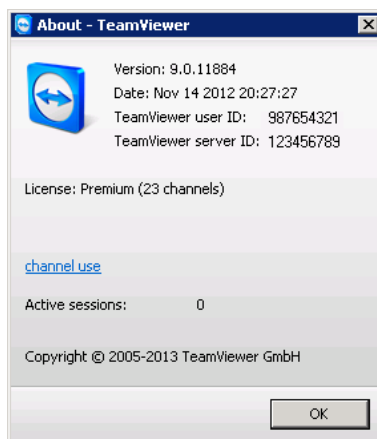
This section describes how to use TeamViewer on a terminal server. It is intended primarily for company network administrators. **Home users can skip this section.**

TeamViewer can be made equally accessible to all users when it is run on a terminal server. By assigning a separate TeamViewer ID to each user, the server itself as well as each individual user can work independently with TeamViewer. To do this, simply follow the steps below after installing TeamViewer on the terminal server.

**To activate multi-user support on terminal servers, follow these steps:**

1. Start TeamViewer on the terminal server (console).
2. In the main menu, click **Extras | Options**.  
→ The **TeamViewer settings** dialog box will open.
3. Select the **Advanced** category.
4. Click the **Show advanced options** button.
5. Select the **Enable enhanced multi user support (for Terminal Servers)** option.
6. Click the **OK** button.  
→ Each user receives a separate TeamViewer ID.

From then on, regardless of where you log in from, your personal TeamViewer ID will be displayed in the main TeamViewer window. In addition to the User ID, the Server ID is also displayed in the main window under **Help | About**. The Server ID of the console can be accessed at any time and corresponds to the user who is physically logged onto this server. For more information on TeamViewer IDs, see [section 2, page 8](#).



User ID and Server ID in the 'About' dialog box.

**Note:** Please note that TeamViewer handles every terminal server user account as a separate workstation. This affects licensing, among other factors (*see section 12.4, page 68*).

### 12.3.1 Special TeamViewer licensing terms for terminal server use

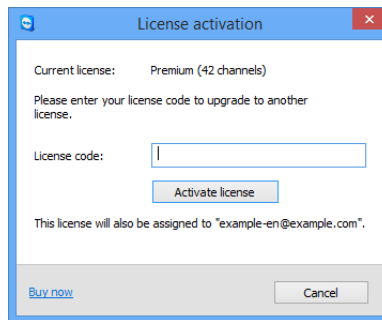
Since TeamViewer manages each terminal server user account as a separate workstation, every user must be licensed accordingly. An unlimited installation license (Premium or Corporate License) is therefore recommended. The license can be activated in a console or user session as described below. Please note that the license will thereafter automatically be activated for all user accounts as well as the terminal server (console), meaning that it only needs to be activated once. However, separate licenses can also be issued to individual users if necessary by activating single user licenses in user sessions.

## 12.4 Activating the TeamViewer license

Personal users can use the free version of TeamViewer. For commercial use, you must purchase a license from our online shop at <http://www.teamviewer.com/licensing/index.aspx> and activate it using the license key in TeamViewer.

**To activate your TeamViewer License, follow these steps:**

1. Start TeamViewer.
2. Click **Extras | Activate license** from the main menu.
3. Enter your license key in the **License code** field.
4. Click the **Activate license** button.
5. Your TeamViewer license is now activated.



The **License activation** dialog box.

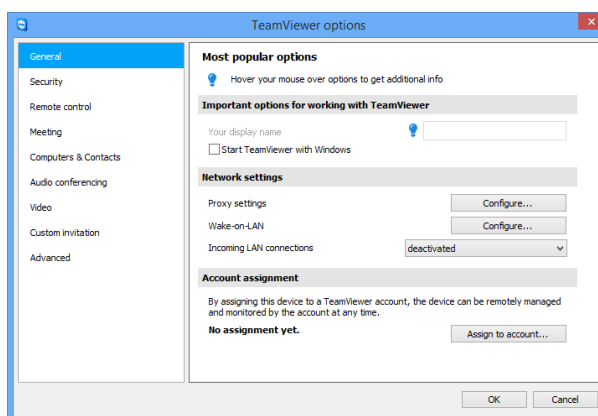
**Note:** If you have a TeamViewer Premium or Corporate license, you can link it to your TeamViewer account ([see section 13.5, page 76](#)).



