

## 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)**

- 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
- 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

		Support	Joshua Roberts ~			
	Dashboard	Devices	Content	Schedule	Activity	Accounts ~
ion						
						Edit
	Billing Account					
	NA					
	Billing Address					
	Device Mode		Number Of De	vices		
	Control		1			
	Connect		0			
	TeamViewer Remote Ac	cess				
	Login With TeamViewer					

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



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

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UI	VIEW	Dashboard	Devices	Contents	Schedule	ed Contents	Activity Accoun	ts		
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- 8. On the "Settings" page, click the **Edit** button
- ✓
   StoreO01\_Reg002\_POS002

   Details
   Contents on Device
   Software
   Settings
   Activity Log
   Apps

   Settings
   Edit
   Edit
   Edit
   Edit

   Brightness
   Interactive Overlay ●
   Reboot
   Reboot Device

   ✓
   33%
   Disabled
   Reboot Device

   ✓
   Android Home ●
   Enterprise Reset

   ●
   50%
   Enterprise Reset

Dev Zone About Support Yora Hogg ~

- 9. Enable the "Remote Control" setting and select a TeamViewer version.
- 10. 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)



Devices

**EIO** VIEW



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

