



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

