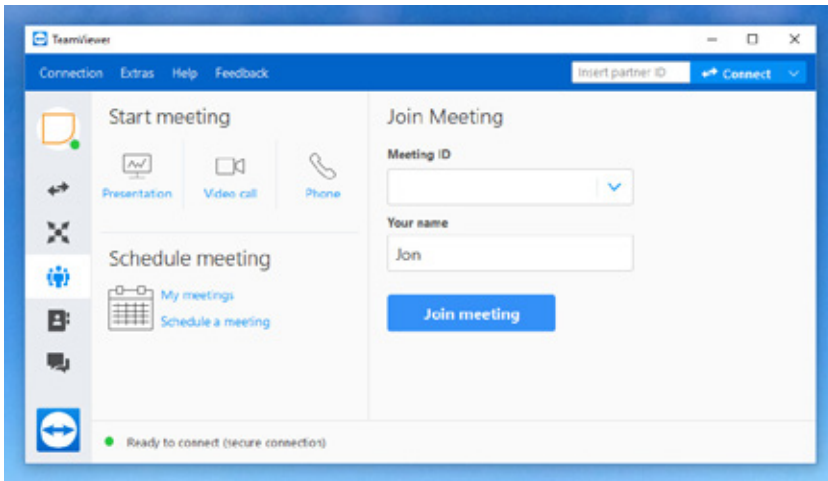




DOWNLOADING AND USING TEAMVIEWER 14

Overview

TeamViewer 14 is the prime collaboration and communication tool, allowing remote access, remote support and collaboration, used by Cambridge Design Technology.



TeamViewer allows us to communicate remotely with our clients sharing our desktop within seconds. Whether you are in the same area and needing to be updated but are too busy to visit our design office or you are one of our international clients from anywhere in the world, instant viewing of our screens is the next best thing to sitting next to us in our office looking at them.

TeamViewer allows us show you everything we see on our screens by sharing out desktop in realtime. Using the computer's microphone and speakers the digital audio is clear. (Don't worry If you don't have speakers/headset or are in a busy, noisy environment, we can use a traditional phone call to your desk or cell phone in place of the PC audio).

You can use your mouse to point and click on our screen, spin our models, and using a virtual whiteboard, we can interactively sketch ideas and notes. If you have a document you want to show us, we can make you "presenter" and you can share your desktop with us in the same we do with you.

The software also has a file box for two way sharing of files in real time. If necessary, the session with audio can be recorded.

The following pages walk you through the process of downloading TeamViewer 14.

