

TeamViewer Classroom: User Manual



The screenshot displays the TeamViewer Classroom interface. At the top, there is a navigation bar with icons for Video, Learning materials, Whiteboard, and a red call icon. On the left side, a sidebar shows a list of 12 participants: Michaela Schmidt, Alexandra Hamilton, Clemens Wegebauer, Denise Miller, John Kern, and Livi Hwang. Below the list is a chat window with messages from Michaela Schmidt, Clemens Wegebauer, Lisa Taylor, and Patrick Collon. The main area features a grid of video thumbnails for participants. A smartphone in the foreground shows a math lesson with a diagram of a right-angled triangle and its squares, illustrating the Pythagorean theorem: $a^2 + b^2 = c^2$. The phone screen also displays the equation $c = \sqrt{a^2 + b^2}$.



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1 About TeamViewer

As a global technology company and leading provider of a connectivity platform, TeamViewer makes it possible to remotely access, control, manage, monitor and repair devices of all kinds - from laptops and mobile phones to industrial machines and robots.

In addition to the high number of private users to whom the software is offered free of charge, TeamViewer has more than 600,000 subscribers and enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity.

With a view to global mega-trends such as the rapid spread of Internet-ready devices, increasing process automation and new, location-independent forms of work, TeamViewer has set itself the goal of pro-actively helping to shape the digital transformation and continuously using new technologies such as augmented reality, artificial intelligence and the Internet of Things for product innovations.

Since the company was founded in 2005, the TeamViewer software has been installed on more than 2.5 billion devices globally. The company is headquartered in Göppingen, Germany, and employs around 1,500 people globally. In 2020, TeamViewer invoiced turnover (billings) amounting to 460 million euros. TeamViewer AG (TMV) is listed on the Frankfurt Stock Exchange as an MDAX company.

Learn more about the company at www.teamviewer.com.



2 About TeamViewer Classroom

TeamViewer Classroom is an innovative e-learning and home-schooling platform for schools and universities.

TeamViewer Classroom helps teachers bring interactive teaching from the classroom or lecture hall to students' rooms with a range of collaborative features to successfully deliver knowledge, including during the Coronavirus crisis.

TeamViewer Classroom enables the best possible online teaching from all aspects - interactive, user-friendly, organized, secure and GDPR-compliant.



A classroom session with 12 participants.



3 Basic features during a classroom session

This section introduces you to the basic features of TeamViewer Classroom during a video conference. These important features include, for example:

- Enter a classroom session
- Mute or unmute microphone
- Activate/deactivate camera
- Share screen
- Raise hand
- Share a document
- Use whiteboard
- Switch between different views
- Start video recording
- Leave and reconnect to a classroom session

3.1 Enter classroom session

Requirement: The teacher has sent you an invitation link by e-mail.

To enter a classroom session, follow these steps:

1. Enter the invitation link you received from the moderator into the address line of the browser (e.g. by copy-and-paste).
2. Confirm your entry by pressing the **Return** key on your keyboard.
The user interface is displayed to login.
3. Enter your name.
4. **Optional:** Enter the password previously given to you by the teacher.



5. Pay attention to the notes and click **Enter**.

You are now participating in the classroom session.

3.2 Mute microphone

You can mute your microphone at any time. For example, you can prevent other classroom participants from hearing conversations or sounds that you do not want to transmit.

To mute your microphone, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click the far left icon **Mute / Unmute**.



The menu bar with the **Mute / Unmute** button.

The crossed-out microphone icon is displayed and your microphone is muted.

3.3 Unmute microphone

To unmute your microphone, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click the far left icon **Mute / Unmute**.



The menu bar with the **Mute / Unmute** button.

The microphone icon is displayed and your microphone is activated.



3.4 Activate camera

If you switch on your camera (integrated notebook camera, USB webcam, etc.), the other participants in the classroom session can see you.

To switch your camera on, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the second icon from the left **Start / Stop camera**.



The menu bar with the **Start / Stop camera** button.

Your camera is switched on and video transmission commences.

3.5 Stop camera

If you want to interrupt the video transmission of your camera, you can switch off your camera at any time.

