



TeamViewer 12 Manual

Remote Control

Rev 12.1-201612



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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:

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

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

1.2 About the manual

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



Unless stated otherwise, the 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 12, page 97](#) first.

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

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

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

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



2 Basics

2.1 How TeamViewer works

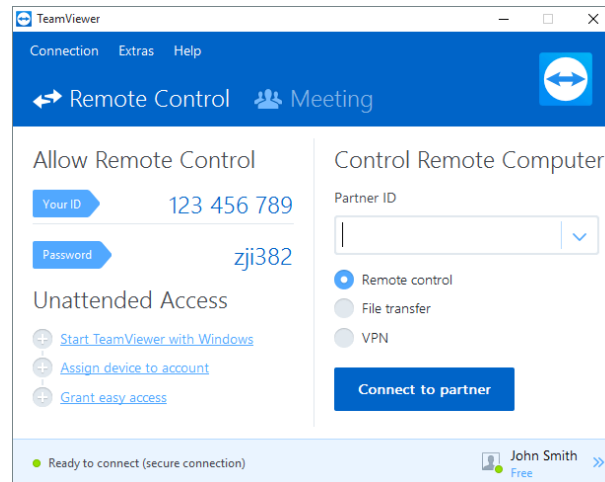
If you think of a TeamViewer connection as a phone call, the TeamViewer ID would be the phone number under which all TeamViewer Clients can be reached separately.

TeamViewer computers and mobile devices that run TeamViewer are identified by a globally unique ID. The first time TeamViewer is started, this ID is generated automatically based on hardware characteristics and will not change later on.

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

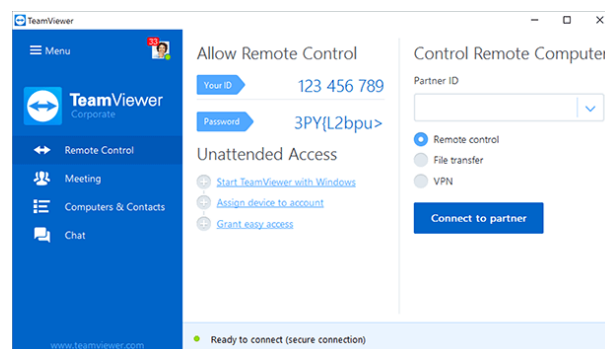
2.2 Description of the main TeamViewer window

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



The main TeamViewer window.

Hint: You can use an alternative TeamViewer interface by activation the **Use new interface** under **Extras > Options > General**.




The single window interface of TeamViewer.

2.2.1 The Remote Control tab

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

Allow Remote Control

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

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



Note: Within the **Unattended access** dialog windows, you can configure TeamViewer to automatically start along with Windows (system service), assign the device to your account and choose a personal password. You will then be able to access your computer anytime via TeamViewer.


Control Remote Computer

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

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

Allow Remote Control

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

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

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- **File transfer:** Transfer files from or to your partner's computer.
- **VPN:** Create a virtual private network with your partner.

2.2.2 The Meeting tab

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



2.2.3 The menu bar of the main TeamViewer window

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

Connection

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

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

Extras

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

- To access the settings (*see Section 13, page 103*) click **Options**.
- To play or convert videos of recorded TeamViewer sessions (*see Section 9.8, page 72*), click **Play or convert recorded session....**
- To recommend TeamViewer to others, click **Tell-A-Friend**.
- To access the log files created by TeamViewer (especially if needed by the TeamViewer Support team for analysis purposes), click **Open log files...**
- To activate your license key on this computer, click **Activate license** (*see Section 12.4, page 101*).
- To display available license updates, click **Check for license updates**.

ITbrain

Under the menu entry **ITbrain**, you can view the status of monitored devices, manage your ITbrain license or start an ITbrain trial.

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 Community website, click **TeamViewer Community**.



- 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 TeamViewer**.

2.2.4 The status bar of the main TeamViewer window

The status bar is located along the bottom edge of the main TeamViewer window. It contains a **status light** indicating the status of your connection as well as a button for accessing **Computers & Contacts** (*see Section 8, page 37*).

The status light has the following three positions:

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



3 Establishing a connection with TeamViewer

This section describes in simple steps how to create a remote control session. The process for creating a connection for a VPN session or file transfer is the same. To learn about other options for establishing a connection and other functions, see [Section 7, page 32](#), [Section 7.3, page 34](#) and [Section 10, page 75](#).

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

1. Start TeamViewer.
2. Click the **Remote Control** tab.
3. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport ([see Section 11.2, page 89](#)).
4. Ask your partner for his/her TeamViewer ID and password.
5. Enter your partner's ID in the **Partner ID** combo box.
6. Click the **Remote control** option button.
7. Click the **Connect to partner** button.
 - ➡ The **TeamViewer Authentication** dialog box will open.
8. Enter the password of the remote computer.
9. Click **Log On**.
10. You are now connected to your partner's computer.

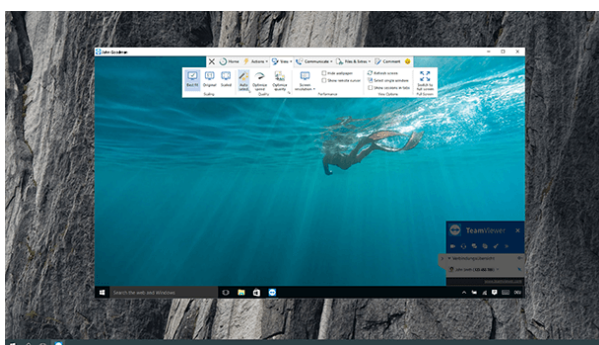


4 The Remote Control connection mode

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

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



Once you start a remote control session ([Section 3, page 12](#)), the **Remote Control window** will appear.



The TeamViewer remote control window.

4.1 Remote Control window options

In the title bar of the window, all open remote control sessions are displayed in tabs. For each session, either the display name of your partner and/or his TeamViewer ID is displayed.

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

Below that, you will see a toolbar with menu buttons for the following possibilities:



Close

Closes the current connection.



Home

Opens a dashboard view that contains details and technical information about the remote device as well as information about the current remote control session.

	Tab	Description
General information	Processes	<p>Displays the number of running processes on the remote device.</p> <p>Clicking on the link opens the Task Manager on the remote device to be able to immediately take action on running processes.</p>
	Performance	<p>Displays the current CPU and RAM usage as well of the currently used disk space.</p> <p>If the graphs are colored in red because of the high workloads on the remote device, you can directly access the Task Manager and Disc Cleanup to solve potential issues quickly.</p>
	Security	<p>Displays information about the remote device's Antivirus and Firewall protection status. If Windows updates are available, this information is displayed here as well.</p> <p>If the status indicator is colored in red, the Antivirus or Firewall protection does not work properly or is not activated at all. Clicking on the link opens the Action Center on the remote device to be able to to immediately take action on Antivirus and Firewall setup.</p>



Tab	Description
Session	Displays information about the the remote user and the current session.
Device	Provides information to identify the remote device (e.g. manufacturer, model, operating system or device name).
System environment	Provides information about the network environment, the remote device is located in (e.g. network, domain). Clicking on the link opens the Network and Sharing Center on the remote device to be able to to immediately take action on Network settings.
Device management	Account assignment Displays the TeamViewer account to which the remote device is assigned to. A status indicator will show, if an account assignemt does exist or not. Clickling on the link opens the Teamviewer options of the remote device where you can change the account assignment settings.
	Wake-On-LAN Displays whether Wake-On-LAN is activated for the remote device or not. If the status indicator is colored in red, Wake-On-LAN is not possible for the remote device. Clicking on the link opens the Wake-On-LAN configuration to take action on the setup of Wake-On-LAN for the remote device.
	Unattended access Displays whether unattended access is activated for the remote device or not. Clicking on the link opens the configuration dialog where you can activate or deactivate unattended access for the remote device.
End session	Ends the current connection.



Note: The displayed information may differ according to the used operating systems.



Actions

	Action	Description
Session	End session	<p>Ends the current connection.</p> <ul style="list-style-type: none"> • End session and lock remote computer: Ends the current session and locks the remote computer.
	Leave note	<p>Will create a sticky note on the remote desktop. This feature is available during connections to a TeamViewer full version, TeamViewer Host or TeamViewer QuickSupport.</p> <p>Note: The note will still be displayed after the connections was ended.</p>
QuickSteps		<p>Perform commonly used tasks or actions on the remote device with a single click.</p>
Windows Options	Lock	<p>Lock now: Locks the remote computer. Now you can switch user accounts or sign in to the same session again.</p> <p>Lock on session end: Locks the remote computer automatically after session end or session abort.</p> <p>Note: The Lock on session end option is enabled automatically if the remote computer is locked or if no user is signed in while a connection is being established.</p> <p>Sign out of remote computer: Logs the current Windows user account off at the remote computer. You can then now log back into any Windows user account.</p>
		Reboot



	Action	Description
Remote Interaction	Send Ctrl+Alt+Del	Sends the CTRL+ALT+DEL key combination to the remote computer.
	Send key combinations	Transmits key combinations (such as ALT+TAB) directly to the remote computer and does not execute the command locally.
	Disable remote input	Prevents mouse and keyboard input on the remote computer.
		Note: Press CTRL+ALT+DEL on the remote computer to undo this action.
	Show black screen	Switches the monitor of the remote computer to a black screen.
		Note: Press CTRL+ALT+DEL on the remote computer to undo this action.
		Note: To guarantee a black screen, you can install a driver once. If you disable the display on the remote computer, the Show black screen dialog box will appear. To install the driver, click the Continue button.
Participants	Invite additional participant...	Opens the Invite additional participant dialog box (see Section 10.6, page 83).
		Opens the Session list widget (see Section 10.6, page 83).
Information	Remote System Info...	Opens the remote computer's System information dialog box (see Section 10.6, page 83).
	Remote update...	Starts checking for a more recent version of TeamViewer on the remote computer and installs an update if necessary (see Section 10.2, page 80).
		Opens the Connection info dialog box (Section 10.4, page 82).



Shortcuts

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




- **Start:** Opens the Windows 8 start screen.
- **App commands:** Opens the Windows 8 app bar.
- **Charms:** Opens the Windows 8 charms bar.
- **Switch apps:** Opens the Windows 8 app overview.
- **Snap:** Docks the Windows Store app on the right screen edge.
- **Move menu:** Moves the Windows 8 **Start** view to the next screen. This command is only available if the remote computer has multiple monitors.



View

	Action	Description
Scaling	Best fit	Transmits the remote screen at a smaller size if it has a higher resolution than the local screen.
	Original	Transmits the screen at the remote computer's set resolution. If the remote screen has a higher resolution than yours, you can use the scrollbars to navigate the screen.
	Scaled	Transfers the remote screen scaled. In this process the Remote Control window can be either increased or reduced in size, starting from the resolution of the remote computer.



	Action	Description
Quality	Automatic	Optimizes the display quality and transmission speed based on the available bandwidth.
	Optimize speed	Optimizes the connection speed by reducing the display quality. The display quality is also reduced to the optimum level for remote control.
	Optimize quality	Optimizes the display quality by reducing the connection speed.
		Optimizes the display quality and transmission speed based on your custom settings.
Monitors		Shows all monitor screens at the same time in a single window if your partner is using multiple monitors.
		Shows your partner's available monitors.
	Monitors as individual tabs	<p>If you enable the option Show connections in tabs, the monitor is displayed as a new tab in the open remote control window.</p> <p>If the opening of new connections in tabs is deactivated in the options (<i>see Section 13.3, page 109</i>), the monitors are displayed in a separate session window.</p>
Performance	Screen Resolution	Changes the screen resolution on the remote computer. A lower resolution on the remote computer can improve performance since less data needs to be transmitted.
	Hide wallpaper	Hides the wallpaper on the remote computer. This may increase your connection speed.
	Show remote cursor	Shows your partner's mouse pointer. If activated, you will see whenever the mouse pointer on the remote computer is moved.



	Action	Description
View Options	Refresh screen	Forces a screen refresh whenever the automatic refresh function does not work.
	Select single window	Shows only one specific window from your partner's screen. To do so, click the crosshair inside the window you wish to view.
	Show whole desktop	Shows the entire screen of the remote computer.
	Show sessions in tabs	If activated, all remote control sessions will be displayed in a window. Each session will be displayed as a tab within the window.
Full screen	Switch to full screen	Shows the remote screen on the local computer in full screen mode. If the remote computer's screen has a lower resolution than the local computer's screen and you selected the Scaled option, the screen will be enlarged accordingly.



Communicate

For details regarding communication functions see [Section 8.2.8, page 57](#).

	Action	Description
Computer sounds	Computer sounds	If activated, the sound from the remote computer will be transferred to the local computer (see Section 9.7, page 72).
Control	Switch sides with partner	Switches the direction of the remote control session, allowing your partner to control your computer.



