TeamViewer 10 Manual

Management Console

Rev 10.2-201503

Table of content

1 About the TeamViewer Management Console

1.1 About the Management Console

The TeamViewer Management Console is a web-based management platform for intuitively managing your TeamViewer contacts and logging TeamViewer connections.

In addition, the TeamViewer Management Console provides extensive functions for managing several TeamViewer accounts through an administrative account (company profile).

The TeamViewer Management Console can be reached via the Internet using a web browser – as a result, it can be called up independently of the operating system. A local database or Microsoft SQL server is not necessary.

Some functions of the TeamViewer Management Console, such as user management and Connection Report, are only available in conjunction with a TeamViewer license and a company profile. However, the basic functions for connection, account and Computers & Contacts management are available to all users.

Use the TeamViewer Management Console for some of the following tasks:

- Centralized management of multiple TeamViewer accounts at a company level using the User management.

- Customized TeamViewer modules with your logo, colors and texts to fit your corporate identity.

- Configure setting policies for TeamViewer installed your devices from one location.

- Management of customer's support requests, similar to a ticket system.

- Logging TeamViewer connections for billing purposes or similar tasks.

- Monitoring and tracking of your devices to improve the fault-free operation of your computers and devices.

- TeamViewer connections out of the web browser or completely within the browser.

- Management of TeamViewer contacts and computers.

- Developing own plug-ins, add-ons and scripts for integration into own systems using the TeamViewer API or SDK.

Note: To be able to use the TeamViewer Management Console, you need a TeamViewer account.

All users have access to the following functions:

- Managing the Computers & Contacts list (add, edit and delete computers and contacts).
- Storing notes and additional information for computers and contacts.
- Direct connection establishment to a computer or contact from within the browser.
- Managing their own TeamViewer account.
- Creation of custom TeamViewer modules (limited).
- Functions of the service queue
- Developing own plug-ins, add-ons and scripts for integration into own systems using the TeamViewer API or SDK.
- Configure setting policies for TeamViewer installed your devices from one location.

Licensed users have access to the following additional functions:

- Creating and managing a TeamViewer company profile.
- Overview of connections and connection details for the computers and contacts.
- Logging and managing the TeamViewer connections.
- Commenting outgoing connections after session end.
- Connection billing based on individually stored charge rates.
- Exporting connection data to Microsoft Excel or as a HTML file for printing purposes.
- Importing TeamViewer Manager data.
- Unlimited creation of custom TeamViewer modules.
- Remote Monitoring with ITbrain™.

1.2   About the manual

This manual describes the most important functions for working with the TeamViewer Management Console. It is intended to help you to better understand the TeamViewer Management Console and its functionality and provide you with initial support.

As described in *Section 1.1, page 4*, some functions of the TeamViewer Management Console are available only in conjunction with a TeamViewer license. These functions are described starting with *Section 5, page 25*. If you do not have a TeamViewer license, it means that it is not necessary to read chapter *Section 5, page 25* – *Section 11, page 63*.

2 General

2.1 Start and Login

The TeamViewer Management Console is a web-based application. To call it up, open the page _https://login.teamviewer.com_ in a web browser.

To be able to work with the TeamViewer Management Console, you must first sign in on the left side using your TeamViewer account.
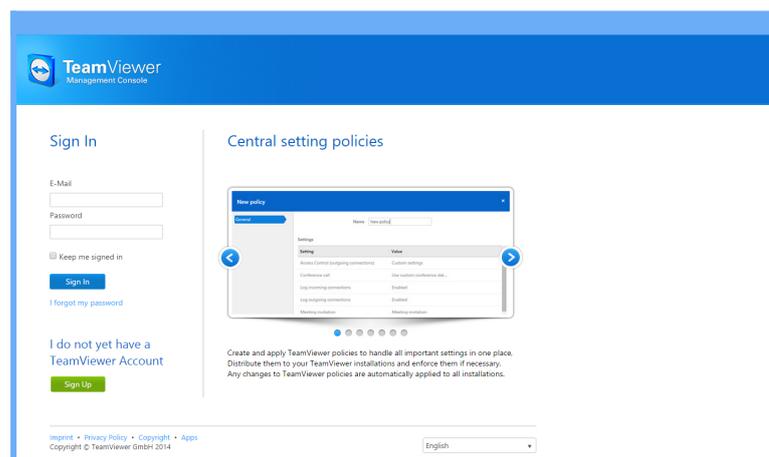
The login screen of the TeamViewer Management Console.

Note: If you do not yet have a TeamViewer account, you can create a new TeamViewer account by clicking the **Sign Up** button.

2.2 User Interface

After successfully signing in to the TeamViewer Management Console with your TeamViewer account, the start screen is displayed.

The start screen is divided into three visually separated areas: menu bar (left), title bar (top) and content area. This allows an intuitive and quick operation.

The menu bar and the title bar are permanent elements and, as such, are always visible from any screen of the TeamViewer Management Console.

The start screen after signing in.

Menu bar

The menu bar is used to navigate through the TeamViewer Management Console.

In the menu bar, the groups of your **Computers & Contacts list** as well as the **User management**, **Design & Deploy**, the **Service queue** and **ITbrain** is displayed. Additional actions can be performed by moving the mouse over a menu item or a group or by selecting any of it.
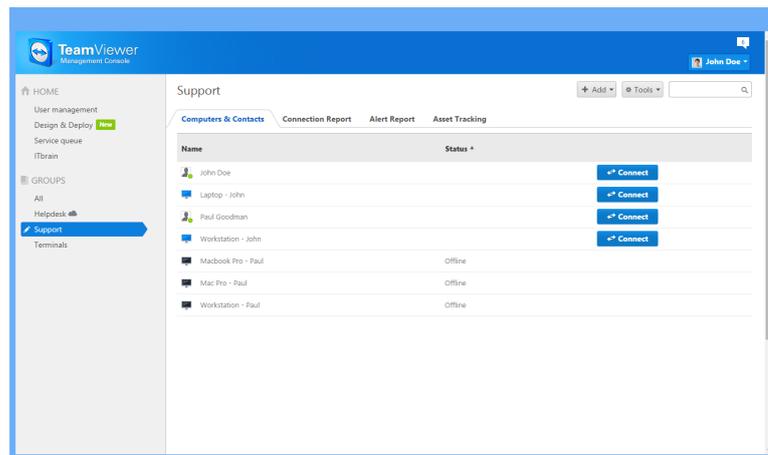
If an entry is selected, the display in the content area of the screen is adapted.

Title bar

Various actions pertaining to your own TeamViewer account can be called up via the title bar.

Content area

The content area displays different pieces of information depending on where you are located on the site.

2.3   My Account

The TeamViewer Management Console enables you to manage your TeamViewer account. Additional changes to your TeamViewer account can be made in the settings of the TeamViewer full version.

> **Note**: If you joined a company profile (*see Section 4 , page 19*) with your TeamViewer account, the editing options of your account may be restricted (*see Section 6.3 , page 37*

To edit your TeamViewer account, click on **Username | Edit profile** on the title bar.

Editing the profile settings.

General

In addition to the usual details such as display name, email and password, you can also add the following settings.

	Description
Two factor authentication	Secure your TeamViewer account against unauthorized access with another factor in addition to email address and password. ➡ To do this, click the **Activate** link and follow the instructions on the dialog.
License	Assign your TeamViewer account a license. Thus you can establish licensed connections from any TeamViewer to which you log in with your TeamViewer account. ➡ To do this, click the **Change license** link.
ITbrain™	If you have acquired an ITbrainTM license, the number of monitored devices will be displayed.
Custom Quick-Support	Select an individual module from the dropdown list. Connection partners who connect for a session with a service case that is assigned to you, automatically participate in the session with this module.
Custom Quick-Join	Custom QuickJoin: Select a module from the dropdown list. Participants who participate in a meeting via a meeting link use this module.

	Description
Connection reporting	If you joined a company profile or if you are administering it (*see Section 5 , page 25*), you can also define here whether your connections should be logged and commented. • **Log sessions for connection reporting**: If enabled, all outgoing TeamViewer connections (except for meetings) of your account are logged in the TeamViewer Management Console. All logged connections are displayed in the connection report (*see Section 7 , page 41*). • **Show comment window after each session**: If enabled, a dialog is opened in the browser after exiting each outgoing TeamViewer connection (except for meetings). There you can record a comment about the connection (*see Section 7.5 , page 45*).

Apps

Manage your own scripts and apps to which you have granted access in your own TeamViewer account or create your own scripts. If you have apps that have access to your TeamViewer account, you can revoke this access here.

To create a script that you can use with your TeamViewer account, you need a script token.

➡ For this, click the **Create script** token button.

Define the following properties for the token:

	Description
Name	Enter any name for the script token in the text field.
Description	Enter a description for the script token in the text field (e. g. the later function of the script that you program using the token).
Access level	Specifies the content to which the resulting script has general access. The access can be limited by the subsequent access rights. In this case, the script can access content within a TeamViewer account. If a script requires access to information from a company profile, create a script token in the properties of the company profile (*see Section 5.2 , page 26*).

Description

Account management	Specify which account information the script may access.

- **No access**: The script has no access to information in your TeamViewer account.

- **View without email**: The script can call up all information in your TeamViewer account with the exception of your email address.

- **View full profile**: The script can call up and display all information in your TeamViewer account.

- **Edit full profile**: The script can display and edit all information in your TeamViewer account.

User management	Specify which information about the User management the script may access.

