



# TeamViewer 9 Manual

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## Meeting

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# 1 About TeamViewer

## 1.1 About the software

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

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

## 1.2 About the manual

This manual describes the use of TeamViewer for meetings.

If you are looking for help about the TeamViewer remote control functions, please read the *TeamViewer 9 Manual – Remote Control* available separately on our website.

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

Instructions are given on the assumption that the TeamViewer full version is already installed on your computer. If you need help installing the program, read [section 6, page 45](#) first.

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

Mac OS, iPhone and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the US and other countries. Android is a trademark of Google Inc. Windows, Microsoft and Outlook are registered trademarks of Microsoft Corporation in the US and other countries. For simplification purposes, this manual refers to the operating systems Microsoft® Windows® XP, Microsoft® Windows® Vista, Microsoft® Windows® 7 and Microsoft® Windows® 8 simply as “Windows”. All supported Windows Operation Systems can be found on our website <http://www.teamviewer.com/kb/38-Which-operating-systems-are-supported.aspx>.



## 2 Basics

### 2.1 How TeamViewer works

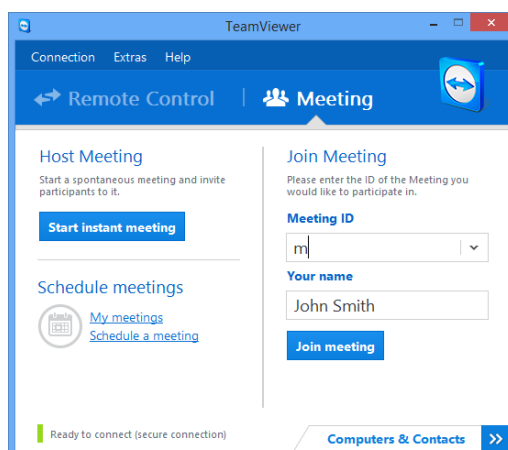
With TeamViewer, you can easily and quickly start meetings or join them. With the use of a Meeting ID (which is automatically generated by TeamViewer and forwarded by the initiator), participants can connect to a meeting. The minimum requirement for connecting is the TeamViewer full version or a corresponding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

All TeamViewer connections are highly encrypted and are thus protected from being accessed by third parties. For detailed technical information regarding connections, security and data privacy in TeamViewer, see the security statement on our website at:

<http://www.teamviewer.com/products/security.aspx>.

### 2.2 Description of the main TeamViewer window

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



The TeamViewer main window.

#### 2.2.1 The Remote Control tab

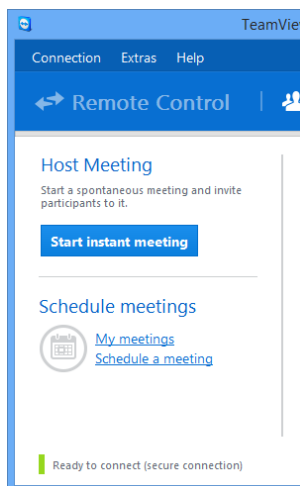
More Information about the use of TeamViewer for remote control, support or home office can be found in the *TeamViewer 9 Manual – Remote Control*.

#### 2.2.2 The Meeting tab

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



## Host Meeting

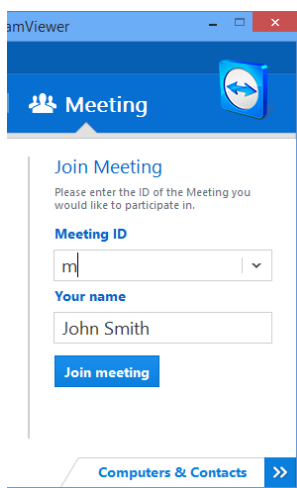


The **Host Meetings** area.

In this area, you have the option to start a meeting by clicking on the **Start instant meeting** button ([see section 3.2.1, page 10](#)).

With the links **Schedule a meeting** and **My meetings**, you can create meetings for later use ([see section 3.4.1, page 15](#)) and manage planned meetings ([see section 3.4.3, page 17](#)).

## Join Meeting

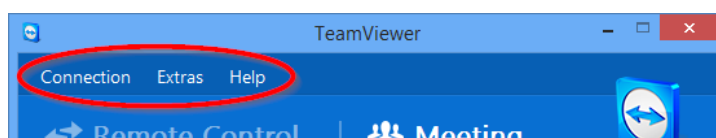


The **Join Meeting** area.

In the text fields **Meeting ID** and **Your name**, you can enter a Meeting ID and your name. The Meeting ID is a unique number that is being created individually for every meeting and serves for joining meetings. During a meeting, your name is visible to all participants ([see section 3.7.2, page 22](#)).

To join a meeting, enter the aforementioned data in the text fields and click the **Join meeting** button. If the initiator of the meeting specified a password, it must be entered in the dialog that will open. Otherwise, you are connected directly to the meeting. For more information, see [section 3.3, page 13](#).

### 2.2.3 The menu bar of the main TeamViewer window



The menu bar of the main TeamViewer window.

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

### Connection

The **Connection** menu features the options **Invite Partner...** and **Setup unattended access...**. These two options are not relevant to hosting or joining a meeting. You can find further information in the *TeamViewer 9 Manual – Remote Control*. To quit TeamViewer, click **Exit TeamViewer**.



## Extras

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

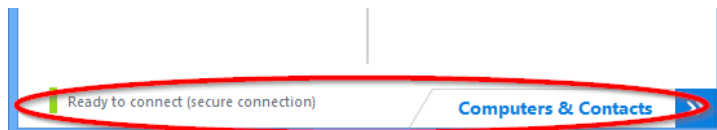
- To access the settings (*see section 7, page 48*) click **Options**.
- To play or convert videos of recorded TeamViewer sessions (*see section 3.8, page 28*), click **Play or convert recorded session...**
- To recommend TeamViewer to others, click **Tell-A-Friend**.
- To access the log files created by TeamViewer (especially if the TeamViewer support should require them for analysis), click **Open log files...**
- To activate your license key on this computer, click **Activate license** (*see section 6.2, page 46*).
- To display available license updates, click **Check for license updates**.

## Help

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

- If you need help with TeamViewer, you can access our support website by clicking **TeamViewer web help**.
- To open up the TeamViewer website, click **TeamViewer website**.
- To view a brief introduction in TeamViewer, click **How it works...**
- To provide feedback on TeamViewer, click **Feedback**.
- To check whether you are running the latest version of TeamViewer, click **Check for new version**.
- To obtain information about TeamViewer and the currently active license, click **About**.

### 2.2.4 The status bar of the main TeamViewer window



The status bar of the TeamViewer main window.

The status bar is located along the bottom edge of the main TeamViewer window. It contains a **status light** indicating the status of your connection as well as a button for accessing **Computers & Contacts** (*see section 3.8.1, page 28*).

The status light has the following three values:

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





# 3 Meeting

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

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

To start a meeting, you need the TeamViewer full version. To join meetings, you can use the TeamViewer full version, the QuickJoin module, a web browser or the **TeamViewer for meetings** app for iOS and Android. For more detailed information about the TeamViewer modules, see [section 5, page 42](#).

**Recommendation:** To participate in meetings, it is recommended to connect directly to the meeting via a dynamic link. The link is available in an invitation message from the initiator of the meeting. By following the link, you are automatically connected to the meeting without the need to enter further data. For more information, see [section 3.3.1, page 13](#).

## 3.1 Meeting functions - overview

The Meeting function provides the following options:

- Start instant meetings with up to 25 participants or present your screen to individual persons.
- Plan meetings in advance and export them as a meeting request to Microsoft Outlook where you can conveniently invite participants.
- Managing meetings: Manage scheduled meetings using the **My meetings** function integrated in TeamViewer.
- Join meetings without TeamViewer software via web browser.
- Start meetings via the TeamViewer QuickConnect button to present individual windows. For additional information, see [section 3.2.2, page 11](#).
- Join meetings while you are on the road using the Android and iOS app **TeamViewer for meetings**.

**Examples:**

- Use the Meeting function for training sessions.
- Present individual applications to demonstrate their handling to participants.
- Give your PowerPoint presentation via the Internet to customers all over the world.
- Exchange ideas with colleagues at other locations. Use the different communication means offered by TeamViewer (e.g. chat, video conferencing or Voice over IP).

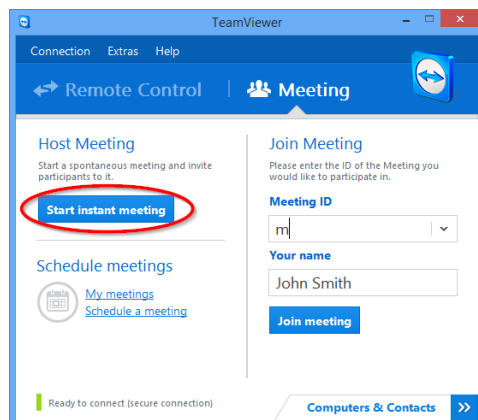


**Note:** Please note that the number of possible meeting participants depends upon your license. The current licensing overview is located on our website: <http://www.teamviewer.com/licensing/index.aspx>.

## 3.2 Hosting a meeting

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

### 3.2.1 Hosting an instant meeting



In this section, you learn how to start an instant meeting and then how to invite participants to this meeting.


Start a meeting with a single click.

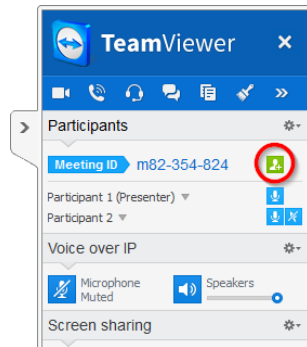
**To host an instant meeting, follow these steps:**

1. Start TeamViewer.
2. Click the **Meeting** tab.
3. In the **Host Meeting** area, click the **Start instant meeting** button.
4. You just started a meeting.  
→ The TeamViewer Panel will open (*see section 3.7, page 21*).
5. Invite participants and make additional adjustments before you transfer your screen.



