

Start session

1. Start the Netviewer Support consultant program (NV_Support_Consultant_EN.exe).
2. In the **Login** dialogue, authenticate yourself with your password and—if requested—with your user name.



3. The **Start dialogue** opens. Here you can:
 - click on **Start session** to initiate a session (with or without a profile),
 - use the **Profile manager** to create and edit profiles,
 - use the **User manager** to administer the Netviewer users and to assign user rights,
 - use the **Session planner** to organise upcoming sessions or
 - start a session planned for today.
4. Once a session has been started, on the right-hand side of the screen you will see the Netviewer **mini-panel** with the six-figure **session number**. The session number can be communicated to the participant by phone or via the e-mail invitation function which you can access in the mini-panel. As a Skype user, you can use the invitation button to invite people (through Skype) from your Skype contact list.
5. The participant now has to start the participant program and enter the session number.



The Netviewer session can begin!

In show mode

As consultant you start in show mode, i.e. your session partner sees the content of your screen. The mini-panel indicates that your session partner is viewing your screen. It will be in the foreground for as long as you show your screen and can be repositioned as desired.

Using the mini-panel you can:

- change the direction of view (**SHOW | WATCH**),
- enable **remote control** and file transfer by drag & drop for the participant,

Notice: Pressing the **security key** (F11) immediately revokes remote control from the participant.

- monitor the status of screen transfer to the participant (grey/striped small circle – incomplete/reduced colour depth).

Click on the mini panel to open and close the **control panel**.

Functions in the Netviewer Control panel

The Control panel contains various **trays** that can be opened and closed. Control panel trays can be easily dragged away from the control panel, dropped anywhere on the screen, and resized as desired.

Session

Here you may access the session data and the profile manager.

Application selection

Define which applications and screen elements are to be displayed to the participant while in show mode.

Monitor

Check on the screen transfer to the participant. Use the context menu (right-click on the Monitor tray) to set the transferred colour depth and thus the transfer speed and quality.

VoIP

Activate and adjust voice transfer via Voice over IP.

Video

View the session partner's video.

My video

View your own video and activate transmission to the session partner.

Chat

Communicate with the participant by text messages. The tray flashes when a new message has arrived.



Notice: Depending on your product variant of Netviewer Support, some functions may not be available to you.

File transfer

Exchange files during the session, either with the help of the buttons or simply by drag & drop. Netviewer announces the arrival of new files by a flashing tray.

Here you may also access the File-transfer Explorer. Click on the icon at the lower left of the File transfer tray and select **File-transfer explorer** from the menu. You can, for example, easily distribute files or folders to the session partner or update program directories.

Whiteboard

Draw and highlight on the screen with drawing tools – with different colours for consultant and participant. Two different modes are available: Screenshot mode (screen freezes in place) and Live mode (screen transmission continues without restrictions).

Favourites

Create links to access files quickly.

Notes

Make notes during the session.

System diagnostics

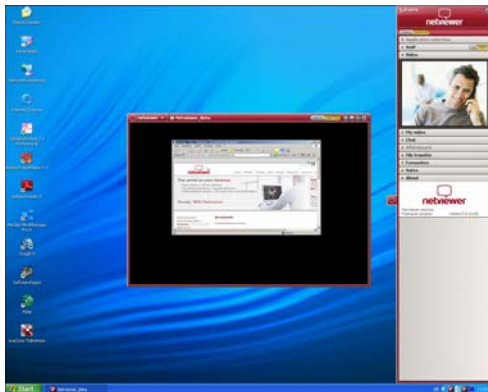
Demand and check technical information about the participant's system.

Important notice for Netviewer sessions with Mac participants:

When moderating Netviewer sessions with Mac connected Netviewer participants you will be able to interact with these attendees using the desktop-sharing, direction of view, and remote control functions.

In watch mode

If you switch to watch mode by clicking on **WATCH**, you see the red-framed Netviewer window containing the content of the participant's screen.



Here you can either use the **pointer** (without remote control) or the participant can hand over **remote control** to you. You then have access to the approved applications and you can control the participant's mouse cursor.

Exit session

To exit a session, click on the mini-panel's "Close"-button or close the Netviewer task in the Windows task bar.

Start again? Just click on **Restart!**

Have fun Netviewing!