



**Get your TeamViewer
plan today!**





	Free	Remote Access	Business	Premium	Corporate	Tensor
	Free for personal use	Work from Anywhere, Anytime	One seat, 1 session	Many seats, 1 session	Many seats, 3 sessions	Named user based license
Features	Non-commercial	Commercial	Commercial	Commercial	Commercial	Commercial
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 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	✓	✓	✓	✓	✓	✓
Connection to following operating systems	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux	Windows, macOS, Linux*	Windows, macOS, Linux*	Windows, macOS, Linux*	Windows, macOS, Linux, Android, iOS, ChromeOS
Connection to Linux headless devices Connection to Linux devices without a graphical user interface. Connect directly to the terminal (command line, shell, console, VT, etc.)	✗	✗	✗	✓	✓	✓

*(can be extended to include iOS, Android, ChromeOS with Support for Mobile Device license add-on)

Connection from the following operating systems	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS
Support for mobile devices (also mobile to mobile) TeamViewer offers the widest coverage for remote access and support for all Android devices, plus industry-first iOS screen sharing	Limited No connection to commercial Android devices (i.e.: POS devices, etc.)	✓	Available as add-on	Available as add-on	Available as add-on	✓
TeamViewer web client Start outgoing connections from Google Chrome, Opera, Mozilla Firefox or Microsoft Edge on Windows and macOS. Available via the Management Console	✓	✓	✗	✓	✓	✓
Remote access & remote work						
VPN TeamViewer has a built-in VPN service that allows you to connect to a device to share windows file shares and to share printers. This is achieved by the creation of a secure data tunnel or virtual point-to-point access between the host and the client. Once the connection is established, data is sent and received with the same security, functionality, and management policies as if the systems were in the same network location	✗	✗	✓	✓	✓	✓
Secure unattended access	✓	✓	✓	✓	✓	✓
Remote printing	✗	✓	✓	✓	✓	✓
Remote sound Transmits audio from the remote side	✓	✓	✓	✓	✓	✓
Wake-on-LAN	✗	✓	✓	✓	✓	✓

Black screen & Block remote input Keyboard, mouse, and other local input devices are blocked	✗	✓	✓	✓	✓	✓
Proxy support Allow TeamViewer to set up connections through a proxy server	✓	✓	✓	✓	✓	✓
Multiple monitor support	✓	✓	✓	✓	✓	✓

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Remote administration and support						
Switch sides Switch sides allows you to switch who is remote controlling and who is being remotely controlled	✗	✗	✓	✓	✓	✓
Number of devices to connect from Number of devices that can be used to establish an outgoing connection to another device	unlimited	unlimited	3	unlimited	unlimited	unlimited
Concurrent connections (channels) included Multiple sessions at a time (channels)	1	1	1	1	3	not applicable due to license model
Number of concurrent sessions per channel Maximum number of sessions in separate tabs	1	3	3	10	15	15
Remotely Access & Control devices	✓	yes, to a specific number of devices (depends on license)* Each device can be changed once every month	✓	✓	✓	✓

¹ Device Enrollment / Configuration Management / Policy Enforcement / Security Controls / Application Management / Reporting

² Everything from MDM Essential, plus: Zero Touch Deployment / Remote Support / Compliance Monitoring

³ Everything from MDM Advanced, plus: Content Management and Collaboration / Enhanced Security Controls / Secure Productivity / Secure Connectivity / Integration and Ecosystem Support / Scalability

Custom branding	✗	✗	✓	✓	✓	✓
Remote QuickSteps Predefined set of actions which can be performed with one click	✗	✗	✗	✓	✓	✓
Remotely install TeamViewer Host Remotely installing a Host module can be accomplished by first connecting using a QuickSupport module. You can then remotely convert the QuickSupport module to a Host module installation	✗	✗	✓	✓	✓	✓
In-session automation/scripting (number of scripts)	0	0	5	15	30	50
Invite additional participant and session handover	✗	✗	✗	✓	✓	✓
File Transfer Various ways of file transfer: drag & drop, copy & paste, cloud sync, transfer manager	✓	✓	✓	✓	✓	✓
File transfer queuing	✗	✓	✓	✓	✓	✓
Assign service cases to other technicians Manage and distribute incoming support requests (service queue)	✗	✗	✓	✓	✓	✓
Service queue Whether they come in as standard service cases or emergency requests, support tickets can quickly pile up. By using the service queue within TeamViewer to manage customer-initiated service cases, your support team can more efficiently organize, prioritize, and resolve them	✗	✗	✓	✓	✓	✓

