

OPTiM Debuts Optia at Mobile World Congress 2013, World's First Smartphone-to-Smartphone Remote Support & Screen-to-Screen Sharing App

Tokyo (February 25, 2013)—OPTiM, a leader in providing IT support solutions that enable creativity, collaboration and convenience while online, today announced the debut of Optia for Android™, the first-ever app to enable remote support between smartphone users. With Optia, smartphone owners having trouble figuring out how to use a particular feature or app on their device can simply enable screen-sharing and remote operation with family and friends, and get real-time instructions from a trusted source, as if they were right in front of you. It's both simple and secure.

Powered by OPTiM's one-of-a-kind technology, Optia delivers a brand-new support ecosystem for smartphone users, making it easier than ever to source instructions and feedback to resolve issues and answer questions. Most importantly, OPTiM makes it possible to do this anytime, anywhere, without having to rely on inconvenient call centers.

*Optia's full feature list includes:

- **Screen Sharing:** Solve problems by sharing your screen with another
- **Visual Step-By-Step:** In-app markers allow for easy, visual, step-by-step support guidance
- **Remote Operation:** Give and receive support anytime, anywhere from a remote device
- **Easy Connection:** Connect to support as easily as if you were making a call
- **Chat:** Send and receive text messages while remotely controlling a device
- **Free:** For a limited time only, Optia is now available for FREE through Google Play™

"The need for fast support solutions, whenever and wherever, has never been higher," said Shunji Sugaya, President of OPTiM. "As the first-ever app to enable remote support between smartphone users, Optia offers Android owners instant and endless support possibilities. We're thrilled to bring such a timely, useful and hassle free resource to Android phones."

In addition to everyday smartphone owners, OPTiM's Optia app will also deliver significant cost-reduction benefits to both device manufacturers and wireless carriers, as customers who have been unable to resolve their smartphone IT-related issues through customer support can cost U.S. carriers, for instance, a total of \$2 billion per year.** By opening the support ecosystem to include trusted parties like family and friends through the use of Optia's remote operation and screen-sharing capabilities, manufacturers and carriers alike are provided a tool for organically reducing these support costs while also making the support experience easier, more flexible and convenient for their customers.

OPTiM is a known leader in web and mobile support solutions in Japan. OPTiM's Optimal Biz for Mobile platform enables companies to manage large numbers of employee smartphones and tablets, delivering functions like remote

lock to prevent information leakage from lost or stolen devices. Optimal Biz for Mobile is the top mobile device management (MDM) system in Japan. OPTiM's Optimal Remote service, used by over 12 million, also helps Japan-based wireless providers remote operate customer phones to resolve IT issues. In total, in Japan, over 32 million rely on OPTiM's suite of support products and technologies.

About OPTiM

Based in Tokyo, Japan, OPTiM, provides solutions that reduce support costs for enterprises and is focused on evolving online experiences so that the Internet becomes something that you aren't even conscious of—like the air you breathe. OPTiM's suite of solutions includes setup, diagnostic and marketing tools for NGN and home networks, and also targets mobile devices, routers, TVs, gaming platforms, multifunction peripherals, servers, printers and DVD recorders.

** Optia System Requirements: Android 2.3 or Higher, Internet Connectivity Required (WiFi Recommended), Galaxy availability coming soon*

*** According to the "[Controlling the Android](#)" study by wireless experience management experts WDS, released November 2011*

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