

Start session

1. Download Netviewer Support/Meet from <http://www.netviewer.com> (Netviewer Support/Meet – Join session). These links will be located in the top right-hand corner of the homepage.
2. You will receive the application as a Disk Image. Double-click on the Disk Image in order to mount it and save Netviewer in the directory “Applications” or in a directory of your choice.
3. Double-click on Netviewer to start the application. A prompt for the session number will appear.
4. Enter the session number as communicated to you by the consultant or moderator.



5. Click on *Connect*.
 - If you participate in a Netviewer Meet session, you will join the session immediately.
6. If you participate in a Netviewer Support session, the following security prompt will appear:

7. By clicking on *Yes* you will join the session and transfer your screen to your session partner .

The Netviewer session can begin!

Functions in the Netviewer Mini toolbar



At the beginning of the session the Mini toolbar is docked under the menu bar. You can freely position it on any part of the screen.

Here you can...

- Change the direction of view
- Enable and disable remote control for the consultant
- Exit the session

Direction of view

At the beginning of a Netviewer **Meet** session, the **direction of view** is selected **at the moderator's screen**. Only the moderator can change the direction of view by choosing a participant whose screen is to be transferred instead. The participant's screen, however, will only be transferred to the other participants after having confirmed the security prompt.

At the beginning of a Netviewer **Support** session, the **direction of view** is pointed **at the participant's screen**. The first thing you see after starting the session and entering the session number is a security prompt. Only after confirmation does Netviewer transfer the content of the screen to the consultant (see start session).

How to change the direction of viewing during a Netviewer Support session:

- Click *Watch* in the Mini toolbar if you are in Show mode.
- Click *Show* in the Toolbar of the Netviewer Window if you are in Watch mode.

Remote Control

When using remote control, the consultant/moderator can remotely control any screen elements and applications of your computer as well as the Netviewer Mini toolbar and dialogue boxes of the Netviewer application by means of mouse clicks and keyboard shortcuts.

During a Netviewer **Meet** session, only the moderator can **grant remote control rights** to other participants by choosing a participant whose computer is to be remotely controlled.

If you participate in a Netviewer **Support** session, you can **enable remote control** for the consultant if you are in Show mode.

How to enable remote control for the consultant during a Netviewer Support session:

- Click *On* for Remote control in the Netviewer Mini toolbar.



Revoke remote control from the consultant/moderator during a Netviewer Support or Meet session

You can revoke remote control from the consultant at any time.

- Press [Ctrl + Esc] - or
- click *Off* for Remote control in the Netviewer Mini toolbar

Exit session

To exit a session, click *Quit* in the Mini toolbar.

Have fun Netviewing!