



# TeamViewer

Manual - TeamViewer 5.1



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# 1 Scope of Service

## 1.1 Introduction

### 1.1.1 About TeamViewer

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

- Provide ad-hoc remote support to colleagues, friends or customers.
- Administer Windows servers and workstations. You can operate TeamViewer as Windows system service so that your computer is reachable even before you are logged in to Windows. Cross-platform connections with Mac OS X and Linux are also possible.
- Share your desktop for online presentations or collaboration.

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

### 1.1.2 New with Version 5.1

- Terminal server support: Simultaneous connections to different terminal server users can be established.
- File transfer to the remote computer via drag & drop
- Simplified switching between different monitors of the remote computer
- Simplified sending of Ctrl+Alt+Del keyboard shortcut
- Advanced search function in the partner list
- Identification of the local computer in the partner list

### 1.1.3 New with Version 5.0

- VoIP (Voice over IP)
- Webcam support
- Application selection in Presentation mode - present only selected applications instead of your whole desktop
- Integrated teleconferencing solution with access numbers for numerous countries



- Improved whiteboard
- Newly designed TeamViewer control panel and improved control menu
- Improved and enhanced options menu

#### 1.1.4 Functions of Mac and Linux Version

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

#### 1.1.5 About this Manual

This manual describes the use of TeamViewer. Unless specified otherwise, the described functionality always refers to the version of TeamViewer indicated in the title. Please report errors in this manual to [support@teamviewer.com](mailto:support@teamviewer.com).

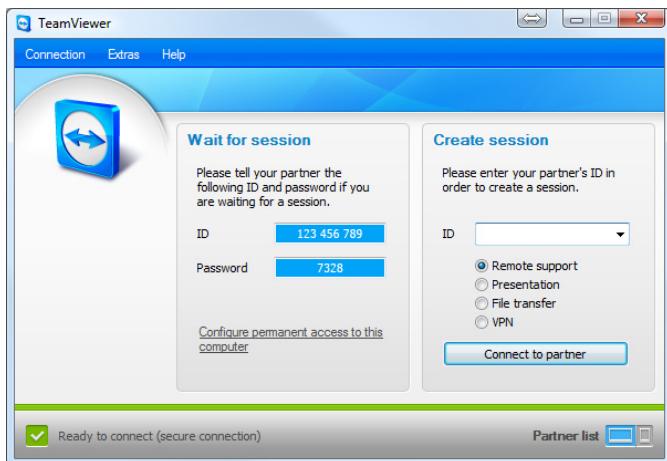


## 2 Installation

### 2.1 TeamViewer Downloads

#### 2.1.1 TeamViewer

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



TeamViewer main window

#### 2.1.2 TeamViewer Quick Support

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

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

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



The QuickSupport main window



### 2.1.3 TeamViewer Host

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

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

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

### 2.1.4 TeamViewer Portable

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

### 2.1.5 TeamViewer Manager

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

### 2.1.6 TeamViewer MSI Package

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



## 2.2 Installing TeamViewer

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

### 1. Welcome to TeamViewer

Click on *Next* to continue the installation process. If the *Show advanced settings* check box is not activated, steps 5, 6 and 7 will be skipped.

### 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 cases apply, please activate the option *Both of the above*.

### 3. License agreement

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

### 4. Choose installation type

Select *Normal installation* to start TeamViewer via the Windows start menu later on if needed. Activate the *Start automatically with Windows* check box if you want to start TeamViewer as a Windows system service. You can find further information in the chapter [2.3 Configure TeamViewer to Start with Windows](#).

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

### 5. Install VPN adapter (optional)

Activate the *Use TeamViewer VPN* check box, if you would like use TeamViewer VPN. You can find further information in the chapter [9.3 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 *Start TeamViewer automatically with Windows* option is not available on Windows 98, NT and Windows ME computers.

**Note to 5:** The *Use TeamViewer VPN* option 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 system service either during the installation process or later in the options. This chapter discusses the differences between running TeamViewer as a regular application and running TeamViewer as a Windows system service:

#### When running TeamViewer as a Windows application:

- You will have to start TeamViewer manually if you want to give remote support, receive remote support, or give an online presentation.
- If you quit TeamViewer, your computer 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 to whom you have given your TeamViewer ID and the session password. Since the password changes with each start, persons who have connected to your PC before are not able to connect again until you give them your new password. This prevents anyone from having permanent control over your PC.
- This is the default mode and is perfectly suitable for most situations.

#### When running TeamViewer as a Windows system service:

- TeamViewer will run during your entire Windows session.
- Your computer is reachable via TeamViewer even before the Windows logon.
- Your computer is reachable whenever it is started and connected to the Internet.
- This mode is perfect, e.g. for remote maintenance of servers. It is also the best mode if you need the ability to restart the remote computer and reconnect with TeamViewer afterwards.



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

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

1. Start TeamViewer.
2. In the Extras menu, click on *Options*
3. Switch to the *General* tab.
4. Activate the *Start TeamViewer with Windows* option in the Startup section.  
→ A Window for entering a password appears.
5. Enter a secure password in the *Password* field and confirm it.
6. Click on *OK* and restart your computer  
→ Your computer is now reachable after the 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 7 and Windows Vista. Do not stop this service manually! This service is used to optimize TeamViewer for Windows 7 and Windows Vista.

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



## 2.4 Terminal Server Operation

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

### How to activate multi-user support on terminal servers:

1. Start TeamViewer on the terminal server (console)
2. In the menu, click on *Extras / Options*.  
→ The *TeamViewer Options* dialog opens
3. Select the *Advanced* option and click on *Show advanced options*
4. Activate the option *Enable enhanced multi-user support (for Terminal Server)*
5. Click on *OK*  
→ Every user receives a separate TeamViewer ID at the start of TeamViewer

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



User ID and server ID in the About dialog.

**Note:** Please note that TeamViewer manages every terminal server user account as an independent workplace. This also applies to the licensing (see [2.5.1 Terminal Server Licensing](#)).

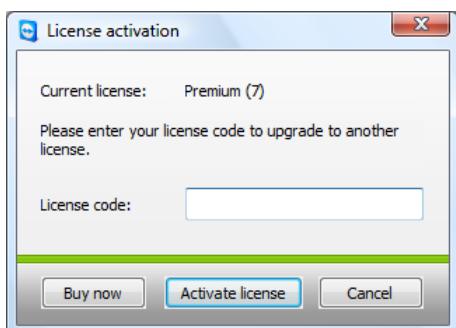


## 2.5 License Activation

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

**How to activate your TeamViewer license:**

1. Start TeamViewer.
  2. Run the command *Extras / Activate License*
  3. Enter your license code
  4. Click on *Activate License*
- Your TeamViewer license is now activated.



License Activation window.

**Note:** If you are in possession of a TeamViewer Premium or Corporate license, you can also assign it to your account (see [7.1 Creating a TeamViewer Account](#)). By doing so your license will be available for you on any unlicensed installation of TeamViewer as soon as you log into the partner list on your TeamViewer account.

### 2.5.1 Terminal Server Licensing

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



## 3 Basics

### 3.1 Connection

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

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

In this manual, the connection to only one connection partner is described. If you are in possession of a TeamViewer license, connections to multiple partners are possible (1:n). The respective number of connection partners can be found in the license overview on our website: <http://www.teamviewer.com/en/licensing/index.aspx>.

All TeamViewer connections are encrypted and are protected from access by third parties. You can find technical details concerning the connections, security and data protection of TeamViewer in the security statement on our website: <http://www.teamviewer.com/products/security.aspx>.



## 3.2 TeamViewer Main Window

The TeamViewer main window is divided into two 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. (If you have defined a fixed password, it will read *User-defined* instead of the 4-digit password.)

Clicking in the *Password* field opens up a menu to change the automatically generated session password or to copy it to the clipboard (copy + paste function of Windows). In addition, you can define a fixed password.

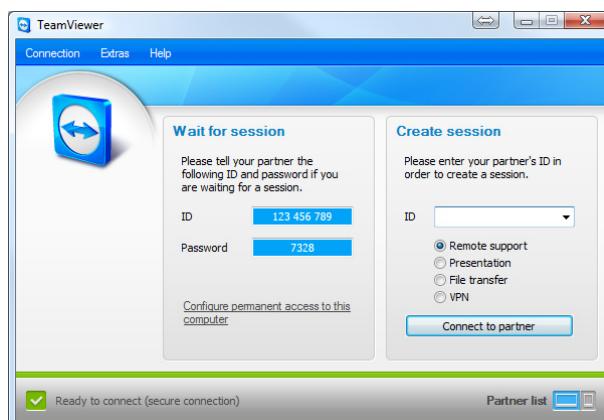
Via the link *Configure permanent access to this computer*, you have the option of starting TeamViewer with Windows and setting a fixed password whereby you will be able to connect to your computer via TeamViewer at any given time.

### Create session

In this section, you can enter your partner's ID if you want to establish a connection.

### Select your TeamViewer mode here:

- **Remote support**  
For remote control and desktop sharing.
- **Presentation**  
For showing your desktop or a single window to a partner.
- **File transfer**  
For transferring files from or to your partner's computer. (You can also start the file transfer option during an ongoing remote support session).
- **VPN**  
For establishing a VPN connection to your partner. This requires that TeamViewer VPN is installed, see also [9.3 VPN Connection](#).

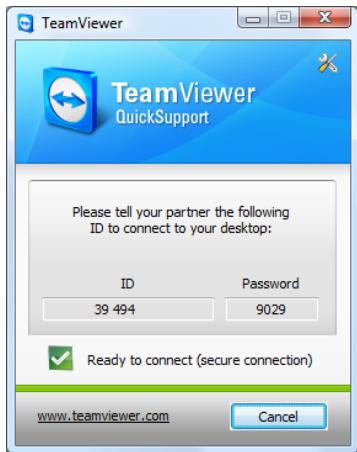


TeamViewer main window



### 3.3 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 website.



The *QuickSupport* main window

The *QuickSupport Properties* dialog can be called up via the icon with the tool symbol (see [10.10 QuickSupport Properties](#)).



## 4    Remote Support

### 4.1   Connecting to a Partner

In the remote support mode you can remotely control your partner's computer. This chapter describes how to connect to a partner either by using TeamViewer on both sides or using TeamViewer QuickSupport on your partner's side.

Other possibilities of connecting as well as additional functions for the remote support are described in chapter [5 Remote Support - Advanced Functions](#).

#### How to connect to a partner for remote support:

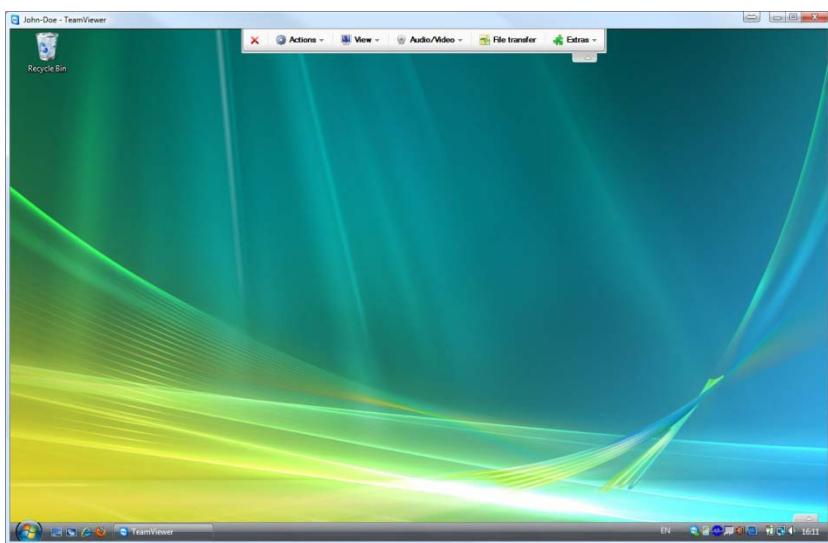
1. Start TeamViewer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his TeamViewer ID and the password.
4. Select the *Remote support* connection mode and enter your partner's ID in the *ID* field in the *Create session* section.
5. Click on *Connect to partner*.  
→ The *TeamViewer Authentication* dialog opens.
6. Enter the password of the remote computer.  
→ You are connected to your partner's computer.



