- SOtM으로부터 원격지원 서비스를 받기 위한 준비 작업 입니다.

Windows

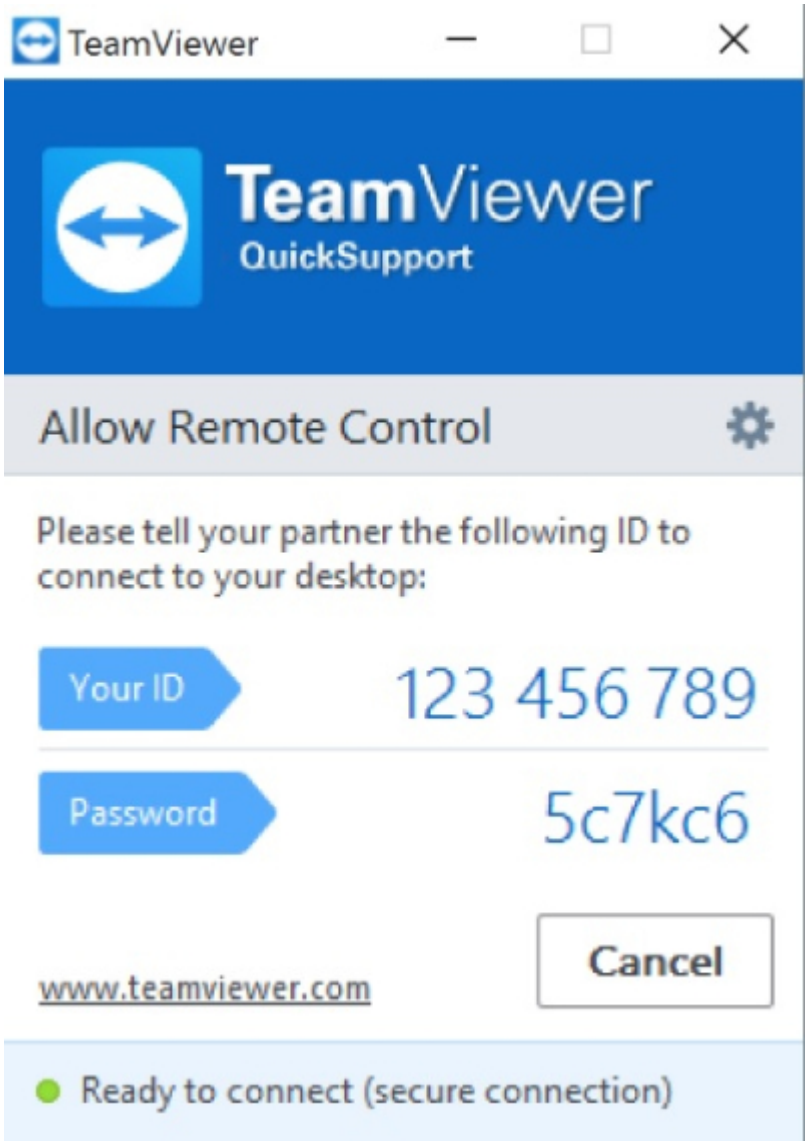
TeamViewer QS 다운로드

아래의 링크에서 TeamViewer QS 다운로드 합니다.

- TeamViewerQS for Windows

TeamViewer QS 실행하기

다운로드 된 TeamViewer QS를 실행하고 주어진 ID와 PW를 확인합니다.



TeamViewer ID/PW 공유하기

확인된 TeamViewer ID/PW를 공유하고, 원격 지원을 기다립니다.

Mac OS

TeamViewer QS 다운로드

아래의 링크에서 TeamViewer QS 다운로드 합니다.