- **No access**: The script has no access to information about your User management.

- **View users**: The script can access and display user accounts of your User management.

- **View, create and edit users**: The script can access and display user accounts of your User management, create new accounts and edit existing.

- **View, create and edit users and admins**: The script can access and display user accounts of your User management, create new accounts and edit existing. This include administrator's user accounts.

	Description
Session man-agement	Specify which functions for the management of service cases may be called up in the service queue. • **No access**: The script has no access to service cases in your service queue. • **Create, view own and edit own sessions**: The script can create service cases and display and edit service cases that are assigned to you. • **Create, view all and edit own sessions**: The script can create service cases, display all service cases and edit cases that are assigned to you. • **Create, view and edit all sessions**: The script can create service cases, display all service cases, and edit all.
Group man-agement	Specify which functions may be called up for groups in your Computers & Contacts list. • **No access**: The script has no access to group information. • **View groups**: The script can display groups in your Computers & Contacts list. • **View, create, delete, edit and share groups**: The script can create and edit groups, as well as share individual groups with contacts from your Computers & Contacts list.
Connection reporting	Specify which functions may be called up for the management of connection reporting. • **No access**: The script has no access to connection reporting. • **View connection entries**: The script can display connection reports for your TeamViewer account. • **View and edit connection entries**: The script can display and edit connection reports for your TeamViewer account. • **View, edit and delete connection entries**: The script can display, edit, and delete connection reports for your TeamViewer account.

|	Description
Meetings	Specify which information about your (scheduled) meetings the script may access.
	• **No access**: The script has no access to information about your (scheduled) meetings.
	• **View Meetings**: The script can access and display your scheduled meetings.
	• **View and create meetings**: The script can access and display your scheduled meetings, schedule new meetings or start spontaneous meetings.
	• **View, create, edit and delete meetings**: The script can access, display and edit your scheduled meetings, schedule new meetings, start spontaneous meetings or delete scheduled meetings.
Computers & Contacts list	Specify which information about your Computers & Contacts list the script may access.
	• **No access**: The script has no access to information about your Computers & Contacts list.
	• **View entries**: The script can access your computers and contacts and their online status.
	• **View and add entries**: The script can display your computers and contacts and their online status, add computers and contacts to your Computer & Contacts list.
	• **View, add, edit and delete entries**: The script can display and edit your computers and contacts and their online status, add computers and contacts to your Computers & Contacts list or delete entries.
Token (only available in the properties of the token)	The token is a unique character string with which the script requests access to your account via the API. Only give the token to people or scripts that you trust.

With a script token and the TeamViewer API you can program a script. For more information, visit the Integrations Website *integrate.teamviewer.com*.

Active account logins

The TeamViewer Management Console provides the option of displaying all active logins of your TeamViewer account. If you forgot to sign out of your TeamViewer account at a computer-/device, you can do so by using this function.

With the ☒ icon next to an active account login, you can exit the active login.
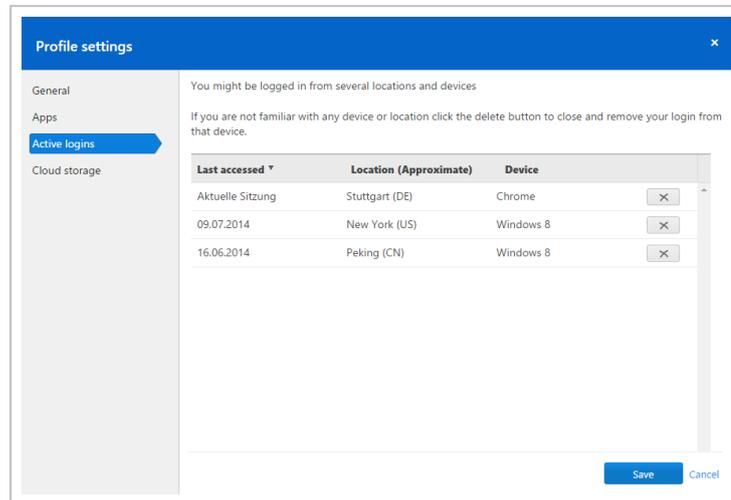
Showing active logins.

2.4 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.

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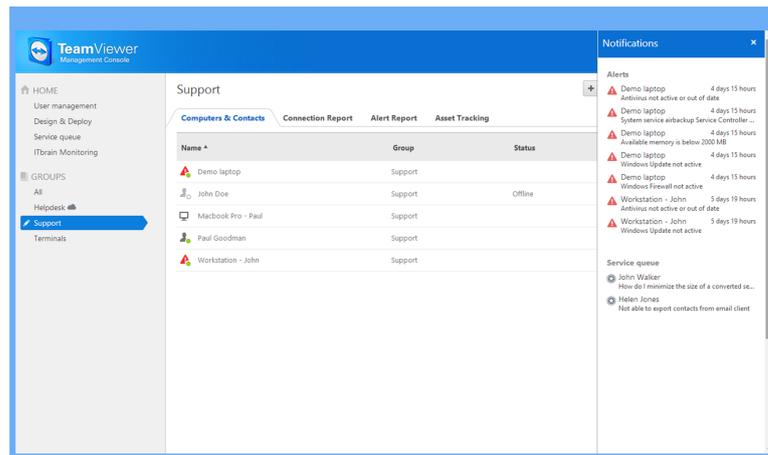
The Notifications dialog in the Computers & Contacts list.

➡️ 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.

- For alerts, you can open the context menu of the computer that triggered the alert.
- For the service queue, you can open the context menu of the service cases.
- For contacts, you can process contact requests.
- For groups, you can process Share groups requests.

3 Computers & Contacts list

In the TeamViewer Management Console, you can manage the groups, computers and contacts of your Computers & Contacts list in a clear and central way and start remote control sessions.

All the groups of your list of computers & contacts are shown on the menu bar under **Groups.** Upon selecting a group, the computers and contacts from this group are shown in the content area.

3.1 Adding groups, computers or contacts

The TeamViewer Management Console enables you to create new groups, computers and contacts and adding them to your Computers & Contacts list.

3.1.1 Add group

To add a group, select one of the following methods:

➡ Move the mouse over the Groups entry o**n the m**enu bar and then click the ▮⊡ icon.

➡ Select an existing group in the Computers & Contacts view. Then click ⊞ Add ▾ and select the **Add group** option.
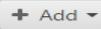
3.1.2 Add computer

To add a computer, select one of the following methods:

➡ Select the group to which the computer should be added. Then click ⊞ Add ▾ and select the **Add computer** option.

➡ Move the mouse over the group to which the contact should be added and click ✎. Then select the **Add computer** option.

3.1.3 Add contact

To add a contact, select one of the following methods:

➡ Select the group to which the contact should be added. Then click [+ Add ▾] and select the **Add contact** option.

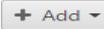➡ Move the mouse over the group to which the contact should be added and click ✎. Then select the **Add contact** option.

3.2 Editing groups, computers or contacts

3.2.1 Edit group

In the properties of a group, you can edit the following attributes:

- **Name**: Change the name of the group.

- **Charge rate**: Assign a charge rate to the group.Connections that are established to devices within the group are billed with this rate.

- **Custom QuickSupport**: Select a personalized module from the drop-down list. Connection partners, that connect to a session with a service case from within this group, automatically take part with the selected module.

- **TeamViewer policy**: Select a policy that defines the settings of the devices in this group.

- **ITbrain Monitoring policy**: Choose a policy that is used by ITbrain to monitor computers within this group.

- **Shares**: Select the contacts from your Computers & Contacts list that you want to share the group with.

- **Delete**: Delete the group from your Computers & Contacts list.

➡ To do so, select the group you want to edit and then click the ✎ icon in front of the group name. Then select the **Edit** option.

Note: To delete a group, this group may not contain any computer or contact.

3.2.2 Editing a computer or contact

You can perform the changes familiar from the TeamViewer full version (e. g. Alias, Group or Description) in the properties of a computer or contact. If activated, you can select a ITbrain Monitoring policy for devices within their properties (*see Section 8 , page 47*).

To edit a computer or contact, choose one of the methods:

➡ Move the mouse over the computer or contact and click on the [⚙ ▾] icon, followed by **Properties / Edit contact**.

➡ Click on the name of a computer or contact and select the **Properties / Edit contact** option.

3.3 Share groups

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

For shared groups, you can also assign different permissions to users. Therefore, 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 any computers or contacts from shared groups can always be created independently of permissions.

The ☁ icon is displayed next to the group name of a group you have shared with any of your contacts.

The ☁ icon is displayed next to the group name of a group that was shared with you.

To share a group, choose one of the methods:

➡ Open the properties of the group and click the **Shares** menu item. Here you can add the contacts with whom you would like to share the group, remove them from the list as well as assign permissions.

➡ Open the properties of a contact and click the **Shares** menu item. You can then add the groups you want to share with the contact, remove shares from the list as well as assign permissions.

3.4 Connecting with a computer or contact

It is possible to establish a remote control session with a computer or contact from the Computers & Contacts list directly from within the TeamViewer Management Console.

To establish a connection to a computer or contact, select one of the methods:

➡ Move the mouse over an entry in the Computers & Contacts view and then click the ↩ Connect icon.

➡ Click on the name of a computer or contact and select the **Connect** option.

If TeamViewer is installed on your computer, a connection is automatically established to your partner. If TeamViewer is not installed on your computer, a pop-up window appears and you can decide whether to install TeamViewer or to establish the connection from within the browser.

