



TeamViewer & DynGate Manual

V 2.0

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1. Overview

1.1. Introduction

About TeamViewer

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

- Give add-hoc remote support to colleagues, friends or customers.
- Administer Windows server and workstations.
- Share your desktop for online-presentations or collaboration.

How TeamViewer relates to DynGate

TeamViewer can make use of DynGate (Firewall Router). Together with DynGate TeamViewer can communicate across firewall barriers and proxys without any need for special firewall configurations. DynGate works with static and dynamic IP-Adresses.

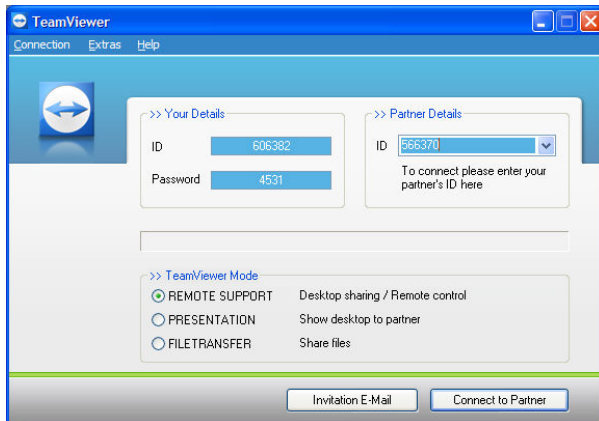
DynGate integrates so smart in TeamViewer that you'll forget they are two products. While TeamViewer is a free solution, DynGate is a commercial product.

This manual describes the use of TeamViewer with and without DynGate.

1.2. TeamViewer related downloads

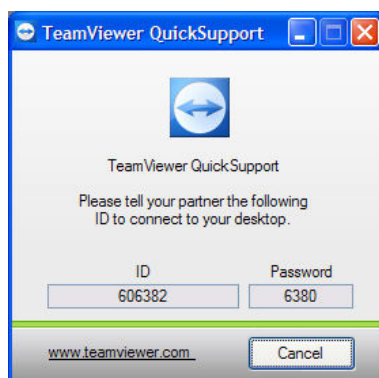
TeamViewer (Supporter Modul)

This is the full version of TeamViewer. You can use this module to connect to partners and to accept incoming connection requests.



TeamViewer Quick Support (Customer Module)

This is a "Single EXE application". You can accept incoming requests but can't start any outgoing requests. Typically you'll give this module to your customers. You can build a customized version (logo and welcome text) of TeamViewer QuickSupport in the download section of our homepage. Please notice, that TeamViewer QuickSupport only runs in combination with DynGate.



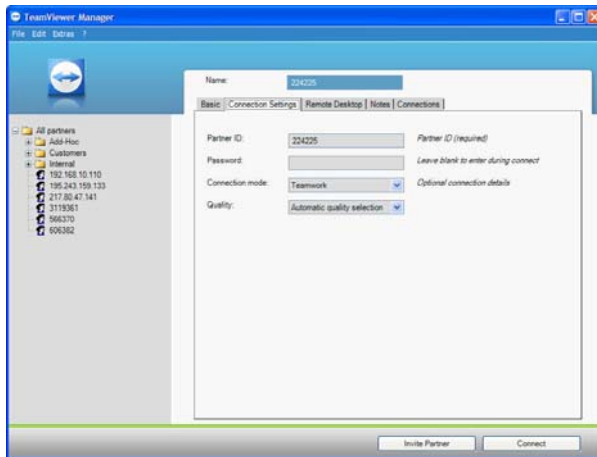
DynGate

DynGate is a firewall router. For further information please read **How TeamViewer relates to DynGate** above. TeamViewer loads DynGate

dynamically when starting. But there's also a setup package on our website for it.

TeamViewer Manager

TeamViewer Manager is a comfortable database application that manages your connections and your partner data. For further information please read the TeamViewer Manager manual.



1.3. About this manual

Trademarks

Windows® and Internet Explorer® are registered trademarks of the Microsoft Cooperation.

Java® is a registered trademark of Sun Microsystems Inc.

Reporting Errors

Please report errors in this manual to support@teamviewer.com.

