

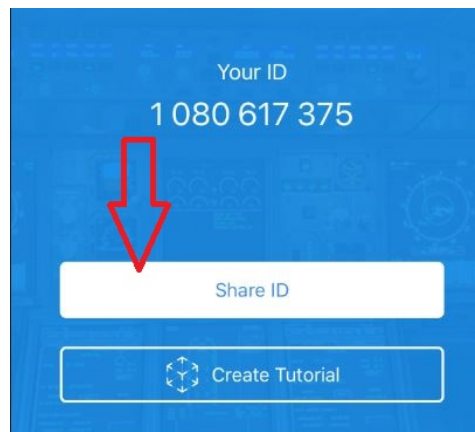
How do I use TeamViewer Pilot?

With TeamViewer Pilot it is possible to connect to the camera image of a mobile device and get its image transmitted to a computer in real-time whilst being able to talk to each other via VoIP and interacting with 3D annotations to help the user on the mobile device to fix issues in the real world by drawing and highlighting on the screen onto real-world objects.

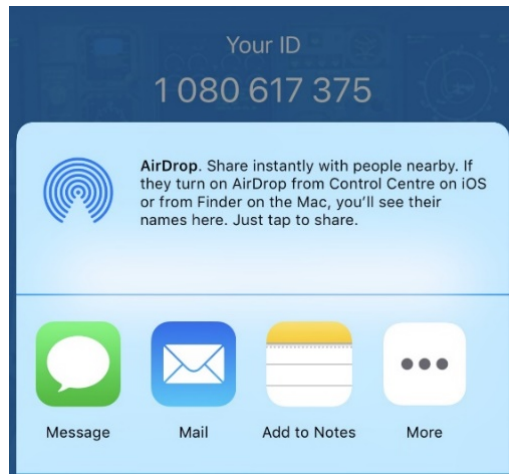
Getting started

1. Share your TeamViewer Pilot ID with your support expert

- a) Open the TeamViewer Pilot app on your mobile device
- b) By tapping on your ID, you can copy it into the cache of your mobile device. You can then use any messaging app to share your TeamViewer Pilot ID with your friends or partners.
- c) Alternatively, you can share your TeamViewer ID by using the "Share ID"-button in the middle of the screen.



- d) You can then use different ways to share your TeamViewer ID:
 1. Via Message
 2. Via E-Mail
 3. Adding to Notes



2. Establish a session

1) As soon as your support partner received your ID, a connection can be established.

2) Your support partner needs to start the TeamViewer Desktop Application on a Windows or a Mac device.

3) By inserting your TeamViewer ID into his Partner ID field and using the connect button, the session will be established.

Control Remote Computer

Partner ID

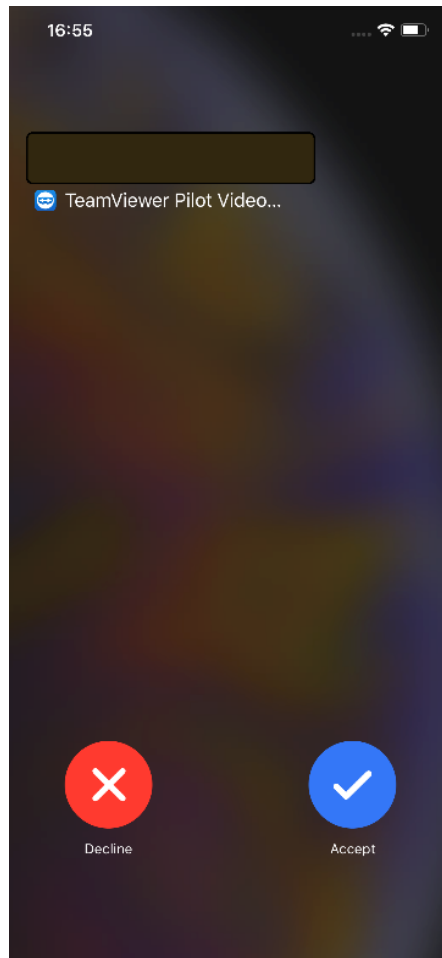
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Remote control

File transfer

CONNECT

4) As soon as your partner hits the connect button, you will receive an incoming call to accept or decline the connection.



📌 **Note:** Your partner needs the TeamViewer 14 Preview Version to be able to establish a connection.

3. Use TeamViewer Pilot

1) As soon as a connection has been established, the camera image of your mobile device is transmitted in real time to your support partner in front of a Windows or Mac computer.

2) Both connection partners can talk to each other via VoIP.

💡 **Hint:** For better audio quality, especially in a noisy environment, we recommend using a headset.

3) By tapping on the mobile screen or left clicking on the mouse respectively, both connection partners can place 3D arrows that stick to real objects. To distinguish who placed the arrows, they have different colors.

4) You can manage your session through a navigation menu on your screen.

1. Garbage bin-icon: Delete all 3D arrows.
2. Back arrow-icon: Delete last 3D arrow.
3. Microphone-icon: Mute/unmute your microphone.
4. Up-arrow-icon: Show/hide menu.
5. Red phone-icon: Close connection.



Additional Information

Create Tutorial

- The person using the Pilot smartphone/tablet app can create video tutorials, without establishing a remote connection.
- Within the video, it is possible to place 3D arrows that stick to real objects.
- After recording the video, including a voiceover if desired, it is possible to save or directly share the video with someone else.
- The navigation is the same as in a real TeamViewer Pilot session.