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TeamViewer

Premium Edition

TeamViewer

TeamViewer is the solution
for simple desktop sharing

With TeamViewer you can host online meetings and presenta-
tions easily over the Internet and within a few seconds remote
control any computer in the world, as if you were sitting right
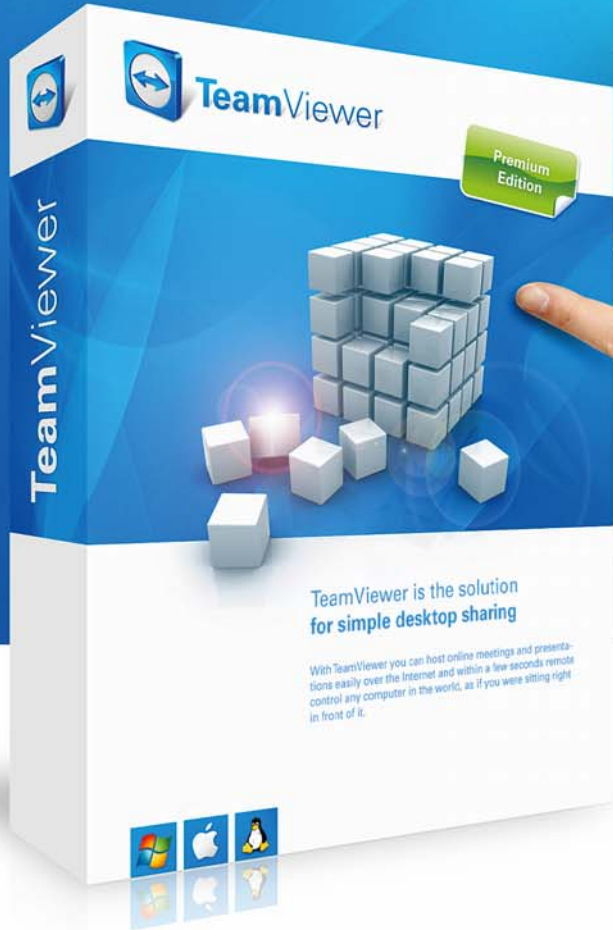in front of it.

More than
100 million
users

The friendly All-In-One solution for

Remote Maintenance, Support, Home Office and Presentations

Simple, fast and secure over the Internet

ALGOL PTE LTD
One Guide For All

TeamViewer

Simple and fast
over the Internet

Control any computer remotely or share your desktop!

More than 100,000,000 users all over the world rely on TeamViewer! When will you join?

- Spontaneous support
- Server administration
- Remote access of unattended computers or servers
- Home office / remote office
- File transfer over the Internet
- VPN
- Teamwork
- Presentations / meetings

The All-In-One solution for any application

While most competitors offer different packages for spontaneous support, server administration, home office, presentations, meetings, online training and teamwork, TeamViewer combines all of these modules in a single, extremely affordable application. You can also find further details in our meeting brochure or on www.teamviewer.com.

Smooth operation – even behind firewalls

The biggest problems in using remote maintenance software are generally caused by firewalls, disabled ports and NAT routers for local IP addresses. When you use TeamViewer, these problems no longer exist: TeamViewer finds your partner even through firewalls.

Highest security standards

TeamViewer is a very secure solution for remote maintenance. Your connections utilize completely secured data channels featuring 1024-bit RSA key exchange and 256-bit AES session encoding.

Much more than competitively priced

TeamViewer's pricing is unbeatable. It is sold as an inclusive standalone package for a permanent use of the purchased licence. There are no monthly or hidden costs, such as service contracts.

Simple to install and use

Neither an installation nor administrator rights are required by the customer; your customer merely runs a small program and you are ready to go.

ALGOL PTE LTD
One Guide For All

Spontaneous Support
with TeamViewer

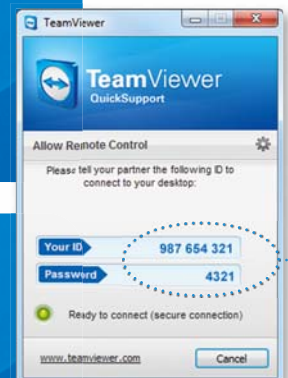You want to provide support effortlessly? We show you how.

1 What you do

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

2 What your partner does

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

3 Establishing a connection

Ask your partner for the TeamViewer ID (see image on right). Enter it in the "Partner ID" field. Click on "Connect to partner" and enter the partner's password in the next dialog to establish the connection.

✔ Control the remote computer as if you were sitting directly in front of it. This includes the dialogs from the user accounts control of Windows 7®, Vista and Server 2008.

✔ Conveniently transfer files from or to the remote computer – easily via drag & drop.