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

1. In the **Participants** widget within the TeamViewer Panel (*see section 3.7.2, page 22*), click the  button.



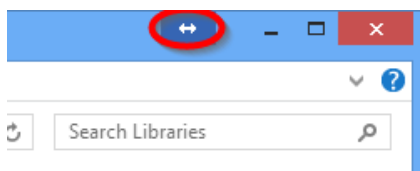
2. If you're logged into your TeamViewer account, continue with step 3, if not, continue with step 4.
3. a) Select the contact you wish to invite from the list.  
→ The contact will receive an invitation message, which he must confirm.  
b) Click on **By e-mail or phone...** .  
→ The **Invite Participants** dialog will open.
4. If necessary, change the invitation message in the dialog according to your demands.
5. a) To send the invitation using your default e-mail program, click the **Open as E-Mail** button.  
b) To distribute the invitation message via additional communication channels, such as social networks, chats or intranet, click the **Copy to Clipboard** button.

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


**Note:** You can only invite contacts from your Computers & Contacts list who have granted you prompt for connections (*see section 4.2.5, page 38*).

### 3.2.2 Hosting a meeting via the QuickConnect button

**Note:** To be able to use this function, you will need a TeamViewer account (*see section 4.1, page 32*).



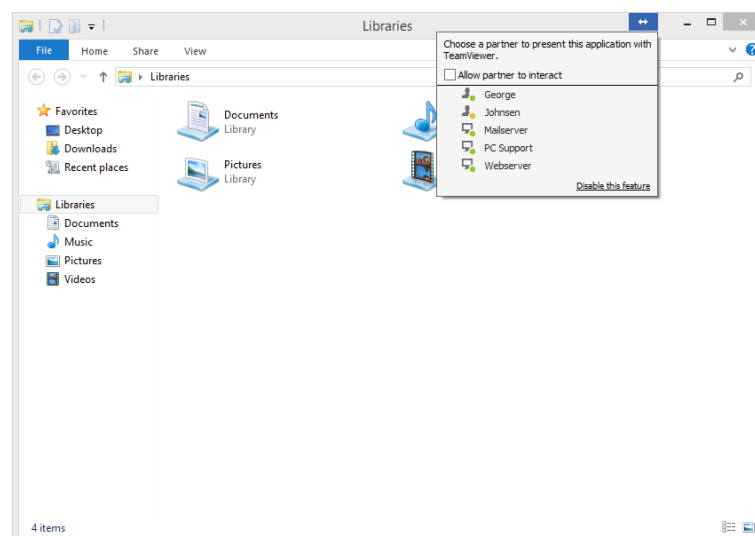
The QuickConnect button in an application window.

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



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

1. Start TeamViewer.
2. Log in to your TeamViewer account (*see section 4.1.3, page 33*).
3. Open the application that you would like to present to your computer/contact.
4. Click the QuickConnect button ↔ in the title bar of the application window.
5. Select the computer/contact to which you would like to present the application window to. Activate the **Allow partner to interact** option if you would like to allow your partner to control the respective application as well.  
→ Your contact receives a message about the desired connection request that must be confirmed.
6. If your contact agrees the connection, only the selected application is transmitted. Other windows or applications are not visible to your contact.



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

The QuickConnect button can be deactivated for all or only individual applications, if needed. Likewise, you can change the position of the button. These settings are available in the TeamViewer options in the category **Advanced** (*see section 7.9, page 58*).

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

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

1. Click the QuickConnect button ↔ of an opened window.
2. In the lower area, click the **Disable this feature** link.  
→ A dialog with the option of disabling the button in all applications or just this application will open.
3. If you want to deactivate the QuickConnect button only for this application, activate the **Disable the QuickConnect button only for this application** button.
4. Click the **Disable** button.
5. The QuickConnect button is deactivated. This setting can be undone in the advanced options of TeamViewer (*see section 7.9, page 58*).



## 3.3 Joining a meeting

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

Use either

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

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

### 3.3.1 Joining a meeting via a link/web browser

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

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

In this process, the **TeamViewer QuickJoin** module is temporarily executed on your computer. It already contains the Meeting ID and, if necessary, the meeting password and connects automatically to the meeting. For more information about the TeamViewer QuickJoin module, see [section 5.2, page 43](#).

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

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

1. Open the following URL in your web browser: <https://go.teamviewer.com>.
2. Enter the Meeting ID in the **Meeting-ID** text field.
3. Click the **Join meeting** button.
4. If the initiator specified a meeting password, enter the meeting password in the subsequent dialog. Confirm your entry by clicking on the **Log On** button.  
→ The Meeting window will open.
5. You see the screen of the presenter and can interact with the participants via the **TeamViewer Panel** (see [section 3.7, page 21](#)).

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

### 3.3.2 Joining a meeting with the TeamViewer QuickJoin module

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

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

1. Start the QuickJoin module.



2. Enter the Meeting ID in the **Meeting ID** text field.
3. Underneath it, enter your name in the **Your name** text field.
4. Click the **Join** button.
5. If the initiator specified a meeting password, enter it in the subsequent dialog. Confirm your entry by clicking on the **Log On** button.
  - The **Meeting Room** window will open.
  - If the initiator starts the meeting or it is already started, the screen of the presenter will be shown.
6. You can see the screen of the presenter and can interact with the participants using the **TeamViewer Panel**.

### 3.3.3 Joining a meeting with the TeamViewer full version

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

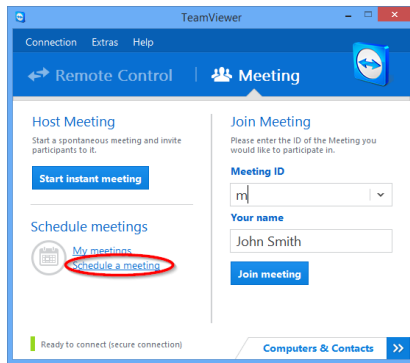
**To join a meeting with the TeamViewer full version, follow these steps:**

1. Start TeamViewer.
2. Click the **Meeting** tab.
3. In the **Join Meeting** area, enter the Meeting ID in the **Meeting ID** text field.
4. Underneath it, enter your name in the **Your name** text field.
5. Click the **Join meeting** button.
6. If the initiator specified a meeting password, enter it in the subsequent dialog. Confirm your entry by clicking on the **Log On** button.
  - The **Meeting Room** window will open.
  - If the initiator starts the meeting or it is already under way, the screen of the presenter will be shown.
7. You can see the screen of the presenter and can interact with the participants using the **TeamViewer Panel**.



## 3.4 Schedule meetings

**Note:** To be able to use this function, you will need a TeamViewer account ([see section 4.1, page 32](#)).



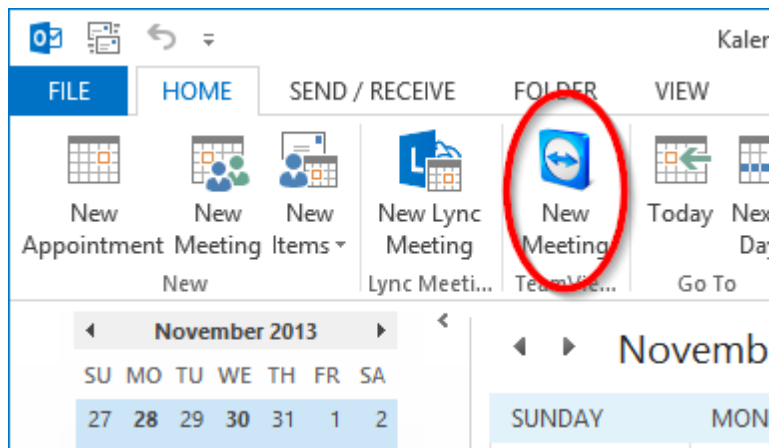
Simple schedule a meeting.

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

### 3.4.1 Schedule meetings in Microsoft Outlook

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

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



The TeamViewer Meeting Add-In for Microsoft Outlook.

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

1. Open Microsoft Outlook.
2. Click the **New Meeting** icon in the **Start** tab.
  - A new meeting invitation will open. If you are not logged into your TeamViewer account already, a dialog box will open where you must log in ([see section 4.1.3, page 33](#)).
3. You can now invite participants and use further functions offered by Outlook.



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

All TeamViewer meetings will still be saved in **My Meetings** ([see section 3.4.3, page 17](#)) and can be called up or managed in any TeamViewer full version.

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

### 3.4.2 Schedule meetings in TeamViewer

To schedule a meeting, follow these steps:

1. Start TeamViewer.
2. Click the **Meeting** tab.
3. In the **Host Meeting** area, click the **Schedule a meeting** link. (If you are already logged in to TeamViewer with your TeamViewer account, proceed with step 6.)
4. The **TeamViewer - Sign In** dialog will open.
5. Log in to your TeamViewer account by entering your username and password.
6. The **Schedule a Meeting** dialog will open.
7. Enter the desired data.
8. Click the **Save** button.
9. The **My Meetings** dialog ([see section 3.4.3, page 17](#)) dialog will open.
10. If Microsoft Outlook is installed on your computer, a new meeting request is opened in Outlook.
11. You can now use Outlook to invite participants or use other functions offered by Outlook.

**Note:** If Microsoft Outlook is not installed, the dialogs **My Meetings** and **Invite Participants** open. Participants must then be invited as described under [section 3.2.1, page 10](#).

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

#### The Schedule a Meeting dialog

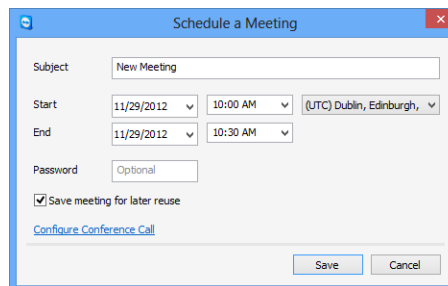
This dialog provides the options described below.

Option	Description
<b>Subject</b>	Enter a title for your meeting in the text field.
<b>Start</b>	Set a date and time as well as the time zone for the start of your meeting.
<b>End</b>	Set a date and time for the end of your meeting.