- TeamViewerQS for Mac

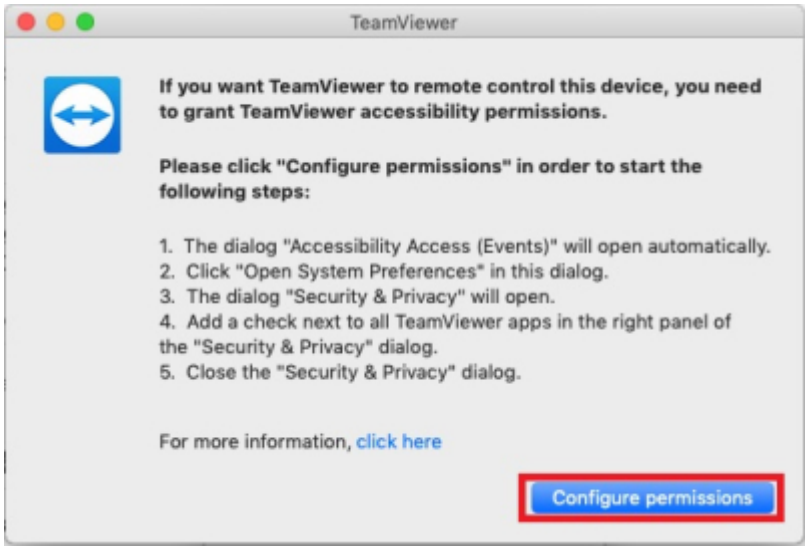
TeamViewer QS 실행하기

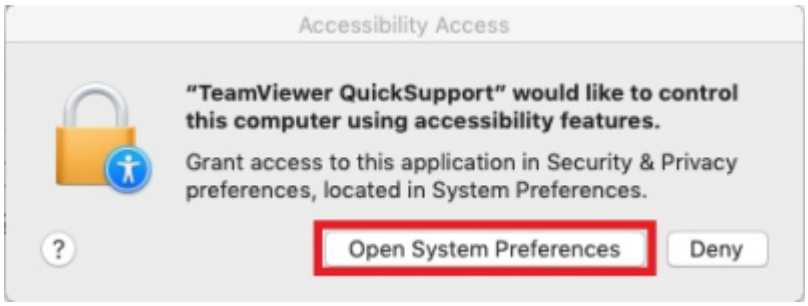
다운로드 된 TeamViewer QS를 실행하고 주어진 ID와 PW를 확인합니다.

