

Soluto for Business FAQs

1. What is Soluto for Business?

Soluto for Business is personalized, US-based, advanced business tech support. Soluto for Business keeps your business technology running and helps you get the most out of your technology investment.

The Soluto for Business service includes a rich messaging mobile platform that connects you and instantly to a Tech Concierge. Search the knowledge base, chat or talk to a live agent to get help with your business technology.

2. How do I contact a Tech Concierge?

A Tech Concierge is there for you and your business Monday – Sunday 7am-9pm CST. Simply open the Soluto for Business app and either start typing in the “Type your question” bar or click on the phone icon. One tap can connect you in seconds. It’s that easy!

3. What types of devices can a Tech Concierge help me and my business with?

Soluto for Business supports a broad set of hardware and software that matters most to businesses. A Tech Concierge can support the following:

- Employee non-personal devices (desktops, laptops, tablets)
 - Setup and customization
 - Troubleshooting and connectivity
- Network/Wireless
 - LAN configuration management
 - Connecting multiple employee devices
- Mobile Devices
 - Mobile device management installation
 - Device setup
- 3rd Party Software
 - Office 365, Quickbooks, Square, Dropbox
 - Cross device installation
- Business Devices including printers, scanners, and credit card readers
 - Setup and connection to employee devices
 - Installation and troubleshooting

4. How do I install the Soluto for Business app?

You can download the app from the app store on your device

- Download for Android:
 - <https://play.google.com/store/apps/details?id=com.asurion.solutohome.asurionbiz>
- Download for Apple:
 - <https://itunes.apple.com/us/app/asurion-business-solutions/id1158936169?ls=1&mt=8>