## 4.2 Remote Control

### 4.2.1 The Remote Control Window

This chapter discusses your possible actions and options within TeamViewer when you are already connected 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.



*TeamViewer remote window.*



#### 4.2.2 Actions in the Remote Control Window

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

	<p><b>Close connection</b></p> <p>Quits the current connection.</p>
	<p><b>Actions</b></p> <p><b>Switch sides with partner</b></p> <p>Click on this button to change the direction so your partner can control your computer.</p> <p><b>Ctrl+Alt+Delete</b></p> <p>This button sends a Ctrl+Alt+Delete command to the remote computer. Please note that this button is only available if TeamViewer runs as a Windows system service.</p> <p><b>Remote reboot</b></p> <ul style="list-style-type: none"> <li>▪ Log off: Log off from the system or switch user.</li> <li>▪ Reboot: Restart the remote computer</li> <li>▪ Reboot in safe mode: Restart the remote computer in safe mode with network drivers</li> </ul> <p><b>Send key combinations</b></p> <p>If activated, key combinations (e.g. Alt+Tab) are transmitted directly to the remote computer and not locally executed. (keyboard shortcut: scroll)</p> <p><b>Disable remote input</b></p> <p>Deactivates mouse and keyboard input on the remote computer.</p> <p><b>Show black screen</b></p> <p>Switches the monitor of the remote computer to a black screen. (Only available if the Disable remote input function has been activated first.)</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 *Custom settings* quality mode.

- Edit Custom Settings...

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

### Scaling

- Original:

The partner's screen is transmitted in original resolution. If the remote screen has a higher resolution than yours, you can navigate with the scrollbar.

- Scaled

If your partner's 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 your partner has multiple screens, you have the possibility to display them all simultaneously.

### Screen resolution

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



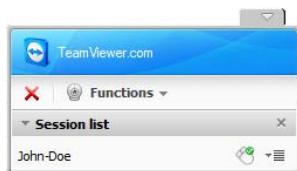
	<p><b>Select single window</b></p> <p>Allows you to select a single window on the remote machine. Use the cross-hair cursor that appears and click on the desired window.</p> <p><b>Show whole desktop</b></p> <p>Click on this button to show the remote computers whole desktop again.</p> <p><b>Refresh</b></p> <p>Forces a screen refresh for cases when the automatic refresh function does not work.</p> <p><b>Remove wallpaper</b></p> <p>This option allows you to remove the remote computer's wallpaper which may lead to an increase in connection speed.</p> <p><b>Show remote cursor</b></p> <p>With this option you can show or hide your partner's cursor.</p>
	<p><b>Audio/Video</b></p> <p>Details about the Audio/Video functions can be found in the <a href="#">8 Multimedia Functions</a>.</p> <ul style="list-style-type: none"> <li>▪ <b>Voice over IP</b> Opens an additional widget for voice transmission.</li> <li>▪ <b>My Video</b> Opens an additional widget for webcam transmission.</li> <li>▪ <b>Chat</b> Opens a chat widget for written communication with your partner.</li> <li>▪ <b>Conference Call</b> Opens an additional widget with the option of starting a conference call or participating in one.</li> </ul>
	<p><b>File transfer</b></p> <p>This menu item opens the <i>File transfer</i> dialog which allows you to transfer files between your local and a remote computer (see <a href="#">4.3 File Transfer</a>).</p>
	<p><b>Extras</b></p> <p><b>Session recording</b></p> <p>With this menu option you can record your remote maintenance session as a video (see <a href="#">9.1 Session Recording</a>).</p>



	<ul style="list-style-type: none"> <li>▪ Start Starts recording your partner's screen.</li> <li>▪ Pause Pauses recording your partner's screen.</li> <li>▪ Stop Stops recording your partner's screen.</li> </ul> <p><b>VPN</b></p> <p>You can find more information about TeamViewer VPN in the chapter <a href="#">9.3 VPN Connection</a>.</p> <ul style="list-style-type: none"> <li>▪ Start Starts the VPN connection</li> <li>▪ Stop Stops the VPN connection</li> <li>▪ Status Opens the status window, in which you can see for example the IP address of the virtual network.</li> </ul> <p><b>Remote Update</b></p> <p>Checks if a more recent version of TeamViewer is available for the remote computer. See <a href="#">5.4 Remote Update</a>.</p> <p><b>Remote System Info...</b></p> <p>Opens a dialog with the system information of the remote computer.</p> <p><b>Connection Info</b></p> <p>Opens the <i>Connection Info</i> dialog.</p>
	<p><b>Next Monitor</b></p> <p>Shows the image of the next monitor if several monitors are active on the remote computer. (As an alternative, you can also select the desired monitor under <i>View / Active Monitor</i> or display all monitors at the same time.)</p>
	<p><b>Ctrl+Alt+Delete</b></p> <p>Simplifies sending this key combination by clicking on a button. It is shown automatically as soon as the remote computer requests the key combination (e.g. if the computer was locked).</p>



### 4.2.3 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:

	<p><b>Close connection</b></p> <p>Quits the current connection.</p>
	<p><b>Functions</b></p> <ul style="list-style-type: none"> <li>▪ Voice over IP Opens an additional widget for voice transmission.</li> <li>▪ My Video Opens an additional widget for webcam transmission.</li> <li>▪ Chat Opens a chat widget for written communication with your partner.</li> <li>▪ Conference Call Opens an additional widget with the option of starting a conference call or participating in one.</li> </ul> <p>(see <a href="#">8 Multimedia Functions</a>)</p> <ul style="list-style-type: none"> <li>▪ Session list Displays the session list widget again if it was previously closed by clicking on the X button.</li> </ul>
	<p><b>Switch sides with partner</b></p> <p>The partner who has been controlled so far, now takes over control of the other computer. (Available only if the initiator of the connection has already changed directions once.)</p>
	<p><b>Enable / Disable remote input</b></p> <p>Enable/Disable Remote Input</p>
	<p><b>Additional Options</b></p> <p>You can display detailed connection information here (see <a href="#">5.7 Connection Info</a>) or close this particular connection.</p>



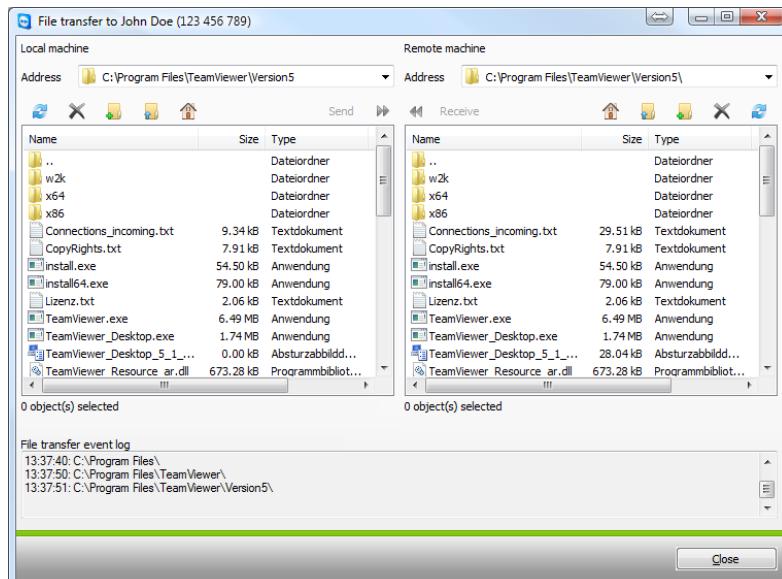
## 4.3 File Transfer

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

### 4.3.1 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. Select the File transfer *TeamViewer mode* when you start the connection.
2. During an ongoing remote control session, click on *File transfer* in the remote control window.



*The file transfer dialog allows you to send and receive files to and from the remote computer.*



### 4.3.2 File Transfer Operations

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

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



### 4.3.3 The File Transfer Event Log

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

The screenshot shows a Windows-style window titled "TeamViewer - File Transfer Eventlog". The main area contains a list of log entries:

```
11:26:42 Server started successfully
11:26:42 File transfer request from 39494714 allowed
11:26:42 Views folder C:/Ablage/
11:28:06 Views folder C:/Ablage/
11:29:02 Views folder C:/
11:29:16 Views folder <root drives>
11:29:27 Views folder C:/Users/Vista/Desktop/
11:29:38 Views folder C:/Users/Vista/Desktop/TVPortable/
11:29:42 Views folder C:/Users/Vista/Desktop/
11:29:43 Views folder C:/Users/Vista/Desktop/TV Manager/
11:29:45 Views folder C:/Users/Vista/Desktop/
11:29:57 Views folder C:/Users/Vista/
11:29:58 Views folder C:/Users/
11:30:00 Views folder C:/
```

At the bottom of the window are two buttons: "Stop file transfer!" and "Minimize".

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



## 5 Remote Support - Advanced Functions

### 5.1 Connecting with Windows Authentication

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

#### How to connect with Windows Authentication:

1. Start TeamViewer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his TeamViewer ID.
4. Select the *Remote support* connection mode and enter your partner's ID in the *ID* field in the *Create session* section. (Windows authentication can be used for all other connection modes as well.)
5. Click on *Connect to partner*.  
→ The *TeamViewer Authentication* dialog opens.
6. Click on *Advanced*.  
→ The dialog displays the advanced settings.
7. In the drop-down field, select *Windows Authentication*.
8. Enter your *Windows login*, *Domain* and *Windows password*.
9. Click on *Log On*.  
→ You are connected to your partner's computer.



The Advanced 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 on the *Security* tab.

**Please ensure that all Windows logons are secured with strong passwords!**

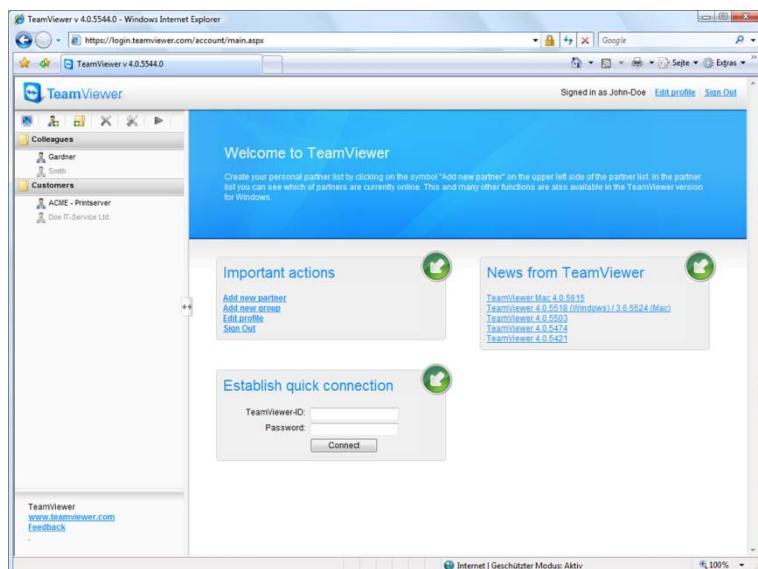


## 5.2 Connecting via the Web Connector

If you have already created a TeamViewer account (see [7.1 Creating a TeamViewer Account](#)), you can connect to your partner using your web browser. This is particularly suited for spontaneous support to connect to your partner from a random computer.

