

Key Features	Flexible licensing – Choose named end-user licenses and/or concurrent technician licenses	
	End-user License	Technician License
HD Quality Remote Sessions: Experience real-time, high-definition remote sessions with fast connections, frame rates up to 240 FPS, minimized latency, and customizable quality settings.	✓	✓
Platform Compatibility: Remotely access and control computers and servers running Windows XP/7/8/10/11, Windows Server 2003/2008/2012/2016/2019, macOS 10.10+, with native support for Apple Silicon (M1, M2), and Linux distributions including Ubuntu 16.04, 18.04, 20.04, 22.04, 24.04, CentOS 7 and 8, RHEL 7.3-8.1, and Fedora 33-37.	✓	✓
Android Device Support: Remotely access and control unattended Samsung, LG, Lenovo, and other Android devices running Android 8 or later, including brands such as Asus, Essential, Google Pixel, OnePlus, HTC, Huawei, Honor, Motorola, Nokia, OPPO, Sony, Xiaomi, and ZTE.	✓	✓
Priority Technical Support: Receive priority assistance from the technical support team.	✓	✓
Clustering Architecture: Distribute workloads across multiple servers to ensure high availability, scalability, and fault tolerance.	✓	✓
Multi-Language Support: The Splashtop app and web console are available in English, French, German, Spanish, Italian, Portuguese, Japanese, Simplified Chinese, Traditional Chinese, and Korean.	✓	✓
Productivity		
View Computer Status: Easily check the computer's status, inactive time, logged-in users and installed streamer version.	✓	✓
Multi-Monitor Support: View multiple monitors with options for one-at-a-time, multi-to-one, or multi-to-multi display configurations.	✓	✓
Ultra High-Quality Audio: Enjoy superior audio quality with high bitrates (256k or 384k) for crystal-clear sound.	✓	✓
YUV 4:4:4 Color Accuracy: Experience enhanced color precision and image clarity with superior color encoding.	✓	✓
Lock Remote Screen: Automatically lock the remote screen at the end of the session to maintain security.	✓	✓
Blank Remote Screen: Automatically blank the host computer's monitor when a remote session is active to ensure privacy.	✓	✓
Lock Remote Keyboard and Mouse: Prevent remote user input during sessions.	✓	✓
File Transfer Inside Sessions: Supports drag-and-drop and Windows copy/paste methods	✓	✓
File Transfer Outside Sessions: Transfer files without starting a remote session.	✓	✓
Remote Printing: Print documents from the remote machine to your local printer.	✓	✓
Chat: Communicate with users during and outside remote sessions.	✓	✓
Local Session Recording: Record the remote session's screen directly on your local desktop for reference or compliance.	✓	✓
Remote Wake (Wake on LAN): Wake up a Windows or Mac computer remotely, as long as another device on the same network is active.	✓	✓
Remote Reboot: Perform unattended reboots of remote computers to apply updates or resolve issues.	✓	✓
H.265 (HEVC) Compression: Get the same visual quality as H.264 with reduced bandwidth usage, thanks to higher-efficiency compression.	✓	✓
Wacom Bridge: Seamlessly use your local Wacom tablet on the remote computer for precise input.	✓	✓
Remote Command: Execute commands on remote machines without starting a remote session.	✓	✓
USB Device Redirection: Redirect USB devices (smart card readers, security keys, styluses, or printers) from 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.	✓	✓
View-Only Mode: Choose "View-only" during a session to monitor and annotate the remote screen without controlling it.	✓	✓
Splashtop Connector: Access computers and servers remotely via RDP, VNC, or SSH without the need for a VPN or agent installation.	✓	✓
RDP Session Access: Connect to active RDP sessions on remote machines.	✓	✓
Wacom Bridge: Seamlessly use your local Wacom tablet on the remote computer for precise input.	✓	✓
Web App Access: Connect to remote computers directly from your browser without installing any local software.	✓	✓
Microphone Passthrough: Use your local microphone as input on the remote computer for voice interactions.	✓	✓
Two-User Access: Allow two users to access the same remote machine simultaneously for collaborative work.	✓	✓

Manageability		
Web-Based Management: Manage Streamer and user settings directly from the web console.	✓	✓
Open API: Public APIs available for integration with third-party systems.		✓
Group-Based Permissions: Assign permissions based on computer and user groups for streamlined management.	✓	✓
Granular User Permissions: Set detailed user or group-based permissions for file transfer, remote printing, copy/paste, remote control, remote command, connect permission and 2FA enforcement.	✓	✓