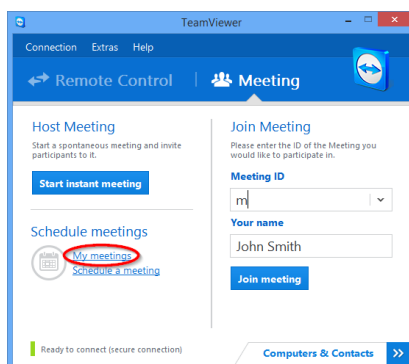


Option	Description
<b>Password (optional)</b>	If you want to assign a password for the meeting, enter it in the text field.
<b>Save meeting for later reuse</b>	If activated, the meeting is retained in <b>My Meetings</b> after its start. You do not have to re-invite participants and can start the meeting directly ( <a href="#">see section 0, page 19</a> ). Otherwise, you cannot use the meeting again.
<b>Configure Conference Call</b>	To define conference call data for the meeting, click the link. You can select from: <ul style="list-style-type: none"> <li>– No conference data for audio.</li> <li>– Use TeamViewer conference data for audio.</li> <li>– Use custom conference data for audio.</li> </ul>



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

### 3.4.3 Managing scheduled meetings



Centrally managing all scheduled meetings.

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

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

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

**To manage your scheduled meetings, follow these steps:**

1. Start TeamViewer.
2. Click the **Meeting** tab.
3. In the **Host Meeting** area, click the **My meetings** link. (If you are already logged in to TeamViewer with your TeamViewer account, proceed with step 6.)

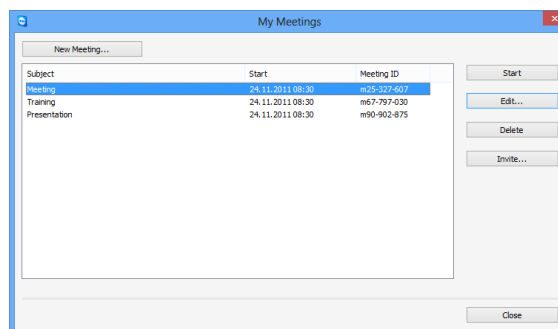


4. The **TeamViewer - Sign In** dialog will open.
5. Log in with your TeamViewer account (*see section 4.1.3, page 33*).
6. The **My Meetings** dialog will open.

## The My Meetings dialog

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

Button	Description
<b>New Meeting</b>	To schedule a new meeting, click the <b>New Meeting...</b> button. The <b>Schedule a Meeting</b> dialog will open ( <i>see section 3.4.1, page 15</i> ).
<b>Start</b>	To start a scheduled meeting, select it and click the <b>Start</b> button. The Meeting window will open.  <b>Tip:</b> A meeting can also be started by double-clicking it.
<b>Edit...</b>	To edit a scheduled meeting, select it and click the <b>Edit...</b> button.
<b>Delete</b>	To delete a scheduled meeting, select it and click the <b>Delete</b> button.
<b>Invite...</b>	To invite participants to the selected meeting, click the <b>Invite...</b> button. The <b>Invite Participants</b> dialog will open.
<b>Close</b>	To close the <b>My Meetings</b> dialog, click the <b>Close</b> button.



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



### 3.4.4 Recurring meetings

The screenshot shows the 'Schedule a Meeting' dialog box with the following details:

- Subject: New Meeting
- Start: 11/29/2012, 10:00 AM, (UTC) Dublin, Edinburgh
- End: 11/29/2012, 10:30 AM
- Password: Optional
- Save meeting for later reuse (circled in red)
- Buttons: Save, Cancel

Scheduling recurring meetings.

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

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

This offers the following advantages:

- Participants have to be invited only once.
- The Meeting ID does not have to be communicated repeatedly.
- Regular meetings can be started faster.

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

#### Example:

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

## 3.5 The role distribution in a meeting

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

### 3.5.1 The organizers

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

### 3.5.2 The presenter

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

### 3.5.3 The participants

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



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

### 3.5.4 The rights of meeting participants

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

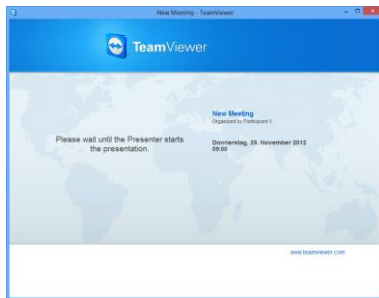
Click the display name of the participants and enable or disable the desired option.

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

	Description	Organizer	Presenter	Participant
<b>Leave meeting</b>	Leave the ongoing meeting (the meeting does not end).	✓	✓	✓
<b>Send chat message...</b>	Send participants a chat message.	✓	✓	✓
<b>Assign as presenter</b>	Pass on the presenter role to another participant.	✓	✓	
<b>Allow chat</b>	Allow/Deny participants to send chat messages.	✓		
<b>Allow file sharing</b>	Allow/Deny participants to provide files via the file box.	✓		
<b>Allow video</b>	Allow/Deny participants to transfer their video via webcam.	✓		
<b>Assign as organizer</b>	Assign participants to organizers.	✓		
<b>Edit name...</b>	Change the display name of individual participants.	✓		
<b>End meeting</b>	End the ongoing meeting.	✓		
<b>Allow Audio</b>	Allow/Deny participants to talk via Voice over IP.	✓		
<b>Allow drawing</b>	Allow/Deny participants to draw on the screen with the whiteboard.		✓	
<b>Allow pointing</b>	Allow/Deny participants to use the <b>Pointer</b> .		✓	
<b>Allow control</b>	Allow/Deny participants to control the computer.		✓	



## 3.6 Meeting Room



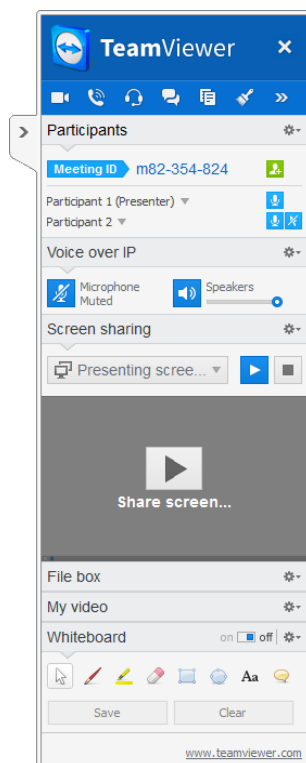
If no screen contents are transferred, the Meeting Room is shown.

The Meeting Room appears after you connected to a meeting as a participant and it has not yet been started by the initiator.

As a participant, you also see the waiting room if the presenter stopped the transmission of his or her screen ([see section 3.7.3, page 23](#)).

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

## 3.7 Overview of the TeamViewer Panel





The TeamViewer Panel.


The TeamViewer Panel provides different functions during a meeting.

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

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

The TeamViewer Panel itself has the following properties:




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

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

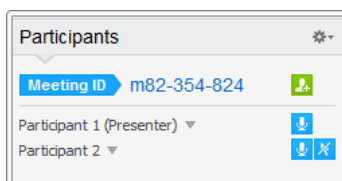
### 3.7.1 Menu bar options

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




Icon/Function	Description
 <b>Close all connections</b>	Closes all ongoing meetings.
 <b>Video</b>	Opens the <b>My video</b> widget ( <a href="#">see section 3.7.4, page 25</a> ).
 <b>Conference call</b>	Opens the <b>Conference call</b> widget ( <a href="#">see section 3.7.6, page 26</a> ).
 <b>Voice over IP</b>	Opens the <b>Voice over IP</b> widget ( <a href="#">see section 3.7.5, page 25</a> ).
 <b>Chat</b>	Opens the <b>Chat</b> widget ( <a href="#">see section 3.7.7, page 26</a> ).
 <b>File box</b>	Opens the <b>File box</b> widget ( <a href="#">see section 03.7.8, page 27</a> ).
 <b>Whiteboard</b>	Opens the <b>Whiteboard</b> widget ( <a href="#">see section 3.7.9, page 27</a> ).
 <b>Functions</b>	The context menu of the icon provides the opportunity (depending on your role) to call up the <b>Participants</b> and <b>Screen sharing</b> widgets or to perform <b>Scaling</b> settings for the display of the meeting window.

### 3.7.2 The Participants widget – Seeing and managing participants







For the organizers, the Meeting ID and optionally also the Meeting password are displayed in the upper area of the widget. As an organizer, you also have the option to invite participants to the meeting by clicking the **Invite...** button ([see section 3.2.1, page 10](#)).

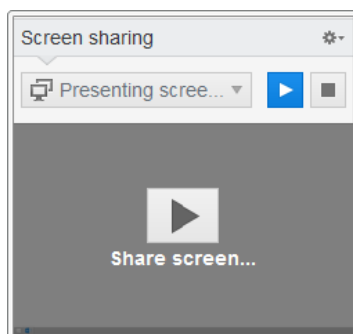
In the lower area, you can see all the participants of the meeting. Depending on your role, you also have the following options:

Symbol	Description	Organizer	Presenter	Participant
 <b>Additional Options</b> (or display name)	Click the display name and assign individual rights to every participant via the drop-down menu ( <a href="#">see section 3.5, page 19</a> ).	✓	✓	



Symbol	Description	Organizer	Presenter	Participant
 <b>Mute/Unmute</b> (next to the name)	Click the icon to allow/deny individual participants to communicate via Voice over IP.	✓		
	Click the button to invite additional participants to the meeting.	✓		
 <b>Options</b>	Click the icon in the widget header and select from the following options: <ul style="list-style-type: none"> <li>– <b>Participants can see each other:</b> If activated, all the names of the meeting participants are visible to everyone in the <b>Participants</b> widget.</li> <li>– <b>Close:</b> Closes the widget.</li> </ul>	✓		
 <b>Allow/Deny Remote Control</b> (next to the name)	Click the icon to allow/deny individual participants to control your computer.		✓	

### 3.7.3 The Screen sharing widget – Managing displayed contents

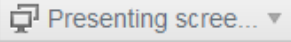







This widget is only available to the presenter.

