On-Demand Support (SOS)

PRODUCT GUIDE

Splashtop SOS is an attended, on-demand remote support solution. With it, you can instantly connect to your users' devices with a simple session code. Designed for helpdesk and support professionals, SOS allows you to perform ad-hoc remote support to an unlimited number of devices.

No matter where you user is or when their problem arises, you can easily remote into their Windows, Mac, iOS, or Android* device, take control, and fix the issue quickly. SOS reduces the time it takes to support your users, keeps customer satisfaction high, and reduces costs for your help desk/support team.

(* Remote and control Windows, Mac, and some Android devices Remote view iOS screens)

PRODUCT HIGHLIGHTS

Easy to Use for Technicians and End-Users

When a user calls your support line, direct them to the SOS app or website to get their 9-digit session code. Use that code to remote into their device. Once connected, you'll see their screen in real time and be able to take control.

Fast Remote Access for Support

Splashtop SOS is powered by Splashtop's high performance remote access engine, so you can enjoy fast connections with HD quality while remotely accessing your clients' computers, tablets, and smartphones.

Support Unlimited Devices

Connect to your users' Windows, Mac, iOS, and Android devices from your own Windows or Mac computer. Broad device support means your users' devices can be accessed by your support team for adhoc support even if the device doesn't have a remote access streamer agent on it. Each SOS package allows you to support an unlimited number of devices on-demand! With SOS+10 and SOS Unlimited, you can also have unattended remote access to 10 or an unlimited number of computers.

Top Features

Splashtop SOS comes with the top tools needed to cover the demanding use cases of help desks and support professionals. Take control of the user's device, share your screen, transfer files, chat, remote reboot & connect, and more.

Best Value - And No Price Increases

Splashtop SOS's spain competitive advantage is price. When compared to other on-demand remote support products (TeamViewer, LogMeIn Rescue, and RescueAssist), SOS saves customers at least 50% off their yearly costs guaranteed.

(see our full comparisons between Splashtop and TeamViewer, LogMeIn Rescue, and RescueAssist)

GETTING STARTED

To try it out, you can either purchase Splashtop SOS or start a free 7-day trial at https://www.splashtop.com/sos. No credit cards or commitments are required to start your trial.

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 SOS page, you're directed to create your account. This step only takes a couple minutes.

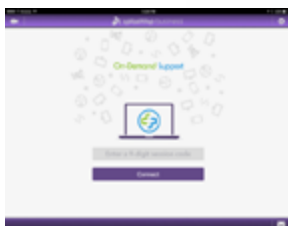### Step 2 – Install the Splashtop Business app on the computers you're remoting from

Install the Splashtop Business app on the computer(s) that you will use to remotely access your clients' devices. The Splashtop Business app (for SOS use) is available for Windows and Mac (you can also use the Splashtop Business app on iOS and Android to support your users, but it is preferred you use a computer to provide support). You can also go to www.splashtop.com/app on your computer to download the app.

Once installed and you've signed in, you'll be ready to support any of your customers' devices instantly.

Step 3 – Have your customer generate their 9-digit session code

Send your end-user to **sos.splashtop.com** or **help.splashtop.com** to run the file and generate their unique 9-digit session code. Users on iOS or Android devices will be prompted to download the Splashtop SOS app from their app store. Then they can run the app on their mobile device and give you their session code.

Step 4 – Connect

Back on your own computer, open the Splashtop Business application. Click on the "SOS" button, and enter the user's 9-digit code. After you enter in the code you'll be connected to the end-users' device!

If you need any help or have question, see our Set Up Tutorial article or FAQs.

POINTS OF INTEREST

Fast Remote Access

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

Features

Support Unlimited Devices – With any Splashtop SOS license, you can provide on-demand support to an unlimited number of devices, and up to 10 concurrently per user license.

Broad Device Support – Access any Windows, Mac, iOS (11 or later), or Android (5 or later) device.

Connect with Session Code – Access your end-users' devices with a simple session code. No prior installation necessary.

Custom Branding – Customize the SOS app that your customers download with your own logo, color, instructions, and company name (Tutorial). You can also host the SOS download on your own website. (Tutorial)

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

Remote Reboot & Reconnect – 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)

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! (requires two user licenses)

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)

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

Integration with Ticketing & ITSM – Splashtop SOS integrates with leading PSA ticketing and ITSM solutions including Autotask PSA, ServiceNow, Freshservice, and Spiceworks Help Desk. Get easy access to starting an SOS session. (Learn more)

Unattended Support – For SOS+10 and Unlimited. Install a client app on the computers you want to support at any time, even without an end-user present (Tutorial). Can also purchase, deploy, and manage Bitdefender Antimalware tools on Windows computers. (Tutorial)

Robust Security – All remote sessions are protected with TLS and 256-bit AES encryption.
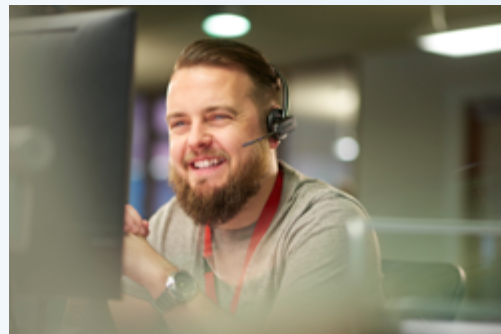
User Management & Grouping

For SOS+10 and Unlimited. 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)

![splashtop®]

FACTS AT A GLANCE

Packages & Pricing

SOS	SOS+10	SOS Unlimited
$199	**$219**	**$399**
Per concurrent technician per year	Per concurrent technician per year	Per concurrent technician per year
Support unlimited devices on-demand	**Support unlimited devices on-demand** **+** **10 unattended computers per license**	**Support unlimited devices on-demand** **+** **Unlimited unattended computers per license**

ALL PACKAGES INCLUDE:

Full featured remote support	Robust security
Multi-user (floating) license	File transfer (including Drag-and-Drop)
Remote access Windows & Mac	Chat
Remote access iOS and Android devices*	Session recording
Desktop and mobile client apps	Remote reboot and reconnect
Custom branding with your logo and name	Purchase & deploy Bitdefender through Splashtop console
Connect with a session code	Multi-to-Multi monitor support
Share technician desktop	User management
Two users into one computer	...and more!

*Limited Time: Includes FREE mobile add-on pack. Remotely support iOS and Android

Purchase online at www.splashtop.com/sos

DETAILED FEATURE LIST

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 20 million users for more than 500 million sessions.

Contact

Splashtop Sales - 1.408.886.7177 or sales@splashtop.com

Splashtop Support - 1.408.610.1631 or splashtop.com/support

System Requirements

Technician Client App 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

End User Requirements

- **Windows**
    - Windows 10, 8, 7, XP
- **Mac**
    - Mac OS 10.7 or newer
- 1.6 GHz dual-core or better CPU
- 1G RAM
- **iOS**
    - iOS 11.0 or later, iPhone 5s or later, iPad Air or later, iPad Mini 2 or later, iPad Pro, & iPad Touch
- **Android**
    - Android 5.0 or later
    - Remote view all devices. Remote control rooted devices, Samsung, and select Lenovo and LG devices

Streamer Requirements (unattended access)

- **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