TeamViewer 7 Manual
Remote Control

Table of Contents

1 About TeamViewer

1.1 About the software

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

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

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

1.2 About the manual

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

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

Instructions are given on the assumption that the TeamViewer full version is already installed on your computer. If you need help installing the program, read <u>*section 12, page 57*</u> first.

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

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

Mac OS, iPhone and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the US and other countries. Android is a trademark of Google Inc. Windows, Microsoft and Outlook are registered trademarks of Microsoft Corporation in the US and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® 2000,

Microsoft® Windows® XP, Microsoft® Windows® Vista and Microsoft® Windows® 7 simply as "Windows." All supported Windows Operation Systems can be found on our website *http://www.teamviewer.com/en/kb/38-Which-operating-systems-are-supported.aspx*.

2 Basics

2.1 How TeamViewer works

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

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

2.2 Description of the main TeamViewer window

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

The main TeamViewer window.

2.2.1 The Remote Control tab

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

Allow Remote Control

In this area, you will find your TeamViewer ID and your temporary password. If you share this information with your partner, he or she will be able to connect to your computer.
When you click inside the **Password** field, a context menu appears, allowing you to change the temporary password or copy it to the clipboard (Windows copy & paste function). You can also enter a permanent password here.

Note: Click the **Setup unattended access…** link to configure TeamViewer to automatically start along with Windows (system service) and choose a permanent password. You will then be able to access your computer anytime via TeamViewer. This link is only visible if you have not yet set up TeamViewer as a system service (*see section 12.2, page 58*).

Control Remote Computer

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

- **Remote control:**
  Control your partner's computer or work together on a single computer.

- **File transfer:**
  Transfer files from or to your partner's computer.

- **VPN:**
  Create a virtual private network with your partner.

2.2.2 The Meeting tab

For more information on how to use TeamViewer for meetings and presentations, take a look at the *TeamViewer 7 Meeting Manual*.

2.2.3 The menu bar of the main TeamViewer window

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

Connection

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

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

Extras

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

- To access the settings (*see section 13, page 62*) click **Options**.
- To play or convert videos of recorded TeamViewer sessions (*see section 9.7, page 40*), click **Play or convert recorded session...** .
- To recommend TeamViewer to others, click **Tell-A-Friend**.

- To access the log files created by TeamViewer (especially if needed by the TeamViewer Support team for analysis purposes), click **Open log files...** .

- To activate your license key on this computer, click **Activate license** (*see section 12.4, page 60*).

Help

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

- If you need help with TeamViewer, you can access our Support website by clicking **TeamViewer web help**.

- To open up the TeamViewer website, click **TeamViewer website**.

- To provide feedback on TeamViewer, click **Feedback**.

- To check whether you have the latest version of TeamViewer, click **Check for new version**.

- To obtain information about TeamViewer and licensing, click **About**.

2.2.4   The status bar of the main TeamViewer window

The status bar is located along the bottom edge of the main TeamViewer window. It contains a **status light** indicating the status of your connection as well as a button for accessing **Computers & Contacts** (*see section 8, page 25*).

The status light has the following three positions:

- **Green**: Ready to connect. You can set up a secure connection from your TeamViewer or accept an incoming connection.

- **Yellow**: Authenticating. The authentication process for setting up a TeamViewer session has started. You or your partner must enter a password.

- **Red**: The connection was interrupted or no connection was established.

3   Establishing a connection with TeamViewer

This section describes in simple steps how to create a remote control session. The process for creating a connection for a VPN session or file transfer is the same. To learn about other options for establishing a connection and other functions, see *section 7, page 23 / section 8, page 25 / section 10, page 42*.

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

1. Start TeamViewer.
2. Click the **Remote Control** tab.
3. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport (*see section 11.2, Page 49*).
4. Ask your partner for his/her TeamViewer ID and password.
5. Enter your partner's ID in the **Partner ID** combo box.
6. Click the **Remote control** option button.
7. Click the **Connect to partner** button.
   → The **TeamViewer Authentication** dialog box will open.
8. Enter the password of the remote computer.
9. Click **Log On**.
10. You are now connected to your partner's computer.

4   The Remote Control connection mode

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

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

Once you start a remote control session (as described in _section_ 3_, page 10_), the **Remote Control window** will appear.
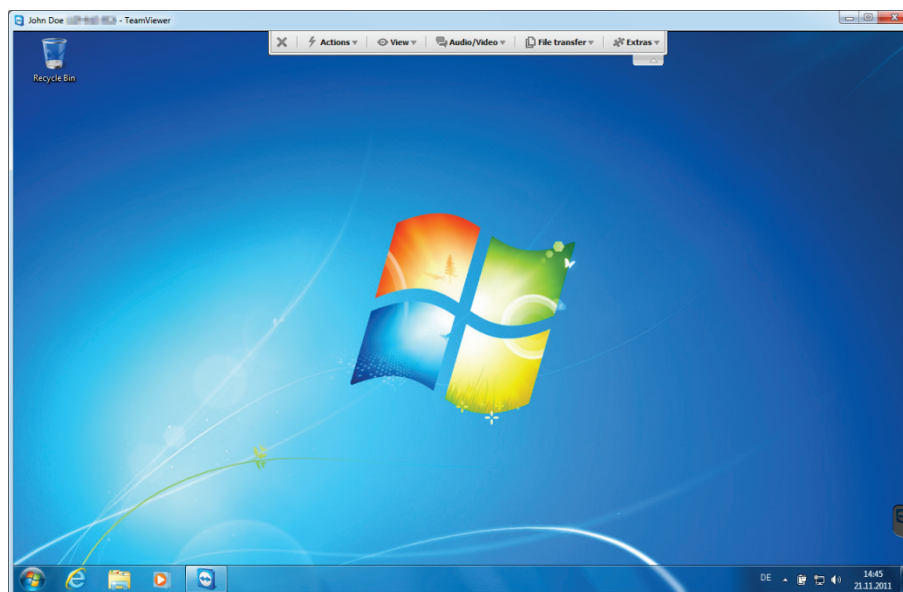
The TeamViewer remote control window.

4.1   Remote Control window options

Your partner's name and/or ID is displayed in the title bar of the window. Below that, you will see a toolbar with menu buttons for the following possibilities:

✕ Close

Closes the current connection.

⚡ Actions

Action	Description
Switch sides with partner	Switches the direction of the remote control session, allowing your partner to control your computer.
Ctrl+Alt+Del	Sends the CTRL+ALT+DEL key combination to the remote computer.
Lock Computer	Locks the remote computer. You can now switch Windows user accounts or log back into the same Windows session.
Remote reboot	**Log off**: Logs the current Windows user account off at the remote computer. You can now log back into any Windows user account. **Reboot:** Restarts the remote computer. **Note:** As soon as the remote computer has been restarted, a dialog box will be automatically displayed. You can then re-establish the TeamViewer connection. **Reboot in safemode**: Restarts the remote computer in safe mode with network drivers.
Send key combinations	Transmits key combinations (such as ALT+TAB) directly to the remote computer and does not execute the command locally (keyboard shortcut: SCROLL).
Disable remote input	Prevents mouse and keyboard input on the remote computer. **Note**: Press CTRL+ALT+DEL on the remote computer to undo this action.
Show black screen	Switches the monitor of the remote computer to a black screen. **Note**: Press CTRL+ALT+DEL on the remote computer to undo this action. **Note**: To guarantee a black screen, you can install a driver once. If you disable the display on the remote computer, the **Show black screen** dialog box will appear. To install the driver, click the **Continue** button.

👁

View

Action	Description
Quality	**Auto select:** Optimizes the display quality and transmission speed based on the available bandwidth.
	Optimize speed: Optimizes the connection speed by reducing the display quality.
	Optimize quality: Optimizes the display quality by reducing the connection speed.
	Custom settings: Optimizes the display quality and transmission speed based on your custom settings.
	Edit custom settings...: Opens the **Custom settings** dialog box (*see section 13.3, page 66*).
Scaling	**Original:** Transmits the screen at the remote computer's set resolution. If the remote screen has a higher resolution than yours, you can use the scrollbars to navigate the screen.
	Scaled: Transmits the remote screen at a smaller size if it has a higher resolution than the local screen.
	Full screen: Shows the remote screen on the local computer in full screen mode. If the remote computer's screen has a lower resolution than the local computer's screen and you selected the **Scaled** option, the screen will be enlarged accordingly.
Active monitor	**Show all monitors:** Shows all monitor screens at the same time in a single window if your partner is using multiple monitors.
	Show monitor X: Shows you your partner's available monitors. If you activate the **Pop out monitors as individual windows** option, the corresponding monitor is displayed in a separate session window.
Screen Resolution	Changes the screen resolution on the remote computer. A lower resolution on the remote computer can improve performance since less data needs to be transmitted.
Select single window	Shows only one specific window from your partner's screen. To do so, click the crosshair inside the window you wish to view.
Show whole desktop	Shows the entire screen of the remote computer.
Refresh	Forces a screen refresh whenever the automatic refresh function does not work.
Remove wallpaper	Hides the wallpaper on the remote computer. This may increase your connection speed.
Show remote cursor	Shows your partner's mouse pointer. If activated, you will see whenever the mouse pointer on the remote computer is moved.

Audio/Video

For details regarding audio/video functions see *section 9, page 37*.

Action	Description
Voice over IP	Opens a widget for voice transmission**.**
My Video	Opens a widget for webcam transmission.
Chat	Opens a widget for text based communicating with your partner.
Conference call	Opens a widget for starting or taking part in a conference call.

File transfer

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

Action	Description
File transfer	Opens the **File transfer** window, which allows files to be transferred between the local and the remote computer (*see section* 5*, page 18*).
File box	Opens a widget that lets you share files with your partner in a remote control session (*see section 9.6, page 40*).

Extras

Action	Description
Take screenshot...	Saves the currently displayed contents of the remote control window as a screenshot. To do so, click **Take screenshot…**. In the opened dialog box, you will have the option to save the screenshot or copy it to the clipboard.
Record	Records the current remote control session as a video (*see section 9.7, page 40*). The following options are available: − **Start**: Starts the recording. − **Pause**: Pauses the recording. − **Stop**: Ends the recording.

