



Product Feature List

VI 2 and up

Platform Flexibility

- Support for Windows 10/2019/2016//8.1/8/2012/7/ 32 & 64 Bit.
- Legacy support for Windows 2008/Vista/2003/XP/2000 and earlier.
- Support for Mac/Linux/Chrome OS
- Remote control from Windows/Mac/Apple iOS/Android
- Legacy support for Windows Mobile/CE/Pocket PC Support for Terminal Server Clients
- 64bit Support for Intel EM64/AMD64
- Support for Intel@ Core™ vPro™ processors
- Optimized for Thin Client/Zero Client/Virtual Desktop environments

Mobile Remote Control from iOS/Android

- Connect to remote PCs from iPad, iPod Touch, iPhone
- Connect to remote PCs from any Android tablet or smartphone (including Kindle Fire) Watch/share/control modes
- Thumbnail view of each connected PC (Multiple)
- Interact with multiple Clients simultaneously (Android only)
- Pinch, pan and zoom support in Remote Control
- Adjust Color Depth on the fly
- Chat and message to remote device
- Real time hardware inventory of a remote Client
- Display Wireless status and battery strength for a connected Client (Android Only)
- One-click Ctrl+Alt+Del
- PIN Connect with Remote User
- Home screen widgets (Android only) Multi monitor support
- Compression to minimize data usage
- 64, 128 or 256-bit encryption
- Unique security keys

Chrome OS Support

- Connect to any Chrome OS device (via HTTP) from Win/Mac or Mobile
- Thumbnail view of each connected Chrome device
- Watch/Share modes
- For real time instruction/demonstrations, 'show' Control screen to Chrome devices
- Multi monitor support Chat and message
- Copy clipboard
- Help Requests Chrome Clients can send requests for help to the Control PIN Connect
- User Acknowledgement the Chrome Client authorizes each inbound connection request

Protocol Support

- Connectivity over TCP/IP and HTTP protocols
- Legacy support for IPX/NetBIOS
- Ability to connect to Clients on different protocols and connection types simultaneously PSTN/ISDN Support



Connection Options

- ✦ Browse for Clients/Browse for Clients starting with xxx
- ✦ Quick Connect by Client Name/Username/Network Address/Hostname
- ✦ On Start-up connect to a specified Group/Client/Dial-up Network/In Specified view mode
- ✦ Option to allow Remote User to initiate connection to Control
- ✦ Allow multiple Controls to connect simultaneously
- ✦ Simplified connectivity through Firewalls (Internet Gateway)
- ✦ Secondary Gateway for redundancy
- ✦ Customer service based PIN Connect facility

Control User Interface

- ✦ Quick View Toolbar/Launch Application Toolbar
- ✦ Interactive thumbnail view of each remote system
- ✦ Thumbnail Zoom facility for an expanded view of the remote system
- ✦ Display Remote Systems as Thumbnails/Mouse over Thumbnails for an expanded view of remote systems At Control
- ✦ provide Remote System Display Name/Description/Contact Details/Logged on User-name/PC Type
- ✦ Auto-group remote Clients by platform/OS/enclosure type and geolocation
- ✦ Instant view of remote Client devices grouped by platform/OS/enclosure type
- ✦ Geolocation real time display of remote Client location (Country/City/State)
- ✦ Create custom Client groups to reflect company structure
- ✦ Flexible quick switch display mode — thumbnails, client icons

Remote Deployment

Install components remotely using Windows Domain/IP address(es)

Integration

Use key functions within SMS/Active Directory/Windows Explorer

File Locations

Customizable Configuration File Locations

Remote Control

- ✦ View Multiple Remote Systems Simultaneously
- ✦ Watch/Share/Control Modes
- ✦ View Full Screen/Scale to Fit
- ✦ Blank the Remote Systems Screen whilst still Viewing/Annotate Whilst Viewing
- ✦ Restrict Maximum Color Depth/Optimize Color Depth during View
- ✦ Scan Remote Systems one at a time/Many at a time Lock/View/Chat to Scanned Remote Systems

Audio Support

Audio Support between Remote System and Control.

