

## New NetSupport Manager 12 delivers a fresh approach to today's IT support challenges

Written by Australian Business

---

( [PRLEAP.COM](http://PRLEAP.COM) ) Remote Control and Desktop Management specialist, NetSupport Inc, is delighted to announce the immediate availability of NetSupport Manager Version 12 – the latest evolution of the industry-leading remote control software solution.

Developed over 23 years and with a current install base of over 12,000,000 systems, NetSupport Manager is the most mature, stable and flexible solution of its kind. 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 multi-platform remote support - without the need for a third-party service or ongoing subscription costs.

Version 12 offers a new and modern interface designed to suit both desktop and tablet platforms, enhanced iOS and Android versions, extended Windows 8 and 8.1 support, the ability to identify the location of each remote device, new customer service-based connection modes and support for remote management of Chrome OS devices.

The restyled interface makes version 12 the most accessible yet - introducing touch-spaced dialogs, enhanced desktop icons and tooltip views that instantly display a wealth of system information for each remote device and, adding to the product's existing dynamic grouping capabilities, the ability to group remote devices by enclosure type and geolocation, enabling technicians to instantly pinpoint the approximate location (country, city, state) of any remote system.

New feature highlights include the unique PIN Connect facility, allowing quick connectivity between technicians and end-users simply by sharing a matching code, and a totally refreshed Client interface that allows the end-user to instantly request help, enter or create a PIN connection code, view their local PC details and see live connection information.

Tablet and smartphone users haven't been forgotten. The NetSupport Manager Mobile Control for iOS and Android, free to download from iTunes and Google Play, offers a wealth of additional features. The Control now displays real-time interactive thumbnails for all connected devices; enables you to select, connect and interact with multiple devices simultaneously; conveniently lists recently connected, as well as all previously connected devices; a detailed hardware inventory report for a remote PC can now be generated on demand; the current status of the wireless networks and battery strength of the remote device is displayed, enabling you to anticipate if your connection is likely to be interrupted; PIN Connect; and new Widgets can now be added to the home screen of your Android device providing instant access to frequently viewed devices.

## New NetSupport Manager 12 delivers a fresh approach to today's IT support challenges

Written by Australian Business

---

Expanding on the latest release, NetSupport's Development Director, Rob Hawkins, commented: "NetSupport Manager continues to offer a unique proposition for desktop remote control and in this latest update we're delighted to be able to build not only on the product's existing Windows, Mac and Linux capabilities, but both extend our reach further with Chrome OS support and enhance the user experience across the range."

Mr Hawkins continues: "We recognize that the majority of modern IT enterprises stretch well beyond the traditional local environment. The addition of Geolocation technology responds to a growing need among our customers to be able to automatically group devices based on their regional location for easy one-to-many management. NetSupport Manager also leads the way in terms of offering connectivity with remote devices, no matter where they are located, and the new PIN Connect feature adds yet another flexible means of initiating a secure remote connection with any user requiring assistance."

NetSupport Manager requires a one time license purchase and does not require any third- party hosting or intermediary services. All of the components within NetSupport, including the internet gateway, PIN server and mobile apps, are included as standard.

You can learn more about the enhancements in version 12 and download a free trial by visiting [www.netsupportmanager.com](http://www.netsupportmanager.com)

About NetSupport NetSupport Inc, a member of the NetSupport Group of Companies headquartered in the UK; has been delivering market-leading remote control and desktop management software solutions to corporate and education customers since 1989.

Its flagship products are the highly successful NetSupport Manager remote control and PC management application and NetSupport School, the market-leading classroom management and training software solution for Windows®.

NetSupport's evolving product range also includes: NetSupport DNA, delivering advanced enterprise asset management; web-based ITIL-compliant incident management solution NetSupport ServiceDesk; NetSupport Notify, its mass notification and desktop alerting tool and NetSupport Protect, a security tool designed to protect the content and configuration of desktop

## **New NetSupport Manager 12 delivers a fresh approach to today's IT support challenges**

Written by Australian Business

---

PCs. The latest addition to the range is NetSupport Assist, a classroom monitoring solution for Mac® and Linux environments.

NetSupport solutions and their derivatives are sold worldwide and enjoy market-leading status in many countries and is recognized as one of the fastest growing technology companies. For more information about NetSupport, visit [www.netsupport-inc.com](http://www.netsupport-inc.com)

Press Contact: Ms Allison Hedges [a.hedges@netsupport-inc.com](mailto:a.hedges@netsupport-inc.com) .(770)205-4456