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 Looks like no one's replied in a while. To start the conversation again, simply ask a new question.



chenush88

• Level 1 (25 points)



iPhone

Q: how to remotely control an iPhone?

Hey,

So I bought my grandma an iPhone 5, and she is struggling with it, so I often try to guide her via phone call but is hard, does anyone know an app than allows me to remotely control her iPhone from my iPhone?

iPhone 6s, iOS 10.2

Posted on Dec 17, 2016 12:51 PM

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FoxFifth

• Level 10 (237,333 points)



Apple ID

Dec 17, 2016 1:43 PM in response to chenush88

I haven't used this with an iPhone but the latest version claims mobile-to-mobile remote control and screen sharing:
<https://itunes.apple.com/us/app/teamviewer-remote-control/id692035811?mt=8>

[Reply](#)

[Helpful](#)



chenush88

• Level 1 (25 points)



iPhone

★ [Helpful](#)

Dec 19, 2016 9:20 AM in response to FoxFifth

thank you for your answer, you are right indeed it says phone to phone remote control, so I downloaded it to 2 iPhone tried to remote control but nothing happaned

[Reply](#)

[Helpful \(6\)](#)



FoxFifth

• Level 10 (237,333 points)



Apple ID

Dec 19, 2016 10:47 AM in response to chenush88

I've used TeamViewer (free version) between Mac and Windows and it worked well but as I noted in my post above I've never used it on an iPhone. I just checked their website (briefly) and saw one statement that said mobile to mobile remote connections require "Premium and above." There may be more information at their website:
<https://www.teamviewer.com/en/latest-version/> and hopefully someone else here will respond with another solution.

[Reply](#)

[Helpful](#)



LACAllen

• Level 8 (35,791 points)






iCloud

Dec 19, 2016 12:17 PM in response to chenush88

It does not allow full remote control. It has a chat function between devices, and you can make screenshots of the device to "see" what the user sees. You can also add email accounts.

Better then nothing, but not full remote control.



Reply Helpful (2) 

 chenush88 |  Level 1 (25 points)  iPhone

Dec 21, 2016 2:28 PM in response to LACAllen

I tried it but still not working... pls anyone else with a solution?

Reply Helpful 

 KiltedTim |  Level 10 (136,029 points)  iPhone

Dec 21, 2016 2:29 PM in response to chenush88

I don't think you will find anything that would allow you to do that. It would be a major security problem and Apple's guidelines for developers would not allow it.


Reply Helpful 




 LACAllen |  Level 8 (35,791 points)  iCloud

Dec 21, 2016 2:30 PM in response to chenush88

Define "still not working"


How do you expect anyone to help you?




Reply Helpful 

 chenush88 |  Level 1 (25 points)  iPhone

Dec 21, 2016 3:40 PM in response to LACAllen


still not working=I registered and tried to attach the two iPhones via the app but nothing happens. There are instructions how to attach the devices but my devices wont attach

Reply Helpful 

 chenush88 |  Level 1 (25 points)  iPhone

Dec 21, 2016 3:43 PM in response to KiltedTim

I dont think this is a security breach if the phone that I want to acceses allows me to... I dont mean to hack the phone I just mean to control the other phone by consent. This is already possible between 2 windows computers so I thought it could be possible with 2 iPhones aswell.

Reply Helpful 

 LACAllen |  Level 8 (35,791 points)  iCloud

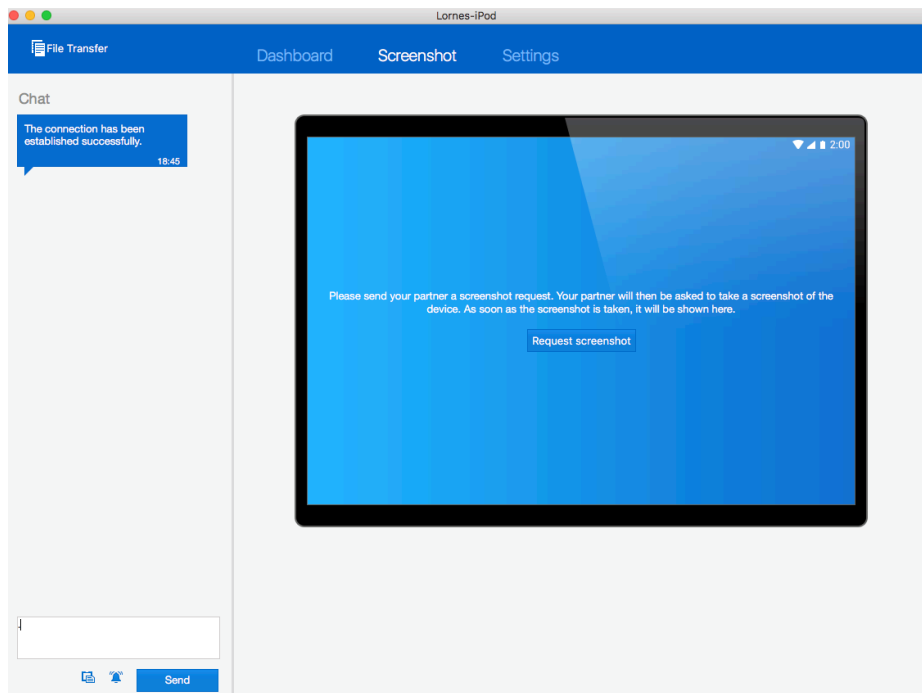
Dec 21, 2016 3:48 PM in response to chenush88

There is no attach.

