Manual - TeamViewer 6.0

Table of Contents

1   Scope of Service

1.1   About TeamViewer

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

- Provide ad-hoc remote support to colleagues, friends or customers.

- Administer Windows servers and workstations. You can operate TeamViewer as Windows system service so that your computer is reachable even before you are logged in to Windows. Cross-platform connections with Mac OS X and Linux are also possible.

- Share your desktop for online presentations or collaboration.

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

1.2   New with Version 6.0

TeamViewer QuickSupport:

- Link with partner list possible - during the creation of an individual QuickSupport, the data of the own partner list can also be specified

- User-defined disclaimer (exclusion of liability)

- Adjustable password complexity

- Exchange of chat messages possible

TeamViewer Host:

- Visually adjustable with own logo, text and user-defined colors

- Remote Access wizard as support guide during the installation

- TeamViewer Host can be added to the partner list directly from the context menu of the tray icon

Additional new functions:

- TeamViewer QuickJoin: new module to simply online presentations and meetings

- Sending chat messages to computer (TeamViewer IDs)

- TeamViewer connections are possible directly from within the chat window

- Automatic reconnect after remote reboot and update

- Password protection for TeamViewer options

- Higher performance and improved stability, particularly to and in between company networks

- Besides IDs, partners (TeamViewer accounts) can also be entered in the blacklist and whitelist accounts

- Local deletion of blocked IDs/partners possible

- New user-friendly design

- Additional language: Chinese (simplified)

1.3   Functions of Mac and Linux Version

TeamViewer also supports Mac OS X version 10.4 and higher as well as Linux (z. B. Red Hat, Fedora, Suse, Mandriva, Debian and Ubuntu). By and large, the Mac OS or Linux version corresponds to the Windows version, although some of the functions are not yet available. Please use our free trial versions to gain an understanding of the scope of functions.

1.4   About this Manual

This manual describes the use of TeamViewer. Unless specified otherwise, the described functionality always refers to the version of TeamViewer indicated in the title.

Mac OS is a registered trademark of Apple Inc. Linux is a registered trademark of Linux Foundation.

The terms "Microsoft" and "Windows" used here are registered trademarks of Microsoft Corporation in the United States and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® Millennium Edition, Microsoft® Windows® 2000, Microsoft® Windows® XP, Microsoft® Windows® Vista and Microsoft® Windows® 7 simply as "Windows."

2 Installation

2.1 TeamViewer Downloads

2.1.1 TeamViewer Full Version

This is the full version. You can use this module to connect to partners and to accept incoming connection requests.

The TeamViewer main window

2.1.2 TeamViewer QuickSupport:

This is an application in form of a single executable file. You can run this application without any installation and, therefore, without the need for Windows or Mac OS administrator rights.

You can accept incoming connections, but cannot start any outgoing connections. Typically, you provide your customers with this module.

On our website, you can create your individual TeamViewer QuickSupport which can be designed with your welcome text and your logo as well as additional useful functions (see 3.3.1 Configuring QuickSupport).

The QuickSupport main window

2.1.3 TeamViewer Host

This application is installed as a Windows system service. Computers on which TeamViewer Host is installed can be administered right after the start up (and before the Windows® logon screen).

Outgoing connections are not possible (TeamViewer Host offers a subset of the features of the full version of TeamViewer.)

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

On our website, you can visually adjust the TeamViewer Host according to your needs - with own logo, text and user-defined colors. To do so, visit
https://www.teamviewer.com/download/customdesign.aspx.

2.1.4   TeamViewer QuickJoin

TeamViewer QuickJoin is an individually executable file that was developed specifically for participating in online presentations or meetings. The presenter can use the invitation function to send the session data to his participants beforehand via an e-mail. They connect with the presenter via the module.

On our website, you can visually adjust the QuickJoin module according to your needs - with own logo, text and user-defined colors (see 3.4.1 Configuring QuickJoin).

2.1.5   TeamViewer Portable

TeamViewer Portable includes the scope of functions of the full version. However, it is not installed and hence can be started from any data carrier, e.g. a USB stick or a CD. More information on the configuration is available in the download package. TeamViewer Portable is a component of the TeamViewer Premium and the TeamViewer Corporate license.

2.1.6   TeamViewer Manager

TeamViewer Manager is a database application in which you can manage all of your partners. In addition, the software provides extensive functions for analyzing sessions, e.g. for invoicing purposes. TeamViewer Manager is a component of the TeamViewer Premium and the TeamViewer Corporate license.

2.1.7   TeamViewer MSI Package

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

2.2 Installing TeamViewer

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

1. **Welcome to TeamViewer**
   Click on *Next* to continue the installation process. (If the *Show advanced options* check box is not activated, steps 5, 6, 7 and 8 will be skipped.)

2. **Environment**
   Select whether you use TeamViewer in a commercial environment (e.g. support, presentations, home office, desktop sharing with colleagues, etc.) or in a personal environment (e.g. connections to friends or relatives or to your own computer). If both cases apply, please activate the option *Both*.

3. **License agreement**
   Read the license agreement and check *I accept the terms in the license agreement* if you agree. If you selected personal use in step 2, please confirm the selection in the scope of the license agreement via the option *I agree that I will only use TeamViewer for noncommercial and personal use*. Click on *Next* to continue.

4. **Choose installation type**
   Select *Normal installation* to start TeamViewer later on as needed via the Windows start menu. Select *Yes* if you want to install TeamViewer as system service. You can find further information in the chapter 2.3 Configure TeamViewer to Start with Windows. If you selected *Yes*, a wizard provides assistance during the setup of TeamViewer as system service.

5. **Access control (optional)**

   If you select *Full access (recommended)*, your connection partner gains immediate full access to your computer. If you select *Confirm all*, all TeamViewer actions at the local computer must be confirmed. For more details, please see chapter 5.6 Access Control.

6. **Install VPN adapter (optional)**
   Activate the *Use TeamViewer VPN* check box, if you would like to use TeamViewer VPN. You can find further information in the chapter 9.3 VPN Connection.

7. **Choose installation location (optional)**
   Choose your destination folder for the installation and click on *Next* to continue.

8. **Choose start menu folder (optional)**
   Choose the start menu folder into which the TeamViewer hotkeys should be placed. Click on *Finish* to start the installation*.*

9. **The installation of TeamViewer is complete.**

Note for 4: The *Start TeamViewer automatically with Windows* option is not available on the operating systems Windows 98, NT and ME.

Note for 6: The *Use TeamViewer VPN* option is only available for the Windows 2000 operating system or higher.

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

2.3 Configure TeamViewer to Start with Windows

2.3.1 Differences between Application and System service

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

When running TeamViewer as a Windows application:

- You will have to start TeamViewer manually if you want to give remote support, receive remote support, or give an online presentation.

- If you close the TeamViewer window, your computer is no longer reachable via TeamViewer.

- By default, TeamViewer creates a new session password whenever you start it (you can configure a fixed password in the security settings). Your computer is only reachable for persons to whom you have given your TeamViewer ID and the session password. Since the password changes with each start, persons who have connected to your PC before are not able to connect again until you give them your new password. This prevents anyone from having permanent control over your PC.

- This is the standard mode. It is perfectly suitable for most application cases.

When installing TeamViewer as a Windows system service:

- TeamViewer will run during your entire Windows session.

- Your computer is reachable via TeamViewer even before the Windows logon.

- Your computer is always reachable if it is switched on (and not in standby mode or idle state).

- This mode is perfect, e.g. for remote maintenance of servers. In this case, nobody needs to be present at the other end. You can even restart and reconnect with TeamViewer after the restart.

2.3.2 Configuring TeamViewer as Windows System Service

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

If you did not configure TeamViewer to run automatically with Windows® during the setup, you can do this later at any time by taking the following steps:

1. Start TeamViewer.

2. In the Extras menu, click on *Options*

3. Select the *General* category.

4. Activate the *Start TeamViewer with Windows®* option in the Startup section.

    → A Window for entering a password appears.

5. Enter a secure password in the *Password* field and confirm it.

6. Click on *OK.*

7. Click on *OK* in the *Permanent Access Activated* dialog window.

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

Note: A TeamViewer service is always running under Windows 7 and Windows Vista. Do not 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.

Note: The TeamViewer Host can be added to your own partner list directly from the context menu of the tray icon (see also 7. TeamViewer Partner List).

2.4   Terminal Server Operation

TeamViewer can be made equally accessible to all users when it is operated on a terminal server. By assigning a separate TeamViewer ID in each case, the server itself as well as every individual user can work independently with TeamViewer. To accomplish it, simply perform the following steps after the installation on the terminal server.

How to activate multi-user support on terminal servers:

1. Start TeamViewer on the terminal server (console).

2. Click on the *Extras / Options* menu.

    → The *TeamViewer Options* dialog opens

3. Select the *Advanced* option and click on *Show advanced options*.

4. Activate the option *Enable enhanced multi-user support (for Terminal Server)*.

5. Click on *OK*.

    → Every user receives a separate TeamViewer ID at the start of TeamViewer

Depending on where you logged in, the TeamViewer main window will now display the personal TeamViewer ID of the user or the server. If you are logged in as user, you can also display the server ID by clicking on *Help / About* in the menu. More details about the TeamViewer ID are available in the chapter 3. Basics.
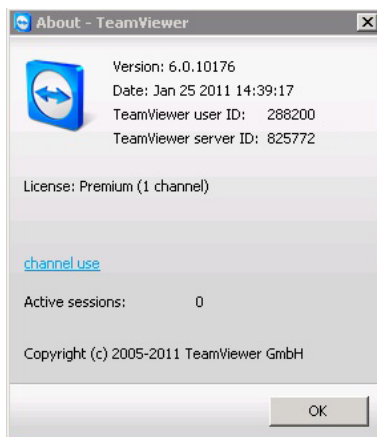
User ID and server ID in the About dialog.

Note: Please note that TeamViewer manages every terminal server user account as an independent workplace. This also applies to licensing (see 2.5.2 Terminal Server).

2.5 License Activation

2.5.1 Activating the TeamViewer License

Personal users can use the free version of TeamViewer. For commercial use, you can purchase a license in our online shop http://www.teamviewer.com/licensing/index.aspx and activate TeamViewer afterwards with your license key.

How to activate your TeamViewer license:

1. Start TeamViewer.

2. Run the command *Extras / Activate License*

3. Enter your license code

4. Click on *Activate License*

   → Your TeamViewer license is now activated.
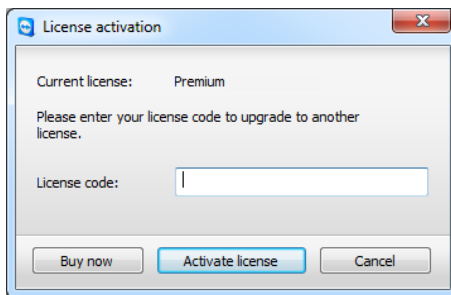
License Activation window.

Note: If you are in possession of a TeamViewer Premium or Corporate license, you can also assign it to your account (see 7.1.1 Creating a TeamViewer Account). By doing so your license will be available for you on any unlicensed installation of TeamViewer as soon as you log into the partner list on your TeamViewer account.

2.5.2 Terminal Server Licensing

Since TeamViewer manages each terminal server user account as an independent workplace, every user must be licensed accordingly. Hence, it is recommended to activate a license with unlimited installations (Premium or Corporate License). This type of license can be activated in a console session as well as a user session following the procedure described above. Afterwards, please note that the license is automatically available to the terminal server itself as well as all users. That is, it needs to be activated only once. If necessary, it is also possible to issue separate licenses to individual users by activating a single-user license in the user session.

3 Basics

3.1 Connection

If you compare a phone call with a TeamViewer connection, the phone number is equivalent in function to the TeamViewer ID.

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

Unless otherwise specified, this manual describes the connection to only one connection partner. If you are in possession of a TeamViewer license, connections to multiple partners are possible (1:n). The number of possible simultaneous partners per session can be found in the current license overview on our website: http://www.teamviewer.com/licensing/index.aspx.

All TeamViewer connections are encrypted and are protected from access by third parties. Technical details about connection, security and data protection in TeamViewer can be found in the security statement on our website: http://www.teamviewer.com/products/security.aspx.

3.2 TeamViewer Main Window

The main window of TeamViewer is subdivided into **Remote Control** and **Presentation**.
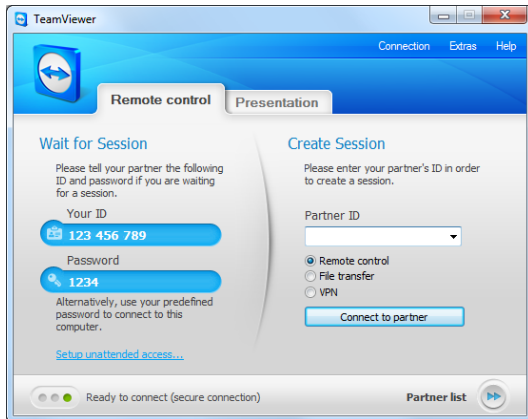
The TeamViewer main window

3.2.1 Remote Control

The Remote Control tab features the following two areas:

- **Wait for Session**
  This area contains your TeamViewer ID and your session password. Give this data to your partner and he can connect to your computer. (If you assigned a fixed password, you can also use this permanent password.)

  Clicking in the Password field calls up a menu to change the automatic session password or to copy it to the clipboard (Copy & Paste function of Windows). In addition, you can specify a user-defined password.

  The link *Setup unattended access* provides you with the option to start TeamViewer as Windows system service and assign a fixed password. Afterwards you can always reach your computer via TeamViewer.

- **Create session**
  In this section, you can enter your partner's ID if you want to establish a connection. In addition, several connection modes are available:

  - **Remote control**
    Control your partner's computer or work together on one computer (desktop sharing).

  - **File transfer**
    For transferring files from or to your partner's computer. (You can also start the file transfer option during an ongoing remote support session.)

  - **VPN**
    For establishing a VPN connection to your partner. This requires that TeamViewer VPN is installed, see also .

3.2.2 Presentation

The Presentation tab provides the following subdivision:

▪ **Wait for Participants**
This section contains *Your ID* and your *Password* to be forwarded to your presentation participants. As soon as your partners have been connected with you, it is indicated below the *Start Presentation* button. You can start the presentation by clicking on this button as the presenter.
The link *Invite further participants...* allows you to send an invitation e-mail to your participants which contains your ID and your password.

▪ **Join Presentation**
Here, you can enter your partner's ID and your name to participate in a presentation. Click on *Join Presentation*. A dialog window now requests that you enter your partner's password.

Note: Different passwords are used for Remote Control and Presentation. You can store a permanent password for presentations (see 10.4 Presentation Category).

3.3 QuickSupport Main Window

TeamViewer QuickSupport is an application in form of an executable file. You can provide TeamViewer QuickSupport for download on your website. No installation or administrator privileges are required.

The QuickSupport main window

Note: The button with the tool icon ✀ can be used after the download to call up the *QuickSupport Properties* dialog (see 10.10 QuickSupport Properties).

