



# Remote Support

## PRODUCT GUIDE

[Splashtop Remote Support](#) is a remote support and endpoint management solution for MSPs. With it, you'll be able to access any of your managed computers from anywhere, at any time (even when the user isn't present).

Splashtop Remote Support saves time and money for IT professionals thanks to reliable remote connections, top features, and a low price. You can easily perform any day-to-day IT task on your managed computers remotely.

### PRODUCT HIGHLIGHTS

#### High Performance Remote Access for Support

You don't need to travel to your client's computer to provide maintenance or support. Splashtop Remote Support is powered by Splashtop's high performance remote access engine, so you can remotely access any of your clients' computers. Once connected, you'll enjoy fast connections with HD quality.

#### Access From Any Device

You can access your Windows and Mac computers from any Windows, Mac, iOS, Android, and Chromebook device. Access unattended Android devices. Provide attended remote support to Windows, Mac, iOS, Android, and Chromebook devices.

#### Top Features

Splashtop Remote Support comes with the top features needed to cover the demanding use cases of MSPs. All packages include unlimited technicians, concurrent sessions, and devices to remote from. You'll also get remote support features such as Drag-and-Drop File Transfer, Chat, Multi-to-Multi Monitor Support, User Management, and more.

You'll also benefit from additional monitoring and management features such as Configurable Alerts/Actions, Windows Updates, System Inventory, Remote Command, 1-to-Many Actions, Endpoint Security, and more.

#### Best Value - And No Price Increases

Splashtop Remote Support comes at a much lower price when compared to competing products. For example, you'll save up to 80% when you choose Splashtop Remote Support over LogMeIn Central.

Unlike other remote support products, when you purchase Splashtop your price is locked in, meaning you'll never have to pay more for your renewal. There are no price increases with Splashtop. Customers save hundreds, or even thousands of dollars a year by choosing Splashtop.

(see our full comparison between [Splashtop vs LogMeIn Central](#))

## GETTING STARTED

You can purchase Splashtop Remote Support or start a free 7-day trial at [www.splashtop.com/remote-support](http://www.splashtop.com/remote-support). No credit card or commitment are required to start your trial. The free trial gives you full access to everything that Splashtop Remote Support has to offer, so you can test out all the tools and features.

Here is how to get started quickly:



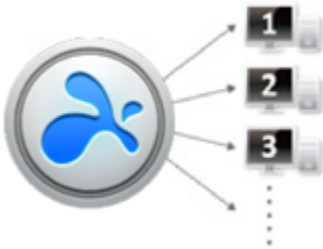
### Step 1 – Create your Splashtop Account

When you click the “Free Trial” or “Buy Now” button on the Splashtop Remote Support page, you’re directed to create your account. This step only takes a couple minutes.



### Step 2 – Install the Splashtop Business app on the devices you’re remoting from

Install the Splashtop Business app on the computer or mobile device that you will use to remotely access your work computer. The Splashtop app is available for [Windows](#), [Mac](#), [iOS](#), [Android](#) and [more](#). You can also go to [www.splashtop.com/app](http://www.splashtop.com/app) on your computer or mobile device to download the app.



### Step 3 – Install the Splashtop Streamer on the computers you’re remoting into

Log into <https://my.splashtop.com> and create your deployment package. Share the deployment package with users whose computers you need to manage, either by sending a link or download your custom Easy Deployment installer to roll out or install manually.

When the streamer is installed and started, the computer will become accessible to you.



### Step 4 – Connect

Log in to your Splashtop account in the Splashtop Business app. Select the computer you want to remote into to connect.

If you need any help or have a question, see our [Help Me Set Up](#) article, or [FAQ](#).

## POINTS OF INTEREST

### Fast Remote Access

Splashtop Remote Support uses the same high-performance engine that powers our award-winning consumer products used by millions. Enjoy HD quality and fast connections.

### Features

**Unlimited Access** – Unlimited technicians, concurrent sessions, and devices to remote from. Try accessing from any of your devices

**Broad Device Support** – Access all your Windows workstations, Windows servers, and Macs from any Windows, Mac, iOS, or Android device, as well as from any Chrome browser or Chromebook. Access Android and Chromebook with the Android streamer.

**Drag-and-Drop File Transfer** – Drag files between computers to quickly transfer them from one computer to another. ([Tutorial](#))

**Remote Print** – Print files from your remote computer on your local printer. ([Tutorial](#))

**Remote Wake** – Wake your computer remotely as long as another computer on the same network is already on. ([Tutorial](#))

**Remote Reboot** – Restart the computer you're remoting into and automatically connect with the computer when it powers back on. ([Tutorial](#))

**Session Recording** – Use the Screen Recording button in your remote access window to start and stop recording. All recordings are saved to your local computer. ([Tutorial](#))

**Chat** – Send and receive messages to the remote computer. Can be done while in session or not in a remote session. ([Tutorial](#))

**Multi-to-Multi Monitor Support** – View multiple end-computer screens on your multiple screens. ([Tutorial](#))

**Two users can remote into the same computer** – If two people need to access the same computer at the same time, you can do that!

