TeamViewer Talk & Demonstration

Sven Spoerri & David Hathaway

Remote Control of a Computer

- There are times when you would like to help someone at another location with a computer problem or remotely operate your computer.
- The term "Remote Desktop" is used in generic way to describe this type of operation. A search using that term will come up with a variety of suppliers.
- A few of the programs that support Remote Desktop operation are:
  - Chrome Remote Desktop (Google: Used by Paul Lewis)
  - Citrix Xen Desktop (used by some hackers)
  - Apple Remote Desktop
  - Team Viewer
- As you will see, one could spend a lot of time investigating all possible choices in detail and testing them.
- This talk begins with a quick look at Apps from the Apple App Store and then discusses Team Viewer in more detail culminating in a demonstration.

Remote Desktop Functional Scenarios

- The ability to view a remote computer's desktop and possibly control that computer can be useful in several ways:
    - Helping someone having computer problems.
    - Using a remote computer yourself.
    - Collaborating on a project or meeting.
- In one scenario, you see a partner's screen, but only have control over his/her cursor position so you can point out where they should click.
- In another scenario, you have full control, but this can be dangerous for your partner unless they trust you.
- In a third scenario you are a participant in a meeting or group design effort and all participants need to see someone else's screen which is shifted as needed and control may be shifted as well.
- Where does one get this capability, free, if possible, but at least reasonable in price?

Apple App Store Search for "Remote Desktop" Apps

Microsoft Remote Desktop (free) and Apple Remote Desktop ($79.99)

Apple App Store Free Remote Desktop Apps

With the Microsoft Remote Desktop app, you can connect to a remote PC and your work resources from almost anywhere. Experience the power of Windows with RemoteFX in a Remote Desktop client designed to help you get your work done wherever you are.

Microsoft Remote Desktop runs on Apple OSX.
For PCs it seems to be called Microsoft Azure

http://www.macupdate.com/app/mac/8431/microsoft-remote-desktop

Apple Remote Desktop Reviews-1

Verison 3.8 fixed everything! ★★★★★   All Reviews by This User >
by cscspanthers - Version 3.8 - Jan 29, 2015

When I started using ARD 3.8 it was like the ARD of old. Everything started working as it should and its quite fast now to perform tasks. Anyone who previously had issues (like us) should immediately update both the Admin and client side. The interface takes a little getting used to and I'm not a total fan of it, but more importantly it just works and works very well.

This software went from absolute junk to well worth the money in one update. I'm glad Apple has listened to all the complaints about ARD and fixed all the major issues. ... **More ▼**

54 out of 64 customers found this review helpful   **Report a Concern >**
Was this review helpful? **Yes** | **No**

Works great for our family! ★★★★★   All Reviews by This User >
by S1D2 - Version 3.8 - Mar 22, 2016

Disclaimer: I haven't any interests which render the following as 'Marketing' : Three Mac Minis, two MacBooks, three iMacs, two HP printers, and seven iOS devices wireless networked by Airports. ARD is exactly the package I needed to manage my family's computers. All my Apple installs whether new device or application, have honestly been, "it just works". I've had to call Apple a few times for help to fix something. In every instance but one (a faulty Mac Mini headphone jack) , the fault was my own. Information systems folks seem to blame-game sometimes - trapped by their confirmation bias - to be fair, some are hammered by it as well. Point is, value the rating as you'd value the rater.

1 out of 1 customers found this review helpful   **Report a Concern >**
Was this review helpful? **Yes** | **No**

Too slow ★★★★★   All Reviews by This User >
by MiKryz - Version 3.8 - Apr 01, 2016

As a product it's solid and well integrated with Mac environment. All specific shortcuts and features are working. No VNC or other software can compare to ARD (I tried). However, there is one big disadvatage comparing to Windows world - ARD is way too slow. When you're working with Windows machines via RDP you can work near the same speed as if you were sitting in front of that machine. Mac to Windows, Windows to Windows, Ubuntu to Windows all work great via RDP. ARD is 100 times worse. Even when I'm sitting in the same room with the machine being controlled via ARD (same WiFi point) I'm getting very low performance. This is huge disadvantage. You can do basic things, but you can't work remotely.

