

# NETSUPPORT MANAGER

Remote Support for MAC



**NetSupport Manager V12** NetSupport Manager 12 delivers the very latest in remote PC support and desktop management capabilities. From a desktop, laptop, tablet or smartphone, monitor multiple systems in a single action, deliver hands-on remote support, collaborate and even record or playback sessions. When needed, gather real-time hardware and software inventory, monitor services and even view system config remotely to help resolve issues quickly.

Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single solution for remote support - without the need for a third party service or ongoing subscription costs. Adding to traditional 1:1 remote control capabilities, NetSupport Manager excels as a 1:many solution; from monitoring multiple systems in real-time, to showing the operator screen to multiple recipients for training, to file distributions across the network.

Over 23 years' development and 12,000,000+ PC install base = Industry recognised, the most stable, feature rich and secure Remote Control solution available.

The NetSupport Manager Mac Control and Client supports Mac OS X version 10.11 and later, Leopard, Snow Leopard, Lion and Mountain Lion, on Intel platforms.

### Key features when connecting to/from an Apple Mac include:

- Browse, locate and connect to NetSupport-managed systems across your network.
- Connect over TCP/IP or HTTP protocols.
- Communicate over LAN, WAN, Internet, or mobile connections.
- PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN server module.
- Watch and Share control of the screen, keyboard and mouse of the remote workstation.
- Monitor the screens of all connected systems with real-time thumbnails of each connected system.
- Gather a full Hardware and Software inventory from the client PC to aid in remote support.
- Transfer Files between the Control and Client computer.
- 'Show' your screen to any number of connected computers for real-time instruction.
- Remotely Power On or Off.
- Remotely Reboot a system.
- Remotely Logout a system.
- Full Text Chat and Messaging between two or multiple systems.
- Launch applications at the remote machines.
- Request Help - users can create help requests that can be directed to all or specific Control systems based on custom criteria.
- Fully configurable security allowing all features to be enabled or disabled.
- Configurable data encryption from 56 bit DES to 256 bit AES.