TEAMBEAM

7 **tips and hints** to get you started

CONTENTS

TEAMBEAM ⊘
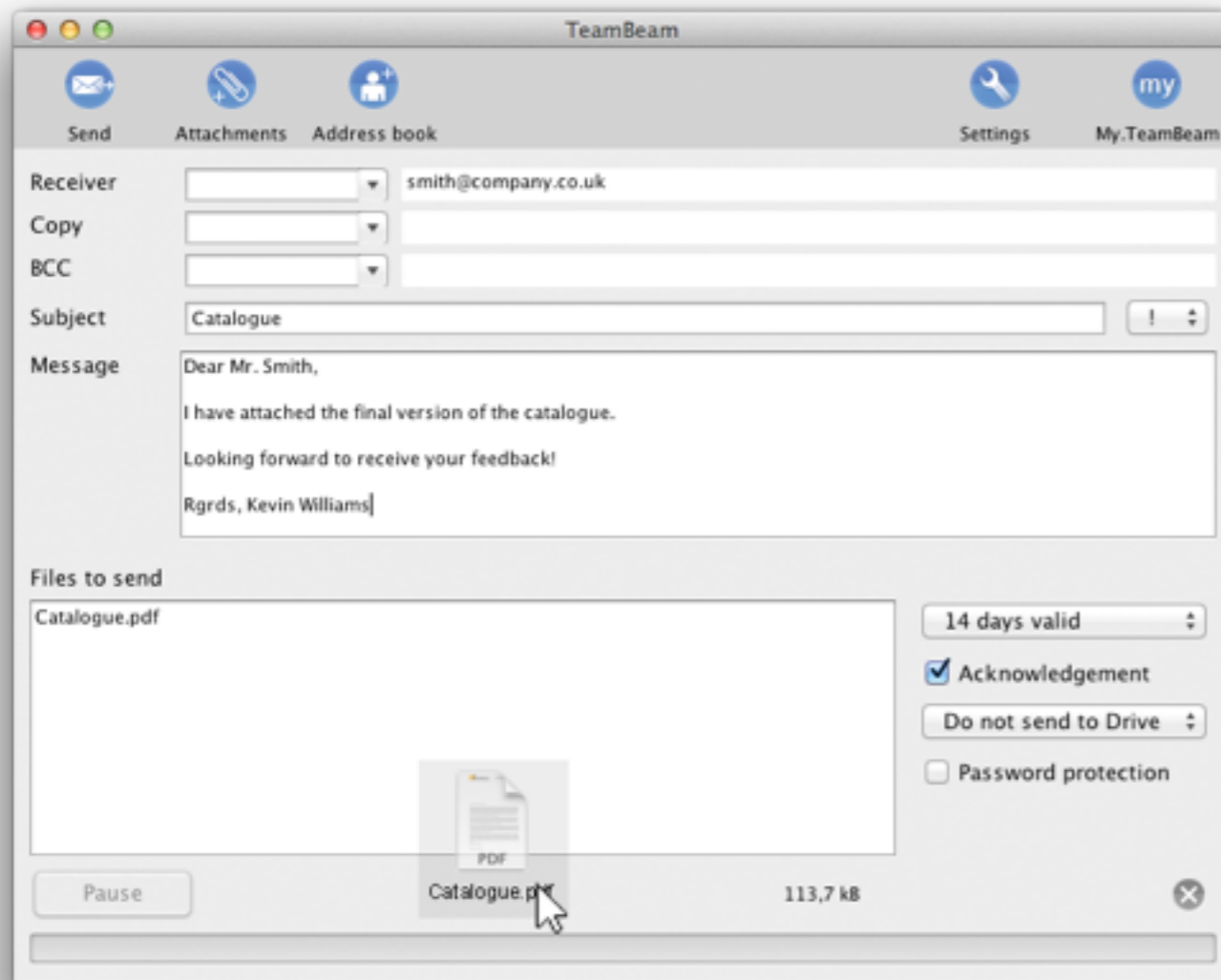
TIP 1: **Sending files** in three easy steps
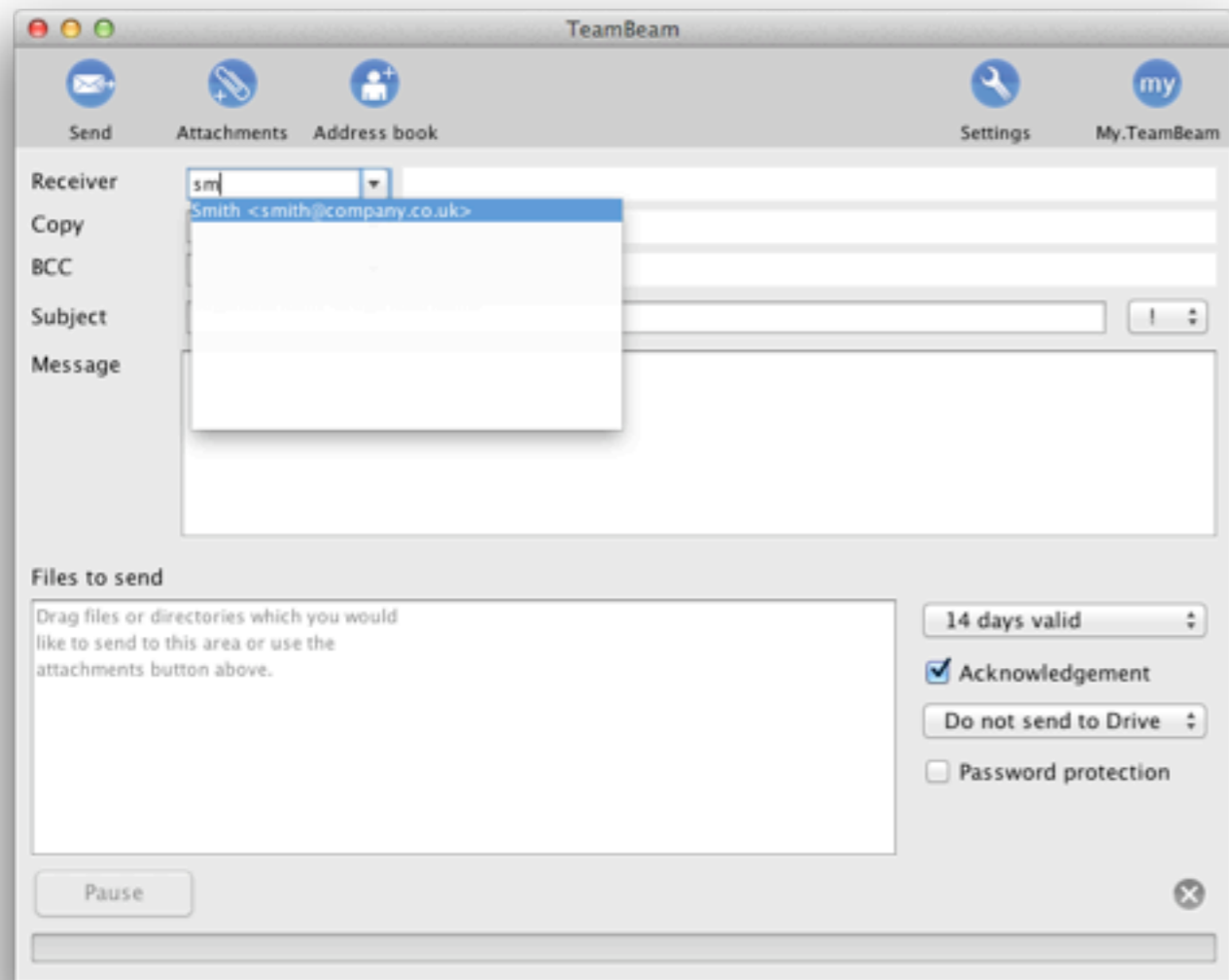
Step one:

