



Remote Support for Mac

NetSupport Manager for Mac

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.

From a Mac machine, deliver hands-on remote support, collaborate and even record or playback sessions. With both Manager Control and Client being installed on Mac systems, the ability for a Control to connect and view the screen of the remote user is also enabled. When needed, gather real-time hardware and software inventory to help resolve issues quickly.

The NetSupport Manager Mac Control and Client supports Mac OS X version 10.9 - 10.13 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.
- ✔ From the Windows Control, technicians can connect to a Mac Client user anywhere across the enterprise via a PIN Connect tool, with both parties entering a matching PIN code to connect. 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.