Apple Remote Desktop Reviews-2

Mac Admins Rejoice! ★★★★★   All Reviews by This User ›
by GastroITMedic - Version 3.8 - Feb 03, 2015

Shortly after upgrading to the 3.6/.7 versions of ARD, I often yelled in frustration at what felt like a certain other computer company's product, not one of Apple's. ARD 3.8, finally, addresses the speed and function issues we've been griping about since then. Apple has made ARD fun to use, again and made mine and many other Mac Admin's jobs easy, again.

Bravo, Apple for giving back my confidence that you really do care about the enterprise side of the Mac!

18 out of 22 customers found this review helpful   Report a Concern ›
Was this review helpful? **Yes** | **No**

Enterprise

Totally Fails to work ★☆☆☆☆   All Reviews by This User ›
by Mac4Brains - Version 3.8 - Jan 13, 2016

The App opens and appears to work but to do anything with it you need to create a client installer, every time I try to make one I get a message saying "An unexpected error occurred: the required components were not found. The Application appears to be installed incorrectly." After reinstalling it I still got this message. I looked around the web for possible solutions and quickly discovered that several people have this same issue. Apple appears to take the position of pretending there is no issue and refuses to address it in any way, despite the number of people complaining about this.

As it stands now, this app is totally unusable.

12 out of 18 customers found this review helpful   Report a Concern ›
Was this review helpful? **Yes** | **No**

Looks like Apple Remote Desktop is intended for Enterprise Use. In addition to cost, there are other undesirables such as need to create a separate client installer.

Lifehacker Reviews

- TeamViewer supports Windows, OS X, Linux, Android, and iOS, and is free for personal use.

- Teamviewer offers remote support and remote management—as in you don't necessarily have to have the remote side set up before you need to connect. Setup is remarkably easy.

- Chrome Remote Desktop supports Windows and OS X (and Linux, sort of), and is completely free for personal and commercial use. It's essentially just a Chrome app that you have to install in Chrome on any computer you want to connect to. You'll have to be logged in to Chrome on any computer you want to connect to as well, which is a bit of a bummer, but the great thing is that it runs in your browser, is super-easy to set up, and it's remarkably fast.

- Microsoft's RDC protocol and Apple's own Remote Desktop platform both use existing technologies within each respective operating system to give remote **administrators** the ability to connect from anywhere they need to, access their files, troubleshoot problems, or work with files and applications as though they were using the remote device.

- VNC, or Virtual Network Computing, is less of a specific product and more of a platform. It uses existing protocols to send keyboard and mouse actions to a remote computer, and in turn it sends the screen from that remote system back to your viewer.

- Splashtop was initially built for mobile access so it works wonders on phones and tablets. It's free to use on same WiFi network. Server clients available for Windows, Mac and Ubuntu Linux.

