

Get Your TeamViewer Plan Today!

TeamViewer Assist AR Lite

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).

TeamViewer Assist AR Professional

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).

Features Offered

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



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

3

Connection(s) per user

1

1

Security

256 bit AES End-to-End Encryption



Two-factor authentication	✓	✓
Platform coverage		
Expert: Windows, macOS, iOS, and Android	✓	✓
Person needing help: iOS, Android	✓	✓
Person needing help: Smart glasses	≤ 10 Connect to up to 10 Smart glasses per license	✓
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)	✗	✓
User Management Users centrally managed within the company profile by the administrator	✓	✓
Group sharing	✓	✓
Software integrations		
Web API (general application programming interface)	✗	✓
Salesforce	✗	✓
ServiceNow	✗	✓
Microsoft Teams	✗	✓

Custom		
Ability to include customer terms & conditions	×	✓
Mobile SDK (Software Development Kit)	×	Add-on
Conditional Access Router	×	Add-on