	Action	Description
Conference call	Call via Internet	<p>Select an option for voice transmission:</p> <p>Use the microphone and speaker on the computer to talk to the connection partner (Voice over IP).</p> <ul style="list-style-type: none"> • Start internet call: Starts a call via internet or opens up the appropriate settings.
	Call by telephone	<p>Start a classic conference call or participate in a conference call.</p> <ul style="list-style-type: none"> • Phone call details: Opens up the settings for a traditional conference call. <p>Please find more information under Section 9.3.2 "Telephone", page 67.</p>
Chat & Video	Chat	<p>Opens a widget for text-based communications with your partner.</p> <p>Please find more information under Section 9.4 "Chatting with your partner during a TeamViewer session", page 68.</p>
	Video	<p>Opens a widget for webcam transmission.</p> <p>Please find more information under Section 9.2 "Transmitting webcam video to your partner", page 65.</p>
Whiteboard	Whiteboard	<p>Opens a widget that enables you to draw or write on the remote screen as desired.</p> <p>Please find more information under Section 9.6 "Drawing on the screen during a TeamViewer session", page 70.</p>



Files & Extras

	Action	Description
Print	Activate remote printing	<p>Enables printing from the remote computer on a local printer (see Section 10.7, page 84).</p>



	Action	Description
VPN	Start VPN	<p>Creates a virtual private network between the connected computers.</p> <p>Note: This option is only available if both computers have already installed the TeamViewer VPN driver. For more information about TeamViewer VPN, see Section 6, page 30.</p> <p>You can choose between the following options:</p> <ul style="list-style-type: none"> • Start: Starts the VPN connection. • Stop: Ends the VPN connection. • Status...: Opens a status window showing i. e. the IP addresses of the VPN.
Screen recording	Take screenshot...	<p>Saves the currently displayed content of the remote control window as a screenshot.</p> <p>To do so, click Take screenshot.... In the opened dialog box, you will have the option to save the screenshot or copy it to the clipboard.</p>
	Start session recording	<p>Records the current remote control session as a video (see Section 9.8, page 72).</p> <p>You can choose between the following options:</p> <ul style="list-style-type: none"> • Start: Starts the recording. • Pause: Pauses the recording. • Stop and save: Ends the recording.
File transfer	Open file transfer	<p>Opens the File transfer window, which allows files to be transferred between the local and the remote computer (see Section 5, page 26).</p>
	Share via file box	<p>Opens a dialog that lets you share files with your partner in a remote control session (see Section 9.5, page 68). Additionally, you can directly access files from your cloud storage.</p> <ul style="list-style-type: none"> • Computer...: Share files from your computer with your partner in a remote control session. • Dropbox, Google Drive, OneDrive, Box...: Share files from linked cloud storage providers with your partner in a remote control session.



Next monitor

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



Comments

Write comments during a remote control session. Click the button and enter your comments in the text field. The content of the Comments window will be buffered until the end of the session. After the session has concluded, you can revise and save all comments.

All comments will be displayed in the TeamViewer Management Console per connection.

Note: This button is only displayed if you have activated connection logging in the settings.

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



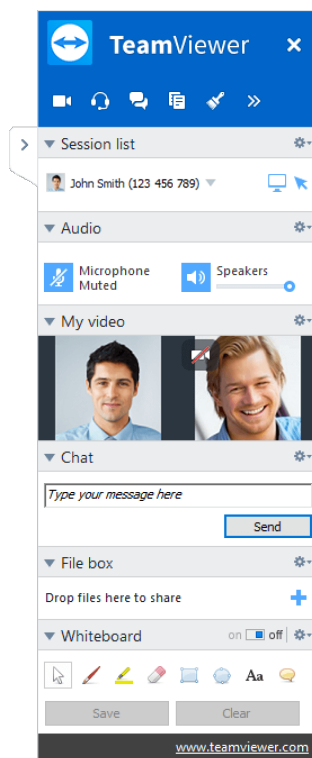
Remote Update

Updates TeamViewer on the remote computer. Depending on the settings that are configured for the automatic update, the appropriate update will be installed within the main version, or a new main version will be installed. This function can also be called up via the **Actions** button ([see Section 10.2, page 80](#)).

This button is only visible if a TeamViewer version that is older than the TeamViewer version on your computer is installed on the remote computer.



4.2 Remote computer options in the TeamViewer Panel

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



The remote control TeamViewer Panel.

The **TeamViewer Panel** itself has the following properties:








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

Note: The same window appears on your screen whenever you start a multimedia function (see Section 9, page 65).

4.2.1 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 connections	Closes all active remote control sessions.
 Video	Opens the My video widget (<i>see Section 9.2, page 65</i>).
 Audio	Opens the Audio widget (<i>see Section 9.3, page 66</i>).
 Chat	Opens the Chat widget (<i>see Section 9.4, page 68</i>).
 File box	Opens the File box widget (<i>see Section 9.5, page 68</i>).
 Whiteboard	Opens the Whiteboard widget (<i>see Section 9.6, page 70</i>).
 Functions	You can access the Session list widget within this icon's context menu (<i>see Section 9.1, page 65</i>).



5 The File Transfer connection mode

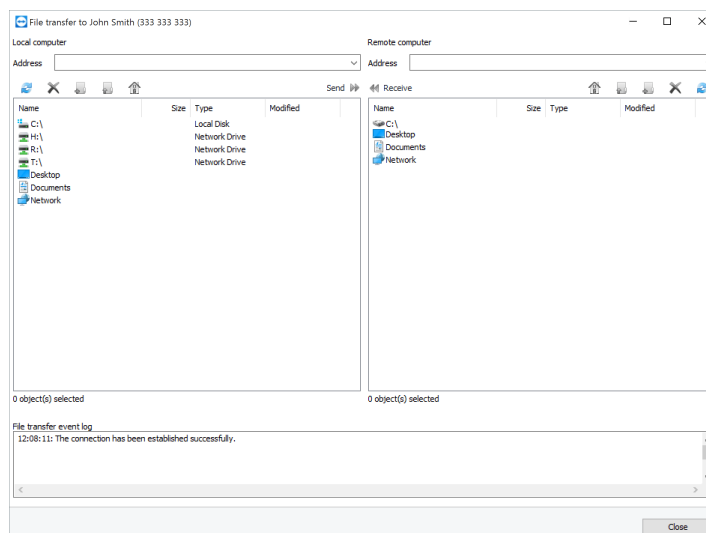
In the sections that follow, you will learn how to send and receive files and folders.

5.1 Options in File Transfer connection mode

5.1.1 Description of the File Transfer window

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

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



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

5.1.2 File transfer window options

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

Icon Description



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



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

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



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



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



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



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



Icon	Description
	Receive (keyboard shortcut: F11): Loads the selected files and folders onto the local computer.
	Rename: To change the name of a file or folder, click on an already selected object. The name becomes editable.

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


5.2 Transferring files using drag and drop

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

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

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

1. Connect to the remote computer as described under [Section 3, page 12](#).
2. Select the file that you wish to transfer.
3. Drag the file from your local screen to the Remote Control window.

 The file is transferred to the remote computer.

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

5.3 File transfer via the Windows context menu

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


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



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

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

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

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

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



6 The VPN connection mode

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

6.1 Sample uses of TeamViewer VPN

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

6.2 Requirements for using TeamViewer VPN

TeamViewer must be installed with the option **Use TeamViewer VPN** on both sides ([see Section 13.1, page 103](#)). That means that the TeamViewer VPN driver must be installed on both computers. The VPN driver can also be installed at a later time ([see Section 13.9, page 116](#)). Uninstalling or reinstalling TeamViewer itself is not necessary.

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

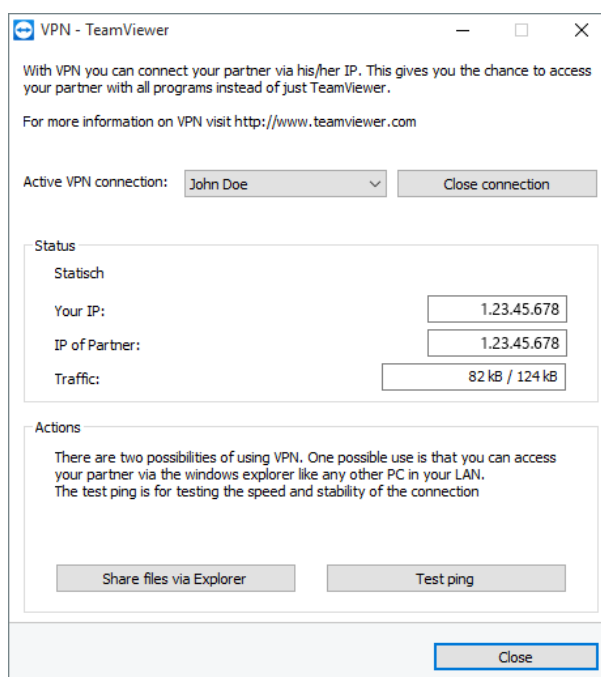
Note: If you connect your local computer to the remote computer via TeamViewer VPN, only those two computers will be linked together in a virtual private network. No other computers in the LAN of either computer will be accessible.



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

6.3 VPN dialog box options

Once you are connected to the remote computer via VPN as described in [Section 3, page 12](#), the VPN-TeamViewer dialog box will open up.



The **VPN-TeamViewer** dialog box.

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

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




7 Other connection options

7.1 Establishing a LAN connection using the IP address

7.1.1 Connecting via the network by activating LAN connections

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

To accept incoming LAN connections, follow these steps:

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

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

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

To connect to a partner via his/her IP address, follow the instructions in [Section 3, page 12](#) but instead of the **Partner ID** enter the **IP address** of the remote computer. If the network uses DNS resolution, you can connect in the same way using the computer's name instead.

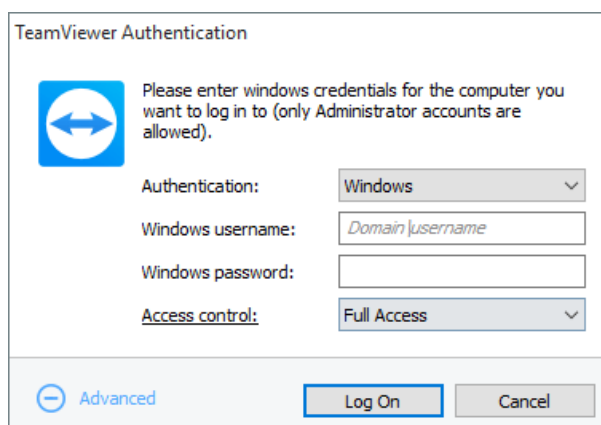
Note: No TeamViewer servers are involved in LAN connections. Therefore, regular symmetric encryption without public/private key exchange is used.



7.2 Authenticating on the Remote Computer using a Windows user account

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

Windows authentication can be used for all connection modes.



The Advanced Authentication dialog box.

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

1. Start TeamViewer.
2. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport ([see Section 11.2, page 89](#)).
3. Ask your partner for his/her TeamViewer ID.
4. In the **Remote control** tab, in the **Control Remote Computer** area, select the **Remote control** option button.
5. Enter your partner's ID in the **Partner ID** field.
6. Click the **Connect to partner** button.
➡ The **TeamViewer Authentication** dialog box will open.
7. Click **Advanced**.
➡ The dialog box displays the advanced settings.
8. Select **Windows** from the **Authentication** drop-down list.
9. Enter the **Windows username** and **Windows password** for a Windows user account on the remote computer in the corresponding fields.



10. Click **Log On**.
11. You are now connected to your partner's computer.

Note: You can always use Windows login information to connect to TeamViewer Quick-Support.

Note: In TeamViewer Host as well as in the TeamViewer full version, this functionality must first be activated in the remote computer's options under the **Security** category (see Section 13.2, page 105).

Note: Make sure that all Windows logins are secured using strong passwords. To check your TeamViewer password strength, see Section 13.2, page 105.

7.3 Establish a connection via a Windows shortcut


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

A shortcut can be created via drag & drop for every computer in your Computers & Contacts list (see Section 8, page 37). The shortcut is connected to your TeamViewer account. This means that it can be used by you or TeamViewer accounts with which you have shared the group in which the linked computer is located. If the shortcut is executed, a remote control session using a password starts.

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

1. Start TeamViewer.
2. Log in to the Computers & Contacts list with your TeamViewer account (see Section 8.1.3, page 41).

Note: If you have never used your TeamViewer account on a device, with an app or within a browser, you have to authorize the account usage at the first login. For further information, please refer to Section 10.9, page 87.

3. Select the computer that you would like to create a shortcut for.
4. Drag the computer onto the desktop or into a Windows Explorer folder holding down the mouse button (drag & drop).
5. Start the remote control session by double clicking the shortcut.
 The **TeamViewer Authentication** dialog box will open.



6. Enter the password of the this computer.
7. Click **Log On**.
 - ➔ The remote control window will open.
8. You are connected to the computer from your Computers & Contacts list.

Note: If you have set a personal password for the linked computer in your Computers & Contacts list, [step 6](#) and [step 8](#) are not applicable.

7.4 Connections to your own computers without a password.

For this mode, it is not necessary to define a password for access. Consequently, when establishing a connection, it is not necessary to enter a password, if you are connecting to one of your own devices with your TeamViewer account.

Caution: It is never possible to control a computer unnoticed, because the user on the remote computer must be informed of such access for reasons of data privacy. Consequently this method is only possible for devices that verifiably belong to you.

For this purpose, the remote device must be assigned to your TeamViewer account ([see Section 8.2.8, page 57](#)).

You can activate easy access for a device in TeamViewer full version settings.

If activated, access to the computer is only possible in the following cases:

- Easy access without password is only possible with your TeamViewer account.
- For other connections the TeamViewer ID and the password of the device are required.
- If in the TeamViewer settings you deactivate the random or personal password, you, and only you, have access to the device via your TeamViewer account.

Note: This method can be classified as very secure because such access is only possible via a TeamViewer account.

Note: If the device is in a shared group, then all contacts that use the group, also have easy access to the device.



To activate easy access to a computer, follow these steps:

1. Start TeamViewer on the computer.
2. Log in to the Computers & Contacts list with your TeamViewer account (*see Section 8.1.3, page 41*).

Note: If you have never used your TeamViewer account on a device, with an app or within a browser, you have to authorize the account usage at the first login. For further information, please refer to *Section 10.9, page 87*.