**Share your Desktop** – Broadcast your Windows desktop in view-only mode via a simple web link that can be viewed in almost any web browser. No app download or plug-in required. ([Tutorial](#))

**Attended Support** – Access an end-user's Windows and Mac computer with a simple 9-digit session code for on-demand support.

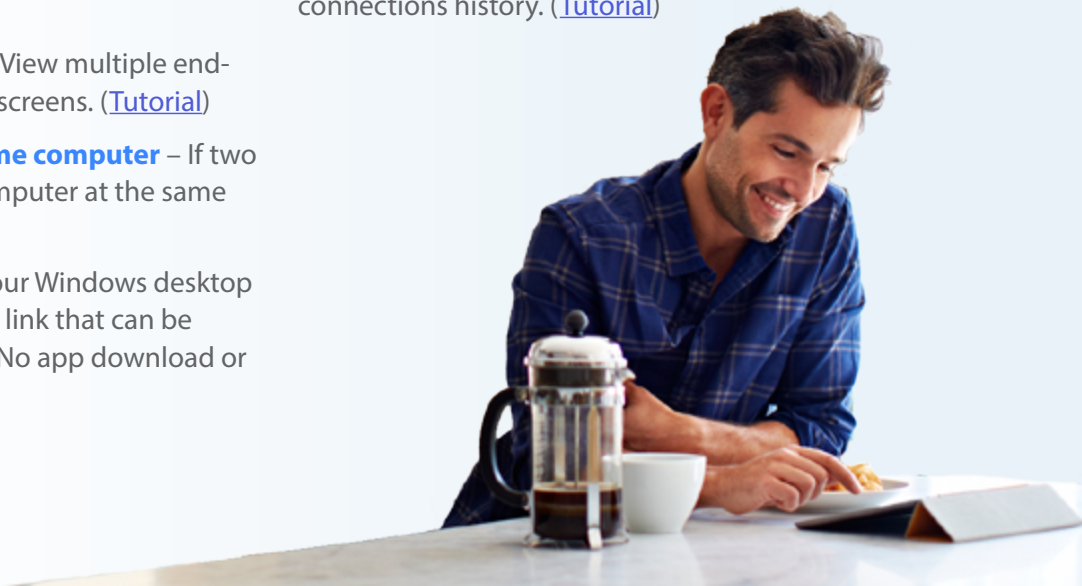
**Robust Security** – All remote sessions are protected with TLS and 256-bit AES encryption.

**Deploy & Manage Bitdefender Antivirus** – Purchase, deploy, and manage Bitdefender Antimalware Security Tools on your managed computers from within Splashtop Remote Support. View protection status, last scan time, threat count, and more. ([Tutorial](#))

### User Management & Grouping

Invite users and set their roles and access permissions. Allow access to specific computers. Organize your computers into groups to make finding and managing them much easier. We included several user management features so you can manage who can access which computers:

- Invite users. ([Tutorial](#))
- Organize your users and computers into groups. ([Tutorial](#))
- Set access permissions for users and groups. ([Tutorial](#))
- Use the logs to keep track of sessions, file transfers, and connections history. ([Tutorial](#))



## POINTS OF INTEREST (continued)

### Monitoring and Management Features

In addition to remote support, you'll also get a variety of useful endpoint monitoring and management features!

**Configurable Alerts/Actions** – Set up alerts to monitor computer status, software installation, memory usage, and more. Receive alerts via the Splashtop web console and/or by email. ([Tutorial](#))

**Windows Updates** – Use the Windows Update management features to ensure that your computers are always up-to-date. ([Tutorial](#))

**System Inventory** – Use Check Inventory to take a snapshot of Windows or Mac system inventory information. You can compare snapshots or view a change log to identify changes. ([Tutorial](#))

**Event Logs** – Get quick access to Windows event logs by clicking the gear icon next to a computer in the web console. No need to remote into the computer to view and troubleshoot. ([Tutorial](#))

**Alerts for Windows Events** – Monitor Windows Event Logs by setting alerts. An alert is generated when an event log's criteria matches the triggers set by the admin. ([Tutorial](#))

