


TeamViewer Tensor

	Tensor
	Named User Based license - Lite/Basic/Pro/Unlimited Commercial
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	✓
Connection to the following Operating Systems	Windows, macOS, Linux, Android, iOS, ChromeOS
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 following Operating Systems	Windows, macOS, Linux, Android, iOS, ChromeOS
Support for mobile devices (also mobile to mobile) TeamViewer offers the widest coverage for remote access and support for all Android devices, plus industry-first iOS screen sharing	✓

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	✓
Remote access & remote work	
VPN TeamViewer has a built-in VPN service that allows to connect to a device to share files, printers or any internal program. This is achieved by the creation of a secure data tunnel or virtual point-to-point access between the host and the client. Once the connection is established, data is sent and received with the same security, functionality, and management policies as if the systems were in the same network location.	✓
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.	✓
Endpoint Protection (powered by Malwarebytes) Designate an endpoint (e.g. workstation, laptop, server) to protect against malware, zero-day exploits, ransomware, and malicious websites - powered by Malwarebytes, and fully embedded into your TeamViewer experience. For Windows, macOS, Linux.	Available as Add-On
Endpoint Detection & Response (powered by Malwarebytes) Designate an endpoint (e.g. workstation, laptop, server) for forward-thinking cyber threat detection and response with attack isolation modes, suspicious activity monitoring, automated threat remediation, and 72-hour ransomware rollback. Endpoint Detection & Response contains and enhances the full Malwarebytes Endpoint Protection functionality. For Windows, macOS, Linux.	Available as Add-On

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
Managed Detection and Response Protect your organization with managed 24x7x365 threat monitoring, investigation, and remediation by Malwarebytes' expert MDR analysts.	Available as Add-On
Assist AR Lite Interactive remote support powered by augmented reality to observe and resolve any kind of issues	Available as Add-On
Remote administration and support	
VoiP, Video, Chat during remote control session	✓
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
Concurrent connections (channels) included Multiple sessions at a time (channels)	Not applicable due to license model
Number of concurrent sessions per channel Maximum number of sessions in separate tabs	15
Remotely Access & Control devices	✓ Each device can be changed once in every month
Custom branding	✓
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)	50
Invite additional participant and session handover	✓

File Transfer Various ways of file transfer: drag & drop, copy & paste, cloud sync, transfer manager	✓
File transfer queuing	✓
Assign service cases to other technicians Manage and distribute incoming support requests (service queue)	
Service queue Whether they come in as standard service cases or emergency requests, support tickets can quickly pile up. By using the service queue within TeamViewer to manage customer-initiated service cases, your support team can more efficiently organize, prioritize, and resolve them	✓
Service case creation per hour	60
Service case notifications	✓
Service case chat	✓
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	✓
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	
Device management	✓
Managed devices Devices centrally managed within the company profile by the administrator - enables device specific features such as "Unattended Access" and "wake on LAN"	yes, number depends on Contract Each device can be changed once every month
Licensed users Licensed users are the users in a company profile who are assigned to a specific license (e.g. a Corporate license) and can use this license to make connections	yes, number depends on Contract Each device can be changed once every month
Number of licenses manageable with one account	yes, number depends on Contract Each device can be changed once every month
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 - number of policies	60
Set device policies via API	✓
User management Users centrally managed within the company profile by the administrator	✓
Customized device information It is possible to add and edit custom attributes to 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 & Contacts list	25
Create Groups & Subgroups in 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	✓

MDM advanced Device Enrollment / Configuration Management / Policy Enforcement / Security Controls / Application Management / Reporting / Zero Touch Deployment / Remote Support / Compliance Monitoring	Available as Add-On
MDM enterprise Everything from MDM Advanced, plus: Content Management and Collaboration / Enhanced Security Controls / Secure Productivity / Secure Connectivity / Integration and Ecosystem Support / Scalability	Available as Add-On
Remote Device Monitoring Designate endpoints (e.g., workstation, laptop, server) to monitor the operational state of devices, receive alerts as soon as your attention is required, and stay ahead of problems by performing proactive IT support and maintenance. For Windows, macOS, Linux. Includes Remote Task Manager, Remote Scripting, and an unlimited amount of monitoring policies and monitoring checks	Available as Add-On
Asset & Patch Management Designate endpoints (e.g., workstation, laptop, server) to gain visibility into your IT by tracking all your IT assets from a single dashboard. Detect vulnerabilities due to outdated software and patch OS and 3rd party applications. Includes Patch Management and software deployment	Available as Add-On
Asset discovery Harness the capability to seamlessly identify devices across IT infrastructures. By generating a unique digital fingerprint for each device, eliminating the need to manually enter the credentials and streamlining data acquisition. The integration of an advanced agentless scanning mechanism enables a thorough and accurate asset management throughout your entire IT environment	Available as Add-On
DEX Essentials Detect, fix, and validate endpoint issues from a single solution to improve digital employee experience. DEX Core generates actionable insights through pre-built policies, enables manual and automated remediation of problems, and verifies results to demonstrate clear value. Available in Windows	Device-based License; Available as Add-On
Enhanced function for large enterprises	
Enhanced Mass Deployment (on top of MSI package)	✓
Conditional Access Router Conditional Access allows Company Administrator Agents centrally and company-wide manage its users' TeamViewer usage and access.	N/A (Lite/Basic); Included (Pro/Unlimited)
Single-Sign-On (SSO)	Available as Add-On (Lite); Included (Basic/Pro/Unlimited)
Auditability (Audit log and API)	Available as Add-On (Lite); Included (Basic/Pro/Unlimited)
User groups User groups in TeamViewer Tensor are automatically created and maintained via the same integrations you can use for the account creation like SCIM configurations for Okta, Azure Active Directory etc., AD Connector or API	✓
SDK (Software development kit) Allows implementation of TeamViewer technologies into customer mobile applications	N/A (Lite/Basic); Available as Add-On (Pro) Included (Unlimited)

