TeamViewer Manual

Meeting

Rev. 202012

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1 About TeamViewer

1.1 About the software

TeamViewer is an intuitive, fast and safe application for PC remote control and meetings. As an all-in-one solution, you can use TeamViewer for the following use cases:

- Show your desktop for meetings, presentations or teamwork.

- Use the TeamViewer meeting function, for example, for training courses.

- Use the meeting apps for Android and iOS to attend a meeting on the go.

- Offer your customers, colleagues and friends spontaneous support via remote control.

- Connect computers with different operating systems. TeamViewer runs on Windows, macOS, Linux or Google Chrome OS.

- Administrate Windows servers and workstations. You can run TeamViewer as a Windows system service. This means that your computer can already be reached before a user has logged on to Windows.

- Connect from Android, iOS, Windows 10 Mobile or BlackBerry mobile devices to Windows, Mac or Linux computers.

- Share your desktop for meetings, presentations, or teamwork.

- Connect to your home computer on the go and work on documents, check your e-mails, or copy and paste images from your home computer for further editing.

- Connect to your computer at work on the go (for example, when you are on a business trip and need important data).

- Connect to support mobile devices on Android and iOS devices.

- Monitor your systems with integrated system checks and remote management for remote monitoring and inventory.

TeamViewer works behind firewalls, NAT routers and proxy servers without configuration effort.

1.2 About the manual

This manual describes how to work with TeamViewer for meetings.

Unless otherwise specified, the described functionality always refers to the TeamViewer full version under Microsoft Windows.

The structure of the manual is designed such that the full version of TeamViewer is already installed on your computer. If you need help installing TeamViewer, please read the following first: *Section 4 "Installation & configuration", page 15*.

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

If you are looking for help with the TeamViewer meeting functions, please read the *TeamViewer Manual - Meeting separately available on our website*.

The macOS or Linux version largely corresponds to the Windows version, but some functions are not yet available. Please use our free trial versions to get an idea of the functionality and contact our support if you need further help.

macOS, iPhone and iPad are trademarks of Apple Inc. Linux® is a registered trademark of Linus Torvalds in the USA and other countries. Android is a trademark of Google Inc. Windows, Microsoft and Outlook are registered trademarks of Microsoft Corporation in the USA and other countries. In this manual, the operating systems Microsoft® Windows® 2000, Microsoft® Windows® XP, Microsoft® Windows® Vista, Microsoft® Windows® 7, Microsoft® Windows® 8, and Microsoft® Windows® 10 are referred to simplified as "Windows" in the following.

An overview of the supported operating systems can be found in our community at *https://-community.teamviewer.com/t5/Knowledge-Base/Which-operating-systems-are-supported/ta-p/24141* (in English language).

2 Basics

2.1 How TeamViewer works

With the help of TeamViewer you can easily and quickly start meetings or participate in them. With the help of a so-called meeting ID (which is automatically generated by TeamViewer and passed on by the initiator), participants can connect to a meeting. The minimum requirement is only TeamViewer or the corresponding module and this meeting ID.

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

2.2 Description of the TeamViewer main window

Select the following TeamViewer functions on the left side of the main window:

- TeamViewer Account: Sign in/off
- Remote Control
- Remote Management
- Meeting
- Computers & Contacts
- Chat
- Augmented Reality
- More Solutions
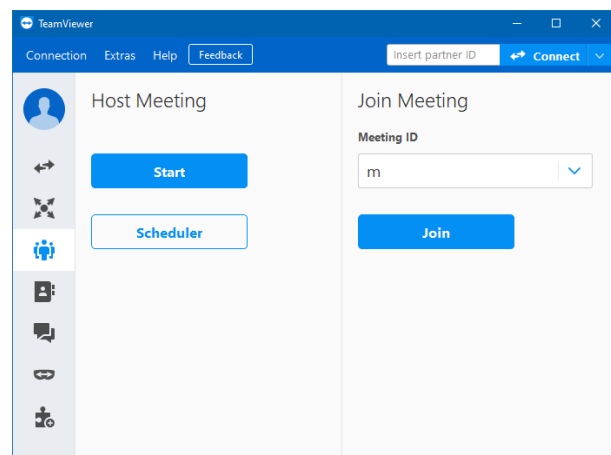
The TeamViewer main window.

2.2.1 TeamViewer Account: Sign in/off

Log in to your TeamViewer account to use advanced TeamViewer features.

2.2.2 Remote Control

Read more about using TeamViewer for Remote Control, Support or Home Office in the *TeamViewer manual - Remote Control*.

2.2.3 Remote Management

Sign in to your TeamViewer account to use Remote Management.

Note: Remote Management is not part of the Business, Premium or Corporate license and must be purchased separately. Detailed information can be found in the manual "TeamViewer Remote Management".

2.2.4 Meeting

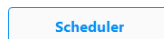The **Meeting** tab is divided into the following two sections:

Host Meeting

Choose between the following options to start an online meeting with TeamViewer.

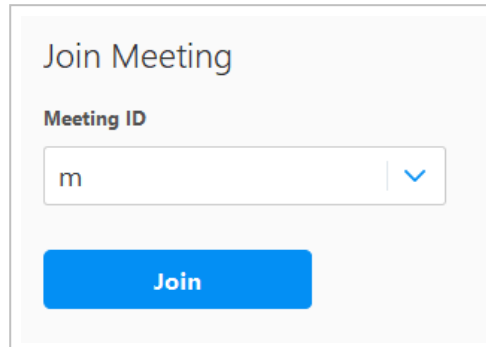|	Description
Start	**Start**: Click this button to start a spontaneous meeting (*see section 5.2.1 , page 21*).
Scheduler	**Scheduler**: Click this button to plan a meeting (*see section 5.4 , page 23*).
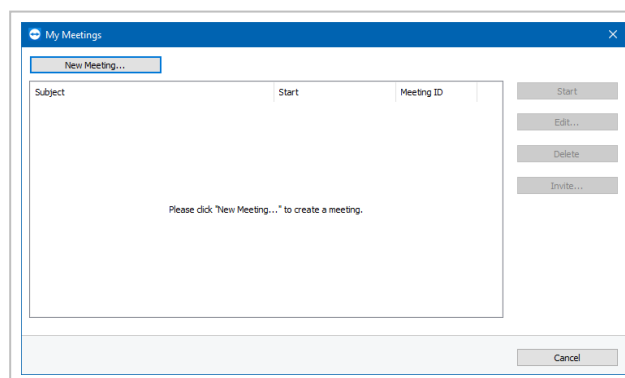
The **My Meetings** window.

Use the **Meeting Scheduler** to create meetings for later use (*see section 5.4 , page 23*) and to manage scheduled meetings.

Participate in a Meeting

Enter a meeting ID in the **Meeting ID** field. The meeting ID is a unique number that is created individually for each meeting and is used to participate in meetings. Your name is visible to all participants (_see section 5.3 , page 22_) during a meeting.

The **Join Meeting** area.

To participate in a meeting, enter the above information in the text boxes and click the **Join** button. If the meeting initiator has set a password, you must enter it in the following dialog. Otherwise, you will be connected directly to the meeting (_see section 5.3 , page 22_).

2.2.5   Computers & Contacts

Sign in to your TeamViewer account to use the functions of Computer & Contacts. Here you can centrally manage computer and contact data of connection partners with TeamViewer (_see section 6 , page 39_).

2.2.6   Chat

Sign in to your TeamViewer account to use the Chat features.

2.2.7   Augmented Reality

Enhance your remote support with augmented reality. _Learn more_
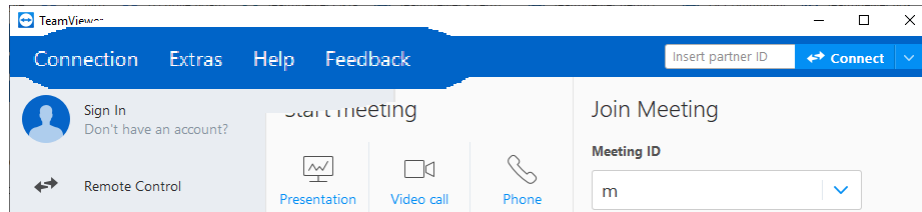
2.2.8   More Solutions

Try out other TeamViewer products and services.

2.2.9 The menu bar of the TeamViewer main window

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

The menu bar in the TeamViewer main window.

Connection

The **Connection** menu contains the options **Invite Partner**, **Open User Administration...** and **Open Customize & Roll Out...**, **Open Service Queue...** and **Exit TeamViewer**. These options are not relevant for the execution/participation of a meeting. For more information, refer to the *TeamViewer manual - Remote Control*.

To exit TeamViewer, click **Exit TeamViewer**.

Extras

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

- To access the settings (*see section 7 , page 64*) click **Options**.
- To play or convert videos of recorded TeamViewer sessions (*see section 5.8.1 , page 36*), click **Play or convert recorded session...**.
- To recommend TeamViewer to others, click **Tell-A-Friend**.
- To access the log files created by TeamViewer (especially if needed by the TeamViewer Support team for analysis purposes), click **Open log files...**.
- To activate your license key on this computer, click **Activate license** (*see section 4.3 , page 18*).
- To display available license updates, click **Check for license updates**.

2.2.10 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.
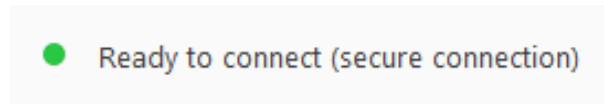
The status bar of the TeamViewer main window.

The status light has the following values:

- **Green**: Ready to connect. You can start a meeting or participate in 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.
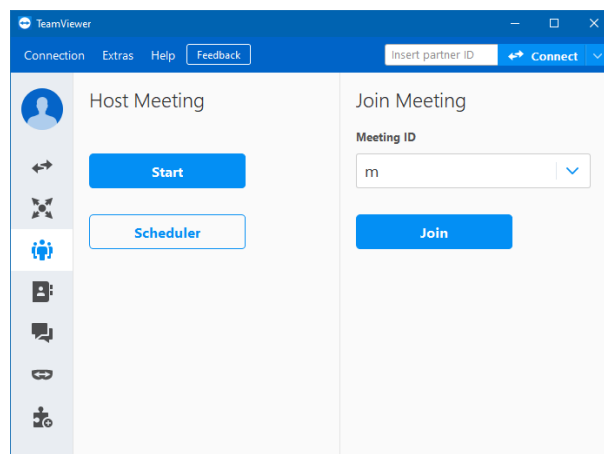
3 TeamViewer modules

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

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

3.1 The TeamViewer full version

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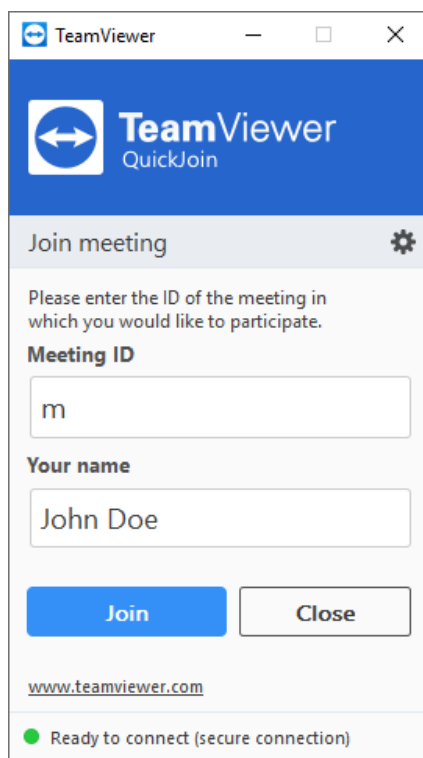

The main window of the TeamViewer full version.

This module is described under *section 5, page 20* in detail.

3.2 The TeamViewer QuickJoin module

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

Participants connect to meetings via TeamViewer QuickJoin.

The participants start TeamViewer QuickJoin and enter the connection data for the meeting (meeting ID and meeting password, if applicable) that they received from the initiator to connect to the initiator. Optionally, you can enter a display name in the **Your Name** text field that is visible to all participants during a meeting.

