



# Precision-IQ



## TEAMVIEWER QUICKSUPPORT WITH REMOTE CONTROL

At some point, everyone runs into an issue with the technology they're using. But when an operator is out in the field, with the nearest technician hours away, even a simple issue can quickly waste an entire day's worth of work. With Precision-IQ™ version 6.60 from Trimble Agriculture (bundled within the following display versions: GFX-350™ v1.60 and GFX-750™ v2.60), technology issues can now be solved more easily by a remote user.

TeamViewer QuickSupport functionality has been updated on the Trimble® GFX-350 and GFX-750 displays to allow complete remote control of a display. This means that a TeamViewer QuickSupport user (typically a Vantage™ distribution partner or Authorised Trimble reseller) can control operation of the display from a remote location using the QuickSupport app and TeamViewer software. File Transfer functionality is available too, as it is currently with view-only versions of TeamViewer.

The latest version of TeamViewer (v15.4.61) allows dealers to control a remote display from their office, including the ability to tap on buttons, instead of just viewing the screen. Prior to starting the session, the operator must acknowledge that they are in control of and responsible for the vehicle and implement. Once connected, all screens will now be outlined in red to show that they are under remote control. The workflow of the new TeamViewer app is the same as the older version of QuickSupport, and the remote control software from the controlling device works as a desktop app as well as a web app.

**Please note:** This version of TeamViewer is not supported on the TMX-2050™ display or any display using the Android 4.0 Operating System. Android OS 5.0 or newer is required.



Contact your Trimble Ag Reseller today

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