✔ Show your corporate design! Offer your own TeamViewer module on your website – together with your company logo.

✔ Spontaneously change the direction at any time if you want to present your local computer to your customers.

✔ Use TeamViewer Manager as the basis for billing your services. The time and duration of all connections are automatically logged.

✔ You spend a lot of time on the road? Use TeamViewer Portable, the web-based version or the TeamViewer apps to help your customers!

Server Administration & Remote Office
Around the clock

24/7 access to your computers!

Save 100 % with every additional host!

Customary in the market: If you install hosts on remote computers that you want to reach on a permanent basis, additional costs are generally incurred.

TeamViewer: If you licensed TeamViewer, you can install any number of hosts and connect with them – without additional costs!

Windows system service: Install TeamViewer as a Windows® system service and access remote computers directly after starting Windows and before the Windows login.

Remote reboot: Restart computers remotely – even in safe mode.

MSI package: Operating a larger network? Then you can distribute TeamViewer Host in your domains using our MSI package.

Online status: Manage computers in the TeamViewer computers & contacts list so that you can see at any time which ones of your computers are online.

Black screen: Deactivate the monitor display and control on the remote computer during your TeamViewer session, e.g. when using remote office.

Windows® authentication: Use Windows logins as an alternative to log into the remote computer.

Presentations, Meetings & Teamwork
Visualize your ideas!

Save up your travel costs and time!

Video: Simplify the communication in meetings and create a relationship with customers via the video function.
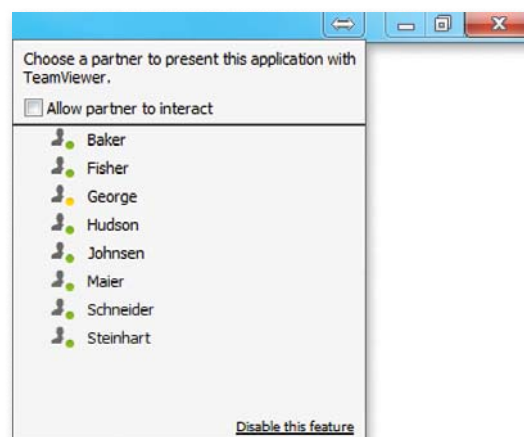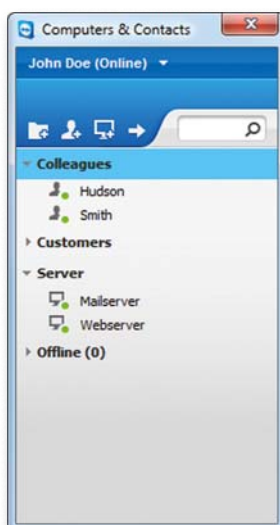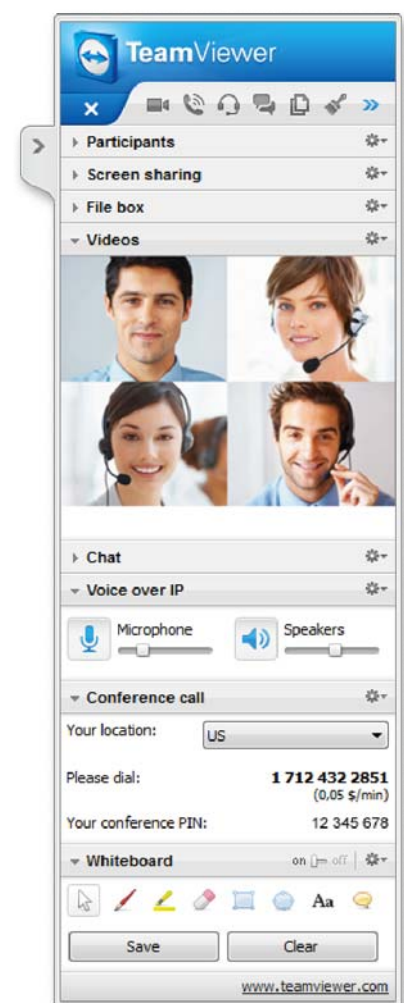
Conference call: Want to present your ideas and call several participants at different locations at the same time? TeamViewer offers an easy and inexpensive solution.

Computers & contacts list: In the TeamViewer computers & contacts list, you can always see which one of your contacts is accessible at any given time – one click with the mouse and you are connected. Extensive Instant Messaging on a business level rounds off the team package.

Voice over IP: Use Voice over IP to communicate with one another.

Application selection: Select the application you want to demonstrate to your presentation participants. This reduces your message to the essential information and no confidential information (e.g. your e-mail software) is being transmitted.

QuickConnect: Easily start a TeamViewer connection directly from within the software with which you are currently working to present its image.

