



Beginner's Guide: AirDroid Remote Support

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What is AirDroid Remote Support ?



Remote support software is a tool that allows technicians to remotely connect to employees' or clients' devices in order to provide immediate IT support services.

Different from traditional remote support solutions, AirDroid Remote Support is not only software for IT technicians, but also an RMM (Remote Monitoring & Management) software for enterprises with a large number of unattended devices. With it, you can provide remote IT assistance for your customers securely. Or, you can manage corporate devices and troubleshoot remote faulty equipment.

AirDroid Remote Support is best used for:



**Hardware
manufacturers**



System integrators



**Software solution
providers**



**In-house IT support
team**



**Enterprise with a large
number of unattended
devices**



Remote work

11 Key Features

- Remote Access & Control
- Real-time Screen Sharing
- Voice Call, Voice and Text Message
- AR Camera and 3D markers
- Tutorial Gesture
- File Transfer

- Unattended Mode
- Security Policy
- Team & Device Group Management
- Quick Connection with 9-Digit Code/
Deployment Code/QR Code
- Monitoring & Report

Points Of Interest

Secure & Easy Connection

Security and personal data protection have always been the biggest concern when it comes to remote support.

AirDroid Remote Support uses TLS (Transport Layer Security) encryption, end-to-end 256-bit AES session encryption, and RSA public/private keys to ensure user data security relentlessly.

Starting a session is as simple as anyone could hope for. AirDroid Remote Support is kitted up with 9-Digit Code, Deployment Code, and QR Code to meet different user needs.

To give remote assistance to your customers, you can connect the device with a unique 9-digit code. Most importantly, your customer is able to pause screen sharing anytime if privacy is involved.

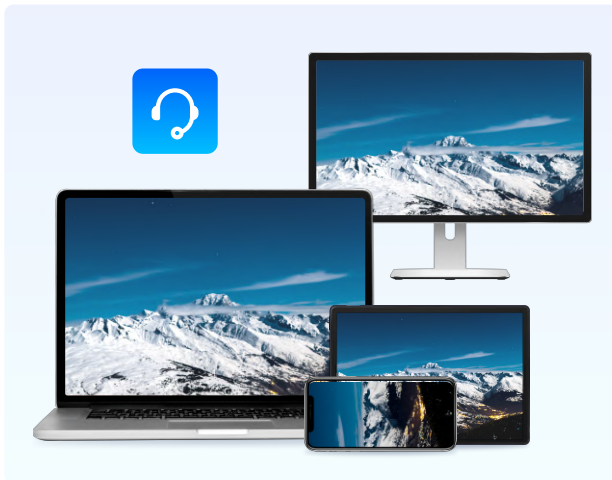
For remote unattended devices, you can set up the connection via Deployment Code or QR Code and then troubleshoot problems.



Points Of Interest

Screen Sharing and Communication Suite

Real-time conversation between a support agent and a customer is imperative. AirDroid Remote Support caters to these situations by offering an all-in-one communication suite that allows agents and customers to interact with each other in the most effective way possible.



- **Screen sharing** – customer support agent can see the end user's device screen in real-time
- **Voice calling** – customer support agent can talk to the end user while during screen sharing to eliminate confusions
- **Screenshot & annotations** – after taking a screenshot of the device screen, you can edit texts or place directional arrows to help with the instructions
- **Tutorial gestures** – when enabled, the customer support agent can swipe or click on his or her screen, and the end user will see the corresponding swiping or clicking on the device

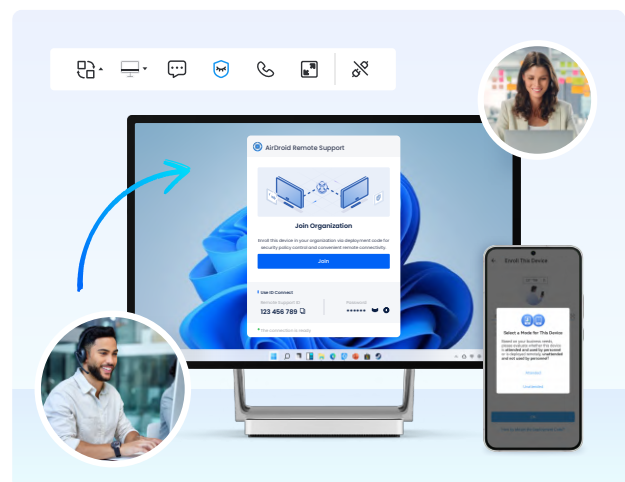
* Tutorial gesture is only supported for Android devices

Remote Control

The remote control feature allows IT technicians to take over a device and directly operate it.

