



TeamViewer Manual

Remote Control

Rev 3-202008



Table of Contents

1	About TeamViewer	5
1.1	About the software	5
1.2	About the manual	5
2	Basics	7
2.1	How TeamViewer works	7
2.2	Description of the TeamViewer main window	7
3	TeamViewer modules	12
3.1	The TeamViewer full version	12
3.2	The TeamViewer QuickSupport module	12
3.3	The TeamViewer QuickJoin module	15
3.4	The TeamViewer Host module	15
3.5	TeamViewer Portable	16
3.6	The TeamViewer MSI Package	17
3.7	The TeamViewer Management Console	18
3.8	TeamViewer on mobile devices	19
3.9	Customizable modules	19
4	Installation & configuration	21
4.1	Installing the TeamViewer full version	21
4.2	TeamViewer as a Windows system service	23
4.3	Using TeamViewer on a terminal server	24



4.4	Activating the TeamViewer license	25
5	Establishing a connection with TeamViewer	27
6	The Remote Control connection mode	28
6.1	Remote Control window options	28
6.2	Remote computer options in the TeamViewer Panel	39
7	The File Transfer connection mode	41
7.1	Options in File Transfer connection mode	41
7.2	Transferring files using drag and drop	43
7.3	File transfer via the Windows context menu	44
8	The VPN connection mode	45
8.1	Sample uses for TeamViewer VPN	45
8.2	Requirements for using TeamViewer VPN	45
8.3	VPN dialog box options	46
9	Other connection options	47
9.1	Establishing a LAN connection using the IP address	47
9.2	Authenticating on the Remote Computer using a Windows user account	48
9.3	Establish a connection via a Windows shortcut	49
9.4	Easy access: Connections to your own computers without password	50
10	Computers & Contacts - Managing Contacts	52
10.1	The TeamViewer account	53
10.2	Computers & Contacts options	57
10.3	Service cases	76
10.4	Integrated system health checks	79
11	Multimedia functions	82
11.1	Functions in the Connection overview	82
11.2	Transmitting webcam video to your partner	83



11.3	Talk to your partner via Voice over IP or conference call	84
11.4	Chatting with your partner during a TeamViewer session	85
11.5	Sharing files during a TeamViewer session	86
11.6	Drawing on the screen during a TeamViewer session	87
11.7	Transmitting sound and video	88
11.8	Recording a TeamViewer session	89
12	Miscellaneous functions	91
12.1	Access rights - limiting the actions in a TeamViewer session	91
12.2	Updating TeamViewer on the remote computer	96
12.3	View information about the remote computer	96
12.4	View information about the current connection	97
12.5	Information about the use of your licenses	99
12.6	Hand over a remote control session	99
12.7	TeamViewer Printing	100
12.8	Contacts and devices in the environment	104
12.9	Trusted devices	106
12.10	Script execution with a single click	108
13	Options	112
13.1	Category General	112
13.2	Category Security	114
13.3	Category Remote Control	117
13.4	Category Meeting	120
13.5	Category Computers & Contacts	120
13.6	Category Audio conferencing	122
13.7	Category Video	124
13.8	Category Custom invitation	125
13.9	Category Advanced	125
13.10	Policies for TeamViewer settings	131



1 About TeamViewer

1.1 About the software

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

- 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 remote control.

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 the program, read [Abschnitt 4 "Installation & configuration", Seite 21](#) first.

If you are looking for help with the TeamViewer Meeting functions, please read the *TeamViewer Manual - Meeting*, which is 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 [Knowledge Base article](#).



2 Basics

2.1 How TeamViewer works

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

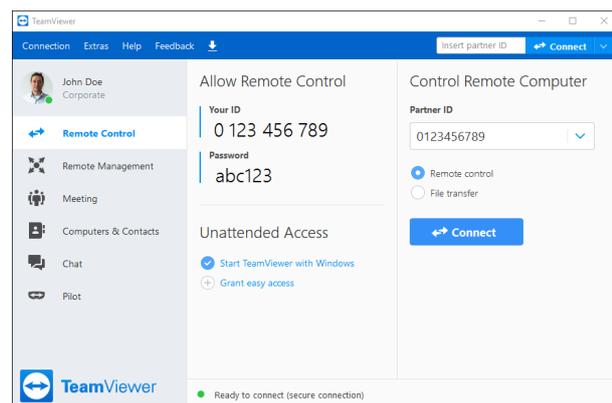
TeamViewer computers and mobile devices that run TeamViewer are identified by a globally unique ID. The first time TeamViewer is started, this ID is generated automatically based on hardware characteristics and will not change later on.

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



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

The **Remote Control** tab is divided into the following two sections:

Allow Remote Control

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

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

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

Control Remote Computer

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

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

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

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

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 (siehe Abschnitt 10,



Seite 52).

2.2.6 Chat

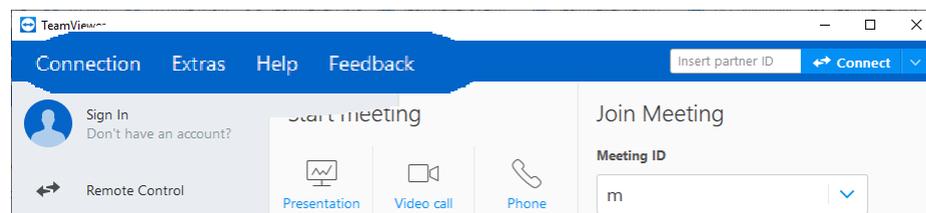
Sign in to your TeamViewer account to use the Chat features.

2.2.7 Pilot

Enhance your remote support with augmented reality. [Learn more](#)

2.2.8 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 following options:

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

Extras

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

- To access the settings (*siehe Abschnitt 13, Seite 112*) click **Options**.
- To play or convert videos of recorded TeamViewer sessions (*siehe Abschnitt 11.8, Seite 89*), 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** (*siehe Abschnitt 4.4, Seite 25*).
- To display available license updates, click **Check for license updates**.

Help

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

- **TeamViewer Web Help:** The TeamViewer Knowledge Base contains numerous help articles and tips for solving problems.
- **TeamViewer Community:** Current topics and solutions from the TeamViewer community.
- **TeamViewer Website:** Up-to-date product information, offers and solutions can be found on our website at any time.
- **How it works...:** A clear presentation of the most important TeamViewer functions (only available in English).
- **Feedback:** Your opinion, suggestions and feedback are always welcome.
- **Check for new version:** Check quickly and easily whether you are using the current TeamViewer version.
- **This is new:** The main changes to the previous version at a glance.
- **About TeamViewer:** Information about your TeamViewer license. Via the text link “Channel usage”, you can see which TeamViewer ID uses a channel and the beginning of the session.



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



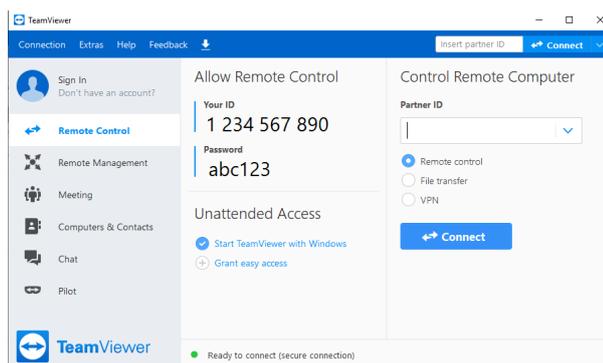
3 TeamViewer modules

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

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

3.1 The TeamViewer full version

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

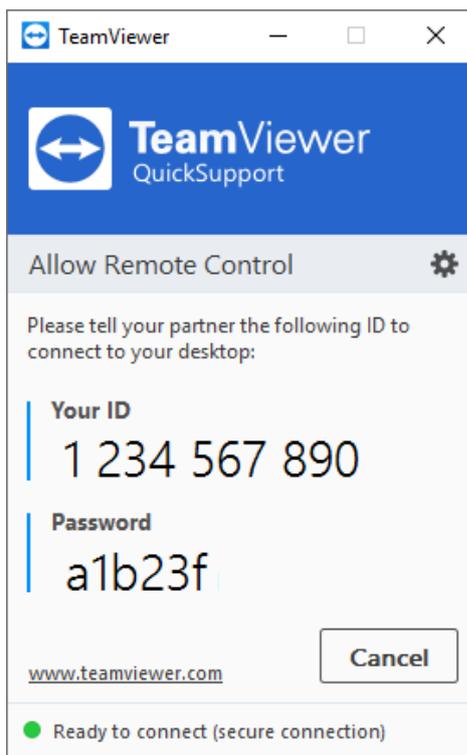


The main window of the TeamViewer full version.

This module is described under [Abschnitt 2.2, Seite 7](#) in detail.

3.2 The TeamViewer QuickSupport module

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



The QuickSupport main window.

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

You can create a custom TeamViewer QuickSupport module with your own welcome text and logo as well as additional useful functions on our website (*siehe Abschnitt 3.9, Seite 19*).

3.2.1 QuickSupport module options

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

Important options for working with TeamViewer

Enable logging	If activated, TeamViewer writes all events and errors to a log file.
Open log files...	To open the folder that contains the log file, click the Open log files... button. The log file appears selected when the folder will open.
Choose a theme	Choose the classic light or the new dark surface design.

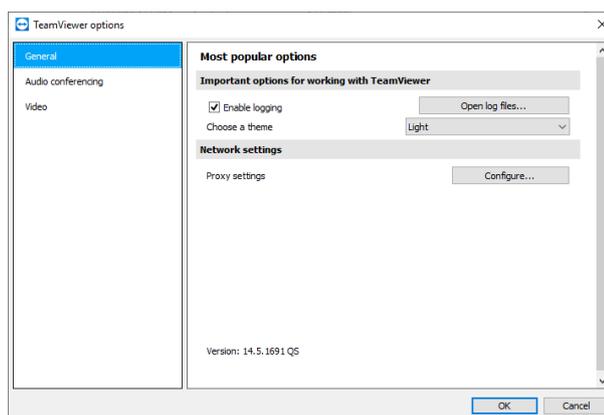


Network settings

Configure proxy settings...

Weiter Informationen finden Sie unter [Abschnitt "Proxy Settings dialog box", Seite 114.](#)

The options under the **Audio conferencing** and **Video** categories are explained in [Abschnitt 13.6, Seite 122](#) and [Abschnitt 13.7, Seite 124.](#)



The QuickSupport **Settings** dialog box.

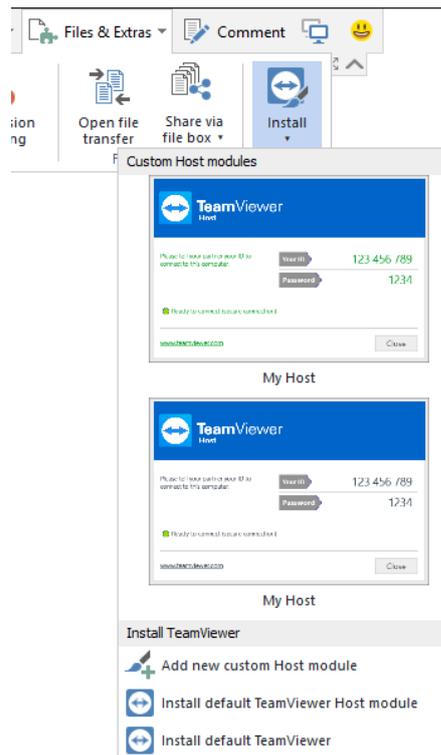
3.2.2 Remote installation

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

The following modules can be installed:

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

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



Install TeamViewer modules remotely.

Hinweis: To enable remote installation, TeamViewer must not already be installed on the remote computer.

3.3 The TeamViewer QuickJoin module

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

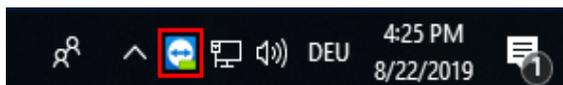
You can create a custom TeamViewer QuickJoin module with your own welcome text and logo as well as additional useful functions on our website.

For more information on how to use this module as well as on meetings and presentations, take a look at the *TeamViewer Manual - Meeting*.

3.4 The TeamViewer Host module

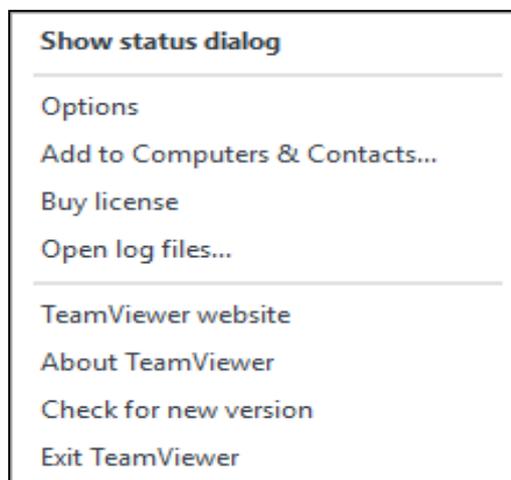
TeamViewer Host is installed as a Windows system service. Computers on which TeamViewer Host is installed can be administered with TeamViewer immediately upon system start (and before Windows login). Outgoing connections are not possible.

Via the tray icon you can make settings similar to the TeamViewer QuickSupport module (without outgoing access control).



The TeamViewer Host Tray icon in the Windows taskbar.

To do so, right-click the tray icon and select **Options**.



The context menu will open after a right click on the tray icon.

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

For computers or devices to which you require unattended access, and for which you provide instant support, you can also establish a connection to the device at any time via a service case (*siehe Abschnitt 10.3, Seite 76*).

On our website, you can customize the appearance of TeamViewer Host based on your needs by adding your own logo, text and user-defined colors. For more information on the customized TeamViewer modules see *Abschnitt 3.9, Seite 19*.

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

3.5 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.



Hinweis: Comply with the information on the **Export settings for TeamViewer Portable** in the TeamViewer settings (*siehe Abschnitt 13.9, Seite 125*).

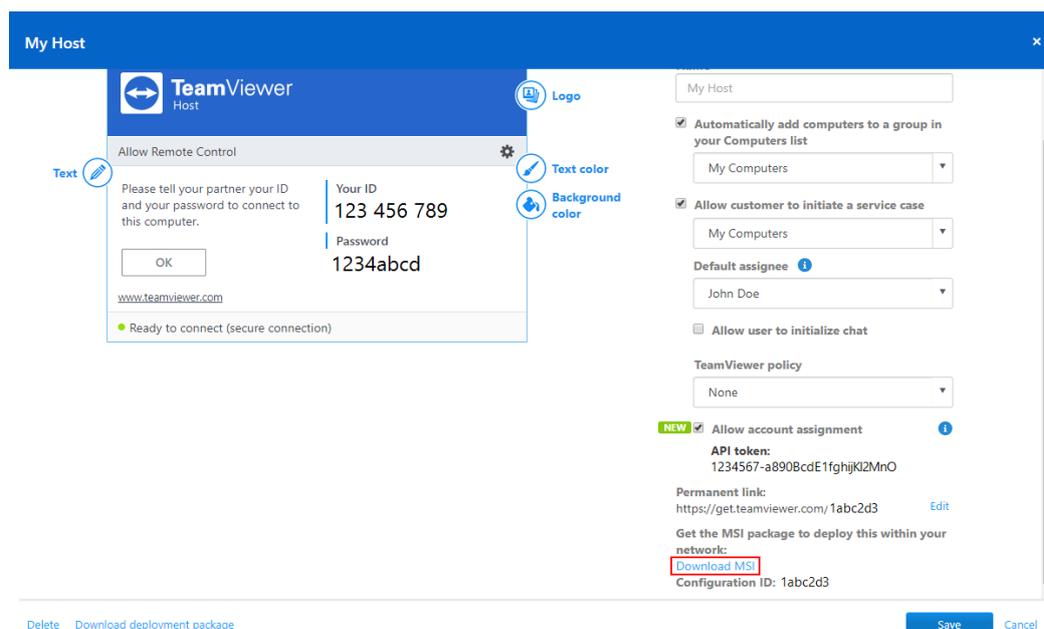
3.6 The TeamViewer MSI Package

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.



3.7 The TeamViewer Management Console

Hinweis: To be able to use the Management Console, you will need a TeamViewer account (*siehe Abschnitt 10.1, Seite 53*).