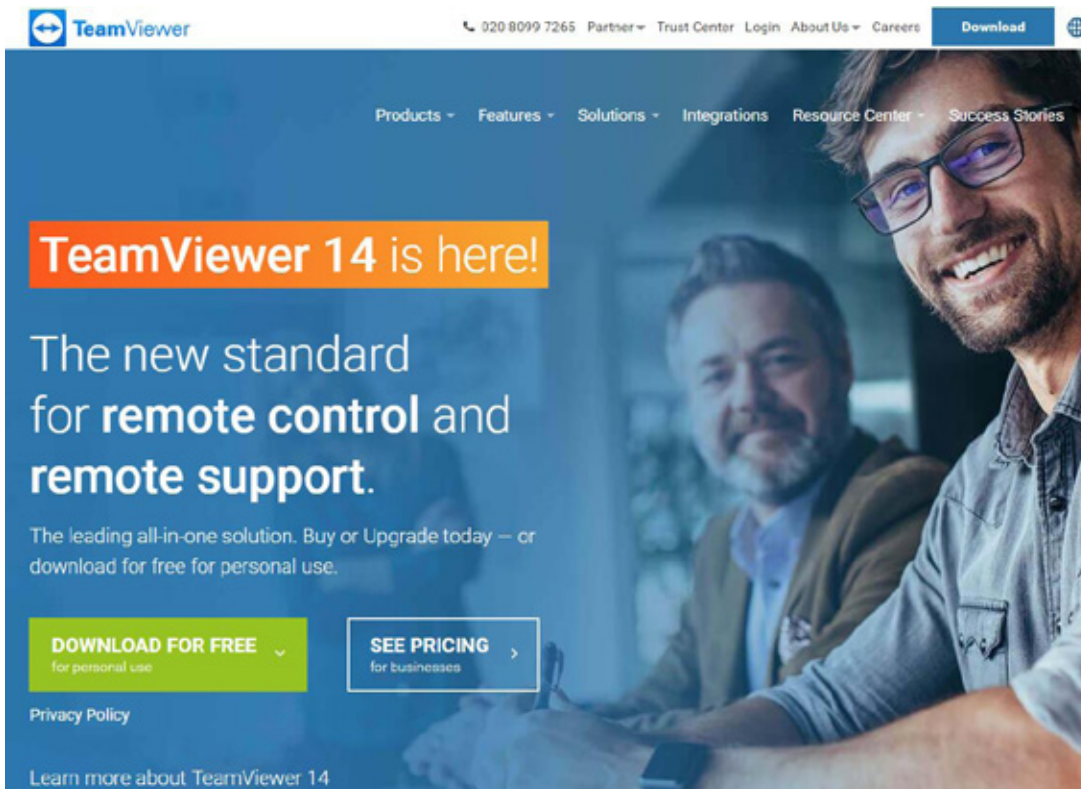
Downloading the app

To begin, open your browser, (Google Chrome, Microsoft Edge, Mozilla Firefox or whichever browser you choose to use).

Open the following link: <http://www.teamviewer.com>

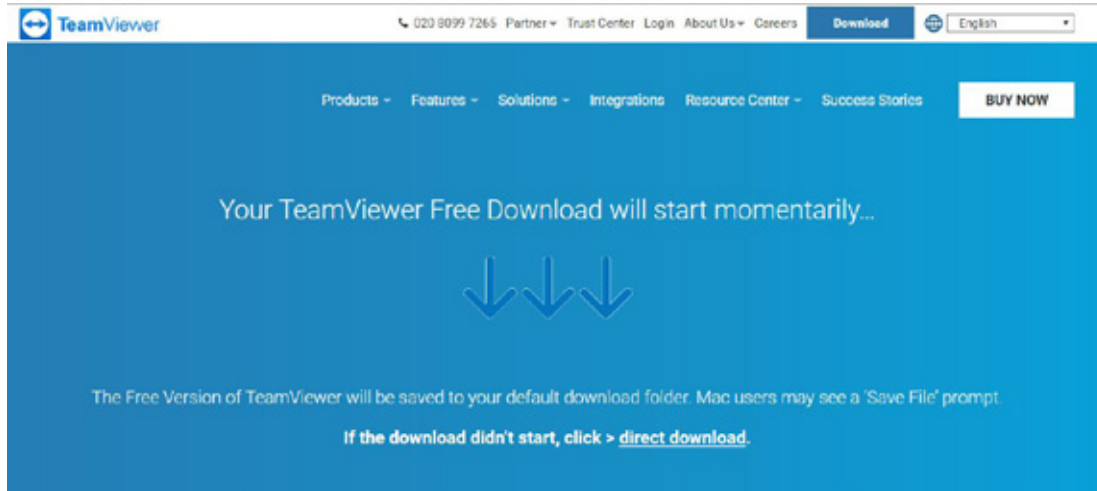
You will see the following page, click on **<DOWNLOAD FOR FREE>**.

Note – Cambridge Design Technology have a paid subscription allowing us to host the sessions.