International Top Companies
trust TeamViewer

Maximum security and excellent quality

intel

FUJITSU

bp

DELL

SIEMENS

MOTOROLA

Ford

DHL

Volkswagen

PHILIPS

IBM

Microsoft

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Secure!

TeamViewer offers you the best possible quality – namely online banking quality. RSA Public/Private Key Exchange and AES-256 Session Encoding ensure that absolutely no one can view your session data. With every start of TeamViewer, a new dynamic session password is being generated which prevents any permanent access for the application Spontaneous Support.

Excellent quality and speed!

Worldwide distributed routing servers in combination with intelligent routing via local servers make TeamViewer very fast in international use. In many cases, the intelligent connection implements direct and fast point-to-point connections. Our redundant high-availability network with 24/7 monitoring ensures very high reliability.

Certified!

DIN EN ISO 9001
südcert
D-ZM-16093-01-01

Qualitäts-Siegel
BISG
Bundesverband der
IT-Sachverständigen
und Gutachter e.V.
★★★★★

FIDUCIA
Ihr IT-Partner

VeriSign
Secured

Excellent Software
at fair prices

You pay only once for permanent use of your license!

TeamViewer combines applications such as remote maintenance, support, teamwork, home office, online meetings and presentations in a single software.

And the best of all: A single purchase with permanent use and no update requirements. Decide for yourself without any risks, because you will have a 7-day money-back guarantee.

Licensing models	Business	Premium	Corporate
One-time purchase price for long-term use of the purchased license	✔	✔	✔
All-In-One: Support, remote maintenance, home office, teamwork, presentations and online meetings combined in a single software	✔	✔	✔
For Windows, Mac, Linux, iOS and Android – incl. cross-platform connections	✔	✔	✔
TeamViewer account with computers & contacts list	✔	✔	✔
Communication tools: VoIP, video, chat, teleconferencing, etc.	✔	✔	✔
File transfer and real VPN channel	✔	✔	✔
Works properly behind firewalls and routers	✔	✔	✔
24/7 remote maintenance of unattended computers / servers	✔	✔	✔
Installation on server operating systems	✔	✔	✔
Multilanguage: TeamViewer is available in more than 30 languages	✔	✔	✔
Customer module does not require installation and can be individually customized free of charge	✔	✔	✔
Number of licensed workstations from which remote control sessions can be run	1 (expandable installations)	unlimited	unlimited
Channels: Number of simultaneous remote control sessions	1	1	3 (expandable channels)
Number of hosts	unlimited	unlimited	unlimited
Outstanding high performance through multichannel routing		✔	✔
Includes TeamViewer Manager, Web Connector, Portable		✔	✔
Includes TeamViewer MSI Package			✔
Priority Support (12 months)			✔

TeamViewer overview
Scope of performance

Just compare and see for yourself TeamViewer´s range of features and performance.

General Features

- A complete solution for all scenarios: a single software for support, administration, meetings, presentations, teamwork, home office, and training purposes in real time
- For Windows, Mac, Linux, iOS and Android systems, incl. cross platform connections
- Works without configuration, even through firewalls and proxy servers
- Simple management of your connection partners via your computers & contacts list with simple 1-click connections
- The presence display in your computers & contacts list indicates which of your computers and contacts are currently online and available
- Instant messaging functionality in the computers & contacts list - including group chat and offline messaging
- Terminal server support

Remote Control

- Installation as system service possible at no additional costs, thereby allowing 24/7 access to destination computers. Example: remote server maintenance or administration
- Direct LAN connections possible via TCP/IP even without an Internet connection
- Transfer of special keys (e.g. Ctrl+Alt+Del)
- Synchronization of clipboard
- Supports UAC (user account control)
- Including a true VPN (virtual private network) channel – in addition to the pure desktop sharing

- Black-screen function: switch the remote computer monitor dark, e.g. if you do not want anyone to watch while you are accessing your office PC.
- Changing sides: simply reverse the viewing direction during an on-going session.
- Drag & drop functionality for file transfers - in both direction, to any desired location
- Comprehensive file manager for the file transfer to and from the remote computer (including resume function)
- Restart of the remote computer and subsequent automatic reconnection - even in safe mode
- Remote update possible (update TeamViewer version remotely) - including automatic reconnection
- Multi-Monitor Support - flexible navigation between multiple monitors. Display multiple remote screens simultaneously on your local screens (e.g. 2 windows for 2 monitors).
- Record remote sessions as videos, including AVI format converter
- Free scaling of remote control window
- Save individual connection settings for all future connections to the same computers by group, contact or computer
- Integrated screenshot feature within the remote control session
- View system information of the remote computer