# 13 Options

To access options, click **Extras | Options** in the TeamViewer main window. The **TeamViewer options** dialog box will open. On the left, you will see the categories described below.

## 13.1 Category General



The **General** category includes some of the most common settings.

The **General** category offers basic options.

### Important options for working with TeamViewer

#### Your display name

Enter your name or company name here. This text will be displayed in the title bar of the Remote Control window and in the Chat window of the remote computer.

If you are logged into your TeamViewer account, the display name on your account will be used instead.

#### Start TeamViewer with Windows

If you did not configure TeamViewer to start with Windows during the installation process, you can do it here by checking the corresponding box. TeamViewer will then start automatically alongside Windows. That way, it will already be running even before you log into Windows.

### Network settings

#### Proxy settings

Click the **Configure...** button to open the Proxy Settings dialog box.



## Network settings

**Wake-on-LAN** One click on the **Configure...** button opens the **Wake-on-LAN** dialog. Here you can configure the settings for TeamViewer Wake-on-LAN. By configuring these settings, you can remotely operate this computer even if it is switched off by waking it up before you establish a connection.

Detailed instructions for configuration of TeamViewer Wake-on-LAN are available in the *TeamViewer Manual – Wake-on-LAN*.

**Incoming LAN connections** You can choose between the following options:

- **deactivated:** Allows no LAN connections.
- **accept:** Accepts incoming LAN connections via Port 5938 (*see section 7.1, page 24*).
- **accept exclusively:** No connection to TeamViewer servers will be established and TeamViewer is available only via the IP address or the corresponding computer name.

## Account assignment

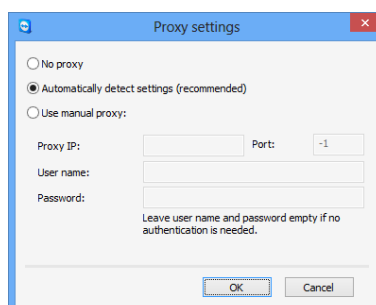
**Assign to account...** Click on the button to link the computer to a TeamViewer Account. The **Assign to account** dialog opens.

This is required for the integrated system health checks, ITbrain™ or Wake-on-LAN.

## Proxy Settings dialog box

In most cases, the default settings (Use web browser proxy settings) are sufficient. You can use custom settings, for example, if you are not able to surf the internet using your browser.

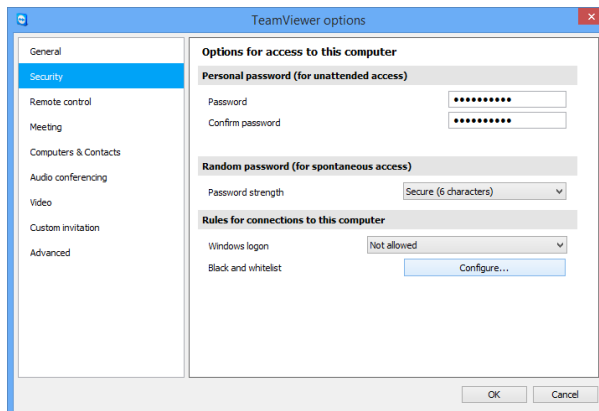
- **No proxy:** Use this setting if you are directly connected to the internet.
- **Automatically detect settings (recommended):** Use this setting if TeamViewer should automatically search for and use an installed proxy.
- **Use manual proxy:** Use this setting to manually enter your proxy server information.



In the **Proxy settings** dialog box, you can configure access to the internet through a proxy server.



## 13.2 Category Security



Security settings.

In the **Security** category, you can configure all important security-related settings.