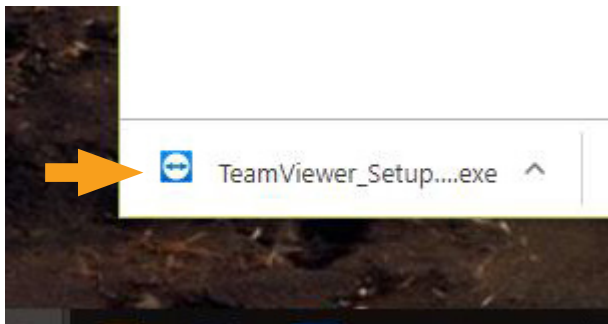


The screenshot shows the TeamViewer website landing page for version 14. The page features a blue background with a photo of two men smiling. The main headline reads "TeamViewer 14 is here!" in white text on an orange background. Below this, it says "The new standard for remote control and remote support." and "The leading all-in-one solution. Buy or Upgrade today – or download for free for personal use." There are two prominent buttons: a green "DOWNLOAD FOR FREE for personal use" button and a white "SEE PRICING for businesses" button. The top navigation bar includes the TeamViewer logo, a phone number (020 8099 7265), and links for Partner, Trust Center, Login, About Us, and Careers. A "Download" button is also visible in the top right corner. The bottom of the page has a "Privacy Policy" link and a "Learn more about TeamViewer 14" link.

This screen will appear and the installation files will automatically start downloading.



Check the bottom banner in your browser and you will see that the executable file has been downloaded.

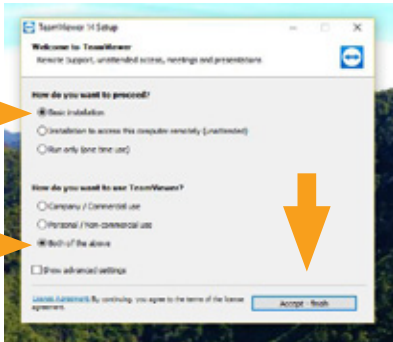


Click on the executable file.

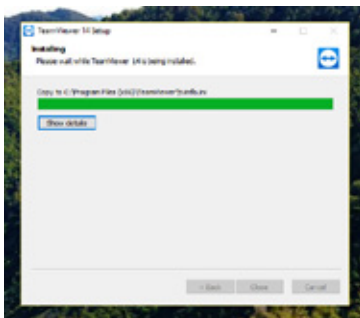
Windows may turn the screen black and ask **“Do you want this app to make changes to your device”**. Please choose < **Yes** >

Windows extracts the file, opens the installer program and displays this screen.

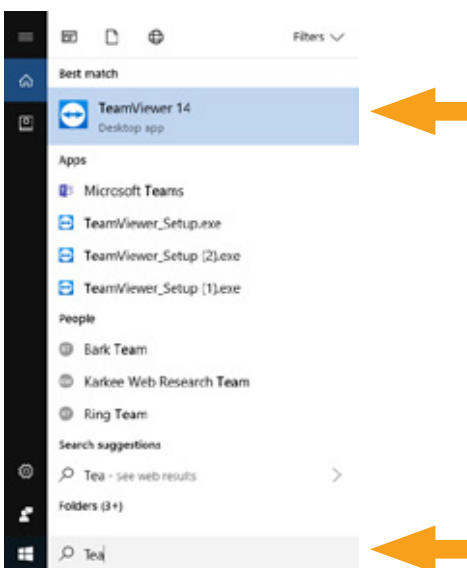
Check < **Basic Installation** > and then check < **Both of the above** > then click on < **Accept-finish** >



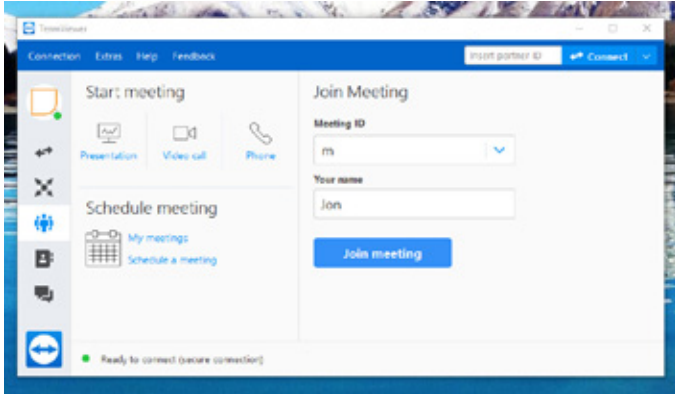
TeamViewer will then start the installation process.