Note: For connections via TeamViewer QuickJoin, all meeting functions available in the full version of TeamViewer are available, such as VoIP, video transmission, and chat.

You can create a custom TeamViewer QuickJoin module with your own welcome text and logo as well as additional other functions on our website (*see section 3.6 , page 14*).

3.3   TeamViewer Portable

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

Note: Comply with the information on the **Export settings for TeamViewer Portable** in the TeamViewer settings (*see section 7.9 , page 77*).

3.4 The TeamViewer MSI Package

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

To download the MSI package, follow these steps:

1. Open the *Management Console*.

2. In the left navigation pane, click **Customize & Roll out**.

3. In the **Personalized Modules** tab, select the desired module and click **Edit** on the right.

   ➡ The **My Host** window opens.
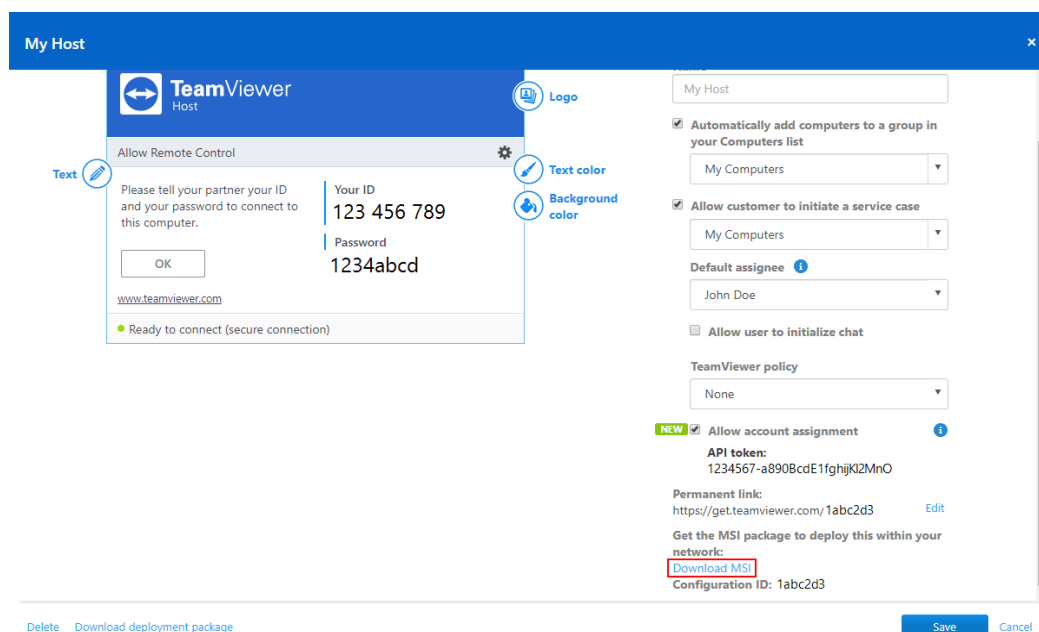
4. Use the scroll bar to scroll down.

5. Click **Download MSI**.

   ➡ The Windows **Save As** dialog box will open.

6. Save the .zip file to the desired location.

3.5 TeamViewer on mobile devices

TeamViewer is also available for mobile devices.

 You can host and join meetings with the TeamViewer Meeting app.

It is available in Google Play for Android and in the Apple App Store for iOS.

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

3.6 Customizable modules

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

It is possible to create one or more personalized QuickJoin modules as well as using the standard QuickJoin module. 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.

4   Installation & configuration

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

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

If you have decided on a different module as described in *section 3, page 11*, you can skip this section.

4.1   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
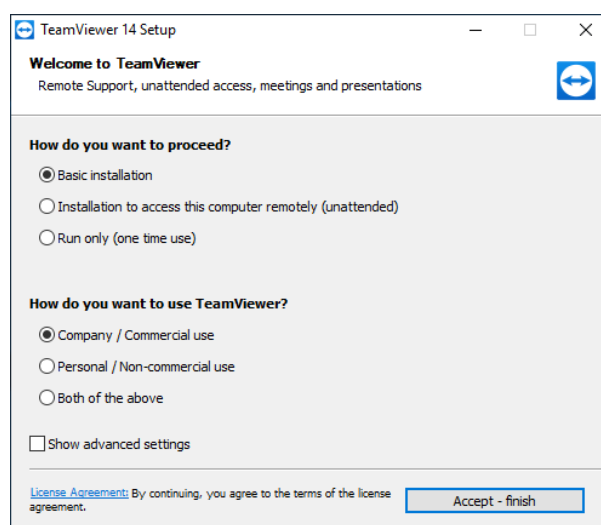
The installation wizard for the TeamViewer full version.

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, a wizard will help you

with the setup of TeamViewer as a system service.

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

2. Select a field of use.

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

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

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

3. If you want to make additional adjustments during the installation (*see section 4.1.1 , page 16*), check the **Show advanced settings** check box. Otherwise, TeamViewer is automatically installed with the default settings.

4. Click the **Accept** button.

➡ You have successfully installed TeamViewer.

4.1.1 Advanced settings
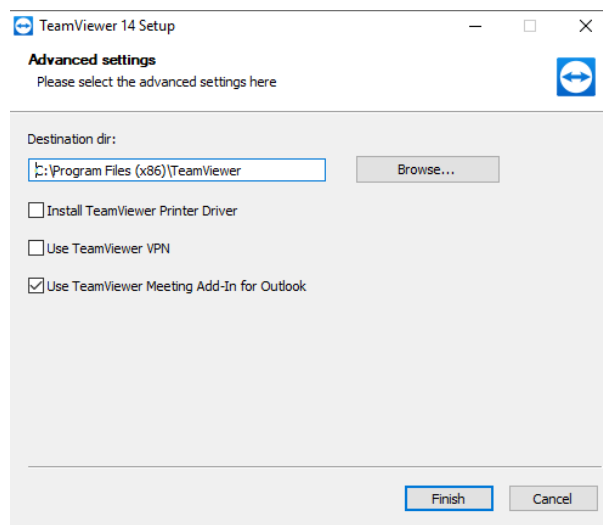
Advanced settings in the installation wizard.

To configure the Advanced settings, follow these steps:

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

2. **Use TeamViewer Remote Print**: If you enable this option, the Remote Printing function can be used during connections to this computer (on which TeamViewer is being installed) .More information on this can be found in the *TeamViewer Manual - Remote Control*.

3. **Use TeamViewer VPN**: If you want to use TeamViewer VPN, select the check box . This option is not required for meetings.

4. **Use TeamViewer Meeting Add-In for Outlook**: If you enable this option, the TeamViewer Add-In will be installed in Outlook which enables you to schedule TeamViewer meetings (*see section 5 , page 20*).

5. Click the **Finish** button.

➡ The installation of TeamViewer is completed.

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

4.2 Using TeamViewer on a terminal server

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

TeamViewer can be made equally accessible to all users when it is running on a terminal server. By assigning a separate TeamViewer ID to each user, the server itself as well as each individual user can work independently with TeamViewer.

On terminal servers or Windows server operating systems, extended multi-user support (found under **Extras | Options | Advanced | Show advanced options |**) is automatically activated.

Each user gets his own TeamViewer ID when starting TeamViewer. This ID is displayed in the TeamViewer main window, no matter where you logged in. In addition to the User ID, the Server ID is also displayed in the main window under **Help | About TeamViewer**. The Server ID of the console can be accessed at any time and corresponds to the user who is physically logged onto this server.
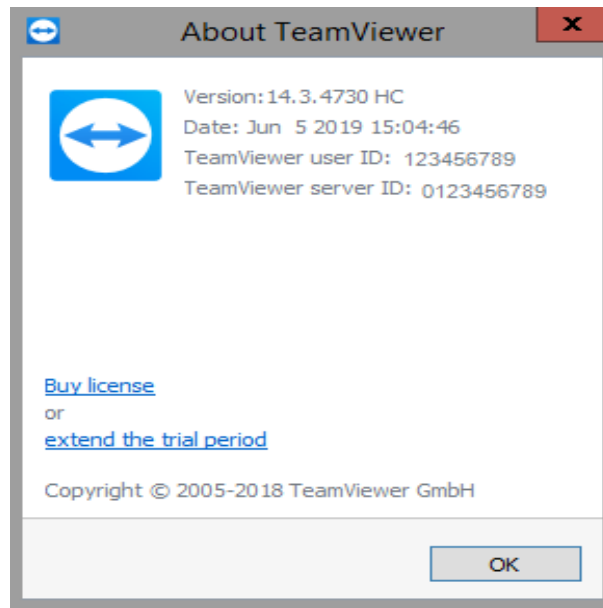
User ID and Server ID in the About dialog box.

Note: Please note that TeamViewer handles every terminal server user account as a separate work-station. This affects licensing, among other factors (*see section 4.3 , page 18*).

4.2.1   Special TeamViewer licensing terms for terminal server use

Since TeamViewer manages each terminal server user account as a separate workstation, every user must be licensed accordingly.

A multi-user license (Premium license or higher) is recommended for such cases. Since the licensing is per account, only the installation of TeamViewer on the Terminal Server/Windows Server is required.

Please note that the license will thereafter automatically be activated for all user accounts as well as the terminal server (console). It only needs to be activated once. If required, individual users can also be licensed separately by activating single user licenses in user sessions.

4.3   Activating the TeamViewer license

Personal users can use the free version of TeamViewer.

For commercial use, you must purchase a license via our online shop under *https://www.team-viewer.com/en/buy-now/* and activate the license for your TeamViewer account by following the link in the order confirmation email.

To activate your TeamViewer license, follow these steps:

1. Click the link in the order confirmation email.
    ➡   You will be redirected to the TeamViewer Management Console.

2. Activate the license for your TeamViewer account by following the instructions in the
   TeamViewer Management Console.

   ➡ Your TeamViewer license is now activated. As soon as you log in to TeamViewer with your
   account, you will be able to use the commercial features of TeamViewer.

Note: The license is not activated on the specific device and rather linked to your TeamViewer account. Make sure you are logged in to your account to make use of your license.

5 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 or the TeamViewer Meeting app for Android and iOS. To join meetings, you can use the TeamViewer full version, the QuickJoin module, or the TeamViewer Meeting app. For more information, see *section 3, page 11*.

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 5.3, page 22*.

5.1 Meeting functions - overview

The Meeting function provides the following options:

- Start instant meetings with up to 10 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 while you are on the road using the Android and iOS app TeamViewer for meetings.
- Start a video conference or conference call with contacts without prior connection set-up.

Examples

- Use the Meeting function for training sessions.
- Present individual applications to demonstrate their handling to participants.
- Give your PowerPoint presentation via the Internet for 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 license overview can be found on our website under https://www.teamviewer.com/pricing/.

5.2 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. You can also schedule meetings to start them at a later point in time.

5.2.1 Hosting an instant meeting

This section describes how to start an instant meeting and how to invite participants to it.
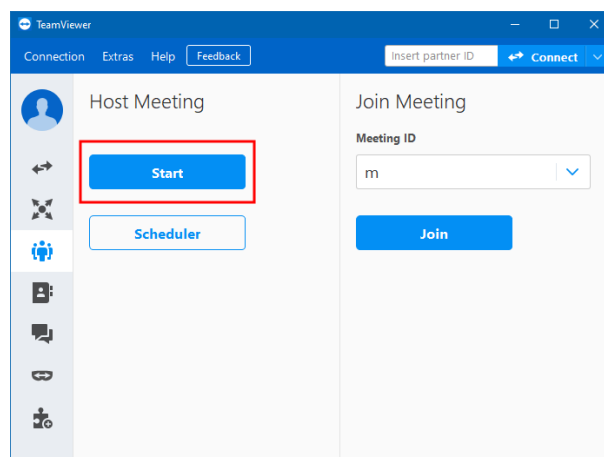
Start a meeting with a single click.

Host an instant meeting:

1. Start TeamViewer.

2. Click the **Meeting tab.**

3. In the Host meeting area click the **Start** button.

4. You just started a meeting.

   ➡ The TeamViewer New Meeting panel opens (*see section 5.7 , page 32*).