Show Mode

Ability to Show Control Desktop to the Remote System

Print Capture

Redirect the Remote Systems Print output to Control



Communications

- Chat Function One to One/One to Many/Interactive Whiteboard
- Ability to Send Message to Remote User(s)
- Ability for Remote Users to Request Help

Other Key Functions

- ✳ Power On/Power Off Remote Systems over the LAN
- ✳ Ability to Logon/Logoff/Shutdown/Reboot the Remote System Capture an image of the Remote System's Desktop to a File
- ✳ Remotely start applications on a Remote System
- ✳ Launch a Command Prompt on your PC for the Remote System
- ✳ Launch a Registry Editor on your PC for the Remote System
- ✳ Transfer Clipboard contents between Remote System(s) and Control
- ✳ Record screen activity to a video "replay file" for training or security.

Inventory

- ✳ Perform a Hardware Inventory of the Remote System
- ✳ Perform a Software Inventory of the Remote System
- ✳ Display/Verify Hotfixes Installed on the Remote System
- ✳ Display/Manage running Applications on the Remote System
- ✳ Display/Manage running Processes on the Remote System
- ✳ Display/Manage Services on the Remote System
- ✳ Display Battery Level Indicator/Wi-Fi Signal Strength for Remote Mobile devices Remote user can generate a local inventory

File Transfer

- ✳ Drag and Drop File(s) between Remote Systems and the Control One to One/One to Many
- ✳ Explicitly Allow or deny File Transfer access to drives, folders and or files
- ✳ Only transfer changed blocks of data within a file if it already exists - Delta File Transfer
- ✳ At Control specify file transfer priority when viewing 'Live Folders' displayed for quick selection

Scripting

- Scripting Language
- Script Scheduler to automate frequent tasks

Security

- ✳ Authenticate connections using NT Authentication/Active Directory Authentication/Proprietary• password
- ✳ Restrict connections to the Remote System by IP Address/IP Subnet/IPX Address/IPX Network Secure
- ✳ Connections using Security Key/Use License Details as Security Key
- ✳ At Remote System allow Control to connect silently/Notify Remote User on connect
- ✳ On Disconnect Lock/Logoff/Restart Client on disconnect
- ✳ Protect access to Control Configuration using Proprietary Password
- ✳ Protect access to Remote System Configuration using NT Authentication/Proprietary password
- ✳ Option for all Remote Systems to use the same configuration file stored on a secure shared location
- ✳ At Remote System require User Acknowledgement on Connection/Display reason for connection at Remote System Restrict Gateway Access to specific users

Encryption

- Encrypt all communications between Control and Remote System



At Remote System force Controls to use encryption/force Controls to use specified encryption level or higher 256 bit AES Encryption or higher

User Profiling

- * Client side profiling of Control users (Enable/Disable Functionality)
- * Profiling of Control by user (Enable/Disable Functionality)
- * Create Desktop Shortcut to load specific Control profile
- * Configure using Active Directory Group Policies
- * Record Gateway Activity to Log File
- * Record Screen Activity at Remote System/At Control/With Audio/customizable location
- * Record Activity to NT Event Log at Remote System
- * Record Activity to Log File at Remote System/at Control/Customizable secure location
- * Secure Log files on network using NT Security for Remote System/for Control
- * Allow multiple Remote Systems to log activity to same file/Allow multiple Controls to log activity to same file Secondary log file option to be used if first not accessible/reject connection if logging not possible Smartcard login supported

Remote Client (End User) Interface

- * One click Request Help facility
- * PIN Connect — Client can create a unique PIN or enter a PIN provided by the Control for instant connection
- * View a 'Replay File' — a previous screen recording of a remote control session
- * Perform a local Hardware Inventory
- * Perform a local Software Inventory
- * Display/Verify Hotfixes installed on the local system
- * Display/Manage running Applications on the local System
- * Display/Manage running Processes on the local System
- * Display/Manage Services on the local System

