

Splashtop Remote Support Features



Key Features

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, 2019, macOS 10.10+, native support for Apple Silicon (M1,M2), Linux Ubuntu Desktop 16.04, 18.04, and 20.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31

Remotely access unattended Android devices

Remote from Windows, Mac, iOS, Android, and Chrome browser

Web console for computer and user management

Unattended support

Logging of connections, file transfers and management activity

Computer and User grouping

Define super admins, admins, group-specific admins and members

Group permissions

User management

256-bit AES encryption

View computer status, inactive time, streamer version

Two-step verification

Lock remote screen

Blank remote screen

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

Require Windows or Mac password

Request permission upon connection

Device authentication

Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese

Productivity Features

File transfer (in-session and outside session including drag-and-drop file transfer and Windows copy/paste file transfer)

Remote print

Chat (in-session and outside session)

Session recording

Multi-monitor support (multi-to-one and multi-to-multi)

Share technician desktop

Remote wake (Wake on LAN)

Remote reboot

Audio

Two team members can remote into one machine

Whiteboard - annotate the remote computer screen from iPad and Android tablets

Attended support for on-demand access to Windows and Mac computers (1 concurrent user and session)

Access RDP Session

Priority technical support

Endpoint Security

Purchase, track and manage Bitdefender Security Tools Antimalware through your Splashtop web console

View protection status for Windows computers running Bitdefender, Windows Defender, Kaspersky and other endpoint security solutions

Monitoring and Management Features

Configurable Alerts - Monitor computer status, software installation, memory usage, and more

Windows Update Management - View available updates, install updates, schedule updates

System Inventory - View and compare snapshots. Change logs. Download computer system hardware and software inventory reports

Event Logs - Get quick access to a computer's Windows event logs in the Splashtop web console

Remote Command - Send command line or terminal commands to a remote Windows or Mac computer's command prompt in the background. Also available as a 1-to-Many action

1-to-Many Actions - Simplify endpoint management by instantly executing or scheduling tasks to multiple endpoints simultaneously.

Includes mass deployment software install, remote command, script execution, system reboot, file transfer, and Windows updates

End-user Remote Access - Create up to 50 end-user accounts and give those users remote access to their computers that are managed under your account

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