

TeamViewer Manual

Wake-on-LAN

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1 About Wake-on-LAN

You can turn on an offline computer with TeamViewer via Wake-on-LAN.

This way, you can control an offline computer remotely by waking it up before you establish a connection.

Wake-on-LAN can be used through two different methods:

• Wake up a computer via another computer within the same network (*see Section 5.2*, *page 11*).



• Wake up a computer via its public address (see Section 5.3, page 12).



This manual describes the necessary requirements and steps to use TeamViewer Wake-on-LAN.

Unless stated otherwise, the functionalities described always refer to the TeamViewer full version for Microsoft Windows.



2 **Requirements**

In order to successfully wake up a computer by Wake-on-LAN, its hardware must meet several requirements.

The following checklist ensures that the computer is suitable for Wake-on-LAN:

- The computer is connected to a power source.
- The computer's network card supports Wake-on-LAN.
- The computer has an Internet connection.
- The computer is connected to the Internet via a network cable.
- The computer is in one of the following power states
 - Sleep
 - Start > Sleep
 - Hibernation
 - Start > Hibernation
 - Shut down (Soft off)
 - Start > Shut down (not supported unter Mac OS X)



Supported power states.

If these requirements have been met, you can move on to configure your computer and the software in the next steps.



3 Set up Windows

In order to wake up the computer, it must be appropriately set up. Several settings must be adjusted on the computer for this purpose and TeamViewer must be correctly configured.

3.1 Configure the BIOS

To activate Wake-on-LAN in the BIOS, follow these steps:

- 1. Start the computer.
- 2. Press the F2 key (or the equivalent) to access the BIOS set-up.

The BIOS set-up will open.

- 3. Open the **Power** tab.
- 4. Activate the Wake-on-LAN option.
- 5. Save and exit the BIOS set-up.



Activating Wake-on-LAN in the BIOS.

Note: If there is no option to activate Wake-on-LAN in the BIOS, check the manual of the motherboard to make sure that it supports Wake-on-LAN.



3.2 Configure the network card

The computer's network card must be configured in such a way that it is supplied with power at all times. It may be necessary to adjust the properties of the network card for this purpose.

Note: Administrative rights are required for this process.

Note: Configuration of the network card can vary depending on the type of network card and operating system version.

To activate Wake-on-LAN for the network card under Windows, follow these steps:

- 1. Start the computer.
- 2. Open the Settings.
- 3. Click **Devices**.
- 4. Under Related settings, click the Device Manager link.

The Device Manager window will open.

5. Under **Network adapters**, choose the **Properties** option in the context menu (right click) of the network card.

The **Properties of <network card>** dialog will open.

- 6. Open the **Power Management** tab.
- 7. Activate the Allow this device to wake the computer option.
- 8. The network card now supports Wake-on-LAN.



Activating Wake-on-LAN for the network card under Windows.

Note: If the option described in Step 7 is not activated, you must first activate the **Allow the computer to turn off the device to save power** option.



3.3 Deactivate fast startup

Since Windows 8, the standard shutdown procedure puts the computer into a "hybrid shutdown" state. Because Windows does not support Wake-on-LAN for this state, it is advisable to deactivate the fast startup. Once fast startup has been deactivated, the computer is always put into hibernation when shutdown.

Note: Administrative rights are required for this process.

To deactivate the fast startup under Windows, follow these steps:

- 1. Start the computer.
- Open the Control Panel.
 The Control Panel window will open.
- 3. Click **System and Security**.
- 4. Under Power Options, click the Change what power buttons do link.
- 5. Click on the **Change settings that are currently unavailable** link.
- 6. Uncheck the Turn on fast startup (recommended) box.
- 7. Fast startup is now deactivated.

System Settings			-		×	
⇒ × ↑ 🍃 Cont	rol Panel > Hardware and Sound > Power Options > System Settings v 전	0	Search Control Panel		P	
	Define power buttons and turn on password protection					
	Choose the power settings that you want for your computer. The changes you make to the settings on this page apply to all of your power plans.					
	Power button settings					
	(When I press the power button: Shut down ~					
	Password protection on wakeup					
	Require a password (recommended) When your computer wakes from sleep, no one can access your data without entering the correct password to unlock the computer. <u>Create or change your user account password</u>					
	Don't require a password When your computer wakes from sleep, anyone can access your data because the computer isn't locked.					
	Shutdown settings					
	Turn on fast startup (recommended)					
	This helps start your PC faster after shutdown. Restart isn't affected. Learn More					
	Sheep Sheep Sheep Sheep Joek Sheep Joek	/n. R	lestart isn't i	affec	ted.	Learn More
	Stown come Show in Power menu					

Deactivating fast startup under Windows.



4 Set up Mac OS X

The computer's network card must be configured in such a way that it is supplied with power at all times. It may be necessary to adjust the properties of the network card for this purpose.