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 New Meeting panel (*see section 5.7 , page 32*), click the icon.
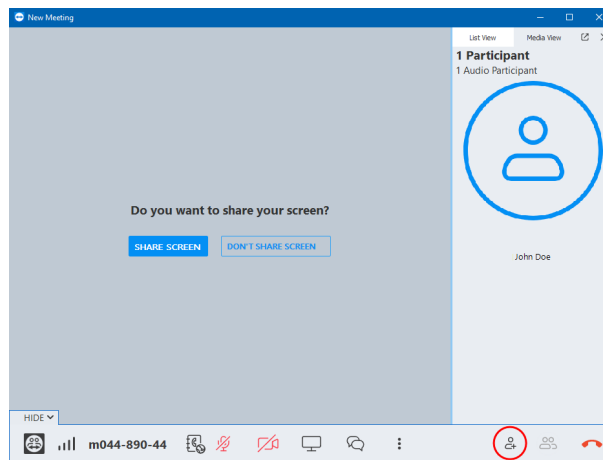
2. If you're logged into your TeamViewer account, continue with step 3, if not, continue with *step 3.1*.

3. Invite participants to the meeting.

   - Select the contact you wish to invite from the list.

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

   - Click INVITE BY EMAIL... .

     ➡ The standard email program will open with pre-filled meeting information.

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

     - Send the message.

5.3 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,

   - or the TeamViewer full version.

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.

5.3.1 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 under way, 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.

5.3.2   Joining a meeting with the full version of TeamViewer

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

**Join a meeting with the full version of TeamViewer:**

1. Start TeamViewer.

2. Click on the **Meeting tab.**

3. In the **Join Meeting area, enter the Meeting ID in the Meeting ID 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 under way, the session window opens.

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

5.4   Schedule meetings

Note: To use this function, you will need a TeamViewer account (*see section 6.1 , page 40*).

TeamViewer provides the option of scheduling meetings in advance. These meetings are stored in your TeamViewer account so that 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.
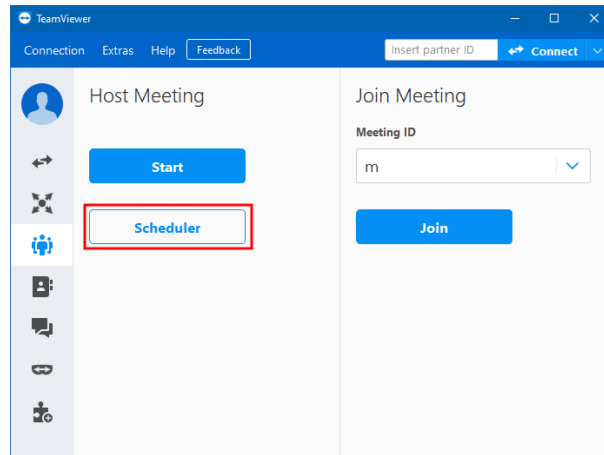

Scheduling a meeting made easy.

5.4.1   Schedule meetings in Microsoft Outlook

You have the option of planning meetings directly in Microsoft Outlook. During the TeamViewer installation process, 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.
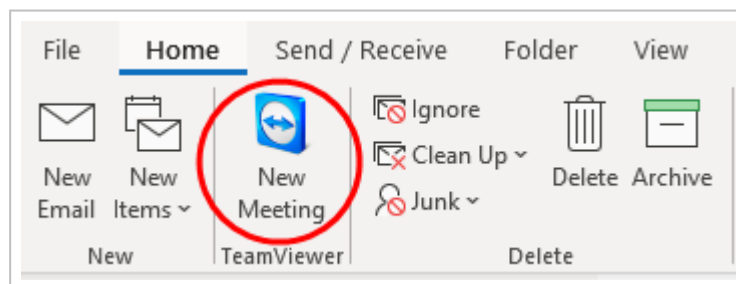
The TeamViewer Meeting Add-In for Microsoft Outlook.

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 yet logged into your TeamViewer account, a dialog box will open where you must log in (*see section 1.1.3 , page 1*).

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 , page 27*) and can be called up or managed in any TeamViewer full version.

> **Note**: The Meeting Add-In can be deactivated or removed within the Outlook and TeamViewer options.

5.4.2   Schedule meetings in TeamViewer

Schedule a new meeting:

1. Start TeamViewer.

2. Click the **Meeting tab.**

3. In the Host Meeting area, click the [Scheduler] button. (If you are already logged in to TeamViewer with your TeamViewer account, proceed with step 6.)

   ➡ The TeamViewer - Sign In dialog will open.

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

> **Note**: If you have never used your TeamViewer account on a device, with an app, or within a browser, you have to authorize the account usage at the first login. For more information, refer to *TeamViewer Manual - Remote Control*.

   ➡ The Schedule a Meeting dialog will open.

5. Enter the desired data.

6. Click **Save.**

   ➡ The My Meetings dialog (*see section 5.4.3 , page 26*) opens.

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

8. You can now invite participants and use further 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 5.2.1, page 21*.

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

The "Schedule a Meeting" dialog

This dialog provides the options described below.

Options	Description
Subject	Enter a title for your meeting in the text field.
Start	Set a date and time as well as the time zone for the start of your meeting.
End	Set date and time for the end of your meeting.
Password (optional)	If you want to assign a password for the meeting, enter it in the text field.
Save meeting for later reuse	If activated, the meeting is retained in My Meetings after its start. You do not have to reinvite participants and can start the meeting directly (*see section 5.4.4 , page 28*). Otherwise, you cannot use the meeting again.
Configure Conference Call	To define conference call data for the meeting, click the link. You can select from: • Do not use any conference call data. • Use TeamViewer conference data for audio. • Use custom conference data for audio.

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

5.4.3   Managing scheduled meetings

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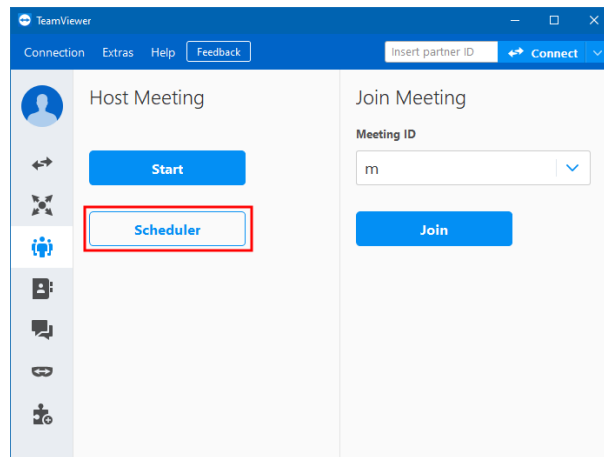
Centrally managing all scheduled meetings.

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

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

To manage your scheduled meetings, follow these steps:

1. Start TeamViewer.

2. Click the **Meeting tab.**

3. In the Host Meeting area, click the **Scheduler** button.

   ➡ The TeamViewer - Sign In dialog opens.

4. Log in to your TeamViewer account (*see section 6.1.3 , page 42*).

> **Note**: If you have never used your TeamViewer account on a device, with an app, or within a browser, you have to authorize the account usage at the first login. For more information, refer to *TeamViewer Manual - Remote Control*.
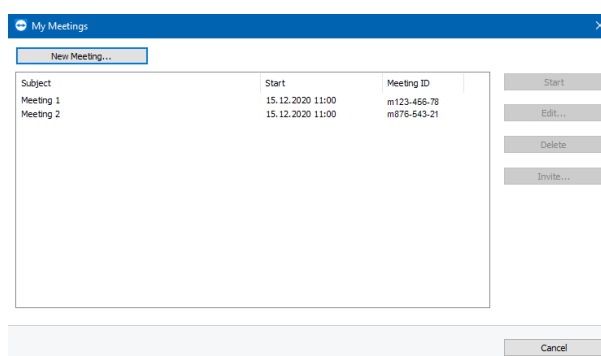
   ➡ The **My Meetings dialog opens.**

The My Meetings dialog

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

Button	Description
New Meeting	To schedule a new meeting, click **New Meeting…**. The "Schedule a Meeting" dialog opens (_see section 5.4.1 , page 24_).
Start	To start a scheduled meeting, select it and click **Start.** The Meeting window opens. **Hint**: A meeting can also be started by double-clicking it.
Edit...	To edit a scheduled meeting, select it and click Edit… .
Delete	To delete a scheduled meeting, select it and click **Delete.**
Invite...	To invite participants to the selected meeting, click the Invite… button. The Invite Participants dialog opens.
Close	To close the My Meetings dialog, click the Close button.

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

5.4.4 Recurring meetings

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

Scheduling recurring meetings.

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

This offers the following advantages:

- Participants have to be invited only once.

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

- Regular meetings can be started faster.

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

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

5.5 The role distribution in a meeting

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

5.5.1 The organizers

The organizer takes over the control in a meeting. At the beginning of a meeting, it is always the initiator. The organizer can assign most of the rights which 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.

5.5.2 The presenter

The presenter transfers his/her screen in a meeting. At the beginning of a meeting, this 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.

5.5.3 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.

5.5.4 The rights of meeting participants

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

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

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

	Description	Organizer	Presenter	Participant
Allow chat	Allow/deny participants to send chat messages.	✓		
Send chat message...	Send chat messages to participants.	✓	✓	✓
Lock this meeting	Lock participation in meetings.	✓		
Invite...	Invite participants to the meeting	✓		
End meeting	End the ongoing meeting.	✓		
Leave meeting	Leave the ongoing meeting (the meeting does not end).	✓	✓	✓
Mute/unmute	Allow/deny participants to talk via Voice over IP.	✓		

	Description	Organizer	Presenter	Participant
Edit name...	Change the display name of individual participants.	✓		
Remove participant	Removes the participant from the meeting	✓		
Allow audio	Allow participants to use the audio functions (VoIP, Conference Call)	✓	✓	
Allow video	Allow/deny participants to transfer their video via webcam.	✓		
Assign as organizer	Pass on the organizer role to another participant.	✓		
Assign as presenter	Pass on the presenter role to another participant.	✓	✓	

5.6   Meeting Room

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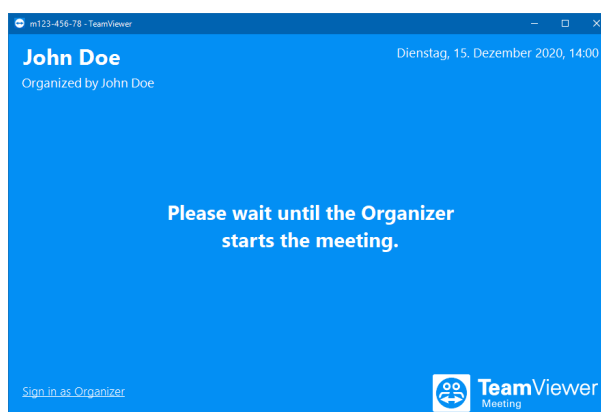
If no screen contents are transferred, theMeeting Room is shown.

As a participant, you also see the waiting room if the presenter stopped the transmission of his or her screen (*see section 5.7.2 , page 33*).

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

Hint: If the participants use your personalized QuickJoin module with custom design, the meeting room is adapted to the look & feel of the module (*see section , page 1*).

5.7 Overview of the TeamViewer Meeting panel

The TeamViewer Meeting panel provides different functions during a meeting.

After the start of a meeting, it is opened on the side of the initiator as well as on the side of the participants.
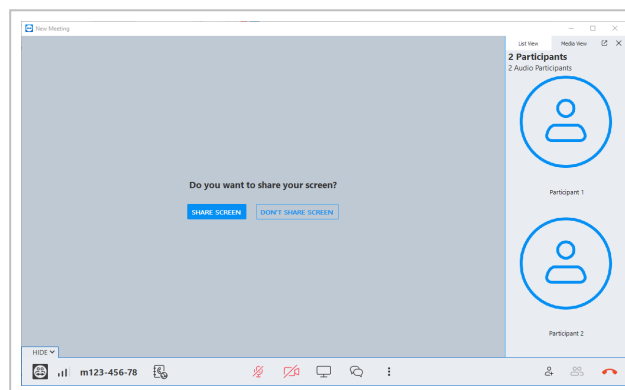
The TeamViewer panel.

