Splashtop SOS Features

splashtop

Features by edition	SOS	SOS+10	SOS Unlimited
Licensed per technician	✔	✔	✔
10 concurrent remote access sessions	✔	✔	✔
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 (11 and later) and Android (5 or later) screens	✔	✔	✔
Remotely access and control 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 (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)	✔	✔	✔
Fast remote access with HD quality	✔	✔	✔
Remotely access computers and servers running Windows XP/7/8/10, Windows Server 2003, 2008, 2012, 2016, 2019, and macOS / Mac OS X 10.7+	✔	✔	✔
Web console for device and user management	✔	✔	✔
Logging of connections and activity	✔	✔	✔
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 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	✔	✔	✔
Priority technical support	✔	✔	✔
Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese	✔	✔	✔
Additional features for unattended access	**SOS**	**SOS+10**	**SOS Unlimited**
Unattended anytime access to computers and servers 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, 18.04, and 20.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31		10 per license	unlimited
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 for unattended computers		✔	✔
Purchase, track and manage Bitdefender Security Tools Antimalware through your Splashtop web console		✔	✔

Learn more about Splashtop SOS and try it free at https://www.splashtop.com/sos