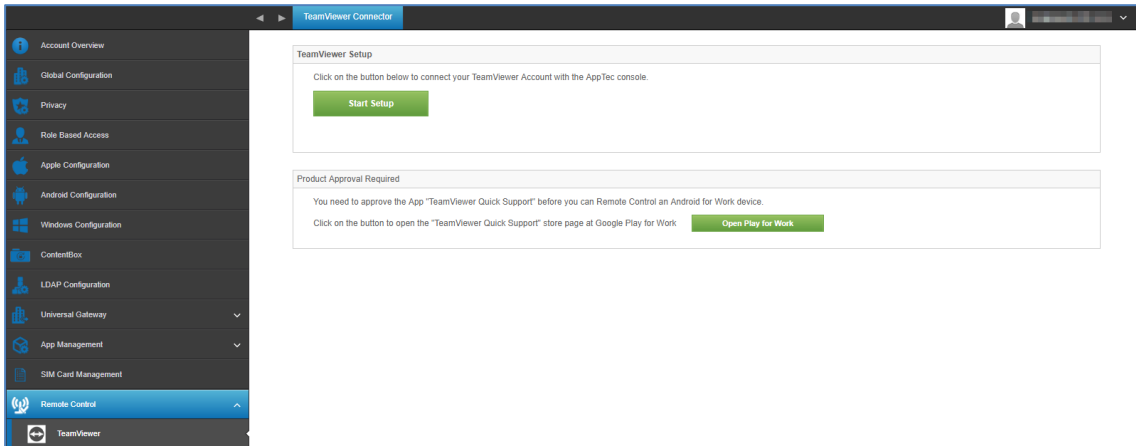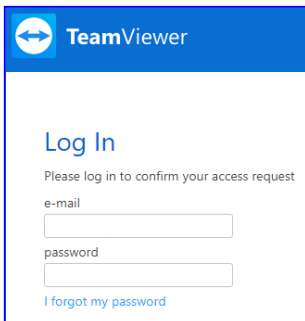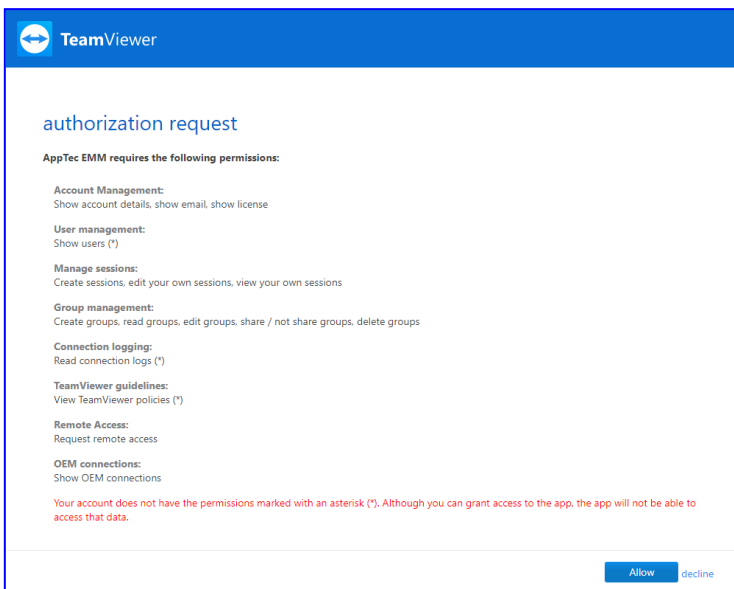## 1. Connecting the Console to the Teamviewer Account

Go to General Settings -> Remote Control -> TeamViewer. Here you can link your teamviewer account with the console or see information about your currently connected account. Also you are able to view all currently active sessions if you go to "Active Sessions".

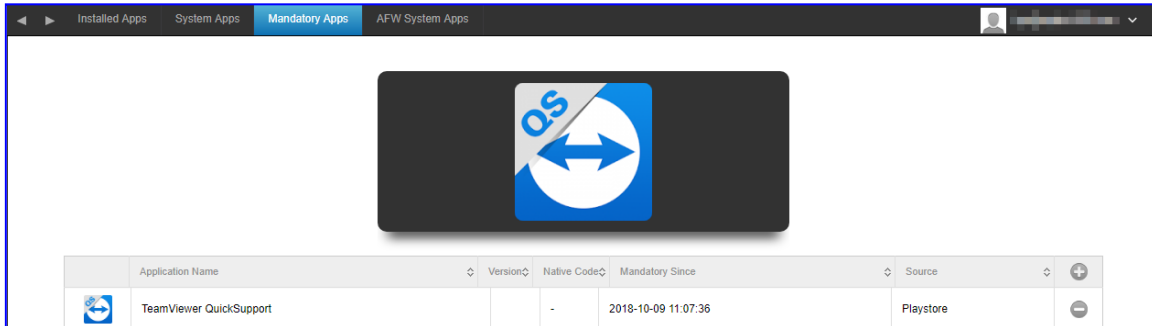To link your account click on "Start Setup".