3.5 Calling up functions for computers or contacts

You can call up additional functions for computers and contacts.

➡ To do so, move the mouse over an entry in the Computers & Contacts view and click the icon.

The following functions can be called up:

|	Description
Connecting	Establishes a remote control connection with password entry.
Add to computer list	Adds the computer to your Computers & Contacts list if it was not in your Computers & Contacts list when the connection was established.
Show connections	Displays the connections filtered by the **Device** in the **Connection Report** (*see Section 7 , page 41*).
Editing a properties or contact	Opens the properties of the computer or contact.
Alerts (only computers)	Alert messages through ITbrain™ or the system checks in the TeamViewer full version (*see Section 8 , page 47*).
Wake up (only computers)	Wakes the computer through Wake-on-LAN. More information can be found in the *TeamViewer Manual – Wake-on-LAN*.
ITbrain Monitoring (only computers)	Activate ITbrain™ for the device (*see Section 8 , page 47*). If you do not own an ITbrain license, a trial period is started.

4 Service queue

With the service queue, you organize the spontaneous customer support on the team. Customer cases are collected in the service queue and depicted using a service case. Each service case represents the inquiry of a customer who needs help. After they are created, individual service cases can be worked on individually by colleagues from your team.

The typical application case of the service queue is depicted as follows:

Example: You are an employee in technical support of a company or a service provider for IT support. Your customer reports to you because he has a problem with his computer and he needs technical help. In the TeamViewer Management Console, you create a service case for this customer case and store the name of the customer, his email address, and a brief description of the problem that occurred. Then you can decide who from your team should work on the customer case by assigning the service case to a colleague. The colleague sends an invitation email to the customer. The customer connects to a TeamViewer session and your colleague can solve the problem with various TeamViewer functions such as remote control, file transfer or chat.
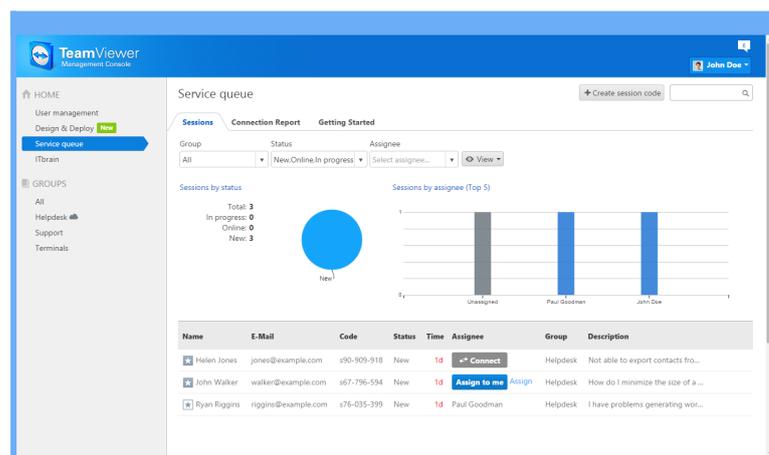
The service queue with an overview of all service cases and the assignees.

For a clearer depiction, the following designation is specified:

- **Customer**: The person who makes the inquiry because he needs technical support.

4.1 Service case

The service case represents a customer case within the service queue and is represented by a clear, unique session code. For more information about the properties of a service case, see _Section 4.2, page 22_.

4.1.1 Managing the service cases

All service cases that you create or that are assigned to you are displayed and organized on the TeamViewer Management Console under **Service queue | Sessions**.

Within the view, the displayed service cases can be restricted even further. For this purpose, you can filter the service cases above the displayed table by **Group**, **Status** and **Assignee**. If you click an entry in the header of the table, you can sort the requests by column. You can select which columns are displayed in the table and enable or disable the graphical representation of service requests via the **View** menu.

The following possibilities are available to you for the management of a service case:

Assign

By default, service cases that you create are assigned to you. If during the creation of a service case you do not specify an assignee, it is possible to do this in the overview after the fact.

   ➡️   **Assign to me**

       Assign the service case to yourself. You are then the assignee and you work on the case.

   ➡️   **Assign**

       Use the link to specify a contact from your Computers & Contacts list as assignee and assign him the service case.

Connecting

If a service case is assigned to you as assignee, you can establish a remote session with the icon.

   ➡️   **↔ Connect**

       Start a remote session. No connection partner is online. Wait until the customer also connects to the session.

   ➡️   **↔ Connect**

       Participate in the session with service case. The customer has started the connection and already connected to the session.

Edit

Edit a service case after the fact by clicking on the name of the service case on the list of sessions. Alternatively, click ⚙▾ at the end of a case and select the **Edit** option.

Edit all information in the properties of the service case. There you will also find the link to participate in the TeamViewer session and the session code for the case.

➡ **Code**: Identifies a service case uniquely and serves to establish a TeamViewer session (e. g. `s12-345-678`.

➡ **Link**: Serves to participate in a TeamViewer session with service case (e. g. `https://-get.teamviewer.com/s12345678`).

Close session

If you have created a session or you have write rights for the group in which the case is located, it may be necessary to close the session. Close a session, e. g. if an assignee has finished with it and the customer's problem is solved.

➡ To do this, click ⚙▾ at the end of a case and select the **Close** session option.

4.1.2   Status of a service case

The status of a service case is displayed in the list of sessions in the **Status** column. A service case can have the following statuses:

- **New**: Service case was created. Neither the assignee nor the customer has connected to the session.
- **Pending**: One of the connection partners has connected to the session.
- **In progress**: Both connection partners have connected to a remote session. This is the case if the assignee starts the session and the customer connects to it or if the customer starts the connection and the assignee requests a remote session.
- **Closed**: The session was closed by the assignee or the creator of the case (see above).
- **Expired**: The case was not closed within 24 hours.

Depending on the status, the icon of the service case appears different.

	Description
⊛	The service case is assigned to you. Wait until the connection partner connects to the session.
✪	The service case is assigned to another assignee. The contact can process the case.
⊛	The service case is assigned to you and the connection partner has connected to the session. Work on the case.

4.2   Creating a case

You usually create service cases if a customer needs assistance. Via the case on your Computers & Contacts list, you can then connect to your customer without entering TeamViewer ID and password or call up other functions on the Computers & Contacts list.

Service cases are connected with the Computers & Contacts list and are created in a group. In order to structure cases, you can create them in different groups for a better overview.

Example: You are the producer of several software products, then you create service cases for product A in a group "Product A" and service cases for product B in a group "Product B," and so forth.

You must share the groups with the colleagues who work on the service cases.

Example: Colleague A is supporter for product A, therefore you share the group "Product A" with him so that you can specify your colleague A as assignee for these cases.

Depending on the problem, create an individual service case by clicking the **Create service case** button on the list of sessions.

Define the properties of a service case on the **Create service case** dialog.

On the dialog, you define the properties of the case. A service case includes the following information:

- **Name**: Name of the customer making the inquiry.
- **E-Mail**: Email address of the customer for the case.
- **Description**: Description of the problem of the customer case.
- **Group**: Group on your Computers & Contacts list in which the service case is created.
- **Assignee**: Contact from your Computers & Contacts list who works on the service case.

Then click the **Save** button. The service case appears in the overview and it can be worked on.

4.3   Assigning a case

Service cases that you create are assigned to you by default. However, you can also assign service cases to other assignees. This way you can coordinate customer cases and service cases, assign contacts from your Computers & Contacts list. You must share the groups in which the service cases are located with the contacts.

> **Example**: *Colleague A is supporter for product A, therefore you share the group "Product A" with him so that you can specify your colleague A as assignee for these cases.*

In order to assign the service case to a contact, you have various possibilities:

➡ When creating a service case, select another assignee than yourself.

➡ Click in the overview on the **Assign** link (only available if the service case has not yet been assigned to anyone).

➡ Select the **Assign** option when clicking on the ⚙ ▾ icon next to a service case.

> **Note**: Contacts from your Computers & Contacts list with write rights for the group in which the service cases are located can also assign assignees.

4.4   Working on cases

If a service case is assigned to you, you can work on it and contact the customer in order to solve the problem.

> **Example**: *You are colleague A and supporter for product A. A colleague has shared the "Product A" group with you and assigned you the service case of a customer who has problems with product A.*

Depending on the problem, the TeamViewer Management Console and the TeamViewer full version offer you various possibilities for solving the problem.

- Establish a remote session to the customer in order to solve problems directly on the customer's computer.
  ➡ To do this, click the ↩ Connect or ↩ Connect button.

The following possibilities are only available in the TeamViewer full version. Read the *TeamViewer Manual – Remote Control*.

- Start a meeting so that you can explain the circumstances to your connection partner.
  ➡ To do this, click the **Presentation (Prompt for confirmation)** button.

- Chat with the connection partner in order to investigate the case or solve smaller problems quickly.
  ➡ To do this, click the 💬 icon.

- Send files to the connection partners, e.g., manuals or prepared instructions for frequently asked questions.

➡ To do this, click the 📎 icon.

- For example, copy log files from the computer of your connection partner to your computer in order to thereby specify problems.

➡ To do this, click the 🗐 icon.

4.5 Inquiry via custom QuickSupport module

You can configure custom QuickSupport modules so that they create a support case as soon as they are executed. To do this, check the **Automatically add users to your service queue** box when creating a custom QuickSupport (*see Section 9.1 , page 48*).