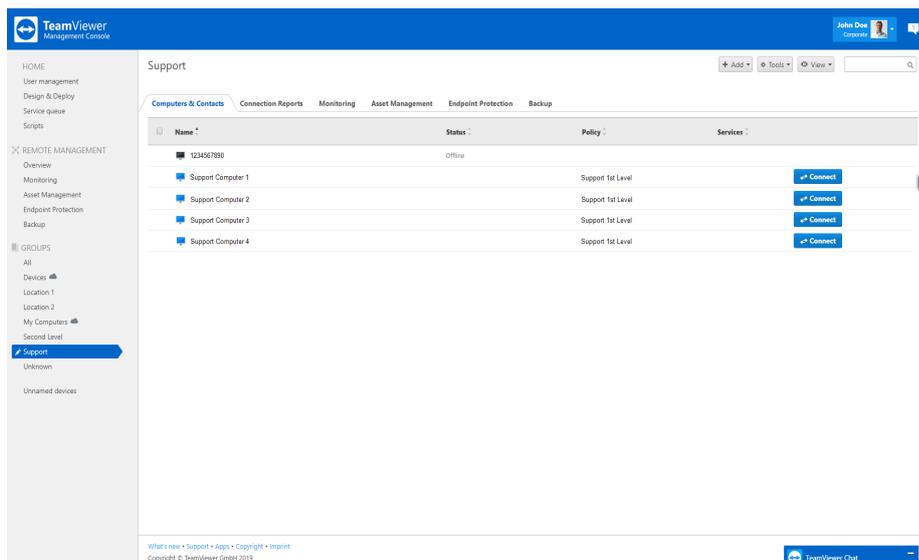
The TeamViewer Management Console is an intuitive, web-based user interface that allows you to

- Manage TeamViewer contacts
- Log TeamViewer connections
- Monitor and inventory your computers
- Manage your service queue
- Administer all TeamViewer users of your company
- Create new accounts
- Manage access rights and passwords or share individual contact groups
- Start connections directly from the browser
- Bill logged connections
- Create and save personalized TeamViewer modules for QuickSupport and Host.

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

Hinweis: TeamViewer supports Internet Explorer 11 (or later) or other popular browsers in a current version.

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



The TeamViewer Management Console opens platform-independently in the web browser.

3.8 TeamViewer on mobile devices

TeamViewer is also available for mobile devices.

The following mobile device operating systems allow you to start remote control sessions and conveniently control the remote computer:

- iOS
- Android
- Windows 10 Mobile
- BlackBerry

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

The according app “TeamViewer for Remote Control” can be downloaded from Google Play for Android, from the Apple App Store for iOS, from the Microsoft App Store for Windows 10 Mobile and from BlackBerry World for BlackBerry.

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

3.9 Customizable modules

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



It is possible to create one or more personalized QuickSupport modules as well as using the standard QuickSupport module. This provides you with additional functions and automatically having your partners appear in your Computers & Contacts list).

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



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.

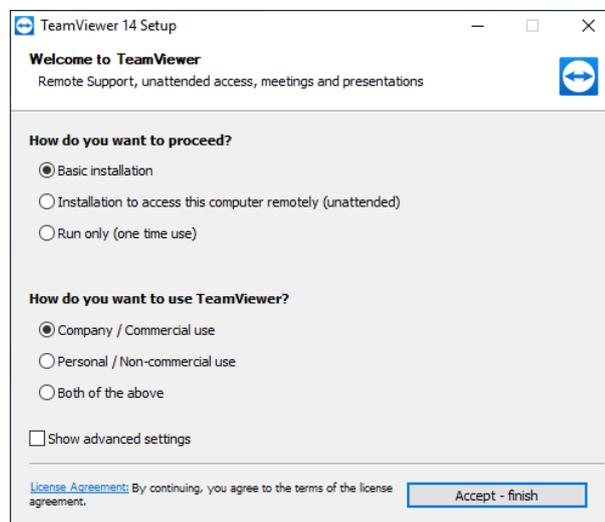
To do so, go to <https://www.teamviewer.com/download/> and save the setup file on your computer.

If you have decided on a different module as described in [Abschnitt 3, Seite 12](#), 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

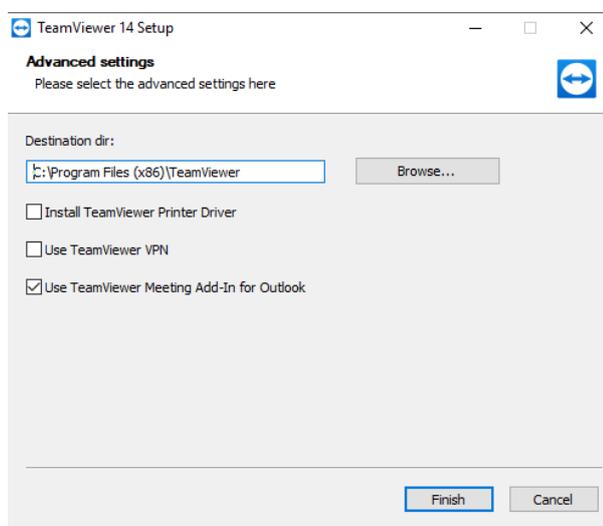


with the setup of TeamViewer as a system service. Additional information on this is available under [Abschnitt 4.2, Seite 23](#).

- 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 ([siehe Abschnitt 4.1.1, Seite 22](#)), 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) ([see *siehe Abschnitt 12.7, Seite 100*](#)).



3. **Use TeamViewer VPN:** If you want to use TeamViewer VPN, select the check box (*siehe Abschnitt 8, Seite 45*).
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. More information can be found in the *TeamViewer Manual - Meeting*.
5. Click the **Finish** button.

 The installation of TeamViewer is completed.

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

4.2 TeamViewer as a Windows system service

4.2.1 Differences between a Windows application and a Windows system service

You can setup TeamViewer as a Windows system service either during the installation process or later in the options.

If you install TeamViewer as a Windows application:

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

If you install TeamViewer as a Windows system service:

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



4.2.2 How to configure TeamViewer as a Windows system service

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

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

1. Open up TeamViewer.
2. Click **Extras | Options** in the menu bar.
➡ The **TeamViewer options** dialog box will open.
3. Select the category **General**.
4. Select the **Start TeamViewer with Windows** option.
➡ A window will open prompting you for a password.
5. Enter a secure password in the **Password** field and confirm.
6. Click the **OK** button.
7. Click **OK** in the **Permanent Access Activated** dialog box.
8. TeamViewer is now configured to start automatically with Windows.

Achtung: If you configure TeamViewer to start automatically with Windows, a TeamViewer service runs at all times. Do not stop this service manually!

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

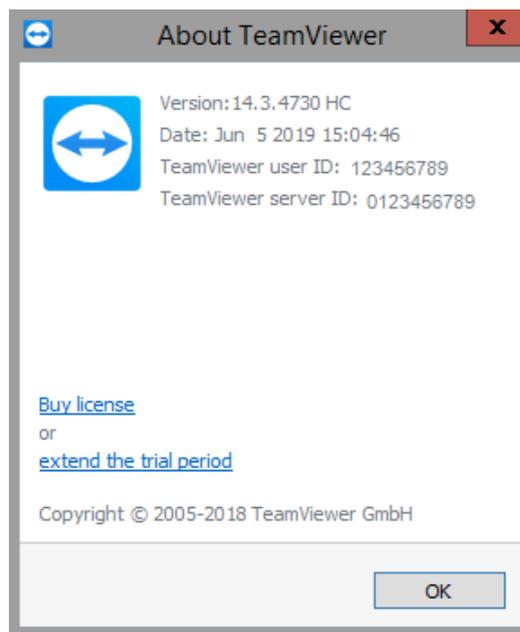
4.3 Using TeamViewer on a terminal server

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. For more information on TeamViewer IDs, see [Abschnitt 2, Seite 7](#).



User ID and Server ID in the About dialog box.

Hinweis: Please note that TeamViewer handles every terminal server user account as a separate workstation. This affects licensing, among other factors (*siehe Abschnitt 4.4, Seite 25*).

4.3.1 Special TeamViewer licensing terms for terminal server use

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

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.

4.4 Activating the TeamViewer license

Personal users can use the free version of TeamViewer.

For commercial use, purchase a license via our online shop under <https://www.teamviewer.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.

Hinweis: 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 Establishing a connection with TeamViewer

This section describes in simple steps how to create a remote control session. The process for creating a connection for a VPN session or file transfer is the same. To learn about other options for establishing a connection and other functions, see [Abschnitt 9 "Other connection options", Seite 47](#), [Abschnitt 9.3 "Establish a connection via a Windows shortcut", Seite 49](#) and [Abschnitt 12 "Miscellaneous functions", Seite 91](#).

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

1. Open up TeamViewer.
2. Click the **Remote Control** tab.
3. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport ([siehe Abschnitt 3.2, Seite 12](#)).
4. Ask your partner for his/her TeamViewer ID and password.
5. Enter your partner's ID in the **Partner ID** combo box.
6. Click the **Remote Control** option button.
7. Click the **Connect** button.
 - ➡ The **TeamViewer Authentication** dialog box will open.
8. Enter the password of the remote computer.
9. Click **Sign In**.
 - ➡ You are now connected to your partner's computer.

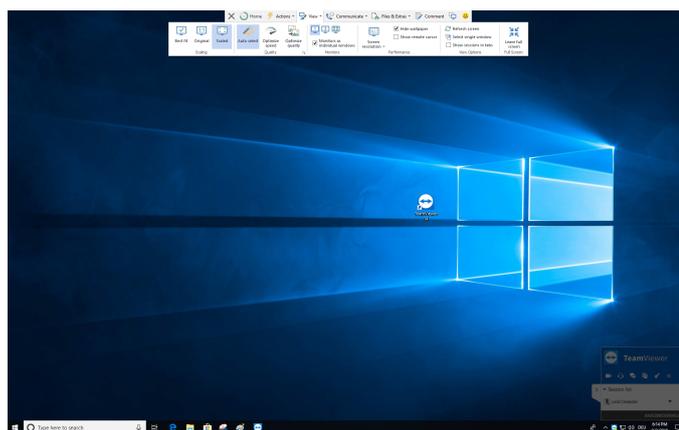


6 The Remote Control connection mode

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

This section explains the means which are available to you there. You can control your partner's computer as if you were sitting in front of it. If you want to control your own computer while on the move, this is also the appropriate mode.

If you have started a remote control session (as described under [Abschnitt 5, Seite 27](#)), the **Remote Control** window will appear.



The TeamViewer Remote Control window.

6.1 Remote Control window options

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

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

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



Close

Closes the current connection.



Start

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

General information

Processes	<p>Displays details about running processes on the remote device.</p> <p>Clicking on the link opens the Task Manager on the remote device.</p>
Performance	<p>Displays the current CPU and RAM usage as well as information about the hard disks of the remote device.</p> <p>If the graphs are colored in red because of the high workloads on the remote device, you can directly access the Task Manager and Disc Cleanup to solve potential issues quickly.</p>
Disk health	<p>Displays information about the health state and type of used hard drives. This includes name, status or serial number. Color codes allow a quick assessment of the condition.</p>
Security	<p>Displays information about the remote device's Antivirus and Firewall protection status. It also displays possible Windows updates.</p> <p>If the status indicator is colored in red, the Antivirus or Firewall protection does not work properly or is not activated at all. With one click, you can open the Service Center of the remote computer and solve the problem.</p>
Session	<p>Displays information about the connection partner and the current session.</p>
Device	<p>Provides information about the remote device (e.g. manufacturer, model, operating system or device name).</p>



General information

System environment

Displays technical data, such as the network adapter name, domain, netmask, and IP address of the remote device.

Clicking on the link opens the Network and Sharing Center on the remote device for more information.

Device management

Account assignment

Displays the TeamViewer account to which the remote device is assigned to. The status indicator displays whether an account exists or not.

Clicking on the link opens the TeamViewer options of the remote device where you can change the account assignment settings.

Wake-On-LAN

Displays information about the Wake-on-LAN status of the remote device. A red status light indicates a deactivated function.

Clicking on the link allows you to change the Wake-on-LAN settings.

Unattended access

Displays whether unattended access is enabled on the remote device or not.

Clicking on the link opens the settings for unattended access to the remote computer.

End session

Ends the current connection.

Feedback

Your opinion, suggestions and feedback are always welcome.

Hinweis: The functions may differ according to the used operating systems.



Actions

Session

End session Ends the current session.

- **End session and lock remote computer:** Ends the current session and locks the remote computer.

Leave note Opens the note function. This feature is available for remote control sessions with the TeamViewer full version, the TeamViewer Host and the QuickSupport module.

Hinweis: The note will still be displayed to the customer even after closing the remote control session.

Automation

QuickSteps Perform frequently used Windows functions on the remote device with a single click.

Scripts Run your own scripts on the remote device with a single click.

Windows Options

Lock **Lock now:** Locks the remote computer. Now you can switch user accounts or sign in to the same session again.

Lock on session end: Locks the remote computer automatically after session end or session abort.

Hinweis: The **Lock on session end** option is enabled automatically if the remote computer is locked or if no user is signed in while a connection is being established.

Sign out of remote computer: Logs the current Windows user account off at the remote computer. You can then now log back into any Windows user account.



Windows Options

Reboot **Reboot:** Restarts the remote computer.

Hinweis: As soon as the remote computer has been restarted, a dialog box will be automatically displayed. You can then re-establish the TeamViewer connection.

Reboot in safe mode: Restarts the remote computer in safe mode with network drivers.

Remote Interaction

Send Ctrl+Alt+Del Sends the CTRL+ALT+DEL key combination to the remote computer.

Send key combinations Transmits key combinations (such as ALT+TAB) directly to the remote computer and does not execute the command locally.

Disable remote input Prevents mouse and keyboard input on the remote computer.

Hinweis: Press CTRL+ALT+DEL on the remote computer to undo this action.

Show black screen Switches the remote computer screen to black.

Hinweis:

- **Windows 7:** This feature requires the installation of the TeamViewer monitor driver. Click **Continue** to install the monitor driver.
- **Windows 8 and 10:** The installation of a monitor driver is not necessary. Simply activate **Show black screen** in the session or configure it in the Computers & Contacts options to be active each time you connect to that computer or contact.

Participants

Invite additional participant... Opens the **Invite additional participant** dialog box (*siehe Abschnitt 12.6, Seite 99*).



Opens the **Session list** widget (*siehe Abschnitt 12.6, Seite 99*).



Information

Remote System Info... Opens the remote computer's **System information** dialog box (*siehe Abschnitt 12.6, Seite 99*).

Remote update... Starts checking for a more recent version of TeamViewer on the remote computer and installs an update if necessary (*siehe Abschnitt 12.2, Seite 96*).

 Opens the **Connection info** dialog box (*Abschnitt 12.4, Seite 97*).



View

Scaling

Best fit Transmits the remote screen at a smaller size if it has a higher resolution than the local screen.

Original Transmits the screen at the remote computer's set resolution. If the remote screen has a higher resolution than yours, you can use the scrollbars to navigate the screen.

Scaled Transfers the remote screen scaled. In this process the Remote Control window can be either increased or reduced in size, starting from the resolution of the remote computer.

Quality

Automatic Optimizes the display quality and transmission speed based on the available bandwidth.

Optimize speed Optimizes the connection speed by reducing the display quality. The display quality is also reduced to the optimum level for remote control.

Optimize quality Optimizes the display quality.

 Optimizes the display quality and transmission speed based on your custom settings.



Monitors



Shows all monitor screens at the same time in a single window if your partner is using multiple monitors.



Shows your partner's available monitors.



Monitors as individual tabs

If you enable the option **Show connections in tabs**, the monitor is displayed as a new tab in the open remote control window.

If the opening of new connections in tabs is deactivated in the options (*siehe Abschnitt 13.3, Seite 117*), the monitors are displayed in a separate session window.

Performance

Screen Resolution

Changes the screen resolution on the remote computer. A lower resolution on the remote computer can improve performance since less data needs to be transmitted.

Hide wallpaper

Hides the wallpaper on the remote computer. This may increase your connection speed.

Show remote cursor

Shows your partner's mouse pointer. If activated, you will see whenever the mouse pointer on the remote computer is moved.

View Options

Refresh screen

Forces a screen refresh whenever the automatic refresh function does not work.



View Options

Select single window Shows only one specific window from your partner's screen. To do so, click the crosshair inside the window you wish to view.

Show whole desktop Shows the entire screen of the remote computer.

Show sessions in tabs If activated, all remote control sessions will be displayed in a window. Each session will be displayed as a tab within the window.