To switch your camera off, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the second icon from the left **Start / Stop camera**.



The menu bar with the **Start / Stop camera** button.

The camera icon is displayed crossed out and your camera is switched off.

3.6 Share screen

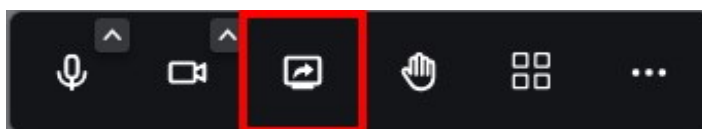


During a classroom session, you can share your screen with other participants. You can determine whether you

- want to share the entire screen,
- want to share a certain browser window
- want to share a certain browser tab.

To share screen content with other participants, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click the **Share your screen** icon.



The menu bar with the **Share your screen** button.

The dialog box **Select share options** is displayed.

3. Select the tab with the option to be applied to the screen share:
 1. **Entire Screen**: The entire screen content is shared. In multi-monitor mode, select the chosen screen to be shared.
 2. **Window**: The content of the selected browser window is displayed. If you switch to another browser window, the other participants will see a black screen.



3. **Browser tab:** The content of the selected browser tab is displayed. If you switch to another browser tab, the other participants will see a black screen.
4. **Optional:** Activate the check box **Enable audio** to allow sound to be played when sharing the screen content. This allows the other participants to listen in, e.g. to video sequences with sound such as youtube videos.

Note:

- Your own microphone must not be muted, otherwise the audio transmission will not work.
- If possible, the sound transmission should not be affected by background noise, as the prioritization settings of the microphone can amplify this background noise.

4. Click **Share** to share the selected screen content.

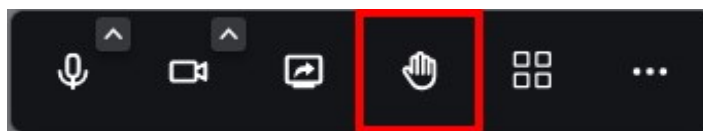
The other participants can see the screen content you have shared.

3.7 “Raise Hand” feature

The equivalent of putting your hand up in school to say something is the “Raise Hand” feature in the TeamViewer classroom. This allows students to indicate in an orderly way to the teacher that they have a question or an active contribution to make to the lesson.

To raise your hand during a classroom session, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click the **Raise your hand** icon.



The menu bar with the **Raise your hand** button.

A little blue icon with **Would like to speak** is shown to the teacher in their user window.

Note: The request is removed by clicking the hand icon in the menu bar again.

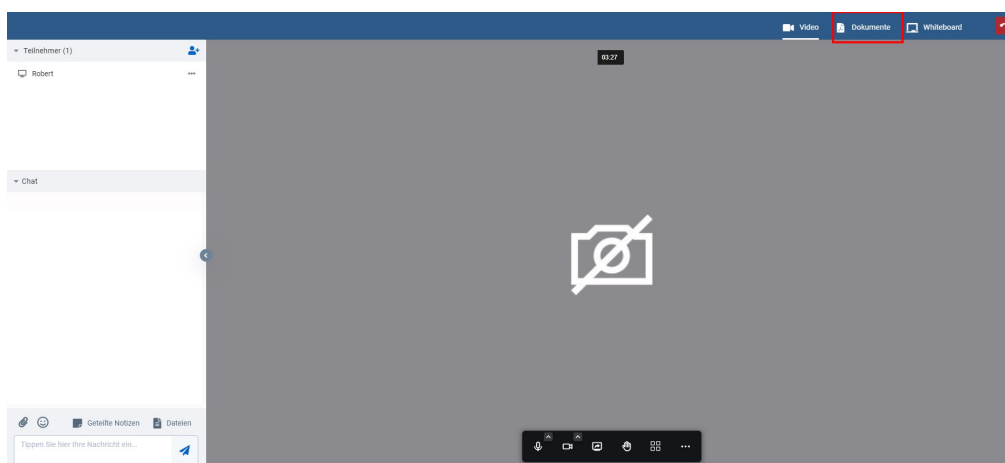
3.8 Share documents

One fundamental element of a classroom platform is the sharing of documents to discuss them or work on them together. Teachers can upload documents before the lesson to have everything ready to hand with their students.

