

GETTING STARTED WITH TEAMVIEWER

SECTION 1 Teamviewer Download and Installation (full program)

- 1) Go to www.teamviewer.com and click on DOWNLOAD for FREE (see Fig 1).

*TIP: Try to save the file to a **Known Location** so you can easily find later.*

In Chrome the downloads will appear in the lower left corner of the Chrome Window.

In Firefox a Down Arrow Symbol will appear in the Upper Right Corner of your Firefox

*Window. Note: If you already have TeamViewer installed, proceed to **Section 2 below**.*

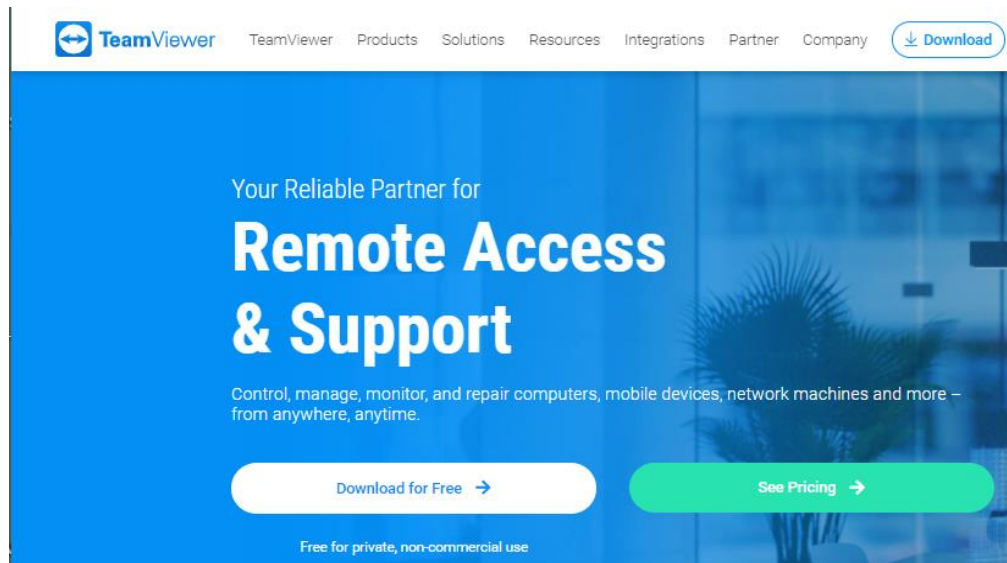


Fig. 1 Click on the Download for Free Button, Save to your Downloads folder.

- 2) Once you have downloaded and located the Teamviewer download, double click on the download file to install. If a **warning** that Teamviewer “is already running” appears, cancel the install, and go to Section 2 below.
- 3) Install the Teamviewer program as normal. Choose the “Personal” and “Non-Business” use options. Complete the install and wait for the Teamviewer program screen to pop-up following a Welcome message.
- 4) When the Main Teamviewer Screen loads, get to the \leftrightarrow section, it will display an **ID number**, typically 9 or 10 digits.
Below the ID number is a **password**.
- 5) Ready? Contact Avenue 18 Computer 310 829-3129 and arrange for a Support Session. Provide Avenue 18 Computer with your Teamviewer ID and PW. Have a Credit Card Ready – if you do not currently have one on file etc. Avenue 18 will **confirm connectivity** and begin service with you on the phone and watching the service progress.

SECTION 2 Launching Teamviewer after installation.

- 1) Teamviewer will place an Icon on your desktop and a second **tiny** Icon will appear in the **lower Right System Tray** if the program is already running. Dbl-Click on either to load the program and display the **ID number and PW**.
- 2) If the Teamviewer icon is *not* readily apparent on your desktop or **system tray** area (lower right near Clock), locate it by opening the Windows Start Menu by Pressing the **Control-Esc** Keys. See Figure 2.
- 3) With the menu open, start typing: **TEAMVIEWER**. If installed, the TeamViewer program should appear in a list at the top of the Menu.
TIP: If you still cannot find Teamviewer – you may need to uninstall, reboot then reinstall per Section 1.



Fig. 2 Windows System Tray with Teamviewer Blue Icon ← → shown above.

*Teamviewer is running when the **TEAMVIEWER Icon is visible** in the lower **Right corner** of the system tray as shown at left. Double Click it to open the TeamViewer Application. *TIP: Click the ^ to view any hidden icons.**

****ON-GOING SUPPORT CONTRACT CUSTOMERS****

Your Teamviewer is **already embedded in your system and no passwords or ID are needed**, as part of the NinjaRMM enabled Support Service. Simply call for support whenever you need it and we will log in and assist you with your issue. No hassles with ID numbers or passwords are necessary.

Thank you and Happy Computing!

Contact:
John Compton
Avenue 18
Computer

310 829-3129

Addendum~

Teamviewer for MAC click: <https://www.teamviewer.com/en-us/download/mac-os/>