

# AnyDesk



*USER MANUAL*

AnyDesk User Manual for Windows, macOS and Linux  
Publication date March 2017, Version 3.0

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Subject to changes.

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# 1. Introduction

## Foreword

Dear Customer,

Thank you for using AnyDesk. In this user manual, we will provide you with information on the operation of AnyDesk.

This manual covers all supported platforms (Windows, macOS, and Linux). For each topic, we will first provide a description based on the Windows version. Subsequently, we will then cover the aspects specific to the other platforms where necessary.

In the following, you will find some general information on AnyDesk, including how to quickly get started with it [2].

In the third chapter [4], we will then cover the basics of the program in detail: the system requirements, the installation on various platforms, establishing a connection, the program window, the address book, and finally the procedure to close, update, and/or uninstall AnyDesk.

In the fourth chapter [18], we will explain all the menus and settings dialogs in detail.

In the fifth chapter [32], you will find information on the license management of AnyDesk. We will also take a look at the portal [my.anydesk.com](https://my.anydesk.com).

In the sixth chapter [42], we will discuss a number of advanced topics that concern only certain users.

Finally, in the last chapter [46], we will provide you with support and assistance regarding any questions or problems you may have with AnyDesk.

If you cannot find the topic you are looking for, do not hesitate to let us know via our community at [support.anydesk.com](https://support.anydesk.com).

We wish you many productive sessions with AnyDesk.

The AnyDesk Team

## What is AnyDesk?

AnyDesk is software that allows computers to be remotely controlled. Common applications scenarios include: a network administrator who wants to manage one or several computers from his own computer in order to install updates or adjust system settings, or an employee who would like to access his work computer at the office from home. In addition, AnyDesk can also be used for screen sharing — for example, during a webinar to show multiple persons how to use a particular software program.

AnyDesk features an especially fast reaction time. Depending on the system and the type of connection, this means a delay of just twelve milliseconds — invisible to the naked eye even if both computers were to be placed side by side.

## 2. Quick start

### Step 1: Download program file

You can easily try out AnyDesk at no cost — obligation- and risk-free. To do so, you will need two computers: A client computer that does the controlling, such as your laptop, and a host computer that you can control using your client, e.g. your PC.

The latest version of AnyDesk can be found on our website [anydesk.com](http://anydesk.com).

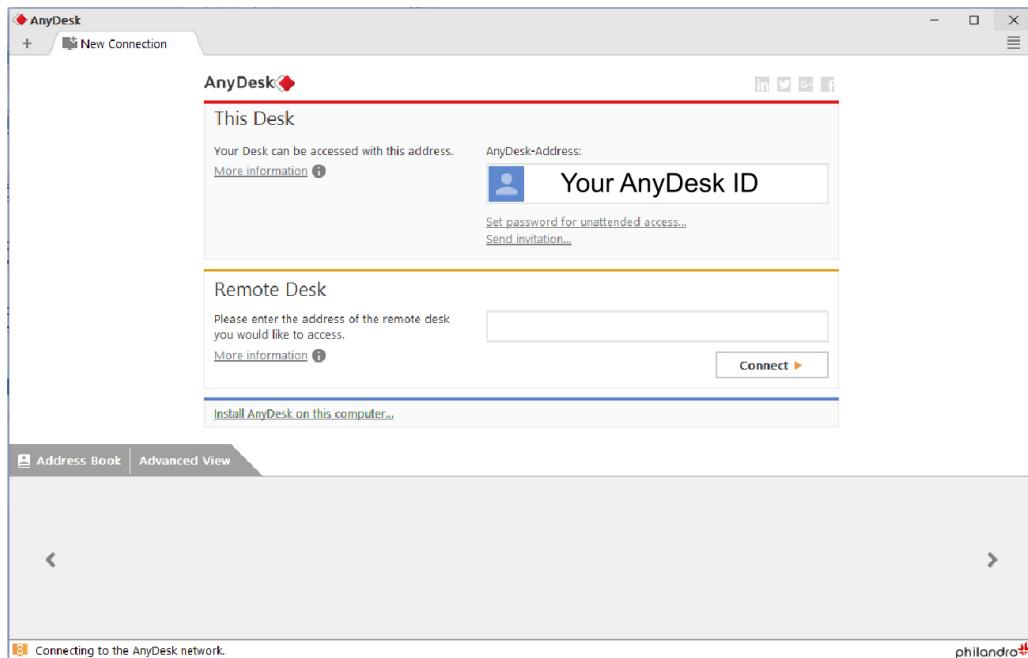
Click on the "Download" button on the website. The download takes only a few seconds, as the size of the program file is less than 2 MB. Depending on your web browser, downloading will begin automatically or you will be prompted to start the download manually.

**Note:** *The images in this quick start guide show the Windows version of AnyDesk. However, you can also try out AnyDesk on macOS and Linux. If you are using a Mac, all you need to do is first mount the .dmg file you have downloaded. On Linux, it is currently not possible to operate AnyDesk without an installation. For more information on how to do so, please read the section "Operating AnyDesk on macOS" [6] or "Installing AnyDesk on Linux. [6]*

### Step 2: Start AnyDesk

After the download is complete, run the program file on both computers (host and client) by double-clicking on it on each device.

Doing so launches the AnyDesk program interface.



The program interface contains two central fields for controlling computers remotely.

**This Desk:** The AnyDesk address of your current computer appears in this field.

**Remote Desk:** Enter the AnyDesk address (ID or alias) of the remote computer into this field.

Enter the address of the remote computer into the field "**Remote Desk**" and click on "**Connect**".

## Step 3: Remote control

A remote control request now appears on the host computer. You will need to confirm this request on the host computer.

**Note:** After a program installation, you can click on the menu option "Settings" to set up an unattended account with a secure password.

Subsequently, the monitor of the remote host computer will appear on the client's monitor.



You can now control all actions on the remote computer using your mouse and keyboard, as if you were right there in front of it. Due to the very low latency times and the high image quality, you can also use data-intensive applications, such as video editing programs.

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# 3. AnyDesk Basics

## System requirements

In the following, you will find our recommended system configurations for running AnyDesk smoothly. This does not mean that the program will not work at all on computers with poorer specs. However, there may be a delay in the transmission or poorer image quality on such computers.

### Display (client)

- Dual core processor
- 2 GB RAM
- Recommended: Graphics card with Direct3D or Direct Draw support and at least 32 MB of video memory.

**Note:** *If your system just meets the minimum requirements or even falls short of them, we strongly recommend operating AnyDesk in fullscreen mode.*

### Presentation (host)

- Dual core or quad core processor
- 1 GB RAM; recommended: DDR2 or DDR3 RAM
- Aero theme is enabled in Windows or mirror driver is installed and enabled [43]

## Platforms

AnyDesk can run on the following platforms:

- Windows XP and above
- macOS: OS X Yosemite 10.10 or higher
- GNU/Linux 2.5.0 or higher (various distros)
- FreeBSD 2.1.1 or higher

For Windows Server, you need at least Server 2003. We also plan and develop AnyDesk for the mobile platforms Apple iPad (iPad Air and iPad Mini Retina or later) and Android. You can find out which platforms AnyDesk currently supports at this address: [anydesk.com/platforms](http://anydesk.com/platforms).

Some GNU/Linux versions are older versions and may have limitations compared to the Windows version. We are working to reduce these constraints where possible. In this manual, we will refer to the Windows version. Other versions are discussed only if there are major differences in the procedure. Please understand that we will not list all limitations of the Linux version, as they are always liable to change at short notice. For explanations of the Linux version in this manual, we use Ubuntu Linux as an example.

## Installing AnyDesk

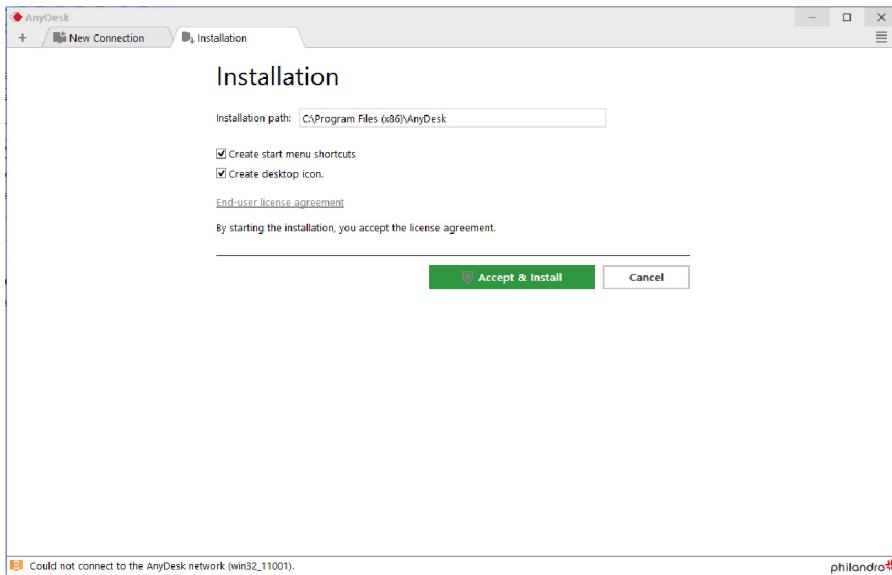
To link a Lite, Professional, or Enterprise license to AnyDesk and have access to advanced features, you must first install AnyDesk on your computer. Advantages of an installation:

- After installing, AnyDesk is always immediately available after starting your computer.
- After an installation, you can also establish a connection on the Windows login screen.
- When AnyDesk is installed, you can directly access administrative functions on the remotely controlled computer.

You can start the installation of AnyDesk directly from within the open program.

1. To do so, select the option "**Install AnyDesk on this computer...**" under the input field "**Remote Desk**".

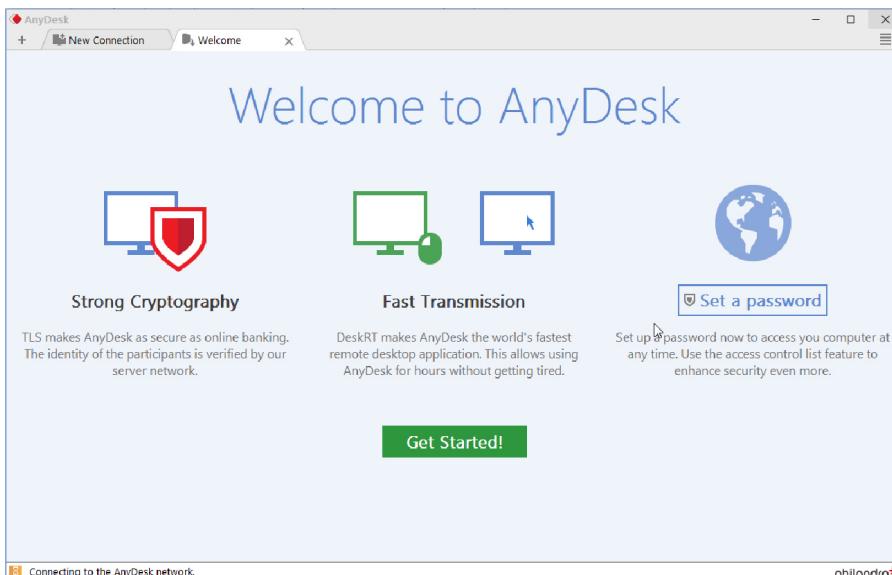
This will open a new tab for the installation of AnyDesk.



2. This dialog contains the following options:

- Under "**Installation path**", select the location on your PC where the program will be installed to. Only modify this path if you are certain that you want to install to a location other than the default path.
- You can create links to the program in the Start Menu and/or on the desktop.
- Please also read the "**End User License Agreement**" to find out all about AnyDesk's terms of use.

3. Finally, click on "**Accept & Install**".



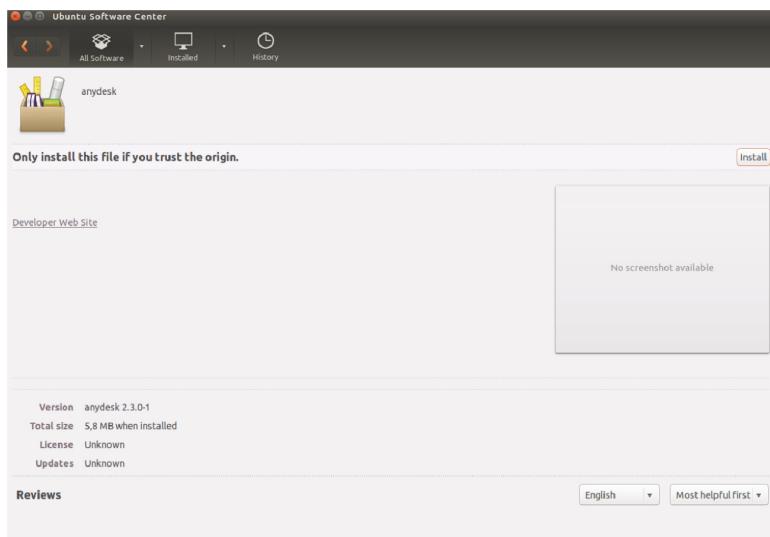
After the installation, you will be greeted by a welcome screen, on which you can also set up a password for an unattended account. By doing so, you will make your computer accessible from anywhere around the globe, and will be able to use your programs, files, and documents from anywhere without needing someone to confirm your connection request on the local computer. The password for doing so can also be configured or modified via the menu at any time [24].

The installed version of AnyDesk is now ready for use.

## Installing AnyDesk on Linux

**Note:** Unfortunately, Linux is far less standardized than Windows. All of the following examples refer to Ubuntu. However, AnyDesk is also available for other Linux distributions. A complete list can be found at: [anydesk.com/platforms](http://anydesk.com/platforms). Please note that some steps may be different in other Linux distributions. Please also note that the installation process for AnyDesk is no different than for other software packages.

1. Run the .deb file that you downloaded from our website. This opens a window with information on the installation.



2. Click on "Install".

The installation will now start automatically. You may be prompted to enter your root password to proceed. You will then find AnyDesk under your applications and can launch it like any other application.

## Installing AnyDesk on macOS

If you would like to run AnyDesk on the macOS operating system, download the AnyDesk .dmg file from the AnyDesk website [anydesk.com/platforms](http://anydesk.com/platforms).

This file will then need to be mounted:

1. Double-click on the .dmg file. This opens a mount dialog.



2. Drag the AnyDesk symbol (on the left) and drop it in the applications (programs) folder (on the right).

You only need to perform this mount procedure once. After that, you will be able to launch AnyDesk from your programs folder.

