



TeamViewer
GIVE YOUR DESKTOP WINGS

Manual - TeamViewer 3.6



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1 Introduction

1.1.1 About TeamViewer

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

- Give ad-hoc remote support to colleagues, friends or customers.
- Administer Windows® server and workstations (you can configure TeamViewer to run as a Windows® system service – so your computer is reachable even before you are logged in to Windows®).
- Share your desktop for online-presentations or collaboration.

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

1.1.2 New as of version 3.6

- TeamViewer version for Mac OS 10.4 and 10.5
- Black- and whitelist for managing the access on a computer based on the accessing IDs.
- New feature in the access control: View screen. TeamViewer can now be configured in a way that viewing the remote desktop has to be confirmed first on the remote computer.
- LAN connections only. TeamViewer can be configured for exclusive LAN access in the advanced options.
- Windows Authentication possible.

1.1.3 New as of version 3.5

- Session recording: You can record your session on your local computer as movie and play it back later on. Hence you have a proof of what you did on the remote computer.
- Access Control: You can preset how the remote computer will be accessed. Distinction can be made between the modes Full Access, Confirm all, View and show, Custom settings or no connections allowed. These modes can be determined for outgoing and incoming connections separately.
- VPN: You can establish a VPN connection to the remote computer. That way it is possible, for example, to work with remote databases on your local machine.
- Remote Reboot: The remote computer can be restarted directly from the TeamViewer session. Furthermore you can reboot in safe mode and also reconnect if your partner is using the QuickSupport.
- TeamViewer options can be imported and exported now. If you have predefined a set of individual options you can use them easily for any other computer.

1.1.4 Functions of the Mac version

- By and large the Mac version corresponds to the Windows version. The following functions are not available: VPN, session recording, start TeamViewer automatically with Windows, deactivating the screen and input on the remote computer (if the remote



TeamViewer - Introduction

computer is a Mac), importing and exporting of settings, the customizable QuickSupport module as well as the remote reboot of Mac computers.

1.1.5 About this manual

This manual describes the use of TeamViewer. Please report errors in this manual to support@teamviewer.com.

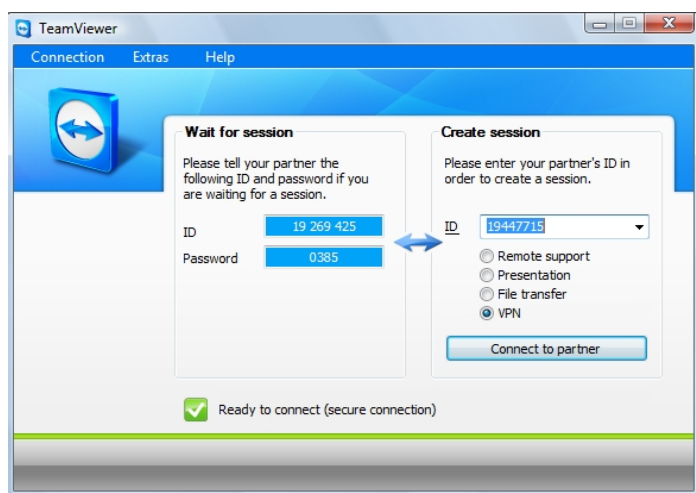


2 Installation

2.1 TeamViewer related downloads

2.1.1 TeamViewer

This is the full version of TeamViewer. You can use this module to connect to partners and to accept incoming connection requests. (This version of TeamViewer is free for non-commercial use).



TeamViewer main window

2.1.2 TeamViewer Quick Support

This is a "single EXE application". You run this application without any installation and therefore without the need for Windows® administrator rights. You can accept incoming requests but cannot start any outgoing requests.

Typically you'll give this module to your customers.

You can build a customised version (with your own logo and welcoming text) of TeamViewer QuickSupport in the download section of our homepage.



TeamViewer - Installation



TeamViewer QuickSupport

2.1.3 TeamViewer Host

This application is installed as a Windows® system service. Computers on which TeamViewer Host is installed can be administered right after the start up (and before the Windows® log on screen). Outbound connections are not possible (TeamViewer Host offers a part of the features of the full version of TeamViewer.)

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

2.1.4 TeamViewer Manager

TeamViewer Manager is a database application which stores your partners details. Additionally the software logs the session time, so it can be used for invoicing for example. The TeamViewer Manager is a part of the Premium license.

2.2 Installing TeamViewer

Start the setup-file you downloaded - a wizard leads you through the installation steps:

1. **Welcome to TeamViewer**

Click on *Next* to continue the installation process. If the checkbox *Show advanced settings* is not activated the steps 5, 6 and 7 are being left out.

2. **Environment**

Choose whether you use TeamViewer in a commercial environment (e.g. support, presentations, home office, desktop sharing with colleagues, etc.) or in a private environment (e.g. connections to friends or relatives or to your own computer). If both is the case then please activate the option *both of the above*.

3. **Licence agreement**

Read the licence agreement, check *I accept the terms in the licence agreement* if you agree. If you have selected private use in step 2 please confirm this in the scope of the license agreement via the option *I agree that I will only use TeamViewer for non-commercial and private use*. Click on *Next* to continue.



TeamViewer - Installation

4. Choose installation type

Select *Normal Installation* in order to start TeamViewer via the Windows start menu later on if needed. Activate the checkbox *Start automatically with Windows®* if you want to start TeamViewer as a Windows® system service. You can find further information in the chapter [Start TeamViewer with Windows®](#).

If you decide to start TeamViewer automatically with Windows®, please set a secure password which you need to repeat in the *Confirm password* field.

5.

Install VPN adapter (optional)

Activate the checkbox Use TeamViewer VPN, if you would like use TeamViewer VPN. You can find further information in the chapter [VPN connection](#).

6. Choose installation location (optional)

Choose your destination folder for the installation and click on *Next* to continue.

7. Choose start menu folder (optional)

Choose the start menu folder into which the TeamViewer shortcuts should be placed. Click on *Install* to start the installation.

8. Completing the TeamViewer setup wizard

Click on *Finish* to close the wizard.

NOTE to 4: The option *Start TeamViewer automatically with Windows®* is not available on Windows® 98, NT and Windows® ME computers.

NOTE to 5: The option Use TeamViewer VPN is only available for Windows® 2000 and higher.

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

2.3 Configure TeamViewer to start with Windows®

2.3.1 Differences between application and system service

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

When running TeamViewer as a Windows® application:

- You will have to start TeamViewer manually if you want to give remote support, receive remote support, or make an online-presentation.
- If you quit TeamViewer your machine is no longer reachable.
- By default TeamViewer creates a new session password whenever you start it (you can configure a fixed password in the security settings). Your computer is only reachable for persons you have given the password. Since the password changes with each start, a



TeamViewer - Installation

person that has connected to your PC before is not able to connect again until you give them your new password. So nobody can get permanent control over your PC.

- This is the default mode and is perfectly suitable for most situations.

When running TeamViewer as a Windows® system service:

- TeamViewer will run during your whole Windows® session.
- TeamViewer will be installed as a Windows® system service - so your computer is reachable even before you log in to Windows®.
- You setup a permanent password for authentication.
- Your computer is reachable whenever your computer is started.
- This mode is e.g. perfect for servers you want to reach when nobody is on the remote side. It is also the best mode if you need the ability to restart the remote machine and reconnect with TeamViewer afterwards.

2.3.2 How to configure TeamViewer to run as a Windows® system service

If you didn't configure TeamViewer to run automatically with Windows® during the setup you can do this anytime later by executing the following steps:

1. Start TeamViewer
2. On the *Extras* menu, click *options*
3. Switch to the *General* tab
4. Activate the option *Start TeamViewer with Windows®* in the Startup section.
5. Enter and confirm a password.
6. Click on OK and restart your computer
 - ▶ Your computer is now reachable after a reboot.

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

NOTE: A TeamViewer service is always running under Windows® Vista. Do not quit this service manually! This service is used to optimize TeamViewer for Windows® Vista.



2.4 Licence Activation

You can use the free version of TeamViewer for non-commercial use. For commercial use buy a licence at our shop (<http://www.teamviewer.com/licensing/index.aspx>), and activate TeamViewer afterwards with your licence key.

