Remote Support & Assistance Solution

Provide fast and efficient remote assistance to your customers or employees, and provide remote maintenance and troubleshooting for unattended enterprise devices. Provide employees with the security and convenience of remote work.

Solution Overview

AirDroid Remote Support is a 1-to-1 IT support & assistance solution that is intergrated with remote monitoring and management services. Different from remote support tools which design only for troubleshooting, AirDroid Remote Support provides more features in device management and security, such as Unattended Mode and Security Policy, to bring great convenience and efficiency.

AirDroid Remote Support Capabilities

Quick & Secure Connection

Use a unique 9–digital code to remote access a client's device. No account needed for the controlled end. For remote device management, you can use the Deployment Code or QR Code to enroll unattended devices to your organization and control them seamlessly.
Every session is encrypted with TSL and AES–256 Encryption. We value the security of your customers as well. Every connection requires confirmation and customers can pause screen sharing at any time to protect privacy.

Unattended Mode

If you have a large number of unattended devices and want to maintain them remotely, use Unattended Mode to save your labor and time costs. After deployment, technicians can control and troubleshoot corporate devices easily without being on–site.

Screen Sharing & Voice Chat

You can ask the user to share device screen and enable voice so you can see and communicate directly to eliminate confusions. You also have many tools to assist the user:

1 Tutorial gestures, screenshot and markup

2 Text and voice messaging and file transfer

* Tutorial gesture is only supported for Android devices.

Black Screen Mode

Black Screen Mode is a privacy protection technology owned by AirDroid. It's used to turn the remote device screen black during a remote access session in order to make IT admin operations invisible. And a hint will be on the screen and show the device is under maintenance. This is helpful to ensure remote control security.

Remote Control

To give immediate support, you can securely access the end user's device and remotely control it to fix IT issues. Devices that are bound to the organization are available to control directly without consent.*

* 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.

Multi-platform Support

AirDroid Remote Support is available for iOS, Android and Windows devices. And AirDroid Business, which is for assistance end, supports Android, iOS, macOS, Windows, and web browsers like Chrome, Microsoft Edge, etc.

Simply put, you can troubleshoot devices from your computer or mobile device.

* The assistance end for Windows devices only supports Windows and macOS (version on 1.0.0.0)

AR Camera & 3D Markers

AirDroid Remote Support also provides Remote Camera with AR (Augmented Reality) enhancement that lets support agents troubleshoot hardware issues by connecting to a customer or employee's device camera. While using AR Camera, support agents can place 3D markers on the screen to pinpoint specific locations to facilitate troubleshooting.

* AR Camera is only supported on Android and iOS devices

Security Policy

Security Policy is effective for all devices added to device lists including attended devices and unattended devices. You can use it to:

1. Block external remote assistance: only people within the organization can access devices
2. Disable remote control
3. Disable file transfer
4. Enforce auto–update 9–digital code

Team & Device Management

By adding members and devices, the admin is able to assign device groups to a certain employee for collaborative management. More, log analytics and monitoring is included in the console so the admin can track work performance easily and rasie productivity.
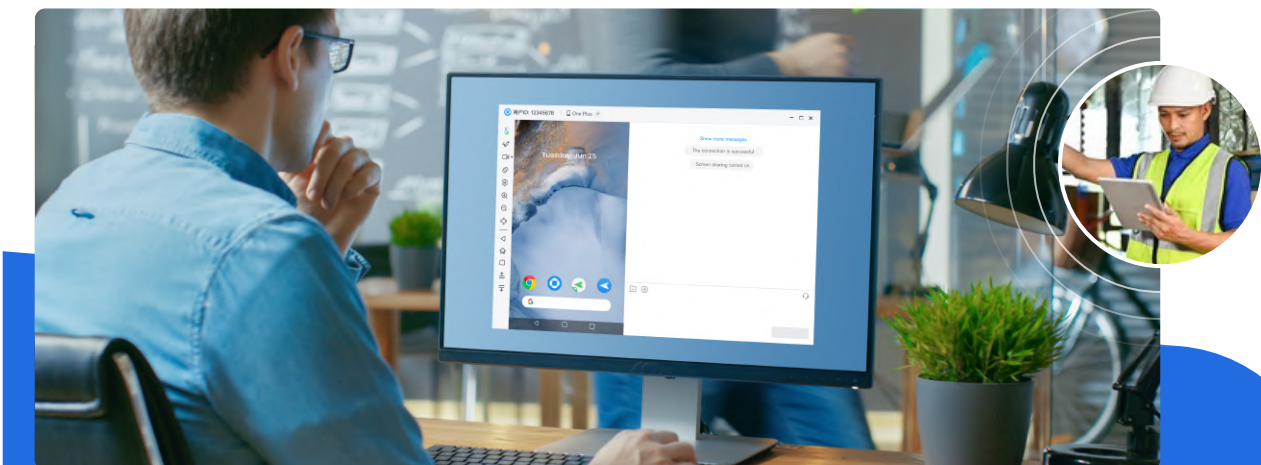
System Requirements

