

## A Global First! Optimal Remote, Japan's Most Popular Remote Support Tool with 13M Users, Is Now the Industry's First to Support Android™ 4.4 (KitKat)!

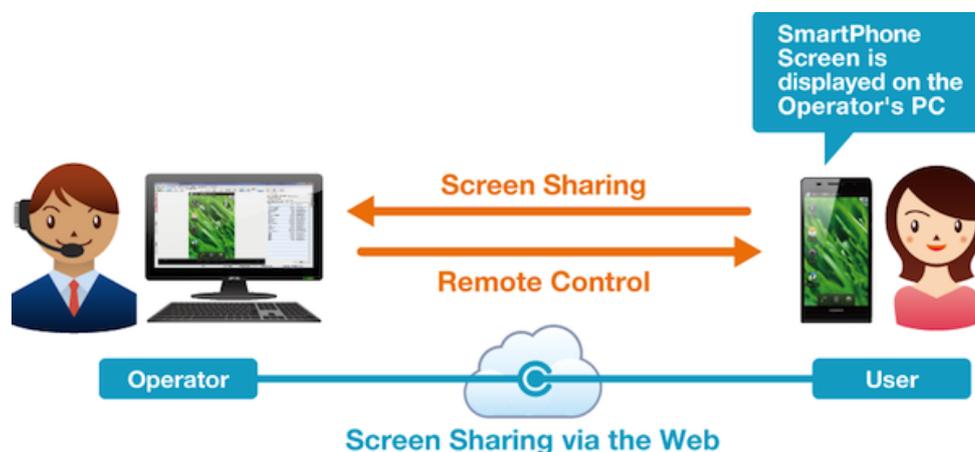
TOKYO (November 21, 2013) – OPTiM, a leading provider of online IT support solutions that enable creativity, collaboration and convenience, announced today that Optimal Remote has supported Android™ 4.4 since Nov. 13 -- making it **the world's first remote support tool for Android™ 4.4!**

•Optimal Remote's website: <http://en.optim.co.jp/contents/5480>

Optimal Remote is 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. Companies worldwide spend considerable time and money on phone-based and website-based operational support and troubleshooting of Internet-enabled devices, but Optimal Remote reduces such expenses by screen-sharing with the customer's Internet-enabled device, providing the necessary support, and allowing an administrator to set up an OS and to install applications on the device. The result is broader, more efficient support and administration. Moreover, whenever new smartphones and tablets are introduced into a workplace, leading companies rely on Optimal Remote to support and troubleshoot the issues which inevitably arise with any new roll-out.

With Optimal Remote now supporting Android™ 4.4, businesses have even more Android™ device options to choose from. And thanks to Optimal Remote's cutting-edge approach, they can be assured of receiving stress-free problem-solving and support once their Android™ 4.4 devices are activated.

[ Image of using Optimal Remote ]



With a mission to expand smart device possibilities, OPTiM will continue to offer innovative device services that make work easier, securer, and more efficient.

## **Press Release**



### **【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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For inquiries, please contact:  
OPTiM Corporation Marketing/Promotion Team  
TEL: 81-3-6435-8570 FAX: 81-3-6435-8560  
E- Mail : [press@optim.co.jp](mailto:press@optim.co.jp)  
Optimal Remote Page: <http://en.optim.co.jp/products/remote>