Note: Only PDF documents are supported at present, but common Microsoft-Office formats (Word, Excel, PowerPoint) should also be supported in future.

To share documents with other session participants, follow these steps:

1. Change into the **Documents** tab in the upper navigation.



The upper navigation bar with the **Documents** tab.

2. In the left column **Shared with all participants** click on **Upload**.
3. Select the PDF file you want to share in the dialog.
4. Click **Open**.



The file is also visible to the other participants in the left column **Shared with all participants** after being uploaded.

5. In order to be able to look at the file together or work on it together, all participants must open the file by clicking on the file.

Using the text editing items displayed in the top menu bar, participants can work on the document together.

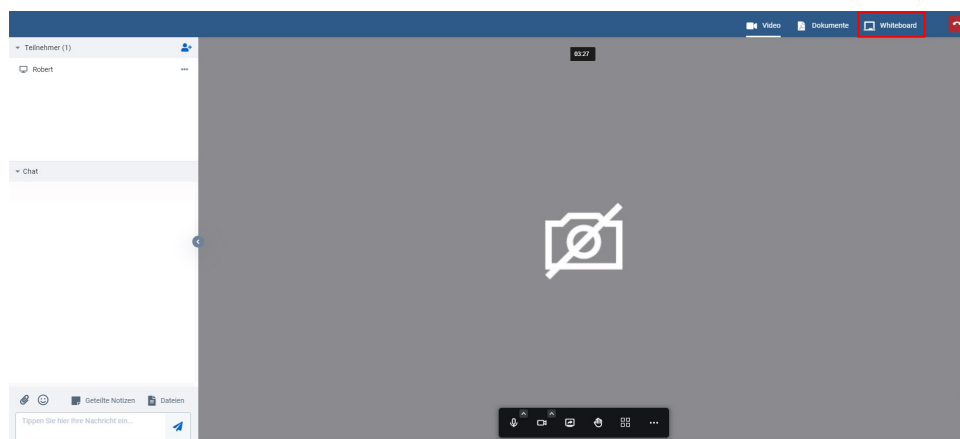
Note: By using a touchscreen device with a screen pen and the "free drawing" option, handwriting can be used in documents, e.g. to explain calculation paths in mathematics.

3.9 Use whiteboard

Based on the features from the "Documents" feature, the whiteboard is not used with an existing document, but literally with a "sheet of white paper". If templates exist, you can also upload graphics (.jpg, .png, etc.) to the whiteboard in order to draw additional information into them. The whiteboard is ideal for demonstrating and communicating visual facts (e.g. for drawing features or graphs).

To use the whiteboard, follow these steps:

1. Change into the **Whiteboard** tab in the upper navigation.



The upper navigation bar with the **Whiteboard** tab.

2. Use the whiteboard as a drawing template or upload a template graphic by clicking on the **Upload image** icon.

The file is also visible to the other participants after being uploaded.

Using the text editing items displayed in the top menu bar, participants can work on the whiteboard together.



3.10 Enable toggle tile view

The toggle tile view displays the video image of the participants of a video conference in so-called tiles. Unless documents or screen contents (e.g. for presentations or workshops) are shared, the toggle tile view is for enabling better interaction of the participants during the video conference.

To activate the toggle tile view, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the **Toggle tile view** icon.



The menu bar with the **Toggle tile view** button.

The participants are now shown in the toggle tile view.

3.11 Start video recording

Teachers can record video conferences if required. All elements of the video conference are recorded (video chat, screen sharing, documents, whiteboard, etc.).

Note: This feature is only available to moderators.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Recordings**, the option **Allow Recording** is enabled.

To start video recording of the running session, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the **More actions** button on the far right.
3. Select the **Start recording** option in the drop-down menu.
The dialog box **Start recording** is displayed.
4. Click the **Start recording** button.

Recording is started. All participants hear an acoustic announcement informing them of the start of the recording.

