



**TeamViewer**



# The secure remote support, remote access and online meeting software that the world relies on.

TeamViewer, the market leader activated by users on 1.3 billion devices worldwide.



# The Right Solution for You!



## Your benefits with TeamViewer



### Secure Operations

With military-grade encryption, and additional security features built into the software, security is a top priority.



### Maximum compatibility

TeamViewer runs on a broad spectrum of operating systems ranging from state-of-the-art system software like Windows 10 to older operating systems.



### Multi-platform

Cross-platform PC to PC, mobile to PC, and PC to mobile connections that support Windows, Mac OS, Linux, Chrome OS, iOS, Android, Windows 10 Mobile, and BlackBerry.



### Smooth Connectivity

The biggest problems in using remote maintenance software are generally caused by firewalls, disabled ports, and NAT routers for local IP addresses. Using TeamViewer, these problems no longer exist.



### Flexible licensing options

With TeamViewer you provide support effortlessly, no matter if you are a large enterprise, a small business, or even if you use it to support family and friends. Profit from our flexible licensing opportunities by choosing the appropriate package for you.



### Save time and money

Support, assist, interact, and collaborate with people. Exchange information. Access and use technology. One tool makes it possible to work as if you were in the same room without travel time and expenses.

# Highest Security Standards



## Security and Privacy



### Encryption

TeamViewer includes encryption based on 2048 RSA private-/public key exchange and AES (256 bit) session encryption. This technology is based on the same standards as https/SSL and is considered completely safe by today's standards.



### Access protection

Any new devices that attempt to access your account will need to be verified through a Trusted Devices email. The system will also flag an account for a forced password reset in the event of suspicious activity.



### Best practices

In addition to the Partner ID, TeamViewer generates a session password that changes with every software start in order to provide additional security against unauthorized access to a remote system. Security relevant functions like file transfer require additional, manual confirmation from the remote partner.



### Two-factor authentication

In combination with access control through white listing, TeamViewer assists you in getting HIPAA and PCI ready. With two-factor authentication, a code generated on a mobile device is needed, in addition to username and password, in order to sign in to a TeamViewer account.



### HIPAA Compliance

TeamViewer provides remote access, remote support, and online collaboration capabilities with the level of security and privacy necessary for organizations to remain HIPAA and HiTech compliant.



### ISO 9001:2008 quality certification

TeamViewer GmbH is one of the very few companies on the remote control market with a certified quality management system according to ISO 9001. This is an additional verification that every aspect of our quality management system meets or exceeds internationally accepted standards.

## Trusted by top international companies



# Remote Support and Remote Access

## Provide support and connect to devices

### Internal IT Support

From enterprises to small businesses, support all of your company's employees and their various devices.

### IT Support Services

Provide IT support to many customers and easily maintain accurate records while doing so.

### Customer Support

Assist your customers with using your products and services.

### Maintain remote devices

Maintain and monitor remote devices and equipment from the comfort and safety of somewhere else.

### Device management

TeamViewer can be used as an incredibly simple yet powerful IT management platform that you can integrate directly into your work environment.

### Unattended access

Use TeamViewer to access computers and android devices anywhere, at any time.

## Spontaneous support

Provide support effortlessly! We'll show you how!

### 1 What your partner does

Ask your partner at the remote computer to download TeamViewer Quick Support and to start it. TeamViewer QuickSupport does not have to be installed and can be executed even without Windows administrator rights.

### 2 What you do

Download TeamViewer to your computer. The full version is required to be able to control remote computers. Install it by following the instructions of the installation routine, and subsequently start TeamViewer.

### 3 Establishing a connection

Ask your partner for the TeamViewer session code. Enter it in the „Session Code“ field. Click on „Connect to partner“ and enter the partner's password in the next dialog to establish the connection.

## Useful TeamViewer features

✓ **Remote QuickSteps**  
Save yourself hundreds of clicks with one-click shortcuts for your most-used remote support actions.

✓ **Silent Host Rollout**  
With a single click, you can quickly roll out TeamViewer to thousands of your devices simultaneously.

✓ **Faster file transfers**  
Thought your file transfers were already fast? TeamViewer now lets you transfer files up to 20 times faster, with transfer speeds up to 200 Mb/s.

✓ **TeamViewer policy assignment**  
Improved central control of TeamViewer settings for devices you manage. Easily check that the right settings are applied to the right devices.



# Mobile Connections and Support



## Provide support from anywhere for any device

Connect to your computer from anywhere or support your mobile devices.

### Provide support from anywhere

Use your mobile device (Android, iOS, Windows, BlackBerry) to connect to and support any Windows, Mac OS, or Linux Computer.

### Support for your mobile app

Provide support to your own mobile app from within the app itself using the TeamViewer screen sharing SDK.

### Support for mobile devices

Use your Windows, Mac OS, or Linux computer to connect to mobile devices. TeamViewer's support for mobile devices enables IT supporters to connect to these various mobile devices to provide direct assistance, check the device status, install the right apps, and push/pull the proper settings.

### Connect from anywhere

Use your mobile device (Android, iOS, Windows) to connect to other mobile devices. You can remote control or screen share into other mobile devices as well as iOS Apps using the TeamViewer SDK.

## Useful TeamViewer features



### Special Keys

Easily apply special key combinations to the remote device even if you're using a completely different operating system such as on a mobile device.