To activate your TeamViewer licence:

1. Start TeamViewer
2. Run the command *Extras | Activate Licence*
3. Enter your licence code
4. Click on *Activate Licence*
 - ▶ Your TeamViewer licence is now activated.



License Activation window.



3 Main windows

3.1 TeamViewer main window

The TeamViewer main window is separated into 2 sections:

Wait for session

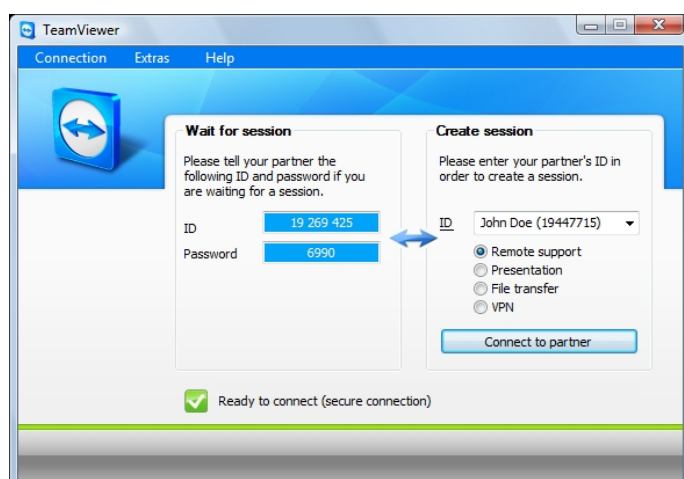
In this section you find your TeamViewer-ID and the session password. Give this data to your partner and he can connect to your computer.

Create session

In this section you can enter your partners ID if you want to initiate a connection.

Choose your TeamViewer mode here:

- **Remote Support**
For remote control and desktop sharing.
- **Presentation**
To show your desktop to a partner.
- **File Transfer**
To transfer files from or to your partner's computer. (You can also start the file transfer option later during remote support).
- **VPN**
Establish a VPN connection to your partner.

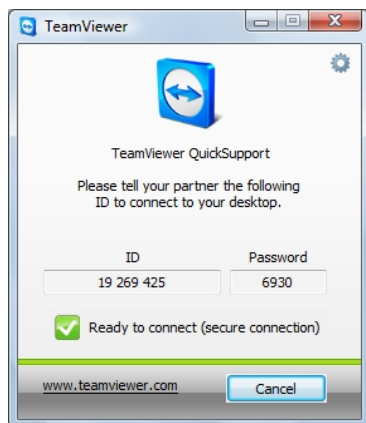


TeamViewer main window



3.2 QuickSupport main window

TeamViewer QuickSupport is an executable file. The application only needs to be downloaded and executed by your partner. No installation or administrator privileges are required. You can also host this application on your webpage.



TeamViewer QuickSupport

For accessing the QuickSupport options please click on the gear wheel symbol in the top right hand corner of the QuickSupport window (for details please see chapter [6.11 QuickSupport Options.](#))



4 Connections

4.1 Basics

If you compare a phone call with a TeamViewer connection, the phone number is equivalent to the TeamViewer ID which always stays static.

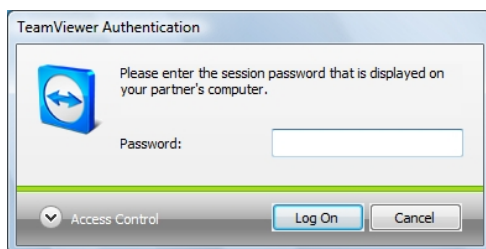
Computers which run TeamViewer will receive a unique number for the identification. This ID will be generated automatically with the first start of TeamViewer on your computer and doesn't change anymore. Your ID is absolutely independent of your IP address by the way.

4.2 Connecting to a partner

This chapter describes how to connect to a partner either by using TeamViewer at both sites or using TeamViewer QuickSupport on your partner's site.

To connect to a partner:

1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his ID and the session password (both displayed on his TeamViewer).
4. Enter the Partner-ID in the *ID* field in the *Create session* section.
5. Choose your connection mode:
 - *Remote support*
Enables Desktop Sharing and Remote Control.
 - *Presentation*
Shows your desktop to your partner.
 - *File transfer*
Starts the file transfer window (you can also start a file transfer later in *Remote support* mode).
 - *VPN*
Establishes a VPN connection to the desired computer.
6. Click on *Connect to Partner*.
 - ▶ The *TeamViewer Authentication* dialog opens.
7. Enter the session password.
 - ▶ You are connected to your partner's computer.



The authentication dialog

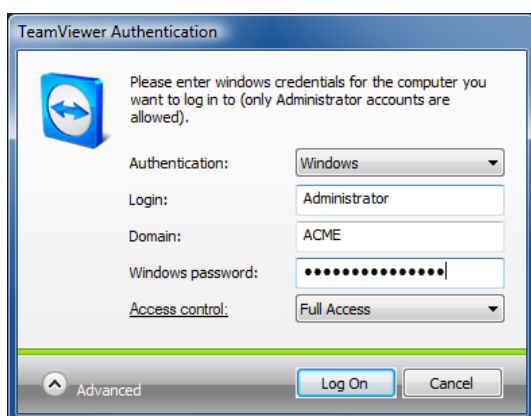


4.3 Connecting with Windows Authentication

Instead of the TeamViewer Authentication by means of ID and password you also can register with the username and password of your Windows account.

How to connect with the Windows Authentication:

1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his ID.
4. Enter the Partner-ID in the *ID* field in the *Create session* section.
5. Choose your connection mode:
 - *Remote support*
Enables Desktop Sharing and Remote Control.
 - *Presentation*
Shows your desktop to your partner.
 - *File transfer*
Starts the file transfer window (you can also start a file transfer later in *Remote support* mode).
 - *VPN*
Establishes a VPN connection to the desired computer.
6. Click on *Connect to Partner*.
 - ▶ The *TeamViewer Authentication* dialog opens.
7. Click on *Access mode*.
 - ▶ The dialog displays advanced access modi.
8. Choose in the drop-down field *Authentication* and *Windows*.
9. Enter your *Windows login*, *Domain* and *Windows password*.
10. Click on *Log On*.
 - ▶ You are connected to your partner's computer.



The authentication dialog



NOTE: For connections to TV QuickSupport you can always register with your Windows login. In TeamViewer Host and in the full version of TeamViewer you first have to enable this functionality in the TeamViewer options menu in the *Security* tab.

Please ensure, that all Windows logins are secured with confident passwords!

4.4 Access control

4.4.1 Overview of Access control

The TeamViewer Access control allows you to configure the actions which TeamViewer carries out during a remote session.

(This chapter is aimed almost exclusively to professional IT service providers. If you don't use TeamViewer professionally you can skip chapter 4.3. completely.)

There are 4 access methods:

- Full access
You can directly control all of the other computers settings. Actions such as file transfer can also be carried out instantly.
- Confirm all
Your partner has to confirm all TeamViewer actions. So you can e.g. only view the partner's desktop after his/her confirmation and only take over the control over the remote desktop after a further confirmation.
- View and show
You may only view and indicate things to your partner on his desktop by sending a mouse pointer after the partner's confirmation. Remote control of the partner's workstation is not possible with this setting.
- Custom settings
You can configure your access settings individually.

Examples for frequent use cases:

- You would like to constrain your access flexibly: For remote supporting customers with which you have a trustworthy relationship or for the access of your own workstations you can choose Full access. For sensitive customers you can switch to the confirm all mode.
- The Windows® administrator defines special custom settings and locks them in TeamViewer. Perfect for use in call- or support- centres where the supporters shouldn't be able to use all possibilities of TeamViewer.

You can define the access mode in the options menu in the security tab. The default setting is Full Access.




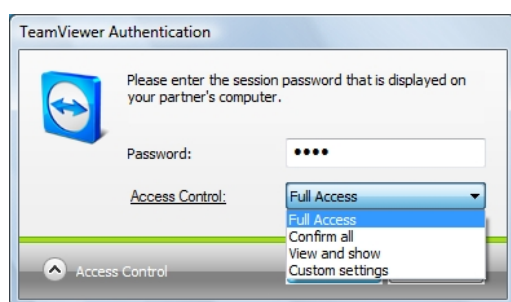
TeamViewer - Connections

You also can define another access mode directly in the [TeamViewer Authentication dialog](#) before the connection.