3.3.1 Configuring QuickSupport

Besides the use of the standard QuickSupport, it is possible to create one or several personalized QuickSupport modules. This provides you with additional functions, such as adjusting the design, inserting your own disclaimer, automatically displaying your partner in your partner list and allowing your partner to send you chat messages prior to the TeamViewer connection.

How to configure the QuickSupport customer module:

1. Visit our website: https://www.teamviewer.com/download/customdesign.aspx.

2. Select the *Module* to be the *QuickSupport* option.

3. Select the operating system on which QuickSupport will later be executed.

4. Select the TeamViewer version (relevant only if you have a license for an older version).

5. Define the different configuration options below the preview image according to your needs. More details about the individual options can be found in the chapter 3.3.2 Individual QuickSupport Preferences.

6. Click on *Create QuickSupport*.

   → The download link of your QuickSupport module appears above the preview image.

7. Click on the link *Download TeamViewer QuickSupport* and save the file. You can now make it available to your partners.
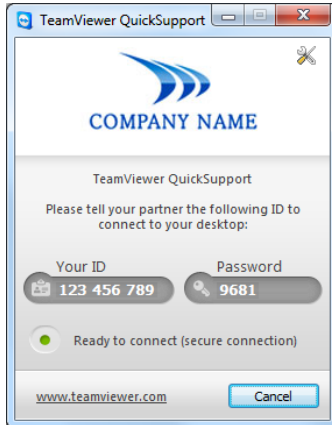
An individually created QuickSupport module

Note: All the data transmitted on this website are transmitted as encrypted for your security (SSL protocol).

Note: A TeamViewer license is required to be able to use the adjusted QuickSupport module without restrictions. Otherwise, the connection is automatically aborted after five minutes.

3.3.2 Individual QuickSupport Preferences

As described in the previous section, you can create individual QuickSupport modules. The following options are available on our website for this purpose:

Text settings

- **Language**
  Creates text suggestions for the next two fields in the respective language.

- **Title**
  Used for editing the window title.

- **Text**
  Used for editing the welcome text in the main window.

Display settings

- **Logo**
  You can select your own logo which will be displayed in the top part of the main window.

- **Text color**
  Used for editing the text color. Click in the left field to display a color palette and select a color.

- **Background color**
  Used for editing the background color. Click in the left field to display a color palette and select a color.

Access settings

- **Use random password**
  If this option is selected, the password for establishing a connection is generated anew with every restart of the QuickSupport module.

  - **Password strength**
    Used for selecting the strength of the random password.

  - **Add users automatically to partner list**
    If this option is enabled, the user of the QuickSupport automatically appears in your partner list as soon as he starts the QuickSupport. To use this function, enter the access data of your TeamViewer account in the corresponding fields. Select a group name for these users in your partner list. An existing TeamViewer account is required for this purpose (see).

    - **Users may start chat**
      This additional function provides the user with the option to send you chat messages via QuickSupport, even before a TeamViewer connection, e.g. to describe the support case to you.
      The function is displayed in QuickSupport only if you are online in your partner list (status: *Online*, *Busy* or *Away*). You partner does not require his own TeamViewer account for this purpose.

- **Use predefined password**
  Alternatively, you can assign a fixed password for QuickSupport. However, this excludes the functions underneath the *Use random password* option.

- **Show disclaimer at startup**
  Here, you can enter your own disclaimer text (exclusion of liability). It is displayed before the start of TeamViewer QuickSupport. Your users must accept it to be able to execute TeamViewer QuickSupport.

3.4   QuickJoin Main Window

TeamViewer QuickJoin is specifically suited for online presentations or meetings. The presentation participants start TeamViewer QuickJoin and enter the connection data of the presenter to connect with him. Several participants can connect with the presenter simultaneously and before the start of the presentation (see also 6.3 Connection with TeamViewer QuickJoin).

Participants connect with the presenter via TeamViewer QuickJoin

Note: For connections via TeamViewer QuickJoin, all of the usual TeamViewer functions are available for online presentations, such as VoIP, Webcam, Whiteboard and Chat.

3.4.1   Configuring QuickJoin

The QuickJoin module can also be configured individually. e.g. to adjust text, logo and colors or to permanently store the connection data of the presenter to enable one-click connections.

How to configure the QuickJoin customer module:

1. Visit our website: https://www.teamviewer.com/download/customdesign.aspx.

2. Select the *Module* to be the *QuickJoin* option.

3. Select the operating system under which the QuickJoin module will later be executed (currently available only for Windows).

4. Select the TeamViewer version (available starting with version 6).

5. Define the different configuration options below the preview image according to your needs. More details about the individual options can be found in the chapter 3.4.2 Individual QuickJoin Preferences.

6. Click on *Create QuickJoin*.

   → The download link of your QuickJoin module appears above the preview image.

7. Click on the link *Download your individual TeamViewer QuickJoin* and save the file. You can now make it available to your partners.

Note: All the data transmitted on this website are transmitted as encrypted for your security (SSL protocol).

Note: A TeamViewer license is required to be able to use the adjusted QuickJoin module without restrictions. Otherwise, the connection is automatically aborted after five minutes.

3.4.2 Individual QuickJoin Preferences

As described in the previous section, you can create individual QuickJoin modules. The following options are available on our website for this purpose:

Text settings

- **Language**
  Creates text suggestions for the next two fields in the respective language.

- **Title**
  Used for editing the window title.

- **Text**
  Used for editing the welcome text in the main window.

Display settings

- **Logo**
  You can select your own logo which will be displayed in the top part of the main window.

- **Text color**
  Used for editing the text color. Click in the left field to display a color palette and select a color.

- **Background color**
  Used for editing the background color. Click in the left field to display a color palette and select a color.

Access settings

- **Partner ID**
  You can store the TeamViewer ID of a selected computer, from which presentations will be started in the future, as predefined ID in QuickJoin. It later appears in the Partner ID field, but remains editable.

- **Password**
  If you predefined a TeamViewer ID, you can also define the matching password here. This enables connections with only one click. But you should make sure to use the presentation password here since the TeamViewer full version reserves different passwords for Remote Control and Presentation by default.

4 Remote Control

4.1 Connecting to a Partner

In the remote control mode, you can remotely control your partner's computer. This chapter describes how to establish a remote control session between two TeamViewer full versions or a TeamViewer full version and a TeamViewer QuickSupport in just a few steps.

Other possibilities of connecting as well as additional functions for the remote control are described in chapter 5. Remote Control - Advanced Functions.

How to connect with a partner for a remote control:

1. Start TeamViewer and click on the *Remote Control* tab.

2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.

3. Ask your partner for his TeamViewer ID and password (important: in the full version, the *Remote Control* tab must be selected).

4. In the *Create Session* area, select the *Remote Control* mode and enter the ID of your partner in the *Partner ID* field.

5. Click on *Connect to partner.*

   → The *TeamViewer Authentication* dialog opens.

6. Enter the password of the remote computer and click on *Log On*.

   → You are connected to your partner's computer.

4.1.1 The Remote Control Window

This chapter discusses your possible actions and options during an ongoing remote control session. In the remote control window, you can control your partner's computer as if you were sitting in front of it. You can use your keyboard and your mouse for controlling your partner's computer.
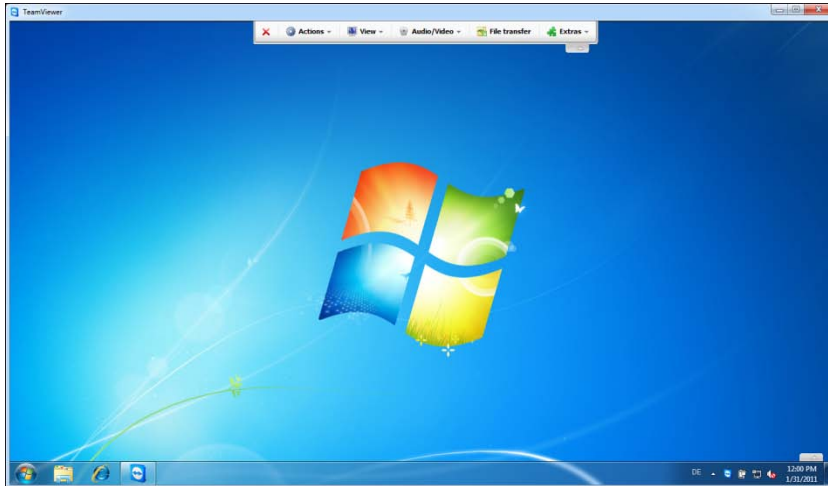
The TeamViewer remote window.

4.1.2 Operations in the Remote Control Window

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

✕	**Close Connection** Quits the current connection.

⚙	**Actions**
	
	Switch sides with partner
	
	Click on this button to change the direction so your partner can control your computer.
	
	Ctrl+Alt+Delete
	
	This button sends a Ctrl+Alt+Delete command to the remote computer. Please note that this button is only available if TeamViewer runs as a Windows system service.
	
	Lock Computer
	
	This button allows you to lock the remote computer.
	
	Remote reboot
	
	    ▪ Log off
	      Log off from the system or switch user.

- Reboot
Restart the remote computer.

- Reboot in safe mode
Restart the remote computer in safe mode with network drivers.

Note: As soon as the remote computer has been restarted, a dialog window is automatically displayed. You can then re-establish the connection.

Send key combinations

If activated, key combinations (e.g. Alt+Tab) are transmitted directly to the remote computer and not locally executed. (hotkey: Scroll)

Disable remote input

Deactivates mouse and keyboard input on the remote computer.

Show black screen

Switches the monitor of the remote computer to a black screen. (Only available if the *Disable remote input* function has been activated first.) Please note: To guarantee a reliable dark screen, a one-time driver installation can be performed. If you disable the input and the display on the remote computer, the *Show black screen* dialog appears. Here you can install the driver by clicking on the *Continue* button.

Note: With the key combination Ctrl+Alt+Del, the black screen can be deactivated on the local computer.

View

Quality

- Auto select
Adjusts quality and speed automatically to the available bandwidth.

- Optimize speed
Optimizes the speed of the connection. The quality is reduced in this case - optimal for remote control.

- Optimize quality
Optimizes the display quality - ideal for presentations.

- Custom settings
Activates the *Custom Settings* quality mode.

- Edit Custom Settings...
Opens the *Custom Settings* dialog in which you can perform differentiated quality settings for the *Custom Settings* quality mode.

Scaling

- Original
The screen of your partner is transmitted unscaled. If the remote screen has a higher resolution than yours, you can navigate with the scrollbar.

- Scaled
If your partners screen has a higher resolution, the screen will be scaled down.

- Full Screen
If you have the same resolution on both sides, this setting will be most suitable.

Active monitor

- Show monitor *n*
Shows the respective monitor of your partner.

- Show all monitors
If you partner has multiple screens, you have the possibility to display them all simultaneously.

Screen resolution

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

Select single window

Allows you to select a single window on the remote machine. Use the cross-hair cursor that appears and click on the desired window.

Show whole desktop

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

Refresh

Forces a screen refresh for cases when the automatic refresh function does not work.

Remove wallpaper

This option allows you to remove the remote computer's wallpaper which may lead to an increase in connection speed.

Show remote cursor

With this option you can show or hide your partner´s cursor.

Audio/Video

Details about the Audio/Video functions can be found in chapter 8. Multimedia Functions.

- Voice over IP
  Opens an additional widget for voice transmission.

- My Video
  Opens an additional widget for webcam transmission.

- Chat
  Opens a chat widget for written communication with your partner.

- Conference Call
  Opens an additional widget with the option of starting a conference call or participating in one.

File transfer

This menu item opens the *File transfer* dialog which allows you to transfer files between your local and a remote computer (see 4.2 File Transfer).

Extras

Session recording

With this menu option you can record your remote control session as a video (see 9.1 Session Recording).

- Start
  Starts recording your partner´s screen.

- Pause
  Pauses the recording of your partner's screen.

- Stop
  Stops recording your partner´s screen.

VPN

You can find more information about TeamViewer VPN in the chapter 9.3 VPN Connection.

- Start
  Starts the VPN connection.

- Stop
  Stops the VPN connection.

■ Status
Opens the status window, in which you can, e.g. see the IP address of the virtual network.

Remote Update

Starts checking for a more current version of TeamViewer on the remote computer (see 5.4 Remote Update).

System information ...

Opens a dialog with the system information of the remote computer.

Connection Info ...

Opens the *Connection Info* dialog.

Next Monitor

Shows the image of the next monitor if several monitors are active on the remote computer. (As an alternative, you can also select the desired monitor under *View / Active Monitor* or display all monitors at the same time.)

Ctrl+Alt+Delete

Simplifies sending this key combination by clicking on a button. It is shown automatically as soon as the remote computer requests the key combination (e.g. o the computer was locked).

4.1.3   Operations in the Remote Control Window
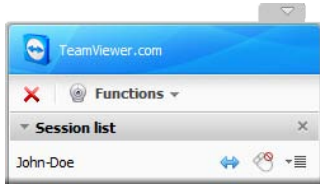
The Remote Control window

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

|	
	Close Connection Quits the current connection.
	Functions ▪ Voice over IP Opens an additional widget for voice transmission. ▪ My Video Opens an additional widget for webcam transmission. ▪ Chat Opens a chat widget for written communication with your partner. ▪ Conference Call Opens an additional widget with the option of starting a conference call or participating in one. (see chapter 8. Multimedia Functions) ▪ Session list Displays the session list widget again if it was previously closed by clicking on the X button.
	Switch sides with partner The partner who has been controlled so far, now takes over control of the other computer. (Available only if the initiator of the connection has already changed directions once.)
	Enabling remote input Enable/Disable Remote Input.
	Additional Options You can display detailed connection information here (see 5.7 Connection Info) or close this particular connection.

4.2   File Transfer

To transfer files to the remote computer, drag the desired file during an ongoing remote session from your local monitor to the remote control window (drag & drop). To receive files or conveniently navigate within a folder structure, please observe the following chapters.

4.2.1   The File Transfer Window

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

1. On the Remote Control tab, select the File Transfer mode when you start the connection.

2. During an ongoing remote control session, click on *File Transfer* in the remote control window.
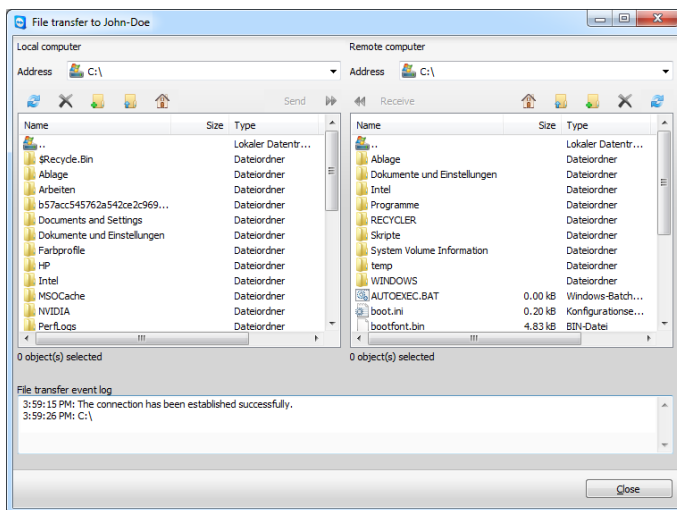
The file transfer dialog allows you to send and receive files to and from the remote computer.