Full screen

Switch to full screen Shows the remote screen on the local computer in full screen mode. If the remote computer's screen has a lower resolution than the local computer's screen and you selected the **Scaled** option, the screen will be enlarged accordingly.



Communicate

For details regarding communication functions, see [Abschnitt 11, Seite 82](#).

Computer sounds

Computer sounds If activated, the sound from the remote computer will be transferred to the local computer ([siehe Abschnitt 11.7, Seite 88](#)).

Control

Switch sides with partner Switches the direction of the remote control session, allowing your partner to control your computer.



Conference call

- Call via Internet** Select an option for voice transmission:
- Use the microphone and speaker on the computer to talk to the connection partner (Voice over IP).
- **Start internet call:** Starts a call via internet or opens up the appropriate settings.

- Call by telephone** Start a classic conference call or participate in a conference call.
- **Conference details:** Opens up the settings for a traditional conference call.

Weiter Informationen finden Sie unter [Abschnitt 11.3.2 "Telephone", Seite 84.](#)

Chat & Video

- Chat** Opens a widget for text-based communications with your partner.

Weiter Informationen finden Sie unter [Abschnitt 11.4 "Chatting with your partner during a TeamViewer session", Seite 85.](#)

- Video** Opens a widget for webcam transmission.

Weiter Informationen finden Sie unter [Abschnitt 11.2 "Transmitting webcam video to your partner", Seite 83.](#)

Whiteboard

- Whiteboard** Opens a widget that enables you to draw or write on the remote screen as desired.

Weiter Informationen finden Sie unter [Abschnitt 11.6 "Drawing on the screen during a TeamViewer session", Seite 87.](#)



Files & Extras

Print

- Activate remote TeamViewer printing** Enables printing from the remote computer on a local printer ([siehe Abschnitt 12.7, Seite 100.](#))



VPN

Start Creates a virtual private network between the connected computers.

VPN

Hinweis: This option is only available if both computers have already installed the TeamViewer VPN driver. For more information about TeamViewer VPN, see [Abschnitt 8, Seite 45](#).

You can choose between the following options:

- **Start:** Starts the VPN connection.
- **Stop:** Ends the VPN connection.
- **Status...:** Opens a status window showing i.e. the IP addresses of the VPN.

Screen recording

Take screen-shot... Saves the currently displayed contents of the remote control window as a screenshot.

To do so, click **Take screenshot...** In the opened dialog box, you will have the option to save the screenshot or copy it to the clipboard.

Start session recording This menu item records the current remote control session as a video ([siehe Abschnitt 11.8, Seite 89](#)).

You can choose between the following options:

- **Start:** Starts the recording.
- **Pause:** Pauses the recording.
- **Stop and save:** Ends the recording.

Transfer files

Open file transfer Opens the **File transfer** window, which allows files to be transferred between the local and the remote computer ([siehe Abschnitt 7, Seite 41](#)).



Transfer files

Share via file box Opens a dialog that lets you share files with your partner in a remote control session (*siehe Abschnitt 11.5, Seite 86*). Additionally, you can directly access files from your cloud storage.

- **Computer...:** Share files from your computer with your partner in a remote control session.



Next monitor

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



Comment

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

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

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

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



Remote update

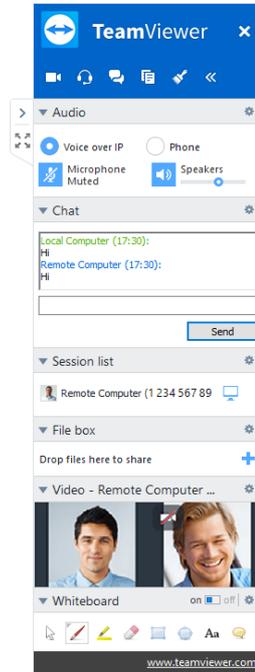
Updates TeamViewer on the remote computer. Depending on the settings that are configured for the automatic update, the appropriate update will be installed within the main version, or a new main version will be installed. This function can also be called up via the **Actions** button (*siehe Abschnitt 12.2, Seite 96*).

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



6.2 Remote computer options in the TeamViewer Panel

A small **TeamViewer Panel** appears at the bottom right on the partner's screen (remote computer).



The Remote Control TeamViewer panel

The **TeamViewer Panel** has the following features:

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

Hinweis: The same window appears on your computer after you have started one of the multimedia functions (*siehe Abschnitt 11, Seite 82*).

6.2.1 Menu bar options

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



Icon/Function	Description
 Close all connections	Closes all active remote control sessions.
 Video	Opens the My video widget (<i>siehe Abschnitt 11.2, Seite 83</i>).
 Audio	Opens the Audio widget (<i>siehe Abschnitt 11.3, Seite 84</i>).
 Chat	Opens the Chat widget (<i>siehe Abschnitt 11.4, Seite 85</i>).
 File box	Opens the File box widget (<i>siehe Abschnitt 11.5, Seite 86</i>).
 Whiteboard	Opens the Whiteboard widget (<i>siehe Abschnitt 11.6, Seite 87</i>).
 Functions	Via the context menu of the icon you have the possibility to call the widget Connection Overview (<i>siehe Abschnitt 11.1, Seite 82</i>).



7 The File Transfer connection mode

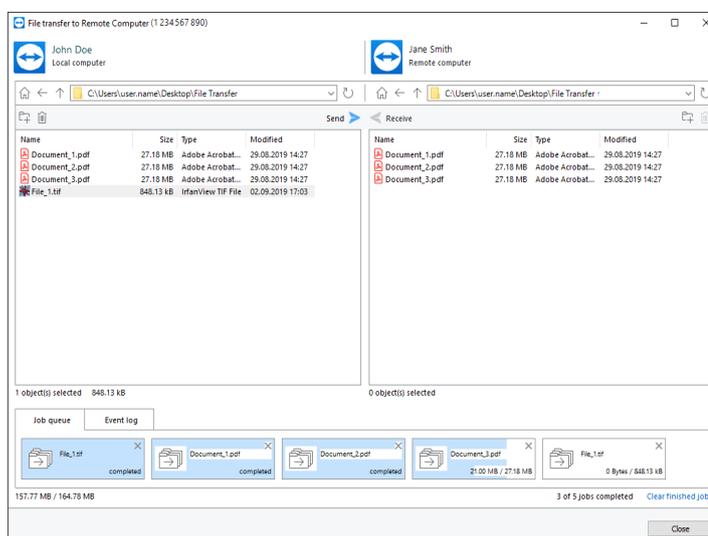
In the sections that follow, you will learn how to send and receive files and folders.

7.1 Options in File Transfer connection mode

7.1.1 Description of the File Transfer window

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

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



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

7.1.2 File transfer window options

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



Icon	Description
	Refresh the file list (shortcut: F5): Refreshes the current folder.
	Delete selected object(s) (shortcut: DEL): Deletes the selected files and folders. This action cannot be undone.
	Achtung: Deleted files cannot be restored from the Recycle Bin; they are permanently deleted.
	Create a new folder (shortcut: CTRL+SHIFT+N): Creates a new folder in the selected directory.
	Browse to parent folder (shortcut: BACKSPACE): Switches to the parent folder of the current folder.
	Browse to drives (shortcut: CTRL+BACKSPACE): Shows the mapped drives in Windows. You can also access special Windows folders here, such as My Files and Desktop .
	Send (shortcut: F11): Sends the selected files and folders to the remote computer. You are able to send multiple files at the same time. To do so, make use of the shortcuts known from Windows to select multiple files.
	Receive (shortcut: F11): Loads the selected files and folders onto the local computer. You are able to send multiple files at the same time. To do so, make use of the shortcuts known from Windows to select multiple files.
	Rename: To change the name of a file or folder, click on an already selected object. The name becomes editable.

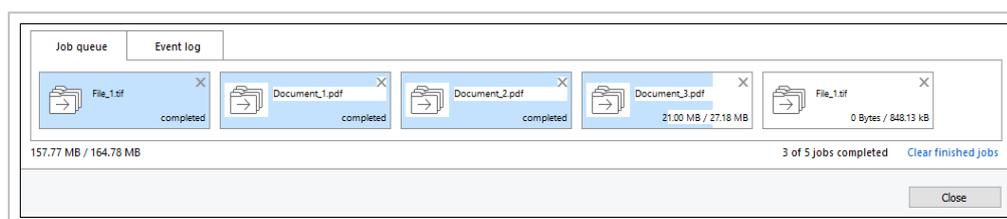
Tipp: In the File Transfer window, you can also transfer files and folders from one computer to the other via Drag & Drop. To do so, drag the file or folder from one file system area to the file system area of the other computer.



Tip: With TeamViewer 13 and later, you can also access the Windows folder “Recent files” to send files from this folder to a remote computer. Click the  icon and open the list of “Recent files” with a double click.

Job queue

In the job queue, files and jobs you want to send to or receive from a remote device will be queued and processed one after another.



The **Job queue** in the **File transfer** window.

This allows you to search for additional files to be transferred while some files are already being processed. You can start multiple file transfer jobs before the previous job is finished.

The following options are available for the Job queue:

- Move and rearrange jobs via drag and drop within the Job queue.
- Cancel a job by clicking the **X** in the top right corner of the job.
- Clear the Job queue by clicking **Clear completed jobs**.

7.2 Transferring files using drag and drop

Another option for transferring files between your computer and your partner’s computer is drag and drop. With drag and drop it is not only possible to transfer files between folders but also to drag and drop files into an application or according. This way, you could for example attach a file to an email.

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

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

1. Connect to the remote computer as described under *Abschnitt 5, Seite 27*.
2. Select the file that you wish to transfer.
3. Drag the file from your local screen to the Remote Control window.

 The file is transferred to the remote computer.



To transfer files from the remote computer to the local computer, follow these steps:

1. Connect to the remote computer as described under *Abschnitt 5, Seite 27*.
2. Select the file that you wish to transfer.
3. Drag the file from the Remote Control window to your local screen.

➡ The file is transferred to the local computer.

7.3 File transfer via the Windows context menu

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

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

Hinweis: The computer or contact must confirm the request.

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

1. Select the file in Windows Explorer.
2. Right-click the file.
➡ The Windows context menu will open.
3. Select the **Send to | TeamViewer** option.
➡ The TeamViewer **Send file to...** dialog box will open.
4. Select the computer or contact, that you would like to send the file to.
5. Click the **OK** button.

➡ You have sent a file to a computer or contact from your Computers & Contacts list.

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

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

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



8 The VPN connection mode

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

8.1 Sample uses for TeamViewer VPN

- Print on a shared printer, locally connected to the remote computer.
- Run applications that access a remote database by setting up a VPN connection to the remote database server (e. g. home office).
- Make devices (e.g. hard disks or USB sticks) connected to the remote computer available for external users.

8.2 Requirements for using TeamViewer VPN

TeamViewer must be installed with the option **Use TeamViewer VPN** on both sides (*siehe Abschnitt 13.1, Seite 112*). That means that the TeamViewer VPN driver must be installed on both computers. The VPN driver can also be installed at a later time (*siehe Abschnitt 13.9, Seite 125*). Uninstalling or reinstalling TeamViewer itself is not necessary.

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

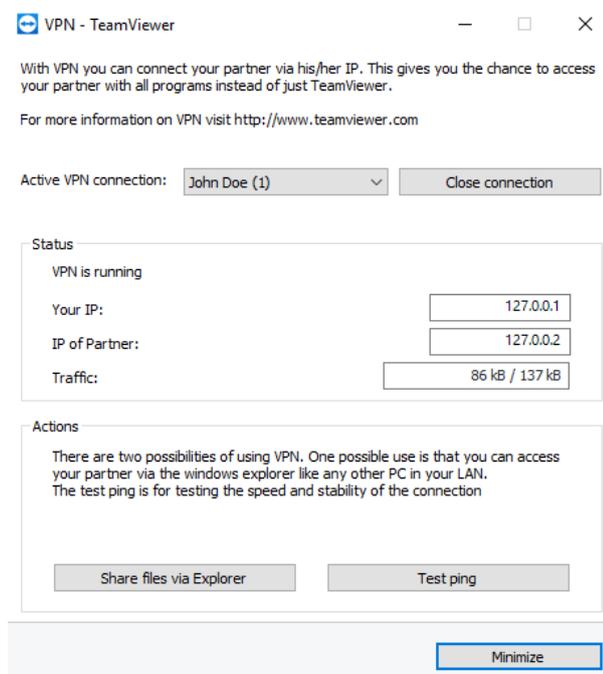
Hinweis: If you connect your local computer to the remote computer via TeamViewer VPN, only those two computers will be linked together in a virtual private network. No other computers in the LAN of either computer will be accessible.

Hinweis: In case the TeamViewer VPN driver is not yet installed, the **VPN** option button is not visible in the **Remote Control** tab of the TeamViewer main window.



8.3 VPN dialog box options

Requirement: You are connected to the remote computer via VPN (see description under [Abschnitt 5, Seite 27](#)).



The **TeamViewer VPN** dialog box will open.

The following functions are available:

- **Active VPN connection:** In the case of several simultaneous VPN connections, specify the connection to which the information and possible actions displayed in the dialog box refer.
- **Close connection:** Close the selected connection.
- **Status:** Your IP address, the IP address of the remote computer and the amount of data transferred are displayed.
- **Open Explorer:** Opens Windows Explorer. Windows Explorer gives you access to the remote file system. If folders on the remote computer are shared via the local network, you will be able to access them and delete, copy, or move files as needed.

Hinweis: Please note that you may need to authenticate yourself on the remote computer.

- **Test ping:** The Test ping button sends a ping signal to the remote computer. This lets you check whether a connection has been established successfully.



9 Other connection options

9.1 Establishing a LAN connection using the IP address

9.1.1 Connecting via the network by activating LAN connections

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

To accept incoming LAN connections, follow these steps:

1. Click **Extras | Options** in the menu bar.
 The **TeamViewer options** dialog box will open.
2. Select the category **General**.
3. In the **Network settings** area, under **Incoming LAN connections**, select one of the following two options:
 1. **Accept**: Computers from the local network can connect to your computer/IP address.
 2. **Allow only**: Only computers from the local network can connect to your computer/IP address. Your IP address is displayed in the main window instead of your TeamViewer ID.

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

To connect to a partner via his/her IP address, follow the instructions under *Abschnitt 5, Seite 27*, but instead of the **Partner ID**, you need to enter the **IP address** of the remote device. If the network uses DNS resolution, you can connect in the same way using the computer's name instead.

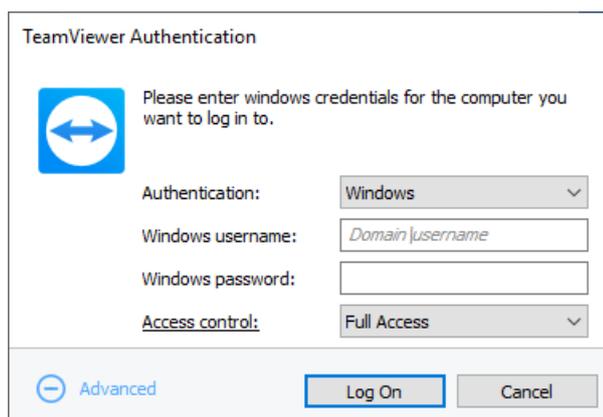
Hinweis: No TeamViewer servers are involved in LAN connections. Therefore, regular symmetric encryption without public/private key exchange is used.



9.2 Authenticating on the Remote Computer using a Windows user account

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

Windows authentication can be used for all connection modes.



The Advanced Authentication dialog box.

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

1. Open up TeamViewer.
2. Ask your partner to start the TeamViewer full version or TeamViewer QuickSupport (*siehe Abschnitt 3.2, Seite 12*).
3. Ask your partner for his/her TeamViewer ID.
4. In the **Remote control** tab, in the **Control Remote Computer** area, select the **Remote control** option button.
5. Enter your partner's ID in the **Partner ID** field.
6. Click the **Connect to partner** button.
 - ➡ The **TeamViewer Authentication** dialog box will open.
7. Click **+ Advanced**.
 - ➡ The dialog box displays the advanced settings.
8. Select **Windows** from the **Authentication** drop-down list.
9. Enter the **Windows username** and **Windows password** for a Windows user account on the remote computer in the corresponding fields.
10. Click the **Log On** button.
11. You are now connected to your partner's computer.



Hinweis: You can always use Windows login information to connect to TeamViewer QuickSupport.

