

## Mac HelpMate Features

### Mac HelpMate

- Zero-config screen sharing through firewalls and routers by invitation for unlimited client installations (no port forwarding)
- Mac HelpMate ZIRO (Zero Interaction Roll Out) for one-click screen sharing by emailed link or web site link with no preinstallation required. Watch Mac HelpMate ZIRO Video, [click here](#).
- Mac HelpMate Widget for one-click screen sharing
- Custom application branding to reinforce your company, school, or consultant support services
- Unlimited installable proactive alerts for kernel panics, S.M.A.R.T, low disk space, Time Machine backup failures and low memory via zero-config email (no SMTP setup or authentication required) to up to five email addresses at a time
- 200 diagnostic, troubleshooting, and performance optimization items all in an application with your company's logo
- 40% faster than Apple Remote Desktop over the internet - includes built-in viewer with screen scaling
- 128-bit AES encryption - unbreakable security used by the US Military and FBI
- Supports Mac OS X 10.3, 10.4, 10.5 and 10.6
- Use the built-in Viewer or the Mac OS X Screen Sharing Application
- Screen Sharing Application provides support for Macs with multiple monitors
- Screen Sharing Applications supports fast user switching
- Connect to remote computers over Bonjour
- Use Bonjour to access the CLI from Terminal on the remote machine to run commands, update software, and do diagnostics in the background
- Zero-config file sharing that respects Mac OS X permissions and application bundles

### Auto HelpMate

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Up to 100 Auto HelpMate Pro auto-activation computer registrations for one low price (Mac HelpMate subscription required)

- Unlimited Auto HelpMate Standard registrations
- Computer hardware asset information for Auto HelpMate computers
- Warranty expiration asset information for Auto HelpMate computers
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Auto-activated screen sharing - no user interaction or invitation required

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Excellent for managing file servers, backup servers, and web servers

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Great for managing kiosks and interactive or electronic displays (Plasma and LCD TV)

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Perfect for monitoring long processes such as data recovery or image creation

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Use to control a machine running Apple Remote Desktop inside a closed network

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Password-protected groups for delegation of remote access

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Alerts framework allows for alerting designated account, group, and site recipients, as well as arbitrary recipients

- Up / down and online / offline alerts

- AppleCare warranty expiration alerts

- IP change alerts for mobile computers (theft retention)

- Asset management (stores and updates a complete Apple System Profiler Report for each machine)

- Asset reporting - export a tab delimited summary of asset, purchase and warranty status for selected computers or all computers

- Update software from connection managers

Win HelpMate

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Zero-config screen sharing through firewalls and routers by invitation for unlimited client installations (no port forwarding)

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Custom application branding to reinforce your company, school, or consultant support services

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Full cross-platform interoperability with Mac HelpMate and Auto HelpMate

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Supports Windows 2000, XP and Vista