

Mikogo Press Release

Mikogo New Version Hones in on Remote Support Market

Introducing its new-look user interface and application, Mikogo has released the latest version of its PC software that is expected to take the remote support market by storm. As a free tool for both businesses and private use, Mikogo now provides greater functionality and ease of use for remote support sessions.

Mannheim, GERMANY September 16, 2009 - The established web conferencing solution, Mikogo, has launched the latest version of its Windows software with greater remote support capabilities and features that are expected to appeal greatly to the commercial market. In addition to the new functionality, version 3.0.2 introduces an updated software interface as well as application icons to reflect the new-look Mikogo website and logo.

While initially renowned as the free desktop sharing solution for online meetings and web conferencing, this latest release has put Mikogo firmly in the market of remote support solutions. While providing the software at no cost for both commercial and private use, Mikogo has released the following new additional features and changes:

- Initial viewing direction and remote capabilities
- Adjust speed/quality settings
- Choice of session ID
- Adjust recording settings
- Separate webpage for joining participants: <http://join.mikogo.com>
- New user interface and application icons

"We've added several new features to our software, but we're particularly interested in the first few new features that will assist those using Mikogo for remote support sessions with company clients," explains Mark Zondler, Co-Founder of Mikogo. "We conducted surveys via email and our blog, and found that these features were in high demand amongst the Mikogo Community."

The initial viewing direction feature allows the session organizer to start a session, invite their participating client, and have the client become presenter and share their screen upon joining the session. Initial remote keyboard & mouse control settings of the participant's screen can also be predefined. Such a feature shortens the remote support process in order to assist the client immediately.

Another highly recommended feature from the Mikogo users was the adjustment between speed and quality during desktop sharing. This new feature enables remote support organizers to increase the speed of data transfer to create a faster desktop sharing and remote keyboard/mouse control experience.

"Mikogo's desktop sharing has been a big hit for online meetings and web conferencing thus far, but this latest version provides an all-in-one free web collaboration solution for professional use" says Zondler.

Additional features and capabilities for the Mikogo Mac version are in the pipeline and expected in the near future. Further information can be found at <http://www.mikogo.com>.

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About Mikogo

Mikogo incorporates innovative screen sharing technology to provide an easy-to-use free online meeting solution, welcoming everyone to high-quality online collaboration. The popular software tool is now supplying its cost free solution in over 180 countries, primarily private users, freelancers and small businesses. Launched in 2007, Mikogo is provided by the renowned provider of web collaboration solutions, BeamYourScreen (<http://www.BeamYourScreen.com>), whose product range consists of software solutions for online meetings, online presentations, and remote support. At present, more than 1500 corporate customers in over 40 countries worldwide are using the BeamYourScreen technology and benefiting from significantly reduced travel time and travel expenses.