Please specify the recipient by entering an email address (top left) and press the *ENTER* key.

You may also specify CC and BCC recipients in the fields below.

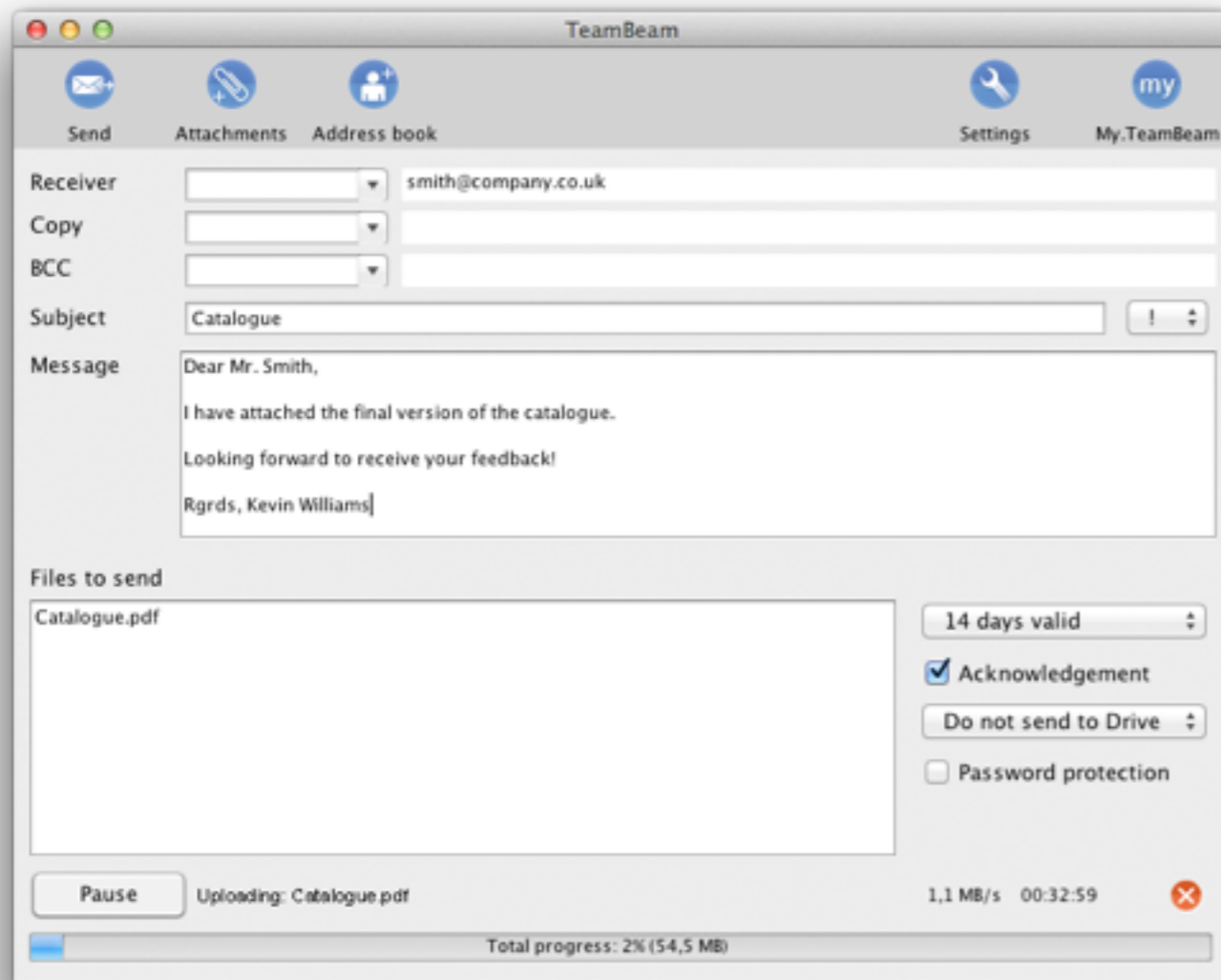# TEAMBEAM

TIP 1: **Sending files** in three easy steps

Step two:

Now you can simply drag and drop the desired files or folders into the white area at the very bottom (you may also use the *Attachments*-button at the top).

If you wish you can also add a subject line and a message.

TEAM BEAM
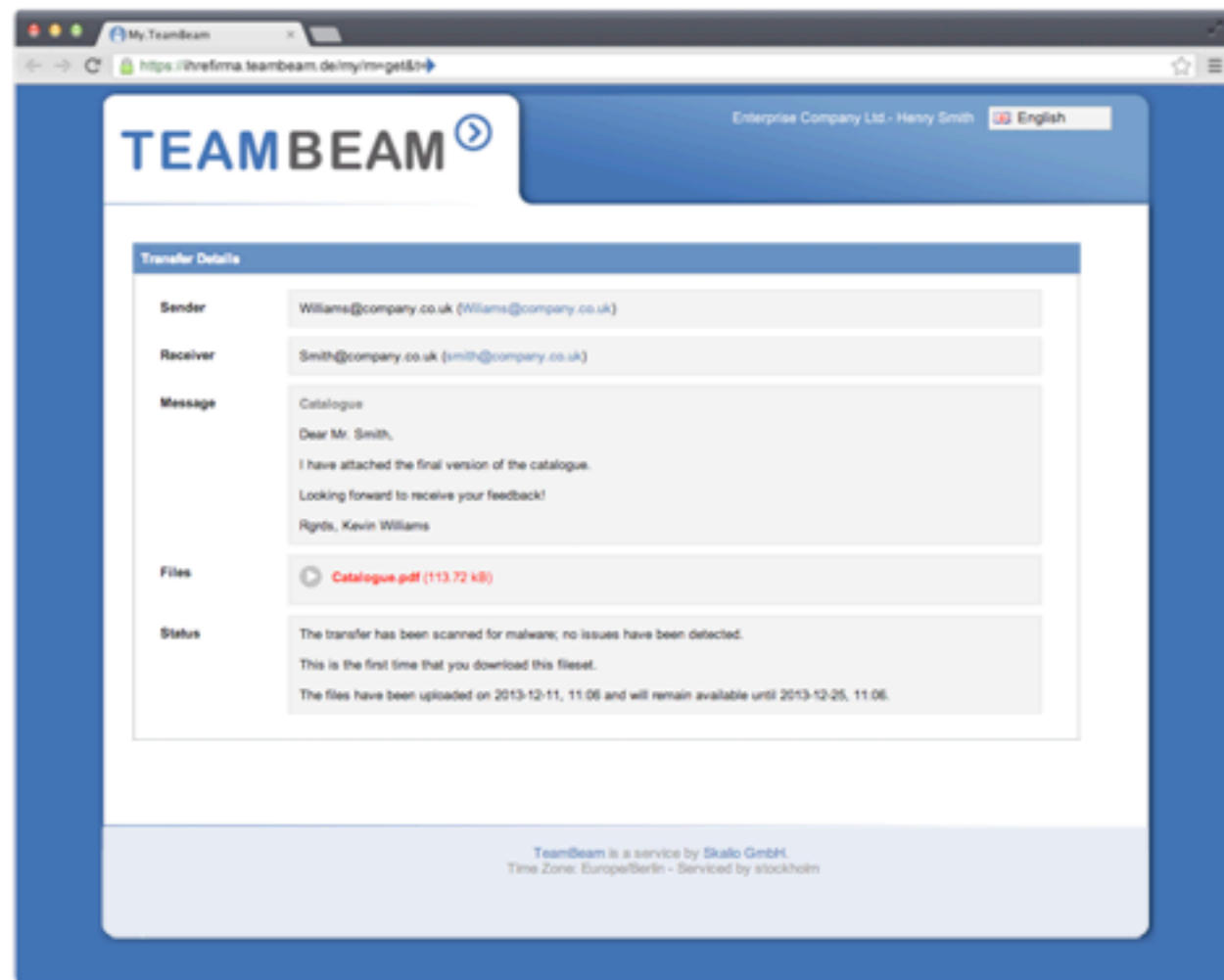
TIP 1: **Sending files** in three easy steps