When this is complete, TeamViewer should automatically open - If not, in the start bar, type "TeamV..." And the icon will appear. Click on the TeamViewer14 icon.

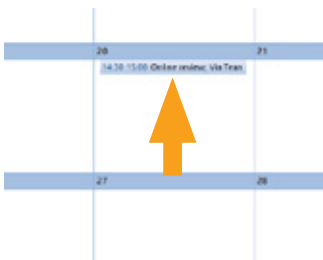


Congratulations you are now minutes away from collaborating with us.

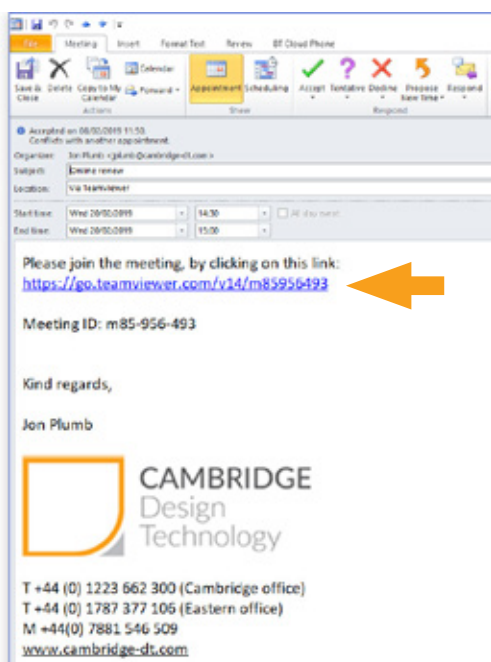


In order to join a meeting one of two things will happen.

Either we will send a meeting invite – provided the time and date are convenient accept the invitation. When the time and date arrive, go into your calendar and double click on the meeting



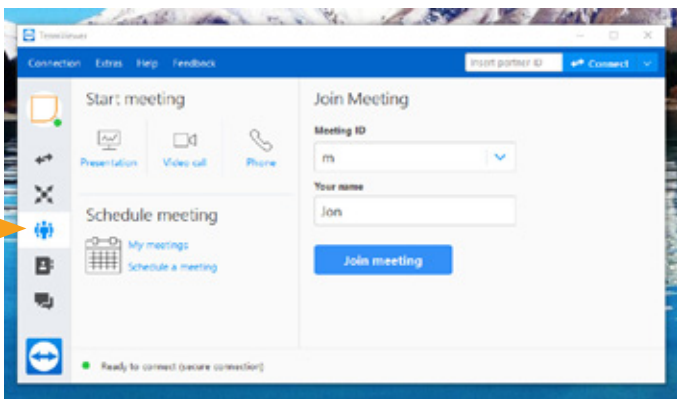
This box will open, and then click on the meeting link in the body text of the email invite.



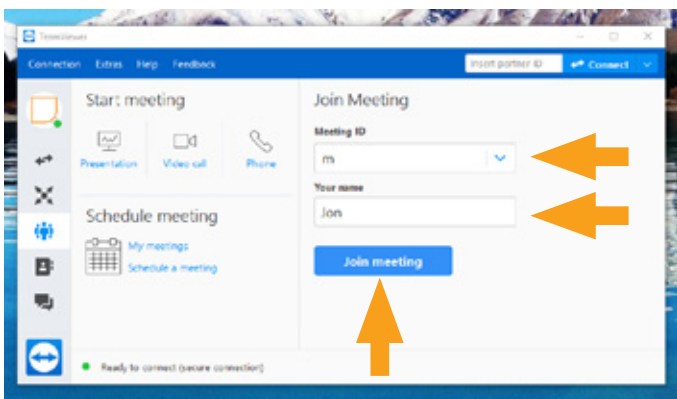
The second method is to click on your desktop icon and open TeamViewer.