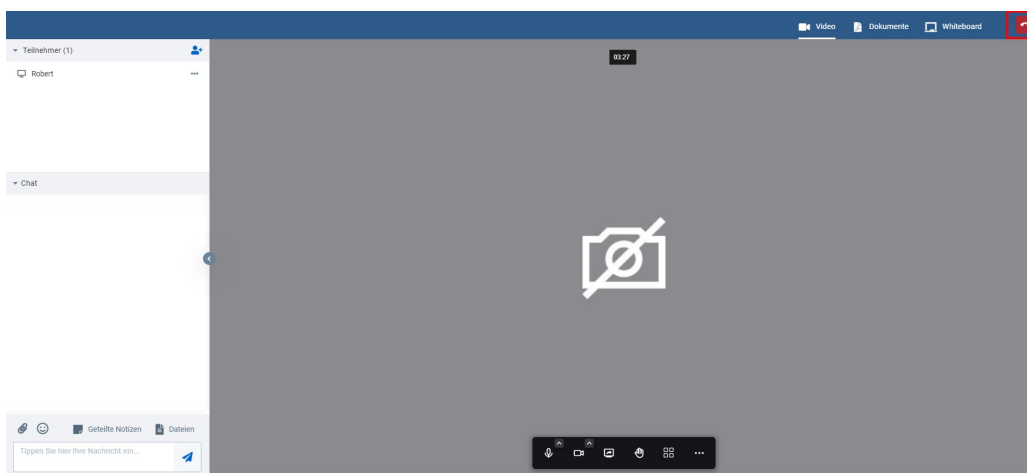


3.12 Leave and reconnect to a Classroom session

You can leave a Classroom session at any time.

To leave a running Classroom session, follow these steps:

1. Click the **Leave meeting** button at the top right.
2. Then click on **Leave** in the dialog box.



Leave the upper navigation bar with the **Leave meeting** button.

You have left the Classroom session.

Note: You can reconnect to a running classroom session by clicking **Reconnect**.



4 Options

You can make the following settings during a running classroom session:

- Quality settings for video transmission
- Full screen mode
- Select background
- More audio and video options

4.1 Manage video quality

Adjust the video quality according to the internet bandwidth you have available.

To manage the quality of video transmission, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the **More actions** button on the far right.
3. Select the **Manage video quality** option in the drop-down menu.
4. Use the slider to set the following quality levels:
 1. **Low bandwidth**: Optimizes the transmission speed with very low video quality.
 2. **Low definition**: Optimizes the transmission speed with low video quality.
 3. **Standard definition**: Optimum transmission speed with normal video quality.
 4. **High definition**: Best possible video quality with very good transmission speed.
Requires a good internet connection.
5. Click **Finish** to accept the setting.



4.2 Enable and disable full screen mode

Change to the full screen mode to make optimum use of the screen size.

To activate the full screen, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the **More actions** button on the far right.
3. Select the **Full screen mode** option in the drop-down menu.
The classroom session is displayed in full screen mode.

In order to exit the full screen mode, press the **Escape** button on your computer keyboard.

4.3 Select background

Select a background for the video transmission to ensure your privacy.

To select a background for the video transmission, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on **More actions** button on the far right.
3. Choose **Select background** in the drop-down menu.
4. In the following dialog box, select which background is to be displayed during a video transmission:
 1. **None**: The background of your recording location is visible during video transmission.
 2. **Slight Blur**: The background of your recording location is slightly blurred.
 3. **Blur**: The background of your recording location is blurred.
 4. **Show shared screen**: The screen you share is shown as the background of your recording location.
 5. **Specified graphic**: Select one of the predefined graphics to be displayed as the background.
 6. **Use own background graphic**: Use "+" "Add Background" to select your own graphic to be displayed as background.
 7. Click **Use** to select your preferred background option.
5. Click **Finish** to accept the change.

4.4 More audio and video options

Select the devices available for your computer for camera, microphone and audio output.