Action	Description
VPN	Creates a virtual private network between the connected computers.
	This option is only available if both computers have already installed the TeamViewer VPN driver. For more information about TeamViewer VPN, see *section 6, page 21*.
	The following options are available:
	− **Start**: Starts the VPN connection.
	− **Stop**: Ends the VPN connection.
	− **Status…**: Opens a status window showing i. e. the IP addresses of the VPN.
Remote update	Starts checking for a more recent version of TeamViewer on the remote computer and installs an update if necessary (*see section 10.2, page 46*).
Remote System Info...	Opens the remote computer's **System information** dialog box (*see section 10.3, page 46*).
Connection Info...	Opens the **Connection info** dialog box (*see section 0, page 47*).

Next monitor

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

Ctrl+Alt+Del

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

4.2   Remote computer options in the TeamViewer Panel

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

The TeamViewer Panel itself has the following properties:

- It can be placed anywhere on the screen. As a result, important parts of the screen are not being hidden.
- Individual widgets can be detached from the panel. Drag the widgets from the panel and adjust the size and position individually.
- The panel can be minimized to the edge of the screen using the ⟩ icon on the left side of the panel.
- With the ⤢ icon at the left side of the panel, the local computer can display the remote control window in full-screen mode.

The remote control TeamViewer Panel.

Note: The same window appears on your screen whenever you start a multimedia function (*see section 9, page 37*).

Menu bar options

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

Function	Description
Close all connections	Closes all active remote control sessions.
Video	Opens the **My video** widget (*see section 9.3, page 38*).
Conference call	Opens the **Conference call** widget (*see section 9.5 page 39*).
Voice over IP	Opens the **Voice over IP** widget (*see section 9.2, page 37*).
Chat	Opens the **Chat** widget (*see section 9.4, page 39*).

Function	Description
File box	Opens the **File box** widget (*see section 9.6, page 40*).
Functions	You can access the **Session list** widget within this icon's context menu (*see section 9.1, page 37*).

5 The File Transfer connection mode

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

5.1 Options in File Transfer connection mode

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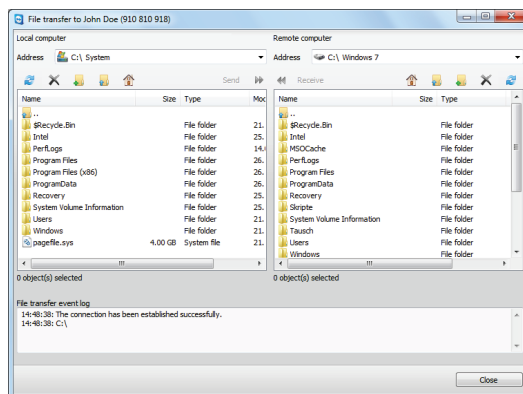
The **File transfer** window lets you send and receive files to and from the remote computer.

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

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

5.1.2 File transfer window options

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

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

Icon	Description
✕	**Delete selected object(s)** (shortcut: DEL): Deletes the selected files and folders. This action cannot be undone. **Attention**: Deleted files cannot be restored from the Recycle Bin; they are permanently deleted.
	Create a new folder: Creates a new folder in the selected directory.
	Browse to parent folder (shortcut: BACKSPACE): Switches to the parent folder of the current folder.
	Browse to drives (shortcut: CTRL+BACKSPACE): Shows the mapped drives in Windows. You can also access special Windows folders here, such as **My Files** and **Desktop**.
	Send (keyboard shortcut: F11): Sends the selected files and folders to the remote computer.
	Receive (keyboard shortcut: F11): Loads the selected files and folders onto the local computer.
	Rename: To change the name of a file or folder, click on an already selected object. → The name becomes editable.

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

5.1.3   Description of the event log window

On your partner's side, all operations are logged in the **File Transfer Eventlog** dialog box.
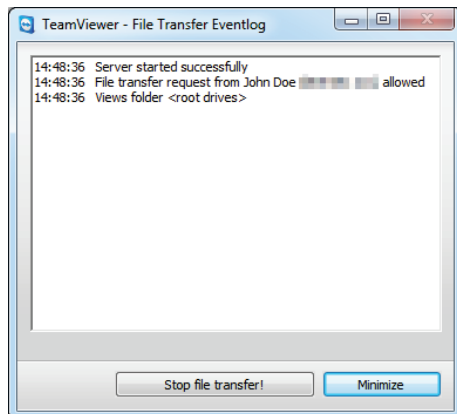
The dialog box shows the status of the file transfer, which files are being transferred, where the files will be saved and the current directory.

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

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

The **File Transfer Eventlog** dialog box.

5.2   Transferring files using drag and drop

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

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

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

1. Connect to the remote computer as described under _section_ 3_, page 10_.

2. Select the file that you wish to transfer.

3. Drag the file from your local screen to the Remote Control window.

    → A dialog box will open and the file is transferred to the remote computer.

    → Once the file transfer is complete, the dialog box closes.

4. The file has now been transferred.

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

6 The VPN connection mode

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

6.1 Sample uses of TeamViewer VPN

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

6.2 Requirements for using TeamViewer VPN

TeamViewer must be installed with the option **Use TeamViewer VPN** on both sides (*see section 12.1, page 57*). That means that the TeamViewer VPN driver must be installed on both computers. The VPN driver can also be installed at a later time (*see section 13.9, page 73*). Uninstalling or reinstalling TeamViewer itself is not necessary.

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

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

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

6.3   VPN dialog box options
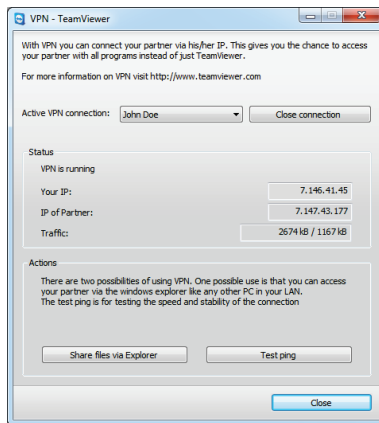
The **VPN-TeamViewer** dialog box.

Once you are connected to the remote computer via VPN as described in *section 3, page 10*, the **VPN-TeamViewer** dialog box will open up.

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

−   In the case of multiple simultaneous VPN connections, you can select the required connection from the **Active VPN Connection** drop-down list . The details and available actions for this connection are displayed in the dialog box.

−   Click the **Close connection** button to close the selected connection.

−   The **Status** area shows the assigned VPN IP addresses of both computers. Once assigned, the VPN IP address will stay the same. The amount of data transmitted is also shown.

−   The **Share files via Explorer** button opens Windows Explorer, giving you access to the remote file system. If folders on the remote computer are shared via the local network, you will be able to access them and delete, copy or move files as needed. Please note that you may need to authenticate yourself on the remote computer.

−   The **Test ping** button sends a ping signal to the remote computer. This lets you check whether a connection has been established successfully.

7 Other connection options

7.1 Establishing a LAN connection using the IP address

7.1.1 Connecting via the network by activating LAN connections

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

To accept incoming LAN connections, follow these steps:

1. In the main menu, click **Extras | Options**.
2. Select the category **General**.
3. In the **Connection in local network (via IP address)** area, under **Incoming LAN connections** select the **accept** option.

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

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

To connect to a partner via his/her IP address, follow the instructions in _section_ 3_, page 10_ but instead of the **Partner ID** enter the **IP address** of the remote computer. If the network uses DNS resolution, you can connect in the same way using the computer's name instead.

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

7.2 Authenticating on the Remote Computer using a Windows user account
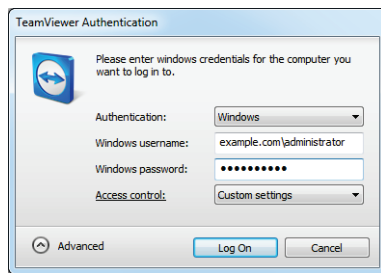
The Advanced Authentication dialog box.

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

Windows authentication can be used for all connection modes.

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

1. Start TeamViewer.

2. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport (*see section 11.2, page 49*).

3. Ask your partner for his/her TeamViewer ID.

4. In the **Remote control** tab, in the **Control Remote Computer** area, select the **Remote control** option button.

5. Enter your partner's ID in the **Partner ID** field.

6. Click the **Connect to partner** button.
   → The **TeamViewer Authentication** dialog box will open.

7. Click ⌄**Advanced**.
   → The dialog box displays the advanced settings.

8. Select **Windows** from the **Authentication** drop-down list.

9. Enter the **Windows username** and **Windows password** for a Windows user account on the remote computer in the corresponding fields.

10. Click **Log On**.

11. You are now connected to your partner's computer.

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

Note: In TeamViewer Host as well as in the TeamViewer full version, this functionality must first be activated in the remote computer's options under the **Security** category (*see section 13.2, page 64*).

Important: Always be sure to use a strong password for logging into Windows. To check your TeamViewer password strength, see *section 13.2, page 64*.

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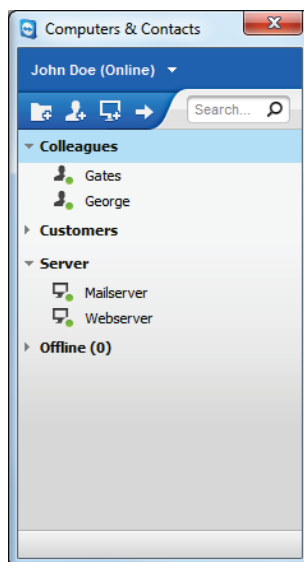
Computers & Contacts shows you at a glance which computers and contacts are online.

