

TeamViewer: iOS/iPadOS Session Overview

What

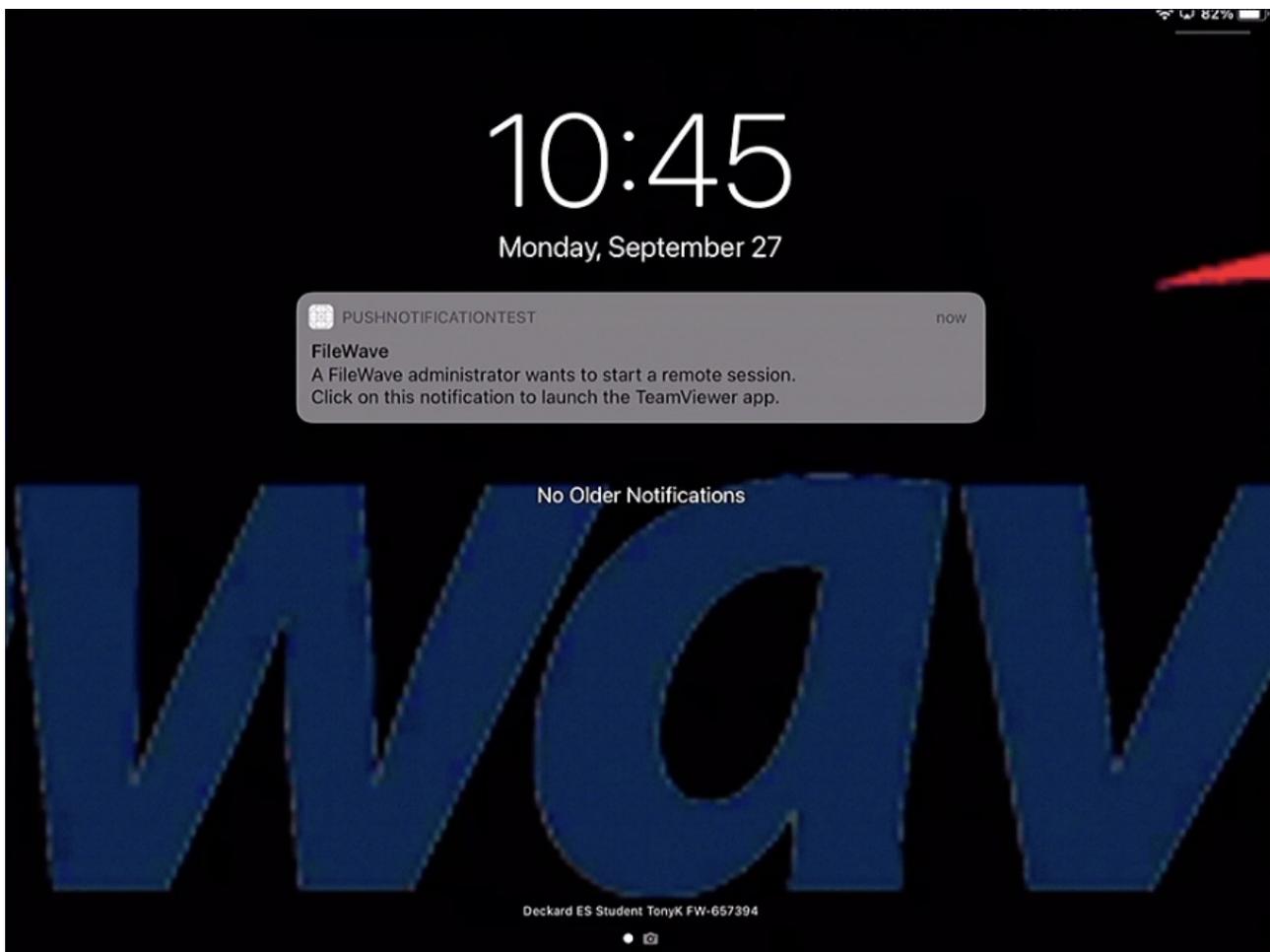
This article picks up from the administrator requesting a remote control session through TeamViewer. It presumes that all device prerequisites are already met.

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 iOS 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.

