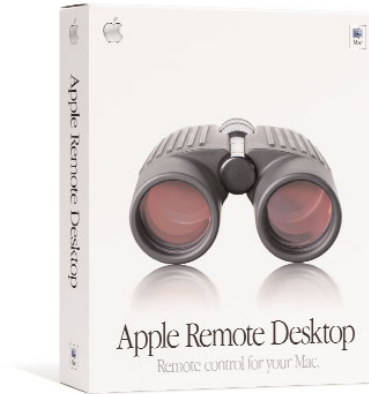




# Apple Remote Desktop

Remote control for your Mac.



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## Key Features

### Powerful remote assistance

- View users' computer screens to assist them with problems
- Share your screen with multiple computers for training and demonstrations
- Carry on real-time text chats with users
- Help users anywhere on your network

### Streamlined software distribution

- Copy new or updated applications to multiple systems
- Quickly distribute software to all systems on your network
- Easily delete applications and other files from multiple computers
- Generate detailed reports on software configurations

### Simplified system management

- Sleep, wake, restart, or shut down specified computers remotely
- Restore hard disk configurations easily
- Generate comprehensive reports on hardware configurations
- Control a user's system remotely

## Supported Operating Systems

### Client systems

- Mac OS 8.1 through Mac OS 9.2, or Mac OS X v10.1 or later

### Administrative systems

- Mac OS X v10.1 or later

Apple Remote Desktop software gives you the power to manage Mac desktop and laptop computers from anywhere on your network or remotely across the Internet. It can reduce computer administration costs and enhance productivity throughout your company. Versatile licensing options make it cost-effective to support as many users as you need.

With Apple Remote Desktop, you can assist users with problems, distribute software updates, and efficiently manage all your Macintosh systems—all from a central location, and over both wired and wireless networks.

Apple Remote Desktop offers a variety of sophisticated tools for end-user assistance. Support personnel can help individual users quickly and easily by viewing their screens, sharing a screen with them, or even taking control of a system to fix a problem or walk a user through a specific task. They can also provide demonstrations to multiple users simultaneously, such as to show your staff how to use new software.

Another way in which Apple Remote Desktop boosts your bottom line is by helping you ensure that all your Mac systems are running at peak efficiency. The program's comprehensive hardware and software profiles help you determine the optimum configuration for your computers—and even reconfigure settings remotely. When you need to distribute new or updated applications, simply create a list of systems to be updated and click the mouse. Apple Remote Desktop does the rest.

You can also perform a wide range of other functions remotely, on one computer or hundreds.<sup>1</sup> Verify and repair hard disks. Get reports on software that has changed. Rename systems. With Apple Remote Desktop, all of these capabilities are at your fingertips, no matter where you are on the network.

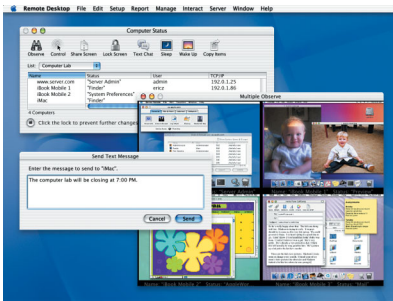
Apple Remote Desktop supports multiple levels of administrator access. That means you can safely allow department-level administrators to assist users and generate reports, while restricting system changes to authorized support personnel. By setting the appropriate access privileges, you can also permit specified employees to access vital files and applications on their office Mac systems remotely over the Internet, allowing them to continue working when they're at home, at a client's office, or out of town.

Apple Remote Desktop: An ideal solution for Macintosh user support and system management.



# Specification Sheet

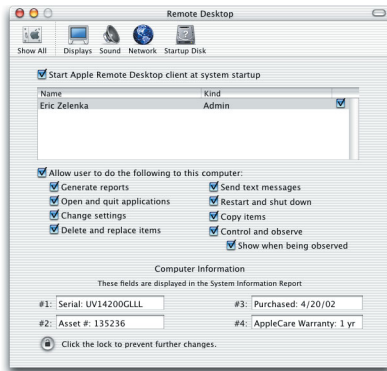
## Apple Remote Desktop



Observe and control remote computers on your networks. Monitor up to four computer screens at a time.



Easily monitor activity on your network, identifying those who are on computers and what they are doing.



Define multiple administration levels, each with its own password and access privileges.

