netviewer

User Manual

Netviewer one2one 2 months special
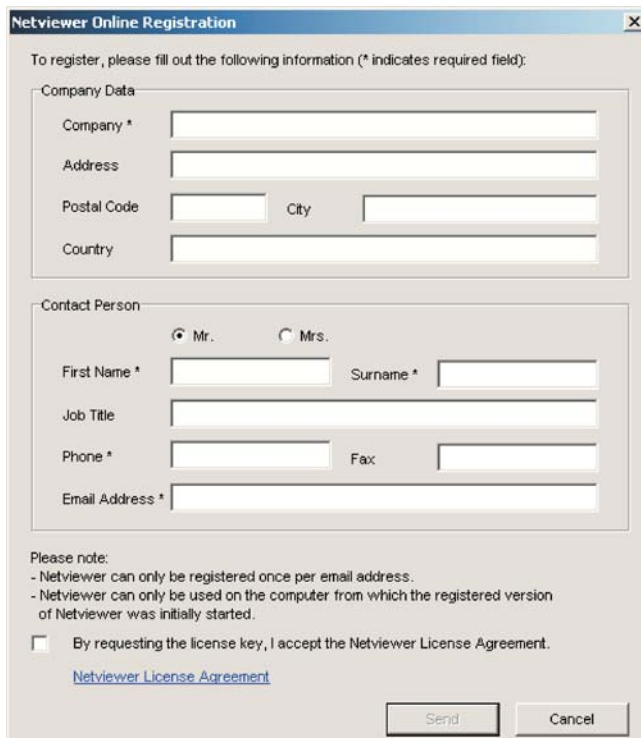
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1. Registration

In order to use the two months special version of Netviewer, you will need a license key. To request one, please click on the link "Request license key". You will receive your license key via email once you have registered successfully.

To register, please fill out the online registration form (* indicates required field) and check the box to accept the license agreement of Netviewer. After clicking the send button you'll receive an email with your license key.

Please note:

- Netviewer can only be registered once per email address.

- The Netviewer licence key can only be used on the computer from which the registered version of Netviewer was initially started.

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2. Establishing connection

2.1. Consultant

For a convenient use, please save your consultant program (nvConsultant.exe) on the intended PC into a folder such as "c:\program files\netviewer". In order to easily start Netviewer simply place a shortcut on your desktop. You can also start the consultant program from the CD-ROM. Your consultant program is now ready for use.
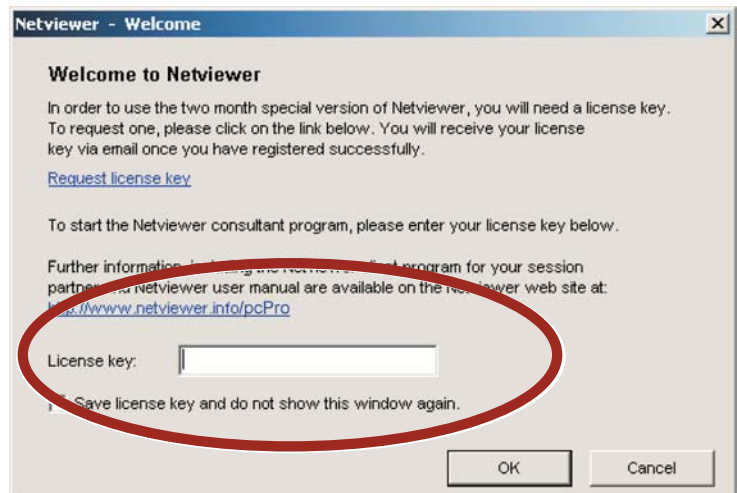
Start the consultant software on your PC by double-clicking the program icon. Installation and configuration are not necessary.

Login:
Enter the license key you recieved by email and confirm with "OK".

Hint:
Check "Save license key and do not show this window again" to save the password in an encrypted format in the system. Next time you log in, your license key is entered automatically. Please note however that this enables other users of your workstation to use your Netviewer licence and to log in with your identity.

After the correct license key has been entered, a unique consultant code, which is randomly generated for each session, is shown. Communicate this code to your Netviewer partner (telephone call). The consultant side of the Netviewer connection is now ready for visual communication with the Client.

2.2. Client

Your session partner can either start the client program (nvClient.exe) from our information website www.netviewer.info/pcPro, or you can send the client program which is also included in the CD-ROM to your session partner via email.

Clients using Internet Explorer can start Netviewer directly without prior download (see dialog: "Open"; IE version 5.5 and below: "Run the program from this location"). When using other browsers, first save the Client software to your system and then run the program.

The customer is now requested to enter the Consultant code communicated by the Consultant. Click "OK" to confirm entry. The visual connection to the Consultant is now being established.