Step three:

Click on the *Send*-Button (top left). TeamBeam will start to upload your files and keep you informed about the progress.

Done? Congratulations, you have beamed your first file!

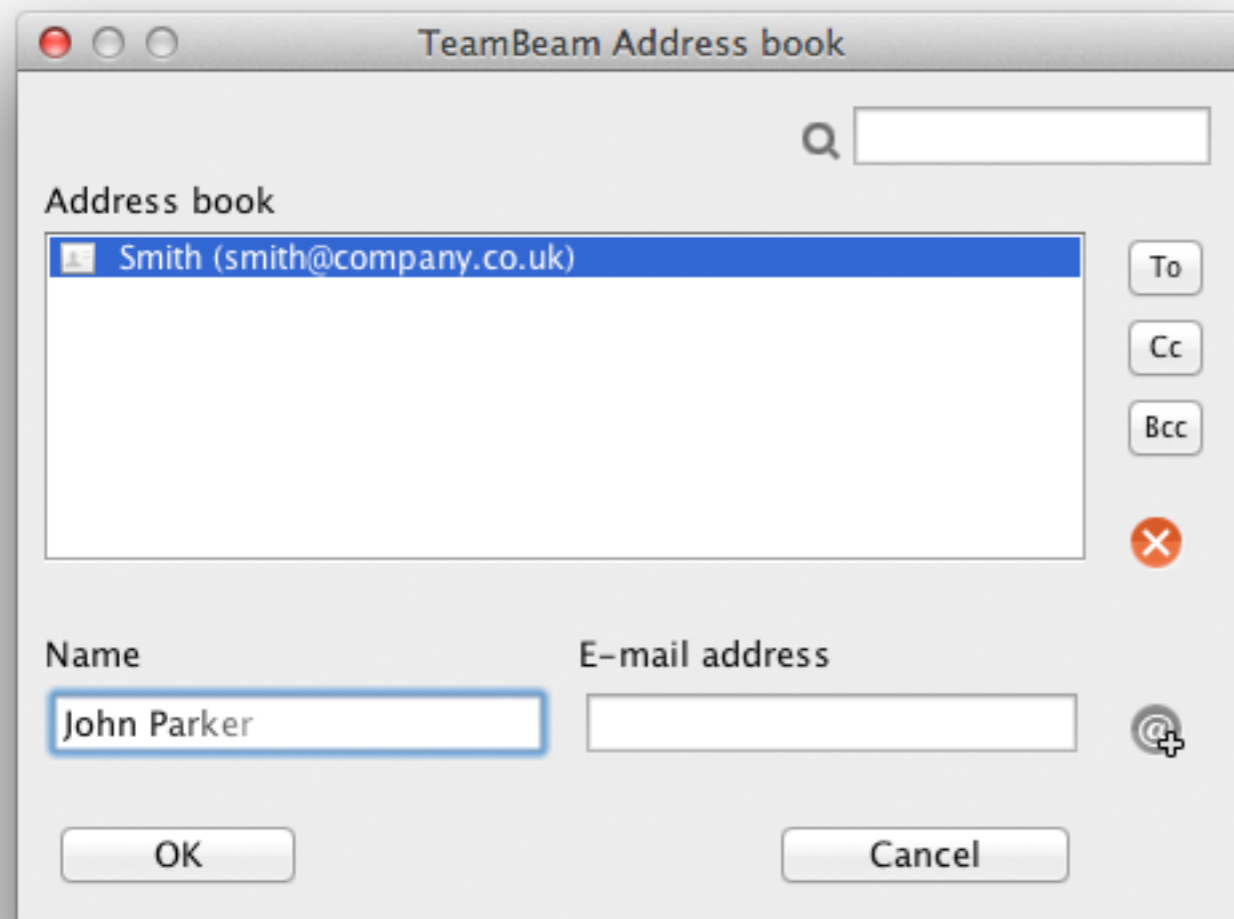# TEAMBEAM

TIP 2: **Receiving files** with TeamBeam

Friendly reception:

Once the TeamBeam Client has successfully uploaded your data, the recipient will be notified by email.

This notification contains a link to the download page where the recipient will find your message and the relevant file(s).

