

Short Manual Consultant (Mac)

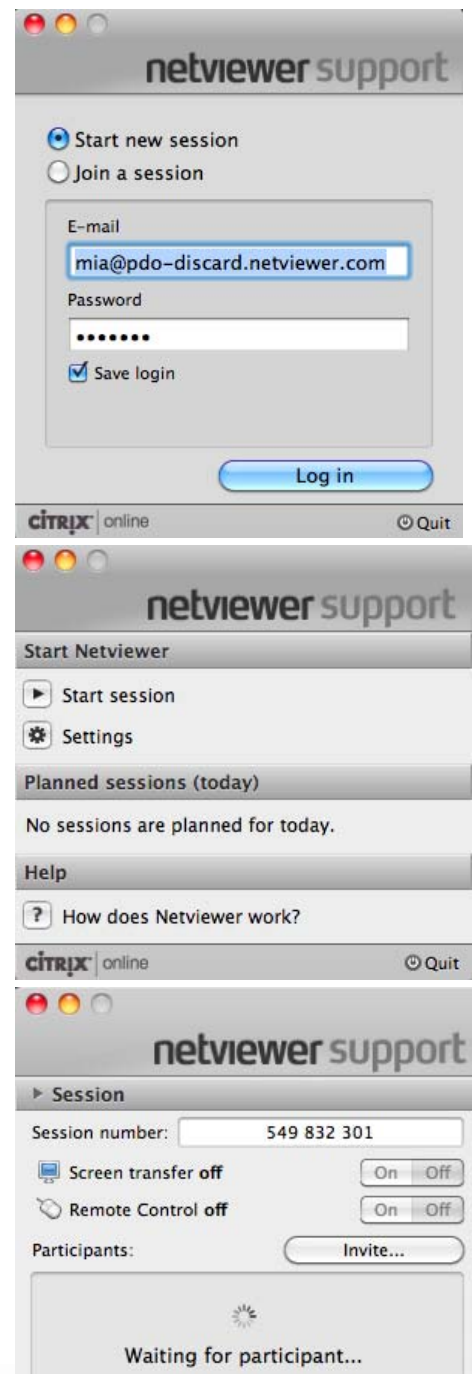
Starting a session

Start the Netviewer Consultant program

- from <https://my.netviewer.com>
 1. Sign on to the MyNetviewer customer portal.
 2. Click on the "Start session" button at the upper left of the screen.
 3. The Consultant program will now load. Run the Consultant program to start the session.
- locally from your computer, assuming you have previously saved the Netviewer Consultant program.
 1. Double-click on the Netviewer icon to start the program. The following window will appear:

2. From this window, select the *Start new session* option.
3. Enter the e-mail address and password that you defined when you registered with the MyNetviewer customer portal.
4. Click on *Log in*. The following window will appear:
5. Click on *Start session*.
6. Once you have started a Netviewer session, the Netviewer Control Panel will appear on your screen with the nine-digit session number.
7. You must provide this session number to your session partner. You can do this via telephone or through the integrated invitation function, which is available in the Control Panel.

Once your session partner has started the participant program and entered the session number, the Netviewer session can begin!



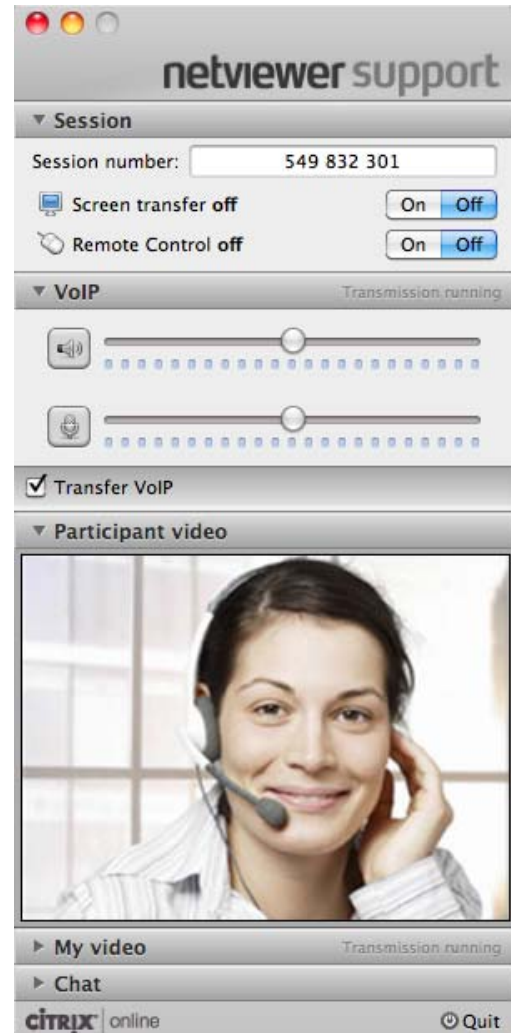
Netviewer Support 6.3

Short Manual Consultant (Mac) Functions in the Netviewer Control Panel

You can position the Netviewer Control Panel anywhere on your screen.

Use the Netviewer Control Panel to:

Invite...	<ul style="list-style-type: none"> E-mail an invitation with session details before the session
Session	<ul style="list-style-type: none"> See if your screen is currently being transferred Activate and deactivate transfer of your screen Change the direction of viewing See if your computer is currently being controlled remotely Activate and deactivate remote control of your computer
VoIP	<ul style="list-style-type: none"> Activate and adjust voice transfer via Voice over IP.
Participant video	<ul style="list-style-type: none"> View the session partner's video..
My video	<ul style="list-style-type: none"> View your own video and activate transmission to the session partner.
Chat	<ul style="list-style-type: none"> Communicate with the participant by text messages
Quit	<ul style="list-style-type: none"> End the session.



Short Manual Consultant (Mac)

Viewing direction

When a Netviewer Support session starts, the participant will be in Show mode. In other words, the direction of viewing will be towards the Participant's screen and the contents of the Participant's screen will be transferred to the Consultant. But the Participant must first give his or her approval. The participant's screen will be transferred to the Consultant only once the Participant has given approval.

Changing the direction of viewing during a Netviewer Support session

The status *on* is displayed in the Control Panel next to *Screen transfer*. You are in Show mode and are showing your session partner the Consultant the contents of your screen.

- To deactivate transfer of your screen and request transfer of your session partner's screen, click on *off* next to *Screen transfer* in the Control Panel.

The status *off* is displayed in the Control Panel next to *Screen transfer*. You are in Watch mode and are viewing your session partner's screen.

- To transfer the contents of your screen to your session partner, click on *on* next to *Screen transfer* in the Control Panel.

Remote Control

Remote Control gives the user the ability to control all screen elements and applications on a remote computer through mouse and keyboard inputs.

Request remote control rights

- Click on *on* next to *Remote control* in the Control Panel when viewing your session partner's screen.

Revoking remote control rights

You can revoke remote control rights at any time in one of two ways:

- Click on *off* next to Remote control in the Control Panel.
- Click on the key combination [Ctrl + Esc].

Ending a session

- To end the session, click on *Quit* in the Control Panel.

Have fun while Netviewing!