2. Installation

2.1. Client- and Host Mode Installations

Before you install TeamViewer you should take notice of the fact, that TeamViewer can be installed in two different modes:

Client Mode:

- TeamViewer will be installed as a normal windows application.
- You'll have to start TeamViewer manually if you want to give remote support, consume remote support, or do an online-presentation.
- If you quit TeamViewer your machine is reachable no more.
- TeamViewer creates a new session password whenever you start it. Your computer is only reachable for persons you gave the password. As the password changes with each start, a person that has connected to your PC before is not able to connect again until you give away your new password. So nobody can get permanent control over your PC.
- This is the default mode and fits perfect for the most situations.

Host Mode:

- TeamViewer will run during your whole windows session.
- TeamViewer can be installed as a windows service - so your computer is reachable even before you logged in to windows.
- You setup a permanent password for authentication.
- Your computer is reachable whenever your computer is on.

Note: You can also switch between Host Mode and Client Mode later in the options dialog of TeamViewer. For further information read Host Mode tab

2.2. Installing TeamViewer in Client Mode

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

1. **Welcome Screen**
Click on **Next** to continue the installation process.
2. **Choose Installation Type**
Check Client Mode installation.
3. **Licence Agreement**
Read the Licence Agreement, check **I accept the terms in the Licence Agreement** if you agree, click on Next to continue.
4. **Choose Install Location**
Choose your destination folder for the installation and click on **Next** to continue.
5. **Choose Start Menu Folder**
Choose the start menu folder where the TeamViewer shortcuts should be placed into. Click on **Install** to start the installation.
6. **Installation complete**
Click on **Next** to continue.
7. **Completing the TeamViewer Setup Wizard**
Click on **Finish** to Close the wizard.

Note: You find further informations belonging to Client- and Host-Mode under Client and Host Mode Installations.

2.3. Installing TeamViewer in Host Mode


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

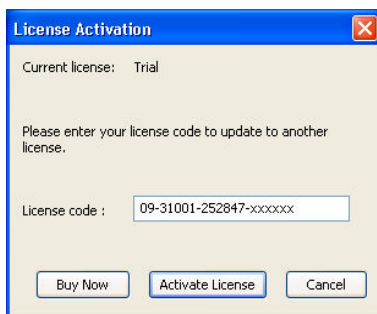
1. **Welcome Screen**
Click on **Next** to continue the installation process.
2. **Choose Installation Type**
Check **Host Mode** installation.
3. **Licence Agreement**
Read the Licence Agreement, check **I accept the terms in the Licence Agreement** if you agree, click on **Next** to continue.
4. **Configure Host Mode**
Check **run TeamViewer as service** if you like to access your computer even if nobody is logged in to Windows®. Set a secure password in the password textbox.
5. **Choose Install Location**
Choose your destination folder for the installation and click on **Next** to continue
6. **Choose Start Menu Folder**
Choose the start menu folder where the TeamViewer shortcuts should be placed into. Click on **Install** to start the installation.
7. **Installation complete**
Click on **Next** to continue.
8. **Completing the TeamViewer Setup Wizard**
Click on **Finish** to Close the wizard.

Note: You find further informations belonging to Client- and Host-Mode under Client and Host Mode Installations.

2.4. Activating DynGate

To activate your licence

1. Click on the DynGate Icon  in the System Tray with the right mouse button
 2. Choose **Activate Licence**
 3. Enter your licence code
 4. Click on **Activate Licence**
- ▶ Your DynGate licence is activated now

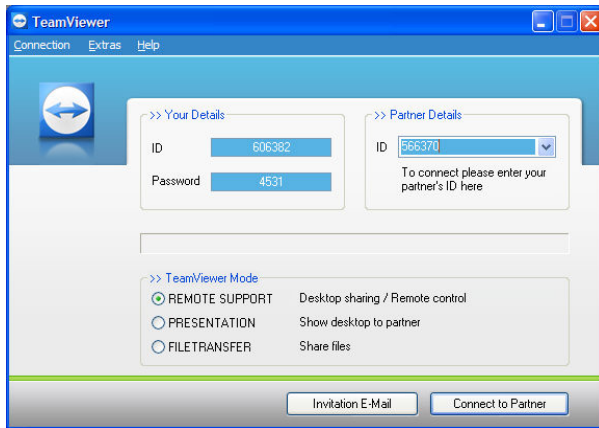


3. Running Connections

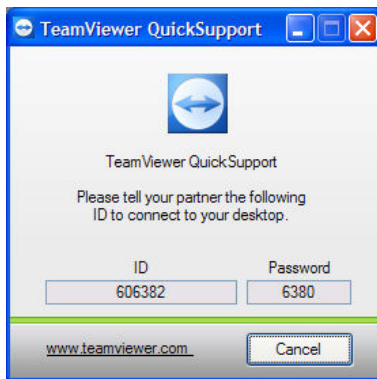
3.1. Connecting to a partner (add-hoc)

