



**TeamViewer**  
Assist AR

# See Through the Eyes of Others

TeamViewer Assist AR is a remote support solution that provides easy, fast, and secure augmented reality-powered visual assistance to identify and solve problems from anywhere in the world.



## Solve problems faster

Enable your service technicians and customers to get direct support from experts via audio and interactive video.



## Reduce costs

Lower travel costs by replacing on-site visits with remote expert help for service technicians and customers.



## Maintain security

Benefit from our worldwide infrastructure and industry-leading, end-to-end, secure connections.



## Increase productivity

Transfer knowledge for technical repairs and maintenance or provide approval for inspections from a central location instead of an on-site visit.



## KEY FUNCTIONALITIES



### Remote camera sharing

See your client's or employee's problem remotely through their smartphone and help address it.



### Send/Receive Files

Send a file to your remote user through Pilot with just the click of a button.



### HD VoIP

Speak to the technician or client onsite, giving them detailed instructions on how to fix the issue



### Optical Character Recognition

Recognize printed characters often found on machines, tools or equipment and send them directly through Pilot avoiding errors.



### Highlighting on 3D objects

Help the on-site employee or customer fix the issue by drawing and highlighting on the screen onto real-world objects..



### Session Recording

Record a Pilot session from the expert's side and create a video file ready for use on any computer instantly.



### Freeze Image

Pause the video stream to get a clear still image to highlight and discuss technical details, as well as work hands-free.



### Real-time Information Sharing

Precisely select the area of your desktop screen to share on your partner's smartphone or tablet in real time.



## USE CASES



### Field Service

Field service technicians can be assisted in resolving critical issues quickly and efficiently.



### Maintenance & Repair

On-site technicians and customer can be assisted in troubleshooting technical issues for the detection of fault.



### Inspection

On-site inspectors can be supported to detect anomalies early on to decrease unplanned downtime.



### Training

Anyone can be guided in the field globally, in real-time, with hands-on training for most efficient knowledge transfer.

## SUPPORTED SMART GLASSES



Supported  
Platforms

