Some Help With

Licenses and billing

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Managing your AnyDesk license correctly is important for maintaining uninterrupted service. To ensure your account is correctly set up for your organization's needs, we recommend professional assistance for all license-related actions.

FAQ

How can I reset my license key?

If you believe your license key has been compromised, you can reset it through the **my.anydesk II** management console.

1. Sign in to **my.anydesk II**.
2. Go to the **License** tab.
3. In the **License key** field, click **Reset**. A new key will be generated automatically.

What if I need longer session times or more features?

If you are currently using the free version or a basic plan and require more capacity, please **contact our Sales team or your authorized partner**. Our experts will help you transition to a paid license that includes unlimited session time and advanced features.

How many concurrent connections can I have?

The number of active sessions you can run simultaneously depends on your license plan.

- **Solo license**: 1 active connection.
- **Standard license**: 1 active connection by default (expandable via add-ons).

- **Advanced license**: 2 active connections by default (expandable via add-ons). To add more connections, please reach out to your account manager or original vendor.

Do my customers need a licensed version?

No. End users who only receive connections do not need a license. Only the person initiating the outgoing connection must be registered to a valid license.

Why am I being identified as a business user?

AnyDesk is free for personal use. If you are receiving a “Professional Use Detected” notification and believe this is an error, or if you wish to formalize your business usage, please **contact our team** for a consultation.

How do I manage my contract or subscription?

AnyDesk licenses use an annual subscription model. To make changes to your plan, upgrade features, or request a modification to your account, you must contact your authorized partner or our support team at least **30 days** before your renewal date.

All financial administration and documentation are handled directly by your appointed vendor.