

# Teamviewer Installation Guide

Wednesday, 02 September 2015

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## Remote Support Installation Guide

### Microsoft Edge/Internet Explorer

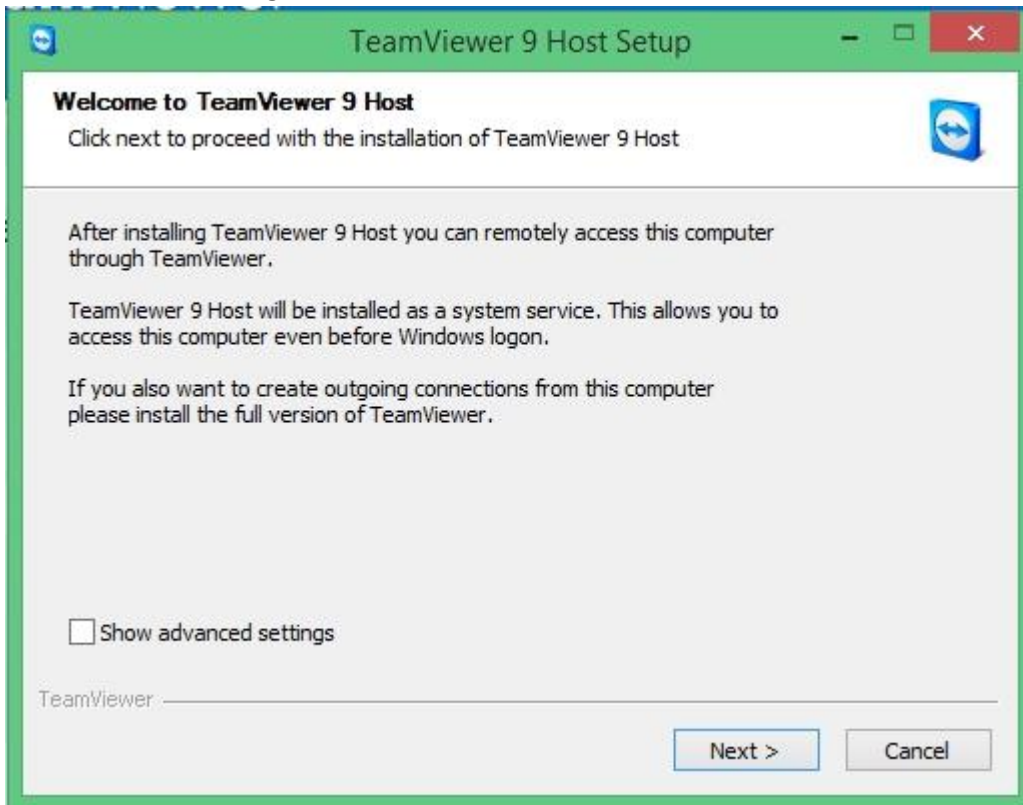
1. Depending on your Internet explorer version you will see a popup window or a toolbar at the bottom of your screen - select **Run** to begin download



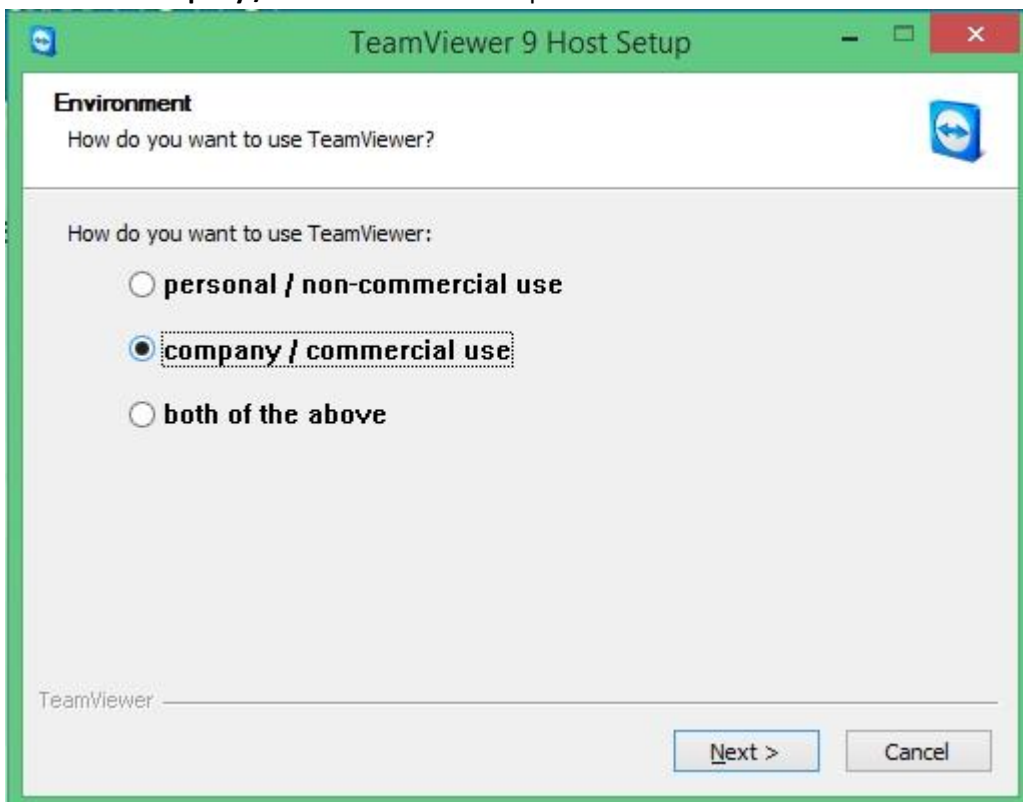
2. Allow the download to reach 100% - when it has completed click **Open** or **Run** when prompted



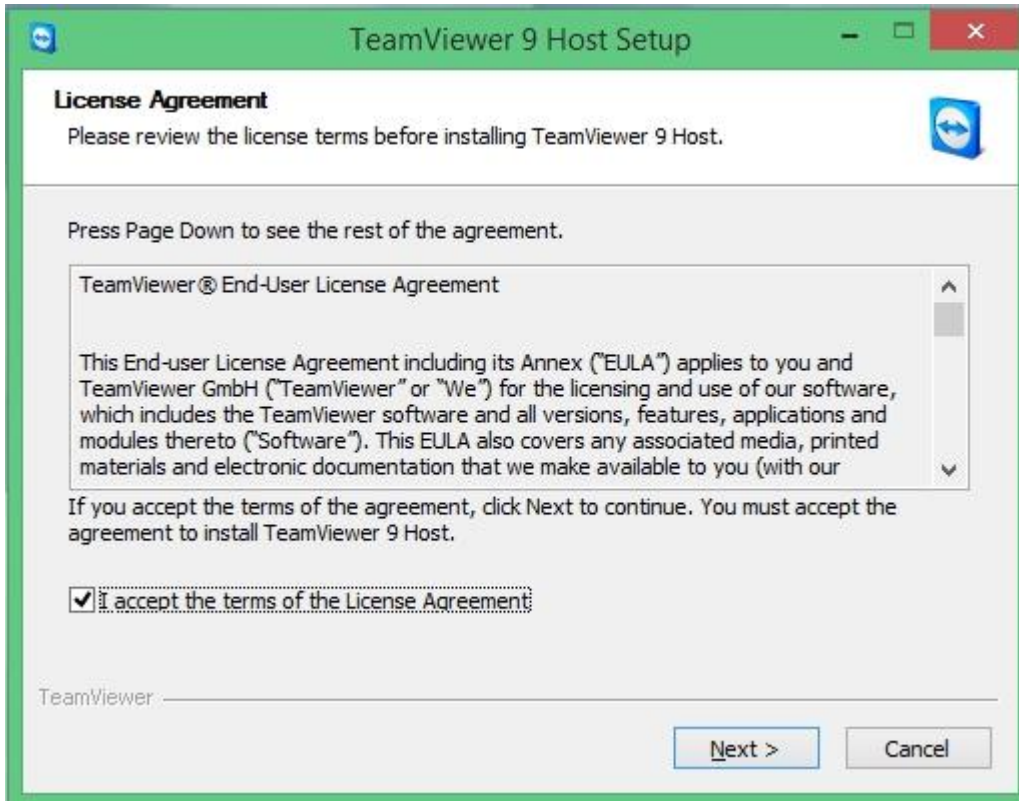
3. The installer will begin. Choose **Next**