### Chat

Instant messaging functionality includes group chats, web-based chats, offline messaging, chat history, persistent chat groups, full support for mobile devices, and end-to-end encryption.



### Device information

The dashboard allows you to see all the important metrics for the device at a glance. Get information about CPU and RAM usage, battery health, storage, and device-specific values.



### Screen sharing SDK

Integrate TeamViewer into your mobile apps using the screen sharing SDK for iOS/Android. Assist users of your app and troubleshoot their issues.

# Meetings and Collaboration



## Be right there, right now

Conduct meetings, presentations, trainings, and interactive conferences.



### Communication and collaboration

Work together on a project, or exchange ideas and information in group discussions or private conversations via chat, VoIP, and video.



### Presentations and meetings

Board meetings, sales pitches, or a doctoral thesis defense: TeamViewer brings everyone together.



### Keep in touch - free for private use

Communicate with family and friends via chat, video calls, screen sharing, and more.

## Useful TeamViewer features



### Screen sharing

Share your screen at any time or select only the window of a particular application to share. Escalate chats or video calls into full presentations by sharing your screen at any time.



### Video calls

See and talk to multiple participants simultaneously in a single call, and share your screen at any time.



### Whiteboard

It often helps to visually explain your ideas. Use a whiteboard that includes numerous shapes, pens, markers, and a speech bubble.



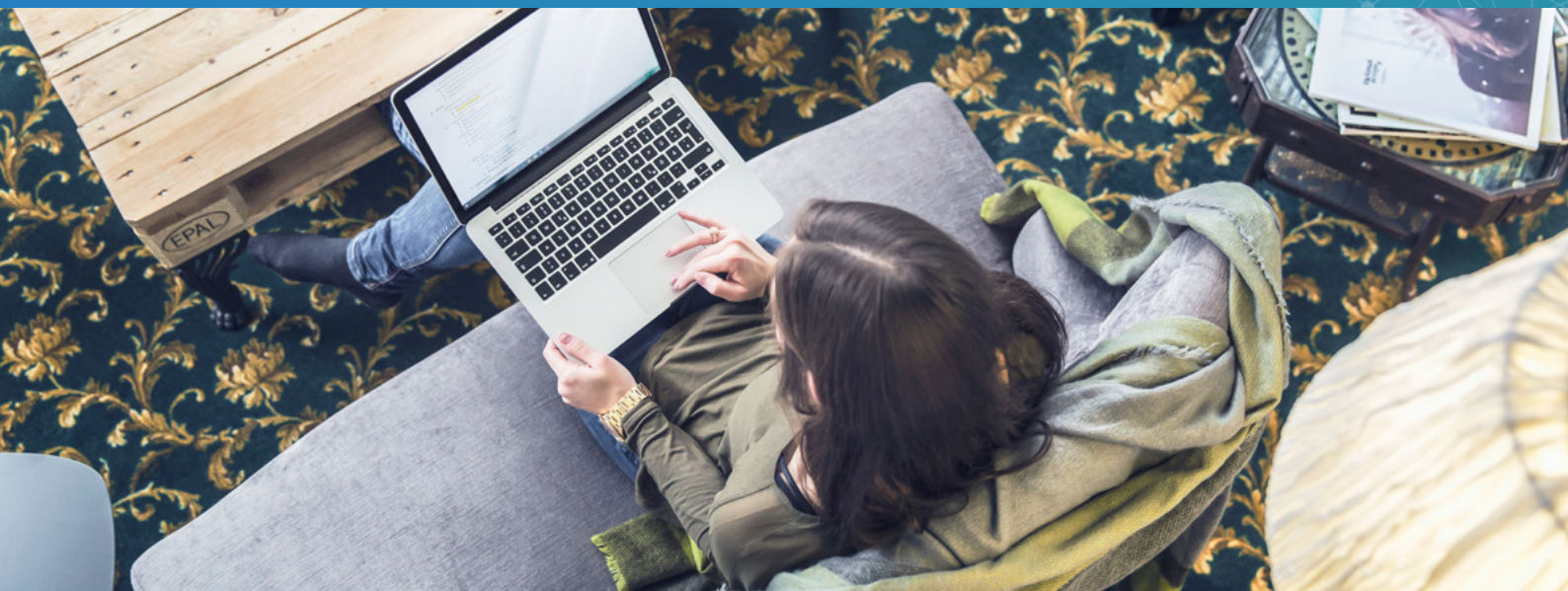
### File transfer

Share files of any size using convenient methods such as contextual menus or a file box that can link to cloud storage providers.



TeamViewer

# Home Office



## Enjoy even more flexibility.

Work from home for the day, or even make your home your office.



### Connect to your office computer

Work from home by accessing your office computer. With intelligent connections, sessions running at 60 fps, and faster response times, you'll feel like you are working on the remote computer directly.



### Use your home PC to connect to anywhere

Your home is your office. Use your computer to connect to clients, partners, and business associates.

## Useful TeamViewer features



### Manage computer & contacts

Arrange, group, and share your computers and contacts as needed. Receive instant alerts for important notifications and see when contacts are online in order to send instant messages or connect with just one click.



### Remote printing

Print documents from the remote computer to your local printer.



### Wake-on-LAN

Wake up your computers remotely whenever you need access.



### Monitoring checks

Monitor your devices remotely to oversee important hardware and software status updates.



**Our team is happy to answer your questions.**

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