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

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

Computers & Contacts offers the following advantages:

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

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

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

8.1 The TeamViewer account

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

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

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

8.1.1 Creating a TeamViewer account

To create a TeamViewer account, follow these steps:

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

If you want to make any changes later on, such as to your e-mail address or password, use the Account Management options. There you can also link your Premium or Corporate License to your account (*see section 13.5, page 68*).
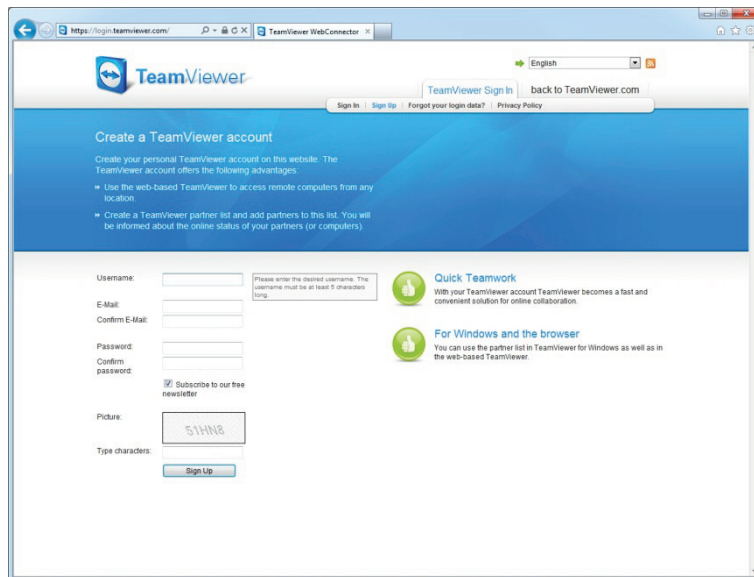
Creating a TeamViewer account via the website.

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

8.1.2   Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in TeamViewer options (*see section 13.5, page 68)*.

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

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

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

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

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

1. In the main TeamViewer window, click the **Computers & Contacts** » button on the status bar.
    → The **Computers & Contacts** window will open.
2. Enter your account information in the **Username** and **Password** fields.
3. Click **Sign In**.
4. You are now logged in and your Computers & Contacts appear.
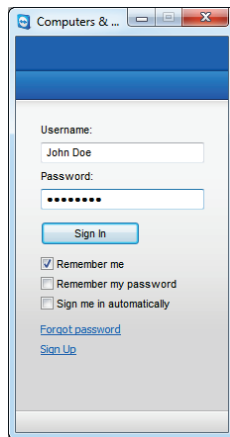
You can log into your account from any TeamViewer.

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

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

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

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

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

8.2 Computers & Contacts options

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

Action	Description
Add Group	Creates a new group. You can use groups to group your computers and contacts by any criteria (clients, colleagues, friends, etc.) For more information, see *Section 8.2.2, page 30*.
Add contact	Creates a new contact. For more information, see *Section 8.2.3, page 30*.
Add Computer	Creates a new computer. For more information, see *Section 8.2.3, page 30*.

Action	Description
Remote control (using password)	Directly sets up a remote control session with the selected computer/contact.
Search	Starts searching your Computers & Contacts list (by group name, account name or ID) as soon as you enter something into the search field.

Account menu bar	In the top section of Computers & Contacts, click on your display name. A drop-down list appears, letting you select your availability status. Your current status is also graphically displayed in the TeamViewer tray icon.
	
	You have the choice between
	
	  – *Online*
	  – *Busy*
	  – *Away*
	  – *Show as offline*
	
	Note: If you are inactive for more than five minutes, your availability status will automatically be set to **Away**.
	
	In addition, you can call up the account management in TeamViewer via the **Edit profile...** menu item (*see section13.5, page 68*). Furthermore, you can expand or collapse all groups with the option **Expand groups** or **Collapse groups** as well as log off from your account with **Log off**.

8.2.1 Online status of computers/contacts

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

8.2.2   Adding groups

To create a new group, follow these steps:

1. Click the   **Add Group** button.
   → The **Add Group** dialog box will open.

2. In the **Group name** field, enter the name of the new group.

3. Click the **OK** button.

4. A new group is created and appears in Computers & Contacts.

Note: Computers and contacts that are not currently online are listed in a separate "Offline" group by default. To learn how to deactivate this option, see *section 13.9, page 73*.

8.2.3   Adding computers/contacts

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

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

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

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

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

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

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

1. Select the group to which you wish to add a new computer/contact.

2. Click the   **Add Computer** or   **Add contact** button.
   → The **Add computer/contact** dialog box will open.

3. Configure the settings as desired.

4. Click the **OK** button.

5. A new computer/contact is created and appears in your list.

The Add computer/contact dialog box

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

The following settings can be configured:

Setting	Description
TeamViewer ID or Account	In this field, enter the TeamViewer ID or the account name of the contact that you wish to add to Computers & Contacts.
Password (for TeamViewer ID only)	If you are adding a TeamViewer ID to Computers & Contacts, you can enter the remote computer's permanent password in this field.
Alias	Enter a display name for the added computer/contact in this field.
Group	Select the group that you wish to add your computer/contact to from the drop-down list.
Notes	Enter any additional information about the computer/contact.
Advanced	Click this button to create parameters for connecting to the computer/contact.

Advanced Properties

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

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

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

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

1. Log into Computers & Contacts using your TeamViewer account (*see section 8.1.3, page 27*).
2. Right-click the desired computer, contact or group.
3. Select **Properties** from the context menu.
   → The **Properties** dialog box will open.
4. In the dialog box, click **Advanced**.
5. Enter the desired **parameters**.
6. Click the **OK** button.
7. You have now created parameters for establishing a connection to the selected computer, contact or group.

The following parameters can be defined:

Parameter	Description	Possible values
Allow contact to prompt me for connections (for TeamViewer accounts only)	If activated (by default), this contact can send you a request to establish a connection without entering a password. If you confirm the request, your contact will be connected to you directly.	− activated − deactivated
Remote resolution	From the drop-down list, select the desired resolution on the remote computer upon connecting.	− Inherited − Don't change − Best fit
Scaling	From the drop-down list, select how you would like the remote computer's screen to look upon connecting.	− Inherited − Best fit (scaled) − 100% (original)
Fullscreen	From the drop-down list, select whether you would like the remote computer's screen to appear in full screen mode upon connecting.	− Inherited − Windowed − Full screen
Quality	From the drop-down list, select the desired display quality upon connecting.	− Inherited − Automatic − Optimize speed − Optimize quality − Custom
Initial monitor	From the drop-down list, select the monitor to be transmitted first upon connecting.	− Inherited − Primary monitor − All monitors − Monitor X
Authentication mode	From the drop-down list, select how you would like to log onto the remote computer upon connecting.	− Inherited − TeamViewer authentication − Windows authentication
Remote input	From the drop-down list, select whether you wish to allow the remote partner to control the computer and see his/her screen upon connecting.	− Inherited − Enable remote input − Disable remote input − Disable remote input and show black screen

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

This setting only applies if one of your computer/contact wants to establish a remote control connection to you.

If you check the **Allow contact to prompt me for connections** box in the properties of a contact, the contact will be able to connect without the need to enter your password. Instead, TeamViewer will send you a direct connection request. You may accept or decline the request.

To grant quick access (by sending a connection request) to a contact, follow these steps:

1. Select the contact in Computers & Contacts.
2. From the context menu (right-click), select **Properties**.
   → The **Properties** dialog box will open.
3. Click the **Advanced** button.
4. Check the **Allow contact to prompt me for connections** box in the advanced options of the dialog box.
5. Click the **OK** button.
6. Your contact can now send you a connection request.

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

1. Select the contact in Computers & Contacts.
2. From the context menu (right-click), select **Remote control (prompt for confirmation)** or **Presentation (prompt for confirmation)**.
   → A dialog box containing the request will pop up on your contact's computer. You partner can confirm access by clicking **Allow**.
3. The connection will then be established.
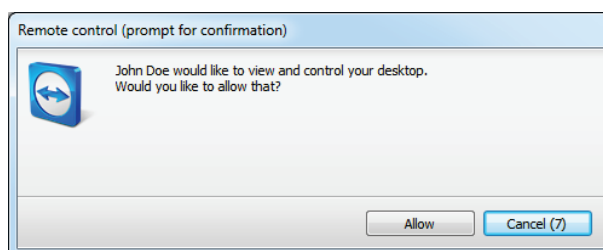
Note: You can also use this connection type to establish a connection to computers. In this case this function does not have to be activated.

8.2.5 The computer or contact context menu

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

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

The context menu offers the following functions:

- **Send message:** Opens the Chat dialog box (*see section 8.2.6, page 34*).

- **Remote control (prompt for confirmation), Presentation (prompt for confirmation):** Starts a connection to your contact with no password prompt, available if your contact has granted you to send a connection request (*see section 8.2.3, page 30*).

- **Remote control (using password), File Transfer, VPN:** Establishes the corresponding connection with the computer/contact.

- **Delete:** Permanently deletes the computer/contact.

- **Rename:** Lets you assign a new display name to the computer/contact.

- **Properties:** Opens the **Properties** dialog box. This dialog box offers the same functions as the **Add computer/contact** dialog box (*see section 8.2.3, page 30*).

8.2.6 Chatting via Computers & Contacts

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

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

1. Open the **context menu** of the desired computer or contact (right-click the computer/contact).

2. Select the **Send message** option.
   → The **Chat** dialog box will open.

3. Type your message in the **input field** at the bottom.

4. Click the **Send** button or confirm by pressing the RETURN key on your keyboard.
   → Your message appears in the top section and is sent to your computer/contact.

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

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

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

1. Start a chat as described above.

2. In the Chat menu, click **Invite** (only available after a chat message has been sent).

3. Select the desired computer/contact. You can also change the default invitation text.

4. Click the **OK** button to send the invitation.

5. Your computer/contact has now been invited to the chat.
   → The selected computer/contact receives the invitation. If the invitation is accepted, he/she will appear as a participant in the current chat dialog box and can join the conversation.
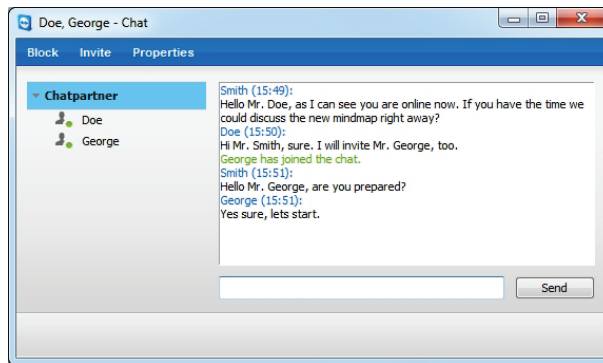
If you are connected with more than one chat partner, they will be displayed in the left part of the window.

