

TeamViewer Support and Work

	Remote Work Lite	Remote Work Pro	Tensor Work	Remote Support Lite	Remote Support Pro	Tensor Support
	Commercial: Named User license	Commercial: Named User license	Commercial: Named User license	Commercial: Named User license	Commercial: Named User license	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 Back to top						
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 & Remote Work Back to top						
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	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
Remote Administration & Support Back to top						
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
Remotely access & control devices (attended access)	✗	✗	✗	No limitation	No limitation	No limitation
Custom branding of Managed Devices	✗	✓	✓	✗	✓	✓
Remote QuickSteps 📌	✗	✗	✗	✓	✓	✓
Invite additional participants and session handover	✗	✗	✗	✓	✓	✓
In-session automation/scripting (number of scripts)	✗	✗	✗	No limitation	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 📌	✗	✗	✗	✗	200/Available as Add-On 📌	200/Available as Add-On 📌
Asset & patch management 📌	✗	✗	✗	✗	200/Available as Add-On 📌	200/Available as Add-On 📌
User & Device Management Back to top						
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 groups (incl. group sharing) 📌	✗	✗	✗	✓	✓	✓
Device Policies (incl. Policies via API) – number of policies	0	0	0	1000	1000	1000
User management	✓	✓	✓	✓	✓	✓
Basic computers & contacts list	✓	✓	✓	✓	✓	✓
Mass deployment (MSI package)	✓	✓	✓	✓	✓	✓
Enhanced Functions for Enterprises Back to top						
Enhanced Mass Deployment (on top of MSI package) 📌	✗	✗	✗	✗	✗	✓
Conditional Access Router 📌	✗	✗	Available as Add-On	✗	✗	Available as Add-On
Single-sign-on (SSO)	✗	✗	✓	✗	✗	✓
Auditability (Audit log and API)	✗	✗	✓	✗	✗	✓
Mobile Software Development Kit (SDK) 📌	✗	✗	✗	✗	✗	Available as Add-On
REACH API (Remote Management, Mobile Device Management API)	✗	✗	✗	✗	✗	Yes, depends on license
Embedded devices support	✗	✗	✗	✗	✗	Available as Add-On
Integrations Back to top						
Web API (general application programming interface)	✗	✗	✗	✗	✓	✓
Web API rate limit	✗	✗	✗	✗	36,000 requests per 24h	48,000 requests per 24h
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 Back to top						
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-termined 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 be designated 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 Device: 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.