TeamViewer: Android EMM Session Overview

What

This article picks up from the administrator requesting a remote control session through TeamViewer. It presumes that all device pre-requisites are already met.
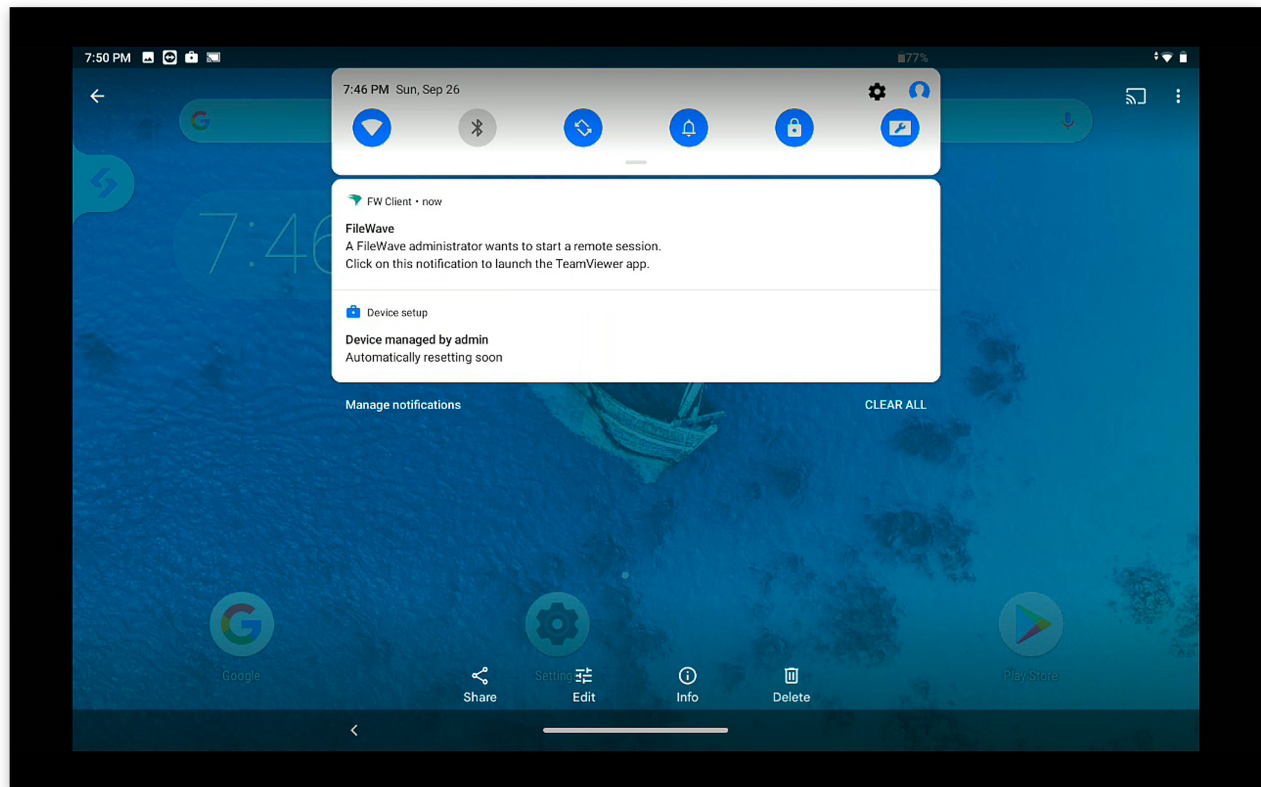
> 🛈 TeamViewer support for Android EMM sessions requires the current FileWave Companion app.
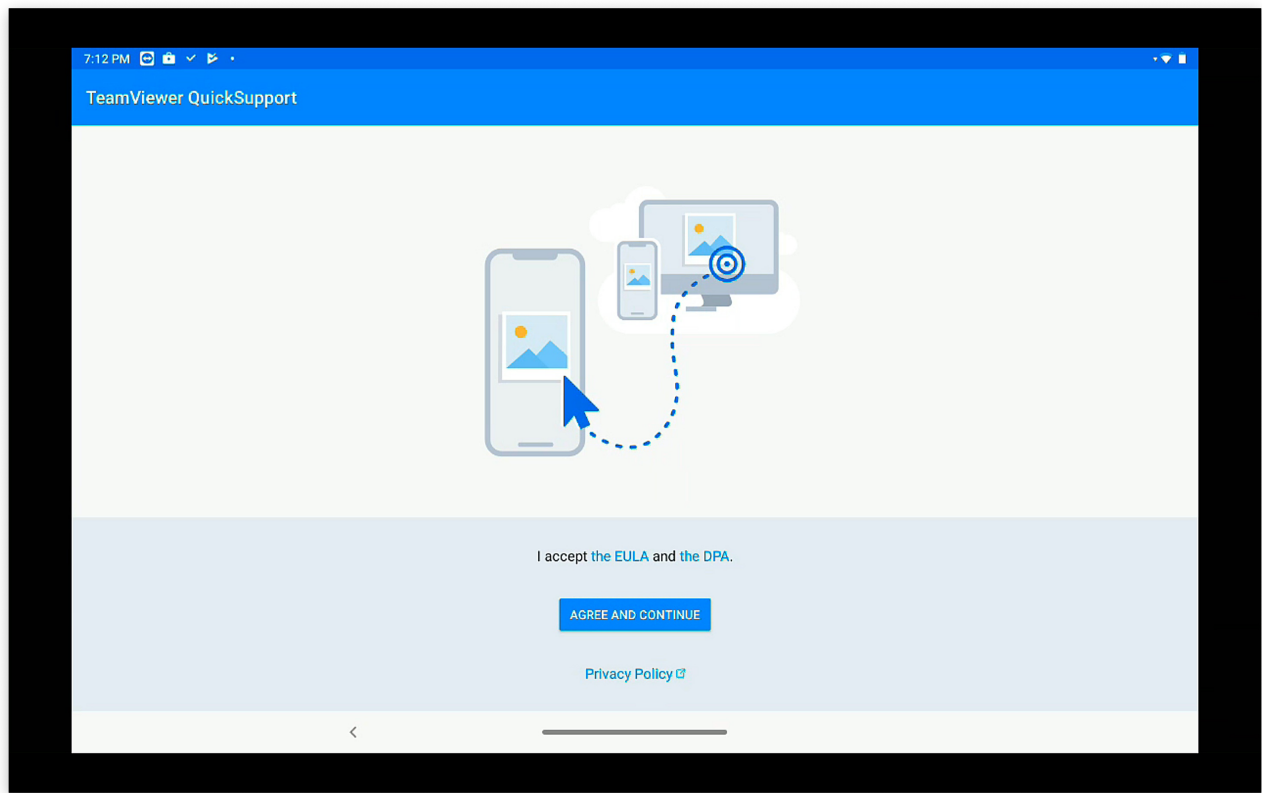
When/Why

