



**TeamViewer**  
Pilot

# See Through the Eyes of Others

TeamViewer Pilot 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.



## Maintain security

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



## Reduce costs

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



## 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

Enable your on-site employees or clients to share their smartphone's camera view, so you can see the problem and help the person on-site address it.



### HD VoIP

Speak to the service technician or client on the other side of the screen, giving them detailed instructions on how to fix the issue at hand.



### 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.



### Freeze Image

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