AirDroid Remote Support is available to connect with desktops and mobile devices. That is to say, you can remotely control a device from your computer or mobile phone.

It's worth noting that remote controlling a customer's device requires user permission. And the customer will be able to see all actions during the help session. This will improve your customer satisfaction along the way.



* Note: The remote control feature is only available for the controlled devices of Android 7.0 and above with the remote control add-on, and the controlled devices of Windows 7 SP1 and above. The controller end for Windows devices only supports Windows and macOS.

Points Of Interest

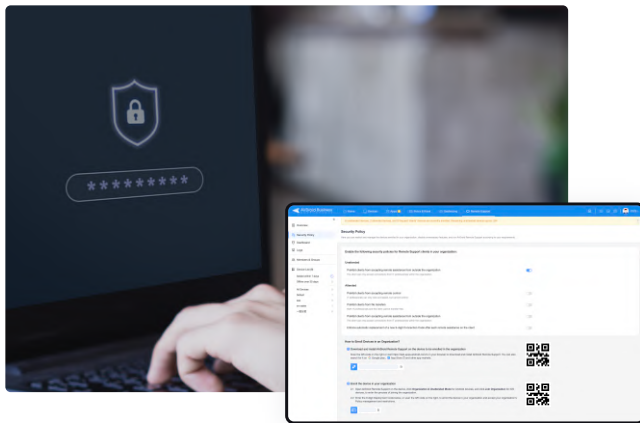
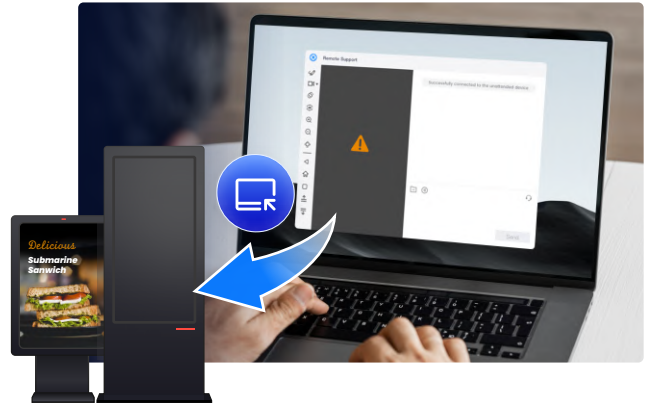
Unattended Mode

If you're running massive unattended devices, for example, drink vending machines or self-service kiosks, AirDroid Remote Support will be an integrated solution to meet management and maintenance requirements.

When you activate Unattended Mode, you can deploy devices to the admin console of AirDroid Business and manage them in one place.

The feature makes remote controlling more seamless. Just click the device and you can instantly connect it. No consent required.

* Unattended mode is only supported on Android and Windows devices.



Security Policy

Security Policy helps secure remote access. It can be used on both attended and unattended devices. Functions include:

- Block remote assistance from outside parties
- Disable remote control
- Disable file transfer
- Enforce auto-update 9-digital code after remote support, etc

Try it for free

Get your 14-day free trial now. No credit card or setup fees needed.

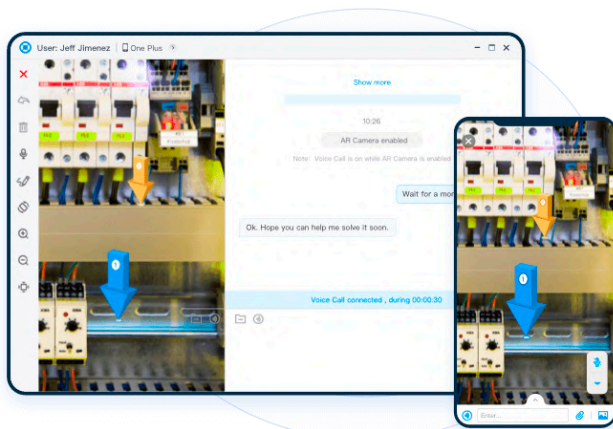
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Let our consultants give you the best guidance based on your requirements.