Doing so will forward you to a new page where you have to login with your teamviewer account.

After logging in, you have authorize the Apptec MDM to use this account. After confirming this, you have to wait a few seconds and the Account ist connected.
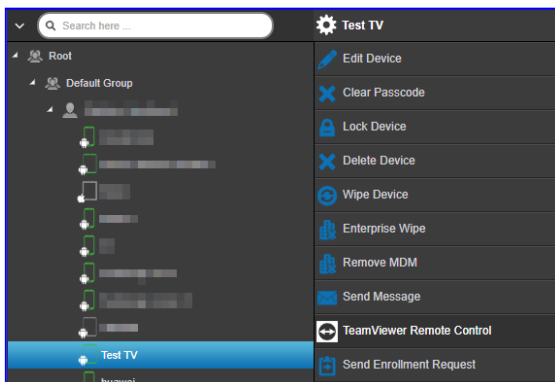
2. Install TeamViewer QuickSupport

Add the app "TeamViewer QuickSupport" to the mandatory apps of your your device profile or group profile and click on "Assign Now". Wait until the App is installed on the device.
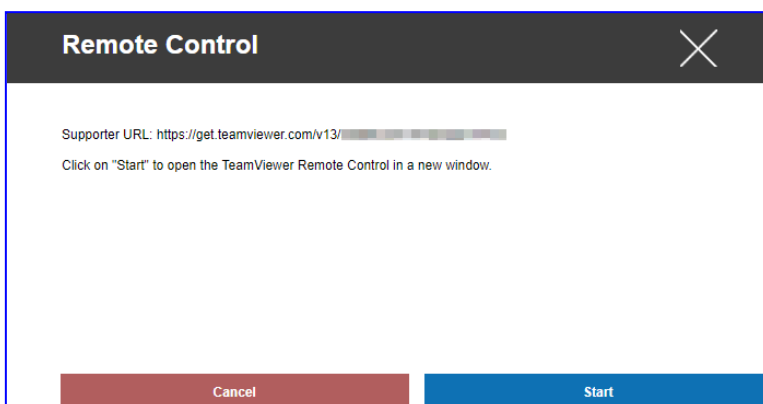

If you try to access a device on which the app is not installed, it will be installed or the asked will be asked to install it, depending on the device configuration.
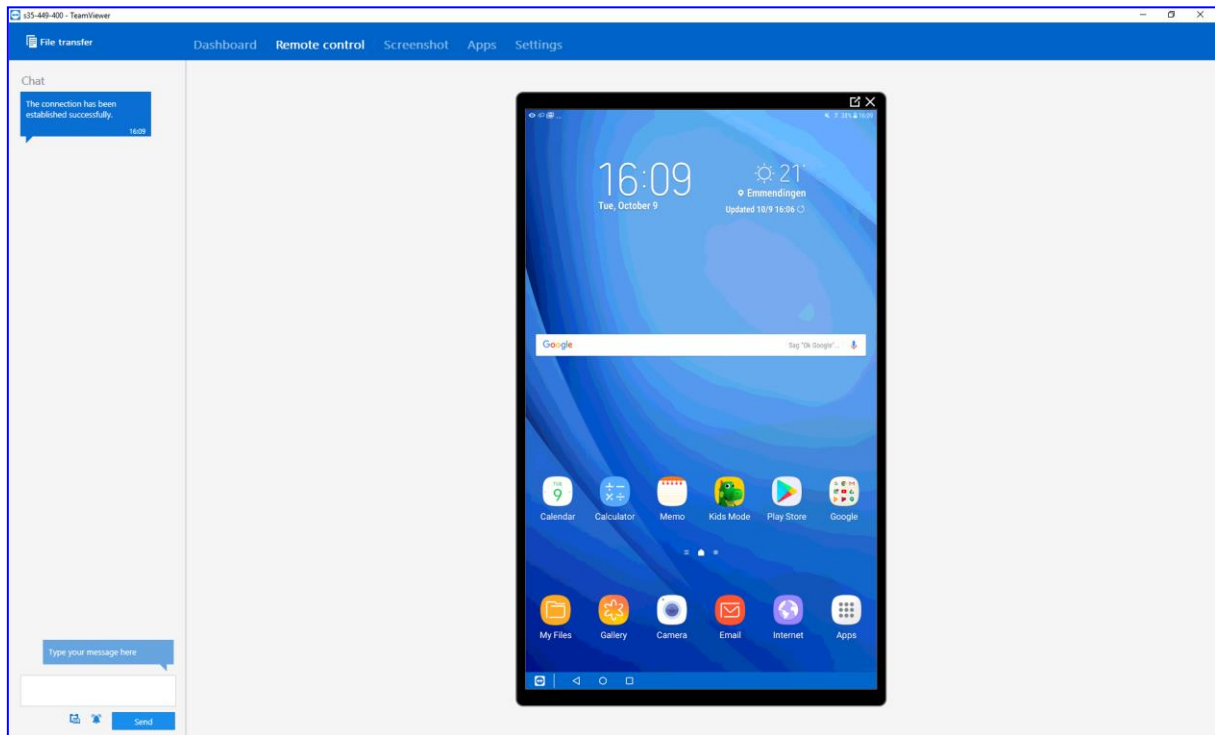
3. Remote Control your device