Service case creation per hour	✗	0	10	15	45	60
Service case notifications	✗	✗	✓	✓	✓	✓
Service case chat	✗	✗	✓	✓	✓	✓
Service case reporting	✗	✗	✗	✓	✓	✓
SOS Button Allows your customer to request support from you with a simple double click on a desktop icon	✗	✗	✓	✓	✓	✓
Customer satisfaction rating	✗	✗	✗	✓	✓	✓
VoiP, Video, Chat during remote control session	✗	✗	✓	✓	✓	✓
UAC (User Access Control) support With Windows Vista, Microsoft introduced UAC, which leads to a password prompt, whenever administrative activities are being performed. This is an additional security feature of Microsoft Windows. TeamViewer is compatible with UAC and works automatically on operating systems with User Account Control (UAC)	✓	✓	✓	✓	✓	✓
Terminal server support (connect into user sessions) On a server OS, there is always a server ID, additionally each user profile will have a unique user ID. That way you can connect into each user session e.g. running on a terminal server	✗	✓	✓	✓	✓	✓

Record and playback remote sessions	✓	✗	✓	✓	✓	✓
Device access reporting Report 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						
Upgrade concurrent connections (channels)	✗	✗	✗	Max. 4 additional (total 5)	Max. 7 additional (total 10)	not applicable due to license model
Device management	✗	✗	✓	✓	✓	✓
Managed devices Devices centrally managed within the company profile by the administrator - enables device specific features such as "Unattended Access" and "wake on LAN"	3	yes, number depends on license Each device can be changed once every month	200	300	500	yes, number depends on license
Licensed users Licensed users are the users in a company profile who are assigned to a specific license (e.g. a Corporate license) and can use this license to make connections	0	1	1	15	30	yes, number depends on license
Number of licenses manageable with one account	0	0	0	1	1	yes, number depends on license

Dedicated connection groups Use concurrent user groups to assign the TeamViewer channels of your license to users from your company profile	✗	✗	✗	✓	✓	✓
Find nearby contacts	✗	✗	✓	✓	✓	✓
Group sharing Share a group from the TeamViewer software to a contact that you have in your Computers & Contacts list	✗	✗	✓	✓	✓	✓
(Device) Policies - number of policies	0	0	5	10	15	60
Set device policies via API	✗	✗	✗	✓	✓	✓
User management Users centrally managed within the company profile by the administrator	✗	✗	✗	✓	✓	✓
Customized device information It is possible to add and edit custom attributes to devices in the Computers & Contacts list. These attributes will be visible in the Management Console as well as the Computers & Contacts list	✗	✗	✗	✓	✓	✓
Create custom fields for computers & contacts list	0	0	0	5	15	25
Create groups & subgroups for computers & contacts list	✗	✗	✗	✓	✓	✓
Mass deployment (MSI package - rollout TeamViewer via script)	✗	✗	✗	✗	✓	✓

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 amount of monitoring policies and monitoring checks	✗	✗	available as add-on	available as add-on	available as add-on	available as add-on
Asset & Patch Management Designate endpoints (e.g., workstation, laptop, server) to gain visibility into your IT by tracking all your IT assets from a single dashboard. Detect vulnerabilities due to outdated software and patch OS and 3rd party applications. Includes Patch Management and software deployment	✗	✗	available as add-on	available as add-on	available as add-on	available as add-on
Asset discovery Harness the capability to seamlessly identify devices across IT infrastructures. By generating a unique digital fingerprint for each device, eliminating the need to manually enter the credentials and streamlining data acquisition. The integration of an advanced agentless scanning mechanism enables a thorough and accurate asset management throughout your entire IT environment	✗	✗	available as add-on	available as add-on	available as add-on	available as add-on
MDM						
MDM essential¹	✗	✗	✗	available as add-on	available as add-on	✗
MDM advanced²	✗	✗	✗	available as add-on	available as add-on	available as add-on