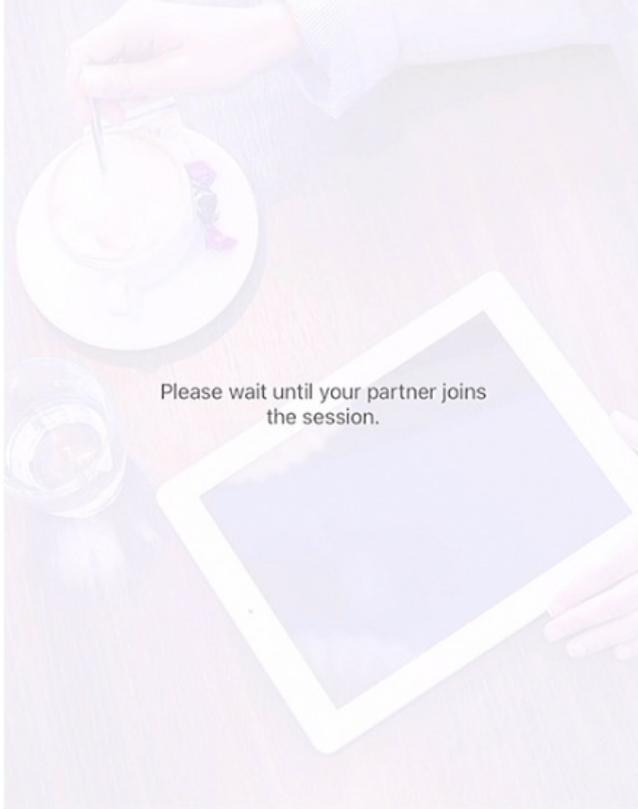
Behavior

Once the device receives the remote session notification (think of this as an alert to the device to begin a session), the device will receive a notification. 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.

On first launch, the QuickSupport app will prompt the user to accept the EULA (a one-time prompt)



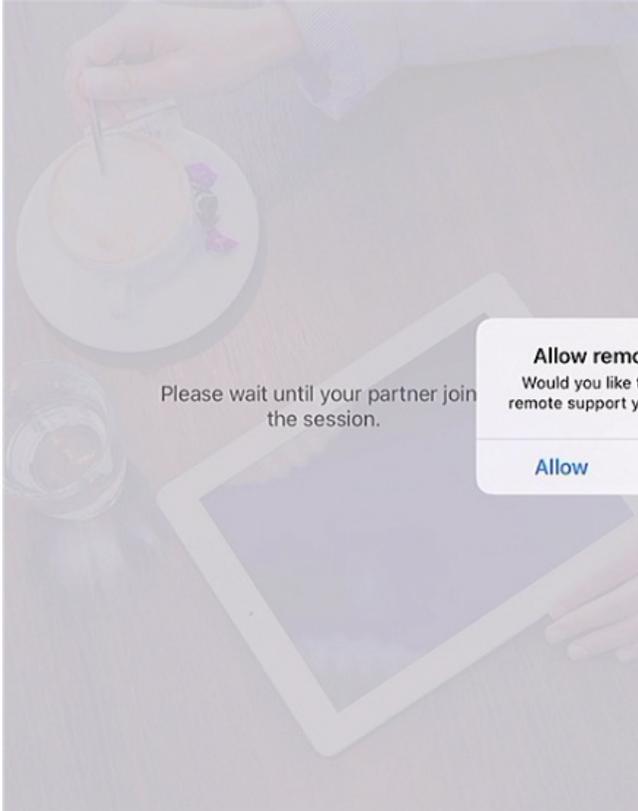
Please wait until your partner joins the session.

Session code
s28-467-686

Close service case

● Ready to connect (secure connection)

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



Please wait until your partner join the session.

