

Splashtop Remote Support Features



Features by edition	Basic	Plus	Premium
Unlimited technicians	✓	✓	✓
Unlimited concurrent sessions	✓	✓	✓
Fast remote access with HD quality	✓	✓	✓
Remotely access computers and servers running Windows XP/7/8/10, Windows Server 2003/2008/2012/2016, and macOS / Mac OS X 10.7+	✓	✓	✓
Remote from Windows, Mac, iOS, Android, and Chrome browser	✓	✓	✓
Web console for computer and user management	✓	✓	✓
Unattended support	✓	✓	✓
Free secondary user accounts	✓	✓	✓
Resell remote access	✓	✓	✓
Logging of connections, file transfers and management activity	✓	✓	✓
Computer and User grouping	✓	✓	✓
Group permissions	✓	✓	✓
User management	✓	✓	✓
256-bit AES encryption	✓	✓	✓
View computer status, inactive time, streamer version	✓	✓	✓
Multi-monitor support - view one monitor at a time (additional options in Plus & Premium)	✓	✓	✓
Two-step verification	✓	✓	✓
Lock remote screen	✓	✓	✓
Blank remote screen	✓	✓	✓
Require Windows or Mac password	✓	✓	✓
Request permission upon connection	✓	✓	✓
Device authentication	✓	✓	✓
Plus and Premium Features	Basic	Plus	Premium
File transfer		✓	✓
Remote print		✓	✓
Chat (in-session)		✓	✓
Chat (outside session)		✓	✓
Multi-monitor support (multi-to-one)		✓	✓
Multi-monitor support (multi-to-multi)		✓	✓
Share technician desktop		✓	✓
Remote wake (Wake on LAN)		✓	✓
Remote reboot		✓	✓
Audio		✓	✓
Two technicians can remote into one machine		✓	✓
Attended support for on-demand access to unmanaged Windows or Mac computers (1 concurrent user and session)		✓	✓
Access RDP Session		✓	✓
Priority technical support		✓	✓
Unattended Android support beta access (can be enabled free during beta test, will be a paid add-on feature later)		✓	✓
Premium Exclusive Features	Basic	Plus	Premium
Configurable Alerts			✓
Windows Update Management			✓
System Inventory			✓
Event Logs			✓
Remote Command			✓

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