### How to connect to your partner via the Web Connector:

1. Call up the website <http://login.teamviewer.com> in your web browser.
2. Enter the user data of your TeamViewer account and click on *Sign in*.
  - The user interface of the Web Connector will be loaded. Your partner list appears on the left side. In chapter [7.3 Actions in the Partner List](#), you can learn more on how to manage it.
3. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
4. Ask your partner for his TeamViewer ID.
5. Enter your partner's ID in the *TeamViewer ID* field in the *Establish quick connection* section.
6. Enter your partner's password in the *Password* field.
7. Click on *Connect*.
  - The connection window will appear on the right side of the window as soon as you are connected to your partner.



The Web Connector is started directly from your browser and is instantly ready for establishing connections.



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

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

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

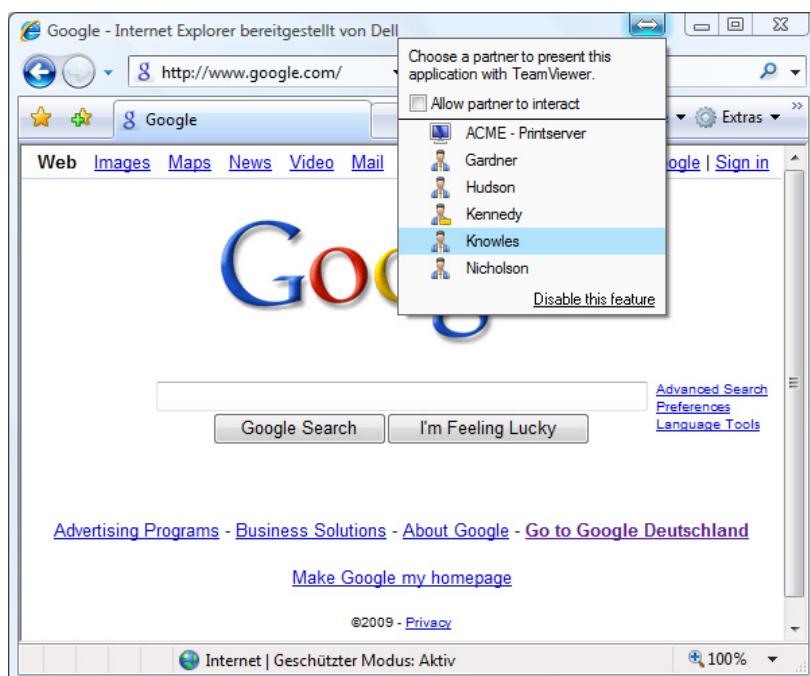


## 5.3 Connecting via QuickConnect

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

### How to use the Quick Connect button:

1. Start TeamViewer and log in to your TeamViewer account (QuickConnect only works when you are logged in to your TeamViewer account, see [7.1 Creating a TeamViewer Account](#)).
2. Open the application which you would like to present to your partner.
3. Click on the QuickConnect button  on the title bar of the application window.
4. Select the partner to whom you would like to present the application window. Activate the option *Allow partner to interact* if you would like to allow your partner to control the respective application as well.
5. If your partner granted you quick access (see [7.3.3 Quick Access](#)), he will receive a message that you are trying to establish a connection which he needs to accept. If your partner has not granted you quick access, you will have to enter your partner's password.  
→ The selected application and all of its associated windows will be transmitted to your partner's screen. The rest of your desktop will not be visible to your partner.



*With a click on the QuickConnect button, all available connection partners are displayed.*



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

**How to deactivate the QuickConnect button in an application:**

1. Click on the QuickConnect button of an open application and select *Disable this feature* in the lower part of the menu.
  - A dialog with the option of disabling the button in all applications or just this application is displayed.
2. Click on *Yes* to deactivate the QuickConnect button according to your previous selection.
  - The button has been deactivated. This setting can be undone in the advanced options of TeamViewer (see [10.9 Advanced Category](#)).



## 5.4 Remote Update

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

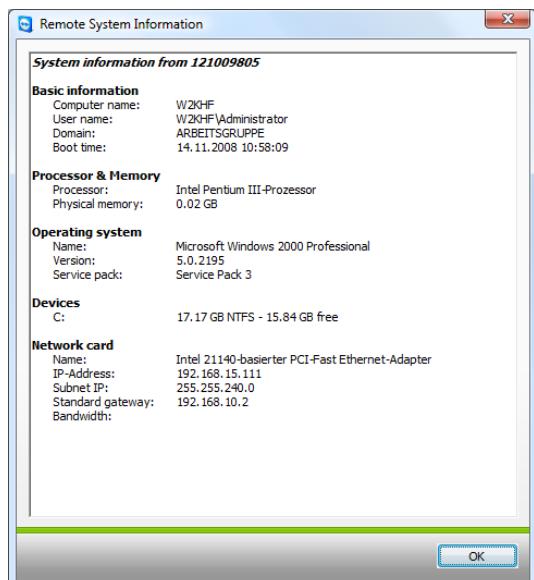
A requirement for this function is that TeamViewer on the remote side is configured for automatic start with Windows.

### How to perform a remote update:

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

## 5.5 Remote System Information

This function displays information about the remote computer.



*The Remote System Information dialog  
(You can select the text and copy it to the clipboard.)*



## 5.6 Access Control

### 5.6.1 Overview of Access Control

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

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

**There are four access modes:**

- **Full access**

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

- **Confirm all**

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

- **View and show**

After confirmation by the partner, you can view the remote transfer pointers to the remote computer by clicking with the mouse. Remote control of the partner's workstation is not possible with this setting.

- **Custom settings**

You can configure your access settings individually.

- **No outgoing connections allowed**

You cannot establish any outgoing connections from this computer

**Examples for access control applications:**

- You would like to constrain your access flexibly: For remote supporting customers with whom you have a trustworthy relationship or for access of your own workstations, you can choose direct full access. For sensitive customers, you can switch to the *confirm all* mode.
- The Windows administrator defines special custom settings and locks them in TeamViewer. Perfect for use in call or support centers where the supporters should not be able to use all options of TeamViewer.

You can define the access mode in the options menu on the *Remote support* tab (see [10.3 Remote Control Category](#)). The default setting after the TeamViewer installation is *Full Access*.

While establishing a connection, you can select an alternative access mode that differs from the standard one.



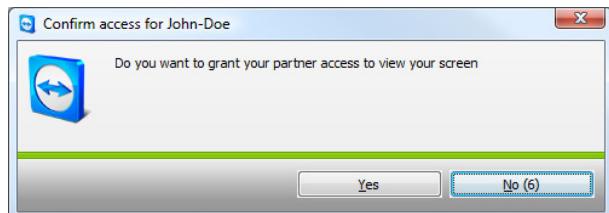
## 5.6.2 Selecting the Access Mode for the Current Session

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

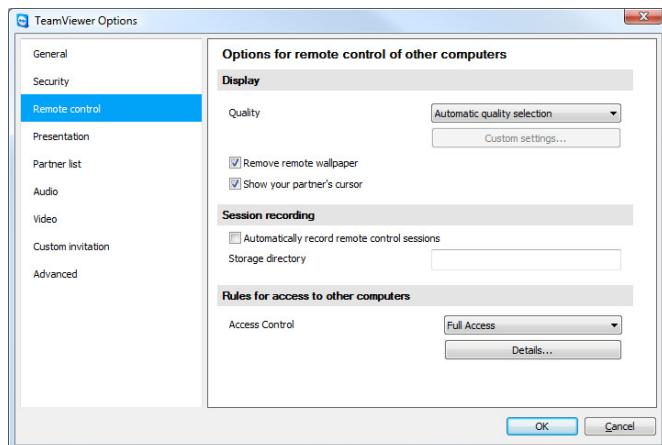
1. In the Authentication dialog, click on the icon with the down arrow next to Advanced.
2. The access control panel expands and offers further options.
3. Select the desired mode from the Access Control drop-down menu and click on Log On to start your session.



*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.*



*On the Remote support tab, you can select the standard mode for access control.*

**Note:** If you do not select an option for access control, the standard setting which is defined in your TeamViewer options (see [10.3 Remote Control Category](#)) will be used.

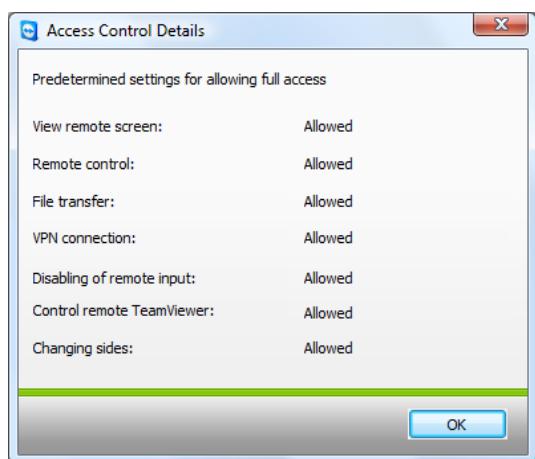


### 5.6.3 Access Control Details

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

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

1. Select the access mode as described above.
  2. Click on *Details*.
- The *Access Control Details* dialog opens.



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



## 5.6.4 Overview of the Detailed Settings for Access Control

The following settings can be controlled with Access Control:

### **View remote screen**

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

- Allowed
- After confirmation

### **Remote control**

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

- Allowed
- After confirmation
- Denied

### **File transfer**

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

- Allowed
- After confirmation
- Denied

### **VPN connection**

Regulates whether a VPN connection can be established or not: Possible values:

- Allowed
- After confirmation
- Denied



### **Disabling remote input**

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

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

### **Control remote TeamViewer**

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

- Allowed
- After confirmation
- Denied

### **Switch sides with partner**

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

- Allowed
- Denied

## **5.6.5 Custom Settings**

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

## **5.6.6 Interdependency between Access Control and Security Settings**

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

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

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



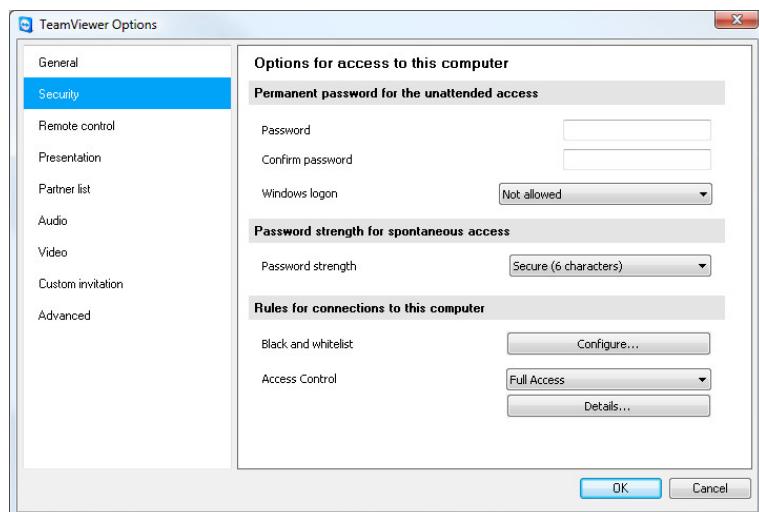
It is obvious that deviating preferences at the local and remote computer can lead to conflicts: For example, if the supporter has set a sufficiently complete access and the connection partner *Confirm all*, then these are opposing settings. This conflict is resolved as follows:

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

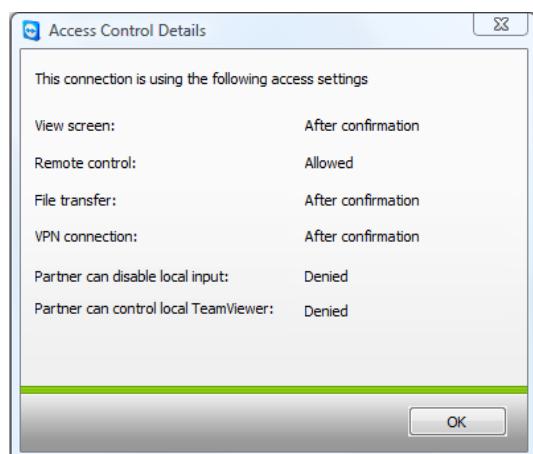
Examples:

- You have chosen *Full Access* for the outgoing Access Control, but your connection partner has chosen *Confirm all* for incoming connections. As a result, all actions will have to be confirmed first.
- You have selected *View and show* for outgoing and your partner has *Full Access* as incoming access mode. You can only view and show things on the partners screen.