This presents you with the following advantages:

- You do not have to create service cases yourself

- Customers can describe their problem themselves directly in the module

- You only have to assign the cases to one assignee
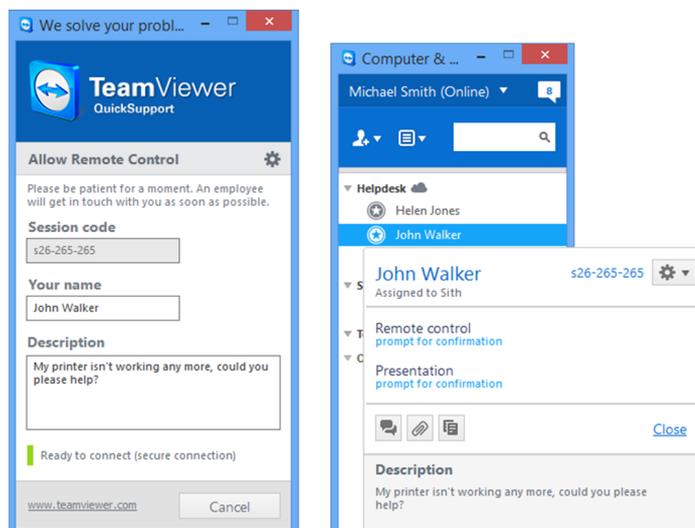
Custom QuickSupport module with service case and problem description.

5 Company profile

With the TeamViewer Management Console, it is possible to centrally manage several TeamViewer accounts inside a company by one or several users. For this purpose, a company profile is required. Users with an existing TeamViewer account can join a company profile, and it is possible to create new users who are automatically linked with the company profile.

All users who joined a company profile using their TeamViewer account are centrally managed by one or several users with administrative rights (administrators).

A company profile is required for **connection reporting**, **user management** and **connection commenting**.

> **Note**: Creating a company profile in the TeamViewer Management Console requires a TeamViewer 8 (or later) Premium, Corporate, Professional or Enterprise license.
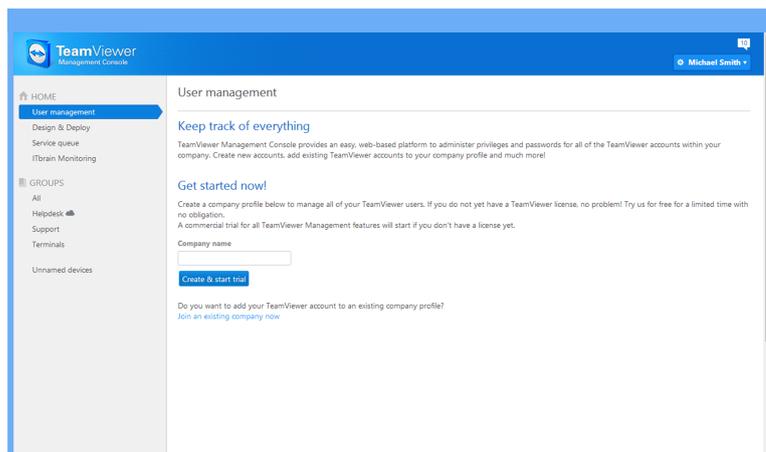
5.1 Creating a company profile

To illustrate the content of this section, an application case for creating a company profile is used below:

Example: In a company, you are responsible for a team of employees who assist customers with their computer problems by using TeamViewer for remote control. You have a TeamViewer account in which you stored all the relevant computer IDs or TeamViewer contacts of the customers. In order to give your employees only the information and permissions relevant to the individual customers, it would be helpful if you could individually adapt the TeamViewer accounts of your employees. For this reason, you create a company profile. Afterwards, you can create new users or link existing TeamViewer accounts with this profile, thereby centrally managing all the TeamViewer accounts of your employees and adapting them to your requirements.

To create a company profile, click on **User Management** in the sidebar. In the text field in the content area, enter a **Company name** and confirm it by clicking the **Create & start trial** button.

You have now created a company profile and are the administrator of this profile.

Creating a TeamViewer company profile.

As administrator of a company profile, you have the following possibilities:

- Edit a company profile (define charge rates, define individual text fields for the properties of a computer, manage licenses), *see Section 5.2 , page 26*.

- Manage users (create, edit, delete), *see Section 6 , page 35*.

- Assign permissions for users, *see Section 6.3 , page 37*.

- Manage connections (view, edit, delete), *see Section 7.3 , page 42*.

- Export connection data (HTML, CSV), *see Section 7.3 , page 42*.

- Import TeamViewer Manager data, *see Section 11 , page 63*.

- Share groups from the Computers & Contacts list with users, *see Section 6.2 , page 36*.

5.2 Editing a company profile

Once you create a company profile or if you are an administrator of an existing company profile, you can define additional properties. You can complete the profile by adding TeamViewer licenses, creating charge rates and defining connection settings.

➡ To edit the company profile, click **Username | company name** on the title bar.
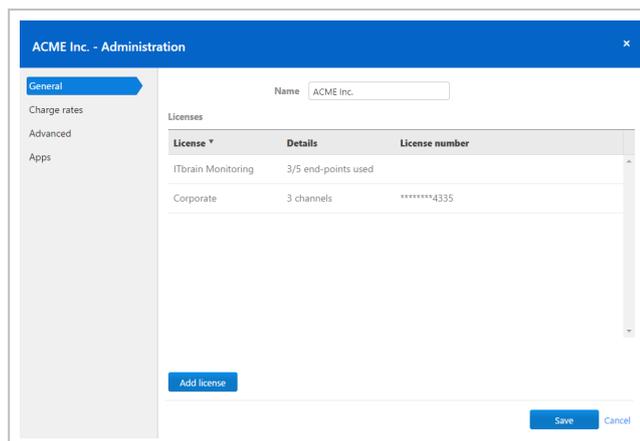
Editing a company profile.

General

	Description
Name	It shows the name of the company assigned by the administrator. If needed, this name can be changed by any administrator.
Licenses	It shows the overview of all licenses available for the company profile. If users join the company, whose account is linked with a license, this license is also available to the company. Additional TeamViewer licenses for the company can also be added (*see Section 5.4 , page 33*).

Charge rate

With the help of a charge rate, you can define how much a connection will cost. If a TeamViewer account, which joined your company profile, establishes a connection to a customer, the costs of the connection are calculated based on the predefined charge rate (*see Section 7.4 , page 44*).

With the **Add new rate** button, you can define several different charge rates for the billing of connections.

The charge rates created can be assigned to groups from the list of computers & contacts (*see Section 7.4 , page 44*).

Advanced

	Description
Minimum connection duration	Specify the duration at which a connection should be logged in the TeamViewer Management Console. To do so, enter the minimum time in seconds which a connection has to last in order to be logged. All connections above this time limit will be logged.

	Description
Maximum connection break to merge (minutes)	If a brief interruption occurs during a connection, you can merge several connections to one connection for billing purposes. Define up to which interruption duration connections should be merge.
Include breaks	If enabled, the duration of the interruption is taken into account when the connections are merged.
Custom QuickSupport	Select which custom QuickSupport module on the company level should be used.
	If no custom module is defined for groups and users, they inherit the selected module. If a customer connects to a session with service case that was created within the company profile, the selected module is executed at the customer.
Custom QuickJoin	Select which custom QuickJoin module on the company level should be used.
	If no custom module is defined for groups and users, they inherit the selected module. If a customer connects to a meeting that was created within the company profile, the selected module is executed at the customer.
Custom fields	Create user-defined custom fields. They are displayed in the properties of a computer where you can store corresponding values for these fields.

Apps

As administrator, manage a company profile, scripts, and apps, to which you have granted access to information of the company profile or create your own scripts. If you are using apps that have access to your company profile, you can revoke this access here.

To create a script that you can use with the company profile, you need a script token.

➡️ For this, click the **Create script** token button.

Define the following properties for the token:

	Description
Name	Enter any name for the script token in the text field.
Description	Enter a description for the script token in the text field (e. g. the later function of the script that you program using the token).

	Description
Access level	Specifies the content to which the resulting script has general access. The access can be limited by the subsequent access rights. In this case, the script can access content within a TeamViewer account.
	If a script requires access to information from a company profile, create a script token in the properties of the company profile (*see Section 5.2 , page 26*).
Account man-agement	Specify which account information the script may access.
	No access: The script has no access to information in your TeamViewer account. **View without email**: The script can call up all information in your TeamViewer account with the exception of your email address. **View full profile**: The script can call up and display all information in your TeamViewer account. **Edit full profile**: The script can display and edit all information in your TeamViewer account.
User man-agement	Specify which information about the User management the script may access.
	No access: The script has no access to information about your User management. **View users**: The script can access and display user accounts of your User management. **View, create and edit users**: The script can access and display user accounts of your User management, create new accounts and edit existing. **View, create and edit users and admins**: The script can access and display user accounts of your User management, create new accounts and edit existing. This include administrator's user accounts.

	Description
Session man-agement	Specify which functions for the management of service cases may be called up in the service queue. • **No access**: The script has no access to service cases in your service queue. • **Create, view own and edit own sessions**: The script can create service cases and display and edit service cases that are assigned to you. • **Create, view all and edit own sessions**: The script can create service cases, display all service cases and edit cases that are assigned to you. • **Create, view and edit all sessions**: The script can create service cases, display all service cases, and edit all.
Group man-agement	Specify which functions may be called up for groups in your Computers & Contacts list. • **No access**: The script has no access to group information. • **View groups**: The script can display groups in your Computers & Contacts list. • **View, create, delete, edit and share groups**: The script can create and edit groups, as well as share individual groups with contacts from your Computers & Contacts list.
Connection reporting	Specify which functions may be called up for the management of connection reporting. • **No access**: The script has no access to connection reporting. • **View connection entries**: The script can display connection reports for your TeamViewer account. • **View and edit connection entries**: The script can display and edit connection reports for your TeamViewer account. • **View, edit and delete connection entries**: The script can display, edit, and delete connection reports for your TeamViewer account.