Check the **“Meeting”** tab



Then call us on **01223 662300** and we will start the meeting at our end. We will then provide you with an 8 digit meeting ID. TeamViewer will automatically add an **“m”** at the start and hyphens in between. Add your name and click on **< Join meeting >**

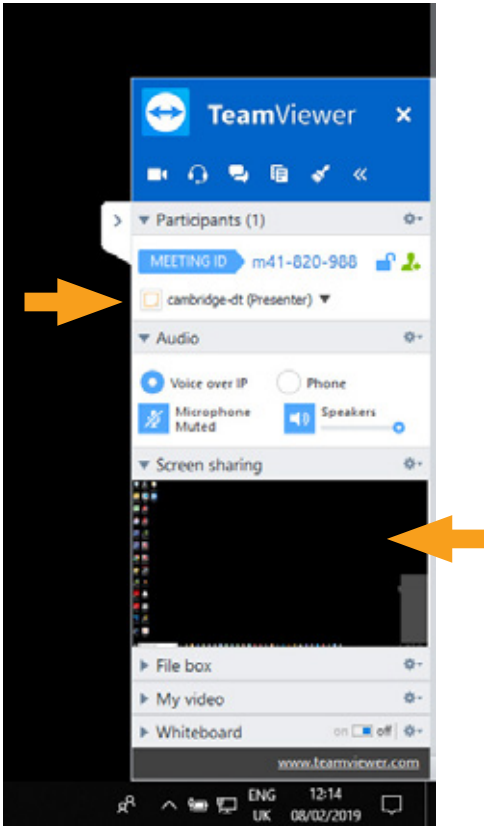


Congratulations! – whether you clicked on the meeting link or manually entered an ID, you are now connected with Cambridge Design Technology.

Let's start collaborating!!

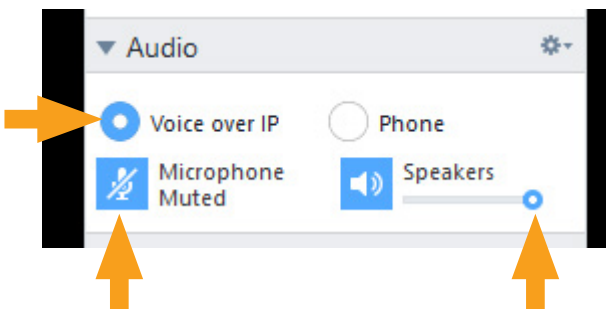
We will now walk you through the controls.


Once started the control panel will open



The panel shows the participants and also a thumbnail of the screen you are viewing.

If you are using the PC audio – check the < **Voice over IP** > check box and ensure your PC microphone and speakers/headset are unmuted. You can adjust the volume using the slider.

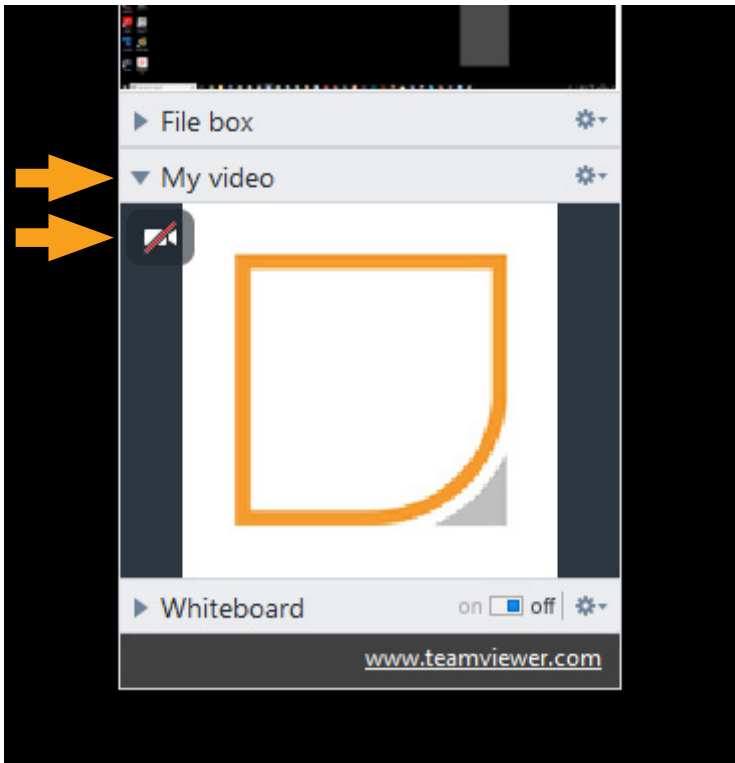


Note: for all function – Participants, Audio, File box, My Video and Whiteboard, there are settings available by clicking on this icon within each section. 