TEAM BEAM ⊙

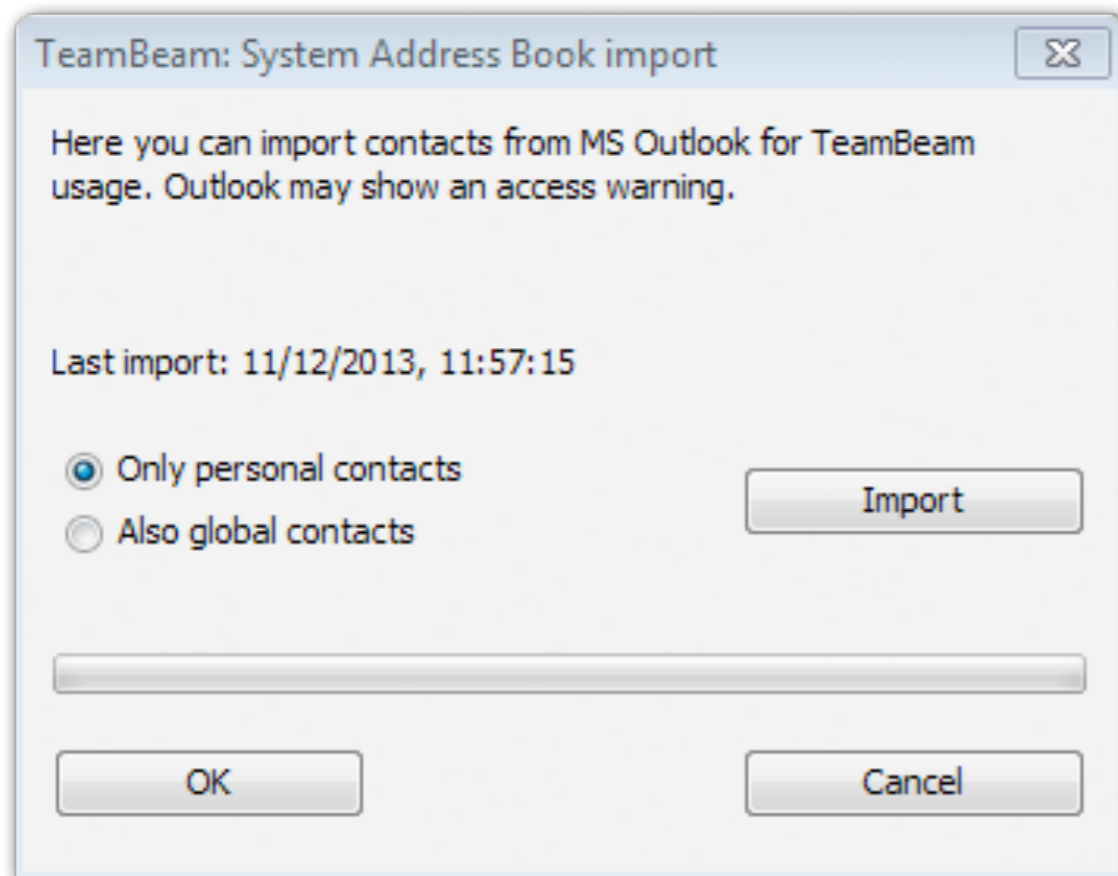## TIP 3: How to create and manage **a personal address book**

Create a contact:

Click on the *Address book* icon (top centre). A new window will be opened.

Please enter the name and email address and click on the @+-Button.

From now on, all you have to do is enter the name in the recipient field, the email address will be completed automatically.

TEAMBEAM

TIP 4: How to use **existing contacts** in TeamBeam

TeamBeam: System Address Book import

Here you can import contacts from MS Outlook for TeamBeam usage. Outlook may show an access warning.

Last import: 11/12/2013, 11:57:15

◉ Only personal contacts

○ Also global contacts

[Import]

[OK]   [Cancel]

Convenient import for Windows Users:

Navigate to the *Extras* menu and click on *Import Address Book*. TeamBeam will then import your address data from Outlook.

Even easier for Mac OS Users:

TeamBeam will access your Mac OS address book directly. All existing contacts can also be used to transfer files via TeamBeam.

