TeamViewer Cheat Sheet

Other remote support solutions on the market are designed for IT technicians in mind. But they don't make it easy for people on the other end to receive support. With TeamViewer, establishing incoming and outgoing remote desktop and computer-to-computer connections for real-time support or access to files, networks, and programs is a breeze. Collaborate online, participate in meetings, chat with individuals or groups, and make video calls with one click. We're serious about security and we put our customers and their clients first when it comes to protecting them with the latest in technology.

KEY FEATURES --

General Details

"What is TeamViewer?• Leading software solution•   All-in-one connectivity platform: Remote Control, Remote Access, Collaboration, Remote Support• Available across all relevant operating systemsTarget Customer•   Internal/ external support•   Home office• Mobile sectorMarket Conditions• Market leader• 30+ languages•   Over 1.9 billion installations /• 30+ million devices online at any time"

TeamViewer Features and Benefits

"All-in-one connectivity platform (File transfer, desktop/screen sharing, online meeting, Computer and Contacts list)•Usability (easy to use, immediate start)• High performance•   Mass deployment (MSI, Android Host) & centralized policies•   Custom modules with customer branding•   Support by phone/ email from vendor for all licenses"

Which License?

"Golden Questions1.   How many users do you want to involve?•   1 user, 1 concurrent connection (Business)•   Multiple users, 1 concurrent connection(Premium)2.   If you have multiple users, how many concurrent connections will they need?• 1 concurrent connection (Premium), AddOn channel available•   3 concurrent connections (Corporate), AddOn channels available"

Licensing

"Business•   1-3 workstations², 1 licensed user•   1 channel•   Up to 200 managed devicesPremium•   50 account-based users•   1 channel• Manage all connections (connection reporting & billing)•   Up to 300 managed devicesCorporate•   200 account-based users•   3 channels•   Manage all connections• Device access reporting•   Multiple concurrent connections• Mass deployment•   Up to 500 managed devices"

KEY BENEFITS --

Licensed Users / Account activations

Account activations means the license can be activated on your TeamViewer account. The user will have to create an account at login.teamviewer.com and can then activate the license on the created TeamViewer account. Every time the user signs into the TeamViewer application using the TeamViewer account, their TeamViewer will work as a licensed version. On sign-out, the TeamViewe application will act as unlicensed version. This can also be referred as a floating license.

Concurrent users / channels

Number of channels means the number of people that can use the license to connect concurrently. With 1 channel, only 1 user / device can initiate the remote connection. If there are 3 channels, 3 users / devices can initiate the connection concurrently.

End Points

End Points means the devices which are being controlled or remote devices. On each Business/Premium/Corporate license, there is no limitation on the number of remote devices which can be controlled and it can be a new device every day.

The **leading** all-in-one **solution for remote control** and **remote support**

GET IN TOUCH --

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