AirDroid Business Client (Customer support side)

- Windows PC (Windows 10, 8, 7)

- macOS (10.10 or above)

- Android (4.1 or above)

- iOS(9.3 or above)

AirDroid Remote Support (Supported device)

- Android (5.0 or above)

- iOS (11.0 or above)

- Windows PC (Windows 7 SP1 or above)

- AR Camera

  Android (7.0 or above) / iPhone 6S, iPad (5th), or above / Google Play Services for AR must be installed*

- Unattended Mode

  Android (7.0 or above)

  Windows PC (Windows 10 20H1 or above)

OEM Partnership

AirDroid Remote Support offers OEM opportunities for customize the app interface, company logo, and other options to have a unified branding when serving your customers.*

* For OEM partnership inquiries, please contact our sales team (sales@airdroid.com)

Solutions for Different Roles

Hardware Manufacturers

Troubleshoot and support customers who buy devices from you. No more phone calls and unclear instructions as now you can see the screen and talk directly with the customer, with a fraction of the cost.

- OEM partnership to customize app interface and branding elements*

- Join resell programs and start earning profits*

- Charged by licenses instead of number of devices

* Please contact our sales team for OEM and reseller partnership
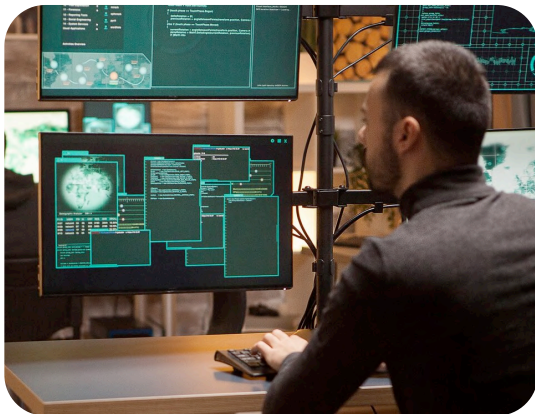
SI & Software Providers

Remote Support allows you to attend to customers' issues right away to reduce device downtime and other business losses. Customers' data and information are also protected with encryption and screen privacy feature.

- Minimize device downtime

- Respond to time-sensitive incidents more quickly

- Increase overall customer satisfaction

In-House IT Support

IT support team of your organization can provide better remote support for frontline employees. Also, your technical staff will have capabilities to manage and maintain unattended devices.

- Reduce IT workload and time spent on cases

- Provide simultaneous support with unlimited number of license users

- Enhance remote maintenance efficiency for unattended devices

Affordable & Flexible Pricing Plans

AirDroid Remote Support provides license-based pricing plans that are divided into Basic, Standard and Premium. In addition, a free plan is available for remote control of Windows devices.

	Basic Quality Remote Assistance Service $**199.00** /License/Year	**Best Value** **Standard** Preferred Solution for Unattended Devices $**599.00** /License/Year	**Premium**
	1 channel included	1 channel include (more can be purchased)	1 channel include (more can be purchased)
	1 user account included	No limit	No limit
	50 hours per month (more can be purchased)	No limit	No limit
	-	up to 300	up to 300
	✓	✓	✓
	✓	✓	✓

See Pricing →

Free:

Connects and controls Windows devices with 10 free usage hours per month.

Basic:

Every license includes 50 free service hours monthly. Contains 1 account and 1 channel. You can purchase additional service hours at any time. Total service hours can be shared between seats.

Standard:

Every 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.

Licensing and Subscription FAQs

Q How does the pricing for Remote Support work?

A AirDroid Remote Support is charged by licenses. You can add licenses or additional service hours to meet the growing demand of remote assistance. The Basic plan includes 50 service hours per license. If you have a great quantity of devices, the Standard plan allows to manage up to 300 devices for each license with no time and account limit.

Q How do I buy more Service Hours?

A A Basic plan license offers 50 service hours for a single user. Organizations that purchase multiple licenses can share the service hours among their users. The remaining hours can be checked in the Admin Console, and additional hours (from 10 to 50) can be purchased if needed. For unlimited service hours, consider upgrading to the Standard or Premium plans.

Q Can I add seats and how is the cost calculated?

A Yes, the price is prorated based on the cost of the upgrade plan and the remaining time.

Q Can I pay by installments?

A Installments are not accepted at this time to facilitate customers' annual budget considerations.

Q What's the difference between AirDroid Business and AirDroid Remote Support?

A AirDroid Business is an MDM solution and as well as the control end for AirDroid Remote Support, which is used to manage and monitor devices enrolled in the centralized console. As for AirDroid Remote Support, it is the application to use on controlled end and to receive remote support and troubleshooting. Read our full comparison guide here.

Take advantage of our resources

Connect with us or get a free 14-day free trial to get started

GET FREE TRIAL   TALK TO SALES

Get a 15-minute 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!

BOOK A DEMO

Our Customers

Review Recognitions

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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