A dialog informs you about the effective access rights in case of conflicting settings.



*On the Security tab, you can determine the incoming Access Control.*



*The discrepancy between the outgoing access control for the local computer and incoming access control for the remote computer will be shown in a window after the connection has been established.*



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

## 5.7 Connection Info

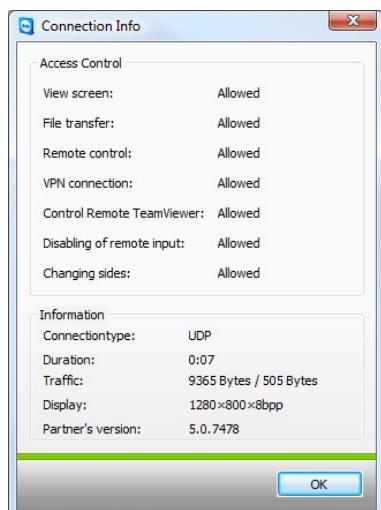
The *Connection Info* dialog informs you about the current connection data. You can open this dialog by clicking on *Extras* in the Remote Control dialog and then on *Connection info*.

### Access Control

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

### Information

- **Connection type**  
Displays the type of connection being used.
- **Duration**  
Displays the duration of the session.
- **Traffic**  
Displays the amount of data transferred.
- **Display**  
Displays information about screen resolution and color depth.
- **Version**  
Displays the TeamViewer version used by your connection partner.



The *Connection Info* window displays information about your current session.



## 6 Presentation

### 6.1 Connecting to a Partner

In the presentation mode an image of your desktop is transmitted to your partner's computer (Your partner does not necessarily have to run the TeamViewer software, see [6.2 Browser Based Presentation](#)). For particularly spontaneous presentations the QuickConnect button would be best suited (see [5.3 Connecting via QuickConnect](#)).

This chapter describes how to establish a presentation session between two TeamViewer full versions or a TeamViewer full version and a TeamViewer QuickSupport in just a few steps.

#### How to connect with a partner for a presentation:

1. Start TeamViewer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his TeamViewer ID and the password.
4. Select the option *Presentation* in the section *Create session* and enter your partner's-ID in the *ID* field.
5. Click on *Connect to partner*.  
→ The *TeamViewer Authentication* dialog opens.
6. Enter the password of the remote computer.  
→ You are connected to your partner's computer.

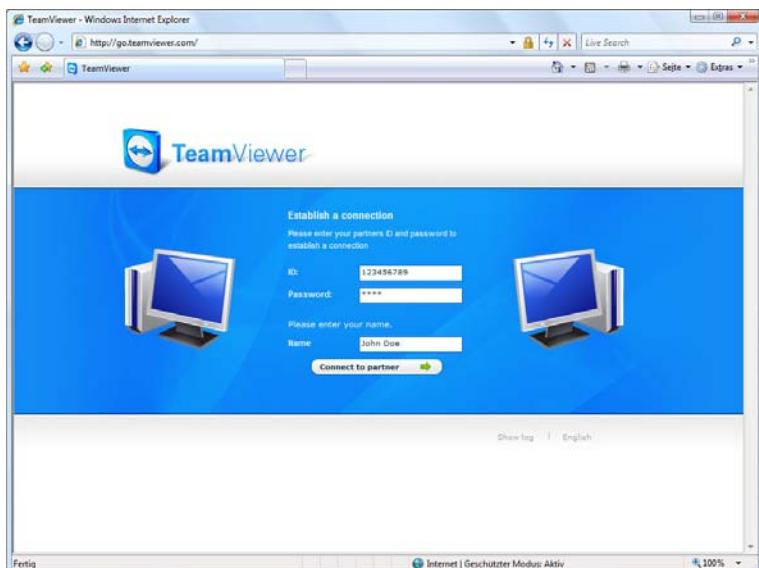


## 6.2 Browser Based Presentation

By means of the browser based presentation you can give a 1:n presentation from your TeamViewer to any kind of web browser. Your partners do not have to run any software for that.

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

1. Start TeamViewer.
  2. Ask your partner to open the following website in his browser: <http://go.teamviewer.com>
  3. Inform your partner about your ID and password.
  4. Now ask your partner to enter the ID and password as well as a name in the respective fields on the website and press *Connect to partner*.
- Your partner is now connected and will see your desktop in his/her web browser.



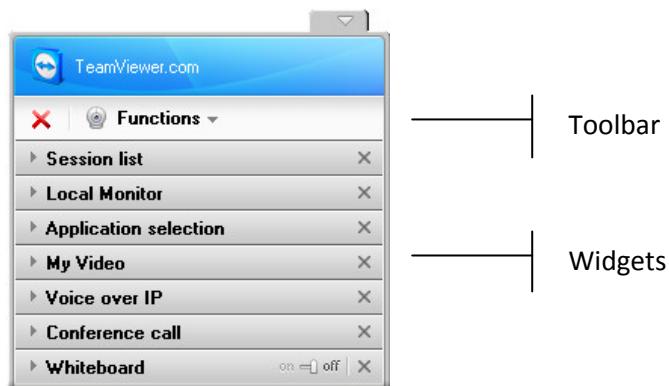
**Note:** If you select the presentation mode in TeamViewer you have the possibility to send an invitation e-mail to your partner with all the necessary information.

**Note:** Adobe Flash has to be installed in your partner's web browser to allow this kind of presentation.



## 6.3 Actions in the Presentation Control Panel

As soon as you have started a presentation session, the control panel will appear in the bottom right corner of the screen and will offer a variety of actions for controlling the session. Single widgets (control menus) can be docked, undocked and moved freely by simply dragging and dropping them.



The Presentation Control Panel

**The following actions are available in the toolbar:**

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



## Quality

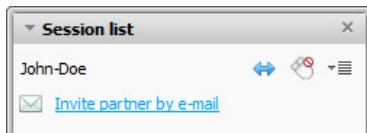
- Automatic  
Adjusts the quality and the speed automatically to the available bandwidth
- Optimize speed  
Optimizes the connection speed; the display quality will be reduced which is ideal for connections with low bandwidth.
- Optimize quality:  
Optimizes the quality - ideal for presentations.
- Custom settings:  
Activates the *Custom settings* quality mode.
- Edit custom settings...  
Opens the *Edit custom settings...* dialog where you could set the color depth and the compression rate to the desired values, increase the application compatibility or enable / disable Windows Aero Glass.

## Active monitor

- Show *n* monitor  
Lets you present only the selected monitor.
- Show all monitors  
Lets you present all monitors at the same time (up to 4).

The following options are available in the widgets section:

### Session list



*The Session list widget*



### Switch sides with partner

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



	<h3>Enable/Disable Remote Input</h3> <p>Remote input is disabled by default. Your partner is only able to see your desktop. His mouse clicks will be displayed as large blue mouse pointer so that your partner can highlight interesting items during a presentation.</p> <p>If you change this setting, your partner will be able to control your computer.</p> <h4>Additional Options</h4> <ul style="list-style-type: none"><li>▪ Connection info... Opens the Connection info... dialog (see <a href="#">5.7 Connection Info</a>)</li><li>▪ Close connection Closes the current connection with this particular partner.</li></ul>
	<h3>Local Monitor</h3> <p>Thanks to this function you can see your own desktop from your partner's perspective. This gives you an overview on which application windows are visible for your partner and which are not.</p>  <p>The Local Monitor-widget</p>
	<h3>Application selection</h3> <p>This function allows you to quickly select which applications / windows should be presented. Remove the check mark for the application(s) that you do not want to present.</p>  <p>The Application selection widget</p>

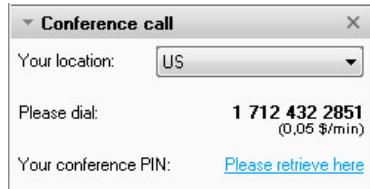


	<ul style="list-style-type: none"><li>▪ Present all windows: Shows all windows on your desktop</li><li>▪ Present new windows: Shows only the windows that you open during the presentation</li></ul> <p><b>Note:</b> In the menu <i>Extras / Options</i> in the category Presentation you can select whether you would like to present your whole desktop by default at the beginning of the presentation or if the attendees will see a blank screen first and you select the applications for presentation manually. (see <a href="#">10.4 Presentation Category</a>).</p>
	<h3>My Video</h3> <p>In this widget you can control the settings for your webcam. See chapter <a href="#">8.2 Video Transmission</a>.</p>  <p>The My Video-widget</p>
	<h3>Voice over IP</h3> <p>In this widget you can control the VoIP function. See chapter <a href="#">8.1 Audio Transmission</a>.</p>  <p>The VoIP widget</p>



## Conference call

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



*The Conference call widget*

## Whiteboard

Displays a drawing palette.

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



*The Whiteboard widget*



### On/Off

Shows / hides all previous drawings.



### Control mode

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



### Pen

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



### Marker pen

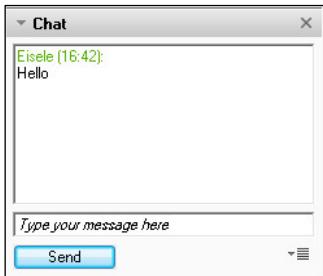
For highlighting texts. With a right click on the icon you can select a color and the size of the pen.



### Eraser

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



	<p><b>Rectangle</b></p> <p>Draws a rectangle. With a right click on the icon you can select the color of the frame and the filling as well as the width of the line. Press <i>Ctrl</i> while drawing, to draw a square. Press <i>Shift</i> to center the rectangle.</p> <p><b>Ellipse</b></p> <p>Draws an ellipse. With a right click on the icon you can select the color of the frame and the filling as well as the width of the line.</p> <p>Press <i>Ctrl</i> while drawing, to draw a circle. Press <i>Shift</i> to center the ellipse.</p> <p><b>Text</b></p> <p>Lets you write a text. With a right click on the icon you can determine the font size, color and type.</p> <p><b>Balloon</b></p> <p>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. With a right click on the icon you can determine the font size, color and type.</p>
	<p><b>Chat</b></p> <p>Through the integrated chat you can exchange messages with your partner. (This widget is deactivated by default and can be activated in the <i>Functions</i> menu.)</p>  <p>The Chat-widget</p>



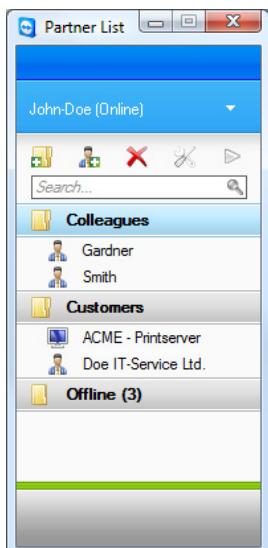
## 7 TeamViewer Partner List

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

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

### **The partner list offers you the following benefits:**

- Online status: Who of your partners is online?
- Quick connection without entering an ID
- Instant session without entering a password
- Central, worldwide accessible partner list
- Instant Messaging function including group chat, offline messages and blacklist
- Select different online states including Invisible mode.
- Partner management including a notes function



*In the Partner List you can see at one glance which partner (computer) is online*

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



## 7.1 Creating a TeamViewer Account

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

**How to create a TeamViewer account:**

1. Click on the button  in the lower right corner of the TeamViewer main application window in order to open the partner list.  
→ The partner list window will be displayed.
2. Click on the text link *Sign Up* in the partner list  
→ Your standard web browser will be started showing the website for creating a TeamViewer account.
3. Fill in your information the registration form and click on *Sign Up*  
→ You will receive a confirmation e-mail.
4. Click on the link in your confirmation e-mail to validate your e-mail address and thus complete the sign up process.

