

# Splashtop Remote Support Features



Features	SOS
Licensed per user	✓
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 <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 &amp; IOT" solution, sold separately)</small>	✓
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 10.10+, native support for Apple Silicon (M1,M2,M3,M4)	✓
Web console for device and user management	✓
Logging of connections and activity	✓
Define super admins, admins, group-specific admins and members	✓
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, ticket or chat. Works with Zendesk, Freshservice, Freshdesk, Autotask PSA, Spiceworks Helpdesk, Salesforce and Microsoft Teams	✓
Automatically log remote session details back in the ticket after session is completed	✓
Initiate a voice call to the end-user during the remote access session	✓
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
# of unattended computers	Access up to 10 or 300 unattended computers per license, based on your selected plan
Remotely access unattended computers, servers, devices running Windows 7/8/10/11, Windows Server 2012, 2016, 2019, macOS 10.10+, native support for Apple Silicon (M1,M2, M3, M4) Linux Ubuntu, Desktop 16.04, 18.04, and 20.04, 22.04, 24.04, CentOS 7 and 8, RHEL 7.3 - 8.1, Fedora 33 - 37	✓
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	✓
Autonomous Endpoint Management (Add-on)	SOS
Endpoint policy management: Enforce tailored security and configuration policies, including flexible patching rules like pre-approved versions, ring updates, and automated approvals.	✓
Patch management: Protect against vulnerabilities by automating updates for operating systems and third-party software and having greater control over deployed versions	✓
Proactive alerts and automated remediation: Identify and resolve issues quickly with configurable alerts and automations via smart actions	✓
1-to-many actions: Streamline operations and remediate issues by scheduling or instantly executing tasks simultaneously across multiple endpoints	✓
Background actions: Access diagnostic tools such as task manager, registry editor, device manager, service manager and remote command without interrupting the end-user or starting a remote session	✓
Inventory reporting: Access detailed reports on system, hardware and software inventory for improved visibility, auditing and compliance	✓
Endpoint security dashboard: Centralize endpoint protection with real-time threat detection, automated response, antivirus management for Splashtop AV and others	✓
Dashboard insights: Monitor endpoint health, patch statuses, and compliance through a centralized dashboard with actionable insights and detailed logs.	✓

Looking for SSO, advanced security and greater manageability? View the [Enterprise feature matrix](#) for details.

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

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