This chapter describes how to connect to a partner by either using TeamViewer at both sites or using TeamViewer QuickSupport on your partners site. DynGate is used for enabling the connection.

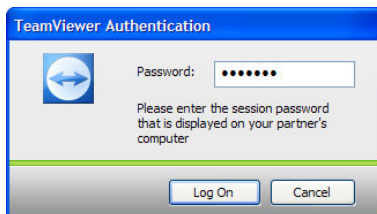
1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer or TeamViewer QuickSupport.
3. Ask your partner for his Partner-ID and the session password.
4. Enter the Partner-ID in the textbox **Enter Partner's ID**.
5. Choose your TeamViewer Mode:
 - **Remote Support**
Enables Desktop Sharing and Remote Control.
 - **Presentation**
Shows your desktop to your partner.
 - **Filetransfer**
For simple Filetransfer.
6. Click on **Connect to Partner**.
 - ▶ The Dialog **TeamViewer Authentication** opens.
7. Enter the session password.
 - ▶ You are connected to your partners computer.



The TeamViewer main window on your site.



The QuickSupport application at your partners site.

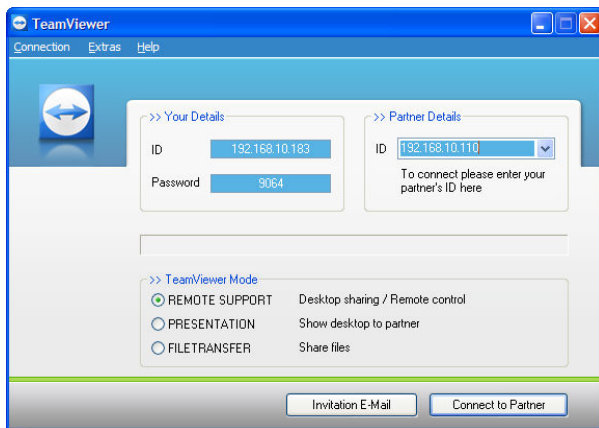


The authentication dialog.

3.2. Connecting to a partner in the local network

When connecting to a partner in the local network there is no need for DynGate firewall routing. Of course you can use DynGate routing, but a direct connection is naturally faster (depending on your network performance).

1. Start TeamViewer on your computer.
2. Ask your partner to start TeamViewer.
3. Enter the IP-Adress in the textbox **Enter Partner's ID** of your partners computer. (If you're running a DNS-Server you can of course use the computer-name instead).
4. Choose your TeamViewer Mode:
 - **Remote Support**
Enables Desktop Sharing and Remote Control.
 - **Presentation**
Shows your desktop to your partner.
 - **Filetransfer**
For simple Filetransfer.
5. Click on **Connect to Partner**.
 - ▶ The Dialogue **TeamViewer Authentication** opens.
7. Enter the session password.
 - ▶ You are connected to your partners computer.



In case of local connections you can enter the IP-Adress instead of the partner ID in the file Enter Partner's ID. TeamViewer creates a fast point-to-point connection then.

Note: Connecting to a LAN-Partner by IP-Adress is not possible with TeamViewer QuickSupport.

Note: You can completely disable DynGate if you only use TeamViewer for direct TCP/IP connections

3.3. Remote Control

The remote Window

This chapter discusses the possibilities when you're already connected. For help on establishing the connection please see Connecting to a partner.













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



The TeamViewer Remote Window.

