

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.



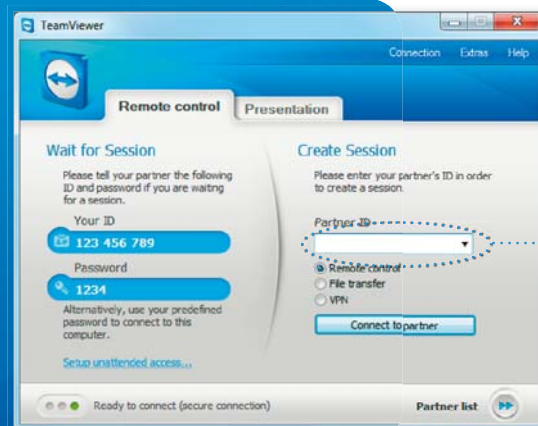
# TeamViewer – Spontaneous Support

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

1

## What you have to do

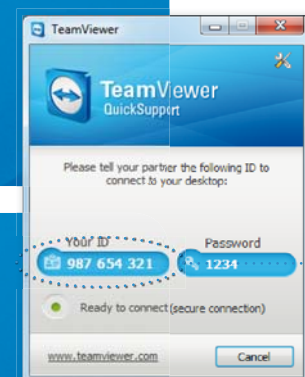
Download TeamViewer to your computer. The **full version** is required to be able to control remote computers. You install it by following the instructions of the installation routine and subsequently starting TeamViewer.



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

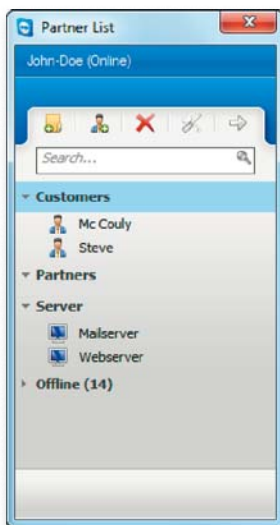
## Visualize your ideas!

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.

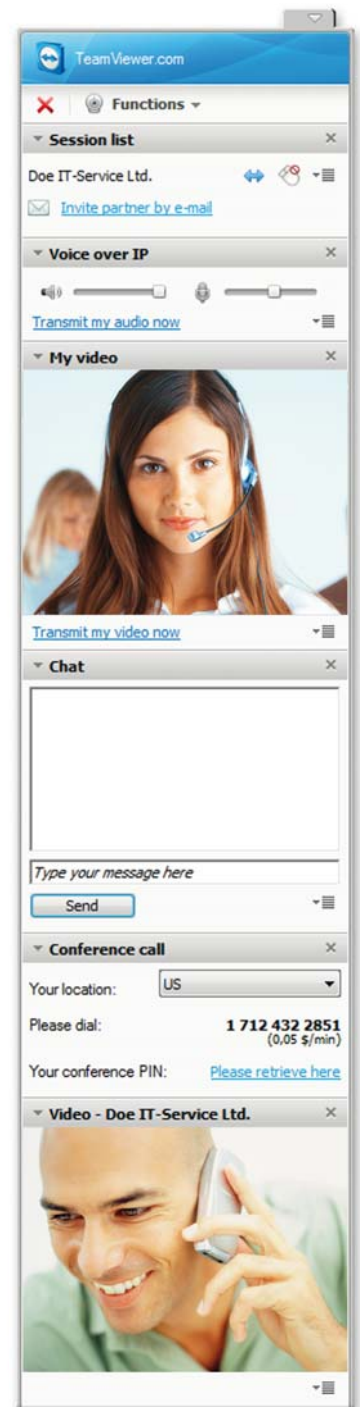
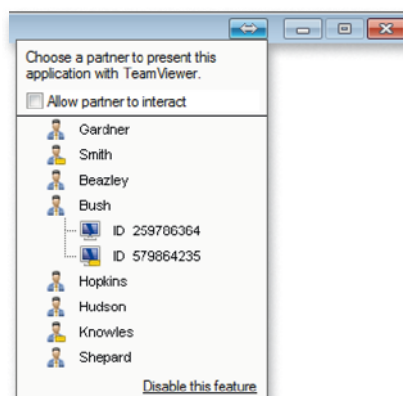
**Partner list:** In the TeamViewer partner list, you can always see which one of your partners is accessible at any given time – one click with the mouse and you are connected. Extensive Instant Messaging on a business level rounds off the team package.



**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.

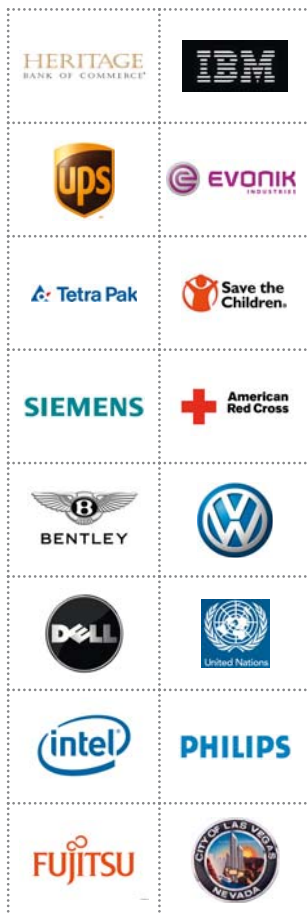




## Trust TeamViewer – for maximum security

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 application Spontaneous Support.

### 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, meetings, 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 / iPad, 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)
Multilanguage: TeamViewer is available in more than 30 languages	✓	✓	✓
High performance due to multi-channel routing		✓	✓
Includes TeamViewer Manager		✓	✓
Includes TeamViewer Web Connector		✓	✓
Includes TeamViewer Portable		✓	✓
Includes TeamViewer MSI packet			✓
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!

### GENERAL FEATURES

- A complete solution for all scenarios: a single software for support, administration, sales, teamwork, home office, and training purposes in real time
- For Windows, Mac, Linux, iPhone/iPad, 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 & contact 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
- 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

### 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

### 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 iPhone, iPad 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.

**USA / Canada**

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**UK**

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**Germany**

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**Spain**

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**France**

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**Italy**

+39 02 89 03 86 48

**E-mail**

[sales@teamviewer.com](mailto: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**  
.....

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)**