Hinweis: In TeamViewer Host as well as in the TeamViewer full version, this functionality must first be activated in the remote computer's options under the **Security** category (siehe Abschnitt 13.2, Seite 114).

Hinweis: Make sure that all Windows logins are secured using strong passwords. To check your TeamViewer password strength, see Abschnitt 13.2, Seite 114.

9.3 Establish a connection via a Windows shortcut

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

A shortcut can be created via drag & drop for every computer in your Computers & Contacts list (siehe Abschnitt 10, Seite 52). The shortcut is connected to your TeamViewer account. This means that it can be used by you or TeamViewer accounts with which you have shared the group in which the linked computer is located. If the shortcut is executed, a remote control session using a password starts.

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

1. Open up TeamViewer.
2. Log in to your Computers & Contacts list with your TeamViewer account (siehe Abschnitt 10.1.3, Seite 55).

Hinweis: 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 Abschnitt 12.9, Seite 106.

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

You are connected to the computer from your Computers & Contacts list.



Hinweis: If you have stored a permanent password for the linked computer in your Computers & Contacts list, steps 6 and 7 are not applicable.

9.4 Easy access: Connections to your own computers without password

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

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

For this purpose, the remote device must be assigned to your TeamViewer account (siehe Abschnitt 10.2.10, Seite 74).

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

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

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

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

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

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

1. Start TeamViewer on the computer.
2. Log in to your Computers & Contacts list with your TeamViewer account (siehe Abschnitt 10.1.3, Seite 55).



Hinweis: 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 [Abschnitt 12.9, Seite 106](#).

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

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

To connect to a computer with easy access, follow these steps:

1. Open up TeamViewer.
2. Log in to your Computers & Contacts list with your TeamViewer account ([siehe Abschnitt 10.1.3, Seite 55](#)).

Hinweis: 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 [Abschnitt 12.9, Seite 106](#).

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

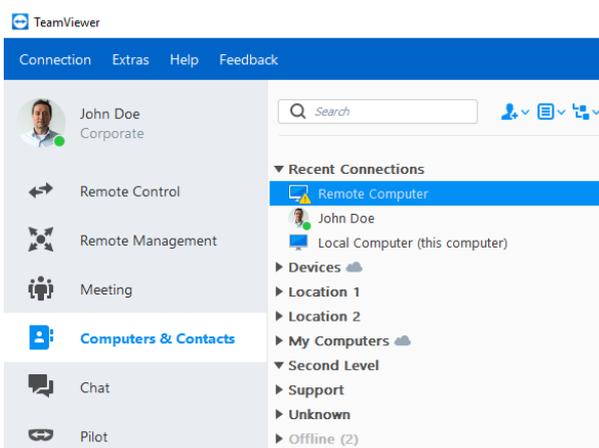


10 Computers & Contacts - Managing Contacts

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.

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

Computers & Contacts offers the following advantages:

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



- Send messages to your contacts using the Group Chat, Offline Messages or blocklist contacts for chat.
- Manage computers and contacts in groups and add your own notes to them.
- Predefine connection settings for individual computers, contacts and groups.
- Set your own availability status.
- Remote monitoring for your computers.
- Connect directly to partners via service cases.
- Video calls with up to 10 persons.
- Personal and professional presentation with profile pictures.

Hinweis: Computers & Contacts is a component of the TeamViewer account. To be able to use it, you have to register once for a TeamViewer account (*siehe Abschnitt 10.1.1, Seite 54*).

10.1 The TeamViewer account

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

Hinweis: 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:

- Computers & Contacts
- Schedule and manage Meetings
- Web Login

Tipp: Using your TeamViewer account, you are also able to access other TeamViewer products like **TeamViewer IoT** (<https://www.teamviewer.com/iot/>) or **Blizz** (<https://www.blizz.com>).

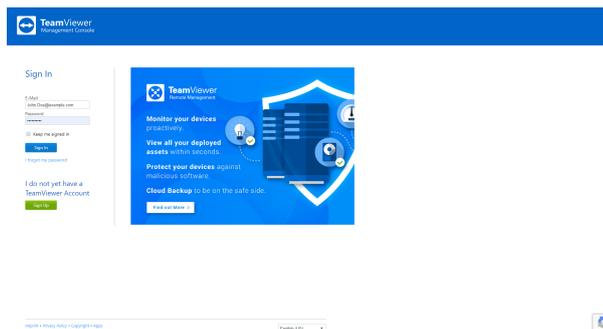


10.1.1 Creating a TeamViewer account

To create a TeamViewer account, follow these steps:

1. In the TeamViewer main window, click  **Sign In** or **Computers & Contacts** on the status bar.
Don't have an account?
 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 e-mail address or password, use the Account Management options. There you can also link your Premium or Corporate License to your account (*siehe Abschnitt 13.5, Seite 120*).



Creating a TeamViewer account via the website.

Tip: 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.

10.1.2 Managing your TeamViewer account

You can manage your TeamViewer account settings either via a web browser or directly in TeamViewer options (*siehe Abschnitt 13.5, Seite 120*).

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.

Hinweis: 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 [Abschnitt 12.9, Seite 106](#).

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.

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

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



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

1. In the TeamViewer main window, click  **Computers & Contacts** on the status bar.
 - ➔ The **Computers & Contacts** window will open.
2. Enter your account information in the **E-mail** and **Password** fields.
3. Click the **Log On** button.

Hinweis: 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 [Abschnitt 12.9, Seite 106](#).

➔ 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.

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

Hinweis: 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.

Hinweis: 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.

10.2 Computers & Contacts options

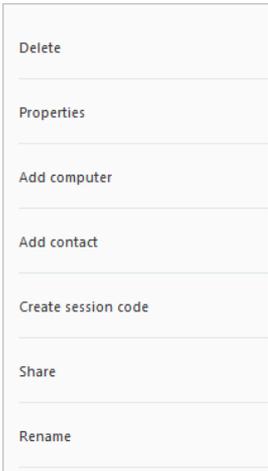
Below is a description of the available actions in Computers & Contacts.

Action	Description
	<p>Open up the following options via the icon's context menu:</p> <ul style="list-style-type: none"> • Add remote computers to the Computers & Contacts list (<i>siehe Abschnitt 10.2.6, Seite 65</i>) • Add contacts to the Computers & Contacts list (<i>siehe Abschnitt 10.2.6, Seite 65</i>) • Add new groups (<i>siehe Abschnitt 10.2.3, Seite 61</i>) • Create service cases (<i>siehe Abschnitt 10.3.1, Seite 76</i>) • Find nearby contacts and computers (<i>siehe Abschnitt 12.8, Seite 104</i>)
	<p>Via the icon's context menu, open the following TeamViewer functions:</p> <ul style="list-style-type: none"> • 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 (<i>siehe Abschnitt 10.3, Seite 76</i>).
	<p>Extended grouping of devices (<i>siehe Abschnitt 10.2.4, Seite 61</i>).</p>
	<p>Opens the chat window (<i>siehe Abschnitt 10.2.9, Seite 70</i>).</p>



Action	Description
	<p>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 (<i>siehe Abschnitt 10.2.11, Seite 75</i>).</p>
	<p>Starts searching your Computers & Contacts list (by group name, account name or ID) as soon as you enter something into the search field.</p>
Account menu bar	<p>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.</p> <p>You have the choice between:</p> <ul style="list-style-type: none"> • Online  • Busy  • Away  • Show as offline 
	<p>Hinweis: If you are inactive for more than five minutes, your availability status will automatically be set to Away.</p>
	<p>In addition, you can call up the account management in TeamViewer via the Edit profile... menu item (<i>siehe Abschnitt 13.5, Seite 120</i>). You can log off from your account using the Sign Out option.</p>
	<p>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:</p>



Action	Description
	<ul style="list-style-type: none"> • 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 permissions. For more details on advanced group settings, please refer to Abschnitt 10.2, Seite 57 • Add computer: Adds a computer to the group. For more details on advanced group settings, please refer to Abschnitt 10.2, Seite 57 • Add contact: Add contacts to the Computers & Contacts list (siehe Abschnitt 10.2.6, Seite 65) • Create session code: Create service cases (siehe Abschnitt 10.3.1, Seite 76) • Share: Click on the group you want to share. (siehe Abschnitt 10.2.5, Seite 62) • 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.

10.2.1 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.

10.2.2 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.

Hinweis: 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.

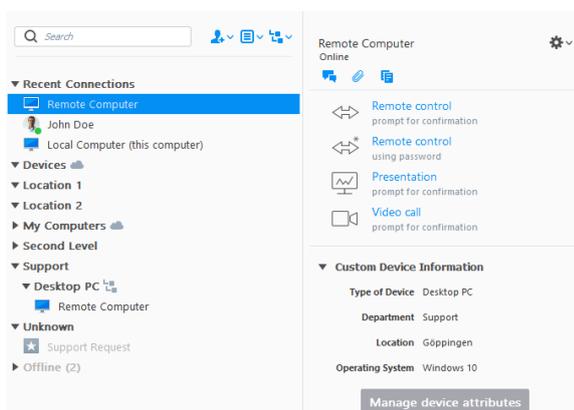
3. Click **Add Device Property**.

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.

**Hinweis:**

- 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.

10.2.3 Adding groups

To create a new group, follow these steps:

1. Click the  button.
2. In the context menu, select the option **Add new group**.
 The **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.

Hinweis: 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 [Abschnitt 13.5, Seite 120](#).

10.2.4 Extended grouping of devices

The setup of custom device information ([siehe Abschnitt 10.2, Seite 57](#)) 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.

Hinweis:

- 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.

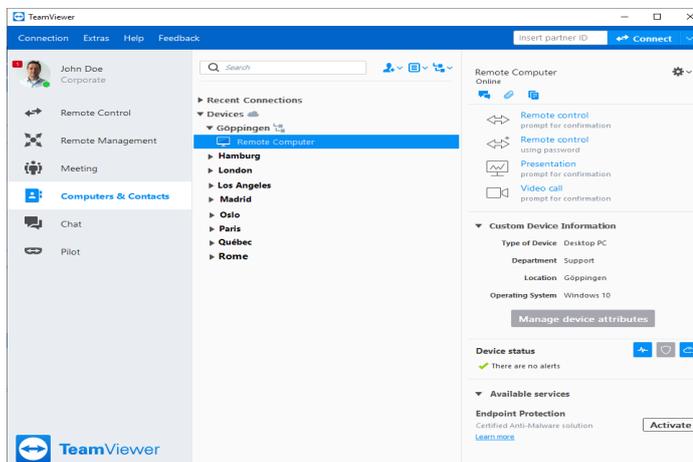
To create groups based on custom device information, follow these steps:

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



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

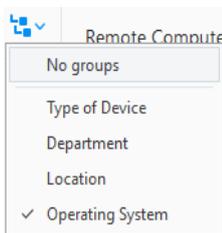
- ➔ For example, if you have created an **Operating System** device attribute and have entered the appropriate values (e.g. Windows, macOS, Linux, etc.) for your devices, your devices will be grouped into subgroups with the appropriate operating systems.



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.

10.2.5 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.

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

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



To share a group, follow these steps:

1. Select a group in your Computers & Contacts list.
2. In the context menu 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.

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

Tipp: 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. Weiter Informationen finden Sie unter [Abschnitt 10.2.8 "The computer or contact context menu", Seite 69.](#)



10.2.6 Adding computers/contacts

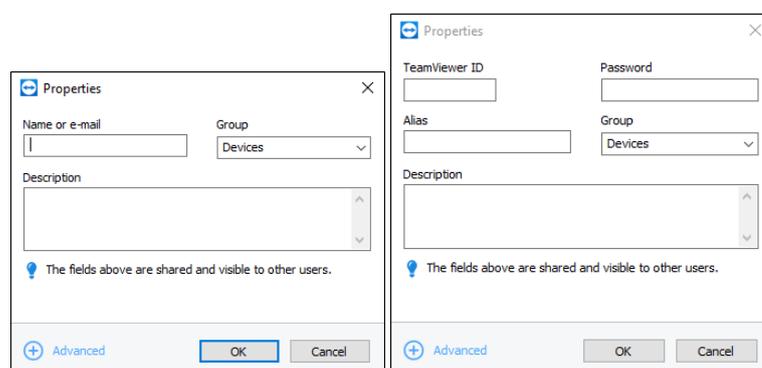
You can add computers or contacts either by TeamViewer ID (computers) or TeamViewer account (contacts).

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

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

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

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

1. Log into Computers & Contacts using your TeamViewer account (*siehe Abschnitt 10.1.3, Seite 55*).



Hinweis: 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 [Abschnitt 12.9, Seite 106](#).

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 resolution	From the drop-down list, select the desired resolution on the remote computer upon connecting.	<ul style="list-style-type: none"> • Inherited • Don't change • Best fit
Window	From the drop-down list, select whether you would like the remote computer's screen to appear in full screen mode upon connecting.	<ul style="list-style-type: none"> • Inherited • Windowed • Full screen • Maximized
Scaling	From the drop-down list, select how you would like the remote computer's screen to look upon connecting.	<ul style="list-style-type: none"> • Inherited • Best fit • Scaled • 100% (original)



Settings	Description	Possible values
Quality	From the drop-down list, select the desired display quality upon connecting.	<ul style="list-style-type: none"> • Inherited • Automatic • Optimize speed • Optimize quality • Custom Settings
Initial monitor	From the drop-down list, select the monitor to be transmitted first upon connecting.	<ul style="list-style-type: none"> • Inherited • Primary monitor • All monitors • Monitor X
Authentication mode	From the drop-down list, select how you would like to log onto the remote computer upon connecting.	<ul style="list-style-type: none"> • Inherited • TeamViewer authentication • Windows authentication
Remote input	From the drop-down list, select whether you want to allow remote partner entries upon connecting.	<ul style="list-style-type: none"> • Inherited • Enable remote input • Disable remote input • Disable remote input and show black screen on remote computer

10.2.7 Creating a quick connection from Computers & Contacts - Prompt for confirmation

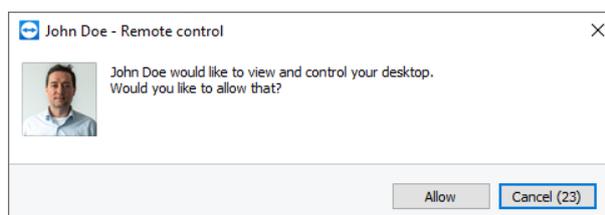
For connections using prompt for confirmation, you will be able to connect without the need to enter a password. Instead, TeamViewer will send a direct connection request. The connection partner may accept or decline the request.



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.

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

10.2.8 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 (<i>siehe Abschnitt 10.2.7, Seite 68</i>).
Remote control (using password) File transfer () VPN ()	Establish the according connection to a computer/contact (<i>siehe Abschnitt 8, Seite 45</i>).
Video call (prompt for confirmation)	Starts a video conference with the contact (<i>siehe Abschnitt 11.2, Seite 83</i>).
 Send message	Opens the Chat dialog (<i>siehe Abschnitt 10.2.9, Seite 70</i>).



Function	Description
 Send file	<p>Opens a Windows dialog box so that you can send a file to the selected contact (<u>siehe Abschnitt 7.3, Seite 44</u>).</p>
 Transfer files	<p>Establishes a connection using the File Transfer connection mode (<u>siehe Abschnitt 7, Seite 41</u>).</p>
	<p>Wakes up the computer via Wake-on-LAN. This function is only available for offline computers and must be configured first in order for this function to work. More information can be found in the <i>TeamViewer Manual - Wake-on-LAN</i>.</p>
 More...	<ul style="list-style-type: none"> • Assign to account...: Assigns the computer to your account (<u>siehe Abschnitt 10.2.10, Seite 74</u>). • Delete: Permanently deletes the computer/contact. • Shares: Opens the Shares dialog box (<u>siehe Abschnitt 10.2.5, Seite 62</u>). • Properties: Opens the Properties dialog box. This dialog box offers the same functions as the Add computer/contact dialog box (<u>siehe Abschnitt 10.2.6, Seite 65</u>).
Alerts	<p>Alert messages for integrated system health checks (<u>siehe Abschnitt 10.4, Seite 79</u>).</p>
Notifications	<p>Messages and news that affect your TeamViewer account (<u>siehe Abschnitt 10.2.11, Seite 75</u>).</p>

10.2.9 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.



Hinweis: TeamViewer chats are encrypted end-to-end.

Hinweis: 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.