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

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

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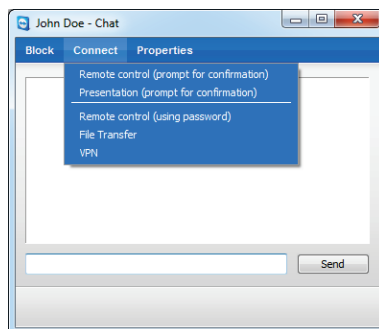
From within the chat window, you can execute the following options by clicking on the menu item:

Chat window from which TeamViewer connections can be started.

Menu	Description
Block/Unblock	Click the option to block your partner. Click the option again to undo the blocking.
Invite	Click the option to invite additional contacts to the chat.
Connecting	Click the option to execute the following functions: – Remote control (prompt for confirmation) – Presentation (prompt for confirmation) – Remote control (using password) – File Transfer – VPN
Add computer or contact	Click the button to add the initiating chat partner to your Computers & Contacts list (if it does not already exist).

Menu	Description
Properties	Click the option to open the partner properties.

8.2.7   Pre-chat via individual TeamViewer QuickSupport
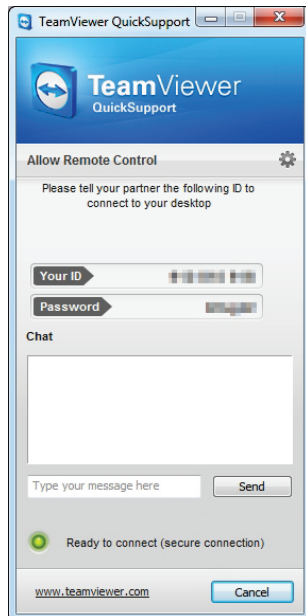
The QuickSupport customized module with chat window.

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

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

To learn how to activate this function, see *section 11.10.1, page 53*.

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

9 Multimedia functions

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

9.1 Options within the Session list

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

Function	Description
▯ **Switch sides with partner**	Switches the direction of the remote control session, allowing your partner to control your computer (available only if the initiator of the connection has already changed directions once.)
▸ **Enable remote input**	Allows or prohibits keyboard and mouse input on the remote computer.
▾ **Additional options**	Here you can view detailed **connection information** (*see section 10.4, page 47*) or **close the connection**. You can also open the Chat widget by selecting **Send chat message...** .

9.2 Talking to your partner via Voice over IP

9.2.1 How to start transmitting audio to your partner

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

To transmit audio to your partner, follow these steps:

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

→ The Voice over IP widget will open.
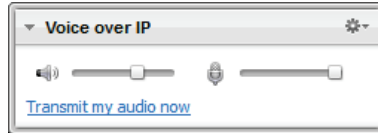
2. Set the desired volume for your speakers and microphone.

3. Click the **Transmit my audio now** link to start transmitting audio.

4. To end the transmission, click the **Stop audio transmission** link.

9.2.2 Audio Options

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

→ The Audio Options menu will open (*see section 13.6, page 70*).

9.3 Transmitting webcam video to your partner

9.3.1 How to start transmitting video to your partner

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

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

To transmit video to your partner, follow these steps:

1. In the Remote Control window, click **Audio/Video | My video** during a session.
   → The Webcam widget will open.
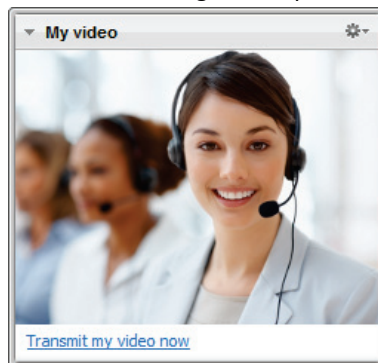
2. Click the **Transmit my video now** link to start transmitting video.

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

9.3.2 Video Options

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

→ The Video Options menu will open (*see section 13.7, page 71*).

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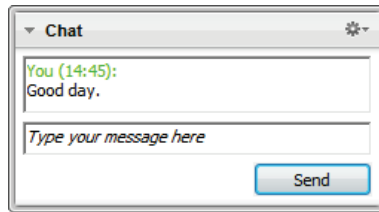
The Chat widget lets you communicate with your partner via text during an active session.

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

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

The widget functions just like an instant messaging program.

The **Chat** widget.

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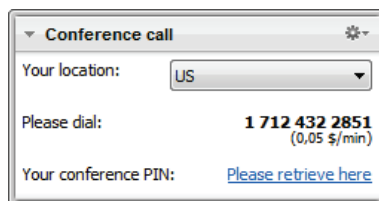
If your participant does not have a headset at his/her disposal, you can set up a conference call instead of using VoIP.

The **Conference call** widget.

To start a conference call, follow these steps:

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

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

9.6   Sharing files during a TeamViewer session
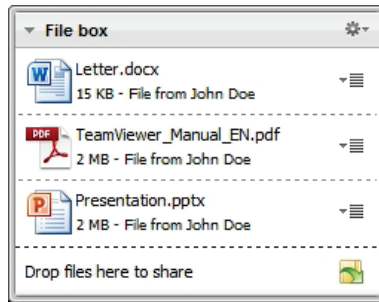
The **File box** widget.

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

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

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

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

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

9.7   Recording a TeamViewer session

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

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

To record your session, follow these steps:

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

To play a recorded session, follow these steps:

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

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

Convert a recorded TeamViewer session to AVI

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

To convert a recorded session, follow these steps:

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

10 Miscellaneous functions

10.1 Access rights – limiting the actions in a TeamViewer session

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

10.1.1 The Access Control function

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

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

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

- **to other computers** (i.e., you connecting to a remote computer):
  The outgoing access control lets you restrict your possibilities when establishing a connection. This case is described explicitly below.

You can set the default access mode for current sessions under **Extras | Options** in the **Advanced** category (_see section 13.9, page 73_) or selecting a mode other than the default mode when setting up a connection.

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

> **Note**: To learn how to control access during an incoming connection, see _section 13.9, page 73_.

For outgoing connections, TeamViewer offers the following access modes:

- **Full Access:** You can control the remote computer without confirmation from your partner.
- **Confirm all:** Your partner has to approve all TeamViewer actions. So for instance, you can only view the partner's desktop upon his/her confirmation and only take over control of the remote desktop after additional confirmation.

- **View and show:** You can see the remote computer upon confirmation by your partner and move the mouse pointer on the remote computer. However, remote control is not possible in this mode.
- **Custom settings:** This mode can be customized individually (*see section 10.1.2, page 43*).
- **Deny outgoing remote control sessions:** You cannot establish outgoing remote control connections from your computer.

Use cases for the Access Control:

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

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

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

1. Perform steps 1-5 from *section 3, page 10*.

2. In the authentication dialog box, click the [v] **Advanced** icon.
   → The authentication dialog box expands and additional options are displayed.

3. Select your desired access control mode for this connection from the **Access control** drop-down list.

4. Click **Log On**.

5. You have established a connection.
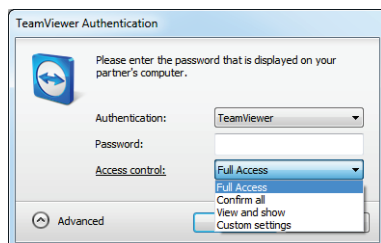
In the authentication dialog box, select the access mode for the current session.
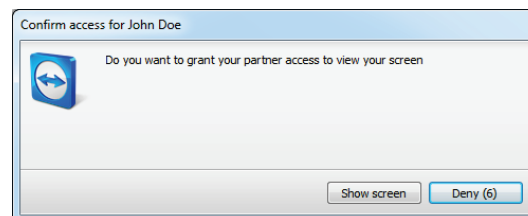
In the **Confirm all** mode, you can only perform actions that are confirmed by your partner.

Note: In case you do not select an access control option when setting up a connection, the default settings from the TeamViewer options (*see section 13.9, page 73*) will be used.

10.1.2 Access Control mode options in detail

Each access mode listed in *section 10.1.1, page 42* features a particular combination of settings. This section explains the configured settings for each mode.

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

1. Select your access mode as described in *section 10.1.1, page 42*.

2. In the **TeamViewer Authentication** dialog box, click the **Access control** link.
   → The **Access Control Details** dialog box will open.
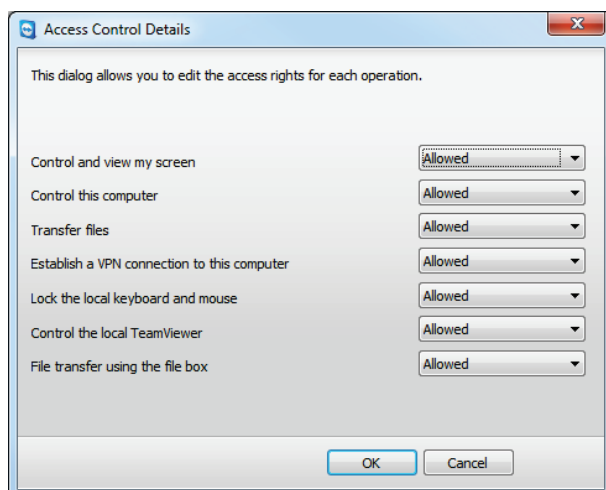
The **Access Control Details** dialog box shows the specific effects of the selected mode.

