



TeamViewer
Pilot

Augmented Reality-Based Support for Companies of All Sizes

Go beyond the screen with augmented reality (AR)-based remote support. Using a smartphone or smart glasses, on-site support requesters share what they see with remote expert support providers who can place 3D markers on images of real-world objects and add text annotations to live video — all of which the support requester sees on their smart device — to guide the requester to faster-than-ever resolutions.



Reduce Unplanned Machine Downtime and Maximize your Return on Investment with Augmented Reality

"98%

of manufacturers expect to increase efficiency with digital technologies like integrated Manufacturing Execution System (MES), predictive maintenance, or augmented reality solutions.¹

¹[Digital Factories 2020 Shaping the future of manufacturing, PWC](#), accessed July 21, 2019

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Changes for the Better

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Reduce mean time to repair (MTTR) and minimize costly support visits with AR-based remote support



Minimize machine downtime

Remotely assist on-site technicians using TeamViewer Pilot and reduce the need for costly dispatches of higher-level technicians. Remotely guide your customers step-by-step through regular preventive maintenance processes to ensure timely service intervention and longer machine health.



Enhance training processes and close knowledge gaps

Scale your expertise and enhance knowledge transfer. Use your subject matter experts as an intelligence hub providing remote real-time contextual guidance and on-the-job training to your new generation of workers. Streamline onboarding and improve safety with hands-on guided training and easy access to in-house knowledge instead of lengthy ramp-up processes.



Streamline and improve inspection processes

Inspections are critical to overall equipment effectiveness (OEE) and safety. Improve inspection processes and increase accuracy with comprehensive expert guidance. Remote experts can process relevant information immediately, i.e., inspection findings used to schedule maintenance or spare parts delivery. They can record all TeamViewer Pilot live sessions for documentation and record-keeping.



Improve first-time fix rates and reduce cost

Getting experts and needed spare parts to shop-floors often present logistical challenges. With TeamViewer Pilot, your remote experts can assist on-site technicians in detecting faults efficiently and even guide them through complex procedures to achieve better first-time fix rates. Unprecedented downtime because of the wrong diagnosis or repair and recurrent site visits can be eliminated, and overhead costs associated with these visits like travel, accommodation, and service man-hours can be reduced.

Advances in AR-Powered Remote Support

Inspired by our customers, their needs, and feedback, our TeamViewer Pilot is excited to share these new features and updates.



3D Annotations

When using Pilot, the expert sees what the technician on-site sees through their smartphone camera or smartglasses. Then, using advanced 3D object tracking, the expert can “mark” the display with arrows, notes, and highlights that make it easy for the user to follow along with the expert’s instructions. And the notes “stick” to the referenced real-world objects, even if the camera moves away.



Advanced Object Tracking

TeamViewer Pilot is built on top of two platforms: the Apple ARKit and Google ARCore. In fact, Pilot was one of the first apps to apply the new LIDAR scanner, included in the new iPad Pro by Apple. This technology, usually used in self-driving cars, enhances Pilot’s object tracking capabilities even further: Surfaces, objects, and their relational distance from the camera are recognized even more precisely.



Smartglasses Support

Speaking of new technology, smartglasses have become commonplace on shop floors, factories, and service calls. Pilot can be seamlessly integrated into smartglasses and wearable headsets from Epson, RealWear, and Vuzix. With this capability, a technician’s hands can remain free to do the work needed to support customers.



Send/Receive Files

While receiving support, on-site users need to refer to manuals, diagrams, or other files. With the latest function, the expert can now send a file to the user during a live TeamViewer Pilot session.



Session Recording

All TeamViewer Pilot live sessions can now be recorded and later stored in your company central shared intelligence repository. The recordings can be used for quality assurance or inspection protocol. They can enhance training programs by utilizing real-world examples to speed up knowledge sharing, giving a more realistic experience than mock-ups and diagrams.



Optical Character Recognition (OCR)

During a live TeamViewer Pilot remote-assist session, users can use the new OCR feature to recognize printed characters like those often found on machines, tools, and equipment. Once recognized, these characters can be sent directly to the remote expert. No more customers or technicians misreading a character, resulting in insufficient support efforts, or ordering incorrect parts due to human error.



SMS Session Invite

It’s now even easier to invite someone to a Pilot session. The remote expert can create a unique session code and joining link and send it to the person who needs help over standard messaging (SMS) protocols. The person just clicks on the link to install the app and joins the session.



Seamless Session Request

QR Codes are optimizing the AR assistance process. Now, by just scanning a QR code with their smartphone, an on-site worker can request a session with a remote expert from a pre-defined group.



Security

All remote video sessions are **AES 256-bit end-to-end encrypted**. Certifications and Compliance: **SOC2, HIPAA/HITECH, ISO/IEC 27001, ISO 9001:2015, and GDPR.**



TeamViewer Pilot is an AR tool that allows us to see, in real time, what our service technician or customer is looking at on the machine.”

– Ryan Lay, Manager, Control Support and Testing, HURCO

In the service industry, on-site service technicians can be guided remotely by experts, saving travel time and making service calls more efficient and successful.

