

# TeamViewer: Overview

## What

TeamViewer was included in version 14.6 as a technical preview and in 14.7 is now a completed implementation, including unattended access. TeamViewer is a permanent replacement for our Observe Client functionality, which will be removed in version 14.8. TeamViewer gives us a much greater feature set across more operating systems, so we are thrilled to add it to the repertoire!

## When/Why

We'll use TeamViewer primarily whenever we need to gain remote access to a device in the field so that we can see it "hands-on", while we are actually "hands very far away".

## How

There are several setup-related items we'll need to take care of before we can use TeamViewer, and we'll go through them in order in the related articles found below. There are also videos located in the Foundry here: <https://foundry.filewave.com/course/view.php?id=19> (NOTE: When logging in to the Foundry make sure to "Login via SSO")

---

🕒Revision #5

★Created 11 May 2023 19:56:23 by Josh Levitsky

✎Updated 10 June 2023 17:56:48 by Josh Levitsky