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

The TeamViewer panel itself has the following properties:

- It can be placed anywhere on the screen. As a result, important parts of the screen are not being hidden.

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

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

- With the ⤢ icon, you can display the meeting window in full-screen mode.

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

5.7.1 Menu bar options

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

Icon/function	Description
ılıl	Indicates the quality of your internet connection.
m123-456-78	Your meeting ID is displayed here. Click to copy the meeting ID to the clipboard.
	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. Click this icon to see the available phone numbers.
	Your microphone (muted). Click to unmute/mute it.
	Your video camera (deactivated). Click to activate/deactivate.
	Opens the screen sharing dialog.
	Use this icon to open the chat pop-up window.
	Opens the options dialog for setting speaker volume, video, and audio options. You will als o find links for feedback and support.
	Opens the **Invite participants** dialog.
	Click to end the meeting.

5.7.2   Sharing Your Screen

This feature is available only to the presenter.
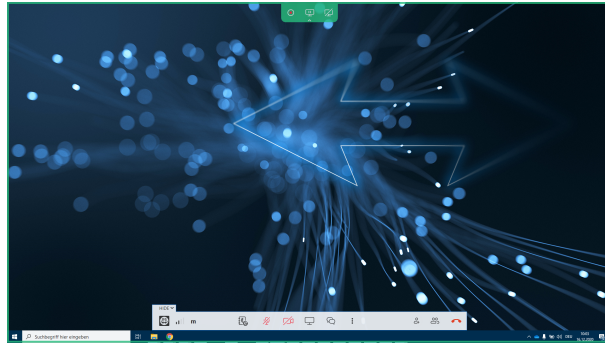
As the presenter, this feature allows you to share your desktop with the meeting participants.

You have the following options:

Icon	Description
SHARE MY SCREEN	Click this button to activate the screen sharing mode. Use the [icon] icon to select the monitor (if several monitors are connected) or the applications to be transferred.
[pause icon]	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] icon. This allows you to perform changes or edit sensitive data without the participants seeing them (e.g. entry of a password).
[stop icon]	Click the icon to stop presenting your screen.
[continue icon]	Click the icon to continue the presentation of your screen.
[arrow icon]	Hides/Unhides the presenter's top bar during a presentation.

As the organizer, you can add your own information about the conference call. Enter the desired information in the input field in the "Configure conference call" dialog box.

5.7.3 The Chat feature – Transmitting text messages

The Chat feature allows all participants to send out messages to the meeting participants.

Enter and send a chat message:

1. Click the Chat icon [icon].

2. In the chat window, enter your message.
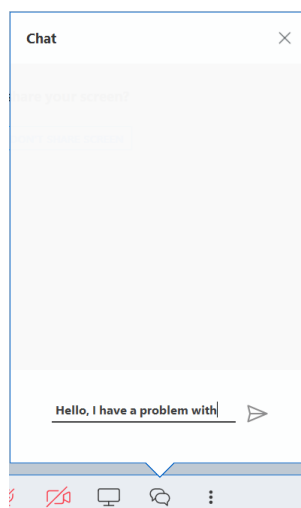
3. Click the send icon to send your chat message to the meeting audience ▷ .

4. The meeting participants will see a notification for an incoming message in their chat icon: 🗨.

5. Click the chat icon to read the chat message in a pop-up window.

As the organizer, you can configure the chat permissions for participants:

1. In the TeamViewer main window, click **Extras | Options**.

2. Select the options for **Meeting**.

3. In the section **Meeting defaults**, click the drop-down menu next to **Participant interaction**.

4. Select **Custom settings...**.

5. Click the **Configure...** button.

6. In the **Allow chat** drop-down menu, select the desired option.
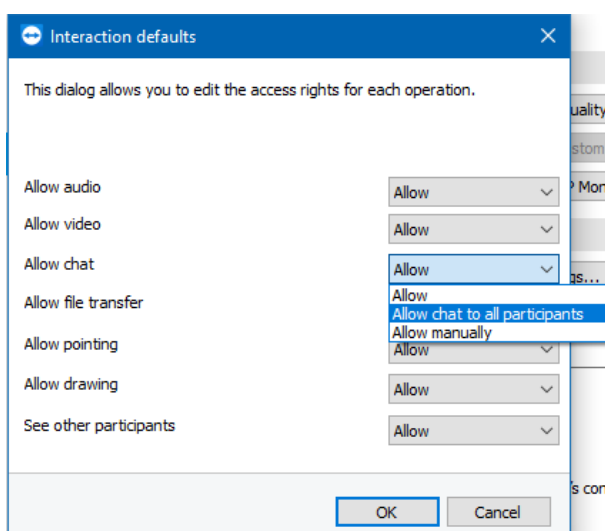
5.8 Record meeting

This function is only available to the presenter.

5.8.1 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. Select the location where you would like to save your recordings in the Advanced Options under *section 7.9, page 77*.

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 audio will be recorded.

To record a meeting, follow these steps:

1. During a meeting, start sharing your screen by clicking either the 🖥 icon in the bottom bar or the SHARE SCREEN button of the New Meeting panel .

2. In the upper bar of the screen sharing frame, click the "record meeting" icon ⏺ .

   ➡ Your meeting is being recorded.

3. To end the recording, click the "end recording" icon ⏹ . Alternatively, you can also end the meeting.

4. The meeting recording is stopped.

   ➡ A dialog for saving the file opens.

Note: Select the location where you would like to save your recordings in the Advanced Options under *section 7.9, page 77*.

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

5.8.2 Playing a recorded meeting

To play a recorded meeting, follow these steps:

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

2. Select the desired file.

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

3. Click the **Open button.**

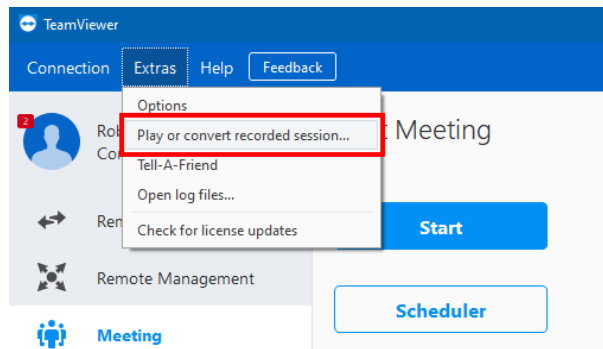   ➡ The video clip will be played back in TeamViewer. You will have the usual options for playing a video file.

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

Convert a recorded meeting to AVI

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

To convert a recorded session, follow these steps:

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

2. In the Recorded session window, click the ⬇ icon.

   ➡ The **Open dialog box opens.**

3. Configure the settings as desired. To do so, use the drop-down lists and the **Configure... or Browse... buttons.**

4. Click the **Start Conversion button.**

5. The selected video is converted.

5.9   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 disable computer sound transmission in the TeamViewer Meeting options:

1. In the TeamViewer main window, click **Extras | Options**.

2. Select the options for **Meeting**.

3. Deactivate the check box **Share computer sounds and music option**.
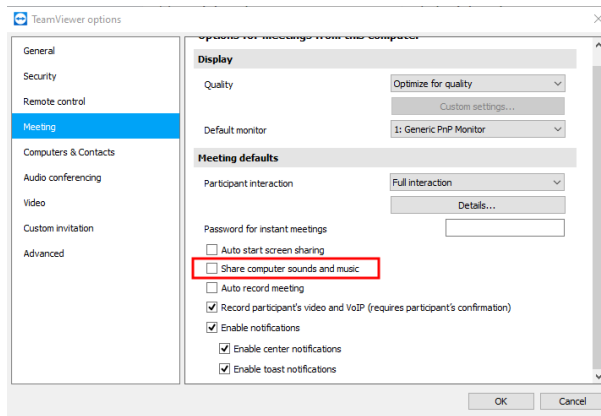
Note: Best possible transmission quality requires a local network or high bandwidth connection.

5.10   Lock a meeting

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

This has the following effects on participation in a meeting:

- Participants can only join the meeting if an organizer permits them to join.

- Participants who are removed from a blocked meeting, cannot again participate in the meeting.

Lock/Unlock a meeting:

1. Host a spontaneous meeting.

2. Open the Participant widget in the meeting panel.

3. Click the 🔒 LOCK MEETING button in the List View.

   ➡ Participants can only join a meeting after confirmation.

4. The meeting is locked. To unlock the meeting, click the 🔓 UNLOCK MEETING button.

6 Computers & Contacts – Managing Contacts

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

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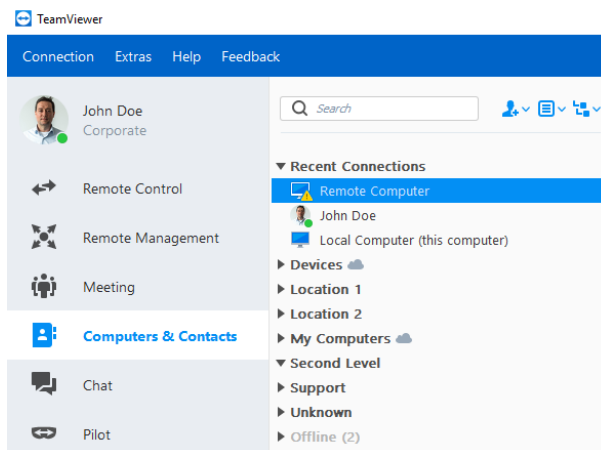
In Computers & Contacts, you can see at a glance which computers and contacts are online.

Some functions of the Computer & Contacts list are not described in detail in this manual, as they are of particular interest for remote support with TeamViewer. These features include internal system checks, service requests and notifications. Detailed information can be found in the *TeamViewer Manual - Remote Control*.

Computers & Contacts offers the following advantages:

- See your computers and contacts online.
- Quickly set up a connection without the need to enter connection information.
- Access and manage your computers and contacts from anywhere in the world.

- Send messages to your contacts using the Group Chat, Offline Messages or blacklist contacts for chat.

- Manage computers and contacts in groups and add your own notes to them.

- Predefine connection settings for individual computers, contacts and groups.

- Set your own availability status.

- Direct start of a meeting with individual computers or contacts.

- Allows scheduling of meetings.

- Video calls with up to 10 persons.

- Personal and professional presentation with profile pictures.

Note: Computers & Contacts is a component of the TeamViewer account. To be able to use it, you have to register once for a TeamViewer account (*see section 6.1.1 , page 41*).

6.1   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

- Schedule and manage Meetings

- Web Login

Hint: Using your TeamViewer account, you are also able the access other TeamViewer products like **TeamViewer IoT** (*https://www.teamviewer.com/iot/*) or **TeamViewer Pilot** ().

6.1.1   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 **Name**, **Username** or **E-mail** and **Password**.

4. If you want to subscribe to our newsletter, activate the **Subscribe to our free newsletter** check box.

5. Click the **Next** button.

    ➡ You will receive an e-mail with a validation link at the address provided.

6. In **Create TeamViewer account - Step 2 of 2**, you will be able to set up permanent access to this computer. To do so, enter any **Computer name** (for identification) and **Password** (random password you can use for connections to this computer).

7. If you want to configure TeamViewer on this computer as a system service, activate the **I want to control this computer from remote** check box.

8. Click the **Next** button.

9. Click the **Finish** button.

10. To finish creating your TeamViewer account, click the **validation link** in the e-mail you received.

    ➡ You have now successfully set up your TeamViewer account.

