


















TeamViewer ONE

	Standard	Advanced
	Device-based License	Device-based License
Features	For IT teams beginning their digital experience journey	For IT teams seeking smarter endpoint management
Security		
Granular access management to protect devices Restrict access to your devices to specific accounts or TeamViewer IDs.	✓	✓
256 bit AES end-to-end encryption	✓	✓
Trusted devices 'Trusted devices' provides an extra layer of security for your TeamViewer account. As a preventive measure to ensure your account's security, you need to authorize new devices on which you sign in to your TeamViewer account for the first time.	✓	✓

Two-factor authentication	✓	✓
Block and allow lists	✓	✓
Platform coverage		
Cross-device access to desktops	✓	✓
As per System Requirements, connection to/from the following operating systems: Windows, macOS, Linux, Android, iOS, ChromeOS	Windows and macOS only	Windows and macOS only
Connection to Linux headless devices	✗	✗
Support for mobile devices (smartphones and tablets, also mobile to mobile) TeamViewer offers the widest coverage for remote access and support for all Android devices, plus industry-first iOS screen sharing.	✗	✗
TeamViewer web client Start outgoing connections from Google Chrome, Mozilla Firefox, Safari or Microsoft Edge.	✓	✓
Remote access and remote work		
VPN	✓	✓
Secure unattended access	✓	✓











Remote printing		
Remote sound Transmits audio from the remote side.		
Wake-on-LAN		
Black screen and block remote input		
Proxy support Allow TeamViewer to set up connections through a proxy server.		
Multiple monitor support		
Remote Terminal		













Endpoint Protection (powered by Malwarebytes) Designate an endpoint (e.g. workstation, laptop, server) to protect against malware, zero-day exploits, ransomware, and malicious websites – powered by Malwarebytes, and fully embedded into your TeamViewer experience. For Windows, macOS, Linux.	×	×
Endpoint Detection and Response (powered by Malwarebytes) Designate an endpoint (e.g. workstation, laptop, server) for forward-thinking cyber threat detection and response with attack isolation modes, suspicious activity monitoring, automated threat remediation, and 72-hour ransomware rollback. Endpoint Detection and Response contains and enhances the full Malwarebytes Endpoint Protection functionality. For Windows, macOS, Linux.	Available as Add-On	Available as Add-On
Managed Threat Hunting Identify threats and empower your threat response with 24x7x365 service for alert prioritization and step-by- step guided remediation	Available as Add-On	Available as Add-On
Managed Detection and Response Protect your organization with managed 24x7x365 threat monitoring, investigation, and remediation by Malwarebytes' expert MDR analysts	Available as Add-On	Available as Add-On
Backup of files and folders	Available as Add-On	Available as Add-On

Assist AR Lite Interactive remote support powered by augmented reality to observe and resolve any kind of issues		
Assist AR Pro	Available as Add-On	Available as Add-On
MDM Essential		
MDM Advanced Device Enrollment / Configuration Management / Policy Enforcement / Security Controls / Application Management / Reporting / Zero Touch Deployment / Remote Support / Compliance Monitoring	Available as Add-On	Available as Add-On
MDM Enterprise Everything from MDM Advanced, plus: Content Management and Collaboration / Enhanced Security Controls / Secure Productivity / Secure Connectivity / Integration and Ecosystem Support / Scalability	Available as Add-On	Available as Add-On
VoIP (in session)		
Chat (out of session)		
Chat (in session)		
Switch Sides 'Switch sides' allows you to switch who is remote controlling and who is being remote controlled.		

Number of devices to connect from Number of devices that can be used to establish an outgoing connection to another device.	Unlimited	Unlimited
Number of channels (concurrent connections)	1 per user	1 per user
Concurrent connections per concurrent channel	✓	✓
Remotely access and control devices (attended access)	✓	✓
Custom branding of Managed Devices	✓	✓
Remote QuickSteps Predefined set of actions which can be performed with one click.	✓	✓
Invite additional participants and session handover	✓	✓
In-session automation/scripting	✓	✓
File transfer Various ways of file transfer: drag and drop, copy and paste, and transfer manager.	✓	✓
File transfer queuing	✓	✓

