OPTiM®

Another Global First! Now Every Android™ Smartphone and Tablet can Enjoy Remote Support from Optimal Remote for Lollipop!
Screen-sharing for all device models using Android™ 5.0 Lollipop

Tokyo (January 6, 2014) – OPTiM (TSE Mothers: 3694), a leading provider of business-related applications for smartphones and tablets, has been providing its flagship remote support service, Optimal Remote, since 2006. With 15M[1] users today, OPTiM proudly announces that Optimal Remote began supporting Android™ 5.0 Lollipop on December 25, 2014 (JST), thus becoming the world's first[2] support service to provide screen-sharing capability for all Android™ devices (Android™ 5.0 and later; operational verifications made on Nexus series[3]).

※As of December 24, 2014, based on OPTiM's research into screen-sharing remote support services that utilize the Android™ 5.0 Lollipop's new features.

Optimal Remote is a remote support tool that provides operational and troubleshooting support for a customer's device via screen-sharing. Since 2011, when OPTiM first started providing Optimal Remote through its service partners, Optimal Remote has been used by first-time Android™ device customers and long-time users alike for fast, efficient resolution to operational issues.

Because of OS-related technical restrictions, the number of supported Android™ devices had been limited, and it was necessary to supply an app for each device manufacturer or even for each device model in order to provide a remote support service. Now, support for Android™ 5.0 by Optimal Remote enables screen-sharing on all Android™ 5.0[4] devices from all device manufacturers. Moreover, by using Optimal Remote, MVNO[5] companies and telecom carriers focused on SIM-free devices and independent sales to communication lines can provide their remote support services on every Android™ device.

As of December 2014, as many as 495[6] device models in Japan and 7,691[7] device models worldwide are equipped with Android™ OS, and this number is growing rapidly worldwide, making remote support services that much more important.

◆Comparison between the previous method and the new method:

	Previous Method	New Method Utilizing the New Android^{TM} Technology
Operational environment	Supported devices from device manufacturers allied with OPTiM	Supports all Android™ 5.0 device models worldwide, including device models from docomo, au, SoftBank and other Japanese MVNOs
Scope of provision	Limited number of device models because of technical restrictions	All current and future device models using Android™ 5.0
Screen-sharing	✓	✓
Red Pen Drawing	✓	✓
Finger indicator	✓	✓
URL transmission	✓	✓
Device information	✓	✓
Remote operation	✓	NA

【About Optimal Remote】

Optimal Remote is a remote support service that enables operational support and troubleshooting for a customer's device via screen-sharing. Optimal Remote reduces user support time and increases customer satisfaction. And now that Optimal Remote supports Android™ 5.0 Lollipop, every major device and platform (including Windows, Mac, and iPhone/iPad) is now covered and a wider range of customers can enjoy fast, knowledgeable support.

Optimal Remote's website：

http://en.optim.co.jp/products/remote

OPTiM is currently expanding into various services including the support business, in addition to providing Optimal Remote and developing its various support technologies and services. Via the creation of increasingly innovative technologies developed in Japan and overseas, OPTiM will continue providing products and services that are efficient, secure and user-friendly.

※1 Basis for calculation: contracted quantity of remote support service of NTT East and NTT West (4530,000)[8] x domestic average number of household members (2.57 persons / household) [9] + other services users.

※2 As of December 24, 2014, based on OPTiM's research into screen-sharing remote support services that utilize the new features added to Android™ 5.0 Lollipop.

※3 Operational verification has been done on Nexus 5, 7, and 9.

※4 Theoretically, all device models should be covered. However, some exceptions may exist because of special functions, technical restrictions, or device model dependence. Please contact OPTiM for details.

※5 MVNO stands for Mobile Virtual Network Operator. MVNOs provide services by obtaining a usage license for a wireless network mobile communications infrastructure from another mobile network operator.

※6 Basis for calculation: Smartphone Database (Source: ULTRAZONE) and Android™ device list on Wikipedia. Investigated on December 22, 2014.
http://smartphone.ultra-zone.net/
http://ja.wikipedia.org/wiki/Android%E7%AB%AF%E6%9C%AB%E4%B8%80%E8%A6%A7

※7 Basis for calculation: Supported devices (Source: Google) file update on December 15, 2014.
https://storage.googleapis.com/support-kms-prod/D9E52CEA2646E4F148A1B29C7C839C628B61

※8 Source: Overview of Business Results by Business Segment (April 1, 2012 - March 31, 2013) by NIPPON TELEGRAPH AND TELEPHONE CORPORATION － (3) Improving customer service.

※9 Source: Comprehensive Survey of Living Conditions by the Ministry of Health, Labour and Welfare - 1.Structure of household and types of household.

Press Release

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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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