

Support Bulletin

CIVIL CONSTRUCTION

2 OCTOBER 2024

TRIMBLE SITEWORKS SOFTWARE SCREENVIEW REMOTE CONTROL SETUP VIA WORKSMANAGER SOFTWARE FOR ANDROID DEVICES

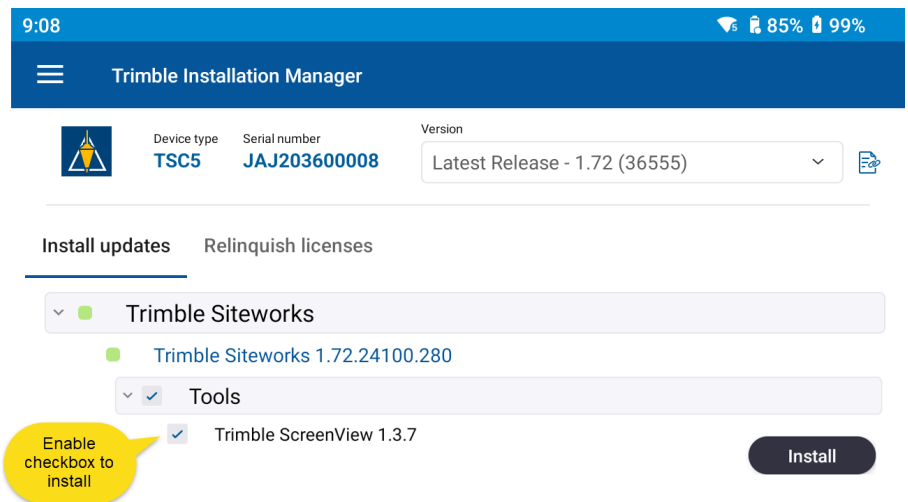
Introduction

Trimble is pleased to announce the availability of remote assist functionality on Android™ devices. This functionality is available for Trimble Android compatible data collectors; Trimble® TSC5 Controller, Trimble TDC6 Handheld Data Collector and Trimble TDC600 Handheld) and Android Bring Your Own Devices (BYOD).

Setup and configuration

Install the ScreenView App onto the Android device

Launch Trimble Installation Manager (TIM) on an Android device and select the checkbox for Trimble Screen View. Note that the ScreenView option will only be available for Trimble Siteworks Software v1.73 or above.




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Run the ScreenView app and set device permissions

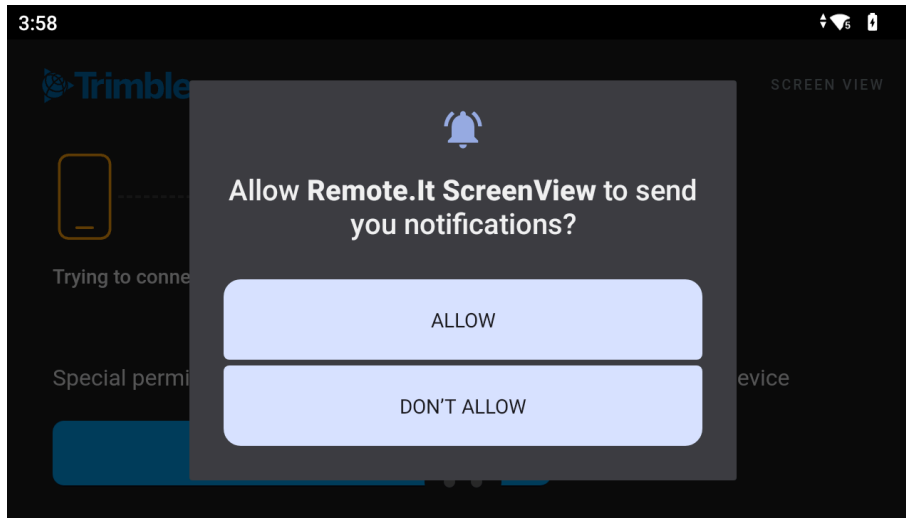
Note: the following screenshots are from a TSC5 running OS13 in dark theme. Specific screens and workflows may vary depending on the device type and operating system version.



