



Remote Support

For remote support we have a licensed account with Team Viewer to use version 12

[TeamViewer](#) [1] is a computer software package for remote control, desktop sharing, online meetings, web conferencing and file transfer between computers. TeamViewer can support Microsoft Windows, Mac OS X, Linux, Chrome OS, iOS, Android, Windows RT, Windows Phone 8 and BlackBerry operating systems. It is also possible to access a machine running TeamViewer with a web browser. This program is good for remote control of computers, collaboration and presentation features.

For technical support we may ask if you could install the 'Quick Support' or 'Host' program on your computer or application on your android phone. If so you can get the application from [TeamViewer.com](https://www.teamviewer.com) [2] or below we have links to a branded version and app stores.

- **Quick Support for computers** (Optimized for instant support, this small customer module does not require installation or administrator rights — download, double click, and give the provided ID and password to your supporter.)
<https://get.teamviewer.com/cvpub-help> [3] or <https://cocoavillagepublishing.com/quicksupport> [4]
- **Quick Support for Android CELLPHONE** (Be aware by installing this app your device could be remotely accessed. Please call before using this app for us to support you and be aware of the choices.) NOTE YOU MAY BE REQUESTED TO INSTALL AN ADDITIONAL APP FOR TYPE OF ANDROID, for example if you have a Samsung phone, get the Teamviewer Samsung addon.
<https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.market> [5]
- **Quick Support for Apple** (Be aware by installing this app your device could be remotely accessed. Please call before using this app for us to support you and be aware of the choices.)
<https://itunes.apple.com/us/app/teamviewer-quicksupport/id661649585?mt=> [6]
- **Host** (Install for for 24/7 access to remote computers. Please call us before using this for 24/7 program on your device, be aware that this software could be running all the time in the background, so we want to make sure it is the correct choice for us to support you.)
<https://get.teamviewer.com/cvpub-host> [7]

- **Join** (Join meetings or presentations with this customer module. It requires no installation or administrator rights — just download, double click, and enter the



session data given to you by your meeting organizer.)

<https://go.teamviewer.com/cvpub-join> [8]

PLEASE BE CAREFUL WITH ANY SOFTWARE, ESPECIALLY SOFTWARE LIKE ABOVE THAT ALLOWS REMOTE ACCESS. IF DOUBTS CALL US.

Source URL: <https://cocoavillagepublishing.com/services/consulting/remote>

Links

[1] <https://en.wikipedia.org/wiki/TeamViewer>

[2] <https://www.teamviewer.com/download/>

[3] <https://get.teamviewer.com/cvpub-help>

[4] <https://cocoavillagepublishing.com/quicksupport>

[5] <https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.market&hl=en>

[6] <https://itunes.apple.com/us/app/teamviewer-quicksupport/id661649585?mt=8>

[7] <https://get.teamviewer.com/cvpub-host>

[8] <https://go.teamviewer.com/cvpub-join>