3. Click **Tools | Options**.
4. Select the **Security** tab.
 - If the device is already assigned to your account, under **Personal Password (for unattended access)** select the checkbox **Grant <YOUR ACCOUNT NAME>, <YOUR COMPANY> easy access**.
 - If the device is not yet assigned to your account, click the **Configure...** button.
 - ➔ The **Assign to account** dialog box will open.
 1. Click the **Assign** button.
 2. Under **Personal Password (for unattended access)** activate the **Grant <YOUR ACCOUNT NAME>, <YOUR COMPANY> easy access** checkbox.
5. Click the **OK** button.
6. You have activated easy access for this device.

Note: You must activate this function individually for each computer.

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

1. Start TeamViewer.
2. Log in to the Computers & Contacts list with your TeamViewer account (*see Section 8.1.3, page 41*).

Note: If you have never used your TeamViewer account on a device, with an app or within a browser, you have to authorize the account usage at the first login. For further information, please refer to *Section 10.9, page 87*.

3. Double click a computer to which you have easy access.
 - ➔ The remote control window will open.
4. You have connected to a computer per easy access.

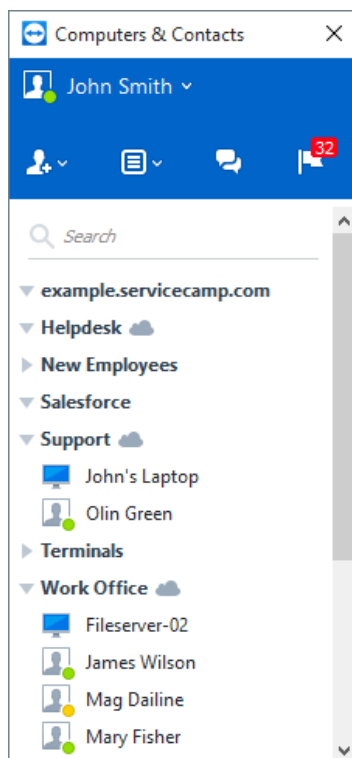


8 Computers & Contacts – Managing Contacts

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.

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

Computers & Contacts offers the following advantages:

- See your computers and contacts online.
- Quickly set up a connection without the need to enter connection information.
- Access and manage your computers and contacts from anywhere in the world.
- Send messages to your contacts using the Group Chat, Offline Messages 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.
- Remote monitoring for your computers.
- Connect directly to partners via service cases.
- 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 8.1.1, page 39](#)).

8.1 The TeamViewer account

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

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

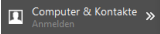
With a TeamViewer account, you can save information regarding your computers and contacts in a central location and manage your Computers & Contacts from anywhere.

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

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

8.1.1 Creating a TeamViewer account

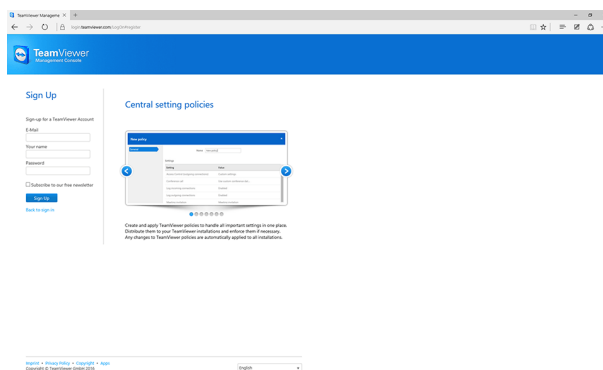
To create a TeamViewer account, follow these steps:

1. In the TeamViewer main window, click  **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 13.5, page 111*).



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.

8.1.2 Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in TeamViewer options (*see Section 13.5, page 111*).

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.

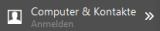
Note: If you have never used your TeamViewer account on a device, with an app or within a browser, you have to authorize the account usage at the first login. For further information, please refer to [Section 10.9, page 87](#).

5. Click the **Edit profile** link in the upper right-hand corner.
 - ➔ A window containing your account settings will open.
6. You can now apply changes to your personal information.

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

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

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

1. In the TeamViewer main window, click  **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**.

Note: If you have never used your TeamViewer account on a device, with an app or within a browser, you have to authorize the account usage at the first login. For further information, please refer to [Section 10.9, page 87](#).

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



Computers... — □ ×

E-mail
John.Smith@test.com

Password
●●●●●●●●●●●●●●●

Sign In

Keep me signed in

[Forgot password](#)

[Sign Up](#)

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.

8.2 Computers & Contacts options

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

Action	Description
	<p>Open up the following options via the icon's context menu:</p> <ul style="list-style-type: none"> • Add remote computers to the Computers & Contacts list (see Section 8.2.4, page 47) • Add contacts to the Computers & Contacts list (see Section 8.2.4, page 47) • Add groups (see Section 8.2.2, page 45) • Create service cases (see Section 8.3, page 59) • Find nearby contacts and computers (see Section 10.8, page 85)
	<p>Via the context menu, open the following TeamViewer functions:</p> <ul style="list-style-type: none"> • 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 (see Section 8.3, page 59).
	<p>Opens the chat window (see Section 8.2.7, page 53).</p>
	<p>Opens notifications (see Section 8.2.9, page 58).</p>
	<p>Starts searching your Computers & Contacts list (by group name, account name or ID) as soon as you enter something into the search field.</p>



Action	Description
--------	-------------

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

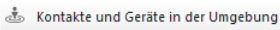
Note: If you are inactive for more than five minutes, your availability status will automatically be set to **Away**.

In addition, you can call up the account management in TeamViewer via the **Edit profile...** menu item (*see Section 13.5, page 111*). 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
Diesen Computer hinzufü...	Adds the current computer to your Computers & Contacts list. For more information, see Section 8.2.4, page 47 .
Entfernten Computer hinzu...	Creates a new computer. For more information, see Section 8.2.4, page 47 .
Kontakt hinzufügen	Creates a new contact. For more information, see Section 8.2.4, page 47 .
Neue Gruppe hinzufügen	Creates a new group. You can use groups to group your computers and contacts by any criteria (clients, colleagues, friends, etc.) For more information, see Section 8.2.2, page 45 .




Action	Description
	Find TeamViewer contacts and devices that are on the same network. Add these contacts and devices to your Computers & Contacts list. Please find more information under Section 10.8 "Contacts and devices in the environment", page 85.
Persons from recent sessions	Adds the contact from one of your recent sessions to your Computers & Contacts list. To do this, click the name.

8.2.1 Online status of computers/contacts

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

8.2.2 Adding groups

To create a new group, follow these steps:

1. Click the  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 13.5, page 111](#).

8.2.3 Share groups


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


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

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

To share a group, follow these steps:

1. Select a group in your Computers & Contacts list.
2. In the context menu (right click) of the group choose the **Share** option.
 - ➡ The **Share group** dialog box will open.
3. Click the **Add...** button.
 - ➡ The **Add user** dialog box will open.
4. Select the contact from the list with whom you would like to share the group.
5. Click the **OK** button.
6. Edit the permissions if necessary,.
7. Click the **OK** button.
 - ➡ The contact will receive a message, which he must accept.
8. You have shared a group. The contact can view the shared group in his Computers & Contacts list and can connect to the computers and contacts within this group.

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

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

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



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	<p>Select from the drop-down list which permissions you would like to grant the contact for the shared group.</p> <ul style="list-style-type: none"> • 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 into another shared group.

8.2.4 Adding computers/contacts

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

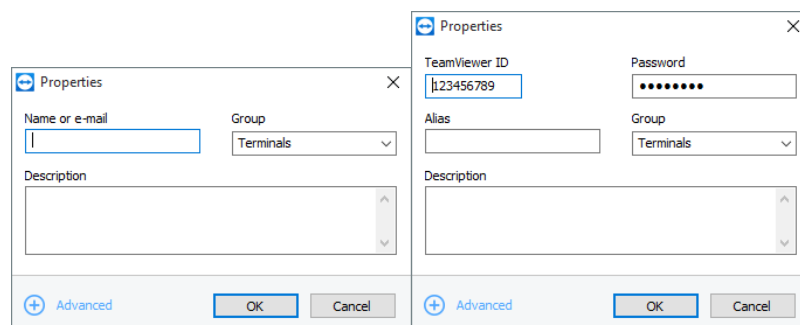
Contacts may include multiple computers. This is the case when a contact is logged into multiple TeamViewer modules. Another advantage of creating a contact is that it allows you to connect with the same person regardless of what computer he/she is using.



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.
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.



Settings	Description
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.
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. If you create a connection to one of your partners in Computers & Contacts, the saved parameters for that partner will be accessed and applied to the session.

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

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

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

1. Log into Computers & Contacts using your TeamViewer account (*see Section 8.1.3, page 41*).

Note: If you have never used your TeamViewer account on a device, with an app or within a browser, you have to authorize the account usage at the first login. For further information, please refer to *Section 10.9, page 87*.

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 resolution	From the drop-down list, select the desired resolution on the remote computer upon connecting.	<ul style="list-style-type: none"> • Inherited • Don't change • Best fit
Window	From the drop-down list, select whether you would like the remote computer's screen to appear in full screen mode upon connecting.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Inherited • Best fit • Scaled • 100% (original)
Quality	From the drop-down list, select the desired display quality upon connecting.	<ul style="list-style-type: none"> • Inherited • Automatic • Optimize speed • Optimize quality • Custom
Initial monitor	From the drop-down list, select the monitor to be transmitted first upon connecting.	<ul style="list-style-type: none"> • Inherited • Primary monitor • All monitors • Monitor X



Parameter	Description	Possible values
Authentication mode	From the drop-down list, select how you would like to log onto the remote computer upon connecting.	<ul style="list-style-type: none"> • Inherited • TeamViewer authentication • Windows authentication
Remote input	From the drop-down list, select whether you wish to allow the remote partner to control the computer and see his/her screen upon connecting.	<ul style="list-style-type: none"> • Inherited • Enable remote input • Disable remote input • Disable remote input and show black screen

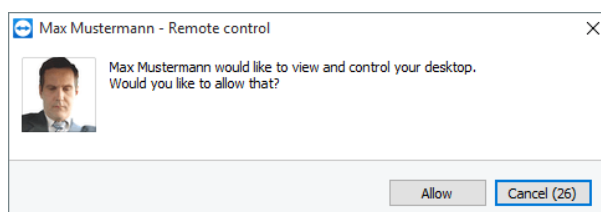
8.2.5 Creating a quick connection from Computers & Contacts – Prompt for confirmation

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

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

1. Select the contact in Computers & Contacts.
2. From the context menu (right-click), select **Remote control (prompt for confirmation)** or **Presentation (prompt for confirmation)**.

➔ A dialog box containing the request will pop up on your contact's computer. 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.

8.2.6 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 (<i>see Section 8.2.5, page 51</i>).
Remote control (using password) File transfer () VPN ()	Establish the according connection to a computer/contact (<i>see Section 6, page 30</i>).
Video call (prompt for confirmation)	Starts a video conference with the contact (<i>see Section 9.2, page 65</i>).
 Send message	Opens the Chat dialog (<i>see Section 8.2.7, page 53</i>).
 Send file	Opens a Windows dialog box so that you can send a file to the selected contact (<i>see Section 5.3, page 28</i>).
 Transfer files	Establishes a connection using the File Transfer connection mode (<i>see Section 5, page 26</i>).
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 <i>TeamViewer Manual – Wake-on-LAN</i> .



Function	Description
 More...	<ul style="list-style-type: none"> • Assign to account...: Assigns the computer to your account (see Section 8.2.8, page 57). • Delete: Permanently deletes the computer/contact. • Shares: Opens the Shares dialog box (see Section 8.2.3, page 46). • Properties: Opens the Properties dialog box. This dialog box offers the same functions as the Add computer/contact dialog box (see Section 8.2.4, page 47).
Alerts	Alert messages for integrated system health checks (see Section 8.4, page 62).
Notifications	Messages and news that affect your TeamViewer account (see Section 8.2.9, page 58).

8.2.7 Chatting via Computers & Contacts

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


If your computer/contact is already online, he/she will receive the message immediately 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.




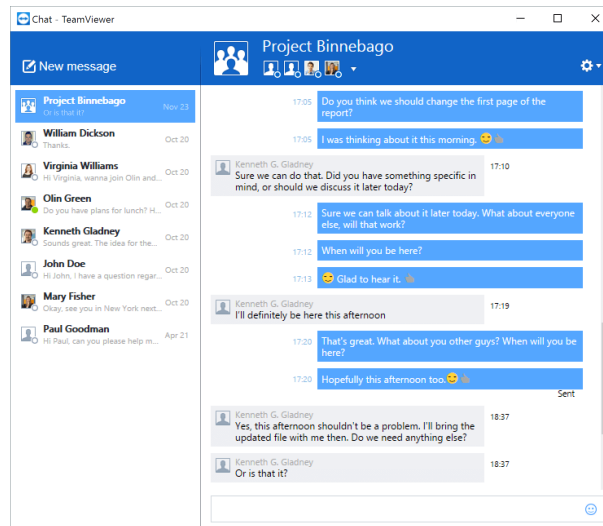
- ➡ The **Chat** dialog box will open.
- 3. Type your message in the **input field** at the bottom.
- 4. Activate the RETURN KEY on your keyboard.
 - ➡ Your message appears in the top section and is sent to your computer/contact.
- 5. If your computer/contact is online, he/she can respond to your message 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.