TEAMBEAM
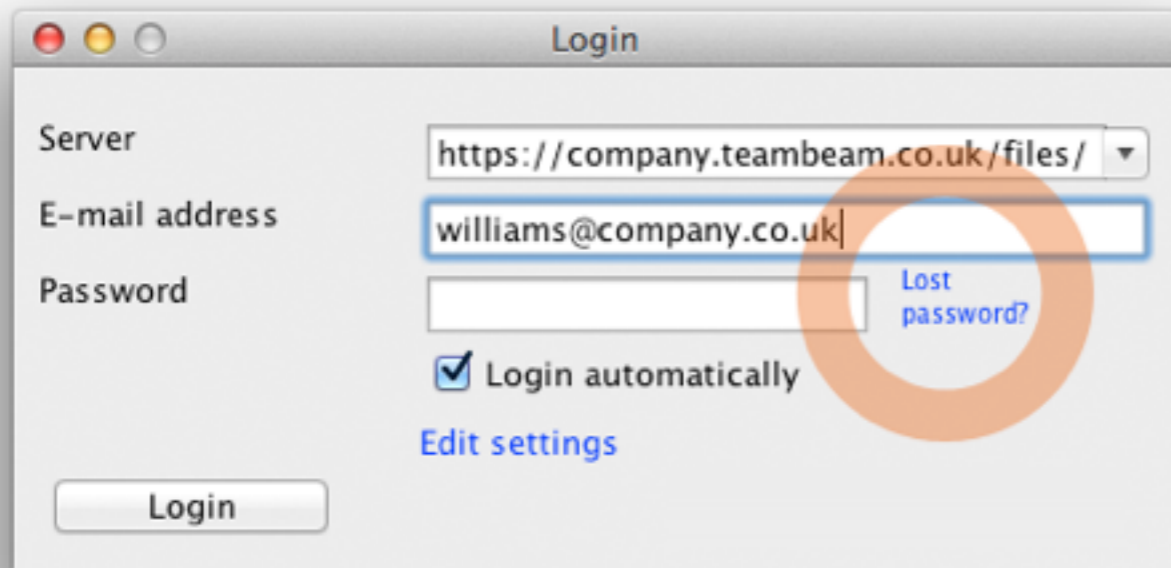
TIP 5: **Monitoring and managing** data transfers
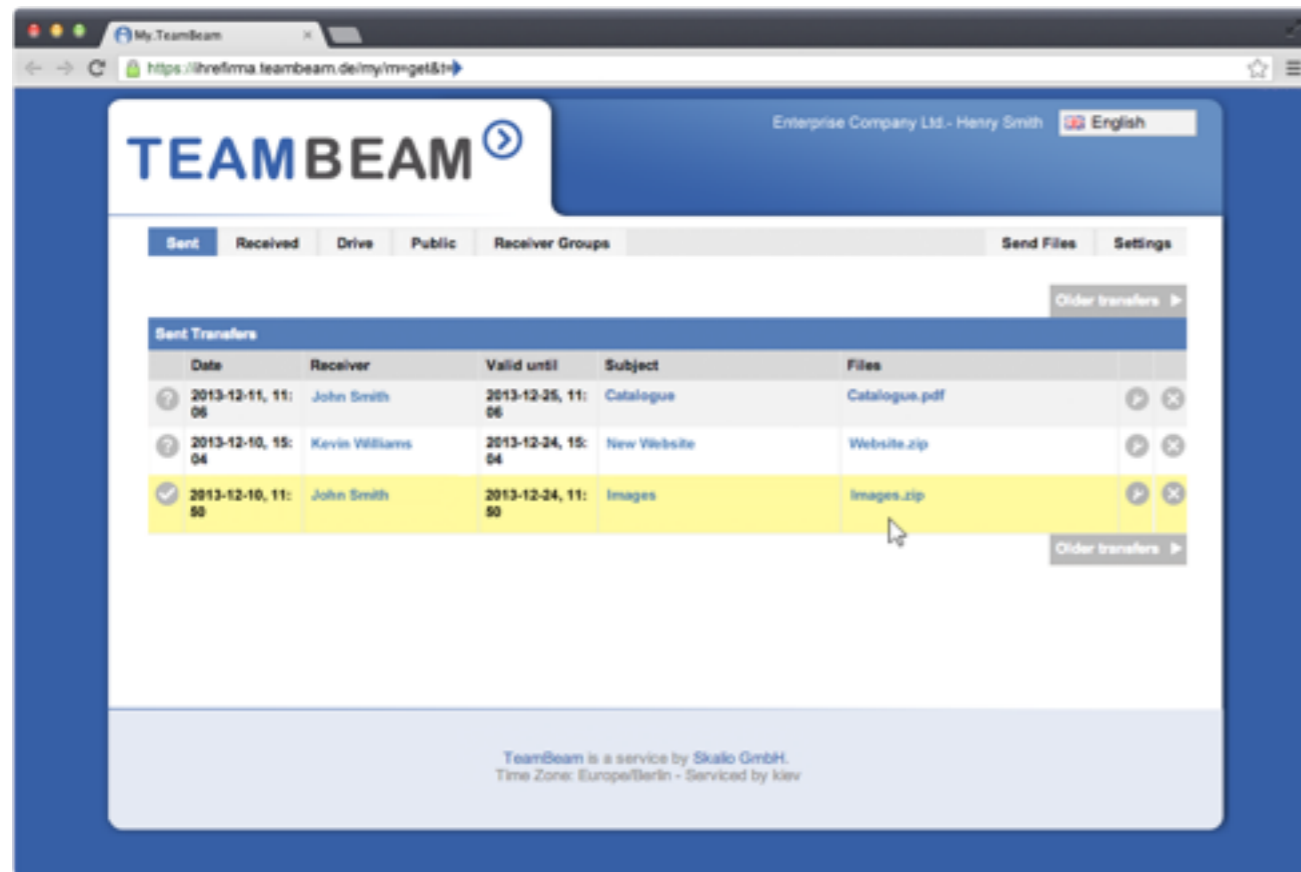
Things need to be ship shape:

Your personal data portal, *My.TeamBeam*, provides you with an overview of the transfers that you have sent and received. Use your email address and TeamBeam password to log in to: my.teambeam.de

By the way: Many of our customers document the status of their projects by saving the TeamBeam email notifications.