http://lifehacker.com/five-best-remote-desktop-tools-1508597379
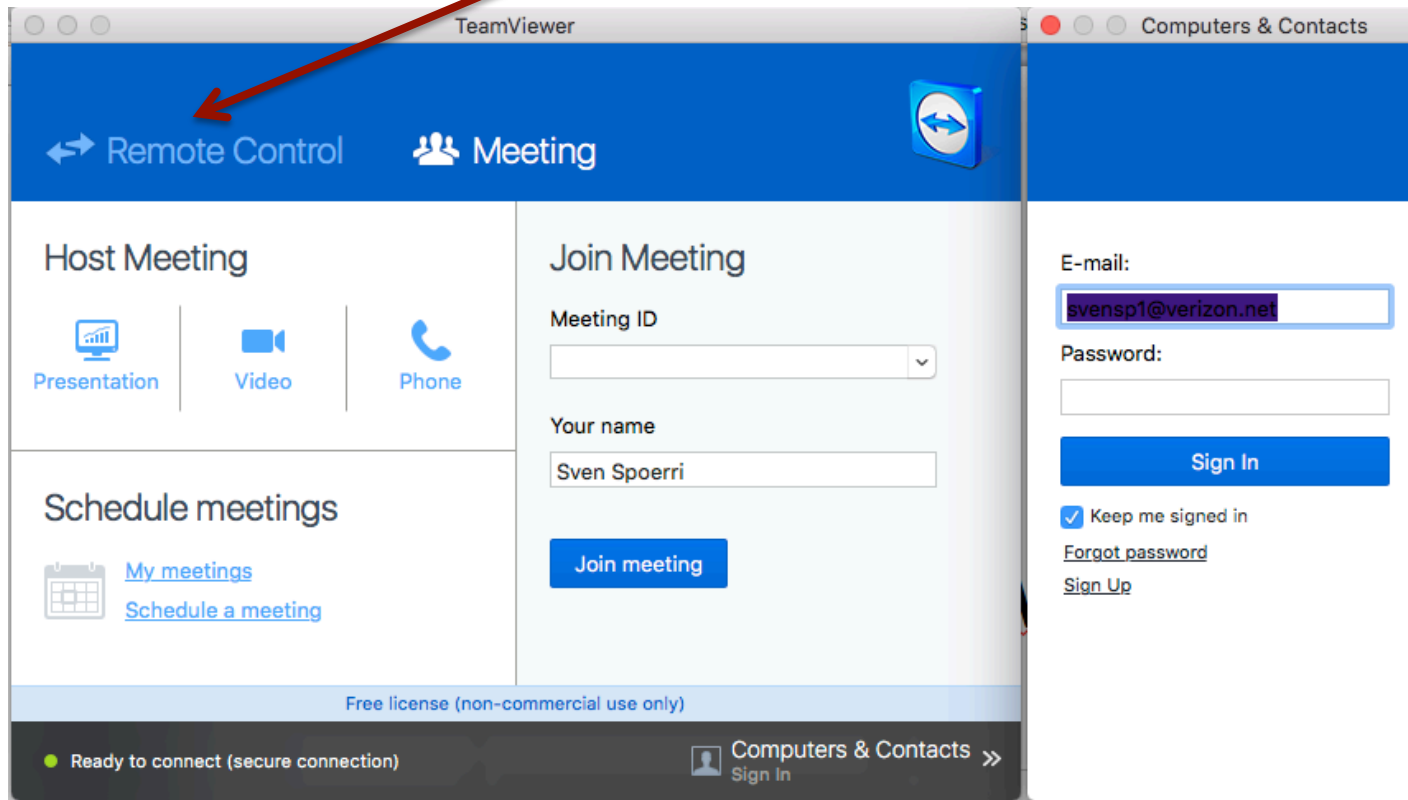
TeamViewer

**The remainder of this introduction is focused
on TeamViewer which will be demonstrated.**

- TeamViewer has a free version that is simple to use between computers and other devices on a local network or the internet.
- The free version is available only for non-commercial use.
- It requires each party to open TeamViewer and exchange ID and password information.
- It works between computers: both PC's & Macs and some devices as well.
- It can also be used to access and operate one of your computers remotely.

TeamViewer Meeting Screen

If Team Viewer opens with the Meeting Screen below, Click on Remote Control at the upper Left. Note: neither partner needs to fill in anything in the rightmost email panel.

