

Press release

The new version of its Application Selection allows the user to see the applications being shared on screen at all time

NTR updates NTRinquiero to consolidate its position as world standard in on-demand remote support solutions

Barcelona, Spain, 10th november 2005 - NTR (Net Transmit & Receive, S.L.), global technology company specialized in innovative communication and collaboration solutions and manufacturer of the on-demand remote support solution–NTRinquiero, has announced the launch of the new version of Application Selection in its flagship product. With this new feature, the NTRinquiero user, be it an operator or end customer, can see what applications are being shared on screen at all times, and can check instantly and in situ, any change to be made in the shared applications.

“This new feature further facilitates on-demand remote support for different Macs or PCs. We can confirm that we have the most original and advanced world standard in remote support solutions, in terms of number of customers, users, security and ease of use. All this, included in the most affordable solution of those currently on the market”, assures Tomàs Casanovas, CEO of NTR.

What is NTRinquiero?

NTRinquiero is the most complete, on-demand remote support solution worldwide, that establishes an immediate connection between different PCs or Macs by using just a web browser and an internet connection, drastically reducing operating costs in technical support departments in thousands of companies all around the world. NTRinquiero allows technicians quickly solve any incident or support problem directly on the user’s computer.

NTRinquiero offers users an on-demand remote support solution for PC or MAC, with such features as Voice over IP, file transfer, desktop sharing, chat and video-conferencing in addition to the previously mentioned Application Selection.

Technical Support, Customer Service and Sales employees can connect to their customers’ computers in less than 10 seconds without having to preinstall any software. NTRinquiero gives the operator the opportunity to directly view the customer’s screen from his own, guiding users in any doubts that they may have.

Why Application Selection?

At times, users are reluctant to let technical departments view or control their computer. For this reason, the Application Selection feature allows to limit display and control to the applications previously selected

by the user, guaranteeing privacy, security and reliability. The new version of Application Selection provides a display screen which allows the operator or even the customer, according to the remote control mode selected, see which applications are being shared at all times. The image which appears in the browser screen is instantly updated when a change is made in the shared applications.

"This new feature greatly improves the ease of use of NTRinquiery, users can check instantly on screen the contents selected to be shared. Currently, NTRinquiery is the only on-demand, remote support solution in the market with a display screen for Application Selection", added Joan Pons, NTR Technical Director.

During a support session using Application Selection, the operator or customer can select the applications from a list, deciding which are to be shown and hidden.

About NTR

Founded in 2000, NTR (Net Transmit & Receive S.L.) is a leading provider in innovative communication and collaboration solutions for companies of all sizes requiring growing mobility. With its wide range of support and remote access solutions, NTR provides technical support to more than 3,000 companies. NTR's support solutions allow companies like Toshiba, ING-Direct, IKEA, Caprabo, Deutsche Bank, Epson, Honda, Infor, Sage Sesam, Tenovis and Actualize to cross geographical boundaries.

Headquartered in Barcelona, NTR has international offices in Germany, France, Italy and the United States. Recently, NTR inquiery's videoconferencing feature was chosen, once again, as a finalist in the IGC Awards for Digital Innovation.

For more information about NTR, please visit www.ntrglobal.com

For more information about our solutions www.inquiery.com y www.ntrconnect.com

Public relations contact:

César Solaz
T: +34 93 445 0700
csolaz@ntrglobal.com

Head Quarters

Torres Diagonal Litoral
Josep Pla, 2 – Edificio B3, 1ª Planta
08019 Barcelona (Spain)

T: +34 93 445 0700
F: +34 93 445 0701

www.ntrglobal.com
info@ntrglobal.com