



Simple, cost-effective, and powerful alternative to TeamViewer, LogMeIn Rescue, and GoToAssist.

The ideal solution for Customer Support, IT Support, and Help Desk teams.

Remote support made simple – connect to your users' Windows, Mac, iOS, and Android devices with a simple session code.

## Best-in-class remote support solution

Splashtop SOS makes providing remote support simple. No need to waste time or money traveling to your user's device, just remote into it and take control the second you're needed. Diagnose and fix the issue fast, and leave your customers happy.

## Key Features and Benefits

- **Simplified workflow** - Your user runs the SOS app (can be custom branded) on their computer or device, then gives you their 9-digit session code which you can use to start the session.
- **Top features** - All the tools you need to get the job done quickly. Share your screen, transfer files between devices, chat with users, and more.
- **Support unlimited devices on-demand** - All packages include support for unlimited devices on-demand. Just pay for the number of concurrent technicians per year. And no yearly price increases.
- **Broad device support** - Splashtop SOS is compatible with Windows and Mac. Plus, with our mobile add-on pack, you can support iOS and Android devices.
- **Unattended access** - SOS+10 and SOS Unlimited packages let you add on unattended access to computers and servers.
- **User management** - Add admins and end-users for free. Set their roles and access permissions. Set access permissions for users and groups.
- **Integration with PSA & Ticketing** - Launch SOS sessions from within Autotask PSA, ServiceNow, Freshdesk, Freshservice, Zendesk and Spiceworks Help Desk.
- **Add-ons** - Unattended access to Android for IoT & rugged device management. SSO/SAML integration for easy and secure authentication.
- **Robust Security** - Sessions are protected with TLS and 256-bit AES encryption.

## Who Benefits?

- Organizations looking to improve customer satisfaction while cutting support costs and delays.
- Technicians can instantly connect to a user's device, find the problem, and fix it right away.
- Users get hands-on support the instant an issue arises, leading to more happy customers and less angry reviews.



*"Splashtop SOS provides everything we need in an on-demand support application. It's easy to use for our customers and the price can't be beat. Highly recommend!"*

— Colin Pearce, Founder, Inderly

## System Requirements

### Technician Client App Requirements

- **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
- **iOS**
  - iOS 7.1 or newer (including iOS 11)
  - iPad / iPad mini / iPad Pro / iPhone/ iPod Touch
- **Android tablets / Android phones**
  - Android 3.0 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

Learn more and sign up for your free trial

[www.splashtop.com/sos](http://www.splashtop.com/sos)

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## Pricing

Simple, cost-effective, and powerful remote support solutions.

<b>SOS</b>	<b>SOS+10</b>	<b>SOS Unlimited</b>
\$199	\$219	\$399
Per concurrent technician per year	Per concurrent technician per year	Per concurrent technician per year
<b>Support unlimited devices on-demand</b>	<b>Support unlimited devices on-demand</b>	<b>Support unlimited devices on-demand</b>
	<b>+ 10 unattended computers per license</b>	<b>+ Unlimited unattended computers per license</b>

### ALL PACKAGES INCLUDE:

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

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

**\*\*Limited Time: Includes FREE Ticketing Integration Add-on**

## SOS ADD-ONS

### Unattended IoT & Rugged Device Management

Remotely access and manage unattended IoT, POS terminals and Android endpoints. Support available for Zebra, Honeywell, Panasonic, and many more.

### SSO / SAML Integration

Authenticate through SSO / SAML. Support available for Okta, Azure AD, JumpCloud, and ADFS.

**Contact Splashtop Sales to activate an add-on for your SOS license**



Quick support for Windows, Mac, and mobile