TeamViewer Remote Control Screen

For remote control of partner's computer, click Remote Control in center panel, enter partners ID and password and click on Connect to Partner. Partner should have similar screen to yours with his/her ID and Password which he/she should convey to you by phone or email.
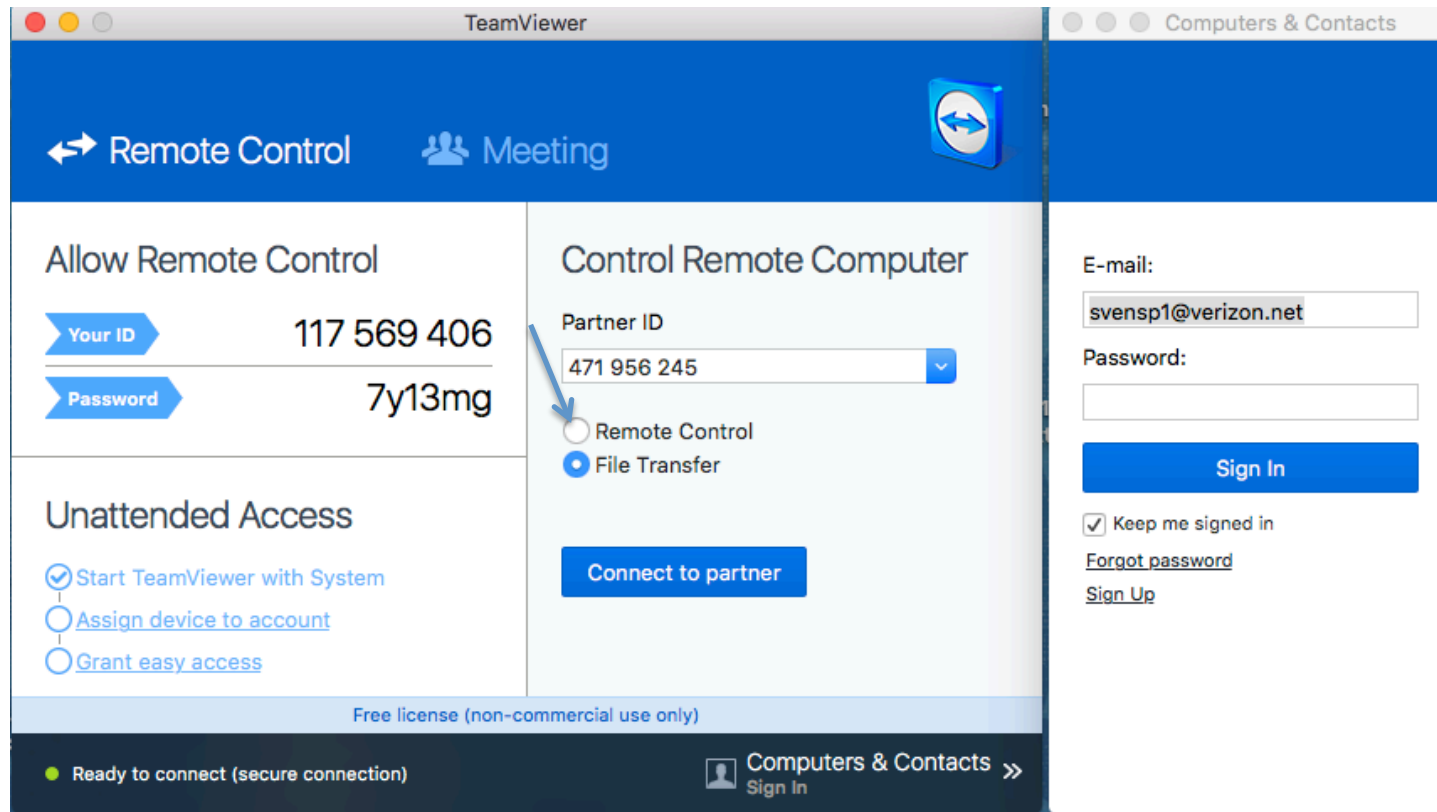
Result of Clicking Connect

- You, the controller, will see a copy of Partner's screen.

- You will see a copy of his/her cursor position on that screen and be able to move that cursor and click to upon documents etc.

- You can therefore demonstrate what needs to be done to accomplish a given task.

<div align="center">OR</div>

- See what the problem is and determine a cure.

