

TeamViewer Access and Support

	Remote Access Lite Commercial Named User license	Remote Support Lite Commercial Named User license	Remote Access Pro Commercial Named User license	Remote Support Pro & Remote Support Pro Concurrent Commercial Named User license
Security				
Granular access management to protect devices [?]	✓	✓	✓	✓
256-bit AES end-to-end encryption	✓	✓	✓	✓
Trusted devices [?]	✓	✓	✓	✓
Two-factor authentication	✓	✓	✓	✓
Block and allow lists	✓	✓	✓	✓
Platform coverage				
Cross-device access to desktops	✓	✓	✓	✓
Support for mobile devices (smartphones and tablets, also mobile to mobile) [?]	✓	✓	✓	✓
As per System Requirements, connection to/from the following operating systems: Windows, macOS, Linux, Android, iOS, ChromeOS	✓	✓	✓	✓
TeamViewer web client [?]	✓	✓	✓	✓
Remote Access and Remote Work				
Secure unattended access	✓	✓	✓	✓
Remote printing	✓	✓	✓	✓
Remote sound [?]	✓	✓	✓	✓
Black screen & block remote input [?]	✓	✓	✓	✓
Wake-on-LAN	✓	✓	✓	✓
Proxy support [?]	✓	✓	✓	✓
Multiple monitor support	✓	✓	✓	✓
Endpoint Protection (powered by Malwarebytes) [?]	Available as Add-On	Available as Add-On [?]	1 per User/Available as Add-On* [?]	Available as Add-On
Endpoint Detection & Response (powered by Malwarebytes) [?]	✗	✗	Available as Add-On	Available as Add-On
Backup of files and folders	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On

	Remote Access Lite	Remote Support Lite	Remote Access Pro	Remote Support Pro & Remote Support Pro Concurrent
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MDM Essential [?]	×	×	×	Available as Add-On
MDM Advanced [?]	×	×	×	Available as Add-On

Remote administration and support

VoIP (in session)	×	✓	×	✓
Chat (out of session)	✓	✓	✓	✓
Chat (in session)	×	✓	×	✓
Switch sides [?]	×	✓	×	✓
Number of devices to connect from [?]	No limitation	No limitation	No limitation	No limitation
Number of channels (concurrent connections)	1 per User	1 per User	1 per User	Remote Support Pro: 1 per User; Remote Support Pro Concurrent: 1 per 3 Users
Remotely access & control devices (attended access)	×	No limitation	×	No limitation
Custom branding of Managed Devices	×	×	✓	✓
Remote QuickSteps [?]	×	✓	×	✓
Invite additional participant and session handover	×	✓	×	✓
In-session automation/scripting (number of scripts)	×	No limitation	×	No limitation
File Transfer [?]	✓	✓	✓	✓
File transfer queuing	×	✓	×	✓
Record remote sessions	×	✓	×	✓
Incoming connections report (on device level) [?]	×	×	×	✓
User access reporting [?]	×	✓	×	✓
Connection billing [?]	×	×	×	✓
Remote device monitoring [?]	×	×	×	15 per user/Available as Add-On* [?]
Asset & patch management [?]	×	×	×	15 per user/Available as Add-On* [?]

User and device management

	Remote Access Lite	Remote Support Lite	Remote Access Pro	Remote Support Pro & Remote Support Pro Concurrent
	Commercial Named User license	Commercial Named User license	Commercial Named User license	Commercial Named User license
Managed devices [?]	1 per User	2000	3 per User	2000
Licensed users [?]	Number of Users depends on Contract	Number of Users depends on Contract	Number of Users depends on Contract	Number of Users depends on Contract
Number of licenses manageable in a company profile	1	1	1	1
Device list and Address book	✓	✓	✓	✓
Device groups (incl. group sharing) [?]	✓	✓	✓	✓
Device Policies (incl. Policies via API) – number of policies	0	1000	0	1000
User management	✓	✓	✓	✓
Mass deployment (MSI package)	✗	✗	✓	✓
– Integrations				
Web API (general application programming interface)	✗	✗	✗	✓
Web API rate limit	✗	✗	✗	36.000 requests per 24 h
3rd party Integrations [?]	✗	✗	✗	Available as Standard Integration Package (Add-On): FreshWorks Standard, JamF, JIRA Cloud, Microsoft Azure VM Extension, ServiceNow Standard, Sophos, ZenDesk Standard
On-premise active directory sync (AD connector)	✗	✗	✗	✓
– Customer Support				
Support via phone	✗	✓	✓	✓

Definitions:

Unless otherwise stipulated herein below, capitalized 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.

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-termed 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. The number of Users is subject to ordering and may be raised by order during the subscription. 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.