Some Help With

Comprehensive Guide to AnyDesk Licensing: Understanding Users and Connections for Optimal Remote Support

TABLE OF CONTENT

What Does This Mean for the Different Types of Licenses?

- AnyDesk SOLO License
- AnyDesk Standard License
- AnyDesk Advanced License
- AnyDesk Ultimate License

In this article, we will explain the concepts of licensed users and connections in AnyDesk. Understanding these concepts is crucial for effectively managing your organization's licensing needs.

When discussing remote connections or remote desktop software, there are typically two parties involved: the individual providing technical support (the initiator of the connection) and the individual receiving assistance (the recipient of the connection). In the context of AnyDesk, the **licensed user** is the one who provides support or initiates the connection.

What Does This Mean for the Different Types of Licenses?

Let's break down what each type of AnyDesk license entails:

AnyDesk SOLO License

With the **AnyDesk SOLO** license, there is one licensed user. This means that the licensed user can install their license on their device and initiate remote connections exclusively from that machine. It's an excellent choice for solo operators or small businesses that require personalized support without the need for multiple users.

AnyDesk Standard License

The **Standard** license broadens the scope significantly, allowing installation on the devices of up to 20 support technicians. The base **AnyDesk Standard** license includes a single channel or connection that technicians can use one at a time to assist remote users. While this can work in small teams, the sharing model may become inconvenient for larger support teams where simultaneous connections are necessary.

To efficiently cater to multiple users, you can enhance your **AnyDesk Standard** contract by adding additional connections, allowing your technicians to work concurrently. You can add up to 19 additional connections, enabling a total of 20 technicians to support users simultaneously.

AnyDesk Advanced License

The **AnyDesk Advanced** license operates on a similar principle to the Standard license, but with expanded capacities. This license allows for up to 100 licensed users and supports the addition of up to 50 channels to your contract. Ideal for growing teams that require a more robust solution, this license makes simultaneous support more manageable.

AnyDesk Ultimate License

Finally, the **AnyDesk Ultimate** license offers the highest degree of flexibility. Each purchased user has unlimited connection capacity, allowing them to connect with as many users simultaneously as desired. This is perfect for larger organizations or service providers that deal with high volumes of support requests.

Understanding the different licensing options available with AnyDesk can help your organization choose the best solution based on your technical support needs. Whether you're a small business or a large enterprise, tailoring your licensing strategy can optimize your remote support efforts and enhance overall productivity. For further details, you can watch our informative video here.