4.2.2 File Transfer Operations

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

	Refresh (hotkey: F5) Refreshes the current folder.
	Delete (hotkey: Delete) Deletes the selected files and folders.
	Create a new folder Creates a new folder.
	Browse to parent folder (hotkey: Backspace) Moves to the parent folder.
	Browse to drives (hotkey: Ctrl+Backspace) Changes to the drives view. You can also reach special Windows folders here, such as *My Files* and *Desktop*.
	Send (hotkey: F11) Sends the selected files and folders to the remote computer.
	Receive (hotkey: F11) Transfers the selected files and folders from the remote computer to the local computer.
Rename	To rename a file or folder, click once on an already selected item to make the name editable.

4.2.3   The File Transfer Event Log

At your partner's location, all file system operations are logged in the *File Transfer Event Log* window.
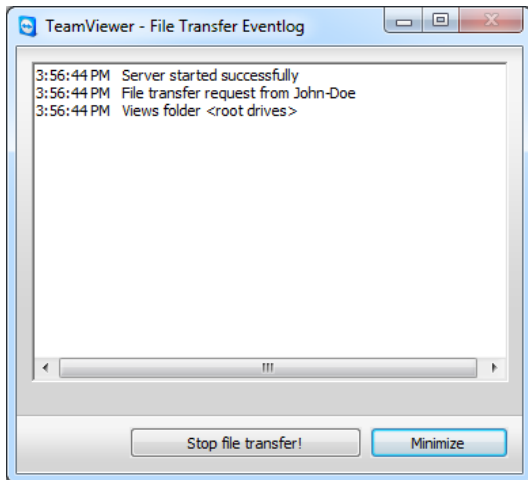
The File transfer event log window

5   Remote Control - Advanced Functions

5.1   Connecting with Windows Authentication

Instead of the TeamViewer Authentication by means of ID and password, you can also establish a connection using the ID plus the user name and password of a remote Windows account.

How to connect with Windows Authentication:

1. Start TeamViewer.

2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.

3. Ask your partner for his TeamViewer ID.

4. On the Remote Control tab, select the *Remote Control* connection mode and enter your partner's ID in the *ID* field in the *Create Session* section. (Windows authentication can be used for all other connection modes as well.)

5. Click on *Connect to partner.*

    → The *TeamViewer Authentication* dialog opens.

6. Click on ⌄ *Advanced.*

    → The dialog displays the advanced settings.

7. In the drop-down field, select *Windows*.

8. Enter the *Windows username* and *password*.

9. Click on *Log On.*

    → You are connected to your partner's computer.
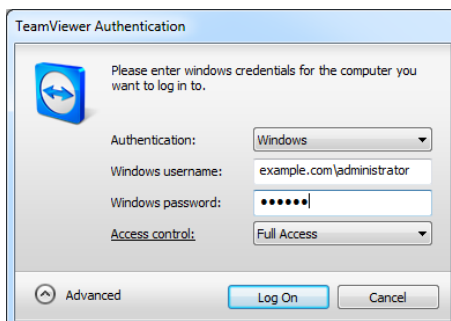
The Advanced Authentication dialog

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

**Ensure that all Windows logins are secured with strong passwords!**

5.2   Connecting via the Web Connector

If you have already created a TeamViewer account (see 7.1.1 Creating a TeamViewer Account), you can connect with your partner using your web browser. This is particularly suited for spontaneous support to connect to your partner from a random computer.

How to connect to your partner via the Web Connector:

1. Call up the website http://login.teamviewer.com in your web browser.

2. Enter the user data of your TeamViewer account and click on *Sign in*.

    → The user interface of the Web Connector will be loaded. Your partner list appears on the left side. In chapter 7.2 Operations in the Partner List, you can learn more on how to manage it.

3. Ask your partner to start TeamViewer or TeamViewer QuickSupport.

4. Ask your partner for his TeamViewer ID.

5. Enter your partner's ID in the *TeamViewer ID* field in the *Establish quick connection* section.

6. Enter your partner's password in the *Password* field.

7. Click on *Connect*.

    → The connection window will appear on the right side of the window as soon as you are connected to your partner.
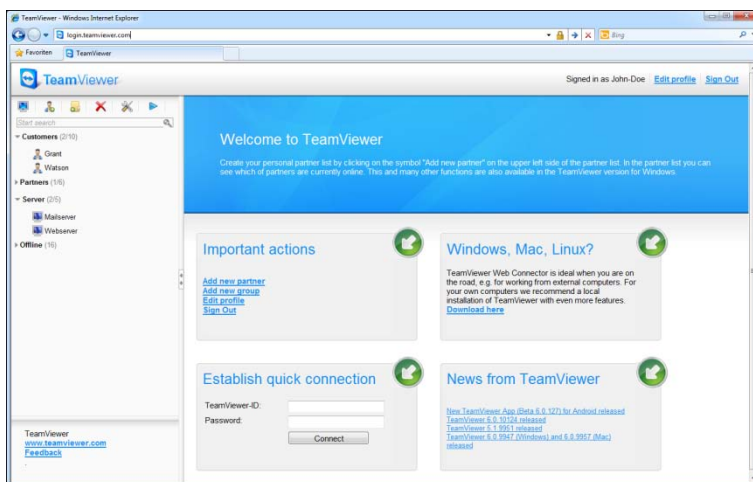
The Web Connector is started directly from your browser and is instantly ready for establishing connections.

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

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

Note: The TeamViewer software must always be running on the computer you want to administer.

5.3 Connecting via QuickConnect

With the QuickConnect function, you can spontaneously present any application window to a partner in your partner list or even collaborate in a specific application. For this purpose, the Quick Connect button ⇔ is displayed at the upper side of every application window. By default, this is activated for almost every application, but it can also be deactivated if necessary.

How to use the Quick Connect button:

1. Start TeamViewer and log in to your TeamViewer account (QuickConnect only works when you are logged in to your TeamViewer account, see 7.1.1 Creating a TeamViewer Account).

2. Open the application which you would like to present to your partner.

3. Click on the QuickConnect button ⇔ on the title bar of the application window.

4. Select the partner to whom you would like to present the application window. Activate the *Allow partner to interact* option if you would like to allow your partner to control the respective application as well.

5. If your partner granted you quick access (see 7.2.3 Quick Access), he will receive a message that you are trying to establish a connection which he needs to accept. If your partner has not granted you quick access, you will have to enter your partner's password.

   → The selected application and all of its associated windows will be transmitted to your partner's screen. The rest of your desktop will not be visible to your partner.
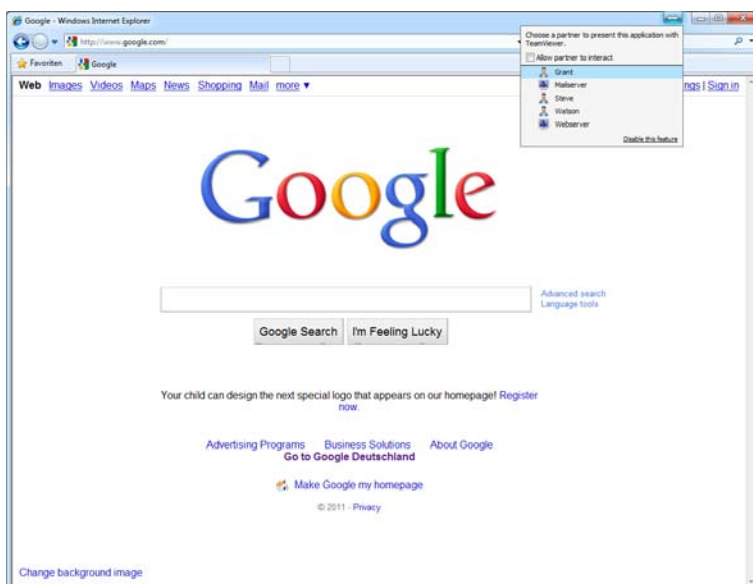
With a click on the QuickConnect button, all available connection partners are displayed.

The QuickConnect button can be deactivated for all or only individual applications, if needed. At the same time, the position of the button can be changed. The respective setting can be found in the advanced options of TeamViewer (see 10.9 Advanced Category). The QuickConnect button can also be deactivated directly via the button itself.

How to deactivate the QuickConnect button in an application:

1. Click on the QuickConnect button ⬄ of an open application and select *Disable this feature* in the lower part of the menu.

    → A dialog with the option of disabling the button in all applications or just this application is displayed.

2. Click on *Yes* to deactivate the QuickConnect button according to your previous selection.

    → The button has been deactivated. This setting can be undone in the advanced options of TeamViewer (see 10.9 Advanced Category).

5.4   Remote Update

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

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

How to perform a remote update:

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

2.   Follow the instructions in the remote control window.

Note: After a remote update, you can be reconnected with the remote computer, if necessary.

5.5   Remote System Information

This function displays information about the remote computer.
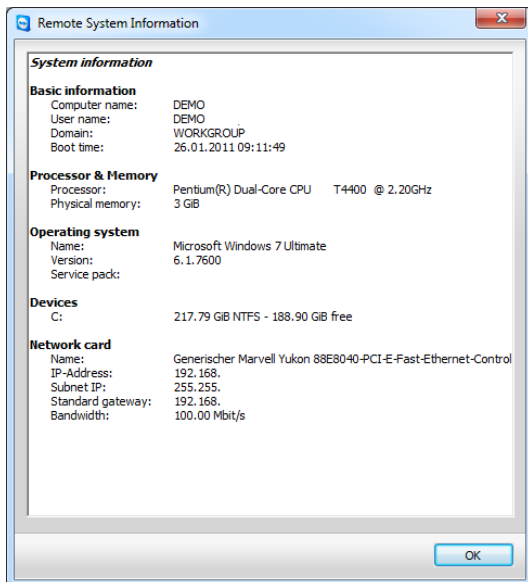
The Remote System Information dialog (You can select the text and copy it to the clipboard.)

5.6   Access Control

5.6.1   Overview of Access Control

Access control allows you to configure the actions which the TeamViewer user on the remote control side carries out during a session after a connection has been established.

(This chapter is intended almost exclusively for professional IT service providers. If you are not part of this group, you can skip the chapter 5.6 Access Control in its entirety.)

The following access modes are available:

- **Full access**
  You can directly control the remote computer. Actions such as file transfer can also be carried out instantly.

- **Confirm all**
  Your partner has to confirm all TeamViewer actions. Hence, you can view the partner's desktop only after his/her confirmation and only take over the control over the remote desktop after a further confirmation.

- **View and show**
  After confirmation by the partner, you can view the remote transfer pointers to the remote computer by clicking with the mouse. Remote control is not possible with this setting.

- **Custom settings**
  You can configure your access settings individually.

- **No outgoing connections allowed**
  You cannot establish any outgoing connections from this computer

Examples for access control applications:

- You would like to restrict your access flexibly: For remote supporting customers with whom you have a trustworthy relationship or for access of your own workstations, you can choose direct full access. For sensitive customers, you can switch to the confirm all mode.

- The Windows administrator defines special custom settings and locks them in TeamViewer. Perfect for use in call or support centers where the supporters should not be able to use all options of TeamViewer.

You can define the default access mode in the options menu on the *Remote Control* tab (see 10.3 Remote Control Category). The default setting after the TeamViewer installation is *Full Access*. While establishing a connection, you can select an alternative access mode that differs from the standard one.

5.6.2 Selecting the Access Mode for the Current Session

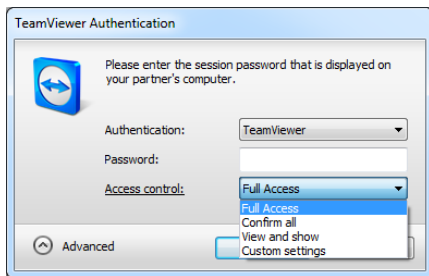**How to select the access mode for the current remote control session:**

1. In the authentication dialog, click on the ⌄ icon next to the word *Advanced*.

2. The access control panel expands and offers further options.

3. From the *Access Control* drop-down list, select your mode for this connection and click on *Log On* to establish the connection.

In the authentication window you can choose the access mode for the current session.
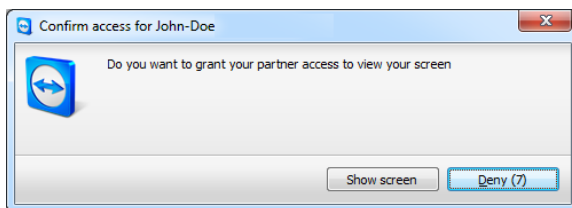
In the Confirm all mode, you can only perform further actions if your partner confirms them.
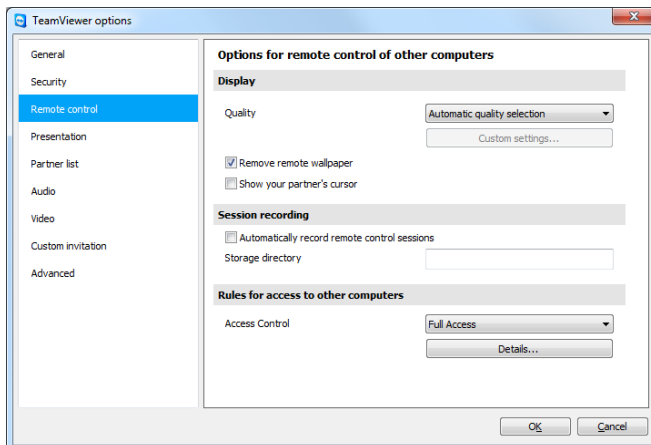
On the Remote Control tab, you can select the default mode for access control.

Note: If you do not select an option for access control, the default setting defined in your TeamViewer options (see 10.3 Remote Control Category) will be used.

5.6.3 Access Control Details

With the access modes listed above, you select a certain combination of settings in each case. This section explains which settings are defined and what this means for your connection.

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

1. Select the access mode as described above.

2. Click on *Details*.

   → The *Access Control Details* dialog opens.
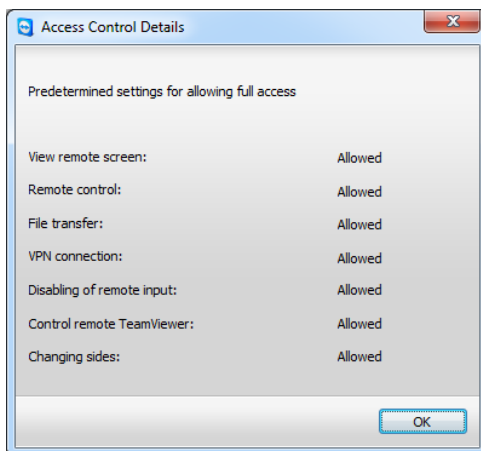
The Access Control window shows the precise impact of the selected mode.