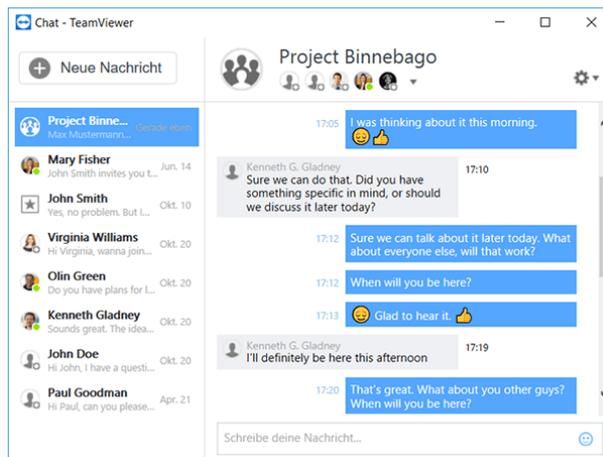
Hinweis: To be able to send messages to a computer, you must have established a secure connection to this computer previously at any time.

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

Tipp: If you enabled the new user interface (siehe Abschnitt 2.2, Seite 7), 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.



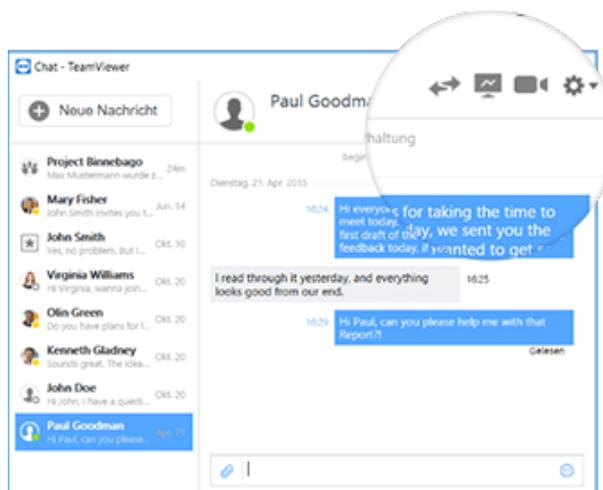
Starting a TeamViewer group chat.

Hinweis: 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.

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

Available Chat window operations

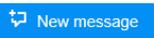
In the Chat window, all chats with computers, contacts, or in groups will be displayed. Select a chat and send messages to the chat partners.



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	<p>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.</p>
 Remote Control (prompt for confirmation)	<p>Click the icon to set up a remote control session to the chat partner. The chat partner must confirm the request.</p>
 Presentation (prompt for confirmation)	<p>Click the icon to start an online meeting with the chat partner. You present your screen content. The chat partner must confirm the request.</p>
 Video call (prompt for confirmation)	<p>Click the icon to start a video conference with the chat partner. The chat partner must confirm the request.</p>
	<p>Click the symbol to call up additional options for the current chat:</p> <ul style="list-style-type: none"> • Add participant...: Select this option to invite other computers or contacts to a group chat. The participant must confirm the request. • Rename conversation...: Select this option if you want to rename a group chat. The option is only available for group chats. • Delete conversation...: Select this option to delete the current conversation. The conversation is then removed from the chat window and the chat record is deleted. • Delete chat record...: Select this option to delete the current chat record. The chat record remains intact for the chat partner. • Show notifications: Activate the option to receive messages for this conversation.
 Send file	<p>Click the icon to send a file to your chat partner. The chat partner must confirm the request.</p> <p>The file is saved on the computer or on the contact's device in the download folder under <code>C:\Users\%username%\Downloads</code>.</p>
 Emojis	<p>Click the icon to open up a selection of emojis. Click an emoji to insert it into the text field.</p>



10.2.10 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 (*siehe Abschnitt 10.4, Seite 79*).
- Wake-on-LAN (see *TeamViewer Manual - Wake-on-LAN*).
- Monitoring and asset tracking with Remote Management.
- Easy access without password (*siehe Abschnitt 9.4, Seite 50*).
- Policies for TeamViewer settings (*siehe Abschnitt 13.10, Seite 131*).

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.

10.2.11 Notifications

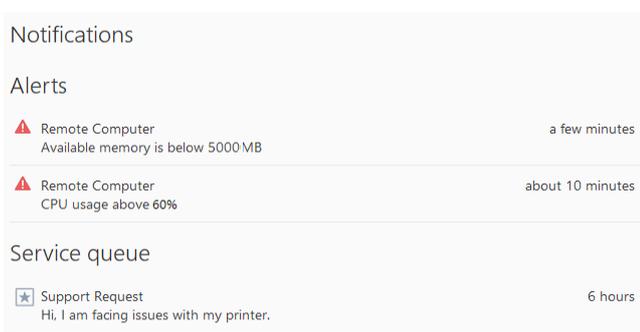
All messages and news are collected and displayed within your Computers & Contacts list in the notifications.

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.

10.3 Service cases

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

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

10.3.1 Create service case

To create a service case, follow these steps:

1. Log in to your Computers & Contacts list with your TeamViewer account (*siehe Abschnitt 10.1.3, Seite 55*).
2. Select the group to which you would like to add the service case.
3. Click the  button.
4. In the context menu, select the **Create session code** option.
 - ➡ The properties of the service case will be displayed on the right side.
5. Enter a name for the service case.
6. Enter an email address for the service case (usually the address of the person who made the request).
7. Enter a description.
 - ➡ You have created a service case.

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



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

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

1. Open the context menu of the service case by right-clicking .
2. Move the mouse over the text **<Kontoname> assigned** below the name.
3. Click the  icon.

 The **Assignee** dialog box will open.

4. Select the contact from the **Account** dropdown menu to whom you want to assign the service case.
5. Click the **Assign** button.

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

Tip: You can configure custom QuickSupport or Host modules in the TeamViewer Management Console (<https://login.teamviewer.com>) to automatically create service cases as soon as the module is launched. Further information can be found in the *TeamViewer Manual - Management Console* under <https://www.teamviewer.com/support/documents/>.

10.3.2 Work on a service case

If a service case is assigned to you, you can invite customers to the session. Via a link of the form <https://get.teamviewer.com/v13/s12345678> the customer can then connect to the session.

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

1. Open the context menu of the service case by right-clicking .
2. In the dialog box, click the  icon and choose the **Invite** option.

 The **Invite Partner** dialog will open.

3. Adapt the message text as needed.
4. Send the invitation message:



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

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

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

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

To close a service case, follow these steps:

1. Open the context menu (right-click) of the service case.
2. Click the **Close** link.

 You have closed the service case. The service case disappears from your Computers & Contacts list and can no longer be used.

10.3.3 Status of the service case

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

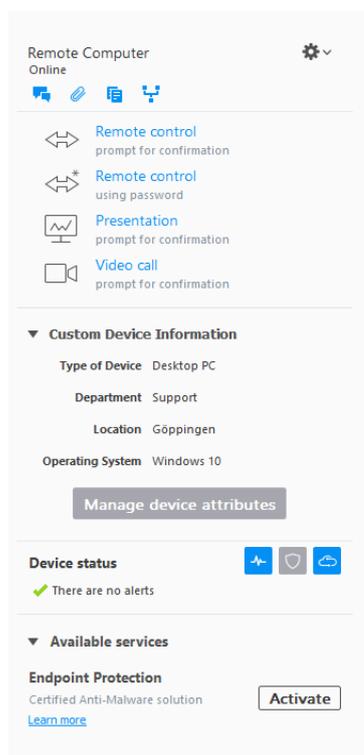


Icon Description

- | Icon | Description |
|------|--|
| | The service case is assigned to you. Wait until the connection partner connects to the session. |
| | The service case is either not yet assigned or assigned to a contact. He/she can work on the case. The contact waits until the connection partner connects to the session. |
| | The service case is assigned to a contact. He/she can work on the case. The connection partner is online. |
| | The service case is assigned to you and the connection partner is online. Select one of the options described above from the context menu of the service case. |

10.4 Integrated system health checks

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



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

TeamViewer offers integrated system health checks, which are available at no extra charge for private use as well as for customers. In the Computers & Contacts list, four of these checks can be monitored.



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

To check a computer via remote monitoring, the integrated system checks must be enabled in the options on this computer. This computer must also be assigned to a TeamViewer account as described under [Abschnitt 10.2.10, Seite 74](#).

To enable the integrated system checks, follow these steps:

1. Open up TeamViewer.
2. Click **Extras | Options** in the menu bar.
 - ➡ The **TeamViewer options** dialog box will open.
3. In the **Advanced** category, click **Show advanced settings**.
4. Under **General advanced settings**, check the **Enable integrated system health checks** checkbox.
 - ➡ You have enabled the integrated system health checks for this computer and you can now review them.

10.4.1 Alert messages

After each check, the alert messages will then be displayed in the notifications as well as in the context menu of the monitored computer.

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

Icon	Description
	The monitored computer is operating smoothly and none of the system checks have generated an alert message.
	The monitored computer has generated one or more alert messages. They are displayed in the context menu of the computer.
	The monitored computer has generated one or more alert messages. You or a contact with whom the computer was shared confirmed the alarm message in the context menu of the monitored computer.

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



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

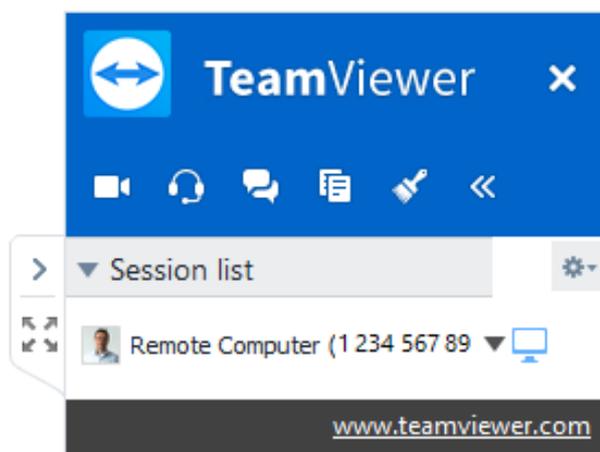


11 Multimedia functions

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

11.1 Functions in the Connection overview

Under **Actions | Invite additional participants...** in the Remote Control window, click on the  icon.



The **Connection overview** widget displays the TeamViewer IDs and names of the connection participants.

The Connection overview provides the following features:

Function	Description
 Switch sides with partner	Switches the direction of the remote control session, allowing your partner to control your computer. (Only available if the initiator of the connection has already changed direction once.)
 Enable input	Allows or denies keyboard and mouse input on the remote computer.



Function	Description
▼ Miscellaneous options	<ul style="list-style-type: none"> • Send a chat message: Opens Chat widget to send messages. • Change direction: Changes the direction of the remote control session (see Changing direction above). • Connection information...: Shows detailed connection information (<i>siehe Abschnitt 12.4, Seite 97</i>). • Close Connection: Closes the current connection.

11.2 Transmitting webcam video to your partner

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

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

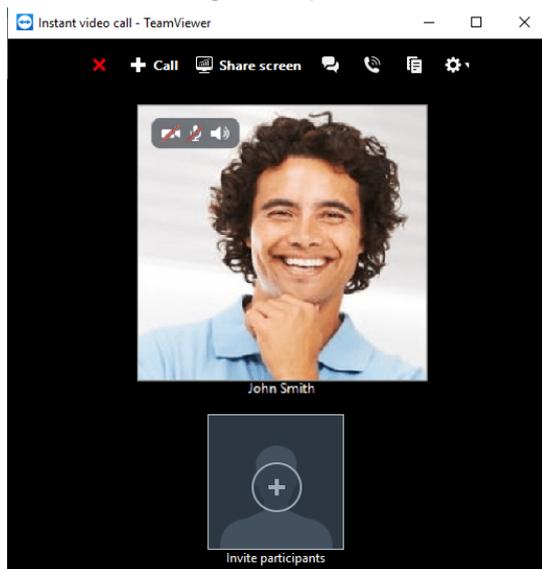
11.2.1 How to start transmitting video to your partner

If you want your partner to not only hear but see you as well, you can transmit video using a webcam.

To transmit video to your partner, follow these steps:

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

➔ The Webcam widget will open.



2. Move the mouse over your profile picture and click the  icon.



➔ Your webcam video will be transmitted.

3. To stop transmitting webcam video, click the  icon.

Video Options

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

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

➔ The Video option menu will open (*siehe Abschnitt 13.7, Seite 124*).

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

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

11.3.1 Voice over IP

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

To transmit audio to your partner, follow these steps:

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

Audio Options

➔ To access the audio options, click the  icon in the widget header and select the **Audio settings** option (*siehe Abschnitt 13.6, Seite 122*).

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

11.3.2 Telephone

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



Phone

US +1 213 289 3427
(0.05 \$/min)

Your conference PIN: [Please retrieve here](#)

 Copy to clipboard

 Configure conference data

The Conference Call widget.

To start a conference call, follow these steps:

1. During a running session, click **Communicate** in the Remote Control window.
2. Select the **Call by telephone** option in the **Conference Call** group.
3. Click **Phone call details**.
4. Select your country.
5. To generate the conference PIN, click the **Please retrieve here** link.
6. Call the service number listed above it.

 You will be asked to enter the conference PIN using the keys on your telephone keypad.

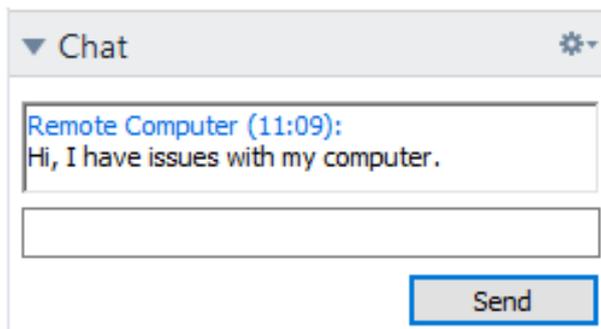
Hinweis: The use of the service number will incur costs. The price per minute depends on the respective dial-in location and is displayed below the service number.

7. Enter the **Conference PIN**.
8. You will be instantly connected to all of the participants that have joined the conference call using the same PIN.

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

11.4 Chatting with your partner during a TeamViewer session

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



The Chat widget.

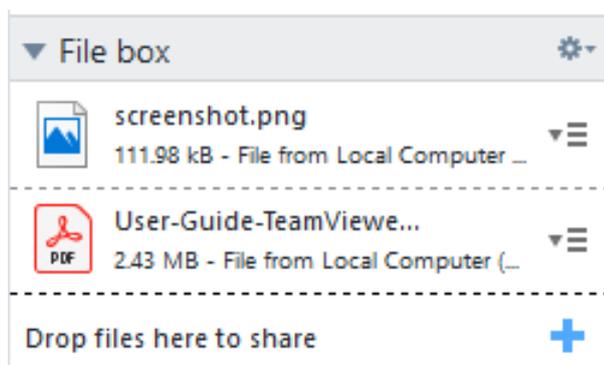
- ➔ To start a chat during a running session, click **Communicate | Chat** in the Remote Control window.

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

The widget offers the functions known from instant messengers and can also be used like this.

11.5 Sharing files during a TeamViewer session

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



The File box widget.

This is how you share files on your computer with other session participants:

1. To open the file box during a session, click **Files & Extras | Share via file box** in the Remote Control window.
2. Drag and drop the desired file into the widget or click the  icon to select a file using the Windows Open dialog box.
 - ➔ The file will be provided in the file box.
3. Click the  icon next to the file to open the file or its folder.



- ➔ At the remote computer, the shared file appears in the widget and can be downloaded and saved by clicking the  icon.

To remove files from the File Box, follow these steps:

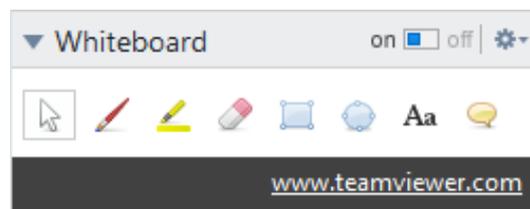
1. From the context menu , click on the **Remove from File Box** option.

- ➔ The file has been removed from the file box.

Tip: You can also access the **Open** or **Download...** option by double-clicking the file in the File box widget.

11.6 Drawing on the screen during a TeamViewer session

The widget shows a drawing box for all participants of a remote control session. With the drawing box tools, you can draw or write on the screen as desired.