The iOS device downloads and runs the iOS teamviewer app.

You run the Teamviewer app on a Mac or PC. The iOS device holder sends you you the 9 digit ID. You enter that in your PC/Mac app and click on CONNECT TO PARTNER. Your partner on the iOS device clicks on ALLOW

You'll see this from the PC/Mac. There is NO iOS to iOS control.



Reply Helpful (1) [dropdown]

LACAllen | Level 8 (35,791 points) iCloud

Dec 21, 2016 3:47 PM in response to chenush88

Not between 2 iOS devices.

Between an iOS device and either a PC or Mac.

Reply Helpful [dropdown]

LACAllen | Level 8 (35,791 points) iCloud

Dec 21, 2016 3:56 PM in response to LACAllen

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TeamViewer QuickSupport

By TeamViewer

Open iTunes to buy and download apps.



Description

Get support for your mobile device [from any Windows or Mac computer!](#) You can now receive technical remote support for your mobile devices. Technicians have the ability to chat, transfer files back and forth, view device information, push Wi-Fi settings, and much more.

[TeamViewer Web Site](#) > [TeamViewer QuickSupport Support](#) >

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Description

Get support for your mobile device from any Windows or Mac computer! You can now receive technical remote support for your mobile devices. Technicians have the ability to chat, transfer files back and forth, view device information, push Wi-Fi settings, and much more.

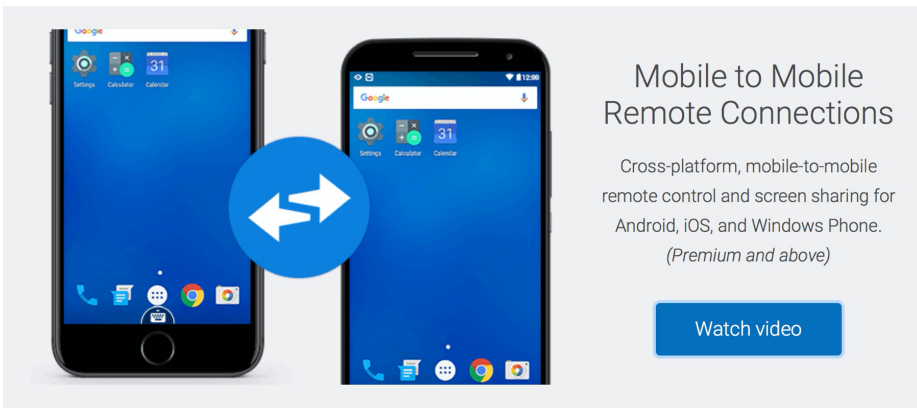
This is the free version.

Reply Helpful (1) [dropdown]

FoxFifth | Level 10 (237,333 points) Apple ID

Dec 21, 2016 4:17 PM in response to chenush88

See the video (go to <https://www.teamviewer.com/en/latest-version/> and find the section shown in the photo below). The video states that you can do remote control of Android and Windows phones from an iPhone but you can only view the screen of the other phone if the other phone is an iPhone. And note that it requires "Premium and above."



Reply Helpful [dropdown]

LACAllen | Level 8 (35,791 points) iCloud

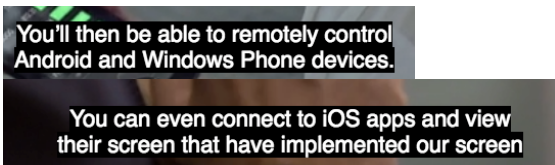
Dec 21, 2016 4:30 PM in response to FoxFifth

FYI... the free version allows screenshots. As many as you wish, plus chat, you can send wifi settings (?) and set up an email account... all remotely. But no control.

I've used it with a family member and it's not horrible. Not great, but better than phone charades.

My take on the paid version is still no control over an iOS device, or at least a very limited/different level of control. The client has to have Teamviewer's SDK installed.

From the video...



Connect to and remotely control are not the same thing.

Oh, and it's \$1600 CAD.


Reply Helpful [dropdown]

FoxFifth | Level 10 (237,333 points) Apple ID

Dec 21, 2016 4:38 PM in response to LACAllen

I understand that there is no control over an iPhone -- that is why I stated "The video states that you can do remote control of Android and Windows phones from an iPhone but you can only view the screen of the other phone if the other phone is an iPhone."

I'm not sure if what the premium version offers when the iPhone is a client is different than the screenshots of the free version but at \$1600 CAD, for this discussion screenshots seem more reasonable at the price! 😊

Reply Helpful 


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