### Predefined password (for unattended access)

**Password** If you enter a **Password**, you will be able to use that password anytime in place of the randomly generated temporary password to access this computer.

### Random password (for spontaneous access)

**Password strength** Here you can select how strong (complex) the random temporary password, generated each time TeamViewer is started, should be.

- **Standard (4 digits):** The password consists of 4 numbers.
- **Secure (6 characters):** The password consists of 6 alphanumeric characters.
- **Secure (8 characters):** The password consists of 8 alphanumeric characters.
- **Very secure (10 characters):** The password consists of 10 alphanumeric characters (including special characters).
- **Disabled (no random password):** No random password is generated.

**Note:** If the random password option is disabled and no personal password is defined, you will not be able to connect with TeamViewer.

**Note:** If the **Start TeamViewer with Windows** box is checked in the **General** category, the random password strength will automatically be set to **Secure (6 characters)**.

**Note:** Make sure that all Windows logins are secured using strong passwords.





## Rules for connections to this computer

**Windows logon** From this drop-down list, you can select whether to allow remote TeamViewer users to connect to your computer with Windows login information instead of a TeamViewer password.

- **Not allowed:** Default setting. Authentication may only take place using the random or personal password.
- **Allowed for administrators only:** Any partner who wants to connect to your computer needs the login information for a Windows administrator on your computer for authentication purposes.
- **Allowed for all users:** Any partner who wants to connect to your computer needs the login information for one of the Windows accounts on your computer.

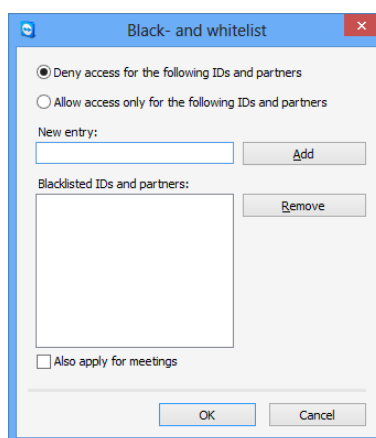
**Black and whitelist** To open the **Black- and whitelist** dialog box, click the **Configure...** button. In this dialog box, you can specify TeamViewer IDs or TeamViewer accounts that are allowed to access the local computer (whitelist) or that are denied to access the local computer (blacklist).

If you add TeamViewer IDs to your **whitelist**, only these IDs will be able to connect to your computer. Any other IDs will be blocked. You can also add TeamViewer accounts to your whitelist. This means that regardless of which computer the TeamViewer account is logged into from, the account will be able to access the computer that created the whitelist at any time.

The **blacklist** generally lets you prevent certain partners from establishing a connection to your computer. TeamViewer IDs and TeamViewer accounts on the blacklist cannot connect to your computer.

If you activate the **Also apply for meetings** check box, these settings will also be applied to meetings. Only IDs from your whitelist will then be able to join your meeting or IDs from your blacklist are accordingly excluded from being able to join your meeting.

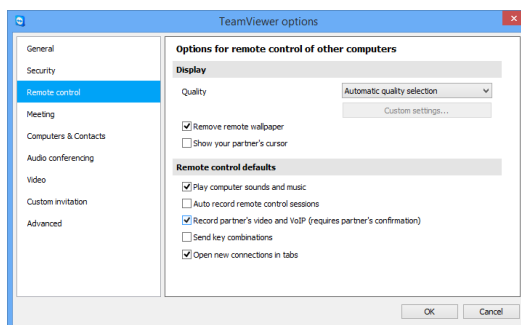
**Note:** You will still be able to set up outgoing TeamViewer sessions with partners on the blacklist.



The **Blacklist and whitelist** dialog box.



## 13.3 Category Remote control



In the **Remote control** category, you can preconfigure settings for remote control sessions. The settings in this dialog box will apply to all future remote control sessions.

In the **Remote Control** category, you can configure all the settings relating to quality, session recording or access to other computers.

