

Splashtop Enterprise for Remote Labs Features



Key Features	Flexible licensing - choose concurrent end-user / student licenses and/or concurrent technician licenses	
	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 and 18.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31, Android 8.0+	✓	✓
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	✓	✓
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 in-session features	✓	✓
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	✓	✓
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		✓
Remotely access and control attended 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 & IOT" solution, sold separately)</small>		✓
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		✓
Purchase, track, and manage Bitdefender Security Tools Antimalware through your Splashtop web console		✓
Remote Computer Management - remote command, view Windows event logs, system/hardware/software inventory, Endpoint Security dashboard, and Windows updates management		✓

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