To remote control your device, select the device, click on the wheel and choose "TeamViewer Remote Control"
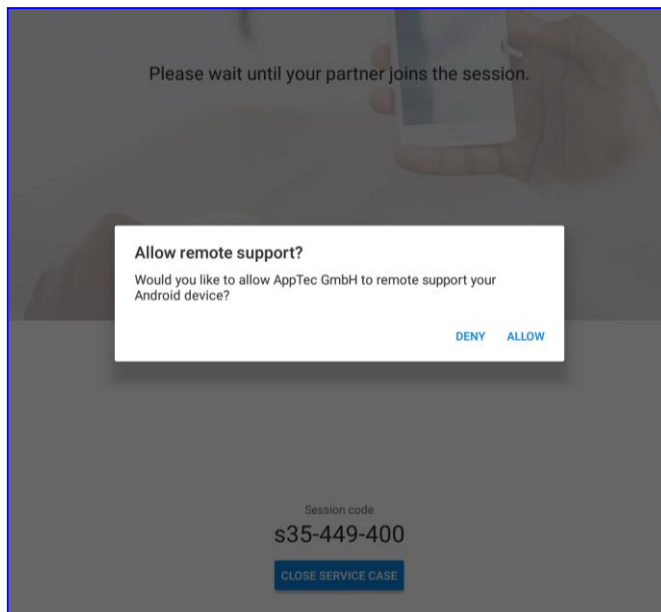

If there is already an active session, you can either use the old session or create a new one.
Confirm that you want to create a new TeamViewer Session.

After a few seconds you will get a link for your TeamViewer Session. You can click on "Start" to open this link in a new window.
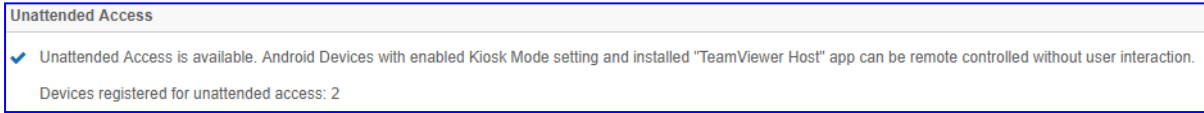
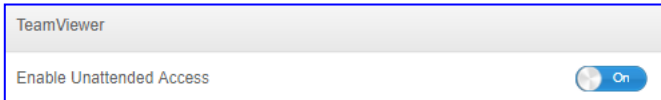This link will open your installed TeamViewer and connect you to your device.

Now you have to confirm the connection on the device itself to remote control it.
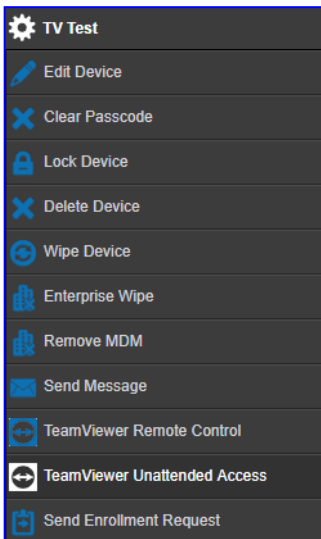
4. Unattended Access

You can connect to your device, without accepting the connection on the device, if your TeamViewer Account is using a „Tensor" License.

Unattended Access

✔ Unattended Access is available. Android Devices with enabled Kiosk Mode setting and installed "TeamViewer Host" app can be remote controlled without user interaction.

Devices registered for unattended access: 2

You can check this, after linking your account, in „General Settings"

TeamViewer

Enable Unattended Access `On`

To use the unattended access, you have to install the app „TeamViewer Host" and activate „Enable Unattended Access" unter „Kiosk Mode & Launcher" in your profile. Please be aware that this is only possible if you are using the Kiosk Mode.

TV Test

- Edit Device
- Clear Passcode
- Lock Device
- Delete Device
- Wipe Device
- Enterprise Wipe
- Remove MDM
- Send Message
- TeamViewer Remote Control
- TeamViewer Unattended Access
- Send Enrollment Request

Now you are able to select the unattended access if you select your device and click on the wheel. This will connect you to your device without any need of confirmation on the device itself. Please be aware that it can take some moments until you get the Link to access your device.