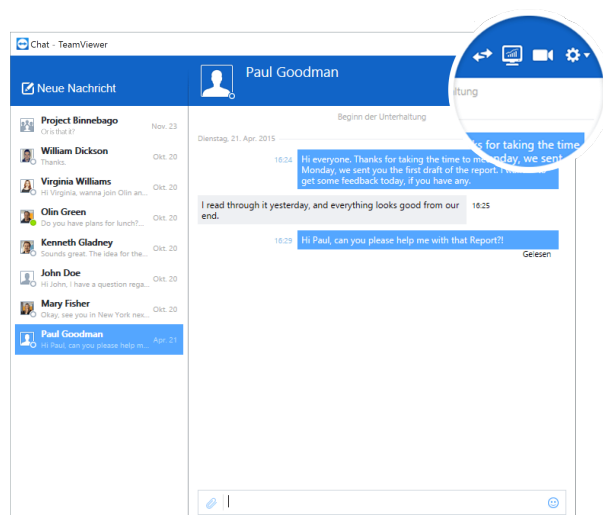
Starting a TeamViewer group chat.

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.
 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.
 Settings	Click the symbol to call up additional options for the current chat. Choose between the following options: <ul style="list-style-type: none">• 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.• Show notifications: Activate the option to receive popup notification for messages within this conversation.



Menu	Description
 Send file	<p>Click the icon to send a file to your chat partner. The computer or contact must confirm the request.</p> <p>The file is saved on the computer or on the contact's device in the Download folder under <code>C:\Users\%username%\Downloads</code>.</p>
 Emojis	<p>Click the icon to open up a selection of emojis. Click an emoji to insert it into the text field.</p>

8.2.8 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 (*see Section 8.4, page 62*).
- Wake-on-LAN (*see TeamViewer Manual – Wake-on-LAN*)
- Remote Monitoring and Asset Tracking with ITbrain.
- Easy access without password (*see Section 7.4, page 35*).
- Policies for TeamViewer settings (*see Section 13.10, page 123*).

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 to the computer.

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

1. Mark the computer that you would like to assign on your Computers & Contacts list.
2. In the context menu (right-click) click the **Assign now** button.
 - ➔ The **Assign to account** dialog 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.

8.2.9 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 notifications via the  icon in your Computers & Contacts list.

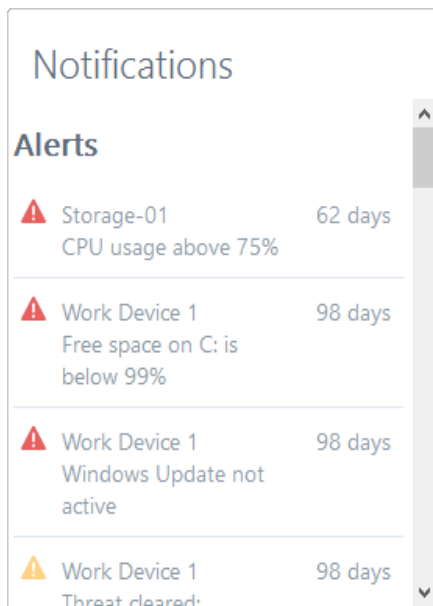
Notifications are displayed for the following events:

- 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.

8.3 Service cases



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

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



8.3.1 Create service case

To create a service case, follow these steps:



1. Log in to the Computers & Contacts list with your TeamViewer account (*see Section 8.1.3, page 41*).
2. Select the group to which you would like to add the service case.
3. Click the  button.
4. In the context menu, select the **Create session code** option.
 A pop-up with the properties of the service case will open.
5. Enter a name for the service case.
6. Enter an email address for the service case (usually the address of the person who made the request).
7. Enter a description.
8. You have created a service case.

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

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

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

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

1. Open the context menu (right-click) of the service case.
2. Move the mouse over the text **<Account name> assigned** below the name.
3. Click on the  icon.
 The **Assignee** dialog box will open.
4. Select the contact from the **Account** dropdown list to whom you want to assign the service case.
5. Click the **Assign** button.



➡ The contact receives a notification that you have assigned him a service case, and the icon of the service case will then change.

6. You have assigned a service case to a contact.

8.3.2 Work on a service case

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

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

1. Open the context menu (right-click) of the service case.

2. Click on the **Invite** box button.

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


3. Adapt the message text as needed.

4. Send the invitation message:

- To send the message with your standard email program, click on the **Open as e-mail** button.
- To copy the message to the clipboard and distribute it via other channels, click the **Copy to Clipboard** button.
- Copy the session link from the invitation message and forward it to the connection partner.

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

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

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



To do this, click the  icon.

- For example, copy log files from the computer of your connection partner to your computer in order to thereby specify problems.

To do this, click the  icon.





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

To close a service case, follow these steps:

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

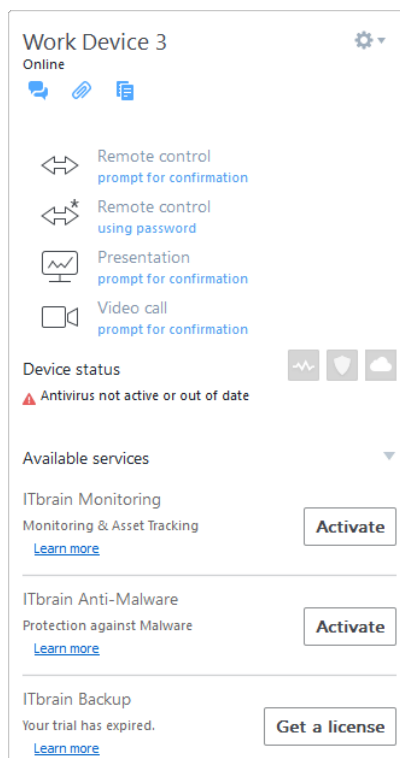
8.3.3 Status of the service case

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

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

8.4 Integrated system health checks

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



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

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

- **Disk space:** Alerts you if the available disk space drops below 10%.
- **Windows Update:** Alerts you if Windows Update is switched off.
- **Antivirus software:** Alerts you if no antivirus software is installed or the antivirus software is out of date.
- **Windows Firewall:** Alerts you if the Windows Firewall is switched off.

To check a computer via remote monitoring, the integrated system checks must be enabled in the options on this computer. This computer must also be assigned to a TeamViewer account as described in [Section 8.2.8, page 57](#).

To enable the integrated system checks, follow these steps:

1. Start TeamViewer.
2. In the main menu, click **Extras | Options**.
 - ➔ The **TeamViewer settings** dialog box will open.
3. Select the **Advanced** category.
4. Under **General advanced settings**, check the **Enable integrated system health checks** checkbox.






5. You have enabled the integrated system health checks for this computer and you can now review them.

8.4.1 Alert messages

After each check, the alert messages will then be displayed not only in the notifications, but also in the context menu of the monitored computer.

The status of the monitored computers is designated by the different icons.

Icon	Description
	The monitored computer is operating smoothly and none of the system checks have generated an alert message.
	The monitored computer has generated one or more alert messages. They are displayed in the context menu of the computer.
	The monitored computer has generated one or more alert messages, but these have already been confirmed. This means that you or one contact with whom the computer was shared has confirmed the alert message in the context menu of the monitored computer.

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

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






9 Multimedia functions

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

9.1 Options within the Session list

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

Function	Description
 Switch sides with partner	Switches the direction of the remote control session, allowing your partner to control your computer. Enable remote input
 Enable remote input	Allows or prohibits keyboard and mouse input on the remote computer.
 Additional options	Here you can display detailed connection information (<i>see Section 10.4, page 82</i>) or close the connection . As an additional option you can open the Chat widget via Send chat message .

9.2 Transmitting webcam video to your partner

Use TeamViewer for video conferences and start video calls with contacts from your Computers & Contacts list. Video calls can be used without prior connections, however they can also be called up in online meetings or Remote Control sessions.



Note: Video conferences with TeamViewer are encrypted end-to-end.

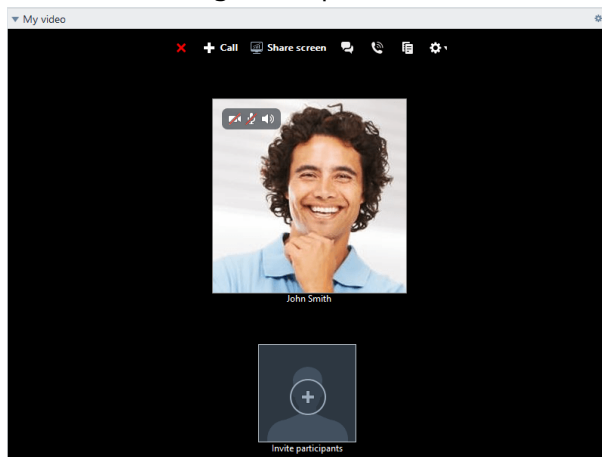
9.2.1 How to start transmitting video to your partner


If you want your partner to not only hear but see you as well, you can transmit video using a webcam. The steps for transmitting video to your partner are described below.

To transmit video to your partner, follow these steps:

1. During a running session, click **Communicate | Video** in the Remote Control window.

➔ The Webcam widget will open.




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 the video options, you can perform 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 13.7, page 114*).

9.3 Talk to your partner via Voice over IP or conference call

Use the **Audio** widget to talk with your connection partner in a remote control session. Choose whether you want to use Voice over IP or conference calls.




9.3.1 Voice over IP

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

To transmit audio to your partner, follow these steps:

1. During a running session, click **Communicate** in the Remote Control window.
2. Select the **Call via internet** option in the **Conference Call** group.
3. Click the **Start internet call** button to start transmitting audio.
 - To adjust the speaker and microphone volume, click the arrow by **Mute microphone**.
4. To deactivate the microphone, click **Mute microphone**.

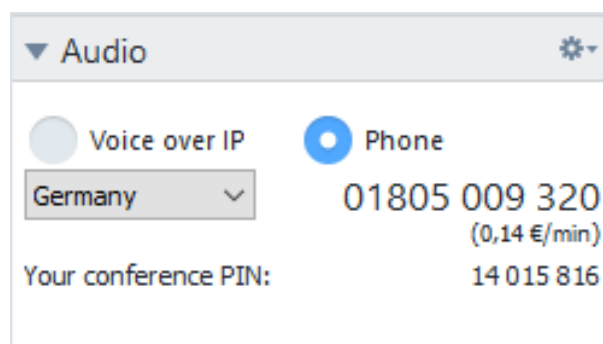
Audio Options

➔ To access the audio options, click the  icon in the widget header and select the **Audio settings** option (*see Section 13.6, page 113*).

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

9.3.2 Telephone

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



The Conference call widget.

To start a conference call, follow these steps:

1. During a running session, click **Communicate** in the Remote Control window.
2. Select the **Call by telephone** option in the **Conference Call** group.

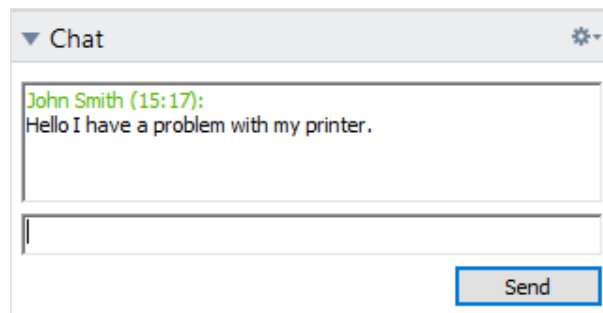


3. Click **Phone call details**.
4. Select your country.
5. To generate the conference PIN, click the **Please retrieve here** link.
6. Call the service number listed above it.
 - ➔ You will be asked to enter the conference PIN using the keys on your telephone keypad.
7. Enter the **Conference PIN**.
8. 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 Call** dialog.


9.4 Chatting with your partner during a TeamViewer session

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



The Chat widget.

- ➔ To start a chat, click **Communicate | Chat** during a session.

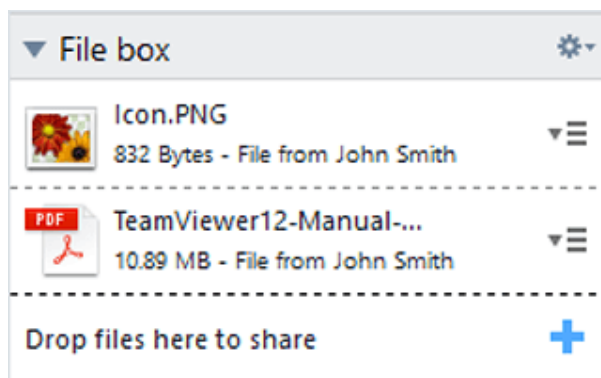
Chat directly in the window that will open, or open the Chat widget. Clicking the  icon in the widget header lets you save the chat in the form of a text file.

The widget functions just like an instant messaging program.


9.5 Sharing files during a TeamViewer session



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

- ➔ To open the file box (during a session), click **Files & Extras | Share via file box** in the Remote Control window.



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.

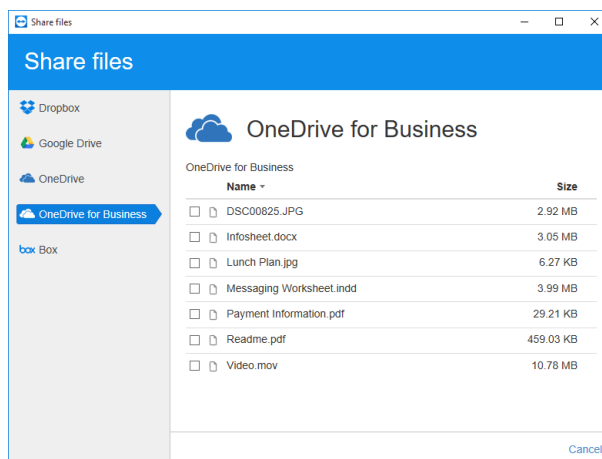
To remove the file from the widget, select the **Remove from file box** option in the context menu.

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

9.5.1 File transfer from your cloud storage

Via the File box widget, in addition to files from your device, files from different cloud storage services can also be shared with connection partners.

For example, through this function you can repeatedly share the same data with meeting participants, without having to reload it into the File box each time.