Remote View of Partner's Screen after Connect

TeamViewer Remote Control Preferences
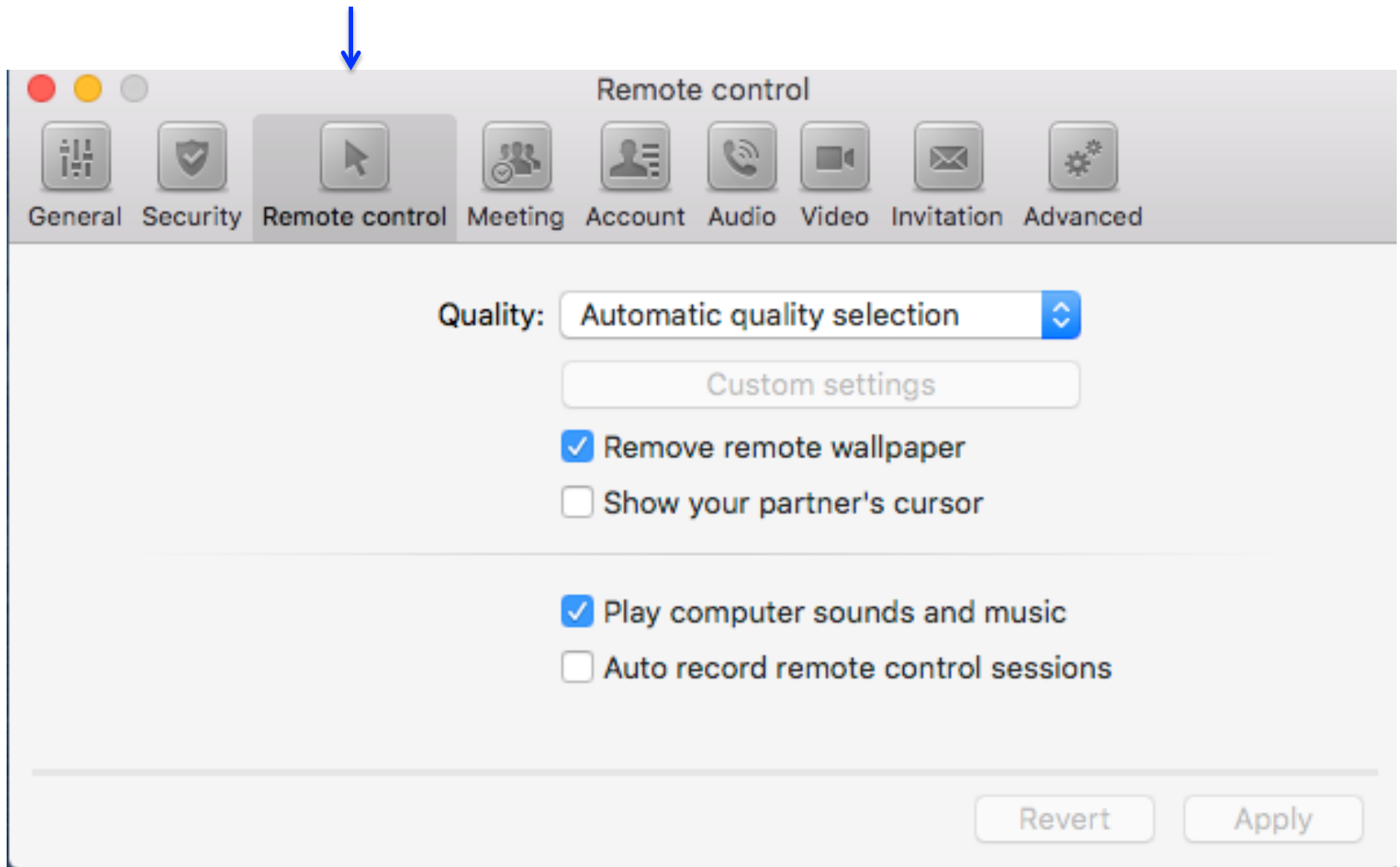
TeamViewer Security Preferences

