

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.



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

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.