If you want to make any changes later on, such as to your email address or password, use the Account Management options. There you can also link your Premium or Corporate License to your account.
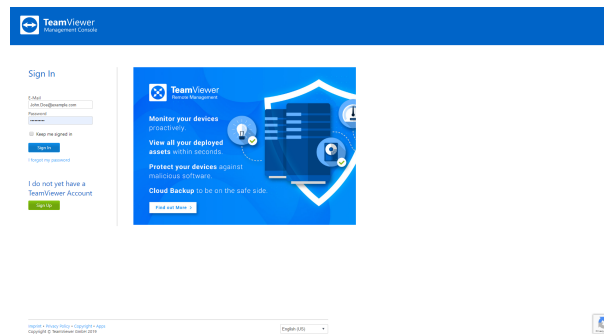
Creating a TeamViewer account via the website.

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

6.1.2   Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in TeamViewer options (*see section 7.5 , page 72*).

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

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

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

3. Click the **Log On** button.

    ➡ The user interface of the TeamViewer Management Console and Computers & Contacts will load.

> **Note**: If you have never used your TeamViewer account on a device, with an app, or within a browser, you have to authorize the account usage at the first login. For more information, refer to *TeamViewer Manual - Remote Control*.

5. Click the **Edit profile** link in the upper right-hand corner.

    ➡ A window containing your account settings will open.

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

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

With your TeamViewer account, you can log into any Computers & Contacts list on any TeamViewer full version. This provides you with the TeamViewer functions that are required for a TeamViewer account.

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

1. In the TeamViewer main window, click **Computers & Contacts** on the status bar.

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

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

3. Click the **Log On** button.

> **Note**: If you have never used your TeamViewer account on a device, with an app, or within a browser, you have to authorize the account usage at the first login. For more information, refer to *TeamViewer Manual - Remote Control*.

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

You can log in to your account from any TeamViewer.

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

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

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

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

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

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

2. Click the ⚙ button at the top right.

3. Select the **Sign Out** option.

➡️ You are signed out of your TeamViewer account.

6.2 Computers & Contacts options

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

Action	Description
👤⌄	Open up the following options via the icon's context menu: • Add remote computers to the Computers & Contacts list (*see section 6.2.6 , page 52*) • Add contacts to the Computers & Contacts list (*see section 6.2.6 , page 52*) • Add new groups (*see section 6.2.3 , page 48*) • Create service cases • Find nearby contacts and computers Service requests are part of the service queue, which is used to organize support requests. For more information, refer to the *TeamViewer Manual - Management Console*.
📄⌄	Via the icon's context menu, open the following TeamViewer functions: • **Open User management...**: Opens the TeamViewer User management. The Management Console will open in your default browser. You are logged in automatically with your TeamViewer account. • **Open Design & Deploy...**: Opens the Design & Deploy area in the TeamViewer Management Console. • **Open service queue...**: Opens the service queue in the TeamViewer Management Console .
📱⌄	Extended grouping of devices (*see section 6.2.4 , page 48*).
💬	Opens the chat window (*see section 6.2.9 , page 57*).

Action	Description
John Doe Corporate	A number in a red box on the top left side of the profile picture shows available notifications. Click the area to view them in the right-hand section (_see section 6.2.11 , page 62_).
Q Search	Starts searching your Computers & Contacts list (by group name, account name or ID) as soon as you enter something into the search field.
Account menu bar	In the upper part of Computers & Contacts, click on your display name. A dropdown list appears, letting you select your availability status. Your current status is also graphically displayed in the TeamViewer tray icon.

You have the choice between:

- Online
- Busy
- Away
- Show as offline

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

In addition, you can call up the account management in TeamViewer via the **Edit profile...** menu item (_see section 7.5 , page 72_). You can log off from your account using the **Sign Out** option. |

If you select groups in the Computers & Contacts window, you can call up additional functions on the right-hand side of the Computers & Contacts list:

Action	Description
Delete Properties Add computer Add contact Create session code Share Rename	• **Delete**: Removes the group. Please note that the group must be empty before you can delete it. • **Properties**: View and configure the group properties according to the available permisssions. For more details on advanced group settings, please refer to _section 6.2, page 44_) • **Add computer**: Adds a computer to the group. For more details on advanced group settings, please refer to _section 6.2, page 44_) • **Add contact**: Add contacts to the Computers & Contacts list (_see section 6.2.6 , page 52_) • **Create session code**: Create service cases • **Share**: Click on the group you want to share. • **Rename**: Click to change the name of the group.
Contacts from recent sessions	Adds the contact from one of your recent sessions to your Computers & Contacts list. To do this, click the name.

6.2.1   Online status of computers/contacts

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

6.2.2   Custom device information

Custom device information provides device-specific information for your enterprise-wide computer & contact lists. All information is clearly displayed in one place.

As a company administrator, you can create individual attributes in the TeamViewer Management Console. You can edit the custom properties in the Management Console as well as in the Computers & Contacts list.

Note: Once device attributes have been set, they cannot be deleted. However, you can rename them at any time in the Management Console.

To add a device property as a company administrator, follow these steps:

1. In your TeamViewer, select a device in the Computers & Contacts area.

2. Click **Manage Device Attributes**.

   ➡ You will be directed to the Administration pane in the Management Console.

3. Click **Add Device Property**.

4. Enter a name for the device property.

5. Click OK.

6. Click **Save**.

   ➡ The device attributes will be displayed the next time you log on to TeamViewer.
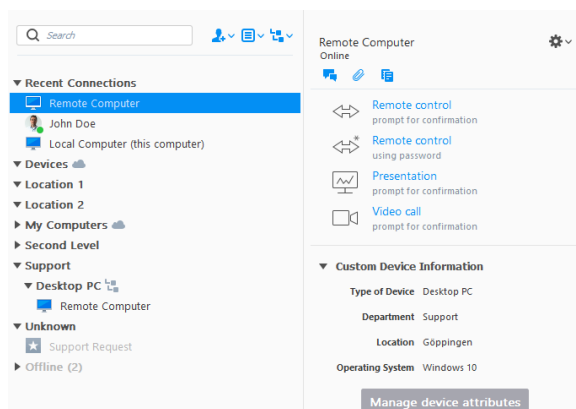
The custom device information appear when you select a device.

To enter information for device attributes, follow these steps:

Once you have created device attributes in the Management Console, you can enter the information you want:

1. Log in to your TeamViewer.

2. Select a device.

3. Click on the **Insert Value** input field and enter the user-defined values.

   ➡ As a company employee, you can see the specified device properties in the Computers & Contacts list.

> **Note**:
> - You can see and edit only the custom device information of your own devices in shared groups.
> - You cannot see devices from groups that have been shared with you.

6.2.3   Adding groups

To create a new group, follow these steps:

1. Click the ![button] button.

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

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

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

4. Click the **OK** button.

    ➡ 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 72*.

6.2.4   Extended grouping of devices

The setup of custom device information (*see section 6.2 , page 44*) is required to use this functionality.

Features and Benefits:

- Create a device overview that reflects your internal enterprise structure or hardware landscape.
- High flexibility in the display: The selection of different device attributes allows you an optimal overview for the respective situation.

> **Note**:
> - Groupings are only possible for devices. Contacts and service requests remain in their own groups.
> - As soon as you log off your TeamViewer, the custom group view is reset.

To create groups based on custom device information, follow these steps:

1. In the **Computer & Contacts** context, click the **Group by Custom User Information** ![button] button.

2. From the drop-down menu, select the attribute you want to use for device grouping.

➡ For example, if you have created an **Operating System** device attribute and have entered the appropriate values (e.g. Windows, macOS, Linux, etc.) for your devices, your devices will be grouped into subgroups with the appropriate operating systems.
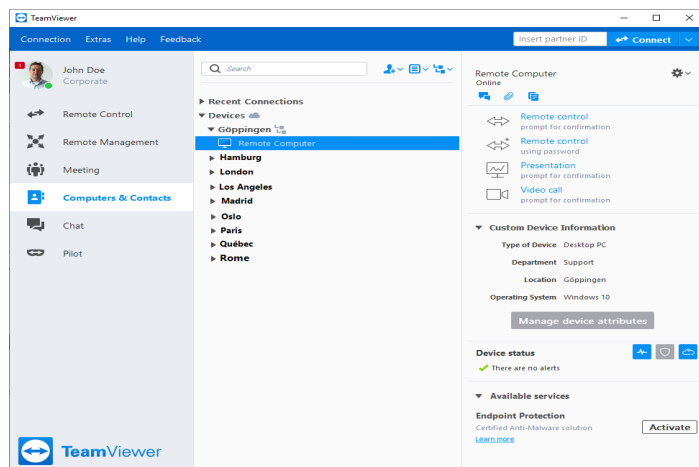
Grouping of devices according to the attribute "Location".

To reset the grouping based on user-defined device information, follow these steps:

- Click **No Groups** in the context menu of the **Group** button.
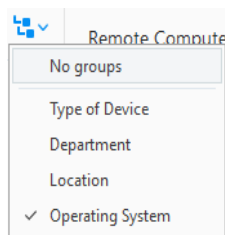
➡ The custom group view has been reset.

6.2.5 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.

More information can be found in the *TeamViewer Manual - Remote Control*.

To share a group, follow these steps:

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

2. In the context menu of the group choose the **Share** option.

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

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

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

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

5. Click the **OK** button.

6. Edit the permissions if necessary.

7. Click the **OK** button.

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

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

Shared groups are marked with the following symbols:

- ☁: You have shared the group with contacts.
- ☁: The group has been shared with you.

Note: You can share one or more groups with any number of contacts.

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

The Share group dialog box

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

	Description
Add…	Click the button to share the selected group with a contact.
Remove	Select a contact from the list and click the button to stop sharing a group with this contact.

Description

Permissions	Select from the drop-down list which permissions you would like to grant the contact for the shared group.

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

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

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

Recent connections

Within the group **Recent connections** the ten computers or contacts are displayed, to which a connection was established recently. This includes remote control connections, presentations, file transfer or VPN.

This allows repeating connections to this devices or contacts without having to search through the whole Computers & Contacts list.

The following properties apply to this group:

- This group will always be displayed on top of the Computers & Contacts list.

- The group can not be renamed, shared, deleted or deactivated.

- The group only contains computers or contacts that are already added to your Computers & Contacts list.

- If computers or contacts are removed from your Computers & Contacts list, they are no longer displayed in this group.

- For connections to computers or contacts in this group, the same possibilities are available as for entries in your regular Computers & Contacts list. More information: *section 6.2.8 "The computer or contact context menu", page 56*.

6.2.6   Adding computers/contacts

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

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

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

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

- The other side is not logged in to a TeamViewer account.

- The computer is unattended (such as a server).

- You are connecting to your own computer.
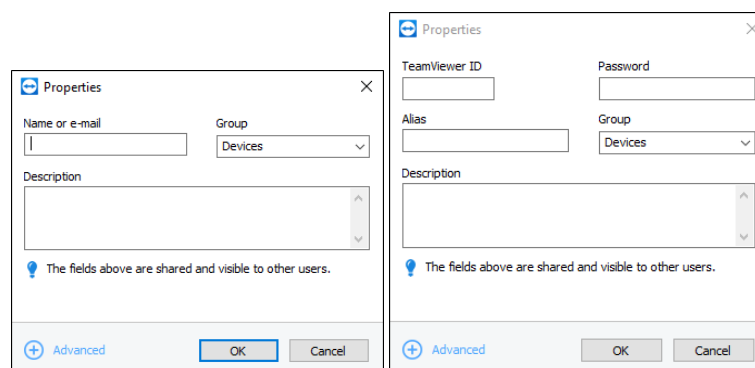
You can add both TeamViewer accounts as well as TeamViewer IDs to Computers & Contacts.

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

1. Select the group to which you wish to add a new computer/contact.

2. Click the button.

3. In the context menu, select the **Add remote computer** or **Add contact** option.

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

4. Configure the settings as desired.

5. Click the **OK** button.

    ➡ A new computer/contact is created and appears in your list.

The Add computer/contact dialog box

In the **Add computer/contact** dialog box you can:

- Configure certain settings when adding a computer/contact to Computers & Contacts.
- Save connection information for certain computers, contacts, or groups.

The following settings can be configured:

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

Advanced Properties

In the **Add Group or Computer/Contact** dialog, you can use the advanced settings to define parameters for individual computers/contacts or entire groups. However, these only affect remote control sessions. Further information can be found in the *TeamViewer Manual - Remote Control*.

