

TeamViewer ONE

	TeamViewer ONE Standard	TeamViewer ONE Advanced	TeamViewer ONE Enterprise	TeamViewer ONE Enterprise Ultimate
	Device-based License	Device-based License	Device-based License	Device-based License
Features	For IT teams beginning their digital experience journey	For IT teams seeking to further enhance their endpoint management strategy	For mature IT teams needing full visibility into their enterprise estate, advanced remote support, and sophisticated digital employee experience management	For mature IT teams requiring enhanced visibility into their enterprise estate, advanced remote support, and advanced digital employee experience 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 Subject to System Requirements and compatibility conditions	✓	✓	✓	✓
Connection to the specified operating systems Subject to System Requirements and compatibility conditions	Windows, macOS	Windows, macOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS
Connection from the specified operating systems Subject to System Requirements and compatibility conditions	Windows, macOS	Windows, macOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS
Connection to Linux headless devices Subject to System Requirements and compatibility conditions	✗	✗	✗	✗
Support for mobile devices (iOS and Android), including mobile-to-mobile connections Subject to System Requirements and compatibility conditions.	✓	✓	✓	✓
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	✓	✓	✓	✓
Threatdown Endpoint Protection Protect designated Endpoints against malware, zero-day exploits, ransomware, and malicious websites. Supports Windows, macOS, Linux.	✗	✗	✗	✗
Threatdown Endpoint Detection & Response Includes all Threatdown Endpoint Protection capabilities and adds advanced threat detection and response features such as attack isolation, suspicious activity monitoring, automated remediation, and up to 7-day ransomware rollback. Supports Windows, macOS, and Linux.	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)	✗	✗
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 (Device-based License)	Available as Add-On (Device-based License)	✗	✗
Managed Detection and Response Protect your organization with managed 24x7x365 threat monitoring, investigation, and remediation by Threatdown expert MDR analysts	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)	✗	✗

Backup of files and folders	Available as Add-On (Capacity-based License)	Available as Add-On (Capacity-based License)	Available as Add-On (Capacity-based License)	Available as Add-On (Capacity-based License)
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	Available as Add-On	Available as Add-On
Mobile Device Management (MDM) Essential/Advanced/Enterprise	✗	✗	✗	✗
Remote administration and support				
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	Unlimited	Unlimited
Number of concurrent connections (Channels) included A Channel represents one active remote connection initiated by the licensed User under your License. The total number of Channels determines how many Users can connect simultaneously.	1 per user	1 per user	1 per user	1 per user

Concurrent sessions per Channel A session in TeamViewer refers to an individual remote interaction between two devices. A User can initiate simultaneous remote sessions in separate tabs within a single Channel.	Unlimited	Unlimited	Unlimited	Unlimited
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 Enables efficient management of incoming standard and emergency support requests, helping support teams organize, prioritize, and resolve services cases more effectively.	✓	✓	✓	✓
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 b(based on support connections).	✓	✓	✓	✓
Agentless Access Gateway Gateway software that enables access to devices and network services (Agentless Access Endpoints) within the same local network without requiring the installation of a TeamViewer Host or Client on the target devices or network services.	Available as Add-On (Endpoint-based License). Each Agentless Access Gateway counts as one licensed item.	Available as Add-On (Endpoint-based License). Each Agentless Access Gateway counts as one licensed item.	Available as Add-On (Endpoint-based License). Each Agentless Access Gateway counts as one licensed item.	Available as Add-On (Endpoint-based License). Each Agentless Access Gateway counts as one licensed item.
Agentless Access Endpoints A device or network service that is reachable through an Agentless Access Gateway using supported connection methods (e.g., VNC or port tunneling) and can be managed individually.	Available as Add-On (Endpoint-based License). Each Agentless Access Endpoint counts as one licensed item.	Available as Add-On (Endpoint-based License). Each Agentless Access Endpoint counts as one licensed item.	Available as Add-On (Endpoint-based License). Each Agentless Access Endpoint counts as one licensed item.	Available as Add-On (Endpoint-based License). Each Agentless Access Endpoint counts as one licensed item.

Multitenancy Enables organizations to centrally manage multiple TeamViewer instances (Tenants) across departments, subsidiaries, partners, or customers from a single, secure interface, without repeated logins.	✓	✓	✓	✓
User and Device Management				
Device & system health monitoring Standard and Advanced packages include Device Monitoring, which monitors the operational state and provides real-time alerts for proactive maintenance. For Windows, macOS, Linux. Includes Remote Task Manager, Remote Scripting, monitoring policies and checks. Enterprise package includes TeamViewer DEX Enterprise, which delivers comprehensive digital employee experience management across Windows, macOS, and Linux, including real-time endpoint monitoring and telemetry, historical event logging with trend analysis, and customizable automated remediation rules to resolve common issues.	✓	✓	✓	✓
Asset and patch management Designate Endpoints (e.g., workstation, laptop, server) for centralized asset visibility from a single dashboard. Detect outdated software and patch OS and third-party applications. For Windows, macOS. Includes patch management and software deployment.	✗	✓	✗	✗
Digital Employee Experience (DEX): Endpoint insights, remediation, and automation Detect, verify and fix Endpoint issues from a single solution to improve digital employee experience.	TeamViewer DEX Essentials	TeamViewer DEX Essentials	TeamViewer DEX Enterprise	TeamViewer DEX Enterprise Plus
Customer Readiness dashboard Helps organizations evaluate their IT maturity and drives advancement with specific, actionable recommendations.	✓	✓	✗	✗