4.1 Configure the network card

To activate Wake-on-LAN for the network card under Mac OS X, follow these steps:

- 1. Start the Mac.
- Open the System Settings.
 The System Settings window will open.
- 3. Click Save Energy.
- 4. Click the **Power Supply** tab.
- 5. Activate the **Wake for Wi-Fi network access** option.
- 6. The network card now supports Wake-on-LAN.

			apriles mode	s for better b	attery me.		
		Battery	Power Ad	apter			
Computer sleep:	1 min	15 min		ı i 1 hr		3 hrs	Never
Display sleep:	1 min	15 min	/	' ' 1 hr		3 hrs	Never
Put hard disks	to sleep wh	en possible					
Enable Power	Nap while pl	ugged into a	power adap	oter			
While sleeping, y calendar, and otl	our Mac can b her iCloud upd	ack up using Tir lates	ne Machine a	nd periodical	ly check for	new email,	
C	:harge: 92 % E	stimated time re	emaining: 4:5	6		Restore Defa	ults
Current battery c							

Activating Wake-on-LAN for the network card under Mac OS X.



In order to wake up a computer, TeamViewer must be configured once on this device. During this process, you can either configure TeamViewer so that the computer can be wakened **via its public address** or **via computers within the network**.

The following checklist ensures that TeamViewer is configured on the computer for Wake-on-LAN:

- TeamViewer must be installed.
- The computer must be assigned to your TeamViewer account.
- TeamViewer Wake-on-LAN must be activated.
- For Wake-on-LAN via the network, the TeamViewer ID of a computer via which the computer is to be wakened must be entered in the TeamViewer Wake-on-LAN options.
- For Wake-on-LAN via a public address, the public address of the computer must be entered in the TeamViewer Wake-on-LAN options.

5.1 Assign the computer to your TeamViewer account

In order to guarantee that the computer cannot be wakened by an unauthorized person, it must be ensured that the computer really belongs to you. You must therefore assign the computer to your TeamViewer account. Only the TeamViewer account linked with the computer can wake it up.

Note: If the computer (that is to be wakened) is in a shared group, all TeamViewer accounts with which the group is shared can wake up this computer.

To assign the computer to your TeamViewer account, follow these steps:

- 1. Start TeamViewer on the computer.
- 2. In the main menu, click **Extras | Options**.

The TeamViewer settings dialog box will open.

- 3. Select the category General.
- Under Account assignment, click the Assign to account... button.
 The Assign to account dialog box will open.



- 5. Enter the email address of your TeamViewer account in the E-mail text field.
- 6. Enter the password of your TeamViewer account in the **Password** text field.
- 7. Click the **Assign** button.
- 8. You have assigned the computer to your TeamViewer account.

TeamViewer options		×
General	Most popular options	
Security	Hover your mouse over options to get	additional info
Remote control	Important options for working with Tea	mViewer
Meeting	Your display name	?
Computers & Contacts	Start TeamViewer with Windows	
Audio conferencing	Network settings	
Video	Proxy settings	Configure
Custom invitation	Wake-on-LAN	Configure
Advanced	Incoming LAN connections	deactivated \checkmark
	Account assignment	
	By assigning this device to a TeamViewer acc and monitored by the account at any time.	count, the device can be remotely managed
	No assignment yet.	Assign to account
		Assign to account
		OK Cancel

Assign the computer to your TeamViewer account

5.2 Wake-on-LAN via a TeamViewer ID in the network

If the computer does not have a public address, you can also wake it up using another computer in its network. The other computer must be turned on and TeamViewer must be installed and configured for starting with Windows.

If this is the case, you can activate Wake-on-LAN via the network in the TeamViewer options. Afterwards, enter the TeamViewer ID of the computer via which you intend to wake up the computer. The signal to wake up is then sent from your computer to the computer that is to be wakened via the defined computer.

To activate TeamViewer Wake-on-LAN via a TeamViewer ID, follow these steps:

- 1. Start TeamViewer on the computer.
- 2. In the main menu, click **Extras | Options**.

The TeamViewer settings dialog box will open.

- 3. Select the category **General**.
- Under Network settings | Wake-on-LAN, click the Configure... button.
 The Wake-on-LAN dialog will open.
- 5. Click the **TeamViewer IDs within your network** option button.
- 6. In the **TeamViewer ID** field, enter the **TeamViewer ID** in your network via which the signal to wake up is to be sent and then click the **Add...** button.
- 7. Click the **OK** button.
- 8. The computer can now be wakened via the saved TeamViewer ID.



😋 Wake-on-LAN	×	<			
Select whether this computer can be woken Note: Make sure, you have configured Tear computers properly.	up using Wake-on-LAN. nViewer and the involved				
Click here for further information.					
O No Wake-on-LAN					
Other TeamViewer within your local netw	vork				
9876-1922 IDs within your local network	9876-ruez Auu IDs within your local network				
123-10755	Remove				
O Public address					
Address	Port				
mypc.oynonsexample.org	ų				
(OK Cancel				

Activate Wake-on-LAN using TeamViewer IDs.