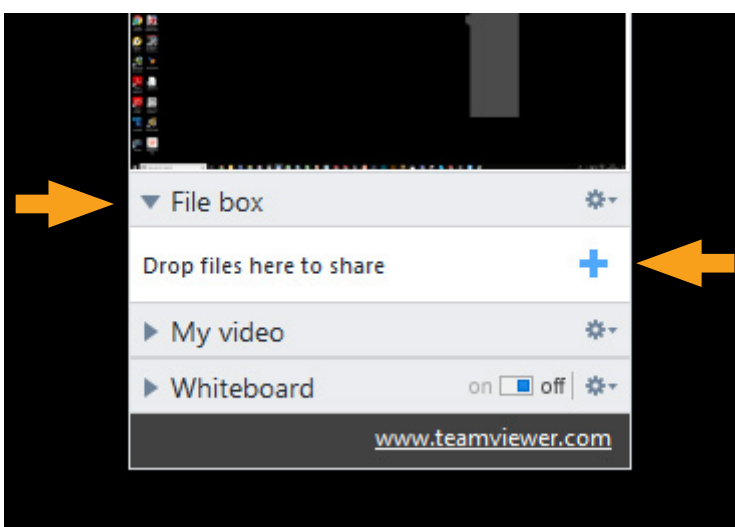
We will not cover these setting within this document but if you have any issues please call us on **01223 662300**

Onto the next step.....

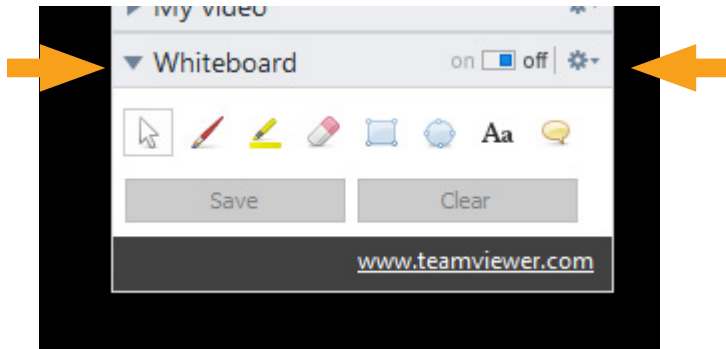
If you want to use webcam, drop down the **“My Video”** arrow and then start your webcam by clicking the camera icon. The webcam will start.



