# Splashtop Enterprise for Remote Labs Features

![Splashtop]

| Key Features | Flexible licensing - choose concurrent end-user / student licenses and/or concurrent technician licenses | |
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| | End-user / Student License | Technician License |
| Fast remote access with HD quality audio and video streaming | ✔ | ✔ |
| Remotely access unattended computers, servers, devices running Windows XP/7/8/10, Windows Server 2003, 2008, 2012, 2016, 2019, and macOS / Mac OS X 10.7+, Linux Ubuntu Desktop 16.04, 18.04, and 20.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31 | ✔ | ✔ |
| Remotely access and control unattended 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 (Support for accessing devices from Blackberry, Bluebird, CalAmp, CipherLab, Honeywell, Intermec, Janam, NextGen, Panasonic, Sonim, Unitech, Zebra is available in our "Splashtop for Rugged & IOT" solution, sold separately) | ✔ | ✔ |
| Web console for device and user management | ✔ | ✔ |
| Logging of connections and activity | ✔ | ✔ |
| 256-bit AES encryption | ✔ | ✔ |
| Two-step verification | ✔ | ✔ |
| Lock keyboard and mouse on remote computer | ✔ | ✔ |
| Require Windows or Mac password option | ✔ | ✔ |
| Request permission upon connection | ✔ | ✔ |
| Create group-specific admins | ✔ | ✔ |
| 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 My Desktop (share Windows desktop via a web link) | ✔ | ✔ |
| Two users can remote into one machine | ✔ | ✔ |
| Whiteboard - annotate the remote computer screen from iPad and Android tablets | ✔ | ✔ |
| Computer and User group-based 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 for unattended computers | ✔ | ✔ |
| Granular role-based permissions (for remote disconnect, remote reboot, remote Streamer restart, and concurrent remote sessions) and user/user group-based permissions (for file transfer, remote print, copy-paste, and 2FA enforcement) | ✔ | ✔ |
| SSO / SAML Integration - Authenticate through SSO/SAML. Supports Okta, Azure AD, ADFS, JumpCloud, OneLogin, Workspace ONE, G-Suite, TrustLogin, and more | ✔ | ✔ |
| Schedule remote computer access for end-users | ✔ | ✔ |
| Microphone Passthrough - Transmit input via your local microphone to the remote computer as the microphone input (Windows only) | ✔ | ✔ |
| USB Device Redirection - Redirect a USB device (smart card reader, security key, stylus/HID device, or printer) on your local computer to the remote computer. The redirected device works on the remote computer as if it's plugged in directly at that computer (Windows only) | ✔ | ✔ |
| 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 | ✔ | ✔ |
| Purchase, track and manage Bitdefender Security Tools Antimalware through your Splashtop web console | ✔ | ✔ |
| Priority technical support | ✔ | ✔ |
| Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese | ✔ | ✔ |
| **Remote Support Features** | | |
| Attended/quick support for on-demand access to unmanaged Windows or Mac computers, iOS and Android devices with a 9 digit access code | | ✔ |
| Reboot and reconnect during attended support session | | ✔ |
| Create a custom branded SOS app for Windows and Mac with your logo, text, colors | | ✔ |
| Connect as Admin option to fully interact with UAC and perform privileged operations | | ✔ |
| Launch a remote session from within your incident or ticket. Works with ServiceNow, Zendesk, Freshservice, Freshdesk, Autotask PSA and Spiceworks Helpdesk | | ✔ |
| Automatically log remote session details back in the ticket after session is completed | | ✔ |
| Granular user/user group-based permissions for attended access | | ✔ |
| Remote Computer Management - remote command, view Windows event logs, system/hardware/software inventory, Endpoint Security dashboard, and Windows updates management | | ✔ |
| Configurable Alerts - Monitor computer status, software installation, memory usage, Windows event logs, and more | | ✔ |
| 1-to-Many Actions - Simplify endpoint management by instantly executing or scheduling tasks to multiple endpoints simultaneously. Includes System Reboot and Windows Updates actions. Additional 1-to-Many actions for mass deployment, remote command, and script execution are also available. Contact us to learn more and request | | ✔ |
| Improved on-demand support workflow with session invitation link and technician support queue | | ✔ |
| Support channels and technician management - Create support 'channels', group technicians, assign roles and granular session management privileges, transfer support sessions | | ✔ |

Learn more about Splashtop Enterprise for Remote Labs at https://www.splashtop.com/enterprise/remote-labs