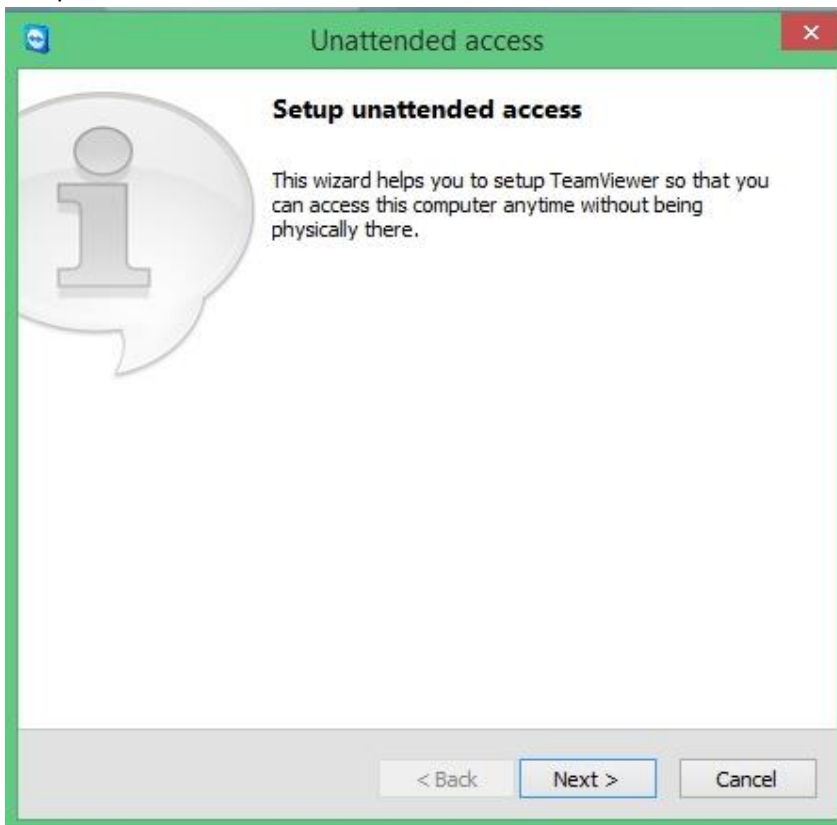
4. Choose 'company / commercial use' and press **Next**



5. Select **I accept the terms of the License Agreement** and press **Next**



6. Press **Next** to set up unattended access. This will allow Computer Geeks to connect to your computer.

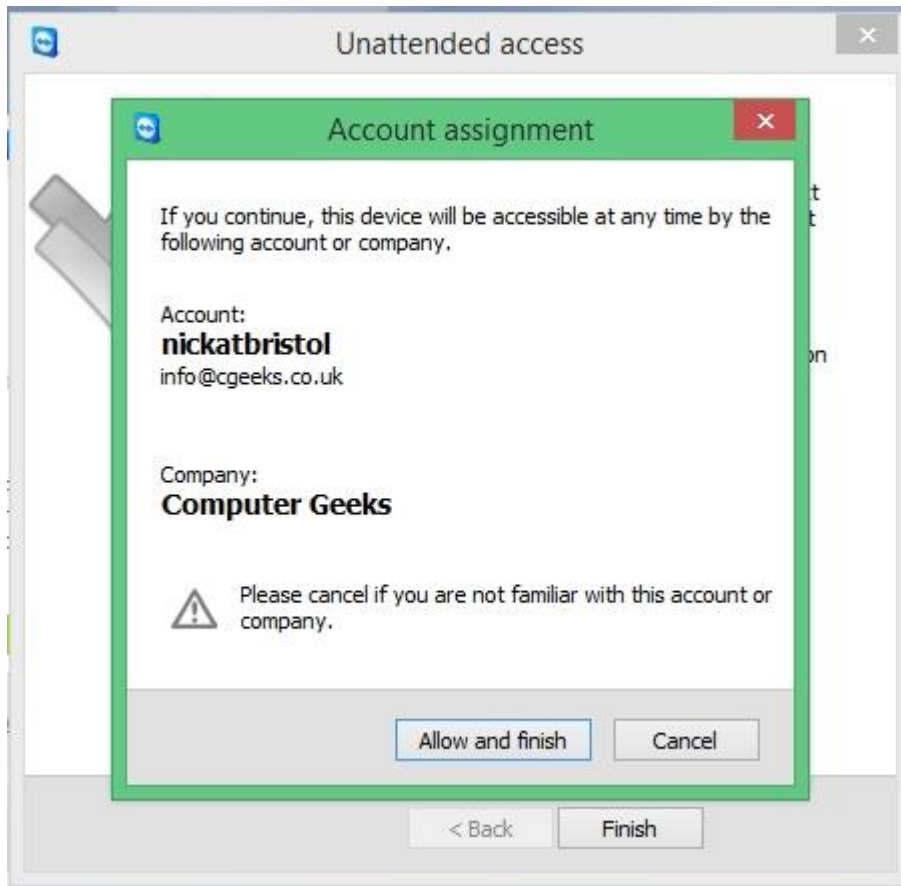


7. Under **Computer Name**, put the name of your company, a dash, and then your full name. Please enter the password as supplied to you by Computer Geeks. Press **Next**.

