TeamViewer 11 Manual

Meeting

Rev 11.1-201601

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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:

- Show your desktop for meetings, presentations or collaboration.
- Use the TeamViewer meeting function, e.g. for training sessions.
- Use the meeting apps for Android and iOS to participate in a meeting while being on the road.
- Provide ad-hoc remote support to colleagues, friends or customers.
- Establish a connection between computers with different operating systems. TeamViewer runs under Windows, Mac OS, Linux or Google Chrome OS.

1.2 About the manual

This manual describes the use of TeamViewer for meetings.

Unless stated otherwise, the described functionality always refers to the TeamViewer full version for Microsoft Windows.

Instructions are given on the assumption that the TeamViewer full version is already installed on your computer. If you need help installing the program, read *Section 6, page 63* first.

If you are looking for help about the TeamViewer remote control functions, please read the *TeamViewer Manual – Remote Control* available separately on our website.

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

Mac OS, iPhone and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the US and other countries. Android is a trademark of Google Inc. Windows, Microsoft, and Outlook are registered trademarks of Microsoft Corporation in the US and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® XP, Microsoft® Windows® Vista, Microsoft® Windows® 7, Microsoft® Windows® 8 and Microsoft® Windows® 10 simply as "Windows".

All supported Windows Operation Systems can be found on our website *https://www.team-viewer.com/en/kb/38-Which-operating-systems-are-supported.aspx*.

2 Basics

2.1 How TeamViewer works

With TeamViewer, you can easily and quickly start meetings or join them. With the use of a Meeting ID (which is automatically generated by TeamViewer and forwarded by the initiator), participants can connect to a meeting. The minimum requirement for connecting is the TeamViewer full version or a corresponding module and the Meeting ID.

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 *https://team-viewer.com/products/security.aspx*.

2.2 Description of the main TeamViewer window

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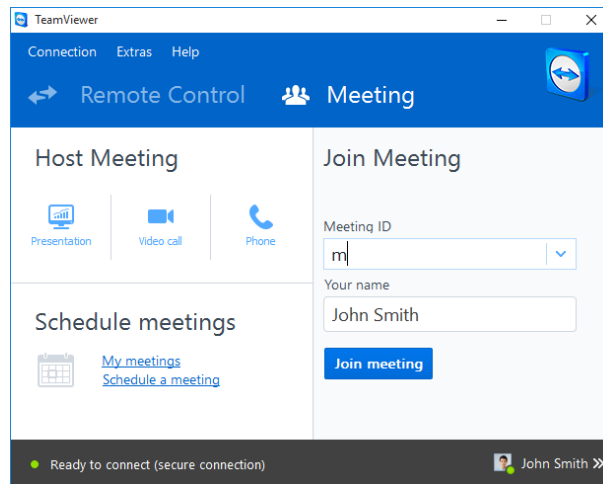
The main TeamViewer window.

2.2.1 The Remote Control tab

More Information about the use of TeamViewer for remote control, support or home office can be found in the *TeamViewer Manual – Remote Control*.

2.2.2 The Meeting tab

The **Meeting** tab is divided into the following two areas:

Host Meeting

To host an Online Meeting with TeamViewer, select from the following options.
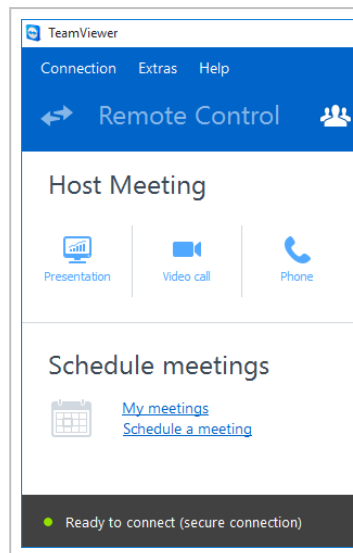
|	Description
	Presentation: Click the icon to host an instant meeting (*see Section 3.2.1 , page 12*).
	Video call: Click the icon to host a video conference (*see Section 3.7.4 , page 31*).
	Phone: Click the icon to host a conference call (*see Section 3.7.7 , page 33*).

The **Host Meetings** area.

With the links **Schedule a meeting** and **My meetings**, you can create meetings for later use (*see Section 3.4 , page 17*) and manage planned meetings (*see Section 3.4.3 , page 20*).

Join Meeting

In the text fields **Meeting ID** and **Your name**, you can enter a Meeting ID and your name. The Meeting ID is a unique number that is being created individually for every meeting and serves for joining meetings. During a meeting, your name is visible to all participants (*see Section 3.7.2 , page 28*).
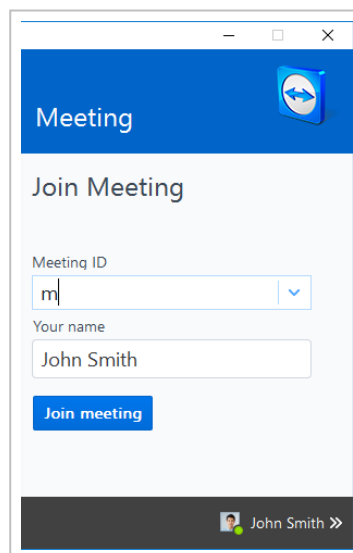

The **Join Meeting** area.

To join a meeting, enter the aforementioned data in the text fields and click the **Join meeting** button. If the initiator of the meeting specified a password, it must be entered in the dialog that will open. Otherwise, you are connected directly to the meeting (*see Section 3.3 , page 15*).

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.**
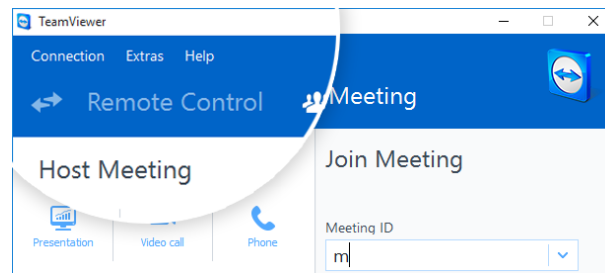
The menu bar of the main TeamViewer window.

Connection

The **Connection** menu features the options **Invite Partner...** and **Setup unattended access....** These two options are not relevant to hosting or joining a meeting. You can find further information in the Te*amViewer Manual – Remote Control*.

To quit TeamViewer, click **Exit TeamViewer**.

Extras

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

- To access the settings (*see Section 7 , page 68*) click **Options**.

- To play or convert videos of recorded TeamViewer sessions (*see Section 3.8.1 , page 36*), 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 6.3 , page 66*).

- To display available license updates, click **Check for license updates.**

Help

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

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

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

- To view a brief introduction in TeamViewer, click **How it works....**

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

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

- To obtain information about TeamViewer and the currently active license, 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 4 , page 39*).
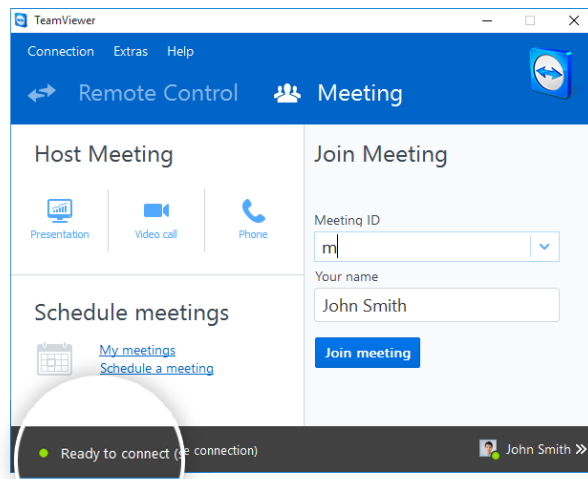
The status bar of the TeamViewer main window.

The status light has the following three positions:

- **Green**: Ready to connect. You can start or join a meeting.

- **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 aborted or no connection could be established.

3   Meeting

This section describes the use of the meeting function of TeamViewer using the TeamViewer full version as an example.

You can use this function to present your screen to other people via the Internet.

To start a meeting, you need the TeamViewer full version. To join meetings, you can use the TeamViewer full version, the QuickJoin module, a web browser or the TeamViewer for meetings app for iOS and Android. For more detailed information about the TeamViewer modules, see *Section 5, page 60*.

Recommendation: To participate in meetings, it is recommended to connect directly to the meeting via a dynamic link. The link is available in an invitation message from the initiator of the meeting. By following the link, you are automatically connected to the meeting without the need to enter further data. For more information, see *Section 3.3.1, page 16*.

3.1   Meeting functions - overview

The Meeting function provides the following options:

- Start instant meetings with up to 25 participants or present your screen to individual persons.

- Plan meetings in advance and export them as a meeting request to Microsoft Outlook where you can conveniently invite participants.

- Managing meetings: Manage scheduled meetings using the **My meetings** function integrated in TeamViewer.

- Join meetings without TeamViewer software via web browser.

- Start meetings via the TeamViewer QuickConnect button to present individual windows (*see Section 3.2.2 , page 14*).

- Join meetings while you are on the road using the Android and iOS app TeamViewer for meetings.

- Start a video conference or conference call with contacts without prior connection set-up.

Examples

- Use the Meeting function for training sessions.

- Present individual applications to demonstrate their handling to participants.

- Give your PowerPoint presentation via the Internet to customers all over the world.

- Exchange ideas with colleagues at other locations. Use the different communication means offered by TeamViewer (e.g. chat, video conferencing or Voice over IP).

Note: Please note that the number of possible meeting participants depends upon your license. The current licensing overview is located on our website: *https://team-viewer.com/licensing*.

3.2   Hosting a meeting

You can start instant meetings with TeamViewer to exchange ideas with colleagues or customers on a short notice or to present your screen to them. If you just want to present individual windows, you can also start a meeting via the TeamViewer QuickConnect button. In addition, you can schedule meetings to start them at a later point in time.

3.2.1   Hosting an instant meeting

In this section, you learn how to start an instant meeting and then how to invite participants to this meeting.
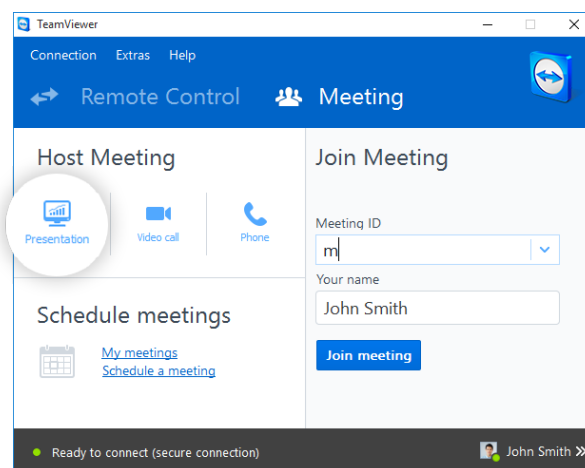
Start a meeting with a single click.

To host an instant meeting, follow these steps:

1. Start TeamViewer.

2. Click the **Meeting** tab.

3. In the **Host meeting** area click the 🖥 icon.

4. You just started a meeting.

   ➡ The TeamViewer Panel will open (*see Section 3.7 , page 25*).

5. Invite participants and make additional adjustments before you transfer your screen.

To invite participants to a meeting that has already started, follow these steps:

1. In the **Participants** widget within the TeamViewer Panel (*see Section 3.7.2 , page 28*), click the ![button] button.
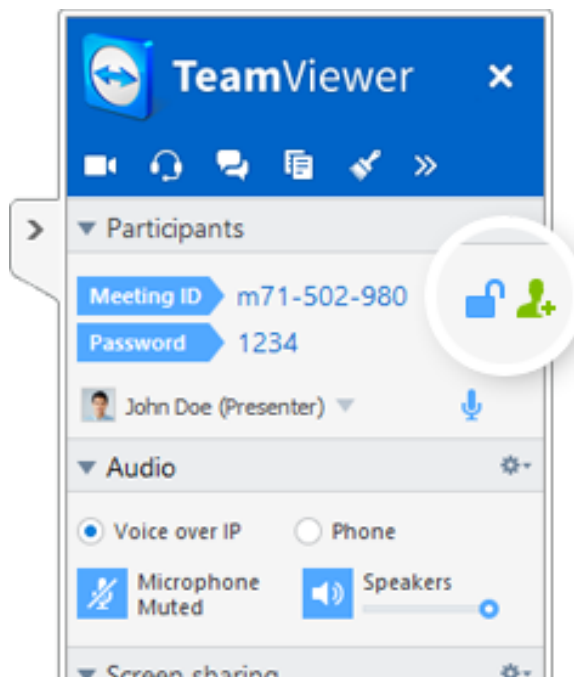
2. If you're logged into your TeamViewer account, continue with *step 3*, if not, continue with *step 3.1.*

3. Invite participants to the meeting.
   - Select the contact you wish to invite from the list.

     ➡ The contact will receive an invitation message, which he must confirm.

   - Click on **By e-mail or phone...**.

     ➡ The **Invite participants** dialog will open.

     1. If necessary, change the invitation message in the dialog according to your demands.

        - To send the message with your standard email program, click on the Open as e-mail button.

        - To send the invitation text via other communication channels, such as social networks, chats, or intranet, click the Copy to clipboard button.

> **Hint**: You can also invite participants via telephone or otherwise. For this purpose, you simply pass the Meeting ID displayed in the **Participants** widget and, if necessary, the corresponding meeting password.

3.2.2 Hosting a meeting via the QuickConnect button

> **Note**: To be able to use this function, you will need a TeamViewer account (*see Section 4.1 , page 41*).