## AnyDesk number or AnyDesk alias?

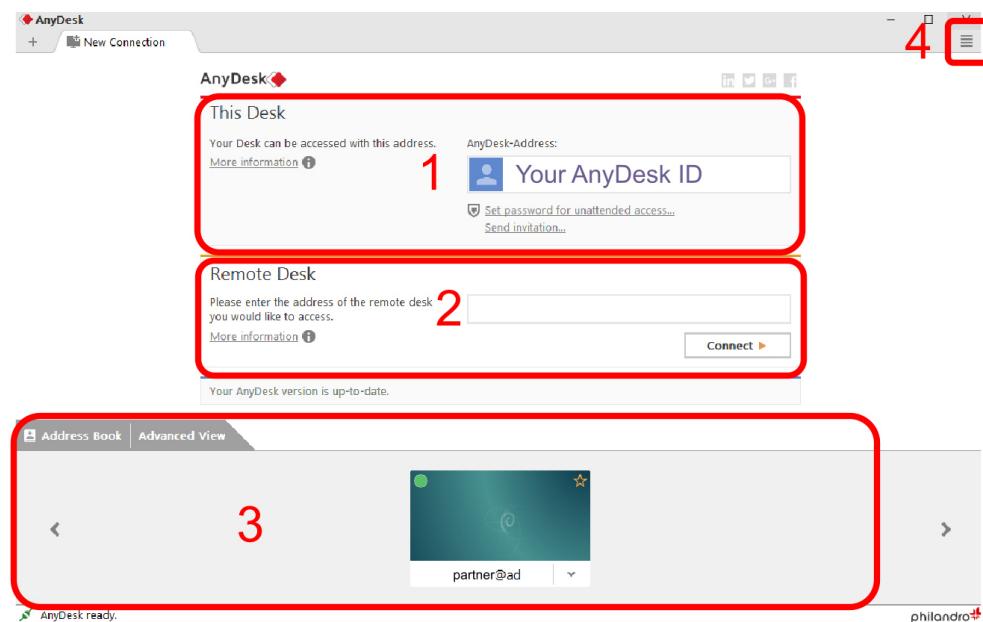
Your AnyDesk computer can be accessed via the AnyDesk number and, where applicable, an AnyDesk alias.

- The AnyDesk number is a combination of numbers similar to a phone number.
- The AnyDesk alias is an easy-to-remember, "human-readable" alternative to the AnyDesk number. An AnyDesk alias might be e.g. "yourname@ad", and is generally easier to remember, since it makes use of familiar elements such as your computer name, or, with the Professional and Enterprise licenses, [32] can even be chosen freely (e.g. "yourcompany@ad").
- With the Professional and Enterprise licenses, [32] you can also book your own namespace [33]. Doing so makes it possible to freely assign the ending of the aliases. An alias with your own custom namespace would be e.g. "yourname@yourcompany".

You can decide yourself which information you want to provide to your session partner: your AnyDesk number or your AnyDesk alias. This can be done in the menu under "**General**" under the option "**Settings**" in the "**User interface**" tab [23].

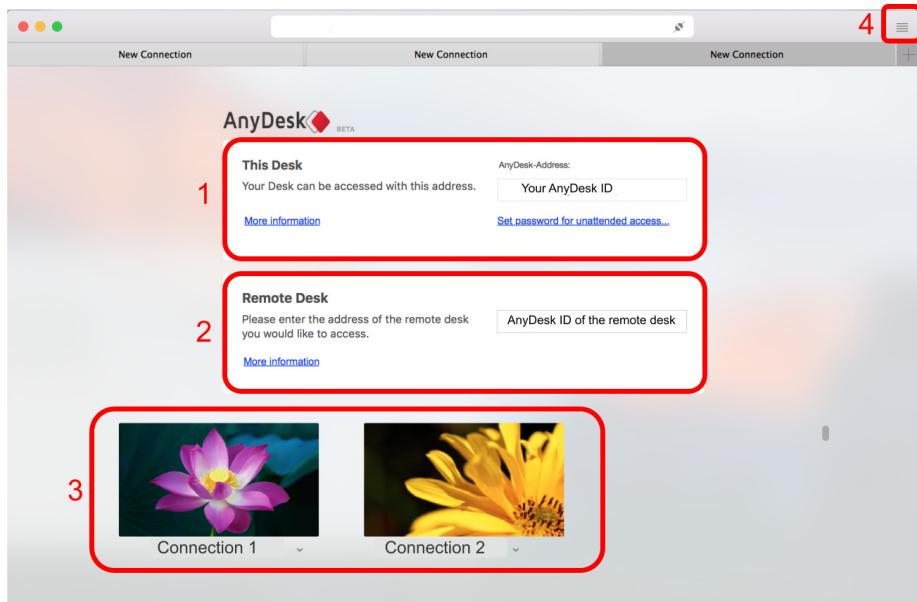
## Main window

The main window of AnyDesk consists of three main areas and the menu bar.



<b>1</b>	<b>This Desk:</b> This is where you will see your AnyDesk address that you use to connect to other computers. Under the menu option "Settings", you can choose to display your AnyDesk address as an alias or a number [23].
<b>2</b>	<b>Remote Desk:</b> This is where you establish a connection to another computer. Simply enter the AnyDesk address of the remote computer into the field and click on " <b>Connect</b> ".
<b>3</b>	<b>Quick dial:</b> The quick dial allows you to quickly access your previous connections. Simply click on a connection to enter the information directly into the field and establish a connection [8].
<b>4</b>	<b>Menu bar:</b> You will only be able to access the " <b>General</b> " menu here at first, including the settings [18]. During an active session, additional menus will become available.

## The main window on macOS



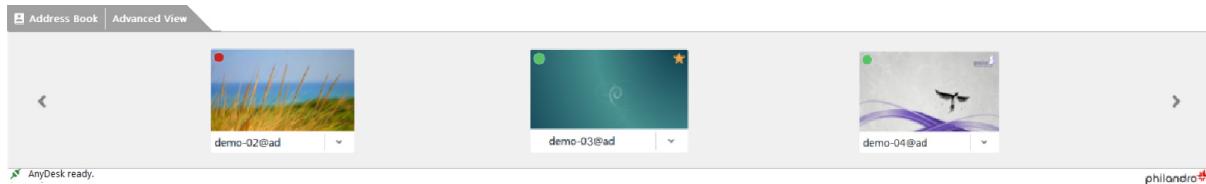
Under macOS, the elements of the main window are arranged slightly differently, but they have the same functions.

<b>1</b>	<b>This Desk</b>
<b>2</b>	<b>Remote Desk</b>
<b>3</b>	<b>Quick dial</b>
<b>4</b>	<b>Menu</b>

For the corresponding explanations, please refer to the section above entitled "Main window" [7].

## Quick dial

Your existing AnyDesk connections will be displayed in the quick dial in the lower area of the main window.



Simply click on a contact to add it to the "Remote Desk" connection field. Double-click to instantly establish the connection (Speed dial feature)

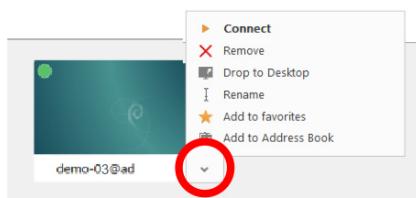
The green or red dot on each preview image allows you to see if that particular computer is currently online (green) nor not (red). If the online status is unknown, the dot will remain gray.

If you have a large number of contacts, the speed dial may quickly become cluttered. Should this happen, you can switch to the advanced view (see below).

Furthermore, you can also create a link to the desktop or the address book (where available) for each contact. To do so, open the context menu of a contact.

## Context menu

Click on the small arrow next to a contact's preview image to open the context menu.



**Connect:** Click here to establish a direct connection.

**Remove:** Removes the contact from the quick dial.

**Place on desktop:** This creates a shortcut on the desktop with the AnyDesk name of your contact. This shortcut can then be e.g. renamed or moved to a different folder. This allows you to e.g. create folders for each client and organize your contacts as you see fit. Double-clicking on the link will directly establish a connection to the contact.

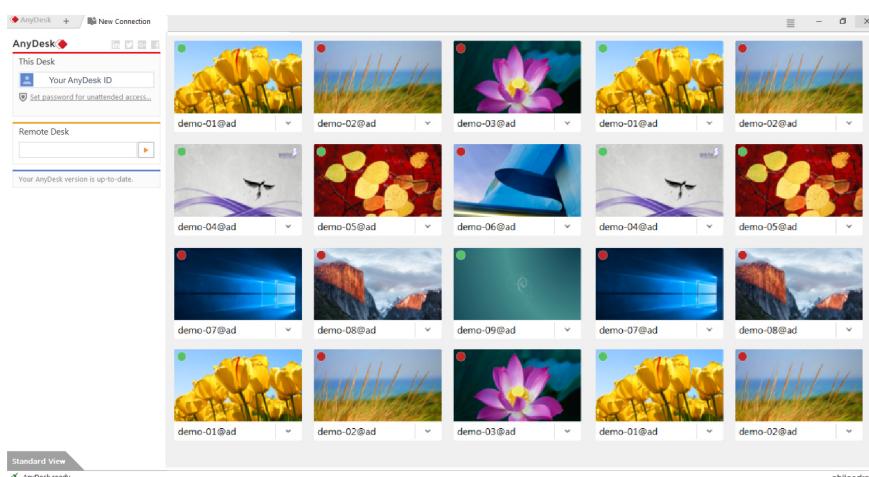
**Rename:** By default, the AnyDesk address will be used as the name. However, you can rename each contact with a name of your choosing.

**Add to favorites:** Adds the contact to the favorites list.

**Add to address book:** Adds the contact to the AnyDesk address book (see below).

## Advanced view

You can turn on advanced view for the speed dial using the tab on the left. In the advanced view, the two fields **This Desk** and **Remote Desk** will appear in a smaller version in the top left, leaving more space for the speed dial.



## The speed dial on macOS

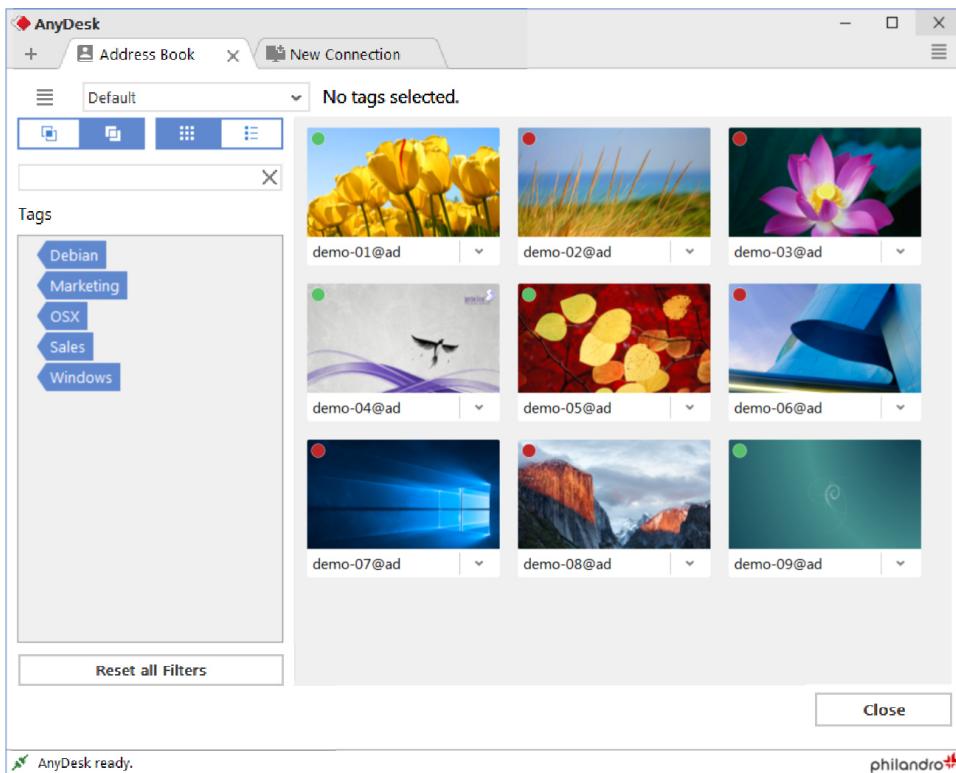
When AnyDesk is run on macOS, the speed dial currently only allows for direct dial (speed dial feature). The context menu and the advanced view are not available.

## Address book

*Note: This feature is limited to Professional and Enterprise licenses and currently only available on Windows. For a test license, please contact [sales@anydesk.com](mailto:sales@anydesk.com)*

### Overview

The AnyDesk address book allows you to manage your contacts. It allows you to manage all your computers and access your client with just a single click. The address book will automatically be kept synchronized among all computers belonging to your license.



**Address list:** The list area shows all contacts that have been entered into the address book, including their background image and address book name. If no other name has been selected, the AnyDesk address of the contact will be shown.

**Online status display:** The green or red dot on each contact's image allows you to see if that particular computer is currently online (green) nor not (red). If the online status is unknown, the dot will remain gray.

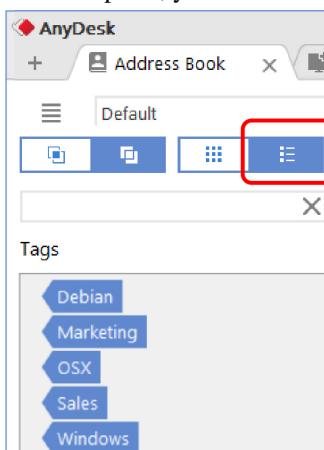
**Speed dial feature:** All computers marked in green are online and can be accessed directly using the speed dial feature. Simply double-click on the contact to establish the connection.

**Tags:** Select a filter in this area to limit the entries shown in the list. You may combine multiple keywords with each other and either display the **intersection** or the **superset**. For examples, please see further below [11].

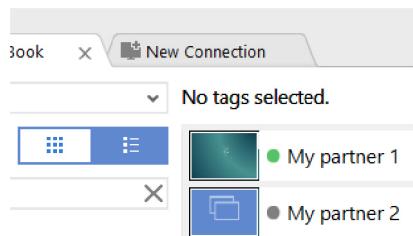
**Reset all filters:** This disables all filter features, causing all the entries in the list to be displayed.

## List view

On the top left, you can choose an alternative list view for the address book.



Particularly when you have a lot of contacts, it is often better to turn off large symbols and instead use the more compact list view.

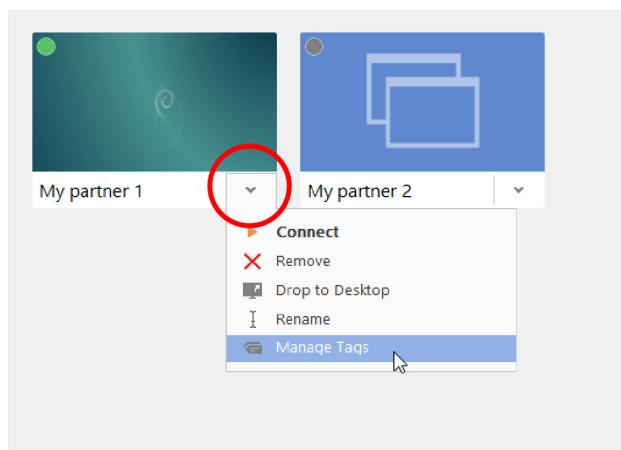


In the list view, each contact is shown with a smaller symbol image, its online status, address book name, and also with its AnyDesk alias and AnyDesk ID.