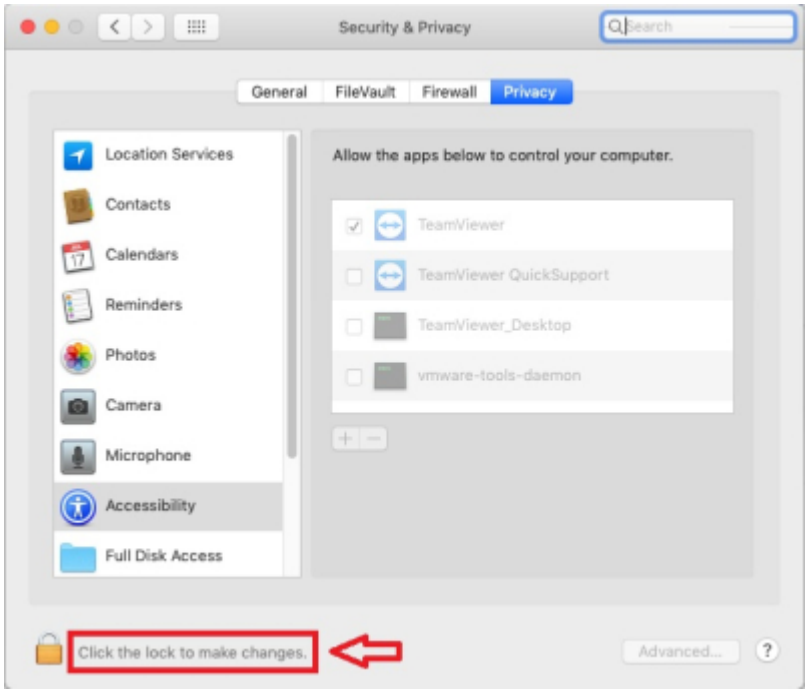


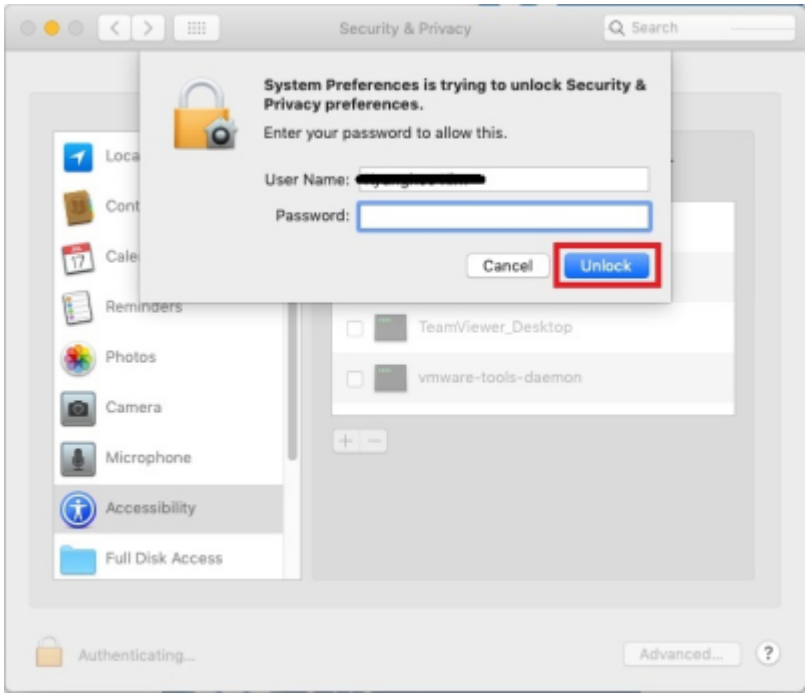
원격제어 권한 설정하기

- Mac OS의 경우, 원격제어 권한을 설정하기 위해 아래의 과정을 진행합니다.
- 최초 TeamViewer를 실행하면, 권한 설정에 대한 대화상자가 나타납니다.


TeamViewer
If you want TeamViewer to remote control this device, you need to grant TeamViewer accessibility permissions.
Please click "Configure permissions" in order to start the following steps:
1. The dialog "Accessibility Access (Events)" will open automatically.
2. Click "Open System Preferences" in this dialog.
3. The dialog "Security & Privacy" will open.
4. Add a check next to all TeamViewer apps in the right panel of the "Security & Privacy" dialog.
5. Close the "Security & Privacy" dialog.
For more information, click here
Configure permissions

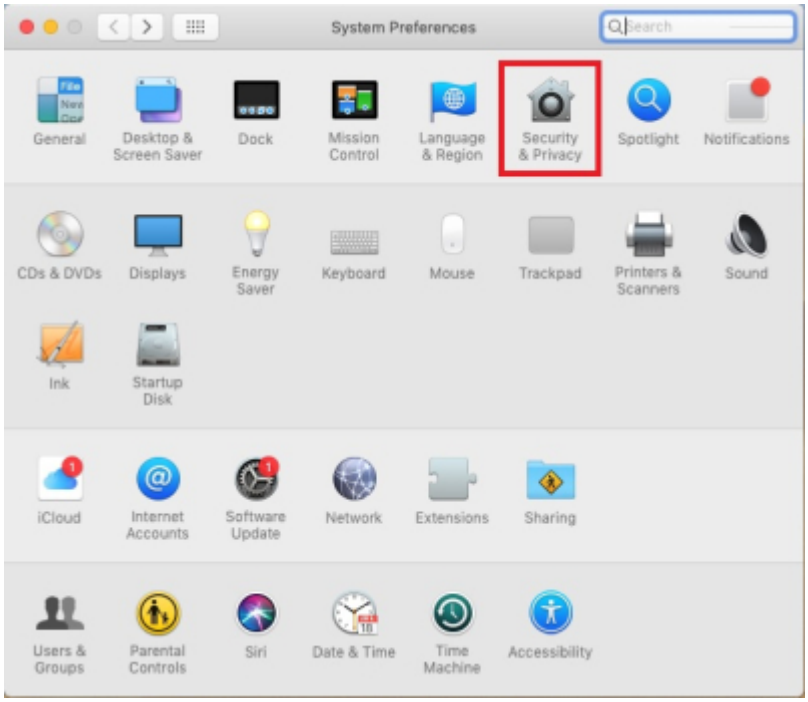

Accessibility Access
"TeamViewer QuickSupport" would like to control this computer using accessibility features.
Grant access to this application in Security & Privacy preferences, located in System Preferences.
Open System Preferences
Deny


Security & Privacy
General
FileVault
Firewall
Privacy
Location Services
Contacts
Calendars
Reminders
Photos
Camera
Microphone
Accessibility
Full Disk Access
Allow the apps below to control your computer.
TeamViewer
TeamViewer QuickSupport
TeamViewer_Desktop
vmware-tools-daemon
Click the lock to make changes.
Advanced...





- 만약, 대화상자가 나타나지 않거나 과정을 지나쳤다면, '시스템 설정 → 보안 및 개인정보보호'를 실행하여 진행 합니다.



TeamViewer ID/PW 공유하기

확인된 TeamViewer ID/PW를 공유하고, 원격 지원을 기다립니다.

다운로드

TeamViewer QS 실행 파일

- TeamViewerQS for Windows
- TeamViewerQS for Mac

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