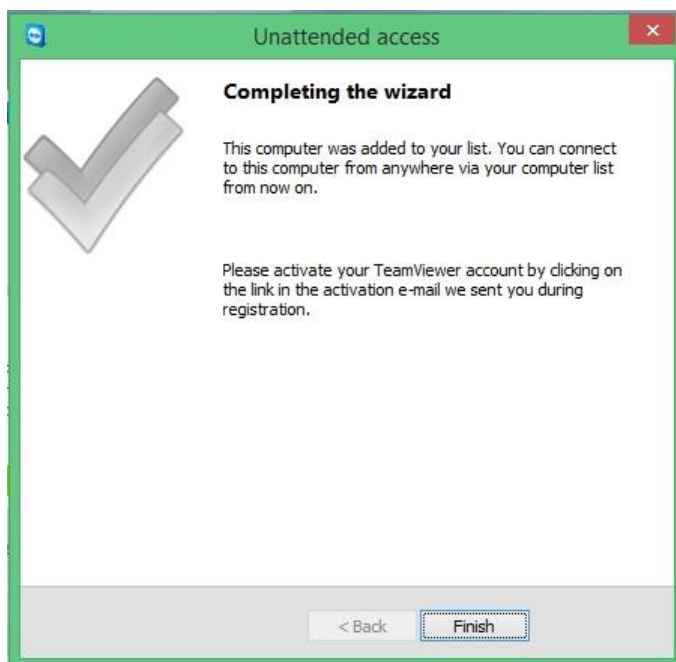
*For example, if your name was Joe Bloggs and you worked for Smith and Sons, you should write **Smith and Sons - Joe Bloggs***

A screenshot of a Windows dialog box titled "Unattended access - Step 1 of 2". The dialog has a green title bar with a close button (X) on the right. On the left side, there is a large image of a silver combination padlock. To the right of the padlock, the text reads "Define personal password" in bold, followed by "Set a name and a personal password for this computer." Below this, there are three input fields: "Computer name" with the text "MyCompany - My Name", "Password" with ten black dots, and "Confirm password" with ten black dots and a cursor at the end. At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

8. You'll now be asked to allow Computer Geeks to access your device at any time. We would never access your machine without pre-arranging a remote support session, but this will allow us to connect should you be away from your PC.