To choose available devices, follow these steps:

1. Move the cursor over the video window of a running Classroom session.
The menu bar appears at the bottom of the window.
2. Click on the **More actions** button on the far right.
3. Select the **Settings** option in the drop-down menu.
4. In the following dialog box, select which background is to be displayed during a video transmission:
 1. **Camera:** Select an available device from the drop-down menu (e.g. internal notebook camera or connected webcam).
 2. **Microphone:** Select an available device from the drop-down menu (e.g. internal notebook microphone or headset microphone).
 3. **Audio output:** Select an available device from the drop-down menu (e.g. internal notebook speaker or headset headphones).
 4. **Play a test sound:** Test with a test sound whether audio playback works with the selected playback device.
5. Click **OK** to accept the change.



5 Make participant settings

Teachers can use these options to set specific session characteristics for participants. The participants cannot change these settings.

5.1 Activate video (webcam)

Teachers can activate or disable the camera features for participants. For example, participants cannot then switch on a camera that has not been activated during a running session.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Moderator controls**, the option **Settings for participants** is enabled.
- The option **Agent Leads Conference** is activated in the same setting level.

To activate the camera feature, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Enable video (webcam)** option.

The camera feature is enabled for the participants.

Note:

- By using the option **Restrict video** the participants only see the moderator's video, while the moderator can see everyone.

5.2 Restrict video transmission

With an enabled camera feature, moderators can restrict the video transmission. Then participants only see the moderator's video, while the moderator can see everyone.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Moderator controls**, the option **Settings for participants** is enabled.



- The option **Agent guides through the conference** is activated in the same setting level.

To restrict video transmission, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Enable video (webcam)** option.
3. Activate the **Restrict video** option.

5.3 Enable audio transmission (microphone)

Moderators can activate or disable the microphone feature for participants. Participants cannot then switch on a microphone that has not been activate during a running session.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Moderator controls**, the option **Settings for participants** is enabled.
- The option **Agent guides through the conference** is activated in the same setting level.

To enable the microphone for participants, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Enable microphone** option.

The microphone is enabled for the participants.

5.4 Show participants list

Moderators can use this feature to show the participants list to all participants. All participants are then visible and can write chat messages, if the **Private Chat** feature has been enabled by the moderator.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Features**, the option **In-Conference Chat** is enabled.

To show a participants list to all participants, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Show participants list (webcam)** option.

The participants list is displayed on the left side.



5.5 Enable public chat

All participants can use this feature to share chat messages during a classroom session. The messages are visible to all participants.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Features**, the option **In-conference Chat** is enabled.

To enable the public chat feature, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Enable public chat** option.

Note: The **private chat** feature is only available when the public chat is enabled.

5.6 Enable private chat

Participants can use this feature to share private chat messages. These messages are only visible to the participants of the respective private chat.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Features**, the option **In-conference Chat** is enabled.
- In the settings under **GENERAL > Plugins > Conference Plugin > In-Room Features**, the option **Private Chat** is enabled.

To enable the private chat feature, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Enable private chat** option.

Participants can share private chat messages by double-clicking on the chosen chat partner.

5.7 Enable whiteboard editing

The whiteboard is ideal for demonstrating and communicating visual facts (e.g. for drawing features or graphs).

**Requirement:**

- In the settings under **GENERAL > Plugins > Conference Plugin > Features**, the option **Whiteboard** is enabled.

To allow participants to use the whiteboard, follow these steps:

1. Click on the icon for **Settings for participants**.
2. Activate the **Enable whiteboard editing** option.

The whiteboard can be edited by participants.

Note: If this feature is disabled, only the moderator can edit the whiteboard.



6 Chat feature

Via the chat, participants can communicate with each other publicly in the group or personally via the private chat.

Note: The chat view can also be shown and hidden for a larger picture.

6.1 Send public chat messages

Participants can use this feature to share chat messages in the group. These messages are only visible to the participants of the running classroom session.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Features**, the option **In-conference Chat** is enabled.

To send a public chat message, follow these steps:

1. Click on the text entry field at the bottom left.
2. Enter your text message.
3. Activate the **Enter** key on your keyboard or use the mouse to click on the **Send** icon.