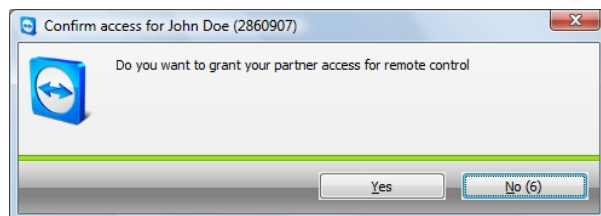
4.4.2 Access mode for the current session

How to choose the access mode for the current remote session:

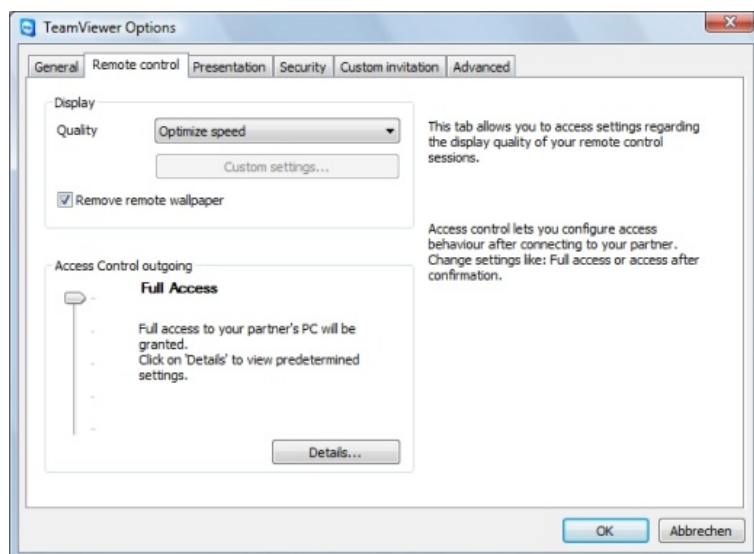
1. In the Authentication dialog please click on the  icon to enter the Access Control.
2. The access control panel expands and offers you further options.
3. Choose the desired mode from the drop-down menu and click on Log On to start your session.



In the authentication window you can choose the access mode for the current session.



In the Confirm all mode you can only perform further actions if your partner confirms them.



In the Remote control tab you can choose the standard mode for the Access control.



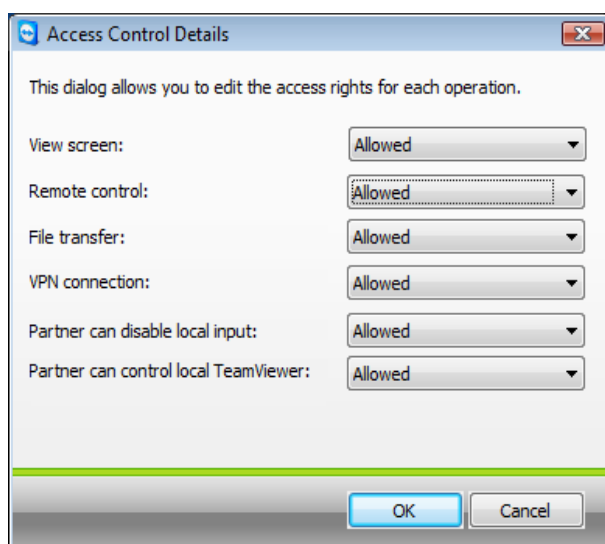
NOTE: If you don't choose a certain option for the access control the standard setting which is defined in your TeamViewer options (remote control tab) will be used.

4.4.3 Access Control Details

With the access modes from above you can control a set of settings. This chapter explains which settings are defined and what this means for your connection:

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

1. Choose the access mode as described above.
2. Click on the underlined word *Access Control*.
 - ▶ The *Access Control Details* window will show up.



The Access Control window shows the precise impact of the chosen mode.



4.4.4 Detailed setting configuration for the Access Control

The following settings can be controlled with the Access Control:

View remote screen

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

- Allowed
- After confirmation

Remote control

Sets the circumstances under which remote control is possible:

- Allowed
- After confirmation
- Denied

File transfer

Sets the circumstances under which file transfer is possible:

- Allowed
- After confirmation
- Denied

VPN connection

Regulates whether a VPN connection can be established or not:

- Allowed
- After confirmation
- Denied

Disabling remote input

Determines whether you can block your partner's input during a remote session:

- Allowed
- After confirmation
- Denied
- On every session start

Control remote TeamViewer

Determines whether you can control the remote TeamViewer during a remote session:

- Allowed
- After confirmation
- Denied



Changing sides

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

- Allowed
- Denied

4.4.5 Custom settings

The *Full Access*, *Confirm all*, *View and show* modes are appropriate for the most usage cases. In the *Custom settings* mode you can define own access rights individually. For further information please see chapter [6.3 Remote control tab](#).

4.4.6 Dependency between Access Control and security settings

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

As counterpart for the outgoing Access Control you can adjust in the security tab of the options menu the incoming Access Control.

Example of use: You purchase TeamViewer and would like to have a uniform possibility for your IT employees to give remote support. You would like to configure TeamViewer so that your clients have to confirm actions such as file transfer or remote control of their machines. To do so please choose *Confirm all* for the outgoing Access Control.

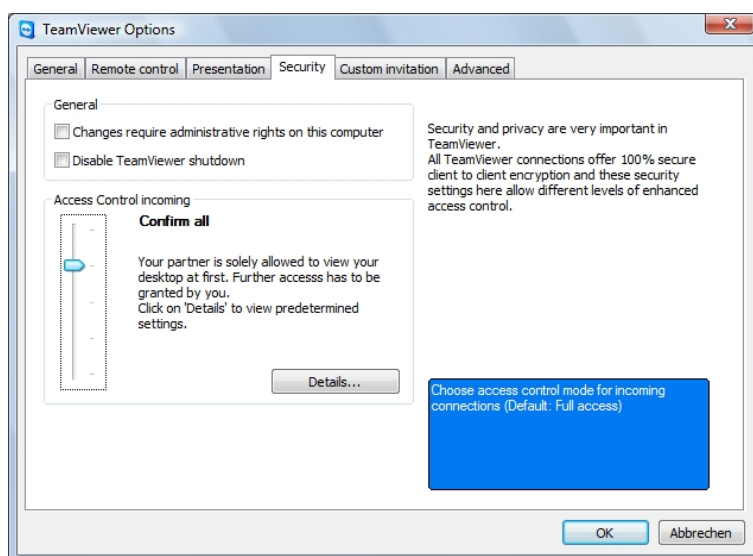
If the customer and the supporter have determined different rights (e.g. supporter has outgoing Full Access, but the partner has chosen Confirm all for the incoming connections) the lowest right will be chosen.

Examples:

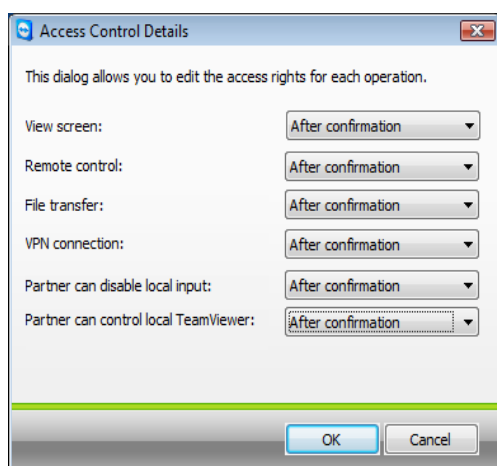
- You have chosen Full Access for the outgoing Access Control but your connection partner has chosen Confirm all for the incoming connections. You won't be able to remotely control the partners machine without him confirming it.
- You have chosen View and show outgoing and your partner has Full Access as incoming access mode. You can only View and show things on the partners screen.



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In the security tab you can determine the incoming Access Control.



