

Splashtop On-Prem Features



Key Features	Flexible licensing – Choose named end-user licenses and/or concurrent technician licenses	
	End-user License	Technician License
HD quality, fast connections in real-time, frame rates up to 60 fps, minimized latency, performance indicator, quality settings and more	✓	✓
Remotely access computers and servers running Windows XP/7/8/10, Windows Server 2003/2008/2012/2016, macOS / Mac OSX 10.8+, Linux Ubuntu Desktop 16.04, 18.04, and 20.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31	✓	✓
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	✓	✓
High availability clustering	✓	✓
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	✓	✓
Initiate a voice call to the end-user during the remote access session	✓	✓
Remote command	✓	✓
Two technicians can remote into one machine	✓	✓
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, not remotely control it	✓	✓
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)	✓	✓

Apps available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese	✓	✓
Manageability		
Web console for computer and user management	✓	✓
Computer and user-based grouping permission	✓	✓
Granular user/user group-based permissions (for file transfer, remote print, copy-paste, and 2FA enforcement)	✓	✓
User management	✓	✓
Logging of connections, file transfers and management activity	✓	✓
Active Directory integration	✓	✓
Enable Admin to enforce session recording and upload to a target folder	✓	✓
Splashtop Connector (RDP)	✓	✓
Access control with IP Restriction for web console and on-prem clients	✓	✓
Export log data to a syslog server for SIEM system to retrieve and analyze	✓	✓
Security		
On-premise deployment	✓	✓
SSL certificate import	✓	✓
256-bit AES encryption	✓	✓
Two-step verification	✓	✓
Device and browser authentication	✓	✓
SMTP server integration	✓	✓
Require Windows or Mac password	✓	✓
Request permission upon connection	✓	✓
Customize watermark content	✓	✓
Set browser timeout	✓	✓
Lock the account on failed login attempts	✓	✓
Enhanced Android and IoT Management		
1-to-Many actions for APK push-install, remote reboot and file dispatch	✓	✓
Hardware and software system inventory and reporting	✓	✓
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		✓