Your chat message is displayed to all participants in the chat history window.

6.2 Sending private chat messages

Participants can use this feature to share private chat messages. These messages are only visible to the participants of the respective private chat.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > Features**, the option **In-conference Chat** is enabled.



- In the settings under **GENERAL > Plugins > Conference Plugin > In-Room Features**, the option **Private Chat** is enabled.

To send a private chat message, follow these steps:

1. Double click on a participant in the participants view.
A chat area **Private Message** opens in the participant view with the name of the selected chat participant.
2. Click on the text entry field at the bottom left.
3. Enter your text message.
4. Activate the Enter key on your keyboard or use the mouse to click on the **Send** icon.

Your chat message is displayed to the chat participant in the private chat history window.



7 Attach files

Files can be shared with the chat participants in both the public chat and private chat.

To share files with other chat participants, follow these steps:

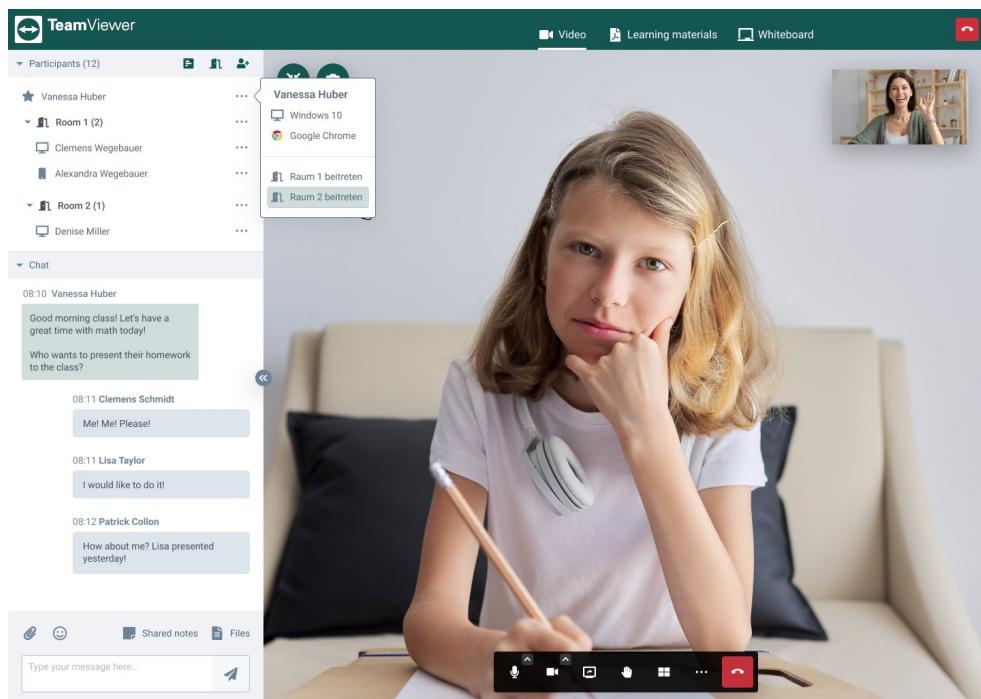
1. Click on the icon **Attach File** in the chat window.
The **Select File** dialog box opens.
2. Select the file you want to share. The following file formats are permitted:
 - **Image files:** .tiff, .jpg, .jfif, .bmp, .gif, .svg, .png, .xbm, .dib, .jxl, .jpeg, .svgz, .jpg, .webp, .ico, .tiff, .jpeg and .avif.
 - **Video files:** .m4v and .mp4.
 - **Audio files:** .webm, .opus, .oga, .wma, .flac, .weba, .m4a, .wav, .ogg and .mp3.
 - **Other files:** all other file formats (e.g. text files such as .txt, .docx or .pdf).
3. Click **Open**.
4. Activate the Enter key on your keyboard or use the mouse to click on the **Send** icon.
The file is display in the chat window and is visible to the other participants.

Note: Before sending, click the **Delete** button if you have accidentally selected the wrong file and want to change it for a different file.