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

Overview of access mode settings

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

The following settings are governed by access controls:

Setting	Description	Possible values
Connect and view remote screens	Governs whether the remote screen in a remote control session can be viewed immediately or only upon request and confirmation.	− Allowed − After confirmation − Denied
Control remote computers	Governs whether the computer can be controlled remotely.	− Allowed − After confirmation − Denied
Transfer files	Governs whether file transfer is generally allowed.	− Allowed − After confirmation − Denied
Establish VPN connections	Governs whether you have permission to set up a VPN connection.	− Allowed − After confirmation − Denied
Lock the remote keyboard and mouse	Governs whether you can block input on the remote computer.	− Allowed − After confirmation − Denied − On every session start

Setting	Description	Possible values
Control the remote TeamViewer	Governs whether you can control the remote TeamViewer, e.g. change the TeamViewer configuration.	− Allowed − Upon confirmation − Denied
File transfer using the file box	Governs whether files may be shared via the File box widget.	− Allowed − Denied

Dependence between access mode and security settings

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

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

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

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

Use case:

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

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

Note: A dialog box will inform you of any resulting differences in access rights.
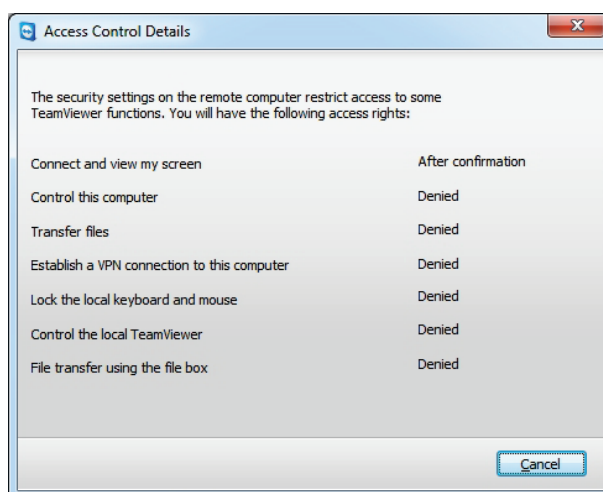
After the connection is set up, a dialog box is displayed showing any differences between the outgoing access controls on the local computer and the incoming access controls on the remote computer.

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

10.2   Updating TeamViewer on the remote computer

Note: To use this function, TeamViewer on your partner's computer must be configured to start automatically along with Windows (system service) (*see section 12.2, page 58*).

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

To run a remote update, follow these steps:

1. Start a Remote Control session (*see section* 3*, page 10*).

2. In the Remote Control window, click **Extras | Remote update** during a session.
    →   The **TeamViewer Update** dialog box will open on the remote computer.

3. Follow the instructions in the dialog box.

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

10.3   View information about the remote computer

This function displays system information about the remote computer.

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

The following information is displayed:

−   Computer name
−   User name
−   Domain
−   Boot time
−   Processor
−   Physical memory
−   Name
−   Version
−   Service pack
−   Devices
−   Network card
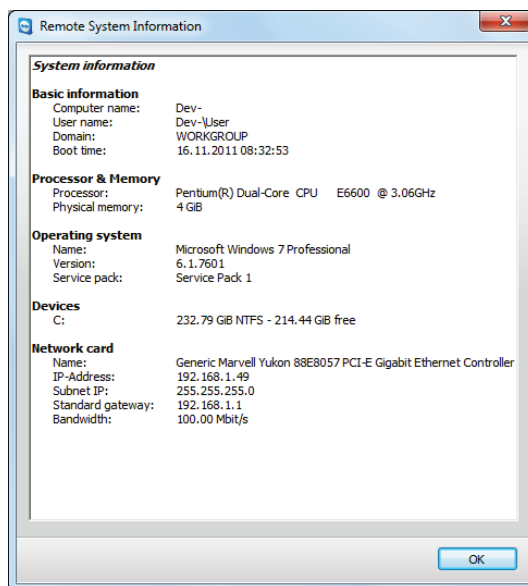
The **Remote System Information** dialog box (the entire text can be selected and copied to the clipboard).

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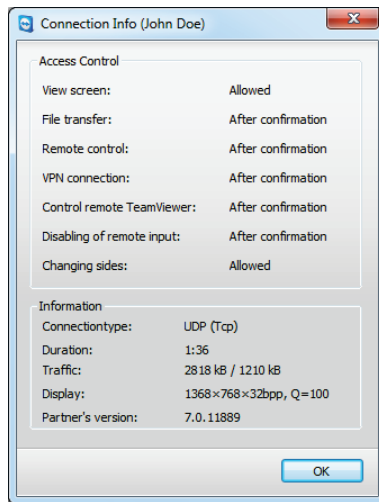
The **Connection Info** dialog box
displays information about the current
session.

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

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

The following information is displayed:

Access Control

‒   In the **Access Control** area, the access control settings in
    effect for the current connection are displayed (*see
    section 10.1, page 42*).

Information

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

10.5   Information about the use of your licenses
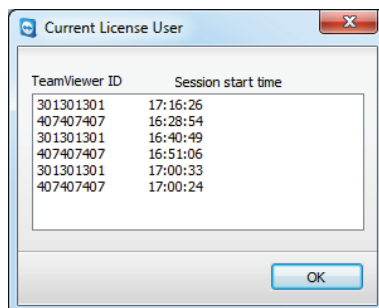
This dialog box shows which IDs
are currently in a session.

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

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

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

11 TeamViewer modules

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

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

11.1 The TeamViewer full version

The main window of the TeamViewer full version.

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

This module is described in detail in *section 2.2, page 7*.

11.2 The TeamViewer QuickSupport module
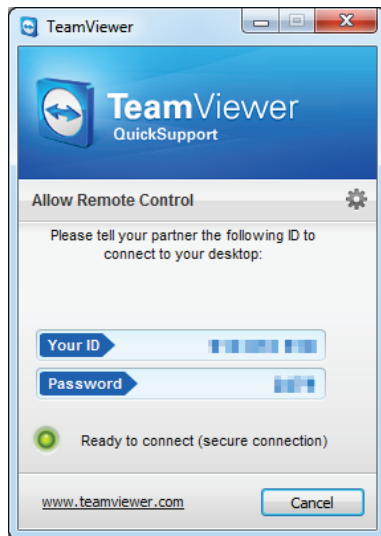
The main QuickSupport window.

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

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

You can create your own TeamViewer QuickSupport module with your own welcome text and company logo as well as other useful functions on our website (*see section 11.10.1, page 53*).

11.2.1 QuickSupport module options

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

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

Important options for working with TeamViewer

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

Network settings

- **Configure proxy settings...:** see *section 13.1, page 62*.

The options under the **Audio conferencing** and **Video** categories are explained in *sections 13.6, page 70 and 13.7, page 71*.
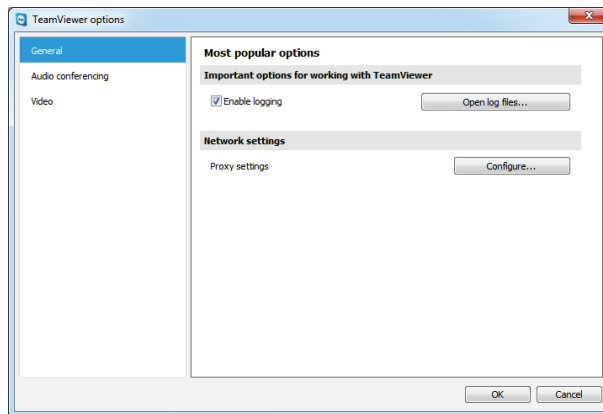
The QuickSupport **Settings** dialog box.

11.3 The TeamViewer QuickJoin module

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

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

For more information on how to use this module as well as on meetings and presentations, see the *TeamViewer 7 Meeting Manual*.

11.4 The TeamViewer Host module

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

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

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

On our website, you can customize the appearance of TeamViewer Host based on your needs by adding your own logo, text and user-defined colors (*see section 11.10, page 52*).

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

11.5 TeamViewer Portable

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

11.6 The TeamViewer Manager

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

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

11.7 The TeamViewer MSI Package

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

11.8 TeamViewer Web Connector

Note: To be able to use this module you need a TeamViewer account (*see section 8.1, page 26*).

The TeamViewer Web Connector is a browser-based module that helps you establish a connection to your partner.

The TeamViewer Web Connector is especially suitable for remote control sessions from any computer to a partner.

No other module is needed besides a web browser.

To connect with a partner via Web Connector, follow these steps:

1. Go to the following website in your web browser: *https://login.teamviewer.com*.
2. Enter your TeamViewer account information in the **Username** and **Password** fields.
3. Click **Sign In**.
   → The user interface of the Web Connector is loaded. Your Computers & Contacts list appears on the left hand side.
4. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
5. Ask your partner for his/her TeamViewer ID.
6. In the **Establish quick connection** area, enter your partner's ID in the **TeamViewer ID** field.
7. Enter your partner's password in the **Password** field.
8. Click **Connect**.
   → The connection window appears on the right half of the screen.
9. You are now connected and can control your partner's computer.
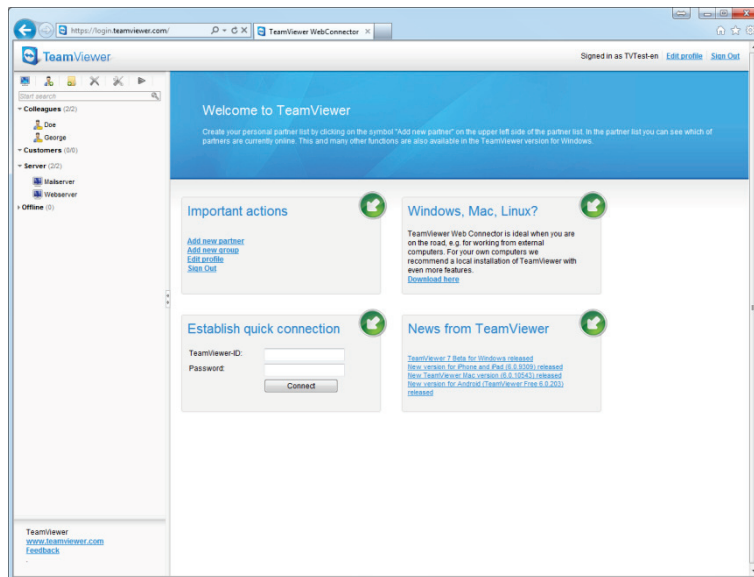
The Web Connector is started directly from your browser and is instantly ready to establish connections.

Note: In order to use Web Connector, Adobe Flash Version 10 or higher must be installed in your browser.

Note: Only remote control mode is available in Web Connector. Advanced functions are available with the TeamViewer full version.

11.9 TeamViewer on mobile devices (Android, iOS)

TeamViewer is also available for mobile devices.

You can start remote control sessions with iOS or Android devices and control the remote computer right from the device. However, the number of functions is limited in comparison to the Windows version. Incoming connections from a computer to your mobile device are not possible (i.e. the device cannot be controlled remotely).

You can download the Android app from the Android Market and the iOS app from Apple's AppStore.