9. Select **Finish**



10. Moments later, a box will pop up with your Host ID. Please take note of this code.

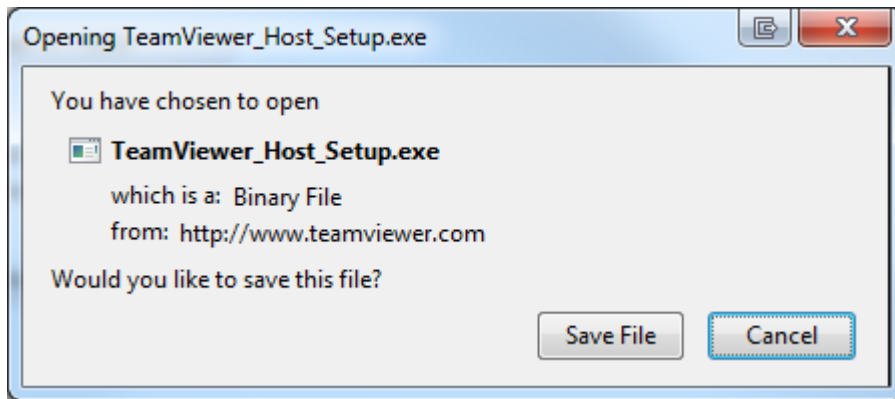


11. Congratulations, you have successfully installed the Computer Geeks remote software.

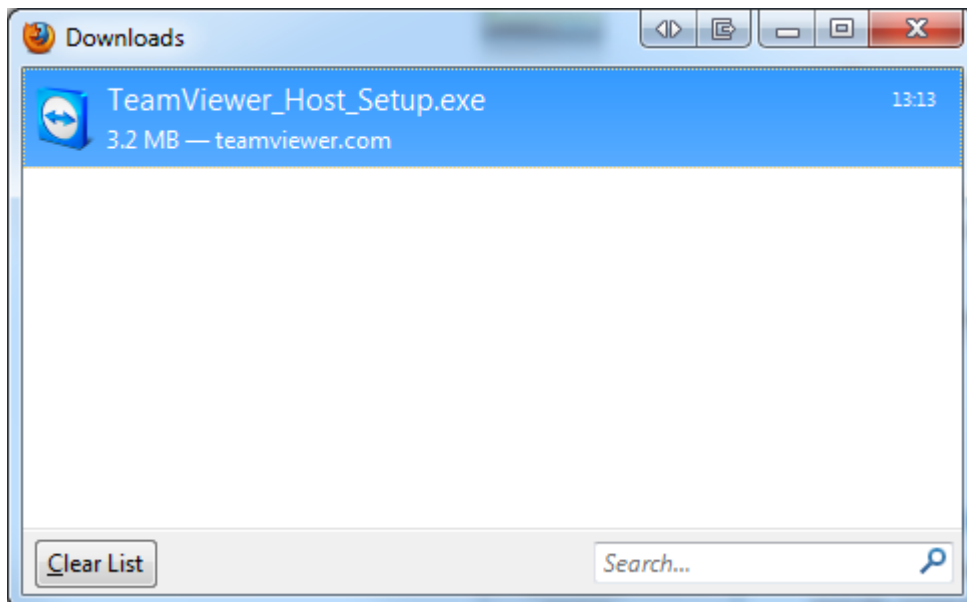


## Mozilla Firefox

### 1. Select **Save File**

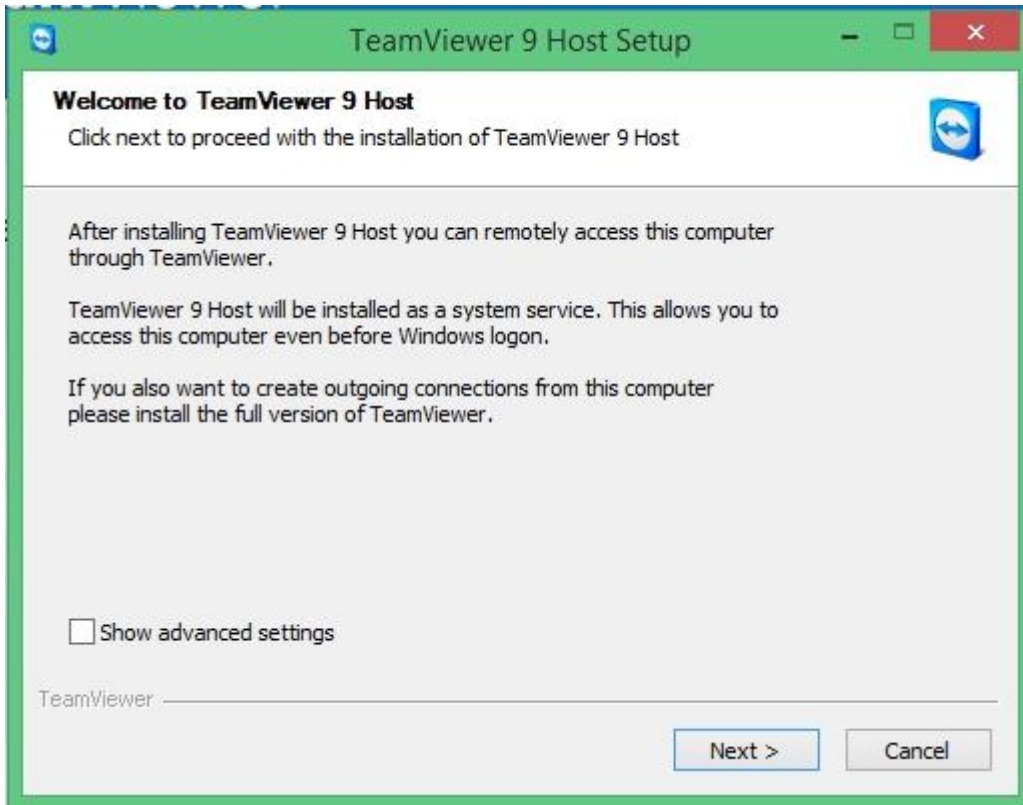


### 2. Once downloaded **double-click** on the file in the Downloads dialogue box to start the installation

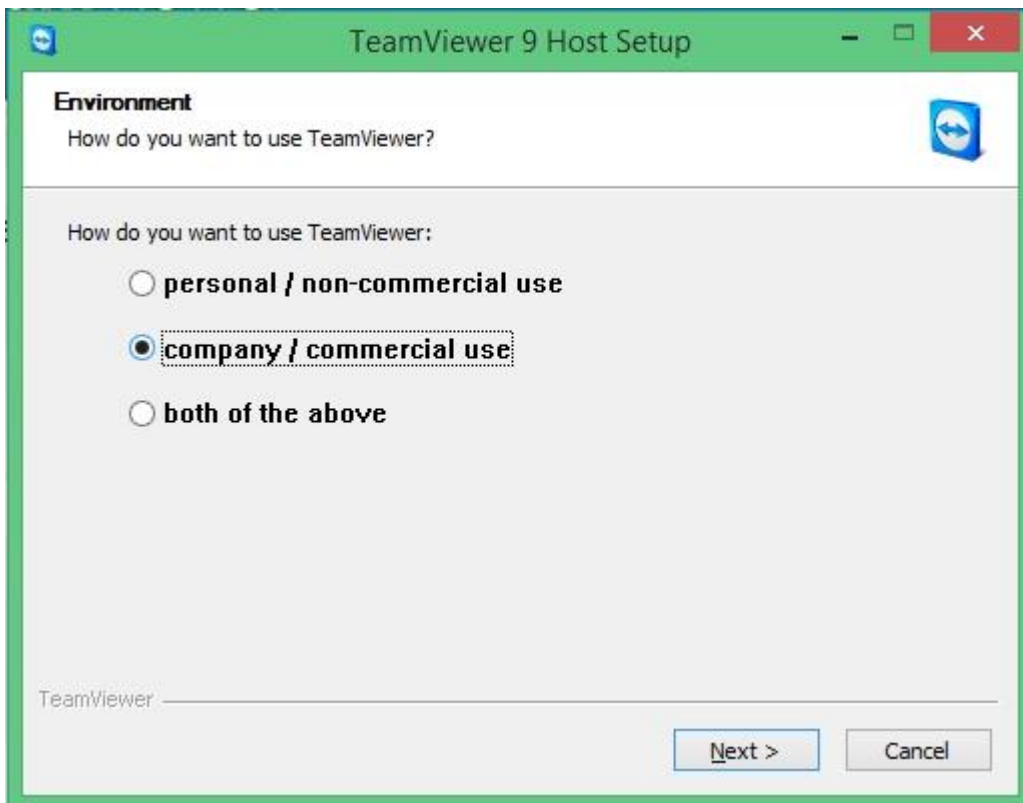


### 3. You may be prompted by Windows User Account Control whether you wish to continue (click **Yes** to continue)

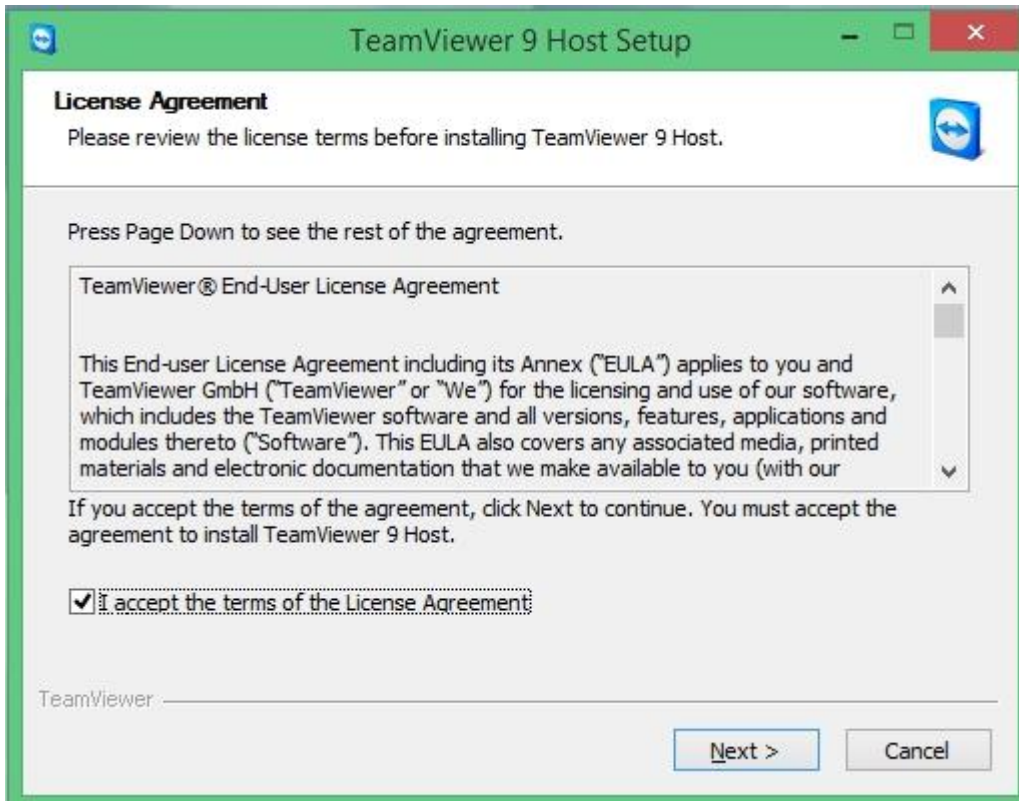
4. The installer will begin. Choose **Next**



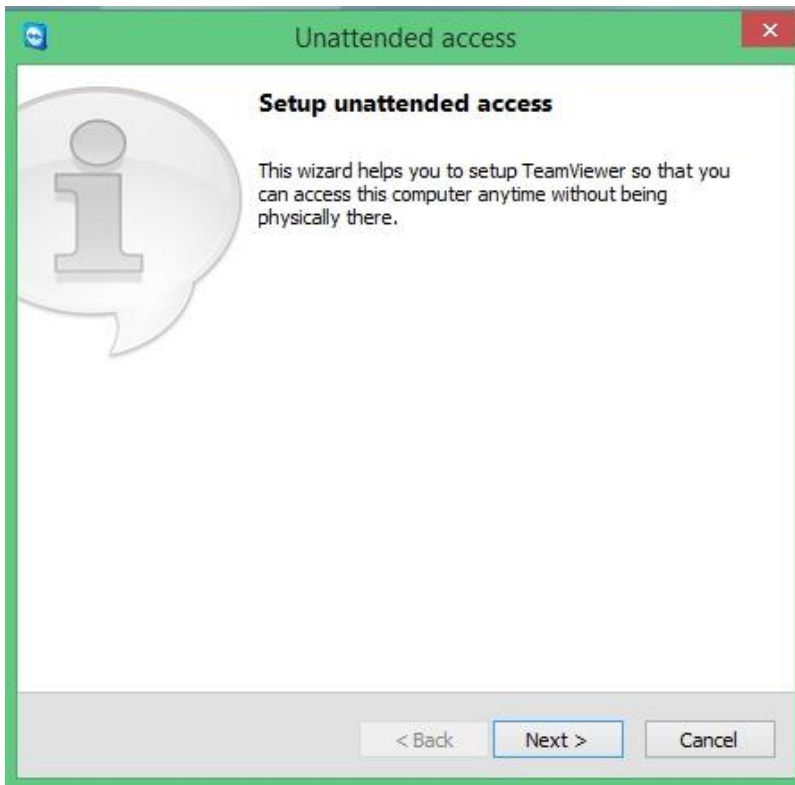
5. Choose 'company / commercial use' and press **Next**