5.6.4 Overview of the Detailed Settings for Access Control

The following settings can be controlled with Access Control:

View remote screen

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

▪   Allowed

▪   After confirmation

Remote control

Sets the circumstances under which remote control is possible: Possible values:

▪   Allowed

▪   After confirmation

▪   Denied

File transfer

Sets the circumstances under which file transfer is possible: Possible values:

- Allowed

- After confirmation

- Denied

VPN connection

Determines whether you can establish a VPN connection during the remote control session. Possible values:

- Allowed

- After confirmation

- Denied

Disabling remote input

Determines whether you can disable input at the remote computer during a remote control session. Possible values:

- Allowed

- After confirmation

- Denied

- On every session start

Control remote TeamViewer

Determines whether you can control the remote TeamViewer during a remote session, e.g. to change the TeamViewer configuration. Possible values:

- Allowed

- After confirmation

- Denied

Switch sides with partner

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

- Allowed

- Denied

5.6.5 Custom Settings

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

5.6.6 Interdependency between Access Control and Security Settings

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

As counterpart for the outgoing access control, you can adjust the incoming access control on the *Security* tab.

Application example: You purchase TeamViewer and would like to have a uniform remote support solution for your IT employees. You would like to configure TeamViewer so that your clients have to confirm actions such as file transfer or remote control of their computers. For this reason, you set *Access Control (Incoming)* to *Confirm all.*

It is obvious that deviating settings between the local and remote computer can lead to conflicts: For example, if the supporter has set full access for the outgoing connection and the connection partner *Confirm all,* then these are opposite settings. This conflict is resolved as follows:

If the settings for the local outgoing access control deviate from the remote incoming access control, then the effective lowest privileges always apply.

Examples:

- You have chosen *Full Access* for the outgoing Access Control, but your connection partner has chosen *Confirm all* for incoming connections. As a result, all actions will have to be confirmed first.

- You have selected *View and show* for outgoing and your partner has *Full Access* as incoming access mode. You can only view and show things on the partners screen.

A dialog informs you about the effective access rights in case of conflicting settings.
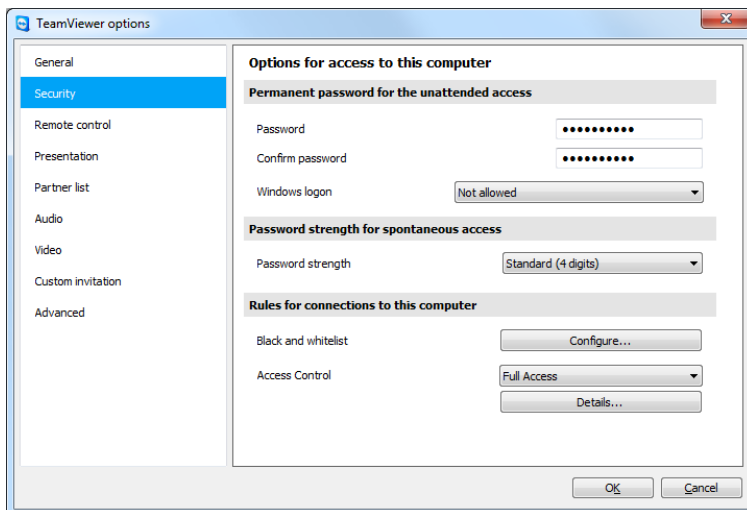
On the Security tab, you can determine the incoming Access Control.
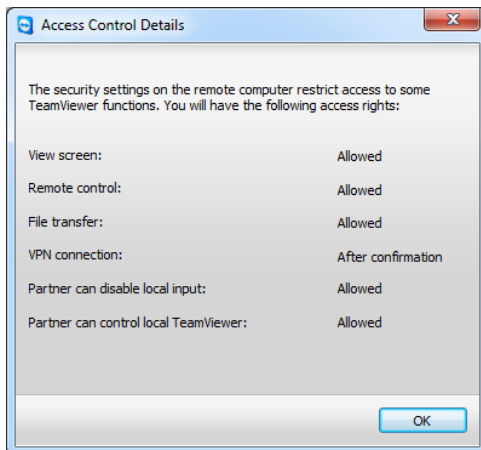
The discrepancy between the outgoing access control for the local computer and incoming access control for the remote computer will be shown in a window after the connection has been established.

Note: TeamViewer QuickSupport was developed for the spontaneous and straightforward support. If you connect to a TeamViewer QuickSupport, the settings of the local computer will always apply.

5.7   Connection Info

The *Connection Info* dialog informs you about the current connection data. You can open this dialog by clicking on *Extras* in the Remote Control dialog and then on *Connection info* .

Access Control

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

Information

- **Connection type**
  Displays the type of connection being used.

- **Duration**
  Displays the duration of the session.

- **Traffic**
  Displays the amount of data transferred.

- **Display**
  Displays information about screen resolution and color depth.

- **Version**
  Displays the TeamViewer version used by your connection partner.
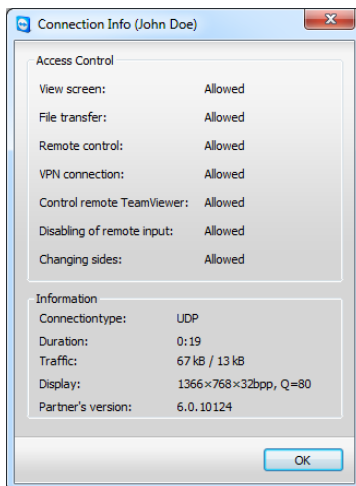
*The Connection Info dialog
displays information about your current session.*

6   Presentation

6.1   Basics

In presentation mode, your desktop is transferred to the computer of your partner. You have several options to establish a TeamViewer connection:

- If several participants want to see your online presentation, we recommend using TeamViewer QuickJoin (see 6.3 Connection with TeamViewer QuickJoin). This application can also be adapted to your corporate identity in a simply way.

- Spontaneous presentations without TeamViewer software at the partner's side can be handled by using our browser-based solution (see 6.4 Browser-Based Presentation).

- If all the participants are already on your partner list, the QuickConnect button is suitable for the spontaneous presentation of a single application (see 5.3 Connecting via QuickConnect).

Note: Different passwords are used for Remote Control and Presentation modes. During the initial start of TeamViewer, a password is being generated for your presentation. It can subsequently be changed by right-clicking on *Password* on the *Presentation* tab or under *Extras / Options / Presentation*.

Note: You can send the TeamViewer ID and password to your participants ahead of the session, e.g. via e-mail. To do so, click on the *Invite further participants...* link on the *Presentation* tab.

Note: Please note that the number of possible simultaneous partners per session is dependent upon your license. The current license overview is located on our website: http://www.teamviewer.com/licensing/index.aspx.

6.2 Connection with TeamViewer Full Version

Here you learn how to start a Start presentation if the TeamViewer full version is already installed on both sides.

How to connect with a partner for a presentation:

1. Start TeamViewer and click on the *Presentation* tab.

2. Ask your partner to start TeamViewer and to click on the *Presentation* tab.

3. Give your partner your ID and the password which are displayed in the *Wait for Participants* area.

4. Ask your partner to enter the *Partner ID* and his name (freely selectable) in the *Join Presentation* area and to click on the button with the same name.

   → The *TeamViewer Authentication* dialog opens at your partner's side.

5. Ask your partner to enter the password in this dialog and to click on *Log On*.

   → The dialog *Please wait until the presenter starts the presentation* appears at the participant's side.

   → Underneath the *Start Presentation* button at the presenter's side, the information about the waiting participant appears.

6. Click on *Start Presentation*.

   → You are connected to your partner's computer and are presenting your screen.

6.3 Connection with TeamViewer QuickJoin

TeamViewer QuickJoin is a simple module with which presentation participants can connect with you. You can send the module to your partners, e.g. via e-mail, or provide it on your website as a download option.

If you make presentations more frequently, we recommend creating an individual QuickJoin module in your corporate design and to store predefined connection data. This allows the participants to connect with you with a simple click (see 3.4.1 Configuring QuickJoin).

How the presentation connection setup with TeamViewer QuickJoin works (example with several participants):

1. Start TeamViewer and click on the *Presentation* tab.

2. Ask your participants to start TeamViewer QuickJoin.

3. Provide the participants with your ID and the password that are displayed in your *Wait for Participants* area.

4. Ask your participants to enter the *Partner ID* and their name (freely selectable) and to click on *Join*.

   → The *TeamViewer Authentication* dialog opens at the participants.

5. Ask your participants to enter the password in this dialog and to click on *Log On*.

   → The dialog *Please wait until the presenter starts the presentation* appears at the participants.

   → Underneath the *Start Presentation* button at your presenter's side, the information about the number of *Waiting participants* who established a connection with you appears.

6. Click on *Start Presentation*.

   → You are connected with the participants and are presenting your screen.

6.4   Browser-Based Presentation

By means of the browser based presentation you can give a presentation from your TeamViewer to any kind of web browser. Your partner does not have to run any software for this purpose.

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

1. Start TeamViewer and click on the *Presentation* tab.

2. Ask your partner to open the following website in his browser: http://go.teamviewer.com

3. Give your partner your ID and the password which are displayed in the *Wait for Participants* area.

4. Ask your partner to enter the ID and password as well as a name in the respective fields on the website and click on *Connect to partner*.

    → The dialog *Please wait until the presenter starts the presentation* appears at the participant's side.

    → Underneath the *Start Presentation* button at the presenter's side, the information about the waiting participant appears.

5. Click on *Start Presentation*.

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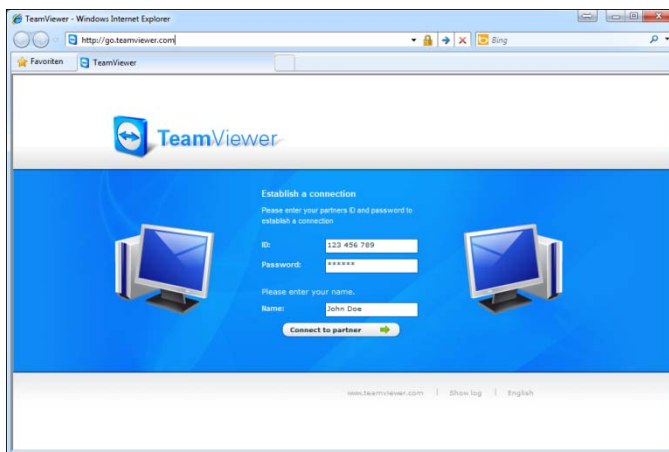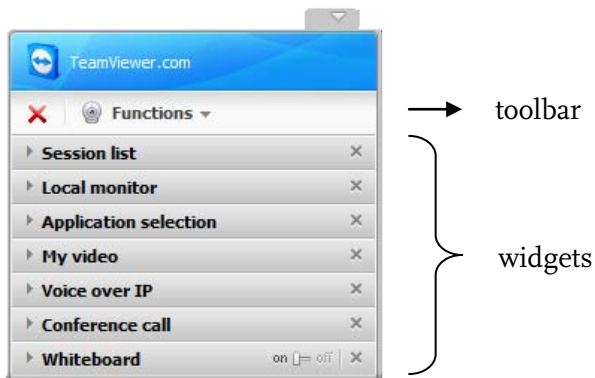

Your partner can directly join your presentation through his/her web browser

Note: Adobe Flash has to be installed in the web browser to allow this kind of presentation.

6.5   Operations in the Presentation Control Panel

As soon as you have started a presentation session, the control panel will appear in the bottom right corner of the screen and will offer a variety of actions for controlling the session. Single widgets (control menus) can be docked, undocked and moved freely by simply dragging and dropping them. Please note that some of the described functions are not available in the browser-based presentation.

The Presentation Control Panel

The following actions are available in the toolbar:

✕	**Close all connections** Closes the connections with all partners. Single connections can be closed in the *Session list* widget.
⊙	**Functions** Here you can display individual widgets again by clicking on the respective name if you previously closed them by clicking on the respective X. You will find here a complete list of all the widgets as well as the following functions: **Pause presentation** (hotkey: Pause) The connection will be paused and your partner(s) will see your 'frozen' screen which will let you perform tasks on your desktop the attendees of the presentation are not supposed to see. **Continue presentation** (hotkey: Pause) Your screen is broadcast live again (this option is available only if you previously clicked on *Pause presentation*).

Remove wallpaper

This option removes the wallpaper of the local computer which allows a faster performance

Quality

- Auto select
  Adjusts quality and speed automatically to the available bandwidth.

- Optimize speed
  Optimizes the connection speed; the display quality may be reduced which is ideal for connections with low bandwidth.

- Optimize quality
  Optimizes the display quality - ideal for presentations.

- Custom settings
  Activates the *Custom Settings* quality mode.

- Edit Custom Settings...
  Opens the *Custom Settings* dialog in which you can perform differentiated quality settings for the quality mode *Custom Settings* .

Active monitor

- Show *n* monitor
  Lets you present only the selected monitor.

- Show all monitors
  Lets you present all monitors at the same time.

The following options are available in the widgets section:
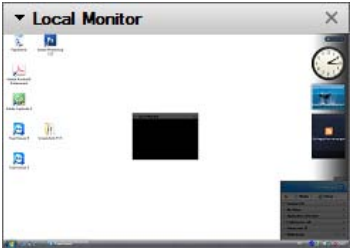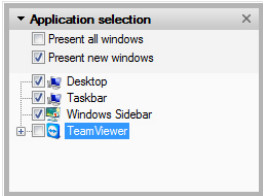
Session list
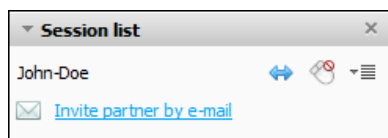
The Session list widget

Switch sides with partner

Changes the viewing direction so that you will be able to see your partner's desktop. (Not available with the browser-based presentation.)

Enable/Disable Remote Input

Allows your partner to control / no longer control your computer.

Remote input is disabled by default. Your partner is only able to see your desktop. His mouse clicks will be displayed as large blue mouse pointer so that your partner can highlight interesting items during a presentation.

Additional Options

- Connection Info ...
  Opens the Connection Info dialog (see chapter 5.7 Connection Info).

- Close connection
  Closes the current connection with this particular partner.

Local Monitor

Thanks to this function you can see you own desktop from your partner's perspective. This gives you an overview on which application windows are visible for your partner and which are not.

The Local Monitor widget

Application selection

This function allows you to quickly select which applications / windows should be presented. Remove the check mark for the application(s) that you do not want to present.

The Application selection widget

- Present all windows
  Shows all windows on your desktop

- Present new windows
  Shows only the windows that you open during the presentation

Note: In the Options menu under the *Presentation* category, you can select whether all applications / windows are activated or deactivated by default at the beginning of the presentation (see 10.4 Presentation Category).