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

11.10 Customizable modules

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

Note: To learn how to create a custom QuickJoin module, see the *TeamViewer 7 Meeting Manual*.

11.10.1 Creating a custom QuickSupport module

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

Note: When creating a customized QuickSupport module on our website, you have the option of entering your TeamViewer account information. That way, when your customers start QuickSupport, their contact will automatically appear in your Computers & Contacts, allowing you to contact them with a simple mouse click (*see section 11.10.1, page 59*).

To create an individualized QuickSupport customer module, follow these steps:

1. Visit our website: *https://www.teamviewer.com/en/download/customdesign.aspx?module=QuickSupport*.

2. For the Module, select **QuickSupport**.

3. Under **Operating system** select, which operating system will be used to run QuickSupport later.

4. Under **Version,** 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. See the *next section* for more information on the individual options.

6. Click the **Generate QuickSupport** button.
   → The download link for your QuickSupport module appears above the preview image.

7. Click the **Download your TeamViewer QuickSupport executable** link and save the file. You can now provide the file to your customers.
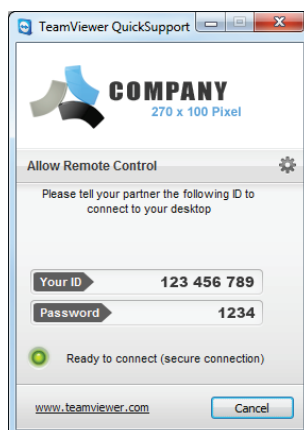
A custom QuickSupport module.

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

Important: Unrestricted use of the customized TeamViewer QuickSupport module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

Individual QuickSupport preferences

As described in the previous section, you can create individual QuickSupport modules. The following can be configured:

Setting	Description
Language	Sets the language for the recommended entries in the next two fields as well as the language of the software.
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.
Use random password	If the option button is selected, a new random temporary password for establishing a connection will be generated every time the QuickSupport module is started.
Password strength	Lets you select the complexity of the temporary password.
Automatically add users to your Computers & Contacts	If the box is checked, each QuickSupport module user will automatically appear in your Computers & Contacts as soon as the QuickSupport module is started. To use this function, enter the login information for your TeamViewer account in the corresponding fields. Select a group name for these users in your Computers & Contacts. To be able to use this option you must have an existing TeamViewer account (*see section 8.1, page 26*).
Allow user to initialize chat	If the box is checked, users of the customized QuickSupport module can send you chat messages before a session has started (*see section 8.2.6, page 34*).
Use a predefined password	As an alternative to a random password, you can assign a permanent password to the QuickSupport module. However, this will exclude the functions underneath the **Use random password** option.
Show disclaimer on start	Here you can enter an optional disclaimer to be displayed before TeamViewer QuickSupport starts. Your users must accept it in order to be able to run TeamViewer QuickSupport.

11.10.2 Creating a custom Host module

You have the option of creating one or more TeamViewer Host modules with additional functions (such as the ability to alter the design by adding your company logo and color scheme and automatically add computers to your Computers & Contacts list).

Note: When creating a customized TeamViewer Host module on our website, you have the option of entering your TeamViewer account information. That way, when your customer starts TeamViewer Host, their computer will be permanently added to your Computers & Contacts list including their TeamViewer ID, password and display name, allowing you to contact them with a simple mouse click.

To create an individualized TeamViewer Host customer module, follow these steps:

1. Visit our
   website: *https://www.teamviewer.com/en/download/customdesign.aspx?module=Host*.

2. For the Module, select **Host**.

3. Under **Operating system** select, which operating system will be used to run TeamViewer Host later.

4. Under **Version,** select the TeamViewer version (relevant only if you have a license for an older version).

5. Select the different configuration options below the preview image according to your needs. See the *next section* for more information on the individual options.

6. Click the **Generate Host** button.
   → The download link for your TeamViewer Host module appears above the preview image.

7. Click the **Download your TeamViewer Custom-Host executable** link and save the file. You can now provide the file to your customers.
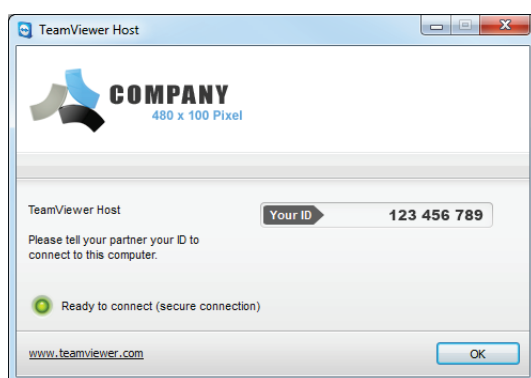
A custom TeamViewer Host module.

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

Important: Unrestricted use of the customized TeamViewer Host module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

Custom TeamViewer Host settings

As described in the previous section, you can create individual TeamViewer Host modules.

The following settings can be configured:

Setting	Description
Language	Sets the language for the recommended entries in the next two fields as well as the language of the software.
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.
Automatically add computers to Computers & Contacts	If the box is checked, every computer on which the TeamViewer Host module is installed will be automatically added to your Computers & Contacts. To use this function, enter the login information for your TeamViewer account in the corresponding fields. Select a group name for these computers in your Computers & Contacts list. To use this option you must have an existing TeamViewer account (*see section 8.1, page 26*).

12 Installation & configuration

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

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

If you have decided on a different module as described in *section 11, page 48*, you can skip this section.

12.1 Installing the TeamViewer full version

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

1. **Welcome to TeamViewer**
   To continue with the installation, click the **Next** button. (If the **Show advanced settings** box is not checked, steps 5, 6, 7 and 8 will be skipped.)

2. **Environment**
   Select whether you will be installing TeamViewer for **commercial** use (e.g., support, home office, desktop sharing with colleagues, meetings, etc.) or **private** use (e.g., connecting with friends, relatives or your own computer). If both uses apply, select the **Both** option. Click **Next**.

3. **License Agreement**
   Read the License Agreement and activate the **I accept the terms of the License Agreement** box. If you selected personal use in step 2, please confirm your selection as it pertains to the License Agreement by activating the **I agree that I will only use TeamViewer for non-commercial and private use** box. Click **Next**.

4. **Choose installation type**
   To start TeamViewer manually every time, select **No (default)**. Select **Yes,** if you want to install TeamViewer as a system service. For more information, see *section 12.2, page 58*. If you select **Yes**, a wizard will help you set up TeamViewer as a system service. Click **Next**.

5. **Access Control (optional)**
   To give your partner full access to your computer immediately, select the **Full access**

(**recommended**) option button (by default). If you select **Confirm all**, all TeamViewer actions at the local computer must be confirmed. For more information see *section 10.1, page 42*. Click **Next**.

6. **Install VPN adapter (optional)**
   If you would like to use TeamViewer VPN, check the **Use TeamViewer VPN** box. For more information see *section* 6*, page 21*. Click the **Next** button.

7. **Choose Install Location (optional)**
   Select the folder where you would like to install TeamViewer. Click **Next**.

8. **Choose Start Menu Folder (optional)**
   Select a folder in the Windows start menu where you would like to save the TeamViewer shortcut. Click **Finish** to complete the installation.

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

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

12.2 TeamViewer as a Windows system service

12.2.1 Differences between a Windows application and a Windows system service

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

If you install TeamViewer as a Windows application:

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

If you install TeamViewer as a Windows system service:

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

12.2.2 How to configure TeamViewer as a Windows system service

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

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

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

Attention: In Windows 7 and Windows Vista, a TeamViewer service runs at all times. Do not stop this service manually! This service is used to optimize TeamViewer for Windows 7 and Windows Vista.

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

12.3 Using TeamViewer on a terminal server

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

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

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

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

From then on, regardless of where you log in from, your personal TeamViewer ID will be displayed in the main TeamViewer window. In addition to the User ID, the Server ID is also displayed in the main window under **Help | About**. The Server ID of the console can be accessed at any time and corresponds to the user who is physically logged onto this server. For more information on TeamViewer IDs, see *section 2, page 7*.
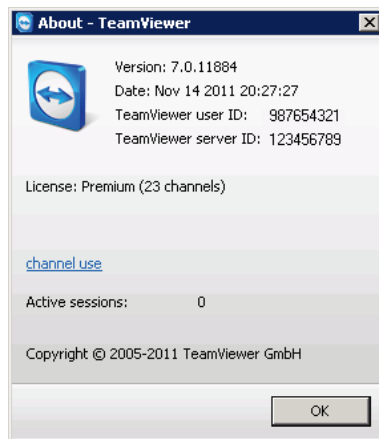
User ID and Server ID in the 'About' dialog box.

Note: Please note that TeamViewer handles every terminal server user account as a separate workstation. This affects licensing, among other factors (*see section 12.4, page 60*).

12.3.1 Special TeamViewer licensing terms for terminal server use

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

12.4 Activating the TeamViewer license

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

To activate your TeamViewer License, follow these steps:

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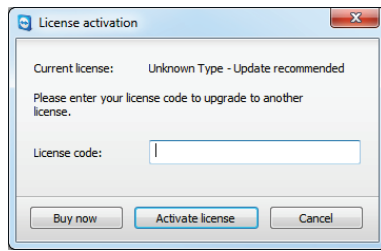
The **License activation** dialog box.

Note: If you have a TeamViewer Premium or Corporate license, you can link it to your TeamViewer account (*see section 13.5, page 68*).

13 Options

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

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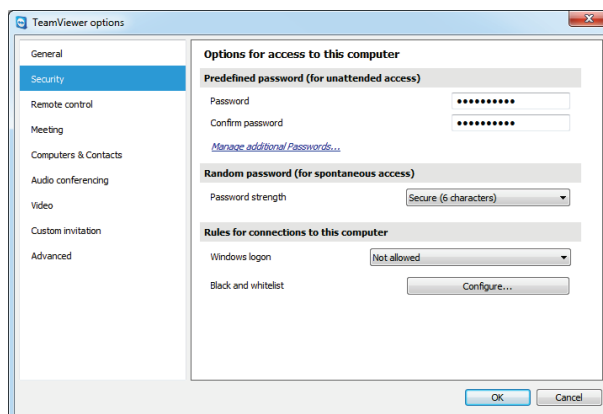
The **General** category includes some of the most common settings.