### Display

#### Quality

You can select from:

- **Automatic quality selection:** Optimizes the display quality and transmission speed depending on the available bandwidth.
- **Optimize quality:** Optimizes the display quality.
- **Optimize speed:** Optimizes the connection speed by reducing the display quality.
- **Custom settings:** If you select Custom settings, the **Custom settings...** button will be activated. Use this button to open the **Custom Settings** dialog box.

#### Remove remote wallpaper

If activated, the wallpaper on the remote computer is hidden during the TeamViewer session. This optimizes the connection speed, since less data has to be transmitted. You can also activate this option in the Remote Control window during the TeamViewer session.

#### Show your partner's cursor

If activated, your partner's mouse movements will be graphically displayed on your desktop. You can also activate this option in the Remote Control window during a TeamViewer session.

### Remote control defaults

#### Play computer sounds and music

If activated, the remote computer sound is transmitted to the local computer ([see section 9.7, page 50](#)).

#### Auto record remote control sessions

If activated, every TeamViewer session will be recorded automatically.

#### Record partner's video and VoIP (required partner's confirmation)

If activated, the connection partner can decide whether or not his/her webcam video and VoIP may be recorded.  
If deactivated, only the remote screen and your own webcam video and VoIP will be recorded.



## Remote control defaults

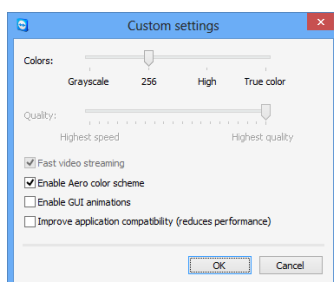
<b>Send key combinations</b>	If activated, key combinations (e.g. ALT+TAB) are transferred by default to the remote computer and not performed locally (key shortcut: ROLL).
<b>Open new connections in tabs</b>	If enabled, the remote control sessions and the remote computers' monitors will then be displayed in one remote control window. If this option has not been enabled, these will then appear in separate windows.

## The Custom Settings dialog box

To open the **Custom settings** dialog box, select **Custom settings** from the **Quality** drop-down list and click the **Custom settings...** button.

You have the following options:

- **Colors:** Set the desired color depth. More colors require more bandwidth. You can improve performance by reducing the color depth.
- **Quality:** Set the display quality. If you use the color modes **High** or **True color** and move the quality control slider to the left, **Highest speed** compression will be used to minimize the data volume.
- **Fast video streaming:** If activated, video transmission is optimized. Best possible transmission quality requires a local network or high bandwidth connection.
- **Improve application compatibility:** If activated, compatibility with older Windows applications will be increased at the expense of lower performance.
- **Enable Aero color scheme:** If activated, Aero Glass is enabled on remote Windows Vista / Windows 7 operating systems.
- **Enable GUI animations:** If activated, animations (e.g. when a window is closed) are displayed.



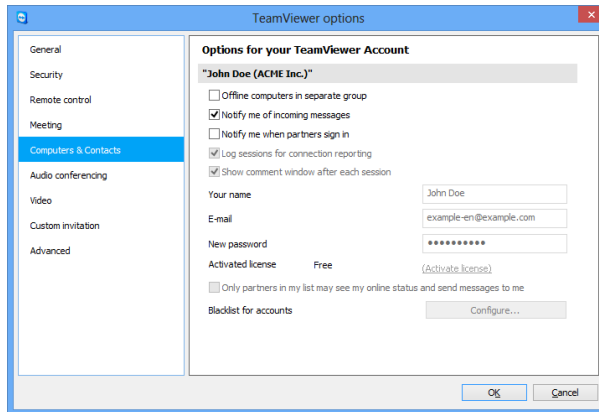
In the **Custom Settings** dialog box, you can configure quality options.

## 13.4 Category Meeting

In the **Meeting** category, you can preconfigure settings for the TeamViewer Meeting mode. The settings in this dialog box will be applied to all meetings. For more information, see the *TeamViewer Manual – Meeting*.



## 13.5 Category Computers & Contacts



Here you can manage your TeamViewer account and configure additional settings for your Computers & Contacts.