We'll usually create a remote session to try to resolve some type of support issue on a remote device. When we begin the remote session with an Android device, it is important that we know how it behaves on the remote endpoint so that we can assist the end user if need be.

Behavior

Once the device receives the remote session notification (think of this as an alert to the device to begin a session), the FileWave EMM app will receive a notification to the device. But note, this notification (a behavior of the OS) is somewhat subtle...It plays a notification sound and shows an icon at the top of the window. Opening the notification will show the prompt for the session:
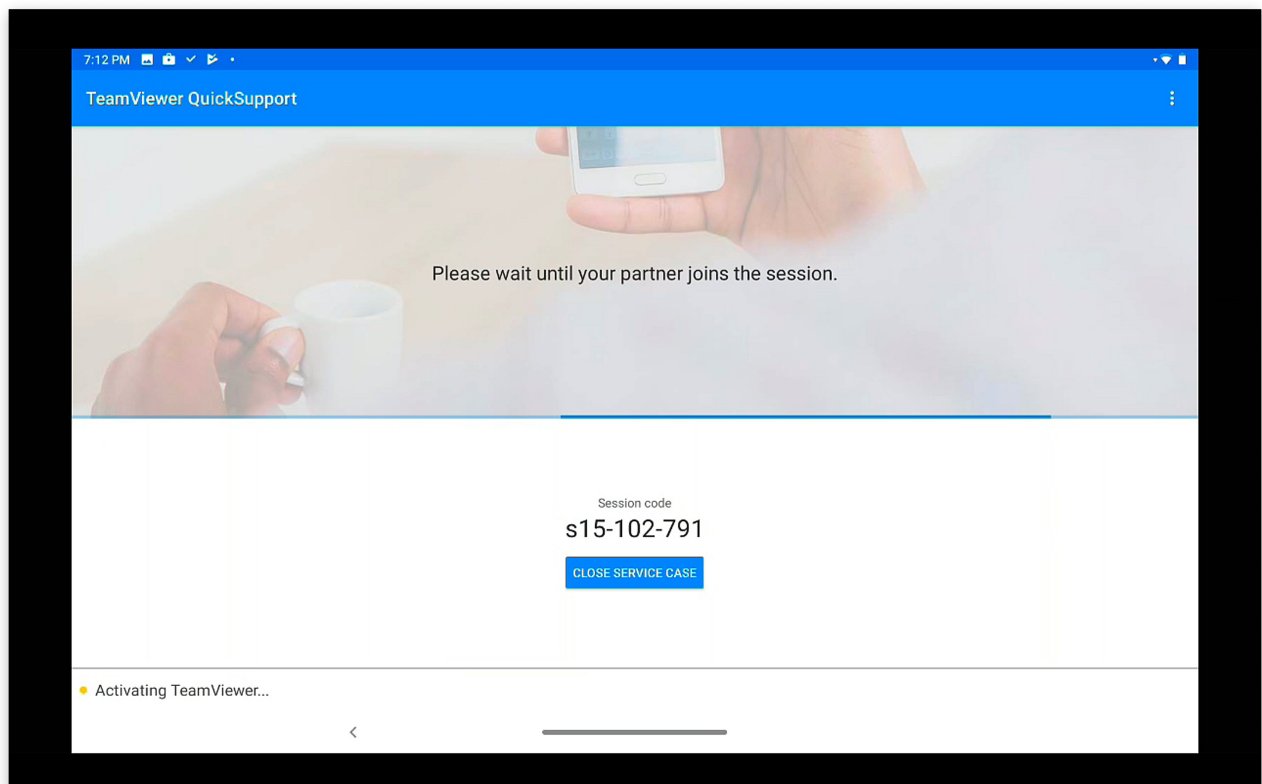