The **General** category offers basic options.

Important options for working with TeamViewer

Your display name	Enter your name or company name here. This text will be displayed in the title bar of the Remote Control window and in the Chat window on the remote computer. If you are logged into your TeamViewer account, the display name on your account will be used instead.
Start TeamViewer with Windows	If you did not configure TeamViewer to start with Windows during the installation process, you can do it here by checking the corresponding box. TeamViewer will then start automatically alongside Windows. That way, it will already be running even before you log into Windows.
Close to tray menu	If activated, TeamViewer will minimize to the tray menu after the program is closed (info area of the windows task bar). TeamViewer can subsequently be shut down by right-clicking the icon in the system tray.

Network settings

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

Connections within the local network (via IP address)

Incoming LAN connections

You can choose between the following options:

– **deactivated:** Allows no LAN connections.
– **accept:** Accepts incoming LAN connections via Port 5938 (*see section 7.1, page 23*).
– **accept exclusively:** No connection to TeamViewer servers will be established and TeamViewer is available only via the IP address or the corresponding computer name.

Proxy Settings dialog box

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

- **No proxy:** Use this setting if you are directly connected to the internet.
- **Use web browser proxy settings:** Use this setting if you are connected to the internet through a proxy server and you can connect to the internet via your web browser.
- **Use manual proxy:** Use this setting to manually enter your proxy server information.
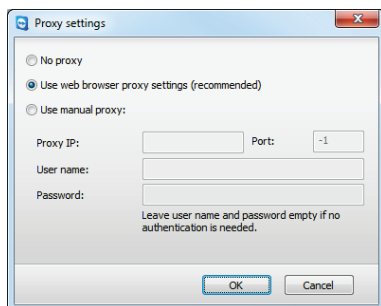
In the **Proxy settings** dialog box, you can configure access to the internet through a proxy server.

13.2   Category Security
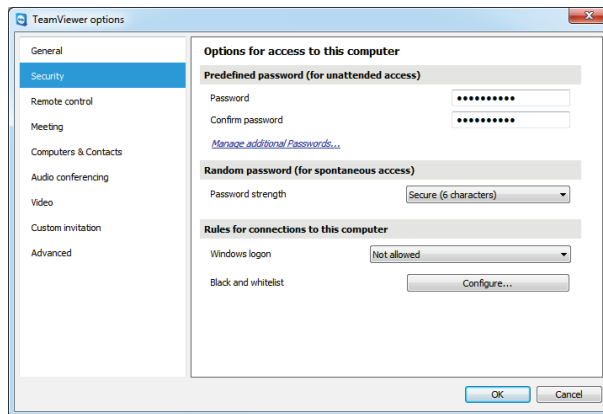
Security settings.

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

Predefined password (for unattended access)

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

Random password (for spontaneous access)

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

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

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

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

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

Rules for connections to this computer

Rules for connections to this computer

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

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

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

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

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

Note: You will still be able to set up outgoing TeamViewer sessions with partners on the blacklist.
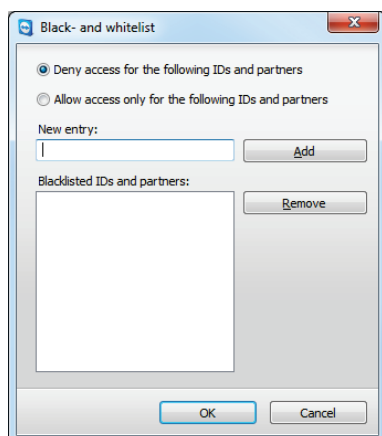
The **Blacklist and whitelist** dialog box.

13.3 Category Remote control

In the **Remote control** category, you can preconfigure settings for remote control sessions. The settings in this dialog box will apply to all future remote control sessions.
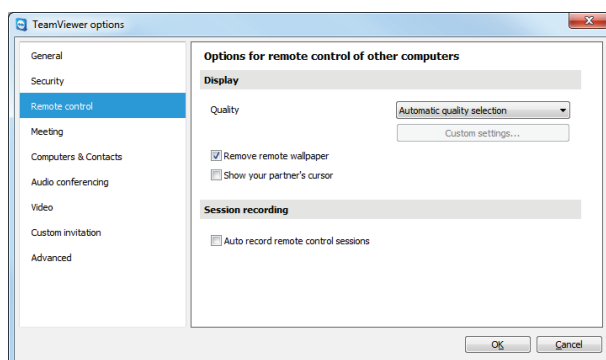
In the **Remote Control** category, you can configure all the settings relating to quality, session recording or access to other computers.

Display

Quality	You can select from: − **Automatic quality selection**: Optimizes the display quality and transmission speed depending on the available bandwidth. − **Optimize quality:** Optimizes the display quality. − **Optimize speed**: Optimizes the connection speed by reducing the display quality. − **Custom settings:** If you select Custom settings, the **Custom settings...** button will be activated. Use this button to open the **Custom Settings** dialog box.
Remove remote wallpaper	If activated, the wallpaper on the remote computer is hidden during the TeamViewer session. This optimizes the connection speed, since less data has to be transmitted. You can also activate this option in the Remote Control window during the TeamViewer session.
Show your partner's cursor	If activated, your partner's mouse movements will be graphically displayed on your desktop. You can also activate this option in the Remote Control window during a TeamViewer session.

Session recording

Auto record remote control sessions	If activated, every remote control session will be recorded automatically.

The Custom Settings dialog box

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

You have the following options:

- **Colors:** Set the desired color depth. More colors require more bandwidth. You can improve performance by reducing the color depth.

- **Quality:** Set the display quality. If you use the color modes **High** or **True color** and move the quality control slider to the left, **Highest speed** compression will be used to minimize the data volume.

- **Improve application compatibility:** If activated, compatibility with older Windows applications will be increased at the expense of lower performance.

- **Disable Aero Glass:** If activated, Aero Glass will be deactivated on remote Windows Vista/Windows 7 operating systems to improve performance.

- **Disable GUI animations**: If activated, animations (e.g., when a window is minimized) will be suppressed.
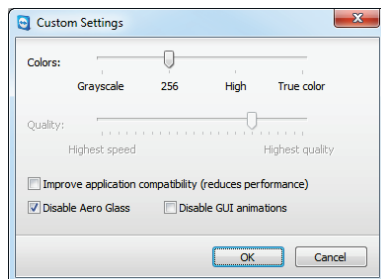
In the **Custom Settings** dialog box, you can configure quality options.

13.4 Category Meeting

In the **Meeting** category, you can preconfigure settings for the TeamViewer Meeting mode. The settings in this dialog box will be applied to all meetings. For more information, see the *TeamViewer 7 Meeting Manual*.

13.5 Category Computers & Contacts

The account management in TeamViewer provides additional options.

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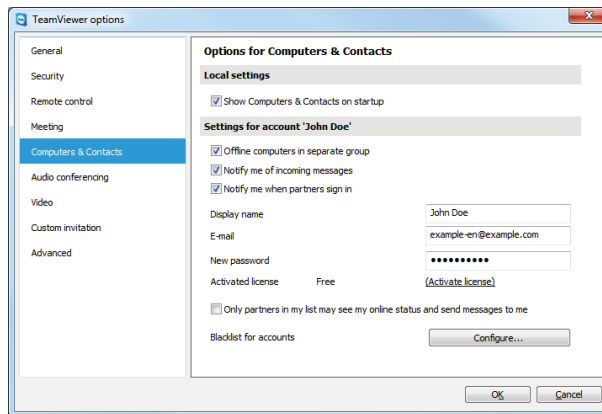
Local settings

Show Computers & Contacts on startup	If activated, Computers & Contacts will be opened alongside the main window whenever TeamViewer is started.

Account settings (global settings)

Offline computers in separate group	If activated, all offline partners are organized into a separate group.
Notify me of incoming messages	If activated, you will receive a brief notification of an incoming chat message from a partner. The notification will be displayed in the lower right corner of the screen as a pop-up.
Notify me when partners sign in	If activated, you will receive a brief notification whenever one of your contacts logs into his/her TeamViewer account. The notification will be displayed in the lower right corner of the screen as a pop-up.
Display name	Enter the name you wish to use to help your partners to identify you during a TeamViewer session. This name will appear whenever you are logged into your TeamViewer account. The name will be visible in the Chat and in the Remote Control window.
E-mail	To change your e-mail address, enter a new one. This is only necessary if you are no longer using the current e-mail address.
New password	To change the current password for your TeamViewer account, enter a new one.

Account settings (global settings)

Activated license	If you own a Premium or a Corporate license, you can link it to your TeamViewer account. To do so, click the **Activate license** link and enter your license key. Then click **Activate license**. The license will be valid wherever you are logged into your account, even if you are at an unlicensed TeamViewer installation.
Only partners in my list may see my online status and send messages to me	If activated, you will only appear **online** to partners who are in your Computers & Contacts list. At the same time, only those partners will be able to send messages to you.
Configure blacklist for accounts	You can maintain a blacklist of other users' TeamViewer accounts here. If you add a username, you will no longer appear **online** to this user or receive chat messages from him/her.
Delete account (available only in the web browser)	Click **Delete account** to permanently delete your TeamViewer account. You will be asked one more time if you would really like to delete your account.

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

Note: Any settings configured under **Local settings** are saved only for the computer that you are currently working on (or for Computers & Contacts in the Web Connector). Settings in the **Account settings** area are stored centrally and apply to any computer as soon as you log into your TeamViewer account.

Note: The blacklist in this category applies only to Computers & Contacts functions. This means that TeamViewer accounts on the blacklist cannot perform actions relating to you but may still connect to you through other connection methods. If you would like to prevent connections to your computer from TeamViewer IDs or accounts, use the blacklist and whitelist function in the **Security** category (*see section 13.2, page 64*).