Share files from cloud storage services with connection partners.

The following cloud storage services are integrated:

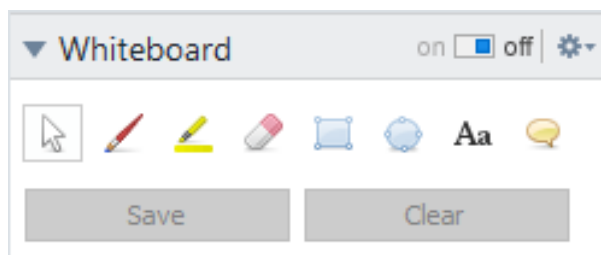
- Dropbox
- Google Drive
- OneDrive/OneDrive for Business
- Box

To share files from a cloud storage service via the file box, follow these steps:

1. In the Remote Control window, click **Files & Extras**.
2. From the drop-down list under **Share via file box** select the **Dropbox, Google Drive, OneDrive, Box...** option.
 - ➡ The **Share files** dialog will open.
3. Select a cloud storage.
4. Click **Select files....**
5. Select the files that you would like to share via the File box. If necessary, connect your cloud storage accounts to TeamViewer.
6. Click the **Share** button.
 - ➡ The files will be displayed in the File box.
7. You have shared files from a cloud memory cloud storage service.

9.6 Drawing on the screen during a TeamViewer session








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 drawing box tools, you can draw or write on the screen as desired.




To open the Whiteboard widget, in the Remote Control window, click **Communicate | Whiteboard** during a running session. Then select a tool and draw within the Remote Control window. The connection partner can likewise draw on the screen.

Via the **Save** button you can save drawings as screenshots. Delete all drawings by clicking the **Delete** button.

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 balloon	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.

9.7 Transmitting sound and video

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

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

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

You can stop computer sound transmission by deactivating the **Communicate | Computer sound** option in the remote control window during a current session, or turn it off by default in the settings (*see Section 13.3, page 109*).

The improved transmission of video can be deactivated in the settings (*see Section 13.3, page 109*).

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

9.8 Recording a TeamViewer session

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

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

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



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

To record your session, follow these steps:

1. In the Remote Control window, click **Files & Extras | Start session recording** during a session to begin recording.
 - ➡ A flashing recording icon appears right next to the menu bar.
2. Stop the recording. Perform one of the following steps:
 - Click on the record icon followed by **Stop and save**.
 - Click **Files & Extras | Stop record**.
 - End the session.
 - ➡ If no destination folder has been selected, a dialog box will prompt you for the location where you would like to save your file.

To play a recorded session, follow these steps:


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

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

To convert a recorded session, follow these steps:

1. Follow the above instructions for playing a recorded session.
2. In the **Recorded session** window, click the  icon.
 - ➡ The **Open** dialog box will open.
3. Configure the settings as desired. To do so, use the drop-down lists and the **Configure...** or **Browse...** buttons.



4. Click the **Start Conversion** button.
5. The selected video is converted.



10 Miscellaneous functions

10.1 Access rights – limiting the actions in a TeamViewer session

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

10.1.1 The Access Control function

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

You can define rules for Remote Control connections (Remote control, File transfer and VPN) to this or to other computers:

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

You can set the default access mode for current sessions under **Extras | Options** in the **Advanced** category (*see Section 13.9, page 116*) or selecting a mode other than the default mode when setting up a connection.

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



Note: To learn how to control access during an incoming connection, [Section 13.9, page 116](#).


For outgoing connections, TeamViewer offers the following access modes:

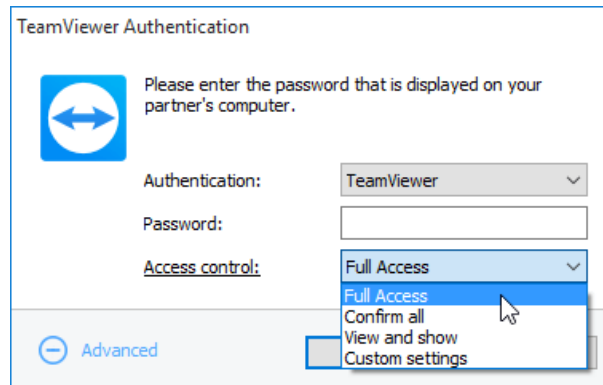
- **Full Access:** You can control the remote computer without confirmation from your partner.
- **Confirm all:** Your partner has to approve all TeamViewer actions. So for instance, you can only view the partner's desktop upon his/her confirmation and only take over control of the remote desktop after additional confirmation.
- **View and show:** You can see the remote computer upon confirmation by your partner and move the mouse pointer on the remote computer. However, remote control is not possible in this mode.
- **Custom settings:** This mode can be customized individually ([see Section 10.1.2, page 77](#)).
- **Deny outgoing remote control sessions:** You cannot establish outgoing remote control connections from your computer.

Use cases for the Access Control:

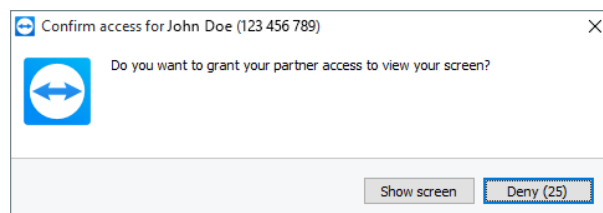
- You would like flexibility in restricting access. For customers with whom you have a close, trusting relationship, or for your home computer, you would like full access. For sensitive customers, you would like the customer to confirm before taking control of his/her computer.
- The Windows administrator configures the desired settings and locks them. Perfect for use in call centers or support centers that wish to restrict their staff's access.

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

1. Perform steps 1-5 from [Section 3, page 12](#).
2. In the authentication dialog box, click the  icon next to **Advanced**.
 - ➡ The authentication dialog box expands and additional options are displayed.
3. Select your desired access control mode for this connection from the **Access control** drop-down list.
4. Click **Log On**.
5. You have established a connection.



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



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

Note: In case you do not select an access control option when setting up a connection, the default settings from the TeamViewer options ([see Section 13.9, page 116](#)) will be used.

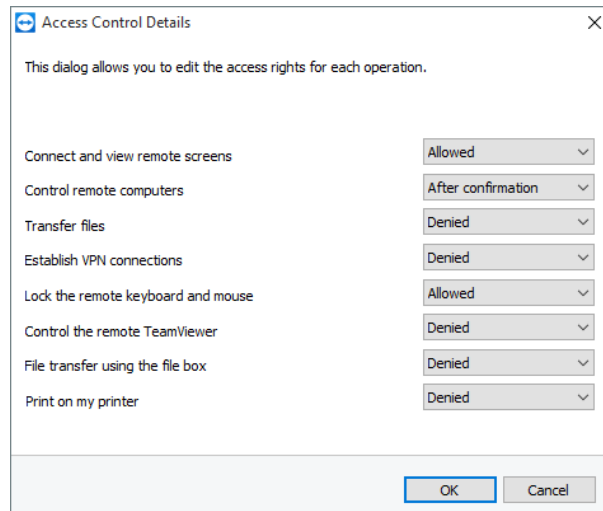
10.1.2 Access Control mode options in detail

Each access mode listed in [Section 10.1.1, page 75](#) features a particular combination of settings. This section explains the configured settings for each mode.

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

1. Select your access mode as described in [Section 10.1.1, page 75](#).
2. In the **TeamViewer Authentication** dialog box, click the **Access control** link.

➡ The **Access Control Details** dialog box will open.



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

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

Overview of access mode settings

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

The following settings are governed by access controls:

Settings	Description	Possible values
Connect and view remote screens	Governs whether the remote screen in a remote control session can be viewed immediately or only upon request and confirmation.	<ul style="list-style-type: none"> Allowed After confirmation Denied
Control remote computers	Governs whether you can control the remote computer.	<ul style="list-style-type: none"> Allowed After confirmation Denied
File transfer	Governs whether file transfer is generally allowed.	<ul style="list-style-type: none"> Allowed After confirmation Denied



Settings	Description	Possible values
Establish VPN connections	Governs whether you have permission to set up a VPN connection.	<ul style="list-style-type: none"> • Allowed • After confirmation • Denied
Lock the remote keyboard and mouse	Governs whether you can block input on the remote computer.	<ul style="list-style-type: none"> • Allowed • After confirmation • Denied • On every session start
Control the remote TeamViewer	Governs whether you can control the remote TeamViewer, e.g. change the TeamViewer configuration.	<ul style="list-style-type: none"> • Allowed • After confirmation • Denied
File transfer using the file box	Governs whether files may be shared via the File box widget.	<ul style="list-style-type: none"> • Allowed • Denied
Print on my printer	Controls whether you can print on your local printer from the remote computer (<i>see Section 10.7, page 84</i>).	<ul style="list-style-type: none"> • Allowed • After confirmation • Denied

Dependence between access mode and security settings

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

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

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

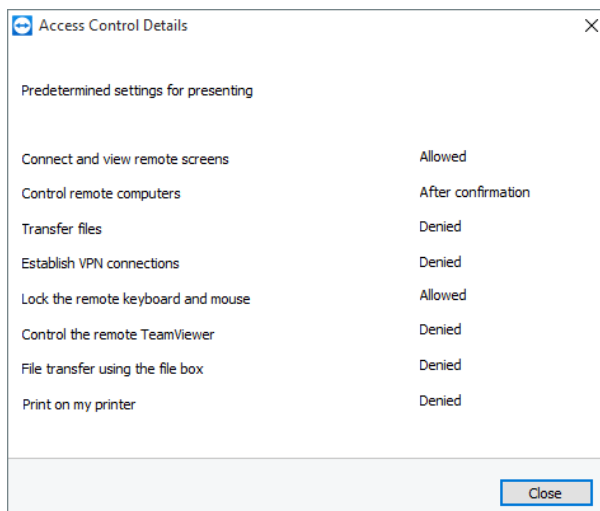
If local outgoing access controls differ from remote incoming access controls, the most restrictive rights will apply.

Use case:



- You have selected **Full access** but your partner has selected **Confirm all** for incoming connections. As a result, all actions will have to be confirmed first.
- You have activated **View and show** for outgoing connections and your partner has enabled **Full access** for incoming connections. Therefore, you can only view and show on the partner's screen.

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



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

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

10.2 Updating TeamViewer on the remote computer

Note: To use this function, TeamViewer on your partner's computer must be configured to start automatically along with Windows (system service) (see [Section 12.2, page 98](#)).

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

To run a remote update, follow these steps:

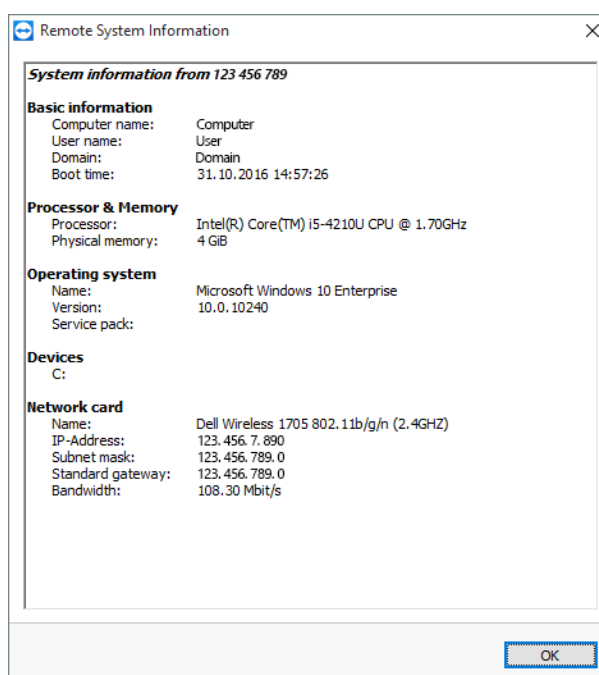
1. Start a Remote Control session (see [Section 3, page 12](#)).
2. In the Remote Control window, click **Actions | Remote update** during a session.
 - ➡ The **TeamViewer Update** dialog box will open on the remote computer.
3. Follow the instructions in the dialog box.



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

10.3 View information about the remote computer

This function displays system information about the remote computer.



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

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

The following information is displayed:

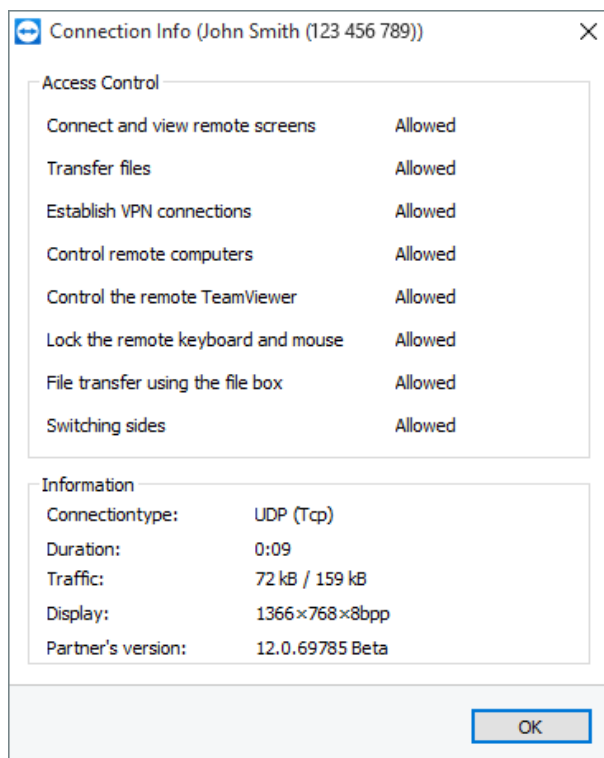
- Computer name
- User name
- Domain
- Boot time
- Processor
- Physical memory
- Name
- Version
- Service pack



- Devices
- Network card

10.4 View information about the current connection

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



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

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

The following information is displayed:

Access Control

- In the **Access Control** area, the access control settings in effect for the current connection are displayed (*see Section 10, page 75*).