With the QuickConnect function, you can present any application window or folder to a computer or contact in your Computers & Contacts list or even collaborate with the partner in this window. The QuickConnect button ↔ is displayed at the upper side of all windows.
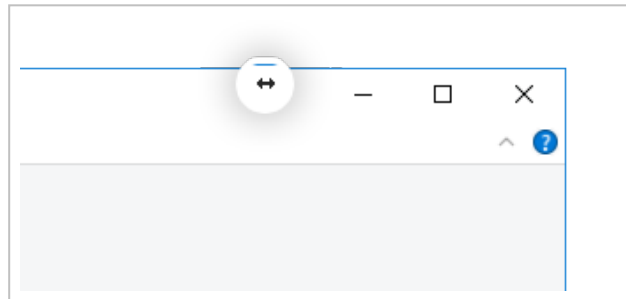
The QuickConnect button in an application window.

To establish a connection to a contact using the QuickConnect button, follow these steps:

1. Start TeamViewer.

2. Log in to your TeamViewer account (*see Section 4.1.3 , page 43*).

3. Open the application that you would like to present to your computer/contact.

4. Click the QuickConnect button ↔ in the title bar of the application window.

5. Select the computer/contact to which you would like to present the application window to. Activate the **Allow partner to interact option** if you would like to allow your partner to control the respective application as well.

   ➡ Your contact receives a message about the desired connection request that must be confirmed.

6. If your contact agrees the connection, only the selected application is transmitted. Other windows or applications are not visible to your contact.
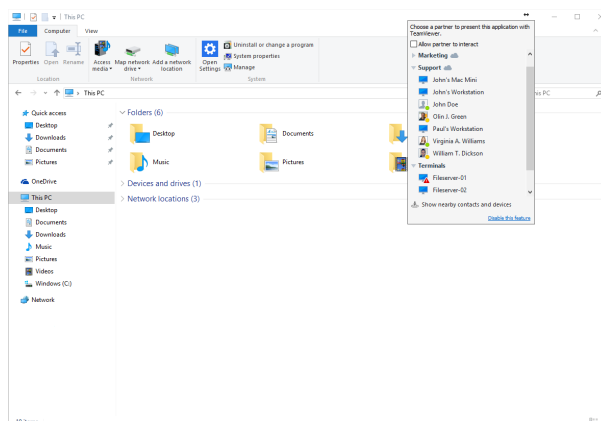
With a click on the QuickConnect button, all available connection contacts are displayed.

The QuickConnect button can be deactivated for all or only individual applications, if needed. Likewise, you can change the position of the button. These settings are available in the TeamViewer options **in the category Advanced** (_see Section 7.9 , page 81_).

The QuickConnect button can also be deactivated directly via the button itself as described below.

To deactivate the QuickConnect button in a window, follow these steps:

1. Click the QuickConnect button ⟷ of an opened window.

2. In the lower area, click the **Disable this feature** link.

   ➡ A dialog with the option of disabling the button in all applications or just this application will open.

3. If you want to deactivate the QuickConnect button only for this application, activate the **Disable the QuickConnect button only for this application** button.

4. Click the **Disable** button.

5. The QuickConnect button is deactivated. This setting can be undone in the advanced options of TeamViewer (_see Section 7.9 , page 81_).

3.3   Joining a meeting

If you want to join a meeting, you have several options:

Use either

- the **link** for joining meetings which you received from the initiator,
- the **TeamViewer QuickJoin** module,
- the **TeamViewer full version**,
- or your **web browser**.

The easiest and quickest way to join a meeting is to use the link from an invitation message. No additional data has to be entered and you are connected directly to the meeting.

3.3.1   Joining a meeting via a link/web browser

You received an invitation message with a link for participating in a meeting.

If you received an invitation message for a meeting, it contains a link in the form `https://go.teamviewer.com/mXXXXXXXX` (each "X" corresponds to a number between 1-9). By following the link, the web browser will open and you are connected to the meeting without the need to enter additional data.

In this process, the **TeamViewer QuickJoin** module is temporarily executed on your computer. It already contains the Meeting ID and, if necessary, the meeting password and connects automatically to the meeting. Please find more information under *Section 5.2 "The TeamViewer QuickJoin module", page 60*.

You received a Meeting ID and want to connect to the meeting via web browser.

To join a meeting via a web browser, follow these steps:

1. Open the following URL in your web browser: *https://go.teamviewer.com*.
2. Enter the Meeting ID in the **Meeting-ID** text field.
3. Click the **Join meeting** button.
4. If the initiator specified a meeting password, enter the meeting password in the subsequent dialog. Confirm your entry by clicking on the **Log On** button.

    ➡ The Meeting window will open.

5. You see the screen of the presenter and can interact with the participants via the TeamViewer Panel (*see Section 3.7 , page 25*).

> **Note**: If you cannot execute any other application on your computer, click the **browser version** link before executing step 3. The Meeting window then opens in the browser. This method requires the installation of Flash version 10 or higher and is limited in its scope of functions compared to the application-based methods.

3.3.2   Joining a meeting with the TeamViewer QuickJoin module

With the **TeamViewer QuickJoin** module, you can easily and quickly join meetings.

To join a meeting with the TeamViewer QuickJoin module, follow these steps:

1. Start the QuickJoin module.
2. Enter the Meeting ID in the **Meeting ID** text field.
3. Underneath it, enter your name in the **Your name** text field.
4. Click the **Join** button.
5. If the initiator specified a meeting password, enter it in the subsequent dialog. Confirm your entry by clicking on the **Log On** button.

➡ The **Meeting Room** window will open.

➡ If the initiator starts the meeting or it is already started, the screen of the presenter will be shown.

6. You can see the screen of the presenter and can interact with the participants using the **TeamViewer Panel**.

3.3.3 Joining a meeting with the TeamViewer full version

Another option of joining meetings is to use the **TeamViewer full version**. As a meeting participant, it does not offer any additional functions compared to the QuickJoin module.

To join a meeting with the TeamViewer full version, follow these steps:

1. Start TeamViewer.

2. Click the **Meeting** tab.

3. In the **Join Meeting** area, enter the **Meeting ID** in the Meeting ID text field.

4. Underneath it, enter your name in the **Your name** text field.

5. Click the **Join meeting** button.

6. If the initiator specified a meeting password, enter it in the subsequent dialog. Confirm your entry by clicking on the Log On button.

➡ The **Meeting Room** window will open.

➡ If the initiator starts the meeting or it is already started, the screen of the presenter will be shown.

7. You can see the screen of the presenter and can interact with the participants using the **TeamViewer Panel**.

3.4 Schedule meetings

> **Note**: To be able to use this function, you will need a TeamViewer account (*see Section 4.1 , page 41*).

TeamViewer provides the option of scheduling meetings in advance. These meetings are stored in your TeamViewer account so they are available at any time. Microsoft Outlook can be used to conveniently invite participants and manage scheduling dates via its calendar function. In the following section, you can learn more about this function.
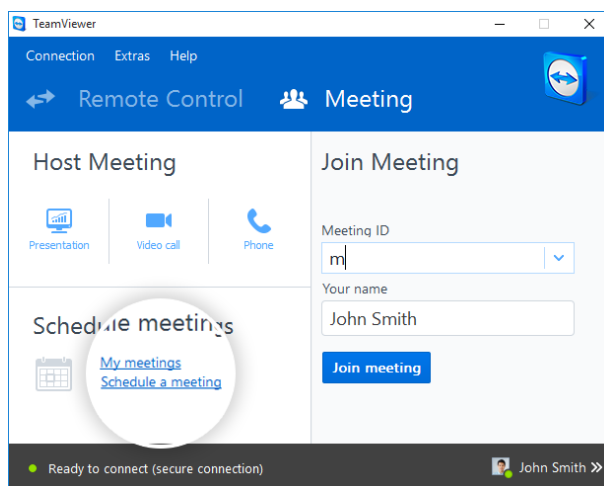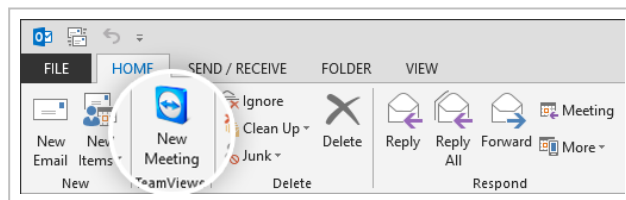
Simple schedule a meeting.

3.4.1 Schedule meetings in Microsoft Outlook

You have the option to schedule meetings directly in Microsoft Outlook. During the installation process of TeamViewer, the TeamViewer Meeting Add-In is installed to Microsoft Outlook. Using this Add-In, you can quickly and easily schedule TeamViewer meetings without the need to leave Outlook and switching to the TeamViewer application.

➡ The TeamViewer Add-In can be called up in the Microsoft Outlook menu under **Start | New Meeting**.

The TeamViewer Meeting Add-In for Microsoft Outlook.

To schedule a meeting in Microsoft Outlook, follow these steps:

1. Open Microsoft Outlook.

2. Click the **New Meeting** icon in the **Start** tab.

   ➡ A new meeting invitation will open. If you are not logged into your TeamViewer account already, a dialog box will open where you must log in (*see Section 4.1.3 , page 43*).

3. You can now invite participants and use further functions offered by Outlook.

You can make changes to the meeting data at any time. These will synchronize bidirectionally between Microsoft Outlook and TeamViewer. Afterwards, you can then send updated meeting changes via Outlook.

All TeamViewer meetings will still be saved in **My Meetings** (*see Section 3.4.3 , page 20*) and can be called up or managed in any TeamViewer full version.

Note: If desired, the Meeting Add-In can be deactivated or removed within the Outlook and TeamViewer options.

3.4.2 Schedule meetings in TeamViewer

To schedule a meeting, follow these steps:

1. Start TeamViewer.

2. Click the **Meeting** tab.

3. In the **Host Meeting** area, click the **Schedule a meeting** link. (If you are already logged in to TeamViewer with your TeamViewer account, proceed with *step 6*.)

   ➡ The **TeamViewer - Sign In** dialog will open.

4. Log in to your TeamViewer account by entering your username and password.

   ➡ The **Schedule a Meeting** dialog will open.

5. Enter the desired data.

6. Click the **Save** button.

   ➡ The **My Meetings** dialog (*see Section 3.4.3 , page 20*) dialog will open.

7. If Microsoft Outlook is installed on your computer, a new meeting request is opened in Outlook.

8. You can now use Outlook to invite participants or use other functions offered by Outlook.

Note: If Microsoft Outlook is not installed, the dialogs **My Meetings** and **Invite Participants** open. Participants must then be invited as described under *Section 3.2.1, page 12*.

Note: An installation of Microsoft Outlook is not necessary for scheduling meetings.

The Schedule a Meeting dialog

This dialog provides the options described below.

| Options	Description
Subject	Enter a title for your meeting in the text field.
Start	Set a date and time as well as the time zone for the start of your meeting.
End	Set a date and time for the end of your meeting.

Options	Description
Password (optional)	If you want to assign a password for the meeting, enter it in the text field.
Save meeting for later reuse	If activated, the meeting is retained in **My Meetings** after its start. You do not have to re-invite participants and can start the meeting directly (*see Section 3.4.4 , page 22*). Otherwise, you cannot use the meeting again.
Configure Conference Call	To define conference call data for the meeting, click the link. You can select from: - No conference data for audio. - Use TeamViewer conference data for audio. - Use custom conference data for audio.

In the **Schedule a Meeting** dialog, you can create scheduled meetings.

3.4.3 Managing scheduled meetings

You can easily manage your scheduled meetings from anywhere using your TeamViewer account. Scheduled meetings are linked to a TeamViewer account and are not stored locally on a computer. This means that all your scheduled meetings are available as soon as you log in to any TeamViewer using your account.
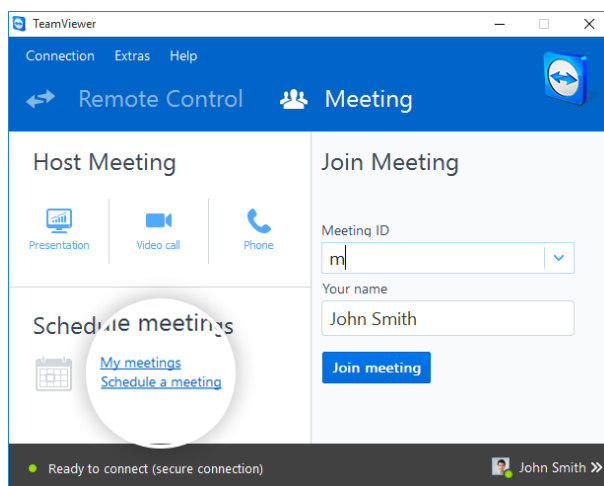
Centrally managing all scheduled meetings.

Example: You are scheduling a meeting on your desktop computer. However, you want to use your laptop to host it since it features a webcam. For this reason, log in to TeamViewer with your TeamViewer account on your laptop and the meeting scheduled on your desktop computer will be available.

That is, you can start a meeting from any computer, regardless of the computer on which it was scheduled.

To manage your scheduled meetings, follow these steps:

1. Start TeamViewer.

2. Click the **Meeting** tab.

3. In the **Host Meeting** area, click the **My meetings** link.

   ➡ The **TeamViewer - Sign In** dialog will open.

4. Log in with your TeamViewer account (*see Section 4.1.3 , page 43*).

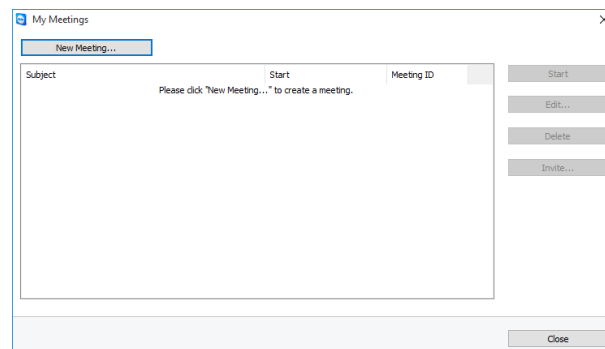   ➡ The **My Meetings** dialog will open.