6. Select **I accept the terms of the License Agreement** and press **Next**



7. Press **Next** to set up unattended access. This will allow Computer Geeks to connect to your computer.

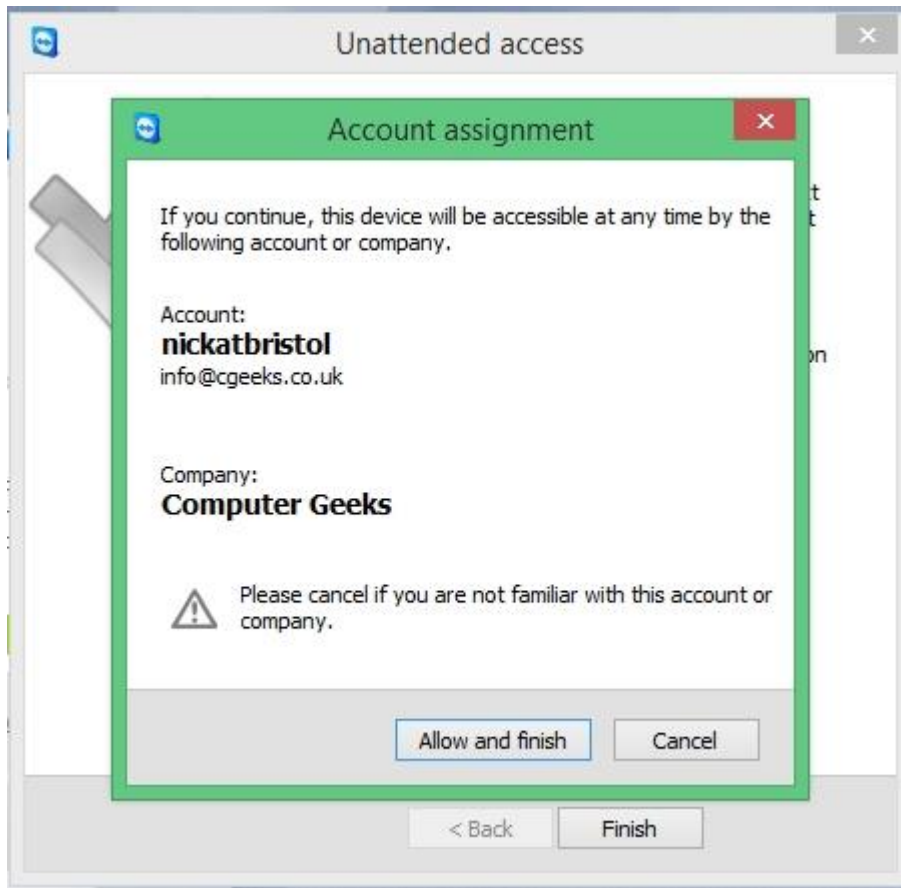


8. Under **Computer Name**, put the name of your company, a dash, and then your full name. Please enter the password as supplied to you by Computer Geeks. Press **Next**.

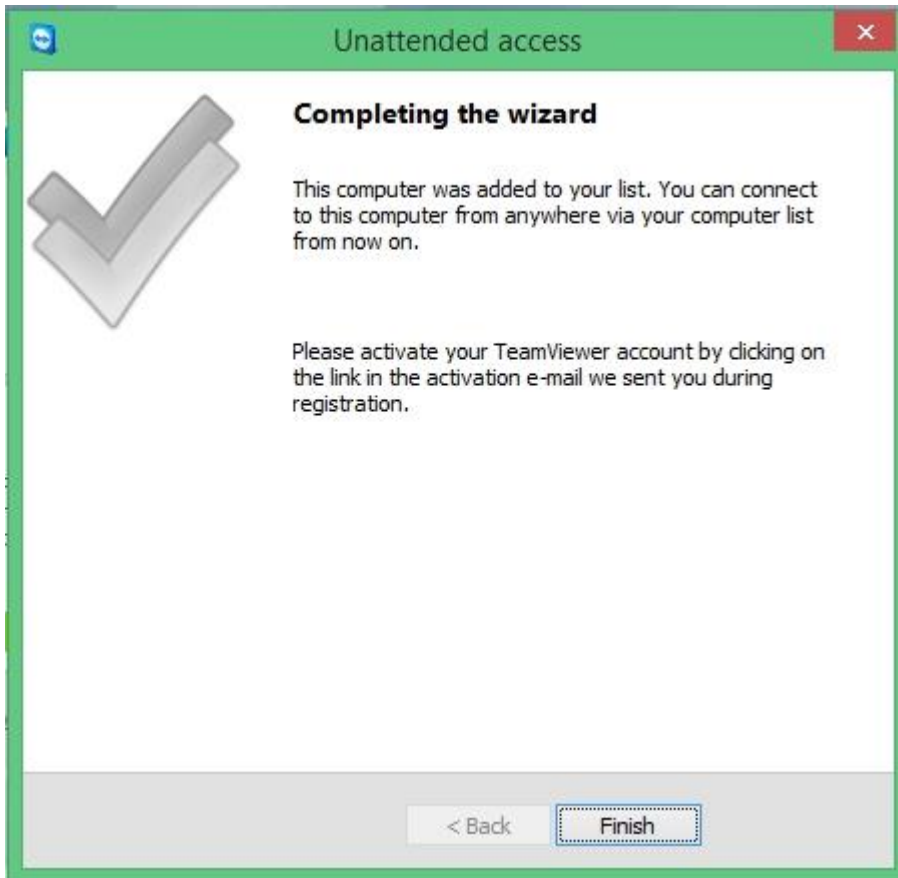
*For example, if your name was Joe Bloggs and you worked for Smith and Sons, you should write **Smith and Sons - Joe Bloggs***

A screenshot of a Windows-style dialog box titled "Unattended access - Step 1 of 2". The dialog has a green header bar with a close button (X) in the top right corner. On the left side, there is a large image of a silver combination padlock. To the right of the padlock, the text reads "Define personal password" in bold, followed by "Set a name and a personal password for this computer." Below this, there are three input fields: "Computer name" with the text "MyCompany - My Name", "Password" with ten black dots, and "Confirm password" with ten black dots and a cursor at the end. At the bottom of the dialog, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".

