Avast Business

Data sheet

Avast Business Premium Remote Control

Remotely connect to managed devices anytime, anywhere

Avast Business Premium Remote Control is a service to help IT administrators provide instant remote support to their customers anywhere, anytime. With this tool, IT admins can quickly and securely connect to a user's device, access files and applications, and help troubleshoot issues in real-time – saving them time and money.

Benefits

Increase efficiency – Efficiently manage the daily IT support needs of your customers remotely.

Reduce Costs – Instant connectivity to save you time and cut travel costs for on-site visits.

Exceed satisfaction – Provide superior service delivery while keeping your costs low.

Centralized Management – Manage all your Avast Business solutions in a single platform.

How it Works

Connect
Use the console to quickly connect to managed Windows and Mac devices over the internet

Troubleshoot
Help your users resolve issues in real-time with multiple tools, utilizing a viewer.

Audit
View audit information to track which admin connected to which device, session duration, and session notes.

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Features

Keyboard Matching
Match the host's keyboard layout and vice versa.

Restart and Resume
Restart the connection of the viewer to the device and resume the session.

Pause Session
Pause a currently active connection to a device and resume it later.

Multiple Monitors
Switch between multiple monitors that the device may have.

Session Notes
Type in notes during and after the session to document your findings for other teammates or reporting purposes.

Info
See vital information about the connected device's hadware and software, including CPU, IP address, memory, data drives, and more.

Select Region
View only a specific part of the device's desktop.

Session Recording
Capture your session for follow-up or training purposes.

Share My Screen
Share your screen so that the user can view the admin's screen and easily follow instructions.

Whiteboard
Draw on the connected devices' screen by adding shapes and pointers.

Blank Screen
Blank the connected device's screen so the end-user cannot see anything.
Not available for Mac.

Print Screen
Take an image snapshot of the connected device's screen.

Copy/Paste to a Remote Computer
Copy from your device and paste the content to the remotely connected device.

Files
Transfer files to and from devices, and pause/resume file transfers as needed.

Chat (Video and Voice)
Stay in touch with the user as you troubleshoot their issues.

Quality
Adjust the display quality of the viewer's screen (optiomized for quality optimized, speed, custom)

Keyboard
Select quick commands like CTRL+ALT+DEL.

Encrypted connection
Complete end-to-end encryption keeps the remote connection safer and more secure.

Reports
Generate session and audit log reports to track which admins in your company connected to which device, along with the date, time, and duration of each session.

Choose a plan that fits your business needs

	Avast Business Basic Remote Control *Free*	Avast Business Premium Remote Control *Tier 1*	Avast Business Premium Remote Control *Tier 2*
Number of sessions per month	5	Unlimited	Unlimited
Session duration in minutes	15	Unlimited	Unlimited
Number of simultaneous sessions	1 at a time	1 at a time	Unlimited
Number of admins	Unlimited	Unlimitted	Unlimitted

About Avast Business

Avast delivers easy-to-use, affordable, and award-winning cybersecurity solutions for small and growing businesses. Avast provides integrated security services to protect your devices, data, applications, and networks. Backed by 30 years of innovation, we have one of the largest, most globally dispersed threat detection networks in the world. Our cybersecurity solutions are built to provide maximum protection so that you can worry less about cyberthreats and focus more on growing your business. For more information about our cybersecurity solutions, visit **www.avast.com/business**.