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

1. Log into Computers & Contacts using your TeamViewer account ().

   Note: If you have never used your TeamViewer account on a device, with an app, or within a browser, you have to authorize the account usage at the first login. For more information, refer to *TeamViewer Manual - Remote Control*.

2. Select the desired computer, contact, or group.

1. In case of a group, click **Properties** on the right.

2. For a computer or contact, click the ⚙️⌄ icon at the top right.

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

3. In the dialog box, click **Advanced**.

4. Enter the desired **parameters**.

5. Click the **OK** button.

➡️ You have now created parameters for establishing a connection to the selected computer, contact or group.

The following settings can be defined:

Settings	Description	Possible values
Remote res-olution	From the drop-down list, select the desired resolution on the remote computer upon connecting.	• Inherited • Don't change • Best fit
Window	From the drop-down list, select whether you would like the remote computer's screen to appear in full screen mode upon connecting.	• Inherited • Windowed • Full screen • Maximized
Scaling	From the drop-down list, select how you would like the remote computer's screen to look upon connect-ing.	• Inherited • Best fit • Scaled • 100% (original)
Quality	From the drop-down list, select the desired display quality upon connecting.	• Inherited • Automatic • Optimize speed • Optimize quality • Custom Settings
Initial monitor	From the drop-down list, select the monitor to be transmitted first upon connecting.	• Inherited • Primary monitor • All monitors • Monitor X

Settings	Description	Possible values
Authentication mode	From the drop-down list, select how you would like to log onto the remote computer upon connecting.	• Inherited • TeamViewer authentication • Windows authentication
Remote input	From the drop-down list, select whether you want to allow remote partner entries upon connecting.	• Inherited • Enable remote input • Disable remote input • Disable remote input and show black screen on remote computer

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

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

To establish a connection via confirmation, follow these steps:

1. Select the contact in Computers & Contacts.

2. On the right, select either **Remote Control (prompt for confirmation)** or **Presentation (prompt for confirmation)**.

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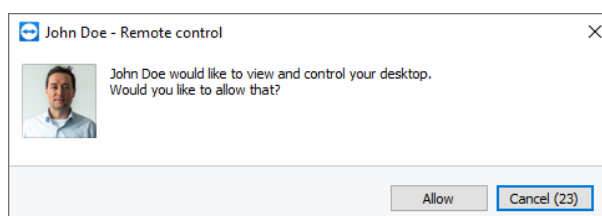
Confirm the dialog to join the meeting.

3. The connection will be established.

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

6.2.8 The computer or contact context menu

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

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

The context menu offers the following functions:

Function	Description
Remote Control (prompt for confirmation) Presentation (prompt for confirmation)	Starts a connection to your contact without password query (*see section 6.2.7 , page 55*).
Remote control (using password) File transfer (🗐) VPN (⛓)	Establish the according connection to a computer/contact. More information can be found in the *TeamViewer Manual - Remote Control*.
Video call (prompt for confirmation)	Starts a video conference with the contact.
💬 Send message	Opens the Chat dialog (*see section 6.2.9 , page 57*).
📎 Send file	Opens a Windows dialog box so that you can send a file to the selected contact. More information can be found in the *TeamViewer Manual - Remote Control*.
🗐 Transfer files	Establishes a connection using the File Transfer connection mode . More information can be found in the *TeamViewer Manual - Remote Control*.
⏻ Wake up	Wakes up the computer via Wake-on-LAN. This function is only available for offline computers and must be configured first in order for this function to work. More information can be found in the *TeamViewer Manual - Wake-on-LAN*.

Function	Description
⚙⌄ **More...**	• **Assign to account...**: Assigns the computer to your account (*see section 6.2.10 , page 61*). • **Delete**: Permanently deletes the computer/contact. • **Shares**: Opens the **Shares** dialog box (*see section 6.2.5 , page 49*). • **Properties**: Opens the **Properties** dialog box. This dialog box offers the same functions as the **Add computer/contact** dialog box (*see section 6.2.6 , page 52*).
Alerts	Alert messages for integrated system health checks.
Notifications	Messages and news that affect your TeamViewer account (*see section 6.2.11 , page 62*).

6.2.9 Chatting via Computers & Contacts

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

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

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

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

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

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

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

2. Click the 🗨 icon.

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

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

4. Activate the ENTER KEY on your keyboard.

    ➡️ Your message appears in the top section and is sent to your computer/contact.

5. If your computer/contact is online, he/she can respond to your message directly. You can also send additional messages.

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

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

Hint: If you enabled the new user interface (_see section 2.2 , page 6_), you can open the chat in the navigation of the main window. To do so, select **Chat** in the navigation.

To start a group chat, follow these steps:

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

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

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

3. Enter the desired contact names.
    1. Select the names from the drop-down list.
    2. Confirm your selection by pressing ENTER or click on the contact.

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

    ➡️ The selected contacts will receive your message and can participate in the conversation.
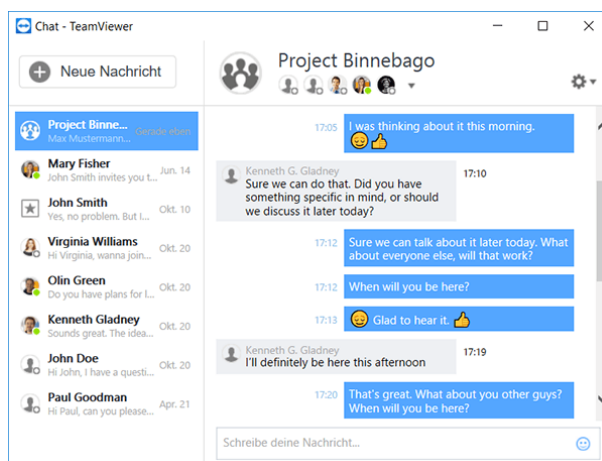
Starting a TeamViewer group chat.

Note: If your computer/contact is offline, he/she will receive all messages sent to him/her upon being online again in TeamViewer, even if the dialog box is closed in the meantime.

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

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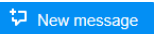
In the Chat window, all chats with computers, contacts, or in groups will be displayed. Select a chat and send messages to the chat partners.
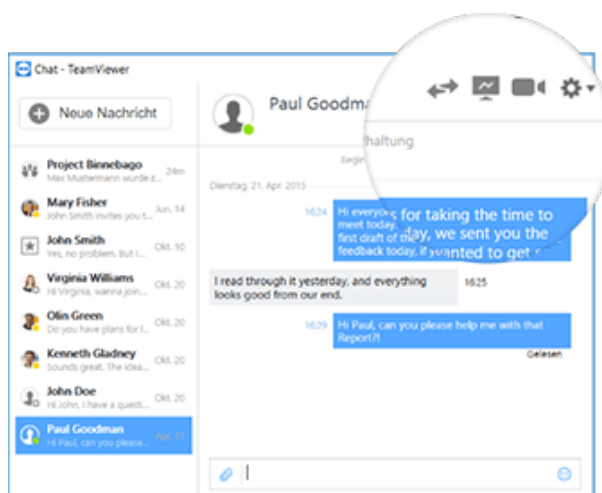
Chat window from which TeamViewer connections can be started.

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

Menu	Description
New message	Click the button to send a message to one or several computers or contacts. After that, enter the names of the recipients. Confirm the input with ENTER.
Remote Control (prompt for confirmation)	Click the icon to set up a remote control session to the chat partner. The chat partner must confirm the request.
Presentation (prompt for confirmation)	Click the icon to start an online meeting with the chat partner. You present your screen content. The chat partner must confirm the request.
Video call (prompt for confirmation)	Click the icon to start a video conference with the chat partner. The chat partner must confirm the request.
	Click the symbol to call up additional options for the current chat: • **Add participant...**: Select this option to invite other computers or contacts to a group chat. The participant must confirm the request. • **Rename conversation...**: Select this option if you want to rename a group chat. The option is only available for group chats. • **Delete conversation...**: Select this option to delete the current conversation. The conversation is then removed from the chat window and the chat record is deleted. • **Delete chat record...**: Select this option to delete the current chat record. The chat record remains intact for the chat partner. • **Show notifications**: Activate the option to receive messages for this conversation.
Send file	Click the icon to send a file to your chat partner. The chat partner must confirm the request. The file is saved on the computer or on the contact's device in the download folder under `C:\Users\%username%\Downloads`.
Emojis	Click the icon to open up a selection of emojis. Click an emoji to insert it into the text field.

6.2.10   Assigning a computer to your TeamViewer account

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

- Monitoring by the integrated system health checks.

- Wake-on-LAN (see *TeamViewer Manual - Wake-on-LAN*).

- Monitoring and asset tracking with Remote Management.

- Easy access without password.

- Policies for TeamViewer settings (*see section 7.10 , page 84*).

There are two ways to assign a computer:

Assigning a computer to your TeamViewer account locally

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

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

1. Open up TeamViewer.

2. Click **Extras | Options** in the menu bar.

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

3. Select the category **General**.

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

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

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

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

7. Click the **Assign** button.

    ➡ You have assigned the computer to your TeamViewer account. If the computer is not in your Computer & Contacts list, it will be added to it.

Assigning a computer to your TeamViewer account remotely

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

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

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

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

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

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

4. Click the **Assign** button.

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

6.2.11 Notifications

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

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

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

Notifications are displayed for the following events:

- Newly created service cases

- Service cases that were assigned to you

- New contact requests for your Computers & Contacts list

- Alert messages for the integrated system health checks in TeamViewer

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

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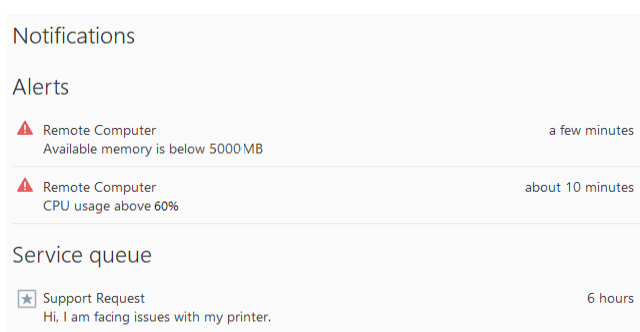
The **Notifications** dialog in the Computers & Contacts list.

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

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

- **Alerts**: Open the context menu of the computer that triggered the alert.

- **Service queue**: Open the context menu of the service cases.

- **Contacts**: Process your contact requests.

- **Groups**: Process your **Share groups** requests.

7   Options

To access options, click **Extras | Options** in the TeamViewer menu bar. In the **TeamViewer settings** dialog box you will find the categories described below.

> **Note**: If your settings are configured via a policy for TeamViewer settings (*see section 7.10 , page 84*), specific options may not be available.

7.1   Category General

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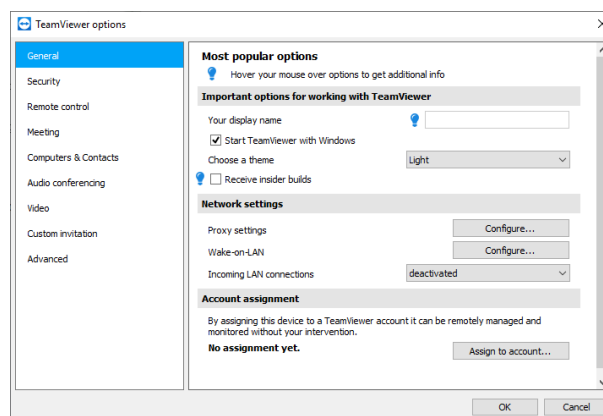
The General options.

Important options for working with TeamViewer

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

Important options for working with TeamViewer

Start TeamViewer with Win-dows	If you did not configure TeamViewer to start with Windows during the installation process, you can do it here. To do this, select the check box. TeamViewer will then start automatically alongside Windows. That way, it will already be running even before you log into Windows.
Choose a theme	Choose between a light and a dark display of the user interface ("Dark Mode").
Receive insider builds	Receive the latest TeamViewer updates earlier and support us with your feedback.

