



More than  
**100 million**  
users

## The friendly All-In-One solution for accessing PCs using the Internet



### Remote Support

Delight your customers with instant, effective support.



### Remote Access / Remote Office

Access all your computers and servers remotely 24/7.



### Meetings / Presentations

Master complex work processes effortlessly with your team.

**Simple – fast – secure.**





# TeamViewer – the perfect solution for simple desktop sharing

With TeamViewer, you can establish a connection to any computer via the Internet and control it remotely or simply present your own desktop – all without worrying about firewalls, IP addresses or NAT.

See for yourself why **100 million users worldwide rely on TeamViewer and its flexibility.**

- ✓ Spontaneous support
- ✓ Remote maintenance of unattended computers (servers)
- ✓ Online presentations e.g. in sales
- ✓ Online training
- ✓ Teamwork
- ✓ Home office
- ✓ File transfer via Internet
- ✓ VPN



## The All-In-One solution for any application

While most competitors offer different packages for spontaneous support, remote maintenance, presentation, online training, team collaboration and VPN (and also charge for them), TeamViewer combines all of these modules in a single, extremely affordable application.



## 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. 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.



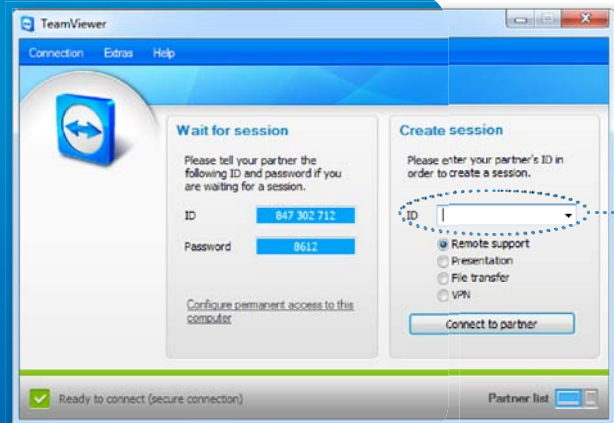
# TeamViewer – Spontaneous Support

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

1

## What you have to do

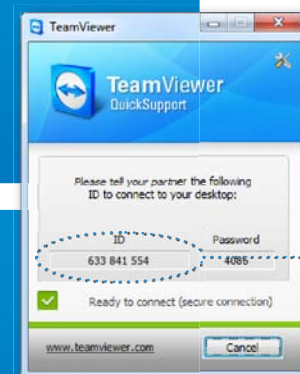
Download TeamViewer to your computer. The **full version** is required to be able to control remote computers. You install it by following the instructions of the installation routine and subsequently starting TeamViewer.



2

## What your partner has to do

Ask your partner at the remote computer to download TeamViewer QuickSupport and to start it: <http://www.teamviewer.com/download/TeamViewerQS.exe> 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 "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.
- ✔ **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 PC 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 or the web-based version of TeamViewer to help your customers!

# Server Administration and Remote Office

## Access your computers at any time!

Want to access remote computers 24 hours a day? For example, to administer servers or to remotely work on one of your own computers? TeamViewer is perfectly suited for this type of application.



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

**Online status:** Manage computers in the TeamViewer partner 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.

# Presentation, Meeting, Training

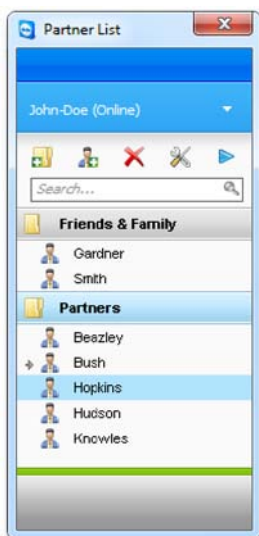
## Visualize your ideas!

Advise your customers over the phone? Want to conduct meetings or training sessions online to save travel expenses? Want to discuss your latest ideas on the go with a colleague?