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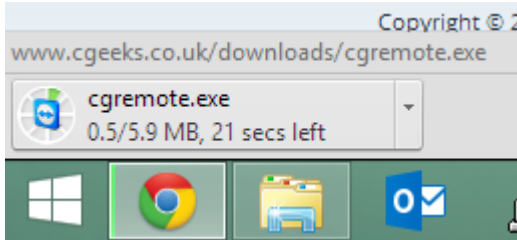
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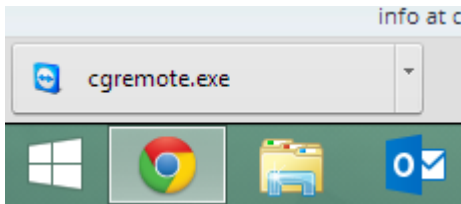
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## Google Chrome

1. When you click on the **Download** button, Chrome will automatically start downloading the Computer Geeks Remote Support tool

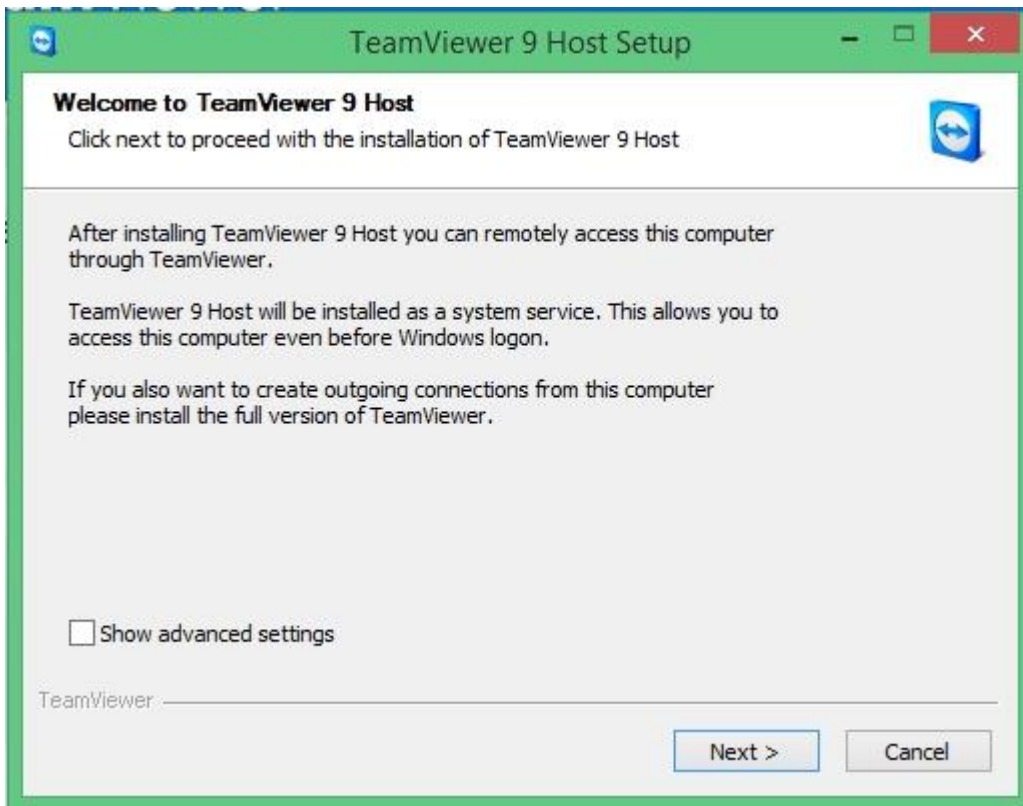


2. Once downloaded **click** on the file in the Downloads Bar box to start the installation

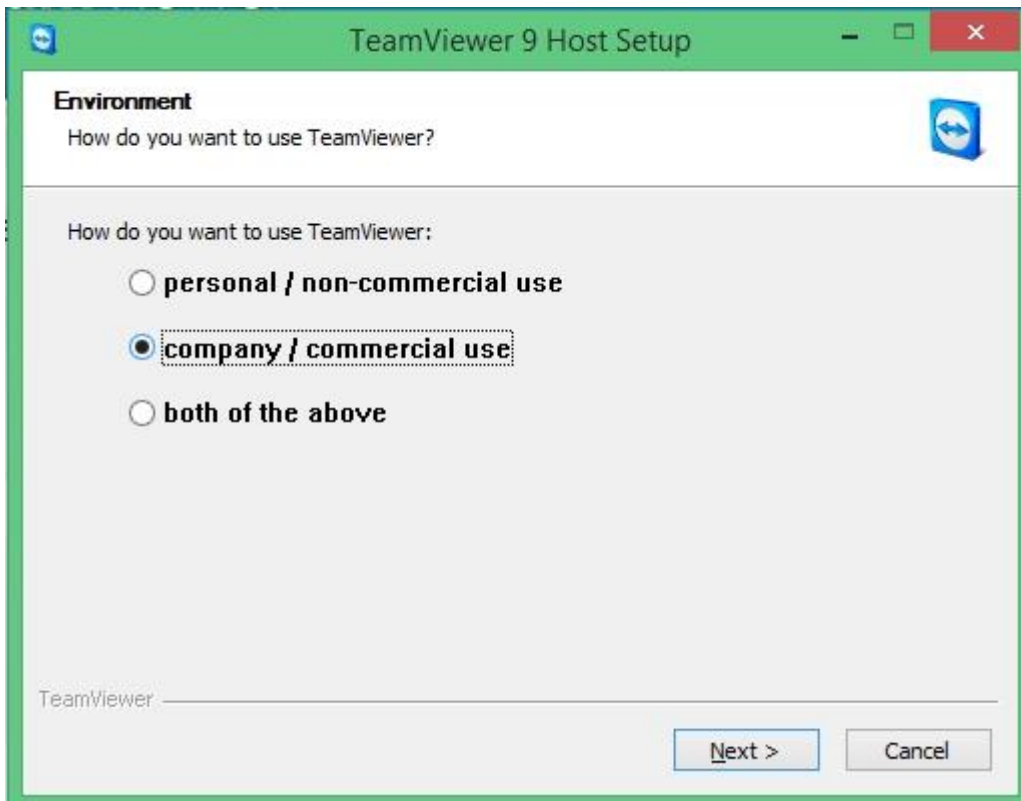


3. You may be prompted by Windows User Account Control whether you wish to continue (click **Yes** to continue)

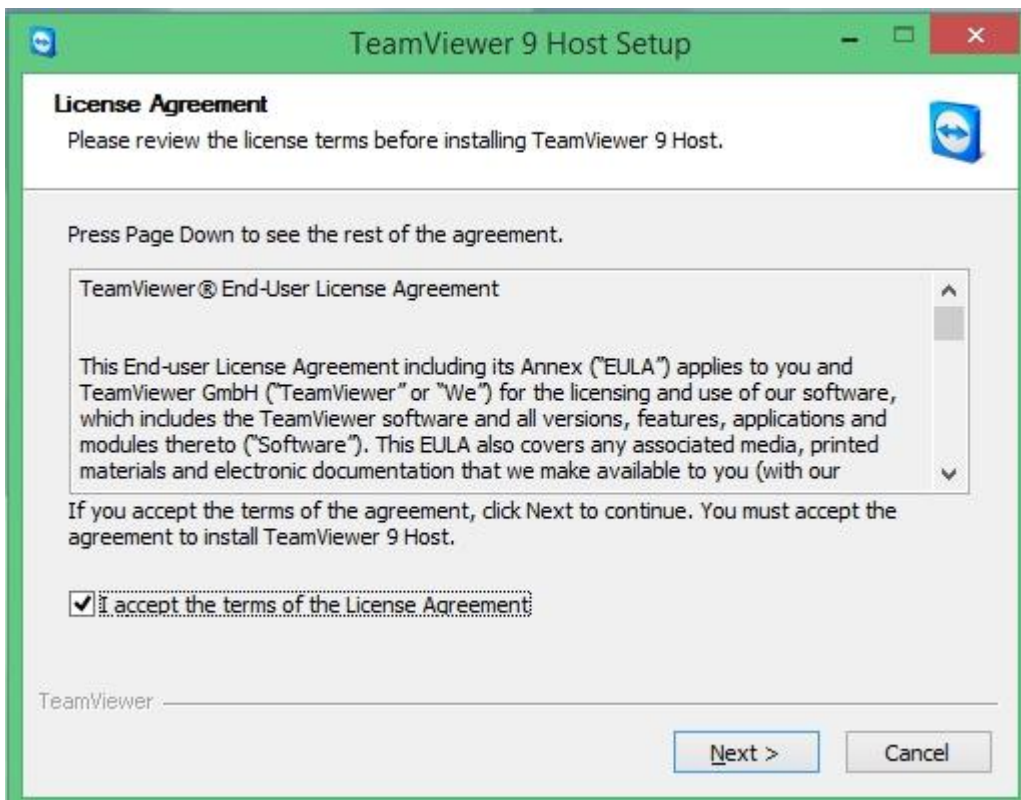
4. The installer will begin. Choose **Next**