As the presenter, this widget allows you to see your desktop from the perspective of the participants. This gives you an overview of which monitor and which of your windows are visible for the participants.



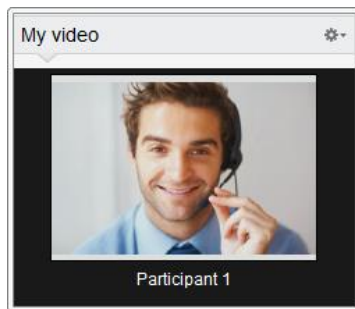
You have the following options:

Icon	Description
	<p>Click the icon and via the drop-down menu select the monitor (if several monitors are connected) or the applications to be transferred.</p> <p>With <b>Advanced selection...</b> , you can also perform the following settings in the <b>Application Selection</b> dialog:</p> <ul style="list-style-type: none"> <li>– <b>Show TeamViewer Panel:</b> If activated, the TeamViewer Panel of the presenter is visible within the meeting window for all participants.</li> <li>– <b>Present all windows:</b> If activated, all windows of the screen are presented.</li> <li>– <b>Present new windows:</b> If activated, only newly opened windows are presented.</li> <li>– In the bottom area, select individual windows to be presented.</li> </ul>
 <p><b>Pause presentation</b></p>	<p>Click the icon to pause the presentation of your screen. The image on the side of the participants will be "frozen" until you click the  icon. This allows you to perform changes or edit sensitive data without the participants seeing it (e.g. entry of a password).</p>
 <p><b>Click to stop the screen sharing.</b></p>	<p>Click the icon to stop presenting your screen (the participants will enter the meeting room).</p>
 <p><b>Resume presentation</b></p>	<p>Click the icon to continue the presentation of your screen.</p>
 <p><b>Options</b></p>	<p>Click the icon in the widget header and select from the following options:</p> <ul style="list-style-type: none"> <li>– <b>Remove wallpaper:</b> If activated, your wallpaper will be removed.</li> <li>– <b>Share computer sounds and music:</b> If activated, all sounds of the presenter's computer will be transmitted to the participants (<a href="#">see section 3.9, page 29</a>).</li> <li>– <b>Quality:</b> In the submenu, select the display quality of your presentation (<a href="#">see section 7.4, page 50</a>).</li> <li>– <b>Record meeting:</b> Record the meeting (<a href="#">see section 3.8, page 28</a>).</li> <li>– <b>Close:</b> Closes the widget.</li> </ul>





### 3.7.4 The My video widget – Transfer video via webcam



If you want to be seen by the participants, you can use the video transfer via webcam for this purpose.


The following section describes how you can establish a video transfer to the participants. In the same vein, other participants can also establish a video transfer to you.

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

**To start a video transfer, follow these steps:**

1. Open the **My video** widget.
2. Click the **Share video...** button to start transmitting the webcam video.
3. To stop transmitting webcam video, click the **Turn off video...** button.

#### Video Options

With the video options, you can perform changes to your camera settings. To do so, click the  icon in the widget header.


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


→ The Video options menu will open ([see section 7.7, page 56](#)).

#### Video conference



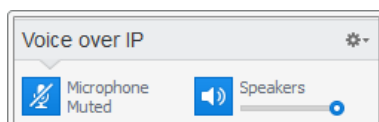
If several participants transfer their video, the **Videos** widget will open.

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

If the widget is detached from the TeamViewer panel, you can enlarge or shrink individual video windows via the  icon.


Positioning and size of the webcam videos can also be adjusted.

### 3.7.5 The Voice over IP widget – Transfer voice



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


**To establish an audio transfer, follow these steps:**

1. Open the **Voice over IP** widget.
2. Click the  icon to activate the microphone.
3. Set the desired volume for your speakers and microphone.

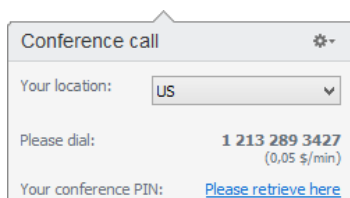


- To deactivate the microphone, click the  icon again.

## Audio Options

To access the audio options, click the  icon in the widget header and select the **Audio settings** option (*see section 7.6, page 55*).


### 3.7.6 The Conference call widget – Establishing a conference call



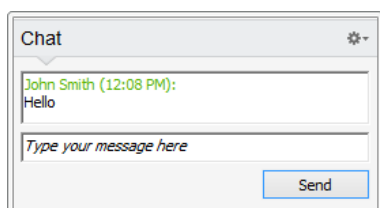
If not all of the participants have a headset at hand, you can also start a conference call as an alternative to Voice over IP.

**To start a conference call, follow these steps:**

- Open the **Conference call** widget.
- Select your country.
- Click the **Please retrieve here** link to generate the individual conference call PIN.
- Call the service number listed above it.
  - You will be asked to enter the conference PIN using the keys on your telephone keypad.
- Enter the **Conference PIN**.
- You will be instantly connected to all of the participants that have joined the conference call using the same PIN.


As an organizer, you can specify your own conference call data via the  icon in the widget header. To do so, simply enter the desired data in the text field in the **Configure Conference Call** dialog.

### 3.7.7 The Chat widget – Transmitting text messages



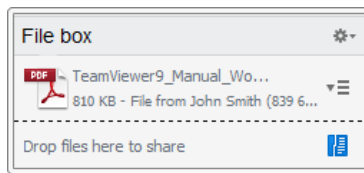
The widget enables meeting participants to chat with each other.

If the meeting has more than two participants, you can select the recipients of your message via the drop-down list below the input field.


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





### 3.7.8 The File box widget – Providing files



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

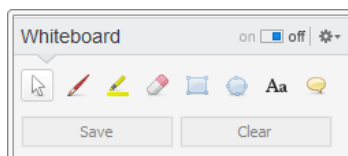
To do so, drag and drop the desired file into the widget or click the  icon to select a file using the Windows Open dialog box.

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

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






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

### 3.7.9 The Whiteboard widget – Drawing on the screen







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

The following tools are available:

Tool	Description
 <b>On/Off</b>	Shows/Hides all previous drawings and allows/denies participants to draw.
 <b>Control mode</b>	Pauses the drawing mode and lets you control the computer normally. The same can be achieved with a right click on the desktop.
 <b>Pen</b>	Lets you make freehand drawings. With a right-click on the icon, you can select a color and the size of the pen.
 <b>Highlighter</b>	Used for highlighting texts. With a right click on the icon, color and the size can be selected.
 <b>Eraser</b>	Lets you delete parts of a drawing. With a right-click on the icon, you can adjust the size of the eraser.



Tool	Description
 <b>Rectangle</b>	Lets you draw a rectangle. With a right-click on the icon, you can determine the frame and fill color as well as the width of the line. Press CTRL while drawing to draw a square. Press SHIFT to center the rectangle. Press CTRL+SHIFT to draw a square with center alignment.
 <b>Ellipse</b>	Lets you draw an ellipse. With a right-click on the icon, you can determine the frame and fill color as well as the width of the line. Press CTRL while drawing to draw a circle. Press SHIFT to center the ellipse. Press CTRL+SHIFT to draw a circle with center alignment.
 <b>Text</b>	Lets you write a text. With a right-click on the icon, you can determine the font size, color and type.
 <b>Speech balloon</b>	Lets you draw a speech bubble. Click on any position to create the speech balloon. Write your text and then click again to define the direction of the speech balloon. With a right-click on the icon, you can determine the font size, color and type.

## 3.8 Record meeting

This function is only available to the presenter.


### 3.8.1 Recording a meeting

**Note:** If you want to record all of your meetings automatically, navigate to the options under **Extras | Options** in the main window and select **Meeting | Auto record meeting**.

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

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

**To record a meeting, follow these steps:**

1. During a meeting, click the  icon in the widget header of the **Screen sharing** widget.
2. In the drop-down menu, click **Record meeting | Start recording**.  
→ Your meeting is being recorded.
3. To end the recording, click **Record meeting | Stop** in the drop-down menu. Alternatively, you can also end the meeting.
4. The meeting recording is stopped.  
→ A dialog for saving the file will open.

**Note:** You can select the storage location of the files in the advanced options under [section 7.9, page 58](#).



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

### 3.8.2 Playing a recorded meeting

To play a recorded meeting, follow these steps:


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

**Tip:** Double-click the file in Windows Explorer to play it. TeamViewer is then started automatically and plays the recorded session.

### 3.8.3 Convert a recorded meeting to AVI video format

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

To convert a recorded meeting, follow these steps:


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

## 3.9 Transmitting sound and video

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

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

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

As the presenter, you can stop computer sound transmission by clicking the  icon in the **screen sharing** widget during a meeting and deactivating the **Share computer sounds and music** option, or turn off the function by default in the settings ([see section 7.4, page 50](#)).

The improved transmission of video can be deactivated in the settings ([see section 7.4, page 50](#)).

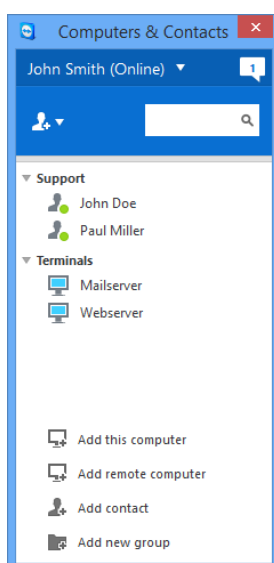


**Note:** Best possible transmission quality requires a connection within a local network or a connection with a high bandwidth.

**Note:** Optimized video transmission requires a TeamViewer license.



# 4 Computers & Contacts – Managing Contacts



In Computers & Contacts, you can see at a glance which computers and contacts are online.

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

You can see at a glance which computer or contact is available and you can start a meeting directly. Computers & Contacts also offers other useful functions similar to an instant messenger.