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Points Of Interest



AR Camera with 3D Markers

Augmented reality allows both the service agent and customers to visualize malfunctioning devices and figured out the fastest way to resolve technical issues.

Each session is allowed to add up to nine 3D markers. These 3D markers will respond to the distance accordingly without straying away from the original instruction given by support agents. You can also remove these markers altogether by clicking the bulk delete icon.

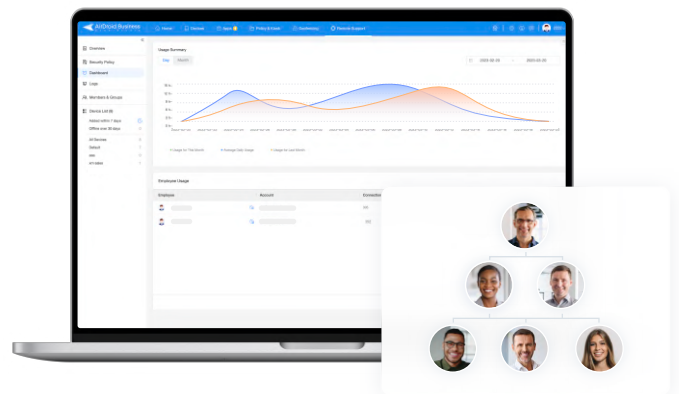
Most importantly, all the other features, such as real-time tutorial gesture, image sharing or file transfer are all available when you activate AR on your device.

* AR Camera is only supported on Android and iOS devices.

Dashboard, Team & Device Management

Organizations are able to review service hours and team performance in AirDroid Business – Remote Support dashboard. It includes session duration, connection status, and device type within the Logs section. Analysis based on these data can help businesses to retrieve valuable customers and improve overall service quality.

In Device Lists, you can view all attended and unattended devices that deploy to your organization. The admin can allocate devices to invited members for better work efficiency.



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Affordable and Flexible Pricing

AirDroid Remote Support offers license-based pricing plans to meet different enterprise needs.

 Best Value		
Basic	Standard	Premium
Quality Remote Assistance Service	Preferred Solution for Unattended Devices	
\$199.00 /License/Year	\$599.00 /License/Year	
1 channel included	1 channel included (more can be purchased)	1 channel included (more can be purchased)
1 user account included	No limit	No limit
50 hours per month (more can be purchased)	No limit	No limit
See Pricing →		

- **Free:** Connects and controls Windows devices with 10 free usage hours per month.
- **Basic:** Each license will have 50 free usage hours per month. Contains 1 account and 1 channel. You can choose to buy extra service hours to expand. More, service hours are allowed to share within your team.
- **Standard:** Each license can manage up to 300 devices. Unlimited accounts and service hours. You can enjoy Basic plan features, as well as additional Device Group Management, Permission Settings for Multi-role Members, and more.



How to Start a Remote Support Session ?

- 1 Download [AirDroid Business](#) (to provide support & manage devices) to your desktop or mobile phone.
- 2 Install [AirDroid Remote Support](#) (to accept support) on devices. It can be installed from the official website, Google Play or App Store.
- 3 To start a remote support session between the two terminals, you need to:
 - For Client's Device: Ask your customer to send the on-screen 9-digit code and enter it in AirDroid Business.
 - For Unattended Device: First use a Deployment Code or scan QR code to deploy devices to your organization, then you can start troubleshoot them immediately .

Why AirDroid Remote Support?

- All-in-one solution integrated with remote support & RMM
- Fast, secure, and reliable remote access & remote control
- Provide virtual on-site support with AR camera
- Support multi-platform (Android/iOS/Win/Mac/Web)
- Affordable and flexible pricing

Get started in two steps!

- 1 Get your 14-day FREE Trial [HERE](#) (No credit card required).
- 2 Signup for an account and verify your email address.

*If you don't find our welcome letter in your inbox, please check your Spam or Trash folder.

Get a 15-minutie FREE Demo Now

Have questions? Schedule a demonstration where our consultants will walk you through the products and give planning advice most suitable for your organization!

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About Sand Studio

Sand Studio is a customer-first company that builds software designed to improve efficiency and productivity for individuals and business of all sizes. Our solutions include mobile device management, remote control, and remote support.

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