

Splashtop On-Prem Features



Key Features	Flexible licensing – Choose named end-user licenses and/or concurrent technician licenses	
	End-user License	Technician License
Fast access with HD quality	✓	✓
Remotely access computers and servers running Windows XP/7/8/10, Windows Server 2003/2008/2012/2016, macOS / Mac OSX 10.7 +, Linux	✓	✓
Unattended support (Windows, Mac, Android)	✓	✓
Remotely access mobile device - remote view (iOS, Android 5.0 or later), remote control (Android 5.0 or later with supported add-on, Android 8.0 or later for all IoT/Rugged devices)	✓	✓
Remote from Windows, Mac, iOS, and Android	✓	✓
View computer status, inactive time, streamer version, logged-in user	✓	✓
Multi-monitor support – (multi-to-one & multi-to-multi)	✓	✓
Lock remote screen	✓	✓
Blank remote screen in session	✓	✓
Lock remote keyboard and mouse in session	✓	✓
File transfer (including drag-and-drop file transfer and Windows copy/paste file transfer)	✓	✓
File transfer outside of a remote access session	✓	✓
Remote print	✓	✓
Chat (in-session & outside session)	✓	✓
Session recording	✓	✓
Remote wake (Wake on LAN)	✓	✓
Remote reboot (normal reboot & safe mode reboot)	✓	✓
Audio	✓	✓
Remote command	✓	✓
Two technicians can remote into one machine	✓	✓
Apps available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese	✓	✓
Manageability		
Web console for computer and user management	✓	✓
Group permission	✓	✓
User management	✓	✓
Logging of connections, file transfers and management activity	✓	✓
Active Directory integration	✓	✓
Computer and user grouping	✓	✓
Enable Admin to enforce session recording and upload to a target folder	✓	✓

Security		
On-premise deployment	✓	✓
SSL certificate import	✓	✓
256-bit AES encryption	✓	✓
Two-step verification	✓	✓
Require Windows or Mac password	✓	✓
Request permission upon connection	✓	✓
Attended Remote Support		
Attended/quick support for on-demand access to unmanaged Windows, Mac, Android, and iOS with a 9-digit access code		✓
Reboot and reconnect during attended support session		✓
Connect as Admin option to fully interact with UAC and perform privileged operations during attended support session		✓
Launch a remote session from within your Freshservice ticket		✓
Create a custom branded SOS app for Windows and Mac with your logo, text, colors		✓