My Video

Here you can control the settings for your webcam (see chapter 8.2 Video Transmission).
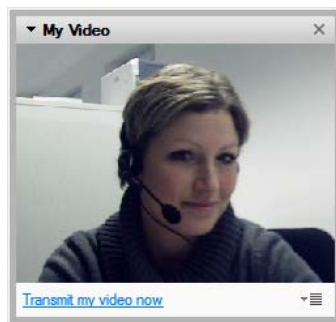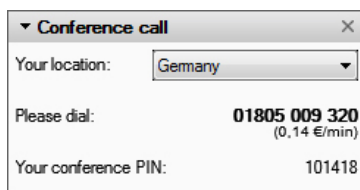

The Video widget

Audio Transmission

This function allows controlling the audio transmission (VoIP) (see chapter 8.1 Audio Transmission).
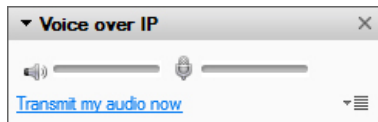
The VoIP widget

Conference call

If not all of the attendees have a headset at hand, you can also start a conference call as an alternative (see chapter 8.4 Conference Call).
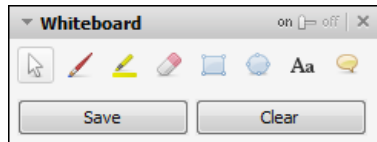

The Conference call widget

Whiteboard

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

The Whiteboard widget

On/Off

Shows / hides all previous drawings.

Control mode

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

Pen

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

Marker pen

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

Eraser

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

Rectangle

Draws a rectangle. With a right click on the icon you can select the color of the frame and the filling as well as the width of the line. Press *Ctrl* while drawing to draw a square. Press *Shift* to center the rectangle. Press *Ctrl* and *Shift* simultaneously to draw a square with center alignment.
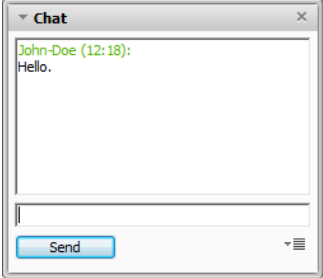
Ellipse

Draws an ellipse. With a right click on the icon you can select the color of the frame and the filling as well as the width of the line.

Press *Ctrl* while drawing to draw a circle. Press *Shift* to center the ellipse. Press *Ctrl* and *Shift* simultaneously to draw a circle with center alignment.

Aa	**Text** Write a text. With a right-click on the icon, you can determine the font size, color and type.
	Balloon Draws a speech bubble. Click on the place where you would like to create a speech bubble, write your comment and then click a second time to define the direction of the speech bubble. With a right-click on the icon, you can determine the font size, color and font.
	Chat Through the integrated chat you can exchange messages with your partner. (This widget is deactivated by default and can be activated in the *Functions* menu.) *The Chat widget*

7 TeamViewer Partner List

7.1 TeamViewer Account

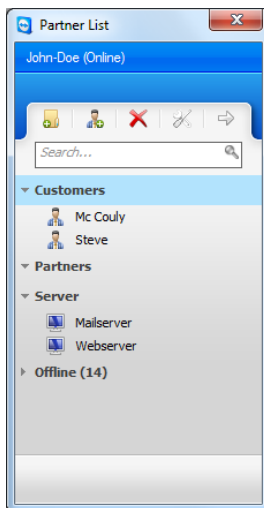In the TeamViewer partner list you can create your connection partners (or computers). You can see at a glance which partners (computers) are online and then connect directly through the partner list via TeamViewer. Aside from that TeamViewer offers additional useful functions e.g. instant messaging.

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

The partner list offers you the following benefits:

- Online display: Who of your partners is online?

- Quick connection without entering an ID

- Immediate sessions without password entry

- Central, worldwide accessible partner list

- Instant Messaging function including group chat, offline messages and blacklist

- Own availability status selectable in the partner list - including Offline display

- Partner management including a notes function

In the Partner List, you can see at a glance which partners (computers) are online

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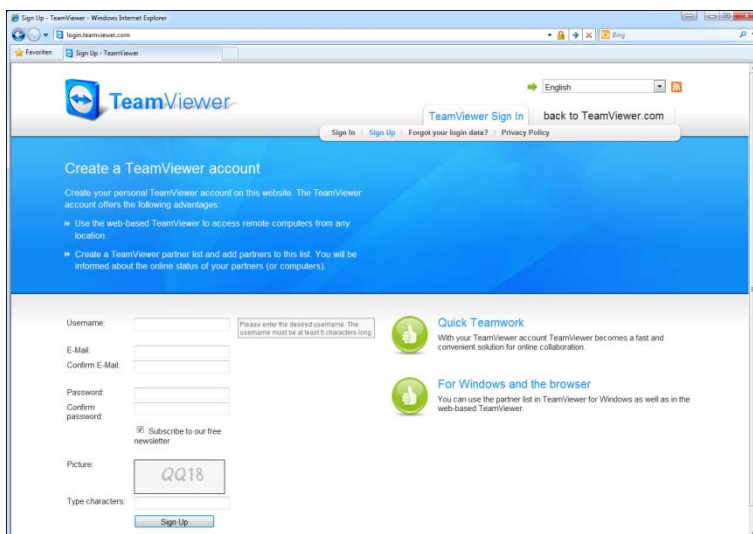
7.1.1 Creating a TeamViewer Account

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

How to create a TeamViewer account:

1. Click on the ⏩ button in the lower right corner of the TeamViewer main application window in order to show the partner list.

   → The Partner list window appears.

2. Click on the *Sign Up* text link or button in the partner list

   → A wizard appears that guides you in two steps to create a TeamViewer account.

3. In the dialog window *Create TeamViewer account - Step 1 of 2*, enter the required data for *User name*, *E-mail* and *Password*.

4. In the second step, assign a name and an access password for your computer to be able to access it remotely.

   → After confirming the second step in the wizard, you will receive an e-mail with an activation link.

5. Click on the link in your e-mail to confirm your e-mail address and thus complete the creation of your TeamViewer account.

If you want to make any changes later on, e.g. your e-mail address or password, use the account management. It also allows you to assign your Premium or Corporate license to your account (see chapter 10.5 Partner List Category).

Creating the TeamViewer account via the website

Note: Alternatively, you can also create a TeamViewer account via our website. In the web browser, enter the URL http://login.teamviewer.com. Here, you can create a new account via the *Register* link.

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

7.1.2 Managing the TeamViewer Account

The most important settings for your TeamViewer account can also be managed through a web browser. You can also manage your TeamViewer account directly in TeamViewer. For more details, please read chapter 10.5 Partner List Category.

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

1. Call up the website http://login.teamviewer.com in a web browser.

2. Enter the user name and password of your TeamViewer account and click on *Sign in*.

    → The interface of the Web Connector and your partner list will be loaded.

3. Click on *Edit profile*.

    → A window with the settings of your account will be displayed.
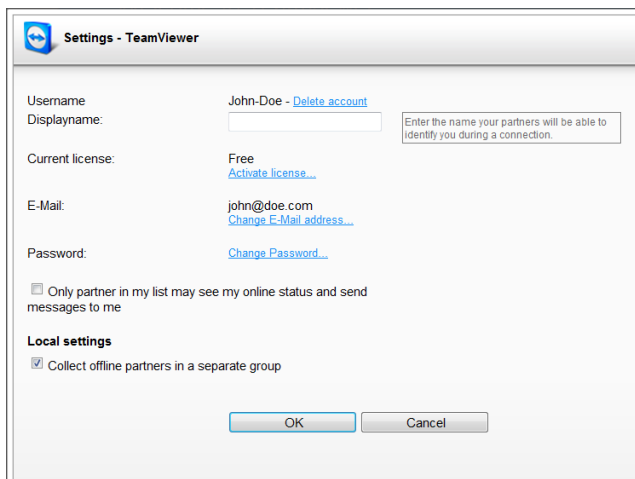
The account management in the web browser can also be accessed from anywhere even if no TeamViewer is installed.

7.1.3 Logging in to Your TeamViewer Account

You can log on to any TeamViewer (except for QuickSupport or TeamViewer Host) using your TeamViewer account.

How to log in to your TeamViewer account:

1. Click on the ⏩ button in the lower right corner of the TeamViewer main application window in order to show the partner list.

2. In the fields *User name* and *Password,* enter the data you specified during the sign-up process.

3. Click on *Log On.*

   → You are logged on now and your partner list (which will be empty at the first log in) will appear.

You can spontaneously log on to your account from any TeamViewer.

How to sign out from your TeamViewer account:

1. In the upper area of the partner list, click on your display name to open the menu and select the entry *Sign Out.*

   → You have signed out.

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

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

7.2   Operations in the Partner List

	Add Group Creates a new group. You can use it for grouping your partners according to any criteria, e.g. clients, customers, colleagues, friends,...
	Add Partner Creates a new partner.
	Delete Deletes a marked group or partner.
	Partner Properties Opens the dialog Partner Properties where details of the partner can be displayed and changed.
	Remote control Creates a remote control session with the marked partner.
	Search Looks for groups or partners in your partner list (group name, account name or ID) as soon as you type anything into the search field.
	Account menu In the upper area of the partner list, click on your display name to open a menu in which you can select your availability status. Your current status is displayed with matching colors in the TeamViewer tray icon You have the choice between *Online* *Busy* *Away* *Show as offline* If any inactivity exceeds 5 minutes, your availability status is automatically set to *Away*.) IN addition, you can call up the account management in TeamViewer via the *Edit profile...* menu item and sign out of your account via *Sign Out*.

7.2.1 Icons in the Partner List

![icons]	**Online** Indicates that the partner or a computer is accessible via TeamViewer.
![icons]	**Busy** Indicates that the partner or a computer is online, but busy.
![icons]	**Away** Indicates that the partner or a computer is online, but away.
![icons]	**Offline** Indicates that the partner or a computer is currently not accessible via TeamViewer.
▼ Test group	**Group** Groups help you keep your partner list well organized.

7.2.2 Adding Groups and Partners to Your Partner List

How to create a new group:

1. Click on the *Add Group* button.

   → The *Add Group* dialog opens.

2. Enter the name of the group in the *Group name* field.

3. Click on *OK*.

   → A new group will be created and will appear in the partner list.

How to create a new partner:

1. Mark the group to which a new partner is supposed to be added.

2. Click on the *Add Partner* button.

   → The *Add Partner* dialog opens.

3. In the *Partner Type* option field, specify whether you want to add a TeamViewer account or a TeamViewer ID.

4. In the menu item *Group* you can determine to which group the partner should be added. Later on you can assign the partner to a new group by drag & drop or via the context menu.

5. Enter your partner's account name in the field *Account name*. (In the *TeamViewer ID* field, enter the ID of the remote computer if you want to add a computer.)

6. Assign an alias in the field *Alias* which will then be displayed in the partner list.

7. If you added a partner via his/her TeamViewer account you have the option of activating the *Grant quick access* check box to allow the partner to establish a simplified connection (see 7.2.3 Quick Access). If you added a computer via a TeamViewer ID, you have the option of storing a predefined password for this ID - if known - in the *Password* field.

8. In the field *Notes* you can enter some information on this partner

9. Click on *OK*.

→ The new partner has been created and will appear in the partner list.

In the partner list, you can add TeamViewer accounts and TeamViewer IDs.

Note: When you create an individual QuickSupport module on our website, you can directly enter your partner list data in the process. If your customer starts QuickSupport, it automatically appears in your partner list and you can reach it with a single click.

7.2.3 Quick Access

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

How to grant quick access to your partner:

1. Mark the respective partner in the partner list.

2. Select *Properties* from the context menu (right-click on the partner)

   → The *Partner Properties* dialog will open up.

3. Activate the check box *Grant quick access.*

4. Click on *OK.*

   → Your Partner can now access your computer using quick access.

How to establish a remote support connection via quick access:

1. Mark the respective partner in the partner list.

2. Select *Remote Control (quick access)* or *Presentation (quick access)* from the context menu (right-click on the partner).

   → On your partner desktop the dialog remote support (Quick Access) will pop up. You partner can confirm the access by clicking on *Allow.*

   → The connection will be established.
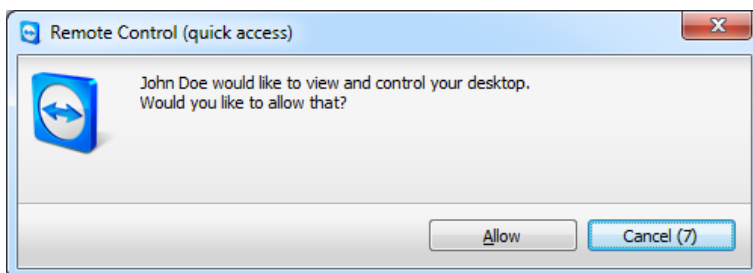
Note: Only partners can be granted quick access. For computers added via ID, you can store a permanent password instead.

7.2.4 Partner Context Menu

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

The context menu offers the following functions:

- **Send message**
  Opens the Chat dialog (see 7.2.5 Partner Chat and Offline Messages).

- **Remote Control (quick access), Presentation (quick access)**
  In case your partner has granted you quick access, you can establish a connection without entering a password (see 7.2.3 Quick Access).

- **Remote Control, Presentation, File Transfer, VPN**
  Establishes the respective connection to the partner.

- **Delete**
  Deletes the partner irreversibly from your partner list.

- **Rename**
  Offers the possibility to enter a new alias for the partner.

- **Properties**
  Opens the *Partner Properties* dialog which offers the *Partner Type* option in addition to the same functions as the *Add Partner* dialog (see 7.2.2 Adding Groups and Partners to Your Partner List).

7.2.5 Partner Chat and Offline Messages

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

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

1. Open the context menu of the respective partner (right-click on the partner) and select the *Send message* option.

   → The *Chat* dialog opens up.

2. Write your message in the lower text box and click on *Send* or press the Enter key on your keyboard.

   → Your message is displayed in the upper field and is being sent directly or later - depending on whether the partner is currently online in TeamViewer or not.

3. If your partner is online, he can directly respond to your message. You can also send additional messages.

4. In order to invite further partners to your chat session, click on *Invite* in the menu and select the desired partner. In addition, you can change the default invitation text. Then click on *OK* to send your invitation.

→ The selected partner will receive you invitation message. If he joins the chat, he will be displayed as an additional partner in the current chat dialog and he can join the conversation.
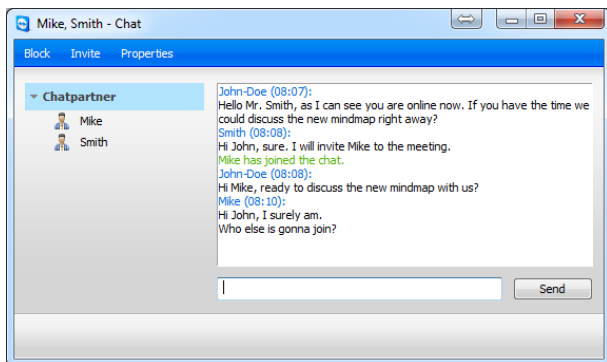
If you are connected with more than one chat partner, they will be displayed in the left part of the window.