Tensor Agent An Agent is a natural person identified with a personalized login and can use the full feature set of TeamViewer Tensor with the limitations according to the scope of the license. One of the Agents must have company administrator permission in the TeamViewer Management Console (the “Company Administrator Agent”).	Starting from 5 (Lite, Basic)/10 (Pro)/15 (Unlimited); Total number depends on Contract
Tensor Light Agent A Tensor Light Agent is a natural person first identified with a personalized login and can use the full feature set of TeamViewer Tensor with the limitations according to the scope of the license. Each Tensor Light Agent 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 via TeamViewer Software and Server Services within a calendar month.	yes, number depends on Contract
Remote Worker A Remote Worker is a User with restricted usage rights, allowed to connect to up to three pre-selected devices as specified by the company administrator.	yes, number depends on Contract
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; Various types (for Microsoft Intune, Microsoft Sentinel, ServiceNow, Salesforce) available depending on the Contract
Software integrations	
Web API (general application programming interface)	✓
Web API rate limit	48.000 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 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
Microsoft Active Directory (SSO)	✓
Okta (SSO)	✓
AD Connector (manual AD Sync)	✓
AI Services	
Session Insights Automatically summarize connections and view comprehensive session insights through a dashboard, enabling proactive, data-driven, informed decision-making.	Available as Add-On TeamViewer Intelligence. Capacity-based License subject to yearly session limit.

TeamViewer CoPilot TeamViewer CoPilot is an intuitive, intelligent assistant that gives IT support agents timely, relevant, in-session support.	Available as Add-On TeamViewer Intelligence. Capacity-based License subject to yearly session limit.
Service	
Tech Support via Phone	✓



	Tensor Access	Tensor Support & Tensor Support Concurrent
	Named User Based license Commercial	Named User Based license Commercial
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	✓	✓
Support for mobile devices (smartphones and tablets, also mobile to mobile) TeamViewer offers the widest coverage for remote access and support for all Android devices, plus industry-first iOS screen sharing.	✓	✓
As per System Requirements, connection to/from the following operating systems: Windows, macOS, Linux, Android, iOS, ChromeOS	✓	✓
TeamViewer web client Start outgoing connections from Google Chrome, Mozilla Firefox, Safari or Microsoft Edge.	✓	✓
Remote access & remote work		
Secure unattended access	✓	✓
Remote printing	✓	✓
Remote sound Transmits audio from the remote side	✓	✓

Black screen & Block remote input Keyboard, mouse, and other local input devices are blocked	✓	✓
Wake-on-LAN	✓	✓
Proxy support Allow TeamViewer to set up connections through a proxy server	✓	✓
Multiple monitor support	✓	✓
Endpoint Protection (powered by Malwarebytes) Designate an endpoint (e.g. workstation, laptop, server) to protect against malware, zero-day exploits, ransomware, and malicious websites - powered by Malwarebytes, and fully embedded into your TeamViewer experience. For Windows, macOS, Linux.	✗	✗
Endpoint Detection & Response (powered by Malwarebytes) Designate an endpoint (e.g. workstation, laptop, server) for forward-thinking cyber threat detection and response with attack isolation modes, suspicious activity monitoring, automated threat remediation, and 72-hour ransomware rollback. Endpoint Detection & Response contains and enhances the full Malwarebytes Endpoint Protection functionality. For Windows, macOS, Linux.	Number depends on Contract / Available as Add-on	Available as Add-On
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	Available as Add-On
Managed Detection and Response Protect your organization with managed 24x7x365 threat monitoring, investigation, and remediation by Malwarebytes' expert MDR analysts.	Available as Add-On	Available as Add-On
Backup of files and folders	Available as Add-On	Available as Add-On
Assist AR Lite Interactive remote support powered by augmented reality to observe and resolve any kind of issues	✗	Available as Add-On
MDM Advanced Device Enrollment / Configuration Management / Policy Enforcement / Security Controls / Application Management / Reporting/ Zero Touch Deployment / Remote Support / Compliance Monitoring	✗	Available as Add-On