Network settings

Proxy settings	Click the **Configure…** button to open the **Proxy Settings** dialog box.
Wake-on-LAN	Click the **Configure…** button to open the **Wake-on-LAN** dialog box. Here you can configure how to "wake up" a switched off computer before establishing a connection. Detailed instructions for configuration of TeamViewer Wake-on-LAN are available in the *TeamViewer Manual - Wake-on-LAN*.
Incoming LAN con-nections	You can choose between the following options: • **Deactivated**: Allows no LAN connections. • **Accept**: Accepts incoming LAN connections via Port 5938 . • **Accept exclusively**: No connection to TeamViewer servers will be established and TeamViewer is available only via the IP address or the corresponding computer name. If you chose this option, you can't host or join meetings.

Account assignment

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

Proxy Settings dialog box

In most cases, the default proxy settings (web browser proxy settings) are sufficient. Here you can configure your own settings:

- **No proxy**: Use this setting if you are directly connected to the Internet.
- **Automatically detect settings (recommended)**: Use this setting if TeamViewer should auto-matically search for and use an installed proxy.
- **Use manual proxy**: Use this setting to manually enter your proxy server information.
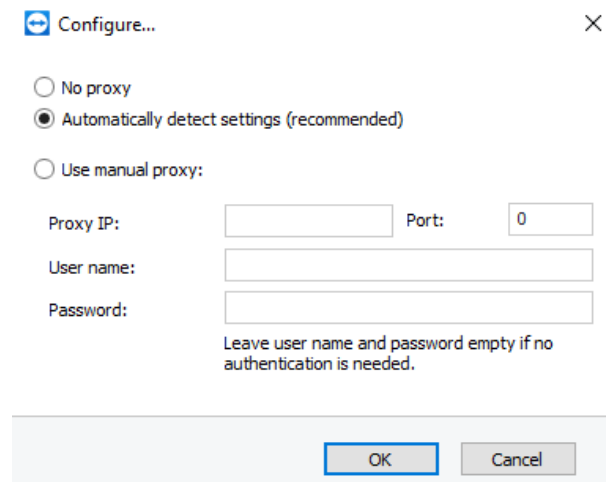
In the **Configure...** dialog box, you can configure access to the Internet through a proxy server.

7.2 Category Security

In the **Security** category, you can make essential, security-relevant settings. The settings in this dialog box will affect all future remote control sessions. This category is not relevant for meetings and is there-fore only explained in the *TeamViewer Manual - Remote Control*.

7.2.1 The Block- and allowlist dialog box

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

Click the **Add** button to either allow or deny access for TeamViewer accounts.

If you activate the **Also apply for meetings** check box, these settings will also be applied to meetings. Only contacts from your allowlist will then be able to join your meeting or contacts from your blocklist are accordingly excluded from being able to join your meeting.

Allowlist – allow access for the following partners

If you add TeamViewer IDs to your **Allowlist**, only these IDs will be able to connect to your computer. The possibility of a connection to your computer through other TeamViewer accounts or TeamViewer IDs is excluded. This means that regardless of which computer the TeamViewer account is logged into from, the account will be able to access the computer that created the Allowlist at any time.

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

Blocklist – deny access for the following partners

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

7.3   Category Remote Control

In the **Remote Control** category, you can preconfigure settings for remote control sessions. The settings in this dialog box will affect all future remote control sessions. This category is not relevant for meetings and is therefore only explained in the *TeamViewer Manual - Remote Control*.
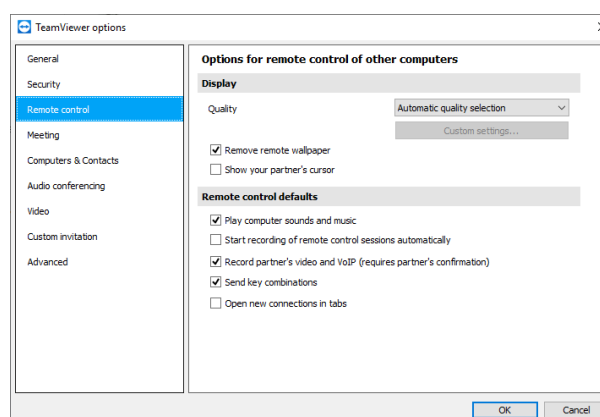
In the **Remote Control** category, you can configure all the settings relating to quality, session recording or access to other computers.

The Custom Settings dialog box

To open the **Custom settings** dialog box, select **Custom settings...** from the **Quality** drop down list and click the **Custom settings...** button.
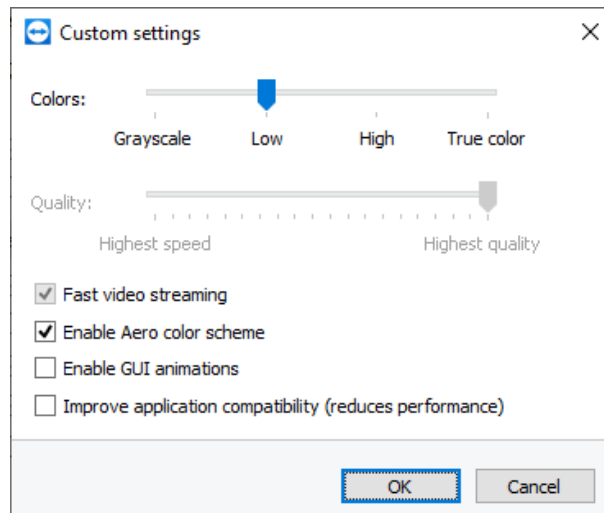
In the **Custom Settings** dialog box, you can configure quality options.

You have the following configuration options:

- **Colors**: Set the desired color depth. More colors require more bandwidth. You can improve the transfer speed 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, lossy 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 7 operating systems.

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

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

7.4   Category Meeting

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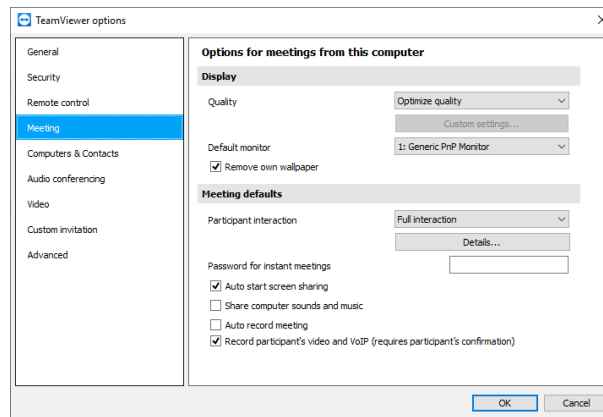
Meeting settings

Display

Quality	Setting options:
	Auto select: Optimizes the display quality and transmission speed based on the available bandwidth. **Optimize quality**: Optimizes the display quality, at the expense of transmission speed. **Optimize speed**: Optimizes the connection speed. This reduces the display quality. **Custom settings**: If you select Custom settings, the **Custom settings...** button will be activated. Use this button to open the **Custom Settings** dialog box.
Standard monitor	From the drop-down menu, select which screen to transfer if you are a presenter in a meeting.
	Select between:
	[n]: A single connected monitor is displayed. **All monitors**: All connected monitors are displayed simultaneously.
Remove your own wallpaper	If activated, the wallpaper of your computer is hidden during a meeting.

Meeting preferences

Participant inter-action	Select between: ● **Full interaction**: All meeting participants can participate in the meeting. All functions such as VoIP, chat or file box are available. ● **Minimal interaction (presentation mode)**: Only you as presenter have the possibility to use the meeting functions. All other participants can only watch. During the meeting, however, all meeting functions can be enabled for the participants if required. ● **Custom settings**: Click the **Configure...** button to set your own interaction preferences.
Password for instant meetings	In the text box, enter a password for meetings you have started. Leave the field empty if you want to allow participation in a meeting only with a meeting ID.
Auto start screen sharing	If enabled, your screen will be transmitted as soon as the first participant connects to your meeting.
Share computer sounds and music	If activated, the sound from the presenter's computer will be transferred to the participants (*see section 5.9 , page 37*).
Auto record meeting	If enabled, all meetings are automatically recorded (*see section 5.8 , page 36*).
Record participant's video and VoIP (requires participant's confirmation)	If activated, the participants decide whether or not their webcam video and VoIP may be recorded. If deactivated, only the screen and your own webcam video and VoIP will be recorded.

The Interaction Preferences dialog box

Here you can specify predefined rights for participants of meetings you have initiated.

Right	Description	Possible values
Allow audio	Allow participants to speak over Voice over IP.	● Allow ● Allow manually
Allow video	Allow participants to transfer their webcam video.	● Allow ● Allow manually

Right	Description	Possible values
Allow chat	Allow participants to send chat messages.	• Allow • Allow chat to all participants • Allow manually
Allow file transfer	Allow participants to share files via the File Box.	• Allow • Allow file sharing to all participants • Allow manually
Allow pointing	Allow participants to use the **pointer**.	• Allow • Allow manually
Allow drawing	Allow participants to draw with the whiteboard on the screen.	• Allow • Allow manually
See other participants	Participants can see each other in the **Participants** widget.	• Allow • Allow manually

The Custom Settings dialog box

To open the **Custom settings** dialog box, select **Custom settings...** from the **Quality** drop down list and click the **Custom settings...** button.
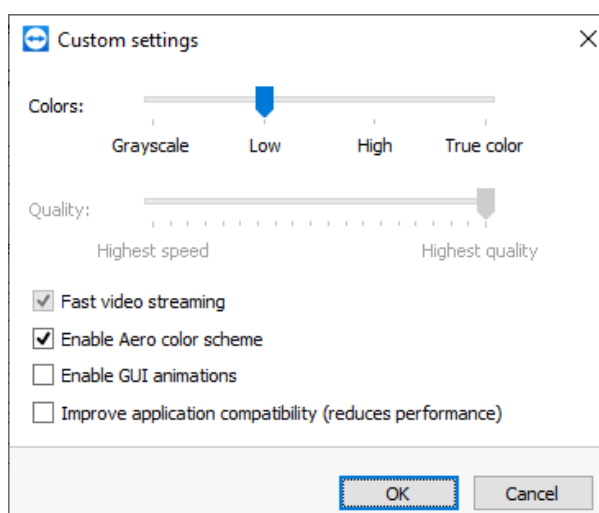
In the **Custom Settings** dialog box, you can configure quality options.

Setting options:

- **Colors**: Set the desired color depth. More colors require more bandwidth. You can improve the transfer speed 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, lossy compression will be used to minimize the data volume.

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

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

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

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

7.5 Category Computers & Contacts

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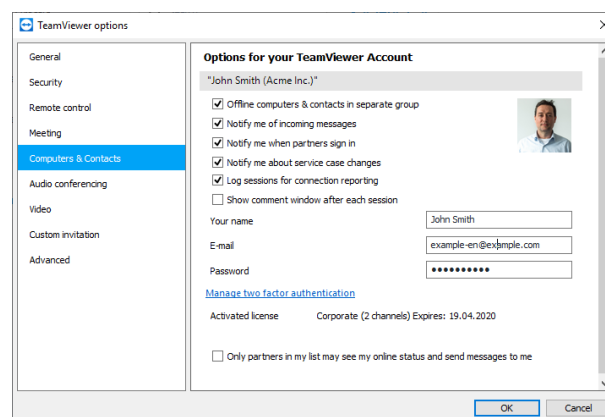
Computer & Contacts settings.

Account settings (global settings)

Offline computers & contacts in separate group	If activated, all offline computers & contacts are organized into a separate group.

Account settings (global settings)

Notify me of incoming messages	If activated, you will receive a brief notification of an incoming chat message from a partner. The notification will be displayed in the lower right corner of the screen as a pop-up.
Notify me when partners sign in	If activated, you will receive a brief notification whenever one of your partners logs into his/her TeamViewer account. The notification will be displayed in the lower right corner of the screen as a pop-up.
Notify me about service case changes	If activated, you will receive a brief notification as soon as a service case is created or assigned to you.
Log sessions for connection reporting	If activated, all remote control sessions will be logged in the TeamViewer Management Console. More information can be found in the *TeamViewer Manual - Management Console*. **Note**: This feature 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 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 feature is not available for meetings.
Your name	Enter the name you wish to use to help your partners identify you during a TeamViewer meeting. This is the case when you are logged into your TeamViewer account. This name will then be visible e.g. in the chat or in the TeamViewer panel and in the Remote Control window.
E-mail	To change your e-mail address, enter a new one. This is only necessary if you are no longer using the current e-mail address.
New password	To change the current password for your TeamViewer account, enter a new one.