Information

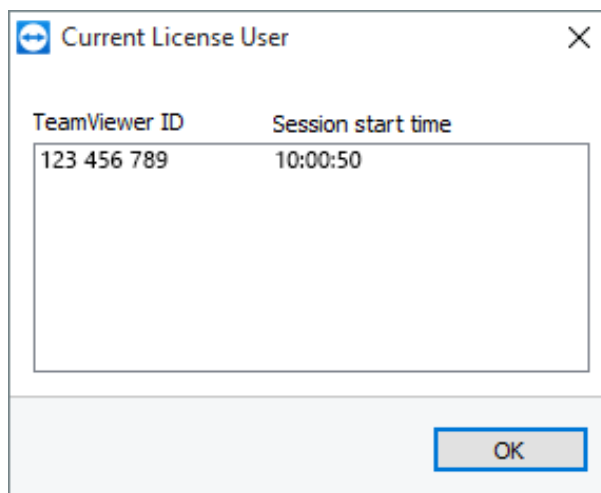
- **Connectiontype:** Shows the TeamViewer session protocol that is currently in use.
- **Duration:** Shows the duration of the session.
- **Traffic:** Shows the amount of data transmitted during the current session (upload/-download).



- **Display:** Shows information regarding the screen resolution and color depth of the remote computer.
- **Partner's version:** Shows the TeamViewer version installed on the remote computer.

10.5 Information about the use of your licenses

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



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

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

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

10.6 Hand over a remote control session



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


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


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

1. In the Remote Control window, click **Actions | Invite additional participant...** during a session.



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

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

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

Note: To be able to use this function, you must be logged into your TeamViewer account (*see Section 8.1.3, page 41*).

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


10.7 Remote printing

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

Note: The **Remote printing** function is only available for connections from Windows to Windows.

Note: This function is available for all printers that are supporting a PostScript or EMF. Please check the website of your printer manufacturer for more information.

To activate the remote printing function, follow these steps:

1. In the Remote Control window, click **Files & Extras | Activate remote printing** during a session.
 -  The **TeamViewer remote printing** dialog box will open.
2. Click the **Continue** button.



➡ On the remote computer, the TeamViewer print driver will be installed. This only has to be done once.

3. You have now successfully activated remote printing. All printers available on the local computer can be used by the remote computer, too.

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

To run a print job, follow these steps:

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

Note: TeamViewer printing can be uninstalled in the **Advanced settings** ([see Section 13.9, page 116](#)).

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

10.8 Contacts and devices in the environment

Find TeamViewer contacts and devices that are on the same network. Quickly and easily add contacts and devices in your environment to your Computers & Contacts list. For this, it is not necessary to know the e-mail address of the contact or the TeamViewer ID of a device.

Likewise, for each contact and each device in your environment, you can call up the function for establishing a connection that is known by TeamViewer (e. g. file transfer).

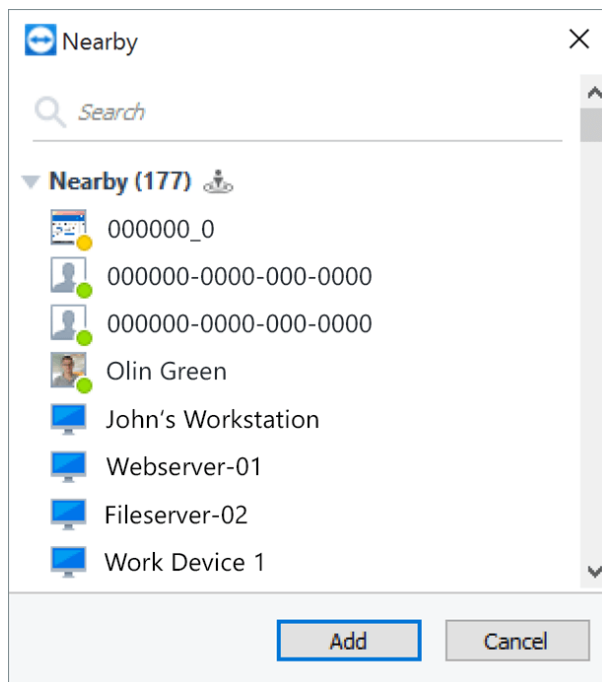
Example: *You want to add your colleagues to your Computers & Contacts list, but you do not know their account details. Search the contacts in TeamViewer and add them to your Computers & Contacts list.*

Note: Only contacts and devices that use TeamViewer 10 (or later) will be displayed.



10.8.1 Find contacts or devices

Use the TeamViewer full version to find other devices in the same network on which TeamViewer is installed. If people are logged in on a TeamViewer full version with your TeamViewer account, you can also find these people.



In the **In the environment** dialog you see computers and contacts in your environment.

For **Contacts** the following information is displayed:

- **Profile picture:** A profile picture is displayed if the contact uses a profile picture for his TeamViewer account.
- **Online status:** You see whether the contact is online, not available, or absent.
- **User name:** Name of the TeamViewer account.

For **computers** one of the following information items is displayed:

- **Display name:** The display name is shown if no TeamViewer account is logged in on the TeamViewer software.

To find nearby contacts and devices, follow these steps:

1. Start TeamViewer.
2. Click the **Remote Control** tab.
3. Under **Computer remote control** click the  icon in the **Partner ID** combo box.



- If you are not logged in on the Computers & Contacts list, log in with your TeamViewer account.
4. In the drop-down list, select the option **Show nearby contacts and devices**.
 - ➔ The **Nearby** dialog will open.
 - ➔ Under **In the environment** all contacts and devices in the same network that are not in your Computers & Contacts list, will be displayed.
 5. You have found contacts and devices in your environment. You can interact with the contacts or devices via the context menu.

10.8.2 Add contacts or devices

Add contacts or devices to your Computers & Contacts list via the context menu.

Moreover, it is possible to execute additional interactions with the contacts and devices. A description of the possibilities is provided under [Section 8.2.6, page 52](#). Bear in mind that the possibilities can be restricted due to a lack of permissions.

To add contacts and devices to your Computers & Contacts list, follow these steps:

1. Open the **Nearby** dialog ([see Section 10.8.1, page 86](#)).
2. Select a contact or device.
3. Select **Add**.
4. The contact or the device will be added to your Computers & Contacts list.

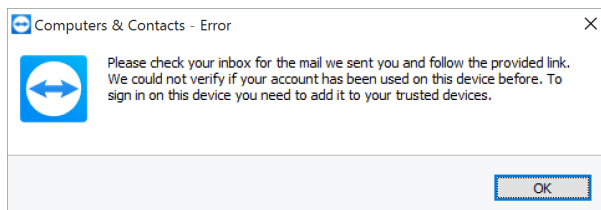
10.9 Trusted devices

“Trusted Devices” is an extra layer of security to prevent your TeamViewer account from unauthorized. As a preventive measure to ensure your account's security, you need to authorize every new device on which you sign in to your account for the very first time.

Note: If you have activated Two-factor-authentication for your TeamViewer account, your account is already protected at best and authorization via Trusted devices is not needed.

Authorization dialog

After you try to log in for the first time, the following dialog opens:



You need to authorize the device before usage.

Note: The dialog may vary according to the use device, app or browser.

- ➔ You will receive an email to the address used for your TeamViewer account, stating that your account has been used on a new device.

Authorize usage

To authorize the usage of the according device, app or browser, click the link within the email.

- ➔ You will be forwarded to the TeamViewer Management Console. A confirmation is shown within the TeamViewer Management Console.
- ➔ The new device, app, or browser was added to your trusted devices. You can log in with your account credentials without needing to authorize the device, app or browser again.

Note: Devices, apps or browser that you have used before "Trusted Device" was deployed must not be authorized.

Note: If you delete the cookies for an authorized browser, you will need to authorize it again on the next login. If you use the incognito mode of your browser, you will need to authorize it every time you want to log in.

Caution: If you try to log in with your TeamViewer account on five or more devices within fewer minutes without authorizing any of the devices, your TeamViewer account password will be reset.



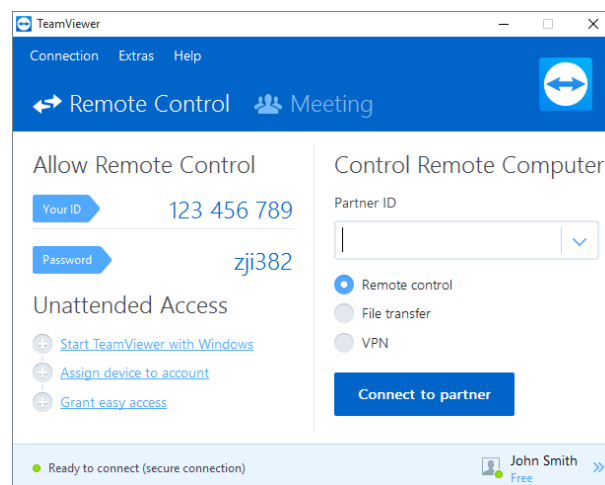
11 TeamViewer modules

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

To download a module, or for a quick overview of what is available, visit <https://teamviewer.com/download>.

11.1 The TeamViewer full version

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

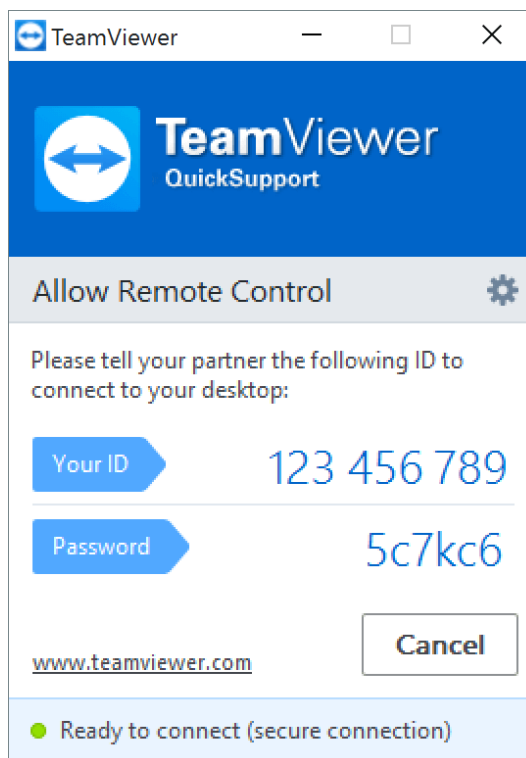


The main window of the TeamViewer full version.

This module is described in detail in [Section 2.2, page 7](#).

11.2 The TeamViewer QuickSupport module

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




The main QuickSupport window.

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

You can create your own TeamViewer QuickSupport module with your own welcome text and company logo as well as other useful functions on our website ([see Section 11.10, page 95](#)).

11.2.1 QuickSupport module options

In the **Properties** dialog box, you can configure the settings for TeamViewer QuickSupport. To access this dialog box, click the  icon at the top right of the module. In the **General** category, the following options are available:

Important options for working with TeamViewer

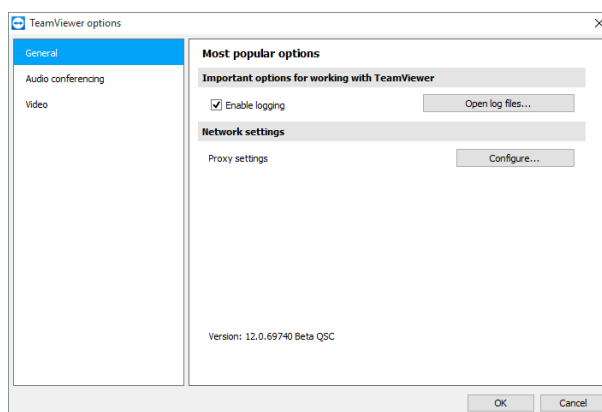
Enable logging	If activated, TeamViewer writes all events and errors to a log file.
Open log files...	To open the folder that contains the log file, click the Open log files... button. The log file appears selected when the folder will open.



Network settings

Configure proxy settings... Please find more information under [Section "Proxy Settings dialog box", page 105.](#)

The options under the **Audio conferencing** and **Video** categories are explained in [Section 13.6, page 113](#) and [Section 13.7, page 114.](#)



The QuickSupport **Settings** dialog box.

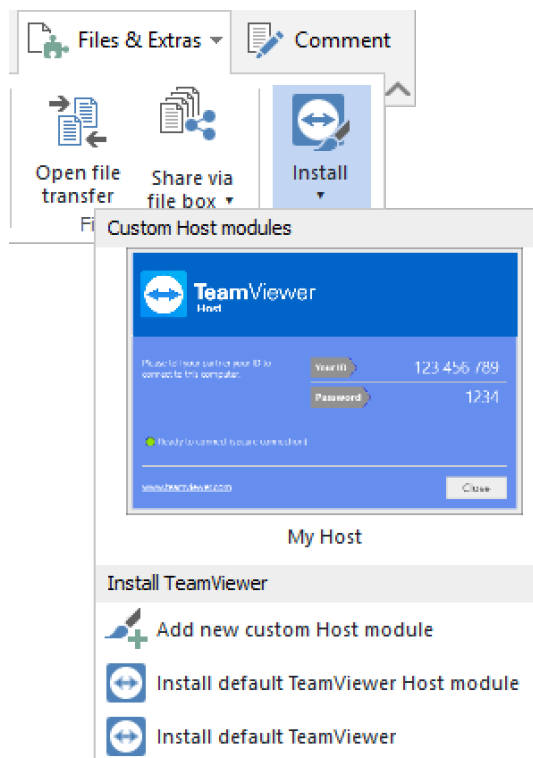
11.2.2 Remote installation

During a remote control session to a QuickSupport module, you can install additional TeamViewer modules (or the full version) on the remote device. For recurring remote control sessions you can then connect to this new module.

