

TEAMVIEWER TUTORIAL

The primary purpose of TeamViewer is to allow you (the novice) to allow someone you select (the expert) to access your computer via the internet to provide help in rectifying a problem you're having with your computer or to instruct you on how to do something. The primary reason for using TeamViewer is that, since the expert is viewing the novice's computer screen there are minimal communication problems.

A. Install TeamViewer on Novice Computer

1. Go to <http://www.teamviewer.com/index.aspx>
2. From the web page that opens



Click on "Start Full Version" and from the next dialog box that opens click on Run to install TeamViewer

3. TeamViewer will install on your computer with a desktop shortcut and install on the



Start Menu. All Programs ➡ TeamViewer

B. Expert's Computer

The expert also needs to have TeamViewer installed but since he's the expert all you should have to do is tell him you want to TeamViewer



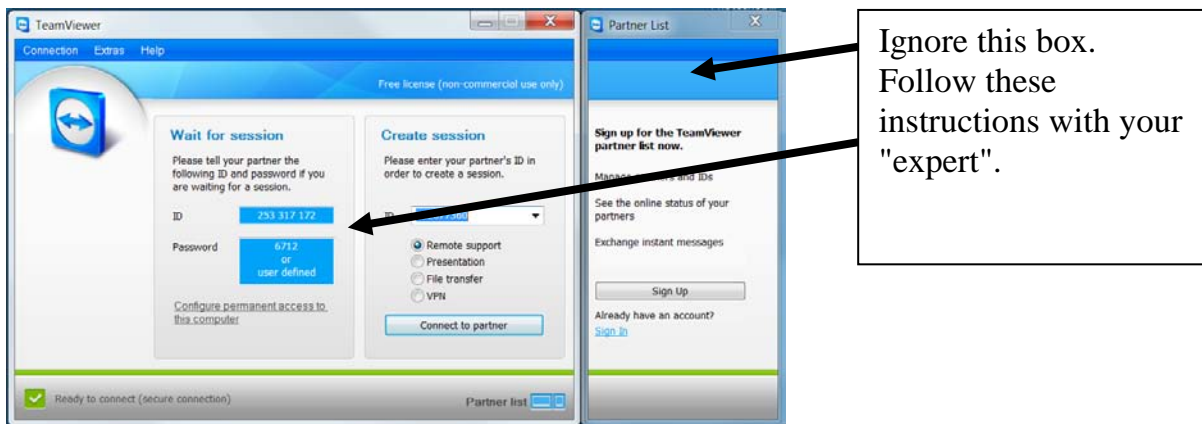
C. Using TeamViewer

1. Call the “expert” on the phone and tell him you want to TeamViewer.



2. Open TeamViewer by double clicking the TeamViewer shortcut on your desktop.

3. The following dialog box will open:



4. The expert who will try to help you should also have TeamViewer open on his computer and will ask you for the ID and will then ask you for the password. Almost instantaneously the two computers will be connected.

5. The expert will be able to take over your computer (you'll be able to see what's being done) and will be able to make changes, however, the better way is for the expert to guide you through the changes while watching what you're doing thus eliminating communication errors.