Session code
s28-467-686

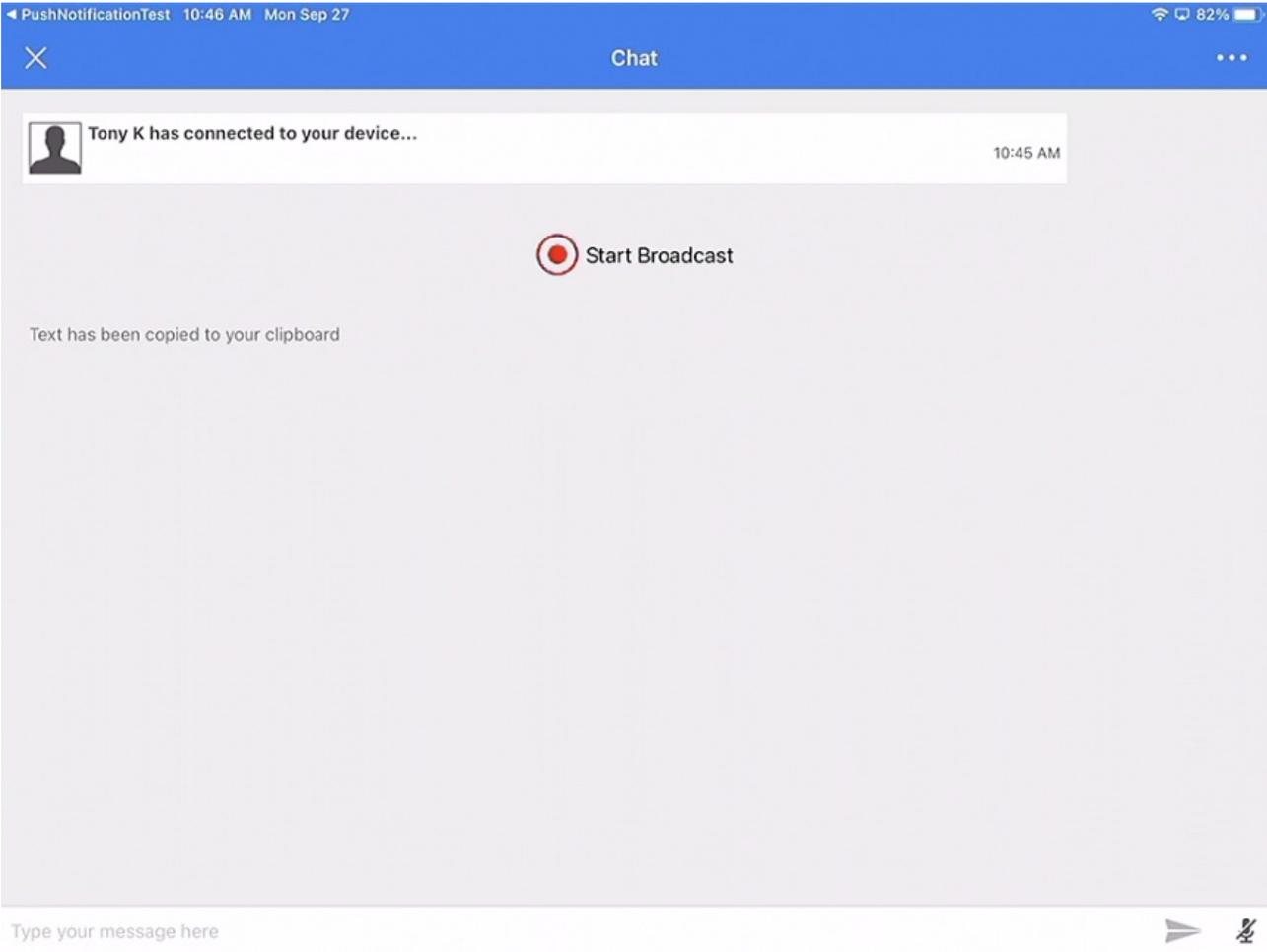
Allow remote support?
Would you like to allow Tony K to remote support your mobile device?

Allow Cancel

Close service case

● Awaiting authentication

Additionally on iOS devices, the user must choose to broadcast the screen after being prompted:



and then...

Everything on your screen, including notifications, will be recorded. Enable Do Not Disturb to prevent unexpected notifications.

Screen Broadcast

TeamViewer ✓

Start Broadcast

Once both actions are completed, the session will be opened. Note that iOS remote sessions are screen-view only:

Ipad Main

File Transfer Dashboard Remote control Screenshot Settings

Audio
Microphone Muted

Chat
The connection has been established successfully. 10:45
Text has been copied to the device clipboard
chat Ipad Main 10:46

10:46 AM Mon Sep 27

Photo Booth Shortcuts iTunes Store Tips MotMC Brave

Retro Bowl App Portal QuickSupport PushNotificatio...

WAV

Send

🔄Revision #2

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