

# GETTING STARTED WITH TEAMVIEWER

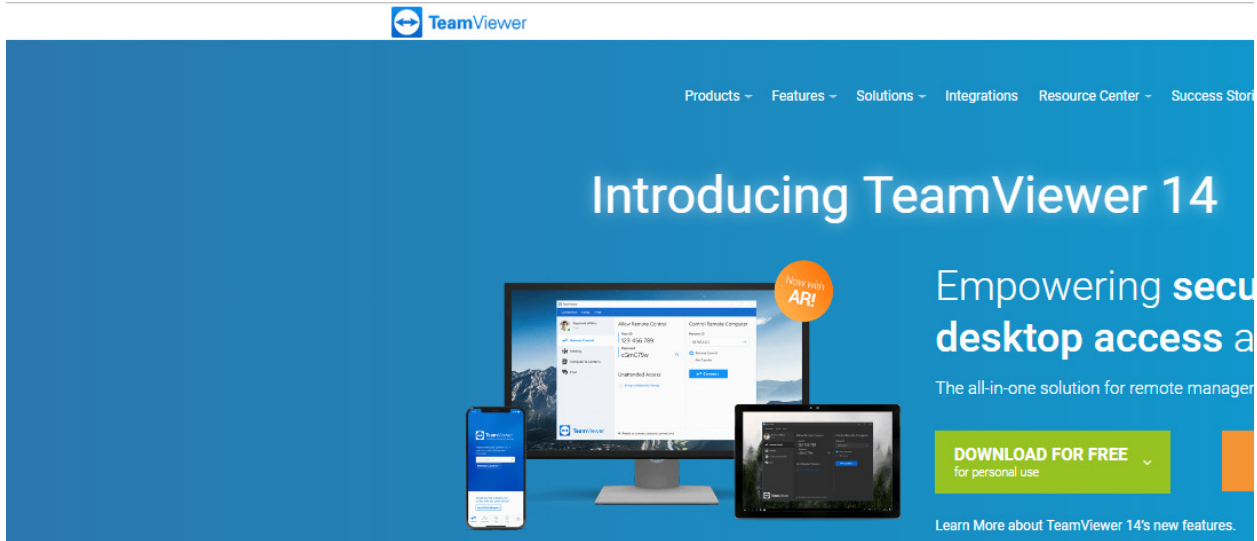
*Note: If you already have TeamViewer installed, proceed to Section 2*

## SECTION 1 Teamviewer Download and Installation

- 1) Go to [www.teamviewer.com](http://www.teamviewer.com) and click on the GREEN Button to download the Teamviewer Installer. Your Web Browser will place the download file in your Download Folder and may include a download link that is visible in your Browser. In Chrome the downloads will appear in the lower left corner of the Chrome Window. In Firefox a Down Arrow Symbol will appear in the Upper Right Corner of your Firefox Window.
- 2) Once you have downloaded and located the Teamviewer download, double click on the download file to install.
- 3) Install the Teamviewer program as normal. Choose the "Personal" and "Non-Business" use options. Complete the install and wait for the Teamviewer program screen to pop-up.
- 4) When the Main Teamviewer Screen loads, it will display an ID number, typically 9 or 10 digits. Below the ID number is a password.
- 5) Contact Avenue 18 Computer and arrange for a Support Session. Have your Credit Card Ready – if you do not currently have a Support Contact with Avenue 18 Computer. Provide Avenue 18 Computer with your Teamviewer ID and Password. Avenue 18 will confirm connectivity and begin servicing your Computer at the arranged hourly rate as applicable.

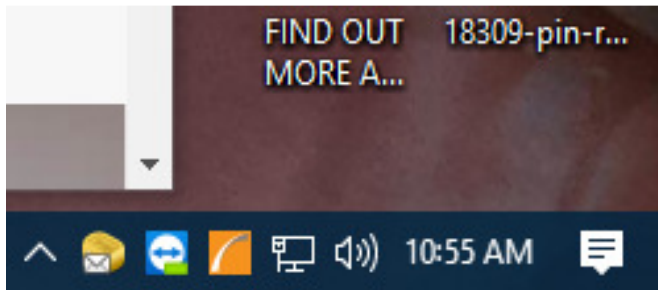
## SECTION 2 Launching Teamviewer after installation.

- 1) Teamviewer will place Icons on your desktop and may play a tiny Teamviewer ICON in the lower Right System Tray if the program is already loaded and running. Dbl-Click on it to load the program and display the ID numbers.
- 2) If not found, locate team viewer by opening the Windows Start Menu by Pressing **Control-Esc** Keys. With the menu open, start typing: **TEAMVIEWER**
- 3) The TeamViewer program should appear in a list at the top of the Menu. Dbl Click on the TEAMVIEWER 14 listing, or similar name at the top of the list.
- 4) *If you still cannot find Teamviewer - please reinstall per Section 1*



**Fig. 1** Teamviewer for Windows. Mac Users visit:

<https://www.teamviewer.com/en-us/download/mac-os/>



**Fig. 2** Windows System Tray with Blue Icon for launching Teamviewer

Here the Blue and White **TEAMVIEWER** Icon is nested into the lower Rt. system tray when running normally. If hidden, click the ^ Up-Arrow as shown at left.

## **ON-GOING SUPPORT CONTRACT CUSTOMERS!**

Your Teamviewer is **already embedded in your system and no passwords or ID** are needed. Simply call for support whenever you need it and we will log in and assist you with your issue. Not having to hassle with ID numbers or password is one of the benefits of having ongoing contract-based support!

Thank you and Happy Computing!

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