Assign service cases to other technicians	✓	✓
Service queue	✓	✓
Service case creation per hour	✓	✓
Service case notifications	✓	✓
Service case chat	✓	✓
Service case reporting	✓	✓
SOS Button	✓	✓
Customer Satisfaction Rating	✓	✓
UAC (User Access Control) support	✓	✓
Terminal server support (connect into user sessions)	✓	✓

Record remote sessions		
Incoming connections report (on device level) Report on incoming connections to a device.		
User access reporting Report on outgoing connections from a user's device to a remote device.		
Connection billing Enables the service provider to set rates and bill their customers (based on support connections).		
User and Device Management		
Remote device monitoring Designate endpoints (e.g., workstation, laptop, server) to monitor the operational state of devices, receive alerts as soon as your attention is required, and stay ahead of problems by performing proactive IT support and maintenance. For Windows, macOS, Linux. Includes Remote Task Manager, Remote Scripting, and an unlimited number of monitoring policies and monitoring checks.	Available as Add-On	Available as Add-On
Asset and patch management Designate endpoints (e.g., workstation, laptop, server) to gain visibility into your IT by tracking your IT assets from a single dashboard. Detect vulnerabilities due to outdated software and patch OS and 3rd party applications. For Windows, macOS, Linux. Includes Patch Management and software deployment.		

Asset discovery		
DEX Essentials Detect, fix, and validate endpoint issues from a single solution to improve digital employee experience. DEX Core generates actionable insights through pre-built policies, enables manual and automated remediation of problems, and verifies results to demonstrate clear value. Available in Windows		
Managed Devices Devices designated and centrally managed in the company profile, upon which device specific features such as 'Unattended Access' and 'Wake-on-LAN' may be activated.	Number depends on Contract, ranging from 100 to 5,000 Endpoint Devices	Number depends on Contract, ranging from 100 to 5,000 Endpoint Devices
Licensed Users Licensed Users are the Users in a company profile who are assigned access to the licensed Endpoint Devices.	Number depends on Contract	Number depends on Contract
Number of licenses manageable in a company profile	Number depends on Contract	Number depends on Contract
Device list and Address book		
Device groups (incl. group sharing) Share a group from the TeamViewer software to a contact that you have in your Address Book.		
Device Policies (incl. Policies via API) – number of policies	1000	1000
User management		
Customized device information		

Create custom fields in / to Computers and Contacts list	✓	✓
Create Groups and Subgroups in Computers and Contacts list	✓	✓
Mass deployment (MSI package – rollout TV via script)	✓	✓
Enhanced Mass Deployment (on top of MSI package) Automated group and policy assignment.	✗	✓
Remote Worker A Remote Worker is a User with restricted usage rights, allowed to connect to up to 3 pre-selected Managable Devices as specified by the company administrator.	Number depends on Contract; maximal 1,000.	Number depends on Contract; maximal 1,000
Software integrations		
Web API (general application programming interface)	✓	✓
Web API rate limit	36,000 requests per 24h	36,000 requests per 24h
3rd party Integrations Integration Add-On License: The Integration Addon License will be activated by TeamViewer simultaneously with the respective License purchased. Customer is self-responsible for the installation and configuration of the plug-in software following the guidance documentation provided by TeamViewer. Please be aware that the integrations contained in this package are subject to change.	Available as Standard Integration Package (Add-On): FreshWorks Standard, JamF, JIRA Cloud, Microsoft Azure VM Extension, ServiceNow Standard, Sophos, ZenDesk Standard	Available as Standard Integration Package (Add-On): FreshWorks Standard, JamF, JIRA Cloud, Microsoft Azure VM Extension, ServiceNow Standard, Sophos, ZenDesk Standard or Available as “Enterprise Integration Package” (Add-On): Apptec360, Cherwell, EloView, FreshWorks Standard, FreshWorks Enterprise, IBM Maximo, JamF, JIRA Cloud, JIRA Data Center, ManageEngine, Matrix42, Microsoft Azure VM Extension, MS Dynamics, MS InTune, MS Teams, REACH API, Salesforce, ServiceNow Standard, ServiceNow Enterprise, Slack, Sophos, ZenDesk Standard, ZenDesk Enterprise, Zoho
AD Connector	Manual AD Sync	On-premise active directory sync