The discrepancy between the outgoing Access Control for the local machine and incoming Access Control for the remote machine will be shown in a window.

NOTE: QuickSupport was developed for the spontaneous and straightforward support session. If you connect to a QuickSupport only you can determine Access Control rights on your local machine.

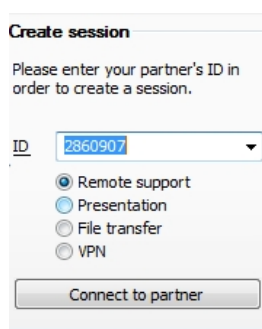


4.5 Using aliases

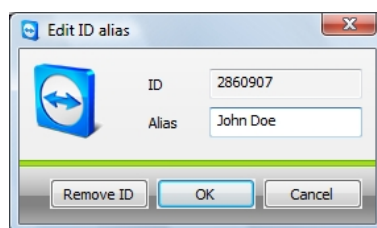
The combo box ID in the *Create session* area saves the last 20 partner IDs. You can assign an alias to each ID.

To assign an alias to your partner ID:

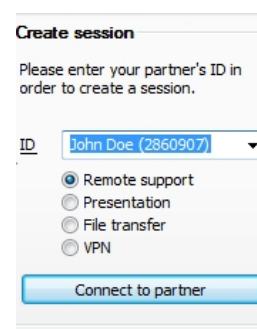
1. Choose an ID in the combo-box *ID*.
2. Click on the hyperlink *ID*.
 - ▶ The *Edit ID alias* window opens.
3. Enter an alias in the *Alias* field and click on OK
 - ▶ The ID field displays the alias and the ID in brackets.



Field ID with partner ID



Assigning an alias



Field ID with alias

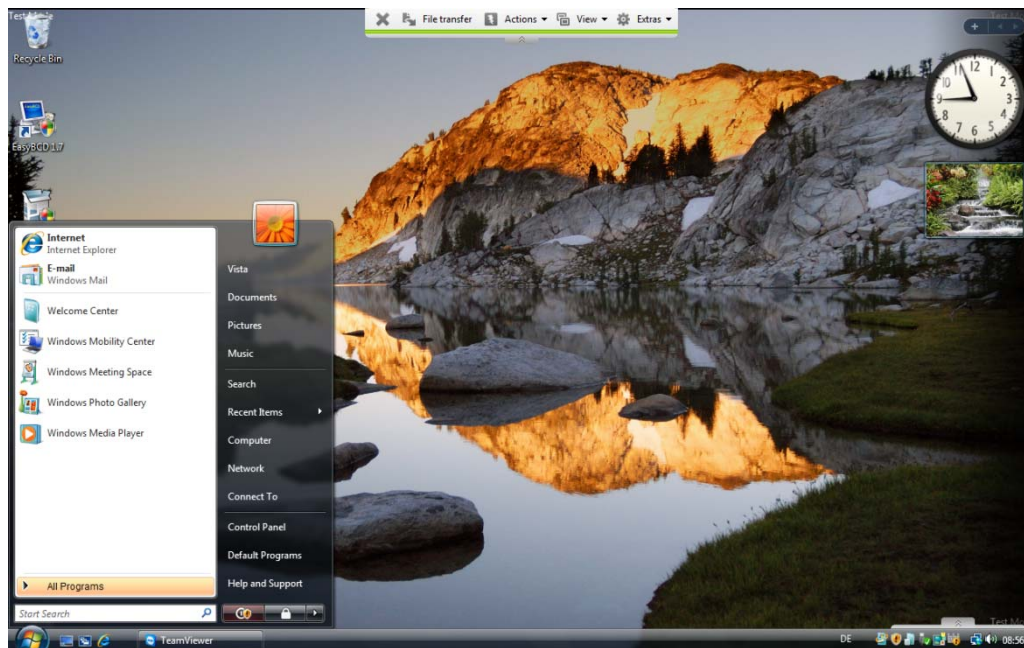


4.6 Remote Control

4.6.1 The remote window

This chapter discusses your possible actions and options within TeamViewer when you are already connected to a partner. For help on establishing a connection please see [Connecting to a partner](#).

In the remote control window you can control your partner's computer as if you were sitting in front of it. You can use your keyboard and your mouse for controlling your partner's computer.



The TeamViewer remote window.



4.6.2 Remote window actions

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

	<p>Close connection Quits the current connection and closes the remote window.</p>
	<p>Request remote control If you don't have the authorization for remote controlling the partner's computer you can ask for permission by clicking on this button.</p>
	<p>File transfer Opens a file transfer window which allows you to transfer files from and to your partners computer.</p>
	<p>Actions</p> <p>Switch sides with partner Click on this button to change the direction so you partner can control your computer.</p> <p>Ctrl Alt Delete This button sends a <i>ctrl alt delete</i> command to the remote computer. Please note, that this button is only available if your partners TeamViewer runs as a Windows® system service.</p> <p>Remote reboot</p> <ul style="list-style-type: none">▪ Log off Log off from the system or switch user.▪ Reboot Restart the remote computer▪ Reboot in safe mode Restart the remote computer in safe mode with network drivers <p>Disable remote input Deactivates mouse and keyboard input on the remote machine.</p> <p>Show black screen Switches the partner's screen to black so that the partner can't see what is done on his computer.</p>



View

Quality

- Auto select
Adjusts quality and speed automatically to the available bandwidth
- Optimize speed
Optimizes the speed of the connection, the quality will be reduced - ideal for remote control
- Optimize quality
Optimizes the quality - ideal for presentations.
- Custom settings
Activates the quality mode custom settings.
- Edit custom settings
Opens the *Custom settings* window in which you can determine quality settings by yourself.

Scaling

- Original
The partner's screen is transmitted in original resolution. If your partner has a higher resolution than your local workstation, you can navigate with the scrollbar.
- Scaled
If your partners screen has a higher resolution, the screen will be scaled down.
- Full Screen
If you have the same resolution on both sides this setting will be most suitable.

Active monitor

- *Show monitor n*
Shows the respective monitor of your partner.
- *Show all monitors*
If you partner has multiple screens, you have the possibility to display them all simultaneously.

Select single window

Allows you to select a single window on the remote machine. A cross-hair cursor appears, click on the title bar of a remote window. Afterwards only this window is transferred to your screen.

Show full desktop

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

Refresh

Forces a screen refresh for cases when the automatic refresh doesn't work.

Show remote cursor

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





Extras

Session Recording

With this menu option you can record your session as a movie (please see chapter [5.2 session recording](#))

- Start
Starts recording your partner's screen.
- Pause
Pauses recording your partner's screen.
- Stop
Stops recording your partner's screen.

VPN

You can find more information about TeamViewer VPN in the chapter [4.8 VPN connection](#).

- Start
Starts the VPN connection.
- Stop
Stops the VPN connection
- Status...
Opens the status window, in which you can see for example the IP address of the virtual network.

Chat

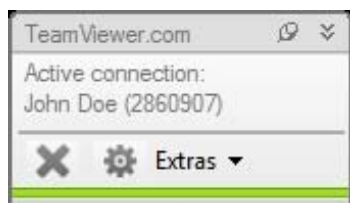
Starts a chat session.

Connection window

Opens the *Connection Info* window.





4.6.3 Server control window actions



The Server Control window

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

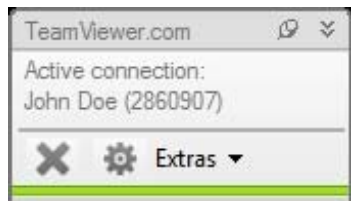
	Close Connection Quits the current connection.
	Extras Chat Opens a chat session. Switch sides with partner Toggles the direction, so your partner can control your PC. (This Button only appears if you previously clicked on <i>Switch sides with partner</i>) - by changing the direction once you allow your partner to change the direction again later. Connection Info Opens the <i>Connection Info</i> window (please see 6.10 Connection Info)

Note: To use Windows® Shortcuts on the remote machine press *Scroll-Lock* on your local keyboard.





4.7 Presentation

In presentation mode your desktop is transferred to your partners PC. A little control window gives you control over the presentation session:



The Presentation Control Window.