For changing your password later on, please use the Edit profile function where you could also activate your account with your Premium or Corporate license (see [10.5 Partner List Category](#)).

You can create your TeamViewer Account at <http://login.teamviewer.com>

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



## 7.2 Logging in to your TeamViewer Account

You can log on to your TeamViewer account from any TeamViewer (as of version 4, except for QuickSupport or TeamViewer Host).

### How to log in to your TeamViewer account:

1. Click on the button  in the lower right corner of the TeamViewer main application window in order to open the partner list.
2. Enter your user name and password that you have specified during the sign up process.
3. Click on *Sign in*.  
→ You are logged on now and your partner list (which will be empty at the first log in) will appear.



*You can spontaneously log on to our account from any TeamViewer*

### How to sign out from your TeamViewer account:

1. Click on *Sign out* at the bottom of the partner list window.  
→ You have signed out.

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

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



## 7.3 Actions in the Partner List

	<b>Add Group</b> Creates a new group. You can use it for grouping your partners according to any criteria, e.g. clients, customers, colleagues, friends,....
	<b>Add Partner</b> Creates a new partner.
	<b>Delete</b> Deletes a marked group or partner.
	<b>Account Properties</b> Opens the dialog Partner Properties where details of the partner can be displayed and changed.
	<b>Connect</b> Creates a remote support session with the marked partner.
	<b>Search (as of version 4.1)</b> Looks for groups or partners in your partner list (group name, account name or ID) as soon as you type anything into the search field.
	<b>Account menu (as of version 4.1)</b> In order to change your availability status, click on the drop-down menu with your account name in the upper part of the partner list window. You have the choice between <i>Online / Busy / Away /</i> and <i>Show as offline</i> . Your current status is displayed with matching colors in the TeamViewer icon in the system tray (If any inactivity exceeds 5 minutes, your availability status is automatically set to <i>Away</i> .) Aside from that you can log off from your TeamViewer account via the menu item <i>Sign out</i> manage your account by clicking on <i>Edit profile...</i>



### 7.3.1 Icons in the Partner List

	<b>Partner online</b> Indicates that the partner is accessible via TeamViewer.
	<b>Partner busy</b> Indicates that the partner is online but busy.
	<b>Partner away</b> Indicates that the partner is online but not at his desk.
	<b>Partner offline</b> Indicates that the partner is not accessible via TeamViewer.
	<b>Online computer</b> Indicates that the computer is accessible via TeamViewer.
	<b>Offline computer</b> Indicates that the computer is not accessible via TeamViewer.
	<b>Group</b> Symbolizes a group. Groups help you keep your partner list well organized.



### 7.3.2 Adding Groups and Partners to Your Partner List

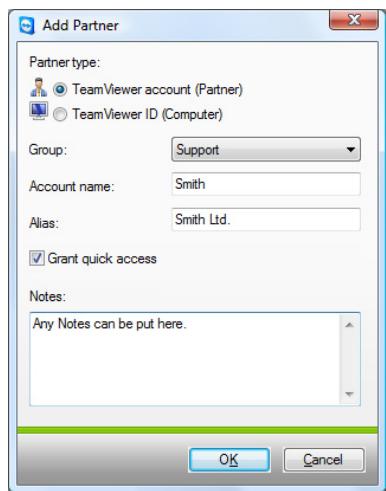
#### How to create a new group:

1. Click on the symbol *Add Group*.  
→ The dialog box *Add Group* will be opened.
2. Enter the name of the group in the field *Group name*.
3. Click on *OK*.  
→ A new group will be created and will appear in the partner list.

#### How to create a new partner:

1. Mark the group which the new partner is supposed to be added to.
2. Click on the button *Add Partner*.  
→ The dialog *Add Partner* will be opened.
3. Select whether you would like to add a TeamViewer ID or a TeamViewer account.
4. In the menu item *Group* you can determine to which group the partner should be added.  
Later on you can assign the partner to a new group by drag drop or via the context menu.
5. Enter your partner's account name in the field *Account name*. (Enter the remote computer's ID in the field TeamViewer ID if you wish to add a computer).
6. Assign an alias in the field *Alias* which will then be displayed in the partner list.
7. If you have added a partner via his/her TeamViewer account you have the option of granting quick access to allow your partner a simplified connection establishment. See [7.3.3 Quick Access](#). If you have added a computer via a TeamViewer ID you may save its user-defined password there.
8. In the field *Notes* you can enter some information on this partner
9. Click on *OK*.  
→ The new partner has been created and will appear in the partner list.

TeamViewer - TeamViewer  
Partner List



*In the Partner List, you can add TeamViewer Accounts as well as TeamViewer IDs.*



### 7.3.3 Quick Access

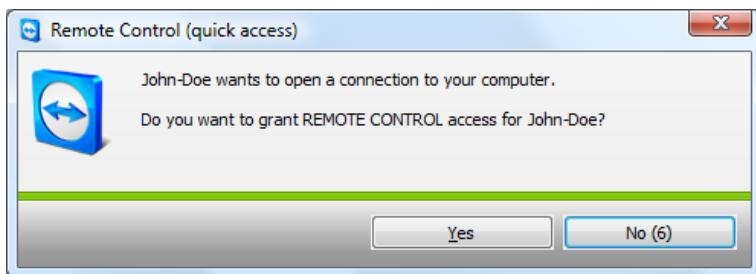
Particularly for teamwork as well as for remote support and presentations quick access can be an interesting option. If you activate the checkbox *Grant quick access* in the Partner Properties, your partner can do without entering a password and directly establish a connection to your computer.

#### How to grant quick access to your partner:

1. Mark the respective partner in the partner list.
2. Select *Properties* from the context menu (right click on the partner)
  - The *Partner Properties* dialog will open up.
3. Activate the checkbox *Grant quick access*.
4. Click on OK.
  - Your Partner can now access your computer using quick access.

#### How to establish a remote support connection via quick access:

1. Mark the respective partner in the partner list.
2. Select >remote support (Quick Access) from the context menu (right click on the partner).
  - On your partner desktop the dialog remote support (Quick Access) will pop up. You partner can confirm the access by clicking on *Yes*.
  - The connection will be established.



**Note:** Quick Access can only be granted to partners and not to computers which you have added via their TeamViewer ID. For computers, you can store a permanent password instead.



#### 7.3.4 Partner Context Menu

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

**The context menu offers the following functions:**

- **Send message**  
Opens the *Chat* dialog (see [7.3.5 Partner Chat and Offline Messages](#)).
- **Remote Control (quick access), Presentation (quick access)**  
In case your partner has granted you quick access, you can establish a connection without entering a password (see [7.3.3 Quick Access](#))
- **Remote Control, Presentation, File Transfer, VPN**  
Establishes the respective connection.
- **Delete**  
Deletes the partner irreversibly from your partner list.
- **Rename**  
Offers the possibility to enter a new alias for the partner.
- **Properties**  
Opens the *Partner Properties* dialog which offers the same options as the *Add Partner* dialog (see [7.3.2 Adding Groups and Partners to Your Partner List](#)) aside from the *Partner type* option.

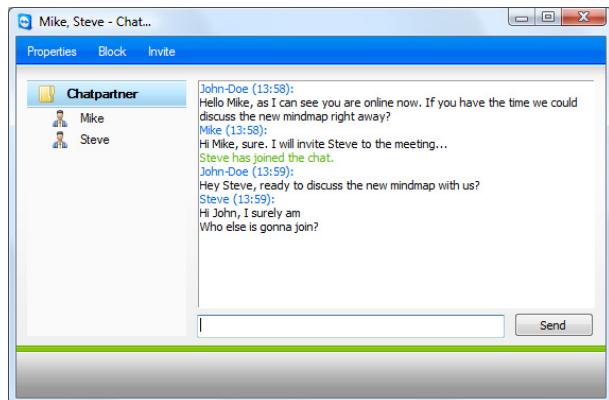


### 7.3.5 Partner Chat and Offline Messages

As of version 4.1, you can send instant messages to any partner in your TeamViewer partner list. If the partner is currently not online, he will receive the message as soon as he logs on. If your partner is online, he will receive the message immediately in a new chat window and you can exchange messages in real time. In addition, you can invite further partners to a group chat.

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

1. Open the context menu of the respective partner (right-click on the partner) and select the *Send message* option.  
→ The *Chat* dialog opens up.
2. Write your message in the lower text box and click on *Send* or press the Enter key on your keyboard.  
→ Your message will be displayed in the upper field and is being sent directly or later - depending whether the partner is online or not.
3. If your partner is online, he can directly reply to your message, you can reply to his and so on.
4. In order to invite further partners to your chat session, just click on the *Invite* menu and select the desired partner. In addition, you can change the default invitation text. Then click on *OK* to send your invitation.  
→ The selected partner will receive you invitation message. If he joins the chat, he will be displayed as an additional partner in the current chat dialog and he can join the conversation.



If you are connected with more than one chat partner,  
they will be displayed in the left part of the window.

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

**Note:** You can only invite partners to an existing chat who use TeamViewer 4.1 (or newer).



## 8 Multimedia Functions

### 8.1 Audio Transmission

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

#### How to establish a VoIP connection

1. After establishing a connection with your partner, please click on the *Audio / Video / Voice over IP* option.  
→ The VoIP widget opens up and starts blinking.



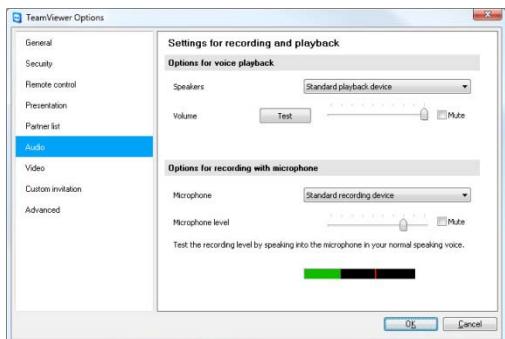
2. Set the desired volume for your speakers and your microphone.
3. To start a transmission, click on *Transmit my audio now*.
4. If you wish to end the call, just click on *Stop audio transmission*

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

#### 8.1.1 Audio Options

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

- The audio options menu will open up.



The Audio menu



You have the following setting options:

- **Microphone**  
Lets you select your microphone.
- **Volume**  
Adjusts the desired volume of your loudspeakers. By clicking on the Play button, you will hear a sound that is used to check the volume.
- **Mute**  
Mutes your loudspeaker..
- **Speakers**  
Lets you select your speakers.
- **Volume**  
Lets you set the desired volume for your speakers.
- **Mute**  
Mutes your microphone.
- **Noise threshold**  
It allows removing any degree of background noise.

**Note:** You will also find the same menu in *Extras / Options / Audio*.

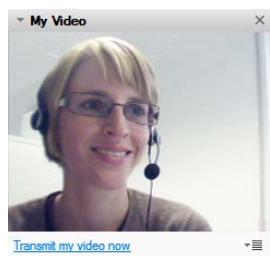


## 8.2 Video Transmission

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

### How to establish a video transmission with your partner:

1. After having successfully connected to your partner, please click on the *Audio / Video / My Video* menu item in the menu bar at the top part of the window.  
→ The webcam widget will pop up.



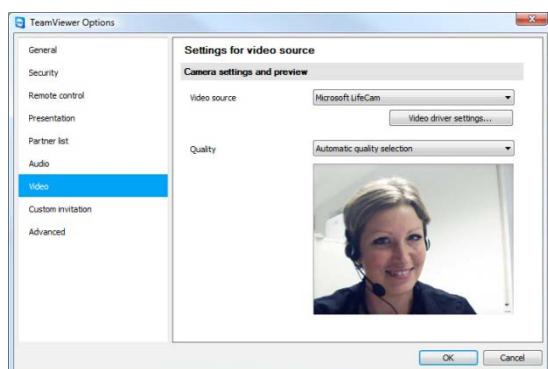
2. To start sharing your webcam, click on *Transmit my video now*.
3. To end the transmission just click on *Stop video transmission*.