Remote Window Actions

In the titlebar of the application the name of the PC and the DynGate id is shown. There is a toolbar under the titlebar with icons for the following actions:

	<p>Close Connection Quits the current connection and closes the remote window.</p>
	<p>Refresh Screen Forces a screen refresh for cases when the automatic refresh failed.</p>
	<p>Show Connection Options Opens the connection settings dialog.</p>
	<p>Open Chat Opens a chat window.</p>
	<p>Open File Transfer Opens a file transfer window which allows you transfers files from and to your partners computer.</p>
	<p>Disable Remote Input Deactivates mouse- and keyboard Input on the remote machine.</p>
	<p>Enable Remote Input Reactivates mouse- and keyboard input on the remote machine. Only available if your clicked on Disable Remote Input before.</p>
	<p>Select single window Allows you to select a single window on the remote machine. A crossed threads cursor appears, click on the window of your choice . After that only this window is transferred to your screen.</p>
	<p>Select full desktop Click on this icon to show the remote computers whole desktop again (only available after you clicked on Select single window before).</p>
	<p>Request Server Mode Click on this button to request server mode after that your partner can control your computer.</p>
	<p>Toggle Full Screen Mode This button toggles between 3 states:</p> <ul style="list-style-type: none"> ▪ In the initial state your partners desktop is transferred to your Remote Window. If your partners screen resolution is to big the screen is scaled down. ▪ By clicking once on this button you switch to unscaled mode. If your partners screen resolution is to big vertical and horizontal scrollbars appear. ▪ By clicking a second time on this button the remote control window changes from windowed to full screen mode.
	<p>Ctrl Alt Delete This button sends a ctrl alt delete command to the remote computer. Please note, that this button is only available if your partners TeamViewer runs as a Windows® service.</p>

Server Control Actions



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

	Close Connection Quits the current connection.
	Open Chat Opens a chat window.
	Request Client Mode Toggles the direction, so your partner can control your PC. (This Button only appears if you clicked on Request Server Mode before) - by changing the direction once you allow your partner to change the direction again later.











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

3.4. Presentation

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



Use the TeamViewer Presentation Control Window to manage your presentation session.

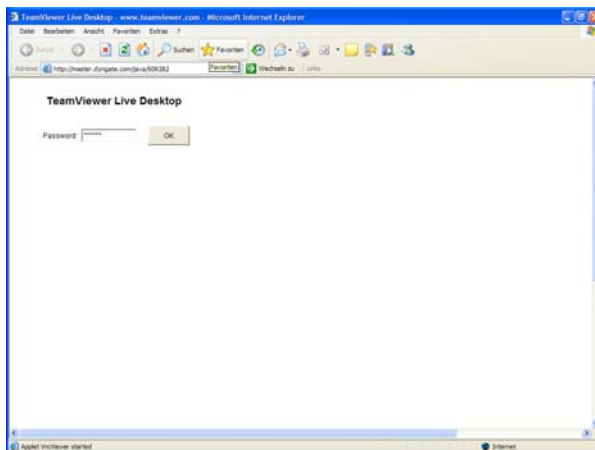
	Close Connection Quits the current connection and closes the remote window.
	Open Chat Opens a chat window.
	Show Connection Options Opens the connection settings dialog.
	Remote Input Disabled This is the default mode. Your partner can only view your desktop. Your partners mouseclicks are transferred as red dots to your monitor - so your partner can highlight interesting points of your presentation.
	Remote Input Enabled Enables remote input, so both - your and your partner can control your desktop.
	Select single window Allows you to select a single window. After that only this window is transferred to your partners screen. Click on the Select single window icon and drag it to a window of your choice. Please note, that the full desktop is transferred again, if you close the window.
	Select full desktop Click on this icon to show the your whole desktop again (only available after you clicked on Select single window before).
	Pause Freezes your monitor -so you can do things on your desktop your partner should not see.
	Continue Only available after you clicked on Pause before. Transfers your live screen again.
	Refresh Screen Forces a screen refresh on your partners side for cases when the automatic refresh failed.

3.5. Presentation to a webpage

As an alternative to TeamViewer QuickSupport you can transfer your desktop to a webpage for presentations. The webpage uses a Java Applet® for the presentation. As Java® is installed by default on most computers, users do not have to run an executable for the presentation.

Doing a webpage based presentation:


1. Ask your partner to visit the following webpage
<http://master.dyngate.com/java/YourDynGateID>, where YourDynGateID should be replaced with your DynGate ID.
 2. Ask your partner to enter your password in the password textbox.
 3. Ask your partner to click o.k.
- ▶ Your desktop is transferred to the webpage.