MDM Enterprise Everything from MDM Advanced, plus: Content Management and Collaboration / Enhanced Security Controls / Secure Productivity / Secure Connectivity / Integration and Ecosystem Support / Scalability	✗	Available as Add-On
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.	No limitation	No limitation
Number of channels (concurrent connections)	1 per User	Tensor Support: 1 per User; Tensor Support Concurrent: 1 per 3 Users
Remotely access & control devices (attended access)	✗	No limitation
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 (number of scripts)	✗	No limitation
File Transfer Various ways of file transfer: drag & drop, copy & paste, cloud sync, transfer manager	✓	✓
File transfer queuing	✗	✓
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 (based on support connections).	✗	✓
Remote device monitoring Designate endpoints (e.g., workstation, laptop, server) to monitor the operational state of devices, receive alerts as soon as your attention is required, and stay ahead of problems by performing proactive IT support and maintenance. For Windows, macOS, Linux. Includes Remote Task Manager, Remote Scripting, and an unlimited number of monitoring policies and monitoring checks.	✗	Number depends on Contract / Available as Add-On Number of Endpoints included depends on Contract, additional Endpoints available to purchase as Add-Ons
Asset & patch management Designate endpoints (e.g., workstation, laptop, server) to gain visibility into your IT by tracking your IT assets from a single dashboard. Detect vulnerabilities due to outdated software and patch OS and 3rd party applications. For Windows, macOS, Linux. Includes Patch Management and software deployment.	✗	Number depends on Contract / Available as Add-On Number of Endpoints included depends on Contract, additional Endpoints available to purchase as Add-Ons
DEX Essentials Detect, fix, and validate endpoint issues from a single solution to improve digital employee experience. DEX Core generates actionable insights through pre-built policies, enables manual and automated remediation of problems, and verifies results to demonstrate clear value. Available in Windows.	✗	Device-based License / Available as Add-On
User and Device Management		
Managed devices Devices designated and centrally managed in the company profile, upon which device specific features such as 'Unattended Access' and 'Wake-on-LAN' may be activated.	3 per User	Number of Managed Devices depends on Contract
Licensed users Licensed users are the users in a company profile who are assigned access to and use of the Product under the License.	Number of Users depends on Contract	Number of Users depends on Contract
Number of licenses manageable in a company profile	Number depends on Contract	Number depends on Contract

Device list and Address book	✓	✓
Device groups (incl. group sharing) Share a group from the TeamViewer software to a contact that you have in your Address Book.	✓	✓
Device Policies (incl. Policies via API) - number of policies	0	1000
User management	✓	✓
Mass deployment (MSI package)	✓	✓
Enhanced function for enterprises		
Enhanced Mass Deployment (on top of MSI package) Automated group and policy assignment.	✗	✓
Conditional Access Router Conditional Access allows Company Administrator Agents centrally and company-wide manage its users' TeamViewer usage and access.	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
Embedded devices support	✗	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; Various types (for Microsoft Intune, Microsoft Sentinel, ServiceNow, Salesforce) available depending on the Contract	Available as Add-On; Various types (for Microsoft Intune, Microsoft Sentinel, ServiceNow, Salesforce) available depending on the Contract
Integrations		
Web API (general application programming interface)	✗	✓
Web API rate limit	✗	36.000 per 24 h

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
On-premise active directory sync (AD connector)	×	✓
AI Services		
Session Insights Automatically summarize connections and view comprehensive session insights through a dashboard, enabling proactive, data-driven, informed decision-making.	×	Available as Add-On
TeamViewer CoPilot An intuitive, intelligent assistant that provides IT support agents with timely relevant, in-session support.	×	Available as Add-On
Customer Support		
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: 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.

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.

Device-based License: The right to access and use the Product is designated and tied to specific devices (Endpoint Device), such as computer or website monitor. The license fee is determined based on the total number of designated Endpoints.

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 Add-On 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.

Agent/Tensor Agent: An Agent is a User of TeamViewer Tensor (Classic). One of the Agents must have company administrator permission in the TeamViewer Management Console ("Company Administrator Agent"). An Agent (including Light Agent or Remote Worker) License may be reassigned to another TeamViewer account by the Company Administrator Agent subject to the maximum number of assignments as set out in the Contract or, if nothing specified, twice (2x) per calendar year.

Light Agent/Tensor Light Agent: A Light Agent is an Agent of TeamViewer Tensor (Classic) with limited amount of connections via TeamViewer. Each Tensor Light Agent 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.