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TeamViewer's QuickSupport App Now Available on the Trimble TMX-2050 Display

App Facilitates Real-time Remote Technical Support for Farmers in the Tractor Cab

SUNNYVALE, Calif., Oct. 26, 2015 /PRNewswire/ -- Trimble (NASDAQ: TRMB) announced today that the TeamViewer® QuickSupport Android™-based app is now available on the Trimble® TMX-2050™ display. The app facilitates faster, easier remote technical support for farm machinery operators, which can result in less downtime. Using the new QuickSupport app, a machine operator can quickly connect with their Trimble reseller and receive real-time remote technical support without waiting for a technician to visit the farm. Plus, since there is no need to spend time describing the technical issue, users can simply share what is happening on their screen and receive immediate troubleshooting resolution for machine guidance, steering or GNSS-related issues.

The QuickSupport app was developed by TeamViewer, a leading provider of desktop sharing and online collaboration software. It leverages the wireless field connectivity of the TMX-2050 display allowing users to receive remote support without significant delay to field production activities such as field leveling, planting, spraying and harvesting operations.

Key features of the QuickSupport app include:

- Ability to share the TMX-2050 display screen via secure Web connection with dedicated support personnel for faster problem resolution, which means less downtime for the machine operator.
- An enhanced dashboard to show support teams important metrics for the TMX-2050 device, including relevant firmware versions, usage information and network settings, which can enable technicians to better diagnose the issue so they can get the grower up and running faster.
- Chat options that can enable easier communication in loud operating environments.
- Ability to transfer files such as screen snaps and log files between the TMX-2050 user and support personnel to more clearly communicate what the machine operator is seeing/experiencing.

"The TeamViewer QuickSupport app enables screen sharing of mobile devices, making trouble-shooting quick and easy. Thanks to this app, Trimble reseller support personnel can access a TMX-2050 device remotely, enabling them to see exactly what the machine operator is seeing," said Kornelius Brunner, vice president product management, TeamViewer. "This facilitates the troubleshooting experience for both the farmer and support staff. Enabling even such devices to be remotely accessed illustrates TeamViewer's role as an enabler of the IoT (Internet of Things)."

"We know that even the simplest technical questions about machine settings and calibrations can cause delays and impact production for our customers," said Pierre-Andre Rebeyrat, marketing director for Trimble's Agriculture Division. "The QuickSupport app will be a very useful tool for our resellers to provide the fastest resolution to questions and troubleshoot issues that arise in the field."

Availability

The TeamViewer QuickSupport app is available now worldwide. It can be downloaded on the TMX-2050 display from App Central marketplace, where users can download and install third-party Android-based mobile applications. Remote support requires both the TMX-2050 user and the Trimble reseller to install and license TeamViewer QuickSupport. Availability of this service may vary and is dependent on resellers' implementation of the app. The mobile app is available free of charge to the TMX-2050 user.

About TeamViewer

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication, collaboration and remote monitoring of IT systems. Available in over 30 languages and with more than 200 million users worldwide, TeamViewer is one of the world's most popular providers of remote control and online meeting software. airbackup, a powerful cloud-based backup solution, and ITbrain, a valuable remote monitoring and IT asset tracking solution, complement TeamViewer's product portfolio. For more information, visit: www.teamviewer.com. Follow TeamViewer on Twitter at @TeamViewer and on its blog at blog.teamviewer.com.

About Trimble's Agriculture Division

Trimble Agriculture solutions enable customers to maximize efficiency and reduce chemical and fertilizer inputs while also protecting natural resources and the environment. Trimble's precision agriculture solutions cover all seasons, crops, terrains, and farm sizes, and its brand-agnostic strategy allows farmers to use Trimble products on most vehicles in their fleet—regardless of manufacturer. To enable better decision making, Trimble offers the Connected Farm solution which allows farmers to collect, share, and manage information across their farm in real time. To optimize water use, Trimble provides water solutions for irrigation, drainage, and land leveling. Trimble's product suite includes vehicle and implement guidance and steering, as well as a portfolio of correction options that are the most versatile of their kind in the industry. Additional solutions include an unmanned aircraft system (UAS) for aerial imaging and mapping; application control for seed, liquid, and granular products; a harvest solution; and farm management software.

For more information on Trimble Agriculture, visit: www.trimble.com/agriculture.

About Trimble

Trimble applies technology to make field and mobile workers in businesses and government significantly more productive. Solutions are focused on applications requiring position or location—including surveying, construction, agriculture, fleet and asset management, public safety and mapping. In addition to utilizing positioning technologies, such as GPS, lasers and optics, Trimble solutions may include software content specific to the needs of the user. Wireless technologies are utilized to deliver the solution to the user and to ensure a tight coupling of the field and the back office. Founded in 1978, Trimble is headquartered in Sunnyvale, Calif.

For more information, visit: www.trimble.com.

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