### 8.2.1 Video Options

With the video options you can make changes in your camera settings. In order to do that, click on the icon in the upper right corner of the video widget. In the menu, you can change the size of your video.

Select *Video settings* to display the advanced video settings.

- The Video options menu will pop up.



The Video menu



You have the following setting options:

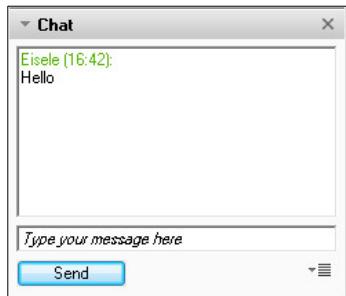
- **Video source**  
Lets you define your standard webcam.
- **Video driver settings**  
Depending on the webcam, you can adjust more advanced settings of the respective model.
- **Quality**  
You can choose between *Automatic quality selection* (which finds the best relation between quality and speed), *Optimize quality*, and *Optimize speed*.

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



### 8.3 Chat

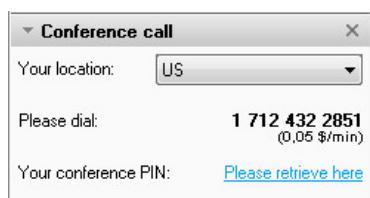
The Chat window allows you to chat with your partner during an active session. You can start a chat session by clicking on the *Audio / Video / Chat* menu item in the remote support window or the control window. If you click on the  icon in the chat window, you will be able to save a conversation as a text file.



The Chat widget

### 8.4 Conference Call

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



The Conference call widget



## 9 Miscellaneous Functions

### 9.1 Session Recording

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

#### How to record a session:

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

#### How to play back a recorded session:

1. Click on *Extras and Play recorded session...* in the TeamViewer application window
  - The Open file dialog appears.
2. Choose the desired file.
  - The video clip will be played back in TeamViewer.

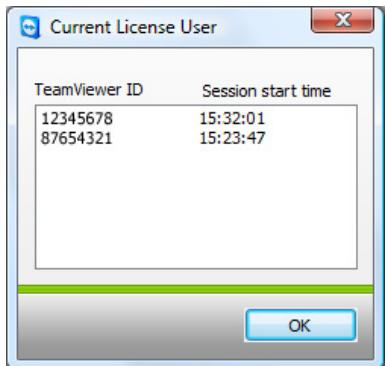
**Note:** If you double-click on the TeamViewer .tvs file in Windows Explorer, TeamViewer will be started automatically and play back the recorded session.

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



## 9.2 Channel Use

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



*This dialog shows which IDs  
are currently having a session.*



## 9.3 VPN Connection

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

### 9.3.1 Examples for the Usage of TeamViewer VPN

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

### 9.3.2 Prerequisites

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

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

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

**Note:** The VPN drivers can also be installed afterwards. Uninstalling or reinstalling TeamViewer itself is not necessary. See [10.9 Advanced Category](#).



### 9.3.3 Connecting to a Partner

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

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

#### How to establish a VPN connection:

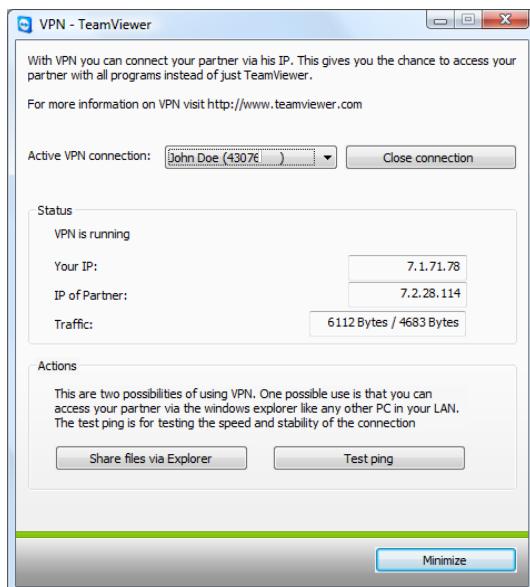
1. Start TeamViewer.
2. Ask your partner to start TeamViewer.
3. Ask your partner for his TeamViewer ID and the password.
4. Select the connection mode *VPN* and enter your partner's ID in the field *ID* in the section *Create session*.
5. Click on *Connect to partner*.  
→ The *TeamViewer Authentication* dialog opens.
6. Enter the password of the remote computer.  
→ *You are connected to your partner's computer and the VPN - TeamViewer dialog* appears.



### 9.3.4 Actions in the VPN - TeamViewer Window

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

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



The VPN - TeamViewer dialog



## 9.4 LAN Connections

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

### How to activate incoming LAN connections:

1. Click on *Extras / Options / General*
2. For *Incoming LAN connections*, select the option *accept* from the drop-down menu.

#### 9.4.1 Connecting to a Partner

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

### How to establish a LAN connection:

1. Start TeamViewer.
2. Ask your partner to start TeamViewer.
3. Ask your partner for his IP address and password.
4. Select the desired connection mode (*Remote support, Presentation, File transfer, VPN*) and enter your partner's IP address in the *ID* field in the section *Create session*.
5. Click on *Connect to partner*.  
→ The *TeamViewer Authentication* dialog opens.
6. Enter the password of the remote computer.  
→ You are connected to your partner's computer.

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



## 10 Options

### 10.1 General Category

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

#### Important options for working with TeamViewer

- **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 the chat window on the partner side.

While you are logged into your TeamViewer account, your account display name is used instead.

- **Start TeamViewer with Windows**

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

- **Close to tray menu**

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

#### Network settings

- **Proxy Settings**

*Configure* opens the *Proxy settings* dialog (see [10.1.1 Proxy Settings Dialog](#)).

#### Connection in local network (via IP address)

- **Incoming LAN connection deactivated**

LAN connections are not allowed

- **Incoming LAN connections – accept**

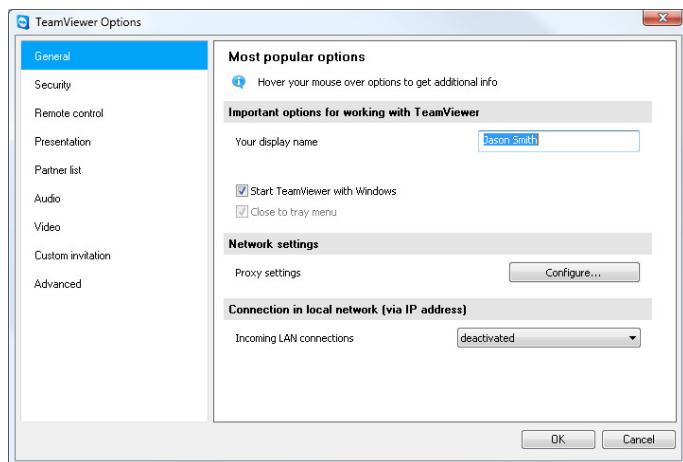
Accepts incoming LAN connections on port 5938 (see [9.4 LAN Connections](#))

- **Incoming LAN connection - accept exclusively**

The computer will not establish a connection to the TeamViewer network and is only available via its IP address



## TeamViewer - Options



*The General category provides the most basic setting options.*



### 10.1.1 Proxy Settings Dialog

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

- **No proxy**

Use this setting if you are directly connected to the Internet.

- **Use web browser proxy settings**

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

- **Use manual proxy**

Use this setting to manually enter the data of your proxy server.



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



## 10.2 Security Category

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

### Permanent password for unattended access

- **Password**

If you enter (and confirm) a fixed *password* here, you can use it instead of the dynamically generated random passwords to access your computer.

### Windows logon

In this drop-down menu, you can determine whether remote users can log on to the local computer using their Windows credentials.

- **Not allowed**

Default setting. An authentication is possible only with the TeamViewer password.

- **Allowed for administrators only**

Windows administrators can log on with their admin credentials.

- **Allowed for all users**

All users of the computer can log on with their user credentials.

### Password strength for spontaneous access

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

- **Standard**

TeamViewer generates a 4-digit numeric password.

- **Secure**

TeamViewer generates a 6-digit alphanumeric password.

- **Very secure**

TeamViewer generates a 10-digit alphanumeric password with special characters.

- **Disabled**

TeamViewer will not generate any session password.



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

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

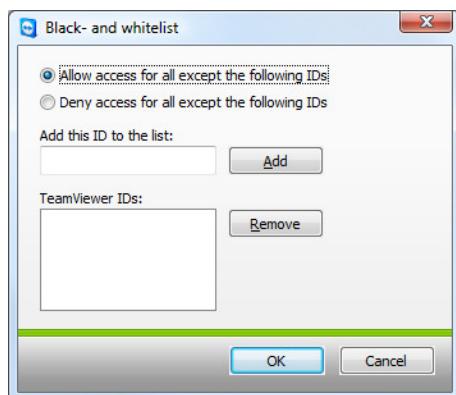
**Note:** If you activated the Windows logon option, the security of your computer depends directly on the strength (complexity) of your Windows password.

**Please ensure that all Windows logons are secured with strong passwords!**

### Rules for connections to this computer

- **Black and whitelist**

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



In the Black and whitelist dialog, you can explicitly allow or deny access for specific IDs

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



## Access Control

- **Full Access**

This option allows your connection partner to have immediate access to all functions of your computer.

- **Confirm all**

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

- **View and show**

Your connection partner can look at your desktop, but cannot control it.

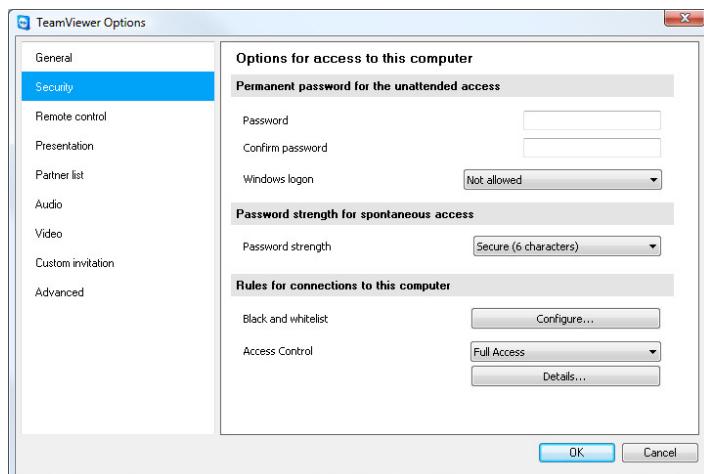
- **Custom settings**

The *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.

(Further details are located in chapter [5.6 Access Control](#).)



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



## 10.3 Remote Control Category

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

### Display

- **Quality**

Lets you choose between:

- **Automatic quality selection**

- **Optimize quality**

- **Optimize speed**

(default setting - an attempt is made to achieve the best speed with acceptable quality)

- **Custom settings**

When you select *Custom Settings*, the *Custom Settings* button is enabled. This button opens the *Custom Settings* dialog (see [10.3.1 Custom Settings Dialog](#)).

- **Remove remote wallpaper**

Removes the remote desktop background during the session.

- **Show your partner\*s cursor**

Displays the movement of your partner\*s mouse cursor on your desktop.

### Session recording

- **Automatically record remote control sessions**

The session recording will automatically start when a connection is established. You can specify in which directory the recordings are saved.

### Rules for access to other computer

- **Access Control**

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

- **Full Access**

This option allows you to have immediate access to all functions of the computer.

- **Confirm all**

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

- **View and show**

You can look at the desktop of the remote computer but you cannot operate on it.



