

World's First to Support STB(Set top box) Running Android OPTiM's Remote Support Tool, "Optimal Remote", Supports NTT WEST's "Hikari BOX⁺" *

TOKYO, - OPTiM Corporation announced that it supported STBs(Set top box) for the first time in the world, and its remote support tool, "Optimal Remote" has been chosen as an official support tool used for "Remote Support Service (※1)" of "Hikari BOX⁺ (Information device)" provided by NTT WEST.

"Hikari BOX⁺" is equipment (Set top box: STB) that enables a variety of services through TVs. With Hikari BOX, users can watch video clips and enjoy services on the internet

'Optimal Remote' is software used to securely share a screen on smartphones, tablets, PCs, routers, TVs, MFPs, and STBs, etc., and to control those devices remotely.

Optimal Remote simply solves problems that occur on network devices like smartphones, tablets, and PCs at low costs. Since it enables sharing a user's screen with an operator at call centers, it decreases diagnostic time that is likely longer because it often includes on-site diagnosis and support. Optimal Remote makes it possible to configure not only the OS but also applications, which allows IT administrators to more efficiently manage and support users. Currently, Optimal Remote is used as a tool for troubleshooting and work lecturing in relation to smartphones, and tablets by major carriers in Japan.

NTT WEST had looked for a solution to enhance their support for Hikari BOX⁺ users, and has chosen OPTiM's Remote Support that already has a number of actual achievements in Android™ devices and PCs.

※1: About 'Remote Support Service'

A paid service performed with 'Remote Support' and 'Call Support' while sharing a 'Hikari BOX⁺'s screen.

Operators can handle inquiries regarding setup procedures of Flet's access service (Internet connection service) (※2) such as devices provided by NTT WEST, PCs, browsers, and mailers, and how to utilize services on the internet.

※2: Flet's Access Service indicates Flet's Hikari Next (Business type excluded), Flet's Hikari Light, Flet's Hikari Premium (Enterprise type excluded), B Flet's (Business type, Basic type, Wireless type excluded), Flet's ADSL and Flet's ISDN.

OPTiM will make every effort to provide customers with easy, secured and work efficient device services

【Inquiries about this article】

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【What is Optimal Business?】

~ The most optimal, best, and advantageous ~

With the spread of personal computers and smartphones, the Internet is becoming more vital in our lives.

However, most of the Internet services and devices are still difficult to utilize since they often require a high level of IT knowledge. OPTiM's mission is to change the Net to something that you don't even have to be conscious of, like the air you breathe. Optimal Business indicates all service business created from our original technologies to make the Net as simple as breathing.

Product Information: <http://en.optim.co.jp/products/>

【About us】

Corporate Name: OPTiM Corporation
Saga Office: 223-1 Higashi-Takagi Takakise-machi Saga-shi Saga, Japan
Head Office: Shinagawa East Building 1-6-34 Kounan Minato-ku Tokyo, Japan
President: Shunji Sugaya
Major Share Holders: Shunji Sugaya
NTT Investment Partners, Inc.
NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION
Date of Foundation: June 8th, 2000
Capital: 183,380,000 Yen
Main Business Partners: Canon Marketing Japan Inc., Fuji Xerox Co., Ltd, KDDI CORPORATION, NIFTY Corporation, NIPPON TELEGRAPH AND TELEPHONE CORPORATION, NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION, NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION, NTT Communications Corporation, NTT COMWARE CORPORATION, NTT DOCOMO, INC., NTT Plala Inc., NTT Software Corporation, NTT-ME CORPORATION, OTSUKA CORPORATION, Ricoh Company, Ltd., So-net Entertainment Corporation
Main Business: OPTiM provides solutions that aim at reducing support costs for enterprises and changing the Net to something that you don't even have to be conscious of, like the air you breathe. Optimal solution contains setup, diagnostic, marketing tools for NGN and home network, and targets mobile devices, routers, TVs, game machines, multifunction peripherals, servers, printer and DVD recorders.

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