

Secure Remote Access and Control from Anywhere Using an iPad or an iPhone

Netop Announces Update for Remote Control Mobile for iOS – an App that Enables Service Desk Representatives and IT Administrators to Provide Support from Anywhere

PORTLAND, OREGON – May 7, 2013 -- [Netop](#) today announced improvements to Netop Remote Control Mobile for iOS, available as a free app through [Apple's App Store](#), which enables technical support staff and system administrators to extend their reach by providing [mobile remote access](#) and support capabilities from anywhere. Remote Control Mobile for iOS continues to offer many features that make quality support faster and more convenient. Powerful Internet connectivity is now possible through the app using Netop WebConnect, enabling support staff to connect to computers from wherever they may be.

The new version, available to new users through the App Store and to current users through a simple update, increases the functionality of the app. Support team members can connect directly by simply entering the IP address or computer name of an authorized target machine and have the connection information saved for future use.

Features of Note

- Real-time screen transfer
- Intuitive touch and gesture controls
- Full keyboard control including special hotkeys
- Connect to NRC Hosts on Windows
- Strong 256-bit AES encryption
- Support for Directory services, Windows and Netop password authentication
- Favorites and recent list for managing connections

Netop WebConnect combines the flexibility of Internet-based connectivity with the unrivalled enterprise security measures customers have come to expect from Netop. The module enables services representatives to connect to target devices across the Internet – even on unmanaged networks. With Netop WebConnect, support staff can provide remote support without reconfiguring firewalls or compromising security.

The app empowers support teams with real-time screen transfer and control over the keyboard and mouse of any machine running a compatible version of the [Netop Remote Control](#) host on Windows desktop and server operating systems.

Now Netop Remote Control Mobile provides support personnel the ability to establish remote support sessions securely across their enterprise. With strong 256-bit AES encryption, organizations are ensured that transmitted data is not compromised, regardless of the connection type used by the iOS device. In addition to the connectivity enhancements, the

graphical user interface has been improved to provide a more seamless remote access experience.

“We’re always listening to customers in order to fine tune our offerings. This update is a perfect example. Remote Control Mobile for iOS was already making life easier for IT staff and system administrators and the update continues to deliver on our commitment to them,” said Kurt Bager, CEO, Netop.

About Netop

Netop develops and sells market leading software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers. The company has two business areas: Customer Service and Education.

Used by half of the Fortune 100, Netop’s customer service solutions, including secure remote access and live chat, help businesses provide better customer service, reduce support costs and meet security and compliance standards. In Education, Netop is the world leader in classroom management software, helping teachers in 75 countries make teaching with technology easier and more effective.

Learn more about Netop at www.netop.com.

Media Contacts:

TJ Prebil
312-376-0518
tjpr@netop.com