Password needed if operating your computer remotely

TeamViewer Advanced Preferences
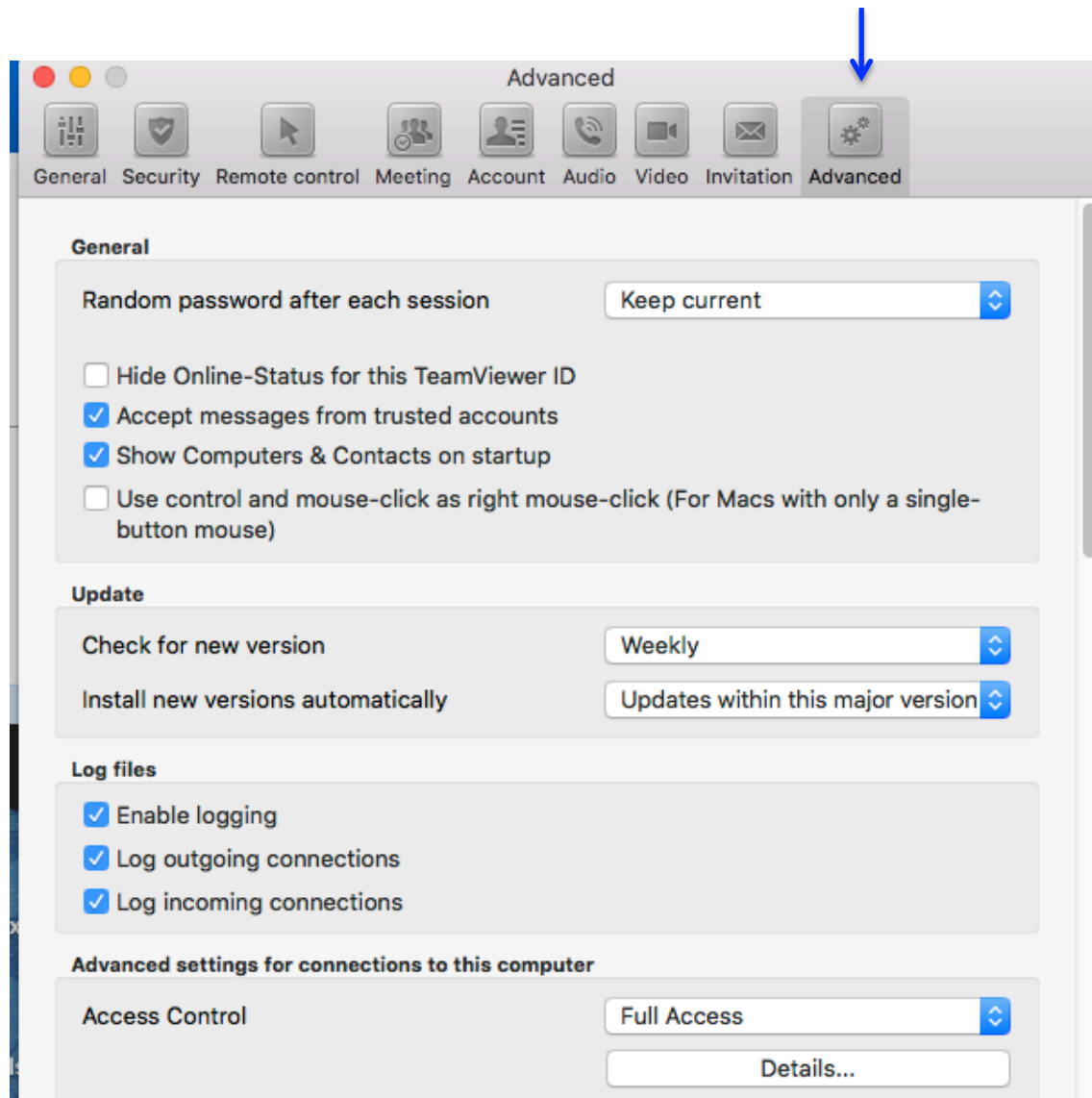
Remote Control & All Options

All Session List Options made visible by clicking on icons at top.

Enabling and disabling remote control of partner's cursor.