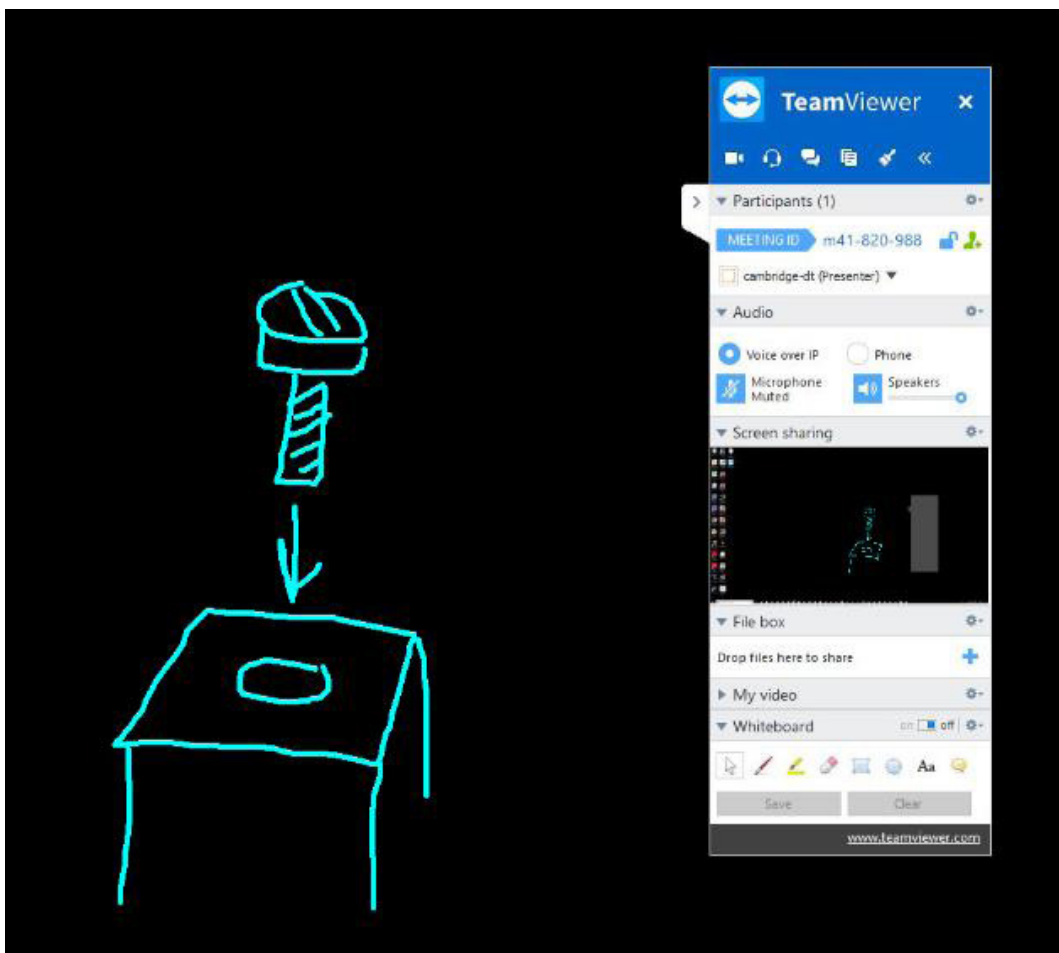
If you want to share files or receive files from us in real-time, drop down the “File box” arrow drag and drop files to be sent into the file box, or if we send you a file, click on the link in the file box to download the files



If you want to use the whiteboard, drop down the **“Whiteboard”** arrow and then switch **< off >** to **< on >**



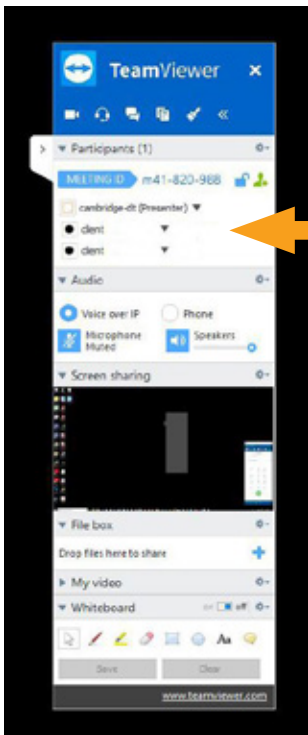
Using the pen, highlighter, eraser box, circle text and comments tools, start sketching.



These can be saved for future reference or other documents.

The final control on the panel is assigning roles within TeamViewer.

We always appear to be the presenter. If you want to request control and become a presenter, click on the down arrow next to your name and choose **“Request to be Presenter”**



To return to being a participant, you can choose to assign the presenter role back to us, or we can request this. Each time the roles will switch making two way desktop sharing. Each time a role change is initiated, TeamViewer will ask you to confirm the action.

Final note, TeamViewer may turn your Windows background desktop image to black, to preserve anonymity and if we request to share your desktop, just in case you have confidential information you may not wish to be shared, you can always decline the switching of roles.

We look forward to collaborating with you on your next project.

If you have any queries or problems, do not hesitate to call us on **01223 662300** or email us at **info@cambridge-dt.com** or visit **www.cambridge-dt.com** for more information on how to use TeamViewer.

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