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

Note: You can only invite partners to an existing chat who are currently logged in to TeamViewer.

7.2.6 Operations in the Chat Window

From within the chat window, you can display the partner properties or initiate the following operations via the *Connect* button:

- **Remote Control (quick access)**

- **Presentation (quick access)**

- **Remote control**

- **Presentation**

- **File transfer**

- **VPN**
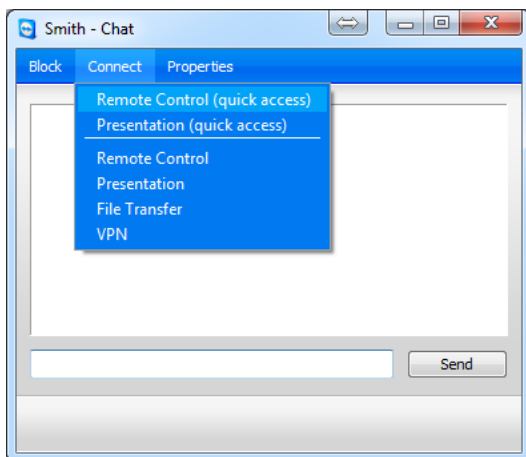
Chat window from which TeamViewer connections can be started

In the chat window, the recipient of a chat message can add the initiating partner to his partner list if he has not yet been added to the partner list. In addition, the initiating partner can be added to the blacklist. The blocked partner can be removed again from the blacklist with a single click.

7.2.7 Pre-Chat via TeamViewer QuickSupport

If you create the TeamViewer QuickSupport customer module on our website for your customers, you can also specify your partner list data. If you also activate *Users may start the chat*, then your customer can send messages to you via the chat dialog after starting his QuickSupport, even before a TeamViewer connection has been established. In chapter 3.3.1 Configuring QuickSupport you can learn more about activating this function.
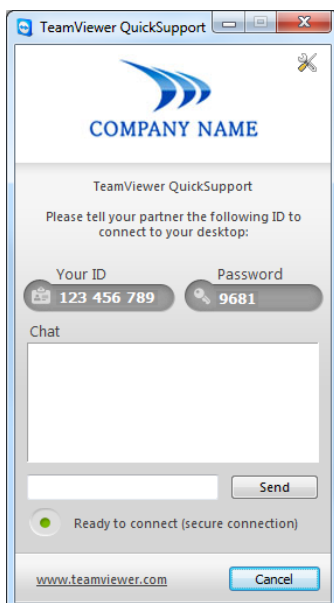
The QuickSupport customer module with chat window

Note: If you did not log in to the partner list (offline) or selected *Show as offline* as your status, no chat window appears in the QuickSupport of your customer. It will only be available in QuickSupport as soon as you are online.

8   Multimedia Functions

8.1   Audio Transmission

8.1.1   Establishing an Audio Transmission to a Partner

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

How to establish a VoIP connection:

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

    → The VoIP widget opens up and starts blinking.
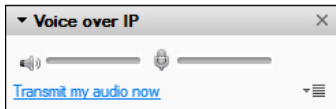
2.   Set the desired volume for your speakers and your microphone.

3.   To start a transmission, click on *Transmit my audio now*.

4.   To end the transmission again, click on *Stop audio transmission.*

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

8.1.2   Audio Options

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

    → The audio options menu will open up.
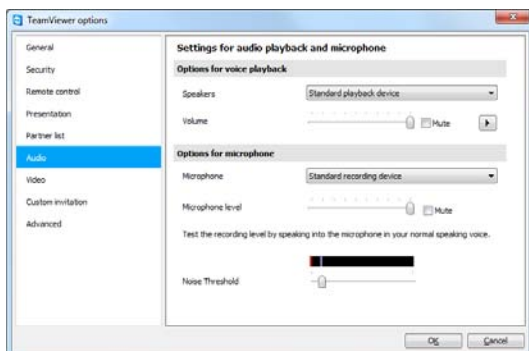
The Audio menu

You have the following setting options:

- **Speakers**
  Selects the corresponding loudspeakers.

- **Volume**
  Adjusts the desired volume of your loudspeakers. By clicking on the Play button, you will hear a sound that is used to check the volume.

- **Mute (speakers)**
  Completely mutes your loudspeakers.

- **Microphone**
  Selects the corresponding microphone.

- **Microphone level**
  Adjusts the desired volume of your microphone.

- **Mute (microphone)**
  Completely mutes your microphone.

- **Noise threshold**
  Allows removing any degree of background noise.

Note: You will also find the same menu under *Extras | Options | Audio.*

8.2 Video Transmission

8.2.1 Establishing a Video Transmission to a Partner

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

How to establish a video transmission with your partner:

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

   → The webcam widget will pop up.
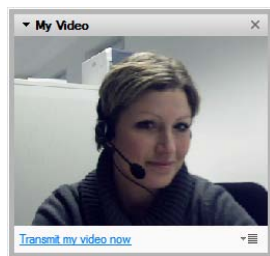
2. To start sharing your webcam, click on *Transmit my video now*.

3. To end the transmission, click on *Stop video transmission*.

8.2.2 Video Options

With the video options, you can make changes to your camera settings. In order to do that, click on the ▾≡ icon in the lower right corner of the video widget. Here you can specify the size of your video.
Select *Video Preferences* to display the Advanced video options.

   → The Video options menu opens.
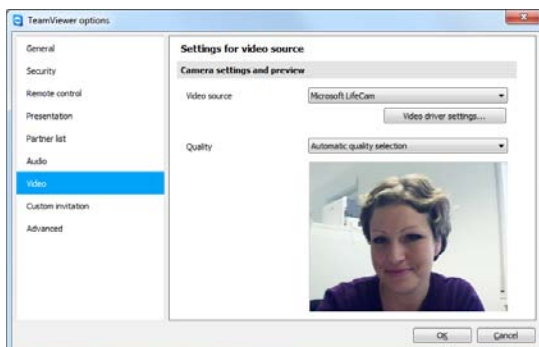
   TeamViewer video options

You have the following setting options:

- **Video source**
  Lets you define your default webcam.

- **Video driver settings**
  Depending on the webcam, you can adjust more advanced settings of the respective model.

- **Quality**
  You can choose between *Automatic quality selection* (automatically determines the best ratio between quality and speed), *Optimize quality* and *Optimize speed*.

Note: You will find the same menu under *Extras* | *Options* | *Video.*

8.3 Chat

The Chat window allows you to chat with your partner during an active session (e.g. remote control). You can start a chat session by clicking on the *Audio / Video / Chat* menu item in the remote support window or the control window. If you click on the ▼☰ icon at the bottom right, you can save the chat session as a text file.
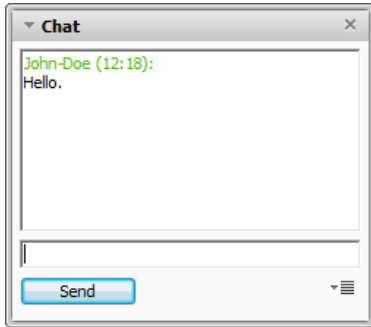
The Chat widget

8.4 Conference Call

If not all of the attendees have a headset at hand, you can also start a conference call as an alternative. Just click on the menu item *Audio / Video / Conference call* in the remote support window or the control window. Then select your country and dial the service number displayed underneath it. You will be asked to enter the conference pin via the keys of your telephone pad. You will instantly be connected with all the participants that have joined the conference call with their PIN.
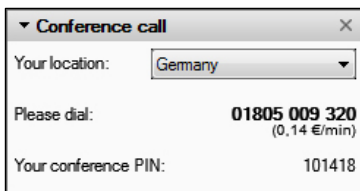
The Conference call widget

9   Miscellaneous Functions

9.1   Session Recording

During the session, you have the option of recording your remote session as a movie. The
recording is made in TeamViewer's own .tvs file format. This ensures that the file is
unchangeable and can also be used for revision purposes.

How to record a session:

1. Click on *Extras / Record / Start* in the menu of the remote control window to start the
    recording.

2. To finish the recording, click on *Extras / Record / Stop*, or just close the TeamViewer
    session.

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

How to play back a recorded session:

1. Click on *Extras* and *Play recorded* session... in the TeamViewer application window

    → The Open file dialog appears.

2. Chose the desired file.

    → The video clip will be played back in TeamViewer.

Note: You can also play the file by double-clicking on it in Windows Explorer. TeamViewer is
automatically started and plays back the recorded session.

Note: If you would like to record all your sessions, please navigate to the option *Extras / Options /
Remote Control / Automatically record remote control sessions* .

9.2   Channel Use

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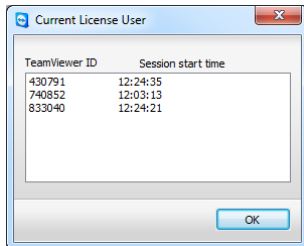
This dialog shows which IDs are currently having a session.

9.3   VPN Connection

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

9.3.1   Examples for the Usage of TeamViewer VPN

- You can print documents on the shared printer of the remote computer.

- You can use an application locally on your machine which accesses a remote database by having a VPN connection to the remote database server (e.g. for a home office).

- Make peripheral devices (e.g. printer) and files in your local system accessible to external partners.

- In a support case, access remote databases from your local frontend (e.g. SQL Server Management Studio).

9.3.2   Prerequisites

A prerequisite for the use of TeamViewer VPN is that TeamViewer is installed on both sides with the option *Use TeamViewer VPN*.

Note: You do not need TeamViewer VPN for remote control of the partner PC or transferring files. Professional IT staff will know the possibilities and advantages of this connection.

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

Note: The VPN driver can also be installed afterwards. Uninstalling or reinstalling TeamViewer itself is not necessary. See 10.9 Advanced Category.

9.3.3 Connecting to a Partner

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

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

How to establish a VPN connection:

1. Start TeamViewer and click on the *Remote Control* tab.

2. Ask your partner to start TeamViewer and to click on the *Remote Control* tab.

3. Ask your partner for his TeamViewer ID and the password which are displayed in the *Wait for connect* area.

4. In the *Create Session* area, select the *VPN* option and enter the ID of your partner in the *Partner ID* field.

5. Click on *Connect to partner.*

    → The *TeamViewer Authentication* dialog opens.

6. Enter the password of the remote computer and click on *Log On*.

    → *You are connected to your partner's computer and the* VPN - TeamViewer dialog appears.

9.3.4 Operations in the VPN - TeamViewer Window

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

- In the *Current VPN Connection* drop-down menu, you can define in case of multiple VPN connections to which connection the information displayed in the dialog and possible actions refer.

- If you click on the *Close connection* button, you can close the selected connection.

- In the *Status* section, you can see your IP address and the IP address of your partner.

- In the Actions section, you can test the VPN connection using two buttons:

    - The *Share files via Explorer* button opens Windows Explorer with access to the remote files. (Please note that you may have to authenticate yourself at the remote computer.)

    - The *Test ping* button sends a ping signal for testing the network
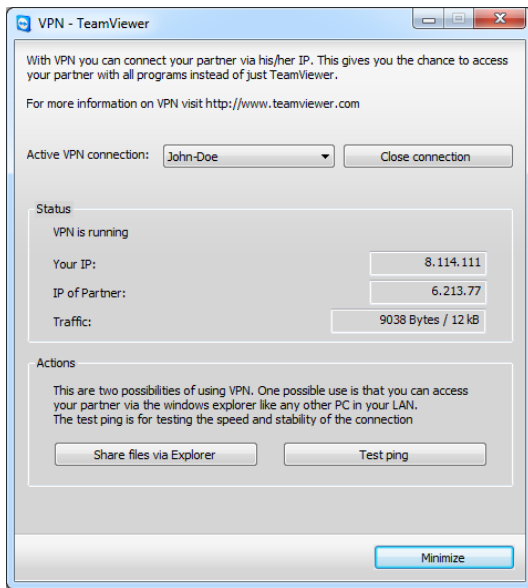
The VPN TeamViewer dialog

9.4   LAN Connection

9.4.1   Activating LAN Connections

Connections in the local network can also be initiated via the IP address (or the computer name). For this purpose, you have to configure TeamViewer to accept incoming LAN connections.

How to activate incoming LAN connections:

1.   Click on *Extras / Options / General*.

2.   *For Incoming LAN connections*, select the option *accept* from the drop-down menu.

9.4.2   Connecting to a Partner

This section describes in simple steps how to establish a LAN connection between two TeamViewer applications (TeamViewer QuickSupport does not support this function).

**How to establish a LAN connection:**

1.   Start TeamViewer and click on the *Remote Control* tab.

2.   Ask your partner to start TeamViewer and to click on the *Remote Control* tab.

3.   Ask your partner for his IP address and TeamViewer password.

4.   Select the desired connection mode (*Remote Control, File Transfer, VPN)* and enter your partner's IP address in the *Partner ID* field under *Create Session*.

5.   Click on *Connect to partner.*

   → The *TeamViewer Authentication* dialog opens.

6.   Enter the password of the remote computer and click on *Log On*.

   → You are connected to your partner's computer.

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

10 Options

10.1 General Category

10.1.1 Options in the General Category

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

Important options for working with TeamViewer:

- **Your display name**
  Enter your (company) name here. This text is displayed in the title bar of the remote control window and in the Chat window on the partner side.
  While you are logged into your TeamViewer account, the display name of your account is used instead.

- **Start TeamViewer with Windows**
  TeamViewer starts automatically with Windows so that it is executed directly after the start of Windows and before the Windows logon.

- **Close to tray menu**
  Minimizes TeamViewer to the system tray (info area of the taskbar) after closing the program. TeamViewer can subsequently be shut down with a right-click on the icon in the system tray.

Network settings:

- **Proxy settings**
  Configure opens the *Proxy settings* dialog (see 10.1.2 Proxy Settings Dialog).

Connection in local network (via IP address):

- **Incoming LAN connections deactivated**
  LAN connections are not allowed.

- **Incoming LAN connections - accept**
  Accepts incoming LAN connections via port 5938 (see 9.4 LAN Connection).

- **Incoming LAN connection - accept exclusively**
  The computer will not establish a connection to the TeamViewer network and is only available via its IP address
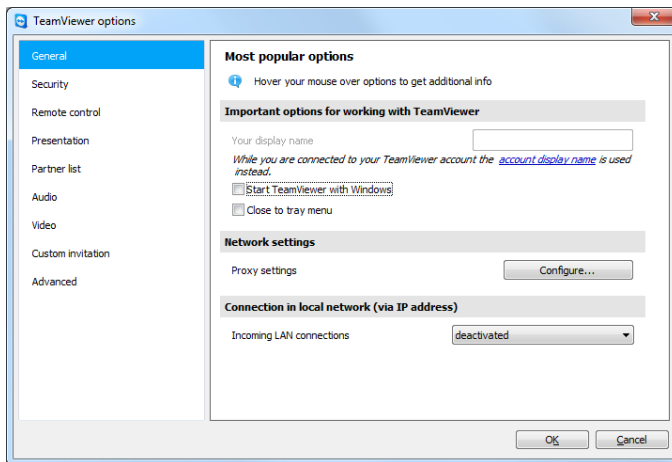
The General category provides the most basic setting options.