5. Choose 'company / commercial use' and press **Next**

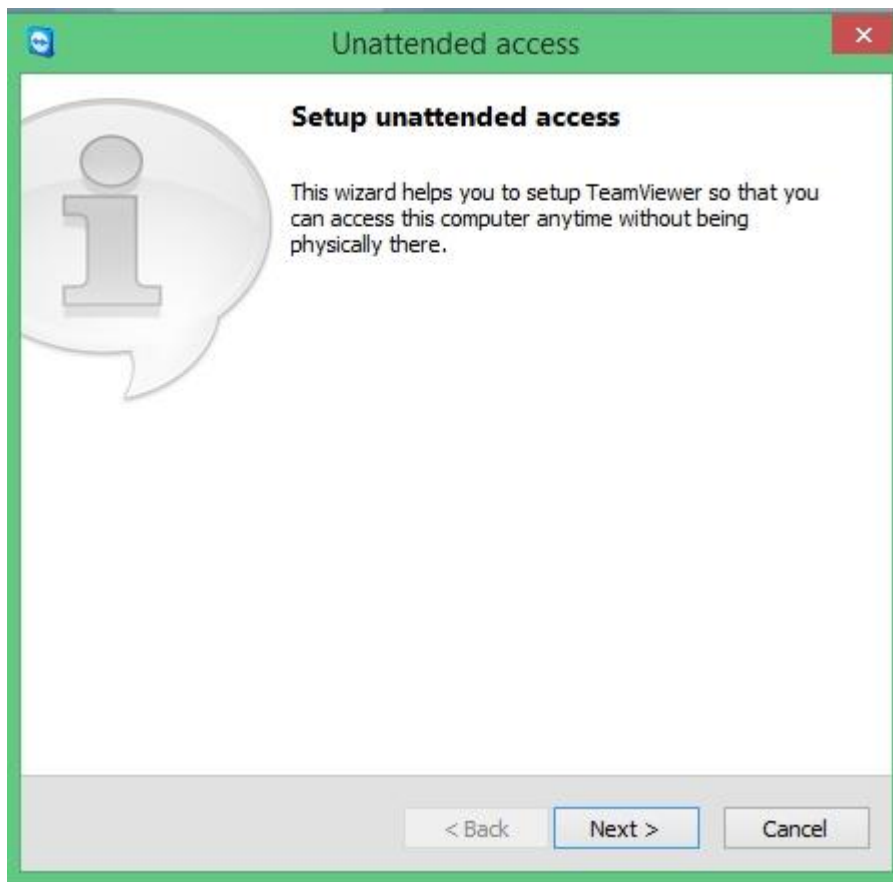


6. Select **I accept the terms of the License Agreement** and press **Next**





7. Press **Next** to set up unattended access. This will allow Computer Geeks to connect to your computer.

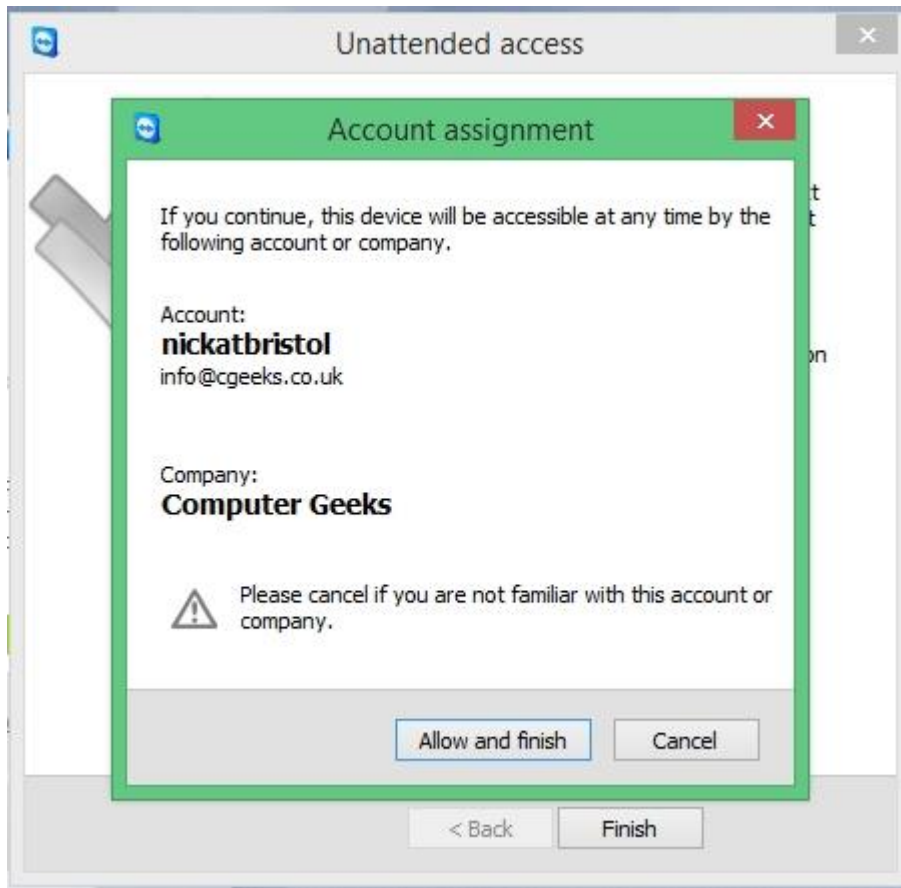


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## Updating Teamviewer

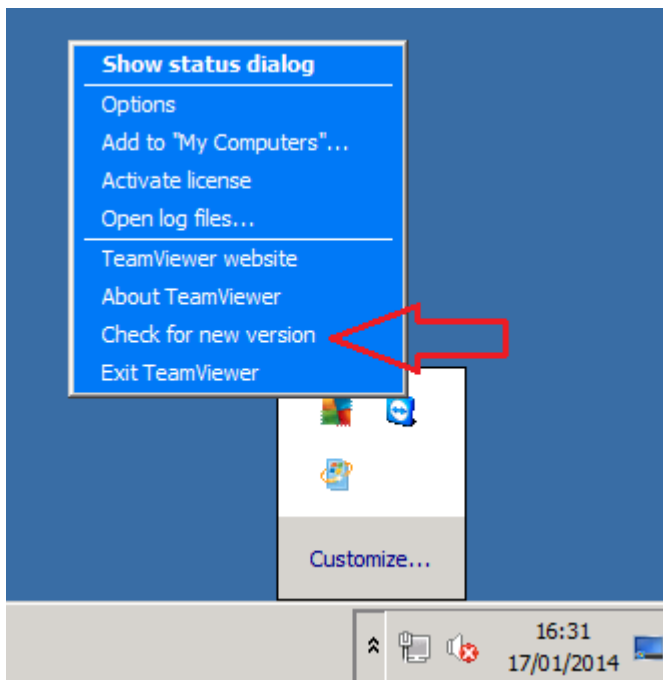
It is straightforward to update your Teamviewer Remote Support tool.