## Adding and editing tags

In order to use the filter feature of the address book, you will need to organize your contacts according to tags that can be chosen freely.

1. Click on the small arrow on a contact's preview image to open the context menu.



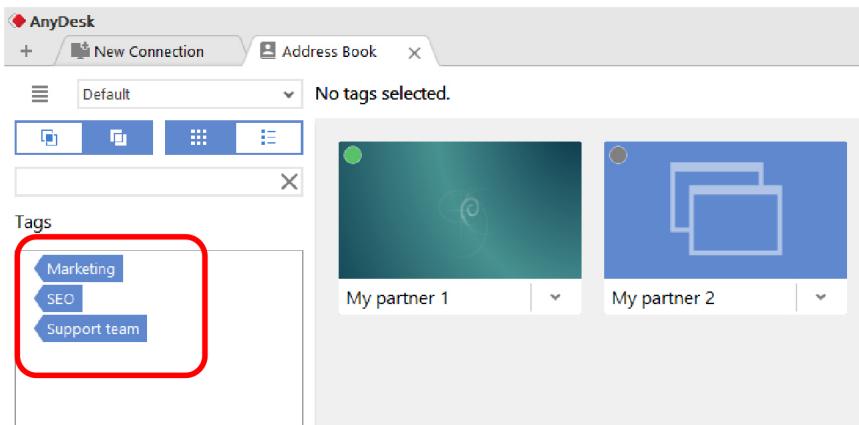
2. Select the option "Manage Tags"



3. All currently available tags are shown in the lower section entitled "**Available Tags**". From there, tags can be dragged and dropped into the field above entitled "**Tags for**" to assign them to the current contact.

Initially, the tag list will be empty. New tags will first need to be added. Enter the newly added tags you wish to assign to the contact into the upper input field "**Tags for**" and press the enter key. You may use all characters except the forward slash (/), which is used to define a sub-group (see below).

This also adds the tags to the filter area of the address book.

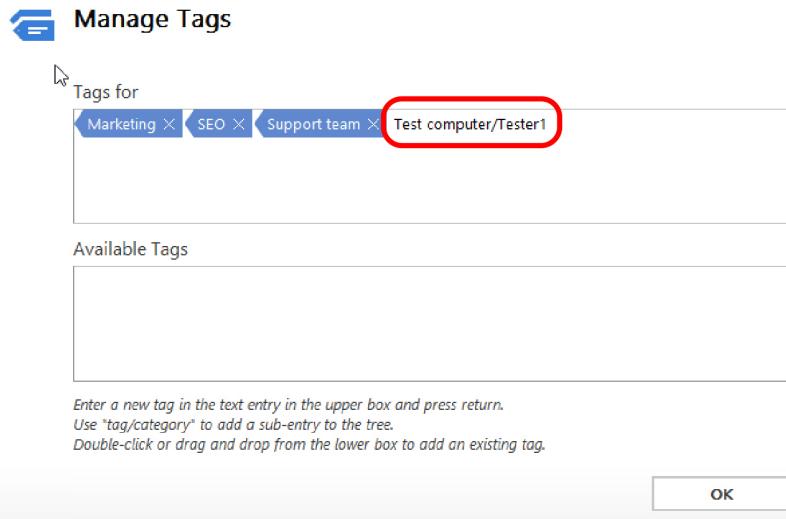


## Creating groups and sub-groups

Using the keyword feature, you can create groups with any number of sub-groups.

First, enter the general term into the upper input field of the dialog "Edit tags", then a forward slash (/), and then the sub-group. Submit your input by pressing the enter key.

**Example:** The entry "Test computer/Tester1" creates a general term "Test computer" with the sub-group "Tester1".

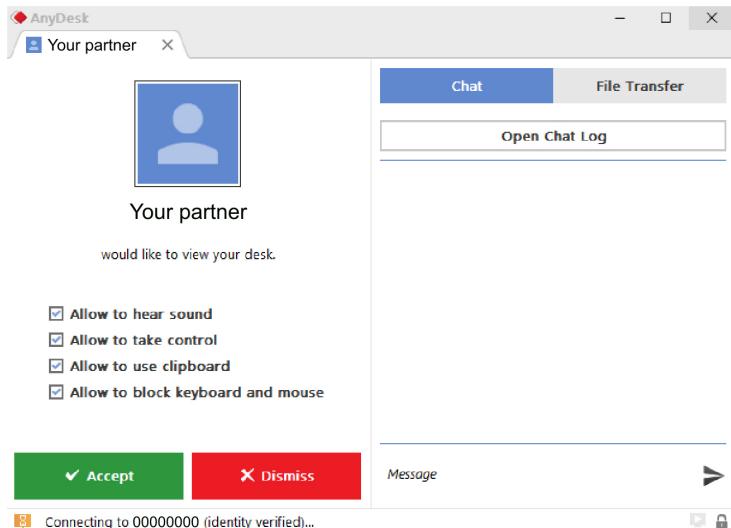


In the category "Tags" of the address book, a corresponding tree structure now appears.



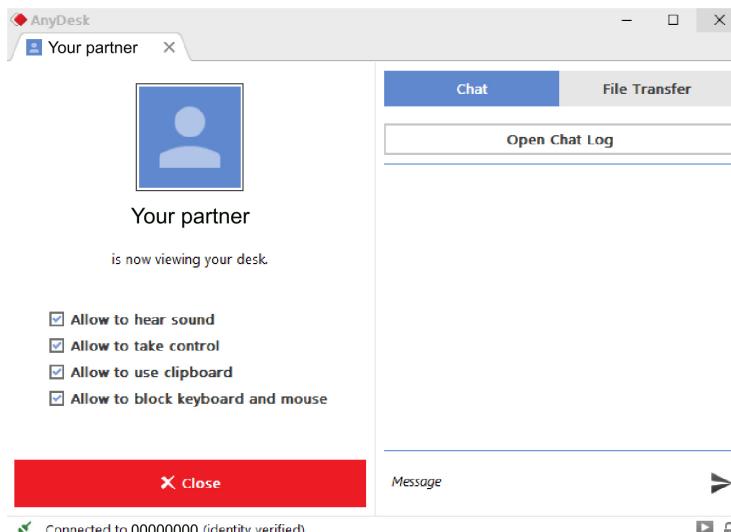
## Connecting – Allowing access to your own desk

In order to share your desk so that your partner is able to access it, you must first provide your partner with your AnyDesk number or AnyDesk alias, e.g. via e-mail or telephone, and wait for his contact request. Once he sends it, a request window will appear on your computer.



Review the permissions that you want to give to your partner and then click on "Accept" to commence with sharing, or on "Decline" to reject it.

## Connection window



After confirming the connection request, you will see the session window during the session. You can use it to terminate the session at any time. Your session partner is able to see this window, but will be unable to change its options.

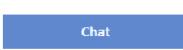
## Permissions during the session

You can activate or deactivate the following permissions during a session:

- Allow sound:** This option allows you to select whether the sound from your desk, i.e. what you hear through the computer speakers, can also be heard by your session partner. You can shut off audio transmission (also temporarily) by removing the check mark.

- **Allow control of keyboard and mouse:** Allows you to determine whether your session partner can access the keyboard and mouse of your computer. It may be useful to temporarily disable this option if you want to input data on the computer yourself for a longer period of time. Even when this option is enabled, the mouse and keyboard are automatically locked temporarily for your session partner when you yourself perform input activities.
- **Allow use of clipboard:** Here, you can set whether your session partner can access your computer's clipboard. When this option is enabled, your session partner can copy files or text on your computer and paste them to your computer as well as to his own computer.
- **Allow disabling of keyboard and mouse:** When this option is enabled, your session partner can block you from performing input. This means that you cannot access the mouse or the keyboard during the period for which you are blocked.

## Chat



Click on the chat button in the session window to open a chat window that allows you to chat with your session partner, for example, if you need to briefly leave the computer.

## File transfer



Click on the file transfer button in the session window to open an information window for sharing files between the computers connected.

You can use the Windows clipboard to transfer any number of files from the host to the client or the other way round. This is done with the usual Windows commands: Highlight the files that you wish to transfer, press e.g. Ctrl + C to copy it to the clipboard, go to the target folder on the remote computer, and press e.g. Ctrl + V to paste the files.

**Note:** Data transfer is currently only available on Windows.

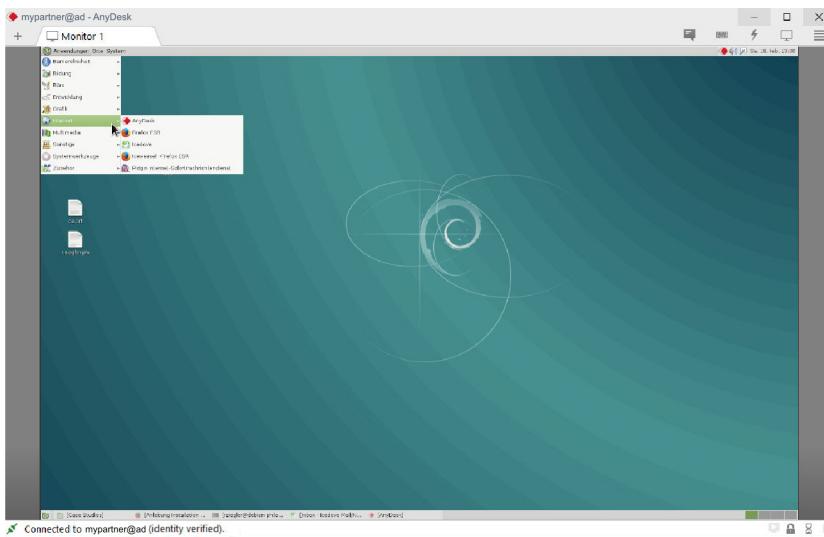
## Establishing a connection – Controlling a remote desk

This section now focuses on the reverse situation: Remotely controlling another desk from your computer. To do so, you will first need the AnyDesk number or AnyDesk alias of the desk you would like to establish a session with.



1. Enter the AnyDesk address of your connection partner in into the field under "**Remote Desk**".
2. Click on "Connect".
3. If your partner has enabled password protection, you will now be prompted to enter the password. Enter the password.

Once your session partner has confirmed the connection request or once you have entered the correct password, a new tab will open in AnyDesk where you can see the remote desk. Once the AnyDesk window is active, you can now control the other computer with the permissions granted by your partner.



## View mode

View mode is enabled when you yourself are not able to perform any input; e.g. when the remote connection partner is performing input. In this case, control of the mouse and keyboard is disabled.

Your session partner, however, can still see your cursor, which is marked with your name. Your partner can also see when you click, although these clicks have no effect. This allows you to easily show him where he should click or where certain elements are located on the screen.

## Information displayed during desktop sharing

On the top left of the sharing window, you can always see who you are connected with. The following symbols are displayed on the bottom right:



- **Monitor:** This symbol indicates that there is a direct connection between the computers, i.e. that data is transferred directly from computer to computer without needing to pass through the AnyDesk server. This should always be active when both computers are on the same network.
- **Lock:** Provides information on encryption. Hover the mouse over the symbol to display the information.
- **Hourglass:** This symbol lights up when more image data is available for transmission than the connection allows. AnyDesk then no longer runs at 60 frames per second at this point. No further input should be performed while the hourglass is lit.
- **Hard drive:** Shows whether the hard drive of the remote computer is active. If this symbol is lit, it may explain why e.g. commands are being executed slower than usual.

## Open additional concurrent AnyDesk sessions

*Note: This feature is limited to the Professional and Enterprise licenses.*

With AnyDesk, you can operate multiple sessions at the same time from a single workstation.



To do so, simply click on the +symbol. This opens a new connection window where you can enter an additional AnyDesk address to connect to.

## PowerUser option for unlimited number of sessions

In order to operate a large number of sessions at the same time, we recommend the PowerUser option, which can be purchased separately, in addition to your Professional license. This allows you to open an unlimited number of sessions at the same time on your workstation. This is particularly useful for remotely updating entire computer labs, for example. Feel free to contact our sales department via e-mail at [sales@anydesk.de](mailto:sales@anydesk.de) for more detailed information.

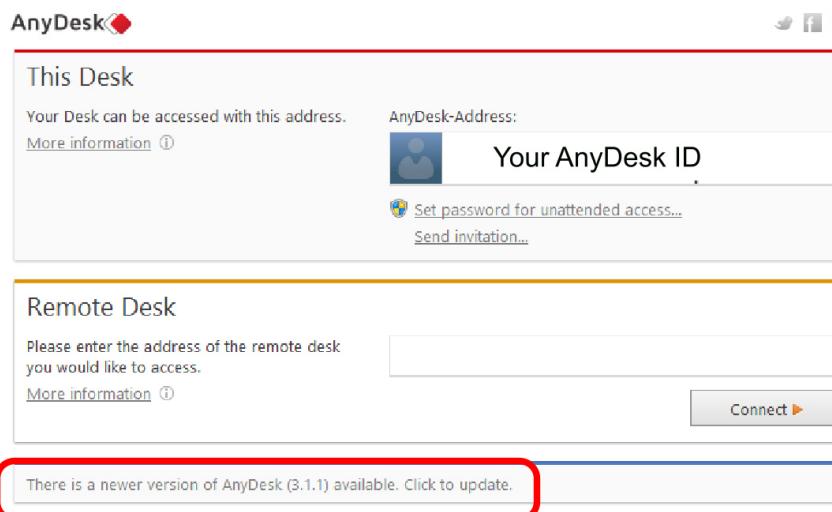
## Ending a session

The following options are available for ending a session:

- Simply click on the "End session" button in the AnyDesk session window.
- Select the option "End session" in the menu.
- Close the AnyDesk window.
- Right-click on the tab in AnyDesk and select "End session".

## Updating AnyDesk

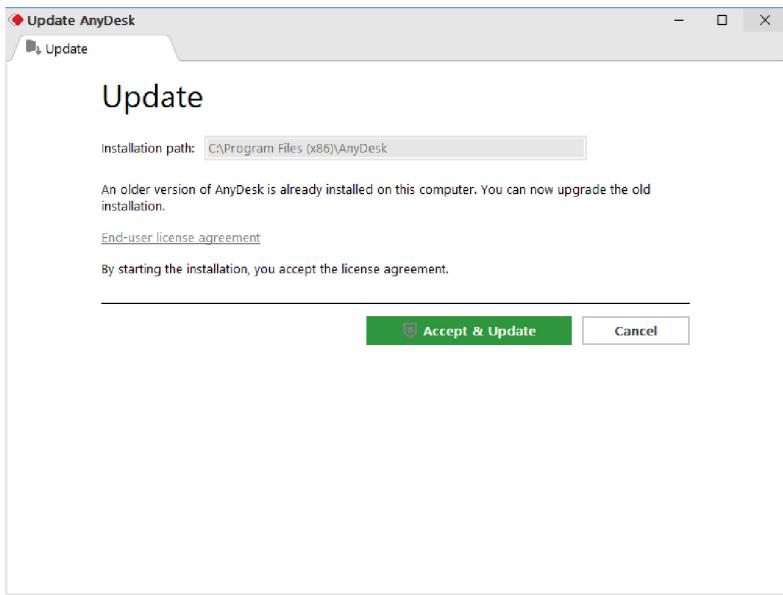
As an AnyDesk customer, you always have access to the latest version of AnyDesk. When an update is released, you will be informed the next time you start the program. Updates are always free. Even if the versions are different, the programs are compatible with each other. However, it is recommended that you keep the program updated at all times in order to be able to access new and improved features.