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

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

The following functions are available:

Function	Description
 On/Off	Shows/Hides all previous drawings and allows/denies participants to draw.
 Control mode	Pauses the drawing mode and lets you control the computer normally. The same can be achieved with a right click on the desktop.
 Pen	Create freehand drawings. With a right click on the icon, the color and the size can be selected.



Function	Description
 Highlighter	Highlight screen contents. With a right-click on the icon, the color and width of the marker.
 Eraser	Delete created drawings, Delete created drawings, highlighted parts or texts. With a right-click on the icon, you can adjust the size of the eraser.
 Rectangle	<p>Create a rectangle. With a right-click on the icon, you can determine the frame and fill color as well as the width of the line.</p> <p>Additional options:</p> <ul style="list-style-type: none"> • Press CTRL while drawing to draw a square. • Press SHIFT to center the rectangle. • Press CTRL+SHIFT to draw a square with center alignment.
 Ellipse	<p>Create an ellipse. With a right-click on the icon, you can determine the frame and fill color as well as the width of the line.</p> <p>Additional options:</p> <ul style="list-style-type: none"> • Press CTRL while drawing to draw a circle. • Press SHIFT to center the ellipse. • Press CTRL+SHIFT to draw a circle with center alignment.
 Text	Create a text. With a right click on the icon, you can determine the font size, color and type.
 Speech balloon	Draw a speech balloon. Click on any position to create the speech balloon. Write your text and then click again to define the direction of the speech balloon. With a right click on the icon, you can adjust the font size, color and type.

11.7 Transmitting sound and video

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



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

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

You can stop computer sound transmission by deactivating the **Communicate | Computer sound** option in the remote control window during a current session, or turn it off by default in the settings (*siehe Abschnitt 13.3, Seite 117*).

The improved transmission of videos can be deactivated in the settings (*siehe Abschnitt 13.3, Seite 117*).

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

11.8 Recording a TeamViewer session

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

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

Hinweis: To automatically record all your sessions, select the options in **Remote Control | Remote Control Preferences** to have your sessions recorded automatically. That way, you will no longer need to start session recordings manually. Select the location of the files in the advanced options under **TeamViewer Settings | Session Recording Directory**.

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

To record your session, follow these steps:

1. During a running session, click **Files & Extras | Start session recording** in the Remote Control window.
 - ➡ A flashing recording icon will appear.
2. To stop the recording, choose between the following options:
 - Click the record icon followed by **Stop & Save**.
 - Click **Files & Extras | Stop recording**.
 - End the session.
 - ➡ If no destination folder has been selected, a dialog box will prompt you for the location where you would like to save your file.



Tip: In the TeamViewer Management Console (<https://login.teamviewer.com>), you are able to set up a TeamViewer Policy in such a way, that TeamViewer sessions are recorded by default. This applies for all devices, the TeamViewer Policy is assigned to in the TeamViewer Management Console. Further information can be found in the *TeamViewer Manual - Management Console* under <https://www.teamviewer.com/support/documents/>.

To play a recorded session, follow these steps:

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

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

Convert a recorded TeamViewer session to AVI

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

To convert a recorded session, follow these steps:

1. Follow the above instructions for playing a recorded session.
2. In the **Recorded Session** window, click the  icon in the toolbar.
 - ➡ The **Convert Session Recording** dialog box will open.
3. Use the drop-down menus to specify the location, the video encoding type, and the video resolution. Use the **Browse...** and **Configure...** buttons to specify the location of the converted file and to make additional settings depending on the encoding type selected.
4. Click the **Start Conversion** button.
 - ➡ The selected video file will be converted.



12 Miscellaneous functions

12.1 Access rights - limiting the actions in a TeamViewer session

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

12.1.1 The Access Control function

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

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

- **To your computer** (i.e. someone else is connecting to your computer): The incoming Access Control lets you restrict the possibilities for partners who want to connect to your computer. This way you can affect the actions others are able to perform on your computer. For example, you can disable the option that your partner will be able to change your TeamViewer settings. The configuration of incoming access control works similar to the outgoing access control described below and can be accessed via the TeamViewer options.
- **To other computers** (i.e. you are connecting to a remote computer): The outgoing access control lets you restrict your possibilities when establishing a connection. This case is described explicitly below.

You can set the default access mode for current sessions under **Extras | Options** in the **Advanced** category (*siehe Abschnitt 13.9, Seite 125*) or selecting a mode other than the default mode when setting up a connection.

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

Hinweis: To learn how to control access during an incoming connection, see [Abschnitt 13.9, Seite 125](#).

For outgoing connections, TeamViewer offers the following access modes:



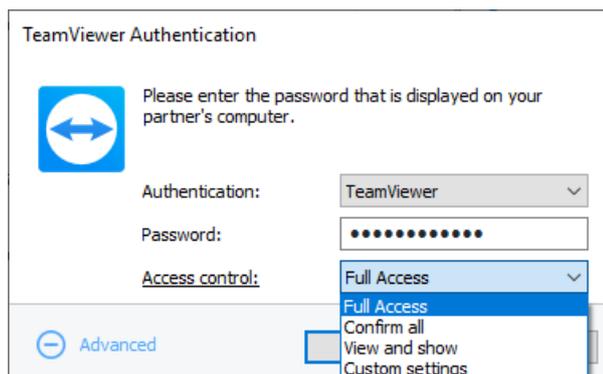
- **Full Access:** You can control the remote computer without confirmation from your partner.
- **Confirm all:** Your partner has to approve all TeamViewer actions. So for instance, you can only view the partner's desktop upon his/her confirmation and only take over control of the remote desktop after additional confirmation.
- **View and show:** You can see the remote computer upon confirmation by your partner and move the mouse pointer on the remote computer. However, remote control is not possible in this mode.
- **Custom settings:** This mode can be customized individually (*siehe Abschnitt 12.1.2, Seite 93*).
- **Deny outgoing remote control sessions:** You cannot establish outgoing remote control connections from your computer.

Use cases for the Access Control:

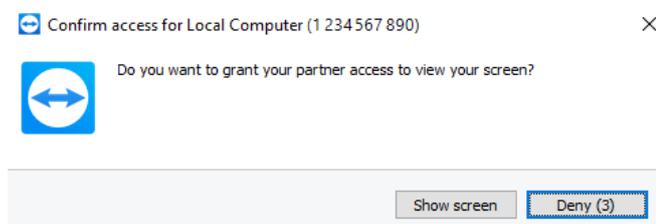
- You would like flexibility in restricting access. For customers with whom you have a close, trusting relationship, or for your home computer, you would like full access. For sensitive customers, you would like the customer to confirm before taking control of his/her computer.
- The Windows administrator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

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

1. Perform steps 1-5 from *Abschnitt 5, Seite 27*.
2. In the authentication dialog box, click the  icon next to **Advanced**.
 The authentication dialog box expands and additional options are displayed.
3. Select your desired access control mode for this connection from the **Access control** drop-down list.
4. Click the **Log On** button.
5. You have established a connection.



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



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

Hinweis: In case you do not select an access control option when setting up a connection, the default settings from the TeamViewer options (*siehe Abschnitt 13.9, Seite 125*) will be used.

12.1.2 Access Control mode options in detail

Use the access modes described under *Abschnitt 12.1.1, Seite 91* to select a specific combination of settings.

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

1. Perform steps 1-5 from *Abschnitt 5, Seite 27*.
2. In the authentication dialog box, click the  icon next to **Advanced**.
 -  The authentication dialog box expands and additional options are displayed.
3. Select your desired access control mode for this connection from the **Access control** drop-down list.
4. Click the **Log On** button.
5. You have established a connection.

Overview of access mode settings

If you have selected the access mode **Custom Settings**, you can learn which settings you can make here.



The following settings are governed by access controls:

Settings	Description	Possible values
Connect and view remote screens	Governs whether the remote screen in a remote control session can be viewed immediately or only upon request and confirmation.	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied
Control remote computers	Governs whether you can control the remote computer.	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied
Transfer files	Governs whether file transfer is generally allowed.	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied
Establish VPN connections	Governs whether you have permission to set up a VPN connection.	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied
Lock the remote keyboard and mouse	Governs whether you can block input on the remote computer.	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied • On every session start
Control the remote TeamViewer	Governs whether you can control the remote TeamViewer, e.g. change the TeamViewer configuration.	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied



Settings	Description	Possible values
File transfer using the File box	Governs whether files may be shared via the File box widget.	<ul style="list-style-type: none"> • Allowed • Denied
Print on my printer	Governs whether you can print on your local printer from the remote computer (<i>siehe Abschnitt 12.7, Seite 100</i>).	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied
Run scripts	Governs whether you can run scripts on the remote computer .	<ul style="list-style-type: none"> • Allowed • Upon confirmation • Denied

Dependence between access mode and security settings

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

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

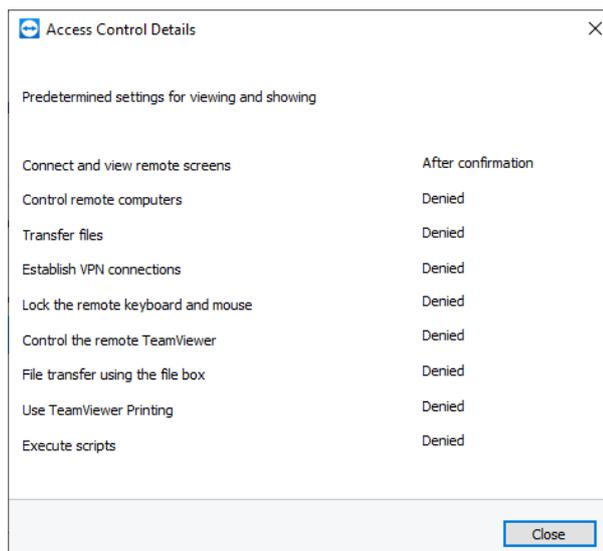
Example: You wish to configure TeamViewer so that your staff must always confirm actions on their computers (such as file transfer or remote control). To do this, you set **Access Control (Incoming)** to **Confirm all**.

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

Examples:

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

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



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

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

12.2 Updating TeamViewer on the remote computer

Hinweis: To use this function, TeamViewer on your partner's computer must be configured to start automatically along with Windows (as system service) (*siehe Abschnitt 4.2, Seite 23*).

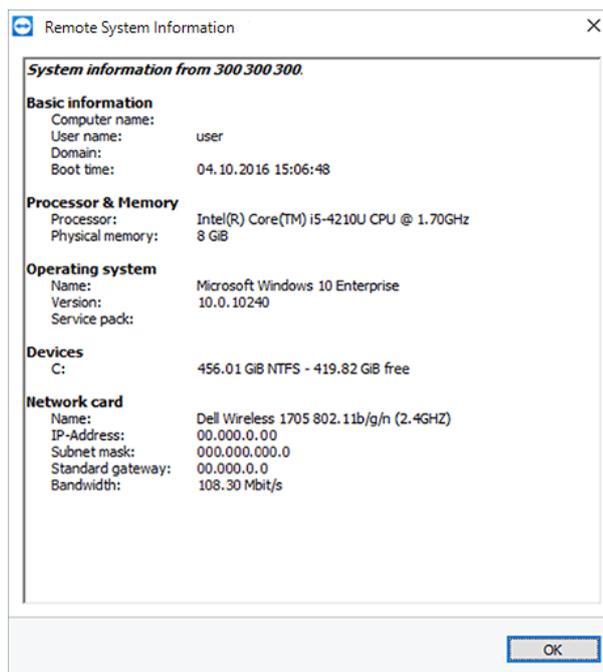
The **Remote Update** function lets you update TeamViewer on the remote computer. This function is particularly useful for updating TeamViewer on unattended computers (such as servers).

To run a remote update, follow these steps:

1. Start a remote session (*siehe Abschnitt 5, Seite 27*).
2. During a running session, click **Actions | Remote Update** in the Remote Control window.
 - ➡ The **TeamViewer Update** dialog box will open on the remote computer.
3. Follow the instructions in the dialog box.

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

12.3 View information about the remote computer



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

To open the Remote System Information dialog box:

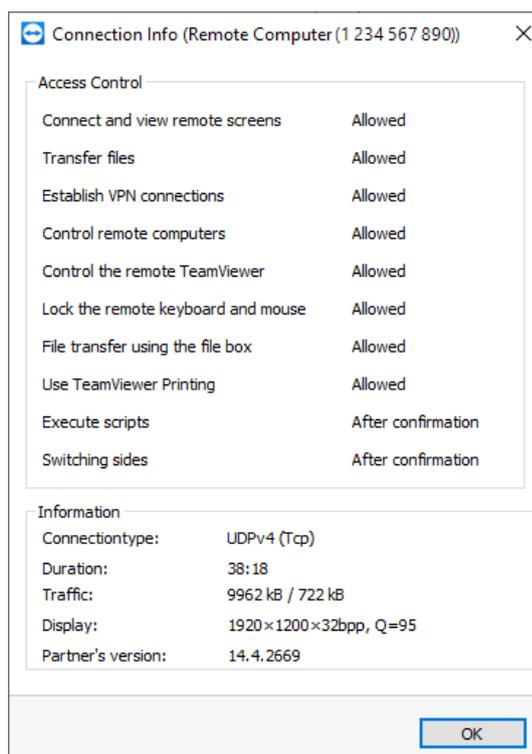
During a running session, click **Actions | Remote System Information** in the Remote Control window.

➡ The following information is displayed:

- Computer name
- User name
- Domain
- Boot time (time when the computer was booted)
- Processor
- Physical memory (RAM)
- Name of Operating System
- Version
- Service pack
- Drives
- Network card

12.4 View information about the current connection

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



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

To open the dialog box:

In the group **Actions | Connection Info...**, click the  icon in the Remote Control window during a running session.

➡ The following information is displayed:

Access Control

- In the **Access Control** area, the access control settings in effect for the current connection are displayed (*siehe Abschnitt 12, Seite 91*).

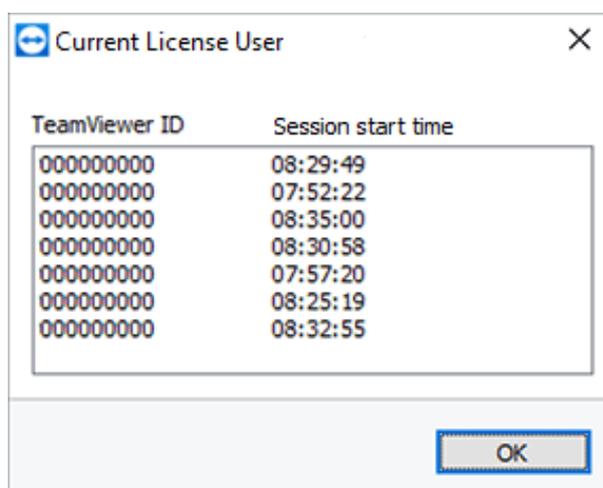
Information

- **Connection type:** Shows the TeamViewer session protocol that is currently in use.
- **Duration:** Shows the duration of the session.
- **Traffic:** Shows the amount of data transmitted during the current session (upload/-download).
- **Display:** Shows information regarding the screen resolution and color depth of the remote computer.
- **Partner's version:** Shows the TeamViewer version installed on the remote computer.



12.5 Information about the use of your licenses

If you are using a Premium, Corporate or Tensor license with several channels, this dialog box will give you an overview of the current channel assignment. The dialog box shows the TeamViewer IDs that are currently in an active TeamViewer session and when it was started.



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

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

To open the **Current License User** dialog box, follow these steps:

1. Click **Help** in the menu bar.
2. Select the **About TeamViewer** option.
3. Click **Channel Use**.

12.6 Hand over a remote control session

Hinweis: To use this feature, you must be logged in to your TeamViewer account (siehe Abschnitt 10.1.3, Seite 55).

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

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



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

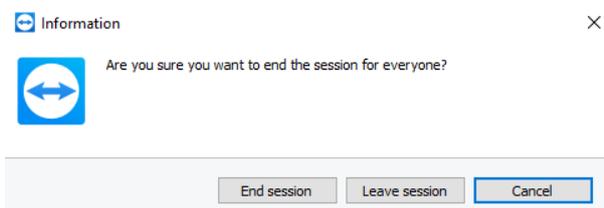
Hinweis: The participant can only join a remote session, if his permissions are not restricted by a TeamViewer settings policy.