	Description
Meetings	Specify which information about your (scheduled) meetings the script may access. • **No access**: The script has no access to information about your (scheduled) meetings. • **View Meetings**: The script can access and display your scheduled meetings. • **View and create meetings**: The script can access and display your scheduled meetings, schedule new meetings or start spontaneous meetings. • **View, create, edit and delete meetings**: The script can access, display and edit your scheduled meetings, schedule new meetings, start spontaneous meetings or delete scheduled meetings.
Computers & Contacts list	Specify which information about your Computers & Contacts list the script may access. • **No access**: The script has no access to information about your Computers & Contacts list. • **View entries**: The script can access your computers and contacts and their online status. • **View and add entries**: The script can display your computers and contacts and their online status, add computers and contacts to your Computer & Contacts list. • **View, add, edit and delete entries**: The script can display and edit your computers and contacts and their online status, add computers and contacts to your Computers & Contacts list or delete entries.
Token (only available in the properties of the token)	The token is a unique character string with which the script requests access to your account via the API. Only give the token to people or scripts that you trust.

With a script token and the TeamViewer API you can program a script. For more information, visit the Integrations Website *integrate.teamviewer.com*.

5.3   Joining a company profile

Every TeamViewer account can join any company.

> **Caution**: Caution: If you join a company with your TeamViewer account, you will lose control over your TeamViewer account! Do not join any company you do not know or do not completely trust! This process cannot be undone!

➡ To join a company with a TeamViewer account, click on the **User Management** entry in the sidebar. Next, click on the link **Join an existing company now** in the content area and enter the e-mail of a company administrator. Finally, confirm the process by clicking on the **Join company** button.

Joining a company.

Confirming users as company administrator

After a user has joined a company, the administrator of the company profile receives an e-mail and the user appears in the administrator's view of the user management (*see Section 6 , page 35*).

The administrator must confirm the user. As the administrator of the company profile, click on the **Accept** button in the User Management to confirm the user.
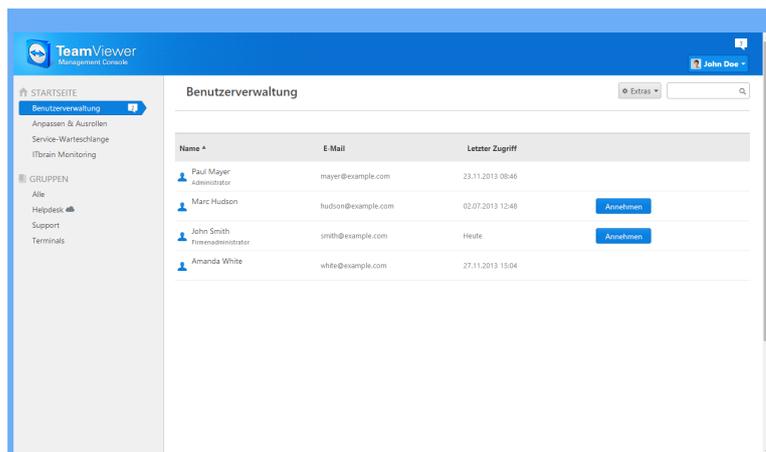
Confirming new users.

5.4 Licensing

Within a company profile, it is possible to use several TeamViewer licenses and to assign them to individual users. There are two basic options how TeamViewer licenses will be linked with a company profile.

- Administrators of the company profile add new licenses to the company.
- Users, who linked a TeamViewer license with their TeamViewer account, provide it automatically when they join a company.

If a license is linked with the TeamViewer account of the person who is creating a company profile, this license is automatically assigned to the company. As a result, it is available to all users of the company.
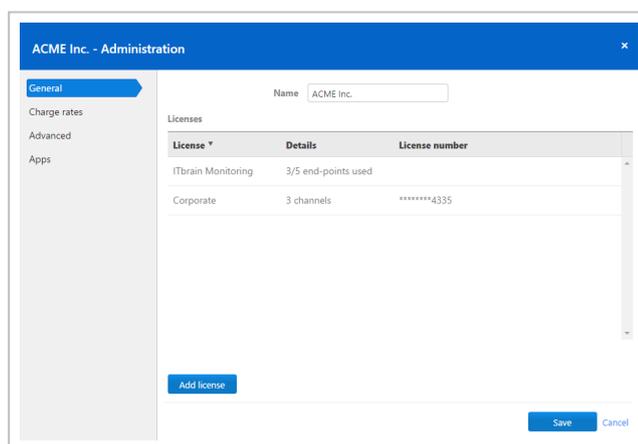
Managing licenses of a company profile.

Note: If no TeamViewer license is linked with the account creating a company profile, the use of the company profile in the TeamViewer Management Console is limited to a test period of 15 days.

If a user joins a company and has linked a TeamViewer license with his TeamViewer account, this license is automatically assigned to the company. This is also the case when a user, who is already a member of a company, links a license with his TeamViewer account.

As administrator of a company, you can manage the licenses of all users in the **company profile**. You can assign additional licenses to users of your company as needed via the **User management** (<u>*see Section 6 , page 35*</u>).

Assigning licenses to company users.

Note: If you joined a company profile, the administrator can view your license and, if needed, assign it to additional company users. This means: Each user who owns a TeamViewer license loses the sole right to the use of this license upon joining a company. After joining, the administrators of the company profile have control over the license.

6 User management

> **Note**: The functions described in the following sections require a TeamViewer account with administrative rights. You receive these rights after creating a company (*see Section 5.1 , page 25*) or after an administrator of the company profile has given you the rights for this purpose (*see Section 6.3 , page 37*

The TeamViewer accounts that have joined your company profile can be centrally managed in the **User Management**. This is done by one or several administrative users.

> *Example: You are the administrator of a company profile. To avoid having to edit and manage the 200 users of your company profile by yourself, you can adjust the permissions of individual users so that they may manage other users as well as the company profile.*

The following functions are available in the User management:

- Add user
- Edit user
- Deactivate user
- Assign user-specific permissions
- Manage user-specific connections
- Share groups

6.1 Create user

In case not every employee of your company has a TeamViewer account, or new employees are entering the company, you can create and configure new TeamViewer accounts within a company profile.

➡ To create new users for your company, go to **User Management** and click on **Tools | Add user**. The properties described under *Section 6.2, page 36* can be defined for new users.

Adding a user.

You then forward the login data you defined to your employees.

If all the employees of your company already have a TeamViewer account, you can ask them to join the company profile with their account in the TeamViewer Management Console. For more information, read _Section 5.3, page 32_ or click **Tools | Add existing account** in the User management and follow the instructions in the dialog.

6.2   Edit user

You can subsequently edit the properties of a user of your company.

To edit a user account, choose one of the methods:

➡ Go to **User management** and click the ⚙ ▾ icon, followed by **Edit user** after hovering over a user.

➡ Go to **User management** and click on the name of a user.

The following properties can be defined for users:

General

	Description
👤	Click on the image to choose a profile picture for the user.
Name	Username of the TeamViewer account.
E-mail	E-mail address of the TeamViewer account.
Password	Password for the TeamViewer account.

	Description
Status	Select whether the user is **Active** or **Inactive**. If you select inactive, the user is deactivated and the account cannot be used. This is necessary, e. g. if a user leaves your company or you want to block the use of an account for some other reason.
License	Select which license should be assigned to the user.
Custom QuickSupport	Select which custom QuickSupport module the user should use. If a customer connects to a session with service case that is assigned to the user, the selected module is executed at the customer.
Custom QuickJoin	Select which custom QuickJoin module the user should use. If the customer connects to a user's meeting, the selected module is executed at the customer.
Log sessions for con-nection reporting	If enabled, outgoing connections of the user are logged and displayed in the Connection Report.
Show com-ment window after each session	If enabled, the user can write a comment about this connection after the end of any connection.

Permissions

Users can be assigned different rights. Depending on the permissions, users have different options for the management of other users and connections.

For more information, .

Shares

Groups from the Computers & Contacts list can be shared with users ().

➡ To do so, choose the group you want to share with a user from the **Add group...** drop down list, followed by clicking the **Add** button.

6.3 User rights

Users of the company profile can be assigned different permissions.

In addition to the regular permissions as a user, a TeamViewer account, which joined a company, can receive additional rights as **Connection administrator**, **Administrator** or **Company administrator.**

Permissions

The following permissions can be assigned in the properties of a user:

Rights	Description
Manage administrators and company settings	If enabled, the user can manage other users, administrators and the company profile. This also includes adding administrators or editing a company profile.
Manage users	If enabled, the user becomes the administrator and can manage other users. This also includes creating users or editing users.
Allow group sharing	If enabled, the user can share groups from his Computers & Contacts list with his contacts.
Allow full profile modification	If enabled, the user himself can modify all of his properties in the TeamViewer settings under **Computers & Contacts**.
Connection reporting	Select whether and which connections the user may view in the Connection Report. ● **View none**: The user does not see any connections. ● **View all connections**: The user can see the connections of all the users of the company. ● **View own connections**: The user can see only his connections.
Modify logged connections	If enabled, the user can edit connections in the Connection report (*see Section 7.3 , page 42*).
Delete logged connections	If enabled, the user can delete connections in the Connection Report (*see Section 7.3 , page 42*).

