

TeamViewer Remote

(formerly TeamViewer Core)

	Free	Remote Access	Business	Premium	Corporate
	Free for personal use Non-Commercial	Work from Anywhere, Anytime Commercial	One seat, 1 session Commercial	Many seats, 1 session Commercial	Many seats, 3 sessions Commercial
Features	Access to PCs remotely from computers and mobile devices. Non-commercial use only	Single user license for connections to 3 designated devices	A single-user license permits connections from up to 3 devices (e.g. computers or mobile devices).	Allows multiple licensed users to access a single concurrent session.	Allows multiple licensed users to access up to three concurrent sessions simultaneously.
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, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux	Windows, macOS, Linux*	Windows, macOS, Linux*	Windows, macOS, Linux*
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.)					
Connection from the specified operating systems Subject to System Requirements and compatibility conditions.	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 (iOS and Android), including mobile-to-mobile connections Subject to System Requirements and compatibility conditions.	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 supported versions of Google Chrome, Mozilla Firefox, Opera or Microsoft Edge on Windows and macOS. Available via the Management Console					

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

Remote access & remote work					
VPN Built-in VPN service by creating a secure data tunnel or virtual point-to-point access between the host and the clients.	✗	✗	✓	✓	✓
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	✓	✓	✓	✓	✓
Remote Terminal With the Remote Terminal feature, you can access the remote terminals of your Windows devices without seeing the screen and being able to remotely control the device.	✗	✗	✗	✓	✓
Threatdown Endpoint Protection Protect designated Endpoints against malware, zero-day exploits, ransomware, and malicious websites. Supports Windows, macOS, Linux.	✗	✗	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)

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)	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)	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)	Available as Add-On (Device-based License)
Assist AR Lite Interactive remote support powered by augmented reality to observe and resolve any kind of issues	✗	✗	Available as Add-On	Available as Add-On	Available as Add-On
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*
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	1	1	1; up to 4 additional Add-On Channels (maximum 5 in total)	3; up to 7 additional Add-On Channels (maximum 10 in total)
Number of concurrent sessions per Channel A session in TeamViewer refers to an individual remote interaction between two devices. The maximum number of sessions defines how many simultaneous remote sessions a User can initiate in separate tabs within a single Channel.	1	3	3	10	15
Remotely Access & Control devices	✓	yes, to a specific number of devices (depends on Contract)*	✓	✓	✓
Custom Branding of Managed Devices Design and deploy customized modules (only available for TeamViewer Host and TeamViewer QuickSupport)	✗	✗	✓	✓	✓
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
Invite additional participant and session handover	✗	✗	✗	✓	✓
File Transfer Various ways of file transfer: drag & drop, copy & paste, cloud sync, transfer manager	✓	✓	✓	✓	✓
File transfer queuing	✗	✓	✓	✓	✓
Service queue Enables efficient man- agement of incoming standard and emergency support requests, helping support teams organize, prioritize, and resolve services cases more effectively.	✗	✗	✓	✓	✓
Service case creation per hour	✗	0	10	15	45
Service case notifications	✗	✗	✓	✓	✓
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					
User management Centralized administration of Users, permissions, and settings within your organization.					
Device group management Enables the devices to be managed in groups, including Group Devices, Assign Permissions, Policy appliance as well as (if enabled) inheritance of specific settings from group to devices.					

Managed devices Number of device assigned to your TeamViewer account or company profile and centrally manageable in the TeamViewer Management Console.	3	yes, number depends on Contract. Each device can be changed once every month	200	300	500
Licensed Users Number of Users authorized to access and use the Product under the License.	0	1	1	15	30
Number of Licenses manageable with one account	0	1	1	1	1
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 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.	0	0	5	10	15
Set device policies via API	✗	✗	✗	✓	✓

User management Centralized administration of Users, permissions, and settings within your organization.	✗	✗	✗	✓	✓
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 for computers & contacts list	0	0	5	10	15
Create groups & subgroups for computers & contacts list	✗	✗	✗	✓	✓
Mass deployment (MSI package - rollout TeamViewer via script)	✗	✗	✗	✗	✓
Company Address Book The Company Address Book allows company administrators to provide a list of all users to everyone associated to the same company profile. Company administrators can centrally managed which users will be excluded from the Company Address Book	✗	✗	✗	✓	✓
Mobile Device Management (MDM) Essential Device Enrollment / Configuration Management / Policy Enforcement / Security Controls / Application Management / Reporting	✗	✗	✗	Available as Add-On	Available as Add-On
Mobile Device Management (MDM) Advanced Everything from MDM Essential, plus: Zero Touch Deployment / Remote Support / Compliance Monitoring	✗	✗	✗	Available as Add-On	Available as Add-On

Remote Device Monitoring Designate Endpoints (e.g., workstation, laptop, server) to monitor the operational state and receive real-time alerts for proactive maintenance. For Windows, macOS, Linux. Includes Remote Task Manager, Remote Scripting, monitoring policies and checks.	×	×	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)
Asset & 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 and macOS. Includes patch management and software deployment.	×	×	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)
Asset discovery Automatically discovers and identifies devices across your IT environment with a unique digital fingerprint for each device, eliminating manual credential entry and streamlining data collection. Integration of an advanced agentless scanning mechanism for accurate asset management.	×	×	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)
DEX Essentials Detects, verifies and fixes Endpoint issues from a single solution to improve digital employee experience. Generates actionable insights through pre-built policies, enables manual and automated remediation of problems, and verifies results to demonstrate clear value. Available for Windows.	×	×	×	Available as Add-On (Device-based License)	Available as Add-On (Device-based License)

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

Remote Worker A Remote Worker is a User with restricted usage rights, allowed to connect to up to 3 pre-selected Managable Devices as specified by the company administrator.	✗	✗	✗	Available as Add-On (Named User License); up to 25 Remote Workers	Available as Add-On (Named User License); up to 25 Remote Workers
Software integrations					
Web API (general application programming interface)	✗	✗	✓	✓	✓
Web API rate limit	✗	✗	7.200 requests per 24 h	14.400 requests per 24 h	36.000 requests per 24 h
Web Chat SDK	✗	✗	✓	✓	✓
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 plugin software following the guidance documentation provided by TeamViewer. Please be aware that the integrations contained in this package are subject to change.	✗	✗	✗	✗	Available as Standard Integration Package (Add-On): FreshWorks Standard, JamF, JIRA Cloud, Microsoft Azure VM Extension, ServiceNow Standard, Sophos, ZenDesk Standard
AD Connector (manual AD Sync)	✗	✗	✗	✗	✓
AI Services					
Session Insights Automatically summarizes each support case and reveals support patterns in dashboards, enabling proactive, data-driven decision-making.	✗	✗	Available as Add-On (Credit-based License, including a monthly allocation of 25 AI credits; additional credits subject to purchase).	Available as Add-On (Credit-based License, including a monthly allocation of 50 AI credits; additional credits subject to purchase).	Available as Add-On (Credit-based License, including a monthly allocation of 100 AI credits; additional credits subject to purchase).
Tia (TeamViewer Intelligent Agent) An intuitive, intelligent assistant that provides IT support agents with timely relevant, in-session support.					

Service					
Tech Support via Phone	✗	✗	✓	✓	✓

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.