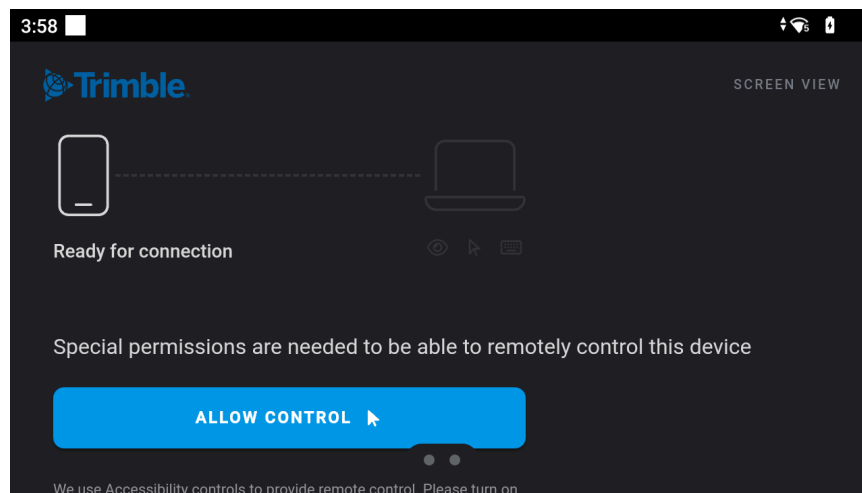
Find and tap on the Remote.It ScreenView app to launch it: . It is also possible to launch the ScreenView app directly from TIM at the completion of the installation there.

To enable remote control various device permissions will need to be granted in order to enable full remote viewing and control functionality:

Tap the *Allow* button to allow notifications:

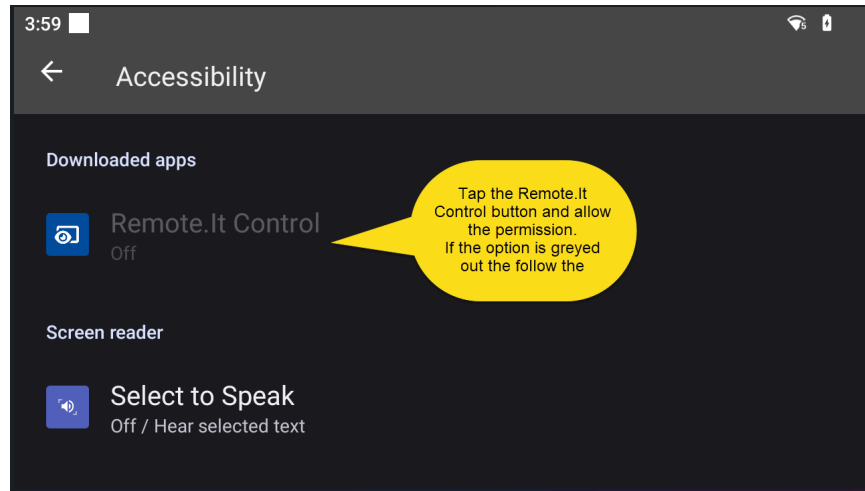


Tap the *Allow Control* button:



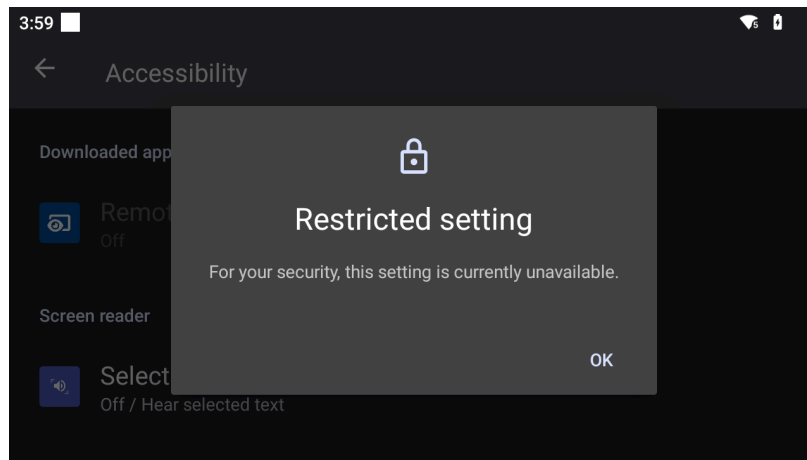
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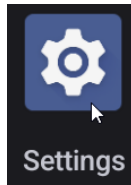
The Accessibility settings page will open. Tap on “Downloaded Apps” and then Remote.It Control to enter the accessibility settings page and turn the setting **ON**.



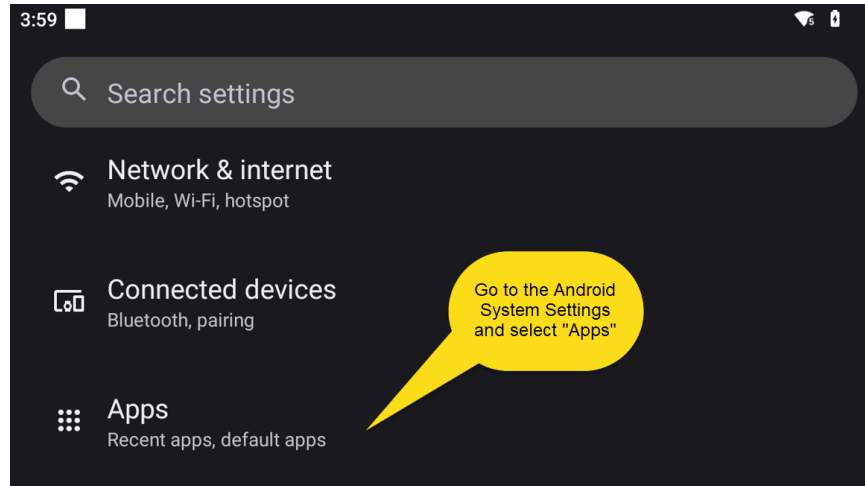
Return to the ScreenView app and proceed to grant the necessary keyboard permissions.

