Splashtop Enterprise Features

Enterprise Essential Features	Flexible licensing - choose named end-user licenses and/or	
	End-user License	**Technician License** 1 concurrent = 10 named licenses
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	✔	✔
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	✔	✔
Purchase, track and manage Bitdefender security tools antimalware through your Splashtop web console	✔	✔
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)	✔	✔
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)	✔	✔
H.265 (HEVC) - Experience the same visual quality as H.264 at lower bandwidth with higher-efficiency compression	✔	✔
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	✔	✔
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	✔	✔
Schedule remote computer access for end-users	✔	✔
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		✔
Endpoint 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. Includes system reboot, windows updates, file transfer actions, mass deployment, remote learn more and request command, and script execution.		✔
Background actions - Task manager, registry editor, device manager, service manager		✔
Additional Enterprise features		
IP whitelisting	✔	✔
Export log data to a syslog server for SIEM system to retrieve and analyze	✔	✔
Splashtop connector	✔	✔
Splashtop AR	✔	✔