**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.

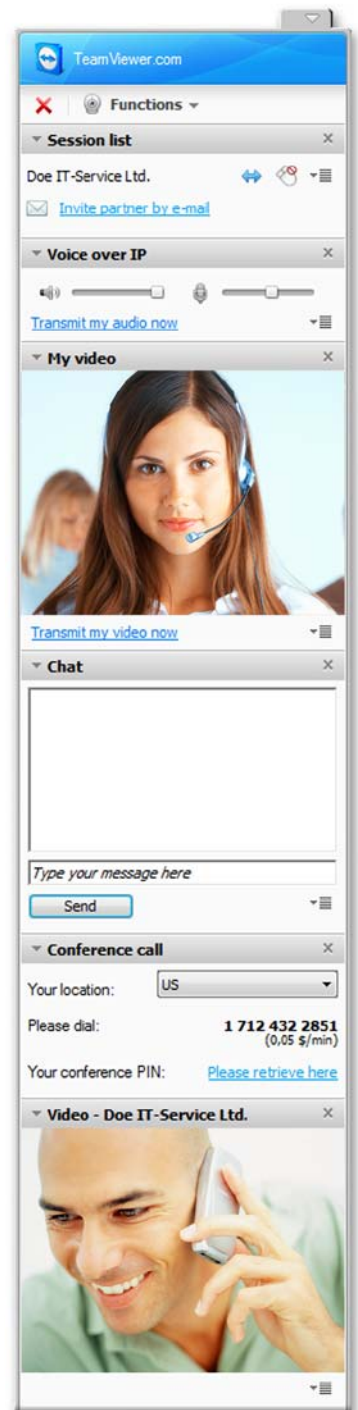
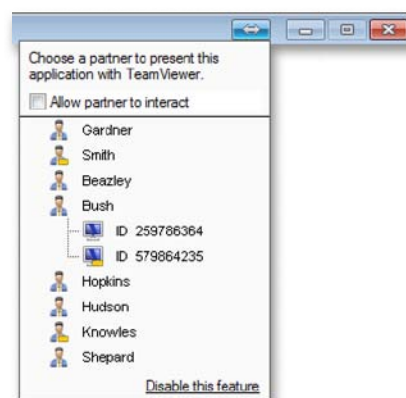
**Partner list:** In the TeamViewer partner list, you can always see which one of your partners is accessible at any given time – one click with the mouse and you are connected. Extensive Instant Messaging on a business level rounds off the team package.



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





# Trust TeamViewer – for maximum security

Particularly when used over the Internet, you should place great importance on your data not falling into the wrong hands. At TeamViewer, the security and protection of your data is of the utmost importance.

International top companies trust our solution. See for yourself...



## 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 applications Spontaneous Support and Presentation.

## Certified!

The Federal Association of IT Experts and Consultants (BISG, registered society) awarded TeamViewer the maximum point score. Besides that, all TeamViewer downloads are signed with Code Signing by VeriSign. This guarantees that they are genuine and protects against virus infections, for example.



## Fantastic speed coupled with absolute availability!

In many cases, the intelligent connection implements direct and fast point-to-point connections. Just compare!

Worldwide distributed routing servers in combination with intelligent routing via local servers make TeamViewer very fast in international use.

Our redundant high-availability network with 24/7 monitoring ensures very high reliability.



## Excellence for your business at absolutely fair prices

TeamViewer is unbeatably inexpensive. All prices are single procurement costs; no further costs arise whatsoever. You can support as many computers as you like with just one license, and if you don't like TeamViewer, you have a full 7-day money-back guarantee!

	Business	Premium	Corporate
Lifetime license one-time payment without recurring fees	Lifetime license	Lifetime license	Lifetime license
	See <a href="http://www.teamviewer.com">www.teamviewer.com</a> for the current pricing.		
All-In-One: Support, teamwork, presentations, training sessions and sales combined in one solution	✓	✓	✓
Remote maintenance of unattended PCs / servers without additional host license costs (incl. the ability of remote reboot and reconnect)	✓	✓	✓
Trouble-free use behind firewalls and routers	✓	✓	✓
File transfer, chat and real VPN channel	✓	✓	✓
VoIP (audio) and video	✓	✓	✓
For Windows, Mac OS X, Linux and iPhone, incl. cross-platform connections	✓	✓	✓
Installation on server operating systems	✓	✓	✓
Customer module does not require installation and can be customized with your logo and individual welcoming note free of charge.	✓	✓	✓
Number of supporter workstations on which the software can be installed (the number of customers is unlimited)	1 Installation (expandable)	unlimited	unlimited
Number of workplaces from which sessions can be executed simultaneously (channels)	1	1	3 Channels (expandable)
Maximum number of participants in a session	1 : 3	1 : 10	1 : 15
High performance due to multi-channel routing	✗	✓	✓
Includes TeamViewer Manager	✗	✓	✓
Includes TeamViewer MSI packet	✗	✓	✓
Includes TeamViewer Web Connector	✗	✓	✓
Includes TeamViewer Portable	✗	✓	✓
Priority support (12 months)	✗	✗	✓

# TeamViewer overview

## Scope of performance

Just compare and see for yourself TeamViewer's range of functions and performance. We have summarized all of the facts for you clearly on the following pages. We look forward to your call at any time if you should still have any questions about TeamViewer!

