

## New Hybrid Quality Feature Makes Remote Support Even Faster

*IT consultants and support teams will improve productivity and provide better remote support*

Research Triangle Park, NC, May 30, 2010 – Elsinore Technologies (<http://www.elsitech.com>), a leading provider of on premise issue tracking, help desk, and remote support software, announced today the release of ScreenConnect 1.7 aimed at improving the remote support experience for support teams and customers alike.

Among the enhancements, ScreenConnect 1.7 introduced a feature to improve the program's performance over slower connections, aptly called dynamic quality control. By employing one of three color settings, the client can view a guest's screen with a reduced lag time of up to thirty percent.

ScreenConnect 1.7 provides hosts three quality settings: high, medium, and low. The high color setting displays the user's screen in true color, while the low setting displays the user's screen in grayscale. The medium setting can be considered a hybrid option displaying regions of the screen in both grayscale and color to optimize the display for the available network speed.

How does the medium quality setting work? ScreenConnect divides the customer's screen into thirty-two by thirty-two cells, creating a virtual grid. Each cell looks for any changes and then sends those pixels to the technician's screen first in grayscale and then in true color. If there is a delay of messages due to a slow connection then the technician will see a mix of grayscale and true color. This is extremely useful when applications are loading on the client machine, as software is being installed, or when the screen might be changing rapidly and utilizing a lot of bandwidth. At any point, the user may select the desired color mode via the view menu.

### **About Elsinore Technologies**

Elsinore Technologies a software development company located in Raleigh, NC with more than 15 years of experience developing and supporting on-premise software products. Each of these on-premise applications provides unique functionality and features not generally offered in their respective markets.

IssueNet (<http://www.elsitech.com>) is an issue management and tracking solution that provides the extensibility to create and manage custom workflows, issue types, notifications, and much more. Pre-built custom solutions are available for the IT service management, helpdesk, and software development arenas with others being developed every day. The extensibility of IssueNet allows the product to be used by manufacturers, municipalities, universities, and organizations of all sizes and disciplines easily with no programming required.

ScreenConnect (<http://www.screenconnect.com>) is a self-host remote support software application that provides a quality feature set and attractive pricing model ideal for organizations of all sizes and across a multitude of industries.