TEAMBEAM

TIP 6: **Forgot your password?** No problem!

Simply order a new one:

The TeamBeam Login window provides you with a *Lost Password?*-Link right next to the password field.

Just click on the link and you can easily reset your password.

By the way: You can also request a new password using your data portal <u>my.teambeam.de</u>

TEAMBEAM

## TIP 7: **How to fix startup problems** - installing Java

My TeamBeam Client does not start properly!

It is possible that Java is not installed on your system (Windows). Please check if there is an entry for Java:

Start ▶ Settings ▶ Systems Administration

If not, you can download a free copy of the latest version here.

TEAMBEAM

TIP 7: **How to fix startup problems -** correcting your Java settings
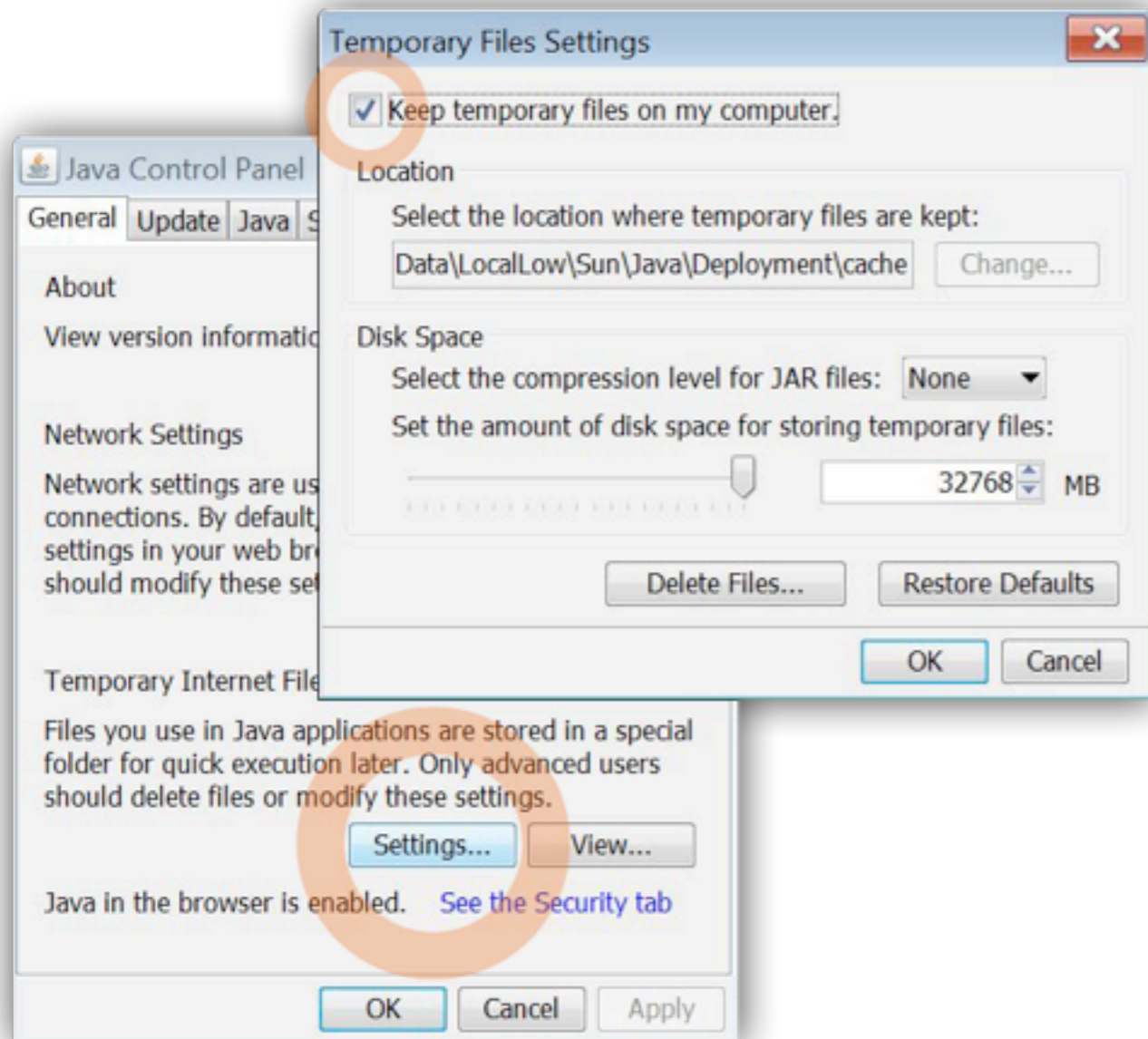

Java is installed, but my TeamBeam still won´t start!

You may need to modify your Java settings. Please check to see if Java is allowed to store files in your system cache. To do so please navigate to the following configuration parameters:

Start ▶ Settings ▶ System Administration ▶ Java ▶ General ▶ Settings

Please enable the *Keep temporary files on the computer* parameter (see screen shot on the left).