The account management in TeamViewer provides additional options.

### Account settings (global settings)

**Offline computers in separate group** If activated, all offline computers are organized into a separate group.

**Notify me of incoming messages** If activated, you will receive a brief notification of an incoming chat message from a partner. The notification will be displayed in the lower right corner of the screen as a pop-up.

**Notify me when partners sign in** If activated, you will receive a brief notification whenever one of your contacts logs into his/her TeamViewer account. The notification will be displayed in the lower right corner of the screen as a pop-up.

**Log sessions for connection reporting** If activated, all TeamViewer sessions will be logged in the TeamViewer Management Console. More information can be found in the *TeamViewer Manual – Management Console*.

**Show comment window after each session** If activated, you can add a comment to a TeamViewer session after it has ended. The comment is then added to the corresponding session in the TeamViewer Management Console. More information can be found in the *TeamViewer Manual – Management Console*.

**Note:** In order to use this function, you must be logged into your TeamViewer account and must be a member of a company profile.

**Your name** Enter the name you wish to use to help your partners identify you during a TeamViewer session. This name will appear whenever you are logged into your TeamViewer account. The name will be visible in the Chat and in the Remote Control window.

**E-mail** To change your e-mail address, enter a new one. This is only necessary if you are no longer using the current e-mail address.

**New password** To change the current password for your TeamViewer account, enter a new one.



## Account settings (global settings)

**Activated license** If you own a Premium or a Corporate license, you can link it to your TeamViewer account. To do so, click the **Activate license** link and enter your license key. Then click **Activate license**. The license will be valid wherever you are logged into your account, even if you are at an unlicensed TeamViewer installation.

**Only partners in my list may see my online status and send messages to me** If activated, you will only appear **online** to partners who are in your Computers & Contacts list. At the same time, only those partners will be able to send messages to you.

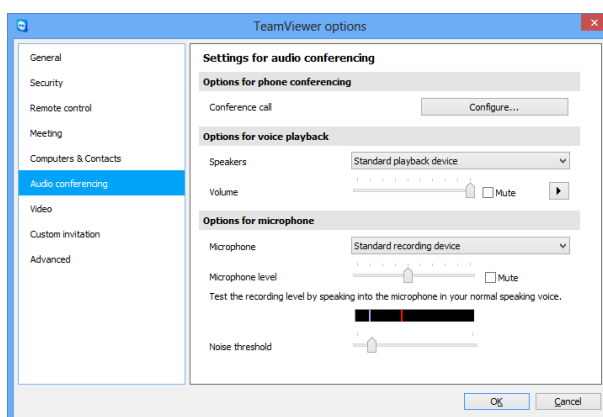
**Configure blacklist for accounts** You can maintain a blacklist of other users' TeamViewer accounts here. If you add a username, you will no longer appear **online** to this user or receive chat messages from him/her.

**Delete account (available only in the web browser)** Click **Delete account** to permanently delete your TeamViewer account. You will be asked one more time if you would really like to delete your account.

**Note:** Deleting your account will also permanently delete your Computers & Contacts.

**Note:** The blacklist in this category applies only to Computers & Contacts functions. This means that TeamViewer accounts on the blacklist cannot perform actions relating to you from the Computer & Contacts list but may still connect to you through other connection methods. If you would like to prevent connections to your computer from TeamViewer IDs or accounts, use the blacklist and whitelist function in the **Security** category ([see section 13.2, page 72](#)).

## 13.6 Category Audio conferencing



Audio conferencing settings.

In the **Audio conferencing** category, you can configure and test the settings for your VoIP and conference call connections.

### Options for phone conferencing

**Conference call** To store your own conference call data, click the **Configure...** button.



### Options for voice playback

**Speakers** From the drop-down list, select the device or speakers out of which you would like the sound for your VoIP Connection to come.

**Volume** Lets you control the volume of your speakers. When you click the Play button, you will hear a sound that will allow you to check the volume setting.