Meetings / Presentations

- Schedule and organize meetings
- Integration of the meeting dates into Outlook
- Send invitations with corresponding session data via your email client - easy participation
- Starting meetings is possible even without participants - for optimal preparation
- Meeting can be started with a click; simple and spontaneous
- Detailed rights management: differentiate between presenter, organizer and participants; presenter's role can be changed during a meeting.
- All meeting participants can communicate with each other interactively via VoIP, video, telephone conference, and chat
- Whiteboard for spontaneous drawings during presentations, including several shapes, pens, markers and speech bubble, as well as the option of saving screenshots
- Make documents available for download during a meeting
- Interaction between participants can be individually set
- Individually select the applications you want to share
- An image of your local screen shows you what your participants are actually seeing during meetings and presentations.
- Participants can also take part in meetings from their iOS or Android device.
- Viewing presentations / training sessions in the browser without installing software (pure HTML and Flash) is also possible

Modules

- Customer modules (QuickSupport, QuickJoin) can be used without installation, no administrator rights are required
- Link the customer module (QuickSupport) with your computers & contacts list: your partners appears in your computers & contacts list after opening the customer module, and you can connect to them without exchanging ID and password.
- Exchange chat messages via the customer module (QuickSupport), even before a connection is established. Your customers can thereby, e.g. report problems immediately without needing to contact you via telephone.
- User-defined exclusion of liability (disclaimer) possible in the customer module (QuickSupport), which the partner must accept prior to a connection
- Separate customer module (QuickJoin) for online presentations and meetings for easy use
- Permanent access to unattended computers/servers (use the free TeamViewer host module).
- The customer modules (QuickSupport, QuickJoin, Host) can be visually modified
- Web Connector - do you have to carry out critical tasks while you are on the road (e.g. from the hotel or an Internet café while on vacation)? Simply control remote computers via the web browser without software installation (pure HTML and Flash).
- Portable version: bring your personally-configured TeamViewer along and call up the software, e.g. directly from a USB stick at any computer.
- TeamViewer Manager – the database application offers extensive options for partner management and session logging – e.g. for your invoicing.
- Easy distribution of the software and the settings in the domain network with the TeamViewer MSI package

Usability

- Start and use it directly, without configuration
- Automatic detection of the proxy configuration/proxy script readouts
- In case of a temporary network failure, you do not have to call up your customer again since the connection is automatically reestablished.

- Permanent and distinct computer-related IDs for remote control sessions (just like phone numbers; they do not change with every phone call either)
- Session-related IDs for meetings, to plan and execute computer-independent meetings
- Optional QuickConnect button in all Microsoft windows, to enable them for spontaneous presentations and teamwork.
- International keyboard support
- A user interface that is clearly arranged, simple and quick to operate
- User manual and online help
- Ideal for international use (available in more than 30 languages)

Performance

- In many cases, intelligent connection enables direct and very fast point-to-point connections.
- Worldwide distributed routing servers make TeamViewer very fast in international use.
- Intelligent routing via the closest server using geolocalization
- Connections are even possible in slow environments (ISDN, modem)
- Display quality and color depth with intelligent automatic mode

Security

- Automatically changing random passwords allow secure on-time access
- Security in home banking quality (SSL): RSA public/private key exchange and AES 256-bit session encoding
- Program options can be protected with a password or changes can be explicitly reserved for administrators only.
- Blocking unwanted access via the blacklist, explicit permission is possible via the whitelist
- Security-oriented company, certified in accordance with the Quality Management Standard DIN EN ISO 9001
- Quality seal of the Federal Association of IT Experts and Consultants (Bundesverbandes der IT-Sachverständigen und Gutachter e.V.) (maximum point score)
- Software is uniquely identifiable using code signing from VeriSign

- TeamViewer has been released for use at the banking locations based on the security testing by Fiducia IT AG and GAD eG.

Availability

- Redundant, distributed high-availability network
- Due to many million installations, possible problems show up immediately and can therefore be corrected immediately.
- 24/7 monitoring of all critical components

Investment security

- Lifetime licenses – use is possible without time restrictions
- Guarantee of satisfaction of 7 days
- Internationally and nationally renowned customers

Costs / licensing model

- You can support as many customer computers or servers as you like with one license. Hosts do not incur any costs.
- Only one party in a connection requires a license, i.e. in a home office use scenario, the licensed office computer can be accessed by any computer you want to use.
- Single payment: no ongoing costs represent an unrivaled attractive solution.
- Fair update prices for major release changes of main versions - without any pressure to upgrade to the new version
- Free telephone support for license holders
- Delivery of the license key directly upon ordering - payment by credit card, PayPal, invoice or check

Friendly

- Telephone consultation and support via competent TeamViewer employees, no call centers, no aggressive sales
- Keep-it-simple approach - user-friendly software management
- Fair price model, incl. right of return
- Test the software for free, without giving any information.