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

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

## Computers & Contacts offers the following advantages:

- Direct start of a meeting with individual computers or contacts.
- Allows scheduling meetings.
- See your computers and contacts online.
- Quickly set up a connection without the need to enter connection information.
- Access and manage your computers and contacts from anywhere in the world.
- Send messages to your contacts using the Group Chat, Offline Messages or blacklist contacts for chat.
- Set your own availability status.
- Manage computers and contacts in groups and add your own notes to them.

**Note:** Computers & Contacts is a component of the TeamViewer account. To be able to use it, you have to register once for a TeamViewer account ([see section 4.1.1, page 32](#)).



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

## 4.1 The TeamViewer account

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

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


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

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

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

### 4.1.1 Creating a TeamViewer account

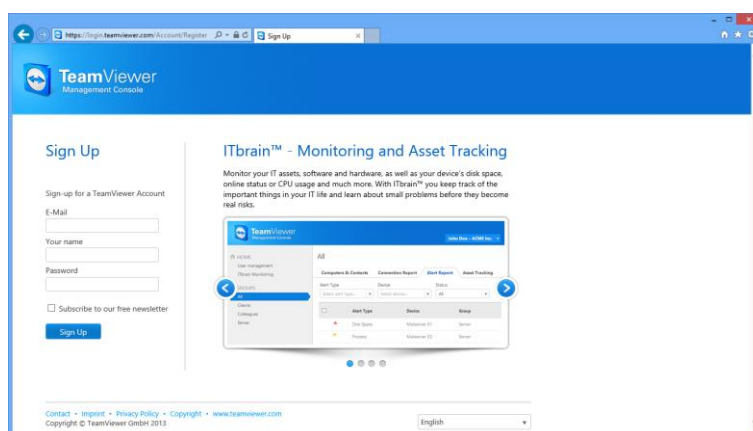
To create a TeamViewer account, follow these steps:

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





If you want to make any changes later on, such as to your e-mail address or password, use the Account Management options. There you can also link your Premium or Corporate License to your account (*see section 7.5, page 53*).



Creating a TeamViewer account via the website.

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

#### 4.1.2 Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in the TeamViewer options (*see section 7.5, page 53*).

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

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

#### 4.1.3 Logging in and out of your TeamViewer account in Computers & Contacts

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

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

1. In the main TeamViewer window, click the **Computers & Contacts** » button on the status bar.
  - The **Computers & Contacts** window will open.
2. Enter your account information in the **E-Mail** and **Password** text fields.
3. Click **Sign In**.
4. You are now logged in and your Computers & Contacts appear.



You can log in to your account from any TeamViewer.

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

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

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

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



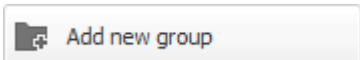



**Note:** If you own a Premium or Corporate license with your license linked to your account, this license will also be valid for unlicensed TeamViewer installations as long as you are logged in.

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



## 4.2 Computers & Contacts options

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

Action	Description
	<p>Create new groups (<a href="#">see section 4.2.2, page 36</a>) and service cases (<a href="#">see section 4.2.2, page 36</a>) via the context menu of the icon or add contacts (<a href="#">see section 4.2.4, page 37</a>) and remote computers (<a href="#">see section 4.2.4, page 37</a>) to your Computers &amp; Contacts list. If the Computers &amp; Contacts window is big enough, you can also add groups, contacts and remote computers using the buttons at the bottom of the Computers &amp; Contacts list.</p> <p>Service cases are a component of the service queue, which is used for the organization of support requests. Additional information about this is available from the <i>TeamViewer Manual – Management Console</i>.</p>
	Use the context menu of the icon to open the TeamViewer Management Console or the service queue in the TeamViewer Management Console. The Management Console will open in your default browser. You are logged in automatically with your TeamViewer account.
	Creates a new group. You can use groups to group your computers and contacts by any criteria (clients, colleagues, friends, etc.) For more information, see <a href="#">section 4.2.2, page 36</a> .
	Creates a new contact. For more information, see <a href="#">section 4.2.3, page 37</a> .
	Creates a new computer. For more information, see <a href="#">section 4.2.3, page 37</a> .
 <b>Search</b>	Starts searching your Computers & Contacts list (by group name, account name or ID) as soon as you enter something into the search field.



Action	Description
<b>Account menu bar</b>	<p>In the top section of Computers &amp; Contacts, click on your display name. A drop-down list appears, letting you select your availability status. Your current status is also graphically displayed in the TeamViewer tray icon</p> <p>You have the choice between</p> <ul style="list-style-type: none"> <li>– <i>Online</i> </li> <li>– <i>Busy</i> </li> <li>– <i>Away</i> </li> <li>– <i>Show as offline</i> </li> </ul> <div style="background-color: #f0f0f0; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> If you are inactive for more than five minutes, your availability status will automatically be set to <b>Away</b>.</p> </div> <p>In addition, you can call up the account management in TeamViewer via the <b>Edit profile...</b> menu item (<a href="#">see section 7.5, page 53</a>). Furthermore, you can expand or collapse all groups with the option <b>Expand groups</b> or <b>Collapse groups</b> as well as log off from your account with <b>Log off</b>.</p>

#### 4.2.1 Online status of computers/contacts

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

#### 4.2.2 Adding groups

To create a new group, follow these steps:

1. Click the button.
2. In the context menu, select the **Add new group** option.  
→ The **Add Group** dialog will open.



3. In the **Group name** text field, enter the name of the new group.
4. Click the **OK** button.
5. A new group is created and appears in Computers & Contacts.

**Note:** Computers and contacts that are not currently online are listed in a separate "Offline" group by default. To learn how to deactivate this option, see [section 7.5, page 53](#).

### 4.2.3 Share groups

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

You can find further information in the *TeamViewer 9 Manual – Remote Control*.

### 4.2.4 Adding computers/contacts

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

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


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

**TeamViewer IDs**, on the other hand, are associated with only one computer. You can connect with a computer, but you do not know who is operating it.

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

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

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

1. Select the group to which you wish to add a new computer/contact.
2. Click the  button.
3. In the context menu, select the **Add remote computer** or **Add contact** option.  
→ The **Add computer/contact** dialog box will open.
4. Configure the settings as desired.
5. Click the **OK** button.
6. A new computer/contact is created and appears in your list.



## The Add computer/contact dialog box

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

The following settings can be configured:

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

## Advanced Properties

In the **Add Group or Computer/Contact** dialog, you can use the advanced settings to define parameters for individual computers/contacts or entire groups. However, they only affect remote control sessions. For more information, please refer to the *TeamViewer 9 Manual – Remote Control*.

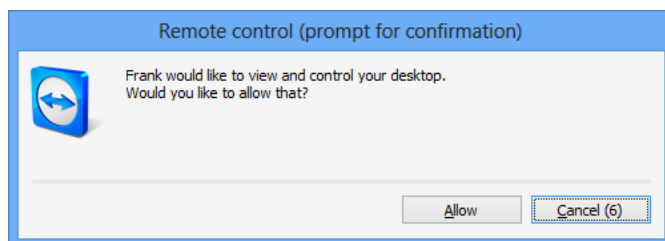
### 4.2.5 Creating a quick connection from Computers & Contacts – Prompt for confirmation

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

This works if you want to invite a computer/contact to a meeting as well as for remote control sessions.

**To establish a connection via confirmation, follow these steps:**

1. Select the contact in Computers & Contacts.
2. From the context menu (right-click), select **Remote control (prompt for confirmation)** or **Presentation (prompt for confirmation)**.  
→ A dialog box containing the request will pop up on your contact's computer. Your partner can confirm access by clicking on the **Allow** button.
3. The connection will be established.




Confirm the dialog to join the meeting.

**Note:** You can also use this connection type to establish a connection to computers. In this case this function does not have to be activated.

## 4.2.6 The computer or contact context menu

You reach the computer or contact context menu by right-clicking on a computer/contact.

Alternatively, click the  icon after moving your mouse over a computer or contact.

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


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

- **Send message:** Opens the Chat dialog box ([see section 4.2.7, page 39](#)).
- **Remote control (prompt for confirmation), Presentation (prompt for confirmation):** Starts a connection to your contact with no password prompt ([see section 4.2.5, page 38](#)).
- **Remote control (using password), File transfer, VPN:** Establishes the corresponding connection to the computer/contact.
- **Send file:** Opens a Windows dialog box so that you can send a file to the selected contact. For more information, please refer to the *TeamViewer 9 Manual – Remote Control*.
- **Wake up:** Wakes up the computer via Wake-on-LAN. This function is only available for offline computers and must be configured first in order for this function to work. For more information read the *TeamViewer Manual – Wake-on-LAN*.
- **Delete:** Permanently deletes the computer/contact.
- **Shares:** Opens the **Shares** dialog box ([see section 4.2.3, page 37](#)).
- **Properties:** Opens the **Properties** dialog box. This dialog box offers the same functions as the **Add computer/contact** dialog box ([see section 4.2.3, page 37](#)).
- **Alerts:** Alert messages for integrated system health checks (Read more on this in the *TeamViewer Manual – Management Console*).

## 4.2.7 Chatting via Computers & Contacts

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

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

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

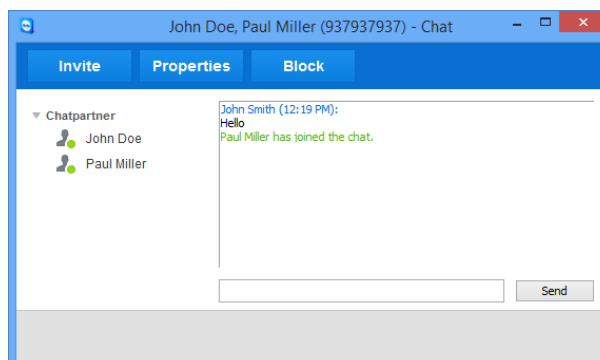


- The **Chat** dialog box will open.
3. Type your message in the **input field** at the bottom.
  4. Click the **Send** button or confirm by pressing the RETURN key on your keyboard.  
→ Your message appears in the top section and is sent to your computer/contact.
  5. If your computer/contact is online, he/she can respond to your message directly. You can also send additional messages.