The My Meetings dialog

This dialog contains your scheduled meetings with **Subject**, **Start** and **Meeting ID**. In addition, it provides the options described below.

| Button	Description
New Meeting	To schedule a new meeting, click the **New Meeting...** button. The **Schedule a Meeting** dialog will open (*see Section 3.4.1 , page 18*).

Button	Description
Start	To start a scheduled meeting, select it and click the **Start** button. The Meeting window will open. **Hint**: A meeting can also be started by double-clicking it.
Edit...	To edit a scheduled meeting, select it and click the **Edit...** button.
Delete	To delete a scheduled meeting, select it and click the **Delete** button.
Invite...	To invite participants to the selected meeting, click the **Invite...** button. The **Invite Participants** dialog will open.
Close	To close the **My Meetings** dialog, click the **Close** button.

In the **My Meetings** dialog, you can schedule and manage meetings.

3.4.4 Recurring meetings

A useful function for the scheduling of a meeting is the **Save meeting for later reuse** option in the **Schedule a Meeting** dialog.
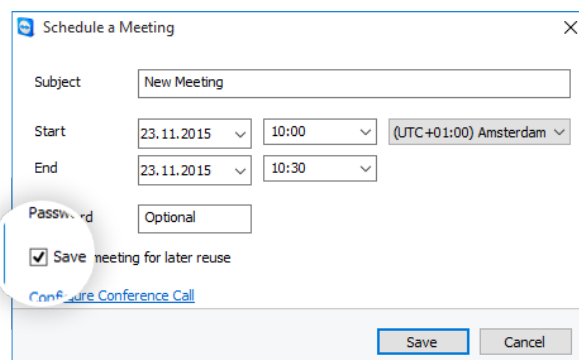
Scheduling recurring meetings.

If this option is activated for a meeting, the meeting is permanently retained in **My Meetings**. Hence, the settings you performed and the Meeting ID are being saved.

This offers the following advantages:

- Participants have to be invited only once.

- The Meeting ID does not have to be communicated repeatedly.

- Regular meetings can be started faster.

If the option is not activated, the meeting cannot be used again and is removed from **My Meetings** after a certain period of time.

> **Example**: *To discuss the tasks for the week and exchange information, you want to host an online meeting in your department at the beginning of every week. Hence, you are scheduling a meeting for next Monday and activate the **Save meeting for later reuse** check box. At the end, you send an invitation to your department. In the future, all the participants can connect to your meeting at any time using the same link and Meeting ID in each case.*

3.5 The role distribution in a meeting

There are different roles in a meeting. TeamViewer differentiates between **Organizer**, **Presenter** and **Participant**.

3.5.1 The organizers

The organizer takes over the control in a meeting. The initiator of a meeting is always an organizer. The organizer can assign most of the rights that provides him/her with the opportunity to ensure that the meeting runs smoothly. The organizer role cannot be dropped (i.e. participants who have been named as organizers remain organizers until the end of the meeting). Within a meeting it is also possible to name several organizers.

3.5.2 The presenter

The presenter transfers his or her screen in a meeting. The initiator of a meeting is always an organizer. The presenter role can be passed on to any meeting participant by the organizer or presenter. Each meeting always has only one presenter since only one participant can transfer his or her screen at a time.

3.5.3 The participants

A participant in a meeting is anyone who connects to a meeting.

Each participant can be assigned another role as well as certain rights by the presenter and organizers.

3.5.4 The rights of meeting participants

During a meeting, the presenter and the organizers have the option of assigning rights to individual participants. Using the **Participants** widget allows restricting the actions of participants

or assigning additional rights to them.

Click the display name of the participants and enable or disable the desired option.

The organizer, presenter or a participant has the following rights and possibilities:

	Description	Organizer	Presenter	Participant
Allow file sharing	Allow/Deny participants to provide files via the file box.	✓		
Allow chat	Allow/Deny participants to send chat messages.	✓		
Send chat message...	Send chat messages to participants.	✓	✓	✓
Lock this meeting	Lock participation in meetings.	✓		
Invite...	Invite participants to the meeting	✓		
End meeting	End the ongoing meeting.	✓		
Leave meeting	Leave the ongoing meeting (the meeting does not end)	✓	✓	✓
Allow/Deny Audio	Allow/Deny participants to talk via Voice over IP.	✓		
Edit name...	Change the display name of individual participants.	✓		
Allow control	Allow/Deny participants to control the computer.		✓	
Remove participant	Removes the participant from the meeting	✓		
Allow audio	Allow participants to use the audio functions (VoIP, Conference Call)	✓	✓	
Allow video	Allow/Deny participants to transfer their video via webcam.	✓		

	Description	Organizer	Presenter	Participant
Allow drawing	Allow/Deny participants to draw on the screen with the whiteboard.		✓	
Allow pointing	Allow/Deny participants to use the **Pointer**.		✓	
Assign as organizer	Assign participants to organizers.	✓		
Assign as presenter	Pass on the presenter role to another participant.	✓	✓	

3.6 Meeting Room

The Meeting Room appears after you connected to a meeting as a participant and it has not yet been started by the initiator.
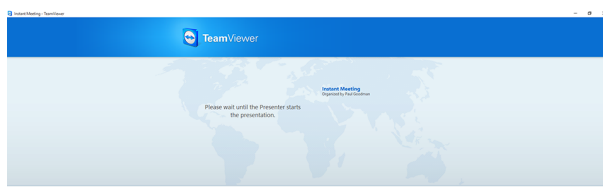
If no screen contents are transferred, theMeeting Room is shown.

As a participant, you also see the waiting room if the presenter stopped the transmission of his or her screen (*see Section 3.7.3 , page 29*).

The Meeting Room contains information about the current meeting (e.g. name of presenter, subject, date, time, Meeting ID or conference call data).

Hint: If the participants use your personalized QuickJoin module with custom design, the meeting room is adapted to the design of the module (*see Section 5.6 , page 62*).

3.7 Overview of the TeamViewer Panel

The TeamViewer Panel provides different functions during a meeting.

After the start of a meeting, it will open on the side of the initiator as well as on the side of the participants.
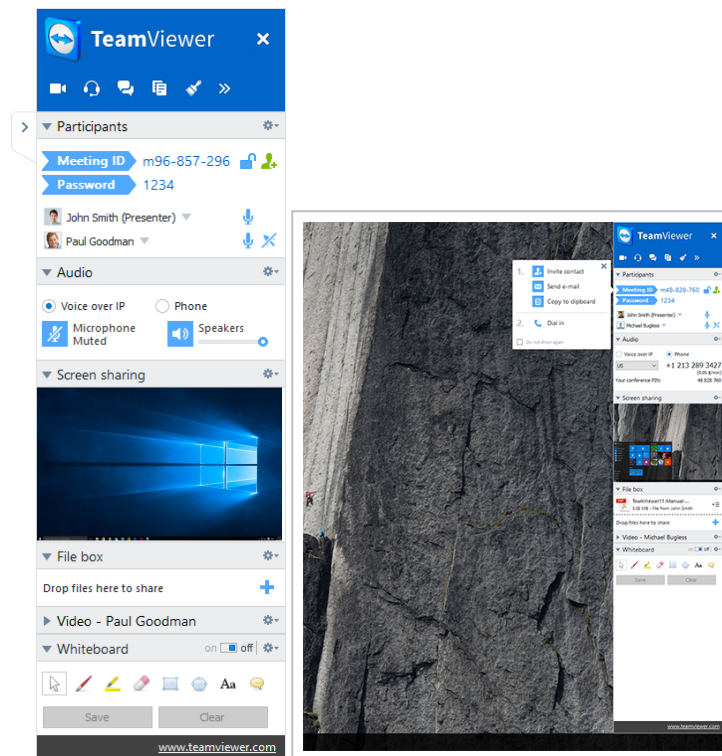
The TeamViewer Panel.

The available functions and widgets are described in detail in the following sections.

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.

- It is transparent. If you present your screen, the panel is not visible to the participants.

- Individual widgets can be detached from the panel. Drag the widgets from the panel and adjust the size and position individually. Alternatively, click the 🗗 icon to detach the respective widget from the TeamViewer Panel.

- The panel can be minimized to the edge of the screen using the ▶ icon on the left side of the panel.

- With the ⛶ icon at the left side of the panel, all participants except for the presenter can display the meeting window in full-screen mode.

- The presenter can lock it into position in the top right corner of the screen. This way, the panel does not overly any transferred screen content. Drag the panel to the upper right corner of your screen.

3.7.1 Menu bar options

The **menu bar** is located at the top edge of the panel. Clicking on the icons calls up different functions.

Icon/Function	Description
✖ **Close all con- nections**	Closes all ongoing meetings.
▪ **Video**	Opens the **My video** widget (*see Section 3.7.4 , page 31*).
⌒ **Audio**	Opens the **Audio** widget (*see Section 3.7.5 , page 32*).
💬 **Chat**	Opens the **Chat** widget (*see Section 3.7.8 , page 33*).
🗐 **File box**	Opens the **File box** widget (*see Section 3.7.9 , page 34*).
🖌 **Whiteboard**	Opens the **Whiteboard** widget (*see Section 3.7.10 , page 35*).
» **Functions**	The context menu of the icon provides the opportunity (depending on your role) to call up the **Participants** and **Screen sharing** widgets or to perform **Scaling** settings for the display of the meeting window.

3.7.2 The Participants widget – Seeing and managing participants
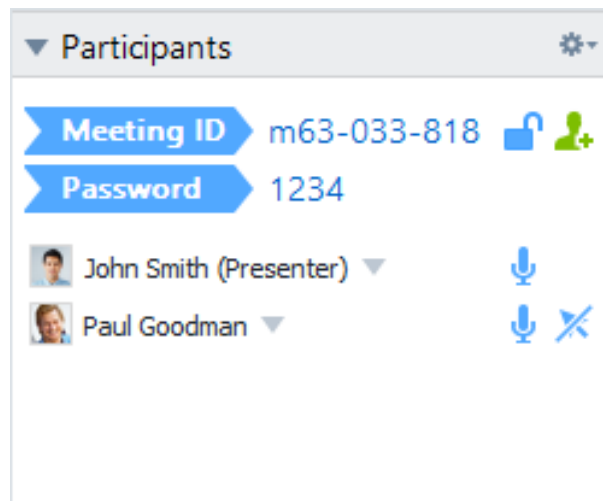
For the organizers, the Meeting ID and optionally also the Meeting password are displayed in the upper area of the widget. As an organizer, you also have the option to invite participants to the meeting by clicking the **Invite...** button (*see Section 3.2.1 , page 12*).

In the lower area, you can see all the participants of the meeting. Depending on your role, you also have the following options:

Icon	Description	Organizer	Presenter	Participant
▼ **More Options (or display name)**	Click the display name and assign individual rights to every participant via the drop-down menu (*see Section 3.5.4 , page 23*).	✓	✓	
🔓🔒	Click the icon to lock the meeting (*see Section , page 38*).	✓		
👤+	Click the button to invite additional participants to the meeting.	✓		
🎤🎤 **Mute/Unmute (next to the name)**	Click the icon to allow/deny individual participants to communicate via Voice over IP.	✓		

Icon	Description	Organizer	Presenter	Participant
⚙▾ **Options**	Click the icon in the widget header and select from the following options: • **Participants can see each other**: If activated, all the names of the meeting participants are visible to everyone in the **Participants** widget. • **Close**: Closes the widget.	✓		
🔹🔸 **Allow/Deny Remote Control (next to the name)**	Click the icon to allow/deny individual participants to control your computer.		✓	

3.7.3 The Screen sharing widget – Managing displayed contents
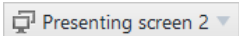
This widget is only available to the presenter.
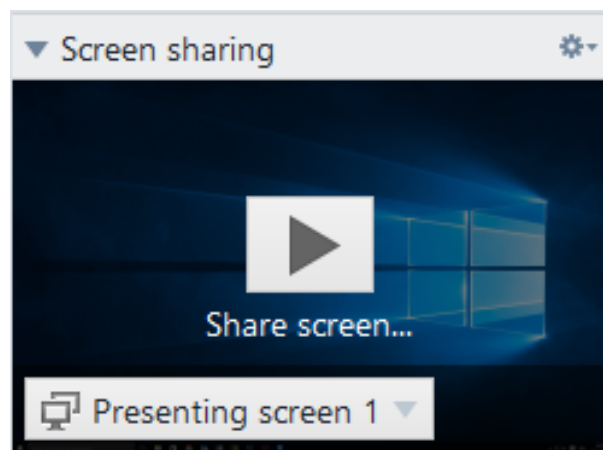
As the presenter, this widget allows you to see your desktop from the perspective of the participants. This gives you an overview of which monitor and which of your windows are visible for the participants.

You have the following options:

Icon	Description
🖵 Presenting screen 2 ▾	Click the icon and via the drop-down menu select the monitor (if several monitors are connected) or the applications to be transferred. With **Advanced selection...**, you can also perform the following settings in the **Application Selection** dialog: ● **Show TeamViewer Panel**: If activated, the TeamViewer Panel of the presenter is visible within the meeting window for all participants. ● **Present all windows**: If activated, all windows of the screen are presented. ● **Present new windows**: If activated, only newly opened windows are presented. ● In the bottom area, select individual windows to be presented.
⏸ **Pause present-ation**	Click the icon to pause the presentation of your screen. The image on the side of the participants will be "frozen" until you click the ▶ icon. This allows you to perform changes or edit sensitive data without the participants seeing it (e.g. entry of a password).
◼ **Stop the screen sharing.**	Click the icon to stop presenting your screen (the participants will enter the meeting room).
▶ **Resume present-ation**	Click the icon to continue the presentation of your screen.
⚙▾ **Options**	Click the icon in the widget header and select from the following options: ● **Remove wallpaper**: If activated, your wallpaper will be removed. ● **Share computer sounds and music**: If activated, all sounds of the presenter's computer will be transmitted to the participants (*see Section 3.9 , page 37*). ● **Quality**: In the submenu, select the display quality of your presentation (*see Section 7.4 , page 72*). ● **Record meeting**: Record the meeting (*see Section 3.8 , page 36*). ● **Close**: Closes the widget.