5.3 Wake-on-LAN via a public address

If you want to wake up the computer with the help of its public address, your computer must be clearly identifiable on the Internet at all times.

This is the case either if you have a fixed, static IP address through your Internet provider or your computer is reachable, e.g. with the help of a dynamic DNS provider (see <u>http://en.wiki-pedia.org/wiki/Dynamic_DNS</u>). If these conditions are met, you can activate Wake-on-LAN via a public address in the TeamViewer options.

To activate TeamViewer Wake-on-LAN via a public address, follow these steps:

- 1. Start TeamViewer on the computer.
- In the main menu, click Extras | Options.
 The TeamViewer settings dialog box will open.
- 3. Select the category **General**.
- Under Network settings | Wake-on-LAN, click the Configure... button.
 The Wake-on-LAN dialog will open.
- 5. Click the **Public address** option button.
- 6. In the **Address** field, enter the fixed IP address or DNS name of the computer.
- 7. In the **Port** field, enter the UDP port via which the computer can be reached (*see* <u>Section 7.1, page 15</u>).
- 8. Click the **OK** button.
- 9. The computer can now be wakened via its public address and TeamViewer.



	😋 Wake-on-LAN	Х					
	Select whether this computer can be woken up using Wake-on-LAN Note: Make sure, you have configured TeamViewer and the involve computers properly.						
	Click here for further information.						
	O No Wake-on-LAN						
	Other TeamViewer within your local netwo	rk					
	TeamViewer ID						
	987654321	Add					
	IDs within your local network						
	123456789	Remove					
	Bublic address						
0.01							
Put	Dic address	Port					
	mypc.aynansexample.org	9					
	ОК	Cancel					

Activating Wake-on-LAN using a public address.



If the computer meets the requirements described in <u>Section 1, page 3</u> and is set up as described in <u>Section 3, page 6</u> or <u>Section 4, page 9</u> and <u>Section 5, page 10</u>, you can wake it up with another device.

Caution: Testing the function prior to usage is expressly recommended. This will prevent problems in case of an emergency.

Note: To wake up a computer, you can use TeamViewer for Windows, Mac OS X, iOS, Android, Windows Phone and the TeamViewer Management Console.

To wake up a computer, follow these steps:

- 1. Start a device with an existing Internet connection.
- 2. Open TeamViewer.
- 3. Log in to your Computers & Contacts list with your TeamViewer account. The device to be wakened must be linked to the TeamViewer account (*see Section 5 , page 10*).
- 4. Select the offline computer that you want to wake up from the Computers & Contacts list.
- 5. In the context menu (right click), click the **Wake up** button.
- 6. The computer is wakened and appears as online in your Computers & Contacts list.

Workstation - John Offline (1 day)	÷\$ ~
Remote control using password	>
🗣 🖉 🖥	🕛 Wake up

Wake up the computer.

7 Appendix

7.1 Configure the router

The router only needs to be configured if you have chosen the **Public address** option. If you have chosen the option **TeamViewer IDs within your network**, you can skip this section.

Configuring the router depends on the device used and the firmware installed on it. Not all types of devices support the necessary configuration.

Support of Wake-on-LAN via a router's public address requires port forwarding to be set up. Depending on the router used, only some of the following alternative configuration possibilities may be supported.

Note: In order to configure the router, please refer to the manufacturer's manual if necessary.

7.1.1 Set up port forwarding to the broadcast address of the local network

In order to be able to wake up all computers in the local network, set up port forwarding as described in the router manual from an incoming UDP port (e.g. 9) to the broadcast address of the local network (this often ends in ".255"). This configuration makes it possible to wake up all computers in the router's local network that have been configured according to the directions mentioned above.

Example: If the local network is configured with 192.168.1.0 and the subnet mask 255.255.255.0, then port forwarding must be configured from UDP port 9 to 192.168.1.255:9. Sometimes routers do not allow a broadcast address ending in ".255" as the port forwarding destination. This problem can sometimes be avoided by selecting a smaller subnet mask for the local network (e.g. 255.255.128), thus the broadcast address ends with ".127".

7.1.2 Set up port forwarding to a certain computer

In order to be able to wake up a certain computer in the local network, set up port forwarding as described in the router manual from an incoming UDP port (e.g. 9) to the local IP address of the computer to be wakened. It must also be ensured that your router can address the appropriate computer, even when this computer is turned off. In order to do so, a static ARP entry must be saved on the router (see instructions for the router) showing the IP address of the



computer to be wakened on the MAC address of this computer. Some routers generate appropriate static ARP entries if a fixed IP address is reserved for this computer (no DHCP). In some cases, an appropriate configuration of the static ARP entries cannot be achieved via the router's configuration menu. The ARP entries can then be configured via Telnet or SSH. This is the case for example with the Fritzbox.