4.7.1 Presentation window actions

	<p>Close Connection Quits the current connection and closes the remote window.</p>
	<p>Extras</p> <p>Connection Info Opens the <i>Connection Information</i> window. (please see 6.10 Connection Info)</p> <p>Chat Opens a chat window.</p> <p>Switch sides with partner Toggles the direction, so you can see your partner's desktop.</p> <p>Pause presentation Freezes your monitor so you can do things on your desktop your partner should not see.</p> <p>Disable Remote Input This is the default mode. Your partner can only view your desktop. Your partner's mouse clicks are transferred as red dots to your monitor - so your partner can highlight interesting points of your presentation.</p> <p>Remove wallpaper Removes your wallpaper so that a faster connection can result.</p> <p>Whiteboard Displays a drawing palette. With the tools in the drawing palette you can draw or write anything on the desktop.</p> <p>Show single window Allows you to select a single window. Afterwards only this window is transferred to your partner's screen. A crosshairs cursor appears, click on the title bar of a local window. Afterwards only this window is transferred to your partner. Please note, that the full desktop is transferred again, if you close the window.</p> <p>Select whole desktop Click on this icon to show your whole desktop again (only available if you previously clicked on <i>Show single window</i>).</p> <p>Quality</p>



TeamViewer - Connections











- **Auto select**
Adjusts quality and speed automatically to the available bandwidth
- **Optimize speed**
Optimizes the speed of the connection, the quality will be reduced - ideal for remote control
- **Optimize quality**
Optimizes the quality - ideal for presentations.
- **Custom settings**
Activates the quality mode custom settings.
- **Edit custom settings**
Opens the *Custom settings* window in which you can determine quality settings by yourself.

Monitor

- *Show monitor n*
Shows the respective monitor of your partner.
- *Show all monitors*
If you partner has multiple screens, you have the possibility to display them all simultaneously.



4.7.2 Whiteboard


	Control <i>Pauses the drawing mode for you to control the computer normally.</i>
	Eraser <i>Deletes parts of the drawings. In the collapsible menu you can determine the tool size.</i>
	Pencil <i>Enables you to make freehand drawings. In the collapsible menu you can determine the color and the size of the pencil.</i>
	Highlighter <i>For highlighting text In the collapsible menu you can determine the color and the size of the pen.</i>
	Rectangle <i>Draws a rectangle. In the collapsible menu you can determine the color of the frame and the filling as well as the width of the line. Press Ctrl while drawing in order to draw a square and Shift for drawing a concentric square.</i>
	Ellipse <i>Draws an ellipse. In the collapsible menu you can determine the color of the frame and the filling as well as the width of the line. Press Ctrl to draw a circle and Shift to draw a concentric ellipse.</i>
	Text <i>Lets you write a text .Click on the symbol again to stop writing. In the collapsible menu you can determine the font size, color and type.</i>
	Balloon <i>Draws a speech bubble. Click on the place where you would like to create a speech bubble, write your comment and, finally, click on the place the speech bubble is supposed to point at. In the collapsible menu you can determine the font size, color and type.</i>
	Delete <i>Deletes the complete drawing.</i>
	Save <i>Saves the screenshot together with the whiteboard sketch as a PNG image.</i>

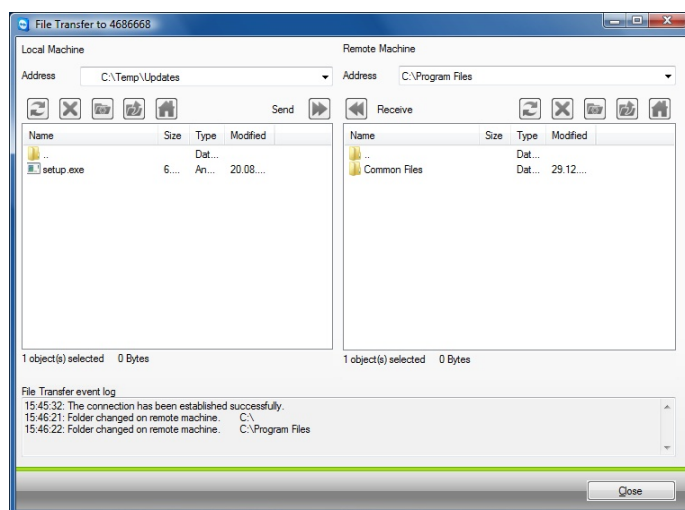


4.8 File transfer

4.8.1 The file transfer window

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

1. Click on the Open File Transfer Icon  in the remote window.
2. Choose the File transfer mode when starting the connection.










The file transfer dialog allows you to send and receive files and folders.



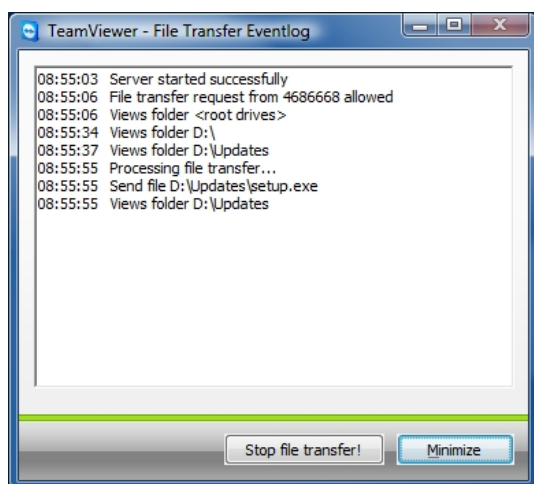
4.8.2 File transfer actions

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

	Refresh (Hotkey: F5) Refreshes the current folder.
	Delete (Hotkey: del) Deletes the selected files or folders.
	Create a new folder Creates a new folder.
	Browse to parent folder (Hotkey: Backspace) Moves to the parent folder.
	Browse to drives (Hotkey Ctrl+Backspace) Moves to the drives view. You can also reach special Windows® folder such as <i>documents</i> and <i>desktop</i> here.
	Send (Hotkey F11) Sends the selected files and folders to the remote machine.
	Receive (Hotkey F11) Transfers the selected files and folders from the remote machine to the local machine.
Rename	To rename a file or folder click once on an already selected item to make the name editable

4.8.3 The file transfer log file

On your partner's site all file system operations are logged to a log file window.



The file transfer log dialog lists all file system operations on the remote computer.



4.9 VPN connection

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

4.9.1 Examples for the usage of TeamViewer VPN

- You can print out something on the remote computer
- You can use an application locally on your machine which accesses a remote database by having a VPN connection to the remote database server.
- Make peripheral devices (e.g. printer) and files in your local network accessible for external partners.
- In the support case access remote databases from your local frontend (e.g. SQL-Server Management Studio).

4.9.2 Premises

The premise for the use of TeamViewer VPN is that TeamViewer is installed on both sides with the option "TeamViewer VPN".

NOTE: You don't need TeamViewer VPN for remote controlling the partner PC or transferring files. Professional IT staff will know the possibilities and advantages of this connection.

NOTE: If you connect to the remote PC with TeamViewer VPN, both computers are in a common virtual network. If you need to communicate with further computers located in the partners network, you have to set static IP routes. In order to do so advanced skills in administering Windows® networks are essential.

4.9.3 Starting a VPN connection

How to establish a VPN connection:

- a. Establish a connection as explained in chapter [4.2 Connecting to a partner](#) (choose VPN)
 - b. Another option is to click during the remote support session on the menu item Extras, then VPN and Start.
- ▶ In both cases the VPN - TeamViewer window will open.