3.7.4 The Videos widget – Transfer video via webcam

If you want to be seen by the participants, you can use the video transfer via webcam for this purpose.
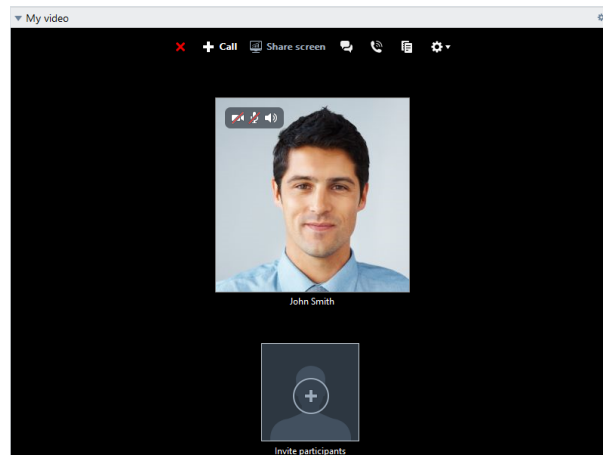
The following section describes how you can establish a video transfer to the participants. In the same vein, other participants can also establish a video transfer to you.

If several participants transfer their video, then all participants can see each other in a separate video widget.

To start a video transfer, follow these steps:

1. Open the **My video** widget.

2. Move the mouse over your profile picture and click the icon 📹.

    ➡ Your webcam video will be transmitted.

3. To stop transmitting webcam video, click the icon 📹.

Video Options

With Video Options, you can make changes to your camera settings. To do so, click the ⚙ icon in the widget header.

Change the size of your transmitted video or select **Video settings** to display advanced video options.

➡ The Video Options menu will open (*see Section 7.7 , page 79*).

Video conference

If several participants transfer their video, the **Videos** widget will open.

This widget displays all transferred videos in a grid. You can detach individual videos from the widget via drag & drop and reattach them. With the ⚙ icon in the widget header, you can adjust the video size of the transferred videos or close the widget.

If the widget is detached from the TeamViewer panel , you can enlarge individual video windows by clicking the video window. The selected video window will then be presented in focus and enlarged.
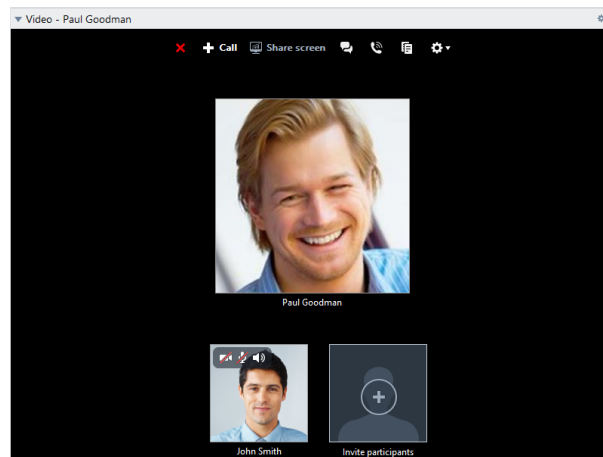
3.7.5   The Audio Widget – Transfer voice

To talk to Meeting participants, use the **Audio** widget. Choose whether you want to use Voice over IP or conference calls.

3.7.6   Voice over IP

Through transmitting audio over the internet via Voice over IP (VoIP), telephone calls with the participants are not necessary as you can talk live with your partners after a few mouse clicks. We recommend using a headset.
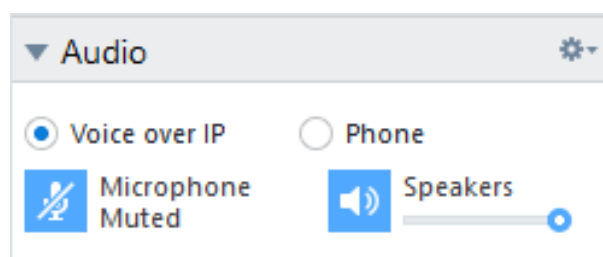
To establish an audio transfer, follow these steps:

1. Open the **Audio** widget.

2. Select the **Voice over IP** radio button.

3. Click the 🎤 icon to activate the microphone.

4. Set the desired volume for your speakers and microphone.

5. To deactivate the microphone, click the 🎤 icon again.
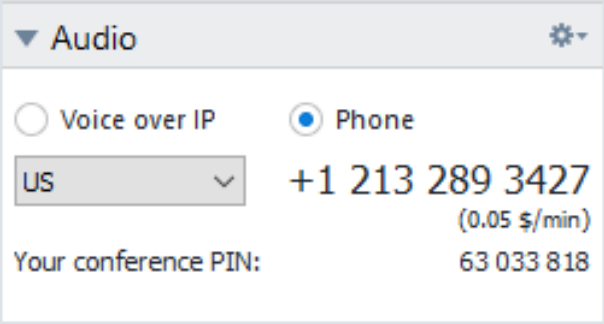
Audio Options

➡ To access the audio options, click the ⚙ icon in the widget header and select the **Audio settings** option (*see Section 7.6 , page 78*).

Hint: In the Remote Control window, alternatively click the arrow next to **Communicate | Start internet call** followed by **Audio settings** during a session.

3.7.7   Telephone

If not all of the participants have a headset at hand, you can also start a conference call as an alternative to Voice over IP.

▼ Audio   ⚙

○ Voice over IP   ● Phone

US   ▼   +1 213 289 3427
                              (0.05 $/min)

Your conference PIN: 63 033 818

To start a conference call, follow these steps:

1. Open the **Audio** widget.

2. Click the **Phone** radio button.

3. Select your country.

4. Call the service number listed above it.

   ➡ 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.

As an organizer, you can specify your own conference call data. To do so, simply enter the desired data in the text field in the **Configure Conference Cal**l dialog.

3.7.8   The Chat widget – Transmitting text messages

The widget enables meeting participants to chat with each other.
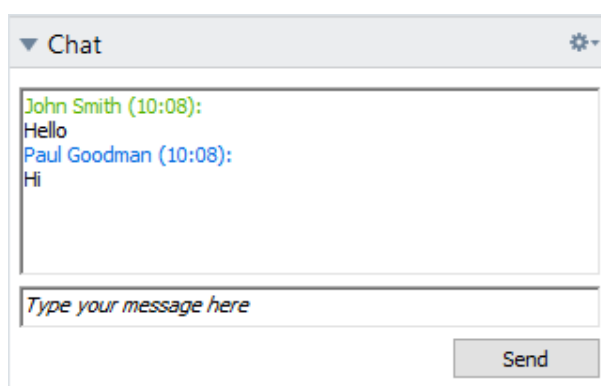
If the meeting has more than two participants, you can select the recipients of your message via the drop-down list below the input field.

As an organizer, you can also click the ⚙ icon in the widget header to disable the **Participants can chat with everyone** option. Afterwards, participants can only send chat messages to organizers and the presenter.

3.7.9   The File box widget – Providing files

Session participants can share files with one another via the **File box** widget.
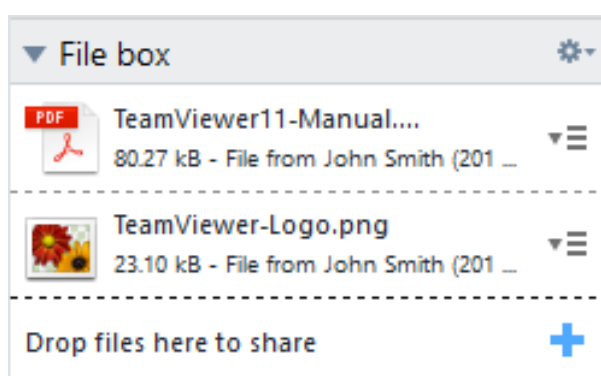
To do so, drag and drop the desired file into the widget or click the ✚ icon to select a file using the Windows Open dialog box.

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.

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

3.7.10   The Whiteboard widget – Drawing on the screen

The widget displays a drawing box for all meeting participants. The widget shows a drawing box for all participants of a remote control session With the the drawing box tools, you can draw or write on the screen as desired.
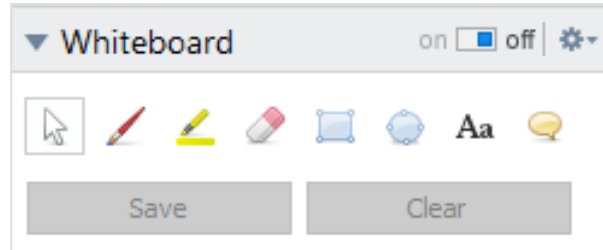
To allow participants to draw on the screen, the presenter first has to enable the drawing box via the **On/Off switch.** If the presenter sets the switch to **Off**, the participants can no longer draw on the screen. Only the presenter can save or delete any drawings.

The following tools are available:

Tool	Description
On/Off	Shows/Hides all previous drawings and allows/denies participants to draw.
Control mode	Pauses the drawing mode and lets you control the computer normally. The same can be achieved with a right click on the desktop.
Pen	Lets you make freehand drawings. With a right-click on the icon, you can select a color and the size of the pen.
Highlighter	Used for highlighting texts. With a right-click on the icon, you can select a color and the size of the pen.
Eraser	Lets you delete parts of a drawing. With a right-click on the icon, you can adjust the size of the eraser.
Rectangle	Lets you draw a rectangle. With a right-click on the icon, you can determine the frame and fill color as well as the width of the line. Press CTRL while drawing to draw a square. Press SHIFT to center the rectangle. Press CTRL+SHIFT to draw a square with center alignment.
Ellipse	Lets you draw an ellipse. With a right-click on the icon, you can determine the frame and fill color as well as the width of the line. Press CTRL while drawing to draw a circle. Press SHIFT to center the ellipse. Press CTRL+SHIFT to draw a circle with center alignment.

Tool	Description
Aa **Text**	Lets you write a text. With a right-click on the icon, you can determine the font size, color and type.
Speech bal-loon	Lets you draw a speech bubble. Click on any position to create the speech balloon. Write your text and then click again to define the direction of the speech balloon. With a right-click on the icon, you can determine the font size, color and type.

3.8 Record meeting

This function is only available to the presenter.

3.8.1 Recording a meeting

Note: If you want to record all of your meetings automatically, navigate to the options under **Extras | Options** in the main window and select Meeting | Auto record meeting. You can select the storage location of the files in the advanced options under *Section 7.9, page 81*.

During a meeting, you have the option of recording the meeting as a video. The recording is made in TeamViewer's own .TVS file format.

The presenter's screen content and sound as well as the webcam videos and VoIP will be recorded.

To record a meeting, follow these steps:

1. During a meeting, click the ⚙ icon in the widget header of the **Screen sharing** widget.

2. In the drop-down menu, click **Record meeting | Start recording**.

   ➡ Your meeting is being recorded.

3. To end the recording, click **Record meeting | Stop** in the drop-down menu. Alternatively, you can also end the meeting.

4. The meeting recording is stopped.

   ➡ A dialog for saving the file will open.

Note: You can select the storage location of the files in the advanced options under *Section 7.9, page 81*.

Note: To be able to record participant's webcam video and VoIP, they must give their permission.

3.8.2   Playing a recorded meeting

To play a recorded meeting, follow these steps:

1. In the menu bar of the main TeamViewer window, click **Extras | Play or convert recorded session…** .

2. Choose the desired file.

   ➡ The **Open** dialog box will open.

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.

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

Convert a recorded meeting to AVI

Recorded meetings can be converted to the AVI video format for further processing.

To convert a recorded session, follow these steps:

1. Follow the above instructions for playing a recorded meeting.

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.

3.9   Transmitting sound and video

With TeamViewer you can transmit video and sound from the presenter's computer to the participants.

TeamViewer recognizes when fast moving images are displayed on the remote computer and optimizes the video transmission accordingly. For example, if a video is being played during a presentation, all participants can view this video in real time on their computer.

Sound transmission enables participants to hear, e.g., system sounds or music being played on the presenter's computer.

As the presenter, you can stop computer sound transmission by clicking the ⚙▾ icon in the **screen sharing** widget during a meeting and deactivating the **Share computer sounds and music** option, or turn off the function by default in the settings (_see Section 7.4 , page 72_).

The improved transmission of video can be deactivated in the settings (_see Section 7.3 , page 71_).

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

3.10   Lock meeting

If you lock a meeting, participants can only join the meeting after confirmation.

This has the following effects on participation in a meeting:

- Participants can only join the meeting if an organizer permits them to join.
- Participants who are removed from a locked meeting, cannot again participate in the meeting.

To lock a meeting, follow these steps:

1. Host a spontaneous meeting.
2. Open the **Participant** widget in the meeting panel.
3. Click the icon 🔓 next to the Meeting ID.

    ➡ Participants can only join a meeting after confirmation.

4. The meeting is locked. To unlock the meeting, click the icon 🔒.

4 Computers & Contacts – Managing Contacts

In **Computers & Contacts**, you can centrally manage computer and contact data of TeamViewer connection partners.

