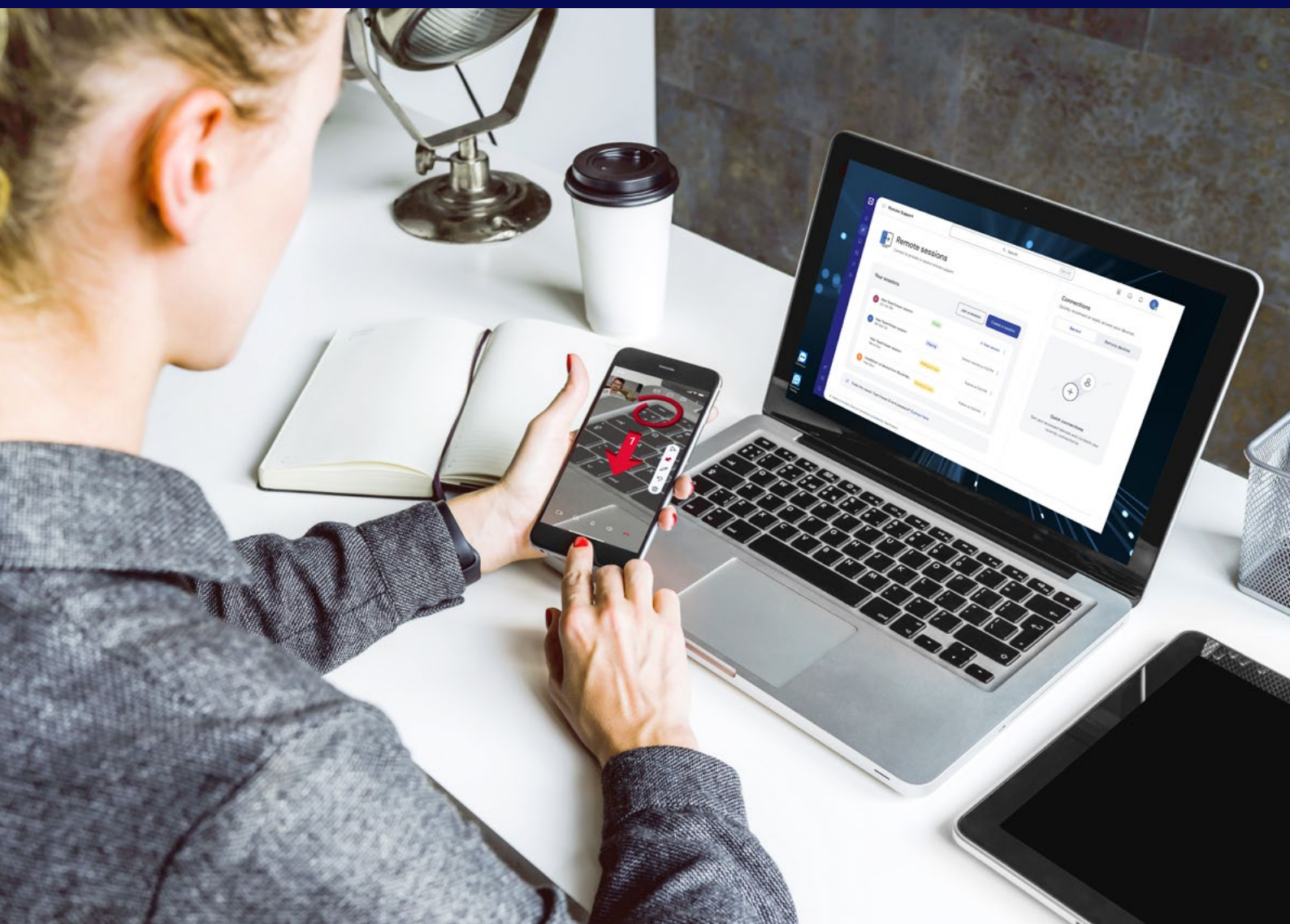




# See-what-I-see:

## Boundless support with our Assist AR add-on

TeamViewer Assist AR lets you identify and solve problems in the realworld – from anywhere in the world.



## Use Cases



### **Onboarding your workforce**

Enable remote experts to guide employees through each step.



### **Connectivity and connected equipment issues**

Use AR remote assistance to empower IT teams to resolve connectivity issues and peripheral set-up challenges through live video collaboration.

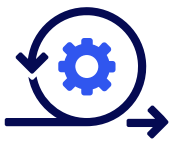


### **Delivery and unboxing**

Enable experts to virtually guide personnel on-site to safely unpack and set up new devices or equipment. Eliminate additional personnel at each location and simplify the logistics of equipment deployment.

Users of all kinds OR experts and their connections can easily communicate through real-time video calls, 3D annotations, markers, chat, and much more.

## Key Benefits



### **Improve first-time fix rates and streamline IT set-up**

Remote support experts offer visual guidance to accurately diagnose and fix problems faster. This reduces the need for lengthy calls and picture sharing.



### **Reduce travel costs and boost productivity**

Remotely guide your staff through installations and troubleshooting, eliminating expensive on-site visits and optimizing IT repair services.



### **Accelerate training and knowledge transfer**

Remote experts utilize AR overlays and annotations to train employees in real-time.



### **Enhance contextual communication**

Assist AR combines multiple communication channels, including chat, file sharing, audio, video calls, and AR technology to ensure accurate instructions and reduce misunderstandings.

# Key Features



## HD VoIP

Excellent audio quality that provides connections with detailed troubleshooting instructions.



## Web Client session

Establish a connection by simply logging into our TeamViewer Web Client page and entering your partner's ID OR selecting Assist AR on the Remote Support "create a session" dropdown menu.



## Optical Character Recognition

Recognize printed characters often found on machines, tools, and equipment and send them directly through Assist AR to avoid errors.



## Session recording

Record Assist AR sessions from the expert's side and create video files ready for use on any computer.



## Real-time information sharing

Share all or part of your desktop screen with your partner's smartphone or tablet in real time.



## Remote camera sharing

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



## 3D object highlighting

Help your customers and employees fix issues by drawing and highlighting real world objects on their screen.



## Freeze image

Pause the live video stream for a clear still image that can be used to highlight certain elements to a technician.



## Chat

You can now enable the chat function to display message previews to ensure you do not miss anything during a call.



## Multi-viewer calls

The expert can invite up to eight participants to an ongoing call. This feature allows the users to see what the expert sees in real time.



## Send and receive files

Securely send a file to your remote user through Assist AR with just the click of a button.

Want more information about Assist AR?

[Explore Assist AR](#)

Trusted by Companies Around the World



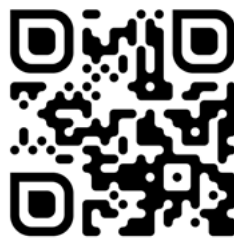
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## Supported Platforms



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Questions?



Contact Us