From this point on, you can update the program at any time.

1. Download the latest version via the link "[Please download here](#)".
2. Run the downloaded file.

The "**Update**" dialog will now appear.



3. Click on "**Accept & update**".

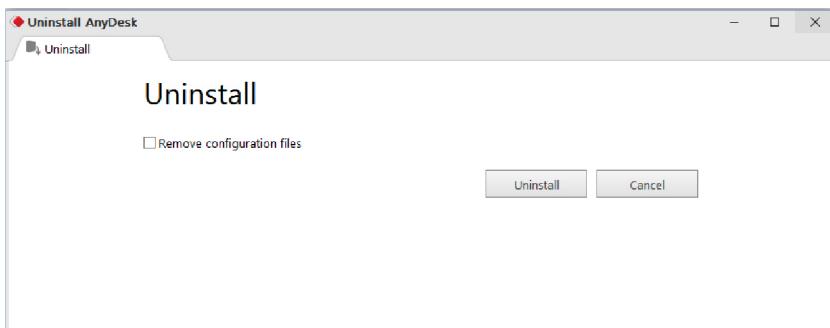
After completing the update, the new version of AnyDesk will start automatically.

## Uninstalling AnyDesk

If you would like to uninstall AnyDesk from your computer, follow these steps:

1. Open the Windows Control Panel by pressing the Windows key, entering "**Control Panel**" and then pressing the enter key.
2. Click on the option "**Uninstall a program**".
3. In the list that then appears, click on "**AnyDesk**".
4. Select "**Uninstall/Change**".

The uninstall dialog will now appear.



5. Check "**Delete settings**" if you would also like to delete all saved settings in addition to uninstalling the program. Should you do so, you will need to configure all settings all over again if you reinstall AnyDesk. Moreover, you will lose your current AnyDesk number. This may also cause the permanent loss of the corresponding AnyDesk alias. You will receive a new number when the program is reinstalled.
6. Click on "**Uninstall**". AnyDesk will now be removed from your computer.

# 4. Menus and settings

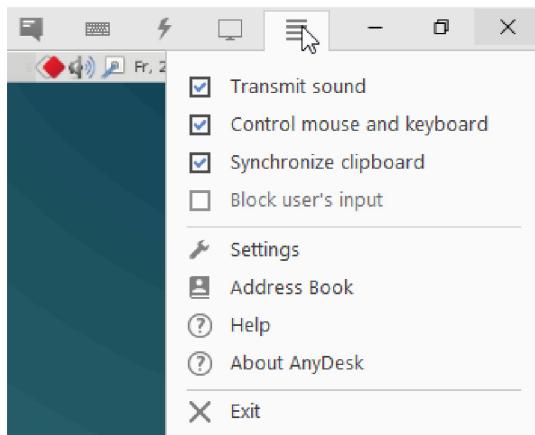
## Menus

If no session is active, only the "General" menu will be visible. During a session, additional icons will appear in the AnyDesk menu bar that provide access to additional menus.



**Note:** On macOS, the AnyDesk menu bar is structured differently than on Windows. We will explain the macOS-specific aspects at the end of this section on the menus.

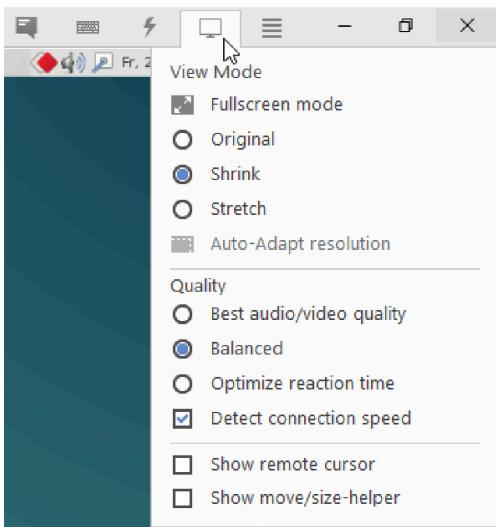
### "General" menu



This is the only menu visible when no session is active. You will find the following general settings in the "General" menu:

- **Transmit sound:** This option allows you to set whether you would like to hear the sound from the remote desk.
- **Control mouse and keyboard:** This option allows you to set whether you want to control the keyboard and mouse of the remote desk. If this option is disabled, you can use AnyDesk in view mode [15].
- **Synchronize clipboard:** This option allows you to set whether files or text that you copied to the clipboard on the remote desk should also be copied to the clipboard of your desk. (This also applies to file transfer via the clipboard.)
- **Block user's input:** This option allows you to block the mouse and keyboard of your partner, so that he is unable to perform any input on his computer. Your partner will then also be unable to end the session.
- **Settings:** Opens the settings [22] for AnyDesk.
- **Address Book:** Opens the AnyDesk [9] address book (only available with Professional and Enterprise licenses).
- **Help:** Accesses AnyDesk support at [support.anydesk.de](http://support.anydesk.de).
- **About AnyDesk:** Displays information on the program version and the license key used.
- **Install latest version:** This option is only available when your AnyDesk version is no longer up to date. It allows you to directly download and install the latest version.
- **End session:** Ends the session and closes the AnyDesk window.

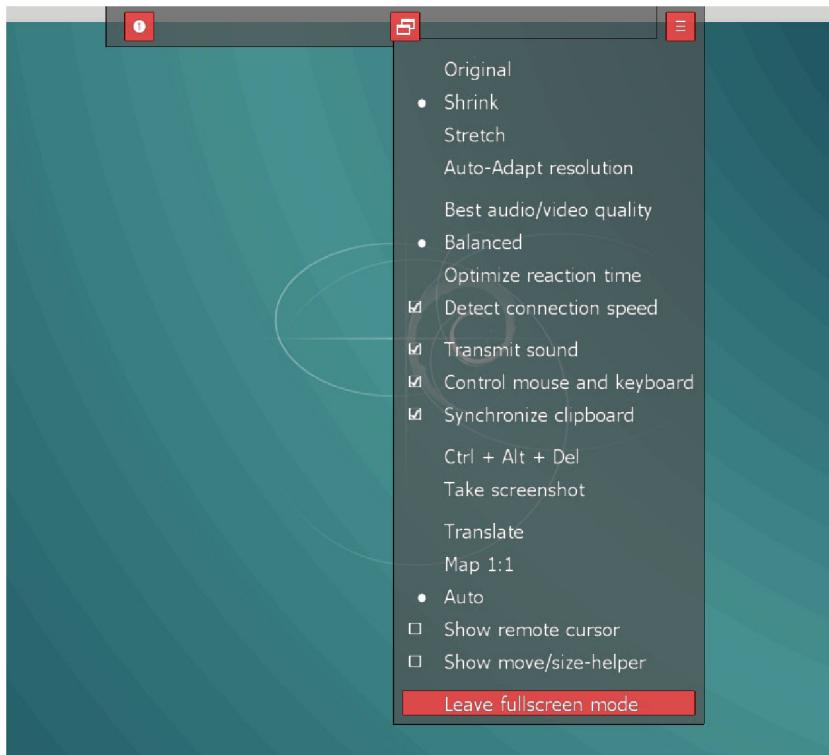
## "Display settings" menu



AnyDesk display settings can be configured in this menu. It includes the following items:

### "View" options

- **Fullscreen mode:** Enables fullscreen mode for AnyDesk. This allows you to only see the shared monitor. The menu can be accessed by moving the mouse to the upper edge of the screen. Select "**End fullscreen mode**" to return to your own desktop.



- **Original:** Displays the transmitted image in the same resolution as the remotely controlled desk. If the resolution of the remotely controlled desk is higher than that of your AnyDesk window, it will not be possible to display the entire image. In this case, the image scrolls when you move the mouse across the window.
- **Shrink:** If your AnyDesk window has a higher resolution than the remotely controlled desk, the image is shown in its original size with a gray border. If the resolution is lower, the image size is reduced until it can be displayed entirely in the AnyDesk window.

- **Auto-adapt resolution:** Ensures that the image is adapted to your AnyDesk window so that it always fills out the AnyDesk window in an optimal manner. This means that the image will be stretched if your monitor has a higher resolution than that of your session partner. If this is not the case, then the display mode will be the same as the "Shrink" mode.

## "Quality" options

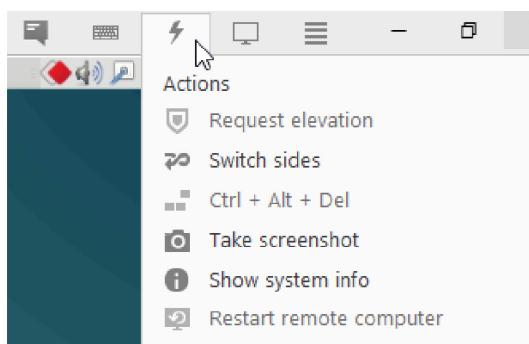
- **Best audio/video quality:** The quality of the transmitted image is as close to the original as possible. This means that you will be able to see every detail on the shared screen. With slower connections, this setting may lead to transmission delays.
- **Balanced:** Ensures a good balance between quality and transmission speed.
- **Optimize reaction time:** Ensure that your input is processed as quickly as possible. For low-bandwidth Internet connections, this may impact the image quality.
- **Detect connection speed:** When this option is enabled, AnyDesk automatically detects the speed of your internet connection in order to optimally adjust the transmission quality. This option should generally be enabled.

**Note:** At lower quality, it is only the colors that are affected. The image will remain clear.

## Lower section

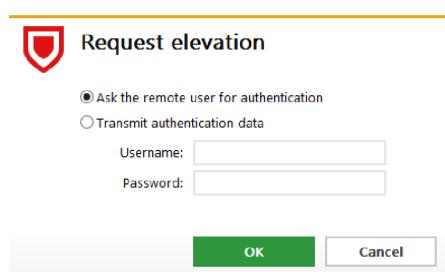
- **Show remote cursor:** Specifies whether you want to see the mouse pointer of the remote desk. When this option is enabled, your session partner can still use his mouse. You just won't see it anymore. This option is useful if your session partner would like to show you something on the screen, e.g. where a particular item is located.
- **Show move/size helper:** If the Internet connection is poor, a visual helper for moving and resizing windows is displayed, which indicates where the window will be located after being moved or how it looks after resizing.

## "Actions" menu



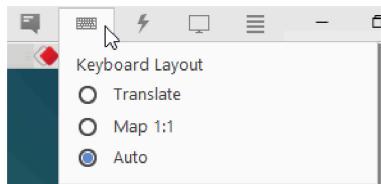
In this menu, you will find some actions that can be performed during a session. This includes the following options:

- **Request elevation:** Requests administrative rights on the remote desk if they have not yet been granted. This enables advanced settings to be changed and/or installations to be performed. In a selection dialog, you can specify whether the other user should confirm the authorization himself or whether you would like to enter the required login details (username and password).



- **Switch sides:** Reverses the access direction of AnyDesk. Your session partner can then see your desk and control it if necessary.
- **Ctrl + Alt + Del:** If you press these keys on your keyboard, this command will always execute on your own desk, regardless of whether an AnyDesk window is enabled. The menu command suppresses the keyboard shortcut "Ctrl + Alt + Del" for the remote desk.
- **Take screenshot:** Creates a screenshot of the remote desk. It will be saved as a .png file on your desktop. You can modify the folder it is saved to in the privacy settings [26].
- **Show system info:** Shows the following system information of the client connected: AnyDesk ID, alias, license, AnyDesk program version, operating system, computer name, username, total RAM, motherboard, CPU, graphics card, hard disk, network name, MAC address, IP address, network mask, and DNS server.
- **Restart remote computer:** Use this option to carry out a restart of the remote desk. Your session will then automatically resume afterwards.

## "Keyboard Layout" menu



These options allow you to set how AnyDesk should deal with different keyboard layouts on remote desks. This setting is necessary if you want to control, for example, a computer with a German keyboard layout, but your computer has a US keyboard layout.

- **Translate:** Your entries will be translated so that exactly the same key commands are always executed. Example: On a US keyboard, the Y is located where the Z is on a German keyboard. With this command, when you press Y, a Y will be written.
- **Map 1:1:** Your entries will be transmitted as if you were to actually press the physical key on the keyboard of the remote PC. Example: If you press Y on a US keyboard, then a Z will be written on the other computer with a German keyboard. This setting can be useful when controlling a program on the remote desk that relies on the keys being in a certain position, e.g. three-dimensional control of a CAD program via the ADSW keys (on the German keyboard).
- **Auto:** AnyDesk automatically determines which of the two modes should be used. If the computers use the same keyboard layout, "**Map 1:1**" will be selected, and for different keyboard layouts, "**Translate**" will be selected.

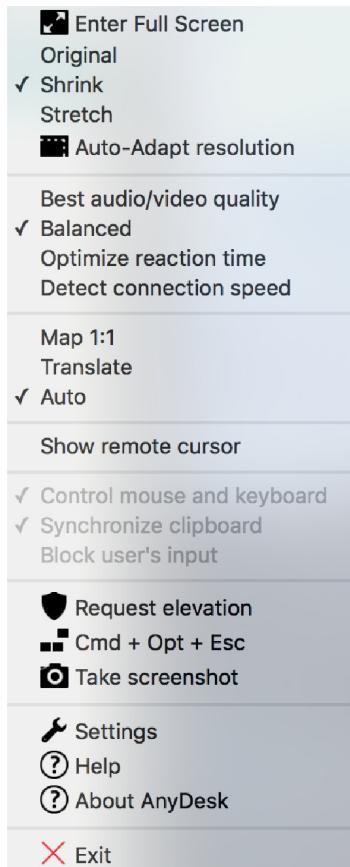
## Menu and symbol bar on macOS

The symbol bar on macOS is located on the top right during an active session, and contains the information symbols as well as a menu button.



- **Speech bubble:** Click here to access a window with information on the active session.
- **Hourglass:** This symbol lights up when more image data is available for transmission than the connection allows. AnyDesk then no longer runs at 60 frames per second at this point. No further input should be performed while the hourglass is lit.

- **Lock:** Provides information on encryption. Hover the mouse over the symbol to display the information.
- **Monitor:** This symbol indicates that there is a direct connection between the computers, i.e. that data is transferred directly from computer to computer without passing through the AnyDesk server. This should always be active when both computers are on the same network.
- **Menu:** On macOS, some of the options from the menus described above have been combined into a single menu.