You can see at a glance which computer or contact is available and you can start a meeting directly. 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.
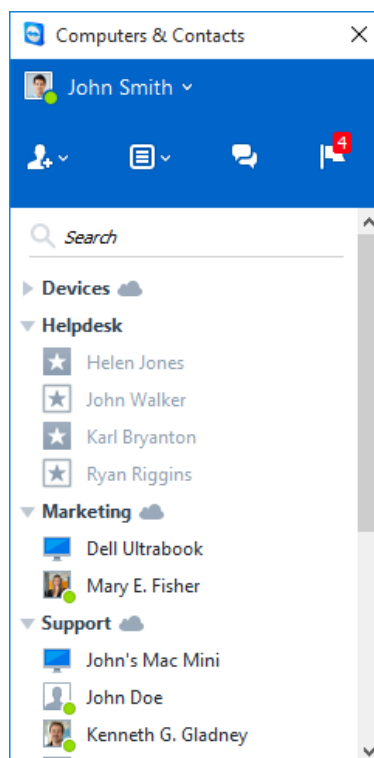
Computers & Contacts shows you at a glance which computers and contacts are online.

Some functions of the Computers & Contacts list are not described in this manual because they are particularly used for Remote Support with TeamViewer. This includes the integrated system health checks, service cases and notifications. You can find further information in the *TeamViewer Manual – Remote Control*.

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 or blacklist contacts for chat.
- Manage computers and contacts in groups and add your own notes to them.
- Predefine connection settings for individual computers, contacts and groups.
- Set your own availability status.
- Direct start of a meeting with individual computers or contacts.
- Allows scheduling meetings.
- Video calls with up to 10 persons.
- Personal and professional presentation with profile pictures.

> **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 (*see Section 4.1.1 , page 41*).

4.1 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.
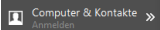
With a TeamViewer account, you can save information regarding your computers and contacts in a central location and manage your Computers & Contacts from anywhere.

A TeamViewer account is required for using the following TeamViewer functions:

- TeamViewer QuickConnect.
- Computers & Contacts list
- Schedule and manage Meetings
- Web Login

4.1.1 Creating a TeamViewer account

To create a TeamViewer account, follow these steps:

1. In the TeamViewer main window, click [Computer & Kontakte » Anmelden] **Computers & Contacts** 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 want to subscribe to our newsletter, activate the **Subscribe to our free newsletter** check 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 want to configure TeamViewer on this computer as a system service, activate the **I want to control this computer from remote** check 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 7.5 , page 76*).
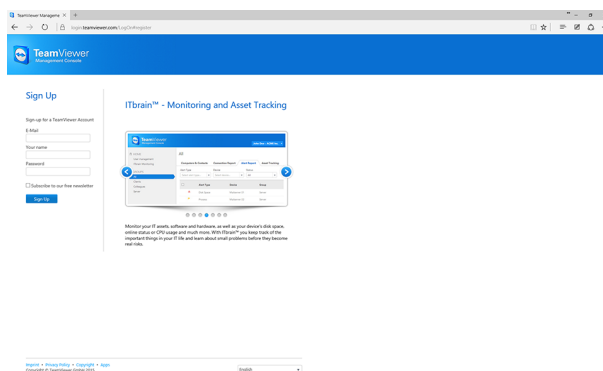
Creating a TeamViewer account via the website.

Hint: 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.

4.1.2   Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in TeamViewer options (*see Section 7.5 , page 76*).

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

1. Enter the following URL in your web browser: *https://login.teamviewer.com*.

2. Enter your TeamViewer account login information in the **E-Mail** and **Password** fields.

3. Click **Log On**.

    ➡ The user interface of the TeamViewer Management Console and Computers & Contacts will load.
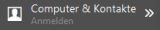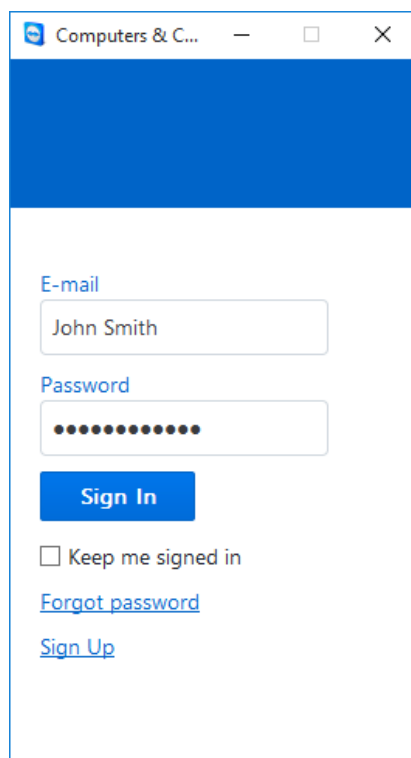
4. Click the **Edit profile** link in the upper right-hand corner.

➡ A window containing your account settings will open.

5. You can now apply changes to your personal information.

4.1.3 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. This way, all TeamViewer feature that require a TeamViewer account are available.

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

1. In the TeamViewer main window, click [Computer & Kontakte Anmelden »] **Computers & Contacts** on the status bar.

➡ The **Computers & Contacts** window will open.

2. Enter your account information in the **E-Mail** and **Password** fields.

3. Click **Log On**.

4. You are now logged in and your Computers & Contacts appear.

You can log into your account from any TeamViewer.

To make logging back in easier, you have the option of remembering your e-mail and password and to stay signed in. To do so, activate the corresponding check box on the login screen.

Caution: Never activate the **Keep me signed in** option on an external (public) computer. Also, remember to log out whenever you leave this computer.

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

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

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

1. In the upper part of Computers & Contacts, click on your **display name**.

   ➡ A drop-down menu will open.

2. Select **Sign Out**.

3. You are now signed out of your TeamViewer account.

4.2 Computers & Contacts options

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

Action	Description
🔵	Open up the following options via the icon's context menu: • Add remote computers to the Computers & Contacts lis (*see Section 4.2.4 , page 48*) • Add contacts to the Computers & Contacts lis (*see Section 4.2.4 , page 48*) • Add groups (*see Section 4.2.2 , page 46*) • Create service cases • Find nearby contacts and computers Service cases are a component of the service queue, which is used for the organization of support requests. Additional information about this is available from the *TeamViewer Manual – Management Console*.

Action	Description
▣˅	Via the context menu, open the following TeamViewer functions: • **Open Management Console...**: Opens the TeamViewer Management Console. The Management Console will open in your default browser. You are logged in automatically with your TeamViewer account. • **Open service queue...**: Opens the service queue in the TeamViewer Management Console.
💬	Opens the chat window (*see Section 4.2.7 , page 54*).
⚑³	Opens the notifications (*see Section 4.2.7 , page 54*).
🔍	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 upper part 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 Section 7.5 , page 76*). 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**.
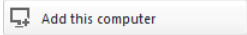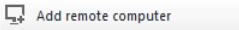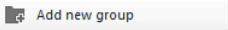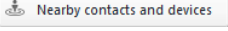
If the Computers & Contacts window is big enough, you can call up additional functions at the bottom of the Computers & Contacts list:

Action	Description
🖥 Add this computer	Adds the current computer to your Computers & Contacts list. For more information, see *Section 4.2.4, page 48*.

Action	Description
Add remote computer	Creates a new computer. For more information, see *Section 4.2.4, page 48*.
Add contact	Creates a new contact. For more information, see *Section 4.2.4, page 48*.
Add new 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 4.2.2, page 46*.
Nearby contacts and devices	Find TeamViewer contacts and devices that are in the same network. Add these contacts and devices to your Computers & Contacts list. Additional information about this is available from the *TeamViewer Manual – Remote Control*.
Persons from recent sessions	Adds the contact from one of your recent sessions to your Computers & Contacts list. To do this, click the name.

4.2.1 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.

4.2.2 Adding groups

To create a new group, follow these steps:

1. Click the [ ] button.

2. In the context menu, select the option **Add new group**.

   ➡ The **Add Group** dialog will open.

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

4. Click the **OK** button.

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

> **Note**: Computers and contacts that are not currently online are listed in a separate "Offline" group by default. To learn how to deactivate this option, see *Section 7.5, page 76*.

4.2.3   Share groups

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

You can find further information in the *TeamViewer Manual – Remote Control*.

To share a group, follow these steps:

1. Select a group in your Computers & Contacts list.

2. In the context menu (right click) of the group choose the **Share** option.

    ➡ The **Share group** dialog box will open.

3. Click the **Add...** button.

    ➡ The **Add user** dialog box will open.

4. Select the contact from the list with whom you would like to share the group.

5. Click the **OK** button.

6. Edit the permissions if necessary,.

7. Click the **OK** button.

    ➡ The contact will receive a message, which he must accept.

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

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

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

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

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

The Share group dialog box

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

	Description
Add...	Click the button to share the selected group with a contact.
Remove	Select a contact from the list and click the button to stop sharing a group with this contact.
Permissions	Select from the drop-down list which permissions you would like to grant the contact for the shared group.

- **Read**: The contact can view the shared group in his Computers & Contacts list and can connect to the computers and contacts within this group. The contact cannot make changes to the group (delete or rename contacts, add contacts, etc.).

- **Read/Write**: The contact can view the shared group in his Computers & Contacts list and can connect to the computers and contacts within this group. The contact can make changes to the group (delete or rename contacts, add contacts, etc.).

- **Full access**: The contact can view the shared group in his Computers & Contacts list and can connect to the computers and contacts within this group. The contact can make changes to the group (delete or rename contacts, add contacts, etc.). The contact can re-share shared groups and move contacts and devices from a shared group to own groups. Devices that are assigned to an account can be moved within the company in another shared group.

4.2.4 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 when 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 with a computer, but you do not know who is operating it.

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

- The other side is not logged in to a TeamViewer account.
- The computer is unattended (such as a server).
- You are connecting to your own computer.
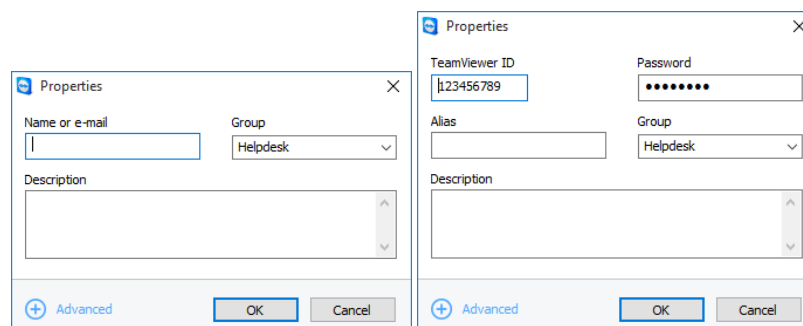
You can add both TeamViewer accounts as well as TeamViewer IDs to Computers & Contacts.

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 ![button] button.
3. In the context menu, select the **Add remote computer** or **Add contact** option.

   ➡ The **Add computer/contact** dialog box will open.

4. Configure the settings as desired.
5. Click the **OK** button.
6. A new computer/contact is created and appears in your list.

The Add computer/contact dialog box

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

The following settings can be configured:

Settings	Description
TeamViewer ID / name or e-mail	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 personal password in this field.

Settings	Description
Alias (only for TeamViewer ID)	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.
Description	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 **Add Group or Computer/Contact** dialog, you can use the advanced settings to define parameters for individual computers/contacts or entire groups. However, they only affect remote control sessions. For more information, please refer to the *TeamViewer Manual – Remote Control*.

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

1. Log into Computers & Contacts using your TeamViewer account (*see Section 4.1.3 , page 43*).
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
Remote res-olution	From the drop-down list, select the desired resolution on the remote computer upon connecting.	• Inherited • Don't change • Best fit

Parameter	Description	Possible values
Window	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 - Maximized
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)
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

Parameter	Description	Possible values
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

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

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

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

1. Select the contact in Computers & Contacts.

2. From the context menu (right-click), select **Remote control (prompt for confirmation)** or **Presentation (prompt for confirmation)**.

   ➡ A dialog box containing the request will pop up on your contact's computer. You partner can confirm access by clicking **Allow**.
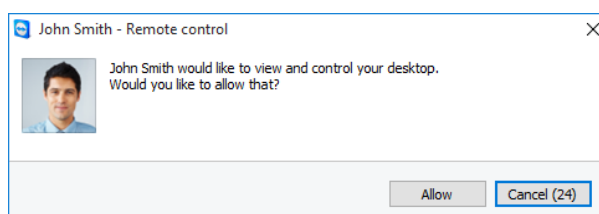
   Confirm the dialog to join the meeting.

3. The connection will then be established.

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

4.2.6 The computer or contact context menu

You reach the computer or contact context menu by right-clicking on 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:

Function	Description
Remote control (prompt for confirmation) **Presentation (prompt for confirmation)**	Starts a connection to your contact without password query (*see Section 4.2.5 , page 52*).
Remote control (using password) **File transfer ( )** **VPN ( )**	Establish the according connection to a computer/contact. You can find further information in the *TeamViewer Manual – Remote Control*.
Video call (prompt for confirmation)	Starts a video conference with the contact.
Send message	Opens the Chat dialog (*see Section 4.2.7 , page 54*).
Send file	Opens a Windows dialog box so that you can send a file to the selected contact. You can find further information in the *TeamViewer Manual – Remote Control*.
Wake up	Wakes up the computer via Wake-on-LAN. This function is only available for offline computers and must be configured first in order for this function to work. More information can be found in the *TeamViewer Manual – Wake-on-LAN*.

Function	Description
⚙▾ **More...**	• **Assign to account...**: Assigns the computer to your account (*see Section 4.2.8 , page 57*). • **Delete:** Permanently deletes the computer/contact. • **Shares**: Opens the **Shares** dialog box (*see Section 4.2.3 , page 47*). • **Properties**: Opens the **Properties** dialog box. This dialog box offers the same functions as the **Add computer/contact** dialog box (*see Section 4.2.4 , page 48*).
Alerts	Alert messages for integrated system health checks.
Notifications	Messages and news that affect your TeamViewer account (*see Section 4.2.9 , page 59*).

