

## Amplex Launches Remote Support

Amplex is proud to announce the launch of our remote support tool. This tool allows our trained LOCAL technical support representatives to remotely connect to a customers computer to provide advanced support.

This tool provides a secure and simple way for our customers to authorize an Amplex technician to access their customer and provides our customers with the peace of mind of knowing they can see everything the technician does on screen. In addition to being secure this tool allows the technician to connect one time only and clearly shows when the technician has connected and disconnected.

The remote support tool can be accessed while on the phone with an Amplex technician on PC's and Mac's by clicking Remote on the Amplex Support page or by visiting <http://remote.amplex.net>.