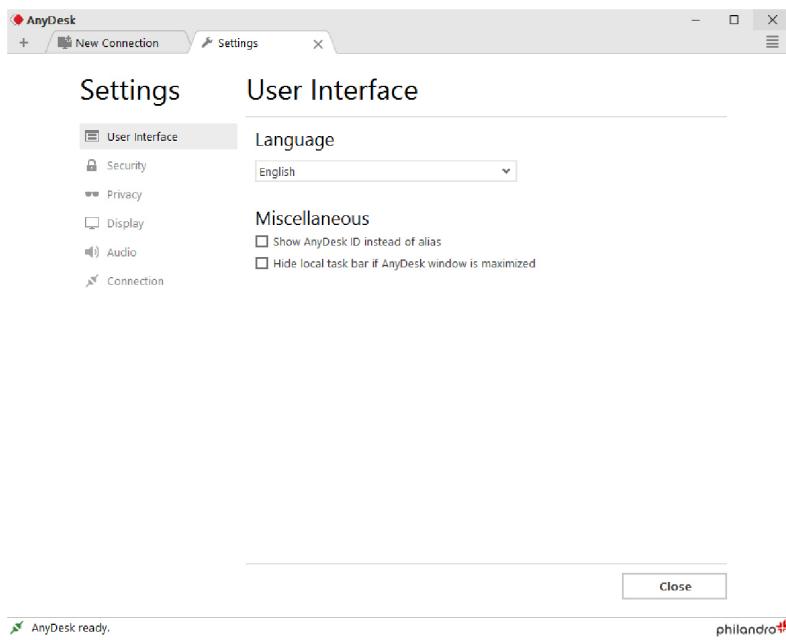


The entries above correspond to the "Display settings" menu; [19]at the top are the "View" options, followed by the "Quality" options. This is followed by the "Keyboard Layout" menu, [21]after which are a number of options from the "Actions" [20] and "General" [18]menus. For information on the individual options, please read the explanations further above.

## Settings

The AnyDesk settings can be accessed via the menu "General" > "Settings".

## "User interface" tab



In this tab, you will find general options for the AnyDesk user interface.

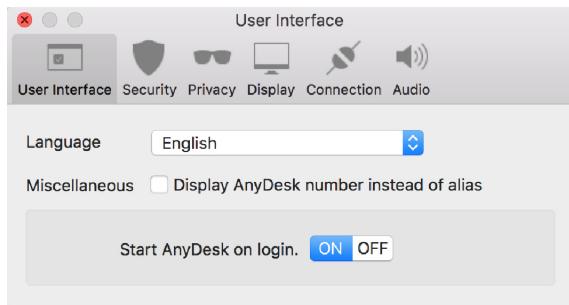
It includes the following items:

- **Language:** The language of your operating system is selected by default if it is supported by AnyDesk. Simply select the desired language from the menu and then restart AnyDesk.
- **Show AnyDesk ID instead of alias:** If you enable this option, the AnyDesk address transmitted to your session partner will be your AnyDesk number instead of your alias. This option is especially useful when you do not want to reveal your alias to your session partner. However, you will still be able to connect using your alias.
- **Hide local task bar if AnyDesk is maximized:** Enable this option to only see the remote desktop when the AnyDesk window is maximized during a session. This way, there is no confusing the task bar of your computer with that of your partner.

## "User interface" tab on macOS

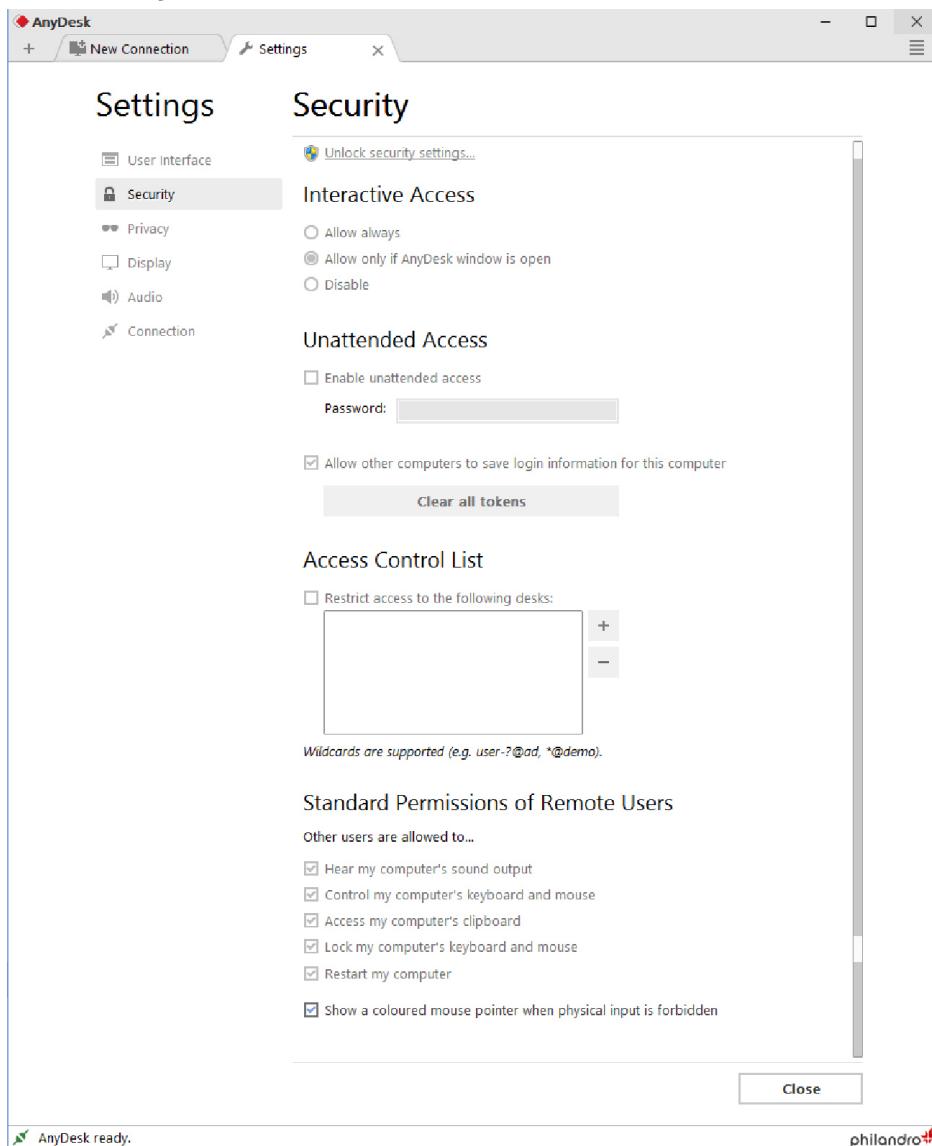
The "User interface" tab on macOS looks slightly different from the one on Windows, but also contains the language selection menu and the option of displaying your AnyDesk number instead of your alias.

The option for hiding the taskbar does not exist on macOS.



**Launch AnyDesk upon login:** This option allows you to set whether AnyDesk should be launched immediately upon logging in at the computer.

## "Security" tab



In this tab, you will find the settings relating to AnyDesk security. These are defined system-wide. In order to make changes in this tab, you must first click on the option "**Unlock security settings**" in order to obtain the necessary administrative rights. You will then have access to the following items:

- **Interactive access:** This option allows you to define the cases in which connection requests are approved without a password. You can choose between "**Allow always**", "**Allow only if AnyDesk window is open**", and "**Disable**". The last option should only be enabled if, for example, you only want to use your computer to access remote desks, or when you want your PC to only be accessible with a password.
- **Unattended access:** This option allows you to set a password which can be used to enable access to your desk even without local confirmation. To do so, activate the checkbox "**Enable unattended access**". You can also "**Allow other computers to save login information for this computer**". If you do so, a user can be logged in automatically. In order for this to happen, he will need to enter the password during his initial login and activate the option **Allow always**.

**Note:** If the user accessing the remote desk selects "**Allow other computers to save login information for this computer**" when entering the password, the password itself will not be saved. Instead, a key is stored, which specifically allows the connection between the source and remote computer in the AnyDesk network. It is therefore not possible to illegally access the computer on which the data is stored in order to obtain a password that would allow access to your computer.

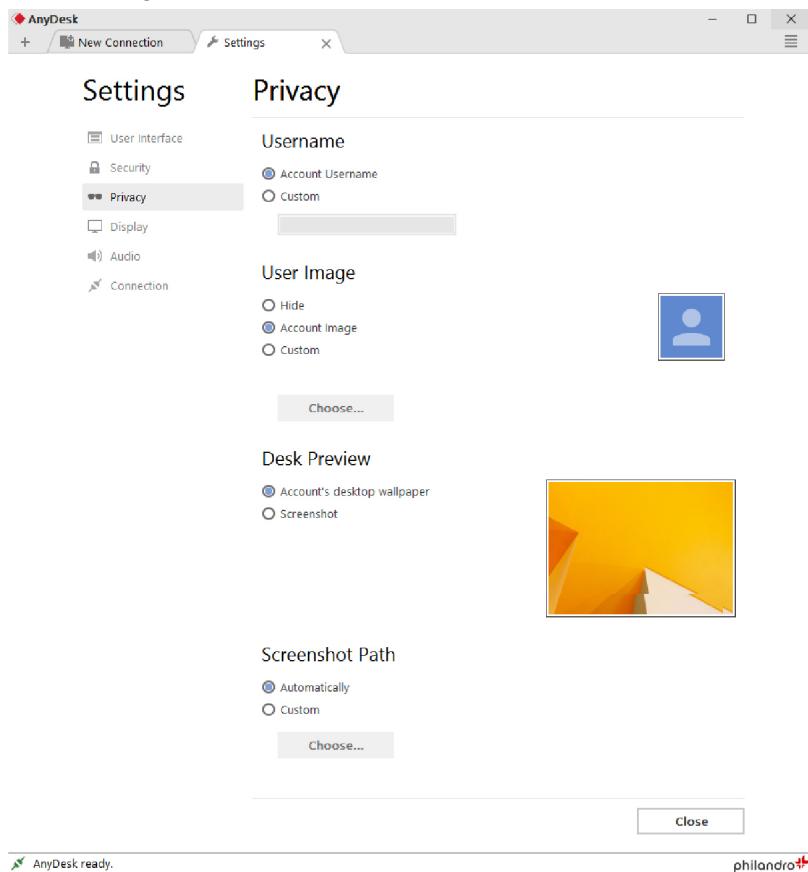
- By activating the feature "**Clear all tokens**", all the "locks" on your computer will be deleted. This means that the keys that were stored on other computers can no longer be used and must be recreated.
- **Access Control List:** This option allows you to create an access list ("whitelist") which lists the computers that are allowed to connect to your desk. In this manner, you can ensure that you will not receive any connection requests from unauthorized parties. Add the AnyDesk IDs or aliases you wish to grant access permissions to the list. You may also use wildcards. Once you have done this, click on the field "**Restrict access to the following desks**" to activate the list.
- **Standard Permissions of Remote Users:** This option allows you to set which permissions should be granted to your session partner by default.
  - **Hear my computer's sound output:** This option allows you to select whether the sound from your desk, i.e. what you hear through the computer speakers, can also be heard by your session partner.
  - **Control my computer's keyboard and mouse:** Allows you to determine whether your session partner can access the keyboard and mouse of your computer.
  - **Access my computer's clipboard:** This option allows you to set whether your session partner can access your computer's clipboard. When this option is enabled, your session partner can copy files or text on your computer and paste them to his own computer and vice versa.
  - **Lock my computer's keyboard and mouse:** When this option is enabled, your session partner can block you from performing input. This means that you cannot access the mouse or the keyboard during the period you are blocked. During this time, you will also be unable to end the AnyDesk session.
  - **Restart my computer:** allows a restart of the computer.
  - **Show a coloured mouse pointer when physical input is forbidden:** If you activate this option, the cursor will continue to be displayed coloured when input is disabled.

## "Security" tab on macOS

The "Security" tab on macOS contains all the options of the Windows dialog except "Access restrictions".



## "Privacy" tab

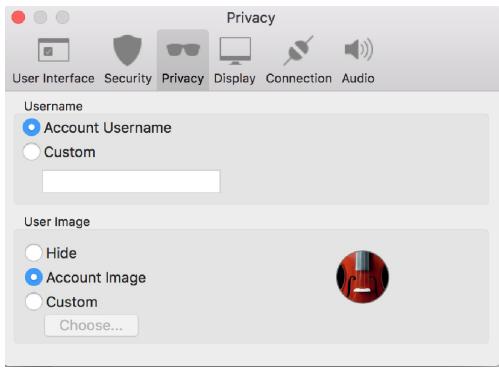


In this tab, you can select which information is displayed to your session partner when a connection request is sent. You have the following options:

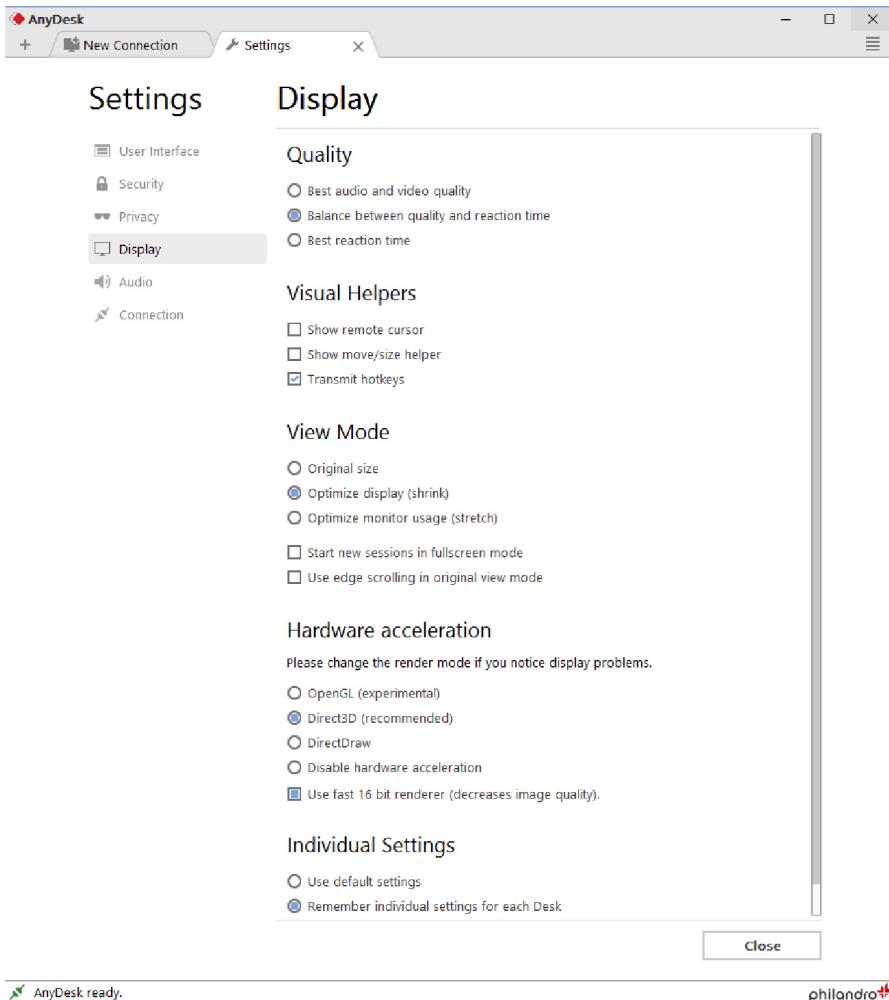
- **Username:** The username is displayed in the connection window in addition to the AnyDesk address. The username can be freely selected, i.e. you can also simply use your first and last name. If no username is entered, then the account username will be used.
- **User Image:** The user image is displayed in the connection window. You can select whether you would like to use your Windows account image (default) or upload your own image ("Custom"). You can also choose to not display a user image ("Hide").
- **Desk Preview:** The quick dial appears when AnyDesk [8] is launched. This option allows you to set which preview images are to be shown in the quick dial. You can select between the current "**Account's desktop wallpaper**" (that can be seen on the respective Windows desktop) and a "**Screenshot**" of the remote desk. You can create it in .png format at any time via the option "**Take screenshot**" in the "**Actions**" [20] menu.
- **Screenshot Path:** This option allows you to set the path that will be used for screenshots.

