

Splashtop Remote Support Features

Key Features
Unlimited technicians
Unlimited concurrent sessions
Fast remote access with HD quality
Remotely access computers and servers running Windows XP/7/8/10, Windows Server 2003, 2008, 2012, 2016, 2019, macOS 10.10+, native support for Apple Silicon (M1,M2), Linux Ubuntu Desktop 16.04, 18.04, and 20.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31
Remotely access unattended Android devices
Remote from Windows, Mac, iOS, Android, and Chrome browser
Web console for computer and user management
Unattended support
Logging of connections, file transfers and management activity
Computer and User grouping
Define super admins, admins, group-specific admins and members
Group permissions
User management
256-bit AES encryption
View computer status, inactive time, streamer version
Two-step verification
Lock remote screen
Blank remote screen
View-only Mode - Select “View Only” in the session toolbar during a remote access session to only view activity and annotate the remote computer screen, but not remotely control it
Require Windows or Mac password
Request permission upon connection
Device authentication
Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese
Productivity Features
File transfer (in-session and outside session including drag-and-drop file transfer and Windows copy/paste file transfer)
Remote print
Chat (in-session and outside session)
Session recording
Multi-monitor support (multi-to-one and multi-to-multi)
Share technician desktop
Remote wake (Wake on LAN)
Remote reboot
Audio
Two team members can remote into one machine
Whiteboard - annotate the remote computer screen from iPad and Android tablets
Attended support for on-demand access to Windows and Mac computers (1 concurrent user and session)
Access RDP Session
Priority technical support
Endpoint Security
Purchase, track and manage Bitdefender Security Tools Antimalware through your Splashtop web console
View protection status for Windows computers running Bitdefender, Windows Defender, Kaspersky and other endpoint security solutions
Monitoring and Management Features
Background actions - Task manager, registry editor, device manager, service manager
Configurable Alerts - Monitor computer status, software installation, memory usage, and more
Windows Update Management - View available updates, install updates, schedule updates
System Inventory - View and compare snapshots. Change logs. Download computer system hardware and software inventory reports
Event Logs - Get quick access to a computer's Windows event logs in the Splashtop web console
Remote Command - Send command line or terminal commands to a remote Windows or Mac computer’s command prompt in the background.
1-to-Many Actions - Simplify endpoint management by instantly executing or scheduling tasks to multiple endpoints simultaneously. Includes mass deployment software install, remote command, script execution, system reboot, file transfer, and Windows updates
End-user Remote Access - Create up to 50 end-user accounts and give those users remote access to their computers that are managed under your account

Learn more about Splashtop Remote Support and try it free at www.splashtop.com/products/remote-support