Splashtop Enterprise Attended Only Features

Key Features
Fast remote access with HD quality audio and video streaming
Priority technical support
Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese

Security
256-bit AES encryption
Two-step verification
Require windows or MAC password option
Device authentication
Lock keyboard and mouse on remote computer
Request permission upon connection
Set browser timeout
SSO / SAML Integration - Authenticate through SSO/SAML. Supports Okta, Azure AD, ADFS, JumpCloud, OneLogin, Workspace ONE, G-Suite, TrustLogin, and more
Lock the account on failed login attempts

Productivity
File transfer (including drag-and-drop file transfer and Windows copy/paste file transfer)
Remote print
Lock remote screen
Blank remote screen
Ultra high quality audio (256k or 384k)
Multi-monitor support (view one at a time, multi-to-one, or multi-to-multi)
YUV 4:4:4 (Better color accuracy)
Share my desktop (share windows desktop via a web link)
Chat (in-session)
Session recording
Whiteboard - annotate the remote computer screen from iPad and Android tablets
Two users can remote into one machine
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

Manageability
Logging of connections and activity
Web console for device and user management
Define super admins, admins, group-specific admins and members
Web management of streamer settings
Computer and User group-based permissions
Access RDP session
Granular user/user group-based permissions (for file transfer, remote print, copy-paste, 1-to-many scripting and 2FA enforcement)
Granular role-based permissions (for remote disconnect, remote reboot, remote Streamer restart, and concurrent remote sessions
Enable admin to enforce session recording and upload to a target folder

Attended Remote Support and Service Desk
Attended/quick support for on-demand access to unmanaged Windows or Mac computers, iOS and Android devices with a 9 digit access code
Reboot and reconnect during attended support session
Create a custom branded SOS app for Windows and Mac with your logo, text, colors
Connect as Admin option to fully interact with UAC and perform privileged operations
Launch a remote session from within your incident, ticket or chat. Works with ServiceNow, Zendesk, Freshservice, Freshdesk, Autotask PSA, Spiceworks Helpdesk, and Microsoft Teams
Automatically log remote session details back in the ticket after session is completed
Granular user/user group-based permissions for attended access
Improved on-demand support workflow with session invitation link and technician support queue
Support channels and technician management - Create support ‘channels’, group technicians, assign roles and granular session management privileges, transfer support sessions, add comments to support session
Request support session through the SOS Call app. The session will be added to the support queue
Initiate a voice call to the end-user during the remote access session

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Splashtop Enterprise Essential End-User Features

Key Features
Fast remote access with HD quality audio and video streaming
Remotely access unattended computers, servers, devices running Windows XP/7/8/10, Windows Server, 2003, 2008, 2012,2016, 2019, macOS 10.10+, native support for Apple Silicon (M1,M2) Linux Ubuntu, Desktop 16.04, 18.04, and 20.04, CentOS 7 and 8, RHEL 7.3-8.1, Fedora 29-31
Remotely access and control unattended 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)
Priority technical support
Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese

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256-bit AES encryption
Two-step verification
Require windows or MAC password option
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Lock the account on failed login attempts

Productivity
File transfer (including drag-and-drop file transfer and Windows copy/paste file transfer)
View computer status, inactive time, streamer version
Remote print
Lock remote screen
Blank remote screen
Ultra high quality audio (256k or 384k)
Multi-monitor support (view one at a time, multi-to-one, or multi-to-multi)
YUV 4:4:4 (Better color accuracy)
Share my desktop (share windows desktop via a web link)
Chat (in-session)
Session recording
Whiteboard - annotate the remote computer screen from iPad and Android tablets
Two users can remote into one machine
Remote wake (Wake on LAN)
Remote reboot for unattended computers
File transfer outside of a remote access session
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
Microphone Passthrough - Transmit input via your local microphone to the remote computer as the microphone input (Windows only)
USB device redirection - Redirect a USB device (smart card reader, security key, stylus/HID device, or printer) on 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 (Windows only)

Manageability
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Granular user/user group-based permissions (for file transfer, remote print, copy-paste, 1-to-many scripting and 2FA enforcement)
Granular role-based permissions (for remote disconnect, remote reboot, remote Streamer restart, and concurrent remote sessions
Schedule remote computer access for end-users
Enable admin to enforce session recording and upload to a target folder

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Splashtop Enterprise Concurrent Tech Features

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Remotely access and control unattended 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)
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Endpoint Monitoring and Management
Remote Computer Management - remote command, view Windows event logs, system/hardware/software inventory, Endpoint Security dashboard, and Windows updates management
Configurable Alerts - Monitor computer status, software installation, memory usage, Windows event logs, and more
1-to-Many Actions - Simplify endpoint management by instantly executing or scheduling tasks to multiple endpoints simultaneously.

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