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

1. In the Remote Control window, click **Actions | Invite additional participant...** during a running session.
 - ➔ The **Invite additional participant** dialog box will open.
2. From the contact list, select the contact you wish to invite to participate.
 - ➔ The contact will receive an invitation, which he/she must confirm.
3. If the contact accepts the invitation, he will appear as an additional participant in the **Session list** widget.
 - ➔ Both participants can now control the remote computer with identical permissions.

To hand over the remote control session to another participant, follow these steps:

1. To do this, click the  icon in the Remote Control window.
 - ➔ The Information dialog box will open.



2. Click the **Leave session** button in the dialog box.

To end the session for all participants, follow these steps:

1. Click the  icon in the Remote Control window.
2. Click the **End session** button in the **Information** dialog box.

12.7 TeamViewer Printing

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

**Hinweis:**

- If **TeamViewer Version 14.6 or earlier and Windows 10 Version 1903 (or higher)** are installed on the remote computer:
We apologize that TeamViewer Printing, unfortunately, will not work due to some changes in the new Windows versions.
- If you use **macOS on your local computer and TeamViewer Version 14.7 or later** is installed on the remote computer:
Direct printing via TeamViewer Printing is currently not available. We are already in contact with Microsoft to find a solution as soon as possible. Printing documents is only possible with an installed XPS viewer on the local computer. Please follow the instructions below on how to use an XPS viewer.

Install the TeamViewer Printing driver:

1. On the TeamViewer user interface, click **Extras**.
 2. Click **Options > Advanced > Show advanced options > Advanced network settings > Install TeamViewer Printing**.
- ➡ TeamViewer Printing driver is installed and TeamViewer Printing can be activated in the remote session.

Activate the TeamViewer Printing function:

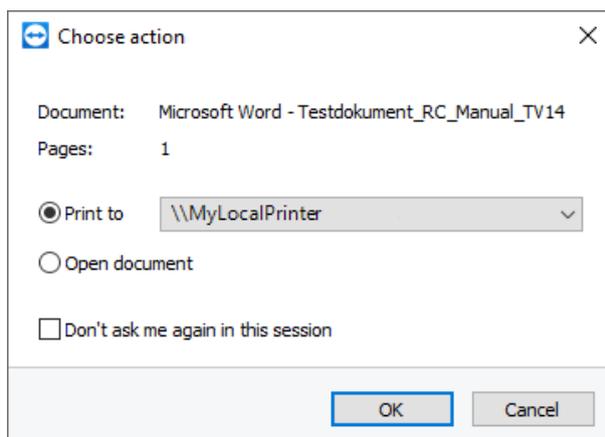
1. In the Remote Control window, click **Files & Extras | Activate Printing** during a running session.
➡ The **TeamViewer Printing** dialog box will open.
2. Click the **Continue** button.
➡ On the remote computer, the TeamViewer print driver will be installed. This only has to be done once.
You have now successfully activated TeamViewer Printing. All printers available on the local computer can be used by the remote computer, too.

To run a print job, follow these steps:

1. Open the document you would like to print on the remote computer.
2. Open the **Print** dialog box.
3. Select **TeamViewer - Local Computer**.
4. Start the print job.



➔ The **Select Action** dialog box will open.



5. Click **OK**.

➔ The document will print out on the selected printer at the local computer.

Hinweis: You can uninstall TeamViewer remote printing in the **Advanced settings** (*siehe Abschnitt 13.9, Seite 125*).

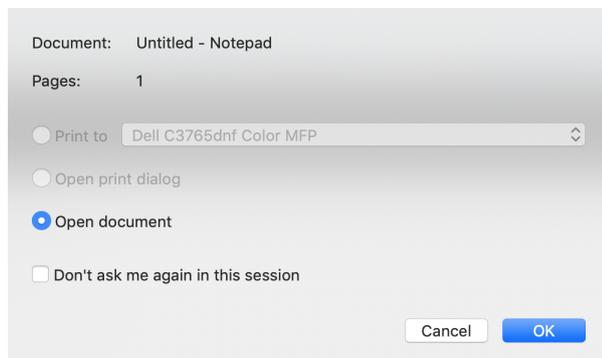
12.7.1 Print documents with macOS by using an XPS viewer

1. Install an XPS Viewer of your choice on your local computer running macOS.

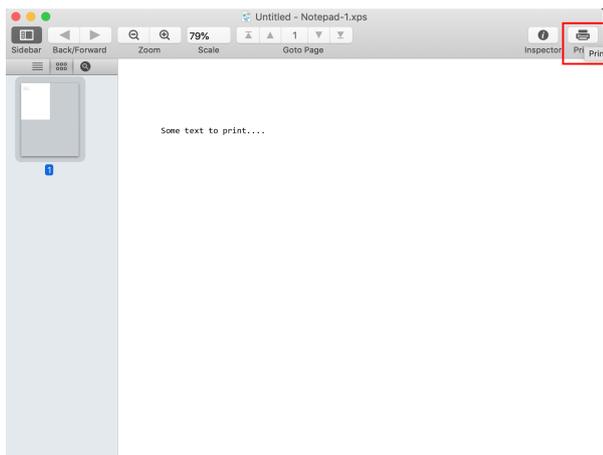
Hinweis: Free XPS Viewer software might come along with restrictions like limited page numbers. Please check for the viewer software that fits best your needs and note that TeamViewer does not provide any kind of support for this third-party software.

2. Follow the steps for *Abschnitt 5, Seite 27* and *Abschnitt 5, Seite 27*.

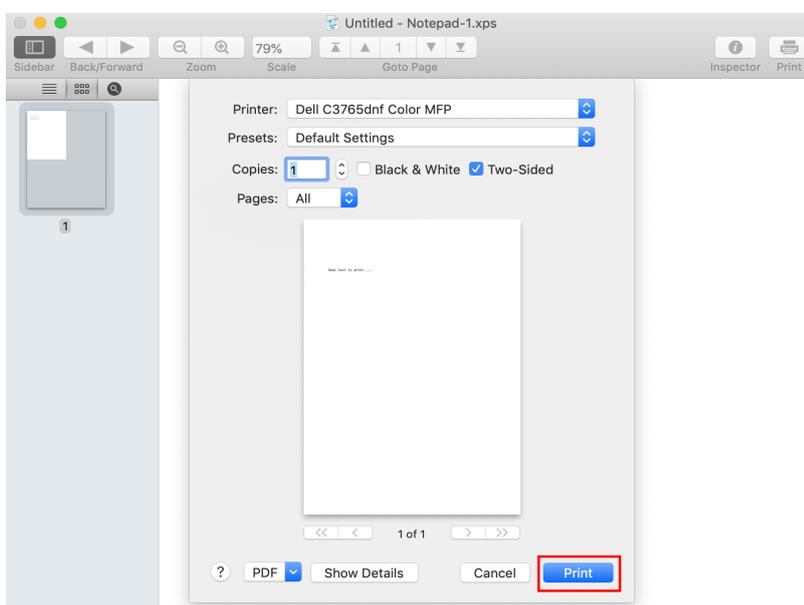
3. When done with the installation and activation: Open the file to be printed in your XPS viewer in the remote session.



4. Click the **Print** button.



5. In the print dialog, choose the local printer to be used for printing and click **Print**.



12.7.2 Open document in XPS Viewer or direct printing

Due to the nature of your local client and the computer on the remote side, you may need an additional tool for printing. Each Operating System has its own standard format for printing. If you connect devices running on the same Operating System, you can directly print to any printer. If you have different Operating Systems on both sides, you might need an additional tool to start the print job.

The native format on Windows is XPS, the one on macOS is PDF.

The following table shows the constellations where direct printing is possible and where you need to use an additional reader software instead.



Operating System	macOS (remote device)	Windows 7/8.1 (remote device)	Windows 10 (before version 1903) (remote device)	Windows 10 (Version 1903/1909) (remote device)	Windows 10 (Version 2004 or later) (remote device)
mac OS (local device)	direct printing	direct printing	direct printing (with TeamViewer versions 13-14.6) requires XPS Viewer (with TeamViewer 14.7 or later)	requires XPS Viewer (with TeamViewer 14.7 or later)	direct printing (with TeamViewer versions 15.5 or later) requires XPS Viewer (with TeamViewer 14.7-15.4)
Windows (local device)	requires a PDF reader	direct printing	direct printing	direct printing (with TeamViewer 14.7 or later)	direct printing (with TeamViewer 14.7 or later)

12.8 Contacts and devices in the environment

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

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

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

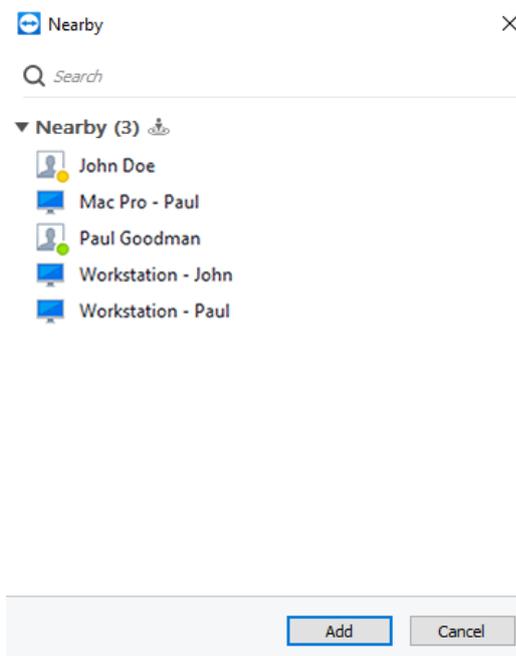
Hinweis: Only contacts and devices that use TeamViewer 10 (or later) will be displayed.

12.8.1 Find contacts or devices

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



also find these people.



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

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

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

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

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

To find nearby contacts and devices, follow these steps:

Hinweis: Make sure that you are logged in with your TeamViewer account.

1. Open up TeamViewer.
2. Click **Computer & Contacts**.
3. Click the icon.
4. In the drop-down list, select the option **Show contacts/devices in the environment**.



- ➡ The **In the environment** dialog box will open.
- ➡ Under **In the environment** all contacts and devices in the same network that are not in your Computers & Contacts list, will be displayed. You can interact with the contacts or devices via the context menu.

12.8.2 Add contacts or devices

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

Moreover, it is possible to execute additional interactions with the contacts and devices. A description of the possibilities is provided under [Abschnitt 10.2.8, Seite 69](#). Bear in mind that the possibilities can be restricted due to a lack of permissions.

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

1. Open the **In the environment** dialog ([siehe Abschnitt 12.8, Seite 104](#)).
2. Select a contact or device.
3. Select the **Add** option.

- ➡ The contact or the device will be added to your Computers & Contacts list.

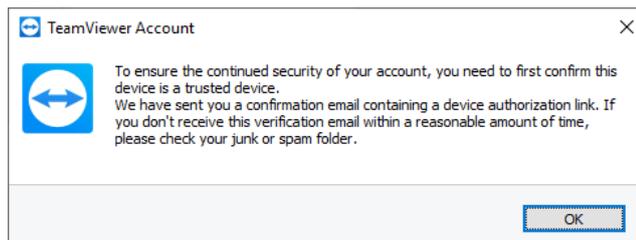
12.9 Trusted devices

“Trusted Devices” is an additional feature to protect your TeamViewer account from unauthorized access. As a preventive measure to ensure your account’s security, you need to authorize every new device on which you sign in to your account for the very first time.

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

Error dialog box

After an unsuccessful login attempt, the following error dialog box appears:



You need to authorize the device before it can be used for the first time.

Hinweis: The display of the dialog varies depending on the device, app or web interface that must be authorized.

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

Authorize Access

To authorize access, click the link in the notification email.

- ➔ You will be redirected to the TeamViewer Management Console. A confirmation will appear in the TeamViewer Management Console.
- ➔ The new device has been successfully added to the list of your trusted devices. You can log in to the device with your account credentials without needing to repeat the authorization process.

Hinweis: Devices that you have already logged in to before “Trusted Devices” was deployed do not need to be reauthorized.

Hinweis:

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

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



12.10 Script execution with a single click

This function allows you to run prepared scripts during a remote control session with a single mouse click. Benefit from the advantages of this function:

- Upload your batch, PowerShell or Shell scripts encrypted for repetitive tasks to a secure storage in the Management Console.
- During a remote control session, you can select the saved scripts from the menu and run them with a single click.
- Save time by reducing processing time - so you can focus on important tasks and resolve other support issues.
- Automation reduces the likelihood of user errors.

12.10.1 Requirements

Before you can use the script execution with a single click, some requirements must be fulfilled.

Requirements for the scripts

- The following script types are currently supported:
 - **For Windows:** Batch (.bat, .cmd) and PowerShell (.ps1)
 - **For macOS:** Shell (.sh)
 - **For Linux:** Bash (.sh)
- The maximum file size of a script is 100 KB.
- The scripts you want to run on the remote device must be suitable for the operating system of the remote device.
- The scripts are ready to use and are stored either locally on your computer or on your network drives.

Requirements for your TeamViewer installation

Make sure that the requirements listed below are met so that you can run your scripts during a remote control session:

- You need a valid license for TeamViewer 14 (or higher) and you need to install this version (for Linux version 14.2 or higher).
- TeamViewer version 14 must be installed on the remote device to which you have connected.
- You must be logged in to the TeamViewer client with your licensed account. Otherwise your scripts will not be displayed during the session.



- **For Windows:** The TeamViewer client must be installed on the remote side (it must not have been started with **Run only**). Otherwise, the UAC query will not be visible on the remote client when running scripts that require administrator rights.
- An HTTP connection from the remote device to the cloud storage must be possible.

Hinweis: There is no compatibility between TeamViewer versions 14.0/14.1 and 14.2! Make sure that either TeamViewer 14.0/14.1 or 14.2 is installed on both sides. The connection from a version 14.0/14.1 to a version 14.2 or vice versa does not work.

12.10.2 Uploading Scripts to the Management Console

To upload your scripts to the Management Console, follow these steps:

1. Log in to the Management Console with your TeamViewer account credentials.
2. Click **Scripts** in the left navigation area.
3. Click **Add Script**.

➡ The **Add Script** dialog box opens.

The screenshot shows the 'Add script' dialog box with the following details:

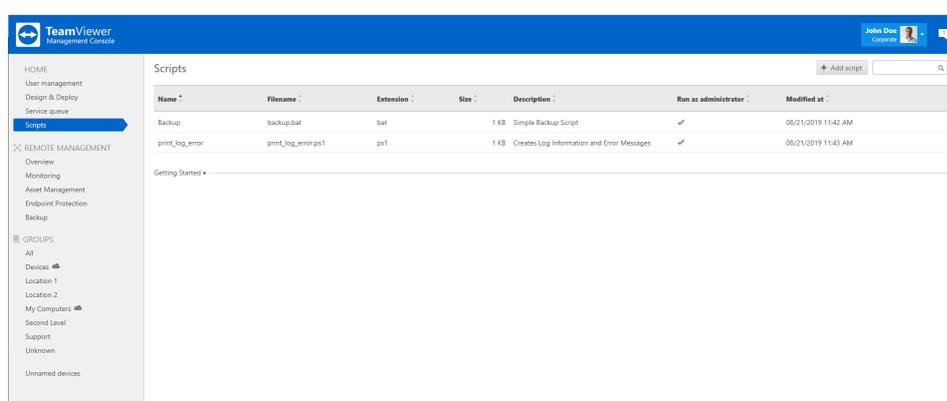
- Name:** Backup
- Description:** Simple Backup Script
- Operating System:** Windows, macOS, Linux
- Execution:** Run as administrator
- Script:** (Empty field with a 'Choose file' button)
- Buttons:** Save, Cancel

The Add Script dialog box.

4. Enter the required information for the script:
 - **Name (optional):** If you do not enter a name, the file name of the script is used by default without the file extension.
 - **Description (optional):** Enter a short and meaningful description of the script's function here.



- **Operating system:** By selecting the operating system, only scripts that can run on the remote computer and its operating system will be displayed in the menu during your session.
 - **Run:** Enable this option if your script contains commands that require administrator rights.
5. Click **Select File** to select the script.
 - ➔ The **Open** dialog box will be displayed.
 6. Select the script and click **Open**.
 7. Click **Save**.
 - ➔ The script is available to run during a remote control session.



In the Scripts overview, you can see all your uploaded scripts.