10.1.2 Proxy Settings Dialog

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

- **No proxy**
  Use this setting if you are directly connected to the Internet.

- **Use web browser proxy settings**
  (recommended)
  Use this setting if you are behind a proxy server and the proxy settings are already configured in your browser (e.g. Internet Explorer or Firefox).

- **Use manual proxy**
  Use this setting to manually enter the data of your proxy server.
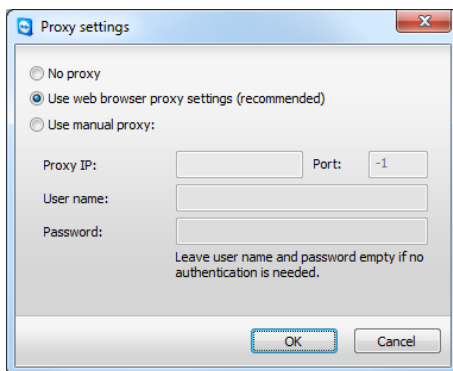
In the Proxy Settings dialog, you can configure access to the Internet if you have a proxy server..

10.2 Security Category

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

Permanent password for unattended access:

- **Password**
  When you enter a password in the *Password* field, it can be used as an alternative to the automatically generated session password to access your computer.

Windows logon:

In this drop-down menu, you can determine whether remote users can connect to the local computer using their Windows credentials instead of the TeamViewer password.

- **Not allowed**
  Default setting. An authentication is possible only with the TeamViewer password.

- **Allowed for administrators only**
  Windows administrators can connect with their admin credentials.

- **Allowed for all users**
  All users of the computer can connect via the Windows authentication routine.

Password strength for spontaneous access:

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

- **Standard (4 digits)**
  The password consists of 4 digits.

- **Secure (6 characters)**
  The password consists of 6 characters.

- **Secure (8 characters)**
  The password consists of 8 characters.

- **Very secure (10 characters)**
  The password consists of 10 characters.

- **Disabled**
  TeamViewer will not generate any session password.

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

Note: If you activated the *Start TeamViewer with Windows* option, the session password will automatically be set at least to *Secure (6 characters)*.

Note: If you activated the Windows logon option, the security of your computer depends directly on the strength (complexity) of the Windows passwords of all Windows users of this computer.

Ensure that all Windows logins are secured with strong passwords!

Rules for connections to this computer:

- **Black and whitelist**
  Opens the Black and whitelist dialog. In this dialog, you may either explicitly store the IDs that are allowed access to the local computer (whitelist), or the IDs that are denied access to the local computer (blacklist).
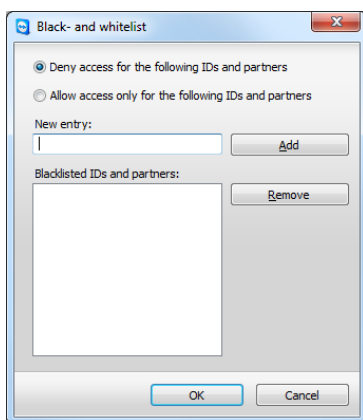
The Black and whitelist dialog

Note: Please note that when you configure a black or whitelist, you are in danger of locking yourself out! If you should replace your remote control computer, the new computer will receive a new ID. Use this function only if you can either access the computer locally if need be, or always enter multiple IDs/partners (TeamViewer account) in your whitelist.

Access Control

- **Full Access**
 This option allows your connection partner to have immediate access to all functions of the local computer.

- **Confirm all**
  Your connection partner can initially only look at the desktop of your computer. Any further actions have to be agreed on by you.

- **View and show**
  Your connection partner can look at your desktop, but cannot control it.

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

- **No incoming connections allowed**
  No incoming connections are allowed.

(Further details are located in chapter 5.6 Access Control.)
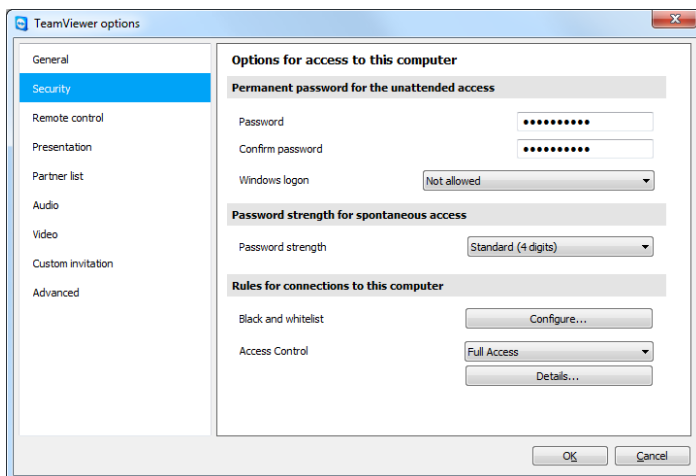
In the Security category, you can change all security-related settings.

10.3 Remote Control Category

10.3.1 Options in the Remote Control Category

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

Display:

- **Quality**
  Here you can select from the following:

  - **Automatic quality selection**

  - **Optimize quality**

  - **Optimize speed**
    (default setting - an attempt is made to reach the best speed, depending on the available bandwidth)

  - **Custom Settings**
    When you select *Custom Settings*, the *Custom settings...* button is enabled. This button opens the *Custom Settings* dialog (see 10.3.2 Custom Settings Dialog).

- **Remove remote wallpaper**
  Removes the remote desktop background during the session.

- **Show your partner's cursor**
  Displays the movement of your partner's mouse cursor on your desktop.

Session recording:

- **Automatically record remote control sessions**
  The session recording starts automatically at the beginning of the session. You can specify in which directory the recordings are saved.

Rules for access to other computers:

- **Access Control**

  Allows you to configure which level of access your partners have on your computer.

  - **Full Access**
    This option allows you to have immediate access to all functions of the computer.

  - **Confirm all**
    You can initially only look at the desktop of the remote computer. For further actions your connected partner has to agree.

  - **View and show**
    You can look at the desktop of the remote computer, but you cannot control it.

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

▪ **No outgoing connections allowed**
No outgoing connections are allowed.
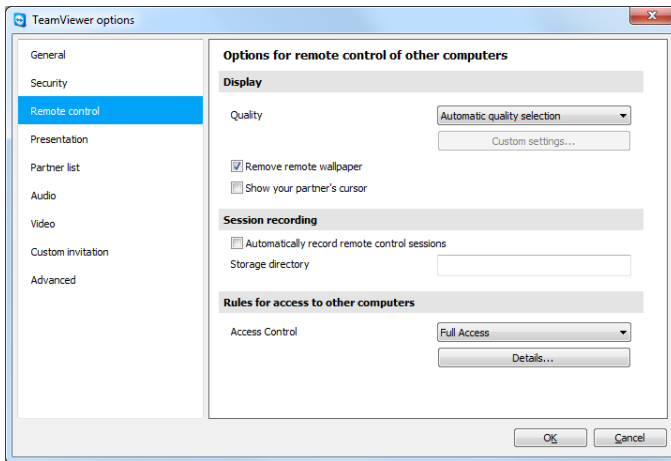
In the Remote Control category, you can perform all the settings about quality, session recording or access to other computers.
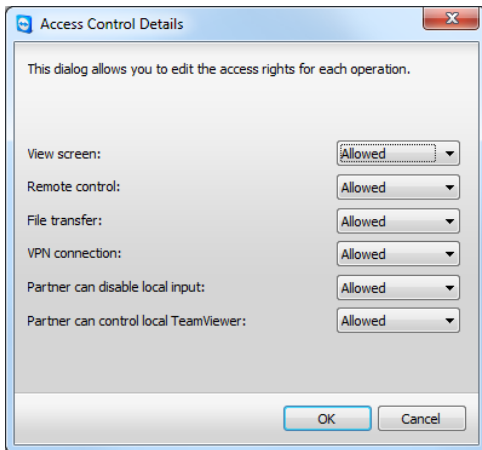
In the Access Control Details dialog, you can perform the detail settings for the Custom Settings mode.

10.3.2 Custom Settings Dialog

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

- ▪ **Colors**
 You can set the desired color depth here. More colors require more bandwidth. You can improve performance by reducing the color depth.

- ▪ **Quality**
  You can set the display quality level here. If you use the color modes *High* or *True Color* and move the quality control to the left, a lossy compression is used to minimize the data volume.

- ▪ **Improve application compatibility**
  Increases the compatibility with older Windows applications at the expense of lower performance.

- ▪ **Disable Aero Glass**
  Disables Aero Glass on Windows Vista / Windows 7 remote computers to improve performance.
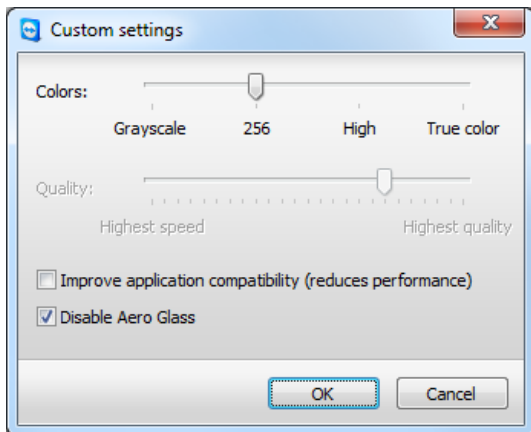
In the Custom Settings dialog, you can configure quality options.

10.4 Presentation Category

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

Display:

- **Quality**
  Here you can select from the following:

  - **Automatic quality selection**

  - **Optimize speed**
    Default setting - an attempt is made, to achieve the best possible image quality

  - **Optimize speed**

  - **Custom Settings**
    When you select *Custom Settings*, the *Custom settings...* button is enabled. This button opens the *Custom Settings* dialog (see 10.3.2 Custom Settings Dialog).

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

Rules for presentation connections

- **Allow presentations**
  This option allows you to generally forbid presentations.

- **Change direction allowed**
  If enabled, the direction can be changed during a presentation so that you can see the remote computer.

- **Allow partner to interact**
  If enabled, the input on the remote computer can be activated during a presentation. The connected partner is then able to operate your presentation machine.

- **Use TeamViewer 5 presentation mode**
  If activated, a TeamViewer session is established identical to TeamViewer version 5. That is, the presenter establishes the TeamViewer connection, e.g. by adding a participant on the Presentation tab of the TeamViewer main window.

- **Change presentation password**
  Here you define your presentation password which henceforth applies to your presentations. The password can be changed again at any time.

- **Initiation options**

    - **Show entire screen on startup**
    Shows the entire desktop at the start of a TeamViewer presentation.

    - **Use application selection to unblock windows during session**
    Only those applications/windows which you activate during the presentation inn the application selection are transmitted (see 6.5 Operations in the Presentation Control Panel).
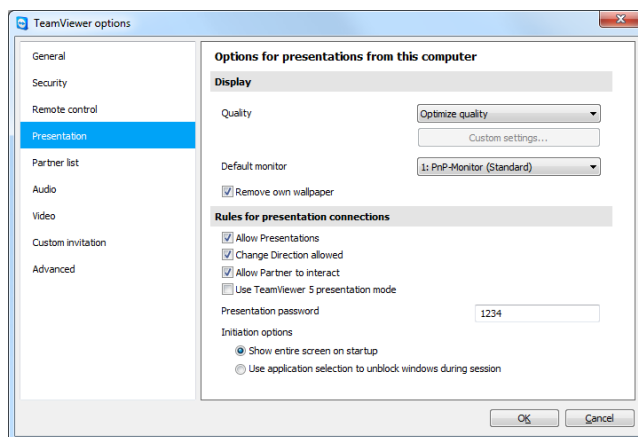
In the Presentation category, you can define all the rules for your presentation connections.

10.5 Partner List Category

You can manage your TeamViewer account in this category and make some additional settings for your partner list.

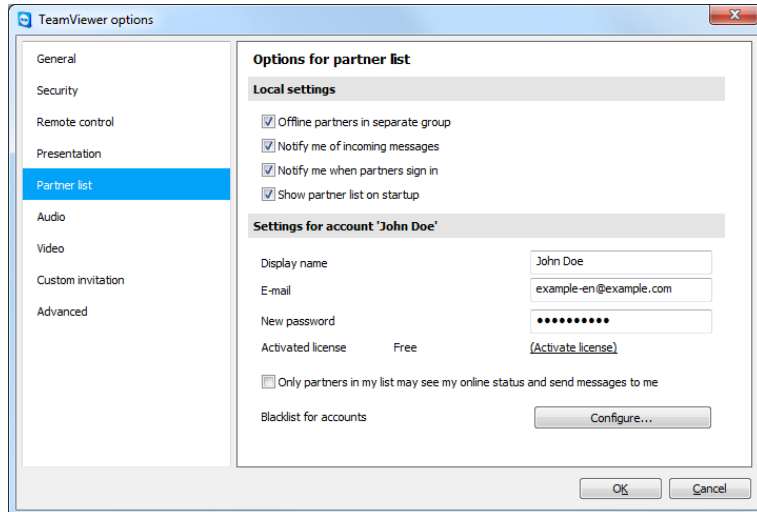**Local settings**

- **Offline partners in separate group**
  Organizes all offline partners in one group.

- **Notify me of incoming messages**
  Informs you with a short message when you have received a message from a partner.

- **Notify me when partners sign in**
  Informs you when a partner has signed in to his TeamViewer account.

- **Show partner list on startup**
  Shows the partner list besides the main screen when you start TeamViewer.

Account settings

- **Display name**
  Enter a name with which you can recognize your partners during a session.

- **E-mail**
  Edit this field to change your e-mail address.

- **New password**
  Edit this field to change the password for your TeamViewer account.

- **Activated license**
  If you have a Premium or a Corporate license, you can assign it to your TeamViewer account. To do so, please click on the link *Activate license* and enter your license key. Next, click on *Activate License.* This license applies henceforth if you are logged in, even if you are using unlicensed TeamViewer installations.

- **Only partner in my list may see my online status and send messages to me**
  If this option is activated, you are displayed as *Online* only for partners found on your list. At the same time, only those partners can send messages to you.

- **Blacklist for accounts - Configure...**
  Here you can maintain a blacklist for user names of other users. If you add a user name you will not be displayed as *Online* to this user anymore and will not receive any messages from him either.

- **Delete account** (only available in the web browser)
  Click on *Delete account* to permanently delete your TeamViewer account. You will be asked one more time if you would really like to delete your account. Please note that by deleting your TeamViewer account, your partner list will also be permanently deleted.

- **Current password** (only necessary in the web browser)
  Enter your current password to confirm your changes.