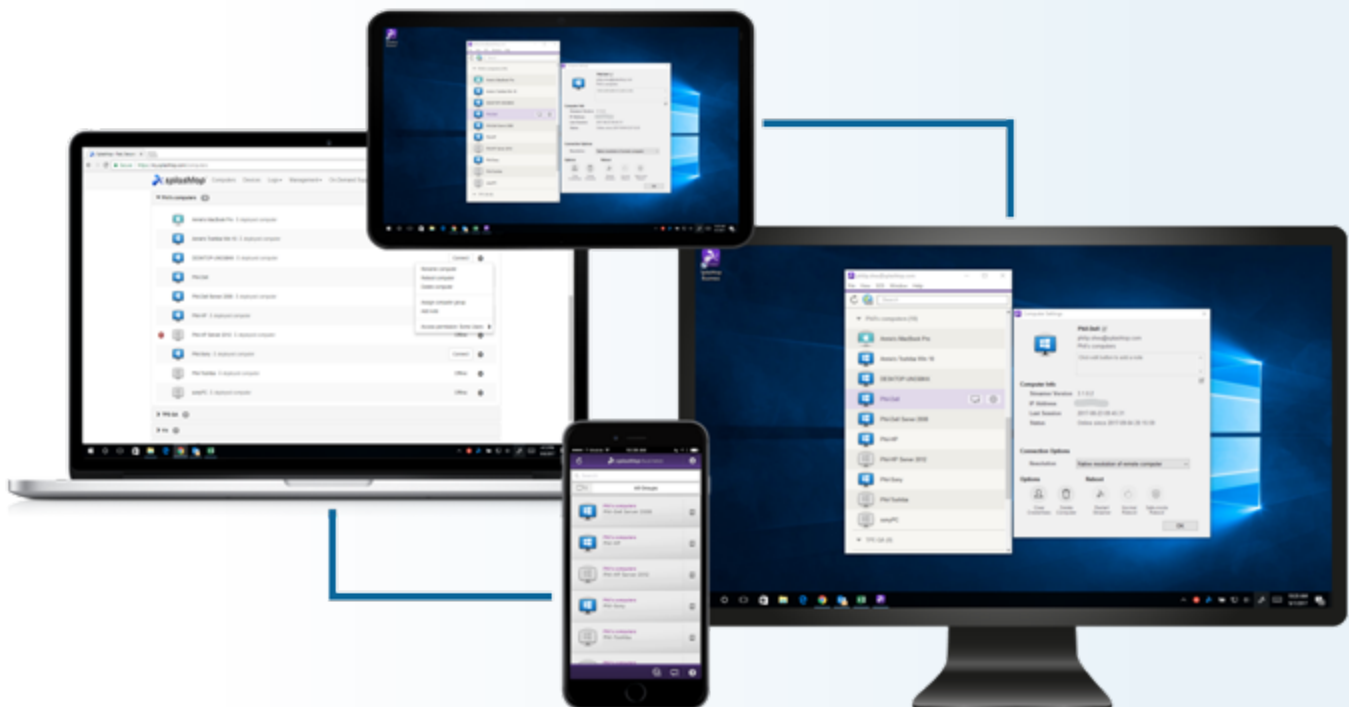
**Remote Command** – Send commands to a remote computer's command prompt in the background. You can run command line or terminal commands. Available for Windows and Mac. ([Tutorial](#))

**1-to-Many Actions** – Simplify endpoint management by instantly executing or scheduling tasks to multiple endpoints simultaneously. Includes mass deployment, remote command, script execution, system reboot, and Windows updates. Available for Windows and Mac. ([Tutorial](#))

**Unattended Android + Chromebook Access** – Remote into Android devices including smartphones, tablets, rugged devices, POS, kiosks and set top boxes ([Tutorial](#)). Use the Android streamer to access Chromebooks. ([Tutorial](#))

**Endpoint Security Status** – View endpoint security protection status for Windows computers running Bitdefender, Windows Defender, Kaspersky, and more. Ensure that your endpoints are protected.

**Enable 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. If you need to add more, please [contact us](#).



## FACTS AT A GLANCE

### Pricing

#### Splashtop Remote Support

[See pricing](#)

Packages start at 25 computers  
with **unlimited technicians**

##### Features include:

Unlimited concurrent sessions	Configurable alerts / actions
Fast remote access	Windows updates
Unattended support	System inventory
Attended support	Event logs
Endpoint security (optional)	Alerts for Windows events
File transfer (including Drag-and-Drop)	Remote command
Remote print	Scheduled reboot
Chat	Unattended Android access
Remote wake	Remote access to Chromebooks
Remote reboot	1-to-many
Session recording	Enable end-user remote access
Multi monitor	... and more
Priority technical support	

Purchase online at [www.splashtop.com/remote-support](http://www.splashtop.com/remote-support)

#### [DETAILED FEATURE LIST](#)

### Contact

Splashtop Sales - 1.408.886.7177 or [sales@splashtop.com](mailto:sales@splashtop.com)

Splashtop Support - 1.408.610.1631 or [splashtop.com/support](http://splashtop.com/support)

### System Requirements

#### Client Requirements

- **iPad / iPad mini / iPad Pro / iPhone / iPod Touch:**
  - iOS 7.1 or newer (including iOS 11)
- **Android tablets / Android phones**
  - Android 3.0 or newer
- **Windows:**
  - Windows 10, 8, 7, XP
  - 1G RAM
  - DirectX 9.0 or newer
  - Atom, Pentium-M, or better
- **Mac**
  - Mac OS 10.7 or newer

#### Streamer Requirements

- **Windows:**
  - Windows 10, 8, 7, XP, and Windows Server 2019, 2016, 2012, 2008, 2003
- **Mac**
  - Mac OS 10.7 or newer
- 1.6 GHz dual-core or better CPU
- 1G RAM

### About Splashtop

Headquartered in San Jose, California and founded in 2006. Splashtop delivers the best-value remote access, remote support, and screen mirroring solutions. Splashtop remote access solutions are used by tens of thousands of businesses and more than 30 million users for more than 800 million sessions.