

Key Features
Licensed per concurrent user
10 concurrent remote access sessions
Attended/quick support for on-demand access to unmanaged Windows or Mac computers with a 9 digit access code
Attended support to remotely view iOS (11 and later) and Android (5 or later) screens
Remotely access and control Samsung, LG and Lenovo devices as well as Android devices running Android 8 or later, such as Asus, Essential, Google Pixel, OnePlus, HTC, Huawei, Honor, Motorola, Nokia, OPPO, Sony, Xiaomi, and ZTE <small>(Support for accessing devices from Blackberry, Bluebird, Calamp, CipherLab, Honeywell, Intermec, Janam, NextGen, Panasonic, Sonim, Unitech, Zebra is available in our "Splashtop for Rugged &amp; IOT" solution, sold separately)</small>
Fast remote access with HD quality
Remotely access computers and servers running Windows XP/7/8/10, Windows Server 2003, 2008, 2012, 2016, 2019, and macOS 10.10+, native support for Apple Silicon (M1,M2,M3,M4)
Web console for device and user management
Logging of connections and activity
Define super admins, admins, group-specific admins and members
User management
Reboot and reconnect during attended support session
Create a custom branded SOS app for Windows and Mac with your logo, text, colors
256-bit AES encryption
Two-step verification
Lock keyboard and mouse on remote computer
Connect as Admin option to fully interact with UAC and perform privileged operations
Require Windows or Mac password option
Request permission upon connection
Device authentication
Chat (in-session)
Session recording
File transfer (including drag-and-drop file transfer and Windows copy/paste file transfer)
Multi-monitor support (view one at a time, multi-to-one, or multi-to-multi)
Share technician desktop
Audio
Two technicians can remote into one machine
Whiteboard - annotate the remote computer screen from iPad and Android tablets
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
Launch a remote session from within your incident, ticket or chat. Works with Zendesk, Freshservice, Freshdesk, Autotask PSA, Spiceworks Helpdesk, Salesforce and Microsoft Teams
Automatically log remote session details back in the ticket after session is completed
Initiate a voice call to the end-user during the remote access session
Priority technical support
Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese
Additional features for unattended access
Access up to 10 or 300 unattended computers per license, based on your selected plan. Each license gives access to additional unattended computers (e.g with 2 licenses, 2 techs can access 20 or 600 computers)
Remotely access unattended computers, servers, devices running Windows 7/8/10/11, Windows Server 2012, 2016, 2019, macOS 10.10+, native support for Apple Silicon (M1,M2, M3, M4) Linux Ubuntu, Desktop 16.04, 18.04, and 20.04, 22.04, 24.04, CentOS 7 and 8, RHEL 7.3 - 8.1, Fedora 33 - 37
Computer and User grouping
Group permissions
View computer status, inactive time, streamer version
Remote print
Blank remote screen
File transfer outside of a remote access session
Remote wake (Wake on LAN)
Access RDP Session
Remote reboot
Autonomous Endpoint Management (Add-on)
Endpoint policy management: Enforce tailored security and configuration policies, including flexible patching rules like pre-approved versions, ring updates, and automated approvals.
Patch management: Protect against vulnerabilities by automating updates for operating systems and third-party software and having greater control over deployed versions
Proactive alerts and automated remediation: Identify and resolve issues quickly with configurable alerts and automations via smart actions
1-to-many actions: Streamline operations and remediate issues by scheduling or instantly executing tasks simultaneously across multiple endpoints
Background actions: Access diagnostic tools such as task manager, registry editor, device manager, service manager and remote command without interrupting the end-user or starting a remote session
Inventory reporting: Access detailed reports on system, hardware and software inventory for improved visibility, auditing and compliance
Endpoint security dashboard: Centralize endpoint protection with real-time threat detection, automated response, antivirus management for Splashtop AV and others
Dashboard insights: Monitor endpoint health, patch statuses, and compliance through a centralized dashboard with actionable insights and detailed logs.

**Looking for SSO, advanced security and greater manageability? View the [Enterprise feature matrix](#) for details.**

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

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