



Get Your TeamViewer Plan Today!

Features Offered

TeamViewer Pilot

Named user license (Expert)

A single expert subscription permits connections from up to 3 different devices (e.g. computers or mobile devices), one device at a time (an expert cannot have a session running on two different devices concurrently).

Available for renewal only

Session features

AR annotations: arrows, free-hand drawings, text to markers



File sharing



OCR (Optical Character Recognition)



Screenshot



Session recording



Session invite (SMS, E-mail)

5 SMS/month
Maximum of 50 per subscription/month

One click session request

Scan Pilot-enabled product QR code to request a session from a predefined set of experts



Real time information sharing & screen sharing

Share data and information from your desktop screen with your remote partner in real time



Administration and support

Unlimited sessions



Number of devices to connect from

Number of devices that can be used to establish an outgoing connection to another device.

3

Connection(s) per user

1
To a maximum of 10 different devices in separate tabs

Security

256 bit AES End-to-End Encryption



Two-factor authentication



Platform coverage	
Expert: Windows, macOS, iOS ,and Android	✓
Person needing help: iOS, Android, and select AR Glasses	✓
Person needing help: Smart glasses	✓
Remote administration and support	
Service Case Case creation, case notification, case reporting, assign case to other experts	✓
Connection reporting, call history	✓
Connection protocol	✓
Connection Billing	✓
User and Device Management	
Device management	✓
Single-Sign-On (SSO)	Available through TeamViewer Tensor
User Management Users centrally managed within the company profile by the administrator	✓
Enhanced mass deployment (on top of MSI package)	Available through TeamViewer Tensor
Group sharing	✓
Software integrations	
Web API (general application programming interface)	✓
Pre-built software integrations like MS Teams, ServiceNow, Salesforce	Available as addon
Custom	
Ability to include customer terms & conditions	✓
Conditional Access Router Standard Conditional Access Router includes 1 router, up to 100 parallel sessions (more parallel sessions available with additional Router)	Available as addon