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

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

1. Start a chat with a contact as described above.
2. In the Chat menu, click **Invite** (only available after a chat message has been sent).
3. Select the desired contact. You can also change the default invitation text.
4. Click the **OK** button to send the invitation.
5. Your contact has now been invited to the chat.  
→ The selected computer/contact receives the invitation. If the invitation is accepted, he/she will appear as a participant in the current chat dialog box and can join the conversation.



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

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

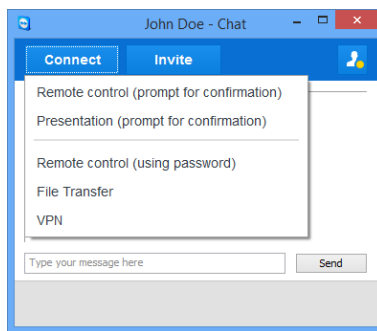
**Note:** You can only invite contacts to an existing chat with several participants who are currently online.

**Note:** A chat with multiple participants is only possible with contacts. You can only invite additional participants from within an existing chat with one of your contacts.







## Available chat window operations



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

Chat window from which TeamViewer connections can be started.

Menu	Description
	<p><b>Block/Unblock:</b> Click the option to block your partner. Click the option again to undo the blocking.</p> <p><b>Properties:</b> Click the option to open the partner properties.</p>
<b>Invite</b>	Click the option to invite additional contacts to the chat.
<b>Connecting</b>	<p>Click the option to execute the following functions:</p> <ul style="list-style-type: none"> <li>– Remote control (prompt for confirmation)</li> <li>– Presentation (prompt for confirmation)</li> <li>– Remote control (using password)</li> <li>– File Transfer</li> <li>– VPN</li> </ul>
	Click the button to send a file to your chat partner.
<b>Add computer or contact</b>	Click the button to add the initiating chat partner to your Computers & Contacts list (if it does not already exist).

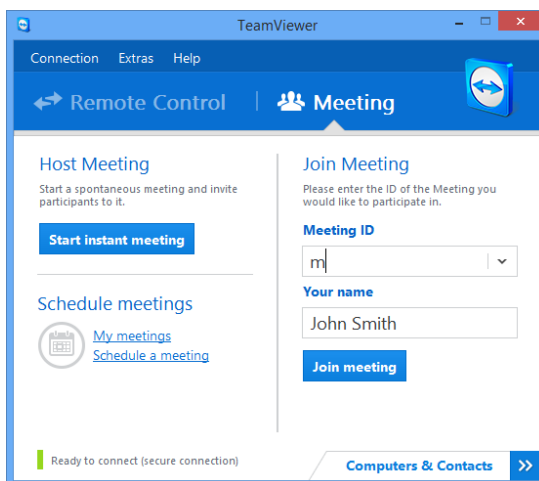


# 5 TeamViewer modules

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

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

## 5.1 The TeamViewer full version



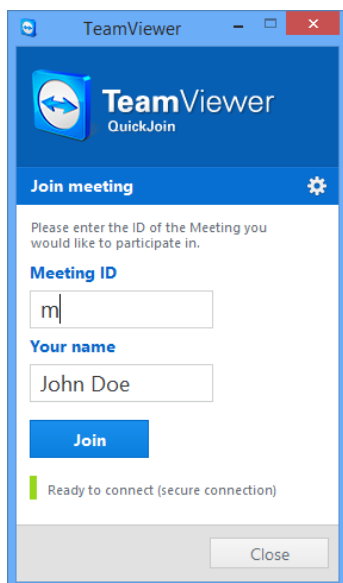
The main window of the TeamViewer full version.

You can use this module to start meetings, schedule meetings or join meetings.

This module is described in detail in [section 2.2, page 6](#).



## 5.2 The TeamViewer QuickJoin module



Participants connect to meetings via TeamViewer QuickJoin.

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

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

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

On our website, you can create your individual TeamViewer QuickJoin that can be designed with your welcome text and your logo as well as additional useful functions (*see section 5.5, page 44*).

## 5.3 TeamViewer Portable

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

## 5.4 TeamViewer on mobile devices (Android, iOS)

TeamViewer is also available for mobile devices.

With iOS or Android devices, you have the capability of joining meetings. In the process, you can view screen contents that are being presented. Additional features such as chat and for iOS also VoIP are available. However, you can only join meetings, not host a meeting.

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

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



## 5.5 Customizable modules

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

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

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



# 6 Installation & configuration

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

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

If you have decided on a different module as described in [section 5, page 42](#), you can skip this section.

## 6.1 Installing the TeamViewer full version

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

### Welcome to TeamViewer

1. Decide on an installation type.
  - In order to always manually start TeamViewer, if necessary, select the **Install** option button.
  - If you would like to install TeamViewer as a system service, select the **Install to control this computer later from remote** option button. If you select this option, instructions will help you with the setup of TeamViewer as a system service.
  - If you want to run TeamViewer only once, select the **Run only** option button.
2. Select a field of use.
  - If you would like to use TeamViewer commercially (e.g. support, presentations, home office, desktop sharing with colleagues, etc.) select the **In the company / commercially** option button.
  - If you do not want to use TeamViewer commercially (e.g. connections with friends, relatives or your own computer), select the **private / non-commercial** option button.
  - If both apply, select the **Both** option button.
3. If you want to make additional adjustments during the installation (see below), check the **Show advanced settings** check box. Otherwise, TeamViewer is automatically installed with the default settings.
4. Click the **Accept** button.
5. The installation of TeamViewer is complete.



### 6.1.1 Advanced settings

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

**To configure the Advanced settings, follow these steps:**

1. **Destination dir:** Select a desired folder where TeamViewer would be installed.
2. **Use TeamViewer Remote Print:** If you want to enable this option, if there are connections to this computer (on which TeamViewer is being installed), the Remote Print function can be used.
3. **Use TeamViewer VPN:** If you want to use TeamViewer VPN, check this check box.
4. **Use TeamViewer Meeting Add-In for Outlook:** If you enable this option, a TeamViewer Add-In is installed in Outlook. You can then schedule TeamViewer Meetings via Outlook. Further information about this is available in the *TeamViewer Manual - Meeting*.
5. Click the **Finish** button.
6. The installation of TeamViewer is complete.

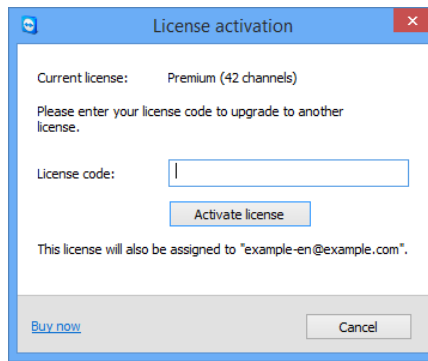
**Note:** Some options are only available with Windows administrative rights.

## 6.2 Activating the TeamViewer license

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

**To activate your TeamViewer License, follow these steps:**

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



The **License activation** dialog box.

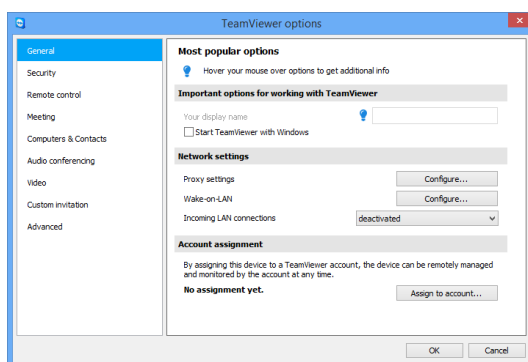
**Note:** If you have a TeamViewer Premium or Corporate license, you can link it to your TeamViewer account (*see section 7.9, page 58*).



# 7 Options

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

## 7.1 Category General



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

The **General** category offers basic options.

### Important options for working with TeamViewer

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

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

### Network settings

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





## Network settings

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**Wake-on-LAN** One click on the **Configure...** button opens the **Wake-on-LAN** dialog. Here you can configure the settings for TeamViewer Wake-on-LAN. By configuring these settings, you can remotely operate this computer even if it is switched off by waking it up before you establish a connection.

Detailed instructions for configuration of TeamViewer Wake-on-LAN are available in the *TeamViewer Manual - Wake-on-LAN*.

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**Incoming LAN connections** You can choose between the following options:

- **deactivated:** Allows no LAN connections.
- **accept:** Accepts incoming LAN connections via Port 5938.
- **accept exclusively:** No connection to TeamViewer servers will be established and TeamViewer is available only via the IP address or the corresponding computer name.  
If you chose this option, you can't host or join meetings.

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## Account assignment

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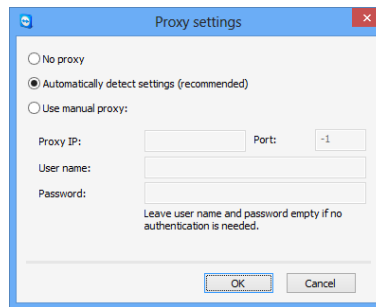
**Assign to account...** Click on the button to link the computer to a TeamViewer Account. The **Assign to account** dialog opens.

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

## Proxy Settings dialog box

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

- **No proxy:** Use this setting if you are directly connected to the internet.
- **Automatically detect settings (recommended):** Use this setting if TeamViewer should automatically search for and use an installed proxy.
- **Use manual proxy:** Use this setting to manually enter your proxy server information.



In the **Proxy settings** dialog box, you can configure access to the internet through a proxy server.

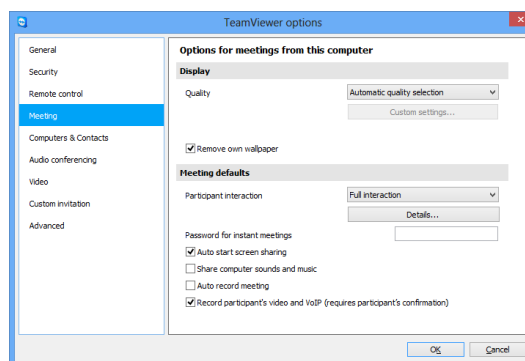
## 7.2 Category Security

In the **Security** category, you can configure all important security-related settings. The settings in this dialog have an impact on all future remote support sessions. Since this category is not relevant to meetings, it is explained only in the *TeamViewer 9 Manual – Remote Control*.

