

# TeamViewer: iOS/iPadOS Client Setup

## What

FileWave's TeamViewer integration requires endpoint prerequisites on each supported platform. i(Pad)OS is relatively simplistic though.

## When/Why

### Requirements:

- FileWave Kiosk App (as of Kiosk V2, this is installed automatically).
- TeamViewer QuickSupport App (available through App Store and deployable through MDM with VPP)
- FileWave 14.7 for full, allowed control (Amount of options will vary per OS Vendor and OS type)
- Permissions. (Apple devices require user approval for Screen Control).

⚠ User Approval is an Apple requirement for user privacy protection

i (i) (Pad)OS with older versions of FileWave, required the FileWave Kiosk App IPA be deployed to devices, which may be downloaded from the relevant Download Pages and deployed through FileWave.

## How

### TeamViewer Full Application

The computer used to view/control devices will require the full version of TeamViewer and may be downloaded from the TeamViewer site:

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

### TeamViewer QuickSupport

Devices require the QuickSupport version, available from the App Store:

- [TeamViewer QuickSupport App Store Link](#)
- If searching for the App, e.g in Apple Business or School Manager, the App ID is: 661649585

TeamViewer QuickSupport is a free App.

Any of the above may be deployed to devices as Filesets.

✓ Always consider testing on a smaller subset of devices, prior to mass deployment.

⚠ Use of TeamViewer through FileWave requires an assigned TeamViewer licence to a FileWave Administrator through the Manage Administrator Preferences. Only assigned FileWave Administrators will have the option to control devices.

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