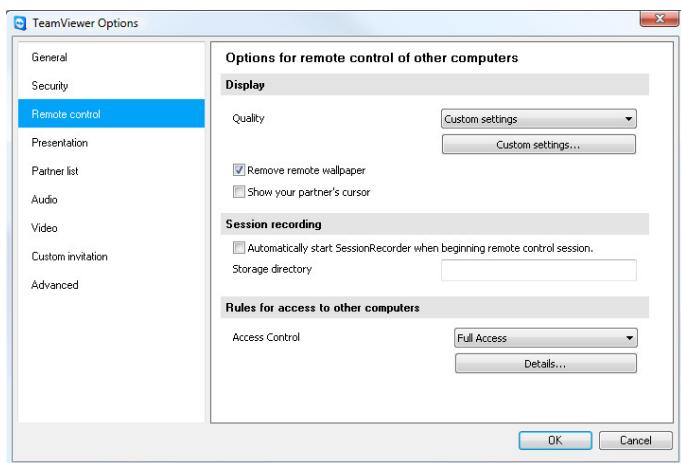
- **Custom Settings**

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.

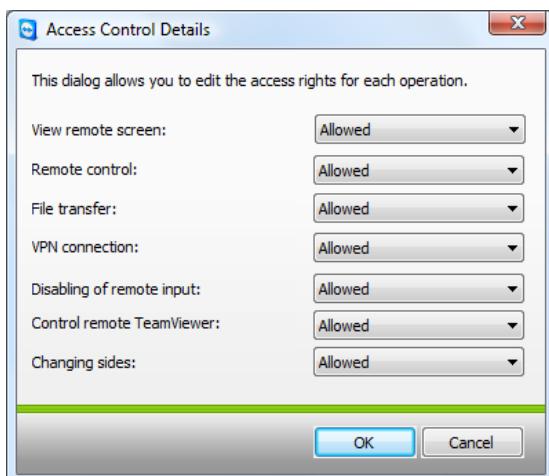
- **No outgoing connections allowed**

No outgoing connections are allowed.

See also [5.6 Access Control](#) for the features you can activate!



*In the Remote control category, you can predefined the settings for the remote session.*



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



### 10.3.1 Custom Settings Dialog

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

- **Colors**

You can set the color depth that should be transferred. More colors need more bandwidth so you can increase performance by choosing fewer colors.

- **Quality**

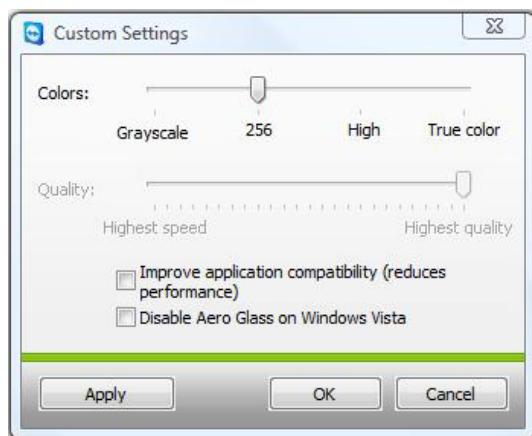
You can set the quality level here. A lossy compression is used to reduce the data traffic when you move the slider to the left. This slider is only active if you set the color slider to High or True Color.

- **Improve application compatibility**

Increases the compatibility with older Windows applications at the expense of lower performance.

- **Disable Aero Glass**

Disables Aero Glass on Windows Vista / Windows 7 remote computers to improve performance.



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



## 10.4 Presentation Category

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

### Display

- **Quality**

Lets you choose between:

- **Automatic quality selection**
- **Optimize quality**
- **Optimize speed**
- **Custom settings**

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

When you select *Custom Settings*, the *Custom Settings* button is enabled. This button opens the *Custom Settings* dialog (see [10.3.1 Custom Settings Dialog](#)).

- **Remove own wallpaper**

Removes the wallpaper of the local computer during the session.

### Rules for presentation connections

- **Allow presentations**

This option allows you to generally forbid presentations.

- **Change direction allowed**

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

- **Allow partner to interact**

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

### Initiation options

- **Show entire screen on startup**

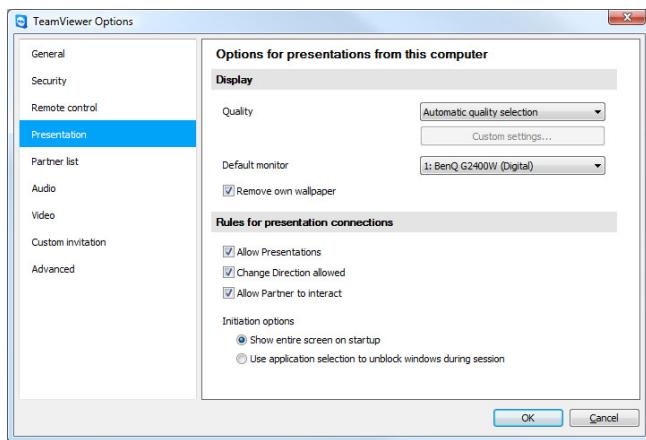
Will display the whole desktop.

- **Use application selection to unlock windows during session**

Only those applications/windows which you activate during the presentation in the application selection are transmitted (see [6.3 Actions in the Presentation Control Panel](#))



## TeamViewer - Options



*In the Presentation category, you can define all the rules for your presentation connections.*



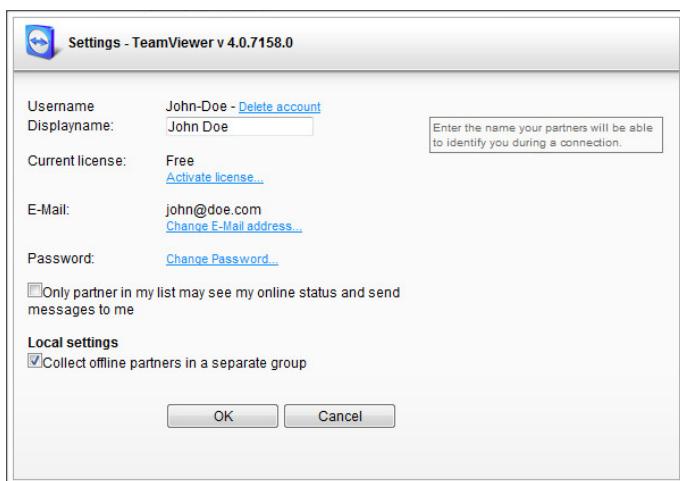
## 10.5 Partner List Category

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

The most important settings for your TeamViewer account can also be managed through a web browser.

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

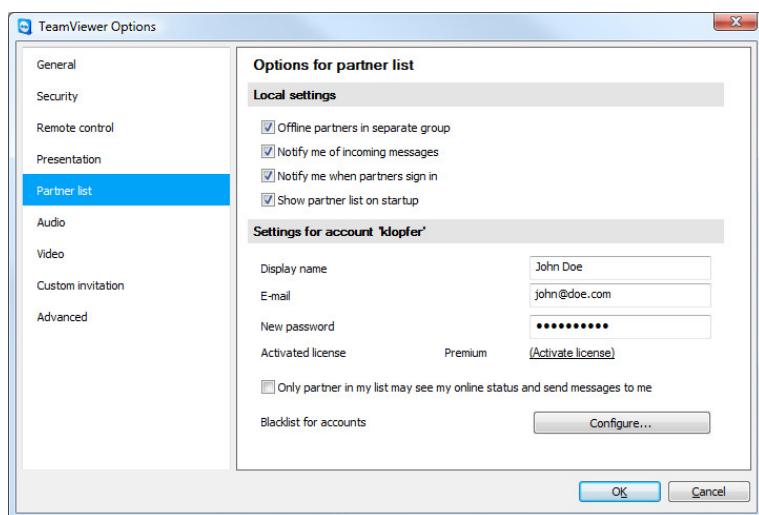
1. Call up the website <http://login.teamviewer.com> in your web browser.
2. Enter the user name and password of your TeamViewer account and click on *Sign in*.  
→ The interface of the Web Connector and your partner list will be loaded.
3. Click on *Edit profile*.  
→ A window with the settings of your account will be displayed.



*The account management in the web browser can also be accessed from anywhere even if no TeamViewer is installed.*

### How to open the TeamViewer account management in TeamViewer:

1. Start TeamViewer full version.
2. Click on the menu *Extras / Options*.
3. Go to the *Partner list* category.  
→ The settings for your TeamViewer account and your partner list will be displayed.



The account management in TeamViewer provides additional options.

### The following settings are available:

#### Local settings

- **Offline partners in separate group**  
organizes all offline partners in one group (called Offline)
- **Notify me of incoming messages**  
Informs you with a short messages when you have received an instant message from a partner
- **Notify me when partners sign in**  
Informs you when a partner has signed in into his TeamViewer account.
- **Show partner list on startup**  
Shows the partner list besides the main screen when you start TeamViewer.

#### Account settings

- **Display name**  
Enter a name with which you can recognize your partners during a session.
- **E-mail**  
Edit this field to change your e-mail address.
- **New password**  
Edit this field to change the password for your TeamViewer account.



- **Activated license**

If you have a Premium or a Corporate license you can assign that to your TeamViewer account. To do so, please click on the link *Activate license* and enter your license key. Next, click on the *Activate license button*. Even in an unlicensed TeamViewer your license will be active as long as you are signed in into your TeamViewer account.

- **Only partners in my list may see my online status and send messages to me**

If you selected this option, then only partners who are on your list can see that you are online and only they can send you instant messages.

- **Blacklist for accounts - Configure...**

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

- **Delete account** (only available in the web browser)

Click on *Delete account* to permanently delete your account. You will be asked one more time if you would really like to delete your account. Please note that by deleting your TeamViewer account, your partner list will be permanently deleted.

- **Current password** (only necessary in the web browser)

Enter your current password to confirm your changes.

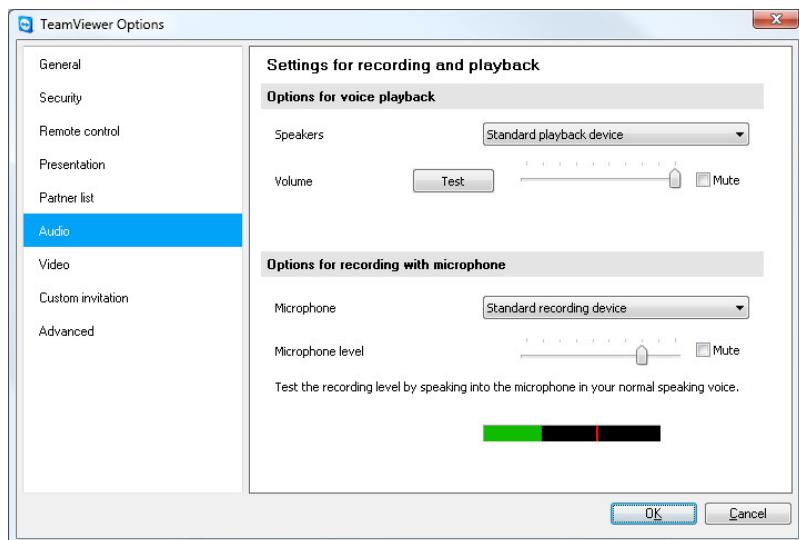
**Note:** All the settings you make in the section *Local settings* only affect the computer you are currently working with (or the settings for the Web Connector). The settings in the section *Settings for account* are stored centrally and apply for any computer as soon as you log on to your TeamViewer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

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



## 10.6 Audio Category

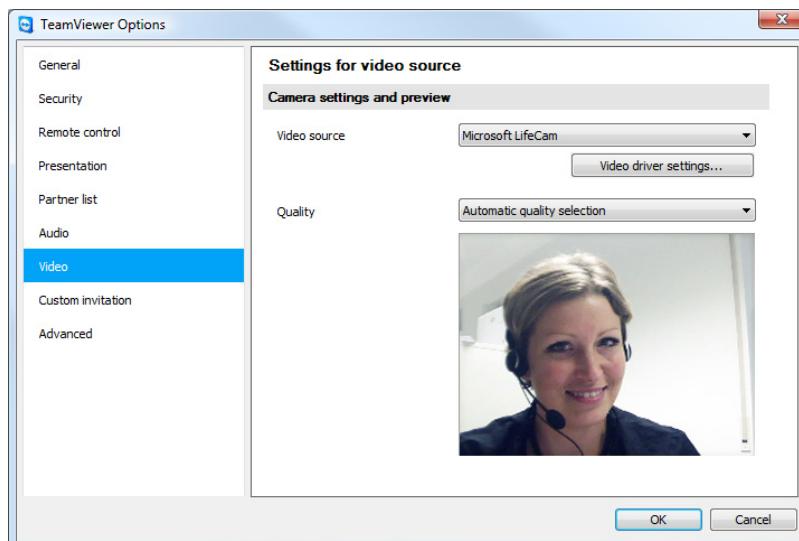
In this category, you can change setting for your VoIP connections and test them.