8 Breakout rooms

In order to be able to divide the lessons into smaller groups, so-called “Breakout Rooms” are possible. Any number of additional parallel video conference rooms can be created and students can be assigned by the teacher (randomly or manually).



Example with 2 breakout rooms.

8.1 Create a new breakout room

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > In-Room Features**, the option **Breakout rooms** is enabled.

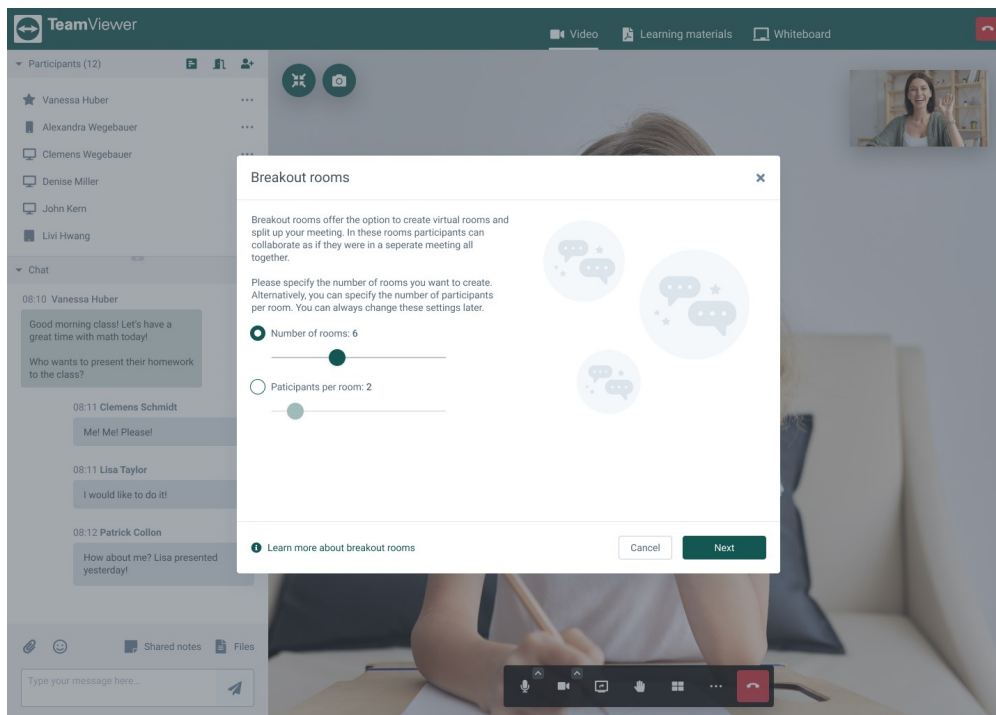
Breakout rooms are virtual sub-rooms in a running classroom session that teachers can use, for example, to divide a class into different working groups. Participants can then be assigned to these virtual sub-rooms, which can work independently of each other.



There are generally 2 options for creating breakout rooms:

1. The number of breakout rooms is specified.
2. The number of participants per room is specified.

The number of automatically created breakout rooms is calculated by dividing the total number of participants by the specified number of participants per breakout room.



Create and configure breakout rooms.

8.2 Create a specified number of breakout rooms

To create a new breakout room with a specified number of rooms, follow these steps:

1. During a running classroom session, click on the icon for **Breakout Rooms**.
The setting dialog for breakout rooms is displayed.
2. Use the slider to determine the number of participants.
3. Click **Next**.
4. Drag and drop the participants from the left into the rooms of your choice or use the autoassign feature.
5. Rename the rooms, if required, by clicking on the icon with the 3 dots on the right.
6. Click **Create Rooms**.



8.3 Create breakout rooms with a specified number of participants

To create a new breakout room with a specified number of participants per room, follow these steps:

1. During a running classroom session, click on the icon for **Breakout rooms**.
The setting dialog for breakout rooms is displayed.
2. Use the slider to determine the number of breakout rooms.
3. Click **Next**.
4. Drag and drop the participants from the left into the rooms of your choice or use the autoassign feature.
5. Rename the rooms, if required, by clicking on the icon with the 3 dots on the right.
6. Click **Create rooms**.