Computer Geeks has now invested in the latest version of Teamviewer (Teamviewer 9). The software already installed on your machine allows us to easily remote on to your system to support and provide services.

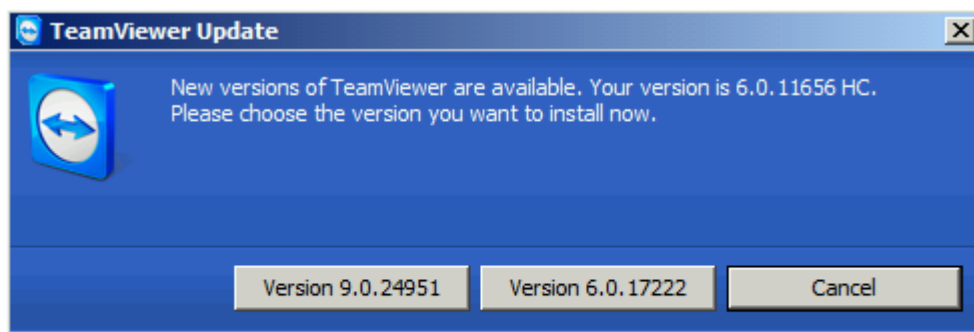
Updating to version 9 takes less than 1 minute and is very straightforward. We recommend it in order to be as secure as possible.

### Updating an already existing Teamviewer installation

1. In the bottom-right of your screen, expand the system tray to reveal a blue+white Teamviewer icon. You will notice when you hover over it than a 9-digit code is displayed (like 123456789). You have found the correct place.
2. Right-click on the Teamviewer icon and then "Check for new version".

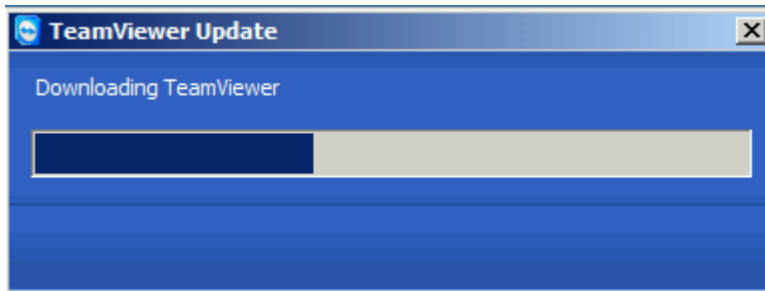


- 3.
4. After clicking this, you will be offered a choice of version. Choose Teamviewer 9.

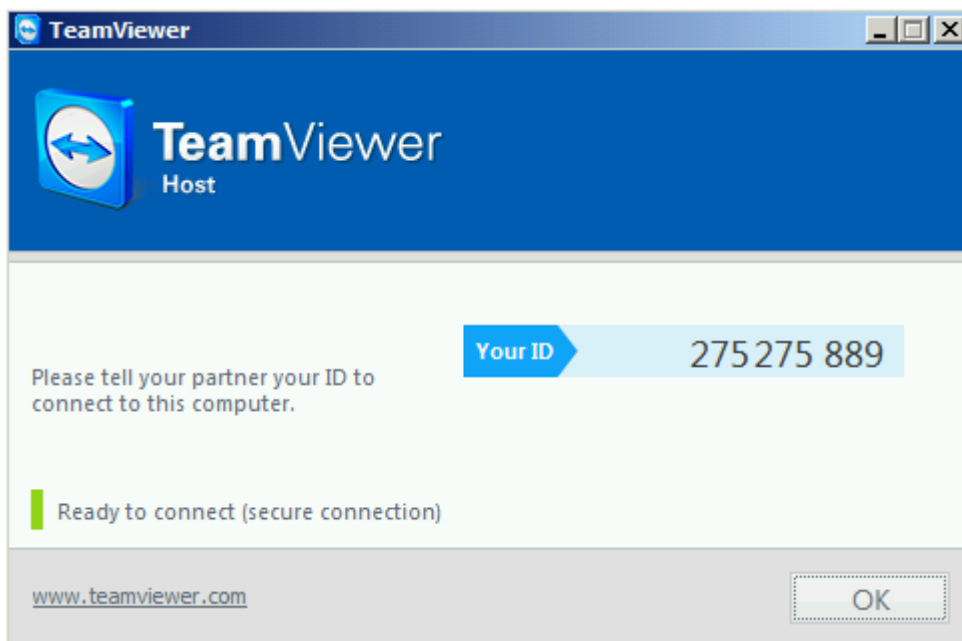


- 5.

6. Teamviewer will then download the latest version for you.



- 7.
8. It will then automatically close the current Teamviewer and update to the newest version. This will not interfere with any other software or connections running.
9. On completion, Teamviewer 9 will show on your system.



- 10.

## Remote Support Terms and Conditions

### Our Remote Support Disclaimer

Whilst we embark on taking all due care in the use of your computer, Computer Geeks cannot guarantee this service will resolve the IT problem or that the attempt to resolve technical issues will not cause additional problems requiring an onsite or back-to-base support call. Computer Geeks is not liable for any consequential damages and **it is the client's responsibility to backup all applications and data prior to the session.**

**NB. Please close any personal or confidential information on your screen, as the technician will be viewing your desktop.**

By using this Remote Support Service you understand that:

- All remote service and software provided "as is" and at customers sole risk.
- You are responsible for the backup of your data and applications.
- Computer Geeks is not liable for consequential damages of any kind.
- Computer Geeks is not liable for unauthorised access to anybody's computers via the remote software 'TeamViewer' (anyone can connect to your computer using TeamViewer, however they will need the password and unique identifier to do so).
- Computer Geeks will not disclose passwords or IDs to any undisclosed 3rd party.
- If you would prefer to use QuickRemote click here [www.cgeeks.co.uk/quicksupport.html](http://www.cgeeks.co.uk/quicksupport.html)

### The Software

Computer Geeks uses the software 'TeamViewer' to provide remote assistance and technical support. Features of this software include:

- Easy to use and totally secure. You are in full control and can end the session at any time.
- Completely secure data channels with key exchange and AES (256 Bit) session encoding, the same security standard used in HTTPS/SSL technologies - the gold standard in security on the internet.
- Ability to diagnose and resolve problems remotely.
- Allow your support representative to view or control your desktop.
- Transfer files via direct transfer to or from the support representative (optional).
- TeamViewer will be installed onto your computer so that we can obtain remote access at any time with your permission. If you wish to uninstall the software please contact us and we will explain how to do this.



## The Remote Connection

When you have agreed to use our remote service you will need to initiate a **secure connection** with one of our support engineers.

In order to create this connection, you will download a module to your system that will communicate with our engineer's computer. Our engineer will explain where you can download this module over the telephone. Instructions can also be found [here](#).

Computer Geeks treat all data in strict confidence, to view our privacy policy, click [here](#).