## 7.3 Category Remote Control

In the **Remote Control** category, you can preconfigure settings for remote control sessions. The settings in this dialog have an impact on all future remote support sessions. Since this category is not relevant to meetings, it is explained only in the *TeamViewer 9 Manual – Remote Control*.

## 7.4 Category Meeting



Meeting settings.

In the **Meeting** category, you can preconfigure settings for meetings. The settings in this dialog box will apply to all future meetings.



## Display

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<b>Quality</b>	<p>You can select from:</p> <ul style="list-style-type: none"> <li>– <b>Automatic quality selection:</b> Optimizes the display quality and transmission speed depending on the available bandwidth.</li> <li>– <b>Optimize quality:</b> Optimizes the display quality.</li> <li>– <b>Optimize speed:</b> Optimizes the connection speed by reducing the display quality.</li> <li>– <b>Custom settings:</b> If you select Custom settings, the <b>Custom settings...</b> button will be activated. Use this button to open the <b>Custom Settings</b> dialog box.</li> </ul>
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<b>Default monitor</b>	<p>From the drop-down list, select the monitor to be presented in a meeting if you are the presenter.</p> <p>You can select from:</p> <ul style="list-style-type: none"> <li>– <b>n:</b> A single connected monitor is displayed.</li> <li>– <b>All monitors:</b> All connected monitors are displayed simultaneously.</li> </ul>
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<b>Remove own wallpaper</b>	If activated, the wallpaper of your own computer is hidden during a meeting.
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## Meeting defaults

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<b>Participant interaction</b>	<p>You can select from:</p> <ul style="list-style-type: none"> <li>– <b>Full interaction:</b> All meeting participants can engage in the meeting and all the functions, such as VoIP, Chat or File box, are available.</li> <li>– <b>Minimal interaction (presentation mode):</b> Only you as the presenter can use the meeting functions. All other participants can only observe.</li> <li>– <b>Custom settings...</b> : Click the <b>Configure...</b> button to perform your own interaction settings. However the meeting functions can be enabled for all participants by demand.</li> </ul>
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<b>Password for instant Meeting</b>	In the text field, enter a password for the meetings you will start. If you want to allow others to join the meetings via Meeting ID only, you can leave this field empty.
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<b>Auto start screen sharing</b>	If activated, your screen is presented as soon as the first participant connects to your meeting.
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<b>Share computer sounds and music</b>	If activated, sound from the presenter's computer is transmitted to the participants ( <i>see section 3.9, page 29</i> ).
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<b>Auto record meeting</b>	If activated, all the meetings are recorded automatically ( <i>see section 3.8, page 28</i> ).
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## Meeting defaults

<b>Record participant's video and VoIP (requires participant's confirmation)</b>	<p>If activated, participants can decide whether they would like their webcam video and VoIP to be recorded or not.</p> <p>If deactivated, only the remote screen and your own webcam video and VoIP will be recorded.</p>
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## The Interaction defaults dialog

In this dialog, you can specify predefined rights for the participants in meetings that you started. The access rights for participants described under [section 3.5, page 19](#) are available to you.

Right	Description	Possible values
<b>Allow audio</b>	Allow participants to talk via Voice over IP.	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow manually</li> </ul>
<b>Allow video</b>	Allow participants to transfer video via their webcam.	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow manually</li> </ul>
<b>Allow chat</b>	Allow participants to send chat messages.	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow chat to all participants</li> <li>– Allow manually</li> </ul>
<b>Allow file transfer</b>	Allow participants to provide files via the file box.	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow file sharing to all participants</li> <li>– Allow manually</li> </ul>
<b>Allow pointing</b>	Allow participants to use the <b>Pointer</b> .	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow manually</li> </ul>
<b>Allow drawing</b>	Allow participants to draw on the screen using the whiteboard.	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow manually</li> </ul>
<b>See other participants</b>	Participants can see each other in the <b>Participants</b> widget.	<ul style="list-style-type: none"> <li>– Allow</li> <li>– Allow manually</li> </ul>

## The Custom Settings dialog box

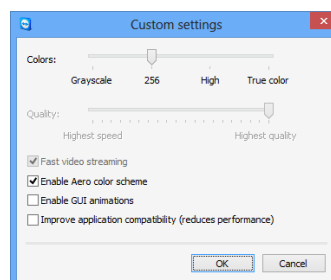
To open the **Custom settings** dialog box, select **Custom settings** from the **Quality** drop-down list and click the **Custom settings...** button.

You have the following options:

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

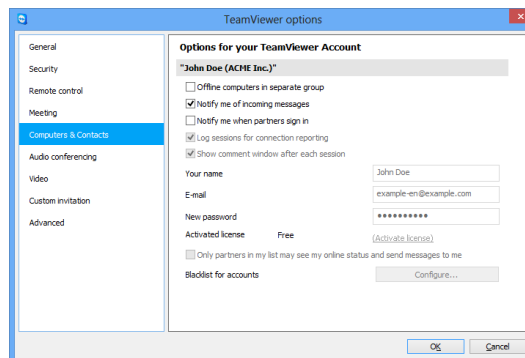


- **Quality:** Set the display quality. If you use the color modes **High** or **True color** and move the quality control slider to the left, **Highest speed** compression will be used to minimize the data volume.
- **Fast video streaming:** If activated, video transmission is optimized. Best possible transmission quality requires a local network or high bandwidth connection.
- **Enable Aero color scheme:** If activated, Aero Glass is enabled on remote Windows Vista / Windows 7 operating systems.
- **Enable GUI animations:** If activated, animations (e.g. when a window is closed) are displayed.
- **Improve application compatibility:** If activated, compatibility with older Windows applications will be increased at the expense of lower performance.



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

## 7.5 Category Computers & Contacts



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

The account management in TeamViewer provides additional options.

### Account settings (global settings)

**Offline computers in separate group** If activated, all offline partners are organized into a separate group.



## Account settings (global settings)

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**Notify me of incoming messages** If activated, you will receive a brief notification of an incoming chat message from a partner. The notification will be displayed in the lower right corner of the screen as a pop-up.

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**Notify me when partners sign in** If activated, you will receive a brief notification whenever one of your contacts logs into his/her TeamViewer account. The notification will be displayed in the lower right corner of the screen as a pop-up.

---

**Log sessions for connection reporting** If activated, all remote control sessions will be logged in the TeamViewer Management Console. More information can be found in the *TeamViewer 9 Manual – Management Console*.

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

---

**Show comment window after each session** If activated, you can add a comment to a remote control session after it has ended. The comment is then added to the corresponding session in the TeamViewer Management Console. More information can be found in the *TeamViewer 9 Manual – Management Console*.

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

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

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**Your name** Enter a name being used to identify you during a TeamViewer meeting. This name will appear whenever you are logged into your TeamViewer account. The name will be visible, e.g. in the chat or in the TeamViewer panel.

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**E-mail** To change your e-mail address, enter a new one. This is only necessary if you are no longer using the current e-mail address.

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**New password** To change the current password for your TeamViewer account, enter a new one.

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**Activated license** If you own a Premium or a Corporate license, you can link it to your TeamViewer account. To do so, click the **Activate license** link and enter your license key. Next, click **Activate License**. The license will be valid wherever you are logged into your account, even if you are at an unlicensed TeamViewer installation.

---

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

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**Configure blacklist for accounts** You can maintain a blacklist of other users' TeamViewer accounts here. If you add a username, you will no longer appear **online** to this user or receive chat messages from him/her.

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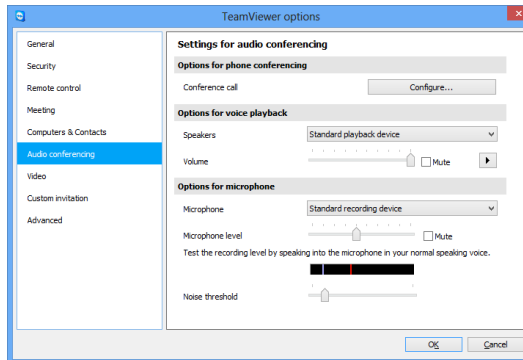
## Account settings (global settings)

**Delete account (available only in the web browser)** Click **Delete account** to permanently delete your TeamViewer account. You will be asked one more time if you would really like to delete your account.

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

**Note:** The blacklist in this category applies only to Computers & Contacts functions. This means that TeamViewer accounts on the blacklist cannot perform actions relating to you from the Computer & Contacts list but may still connect to you through other connection methods. If you would like to prevent connections to your computer from TeamViewer IDs or accounts, use the blacklist and whitelist function in the **Security** category ([see section 0, page 50](#)).

## 7.6 Category Audio conferencing



Audio conferencing settings.

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

### Options for phone conferencing

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

### Options for voice playback

**Speakers** From the drop-down list, select the device or speakers out of which you would like the sound for your VoIP connection to come.

**Volume** Lets you control the volume of your speakers. By clicking on the Play button, you will hear a sound that is used to check the volume setting.

**Mute (speakers)** Turns your speakers completely down.



### Options for microphone

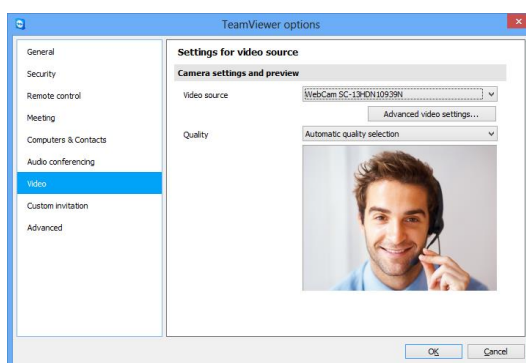
**Microphone** From the drop-down list, select the recording device or microphone that you would like to use for your VoIP connection.