## The "Privacy" tab on macOS

The "Privacy" tab on macOS contains all the options of the Windows dialog except the sections "**Desk Preview**" and "**Screenshot Path**".



### "Display" tab



In this tab, you will find options for the display of the remote desk during a session. It includes the following items:

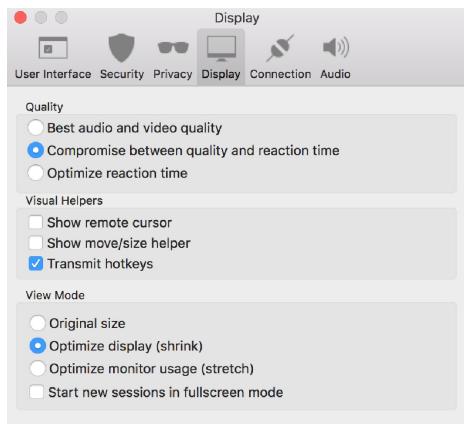
- **Quality:** The default setting is "**Balance between quality and reaction time**". With this setting, the delay between input and the display may occasionally be noticeable, but should be satisfactory overall. If the quality of the transmission is particularly important to you, you can select the option "**Best audio and video quality**". With slower connections, this setting may lead to delays in the image transmission. If it is particularly important to you that your commands are transferred quickly, you can also select "**Best reaction time**". This setting, however, may lead to a very poor transmission quality.
- **Visual helpers:** "**Show remote cursor**" ensures that not only will your desk's cursor be visible, but also that of the remote desk as well. This allows the user at the remote desk to point out certain elements on the screen. "**Show move/size helper**" enables the move/size helper. On slow connections, moving or changing the size of

a window is shown with a dark border, which displays how the window will look after it is moved/resized. "**Transmit hotkeys**" ensures that the system keys, e.g. Ctrl, Alt, the function keys F1 to F12 and the Windows key, can be input on the remote desk as well. Once this option has been activated, you must first exit AnyDesk, end the session, or disable the session window in order for them to execute on your own computer when pressed.

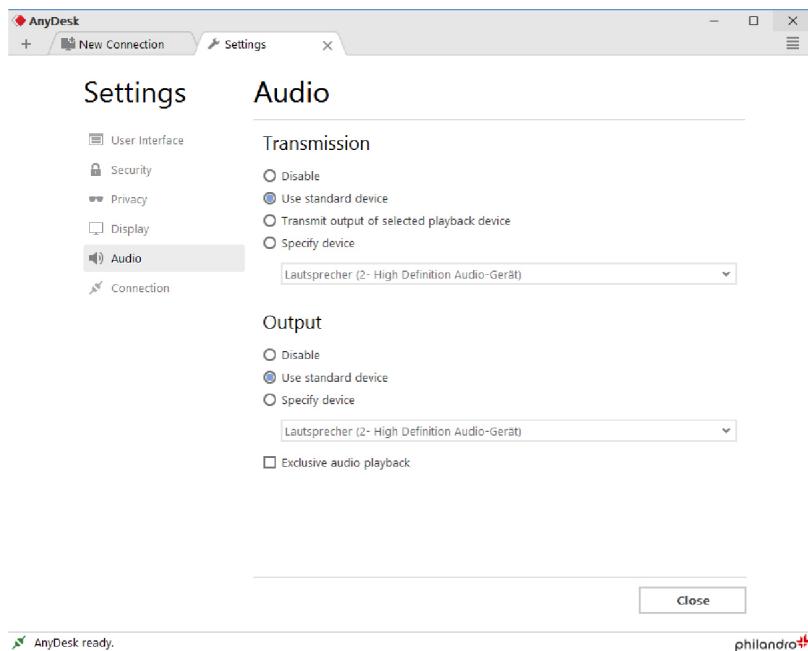
- **View mode:** This option allows you to set how the remote desk is displayed on your computer. "**Original size**" ensures that the session window has the same resolution as the original desk. However, this may lead to the session window being bigger than the AnyDesk window. In this case, the view will scroll automatically with the mouse. Conversely, "**Optimize monitor usage (stretch)**" ensures that the image adapts to your monitor. However, this will stretch the image if your monitor resolution is greater than that of the remote computer. We therefore recommend that you initially leave "**Optimize display (shrink)**" enabled all the time, as this allows AnyDesk to automatically adjust the size to fit your monitor if it is too small. This will also not cause the image to be stretched. "**Start new sessions in fullscreen mode**" ensures that your entire monitor is automatically filled with the image of the remote desk during a session. In general, AnyDesk operates fastest in this mode.
- **Hardware acceleration:** This option allows you to change the hardware acceleration mode or disable hardware acceleration. In general, changes should only be made here if you experience problems with the display.
- **Individual settings:** This option allows you to toggle between the default settings and the custom settings you have configured for each desk.

## "Display" tab on macOS

The "Display" tab on macOS contains all the options of the Windows dialog except the sections "**Hardware acceleration**" and "**Individual settings**".



## "Audio" tab

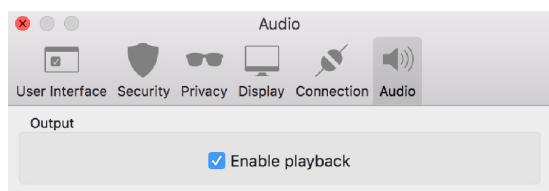


In this tab, options regarding audio transmission can be configured. This tab contains the following options:

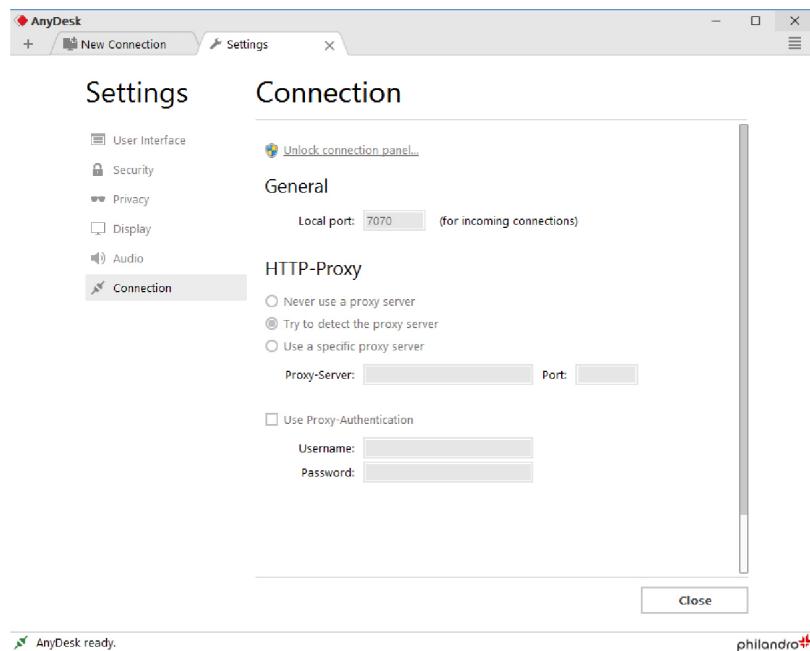
- Transmission:** This option allows you to set which audio should also be transmitted when your desk is accessed through AnyDesk. If you select e.g. the microphone in the drop-down menu, you can ask your partner questions or provide him with comments and instructions via a microphone connected to your computer.
- Output:** This option allows you to set which local audio device is to be used to output the system audio of remote desks when you are in a session. By enabling "**Exclusive audio playback**", you can also set whether only the audio from the remote desk should be played during an AnyDesk session. Your computer's system sound will then be muted.

## "Audio" tab on macOS

The "Audio" tab on macOS contains only the option to activate audio playback.



## "Connection" tab



If your company network requires specific settings in order to allow AnyDesk to communicate with the Internet, they can be configured in this tab. Click on "**Unlock connection panel**" in order to modify the AnyDesk connection settings. Administrative rights are required. You can then make changes to the settings.

**Note:** Please only modify these settings if you know which settings are necessary for your network. If you are unsure, contact your network administrator.

This tab contains the following options:

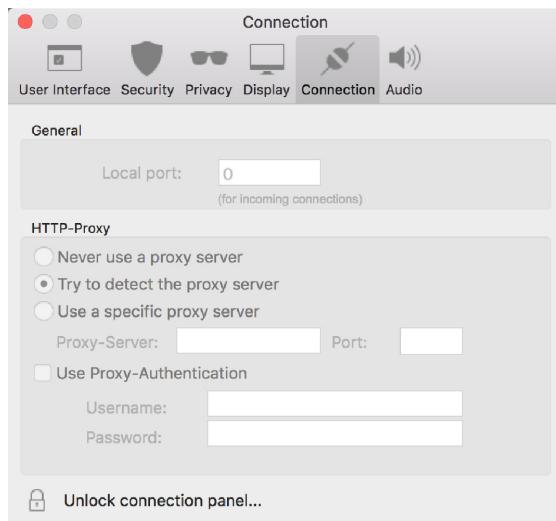
- **General:** These options allow you to set the local port for incoming connections if you have configured a port forwarding rule for your computer. This is not necessary to operate AnyDesk, but it can improve the connection speed.

**Note:** The port set here is used for direct connections. You may also need to enable it on your router.

- **HTTP proxy:** Usually, AnyDesk automatically detects if a proxy server is being used. However, you can also specify that a proxy server should never be used or explicitly enter specific proxy address and login information.

**Note:** Proxy support is limited for AnyDesk. The proxy server must support HTTP CONNECT. AnyDesk currently does not support NTLM authentication or TLS offloading proxies. We are currently working on these limitations.

## "Connection" tab on macOS



The "Connection" tab on macOS contains all the options of the Windows dialog described above.

# 5. License management and the my.anydesk.com portal

## Differences between the AnyDesk licenses

Various licenses are available for AnyDesk that are tailored to the needs of specific user groups. In addition to the complimentary Free license, which is ideal especially for private, non-commercial use, to evaluate the program, or for a single session as a guest, AnyDesk also offers Lite and Professional licenses, both of which are described in more detail in this manual, as well as the Enterprise license, which allows the complete AnyDesk system to be operated in your own network without access to the internet.

The basic features and operation of AnyDesk are mostly identical regardless of the license. The most important differences can be found in the following table.

	<b>Free</b>	<b>Lite</b>	<b>Professional</b>	<b>Enterprise</b>
Free updates	Yes	Yes	Yes	No
Commercial use	No	Yes	Yes	Yes
Desks [32]	1	1, additional available for purchase	Unlimited	Unlimited
No. of simultaneous sessions [32]	1	1	1, additional available for purchase	Unlimited
PowerUser option [33]	No	No	Available for purchase separately	Yes
Transmission of audio and video	Yes	Yes	Yes	Yes
File transfer	Yes	Yes	Yes	Yes
AnyDesk alias [7]	No	Yes	Yes	Yes
Custom namespace [33]	No	No	Available for purchase separately	Yes
Session logging [37]	No	No	Yes	Yes
REST interface [45]	No	No	Yes	Yes
Admin features	No	No	Yes	Yes
Custom client [40]	No	No	Yes	Yes
AnyDesk network appliance	No	No	No	Yes

## Desks and sessions

In the license management of AnyDesk, a distinction is made between desks, on which an AnyDesk license can be operated, and sessions, which can be held with an AnyDesk license.

**Desks:** The maximum number of desks that is included in your license specifies how many computers you can enable AnyDesk on at the same time with your license key. For example, if you have ten employees that will be operating AnyDesk on your system, then you need ten desks.

**Sessions:** The number of sessions indicates the number of AnyDesk sessions that can be operated at the same time using your license. The sessions belonging to a license can be used by all of the desks associated with your license. Example: If you have a Professional license with four additional sessions (five total), then one desk can have five concurrent sessions open. Alternatively, five desks can each have one session open (or any number of other combinations with a total of 5 concurrent sessions).

## PowerUser option

When the need for sessions varies or is difficult to predict, AnyDesk offers the PowerUser option, which can be purchased separately for Professional and Enterprise licenses. This changes the number of purchased sessions into active desks. Each of these active desks can in turn operate an unlimited number of sessions at the same time. Hence, for example, if you purchase AnyDesk Professional with three sessions and the PowerUser option, you can open an unlimited number of sessions on three desks at the same time.

Feel free to contact our sales department at [sales@anydesk.com](mailto:sales@anydesk.com) for more information on the PowerUser option.

## Case examples

- **Maintenance on the company network:** As an administrator, you can control an unlimited number of computers in a pool at the same time from one desk with the PowerUser option, in order to, for example, install updates or software that require your intervention at several points.
- **Presentations:** With the PowerUser option, you can give presentations or webinars [42] with any number of participants that are all connected to your desk at the same time.

## Custom namespace

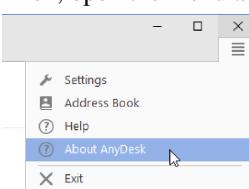
Normally, for each commercial license, you have one chance to select an alias that needs to end in "@ad". When doing so, you must select a unique alias that has not been used by others before. Once an alias in the namespace "@ad" has been changed, the old alias will be lost forever and can no longer be selected by you or anyone else. However, AnyDesk Professional customers have the option of contacting our sales department at [sales@anydesk.com](mailto:sales@anydesk.com) to purchase a custom ending — called a namespace. This makes it possible to choose your own custom aliases that end in your custom namespace, e.g. "@yourcompany". Moreover, you can then change the alias of a computer as often as you like. Aliases that have already been used can then also be reused if they are transferred from one computer to another.

**Note:** Please note that the namespace is associated with your license and can only be used on your own computers. You cannot assign your customers an address in your namespace.