Managed Devices Number of device assigned to your company profile and centrally manageable by the company administrator in the TeamViewer Management Console.	Number depends on Contract, ranging from 100 to 5,000	Number depends on Contract, ranging from 100 to 5,000	Number depends on Contract, starting from 5,000	Number depends on Contract, starting from 5,000
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 depends on Contract	Number depends on Contract
Number of Licenses manageable in a company profile	Number depends on Contract	Number depends on Contract	Number depends on Contract	Number depends on Contract
Device list and Address book Licensed Users are the Users in a company profile who are assigned access to the licensed Endpoint Devices.	✓	✓	✓	✓
Device groups (incl. group sharing) Share a group from the TeamViewer software to a contact that you have in your Address Book.	✓	✓	✓	✓
Device Policies Policies define configuration and security settings for managed devices, created and assigned by the company administrator to enforce consistent standards across the organization. Number of Policies refers to the maximum number of policies that can be created under the License.	1000	1000	1000	1000
User management	✓	✓	✓	✓
Customized device information Add and edit custom attributes to the 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 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.	✗	✓	✓	✓
Software integrations				
Web API (general application programming interface)	✓	✓	✓	✓
Web API rate limit	36,000 requests per 24h	36,000 requests per 24h	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 “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	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	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	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	On-premise active directory 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.	Credit-based License. 1 AI credit per Endpoint per month included. More AI credits available as Add-On.	Credit-based License. 1 AI credit per Endpoint per month included. More AI credits available as Add-On.	Credit-based License. 1 AI credit per Endpoint per month included. More AI credits available as Add-On.	Credit-based License. 1 AI credit per Endpoint per month included. More AI credits available as Add-On.
Tia (TeamViewer Intelligent Agent) An intuitive, intelligent assistant that provides IT support agents with timely relevant, in-session support.				
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	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.	✗	✗	Available as Add-On	Available as Add-On
Embedded devices support	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On
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.	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On

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: Access to and use of the Product is exclusively granted and bound to the specific individuals designated by Customer (each a licensed User). 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.

Credit-based License: This model uses AI credits as the primary licensed unit. AI credits are consumed in accordance with the applicable AI Credit Consumption Policy available at <https://www.teamviewer.com/en/legal/ai-terms/>. Where applicable, the license provides a monthly allocation of AI credits at no additional cost, as specified in the Contract; these credits are non-transferable and expire at the end of each calendar month. Additional AI credits are available as an annual subscription Add-On, co-termed to the main license; these annual subscription credits reset upon renewal, and any unused credits expire and do not roll over to the subsequent term.

Device-based License: The right to access and use the Services is designated and tied to specific computing devices (each a licensed device) as licensed units. The license fee is determined based on the total number of licensed devices. Customer is responsible for the management and control of remote connection access to its licensed devices. The total number of licensed devices is defined in the Contract or the Product Description, and may be increased by additional order or in-product purchase. Unless otherwise stipulated in the Contract or in the Product Description, the number of remote connections to/from the licensed 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.

Endpoint-based License: The right to access and use the Services is designated to specific managed targets ("Endpoints"), regardless of whether a TeamViewer software component (e. g. client, agent) is installed on them. Endpoints may include physical devices, virtual systems, or network services that are reachable through supported access mechanisms (e.g., via an Agentless Access Gateway). The license fee is determined based on the total number of designated Endpoints, including any required access components such as Gateways. Customer is responsible for the management and control of remote access to its licensed Endpoints.

Add-On: Add-On refers to: i) additional licenced units (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.

Channel: A Channel represents one active remote connection under the License. Within a single Channel, a User can open multiple sessions in separate tabs. The total number of Channels determines how many Users can connect simultaneously.

Managed Devices: A Managed Device refers to a 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) assigned to a specific TeamViewer account or company profile, and centrally manageable in the TeamViewer Management Console. Under the Device-based License model, each Managed Device designated by Customer to use the Services counts as one licensed device, whether actively used or not.

Multitenancy: Multitenancy enables a primary managing entity ("Primary Tenant"), such as a parent corporation or service provider, to centrally manage, oversee, and govern multiple logically isolated, self-contained software environments (each a "Tenant") associated with or dedicated to various legal entities or business units (e.g., subsidiaries, customers or partners; each a "Managed Client") from a single, secure interface.

Multitenancy is provided strictly as a technical management feature and shall not be construed as a permit to share, split, sub-license, or redistribute the Primary Tenant's license among Managed Clients or any other third parties, and each Managed Client must possess and maintain its own independent license to use the Product, unless such permit explicitly provided by the Contract.

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.

User: A User is a natural person identified by a personalized login and designated by the Customer to use the applicable 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 as defined in the EULA. For multi-user licenses, at least one User must be designated as a company administrator to manage Users in the TeamViewer Management Console on the Customer's behalf. Under the Named-User License model, each designated User counts as one licensed user.

Light User/Tensor Licensed User: A Light User is a Licensed User with limited amount of connections under the TeamViewer Tensor license. Each Light User 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 within a calendar month.

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.