When that notification is acknowledged, the TeamViewer QuickSupport App will open to start a remote session.
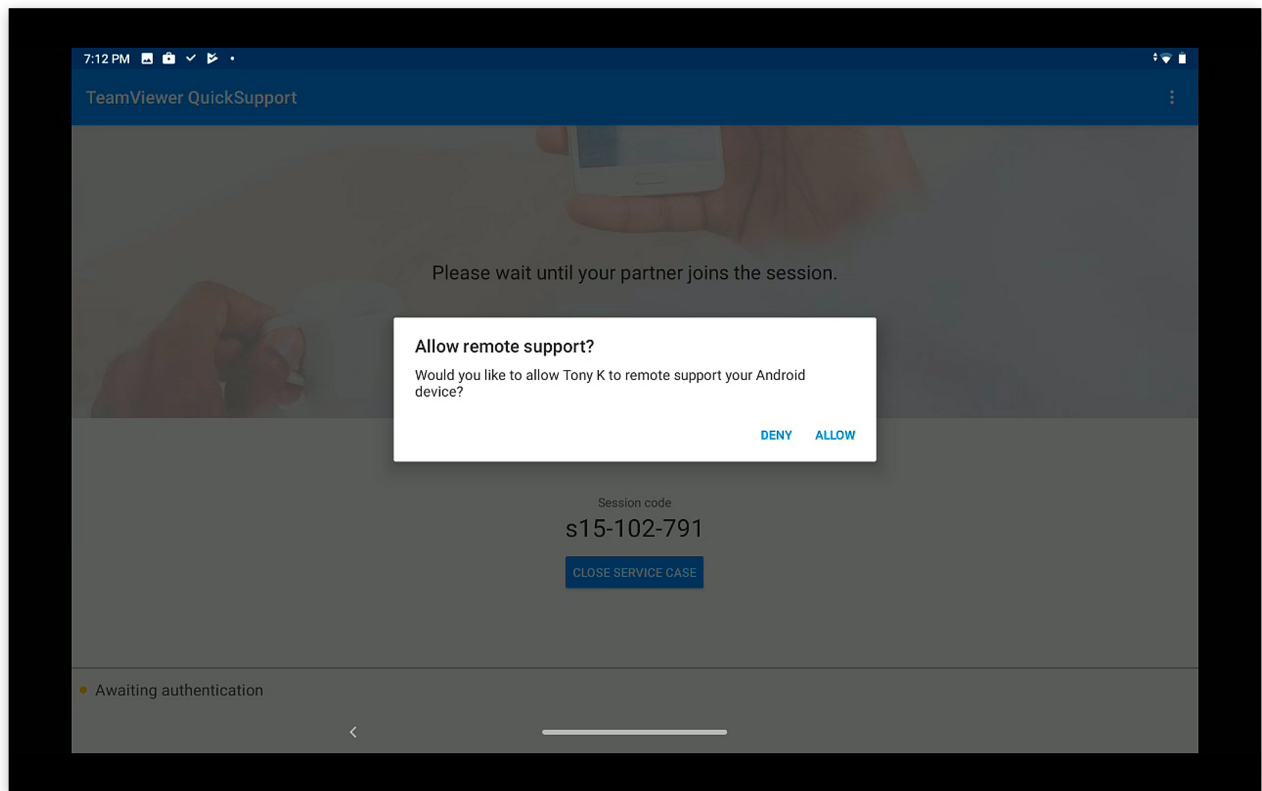
⚠ The FileWave EMM companion App MUST be running for the initial notification to be received by the device.

Once the EULA is agreed to (one time prompt), then the client-side session will begin:

When the administrator's TeamViewer is also running, then the user will be prompted to allow this specific session (for attended access):

Once each of the above are completed, the remote session will look like this from the admin's machine: