






# FIX IT IN A FLASH




**DOWNLOAD**

Open up the Team Viewer App.


**CONNECT**

Connect with the next available TAC Technician.



**REPAIR**

Show, point, talk, interact in real time to collaborate and resolve any issues.



**CONFIRM**

Repairs made easy without waiting for a technician to travel to your location.

- ✓ *Simple to Use*
- ✓ *Repairs made easy*
- ✓ *From wiring to programming*
- ✓ *Live step by step instructions*
- ✓ *Available 8 am - Midnight*

**GET PLAYING!**

No more head scratching, use the TeamViewer Pilot app to get live real time visual help. TAC technicians can then talk and visually show you how to fix or setup your products.



**AUGMENTED REPAIR**  
REAL-TIME REMOTE SUPPORT

Simply download the TeamViewer Pilot app either from Google Play Store or Apple App Store, and after authenticating and access is granted, you will connect to the TAC technician. No account setup is required. A video and voice connection will be established and the image of the targeted object from your smartphone camera will be transmitted to our expert's computer via real-time video streaming. From the connection each user can highlight the needed repairs, and alleviate any confusion, for quick problem solving.



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