

Splashtop Remote Support Features



| Key Features |
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| Licensed per concurrent user |
| 10 concurrent remote access sessions |
| 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) |
| 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 (15 and later) and Android (5 or later) screens |
| Fast remote access with HD quality |
| Remotely access computers, servers, devices running Windows 7/8/10/11, Windows Server 2008 R2, 2012, 2016, 2019, 2022, 2025, macOS 10.13+, 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 |
| 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 |
| Free vulnerability insights: Gain visibility into CVEs and KEVs and get AI-powered insights to help prioritize vulnerabilities for remediation |
| Priority technical support |
| Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese |
| Additional features for unattended access |
| 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 |
| Scripts and tasks: 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.