**Mute (speakers)** Turns your speakers completely down.

### Options for microphone

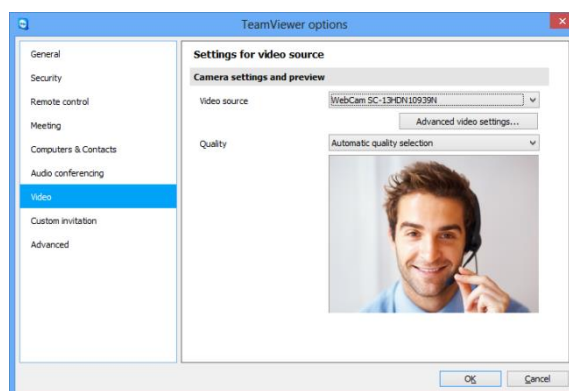
**Microphone** From the drop-down list, select the recording device or microphone that you would like to use for your VoIP connection.

**Microphone level** Lets you control the volume of your microphone.

**Mute (microphone)** Completely silences your microphone.

**Noise threshold** Lets you remove any degree of background noise. To filter out no background noise, move the slider to the left. To filter out most background noise, move the slider to the right.

## 13.7 Category Video



Video settings.

In the **Video** category, you can select your webcam and test its quality. You can also configure the settings for your video driver.



## Camera settings and preview

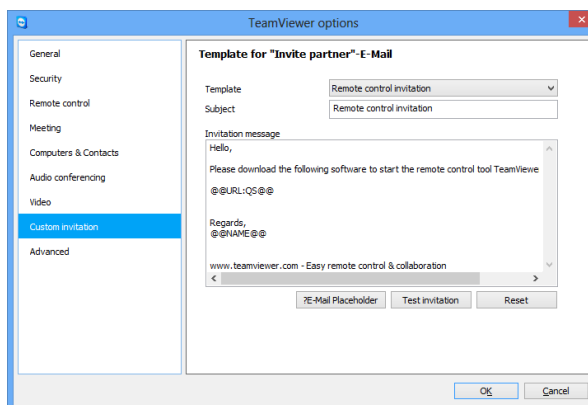
**Video source** From the drop-down list, select the Video source you would like to use for transmission in a video conference. The camera must support a minimum resolution of 320x240 pixels and come with a DirectShow driver. To guarantee trouble-free functionality, we recommend using a webcam. Alternatively, you can select an image to display in video conferences in place of a video. To do so, from the drop-down list select the **Static image** option and click the **Select image...** button.

**Advanced video settings...** Once you have selected a webcam, you can adjust the settings for your particular model here.

**Quality** Here you can choose between the following options:

- **Automatic quality selection** (automatically determines the best ratio of quality to speed)
- **Optimize quality**
- **Optimize speed**

## 13.8 Category Custom invitation



Adapt the invitation for Remote Control and Meeting to your individual needs. The following options are available to you.

In the **Custom invitation** category, you can create a personalized invitation e-mail.

Options	Description
---------	-------------

<b>Template</b>	From the drop-down list, select a standard invitation message for a remote control session or meeting.
-----------------	--

<b>Subject</b>	Enter the subject line you wish to use for your invitation e-mail.
----------------	--

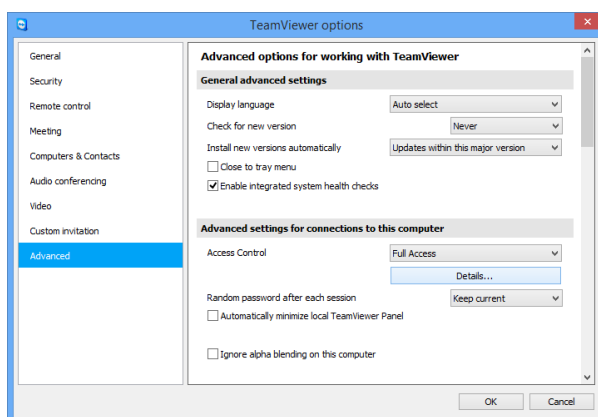
<b>Invitation message</b>	Customize the template text for your invitation e-mail. To review your invitation e-mail prior to sending, click the <b>Test invitation</b> button. The e-mail will open in your default e-mail program. You can then send the e-mail directly from this application. Click the <b>Reset</b> button to restore the default template text.
---------------------------	---



**Note:** The template text contains placeholders. If necessary, you can always replace them with your own text.

**Note:** An invitation via e-mail can only be generated through TeamViewer if a default e-mail client is set up on your computer.