The following modules can be installed:

- Existing customized TeamViewer Host module
- New customized TeamViewer Host module
- Standard TeamViewer Host module
- TeamViewer full version

➔ To install TeamViewer on the remote computer, click **Files & Extras | Install** during a Remote Control session.



Install TeamViewer modules remotely.

11.3 The TeamViewer QuickJoin module

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

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

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

11.4 The TeamViewer Host module

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

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

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



For computers or devices to which you require unattended access, and for which you provide instant support, you can also establish a connection to the device at any time via a service case (*see Section 8.3, page 59*).

On our website, you can customize the appearance of TeamViewer Host based on your needs by adding your own logo, text and user-defined colors. For more information on the customized TeamViewer modules see *Section 11.10, page 95*.

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

11.5 TeamViewer Portable

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

Note: Comply with the information on the **export settings for TeamViewer Portable** in the TeamViewer settings (*see Section 13.9, page 116*).

11.6 The TeamViewer Manager

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

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

11.7 The TeamViewer MSI Package

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



11.8 The TeamViewer Management Console

Note: To be able to use this module you need a TeamViewer account ([see Section 8.1, page 39](#)).

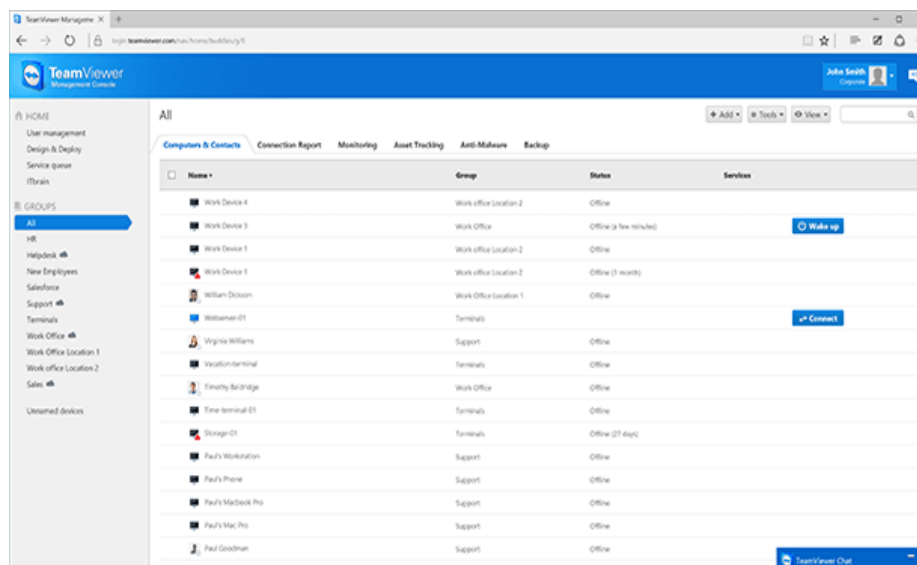
The TeamViewer Management Console is an intuitive, web-based management console for managing your TeamViewer contacts, logging of TeamViewer connections, monitoring and asset tracking of your computers and for managing your service queue.

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

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

Note: TeamViewer supports Internet Explorer 8 (or later) or other popular browsers in a current version.

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



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

11.9 TeamViewer on mobile devices

TeamViewer is also available for mobile devices.

You can start remote control sessions with iOS Android, Windows 10 Mobile or BlackBerry devices. In this process you can conveniently control the remote computer.

However, the number of functions is limited in comparison to the Windows version. Incoming connections from a computer to your mobile device are possible with the TeamViewer Quick-Support App.

The according app "TeamViewer for Remote Control" can be downloaded from Google Play for Android, from the Apple AppStore for iOS, from the Windows Phone Store for Windows 10 Mobile and from BlackBerry World for BlackBerry.

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

11.10 Customizable modules

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

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



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



12 Installation & configuration

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

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

If you have decided on a different module as described in [Section 11, page 89](#), you can skip this section.

12.1 Installing the TeamViewer full version

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

Welcome to TeamViewer

1. Decide on an installation type.
 - In order to always manually start TeamViewer, if necessary, select the **Install** option button.
 - If you would like to install TeamViewer as a system service, select the **Install to control this computer later from remote** option button. If you select this option, instructions will help you with the setup of TeamViewer as a system service. Additional information about this is available under [Section 12.2, page 98](#).
 - 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, rel-



atives 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 12.1.1, page 98*), check the **Show advanced settings** check box. Otherwise, TeamViewer is automatically installed with the default settings.
 4. Click the **Accept** button.
 5. The installation of TeamViewer is complete.

12.1.1 Advanced settings

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

To configure the Advanced settings, follow these steps:

1. **Destination dir:** Select a desired folder where TeamViewer would be installed.
2. **Use TeamViewer Remote Print:** If you want to enable this option, if there are connections to this computer (on which TeamViewer is being installed), the Remote Print function (*see Section 10.7, page 84*) can be used.
3. **Use TeamViewer VPN:** If you want to use TeamViewer VPN, check this check box (*see Section 6, page 30*).
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. You can find further information in the *TeamViewer Manual – Meeting*.
5. Click the **Finish** button.
6. The installation of TeamViewer is complete.

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

12.2 TeamViewer as a Windows system service

12.2.1 Differences between a Windows application and a Windows system service

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

If you install TeamViewer as a Windows application:



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

If you install TeamViewer as a Windows system service:

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

12.2.2 How to configure TeamViewer as a Windows system service

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

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

1. Start TeamViewer.
2. In the main menu, click **Extras | Options**.
 - ➡ The **TeamViewer settings** dialog box will open.
3. Select the 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.

12.3 Using TeamViewer on a terminal server

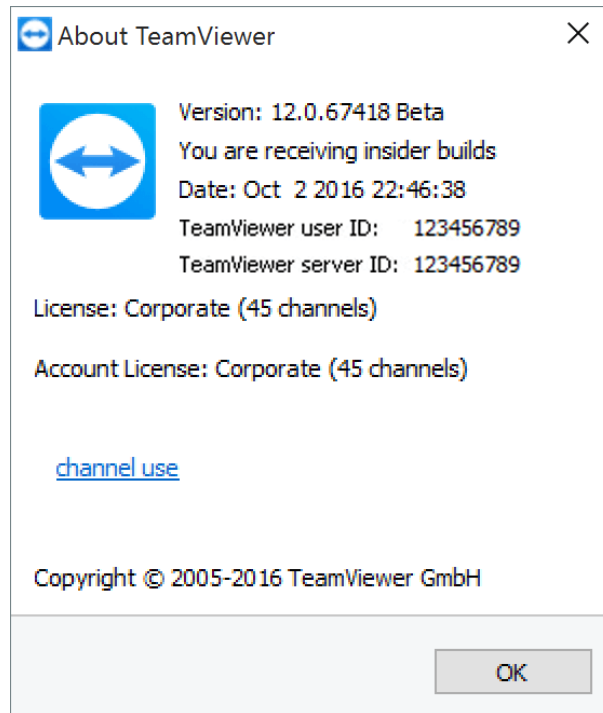
This section describes how to use TeamViewer on a terminal server. It is intended primarily for company network administrators. **Home users can skip this section.**

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

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

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

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



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

Note: Please note that TeamViewer handles every terminal server user account as a separate workstation. This affects licensing, among other factors (*see Section 12.4, page 101*).

12.3.1 Special TeamViewer licensing terms for terminal server use

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

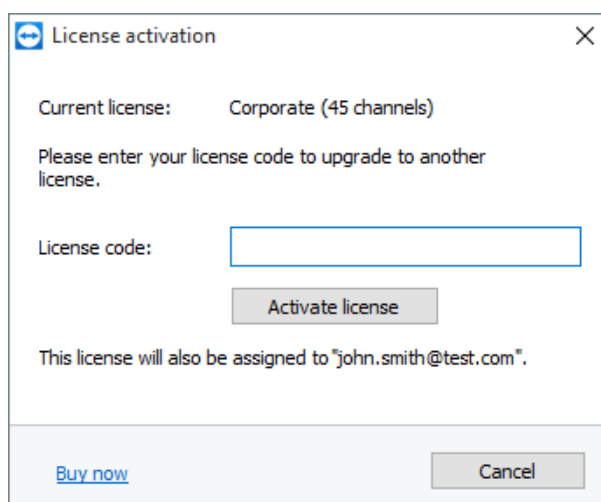
12.4 Activating the TeamViewer license

Personal users can use the free version of TeamViewer. For commercial use, you must purchase a license from our online shop at <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 13.9, page 116*).



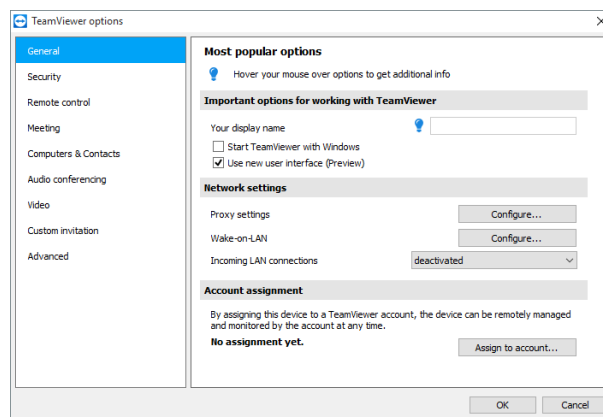
13 Options

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

Note: If your settings are configured via a policy for TeamViewer settings (see [Section 13.10, page 123](#)), it is possible that specific options will not be available.

13.1 Category General

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



The General category offers basic options.

Important options for working with TeamViewer

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

Use new interface If you want to use an alternative, new interface for TeamViewer, activate the checkbox. You can always return to the general user interface by deactivating the option and restarting TeamViewer.

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 (*see Section 7.1, page 32*).
- **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.

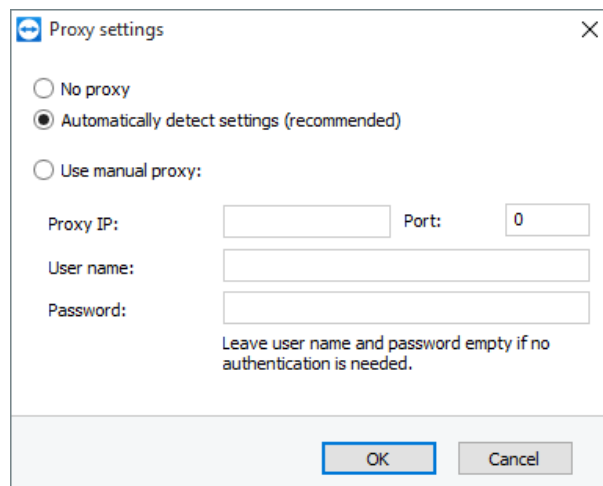
This is required for the integrated system health checks, ITbrain or Wake-on-LAN.



Proxy Settings dialog box

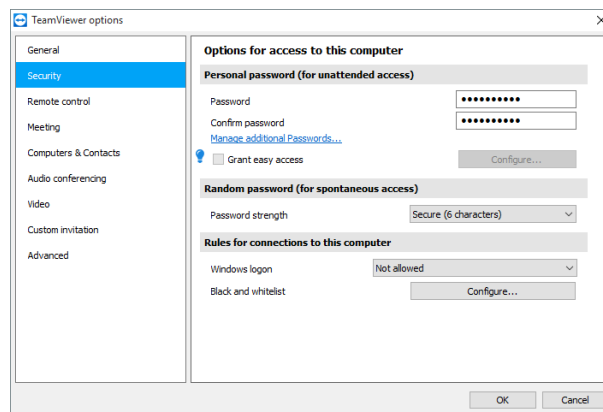
In most cases, the default settings (Use web browser proxy settings) are sufficient. You can use custom settings, for example, if you are not able to surf the internet using your browser.

- **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.

13.2 Category Security



Security settings.



Predefined password (for unattended access)

Password	If you enter a Password , you will be able to use that password anytime in place of the randomly generated temporary password to access this computer.
Manage additional passwords...	Click the link to define additional personal passwords. This can be helpful, for example, if multiple service providers require permanent access to this computer.
Grant <YOUR ACCOUNT NAME>, <YOUR COMPANY NAME> easy access	If activated, you can use easy access to establish a connection to this computer (<i>see Section 7.4, page 35</i>).

Random password (for spontaneous access)

Password strength	<p>Here you can select how strong (complex) the random temporary password, generated each time TeamViewer is started, should be.</p> <ul style="list-style-type: none">• Standard (4 digits): The password consists of 4 numbers.• Secure (6 characters): The password consists of 6 alphanumeric characters.• Secure (8 characters): The password consists of 8 alphanumeric characters.• Very secure (10 characters): The password consists of 10 alphanumeric characters (including special characters).• Disabled (no random password): No random password is generated.
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Note: If the random password option is disabled and no personal password is defined, you will not be able to connect with TeamViewer.

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



Rules for connections to this computer

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

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

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

Black and whitelist Specify contacts, who should only have access, or who should only not have access to this computer.

