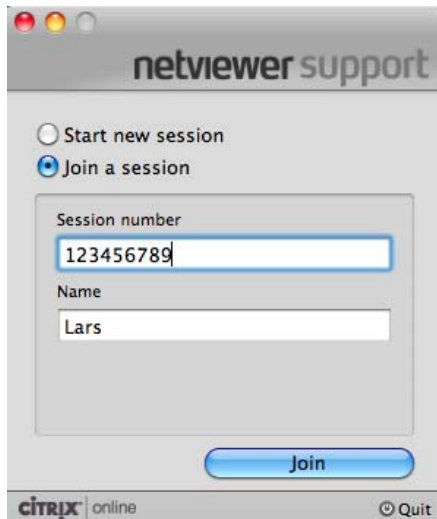


## Short Manual Participant (Mac)

### Participating in a session

Start the Netviewer Participant program

- from <https://my.netviewer.com>
  1. At the top right of the screen, click on the "Join a session" button.
  2. Enter the session number you received from your Consultant as well as your name.
  3. Click on the "Join now" button.
    - The Participant program will download.
  4. To join the session, run the Participant program.
- **locally** from your computer, assuming you have previously saved the Netviewer Participant program.
- From a **different location** than the one named by the Consultant
  1. Double-click on the Netviewer icon or the link provided by the Consultant. The following window will appear:



1. From this window, select the "Join a session" option.
2. Enter your name and the session number that the Consultant provided.
3. Click on *Join*.
  - A query dialog will appear:



4. By clicking on *Yes*, you will join the session and transfer your screen to the Consultant.

The Netviewer session can begin!

## Short Manual Participant (Mac) Functions in the Netviewer Control Panel

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

Use the Netviewer Control Panel to:

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



## Short Manual Participant (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 (see query dialog under "Start session").

### 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 the Consultant the contents of your screen.

- To deactivate transfer of your screen and request transfer of the Consultant'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 the Consultant's screen.

- To transfer the contents of your screen to the Consultant, 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.

As the Participant in a Netviewer Support session, you can give the Consultant remote control rights if you are in Show mode.

### Giving the Consultant remote control

- Click on *on* next to *Remote control* in the Control Panel.

### Revoking the Consultant's remote control

You can revoke the Consultant's remote control at any time in one of two ways:

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

### Ending a session

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

Have fun while Netviewing!