## 13.9 Category Advanced



In the **Advanced** category, you can configure advanced settings for your TeamViewer. To do so, click the **Show advanced options** button.

You will find additional options under **Advanced**.

### General advanced settings

**Display language** Select the displayed language of TeamViewer. You will then need to restart TeamViewer to apply the new language setting.

**Check for new version** From the drop-down list, select the interval at which you would like TeamViewer to automatically search for an update.

The following intervals are available:

- **Weekly**
- **Monthly**
- **Never**

**Install new versions automatically** In the drop-down list, select whether or not TeamViewer should automatically install new versions.

The following options are available:

- **All updates (includes new major versions):** Updates will always be installed, even updates to newer major versions.
- **Updates within this major version:** Only updates within the current installed major version will be installed.
- **Security updates within this major version:** Only updates within the current installed major version necessary to improve security will be installed.
- **No automatic updates:** Updates will never be installed automatically.





## General advanced settings

---

**Close to tray menu** If activated, TeamViewer will minimize to the tray menu after the program is closed (info area of the windows task bar). TeamViewer can subsequently be shut down by right-clicking the icon in the system tray.

---

**Enable integrated system health checks** If enabled, the computer can be monitored and its assets traced via the integrated system checks and ITbrain™ ([see section 8.4, page 45](#)).

---

## Advanced settings for connections to this computer

---

**Access Control** Set what type of access your partner will have to your computer:

- Full access
- Confirm all
- View and show
- Custom settings
- Deny incoming remote control sessions

For more information see [section 10.1, page 52](#).

---

**Random password after each session** From the drop-down list, select whether or when you would like TeamViewer to generate a new random password for incoming sessions.

The following options are available:

- **Keep current:** The new password will not be generated until TeamViewer is restarted.
- **Generate new:** TeamViewer generates a new password after each completed session.
- **Deactivate:** A random password is generated only once.
- **Show confirmation:** TeamViewer asks you after each session whether you would like to generate a new password.

---

**Automatically minimize local TeamViewer Panel** If activated, the local TeamViewer Panel (if not deeded) will automatically minimize to the screen edge after 10 seconds.

---

**Full access control when a partner is connecting to the Windows logon screen** If activated, partners who connect to the Windows logon screen will automatically have full access to your computer.

---

## Advanced settings for connections to other computers

---

**Enable black screen if partner input is deactivated** If activated, the screen on the remote computer is automatically deactivated as soon as the partner's input gets deactivated.

---



### Advanced settings for connections to other computers

---

<b>Temporarily save connection passwords</b>	If activated, passwords will be stored per default to allow immediate reconnection, until TeamViewer is shut down.
<b>Ignore alpha blending on this computer</b>	If activated, windows from the remote computer will not be transmitted half-transparent.
<b>Clipboard synchronization</b>	If activated, any text copied to the clipboard will be available to the partner.
<b>Access Control</b>	<p>Set the type of access you'll be granted on your partner's computer:</p> <ul style="list-style-type: none"><li>– Full access</li><li>– Confirm all</li><li>– View and show</li><li>– Custom settings</li><li>– Deny outgoing remote control sessions</li></ul> <p>For more information see <a href="#">section 10.1, page 52</a>.</p>

### Advanced Meeting settings

---

<b>Access Control</b>	<p>Set which rights the meeting participants will receive by default:</p> <ul style="list-style-type: none"><li>– Full access</li><li>– View and show</li><li>– Custom settings</li><li>– Deny meetings</li></ul> <p>For more information, see the <i>TeamViewer Manual – Meeting</i>.</p>
-----------------------	--