4.2.7 Chatting via Computers & Contacts

You can send a message to any computer/contact. If the computer/contact is not currently online, he/she will receive the message as soon as TeamViewer is started or the contact logs into his/her TeamViewer account.

If your computer/contact is already online, he/she will receive the message immediately and you can begin exchanging messages in real time.

Moreover, you can call up many useful functions from within the Chat window.

Note: TeamViewer chats are encrypted end-to-end.

Note: A maximum of 25 participants can join a group chat.

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

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

➡️ The **Chat** dialog box will open.

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

4. Activate 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.

Hint: Alternatively, you can open the TeamViewer chat via the 💬 icon in the Computers & Contacts list.

To start a group chat, follow these steps:

1. Click the 💬 icon in the Computers & Contacts list.

➡️ The **Chat** dialog box will open.

2. Click the **New message** button.

3. Enter the desired contact names.
    1. Select the names from the drop-down list.

    2. Confirm your selection by pressing RETURN or click on the contact.

4. Click in the **text field** to write a message. Confirm the input with RETURN.

➡️ The selected contacts will receive your message and can participate in the conversation.
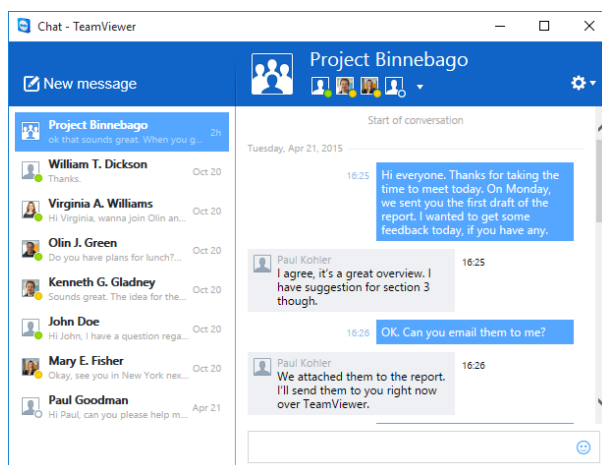
Note: If your computer/contact is offline, he/she will receive all messages sent to him/her upon logging back in, even if the dialog box is closed in the meantime.

Note: A chat with multiple participants is only possible with contacts.

Available chat window operations

In the Chat window, all chats with computers, contacts, or in groups will be displayed. Select a chat and send messages to the chat partners.
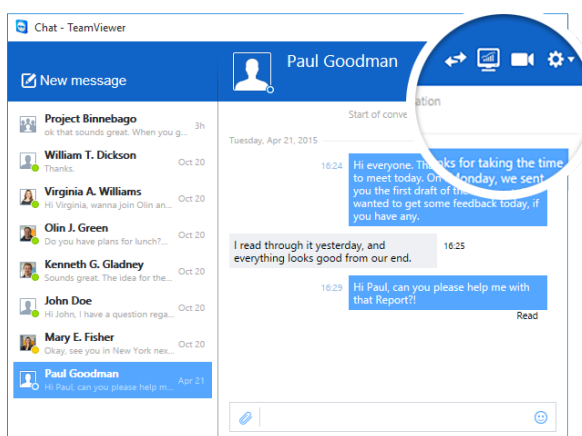
Chat window from which TeamViewer connections can be started.

In the chat window, you can call up other chat functions for interacting with chat partners. The possibilities for group chats are restricted compared to chats with computers or contacts.

Menu	Description
New message	Click the button to send a message to one or several computers or contacts. After that, enter the names of the recipients. Confirm the input with RETURN.
Remote control (prompt for confirmation)	Click the icon to set up a remote control session to the chat partner. The computer or contact must confirm the request.
Presentation (prompt for confirmation)	Click the icon to start an online meeting with the chat partner. You present your screen content. The computer or contact must confirm the request.

Menu	Description
Video call (prompt for confirmation)	Click the icon to start a video conference with the chat partner. The computer or contact must confirm the request.
	Click the symbol to call up additional options for the current chat. Choose between the following options: • **Add participant...**: Select this option to invite other computers or contacts to a group chat. The participant must confirm the request. • **Rename conversation...**: Select this option if you want to rename a group chat. The option is only available for group chats. • **Delete conversation...**: Select this option to delete the current conversation. The conversation is then removed from the chat window and the chat record is deleted. • **Delete chat record...**: Select this option to delete the current chat record. The chat record remains intact for the chat partner.
Send file	Click the icon to send a file to your chat partner. The computer or contact must confirm the request. The file is saved on the computer or on the contact's device in the Download folder under `C:\Users\%username%\Downloads`.
Emoticons	Click the icon to open up a selection of emoticons. Click an emoticon to insert it into the text field.

4.2.8 Assigning a computer to your TeamViewer account

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

• Monitoring by the integrated system health checks.

• Wake-on-LAN (see *TeamViewer Manual – Wake-on-LAN*)

• Remote Monitoring and Asset Tracking with ITbrain.

• Easy access without password.

• Policies for TeamViewer settings (*see Section 7.10 , page 89*).

There are two ways to assign a computer. Locally via the TeamViewer options or remotely via your Computers & Contacts list.

Assigning a computer to your TeamViewer account locally

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

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

1. Start TeamViewer.

2. In the main menu, click **Extras | Options**.

   ➡ The **TeamViewer settings** dialog box will open.

3. Select the category **General**.

4. Under **Account assignment**, click the **Assign to account...** button.

   ➡ The **Assign to account** dialog box will open.

5. Enter the email address of your TeamViewer account in the **E-mail** text field.

6. Enter the password of your TeamViewer account in the **Password** text field.

7. Click the **Assign** button.

   ➡ If the computer is not already part of your Computers & Contacts list, it is added to it.

8. You have now assigned the computer to your TeamViewer account.

Assigning a computer to your TeamViewer account remotely

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

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

1. Mark the computer that you would like to assign on your Computers & Contacts list.

2. In the context menu (right-click) click the **Assign now** button.

   ➡ The **Assign to account** dialog box will open.

3. In the **Password** text field, enter the personal password for the unattended access to the computer.

4. Click the **Assign** button.

5. You have now assigned the computer to your TeamViewer account.

4.2.9 Notifications

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

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

➡ Open up the notifications via the 🔲³ icon in your Computers & Contacts list.

Notifications are displayed for the following events:

- Newly created service cases

- Service cases that were assigned to you

- New contact requests for your Computers & Contacts list

- Alert messages for the integrated system health checks in TeamViewer

- Current ITbrain alert notifications. More information can be found in the *TeamViewer Manual – Management Console*.

- A contact would like to share a group with you
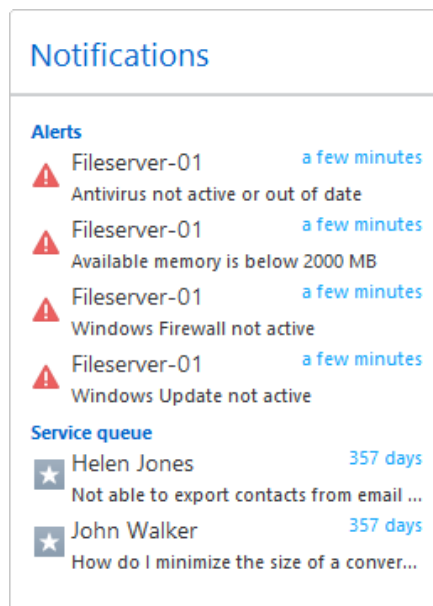
The **Notifications** dialog in the Computers & Contacts list.

Click the ⚙▾ icon at the end of the line for each notification to open a context menu.

This contains all functions that you can also open within your Computers & Contacts list.

- For alerts, you can open the context menu of the computer that triggered the alert.

- For the service queue, you can open the context menu of the service cases.

- For contacts, you can process contact requests.

- For groups, you can process **Share groups** requests.

5 TeamViewer modules

Below you will find an overview of a part of the modules available on our website. Additional modules are available on our website, but not relevant for meetings.

To download a module, or for a quick overview of what is available, visit *https://team-viewer.com/download*.

5.1 The TeamViewer full version

You can use this module to start meetings, schedule meetings or join meetings.
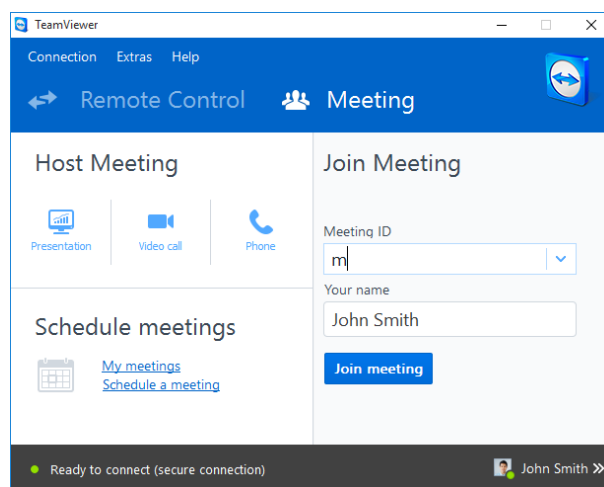
The main window of the TeamViewer full version.

This module is described in detail in *Section 2.2, page 6*.

5.2 The TeamViewer QuickJoin module

TeamViewer QuickJoin is an application in the form of a single executable file that was developed specifically for participating in meetings or presentations.
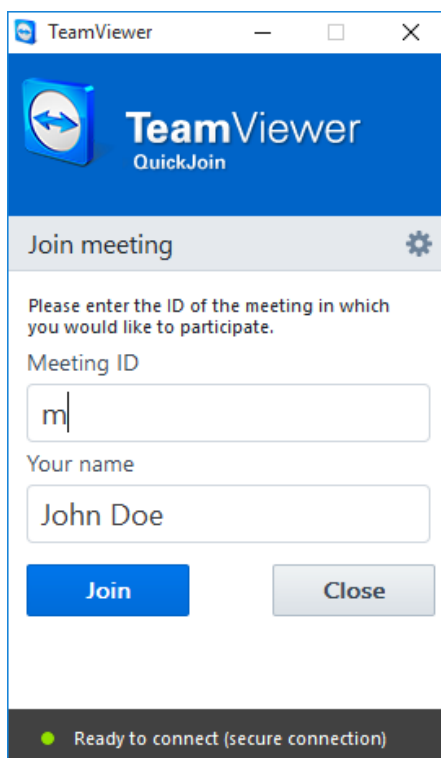
Participants connect to meetings via TeamViewer QuickJoin.

The participants start TeamViewer QuickJoin and enter the connection data of the meeting (Meeting ID and password, if necessary), which they receive from the initiator, to connect to the meeting. In addition, you can type your name in the **Your name** text field, which every participant can see during a meeting.

Note: For connections via TeamViewer QuickJoin, all of the usual meeting functions available in the TeamViewer full version are available as well, such as VoIP, Video transfer, Whiteboard and Chat.

On our website, you can create your individual TeamViewer QuickJoin that can be designed with your welcome text and your logo as well as additional useful functions (*see Section 5.6 , page 62*).

5.3 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.

Note: Comply with the information on the **export settings for TeamViewer Portable** in the TeamViewer settings (*see Section 7.9 , page 81*).

5.4   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.

5.5   TeamViewer on mobile devices

TeamViewer is also available for mobile devices.

 However, you can only join meetings, not host a meeting.

The "TeamViewer for Meetings" App required for this purpose can be downloaded from Google Play for Android and from the Apple AppStore for iOS.

Further information about these applications is available in the apps themselves or on our website under *https://teamviewer.com/download/mobile.aspx*.

5.6   Customizable modules

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

It is possible to create one or more personalized QuickJoin modules. This provides you with additional functions (such as the ability to alter the design by adding your company logo and color scheme).

A detailed description of how to create a personalized TeamViewer module is available in the *TeamViewer Manual – Management Console* or on the *Design & Deploy website* within the TeamViewer Management Console.

6 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 *https://teamviewer.com/download* and save the setup file on your computer.

If you have decided on a different module as described in *Section 5, page 60*, you can skip this section.

6.1 Installing the TeamViewer full version

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

Welcome to TeamViewer

1. Decide on an installation type.

    - In order to always manually start TeamViewer, if necessary, select the **Install** option button.

    - If you would like to install TeamViewer as a system service, select the **Install to control this computer later from remote** option button. If you select this option, instructions will help you with the setup of TeamViewer as a system service.

    - If you want to run TeamViewer only once, select the **Run only** option button.

2. Select a field of use.

    - If you would like to use TeamViewer commercially (e.g. support, presentations, home office, desktop sharing with colleagues, etc.) select the **In the company / commercially** option button.

    - If you do not want to use TeamViewer commercially (e.g. connections with friends, relatives or your own computer), select the **private / non-commercial** option button.

    - If both apply, select the **Both** option button.

3. If you want to make additional adjustments during the installation (*see Section 6.1.1 , page 64*), check the **Show advanced settings** check box. Otherwise, TeamViewer is automatically installed with the default settings.

4. Click the **Accept** button.

5. The installation of TeamViewer is complete.

6.1.1   Advanced settings

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

To configure the Advanced settings, follow these steps:

1. **Destination dir**: Select a desired folder where TeamViewer would be installed.

2. **Use TeamViewer Remote Print**: If you want to enable this option, if there are connections to this computer (on which TeamViewer is being installed), the Remote Print function can be used. You can find further information in the *TeamViewer Manual – Remote Control*.

3. **Use TeamViewer VPN**: If you want to use TeamViewer VPN, check this check box. This function is not available for meetings.

4. **Use TeamViewer Meeting Add-In for Outlook**: If you enable this option, a TeamViewer Add-In is installed in Outlook.You can then schedule TeamViewer Meetings via Outlook (*see Section 3.4.1 , page 18*).