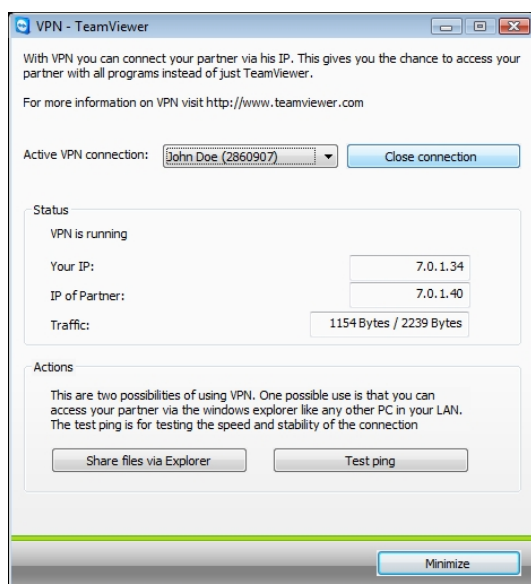


TeamViewer - Connections

4.9.4 Actions in the VPN - TeamViewer window

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

- In the *Active VPN connection* drop-down menu you can chose in the case of multiple connections which connection you would like to be shown.
- If you click on the *Close connection* button you can close the chosen connection.
- In the *Status* section you can see your IP address and the IP address of your partner.
- In the *Actions* section you can test the VPN connection:
 - The *Test ping* button sends a ping signal for testing the network
 - The *Share files via Explorer* button opens the Windows® explorer with access to the remote files. (Please consider that you may have to authenticate yourself on the remote computer.)



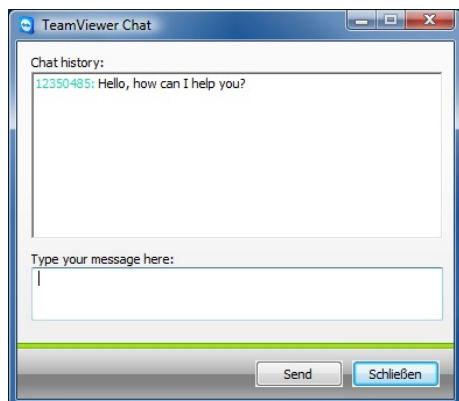
The VPN - TeamViewer windows.



5 Miscellaneous Functions

5.1 Chat

The Chat window allows you to chat with your partner. You can start a chat session by clicking on the menu item *Chat..* in the remote window or the server control window.



The TeamViewer chat window

5.2 Session recording

During the session you have the possibility to record your remote session as movie. The recording is executed in TeamViewer's own .tvs file format. For this reason it is ensured that the file is unchangeable and also can be used for purposes of revision.

To record a session:

1. Click Extras | Record | Start in the menu of the remote control window to begin the session recording.
2. To finish the recording please click on Extras | Record | Stop, or just close the remote session.
 - ▶ A window will ask where you would like to save your file.

To play-back a recorded session:

1. Click on Extras and Play recorded session... in the TeamViewer application window
2. The window Open file will appear.
3. Chose the desired file.
 - ▶ The movie will be played back in TeamViewer.

Note: If you double-click the TeamViewer .tvs file in the Windows® explorer TeamViewer will be started automatically and you can play it back.

NOTE: If you would like to record all your sessions, please choose Extras / Options / Advanced / Automatically start Session Recorder when beginning remote control session.



5.3 LAN Connections

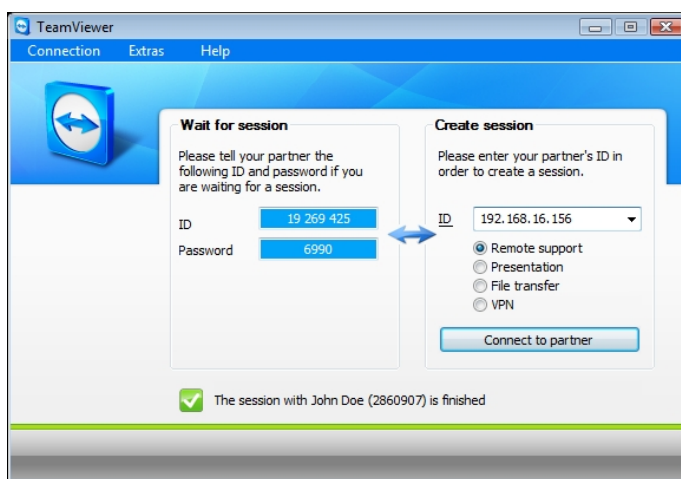
Connections in the local network can alternatively be initiated via the IP address (the machine name). Therefore you have to configure TeamViewer to accept incoming LAN connections.

To activate incoming LAN connections:

1. Click on *Extras | Options | General*
2. Activate the *Accept incoming LAN connections* option in the *Connection* area.

To connect to a computer in the local network

1. Enter the IP address in the *ID* field.
2. In other respects follow the steps as described in [Connecting to a partner](#).



TeamViewer main window with IP address.

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

5.4 Remote Update

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

This function requires that TeamViewer is configured in a way that it starts automatically with Windows.

How to perform a Remote Update:

1. Click on *Extras / Remote Update* in the session window during a running remote control session.
2. Follow the instructions in the remote control window.



6 Options

6.1 General tab

The *General* tab offers some basic settings:

General

- **Your Display Name**
Enter your name or company name here. This text is displayed in the title bar of the remote control window and in your partner's chat window.

Startup

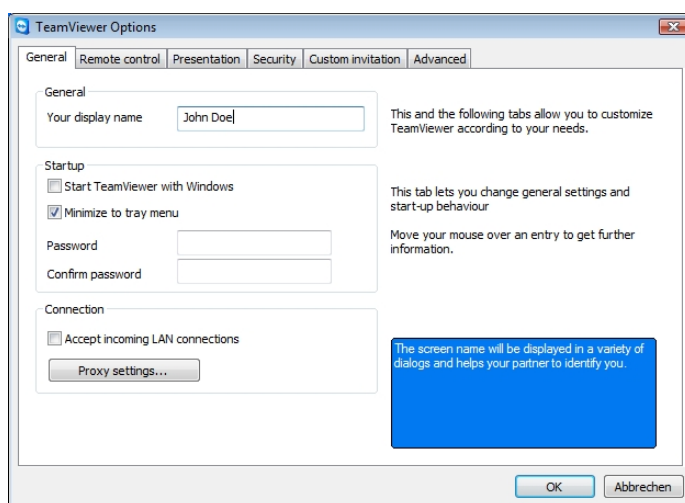
- **Start TeamViewer with Windows®**
TeamViewer starts automatically with Windows® and is that way executed directly after the start of Windows® and before the Windows®-Login.
- **Minimize to tray menu**
Minimizes TeamViewer to the system tray (info area of the taskbar) instead of to the taskbar.
- **Password**
If you enter a password in the *Password* field, then this password is required instead of the automatically generated session password to get access on your computer.
- ▶ You have to enter a password in this field if you have activated the option *Start TeamViewer with Windows®* on the *General* tab.

Connection

- **Accept incoming LAN connections**
Accepts incoming LAN connections on port 5938 (see [5.3 LAN connections](#))
- **Proxy Settings...**
Opens the [proxy settings dialog](#).



TeamViewer - Options

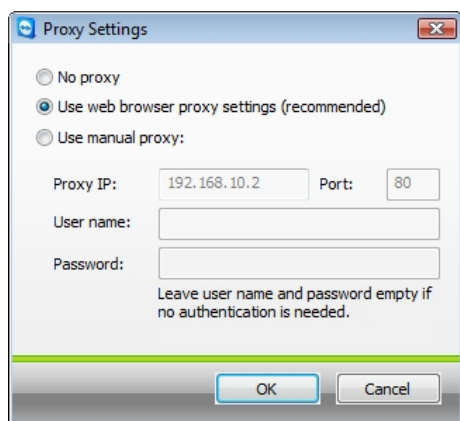


The General tab offers you various settings.

6.2 Dialog Proxy Settings

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

- **No proxy**
Use this setting if you are directly connected to the internet.
- **Use web browser proxy settings**
Use this setting if you are behind a proxy and the proxy settings are already configured in your browser (Internet Explorer or Firefox).
- **Use manual proxy**
Use this setting to manually enter your proxy settings.



In the Proxy Settings dialog you can configure access to the internet if you have a proxy server..

6.3 Remote control tab

The Remote Control Tab offers settings for the TeamViewer Remote Support mode. The settings in this dialog have an impact on all Remote Support Sessions.