If the device is running Android 13 or above, and the Remote.It Control option is greyed out and the following message is encountered, please follow the steps below to allow Restricted Settings and enable remote control.

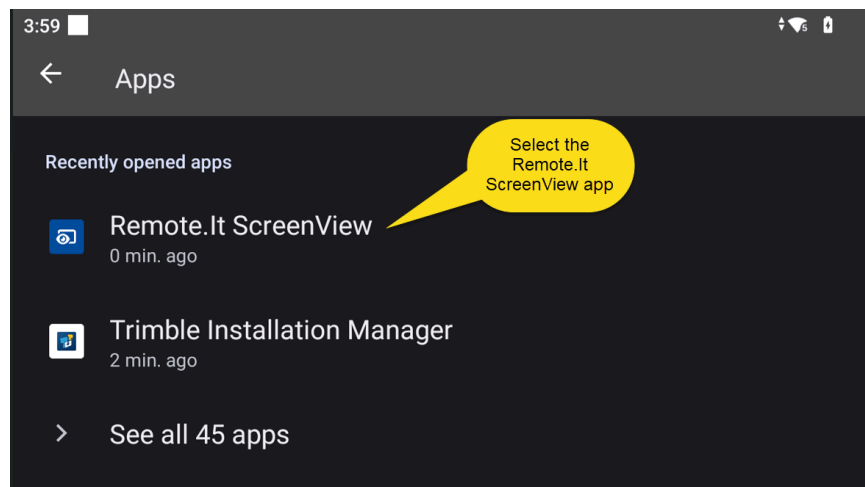




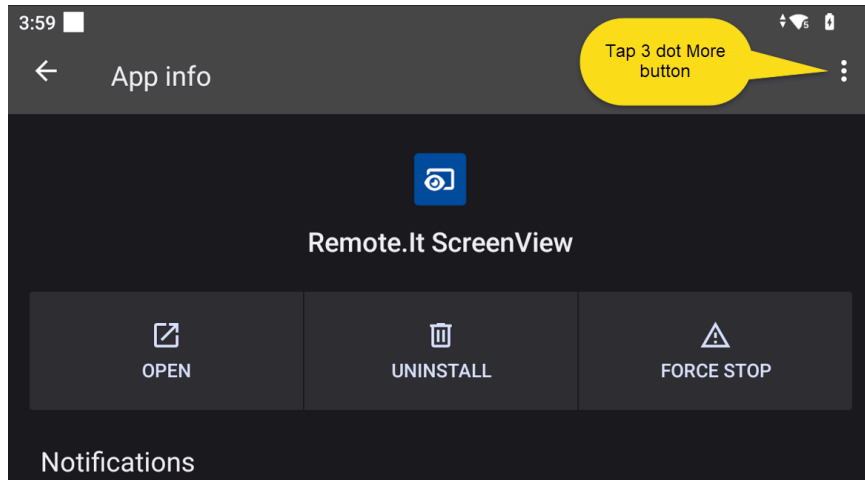
Open the Android OS Settings on the device **Settings** and go to the Apps section:



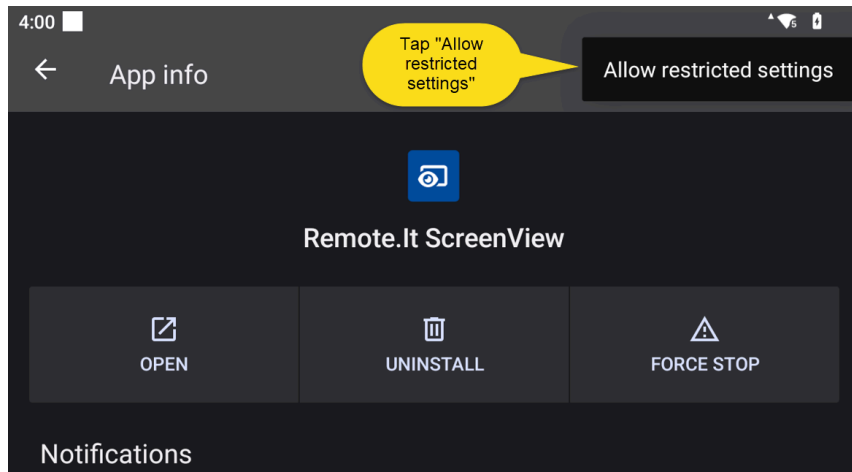
Select the ScreenView app from the list of apps:



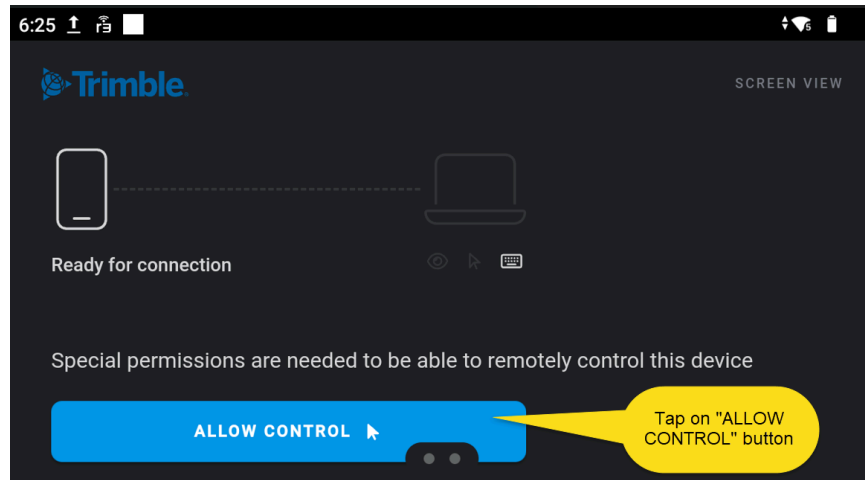
In the upper right corner, tap on the three dot More icon:



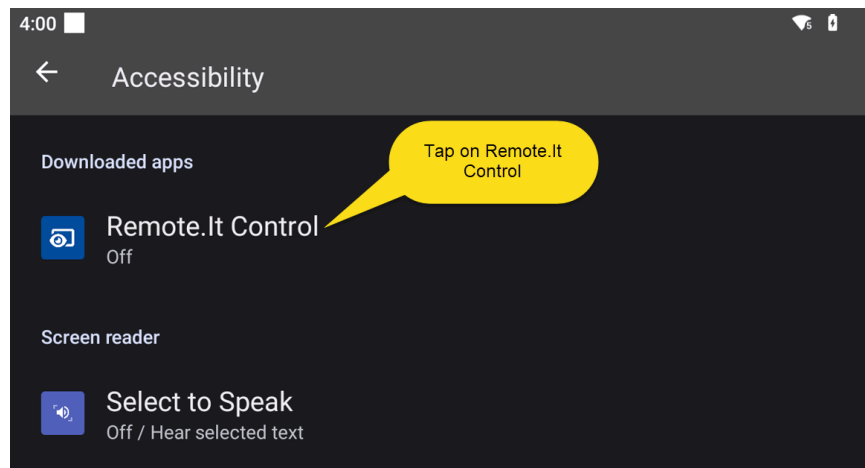
Tap *Allow restricted settings*:



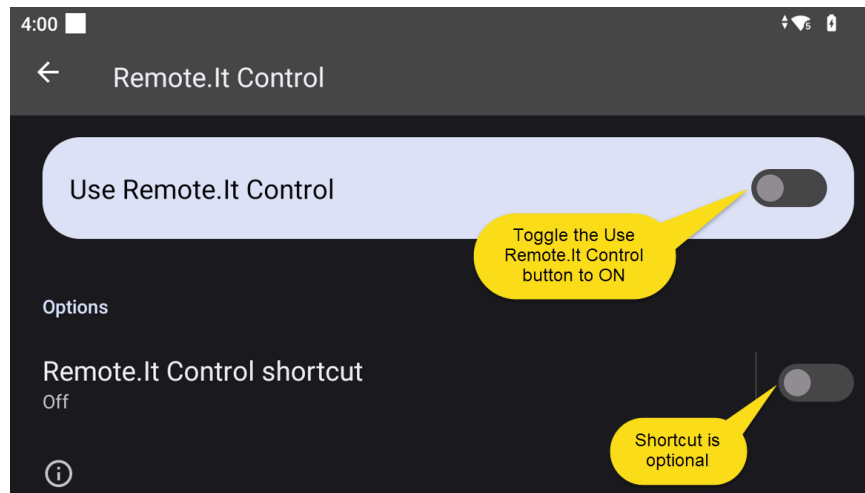
Return to the RemoteView app by using the recent apps button on the device and tap on the Allow Control button:



This will return to the Accessibility page where the Remote.It button should now be active and no longer grayed out. Tap on the Remote.It Button:

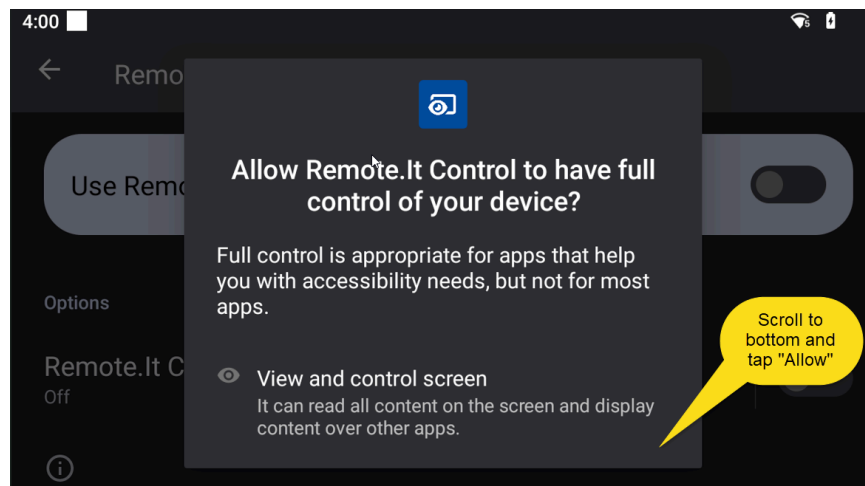


Toggle the Use Remote.It Control button to on:

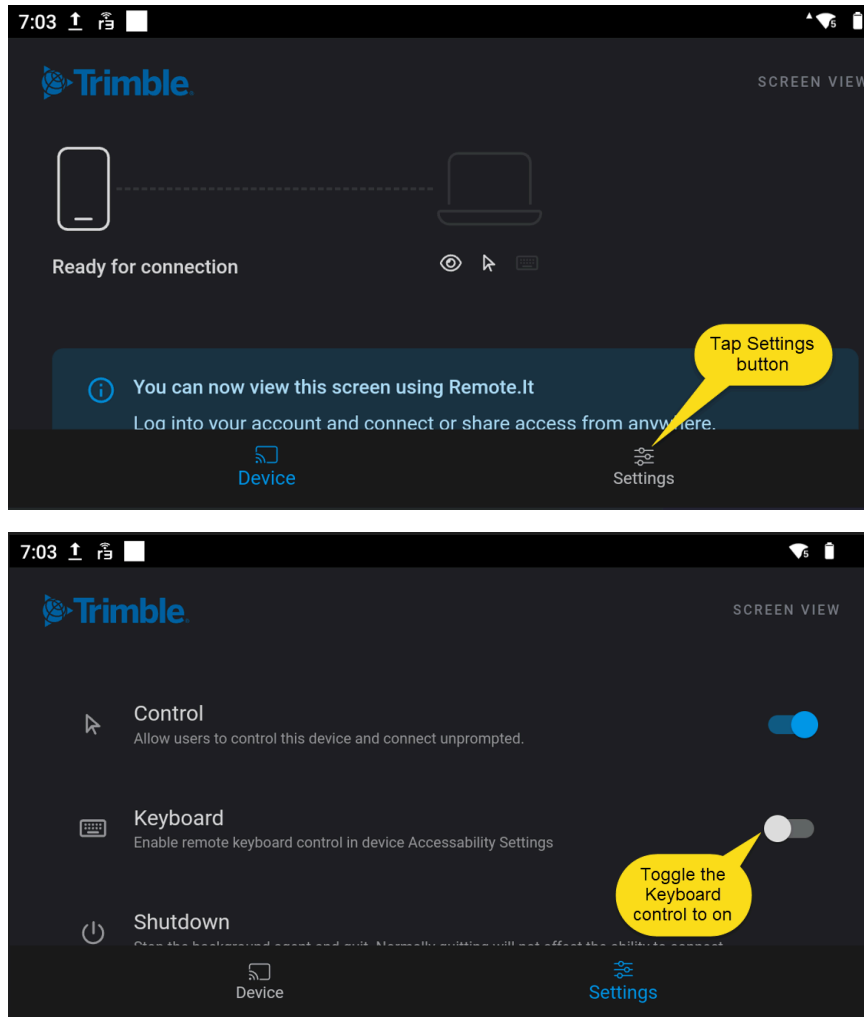


Turning on the Remote.It Control shortcut is optional. Enabling this option will place a shortcut button on the device screen that when tapped will return the user to the ScreenView application.