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3. Working with Netviewer in show mode

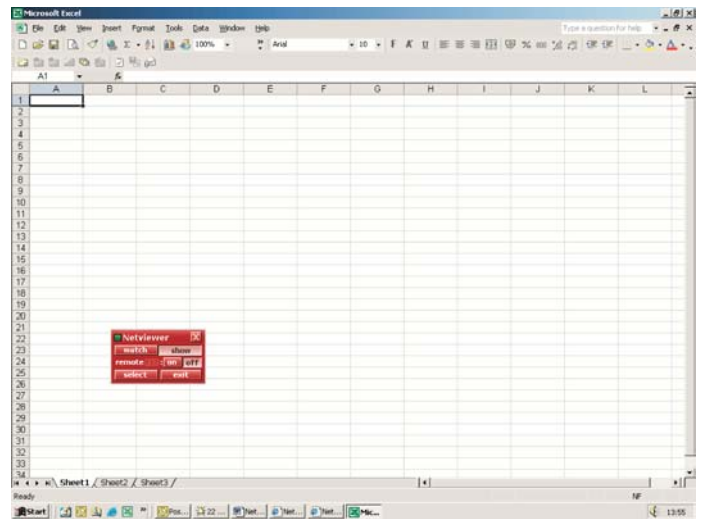## 3.1. Screen modes

As soon as the connection is established, the red Netviewer panel appears on the Consultant's screen. This panel is always at the top, indicating to the Netviewer Consultant that there is a Netviewer connection.

With the Netviewer one2one standard configuration, the Consultant PC is initially in show mode, i.e. the Client is shown the Consultant's screen.

3.2. The Netviewer panel

watch: Watch the screen of your session partner.

show: Show your own screen to your session partner.

remote off: The session partner can only view your screen and operate the pointer (default settings).

remote on: The session partner can operate all visible applications of your PC by remote control.

F12:   Press the F12 key of your keyboard to revoke remote control access rights.

select: Select the applications you wish to show to your partner by choosing them from a list.

exit: Disconnect the PCs.

3.3. Features

Remote control access
In show mode, Netviewer one2one allows Consultants to grant session partners (who are in watch mode) remote control access to selected applications. If the remote control is enabled by clicking the "on" button of the Netviewer panel, both partners can operate the application by means of their keyboard and mouse. In show mode, remote control access can be disabled by pressing the F12 key. Subsequently, the partner in watch mode can only operate the pointer but not execute any other program function. In show mode, the user remains thus in full control of his or her PC.

Quality Corner
In the left top corner of the Netviewer panel (beside the title "Netviewer"), there is a small square field known as the quality corner. This field appears in grey, yellow or green, indicating the progress of the screen display at the other partner's PC.

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The meaning of the colors is as follows:

Grey: Your partner does not yet see the complete screen.

Yellow: Your partner sees the complete screen, but only in a reduced number of colours
         (256 colours).

Green: Your partner sees the complete screen at full colour depth.

File Transfer

If your Netviewer Consultant License includes file transfer functions, you can exchange files by means of drag and drop. The transfer of files is always initiated by the user in watch mode. Prior to exchanging files, the user in show mode must agree to the transfer by confirming it in a separate dialogue. In this confirmation dialogue, the user has the option to refuse or permit the transfer of files. He can also specify that future file transfers may be made without explicit permission.

Press F12 to revoke remote control access and all associated file transfer rights. Please note that the file transfer rights are linked to remote control access rights and cannot be granted without permitting remote control access to your PC. Equally, these rights cannot be revoked separately but only together.

Files can be transferred in both directions, but the actual process must be initiated by the user in watch mode.

Clipboard

In watch mode, press key combination Ctrl+C (copy) to copy text to the clipboard. Press Ctrl+V (paste) to paste the copied text. This function works in both directions. The clipboard is only available in conjunction with the file transfer function.

Select function (application selection)

The user in show mode has the option to select the applications that he/she wishes to make visible to the session partner. Click "select" in the Netviewer panel to call up the selection dialog (see screenshot). By default, the taskbar and desktop background are not shown, but can be activated by means of a mouse-click. By default, with standard configuration, all newly started applications are visible to the session partner.
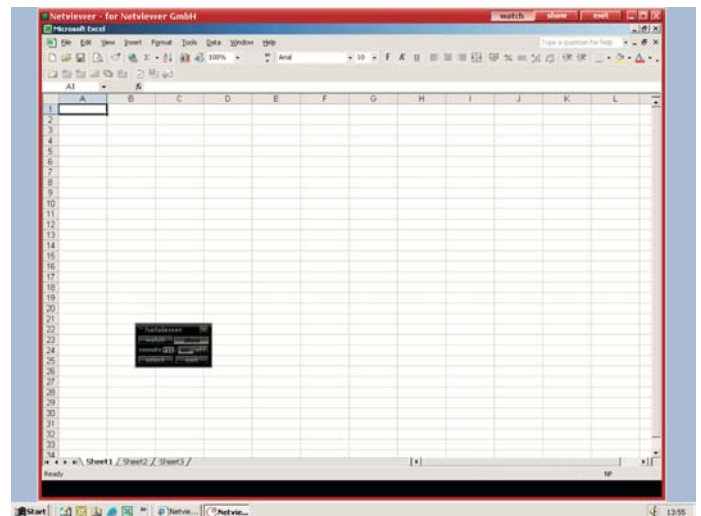
4. Working with Netviewer in watch mode

4.1. Screen modes

With the Netviewer one2one standard configuration, the Client PC is initially in watch mode, i.e. the Consultant's screen is displayed. The title bar of the Netviewer window shows the Consultant's company name. Clients thus know at all times with whom they are communicating.