## Linking and using an AnyDesk license

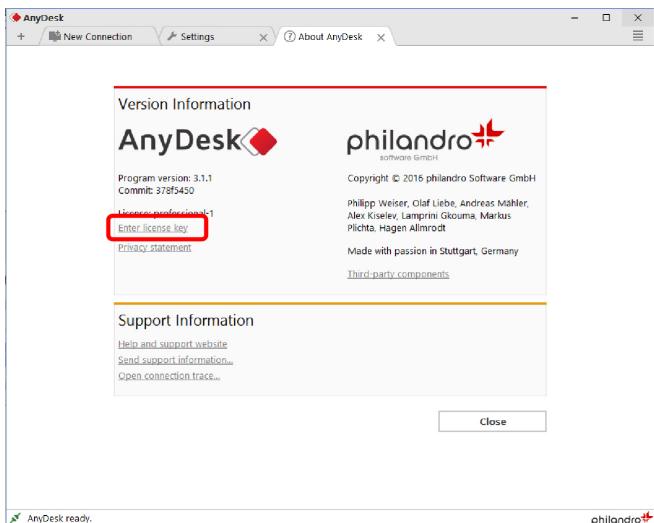
In order to use a Lite or Professional license for AnyDesk, you must first purchase a license key. Follow these steps to do so:

1. Go to the website [anydesk.com](http://anydesk.com).
  2. Click on "Order now" and purchase the license that meets your requirements.
- After the purchase is complete, the login details for your AnyDesk license will be sent to the e-mail address you entered.
3. Log in using the login details at <http://my.anydesk.com> in order to access your license key.
  4. Then, open the menu at the top right of the program window and select the option "**About AnyDesk**".



A window will open with information regarding your software version and license.

## 5. License management and the my.anydesk.com portal



5. In this window, click on "Enter license key".
6. Copy your license key from your user area into the box that now appears.
7. Close the window by clicking on "OK".

Your AnyDesk installation is now linked to your license.

**Note:** Please do not forget to change your password at [my.anydesk.com](http://my.anydesk.com).

## The my.anydesk.com Portal

**Note:** With the Lite license for AnyDesk, you are provided with only a highly simplified portal area, which only contains information about your license.

The AnyDesk online portal can be accessed using a web browser at <http://my.anydesk.com>. Log in using the e-mail address and password you received from us via e-mail.

## License

The portal will initially display the " License" tab.

## 5. License management and the my.anydesk.com portal

The screenshot shows the 'License' tab selected in the top navigation bar. The main content area is divided into sections: 'Customer' (Customer No.: K23B69766630), 'License' (Name: professional-1, Expiration Date: 31.03.2017 10:22:06, Max seats: ∞, Max sessions: 4, Max session length: ∞, Poweruser Option: Yes, License key: [redacted], Namespace: (none)), 'Seats' (Connected: 2, Online: 2), and 'Sessions' (Active sessions: 0). On the right, there is a watermark of the Brandenburg Gate in Berlin. At the bottom, it says 'Made with passion in Stuttgart, Germany ~ Copyright © 2016 philandro Software GmbH'.

- **License:** In this tab, you will find all information about your current AnyDesk license:
  - **Name:** Name of your license.
  - **Expiration date:** The validity of your license. If you selected the Flex subscription, your license will renew automatically each year.
  - **Max seats:** The maximum number of desks that can use this license.
  - **Max sessions:** The maximum number of sessions that can be conducted at the same time. These can be conducted on one or multiple desks that are linked to your license.
  - **Max session length:** Limit for the duration of a session (where applicable).
  - **License key:** License key for your license that needs to be entered in AnyDesk.
- **Namespace:** You have the option of purchasing a custom namespace, e.g. @yourcompany, instead of using the standard namespace (@ad). With a custom namespace [33], you have the option of assigning @yourcompany aliases to your desks. All of your AnyDesk aliases will then have the ending @yourcompany and can be easily recognized as your employees. This is where you can see whether your license includes a namespace.
- **Seats:** This is where you can see how many desks your AnyDesk license is already connected to ("Connected") and how many of these desks are currently using AnyDesk ("Online").
- **Sessions:** This is where you can see how many AnyDesk sessions are currently open. Note that a desk – if permitted by your license – can also have multiple sessions open at the same time. The maximum number of all sessions can be found further above in the "License" area.
- **User Manual:** On the top left, you will find the option to open this user manual in PDF format.
- **Contact Support:** Similarly, you will also find the option to go directly to the Support tab [39] of the portal settings on the top left.

## 5. License management and the my.anydesk.com portal

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Furthermore, you can also create your own custom client in the "License" area. Further details on this option are provided in a separate section after the section on portal options [40].

## Clients

The client overview can be found under the "**Clients**" tab. In this tab, you will see all desks that have been linked with the AnyDesk license so far.

ID	Alias	Online
AnyDesk ID1	AnyDesk Alias1	0d 9h 33m 34s
AnyDesk ID2	AnyDesk Alias2	0d 1h 37m 26s

The following information can be found here:

- **ID:** The AnyDesk number of the desk.
- **Alias:** The AnyDesk alias of the desk.
- **Online:** How long the desk has been online.

## Details

Click on the magnifying glass to see more details about that particular desk.

Client Details	
ID:	122780912
Alias:	Alias@ad
Online:	0d 9h 41m 32s
AnyDesk version:	2.3.6

This is where you will see the following additional information:

- **Alias:** You can change the alias by entering a new alias and clicking on "Change". Changing the alias in the namespace "@ad" can only be done once. Please note that can only modify the part in front of the namespace (default "@ad"). An alias may not contain any special characters or capital letters. When you change your alias, the old alias will be permanently disabled and neither you nor anybody else will be able to use it again.

**Note:** If you use a custom namespace, you can change the alias as often as you like. In this case, old aliases can also be used again.

- **AnyDesk version:** This is where you will see the version number of the AnyDesk program file that is currently running on the desk.
- **Last sessions (only Professional license):** This is where you can view past sessions that were held on this desk (see below).

## CSV export

You can export your client list as a CSV file; e.g. to import the data into your client billing system.



## Sessions (AnyDesk Professional only)

The session overview is only available with a Professional license. It can be found under the "**Sessions**" tab.

A screenshot of the AnyDesk portal interface. At the top, there is a navigation bar with tabs: "License", "Clients", "Sessions" (which is highlighted with a red box), and "Logout". Below the navigation bar, the title "Sessions" is displayed. On the left, there is a sidebar with a "Sessions" section and an "Export to CSV" button. The main content area shows a table of session logs. The table has columns: From, To, Start, End, and Duration. Each row contains a magnifying glass icon followed by session details. The data in the table is as follows:

	From	To	Start	End	Duration
1	Your AnyDesk ID (youralias@ad)	AnyDesk ID yourpartner@ad	24.02.2017 10:12:35	24.02.2017 10:24:16	0d 0h 11m 41s
2	Your AnyDesk ID (youralias@ad)	AnyDesk ID yourpartner@ad	24.02.2017 09:41:37	24.02.2017 10:12:21	0d 0h 30m 44s
3	Your AnyDesk ID (youralias@ad)	AnyDesk ID yourpartner@ad	24.02.2017 09:16:30	24.02.2017 09:16:42	0d 0h 0m 12s
4	Your AnyDesk ID (youralias@ad)	AnyDesk ID yourpartner@ad	24.02.2017 08:35:18	24.02.2017 08:35:32	0d 0h 0m 14s
5	Your AnyDesk ID (youralias@ad)	AnyDesk ID yourpartner@ad	24.02.2017 07:39:55	24.02.2017 07:39:57	0d 0h 0m 2s

In this tab, you can view all sessions that were held with the desks linked to your license.

The following information is displayed:

- **From:** The computer whose screen was shared.
- **To:** The computer that received the shared screen.
- **Start:** Beginning of the session.
- **End:** End of the session.
- **Duration:** Duration of the session.

Click on the magnifying glass to see more details about a single session. At first glance, this information is no different from the general overview, but it also offers the option of displaying information on individual participants by clicking on the AnyDesk number of a participant.

## Details

Click on the magnifying glass to see more details about a single session. At first glance, this information is no different from the general overview, but it also offers the option of displaying information on individual participants by clicking on the AnyDesk number of a participant.

## Data transfer

You can also export your session overview as a CSV file; e.g. to import the data into your client billing system.



## Settings

To access the portal settings, click on your user name at the top right.

## User

The portal settings initially displays the "**User**" section. This is where you can configure user-specific settings.

## 5. License management and the my.anydesk.com portal

The screenshot shows the 'Settings' page of the AnyDesk portal. At the top, there are navigation links for 'License', 'Clients', and 'Sessions'. On the right, it shows 'Logged in as your.ID@anydesk.com' and a 'Logout' link, both of which are highlighted with a red box. The main content area contains three sections: 'Change password', 'Change language', and 'Change time zone'. Each section has input fields and a 'Change' button.

- **Change password:** This is where you can replace the password you were sent with your own password. To do so, first enter your old password, then confirm your new password by entering it twice. Finally, click on "Change".
- **Change language:** This is where you can set the language of the portal.
- **Change time zone:** This option allows you to choose the time zone in which you are located. This is important so that the correct times are displayed in the Session overview (AnyDesk Professional only) [37].

### CSV export

In the "CSV export" section, you can modify the date format for the CSV exports which you can perform in the following areas: "License", "Clients" and "Sessions" (AnyDesk Professional only).

The screenshot shows the 'Settings' page of the AnyDesk portal. The 'CSV-Export' option in the sidebar is highlighted with a red box. The main content area shows a 'Change date format' section with three options: 'UNIX timestamp' (e.g. 143791000), 'Canonical' (e.g. 2015-07-26 12:27:03), and 'Localized' (e.g. 26.07.2015 00:00:00). A 'Change' button is at the bottom of the box.

You can select between:

- UNIX timestamp (e. g. 143791000)
- Canonical (e. g. 2015-07-26 12:27:03)

## 5. License management and the my.anydesk.com portal

- Localized (e. g. 26.07.2015 12:27:03)

### Support

In the "Support" section, you can send a support request.

The screenshot shows the 'Settings' page of the AnyDesk web interface. At the top, there are navigation links: 'License', 'Clients', 'Sessions', 'Logged in as your.ID@anydesk.com', and 'Logout'. Below these, the 'Settings' section is titled 'Support Message'. A note says: 'Please use this form to describe your problem in Detail. If you have a problem with the AnyDesk software, please tell us your AnyDesk version and your operating system. Support messages sent through this form will be prioritized by our support staff.' On the left, a sidebar menu lists 'User', 'CSV-Export', 'Support' (which is highlighted with a red box), 'Automatic Payment' (also highlighted with a red box), and 'Invoices'. The main area contains fields for 'Subject:' and 'Message:', both with placeholder text 'Type your message here...'. A 'Send' button is at the bottom right.

To do so, fill out the online form and click on "**Send**". Alternatively, you can also send an e-mail to **support@anydesk.com**.

### Automatic Payment

In the section "**Automatic Payment**" , you can view the current payment method for your license and modify it if necessary.

The screenshot shows the 'Settings' page of the AnyDesk web interface. At the top, there are navigation links: 'License', 'Clients', 'Sessions', 'Logged in as your.ID@anydesk.com', and 'Logout'. Below these, the 'Settings' section is titled 'Automatic Payment'. It states: 'Automatic Payments are currently disabled.' and provides a link 'Change or update payment method'. On the left, a sidebar menu lists 'User', 'CSV-Export', 'Support', 'Automatic Payment' (highlighted with a red box), and 'Invoices'. The main area has two buttons: 'Credit Card' and 'Disable'.

To modify the payment method, click on "**Change or update payment method**".

The screenshot shows a confirmation dialog box. It has two buttons: 'Credit Card' and 'Disable'. Below the buttons, a message reads: 'Automatic payments will be disabled. You have to log in and pay each invoice separately.' At the bottom are 'Cancel' and 'OK' buttons.

## 5. License management and the my.anydesk.com portal

In this section, you will find all details on the payment method currently agreed upon, and can e.g. enter a credit card as a payment method.

### Invoices

In the "Invoices" section, you will be able to access all your AnyDesk bills.

The screenshot shows the AnyDesk web interface. At the top, there are tabs for License, Clients, and Sessions. On the right, it says "Logged in as your ID@anydesk.com" and has a "Logout" link. Below these, a "Settings" section is visible. On the left, a sidebar menu includes "User", "CSV-Export", "Support", "Automatic Payment", and "Invoices", with "Invoices" highlighted by a red box. The main content area is titled "Invoices" and contains a message: "You can review your invoices here." Below this is a table header with columns: Invoice No., Date, Net Total, Gross Total, Outstanding, and Status.

### Customize AnyDesk (custom client; only AnyDesk Professional and Enterprise)

If you have a Professional or Enterprise license, you can create your own customized version of AnyDesk — a custom client. This can, for example, be offered to your customers for download on your own company website in order to streamline your customer service processes.

1. To do this, log into the [myanydesk.com](#) portal, click on the "License" tab, and then on "Customize AnyDesk".

A configuration menu will open for your custom client.

The screenshot shows the "Customize AnyDesk" configuration page. At the top, there are tabs for License, Clients, and Sessions. On the right, it says "Logged in as your ID@anydesk.com" and has a "Logout" link. The main content area is titled "Customize AnyDesk". It includes sections for "Program type" (Operating System: Windows, Incoming and outgoing connections selected), "Options" (Allow installation, Request elevation on startup (UAC), Allow connections in the background, Show AnyDesk-ID instead of Alias, Disable settings, Assign to license), "Logo" (Search... and Upload buttons, No file selected), and "Generate" (Download AnyDesk button). To the right, a preview window shows a customized AnyDesk application window with "This Desk" and "Remote Desk" sections, and a preview of the desktop environment.

2. **Select program type:** Select an operating system for your custom client here. You can select between: **Windows, Windows (MSI), Linux** (32 bit or 64 bit) and **macOS**. The option **Windows (MSI)** creates a Microsoft Installer Package (.msi) that automatically launches the installation of the program.
3. **Specify connection types:** Subsequently, you can specify whether your custom client is able to make both incoming and outgoing connections or only incoming connections, e.g. as a module for your customers, or only outgoing connections, e.g. as a module for your customer service.
4. **Select other options (only for .exe files):** For .exe files, you can also specify whether your custom client can be installed and whether administrator privileges are to be requested directly on startup (via a dialog).
5. **Enter program name (only for .msi files):** This is where you can enter the name of your custom client. This appears as a folder name in the Start menu and is required for the uninstall feature. We recommend using your company name or a unique abbreviation.
6. **Upload logo:** This is where you can specify a separate logo for the output file, e.g. your company logo, that will appear in the user interface instead of the AnyDesk logo.
7. Click on "**Download AnyDesk**".

Once the file has been generated, it is automatically downloaded. You can now use it without restrictions, offer it on your website for download and distribute it to your customers.

# 6. Advanced topics

This section will cover a number of special AnyDesk topics. These topics are intended for advanced users and administrators.