### Features

### Benefits

#### Powerful remote assistance

System monitoring

- Spot problems by viewing what users are seeing on their screens (Users can be notified when their screens are being observed.)
- Monitor remote computer screens in a rotating cycle of four screens at a time

Screen sharing

- Help users by sharing your screen or another user's screen with them
- Broadcast your screen to multiple computers for training and demonstrations

Screen control

- Show users how to perform tasks by controlling their screens from your computer
- Share control of a user's screen or take control of the user's keyboard and mouse

Text communications

- Carry on real-time text chats with users to help them with problems
- Send text messages to one or more users

Request Attention command

- Allow users to ask for help by sending a text message to the system administrator

Screen locking

- Prevent unauthorized computer access
- Focus the attention of users in a lab or classroom by locking their screens
- Display a text message or picture on the locked screen

System shutdown, restart, sleep, and wake

- Make sure that all systems in a lab are turned off at the end of the day
- Restart individual systems to help users overcome problems
- Save energy by putting computers that are not in use into sleep mode, then quickly waking them again when needed

Scheduling

- Automate management tasks and software distribution to multiple computers

#### Comprehensive system profiling

Hardware profiles

- Capture vital information about processors, memory, hard disks, network connections, and other system hardware
- Identify problems or verify system configurations before adding new applications

Software search

- Search remote systems for specific files and folders
- Audit installed applications

Software version reports

- Ensure that all users have the latest application releases appropriate for their systems

Software difference reports

- Compare application versions on different systems to fix or prevent compatibility problems

Network performance tests

- Make sure that the network is operating properly between the administrative system and all the users' systems it manages

#### Fast, easy software distribution

Drag-and-drop software copying

- Copy files from the administrative system to multiple users' systems quickly and easily
- Enjoy fast performance when copying over either an Ethernet network or an AirPort network

Copy Hard Disk command

- Configure new systems quickly by mirroring a master hard disk to an entire department or lab

Software deinstallation

- Find and delete applications and other files easily



## Specification Sheet

### Apple Remote Desktop

## Product Details

### User System Management

- Computer lists: Up to 20<sup>1</sup>
- Computers per list: Up to 250<sup>1</sup>
- Total computers: Up to 5000<sup>1</sup>

### Network Support

- Protocols: TCP/IP
- Transports: Ethernet and AirPort (IEEE 802.11b)

### Remote Assistance

- Observe up to 250 computers at a time<sup>1</sup>
- Share a screen with up to 100 computers at a time<sup>1</sup>
- Lock the screens of up to 250 computers at a time<sup>1,2</sup>

### System Profiling

#### Memory

- Built-in memory
- Cache size<sup>3</sup>
- RAM disk size<sup>3</sup>
- System software memory<sup>3</sup>
- Virtual memory<sup>3</sup>

#### Hardware

- Bus clock speed
- Free disk space
- Hardware vendor<sup>3</sup>
- Keyboard presence<sup>3</sup>
- Monitor color setting
- Monitor resolution
- Mouse presence<sup>3</sup>
- Printer name<sup>3</sup>
- Printer type<sup>3</sup>
- Printer driver version
- Processor type
- Processor clock speed
- Second monitor color setting
- Second monitor resolution
- Total disk space
- TV tuner presence
- Video digitizer presence

#### Network

- Open Transport version<sup>3</sup>
- TCP/IP address
- TCP/IP version<sup>3</sup>

### Software Distribution

- Copy entire hard disks to as many as 250 computers at once<sup>1,3</sup>
- Copy software to as many as 250 computers at once<sup>1</sup>

### Asset Information

- Four fields
- Up to 31 characters per field

## System Requirements

### Administration System

- eMac, iMac, iBook, Power Mac G3 or G4, or PowerBook G3 or G4 computer
- Mac OS X v10.1 or later
- Ethernet (recommended) or AirPort network connection

### Client Systems

- eMac, iMac, iBook, Power Mac G3 or G4, or PowerBook G3 or G4 computers
- Mac OS 8.1 through Mac OS 9.2, or Mac OS X v10.1 or later
- Ethernet or AirPort network connection

## Ordering Information

### Apple Remote Desktop (10-client license)

Order No. M8869Z/A

### Apple Remote Desktop (Unlimited-client license)

Order No. M8870Z/A

### Contents

- Apple Remote Desktop software
- Electronic documentation
- Getting started guide

<sup>1</sup> Number of client systems supported depends on license agreement.  
<sup>2</sup> Some functions require an Ethernet connection for optimal performance. <sup>3</sup> Feature not applicable to Mac OS X systems.

## Service and Support

Apple Remote Desktop comes with onscreen help, an electronic user's guide, online support, and 90 days of free telephone support. You can extend your basic installation, launch, and recovery support annually by purchasing AppleCare Professional SupportLine and Tools. For more information, visit [www.apple.com/support/products](http://www.apple.com/support/products) or call 800-823-2775.

## For More Information

For more information about this product or to purchase Apple products, visit the Apple Store online ([www.apple.com](http://www.apple.com) or 800-MY-APPLE), an Apple Store near you, or an authorized Apple reseller.

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