TeamViewer - Options

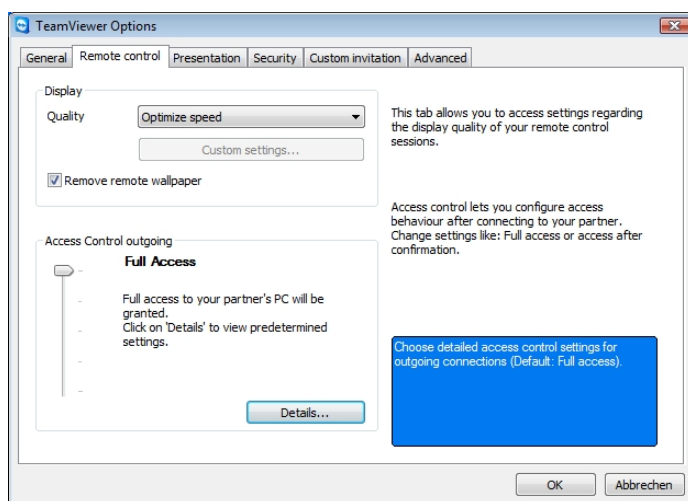
Display

- **Quality**
You may choose between:
 - Optimize speed (default setting - best possible speed at acceptable quality)
 - Optimize quality
 - Auto select
 - Custom Settings
- **Remove remote wallpaper**
Removes the remote desktop background during the session.

Access Control (outgoing)

- **Full Access**
This option allows you to have immediate access to all functions of your computer.
- **Confirm all**
You can initially only look at the desktop of the remote computer. For further actions your connected partner has to agree.
- **View and show**
You can look at the desktop of the remote computer but you can not operate on it.
- **Custom Settings**
The *Configuration* button offers you the possibility to define individual settings and therefore to disable different features completely, to allow after confirmation or to permit from the beginning of the session.
- **No outgoing connections allowed**
No outgoing connections are allowed.

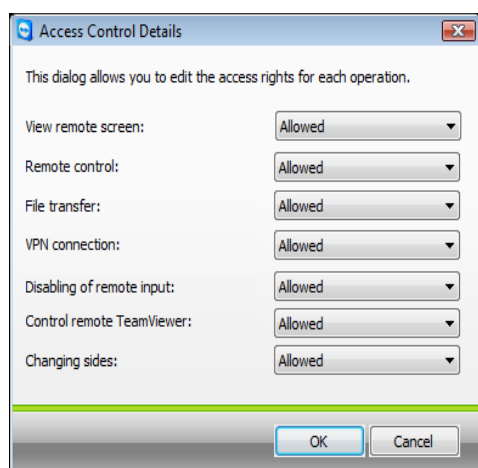
See also [access control](#) for the features you can activate!



In the Remote control tab you can predefine the settings for the remote session.



TeamViewer - Options



In the details dialog of the Access Control you can define settings for the following session.

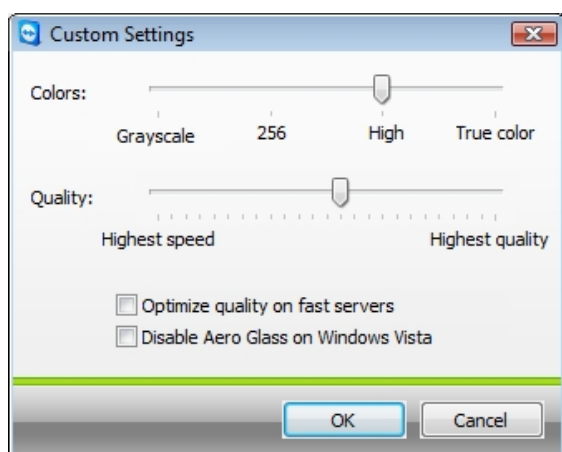
6.4 Custom Settings Dialog

The custom settings dialog is only available if you choose *Custom settings* in the quality drop-down menu of the display settings. You can specify your custom settings here.

- **Colors**
You can set the color depth that should be transferred. More colors need more bandwidth so you can increase performance by choosing fewer colors.
- **Quality**
You can set the quality level here. A lossy compression is used to reduce the data traffic when you move the slider to the left. This slider is only active if you set the color slider to High or True Color.
- **Optimize Quality on Fast Servers**
When enabled this option may increase performance on fast servers with good network bandwidth. This option is disabled by default because it may result in high CPU-usage on the remote computer (when giving remote support) or on the local computer (when making presentations).
- **Disable Aero Glass on Windows® Vista**
Disables Aero Glass on Windows® Vista remote computers to improve performance.



TeamViewer - Options



In this dialog you can define quality settings.

6.5 Presentation tab

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

Display Options

- **Quality**
Lets you choose between:
 - Optimize speed
 - Optimize quality (default - automatically controls the quality depending on the established connection performance)
 - Auto select
 - Custom settings

When you choose *Custom settings* the *Custom settings* button becomes active. With this button you can open the [Custom setting dialog](#).

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

Security

- **Allow presentations**
This option allows you to generally forbid presentations.
- **Change direction allowed**
If enabled, the direction can be changed during a presentation so that you can see the remote computer.
- **Allow partner to interact**
If enabled the input on the remote computer can be activated during presentation. The connected partner is then enabled to operate on your presentation machine.



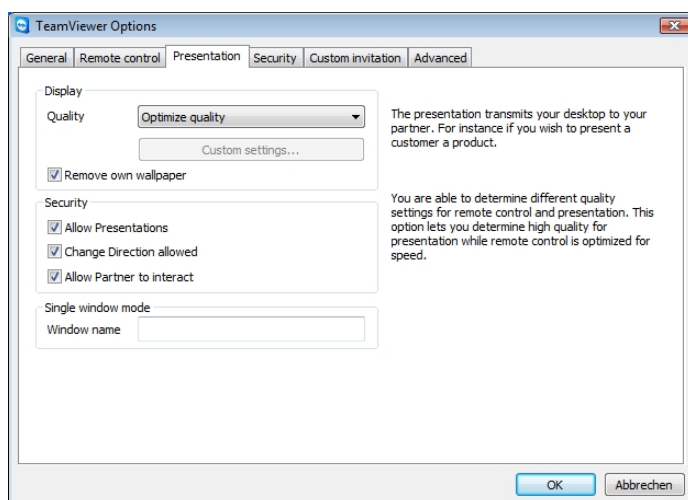
TeamViewer - Options

Single window mode

When you enter the title of the window into the *Window Name* field only that window will be transferred in presentations. You do not have to enter the complete name of the window - initial letters will be sufficient. Even during a running presentation you will be able to choose the presentation via the *Single Window* button and reduce it to one single window.

Default monitor

You can choose your default monitor for presentations here. (Only available if your local computer has multiple monitors).



In the presentation tab you can define the options for your online presentation.

6.6 Security tab

The settings on the security tab allow the configuration of security-critical settings.

General

- **Changes require administrative rights on this computer**
When this checkbox is selected the security tab and the Startup options on the general tab are only available for users with Windows® administrator rights.
- **Disable TeamViewer shutdown**
When enabled, TeamViewer is minimized to the system tray if the *Exit* command during the session is executed or if you close the TeamViewer main menu.
- **Configure black- or whitelist**
Opens the black- and whitelist dialog. In this dialog you may either explicitly enter the IDs that are granted access to the local computer (whitelist) or the IDs that are denied access to the local computer (blacklist).



Windows Authentication

In this menu you can define if the remote TeamViewer user is allowed to connect to the local machine with the Windows login.

- **Windows login is not allowed**
Default value. The authentication is only possible through the TeamViewer password.
- **Windows login is only allowed for Administrators**
Windows Administrators of the machine can connect by using the Windows Authentication.
- **Windows login is allowed for all users**
All Windows users of the computer can login by using the Windows Authentication.

Note:

With approved Windows Authentication the security of your computers depends directly on the security (complexity) of the Windows passwords of all Windows users on this computer.

Please ensure that all Windows logins are secured with confident passwords.

Access Control (Incoming)

- **Full Access**
Your connection partner obtains full access on the local computer immediately.
- **Confirm all**
First of all your connection partner is able to view your desktop. You have to confirm advanced operations.
- **View and show**
Your connection partner is able to view your desktop but not to control it.
- **Custom settings**
You may define custom settings with the *Configure* button and hence you are able to disable different features, to allow them by confirmation or to allow them from the beginning of the session.
- **No incoming connections allowed**
There are no incoming connections allowed.

