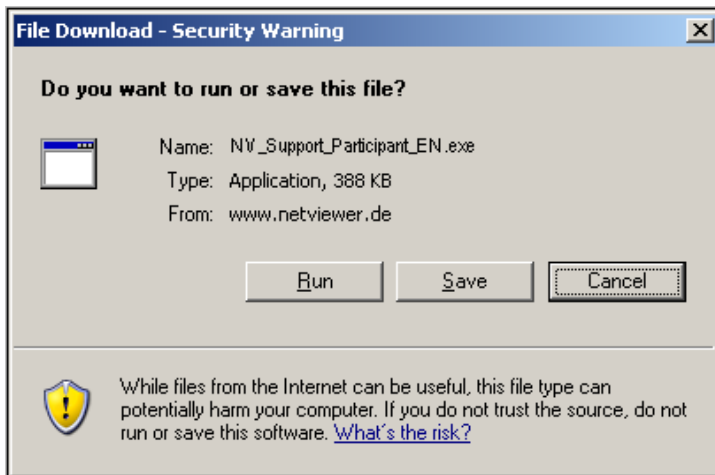


Start session

1. Start the Netviewer Support participant program from the location named by the consultant, or from **www.netviewer.com** (Netviewer Support – Join session).

If you use Internet Explorer you can start the exe file straight away. With other browsers you first have to save a local copy of the file to your computer and execute it from there.



2. In the **Participant login** dialogue, enter the **Session number** as communicated to you by the consultant.



If the session is password protected, a further dialogue will be displayed for entering the password.

3. Click on **Connect** to enter the session.

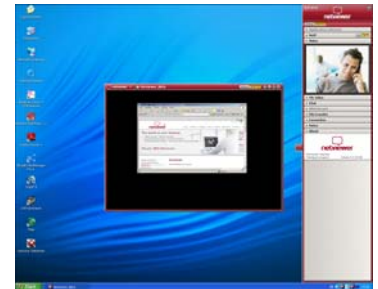
The Netviewer session can begin!

In watch mode

As a participant you start in watch mode, i.e. you see a red-framed **Netviewer window** containing the content of the consultant's screen.

Within the Netviewer window you can either use the **pointer** (without remote control) or the consultant can hand over **remote control** to you. With remote control, you have access to the approved applications and you can control the consultant's mouse cursor.

At the right of the screen you can see the red Netviewer **clip**. Click on the clip to open the **control panel** and access the functions of Netviewer Support.



Functions in the Netviewer Control panel

The control panel contains various **trays** that can be opened and closed. Control panel trays can be easily dragged away from the control panel, dropped anywhere on the screen, and resized as desired.

Application selection

Define which applications and screen elements are to be displayed to the consultant while in show mode.

Monitor

Check the screen transfer to the consultant. Use the context menu (right-click on the Monitor tray) to set the transferred colour depth and thus the transfer speed and quality.

VoIP

Activate and adjust voice transfer via Voice over IP.

Video

View the session partner's video.

My video

View your own video and activate transmission to the session partner.

Chat

Communicate with the consultant by text messages. The tray flashes when a new message has arrived.

File transfer

Exchange files during the session, either with the help of the buttons or simply by drag & drop. Netviewer announces the arrival of new files by a flashing tray.

Whiteboard

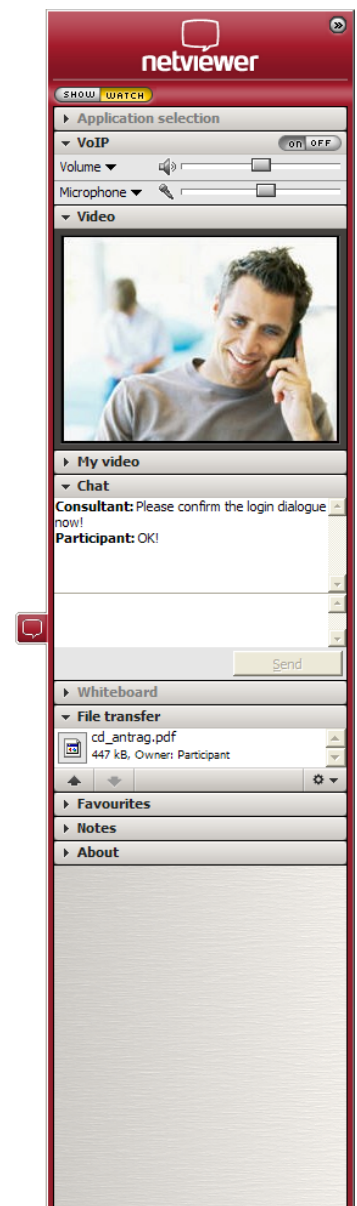
Draw and highlight on the screen with drawing tools – with different colours for consultant and participant. Two different modes are available: Screenshot mode (screen freezes in place) and Live mode (screen transmission continues without restrictions).

Favourites

Create links to access files quickly.

Notes

Make notes during the session.



Notice: Depending on your product variant of Netviewer Support, some functions may not be available to you.

In show mode

Click on **SHOW** to switch to show mode. The first thing you see is a query. Only after your confirmation does Netviewer transfer the content of your screen to the consultant.

In show mode, the mini panel with the main functions is always displayed in the foreground.



- Change the direction of view (**SHOW | WATCH**),
- Enable **remote control** and file transfer by drag & drop for the consultant and
- Check the status of the screen transfer to the consultant.

Notice: Pressing the **security key** (default F11) immediately revokes remote control from the consultant.

Exit session

To exit a session, click on the mini-panel's "Close"-button or close the Netviewer task in the Windows task bar.

Have fun Netviewing!