

Splashtop Remote Support Features



Features by edition	Plus	Premium
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, and macOS / Mac OS X 10.7+	✓	✓
Remote from Windows, Mac, iOS, Android, and Chrome browser	✓	✓
Web console for computer and user management	✓	✓
Unattended support	✓	✓
Free secondary user accounts	✓	✓
Resell remote access	✓	✓
Logging of connections, file transfers and management activity	✓	✓
Computer and User grouping	✓	✓
Group permissions	✓	✓
User management	✓	✓
256-bit AES encryption	✓	✓
View computer status, inactive time, streamer version	✓	✓
Multi-monitor support - view one monitor at a time (additional options in Plus & Premium)	✓	✓
Two-step verification	✓	✓
Lock remote screen	✓	✓
Blank remote screen	✓	✓
Require Windows or Mac password	✓	✓
Request permission upon connection	✓	✓
Device authentication	✓	✓
Productivity Features	Plus	Premium
File transfer (including drag-and-drop file transfer and Windows copy/paste file transfer)	✓	✓
File transfer outside of a remote access session	✓	✓
Remote print	✓	✓
Chat (in-session)	✓	✓
Chat (outside session)	✓	✓
Session recording	✓	✓
Multi-monitor support (multi-to-one)	✓	✓
Multi-monitor support (multi-to-multi)	✓	✓
Share technician desktop	✓	✓
Remote wake (Wake on LAN)	✓	✓
Remote reboot	✓	✓
Audio	✓	✓
Two technicians can remote into one machine	✓	✓
Attended support for on-demand access to Windows and Mac computers (1 concurrent user and session)	✓	✓
Access RDP Session	✓	✓
Priority technical support	✓	✓
Endpoint Security	Plus	Premium
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		✓
Premium Exclusive Features	Plus	Premium
Configurable Alerts		✓
Windows Update Management		✓
System Inventory		✓
Event Logs		✓
Remote Command		✓
Scheduled Actions - Scheduled Reboot, Scheduled Windows Updates		✓
Unattended Android access		✓