AI Services		
Session Insights Automatically summarizes each support case and reveals support patterns in dashboards, enabling proactive, data-driven decision-making.		
TeamViewer CoPilot An intuitive, intelligent assistant that provides IT support agents with timely relevant, in-session support.	1 credit/endpoint/month Available as Add-On TeamViewer Intelligence. Capacity-based License subject to yearly session limit.	1 credit/endpoint/month Available as Add-On, TeamViewer Intelligence. Capacity-based License subject to yearly session limit.
Customer Support		
Support via phone	✓	✓
Enhanced Functions for Enterprises		
Conditional Access Router Conditional Access allows Company Administrator Agents to manage its users' TeamViewer usage and access centrally and company-wide.	Available as Add-On	Available as Add-On
Single-Sign-on (SSO)	✗	✓
Auditability (Audit log and API)	✗	✓
Mobile Software Development Kit (SDK) Allows the use of TeamViewer's Software Development Kit to implement the TeamViewer product into Customer's mobile applications.	✗	✗
Embedded devices support	✗	✗
TeamViewer Automations TeamViewer Automations integrates TeamViewer with your IT systems through predefined, managed workflows, automating routine and manual tasks to enhance efficiency, reduce costs, and quickly adapt to changing business demands.	✗	✗

Definitions:

Unless otherwise stipulated herein below, capitalised terms in the Product Description shall have the same meaning as defined in the [TeamViewer EULA](#).

Named User License: Under a Named User License, access to and use of the Product is limited to the specific individuals designated as Users. The right to use the TeamViewer Product is exclusively granted and bound to the Users. Group or shared logins are strictly prohibited. Re-assignment is limited to two (2) times per User per calendar year.

Capacity-based License: The usage right granted to Customer as well as the calculation of license fees are based on the capacity of resources used, such as the amount of data processed or stored.

Device-based License: The right to access and use the Product is designated and tied to specific devices (Endpoint Device), such as computer or website monitor. The license fee is determined based on the total number of designated Endpoint Devices. Customer is responsible for the management and control of remote connection access to its licensed Endpoint Devices. Unless otherwise stipulated in the Contract, the number of remote connections to the licensed Endpoint Devices is not contractually limited; however, such use is subject to fair-use principles and may not materially degrade performance, circumvent technical safeguards, or impose unreasonable demand on the Service infrastructure.

Add-On: Add-On refers to: i) additional licensed items (e. g. Users, Endpoints, etc.) purchased to extend the scope of License; ii) specific features and/or functionalities of the Product that may be activated by purchasing an additional Add-On License. Unless otherwise stipulated in the Contract, Add-On(s) will be added and co-terminated to the existing Subscription License.

User: A User is a natural person first identified with a personalized login and designated by Customer to use the respective TeamViewer Product within the scope of the acquired License. Each User must at all times during the designation meet the requirements of an Authorized User in the meaning of EULA. At least one of the Users must be designated as company administrator to manage the Users in the TeamViewer Management Console on Customer's behalf.

Endpoint: An Endpoint is an internet-capable computing device (e. g. desktops, notebooks, tablets, smartphones, workstations, servers, point-of-sale terminals, printers or handhelds; examples not exhaustive and subject to the operating system requirements) designated by Customer to use the Services under the acquired License, regardless if in the effective use or not. The number of Endpoints is subject to the Product Description and may be raised by order.

Managed Devices: A Managed Device refers to a computing device assigned to a specific TeamViewer account or company profile in the TeamViewer Management Console and centrally managed by the company administrator.

Integration: Refers to the application that integrates the respective TeamViewer Product as embedded function of a third party solution or platform and enables Customer to use the TeamViewer Product via such third party platform or solution, for which Customer also needs additional license from the third party provider.

Unlimited: When used in reference to the licensed items such as Users, user accounts (Seats), or sessions, "unlimited" (or "no limitation") means there is no contractual cap imposed on the number of such licensed items under the applicable License type, unless otherwise stated in the Contract. Nevertheless, such use remains subject to the technical limitations of the Service, which currently supports e. g. approximately 10,000 Seats without additional scaling. "Unlimited" is further subject to fair-use principles and does not permit any activity that materially degrades performance, circumvents technical safeguards, or imposes unreasonable demand on the Service infrastructure.