### Advanced settings for Computers and Contacts

---

<b>QuickConnect button</b>	To open the <b>Configure QuickConnect</b> dialog box, click the <b>Configure...</b> button (this dialog box is described at the end of this section).
<b>Clear list of blocked accounts</b>	You can unblock any TeamViewer accounts that you blocked during Chat here. To unblock all blocked accounts at once, click the <b>Clear...</b> button.
<b>Hide online status for this TeamViewer ID</b>	If activated, your TeamViewer ID (computer) will not appear online on any Computers & Contacts list.
<b>Accept messages from trusted accounts</b>	If activated, only chat messages from accounts that you have connected to before are accepted or shown.
<b>Show Computers &amp; Contacts upon start</b>	If activated, the Computers & Contacts list will open automatically whenever TeamViewer is started.



### Advanced network settings

---

**TeamViewer server** To open the **TeamViewer server** dialog box, click **Configure...** You can enter a permanent server in this dialog box.

**Caution:** Only enter a server here if asked to do so by TeamViewer Support.

**Install VPN driver** To install a VPN driver, click the **Install VPN** button. The VPN driver is needed in order to set up a TeamViewer VPN Connection. The same button can be used for uninstalling the VPN driver.

**Install monitor driver** To install the TeamViewer monitor driver, click the **Install monitor driver** button. The monitor driver is recommended in order to guarantee a black screen if the option **Show black screen** is activated ([see section 4.1, page 12](#)).

**Install print driver** To install the TeamViewer print driver, click the **Install...** button.

**Use UDP (recommended)** If activated, TeamViewer will attempt to set up a fast UDP connection.

### Log files

---

**Enable logging** If activated, TeamViewer writes all events and errors to a log file.

**Log outgoing connections** If activated, TeamViewer writes information regarding all outgoing connections to a log file. This option must be activated whenever you are using the TeamViewer Manager.

**Log incoming connections** If activated, TeamViewer writes information about all incoming connections to a log file.

### More

---

**Disable TeamViewer shutdown** If activated, TeamViewer cannot be shut down. This is useful, for example, if you as the administrator want to ensure constant availability of the computer.

**Disable remote drag & drop integration** If activated, the drag & drop functionality is completely deactivated. In this case, files can no longer be transferred via drag & drop.

**Use TeamViewer Meeting Add-In for Outlook** If activated, you can schedule meetings directly via a button in Microsoft Outlook.



## TeamViewer options

---

**Changes require administrative rights on this computer** If activated, TeamViewer options can only be changed by Windows user accounts with administrative rights.

---

**Session recording directory** If you have activated **Auto record** as described under [section 9.8, page 50](#), you can enter the directory where you wish to save the session recordings.

---

**Protect options with password** If you would like to protect the TeamViewer options with a password, enter a user-defined password in the input field. After that, it is only possible to change settings by entering the defined password.

---

**Export options to a \*.reg file** TeamViewer gives you the option of saving your settings in a registry file. This lets you transfer them easily to other TeamViewer installations. To export all your options as a \*.reg file, click the **Export...** button.

---

**Import options from a \*.reg file** To import your saved TeamViewer options, click the **Import...** button.

**Note:** Do not import previously exported options by double-clicking the \*.reg file. This can lead to errors on 64-bit systems.

**Export settings for TeamViewer Portable** To specify settings for the TeamViewer Portable, you can configure settings within an installed TeamViewer full version and export them for TeamViewer Portable. Click on the **Export...** button. Save the file as **tv.ini** to the TeamViewer Portable folder. Open the **TeamViewer.ini** from the Portable folder and make sure that **importsettings=1**. The options that were configured in the TeamViewer full version are applied to the TeamViewer Portable when the application is launched.

---

## The Configure QuickConnect dialog box

In this dialog box, you can configure various settings for the QuickConnect button. This button can be used to present applications. For more information, see the *TeamViewer Manual – Meeting*.