*The account management in TeamViewer provides additional options.*

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

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

10.6 Audio Category

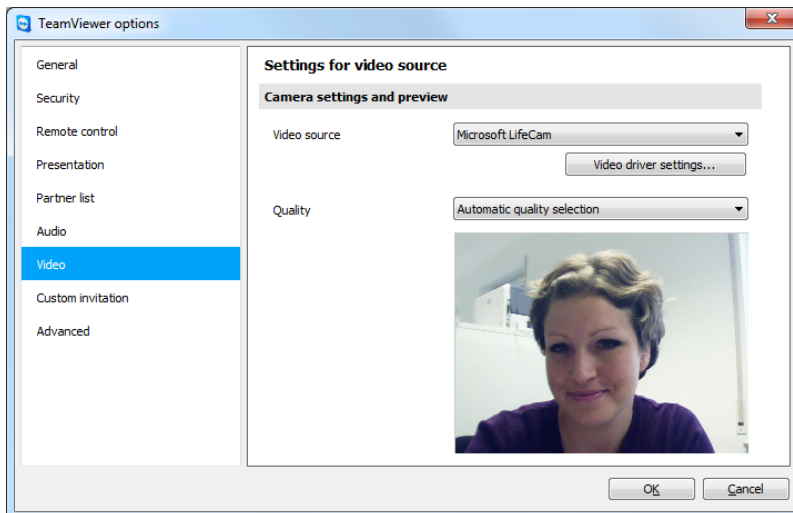In this category, you can change setting for your VoIP connections and test them.
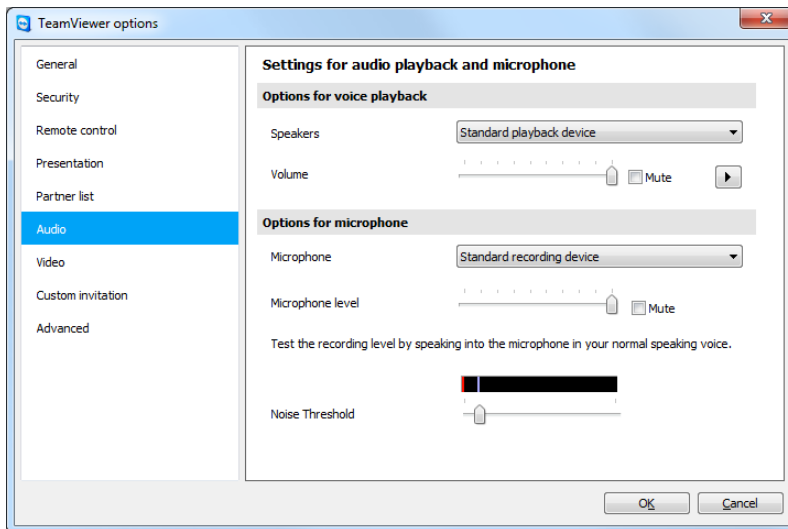
Details can be found in chapter 8.1 Audio Transmission.

10.7 Video Category

In this category, you can select a webcam and test its quality and settings. You can also perform additional settings for the video driver.


Details can be found in chapter 8.2 Video Transmission.

10.8 Custom Invitation Category

The *Custom invitation* category provides you with the possibility to invite your business partner quickly and uncomplicated by e-mail to a remote control session or presentation.

- **Template**
  Offers various texts as template.

- **Subject**
  Here you can change the subject line of your invitation e-mail.

- **Invitation message**
  Here you can set the template text of your invitation mail individually. After activating the *Test invitation* button, the invitation e-mail is being generated in your e-mail program. You can then send the e-mail directly from this application. Clicking on *Reset* restores the default mail.
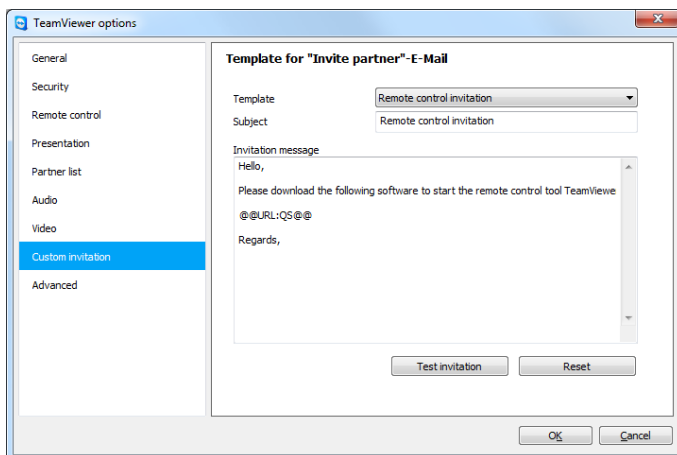
In the Custom invitation category, you can create an individual invitation e-mail.

Note: The template texts contain various placeholders. If necessary, you can always replace them with your own texts. Click on *Test invitation* to view the final text.

Note: An invitation via e-mail can be generated via TeamViewer only if an e-mail program is configured on your computer.

10.9 Advanced Category

In the *Advanced* category, you can perform advanced settings in your TeamViewer.

General advanced settings

- **Display language**
  Enables you to select the display language which will be used by TeamViewer. Next, it is necessary to restart TeamViewer.

- **QuickConnect Button**
  Configure opens the Configure QuickConnect dialog (see 10.9.1 Configure QuickConnect Dialog).

- **Clear list of blocked accounts**
  Deletes all blocked accounts with a single click.

- **Disable TeamViewer shutdown**
  Prevents the shutdown of TeamViewer.

- **Hide online status for this TeamViewer ID**
  If activated, your TeamViewer ID (computer) is not displayed as online on any partner list.

- **Accept messages from trusted accounts**
  If activated, messages from accounts with which you have had a TeamViewer connection are accepted or displayed.

- **Full access if a partner connects on a Windows logon screen**(visible only if *Start TeamViewer with Windows* has been enabled, see 10.1 General Category)If access was restricted on the *Security* tab (e.g. *Confirm all*), this can be used to grant full access if no user is currently logged in. This allows, for example, a user or administrator to work on the computer without restrictions after logging onto the computer with his windows login data.

- **Enable enhanced multi user support (for Terminal Server)**
  Must be enabled for operation on a terminal server so that all users can independently work with TeamViewer (the server as well as every user receive a separate TeamViewer ID, see 2.4 Terminal Server Operation).

Log files

- **Enable logging**
  If enabled, TeamViewer writes all errors and events into a log file.

- **Log outgoing connections**
  If enabled, TeamViewer writes information about all outgoing connections into a log file. This option has to be enabled when you are using the TeamViewer Manager.

- **Log incoming connections**
  If enabled, TeamViewer writes information about all incoming connections into a log file (Connections_incoming.txt in the program directory).

Advanced settings for connections to other computers

- **Enable black screen if partner input is deactivated.**
  If you deactivate entries by your partner, the screen is also deactivated at the remote computer.

- **Temporarily save connection passwords**
  Session passwords will be saved by default to enable the immediate resumption of the connection. After the shutdown of TeamViewer, the passwords are no longer saved. This option allows you to prevent any passwords from being saved.

- **Automatically minimize local TeamViewer panel**
  The TeamViewer control panel will be automatically minimized after use.

- **Ignore alpha blending on this computer**
  Semitransparent windows are broadcast as plain windows.

Advanced network settings:

- **Enable DirectIn Performance optimization**
  When this check box is activated, TeamViewer tries to configure the port forwarding for the ports 80 and 5938 in UPnP-compatible routers (see TeamViewer DirectIn check).

- **TeamViewer DirectIn check**
  Opens a dialog where the availability of TeamViewer is checked. The DirectIn ports 80 and 5938 do not have to be open. However, if they are open, TeamViewer can use these ports to establish even faster connections.

- **TeamViewer Server**
  Opens the *TeamViewer Server* dialog (see [10.9.2 TeamViewer Server Dialog](#)).

- **Install VPN driver**
  With the *Install VPN* button, you can install the VPN driver which is required for establishing VPN connections. The same button can be used for uninstalling the VPN driver again.

- **Install monitor driver**
  With the *Install monitor driver* button, you can install the TeamViewer monitor driver. This driver is recommended to ensure a black screen if the screen display at this computer is deactivated via TeamViewer (see 4.1.2 Operations in the Remote Control Window).

- **Enable UDP**
  TeamViewer attempts to establish fast UDP connections. You should only disable this feature when connection interruptions occur on a regular basis.

- **Do not use incoming port 80 and 443 (recommended for web servers only)**
  If enabled, it prevents TeamViewer form occupying port 80 or 443. It is useful if other services, such as web servers, require this port.

TeamViewer options

- **Access to the TeamViewer options is possible only for users with Windows administrator rights**
  Activate this option so that all TeamViewer options can be changed only by administrators.

- **Protect options with password**
  Enter a user-defined password if you want to protect your TeamViewer options.

- **Confirm password**
  Confirm the previously entered password.

- **Export options to a *.reg file**
  Exports the options from the selected categories to a *.reg file in the designated folder.

- **Import options from a *.reg file**
  Imports the stored options from the selected *.reg file.

- **Export settings for TeamViewer Portable**
  Clicking on *Export...* allows exporting the settings for TeamViewer Portable. More information on how to export the settings for TeamViewer Portable are provided in the download package.
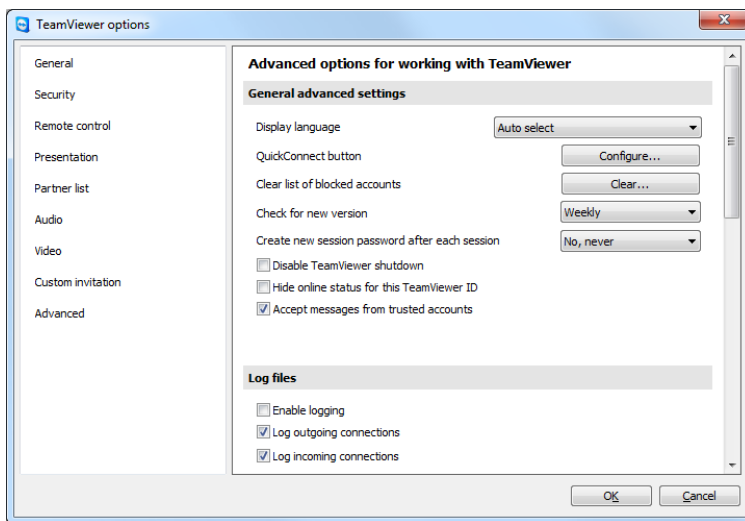
Under Advanced settings, you will find all the advanced options.

10.9.1 Configure QuickConnect Dialog

In this dialog, you can change various settings for the QuickConnect button (see 5.3 Connecting via QuickConnect).

- **Show QuickConnect button**
  Activates/deactivates the QuickConnect button in all applications

- **Deactivate for a particular application**
  Add the name of the process of an application in which you would like to remove the QuickConnect button. To reverse that setting, simply remove the name of the process from the list.

- **Change the position of the QuickConnect button**
  Changes the position of the QuickConnect button in all applications.
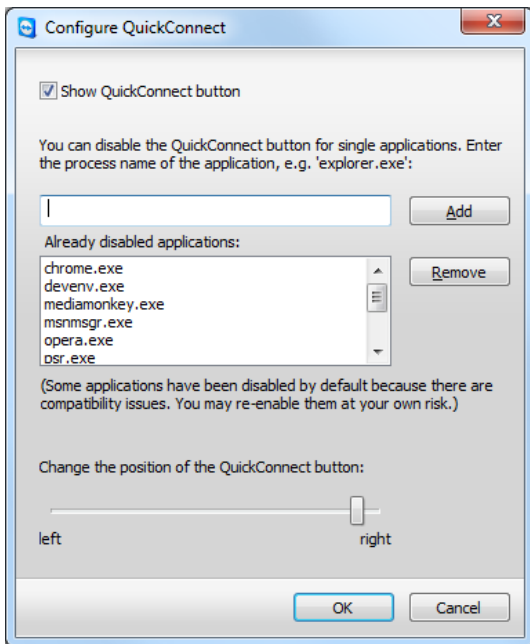
Open this dialog to configure the QuickConnect button according to your requirements

10.9.2 TeamViewer Server Dialog

In this dialog, you can define a specific server.
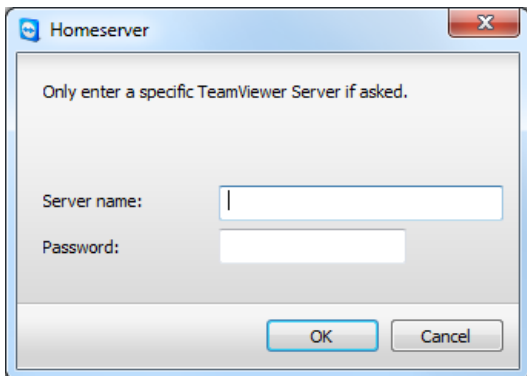
In the TeamViewer Server dialog, you can enter a fixed TeamViewer Server.

Caution: Please enter a server only if requested to do so by the TeamViewer support staff!

10.10 QuickSupport Properties

In the *QuickSupport Properties* window, you can define settings for the TeamViewer QuickSupport module.

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

Important options for working with TeamViewer

- **Enable logging**
  If enabled, TeamViewer QuickSupport writes to an event log. This log may help when searching for errors in support cases.

- **Open log files**
 Opens the folder in which the log file is stored.

Network settings

- **Configure Proxy settings...**
  See 10.1.2 Proxy Settings Dialog.

Display name

- **Your name**
  Here you can enter your display name in the text field (selectable only in the individually created QuickSupport).

For the options in the categories *Audio* and *Video*, please see chapters 8.1.2 Audio Options and 8.2.2 Video Options.
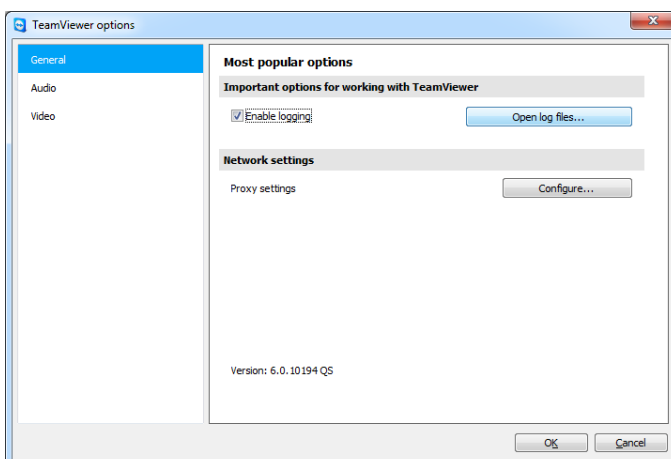
The QuickSupport options dialog

10.11 QuickJoin Properties

In the *QuickJoin Properties* window, you can define settings for the TeamViewer QuickJoin module. The setting options correspond largely to those for QuickSupport, see 10.10 QuickSupport Properties. But in this case, the display name can already be selected in the main window.