Some Help With

Understanding Remote Support for Apple Devices: AnyDesk Capabilities on iPads and Macs

TABLE OF CONTENT

The Key Difference: View vs. Control

What You CAN Do: Passive Support (View the Screen)

What You CANNOT Do on an iPad

The Big Difference: Support for a Mac (macOS)

Remote Support for Apple Devices: What You Need to Know

One of the most common questions in the realm of remote support is: **Can I use AnyDesk to control Apple devices?** The short answer is: **yes, but not in the way you might expect.**

To fully understand how AnyDesk interacts with Apple devices, it's essential to differentiate between "viewing the screen" and "controlling the device." The answer varies significantly depending on whether we're referring to an iPad (running iPadOS) or a Mac computer (running macOS).

The Key Difference: View vs. Control

Apple's operating systems for iPads (iPadOS) and iPhones (iOS) are designed with a strong security focus, commonly referred to as "sandboxing." This means that an application (such as AnyDesk) is restricted from interacting with or taking control of other applications or the operating system itself.

As a result of Apple's policy, **no remote desktop application**, including AnyDesk, can gain full control of an iPad.

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What You CAN Do: Passive Support (View the Screen)

When you connect to an iPad using AnyDesk, direct control of the device is not an option, but you can perform a crucial function for support: **view the user's screen in real time.**

The user on the iPad can initiate a "Screen Recording" and choose to stream it directly to your AnyDesk session. This enables you to:

- **See exactly what the user sees.**
- **Guide the user verbally.** You can instruct them by saying things like, "Now, please tap the 'Settings' icon," "Swipe down and look for the 'Wifi' option," or "That's the wrong button, please exit that screen."

This method of "passive support" is incredibly useful for diagnosing issues, guiding a user through a complex setup, or teaching them how to use a new application.

What You CANNOT Do on an iPad

To be clear, here's what you will not be able to do while connected to an iPad:

- **You cannot** control the mouse or touch pointer.
- **You cannot** click or "tap" icons on behalf of the user.
- **You cannot** type in text fields.
- **You cannot** open or close applications.

The Big Difference: Support for a Mac (macOS)

It's important to distinguish between an iPad and a Mac computer (such as a MacBook, iMac, or Mac Mini).

With **macOS**, AnyDesk **can provide full remote control.** When connecting to a Mac, you can:

- View the screen.
- Control the mouse and keyboard.
- Transfer files.
- Perform comprehensive support tasks.

For this functionality to work, the user on the Mac must grant specific "Accessibility" and "Screen Recording" permissions in their security preferences, a request that AnyDesk automatically makes during installation.

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