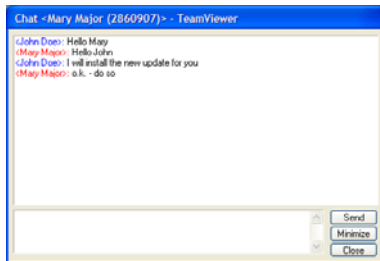


Note: You should always prefer a presentation to QuickSupport when possible. Quick Support allows your partner to highlight interesting parts of your presentation and to start a chat session. QuickSupport offers scaling when your desktop is bigger than your partners desktop. Use TeamViewer Live Desktop if your partner can't execute QuickSupport.

Note: If your partner sees only a red cross instead of the password dialog Java® is either not installed or Java Applets® are not enabled.

3.6. Chat

The Chat Window allows you to chat with your partner. You can start the chat window by clicking on the Open Chat Icon  in the remote window or in the server control window.




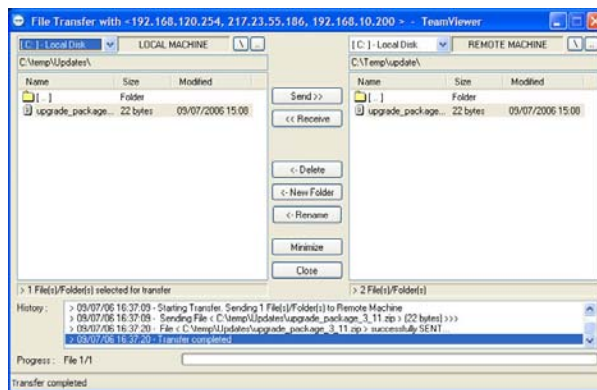
The TeamViewer chat window.

3.7. File Transfer

The File Transfer Dialog

The File Transfer dialog allows you to send files to and receive files from your partners computer. There are two ways to start the file transfer dialog:

1. Click on the Open File Transfer Icon  in the remote window.
2. Choose the TeamViewer Mode Filetransfer when starting the connection.



The filetransfer dialog allows you to send and receive files and folders.

File Transfer Actions

In the file transfer dialog you see your computer on the left and your partners computer on the right half. There are a few buttons to control the file transfer operations:

Send>>	Sends the selected object (file, folder) from your computer to the selected folder of your partners computer.
<< Receive	Transfers the selected object from your partners computer to the selected folder on your computer.
Stop	Stops a running operation. (Only visible when a file operation is currently running.)
<- Delete	Deletes the selected files or folders. (This button is context sensitive, the arrow shows to side where one or more objects are selected.)
<- New Folder	Creates a new folder . (This button is context sensitive, the arrow shows to side where one or more objects are selected.)
<- Rename	Renames an file or folder. (This button is context sensitive, the arrow shows to side where one or more objects are selected.)
Minimize	Minimize the file transfer dialog.
Close	Closes the file transfer dialog.

Note: There are several security issues related to the subject file transfer. Please read File Transfer & security for further information.

3.8. File Transfer & security

Before you continue reading please note, there are differences in the file transfer related default behaviour between TeamViewer and TeamViewer QuickSupport. This chapter discusses only the issues when connecting TeamViewer to TeamViewer. For TeamViewer QuickSupport please read FileTransfer to QuickSupport.

As file transfer operations are critical there are some security implementations in TeamViewer:

Agreement To File Transfer Initialization

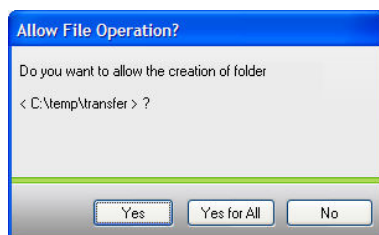
When your partner runs TeamViewer he has to accept incoming file transfer requests. A Popup informs your partner – if he doesn't agree within 10 seconds the file transfer is denied.



When you start the file transfer your partner is informed and has to accept.

Agreement To Critical File Operations

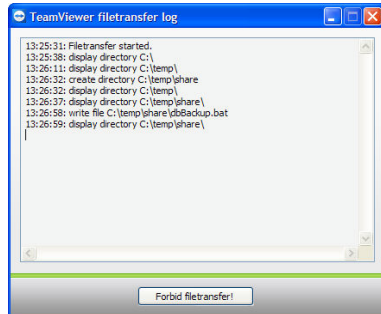
When you start file system operations like creating folders, copying files, deleting files or folders your partner sees a popup and must agree to these operations. Please note that your partner can change this behaviour.