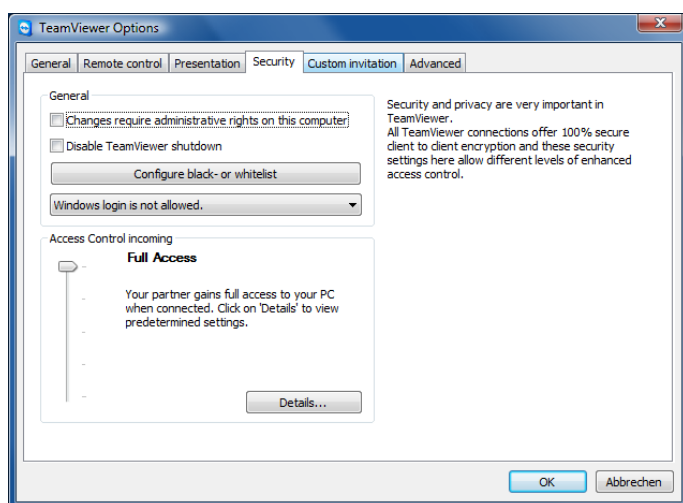
Please read chapter [4.3 Access Control](#) for detailed information.

Note:

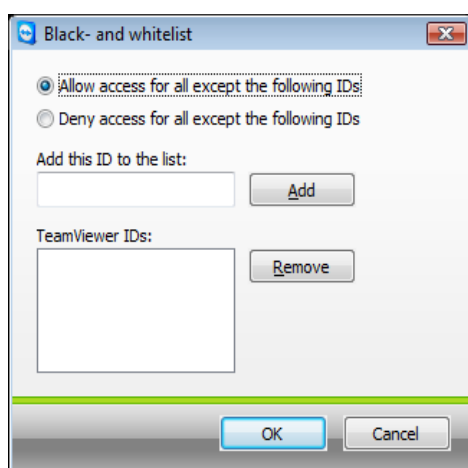
Please note that when configuring the whitelist there is a danger of locking yourself out! If you replace a support computer it will get a new ID. Only use this function if you can reach the remote computer locally or always add multiple IDs to the whitelist.



TeamViewer - Options



In the security tab you can define security settings.



In the black- and whitelist dialog the remote access can be explicitly granted or denied

6.7 Custom invitation tab

The custom invitation tab provides you with the possibility to invite your business partner quickly and uncomplicated by e-mail to a remote support session.

- **Subject**
Here you can change the subject heading of your invitation mail.
- **Invitation message**
Here you can set the default message of your invitation mail individually. After confirmation with the *Test invitation button* the invitation mail will be generated in your e-mail application. You can then send the e-mail directly from this application. By clicking *Reset* the default invitation mail will be restored.



6.8 Advanced tab

On the *Advanced* tab you can set up advanced settings for your TeamViewer application.

General:

- **Temporarily save connection passwords.**
Session passwords will be saved by default to enable the immediate resumption of the connection. After the shut down of TeamViewer the passwords are no longer saved. Via this option you can completely prevent the saving of passwords.
- **Show your partner's cursor**
The cursor of your partner will be displayed.
- **Enable black screen if partner input is deactivated**
If you disable the your partner's input the screen of the remote computer is additionally disabled.
- **Automatically start Session Recording when beginning remote control session**
Session Recording starts immediately when beginning a session.
- **Ignore alpha blending on this computer**
Semi-transparent windows are broadcasted as plain windows
- **Full access granted when a partner is connecting to the Windows® log on screen**
This option is only available if TeamViewer is configured to start automatically with Windows. If this option is activated one can directly remote control the computer differently from the security settings on this computer given that no user is logged into the Windows computer. (The user has to remotely log on to Windows then)
- **Enable logging**
If enabled, TeamViewer writes all errors and events into a log file.
- **Enable connection logging**
If enabled, TeamViewer writes the information for all outgoing connections into a log file. This option has to be enabled when you are using the TeamViewer Manager.
You can open the log file folder by clicking *Extras* within the TeamViewer main menu and then clicking *Open log files*.

Network:

- **Enable UDP**
TeamViewer attempts to establish fast UDP connections. You should only disable this feature when connection interruptions occur on a regular basis.
- **LAN connections only**
TeamViewer does not establish a connection to the TeamViewer network and can only be reached locally via the IP address.
- **TeamViewer Server**
Opens the [Team Viewer Server](#) dialog.
- **TeamViewer DirectIn check**
Opens a dialog where the availability of TeamViewer is checked. The DirectIn Ports 80 and 5938 do not have to be opened , however, TeamViewer can use these ports - if available - for establishing faster connections.



TeamViewer - Options

- **Enable DirectIn performance optimization**

When this checkbox is activated TeamViewer tries to configure the port forwarding for the ports 5938 and 80 in UPNP-able routers (see TeamViewer DirectIn check).

Import / Export Options

Here you can export your TeamViewer settings into a configuration file (*.ini). This makes a quick adoption of predefined settings possible.

How to export your settings:

1. Click on *Export*
2. A window for saving the configuration file opens. Choose a location to save the file and click on *save*.

How to import your settings:

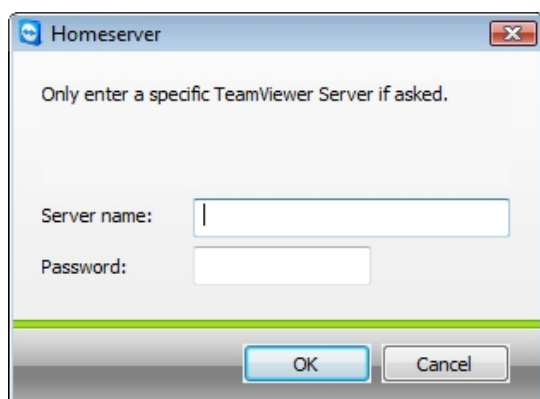
1. Click on *Import*
2. A window for opening the configuration file appears. Choose a configuration file and click on *open*.

VPN drivers

Via the button *Install VPN* you can install the VPN driver which is required for establishing VPN connections. The VPN driver can also be uninstalled via this button.

6.9 Dialog TeamViewer-Server

In the TeamViewer window you can define a fixed server.



In the Homeserver window you can enter the necessary informations for connecting to your own TeamViewer server.

NOTE: Please enter a server here only if the TeamViewer support staff requests you to do so!

6.10 Connections Info

The *Connection Info* dialog informs you about the current connection data.



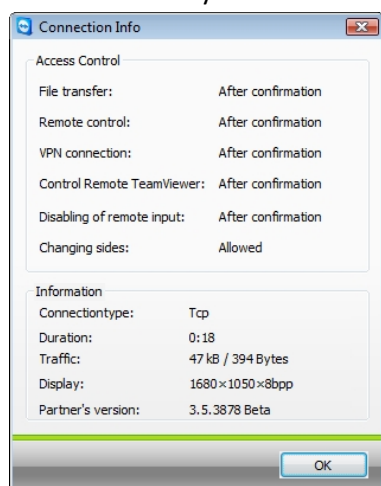
TeamViewer - Options

Access control

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

Information

- **Connection type**
Informs you about the type of the connection
- **Duration**
Informs you about the duration of the session.
- **Traffic**
Informs you about the amount of data transferred.
- **Display**
Informs you about the screen resolution and the color depth.
- **Version**
Informs you which TeamViewer version your connection partner has.



The connection Info window will display your access privileges.

6.11 QuickSupport Options

In the QuickSupport Options window you can define settings for the TeamViewer QuickSupport module.

You can access this dialog by clicking on the gearwheel icon in the top right-hand corner of the TeamViewer QuickSupport screen.

Eventlog

- **Eventlog**
If enabled TeamViewer QuickSupport writes to an event log. This log may help when searching for errors in support cases.
- **Open log files**
Opens the Windows® folder in which the log file is stored.



TeamViewer - Options

Proxy-Settings

Please see chapter [6.2 Dialog Proxy Settings](#).