### FUNCTIONS

- All-in-one solution for every case
- Remote maintenance, presentations, access to remote servers: hence use of the same software for support, sales and training purposes.
- For Windows, Mac OS X, Linux and iPhone, incl. cross-platform connections
- Includes genuine VPN channel (Virtual Private Network) in addition to pure desktop sharing
- Operates without configuration, even through firewalls and proxy servers
- Support of UAC (Windows Vista / Windows 7)
- Multi-monitor support – transmit or display the monitor of your choice
- Installation as Windows system service possible at no extra cost so that 24/7 access to target computer is possible (example: remote server maintenance)
- Direct LAN connection via TCP/IP possible; software is also suitable for use in LAN without an Internet connection
- Recording of remote maintenance sessions as video for verification purposes
- Whiteboard for spontaneous drawings during presentations, including several shapes, pens, markers and speech balloons, and the option to save screenshots
- Import and export of settings for simple distribution
- Configurable invitation mail with which you can invite your connection partner
- Black screen function: turn the monitor screen of the remote computer black during the session, e.g. when you don't want anybody to inadvertently watch when you access your office PC
- Comprehensive file manager for transferring files to and from remote computers; including resume function following an interruption of the connection
- Change of direction – simply reverse the viewing direction during the ongoing session
- Restart of the remote computer and subsequent restoration of the connection – even in safe mode
- Integrated update function allows remote update of releases on remote systems and servers
- Free scaling of the remote maintenance window
- Restriction of the screen transmission to single applications
- A local monitor displays what your partners can actually see during presentations
- Simple management of your connection partners via partner list and simple 1-click connection
- The online connections of the partner list shows which partners/servers are currently online and accessible
- Instant Messaging functionality in the partner list, including group chat and offline messages
- Viewing presentations / training sessions in the browser without installing software (pure HTML and Flash) – with several participants
- Communicate with your partner directly via VoIP (Voice over IP) – without any additional costs
- The video function allows a direct webcam transmission
- Integrated conference call solution if no headset is available
- Chat function as an alternative communication option with connection partners
- Display system information of the remote computer

### MODULES

- Customer module can be executed without installation
- Customer module can be executed without administrator rights
- Visual design of customer module possible – Simply create a customer module that matches your corporate design
- Web Connector – Do you need to be able to carry out critical tasks in an emergency when you are on the road (e.g., on a holiday from the hotel or an Internet café)? Simply control remote computers via the web browser without an installation (pure HTML and Flash)
- Portable version – Take your personal configured TeamViewer with you and start it, e.g., directly from your USB stick
- Permanent access to unattended computers/servers with TeamViewer Host

- TeamViewer Manager – the database application offers extensive options for partner management and session logging, e.g., for your billing
- MSI packet – as administrator, you configure TeamViewer centrally and conveniently roll out the software on the network

## USABILITY

- Direct start without configuration
- Automatic proxy configuration
- Very compact application (customer module approximately 2 MB) makes it also suitable for ISDN and modem
- You establish the connection to the customer; in the event of a temporary network failure (e.g. DSL disconnection), you do not need to call your customer again
- Permanent unambiguous Partner IDs instead of Session IDs (because telephone numbers also don't change at each call...)
- Optional QuickConnect button in all windows to release them for spontaneous presentations and teamwork
- Uncluttered GUI, simple and fast operation
- Self-explanatory screen thanks to direct help texts
- User manual and online help
- Multilingual installation package: the software is available in 18 different languages

## PERFORMANCE

- Intelligent connection establishment implements point-to-point connections in many cases directly and very quickly
- Worldwide distributed routing servers make TeamViewer very fast in international use
- Intelligent routing via the nearest server
- Adjustable depth of color with intelligent automatic mode

## SECURITY

- Dynamic session password enables secure single access
- Security as in online banking (SSL): RSA Public/Private Key Exchange and AES-256-bit Session Encoding
- Security-conscious company, certified to the DIN EN ISO 9001 QM standard
- Quality seal of the Bundesverband der IT-Sachverständigen und Gutachter e.V. (Federal Association of IT Experts and Consultants, registered society) (maximum points)
- Unambiguous identification of the software by means of code signing with Code Signing by VeriSign
- TeamViewer has been released for use in online banking based on the security-based inspection by Fiducia IT AG

## AVAILABILITY

- Redundant high-availability network
- In the case of several million installations, even problems that occur only in rare cases stand out immediately
- 24/7 monitoring of all critical components