Account settings (global settings)

Activated license	If you own a TeamViewer Business, Premium or Corporate license, you can assign the corresponding license to your TeamViewer account. To do so, click the **Activate license** link and enter your license key. Then click the **Activate license** button. The license will be valid wherever you are logged into your account, even if you are at an unlicensed TeamViewer installation.
Only partners in my list may see my online status and send messages to me	If activated, you will only appear **online** to partners who are in your Computers & Contacts list. At the same time, only those partners will be able to send messages to you.
Delete account (only available in the Management Console)	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: If your account belongs to a TeamViewer company profile, the **Delete Account** link will not appear. In this case, you do not have the permission to delete your account because it is part of a company profile. In this case, contact the administrator for the TeamViewer company profile and ask him to remove your account from the company profile. The **Delete Account** link will then reappear.

Note: Note that deleting your account will also irrevocably delete your Computers & Contacts.

7.6 Category Audio conferencing

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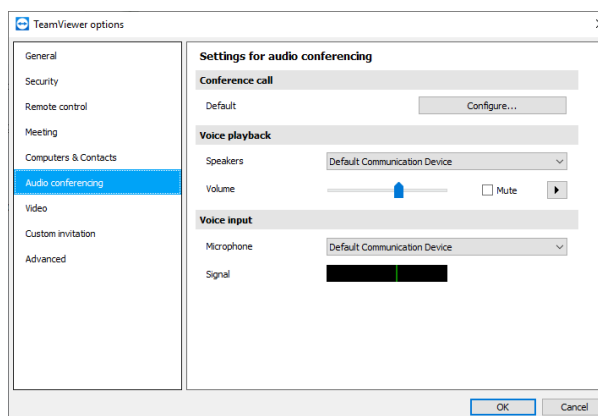
Audio conferencing settings.

Options for phone conferencing

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

Options for voice playback

Speakers	From the drop-down list, select the device or speakers on which you want to output the sound from a VoIP connection.
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)	Mutes your speakers completely.

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 (micro-phone)	Mutes your microphone completely.
Signal	Indicates the level of the audio signal.

Options for microphone

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

7.7   Category Video

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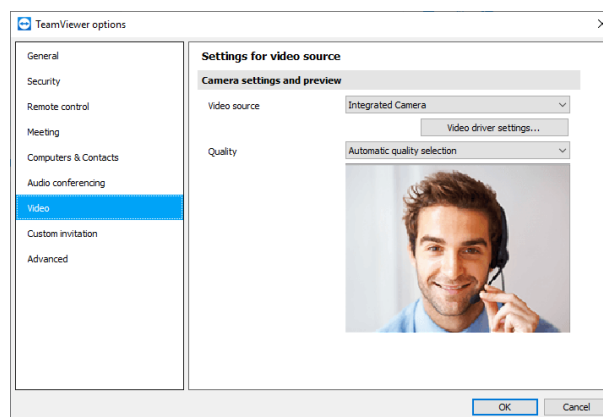
Video settings.

Camera settings and preview

Video source	From the drop-down list, select the Video source you would like to use for transmission in a video conference. The camera must support a minimum resolution of 320x240 pixels and come with a DirectShow driver. To guarantee trouble-free functionality, we recommend using a webcam.
Video driver settings	Here you can fine-tune the settings for the selected webcam.
Quality	Here you can choose between the following options:

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

7.8   Category Custom invitation

Adapt the invitation for remote control and meeting to your individual needs with the following options.
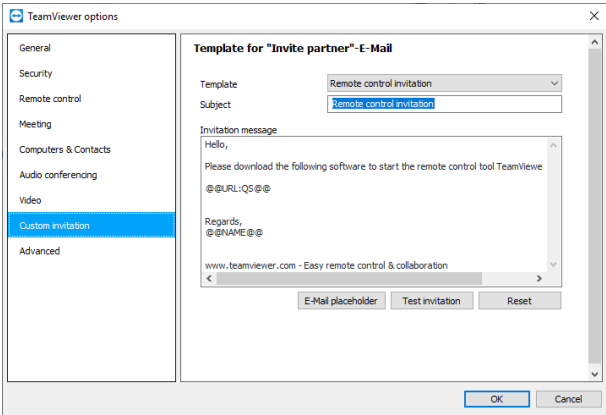
Custom invitation settings

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

Note: The template text contains placeholders. If necessary, you can always replace them with your own texts. To review your invitation e-mail prior to sending, click the **Test invitation** button.

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

7.9   Category Advanced

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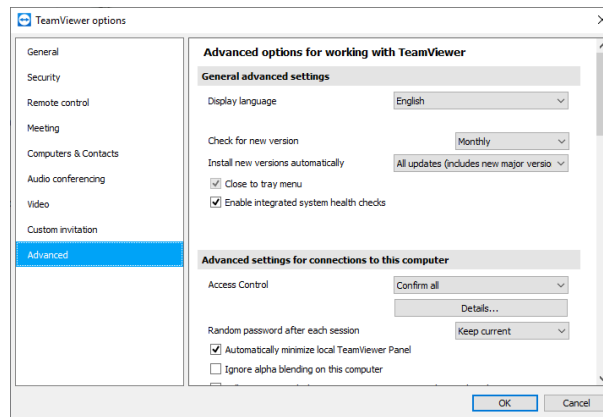
You will find all additional options under **Advanced**.

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 by right-clicking the icon in the system tray.

General advanced settings

Enable integrated system health checks	If enabled, the computer can be monitored via the integrated system checks and Remote Management . More information can be found in the *TeamViewer Manual - Remote Control*.

Advanced settings for connections to this computer

Access Control	Set what type of access your partner will have to your computer: • Full access • Confirm all • View and show • Custom Settings • Deny incoming remote control sessions More information can be found in the *TeamViewer Manual - Remote Control*.
Random password after each session	From the dropdown list, select whether or when you'd like TeamViewer to generate a new temporary password for incoming sessions: • **Keep current**: The new password will not be generated until TeamViewer is restarted. • **Generate new**: TeamViewer generates a new password after each completed session. • **Deactivate**: A password is generated only once. • **Show confirmation**: TeamViewer asks you after each session whether you would like to generate a new password.
Automatically minimize local TeamViewer Panel	If activated, the local TeamViewer Panel (if unnecessary) will automatically minimize to the screen edge after 10 seconds.
Ignore alpha blending on this computer	If activated, windows from the remote computer will not be transmitted half-transparent.
Full access control when a partner is connecting to the Windows login screen	If activated, partners who connect from the Windows login screen will automatically have full access to your computer.

Advanced settings for connections to other computers

Start remote control automatically when connected to a mobile device	If activated, a remote control session is automatically started when connecting to mobile devices. If deactivated, a dashboard with information about the mobile device is displayed by default when connecting to mobile devices.
Enable black screen if partner input is deactivated	If activated, the screen on the remote computer is automatically deactivated as soon as the partner's input gets deactivated.
Temporarily save connection passwords	If activated, passwords will be stored per the default settings to allow immediate reconnection. After the shutdown of TeamViewer the passwords are no longer saved.
Clipboard synchronization	If activated, any text copied to the clipboard will be available to the partner.
Lock remote computer	Specify whether the remote computer will be locked after conclusion of a Remote Control session. Choose from the following options: • **Always**: The remote computer will always be locked after a connection. • **Never**: The remote computer will never be locked. • **Automatic**: The remote computer will be locked, if it was also blocked at the start of the connection.
Access Control	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 More information can be found in the *TeamViewer Manual - Remote Control*.
Automatic disconnect of inactive sessions	Select a time period after which an outgoing remote control session is automatically terminated if there is no interaction in the defined period.

Advanced settings for meetings

Access Control	Set which rights you want you and the meeting participants to receive by default:

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

Advanced settings for Computers and Contacts

Hide online status for this TeamViewer ID	If activated, your TeamViewer ID (computer) will not appear online on any Computers & Contacts list.
Allow chat to this computer	If activated, only chat messages from TeamViewer accounts that you have connected to before are accepted or shown.
Show Computers & Contacts on startup	If activated, the Computers & Contacts list will open automatically whenever TeamViewer is started.

Advanced network settings

TeamViewer server	Click the **Configure…** button to enter a permanent server in the dialog box.
	Caution: Only enter a server here if asked to do so by TeamViewer Support!
Install VPN driver	To install the VPN driver, click the **Install…** 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…** button. The monitor driver is recommended in order to guarantee a black screen if the option Show black screen on this computer is activated via TeamViewer .
Install TeamViewer Printer Driver	To install the TeamViewer printer driver, click the **Install…** button.
Use UDP (recommended)	If activated, TeamViewer will attempt to set up a fast UDP connection. You should only disable this feature if your connection is interrupted on a regular basis.

Log files

Enable logging	If activated, TeamViewer writes all events and errors to a log file.
Log outgoing connections	If activated, TeamViewer writes information regarding all outgoing connections to a log file.
Log incoming connections	If activated, TeamViewer writes information regarding all incoming connections to a log file (`Connections_incoming.txt` in the program directory).

More

Disable remote Drag & Drop integration	If enabled, the drag & drop functionality is deactivated in TeamViewer. In this case, files can no longer be transferred via drag & drop.
Disable TeamViewer shutdown	If activated, TeamViewer cannot be shut down. This is useful, for example, if you, as the administrator, wish to guarantee the continuous availability of a computer.
Use TeamViewer Meeting Add-In for Outlook	If activated, you can schedule meetings directly via a button in Microsoft Outlook.

TeamViewer options

Access to the TeamViewer options is only possible for users with Windows administrator rights	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 68*, you can enter the directory where you wish to save the TeamViewer session recordings.
Options password	If you would like to protect your TeamViewer options with a password, enter a custom password in the input field.

TeamViewer options

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 to a selected location, 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. To do this, click the **Export…** button. Save the file as `tv.ini` im TeamViewer-Portable-Ordner. Öffnen Sie die `TeamViewer.ini` aus dem Portable-Ordner und stellen Sie sicher, dass `importsettings=1`. The options that were configured in the TeamViewer full version are applied to the TeamViewer Portable when the application is launched.

The Details of the Meeting Access Control dialog box

In addition to the rights management for individual meeting participants, you can use this dialog box to restrict yourself when starting a meeting (especially useful for network administrators who want to restrict users). You can allow or deny certain actions that are interesting for meetings.

You can edit the following actions:

Action	Description	Possible values
Organize a meeting	Specifies whether or not you can start a meeting.	• Allowed • Denied
Participate in a Meeting	Specifies whether or not you can participate in a meeting.	• Allowed • Denied
Control remote computers	Specifies whether or not you can control a remote computer (if allowed by the participant) in a meeting.	• Allowed • Denied
Control this computer	Specifies whether or not you can allow participants to control your computer.	• Allowed • Denied

Action	Description	Possible values
Record meetings	Specifies whether or not you can record meeting.	• Allowed • Denied
Sharing files	Specifies whether or not you can share files in a meeting using the File box widget.	• Allowed • Denied
Receiving files via the File box	Specifies whether or not you can receive files in a meeting through 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.

You can make the following settings:

Settings	Description
Show Quick-Connect button	If enabled, the QuickConnect button will be displayed in all windows/applications.
Add	In the text box, type the process name of an application and click the **Add** button to disable QuickConnect for that application.
Remove	From the list, select an application where QuickConnect is already disabled and click the **Remove** button to enable QuickConnect for that application again.
Position	Use the slider to select the position of the QuickConnect button in the title bar of a window.

7.10   Policies for TeamViewer settings

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

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

Further information can be found in the *TeamViewer Manual - Management Console*.

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