

Per our Development Team, remote access requirements call for you to have the latest version of your device's OS (Operating system) installed. *Older OS versions are not supported for security purposes.*

The steps below have been successfully tested by our Development and QA team, however, if they do not work, you will need to have a local technician or mobile device provider (Verizon, AT&T, etc.) assist you in troubleshooting further as we do not support mobile devices.

- 1) Please install the **REMOTE DESKTOP Mobile (Apple/iPhone)** or **Remote Desktop 8 (Android)** app on your device shown below. *Please note that a certificate install is not required on either OS.*

REMOTE DESKTOP (Apple/iPhone),



Remote Desktop Mobile

Work from anywhere
[Microsoft Corporation](#)

★★★★☆ 3.1 • 1.3K Ratings

Free

Desktop 8 (Android) app



Remote Desktop 8

[Microsoft Corporation](#) Business

E Everyone

 Add to Wishlist

- 2) Enter gateway information and log in credentials. Below is a setup example that shows where to enter the same credentials you use to access your location(s) remotely on your standard desktop.

iPhone

The screenshot shows the 'Edit PC' settings on an iPhone. The status bar at the top shows 'Optus' carrier, signal strength, Wi-Fi, time '12:56 pm', and 46% battery. The screen has a red 'X' in the top left, 'Edit PC' in the center, and 'Save' in the top right. The settings are organized into sections: 'GENERAL' and 'GATEWAY'. Three specific fields are highlighted with red boxes and annotated with callouts:

- PC Name:** The value is 'gv-ts01'. A callout box points to it with the text: "Was provided to you by GuestVision".
- Friendly Name:** The value is 'GV TS 1'. A callout box points to it with the text: "This can be named anything, you can use 'GuestVision'".
- Gateway:** The value is 'ts1.guestvision.net'. A callout box points to it with the text: "Was provided to you by GuestVision".

Other visible settings include 'User Account' (Ask When Required), 'Admin Mode' (toggle off), 'Swap Mouse Buttons' (toggle off), 'Bypass for Local Addresses' (toggle on), and 'DEVICE & AUDIO REDIRECTION' (Sound: Play on This Device, Microphone: toggle off).



Android

8:24 58%

Edit desktop SAVE

PC name
gv-ts01 ×

Was provided to you by GuestVision

User name
Enter every time

[How do I set up a PC?](#)

Show additional options

Friendly name
GV RA ×

This can be named anything, you can use "GuestVision"

Gateway
ts1.guestvision.net ▾

Was provided to you by GuestVision

Sound
Play sound on device

Customize display resolution
Off

Swap mouse buttons

Connect to admin session



If you have entered your credentials correctly and successfully connected to your remote session you will see the screen below, and the Guest Vision Icon. You should then be able to click on the Guest Vision icon and access your location(s).