5. Click the **Finish** button.

6. The installation of TeamViewer is complete.

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

6.1.2   How to configure TeamViewer as a Windows system service

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

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

1. Start TeamViewer.

2. In the main menu, click **Extras | Options**.

   ➡ The **TeamViewer settings** dialog box will open.

3. Select the category **General**.

4. Select the **Start TeamViewer with Windows** option.

   ➡ A window will open prompting you for a password.

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

6. Click the **OK** button.

7. Click **OK** in the **Permanent Access Activated** dialog box.

8. TeamViewer is now configured to start automatically with Windows.

Caution: If you configure TeamViewer to start automatically with Windows, a TeamViewer service runs at all times. Do not stop this service manually!

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

6.2   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 6*.
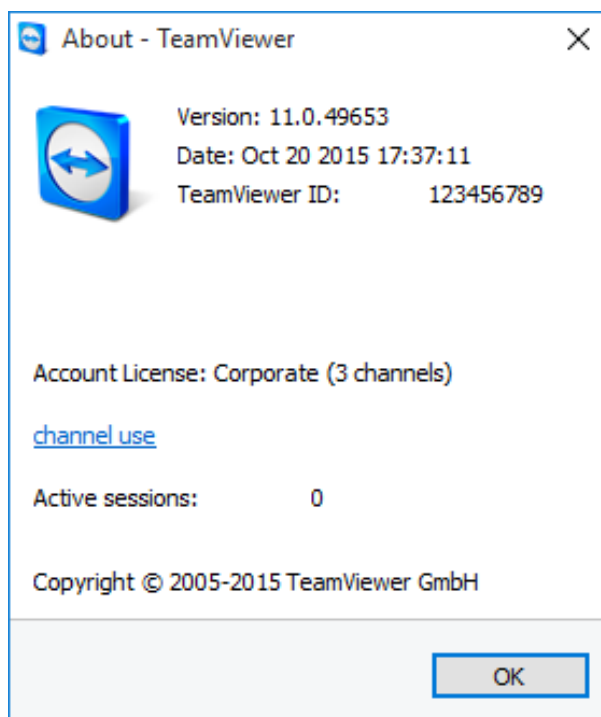
User ID and Server ID in the 'About' dialog box.

> **Note**: Please note that TeamViewer handles every terminal server user account as a separate workstation. This affects licensing, among other factors (*see Section 6.3 , page 66*).

6.2.1 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). 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.

6.3 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 *https://teamviewer.com/licensing* 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.
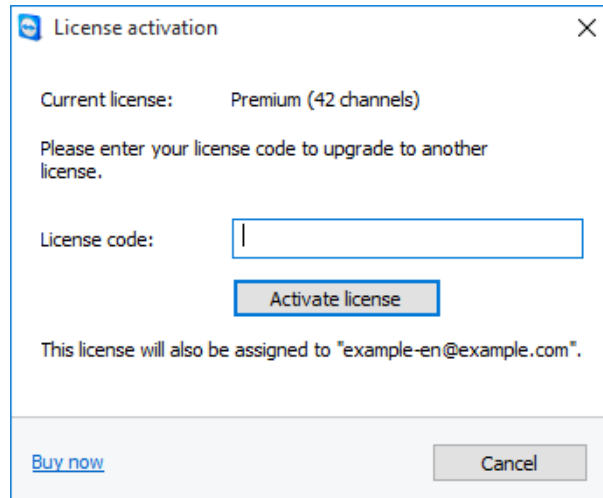
The **License activation** dialog box.

Note: If you have a TeamViewer Premium or Corporate license, you can link it to your TeamViewer account (*see Section 7.9 , page 81*).

7 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.

> **Note**: If your settings are configured via a policy for TeamViewer settings (*see Section 7.10 , page 89*), it is possible that specific options will not be available.

7.1 Category General

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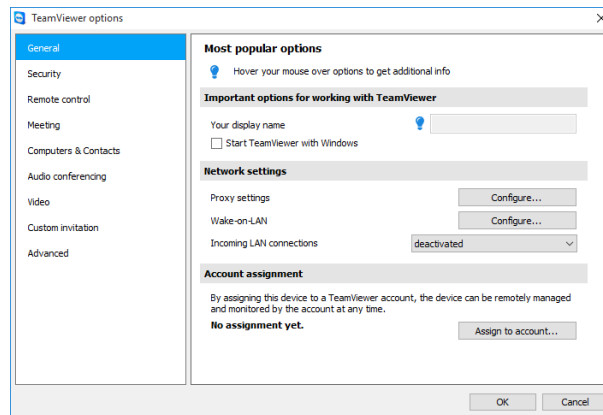
The General category offers basic options.

Important options for working with TeamViewer

Your display name	Enter your name or company name here. This text will be displayed in the title bar of the Remote Control window and in the Chat window of the remote computer. If you are logged into your TeamViewer account, the display name of your account will be used instead.

Important options for working with TeamViewer

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

Network settings

Proxy settings	Click the **Configure...** button to open the **Proxy Settings** dialog box.
Wake-on-LAN	One click on the **Configure...** button opens the **Wake-on-LAN** dialog. Here you can configure the settings for TeamViewer Wake-on-LAN. By configuring these settings, you can remotely operate this computer even if it is switched off by waking it up before you establish a connection.
	Detailed instructions for configuration of TeamViewer Wake-on-LAN are available in the *TeamViewer Manual - Wake-on-LAN.*
Incoming LAN connections	You can choose between the following options:
	• **Deactivated**: Allows no LAN connections.
	• **Accept**: Accepts incoming LAN connections via Port 5938.
	• **Accept exclusively**: No connection to TeamViewer servers will be established and TeamViewer is available only via the IP address or the corresponding computer name. If you chose this option, you can't host or join meetings.

Account assignment

Assign to account...	Click on the button to link the computer to a TeamViewer Account. The **Assign to account** dialog box will open.
	This is required for the integrated system health checks, ITbrain or Wake-on-LAN.

Proxy Settings dialog box

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

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

- **Automatically detect settings (recommended)**: Use this setting if TeamViewer should automatically search for and use an installed proxy.

- **Use manual proxy**: Use this setting to manually enter your proxy server information.
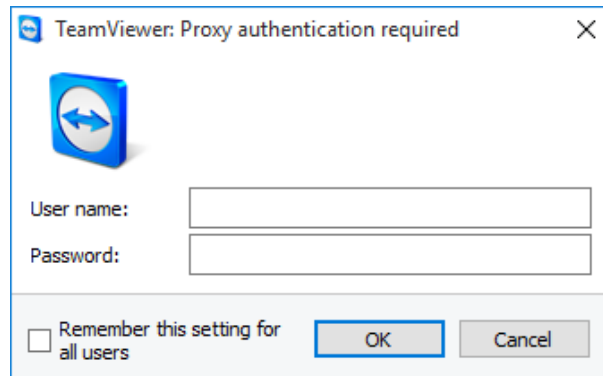
In the **Proxy settings** dialog box, you can configure access to the internet through a proxy server.

7.2 Category Security

In the **Security** category, you can configure all important security-related settings. The settings in this dialog have an impact on all future remote support sessions. Since this category is not relevant to meetings, it is explained only in the *TeamViewer Manual – Remote Control*.

7.2.1 The Blacklist and whitelist dialog box.

In this dialog, you can explicitly store TeamViewer accounts that receive access to the local computer (Whitelist) or that should be blocked for access to the local computer (Blacklist).

Click the **Add...** button to either allow or deny access for TeamViewer accounts.
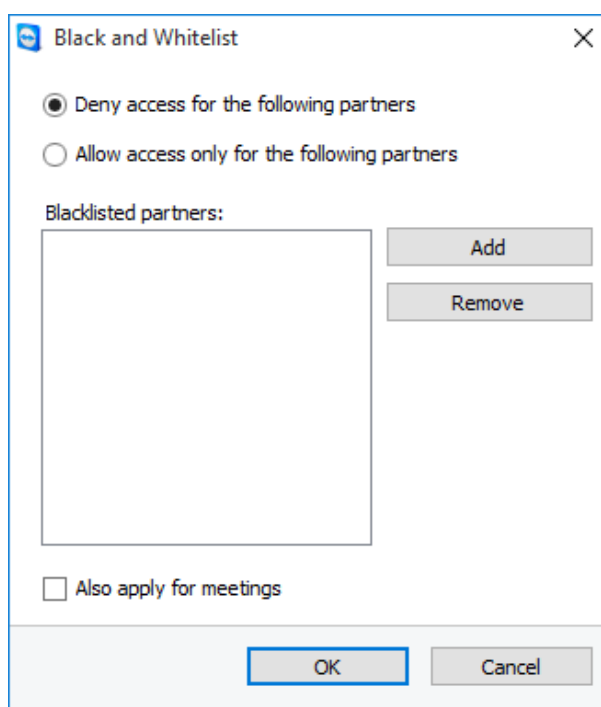
If you activate the **Also apply for meetings** check box, these settings will also be applied to meetings. Only contacts from your whitelist will then be able to join your meeting or contacts from your blacklist are accordingly excluded from being able to join your meeting.

Whitelist – allow access for the following partners

If you add TeamViewer accounts to the **Whitelist**, only these accounts will be able to connect to your computer. The possibility of a connection to your computer through other TeamViewer accounts or TeamViewer IDs is excluded. 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.

If you have joined a company profile with your TeamViewer account, you can also place the entire company profile on the Whitelist. Thus only the TeamViewer accounts that are part of the company profile can access this device.

Blacklist – allow access for the following partners

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

7.3 Category Remote control

Under the **Remote Control** category, you can preconfigure settings for remote control sessions. The settings in this dialog have an impact on all future remote support sessions. Since this category is not relevant to meetings, it is explained only in the *TeamViewer Manual – Remote Control.*
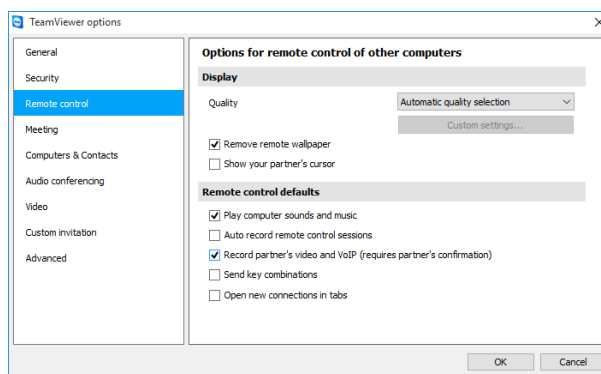
In the **Remote Control** category, you can preconfigure settings for remote control sessions.

7.4 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.
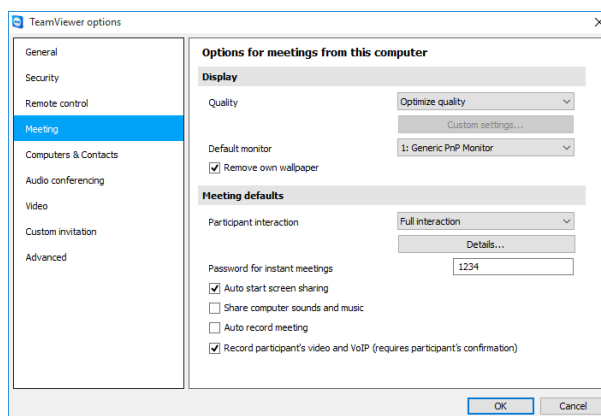
Meeting settings.

Display

Quality	You can select from:

- **Auto select**: Optimizes the display quality and transmission speed based 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.

Display

Default monitor	From the drop-down list, select the monitor to be presented in a meeting if you are the presenter.
	You can select from:
	• **n**: A single connected monitor is displayed.
	• **All monitors**: All connected monitors are displayed simultaneously.
Remove own wallpaper	If activated, the wallpaper of your own computer is hidden during a meeting.

Meeting defaults

Participant interaction	You can select from:
	• **Full interaction**: All meeting participants can engage in the meeting and all the functions, such as VoIP, Chat or File box, are available.
	• **Minimal interaction (presentation mode)**: Only you as the presenter can use the meeting functions. All other participants can only observe. However the meeting functions can be enabled for all participants by demand.
	• **Custom settings**: Click the **Configure...** button to perform your own interaction settings.
Password for instant Meeting	In the text field, enter a password for the meetings you will start. If you want to allow others to join the meetings via Meeting ID only, you can leave this field empty.
Auto start screen sharing	If activated, your screen is presented as soon as the first participant connects to your meeting.
Share computer sounds and music	If activated, sound from the presenter's computer is transmitted to the participants (*see Section 3.9 , page 37*).
Auto record meeting	If activated, all the meetings are recorded automatically (*see Section 3.8 , page 36*).

Meeting defaults

Record participant's video and VoIP (requires participant's confirmation)	If activated, participants can decide whether they would like their webcam video and VoIP to be recorded or not.
	If deactivated, only the remote screen and your own webcam video and VoIP will be recorded.

The Interaction defaults dialog

In this dialog, you can specify predefined rights for the participants in meetings that you started.

The access rights for participants described under *Section 3.5, page 23* are available to you.