Rights	Description
Monitoring	Select whether and how the user may use the ITbrainTM monitoring functions. • **Manage & assign policies**: The user may create and edit policies for monitoring and assign computers or groups. • **Assign policies**: The user may assign monitoring policies to computers or groups. • **View & acknowledge all alerts**: The user can see and confirm alerts for monitoring. • **View & acknowledge own alerts**: The user can only see and confirm alerts from computers that are assigned to him. • **None**: The user cannot use the ITbrainTM monitoring functions.
Asset Tracking	Select whether and how the user may use the ITbrainTM asset tracking. • **View all assets**: The user can see all tracked computers. • **View assets**: The user can see his own tracked computers. • **View none**: The user cannot see any tracked computers.
Customization	Select whether and how the user may use customized modules. • **Manage all customizations**: The user can create customized modules under **Design & Deploy** and manage all modules. • **Manage own customizations**: The user can create customized modules under **Design & Deploy** and manage his own modules. • **None**: The user cannot create and see any customized modules.
TeamViewer client settings	Select whether and how the user may use TeamViewer settings policies. • **Manage & assign policies**: The user can create and edit TeamViewer settings policies and assign policies to a group or computers. • **Assign policies**: The user can assign policies to a group or computers. • **None**: The user cannot create, edit, or assign any policies.

The permissions result in the following designations:

- **User** is everyone who joined a company profile with his TeamViewer account.

- **Administrator** is every member of a company who has the right to **Manage users**.

- **Company administrator** is every member of a company who has the right to **Manage administrators and company settings**.

7   Connection Report

With the TeamViewer Management Console, it is possible to log and manage all outgoing TeamViewer connections (except for meetings) of the users of a company profile. Whether Windows or Mac, browser-based or from a smartphone, all connections can automatically be logged.

The Connection Report can also be used as the basis for billing or for authoring comments about TeamViewer connections.
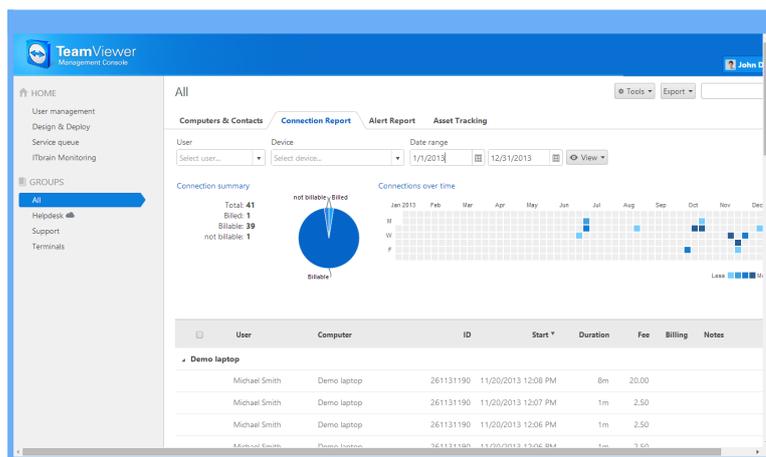
The Connection Report.

7.1   Log connections

In the TeamViewer Management Console, all outgoing connections of the users of a company profile can be logged. This makes it easier, for example, to prepare bills for chargeable support times for customers and provides a precise summary of previous connections.

Connections are logged only if this function is enabled in the TeamViewer account of the users (enabled by default) and if they are logged into TeamViewer with their account.

7.2   Show connections

The connection data are displayed on the **Connection Report** tab sorted by group.

To call them up, select the desired group on the menu bar.

Within the view, the displayed connections can be restricted even further. For this purpose, you can filter the connections above the displayed table by **User**, **Device** and **Date range**. If you click an entry in the header of the table, you can sort the connections by column.

The following information can be displayed for every connection using the **View** menu:

Columns

- **User**: Name of the user who initiated the connection.
- **Computer**: Computer name of the remote computer.
- **ID**: TeamViewer ID of the remote computer.
- **Group:** Group within your Computers & Contacts list to which the remote computer was added.
- **Start**: Start time of the connection.
- **End:** End time of the connection.
- **Duration**: Duration of the connection in minutes.
- **Fee**: Incurring costs for the connection based on the defined charge rates.
- **Billing**: Indicates whether the connection will be billed or not.
- **Notes**: Comments that were added to the session.

Group by

Under **View | Group by**, you can group the connections by user or computer. For grouped connections, the overall duration and the bill are displayed.

Other

Under **View | Other**, can enable or disable the graphical representation of the number of logged connections.

7.3   Managing connections

The TeamViewer Management Console provides extensive functions for managing the logged connections.

➡ These functions can be called up via the menus Export ▼ and ⚙ Tools ▼ in the **connection report**.

Export

	Description
Print list	Creates an *.html document with all the displayed connections.
Export to csv	Creates a *.csv file with all the displayed connections. Download this file to your computer to open your connections, e. g. in Microsoft Excel.

Extras

	Description
Billable	All selected connections are included in the calculation of the connection costs. If deactivated, the selected connections are excluded in the calculation of the connection costs.
Billed	All selected connections are marked as already billed.
Merge selected	All selected connections are merged. You can select whether breaks will be included or excluded. The 🔗 icon is displayed at the beginning of the line.
Unmerge selected	All selected merged connections are separated again and displayed as individual connections.
Delete selected	All selected connections are deleted.
Import from TeamViewer Manager	It imports all the connection data from the TeamViewer Manager (*see Section 11 , page 63*).

Note: To select several connections, click the check box in front of the according connection entries.

➡ To edit individual connections directly, or to call up some of the functions described above, click on the ⚙▼ icon at the end of the line while moving the mouse over a connection.

7.4   Billing connection costs

Within your company profile, you can perform calculations for connection costs of outgoing connections of all users of the company profile.

The costs of a connection are calculated based on a charge rate. Any number of charge rates can be stored for a company profile.

Overview of all charge rates in the company profile.

7.4.1   Creating charge rates

The charge rates are stored in the company administration by an administrator of the company profile.

The following values can be defined for a charge rate:

- **Name**: Name of the charge rate.
- **Rate**: Calculated costs per hour.
- **Currency**: Currency of the charge rate.
- **Base fee**: One-time fixed costs per connection (independent of the rate).
- **Minimum duration**: Duration of a connection (in minutes) in which the base fee is being billed. At the end of this time, the defined rate is used for any further calculation.

Adding a new charge rate.

7.4.2   Using charge rates

The billing of TeamViewer connections is done for each group. For this purpose, charge rates created can be assigned to the groups from the Computers & Contacts list.

This makes it possible, e. g. to assess different connection costs for different customers.

➡ To assign a charge rate to a group, select a group on the menu bar and click the 🖉 icon in front of the group name. You can select a **charge rate** from the Rate drop-down list.

Assigning a charge rate.

7.5   Comments

As administrator of a company profile, you can define for users whether they should write a comment about this connection after the end of a logged TeamViewer connection.

This requires that the options **Log sessions for connection reporting** and **Show comment window after each session** are enabled in the properties of the respective TeamViewer account (*see Section 6.2 , page 36*).

> **Note**: For the connections of the users to be logged, the users have to be logged into TeamViewer with their TeamViewer account.

7.5.1 Creating a comment

If the requirements described above are met, a new window is opened after the end of a TeamViewer connection. The user can add a comment about the session in this window.
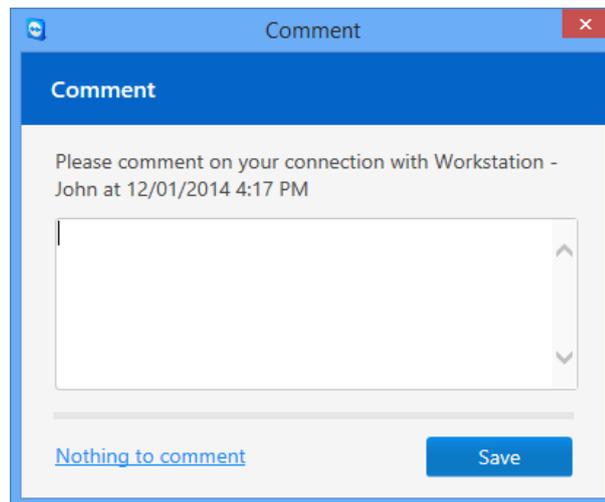
Writing a comment about a completed session.

7.5.2 Editing comments

Comments for TeamViewer connections can subsequently be edited with the corresponding permission.

➡ To do so, move the mouse over the desired connection in the connection report and click on the ⚙▾ icon, followed by **Edit comment**.

8 ITbrain™

With ITbrain™ you monitor the online status, disk health, the CPU and memory usage of a device, and much more. Set up email notifications for all of these checks so that you are warned early if necessary. With the integrated function for asset tracking, you can also create reports about all of your IT assets very easily.

> **Note**: For each computer that you would like to monitor, you must acquire an ITbrainTM end-point. The ITbrain™ license is linked to a TeamViewer account and can be used independently of your TeamViewer license.

Call up ITbrain™ on the menu bar with the **ITbrain** button.

Computers that you are monitoring with ITbrain™ must fulfill the following requirements:

- The computer must be assigned to your TeamViewer account.
- ITbrain™ must be activated on the computer.

