

“Optimal Remote” Supports iPhone / iPad Users for Easy Operation, with Voice Guide and Screen Sharing Now! The Preview Version is Available on February 14th

Tokyo (February 14, 2014) – OPTiM Corporation, a leading global provider of remote support services, launched Japan’s first flat-rate paid remote support service in 2006. Since then, the service has acquired 15M users^{*1}, becoming the country’s #1 remote support solution. OPTiM will release the retail version of iOS option in April 2014. Moreover, the preview version of iOS option has been released on February 14th 2014 for free!

Optimal Remote’s website:

<http://en.optim.co.jp/products-detail/top/40>

Optimal Remote is a revolutionary remote support software which allows screen-sharing on any Internet-enabled device (smartphones, tablets, PCs, TVs, etc.) and remote operation from a computer via a secure connection. Operators can share the user’s screen and support using the red pen drawing function and the finger indicator function. Additionally, using screen sharing at real time, operators can solve the troubles related to Internet-enabled devices and reduce support costs greatly.

Along with the launch of the remote support service option for iOS devices, the preview version of client tool has been offered for free at App StoreSM(Japan Only). Until the launch of the retail version, Companies can use the operator tool they are using now. Also, some companies that are considering an adopting of “Optimal Remote,” can use the preview version of “Optimal Remote Client.” Please contact us for more details.

Optimal Remote Client Tool for iOS (Japan Only) URL:

<http://itunes.apple.com/ja/app/id813519437?mt=8>

【Features of Optimal Remote iOS Option】

1. “Optimal Remote” allows support for iPhone/iPad!

Previously, iPhone / iPad was not able to do screen sharing, operators must spend long time to support orally. The preview version of iOS option for "Optimal Remote" realizes screen sharing that sends the screenshot to the operator immediately. With "Optimal Remote," you can expect to improve customer satisfaction and reduce the support time by approximately 50%^{*3}.

2. Easy operation with built-in voice guide!

Even if customers are not familiar with how to use iPhone/iPad, "Optimal Remote" lets you prepare to receive support with the voice guide.

“Optimal Remote” supports about 80% of smartphones including the devices already supported^{*4}. OPTiM will continue to provide easy-to-use, simple, and secure products and services.

- ※1 Basis for calculation: Contracted quantity of remote support service of NTT East and NTT West (4530,000)^{※5} x domestic average number of household members (2.57 persons / household)^{※6} + other services users.
- ※2 The contract for iOS option is required, if you wish to use the iOS remote support.
- ※3 Based on our domestic result on other platforms such as PCs and AndroidTM.
- ※4 Source: "IDC Japan:Japan Quarterly Mobile Device Tracker," by IDC Japan. Total share of Apple, Sony,and Sumsung is the 78.2%.
- ※5 Source: Overview of Business Results by Business Segment (April 1, 2012- March 31, 2013) by NIPPON TELEGRAPH AND TELEPHONE CORPORATION – (3) Improving customer service.
- ※6 Source: Comprehensive Survey of Living Conditions by the Ministry of Health, Labour and Welfare - 1.Structure of household and types of household.

【About OPTiM】

Based in Tokyo, Japan, OPTiM provides solutions that reduce its clients' support costs, with an overall focus on evolving online experiences to the point that the Internet becomes something you aren't even conscious of, like breathing. OPTiM's solutions' suite includes setup, diagnostic and marketing tools for NGN and home networks, as well as mobile devices, routers, TVs, gaming platforms, multifunction peripherals, servers, printers and DVD recorders.

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