**Microphone level** Lets you control the volume of your microphone.

**Mute (microphone)** Completely silences your microphone.

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

## 7.7 Category Video



Video settings.

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

### Camera settings and preview

**Video source** From the drop-down list, select the Video source you would like to use for transmission in a video conference. The camera must support a minimum resolution of 320x240 pixels and come with a DirectShow driver. To guarantee trouble-free functionality, we recommend using a webcam. Alternatively, you can select an image to display in video conferences in place of a video. To do so, from the drop-down list select the **Static image** option and click the **Select image...** button.

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





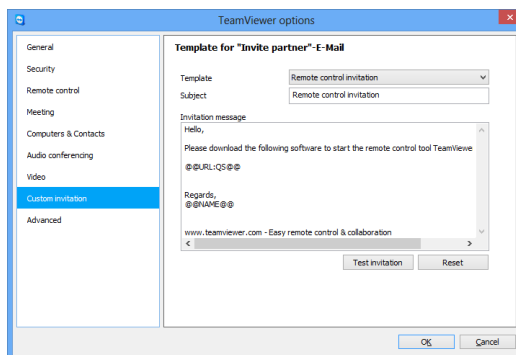
## Camera settings and preview

### Quality

Here you can choose between the following options:

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

## 7.8 Category Custom invitation



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

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

Options	Description
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<b>Template</b>	From the drop-down list, select a standard invitation message for a remote control session or meeting.
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<b>Subject</b>	Enter the subject line you wish to use for your invitation e-mail.
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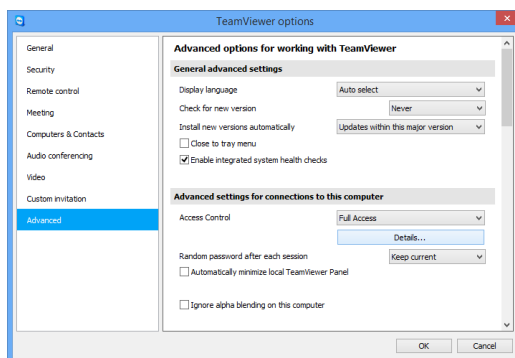
<b>Invitation message</b>	Customize the template text for your invitation e-mail. To review your invitation e-mail prior to sending, click the <b>Test invitation</b> button. The e-mail will open in your default e-mail program. You can then send the e-mail directly from this application. Click the <b>Reset</b> button to restore the default template text.
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**Note:** The template text contains placeholders. If necessary, you can always replace them with your own texts.

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



## 7.9 Category Advanced



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

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

### General advanced settings

**Display language** Select the displayed language of TeamViewer. You will then need to restart TeamViewer to apply the new language setting.

**Check for new version** From the drop-down list, select the interval at which you would like TeamViewer to automatically search for an update.

The following intervals are available:

- **Weekly**
- **Monthly**
- **Never**

**Install new versions automatically** In the drop-down list, select whether or not TeamViewer should automatically install new versions.

The following options are available:

- **All updates (includes new major versions):** Updates will always be installed, even updates to newer major versions.
- **Updates within this major version:** Only updates within the current installed major version will be installed.
- **Security updates within this major version:** Only updates within the current installed major version necessary to improve security will be installed.
- **No automatic updates:** Updates will never be installed automatically.

**Close to tray menu** If activated, TeamViewer will minimize to the tray menu after the program is closed (info area of the windows task bar). TeamViewer can subsequently be shut down with a right-click the icon in the system tray.

**Enable integrated system health checks** If enabled, the computer can be monitored and its assets traced via the integrated system health checks and ITbrain™.



### Advanced settings for connections to this computer

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<b>Access Control</b>	<p>Set what type of access your partner will have to your computer:</p> <ul style="list-style-type: none"> <li>– Full access</li> <li>– Confirm all</li> <li>– View and show</li> <li>– Custom Settings</li> <li>– Deny incoming remote control sessions</li> </ul> <p>For more information, please refer to the <i>TeamViewer 9 Manual – Remote Control</i>.</p>
<b>Random password after each session</b>	<p>From the drop-down list, select whether or when you would like TeamViewer to generate a new random password for incoming sessions.</p> <p>The following options are available:</p> <ul style="list-style-type: none"> <li>– <b>Keep current:</b> The new password will not be generated until TeamViewer is restarted.</li> <li>– <b>Generate new:</b> TeamViewer generates a new password after each completed session.</li> <li>– <b>Deactivate:</b> A random password is generated only once.</li> <li>– <b>Show confirmation:</b> TeamViewer asks you after each session whether you would like to generate a new password.</li> </ul>
<b>Automatically minimize local TeamViewer Panel</b>	<p>If activated, the local TeamViewer Panel (if not deeded) will automatically minimize to the screen edge after 10 seconds.</p>
<b>Full access control when a partner is connecting to the Windows logon screen</b>	<p>If activated, partners who connect to the Windows logon screen will automatically have full access to your computer.</p>

### Advanced settings for connections to other computers

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<b>Enable black screen if partner input is deactivated</b>	<p>If activated, the screen on the remote computer is automatically deactivated as soon as the partner's input gets deactivated.</p>
<b>Temporarily save connection passwords</b>	<p>If activated, passwords will be stored per default to allow immediate reconnection, until TeamViewer is shut down.</p>
<b>Ignore alpha blending on this computer</b>	<p>If activated, windows from the remote computer will not be transmitted half-transparent.</p>
<b>Clipboard synchronization</b>	<p>If activated, any text copied to the clipboard will be available to the partner.</p>



## Advanced settings for connections to other computers

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### Access controls

Set what type of access you'll be granted on your partner's computer:

- Full access
- Confirm all
- View and show
- Custom Settings
- Deny outgoing remote control sessions

For more information, please refer to the *TeamViewer 9 Manual – Remote Control*.

## Advanced Meeting settings

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**Access Control** Set which rights the meeting participants will receive by default:

- Full access
- View and show
- Custom Settings
- Deny meetings

## Advanced settings for Computers and Contacts

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**QuickConnect button** To open the **Configure QuickConnect** dialog box, click the **Configure...** button (this dialog box is described at the end of this section).

**Clear list of blocked accounts** You can unblock any TeamViewer accounts that you blocked during Chat here. To unblock all blocked accounts at once, click the **Clear...** button.

**Hide online status for this TeamViewer ID** If activated, your TeamViewer ID (computer) will not appear online on any Computers & Contacts list.

**Accept messages from trusted accounts** If activated, only chat messages from accounts that you have connected to before are accepted or shown.

**Disable remote drag & drop integration** If activated, the drag & drop functionality is completely deactivated. In this case, files can no longer be transferred via drag & drop.

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## Advanced network settings

**TeamViewer server** To open the **TeamViewer server** dialog box, click **Configure...** You can enter a permanent server in this dialog box.

**Caution:** Only enter a server here if asked to do so by TeamViewer Support.

**Install VPN driver** To install a VPN driver, click the **Install VPN** button. The VPN driver is needed in order to set up a TeamViewer VPN Connection. The same button can be used for uninstalling the VPN driver again.

**Install monitor driver** To install the TeamViewer monitor driver, click the **Install monitor driver** button. The monitor driver is recommended in order to guarantee a black screen if the option **Show black screen** is activated.

**Install print driver** To install the TeamViewer print driver, click the **Install...** button.

**Use UDP (recommended)** If activated, TeamViewer will attempt to set up a fast UDP connection.

## Log files

**Enable logging** If activated, TeamViewer writes all events and errors to a log file.

**Log outgoing connections** If activated, TeamViewer writes information regarding all outgoing connections to a log file. This option must be activated whenever you are using the TeamViewer Manager.

**Log incoming connections** If activated, TeamViewer writes information about all incoming connections to a log file.

## More

**Disable TeamViewer shutdown** If activated, TeamViewer cannot be shut down. This is useful, for example, if you as the administrator want to ensure constant availability of the computer.

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

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



## TeamViewer options

**Changes require administrative rights on this computer** If activated, TeamViewer options can only be changed by Windows user accounts with administrative rights.

**Session recording directory** If you have activated **Auto record** as described under [section 7.4, page 50](#), you can enter the directory where you wish to save the session recordings.

**Protect options with password** If you would like to protect your TeamViewer options with a password, enter a user-defined password in the input field. After that, it is only possible to change settings by entering the defined password.

**Export options to a \*.reg file** TeamViewer gives you the option of saving your settings in a registry file. This lets you transfer them easily to other TeamViewer installations. To export all your options as a \*.reg file, click the **Export...** button.

**Import options from a \*.reg file** To import your saved TeamViewer options, click the **Import...** button.

**Note:** Do not import the previously exported options by double-clicking on the \*.reg file. This can lead to errors on 64-bit systems.

**Export settings for TeamViewer Portable** To specify settings for the TeamViewer Portable, you can configure settings within an installed TeamViewer full version and export them for TeamViewer Portable. Click on the **Export...** button. Save the file as **tv.ini** to the TeamViewer Portable folder. Open the **TeamViewer.ini** from the Portable folder and make sure that **importsettings=1**. The options that were configured in the TeamViewer full version are applied to the TeamViewer Portable when the application is launched.

## The Meeting Access Control Details dialog

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

The following settings can be edited:

Setting	Description	Possible values
<b>Host meetings</b>	Lets you control, whether you may start a meeting.	– Allowed – Denied
<b>Join meetings</b>	Lets you control, whether you may join a meeting.	– Allowed – Denied



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

### The Configure QuickConnect dialog box

In this dialog box, you can configure various settings for the QuickConnect button. This button can be used to start meetings.

The following settings can be made:

Setting	Description
<b>Show QuickConnect button</b>	If activated, the QuickConnect button is displayed in all windows/applications.
<b>Add</b>	In the text field, enter the process name of an application and click the <b>Add</b> button to disable QuickConnect for this application.
<b>Remove</b>	Select an application from the list in which QuickConnect is already disabled and click the <b>Remove</b> button to re-enable QuickConnect for this application.
<b>Position</b>	Use the slide control to select the position of the QuickConnect button on the title bar of a window.