

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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