Using the tabs in the content area, you call up all functions for ITbrain™.

- Click the **Alert Report** tab to display alert messages for the monitored computers. Here you can also see the status of each alert.
  Alerts are also displayed on the context menu of each computer (with a click on the computer name).
- Click on the **Asset Tracking** tab to display information (software, hardware, etc.) about the monitored computers.
- Click on the **Policies** tab to define which factors (checks) are checked and monitored. Assign these to the monitored computers or define policies for complete groups.

You can also call up some of the functions mentioned above using the groups in the Computers & Contacts list.

For detailed information about ITbrain™ and how you set it up, visit *https://www.itbrain.com*.

9 Customize & deploy

In the Management Console you have the opportunity to customize some TeamViewer modules according to your wishes. This option is available for the **QuickSupport**, **QuickJoin** and **Host** module.

Customized modules distinguish themselves through the following characteristics:

- They can be customized with logo, colors and personalized texts to your needs
- They are linked to your TeamViewer account
- They are stored in the Management Console
- They can be customized at any time
- They are always available via a link (with the latest adaptations)
- They are always available in the latest TeamViewer version
- They can be created in an unlimited number
- They can be called up via customized links
- They can be customized individually for customers and your company
- They affect the appearance of the waiting room for meetings, go.teamviewer.com and get.teamviewer.com

In addition to using the standard modules, you can create one or more customized modules. This way, additional functions are available to you (e. g. the adaptation of the design with company logo and individual colors and the automatic integration of your partner into Computers & Contacts or automatic participation in a defined meeting).

➡ To create customized modules, click **Design & Deploy** on the menu bar.

9.1 Creating a customized QuickSupport module

➡ To create a customized QuickSupport module, click the **Add QuickSupport** button.

Note: All the data transmitted on this website is encrypted for your security (SSL protocol).

> **Note**: Unrestricted use of the customized TeamViewer QuickSupport module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

9.1.1   Individual QuickSupport preferences

The following can be configured:
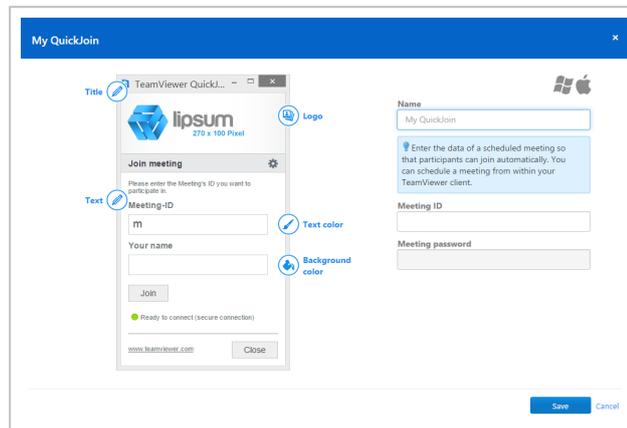
Define custom settings for your QuickSupport module.

Visual customization

	Description
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.
Permanent link	Serves to call up the module. Provide this link to your customers. You can also define the link yourself. ➡ To do this, click the **Edit** button (only available after creating the module).

Behavior of the module

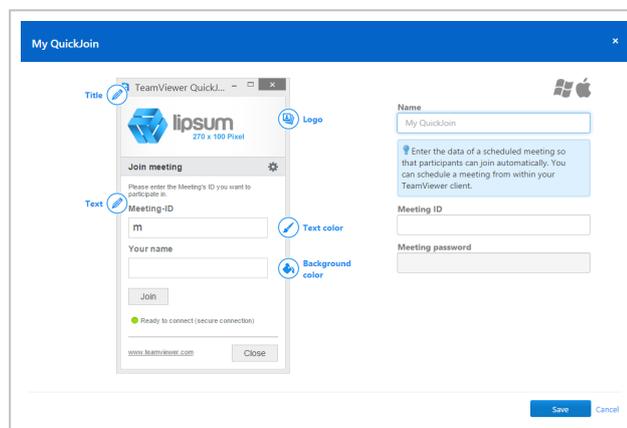|	Description
Name	Serves to identify the modules in the overview of your customized modules.
Add users automatically	If the box is checked, each QuickSupport module user will automatically appear in your Computers & Contacts as soon as the QuickSupport module is started.
Group	Select a group to which the service cases created by the QuickSupport module should be added.
Use service queue	If the box is checked, each user of this QuickSupport module will automatically appear in your service queue as soon as the QuickSupport module is started. An individual service case is created for each instance.
Password strength	Lets you select the complexity of the temporary password.
Allow user to enter a description	If the box is checked, users of the customized QuickSupport can enter a problem description for their service case before a session has been started.
Allow user to initialize chat	If the box is checked, users of the customized QuickSupport can send you chat messages before a connection is established. **Note**: This option is only available if you do not use the service queue for this module.
Use random password	If the option button is selected, a new random temporary password for establishing a connection will be generated every time the QuickSupport module is started.
Use a pre-defined password	As an alternative to a random password, you can assign a personal password to the QuickSupport module. However, this excludes the functions underneath the **Use random password** option.
Disclaimer	Here you can enter an optional disclaimer to be displayed before TeamViewer QuickSupport starts. It is displayed before the start of TeamViewer QuickSupport. Your users must accept it in order to run TeamViewer QuickSupport.

9.2 Creating a customized QuickJoin module

➡ To create a customized QuickJoin module, click the **Add QuickJoin** button.

Note: All the data transmitted on this website is encrypted for your security (SSL protocol).

Note: Unrestricted use of the customized TeamViewer QuickJoin module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

9.2.1 Individual QuickJoin Preferences

The following setting options are available:

Define custom settings for your QuickJoin module.

Visual customization

	Description
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.

Description

Permanent link	Serves to call up the module. Provide this link to your customers. You can also define the link yourself.

➡ To do this, click the **Edit** button (only available after creating the module).

Behavior of the module

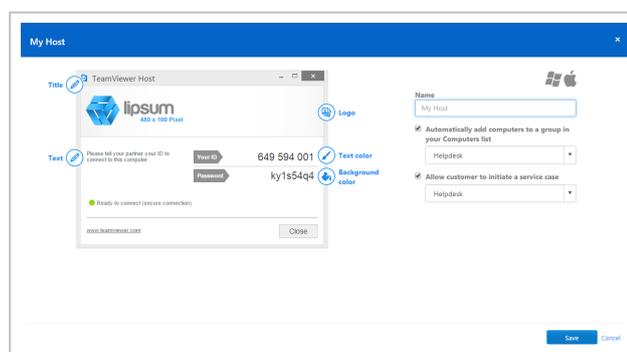|	Description
Name	Serves to identify the modules in the overview of your customized modules.
Meeting ID	Enter the Meeting ID of a scheduled meeting in the text field. When starting the module, the user is automatically connected to this meeting.
Password	If a password is defined for the Meeting ID you entered above, you have to enter it in the text field.

9.3 Creating a custom Host module

➡ To create a customized Host module, click the **Add Host** button.

Note: All the data transmitted on this website is encrypted for your security (SSL protocol).

Note: Unrestricted use of the customized TeamViewer Host module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

9.3.1 Custom TeamViewer Host settings

The following setting options are available:

Define custom settings for your TeamViewer Host module.

Visual customization

	Description
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.
Permanent link	Serves to call up the module. Provide this link to your customers. You can also define the link yourself.
	➡ To do this, click the **Edit** button (only available after creating the module).

Behavior of the module

	Description
Name	Serves to identify the modules in the overview of your customized modules.
Automatically add computers to Computers & Contacts	If the box is checked, every computer on which the TeamViewer Host module is installed will be automatically added to your Computers & Contacts. Select a group name for these computers in your Computers & Contacts list.
Allow users to create a service request	If the box is checked, users of the TeamViewer Host module can start a service case for spontaneous support. Select a group name for these computers in your Computers & Contacts list.

10   TeamViewer setting policies

Use the TeamViewer Management Console to configure TeamViewer settings for all your devices. Define setting policies and assign them to your devices. The settings of the installed TeamViewer full version are automatically be adjusted according to the policies.

The central administration of TeamViewer settings provides the following benefits:

- Configure all your TeamViewer installations from one place.

- Manage access rights with a general whitelist.

- Prevent users from changing the settings you have configured.

- Suggest useful settings and enforce safety-critical settings.

- Use your Active Directory or the TeamViewer Management Console to distribute the setting policies.

- After changing the settings, the export of the settings and rollout via MSI is obsolete.

Create any number of policies that define individual options for TeamViewer settings. Use different settings for the devices of your employees than your server, for example.

➡ To do so, open the **Policies** under **Design & Deploy**. Then click **Add policy**.

10.1   Add a new policy

Define options for TeamViewer full version within the **Add a new policy** dialog.

➡ To do so, select an option from the drop-down list. Then, click **Add**.

> **Note**: Remove options from the policy via **Edit | Delete**.

> **Hint**: If you select the **Enforce** option, this option can not be changed on the device. Otherwise, the user is able to define the settings on the device itself.