For details, please see the section [8.1 Audio Transmission](#).

## 10.7 Video Category

In this category, you can select a webcam, change its settings and test the changes.



For details, please see the section [8.2 Video Transmission](#).



## 10.8 Custom Invitation Category

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

- **Template**

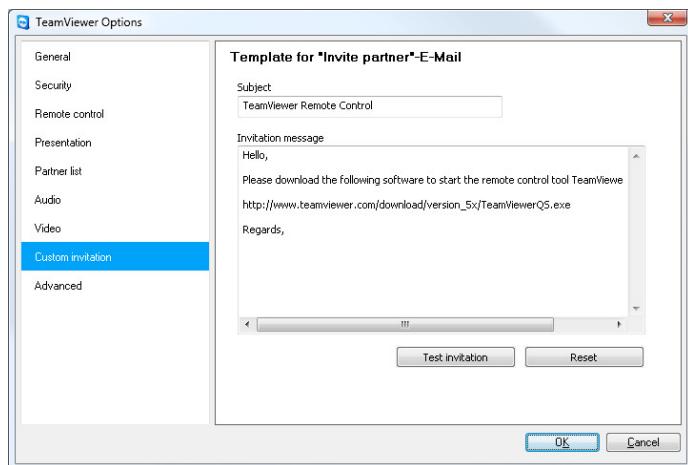
Offers various texts as template.

- **Subject**

Here you can change the subject heading of your invitation mail.

- **Invitation message**

Here you can set the template text of your invitation mail individually. After activating 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. Clicking on *Reset* restores the default invitation mail.



*In the Custom invitation category, you can create an individual invitation e-mail.*

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

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



## 10.9 Advanced Category

In the *Advanced* category, you can set up advanced settings for your TeamViewer application.

### General advanced settings

- **Display language**  
Enables you to select the display language which will be used by TeamViewer. Next, it is necessary to restart TeamViewer.
- **QuickConnect button**  
Opens the dialog Configure QuickConnect if you click on *Configure...*(see [10.9.1 Configure QuickConnect Dialog](#))
- **Disable TeamViewer shutdown**  
Non-authorized users will not be able to close the application.
- **Hide online status for this TeamViewer ID**  
If activated, this computer will appear as offline on any partner list.
- **Full access if a partner connects on a Windows logon screen**  
(visible only if *Start TeamViewer with Windows* has been enabled, see [10.1 General Category](#))  
If the access was restricted on the *Security* tab (e.g. *Confirm all*), this can be used to grant full access if no user is currently logged in. This allows, for example, a user or administrator to work on the computer without restrictions after logging onto the computer with his windows login data.
- **Enable enhanced multi-user support (for Terminal Server)**  
Must be enabled for operation on a terminal server so that all users can independently work with TeamViewer (the server as well as every user receive a separate TeamViewer ID, see [2.4 Terminal Server Operation](#)).

### Log files

- **Enable logging**  
If enabled, TeamViewer writes all errors and events into a log file.
- **Log outgoing connections**  
If enabled, TeamViewer writes information about all outgoing connections into a log file. This option has to be enabled when you are using the TeamViewer Manager.
- **Log incoming connections**  
If enabled, TeamViewer writes information about all incoming connections into a log file (Connections\_incoming.txt in the program directory).



## Advanced settings for connections to other computers

- **Enable black screen if partner input is deactivated**  
If you disable the your partner's input the screen of the remote computer is additionally disabled.
- **Temporarily save connection passwords**  
Session passwords will be saved by default to enable the immediate resumption of the connection. After the shutdown of TeamViewer, the passwords are no longer saved. This option allows you to prevent any passwords from being saved.
- **Automatically minimize local TeamViewer panel**  
The TeamViewer control panel will be automatically minimized after use.
- **Ignore alpha blending on this computer**  
Semitransparent windows are broadcast as plain windows.

## Advanced network settings

- **Enable DirectIn performance optimization**  
When this check box is activated, TeamViewer tries to configure the port forwarding for the ports 5938 and 80 in UPNP compatible routers (see TeamViewer DirectIn check).
- **TeamViewer DirectIn check**  
Opens a dialog where the availability of TeamViewer is checked. The DirectIn ports 80 and 5938 do not have to be open. However, if they are open, TeamViewer can use these ports to establish even faster connections.
- **TeamViewer server**  
Opens the *TeamViewer Home Server* dialog (see [10.9.2 TeamViewer Server Dialog](#)).
- **Install VPN driver**  
Via the *Install/ VPN* button, you can install the VPN driver which is required for establishing VPN connections. The same button can be used for uninstalling the VPN driver again.
- **Use UDP (recommended)**  
TeamViewer attempts to establish fast UDP connections. You should only disable this feature when connection interruptions occur on a regular basis.
- **Don't use incoming port 80 (recommended for web servers only)**  
If enabled, it prevents TeamViewer from occupying port 80. It is useful if other services, such as web servers, require this port.



## TeamViewer options

- **Changes require administrative rights on this computer**

When this check box is selected, the Security tab and the Startup options on the General tab are only available for users with Windows administrator rights.

- **Export options to a \*.reg file**

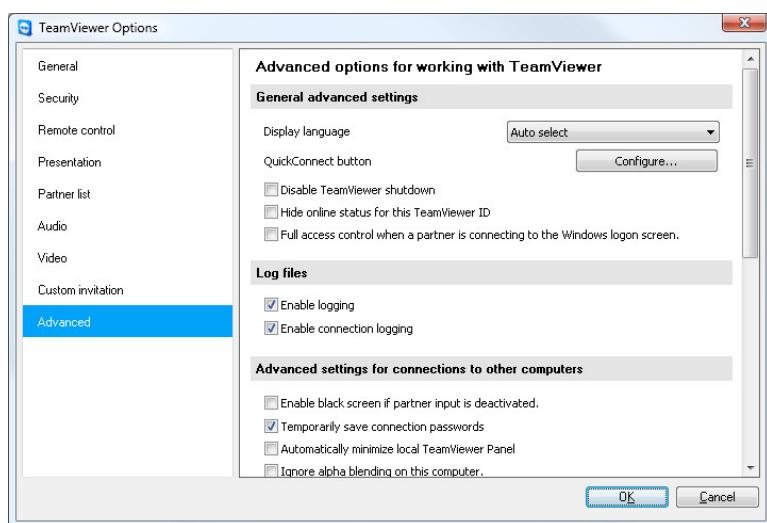
Exports the options from the selected categories to a \*.reg file in the designated folder.

- **Import options from a \*.reg file**

Imports the stored options from the selected \*.reg file.

- **Export settings for TeamViewer Portable**

Clicking on *Export...* allows exporting the settings for TeamViewer Portable. More information on how to import the settings into TeamViewer Portable are provided in the download package.



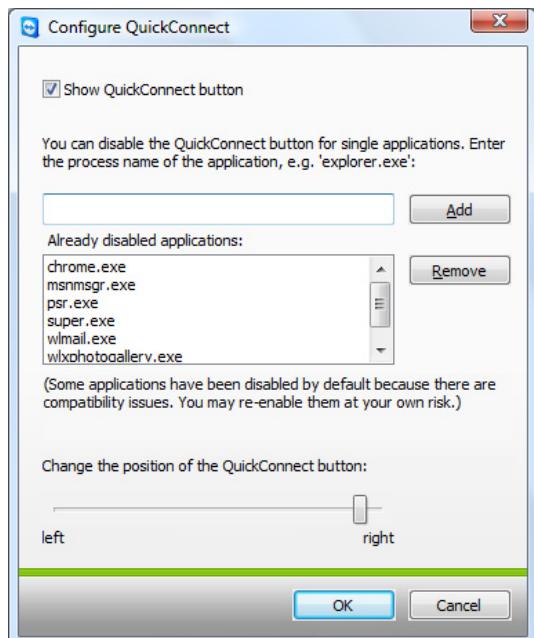
Under Advanced settings, you will find all the advanced options.



### 10.9.1 Configure QuickConnect Dialog

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

- **Show QuickConnect button**  
Activates/deactivates the QuickConnect button in all applications
- **Deactivate for a particular application**  
Add the name of the process of an application in which you would like to remove the QuickConnect button. To reverse that setting you simply remove the name of the process from the list.
- **Change the position of the QuickConnect button**  
Changes the position of the QuickConnect button in all applications.

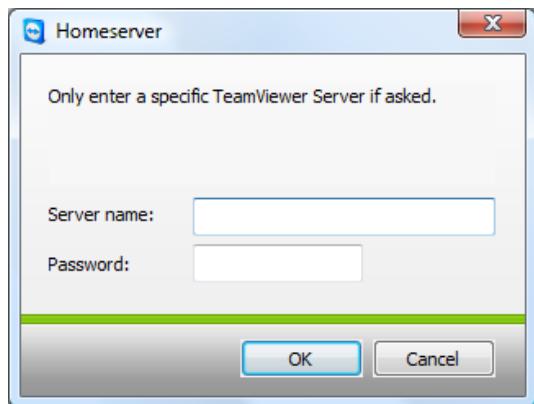


*Open this dialog to configure the QuickConnect button according to your requirements*



### 10.9.2 TeamViewer Server Dialog

In this dialog, you can define a specific server.



*In the TeamViewer server window, you can enter your own TeamViewer server.*

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



## 10.10 QuickSupport Properties

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

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

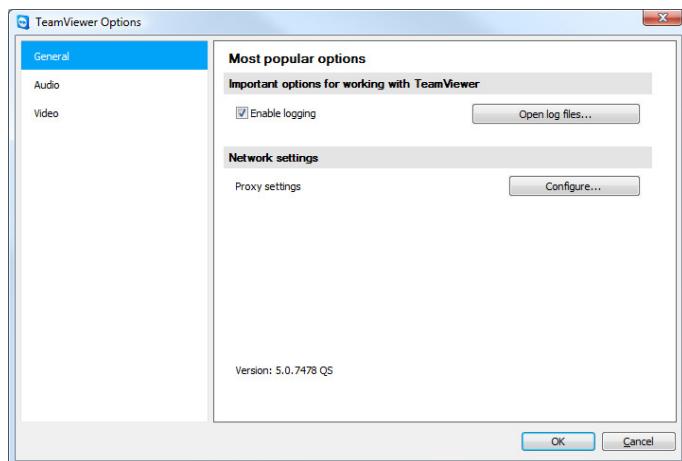
### Important options for working with TeamViewer

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

### Network settings

- **Proxy settings**  
Please see chapter [10.1.1 Proxy Settings Dialog](#).

For the options in categories *Audio* and *Video*, please see chapters [8.1.1 Audio Options](#) and [8.2.1 Video Options](#).



The QuickSupport options dialog