Role Management: Define super admins, admins, group-specific admins, and members with varying access levels.	✓	✓
Connection and Activity Logging: Record all connections and actions taken during remote sessions.	✓	✓
Active Directory Integration: Connect with your organization's Active Directory for seamless user management.	✓	✓
SMTP Server Integration: Configure email notifications using your SMTP server.	✓	✓
Mandatory Session Recording: Enable admins to enforce session recording and upload recordings to a designated folder.	✓	✓
RDP Session Access: Connect to active RDP sessions on remote machines.	✓	✓
SIEM Integration: Export log data to a syslog server, enabling SIEM systems to retrieve and analyze activity.	✓	✓
Scheduled Access: Allow end-users to schedule remote computer access at predefined times.	✓	✓
Streamer Settings Policy: Configure streamer settings remotely through the web console.	✓	✓
Remove Offline Computers Policy: Automatically remove offline computers from the system after a set period.	✓	✓
Auto-Update Streamers Policy: Centrally manage and schedule updates for Splashtop Streamers using a built-in update repository.	✓	✓
Background Diagnostic Tools: Access tools like Task Manager, Registry Editor, Device Manager, Service Manager, and Remote Command without interrupting the end-user or starting a session.	✓	✓
Security		
On-Premise Deployment: Host the solution within your own infrastructure for enhanced security.	✓	✓
SSL Certificate Import: Import custom SSL certificates to secure your deployment.	✓	✓
256-Bit AES Encryption: Protect remote sessions and data transfers with enterprise-grade encryption.	✓	✓
Complex Password Policy: Enforce complex password requirements and set expiration rules.	✓	✓
Two-Step Verification: Add an extra layer of security with two-step authentication.	✓	✓
Device and Browser Authentication: Verify the identity of devices and/or browsers before granting access.	✓	✓
SSO/SAML Integration: Authenticate users through SSO/SAML providers like Okta, Azure AD, ADFS, JumpCloud, OneLogin, Workspace ONE, G-Suite, TrustLogin, and more.	✓	✓
MAC Address Restriction: Restrict client app logins based on MAC addresses.	✓	✓
Password Protection: Require the Windows or Mac password before allowing remote access.	✓	✓
Connection Permission Request: Prompt the remote user to approve connection requests before access is granted.	✓	✓
Watermark protection: Display a watermark on the remote desktop during sessions to protect confidential information.	✓	✓
Browser Session Timeout: Automatically log out inactive sessions to enhance security.	✓	✓
Account Lockout Policy: Lock user accounts after a specified number of failed login attempts.	✓	✓
Centralized Session Recording: Automatically record remote sessions and store them securely in your centralized server.	✓	✓
Access Control with IP Restrictions: Restrict access to the web console and on-premise clients based on IP addresses to enhance security.	✓	✓
Enhanced Android and IoT Management		
1-to-Many Actions: APK Push-Install: Deploy APK files to multiple devices simultaneously. Remote Reboot: Reboot multiple machines in a single action. File Dispatch: Distribute files to multiple Android endpoints at once.	✓	✓
Hardware and Software Inventory: Collect and report hardware and software details for all managed endpoints.	✓	✓
Attended Remote Support		
Attended Remote Support: Provide on-demand support for unmanaged Windows/Mac computers and mobile devices using a 9-digit access code.		✓
Reboot and Reconnect: Reboot the remote computer during an attended support session and automatically reconnect.		✓
Admin Access Mode: Connect as an admin to fully interact with User Account Control (UAC) prompts and perform privileged operations.		✓
ITSM integration: Launch remote sessions from within your Freshservice ticket.		✓
Custom Branded SOS App: Create a personalized SOS app for Windows and Mac with your logo, text, and colors.		✓
Improved Support Workflow: Use session invitation links and technician queues to optimize on-demand support workflows.		✓
Service Desk: A ticketing system that seamlessly integrates with Splashtop remote access to streamline issue tracking, automate workflows, and manage assets efficiently.		✓
Splashtop AR: Enable end-users to share their mobile device's camera with a remote IT technician in real-time for on-the-spot troubleshooting.		✓
In-Session Voice Call: Initiate voice calls with end-users during remote sessions for better communication.		✓