By default your partner must agree to file system operations in TeamViewer.

The File Transfer Logfile

On your partners site all filesystem operations are logged to a Logfile Window.



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

3.9. File Transfer to QuickSupport

The idea behind the different default behaviours for file transfer security implementations:

- TeamViewer QuickSupport only runs when you start it explicitly, a TeamViewer QuickSupport partner has no further information about TeamViewer so everything should run very simple.
- TeamViewer itself can run in the background (for example as a system service), so the default behaviour secures you from unwanted file transfers.

File transfer Related Differences between TeamViewer and TeamViewer QuickSupport

	TeamViewer (default settings)	QuickSupport
Initialization of file transfer mode	Popup dialog informs user. Partner has to accept within 10 seconds - if he doesn't the file transfer mode is rejected.	Pop dialog informs user. Partner can reject the file transfer mode - if he doesn't the file transfer mode is automatically accepted.
Critical file system operations (creating, sending, receiving, deleting, ...)	Popup dialog informs user. Partner has to accept within 10 seconds - if he doesn't the file operation is rejected.	All file system operations are allowed.
File transfer log window	All operations are shown.	All operations are shown.
Behaviour customizable	Yes	No

3.10. File Transfer Settings

You can configure the security level for incoming file transfer requests and operations in TeamViewer. For further informations refer to the chapter Security tab.

4. Options

4.1. General Tab

The General Tab offers some basic settings:

DynGate

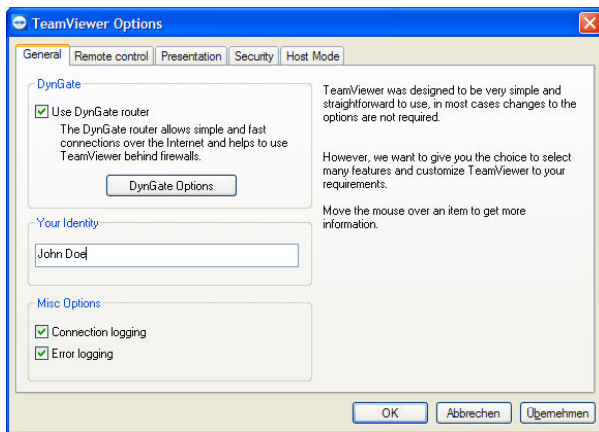
- **Use DynGate router**
If you clear this checkbox no more DynGate Connections are possible – which means no connections through proxies, firewalls and different network segments. You can still use TeamViewer for LAN connections.
- **DynGate Options**
This button opens the DynGate options dialog, for further information see DynGate Options.

Your Identity

Enter your name or company name here. This text is shown to your partner in remote- and chat sessions.

Misc. Options

- **Connection Logging**
Writes a logfile with your connection data. This logfile is used for TeamViewer Manager.
- **Error Logging**
Writes an error/debug logfile to your desktop.



The General tab offers some basic settings.

4.2. Remote Control Tab

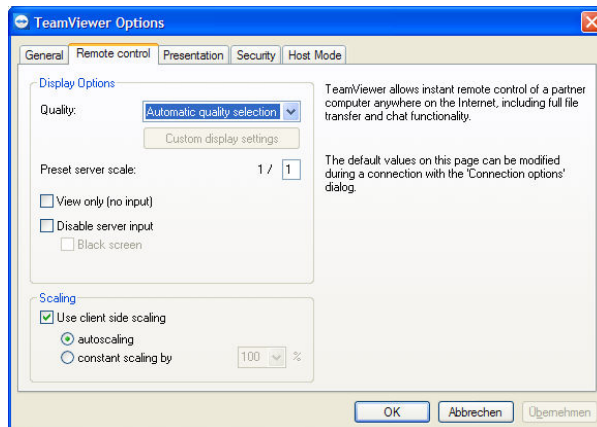
The Remote Control Tab offers settings for the TeamViewer Remote Support mode. The settings in this dialog are the default settings for all Remote Support Connections. You may overwrite these settings during an active connection in the Connection Settings dialog.