Note: You can create additional breakout rooms as required by clicking on the **Add room** button.

8.4 Add breakout room

You can add more breakout rooms at any time after you have already created breakout rooms. This may be necessary, for example, if the number of participants has increased or if it makes sense to divide the group into additional working groups.

To add another breakout room, follow these steps:

1. Click on the icon for **Breakout rooms**.
The setting dialog for breakout rooms is displayed.
2. Click the **Add room** button.
3. Drag and drop the participants from the left into the rooms of your choice or use the autoassign feature.
4. Rename the rooms, if required, by clicking on the icon with the 3 dots on the right.
5. Click **OK**.

The newly created rooms are then displayed in the left participant view.

8.5 Move participants into breakout rooms by drag-and-drop

You can easily assign participants who are either not yet in a breakout room or who should move to another breakout room at any time.



To move participants into breakout rooms by drag-and-drop, follow these steps:

1. In the participant view, drag-and-drop the participant(s) into a (new) breakout room while holding down the mouse button.

After a brief moment, the participant is assigned to the new breakout room.

8.6 Close breakout rooms

Breakout rooms can be closed at any time.

To close breakout rooms, follow these steps:

1. In the participant view, click on the right on the icon with the 3 dots of the breakout room to be closed.

The editing dialog for the breakout room is displayed.

2. Click **Close this room**.

The closed breakout room is no longer displayed in the participant view.

Note: If there were still participants in the closed breakout room, they are displayed in the participant view and can be assigned to other breakout rooms.



9 Polls

Teachers can create polls themselves using a modular system and put them to the vote during the video conference.

9.1 Create new poll

Teachers can use the poll feature to conduct polls during a classroom session, e.g. to find out the participants' opinion on a certain topic. However, this feature is also very useful for compiling tests or knowledge quizzes (e.g. multiple choice) of the learned subject matter. In this way, teachers can test the students' knowledge as part of a learning objective review during a classroom session.

Requirement:

- In the settings under **GENERAL > Plugins > Conference Plugin > In-Room Features**, the option **Polls** is enabled.

To create a new poll, follow these steps:

1. Click the **Polls** icon.
2. Click the **New** button.
A new form is created.
3. Click on the newly created form on the left.
4. To do this, click the **Edit** button.
On the right, you can enter a **Name** for the form, a **Description (optional)** and a **Success message**.
5. Click in the center on **Add element** to compile the form to suit your needs.
6. Repeat this step until your form contains the chosen poll content.
7. Click **Start now**.
The poll is available to the participants.

9.2 Delete poll

**To delete a poll, follow these steps:**

1. Click the **Polls** icon.
2. In the form overview on the left, select the form you want to delete and click on the icon with the 3 dots in the form element on the right.

The **Delete** button is displayed.

Click **Delete**.

The **Confirm** dialog will be displayed.

Click **OK**.

9.3 Filter polls

Use the filter feature to quickly find the poll you want from a large number of existing polls.

Requirement:

- There are polls in the list that have been started and completed and for which poll results are available from participants.

To filter polls, follow these steps:

1. Click the **Polls** icon.
2. Click on the **Filter** button and select the option **With results**.

Only polls for which poll results are available from participants are displayed.

Note: Click on the **Filter** button and select the option **With results** to display all polls again.



10 Shortcuts

With the following keyboard shortcuts you can easily and quickly open or exit important features.

10.1 Overview of keyboard shortcuts

Use the following keys on your keyboard for quick access to important features:

- **F**: Show or hide video thumbnails.
- **M**: Mute or unmute own microphone.
- **V**: Activate and disable your own camera.
- **A**: Manage video quality.
- **C**: Open or close chat.
- **D**: Switch between camera image and share screen.
- **R**: “Raise hand” to speak or remove request.
- **S**: Activate or deactivate full screen view.
- **W**: Display toggle tile view.
- **?**: Show or hide key combinations.
- **T**: Show loudspeaker settings.
- **0**: Highlight own camera image.
- **1-9**: Highlight camera image of another participant.