Right	Description	Possible values
Allow audio	Allow participants to talk via Voice over IP.	- Allow - Allow manually
Allow video	Allow participants to transfer video via their webcam.	- Allow - Allow manually
Allow chat	Allow participants to send chat messages.	- Allow - Allow chat to all participants - Allow manually
Allow file transfer	Allow participants to provide files via the file box.	- Allow - Allow file sharing to all participants - Allow manually
Allow pointing	Allow participants to use the **Pointer**.	- Allow - Allow manually
Allow drawing	Allow participants to draw on the screen using the whiteboard.	- Allow - Allow manually

Right	Description	Possible values
See other participants	Participants can see each other in the **Participants** widget.	• Allow • Allow manually

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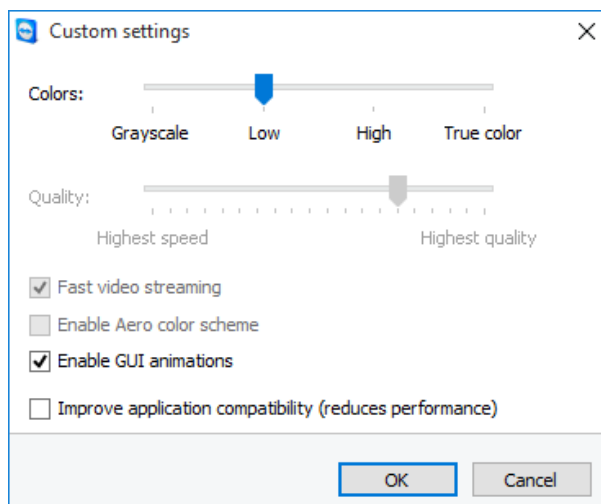
In the **Custom Settings** dialog box, you can configure quality options.

You have the following options:

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

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

- **Fast video streaming**: If activated, video transmission is optimized. Best possible transmission quality requires a local network or high bandwidth connection.

- **Enable Aero color scheme**: If activated, Aero Glass is enabled on remote Windows Vista / Windows 7 operating systems.

- **Enable GUI animations**: If activated, animations (e.g. when a window is closed) are displayed.

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

7.5   Category Computers & Contacts

Here you can manage your TeamViewer account and configure additional settings for your Computers & Contacts.
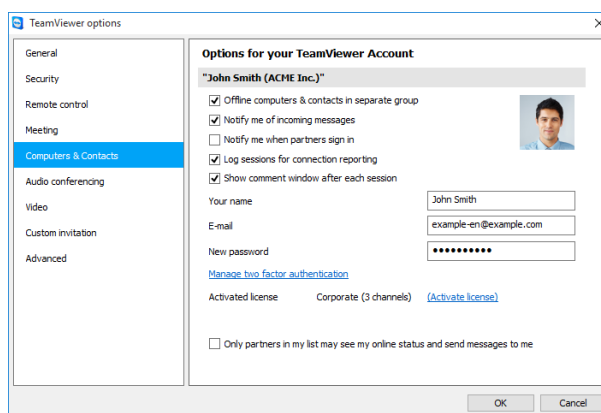
The account management in TeamViewer provides additional options.

Account settings (global settings)

Offline computers in separate group	If activated, all offline computers are organized into a separate group.
Notify me of incoming messages	If activated, you will receive a brief notification of an incoming chat message from a partner. The notification will be displayed in the lower right corner of the screen as a pop-up.
Notify me when partners sign in	If activated, you will receive a brief notification whenever one of your contacts logs into his/her TeamViewer account. The notification will be displayed in the lower right corner of the screen as a pop-up.
Log sessions for connection reporting	If activated, all remote control sessions will be logged in the TeamViewer Management Console. More information can be found in the *TeamViewer Manual – Management Console*.

> **Note**: This function is not available for meetings.

Account settings (global settings)

Show comment window after each session	If activated, you can add a comment to a remote control session after it has ended. The comment is then added to the corresponding session in the TeamViewer Management Console. More information can be found in the *TeamViewer Manual – Management Console*. **Note**: In order to use this function, you must be logged into your TeamViewer account and must be a member of a company profile. **Note**: This function is not available for meetings.
Your name	Enter a name being used to identify you during a TeamViewer meeting. 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.
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.
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.

7.6 Category Audio conferencing

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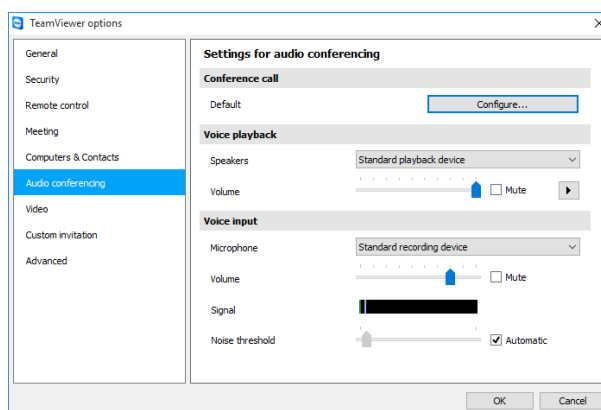
Audio conferencing settings.

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.

Options for microphone

Mute (micro-phone)	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.

7.7 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.
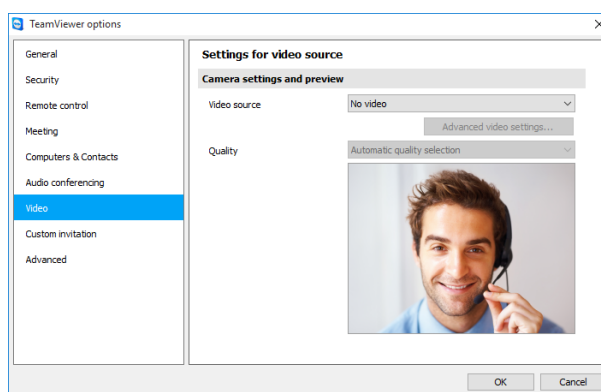
Video settings.

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.

Camera settings and preview

Quality	Here you can choose between the following options:

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

7.8 Category Custom invitation

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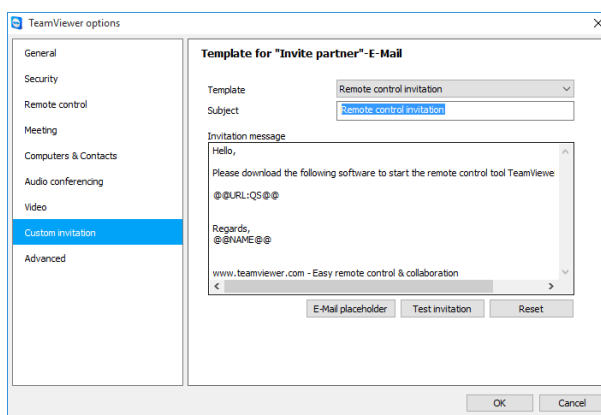
Custom invitation settings

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. To review your invitation e-mail prior to sending, click the **Test invit-ation** button.

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

7.9   Category Advanced

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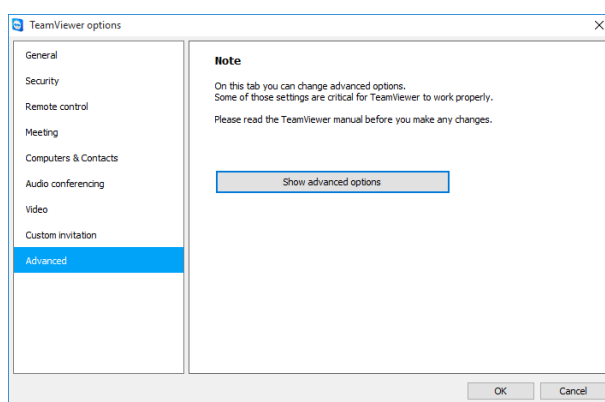
To do so, click the **Show advanced options** button.

General advanced settings

Display lan-guage	Select the displayed language of TeamViewer. You will then need to restart TeamViewer to apply the new language setting.
Receive insider builds	If activated, you will automatically receive the latest prerelease versions of TeamViewer. If activated, TeamViewer will search for updates daily.
	Under **Install new versions automatically**, select whether insider builds of the current major version should be installed or if updates should also include new major versions.

General advanced settings

Check for new version	From the drop-down list, select the interval at which you would like TeamViewer to automatically search for an update. The following intervals are available: • Weekly • Monthly • Never
Install new versions auto-matically	In the drop-down list, select whether or not TeamViewer should auto-matically install new versions. The following options are available: • **All updates (includes new major versions)**: Updates will always be installed, even updates to newer major versions. • **Updates within this major version**: Only updates within the cur-rent installed major version will be installed. • **Security updates within this major version**: Only updates within the current installed major version necessary to improve security will be installed. • **No automatic updates**: Updates will never be installed auto-matically.
Close to tray menu	If activated, TeamViewer will minimize to the tray menu after the program is closed (info area of the windows task bar). TeamViewer can subsequently be shut down by right-clicking the icon in the system tray.
Enable integ-rated system health checks	If enabled, the computer can be monitored and its assets traced via the integrated system checks and ITbrain. You can find further information in the *TeamViewer Manual – Remote Control*.

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 You can find further information in the *TeamViewer Manual – Remote Control*.
Random password after each session	From the drop-down list, select whether or when you would like TeamViewer to generate a new random password for incoming sessions. The following options are available: • **Keep current**: The new password will not be generated until TeamViewer is restarted. • **Generate new**: TeamViewer generates a new password after each completed session. • **Deactivate**: A random password is generated only once. • **Show confirmation**: TeamViewer asks you after each session whether you would like to generate a new password.
Automatically minimize local TeamViewer Panel	If activated, the local TeamViewer Panel (if not deeded) will automatically minimize to the screen edge after 10 seconds.
Ignore alpha blending on this computer	If activated, windows from the remote computer will not be transmitted half-transparent.
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

Start remote control automatically when connected to a mobile device	If activated, a remote control session is automatically started when connecting to mobile devices. If deactivated, a dashboard with information about the device is displayed by default when connecting to mobile devices.
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 the default settings to allow immediate reconnection. After the shut down of TeamViewer the passwords are no longer saved.
Clipboard synchronization	If activated, any text copied to the clipboard will be available to the partner.
Lock a remote computer	Specify whether the remote computer will be locked after conclusion of a Remote Control session. Choose between the following options: • **Always**: The remote computer will always be blocked after a connection. • **Never**: The remote computer will never be blocked. • **Automatic**: The remote computer will be blocked, if it was also blocked at the start of the connection.
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 You can find further information in the *TeamViewer Manual – Remote Control*.
Timing out inactive session	Select a time period after which an outgoing remote control session is automatically terminated if there is no interaction in the defined period.

Advanced Meeting settings

Access Control	Set which rights the meeting participants will receive by default:
	- Full access
	- View and show
	- Custom settings
	- Deny meetings

Advanced settings for Computers and Contacts

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.
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.
Show Computers & Contacts upon start	If activated, the Computers & Contacts list will open automatically whenever TeamViewer is started.

Advanced network settings

TeamViewer server	To open the **TeamViewer Server** dialog, click the **Configure...** button. In this dialog you can enter a permanent server.
	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.
Install remote printing	To install the TeamViewer print driver, click the **Install...** button. *placeholder*
Use UDP (recommended)	If activated, TeamViewer will attempt to set up a fast UDP connection. You should only disable this feature if your connection is interrupted on a regular basis.

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 enabled whenever you are using the TeamViewer Manager (`Connections.txt` under `C:\Users\USER_NAME\AppData\Roaming\TeamViewer`).
Log incoming connections	If activated, TeamViewer writes information about all incoming connections to a log file (`Connections_incoming.txt`).

More

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

TeamViewer options

Changes require administrative rights on this computer	If activated, TeamViewer options can only be changed by Windows user accounts with administrative rights.
Session recording directory	If you have activated Auto record as described under *Section 7.4, page 72*, 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 the previously exported options by double-clicking on the *.reg file. This can lead to errors on 64-bit systems.
Export settings for TeamViewer Portable	To specify settings for the TeamViewer Portable, you can configure settings within an installed TeamViewer full version and export them for TeamViewer Portable. Click on the **Export...** button. Save the file as `tv.ini` to the TeamViewer Portable folder. Open the `TeamViewer.ini` from the Portable folder and make sure that `importsettings=1`. The options that were configured in the TeamViewer full version are applied to the TeamViewer Portable when the application is launched.

The Meeting Access Control Details dialog

In addition to the rights management for individual meeting participants, you have the option to restrict your own access at the start of a meeting (particularly useful for network administrators who want to restrict users). For this purpose, you can allow or deny certain settings that are of interest to meetings.

The following settings can be edited:

Setting	Description	Possible values
Host Meeting	Lets you control, whether you may start a meeting.	• Allowed • Denied
Join Meeting	Lets you control, whether you may join a meeting.	• Allowed • Denied
Control remote computers	Lets you control, whether you may control a remote computer in a meeting (if allowed by the participant).	• Allowed • Denied
Control this computer	Lets you control, whether you may allow participants to control your computer.	• Allowed • Denied
Record meetings	Lets you control, whether you may record meetings.	• Allowed • Denied
Share files	Lets you control, whether you may provide files in a meeting via the File box widget.	• Allowed • Denied
Receive files from the file box	Lets you control, whether you may receive files in a meeting via the File box widget.	• Allowed • Denied

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.

The following settings can be made:

Settings	Description
Show Quick-Connect button	If activated, the QuickConnect button is displayed in all windows/applications.
Add	In the text field, enter the process name of an application and click the **Add** button to disable QuickConnect for this application.

Settings	Description
Remove	Select an application from the list in which QuickConnect is already disabled and click the **Remove** button to re-enable QuickConnect for this application.
Position	Use the slide control to select the position of the QuickConnect button on the title bar of a window.

7.10 TeamViewer setting policies

The TeamViewer settings can be configured simultaneously for all of your devices with the aid of a policy. Use the TeamViewer Management Console to define central settings for your devices and to assign them to specific devices. Policy changes will be applied automatically to all installations.

You can either define settings for specific devices or for entire groups of your Computers & Contacts list. It is not necessary to have direct access to the device.

More information can be found in the *TeamViewer Manual – Management Console*.

Note: If the settings are configured using a setting policy, you will be notified about it within the TeamViewer options under **General**.