Display Options

- **Quality**
Lets you choose between automatic quality selection (default - automatically controls the quality depending on the established connection performance), optimize quality, optimize speed and custom settings. When you choose Custom settings the button **Custom display settings** becomes active.
- **Preset server scale**
Scales down your partners desktop before it is transmitted. Decreases used bandwidth.
- **View only (no input)**
You can only view your partners desktop when this checkbox is selected. No input is possible.
- **Disable server input**
Disables input on your partners computer during the remote control session. The additional check box **Black Screen** sets your partners screen to black.

Scaling

- **Use client side scaling**
Client side scaling scales your partners monitor after the data is transferred to your machine. Autoscaling automatically scales for best fit, constant scaling lets you input a fix value.



The Remote control tab lets you define the default settings for Remote Control connections.

4.3. Presentation Tab

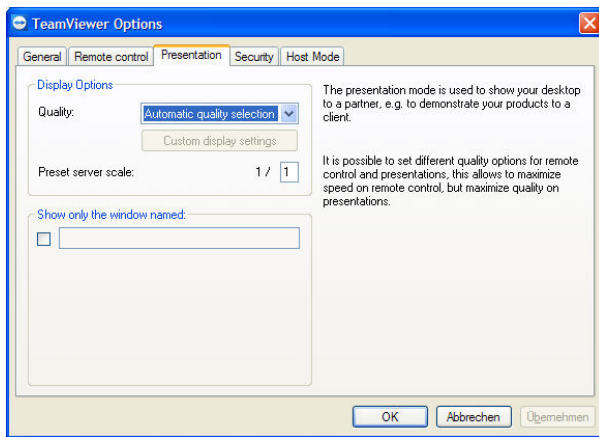
The Presentation Tab offers settings for the TeamViewer Presentation mode. The settings in this dialog are the default settings for all Presentation Connections. You may overwrite these settings during an active connection in the Connection Settings dialog.

Display Options

- **Quality**
Lets you choose between automatic quality selection (default - automatically controls the quality depending on the established connection performance), optimize quality, optimize speed and custom settings. When you choose Custom settings the button **Custom display settings** becomes active.
- **Preset server scale**
Scales down your partners desktop before it is transmitted. Decreases used bandwidth.

Show only the window named

When selected only a specific window is transferred to your partners presentation window. Please be sure to enter the complete window name. You can also limit the presentation to a specific window with the Select Single Window button in the presentation window.



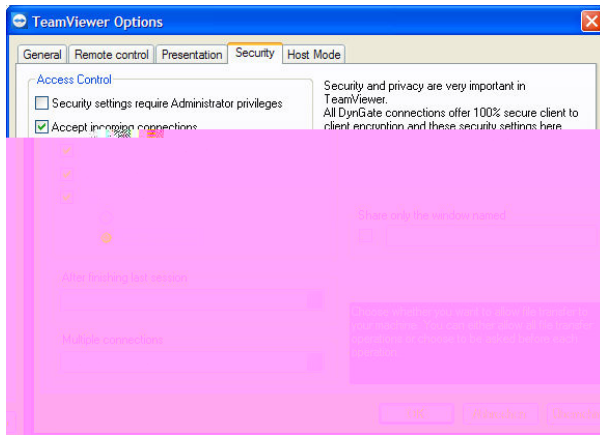
The Presentation tab lets you define the default settings for Presentation connections.

4.4. Security tab

As the name says the settings on the security tab allows the configuration of security critical settings.

Access Control

- **Security settings require Administrator privileges**
When this checkbox is selected the security and the host mode tab are only available for users with windows administrator privileges.
- **Accept incoming connections**
When this checkbox is selected no incoming connections are possible. Clear this checkbox if you only want to allow outgoing connections.
- **Partner may block local input**
When this checkbox is selected a partner can disable your mouse and keyboard input and even set your screen to black. For further informations see Connection Settings.
- **Allow input from partner**
Clear this checkbox to prevent mouse and keyboard input from your partner, when your machine acts as a server.
- **Allow file transfer**
When this checkbox is selected filetransfers are possible in general. You can specify in detail how file transfers should work:
 - **Always**
All file transfer operations are allowed.
 - **After confirmation**
You must confirm each transaction.



The security tab offers several security settings.