Session List Options: Cursor Control

Cursor Disabled

Cursor Enabled

Links to Additional Information

- **Team Viewer Tutorials**
- [https://www.youtube.com/watch?v=KzH7nYzsxSk&ebc=ANyPxKpjMzBuQ7SMEqiutWlhgGZPzUi9V04nycIuMtzHtYQoDZn6j-kfLsBsYJ9y4EUA-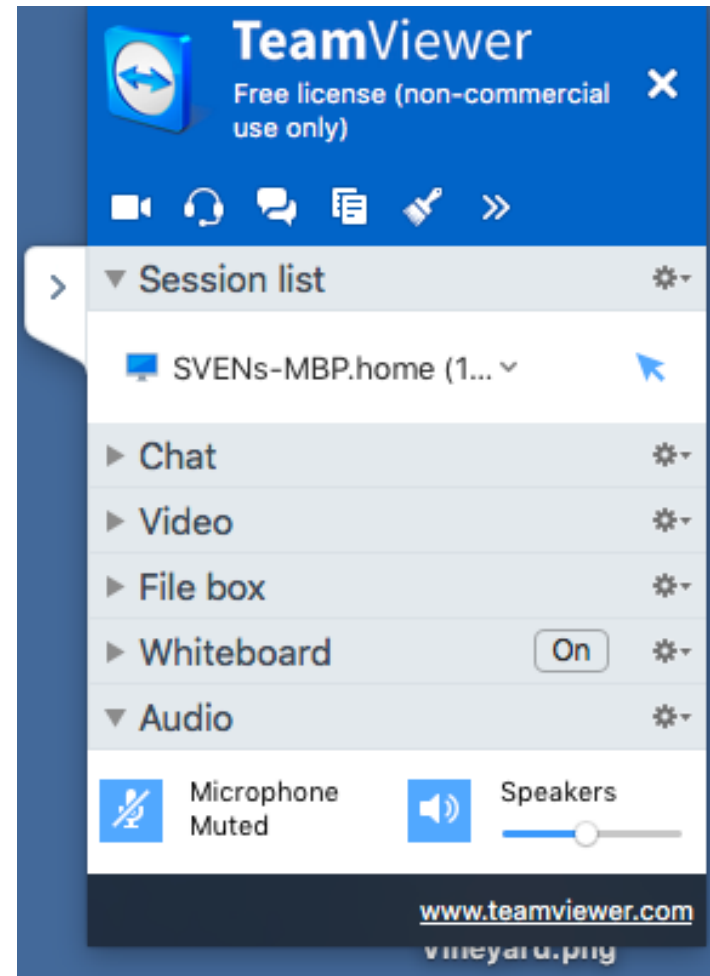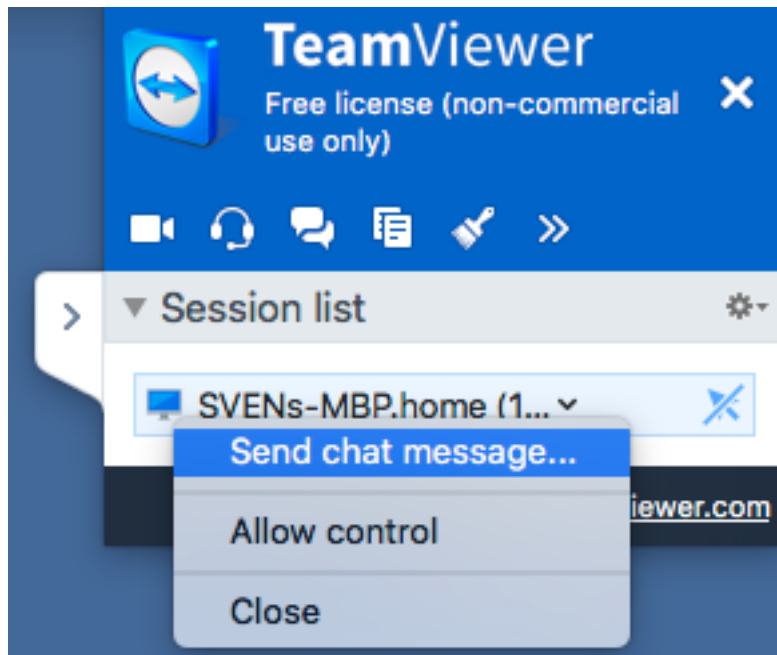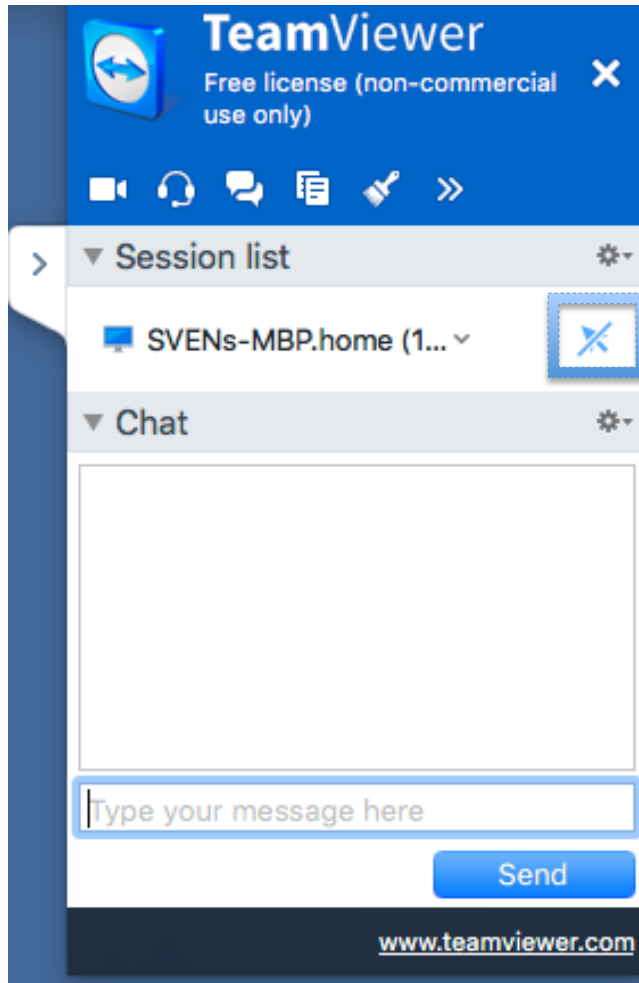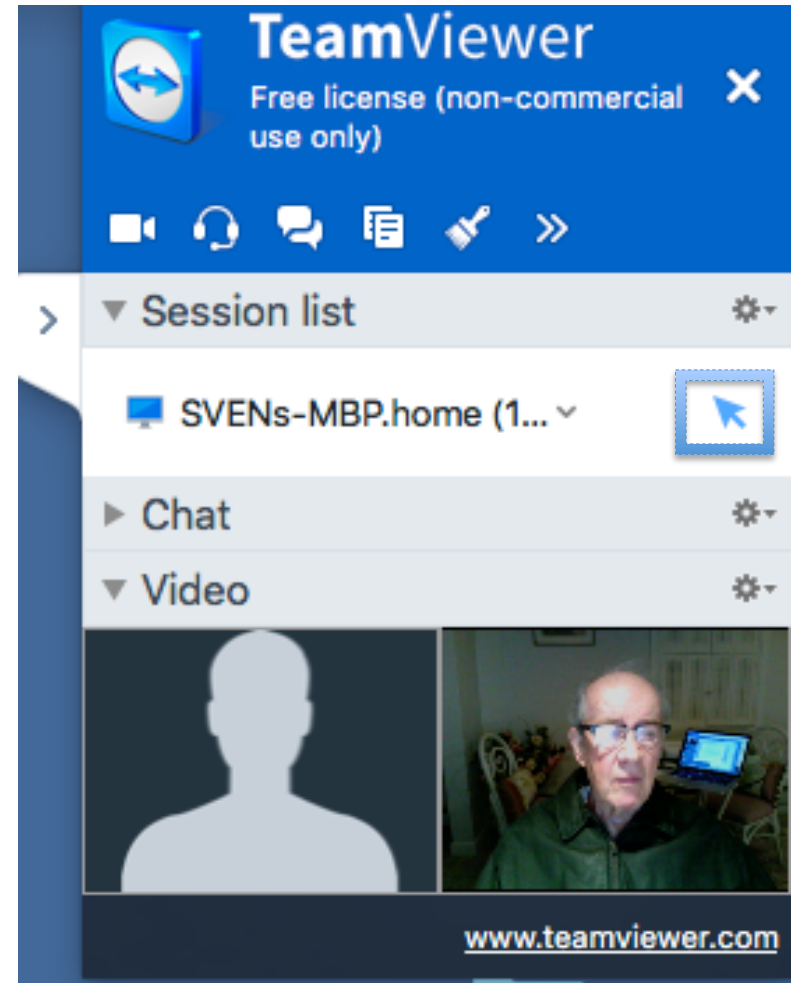7iuFDf9DfSJed8uutRBeWj8uBMMBA](https://www.youtube.com/watch?v=KzH7nYzsxSk&ebc=ANyPxKpjMzBuQ7SMEqiutWlhgGZPzUi9V04nycIuMtzHtYQoDZn6j-kfLsBsYJ9y4EUA-7iuFDf9DfSJed8uutRBeWj8uBMMBA)

   Team Viewer Manual

- https://www.teamviewer.com/download/teamviewer_manual.pdf

   Team Viewer Account (fulll version)

- https://www.teamviewer.com/en/help/410-What-is-a-TeamViewer-account-and-how-do-I-sign-up-for-one

   Team Viewer Commercial Version Cost Issues

- http://www.itcentralpoint.com/teamviewer-tool-with-hidden-costs

   TeamViewer from scratch

- https://www.youtube.com/watch?v=KzH7nYzsxSk

   Remote access and control of your computer

- https://www.youtube.com/watch?v=Os__tj3n9D4

   Evaluation of Remote Desktop Programs

- http://www.howtogeek.com/257655/remote-desktop-roundup-teamviewer-vs.-splashtop-vs.-windows-rdp/

Mission Accomplished! (Joke)

- TeamViewer is easy to use in a two person mode.
- It works between Macs, Macs & PCs and with other devices, e.g., Mac & iPhone.
- There are other features such as Meeting Mode where one person can conduct a briefing that is viewed by several meeting attendees. This was not tested.
- TeamViewer is **free** for non-commercial use and **expensive** for commercial use.
- The only downside experienced is it is tenacious, it doesn't like to quit.
- OK: Let's proceed to a demonstration.