Scroll to the bottom of the notification window and tap Allow to grant the necessary remote control permissions:

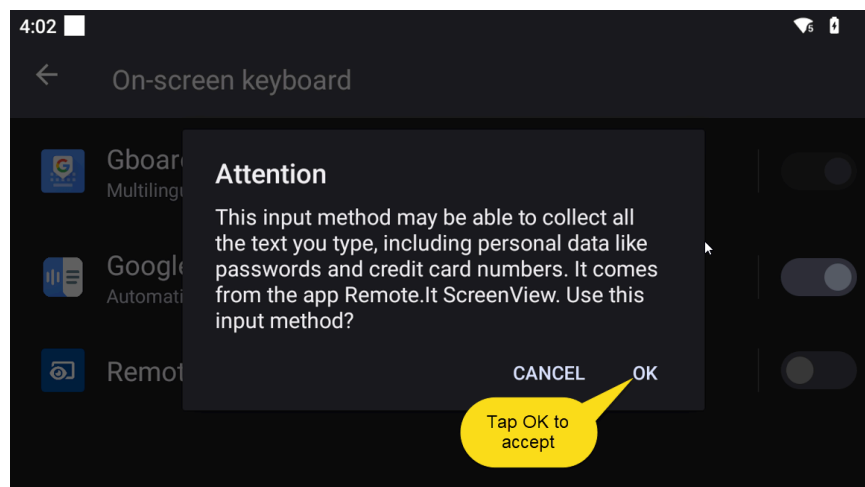
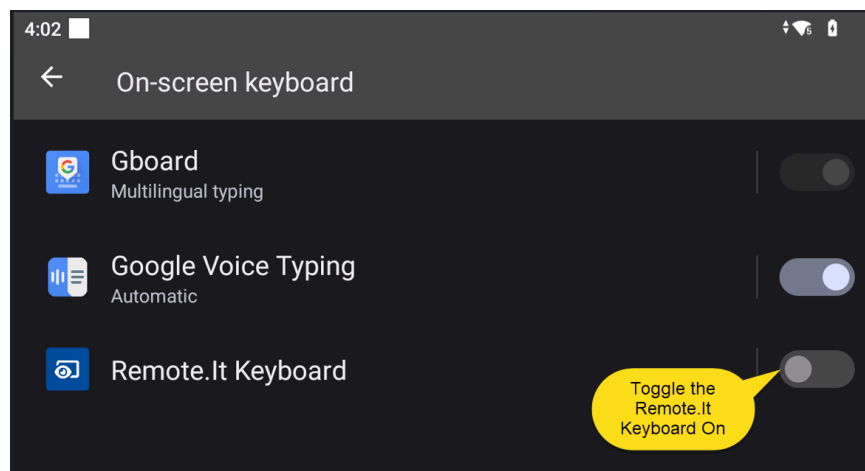
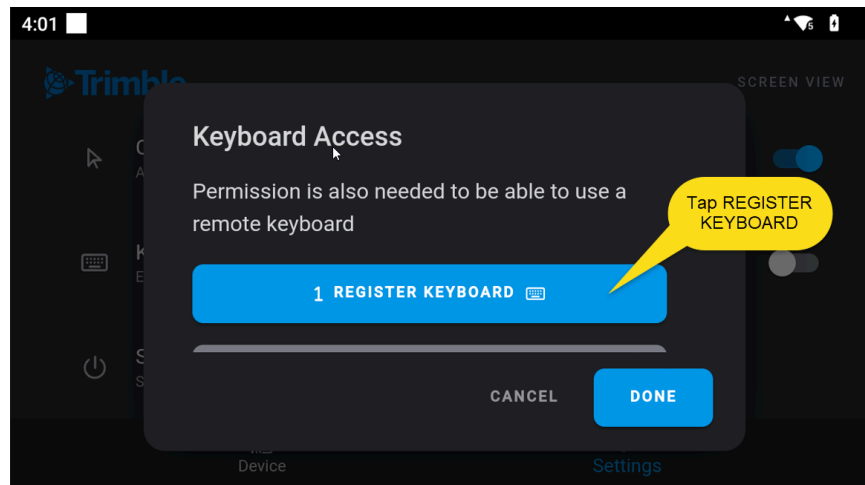


Return to the RemoteView app which should now show “ready for connection”. Tap the Settings button in the bottom right and then tap the *Keyboard* toggle to On:

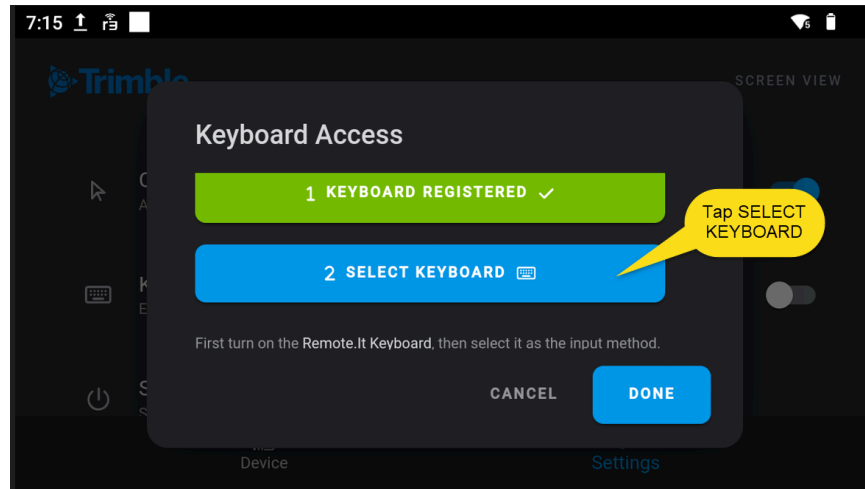


This will allow the system to use the Remote.It Keyboard for remote typing. You will be taken to the Keyboard Access page where you must enable and register the Remote.It Keyboard.

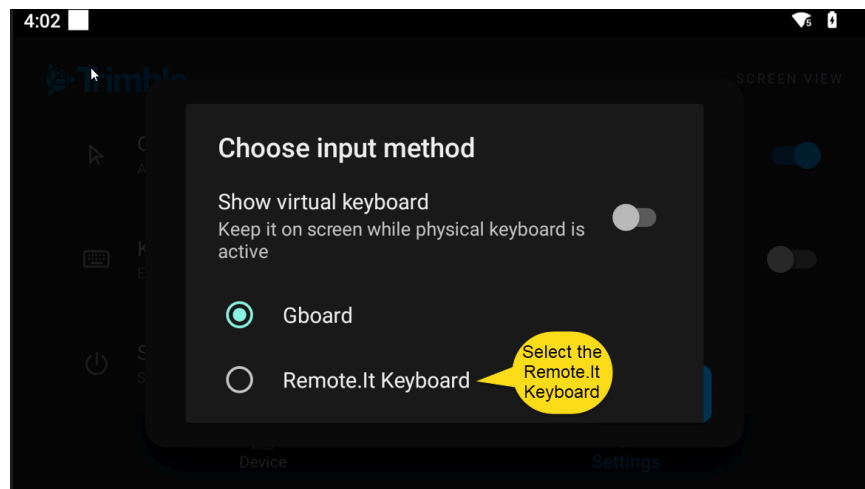
Tap REGISTER KEYBOARD, toggle the Remote.It Keyboard on and then tap OK on the Attention window to register the keyboard:



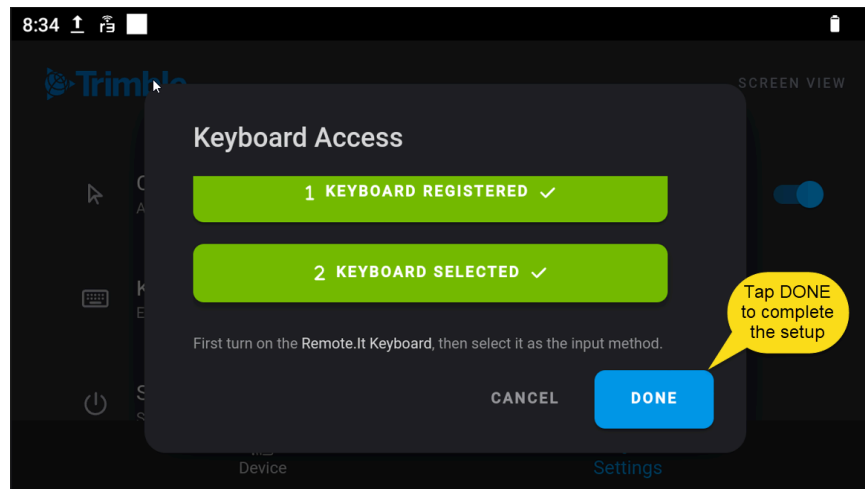
Return to the ScreenView app by pressing the back button in the upper left of the screen and Tap *Select Keyboard*:



Then select the Remote.It Keyboard:



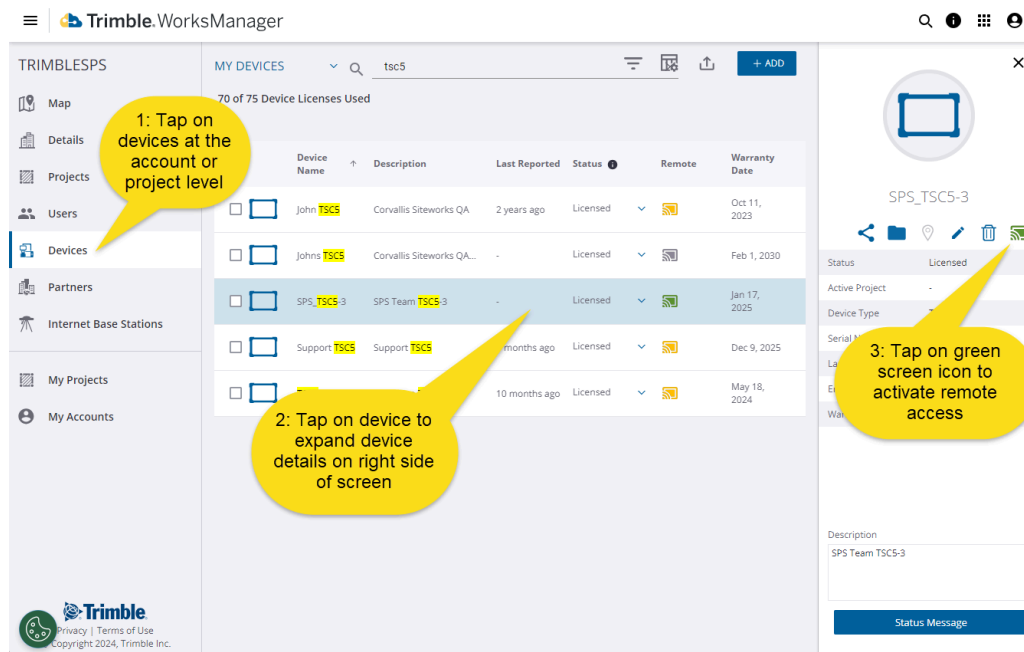
Tap DONE to return to the main screen of the ScreenView App:



Remote Assist Setup is now complete on the device!

Remotely connecting to the display

Once registration and setup has been completed in the ScreenView app, you will be able to connect to your device remotely in Trimble WorksManager Software. The device must be licenced and added to a WorksManager account in order to activate the remote assistance.



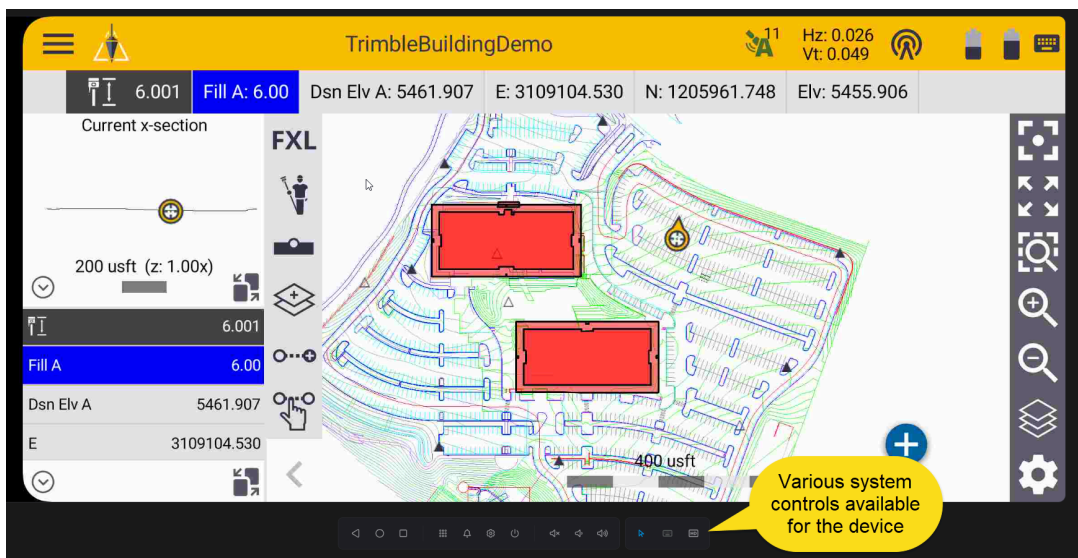
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Open the “My Devices” screen in WorksManager at the account or project level, tap on the device you wish to connect to, and then tap on the green screen icon in the device details on the right side of the page. Devices that are currently online and able to be connected to will be shown with a green Remote icon. Devices that have a dark gray remote icon are not currently connected, and devices with an orange icon have not been registered for remote access functionality, which means that they are either not running the latest version of Siteworks (v1.72 or below), or running the latest version, but did not install/ enable the service in Siteworks yet.

For the other devices like base stations, no icon will be present.

A new browser tab or window will open showing the screen of the device. It is possible to tap and click, drag, etc. on the remote device. At the bottom of the PC’s screen are controls for the Android Back, Home and Recent apps, and other commands such as the Apps, Notifications, Settings, Power button, Volume controls, Keyboard and Resolution settings.



Note that this remote control functionality is not restricted to Siteworks and can be used throughout the entire device’s operating system to open additional apps, change Android settings, etc.

If the device screen goes to sleep or otherwise enters the locks it may not be possible to access or unlock the device remotely. In that case a user with the device in-hand will have to unlock the device and enter any PINs on the device to re-enable remote access in WorksManager.

For more information

For more information, contact your local Trimble channel performance manager.

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