13.6 Category Audio conferencing
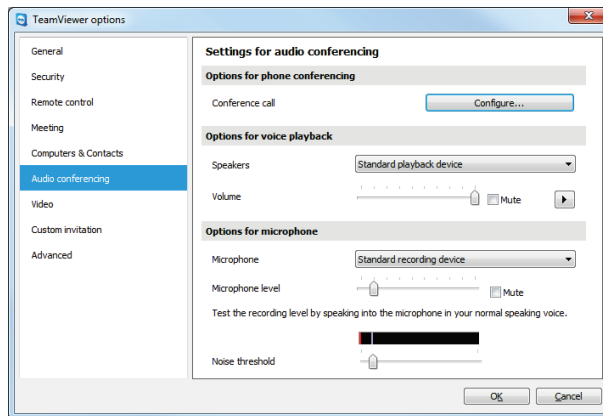
Audio conferencing settings.

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

Options for phone conferencing

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

Options for voice playback

Speakers	From the drop-down list, select the device or speakers out of which you would like the sound for your VoIP Connection to come.
Volume	Lets you control the volume of your speakers. When you click the Play button, you will hear a sound that will allow you to check the volume setting.
Mute (speakers)	Turns your speakers completely down.

Options for microphone

|	
Microphone	From the drop-down list, select the recording device or microphone that you would like to use for your VoIP connection.
Microphone level	Lets you control the volume of your microphone.
Mute (microphone)	Completely silences your microphone.
Noise threshold	Lets you remove any degree of background noise. To filter out no background noise, move the slider to the left. To filter out most background noise, move the slider to the right.

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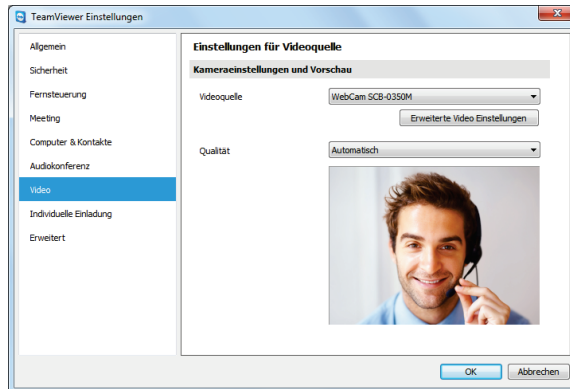
In the **Video** category, you can select your webcam and test its quality. You can also configure the settings for your video driver.

Video settings.

Camera settings and preview

|	
Video source	From the drop-down list, select the Video source you would like to use for transmission in a video conference. The camera must support a minimum resolution of 320x240 pixels and come with a DirectShow driver. To guarantee trouble-free functionality, we recommend using a webcam. Alternatively, you can select an image to display in video conferences in place of a video. To do so, from the drop-down list select the **Static image** option and click the **Select image...** button.
Advanced video settings…	Once you have selected a webcam, you can adjust the settings for your particular model here.
Quality	Here you can choose between the following options: – **Automatic quality selection** (automatically determines the best ratio of quality to speed) – **Optimize quality** – **Optimize speed**

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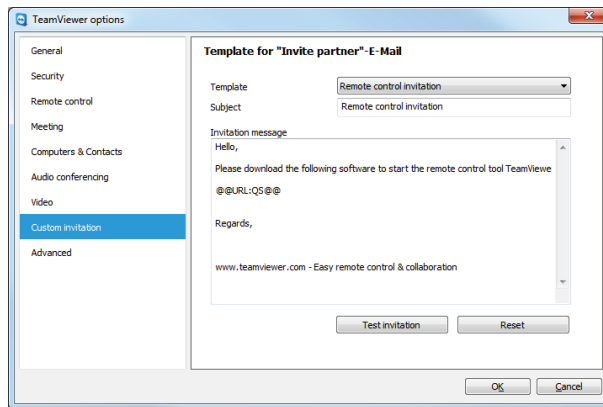
Adapt the invitation for Remote Control and Meeting to your individual needs. The following options are available to you.

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

| Options	Description
Template	From the drop-down list, select a standard invitation message for a remote control session or meeting.
Subject	Enter the subject line you wish to use for your invitation e-mail.
Invitation message	Customize the template text for your invitation e-mail. To review your invitation e-mail prior to sending, click the **Test invitation** button. The e-mail will open in your default e-mail program. You can then send the e-mail directly from this application. Click the **Reset** button to restore the default template text.

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

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

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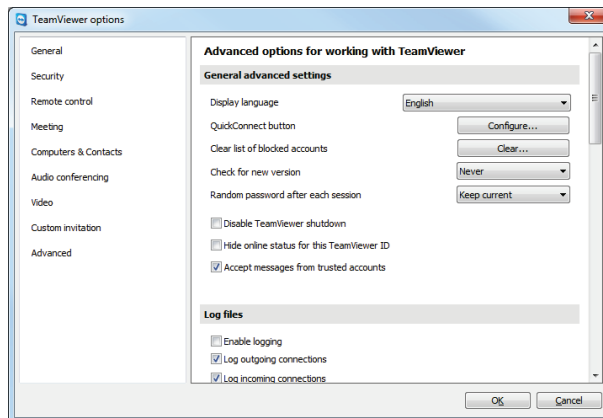
In the **Advanced** category, you can configure advanced settings for your TeamViewer. To do so, click the **Show advanced options** button.

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

General advanced settings

Display language	Select the displayed language of TeamViewer. You will then need to restart TeamViewer to apply the new language setting.
QuickConnect button	To open the **Configure QuickConnect** dialog box, click the **Configure...** button (this dialog box is described at the end of this section).
Clear list of blocked accounts	You can unblock any TeamViewer accounts that you blocked during Chat here. To unblock all blocked accounts at once, click the **Clear…** button.
Check for new version	From the drop-down list, select the interval at which you would like TeamViewer to automatically search for an update. The following intervals are available: – **Weekly** – **Monthly** – **Never**
Random password after each session	From the drop-down list, select whether or when you would like TeamViewer to generate a new random password for incoming sessions. The following options are available: – **Keep current:** The new password will not be generated until TeamViewer is restarted. – **Generate new:** TeamViewer generates a new password after each completed session. – **Deactivate:** A random password is generated only once. – **Show confirmation:** TeamViewer asks you after each session whether you would like to generate a new password.
Disable TeamViewer shutdown	If activated, TeamViewer cannot be shut down. This is useful, for example, if you as the administrator want to ensure constant availability of the computer.

General advanced settings

Hide online status for this TeamViewer ID	If activated, your TeamViewer ID (computer) will not appear online on any Computers & Contacts list.
Accept messages from trusted accounts	If activated, only chat messages from accounts that you have connected to before are accepted or shown.
Automatically minimize local TeamViewer Panel	If activated, the TeamViewer Panel is automatically minimized during an incoming remote control session within two seconds.

Log files

Enable logging	If activated, TeamViewer writes all events and errors to a log file.
Log outgoing connections	If activated, TeamViewer writes information regarding all outgoing connections to a log file. This option must be activated whenever you are using the TeamViewer Manager.
Log incoming connections	If activated, TeamViewer writes information about all incoming connections to a log file.

Advanced settings for connections to this computer

Access Control	Set what type of access your partner will have to your computer: – Full access – Confirm all – View and show – Custom settings – Deny incoming remote control sessions For more information see .
Full access control when a partner is connecting to the Windows logon screen	If activated, partners who connect to the Windows logon screen will automatically have full access to your computer.

Advanced settings for connections to other computers

Enable black screen if partner input is deactivated	If activated, the screen on the remote computer is automatically deactivated as soon as the partner's input gets deactivated.
Temporarily save connection passwords	If activated, passwords will be stored per default to allow immediate reconnection, until TeamViewer is shut down.

Advanced settings for connections to other computers

Ignore alpha blending on this computer	If activated, windows from the remote computer will not be transmitted in half-transparent.
Clipboard synchronization	If activated, any text copied to the clipboard will be available to the partner.
Access Control	Set the type of access you'll be granted on your partner's computer: − Full access − Confirm all − View and show − Custom settings − Deny outgoing remote control sessions For more information see <u>*section 10.1, page 42*</u>.

Advanced Meeting settings

Access Control	Set which rights the meeting participants will receive by default: − Full access − View and show − Custom settings − Deny meetings For more information, see the *TeamViewer 7 Meeting Manual.*

Advanced network settings

Enable DirectIn Performance optimization	If activated, TeamViewer will not change its behavior in trying to establish the fastest connection possible (see TeamViewer DirectIn check).
TeamViewer DirectIn check	Click the **Check...** button to open a dialog box where you can check the external accessibility of TeamViewer. 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	To open the **TeamViewer server** dialog box, click **Configure...** You can enter a permanent server in this dialog box. **Caution**: Only enter a server here if asked to do so by TeamViewer Support.
Install VPN driver	To install a VPN driver, click the **Install VPN** button. The VPN driver is needed in order to set up a TeamViewer VPN Connection. The same button can be used for uninstalling the VPN driver.

Advanced network settings

Install monitor driver	To install the TeamViewer monitor driver, click the **Install monitor driver** button. The monitor driver is recommended in order to guarantee a black screen if the option **Show black screen** is activated (*see section 4.1, page 11*).
Use UDP (recommended)	If activated, TeamViewer will attempt to set up a fast UDP connection.
Don't use incoming ports 80 and 443 (recommended for web servers only)	If activated, this prevents TeamViewer from listening on Port 80 and 443. Only deactivate this function if other services, such as web server, require these ports.

TeamViewer options

Changes require administrative rights on this computer	If activated, TeamViewer options can only be changed by Windows user accounts with administrative rights.
Session recording directory	If you have activated **Auto record** as described under *section 13.3, page 66*, you can enter the directory where you wish to save the session recordings.
Protect options with password	If you would like to protect the TeamViewer options with a password, enter a user-defined password in the input field. After that, it is only possible to change settings by entering the defined password.
Export options to a *.reg file	TeamViewer gives you the option of saving your settings in a registry file. This lets you transfer them easily to other TeamViewer installations. To export all your options as a *.reg file, click the **Export...** button.
Import options from a *.reg file	To import your saved TeamViewer options, click the **Import...** button.
	Note: Do not import previously exported options by double-clicking the *.reg file. This can lead to errors on 64-bit systems.
Disable remote drag & drop integration	If activated, the drag & drop functionality is completely deactivated. In this case, files can no longer be transferred via drag & drop.

The Configure QuickConnect dialog box

In this dialog box, you can configure various settings for the QuickConnect button. This button can be used to present applications. For more information, see the *TeamViewer 7 Meeting Manual*.