## Shortcuts

The following keyboard shortcuts can be used for operating AnyDesk. To execute the appropriate command, press the keys "Ctrl + Alt + Shift" and then the key from the table:

Shortcuts:	Command
Ctrl + Alt + Shift + 1...9	Select tab (number corresponds to the position of the tab)
Ctrl + Alt + Shift + Enter	Switch fullscreen on/off
Ctrl + Alt + Shift + C	Open chat menu
Ctrl + Alt + Shift + S	Switch audio transmission on/off
Ctrl + Alt + Shift + I	Switch user input on/off
Ctrl + Alt + Shift + P	Take screenshot
Ctrl + Alt + Shift + M	Show/hide remote cursor
Ctrl + Alt + Shift + F3	View mode " <b>Shrink</b> "
Ctrl + Alt + Shift + F4	View mode " <b>Auto-adapt resolution</b> "
Ctrl + Alt + Shift + Del	"Ctrl + Alt + Del"

Switch to fullscreen mode by double-clicking on a screen tab with the mouse.

## Presentations and webinars

You can also use AnyDesk for presentations and webinars. To do so, you will share your desk with all participants of your presentation. You have two options here:

- **Presentation via AnyDesk address:** Share your AnyDesk address with all participants and inform them of the time at which you expect to receive their (connection) requests.
- **Presentation via switching sides:** Gradually connect with all the presentation participants from your desk and then use the menu to switch sides (Option "**Switch sides**"). The presentation participants will then be able to view your desk. This option is especially useful if the participants use a custom client [40] that only supports inbound connections.

**Note:** Please note that the number of presentation participants may be limited to the number of sessions included with your license. You can remove this restriction by purchasing the PowerUser option through our sales department.

**Tip:** You can record presentations with any screen recording software, allowing you to view presentations again at a later time or use them elsewhere.

## Audio transmission

If you would like to comment on your presentation during a session, follow these steps:

1. First, connect a microphone to your desk and activate it as a recording device.
2. Now go to your system's sound settings and enable the microphone as the playback source.

3. Then either turn your speakers off or use headphones to prevent feedback.
4. Enable audio transmission in AnyDesk under "Settings" > "Audio" > "Transmission" > "Select device" and select your microphone.

Your comments should now be transmitted.

## Support for systems without Aero

When accessing computers with Windows 7 and XP, significant delays during transmission may be experienced with AnyDesk. (This happens on Windows 7 only if Aero is switched off due to old graphics hardware.) Outdated graphics hardware is also often installed on Windows Servers. In these cases, we recommend using a mirror driver for AnyDesk.. It can be downloaded at: <http://www.demoforge.com/dfmirage.htm>

**Note:** If Aero is enabled, you should only use the mirror driver if your system experiences problems.

## Command line interface

Certain features of AnyDesk can also be controlled via the Windows command line, for example, as an administrator to execute automatic AnyDesk commands on multiple computers simultaneously from a script.

**Note:** We strongly recommend that only experienced users make use of the command line.

The following commands are available:

Parameters	Description
--control	Starts an instance of AnyDesk which generates an entry in the icon tray. With this command option, AnyDesk creates a reference in the Start menu startup folder during installation. Among other things, this process is responsible for synchronizing the clipboard.
--start-service	Starts the AnyDesk system service if it has not already started [44].
--with-password	Reads a password from <code>stdin</code> and connects to the address specified on the command line [44].
--set-password	Sets a password that is read from <code>stdin</code> . [44].
--get-alias	Writes the current alias to <code>stdout</code> [43].
--get-id	Writes the current AnyDesk number to <code>stdout</code> [43].
--get-status	Outputs the network status of AnyDesk (online or offline).
--register-license	Reads a license key from <code>stdin</code> and registers this in the installed version of AnyDesk. [44]
--silent	This parameter prevents AnyDesk from displaying dialogs. This is useful if AnyDesk is being used from scripts.
--plain	Generates a main window with no shading, frame or other decorations.

Pipes must be used for some commands. In almost every script language, there is a pipe interface for `stdin` and `stdout`. Refer to the documentation of the programming language for further information.

## Output alias and number

The following commands output the AnyDesk alias and number of the currently installed and running instances of AnyDesk:

```
anydesk --get-alias
```

```
anydesk --get-id
```

AnyDesk writes the information to `stdout`. For this feature, the service must be running. If this is not the case, then `SERVICE_NOT_RUNNING` will be output and a nonzero exit code is returned. If AnyDesk is not installed on the system, then it must first be started.

## Start AnyDesk system service

The AnyDesk system service can be started with the following command:

```
anydesk --start-service
```

Administrator rights are required for this command.

## Connect with password

The following command connects to the computer `alias@ad` with the password `password`:

```
echo password | anydesk alias@ad --with-password
```

## Set password

For security reasons, you cannot set a password directly from the command line. Instead, a pipe is used. Use the following command:

```
echo password | anydesk.exe --set-password
```

Administrator rights are required for this command.

## Register license key

You can enter a license key via the command line for the current AnyDesk installation. For this, the service must be running. The command is:

```
echo license key | anydesk.exe --register-license
```

## Automatic execution (script/MSI)

You can define an automatic execution process for AnyDesk. AnyDesk can be installed by a script with the following command:

```
anydesk.exe --install <location> --start-with-win
```

**Important:** `<location>` must be a valid installation path, e.g. `c:\anydesk`. Currently, AnyDesk must be started with Windows.

The following parameters are available after `--install --start-with-win`:

Parameter	Description
<code>--remove-first</code>	Perform update or replace existing installation
<code>--create-shortcuts</code>	Create Start menu item
<code>--create-desktop-icon</code>	Create shortcut on the Windows desktop
<code>--silent</code>	Do not start AnyDesk after installation and do not display error messages.

The installation must be started as a user with administrator rights. Under "Create custom client" [40], you can find out how custom MSI files can be created.

## Set automatic password after installation

For security reasons, you cannot set a password directly from the command line. Instead, a pipe is used. To specify a password for an instance of AnyDesk that has already been installed, use the following command:

```
echo password | anydesk.exe --set-password
```

`password` is the password that you would like to set.

## Uninstall AnyDesk

You can uninstall AnyDesk with the following command:

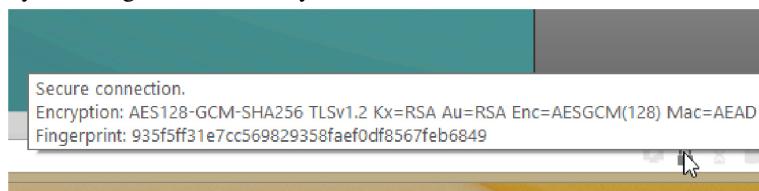
```
anydesk.exe --uninstall
```

Administrator rights are required for this command.

## AnyDesk and security

Security is extremely important during screen sharing. AnyDesk uses encryption based on TLS1.2, an encryption technology that is also used in online banking. Both sides of a connection are cryptographically verified. It is therefore not possible for a third party to impersonate you by using your AnyDesk number.

During the transmission, you can see your current encryption mode, verification status and fingerprint of the client by hovering over the lock symbol in the status bar with the mouse.



Each connection is automatically secured with at least AES 128-bit encryption in GCM mode. Licensed versions of AnyDesk use even stronger forms of encryption.

## AnyDesk Enterprise

For the highest level of security, create your own autonomous AnyDesk Enterprise network. This way, unencrypted data never leaves your company's DMZ. You can also specify the encryption method yourself. Contact our sales department at the e-mail address [sales@anydesk.com](mailto:sales@anydesk.com) for more information.

**Note:** *AnyDesk Enterprise is particularly interesting for customers who are not permitted to use any software on their computers which exchanges data with third-party servers.*

## REST interface (AnyDesk Professional only)

With the REST interface, you can programmatically (e.g. for automatic accounting) access all data that can also be viewed via [my.anydesk.com](http://my.anydesk.com). Please contact our sales department if you would like to obtain your REST login details, the interface documentation, and a sample program.

---

# 7. Help

## Customer service

AnyDesk maintains direct contact with its customers. We are always open to ideas and are happy to provide assistance if you experience problems. Hence, we have set up a customer area on our website. You can find it at: [support.anydesk.com](https://support.anydesk.com)

On this website, you will find the following areas:

- **Ideas from the community:** Customer suggestions for further improvement of AnyDesk. Here, you can vote on ideas and join in the discussion on how to make AnyDesk even better. We would also be happy to hear about your own ideas.
- **Knowledge base:** You are not alone with your questions on AnyDesk. Our knowledge base contains easy-to-understand answers to many frequently encountered issues. If you have a question, it may offer a quick way to find an answer.
- **Contact form:** Were you unable to find a solution to your problem? Use the contact form under "**Contact us**" to contact us directly. If you are a customer, we recommend submitting a support request via [my.anydesk.com \[39\]](https://my.anydesk.com)

## FAQ

In this section, you will find answers to some of the most frequently asked questions and issues that may arise when using AnyDesk.

### Can I offer AnyDesk for download on my website?

You are welcome to offer AnyDesk for download to your customers on your website. The best way would be to create a direct link to [anydesk.com/download](https://anydesk.com/download). This way, your customers will always have access to the latest version.

### Are updates included with AnyDesk licenses?

With AnyDesk, you can always use the latest program for free. Once an update for AnyDesk is available, it can be downloaded and installed for free. This allows you to ensure that you and your customers always have the latest version. Also, there are no artificial incompatibilities between versions.

*Please note, however, that "AnyDesk Lite" and "AnyDesk Professional" may have limited contract periods. If a contract is not extended, you will only have access to the latest version of AnyDesk Free. You are then no longer allowed to use it for commercial purposes.*

### Is there a way to remove the restriction on simultaneous sessions?

Normally, you can only operate the number of sessions that your AnyDesk license allows. For the Free and Lite licenses, this is just one; for a Professional license, more sessions may be permitted. For some customers, it is more practical to simply purchase an unlimited number of sessions per desk than having a set number of concurrent sessions. This is possible with AnyDesk's PowerUser option [33]. Contact our sales department at the e-mail address [sales@anydesk.com](mailto:sales@anydesk.com) to find out how to enhance your Professional license with the PowerUser option.

*Please note that by purchasing the PowerUser option, the number of sessions purchased is turned into active desks. This means that the number of desks that benefit from the PowerUser option depends on how many sessions you purchased for your AnyDesk Professional license.*

## Do I need to constantly be at my computer to enable access?

With the default settings, you always have to personally accept an access request in AnyDesk. This way, no one can access your computer via AnyDesk without you knowing. Now and again, however, you may not be at your computer for an extended period of time and would like to give a technician the ability to access your computer at any time while you are away. Of course, you can also access your computer yourself; e.g. accessing your work computer while at home. To do so, you can access your computer using a password:

1. Select the option "**Settings**" in the menu and open the "**Security**" tab.
2. Then click on "**Enable security settings**".
3. Now, under "**Unattended access**", select the option "**Allow unattended access**".
4. Under "**Password**", enter a secure password. We recommend using at least 20 characters.

**Note:** *We strongly recommend that you only enable the password feature for individual sessions and set a custom password for each session.*

## Can I transfer files with AnyDesk?

When you remotely control a computer, you can transfer files via the clipboard. For this, it is important that the clipboard function is enabled on both computers. If so, proceed as follows to transfer files:

1. Copy the file that you would like to transfer by, for example, marking it and pressing "Ctrl + C" on your computer's keyboard.
2. On the other desk, navigate to the location where you would like to paste the file.
3. Paste the file, for example, by pressing "Ctrl + V".

**Note:** *When AnyDesk is installed, the AnyDesk symbol must be running in the icon tray in order to use the clipboard (file transfer) [44].*

## Can I keep my AnyDesk number or my AnyDesk alias when reinstalling the system?

Your alias is saved under the following path: %programdata%\AnyDesk\service.conf. This file can be backed up before reinstalling the operating system and copied back to the same location after AnyDesk has been reinstalled if you would like to keep your alias. In order to copy and paste this file, the AnyDesk system service must be terminated.

**Important:** *Ensure that this file is stored safely and that third parties are not able to access it. It is theoretically possible for anyone who has that file to impersonate you.*

## Can I use AnyDesk with Windows Terminal Server?

AnyDesk currently supports Windows Terminal Server with limitations. If you would like to connect AnyDesk to terminal sessions, then AnyDesk may not be installed on the terminal server, but instead needs to be started as a portable version in the respective terminal session.

**Note:** *If you install AnyDesk on your terminal server, the respective terminal session will not be transmitted, but instead the administrator's desktop.*

## Which ports does AnyDesk use?

AnyDesk uses the ports 80 (HTTP) or 443 (HTTPS). For direct connections, the port 7070 is used. You may also need to enable it on your router. If this is not possible, you can use the menu option "**Settings**" > "**Connection**" > "**General**" to specify another port in AnyDesk that you then need to enable on your router.

## Known solutions

### Transmission is too slow. What can I do?

- AnyDesk runs fastest in fullscreen mode. If you are not currently operating AnyDesk in this mode, you can enable it during a session in the menu "**Display/Quality**" under the option "**Fullscreen mode**".
- The display speed also depends on the graphics card used. In the menu under "**Settings**" > "**Display**" > "**Hardware acceleration**", you can change the mode used to see if a different setting works better for you.
- We also recommend operating AnyDesk without other programs running. In particular, applications that also access the Internet or network can lead to slower transmission.
- Also check if you might need to use the mirror driver [43] if your system uses Windows 7 without Aero or Windows XP, or if you are running AnyDesk on a Windows Server system.

### AnyDesk is slow despite LAN connection

It may happen that AnyDesk does not recognize a LAN or direct connection and that transmission is conducted via the Internet. For direct connections, you will see a small symbol  in the status bar. If it is not active, end the session and try again. If you are unable to resolve the problem, please send us the AnyDesk log files from both LAN clients.

*Please note that installing AnyDesk generally helps to better recognize connections in a LAN. Also check if you might need to use the mirror driver [43] if you are using an older version of Windows.*

### Synchronization of the clipboard is not working correctly

Problems may sometimes occur with the functioning of the clipboard. If so, please check if the following might be the cause:

- Third-party programs that monitor the clipboard, e.g. password managers, may conflict with AnyDesk. Temporarily disable these programs if possible.
- The process that generates the AnyDesk icon in the icon tray is also responsible for the clipboard. Check whether the symbol appears correctly. If not, reinstall AnyDesk. Some cleaning programs for the system automatically remove AnyDesk from the Quick Launch.
- In AnyDesk, the use of the clipboard can be disabled by either party. In the menu or in the connection window, check whether all permissions have been correctly granted.

If none of these tips help you to solve the issue, please contact our customer service [46].

### Cursor displays a "forbidden" symbol



Occasionally, the cursor will display a forbidden symbol during transmission. You will then also be unable to control the remote desk. This may be due to the following reasons:

- Permissions missing: AnyDesk does not have permission to control a selected application. In this case, install AnyDesk or launch it as an administrator on the remotely controlled system. Customers with a Professional license can also create a custom client [40] that automatically requests administrator privileges.
- The user of the remote desk takes precedence: If the remote user moves the mouse, you will not be able to control it for a short period.
- Connection window: You are unable to change the options in the connection window of the remote desk.

## Problems in Windows Vista Home Edition

In certain cases, AnyDesk may sometimes crash or experience startup problems in the Home Edition of Windows Vista. If this happens, open the properties of the AnyDesk shortcut and select "**Compatibility mode for Windows XP**".

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