TEAMBEAM

TIP 7: **How to fix startup problems** - configuring Java
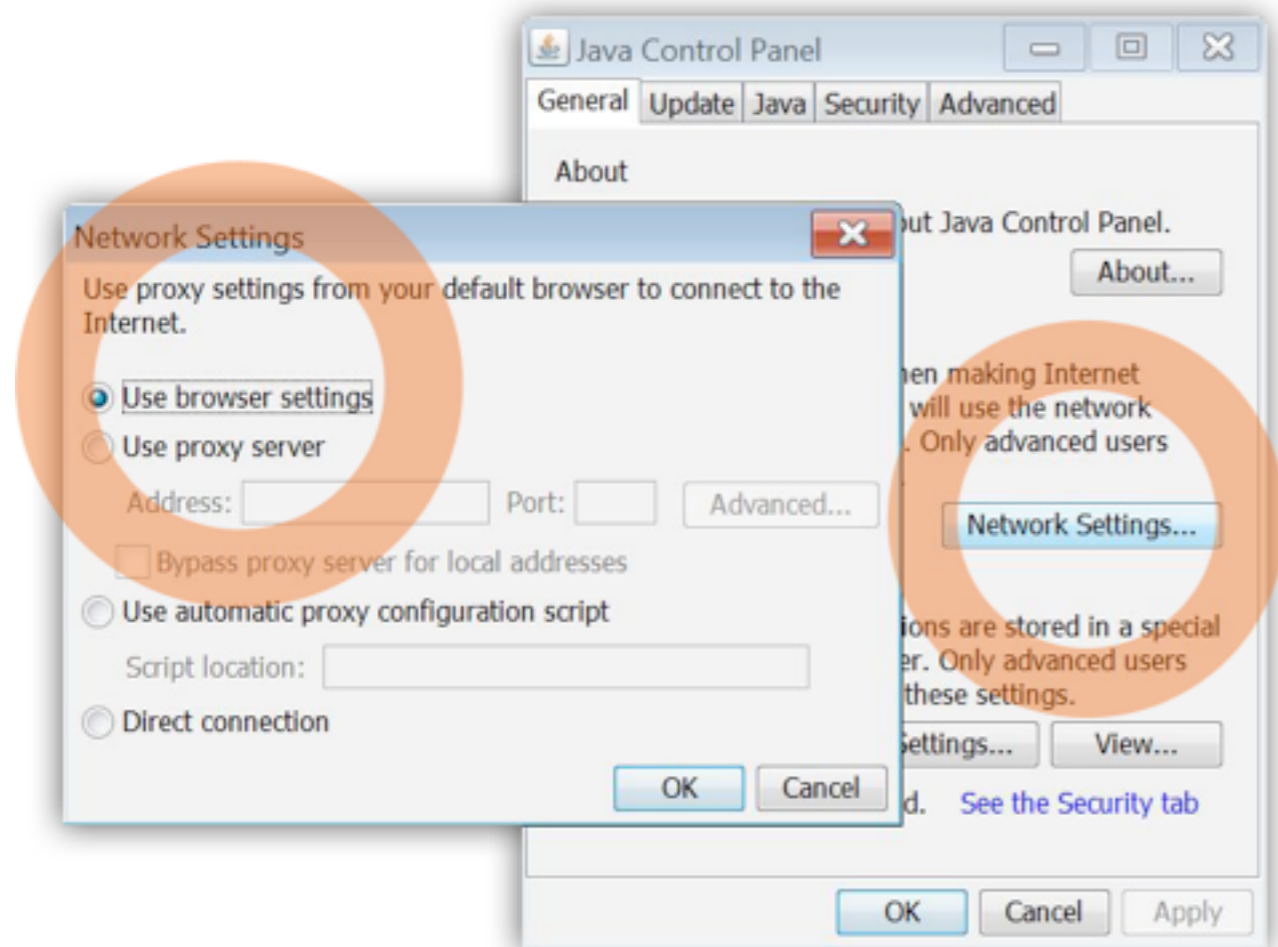
I have tried both of these solutions but TeamBeam still won't start. What else can I do?

In order to make TeamBeam work properly, Java needs to use your browser settings. Please navigate to the following configuration parameters:

Start ▸ Settings ▸ System Administration ▸ Java ▸ General ▸ Network Settings

There, please tick the box *Use Browser settings* (see screenshot on the left).

TEAMBEAM ⊘

TIP 7: **How to fix startup problems -** clearing the Java-Cache

My TeamBeam Client refuses to start!

It is possible that there is an issue with the Java cache (Windows). To delete the Java Webstart cache, please navigate to:

Start ▸ Settings ▸ System Administration ▸ Java

Open the *General* tab and select *Temporary Internet Files ▸ Display.*

You now need to delete all entries that include „TeamBeam" in the name. Afterwards you will be able to restart your TeamBeam Client by logging in to your data portal *My.TeamBeam*.

TEAMBEAM

TIP 7: **How to fix startup problems -** configuring the correct proxy settings

Although my TeamBeam Client starts, I cannot connect to the TeamBeam Server!

It is most likely that the proxy settings in your corporate LAN cannot be recognised. Please ask your system administrator to provide you with the correct proxy settings.

You then need to enter these manually in your TeamBeam Client by clicking on *Extras* ▶ *Settings*.