# TeamViewer Remote and TeamViewer Tensor

| | Remote Access Lite<br>Commercial: Named User license | Remote Access Pro<br>Commercial: Named User license | Tensor Access<br>Commercial: Named User license | Remote Support Lite<br>Commercial: Named User license | Remote Support Pro<br>Commercial: Named User license | Tensor Support<br>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 | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

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|---|---|---|---|---|---|---|
| Proxy support ❓ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |
| Multiple monitor support | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |
| Endpoint Protection (powered by Malwarebytes) ❓ | Available as Add-On | 1 per User/Available as Add-On ❓ | ✖ | Available as Add-On | Available as Add-On | ✖ |
| Endpoint Detection & Response (powered by Malwarebytes) ❓ | ✖ | Available as Add-On | 1 per User/Available as Add-On ❓ | ✖ | 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 | Available as Add-On | Available as Add-On |
| MDM Essential ❓ | ✖ | ✖ | ✖ | ✖ | Available as Add-On | ✖ |
| MDM Advanced ❓ | ✖ | ✖ | ✖ | ✖ | Available as Add-On | Available as Add-On |
| MDM Enterprise ❓ | ✖ | ✖ | ✖ | ✖ | ✖ | Available as Add-On |

## ⊖ Remote administration and support

| | Remote Access Lite | Remote Access Pro | Tensor Access | Remote Support Lite | Remote Support Pro | Tensor 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 | No limitation | No limitation |
| Number of channels (concurrent connections) | 1 per User | 1 per User | 1 per User | 1 per User | Remote Support Pro: 1 per User; Remote Support Pro Concurrent: 1 per 3 Users | Tensor Support: 1 per User; Tensor Support Concurrent: 1 per 3 Users |
| Remotely access & control devices (attended access) | ✖ | ✖ | ✖ | No limitation | 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 | No limitation |

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| 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* ? | Number depends on license / Available as Add-On ? |
| Asset & patch management ? | ✘ | ✘ | ✘ | ✘ | 15 per User /Available as Add-On* ? | Number depends on license / Available as Add-On ? |

## ➖ User and device management

| | Remote Access Lite | Remote Access Pro | Tensor Access | Remote Support Lite | Remote Support Pro | Tensor Support |
|---|---|---|---|---|---|---|
| Managed devices ? | 1 per User | 3 per User | 3 per User | 2000 | 2000 | 5000 ? |
| Licensed users ? | Number of Users depends on ordering | Number of Users depends on ordering | Number of Users depends on ordering | Number of Users depends on ordering | Number of Users depends on ordering | Number of Users depends on ordering |
| Number of licenses manageable in a company profile | 1 | 1 | Number depends on license | 1 | 1 | Number depends on license |
| Device list and Address book | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |
| Device groups (incl. group sharing) ? | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |
| Device Policies (incl. Policies via API) – number of policies | 0 | 0 | 0 | 1000 | 1000 | 1000 |
| User management | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |
| Mass deployment (MSI package) | ✘ | ✔ | ✔ | ✘ | ✔ | ✔ |

## ➖ Enhanced function for enterprises

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|---|---|---|---|---|---|---|
| Enhanced Mass Deployment (on top of MSI package) ? | ✘ | ✘ | ✘ | ✘ | ✘ | ✔ |
| Conditional Access Router ? | ✘ | ✘ | Available as Add-On | ✘ | ✘ | Available as Add-On |

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| Single-Sign-On (SSO) | ✗ | ✗ | Available as Add-On | ✗ | ✗ | Available as Add-On |
| Auditability (Audit log and API) | ✗ | ✗ | Available as Add-On | ✗ | ✗ | Available as Add-On |
| Mobile Software Development Kit (SDK) ❓ | ✗ | ✗ | ✗ | ✗ | ✗ | Available as addon |
| REACH API (Remote Management, Mobile Device Management API) | ✗ | ✗ | ✗ | ✗ | ✗ | Yes, depends on license |
| Embedded devices support | ✗ | ✗ | ✗ | ✗ | ✗ | Available as Add-On |

### ⊖ Integrations

| | Remote Access Lite | Remote Access Pro | Tensor Access | Remote Support Lite | Remote Support Pro | Tensor Support |
|---|---|---|---|---|---|---|
| Web API (general application programming interface) | ✗ | ✗ | ✗ | ✗ | ✔ | ✔ |
| Web API rate limit | ✗ | ✗ | ✗ | ✗ | 36.000 requests per 24 h | 36.000 per 24 h |
| 3rd party Integrations ❓ | ✗ | ✗ | ✗ | ✗ | Standard Integration Package (Add-On): ServiceNow Standard, Freshworks Standard, Zendesk Standard, Jira Cloud, JamF, Sophos, Miradore | Enterprise Integration Package (Add-On): All standard integrations plus Microsoft Teams, Microsoft Intune, Microsoft Dynamics, ServiceNow Enterprise, Freshworks Enterprise, Zendesk Enterprise, Jira Server, Salesforce, ManageEngine, EloView, AppTec360, Zoho, Cherwell, Slack |
| On-premise active directory sync (AD connector) | ✗ | ✗ | ✗ | ✗ | ✔ | ✔ |

### ⊖ Customer Support

| | Remote Access Lite | Remote Access Pro | Tensor Access | Remote Support Lite | Remote Support Pro | Tensor 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.

**Mobile SDK (Software Development Kit):** Available as Addon-License that allows Customer to use the Software Development Kit (**"SDK"**) of TeamViewer that enables implementation of TeamViewer Product into Customer's mobile applications (**"Customer Apps"**). Customer is allowed to deploy such Customer Apps to its Authorized Users, provided that the Authorized Users are contractually bound to use the Customer Apps and related TeamViewer Services in compliance with the License, and Customer shall ensure that the data processing by TeamViewer with respect to the personal data of its Authorized Users is duly covered by its contractual relationship to the Authorized Users, by adding TeamViewer to its data processors list as a sub-processor of Customer, or, if necessary, obtain consent of its Authorized Users to such data processing by TeamViewer.

**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.