## SECURITY OF INVESTMENT

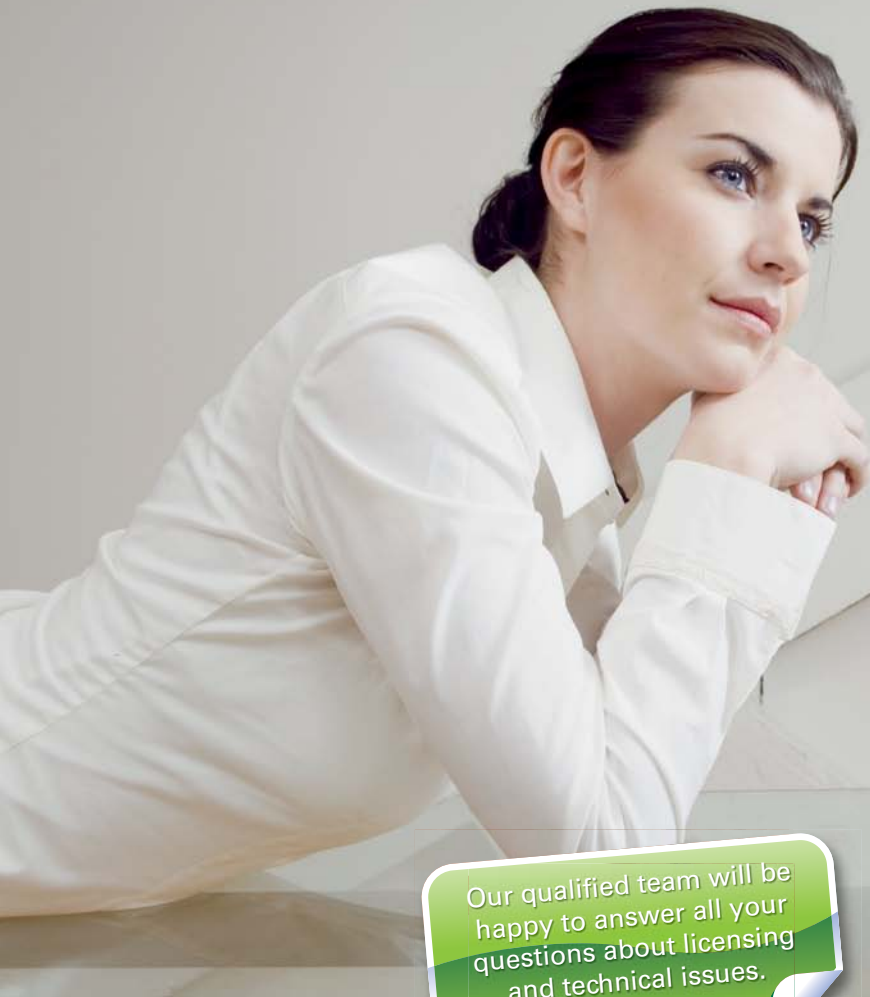
- Top references speak in our favor
- Security fund guarantees service for at least 10 years from the date of purchase
- Supplier is certified to the DIN EN ISO 9001 quality management standard
- 7-day full money-back guarantee
- Test version directly available on the website. No registration and no call necessary!
- International use possible thanks to wide range of languages supported
- Much more than competitively priced

## COSTS / LICENSING MODEL

- Spontaneous support, remote server maintenance, product presentation and teamwork combined in one product
- You can support as many partners as you like with one license
- With one license (Premium/Corporate) you can install the software on as many "support computers" as you like and then work alternatively from different computers
- With one license (Corporate) your employees can work simultaneously from 3 different computers (the license can be expanded at random)
- With one license you can support as many servers (computers with a permanent connection) as you like; the hosts do not incur any costs
- A single payment – no running costs
- Fair update prices for major release changes with no obligation to upgrade to the new version
- No hidden costs
- Payment by credit card, PayPal or on account; in all cases the license code is delivered directly by e-mail.

## FRIENDLINESS

- We take a "keep it simple" approach in respect to both the software and the licensing model
- Fair pricing model including money-back guarantee
- Free version for private users - use the software free of charge for private purposes at home
- No aggressive sales
- No obligation to register or call – test the free software



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sales@teamviewer.com

Our qualified team will be happy to answer all your questions about licensing and technical issues.

**Call us!**

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**Our software thrives on the feedback from our users**  
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Personal contact is very, very important to us. That's why we don't have a call center – your call will be answered directly by our friendly, competent team.  
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## Experience TeamViewer live It only takes 2 minutes

The fastest way to experience TeamViewer in action: call us and we will establish a connection to you immediately – in 2 minutes you will know what TeamViewer can do for you!

**Demo Hotline +1 (800)951 4573**

Or order TeamViewer from our website on account with full 7-day money-back guarantee

**[www.teamviewer.com](http://www.teamviewer.com)**