The screen of the Consultant is shown at the Client screen with a red frame. Within this area, the Client can follow the steps of the Consultant within the respective application. The window can be adjusted in size.

4.2. The Netviewer panel

The Netviewer program is controlled by means of the three buttons of the Netviewer panel.

watch: View the screen of the session partner.
show: Show your own screen to the session partner.
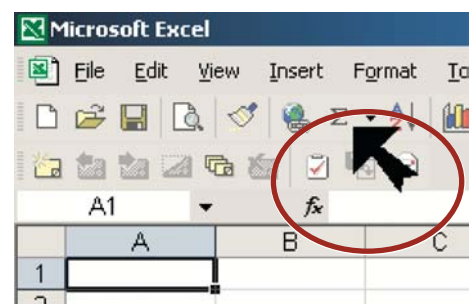exit: Disconnect the PCs.

4.3. Features:

Zoom function
The user in watch mode sees the screen of the session partner inside the Netviewer window on his/her monitor. The screen is adjusted in size to fit the window, whereby it is only reduced, but not increased in size. When viewing certain files, e.g. drawings, it might be difficult to see certain details when the partner's screen is zoomed to fit the window. In such cases, the zoom function can be disabled during the Netviewer session by the user in watch mode. To switch off the zoom function, right-click the Netviewer task in the taskbar. In the drop-down menu, click the zoom function to disable it. To switch the zoom function on again, click the option in the drop-down menu.
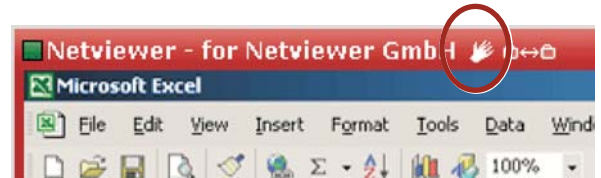
Pointer
Session partners in watch mode who have no remote control access to the other party's PC (default settings) can use a pointer to indicate certain objects in the Netviewer window. To place the pointer to a specific position, click the respective spot in the window. A flashing arrow-shaped pointer is displayed at both screens (see figure).

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The user in watch mode can thus communicate effectively with his/her partner, for example pointing out a mistake in a calculation. The pointer does however not enable the user in watch mode to modify the data.
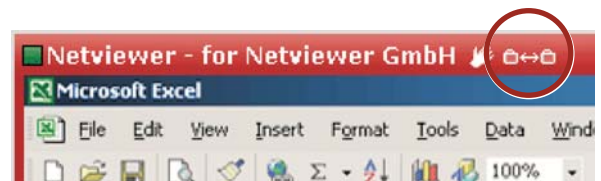
Remote control rights
If the user in watch mode is granted remote control access to the PC of his/her session partner, a special icon is displayed in the title bar, indicating that the program is in remote control mode. In this mode, the user can operate the PC of the session partner, using the mouse and keyboard.

File transfer
If your Netviewer Consultant License includes file transfer functions, you can exchange files by means of drag and drop. The transfer of files is always initiated by the user in watch mode.

Prior to exchanging files, the user in show mode must agree to the transfer by confirming it in a separate dialogue. In this confirmation dialogue, the user has the option to refuse or permit the transfer of files. He can also specify that future file transfers may be made without explicit permission. Please note that this permission for file transfer must be given by the user in show mode at his/her system. The user in watch mode with remote control rights cannot confirm the respective command in the dialogue.

Files can be transferred in both directions, but the actual process must be initiated by the user in watch mode.

Example of file transfer to the partner in show mode:
The user in watch mode clicks a file on his PC and drags it to the Netviewer window showing the screen of the session partner. There, he drops the file, e.g. onto the desktop or into a project folder. After confirmation by the user in show mode, the file is actually transferred to the desired location.

Example of file transfer from the partner in show mode:
The user in watch mode clicks a file on the PC of the session partner shown in the Netviewer window, and drags it to his own system. There, he drops the file, e.g. onto the desktop or into a project folder. After confirmation by the user in show mode, the file is actually transferred to the desired location.

Clipboard
In watch mode, press key combination Ctrl+C (copy) to copy text to the clipboard. Press Ctrl+V (paste) to paste the copied text. This function works in both directions. The clipboard is only available in conjunction with the file transfer functionality.

By pressing F12, your session partner in show mode has the option to revoke all remote control access and file transfer rights at any time during the session. Please note that the file transfer rights are linked to remote control access rights. The respective rights cannot be granted or revoked separately.