



Remote Device Access Using TeamViewer (Remote Control Enabled)

EloView has partnered with TeamViewer to allow remote access to any managed device (both attended and unattended) This allows you to access the device control panel, view a list of currently running apps and processors, and much more. Please reach out to your assigned Solutions Architect or Account Representative to enable the “Remote Control” setting to push down the required TeamViewer applications (APKs) in the background. Below are instructions are enabling the “Remote Control” setting to automatically push down the required TeamViewer applications in order to remotely access a device.

Remotely Accessing Devices (Remote Control Enabled)

1. To make use of this functionality, you will need an active license to TeamViewer license. For more information, go to the TeamViewer website:

- <https://www.teamviewer.com>



2. Contact your Elo assigned Solutions Architect or Account Representative to request that the “Remote Control” feature be enabled for your EloView account.

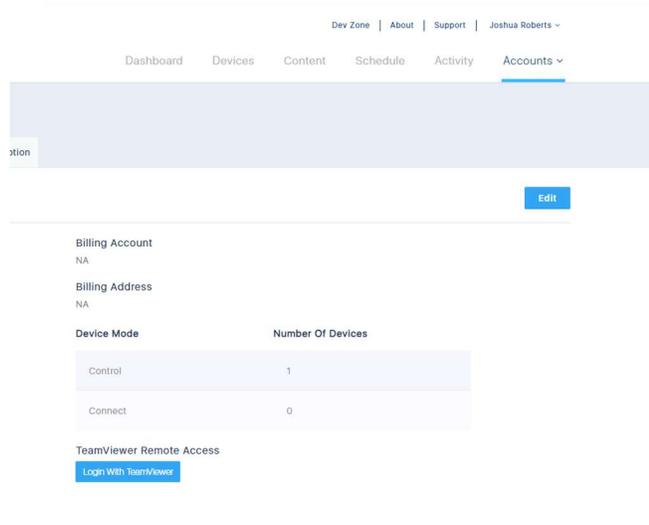


3. Login to the EloView website – <https://manage.eloview.com>

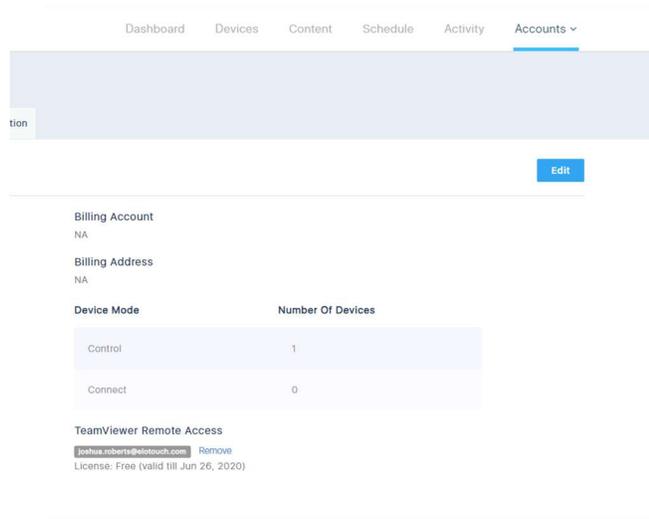
4. Click **Accounts** followed by **Account Settings** in the dropdown



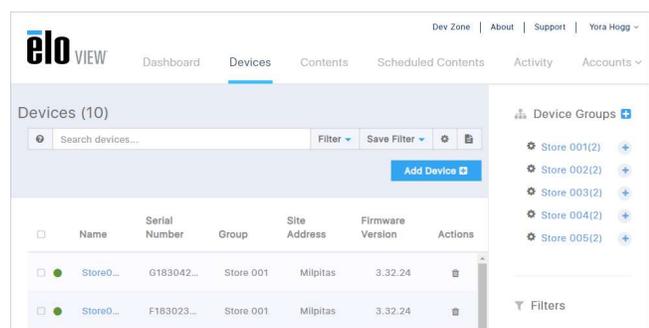
5. Click **Login With TeamViewer** and login with your TeamViewer credentials in the new window. Make sure to allow Access to TeamViewer for EloView



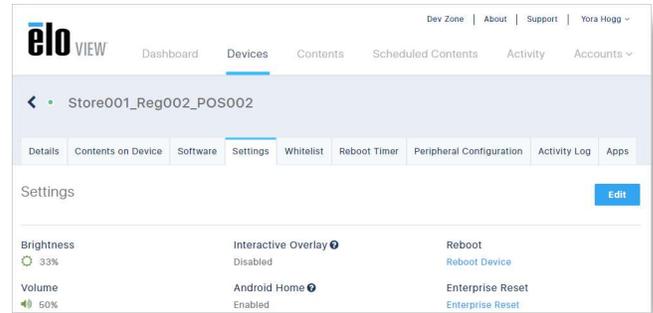
6. Once your TeamViewer account is successfully activated with EloView, the screen in step 5 should update to similar to this.



7. In the "Devices" section, select the appropriate device from the Device List



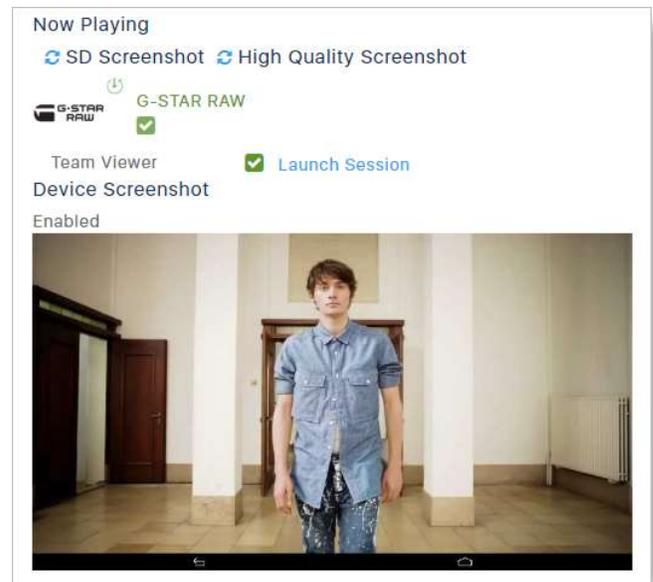
- On the “Settings” page, click the **Edit** button



- Enable the “Remote Control” setting and select a TeamViewer version.
- Click the **Apply** button when ready.
 - The remote device will automatically download and install the TeamViewer Quick Support application required for remote access.



- On the “Details” page, scroll down to the Screenshot area. Click the Team Viewer **Launch TeamViewer Session** link. (You might have to click to always allow pop ups from EloView)



12. You now have full remote access to the device using TeamViewer.

