Remote Support Solution / Smart Connect

Blancco Mobile Diagnostics enables mobile network operators/carriers, device manufacturers, retailers, customer service centers, insurers and resellers to quickly and accurately find the source of device issues and resolve them. Whether you need a kiosk solution, web-based solution or on-device application, we can provide the right mobile diagnostics package to accommodate your needs. By identifying the cause of mobile device issues, your customers can optimize device performance, reduce the likelihood of NTF returns and recoup the costs associated with customer service complaints and repairs.

With our advanced business intelligence dashboard, your organization can use real-time data and analytics to improve the overall customer care process, minimize costs and increase customer satisfaction.

- **Product name:** Remote Support Solution
- **Old product name:** Smart Connect
- **Current version:** N/A
- **Official Blancco web site link:** https://www.blancco.com/products/mobile-diagnostics/
- **User manuals:** User manual, How to install consumer app
- **Related Tools:** N/A

Knowledge Base articles:

- My device is unable to scan Bluetooth devices. Showing Bluetooth test as failed.
- Smart Connect application gives an error “Activation failed” on the screen.
- Smart Connect application is saying the phone performance is not good.
- Smart Connect application is showing the quality of an image taken is bad.
- When I downloaded the Smart Connect application on my iPhone, it's showing an error message “Untrusted Enterprise Developer”