The following options for TeamViewer setting policies:

Options	Description
Check for new version	From the drop-down list, select the interval at which you would like TeamViewer to automatically search for an update. The following intervals are available: - Weekly - Monthly - Never
Log outgoing connections	If activated, TeamViewer writes information regarding all outgoing connections to a log file. This option must be activated whenever you are using the TeamViewer Manager.
Timing out inactive session	Select a time period after which an outgoing remote control session is automtically terminated if there is no interaction in the defined period.
Disable TeamViewer shutdown	If activated, TeamViewer cannot be shut down. This is useful, for example, if you as the administrator want to ensure constant availability of the computer.
Remove wallpaper	If activated, the wallpaper on the remote computer is hidden during the TeamViewer session. This optimizes the connection speed, since less data has to be transmitted.
Auto start screen sharing	If activated, your screen is presented as soon as the first participant connects to your meeting.
Black and whitelist	**Note**: You will still be able to set up outgoing TeamViewer sessions with partners on the blacklist.
Play computer sounds and music	If activated, the remote computer sound is transmitted to the local computer.
Share computer sounds and music	If activated, sound from the presenter's computer is transmitted to the participants.
Changes require administrative rights on this computer	If activated, TeamViewer options can only be changed by Windows user accounts with administrative rights.

Options	Description
Disable remote drag & drop integration	If activated, the drag & drop functionality is completely deactivated. In this case, files can no longer be transferred via drag & drop.
Remove own wallpaper	If activated, the wallpaper of your own computer is hidden during a meeting.
Random pass-word after each session	From the drop-down list, select whether or when you would like TeamViewer to generate a new random password for incoming sessions. The following options are available: ● **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 random password is generated only once. ● **Show confirmation**: TeamViewer asks you after each session whether you would like to generate a new password.
Incoming LAN connections	You can choose between the following options: ● **Deactivated**: Allows no LAN connections. ● **Accept**: Accepts incoming LAN connections via Port 5938.
Log incoming connections	If activated, TeamViewer writes information about all incoming connec-tions to a log file (`Connections_incoming.txt`).
Remote control invitation	In the text box, type an invitation message. The invitation text is used if a partner is invited to a remote control session from the device.
Meeting invit-ation	In the text box, type an invitation message. The invitation text is used if you send meeting invitations from the device.
Enable logging	If activated, TeamViewer writes all events and errors to a log file.
Auto record remote control sessions	If activated, every TeamViewer session will be recorded automatically.

Options	Description
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.
Enable integrated system health checks	If enabled, the computer can be monitored and its assets traced via the integrated system health checks and ITbrain™.
Password for instant Meeting	In the text field, enter a password for the meetings you will start. If you want to allow others to join the meetings via Meeting ID only, you can leave this field empty.
Temporarily save connection passwords	If activated, passwords will be stored per the default settings to allow immediate reconnection. After the shut down of TeamViewer the passwords are no longer saved.
Password strength	Here you can select how strong (complex) the random temporary password, generated each time TeamViewer is started, should be. ● **Standard (4 digits)**: The password consists of 4 numbers. ● **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.
Automatically minimize local TeamViewer Panel	If activated, the local TeamViewer Panel (if not deeded) will automatically minimize to the screen edge after 10 seconds.
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 the TeamViewer session.
Auto record meeting	If activated, all the meetings are recorded automatically.

Options	Description
Accept messages from trusted accounts	If activated, only chat messages from accounts that you have connected to before are accepted or shown.
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.
Install new versions automatically	In the drop-down list, select whether or not TeamViewer should automatically install new versions. The following options are available: **All updates (includes new major versions)**: Updates will always be installed, even updates to newer major versions. **Updates within this major version**: Only updates within the current installed major version will be installed. **Security updates within this major version**: Only updates within the current installed major version necessary to improve security will be installed. **No automatic updates**: Updates will never be installed automatically.
Hide online status for this TeamViewer ID	If activated, your TeamViewer ID (computer) will not appear online on any Computers & Contacts list.
Quality	You can select from: **Auto select**: Optimizes the display quality and transmission speed based on the available bandwidth. **Optimize quality**: Optimizes the display quality. **Optimize speed**: Optimizes the connection speed by reducing the display quality. The display quality is also reduced to the optimum level for remote control. **Custom settings**: Optimizes the display quality and transmission speed based on your custom settings.
QuickConnect button	If activated, the QuickConnect button is displayed in every windows' / applications' title bar.

Options	Description
Clipboard synchronization	If activated, any text copied to the clipboard will be available to the partner.
Send key combinations	If activated, key combinations (e.g. ALT+TAB) are transferred by default to the remote computer and not performed locally.
Start TeamViewer with Windows	If you did not configure TeamViewer to start with Windows during the installation process, you can do it here by checking the corresponding box. TeamViewer will then start automatically alongside Windows. That way, it will already be running even before you log into Windows.
Participant interaction	You can select from: • **Full interaction**: All meeting participants can engage in the meeting and all the functions, such as VoIP, Chat or File box, are available. • **Minimal interaction (presentation mode)**: Only you as the presenter can use the meeting functions. All other participants can only observe. However the meeting functions can be enabled for all participants by demand. • **Custom settings**: Click the **Configure...** button to perform your own interaction settings.
Conference call	Define your own conference call data.
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.
Prevent removing account assignment	If activated, the account assignment for the device can not be removed. This is only possible if TeamViewer is uninstalled.
Record your partner's videos and VoIP (requires partner's permission)	If activated, participants can decide whether they would like their webcam video and VoIP to be recorded or not. If deactivated, only the remote screen and your own webcam video and VoIP will be recorded.

Options	Description
Record partner's video and VoIP (required partner's confirmation)	If activated, the connection partner can decide whether or not his/her webcam video and VoIP may be recorded. If deactivated, only the remote screen and your own webcam video and VoIP will be recorded.
Full access if a partner connects from the Windows login screen	If activated, partners who connect to the Windows logon screen will automatically have full access to your computer.
Wake-on-LAN	Here you can configure the settings for TeamViewer Wake-on-LAN. By configuring these settings, you can remotely operate this computer even if it is switched off by waking it up before you establish a connection. Detailed instructions for configuration of TeamViewer Wake-on-LAN are available in the *TeamViewer Manual – Wake-on-LAN.*
Windows logon	From this drop-down list, you can select whether to allow remote TeamViewer users to connect to your computer with Windows login information instead of a TeamViewer password. **Not allowed**: Default setting. Authentication may only take place using the random or personal 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. **Note**: Make sure that all Windows logins are secured using strong passwords.

Options	Description
Access Control (outgoing con-nections)	Set the type of access you'll be granted on your partner's computer: • Full access • Confirm all • View and show • Custom • Deny outgoing remote control sessions You can find further information in the *TeamViewer Manual – Remote Control*.
Access Control (incoming con-nections)	Set what type of access your partner will have to your computer: • Full access • Confirm all • View and show • Custom • Deny incoming remote control sessions You can find further information in the *TeamViewer Manual – Remote Control*.
Access Control (meetings)	Set which rights the meeting participants will receive by default: • Full access • View and show • Custom • Deny meetings You can find further information in the *TeamViewer Manual – Meeting*.

Note: Options that affect local settings, the TeamViewer account or security-related settings can not be defined in the TeamViewer Management Console.

Note: Options that are not defined in the policy keep the value of the locally defined settings.

10.2   Assign a policy

Assign configured TeamViewer setting policies to your devices. The defined settings are applied to the device. Changes of options within a policy are updated automatically on the device as soon as TeamViewer is launched.

To define the settings of a device using a setting policy, it must be ensured that the device is yours.

To do so, the device must be assigned to your TeamViewer account. This way, the settings of a TeamViewer installation can not be changed unauthorized.

To assign a TeamViewer setting policy to a device, choose one of the following methods:

➡ Click the **Assign Teamviewer policies** butten under **Design & Deploy**. Follow the instructions in the dialog box.

➡ Open the properties of a group and choose a policy under **TeamViewer policy**. The policy will apply to all devices within the group.

➡ Open the properties of a device and choose a policy under **General | TeamViewer policy**.

11 TeamViewer Manager data

If you are already using TeamViewer Manager, you can import data that were logged and entered in the TeamViewer Manager into the TeamViewer Management Console.

All the information stored in TeamViewer Manager, such as computers, costs or comments, are automatically adopted.

The TeamViewer Manager Migration Tool is required to import TeamViewer Manager data into the TeamViewer Management Console. It is used to import the database of the TeamViewer Manager into the TeamViewer Management Console. Any number of databases can be imported.

To import TeamViewer Manager data into the TeamViewer Management Console, select any group and click on **Tools | Import from TeamViewer Manager** in the content area. Next, follow the instructions in the import dialog.
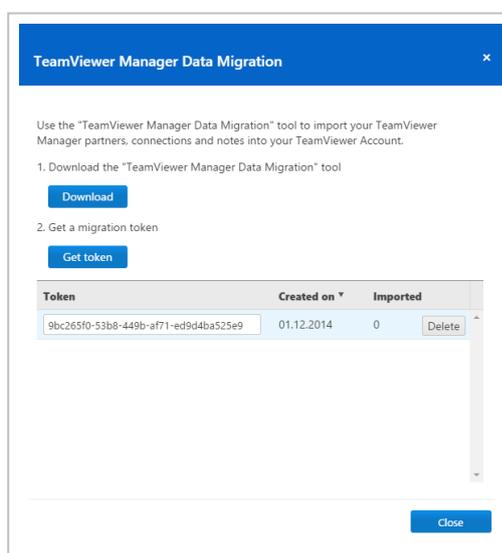
Importing TeamViewer Manager data.

In the Import dialog, you can also delete imported data.

    ➡ To do so, click on the ⚙▼ icon next to a migration token in the Import dialog and then click **Delete (incl.imported connections)**.