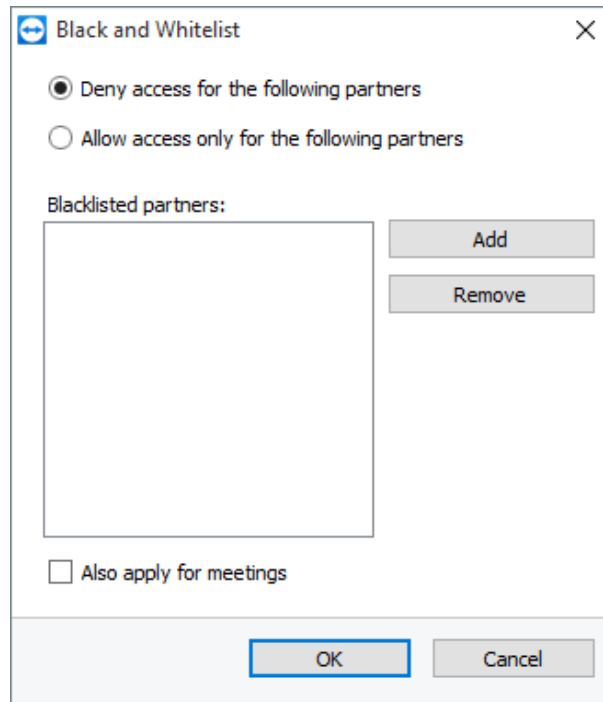
To open the **Black- and whitelist** dialog box, click the **Configure...** button. For more information, [Section 13.2.1, page 107](#).

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

13.2.1 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.



The **Blacklist and whitelist** dialog box.

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.

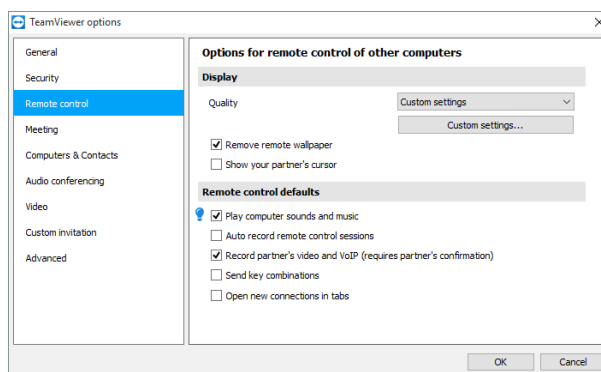
Blacklist – allow access for the following partners

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.



13.3 Category Remote control

In the **Remote Control** category, you can configure all the settings relating to quality, session recording or access to other computers. The settings in this dialog have an impact on all future remote support sessions.



In the **Remote Control** category, you can preconfigure settings for remote control sessions.

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. The display quality is also reduced to the optimum level for remote control.
- **Custom settings:** If you select Custom settings, the **Custom settings...** button will be activated. Use this button to open the **Custom Settings** dialog box.

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

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

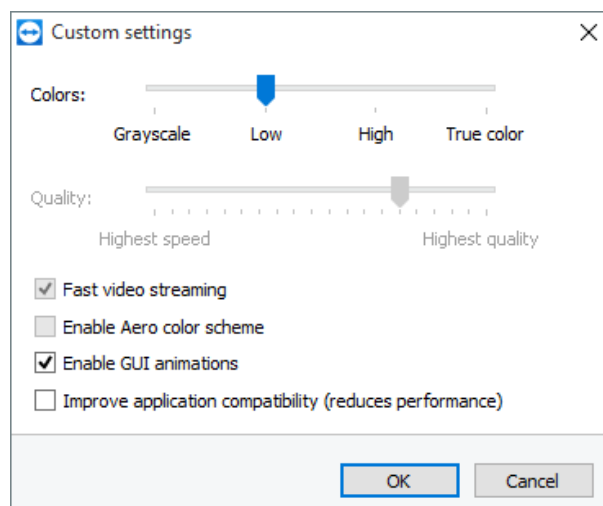


Remote control defaults

Play computer sounds and music	If activated, the sound from the remote computer will be transferred to the local computer (<i>see Section 9.7, page 72</i>).
Auto record remote control sessions	If activated, every TeamViewer session will be recorded automatically.
Record partner's video and VoIP (required partner's confirmation)	If activated, the connection partner can decide whether or not his/her webcam video and VoIP may be recorded. If deactivated, only the remote screen and your own webcam video and VoIP will be recorded.
Send key combinations	If activated, key combinations (e.g. ALT+TAB) are transferred by default to the remote computer and not performed locally.
Open new connections in tabs	If enabled, the remote control sessions and the remote computers' monitors will then be displayed in one remote control window. If this option has not been enabled, these will then appear in separate windows.

The Custom Settings dialog box

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



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

You have the following options:



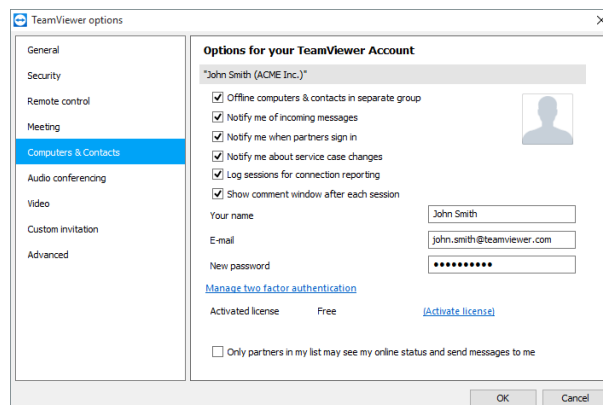
- **Colors:** Set the desired color depth. More colors require more bandwidth. You can improve performance by reducing the color depth.
- **Quality:** Set the display quality. If you use the color modes **High** or **True color** and move the quality control slider to the left, Highest speed compression 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.

13.4 Category Meeting

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

13.5 Category Computers & Contacts

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



The account management in TeamViewer provides additional options.



Account settings (global settings)

Offline computers in separate group	If activated, all offline computers are organized into a separate group.
Notify me of incoming messages	If activated, you will receive a brief notification of an incoming chat message from a partner. The notification will be displayed in the lower right corner of the screen as a pop-up.
Notify me when partners sign in	If activated, you will receive a brief notification whenever one of your contacts logs into his/her TeamViewer account. The notification will be displayed in the lower right corner of the screen as a pop-up.
Log sessions for connection reporting	If activated, all remote control sessions will be logged in the TeamViewer Management Console. More information can be found in the <i>TeamViewer Manual – Management Console</i> .
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 <i>TeamViewer Manual – Management Console</i> .
<p>Note: In order to use this function, you must be logged into your TeamViewer account and must be a member of a company profile.</p>	
Your name	Enter the name you wish to use to help your partners identify you during a TeamViewer session. This name will appear whenever you are logged into your TeamViewer account. The name will be visible in the Chat and in the Remote Control window.
E-mail	To change your e-mail address, enter a new one. This is only necessary if you are no longer using the current e-mail address.
New password	To change the current password for your TeamViewer account, enter a new one.
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.



Account settings (global settings)

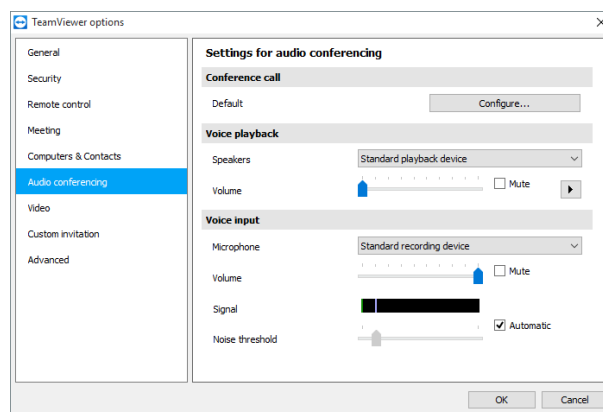
Only partners in my list may see my online status and send messages to me If activated, you will only appear **online** to partners who are in your Computers & Contacts list. At the same time, only those partners will be able to send messages to you.

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.

13.6 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.

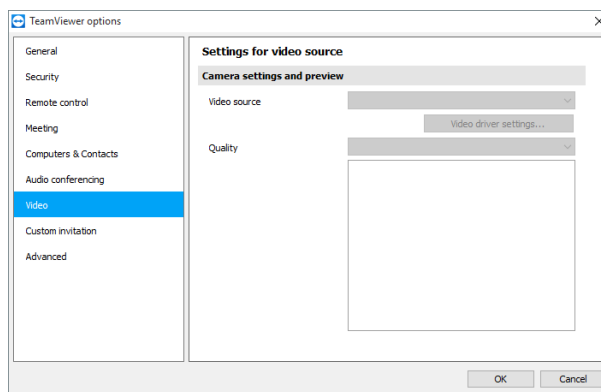
Microphone level Lets you control the volume of your microphone.

Mute (microphone) Completely silences your microphone.

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

13.7 Category Video

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



Video settings.

Camera settings and preview

Video source From the drop-down list, select the Video source you would like to use for transmission in a video conference.

The camera must support a minimum resolution of 320x240 pixels and come with a DirectShow driver. To guarantee trouble-free functionality, we recommend using a webcam.

Alternatively, you can select an image to display in video conferences in place of a video. To do so, from the drop-down list select the **Static image** option and click the **Select image...** button.

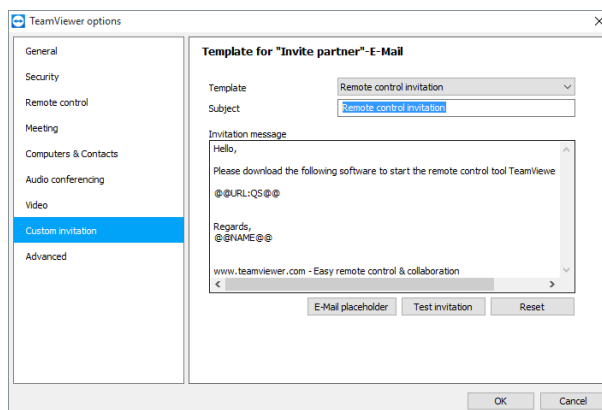
Advanced video settings Once you have selected a webcam, you can adjust the settings for your particular model here.

Quality Here you can choose between the following options:

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

13.8 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
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Template	From the drop-down list, select a standard invitation message for a remote control session or meeting.
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Subject	Enter the subject line you wish to use for your invitation e-mail.
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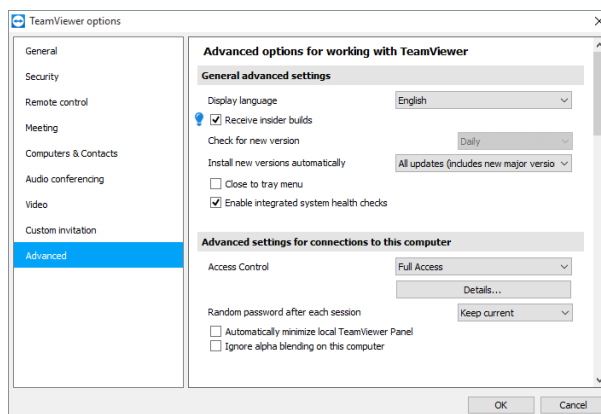
Invitation message	Customize the template text for your invitation e-mail. To review your invitation e-mail prior to sending, click the Test invitation button. The e-mail will open in your default e-mail program. You can then send the e-mail directly from this application. Click the Reset button to restore the default template text.
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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 invitation** 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.

13.9 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 language 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.

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



General advanced settings

Install new versions automatically	<p>In the drop-down list, select whether or not TeamViewer should automatically install new versions.</p> <p>The following options are available:</p> <ul style="list-style-type: none">• All updates (includes new major versions): Updates will always be installed, even updates to newer major versions.• Updates within this major version: Only updates within the current installed major version will be installed.• Security updates within this major version: Only updates within the current installed major version necessary to improve security will be installed.• No automatic updates: Updates will never be installed automatically.
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Close to tray menu	<p>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.</p>
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Enable integrated system health checks	<p>If enabled, the computer can be monitored and its assets traced via the integrated system checks and ITbrain (see Section 8.4, page 62).</p>
---	---

Advanced settings for connections to this computer

Access Control	<p>Set what type of access your partner will have to your computer:</p> <ul style="list-style-type: none">• Full access• Confirm all• View and show• Custom settings• Deny incoming remote control sessions
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Advanced settings for connections to this computer

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.



Advanced settings for connections to other computers

Clipboard synchronization	If activated, any text copied to the clipboard will be available to the partner.
Lock a remote computer	<p>Specify whether the remote computer will be locked after conclusion of a Remote Control session.</p> <p>Choose between the following options:</p> <ul style="list-style-type: none">• Always: The remote computer will always be locked after a connection.• Never: The remote computer will never be locked.• Automatic: The remote computer will be locked, if it was also blocked at the start of the connection.
Access Control	<p>Set the type of access you'll be granted on your partner's computer:</p> <ul style="list-style-type: none">• Full access• Confirm all• View and show• Custom settings• Deny outgoing remote control sessions
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	<p>Set which rights the meeting participants will receive by default:</p> <ul style="list-style-type: none">• Full access• View and show• Custom settings• Deny meetings <p>You can find further information in the <i>TeamViewer Manual – Meeting</i>.</p>
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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.
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Caution: Only enter a server here if asked to do so by TeamViewer Support.

Install VPN driver	To install a VPN driver, click the Install VPN button. The VPN driver is needed in order to set up a TeamViewer VPN Connection. The same button can be used for uninstalling the VPN driver.
Install monitor driver	To install the TeamViewer monitor driver, click the Install monitor driver button. The monitor driver is recommended in order to guarantee a black screen if the option Show black screen is activated (<i>see Section 4.1, page 13</i>).
Install remote printing	To install the TeamViewer print driver, click the Install... button. Please find more information under <i>Section 10.7 "Remote printing", page 84</i> .



Advanced network settings

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.



TeamViewer options

Session recording directory If you have activated Auto record as described under [Section 13.3, page 109](#), 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 Configure QuickConnect dialog box

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

13.10 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**.