12.10.3 Running scripts during a remote control session

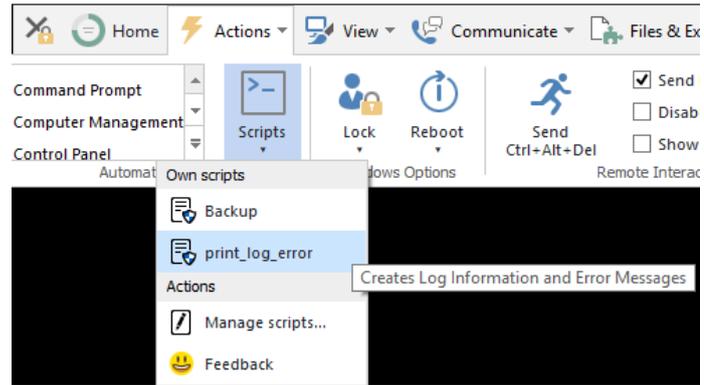
When you start your script, you will only be asked once for permission before it is executed (if the logged in user already has administrator rights). If the logged-in user does not have administrator rights, you will be asked for the administrator's credentials, regardless of how often or when such commands are used within your script (e.g. for longer-lasting tasks).

Hinweis:

- Currently, you can only run the scripts as an administrator on an installed TeamViewer. For Windows, the Run Only (single use) and QuickSupport options are not available because the UAC query cannot be displayed on the client side.
- Administrative mode scripts are not yet supported for Linux.

To run your scripts during a remote control session, follow these steps:

1. Click **Actions**, and then click **Scripts** in the **Automation** area.
2. In the **Custom Scripts** area of the selection dialog box, click the script you want to run.
 - ➔ The script will be executed.



Running a script during a remote control session.



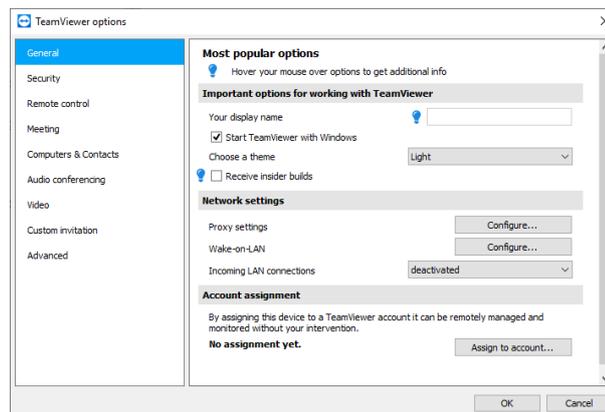
13 Options

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

Hinweis: If your settings are configured via a policy for TeamViewer settings (*siehe Abschnitt 13.10*, *Seite 131*), specific options may not be available.

13.1 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 Windows 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 connections You can choose between the following options:

- **Deactivated:** Allows no LAN connections.
- **Accept:** Accepts incoming LAN connections via Port 5938 (*siehe Abschnitt 9.1, Seite 47*).
- **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 automatically 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.

13.2 Category Security

In the **Security** category you can make all security-relevant settings.



Personal password (for unattended access)

Password	If you enter a password in the Password field, it can always be used as an alternative to the randomly generated password to access your computer.
Manage additional passwords...	Click the link to define additional passwords. This can be helpful, for example, if multiple service providers require permanent access to this computer.
<YOUR ACCOUNT>, <YOUR COMPANY NAME> grant easy access	If activated, you can use easy access to establish a connection to this computer (<i>siehe Abschnitt 9.4, Seite 50</i>).

Random password (for spontaneous access)

Password strength	<p>Here you can select how strong (complex) the random temporary password generated each time TeamViewer is started should be.</p> <ul style="list-style-type: none"> • Standard (4 digits): The password consists of 4 digits. • Secure (6 characters): The password consists of 6 alphanumeric characters. • Secure (8 characters): The password consists of 8 alphanumeric characters. • Very secure (10 characters): The password consists of 10 alphanumeric characters (including special characters). • Disabled (no random password): No random password is generated.
--------------------------	--

Hinweis: If the random password option is disabled and no permanent password is defined, you will not be able to connect with TeamViewer.

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



Rules for connections to this computer

Windows logon Specify whether remote TeamViewer users can connect to your computer with Windows credentials instead of the random password.

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

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

Blocklist and allowlist Specify contacts, who should have access (Allowlist), or who should not have access (Blocklist) to this computer.

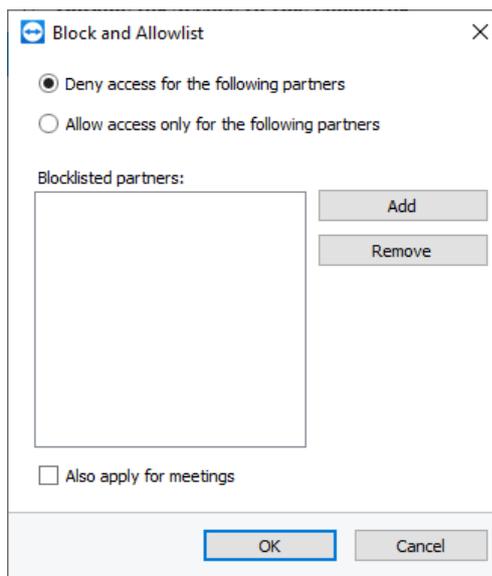
To open the **Block- and allowlist** dialog box, click the **Configure...** button. For further information, see [Abschnitt 13.2.1, Seite 116](#).

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

13.2.1 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.



The **block- and allowlist** dialog box.

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.

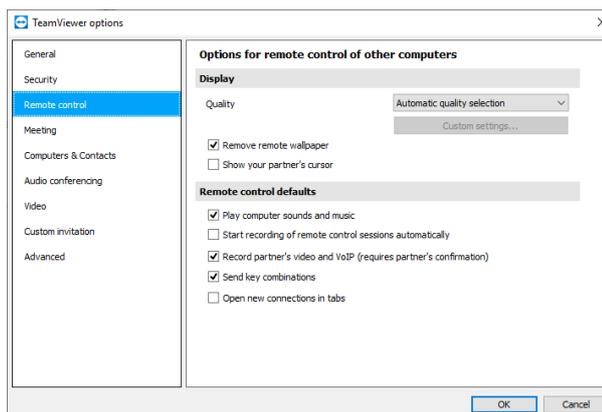
If you have joined a company profile with your TeamViewer account, you can also place the entire company profile on the allowlist. Thus only the TeamViewer accounts that are part of the company profile can access this device.

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.

13.3 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.



In the **Remote Control** category, you can configure all the settings relating to quality, session recording or access to other computers.

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

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

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

Remote control defaults

Play computer sounds and music If activated, the sound from the remote computer will be transferred to the local computer (*siehe Abschnitt 11.7, Seite 88*).

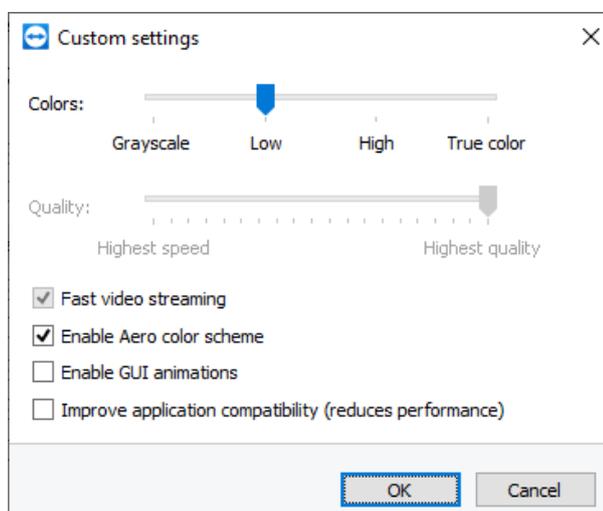


Remote control defaults

Start record of remote control sessions automatically	If activated, every TeamViewer session will be automatically recorded.
Record partner's video and VoIP (requires partner's consent)	If activated, the connection partner can 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.
Send key combinations	If activated, key combinations (e.g. ALT+TAB) are transferred by default to the remote computer and not performed locally.
Open new connections in tabs	If enabled, the remote control sessions and the remote computers' monitors will then be displayed in one Remote Control window. If this option has not been enabled, these will then appear in separate windows.

The Custom Settings dialog box

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



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

You have the following 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.



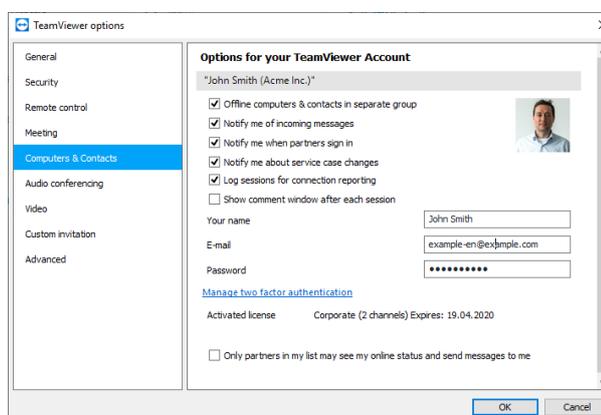
- **Fast video streaming:** If activated, video transmission is optimized. Best possible transmission quality requires a local network or high bandwidth connection.
- **Enable Aero color scheme:** If activated, Aero Glass is enabled on remote Windows 7 operating systems.
- **Enable GUI animations:** 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.

13.4 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. More information on this can be found in the *TeamViewer Manual - Meeting*.

13.5 Category Computers & Contacts

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



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 <i>TeamViewer Manual - Management Console</i> .
Show comment window after each session	If activated, you can add a comment to a remote control session after it has ended. The comment is then added to the corresponding session in the TeamViewer Management Console. More information can be found in the <i>TeamViewer Manual - Management Console</i> .
<p>Hinweis: In order to use this function, you must be logged into your TeamViewer account and must be a member of a company profile.</p>	
Your name	Enter the name you wish to use to Session your partners identify you during a TeamViewer session. 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.
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.



Account settings (global settings)

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

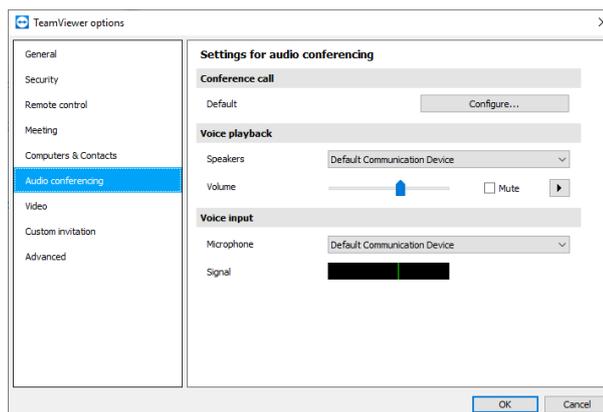
Delete account (only available in the Management Console) Click **Delete account** to permanently delete your TeamViewer account. You will be asked one more time if you would really like to delete your account.

Hinweis: 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.

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

13.6 Category Audio conferencing

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



Audio conferencing settings.

Options for phone conferencing

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

Options for voice playback

Speakers From the drop-down list, select the device or speakers 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 (microphone) Mutes your microphone completely.

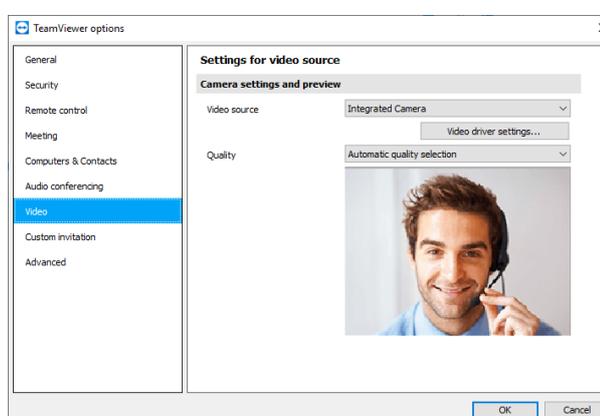


Options for microphone

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

13.7 Category Video

In the **Video** category, you can select your webcam, 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.

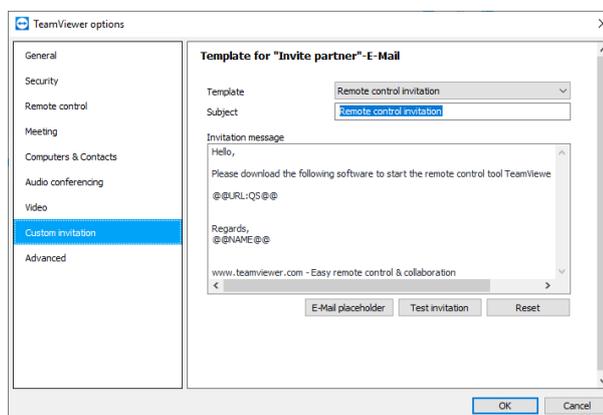
Quality Here you can choose between the following options:

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



13.8 Category Custom invitation

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



Custom invitation settings

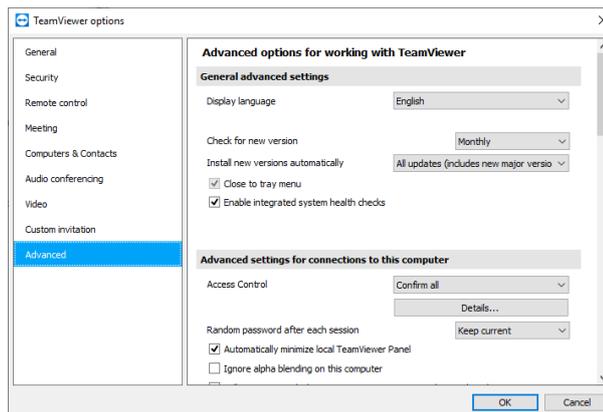
Option	Description
Template	From the drop-down list, select a standard invitation message for a remote control session or meeting.
Subject	Enter the subject line you wish to use for your invitation e-mail.
Invitation message	Customize the template text for your invitation e-mail. After clicking the Test 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.

Hinweis: 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.

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

13.9 Category Advanced

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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • All updates (includes new major versions): Updates will always be installed, even updates to newer major versions. • Updates within this major version: Only updates within the current installed major version will be installed. • Security updates within this major version: Only updates within the current installed major version necessary to improve security will be installed. • No automatic updates: Updates will never be installed automatically.
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 (*siehe Abschnitt 10.4, Seite 79*).

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

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	<p>If activated, a remote control session is automatically started when connecting to mobile devices.</p> <p>If deactivated, a dashboard with information about the mobile device is displayed by default when connecting to mobile devices.</p>
Enable black screen if partner input is deactivated	<p>If activated, the screen on the remote computer is automatically deactivated as soon as the partner's input gets deactivated.</p>
Temporarily save connection passwords	<p>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.</p>
Clipboard synchronization	<p>If activated, any text copied to the clipboard will be available to the partner.</p>
Lock remote computer	<p>Specify whether the remote computer will be locked after conclusion of a Remote Control session.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none">• Always: The remote computer will always be locked after a connection.• Never: The remote computer will never be locked.• Automatic: The remote computer will be locked, if it was also blocked at the start of the connection.
Access Control	<p>Set what type of access you'll be granted on your partner's computer:</p> <ul style="list-style-type: none">• Full access• Confirm all• View and show• Custom Settings• Deny outgoing remote control sessions
Automatic disconnect of inactive sessions	<p>Select a time period after which an outgoing remote control session is automatically terminated if there is no interaction in the defined period.</p>



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

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

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.

Achtung: 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 ([siehe Abschnitt 6.1, Seite 28](#)).



Advanced network settings

Install TeamViewer Printer Driver	To install the TeamViewer printer driver, click the Install... button. Weiter Informationen finden Sie unter <u>Abschnitt 12.7 "TeamViewer Printing", Seite 100.</u>
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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.
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Log files

Enable logging	If activated, TeamViewer writes all events and errors to a log file.
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Log outgoing connections	If activated, TeamViewer writes information regarding all outgoing connections to a log file.
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Log incoming connections	If activated, TeamViewer writes information regarding all incoming connections to a log file (<code>Connections_incoming.txt</code> 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.
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Disable TeamViewer shut-down	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.
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Use TeamViewer Meeting Add-In for Outlook	If activated, you can schedule meetings directly via a button in Microsoft Outlook.
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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 *Abschnitt 13.3, Seite 117*, 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.

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.

Hinweis: 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` in the TeamViewer Portable folder. Open the file `TeamViewer.ini` in the Portable folder and make sure that `importsettings=1` is set. The options that were configured in the TeamViewer full version are applied to the TeamViewer Portable when the application is launched.

13.10 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*.



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