MDM enterprise³	✗	✗	✗	✗	✗	available as add-on
Enhanced function for large enterprises						
Tensor light agent A Tensor Light Agent is a natural person first identified with a personalized login and can use the full feature set of TeamViewer Tensor with the limitations according to the scope of the license. Each Tensor Light Agent is allowed to establish up to the maximum amount of connections as set out in the Contract or, in case no amount is stipulated, up to 20 connections via TeamViewer Software and Server Services within a calendar month	✗	✗	✗	✗	✗	yes, number depends on license
Software integrations						
Web API (general application programming interface)	✗	✗	✓	✓	✓	✓
Web API rate limit	✗	✗	7.200 per 24 h	14.400 per 24 h	36.000 per 24 h	48.000 per 24h
Web Chat SDK	✗	✗	✓	✓	✓	✓
Microsoft Intune	✗	✗	✗	✗	✗	Available as 'Enterprise integration add-on'
Zendesk – Standard Integration	✗	✗	✗	✗	Available as 'Standard integration add-on'	Available as 'Enterprise integration add-on'
Zendesk – Enterprise Integration	✗	✗	✗	✗	✗	Available as 'Enterprise integration add-on'
Freshworks – Standard Integration	✗	✗	✗	✗	Available as 'Standard integration add-on'	Available as 'Enterprise integration add-on'
Freshworks – Enterprise Integration	✗	✗	✗	✗	✗	Available as 'Enterprise integration add-on'

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Salesforce	×	×	×	×	×	Available as 'Enterprise integration addon'
Atlassian JIRA – Cloud & Server Integration	×	×	×	×	Available as 'Standard integration addon'	Available as 'Enterprise integration addon'
Atlassian JIRA – Data Center Integration	×	×	×	×	×	Available as 'Enterprise integration addon'
Microsoft Dynamics 365	×	×	×	×	×	Available as 'Enterprise integration addon'
AppTec 360 EMM	×	×	×	×	×	Available as 'Enterprise integration addon'
IBM Maximo	×	×	×	×	×	Available as 'Enterprise integration addon'
Elo view	×	×	×	×	×	Available as 'Enterprise integration addon'
Cherwell	×	×	×	×	×	Available as 'Enterprise integration addon'
Microsoft Azure VM extension	×	×	×	×	Available as 'Standard integration addon'	Available as 'Enterprise integration addon'
ServiceNow – Standard Integration	×	×	×	×	Available as 'Standard integration addon'	Available as 'Enterprise integration addon'
ServiceNow – Enterprise Integration	×	×	×	×	×	Available as 'Enterprise integration addon'
Microsoft Teams	×	×	×	×	×	Available as 'Enterprise integration addon'
Sophos	×	×	×	×	Available as 'Standard integration addon'	Available as 'Enterprise integration addon'
Zoho	×	×	×	×	×	Available as 'Enterprise integration addon'
Microsoft Active Directory (SSO)	×	×	×	×	×	✓
Okta (SSO)	×	×	×	×	×	✓
ManageEngine	×	×	×	×	×	Available as 'Enterprise integration addon'

JAMF	✗	✗	✗	✗	Available as 'Standard integration addon'	Available as 'Enterprise integration addon'
REACH API	✗	✗	✗	✗	✗	Available as 'Enterprise integration addon'
AD Connector (manual AD Sync)	✗	✗	✗	✓	✓	✓
Slack	✗	✗	✗	✗	✗	Available as 'Enterprise integration addon'
Service						
Tech Support via Phone	✗	✗	✗	✓	✓	✓



About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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