



DATA SHEET

Avast Business Remote Control

Remotely connect to any device anytime, anywhere

Avast Business 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 one single platform.

How it Works



Connect

Use the console to quickly connect to your Windows and Mac devices.



Troubleshoot

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



Reports

View audit information so you know which admin connected to what device, session duration, and session notes.

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 connection.

Pause Session

Pause a current active connection to a device and resume it later on.

Multiple Monitors

Switch between multiple monitors that the device may have.

Session Notes

Type in notes during and after the session.

Info

See vital information about the connected device, such as CPU, IP, 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 the user can see the admin's screen.

Whiteboard

Draw on the connected devices' screen to add shapes and text.

Blank Screen

Blank the connected device's screen so the end-user cannot see anything.

Screen Capture

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

Copy/Paste to a Remote Computer

Copy from device and paste to their own device.

Files

Transfer files to and from devices, along with pausing/resuming a file transfer.

Chat (Video and Voice)

Stay in touch with the user as you troubleshoot their issues.

Quality

Change the viewer's quality resolution.

Tools

Select quick commands like CTRL+ALT+DEL

Choose a plan that fits your business needs

	Basic Remote Control Included	Premium Remote Control Recommended Paid version
Number of sessions per month	5	Unlimited
Session duration in minutes	5	Unlimited
Number of concurrent sessions	1	1, 3 or unlimited
Number of admins	Unlimited	Unlimited

*This service is available in the Avast Business Cloud Management Console.

About Avast Business

Avast Business provides integrated, enterprise-grade endpoint and network security solutions for SMBs and IT service providers. Backed by the largest, most globally dispersed threat detection network, the Avast Business security portfolio makes it easy and affordable to secure, manage, and monitor complex networks. The result is superior protection that businesses can count on. For more information about our managed services and cybersecurity solutions, visit www.avast.com/business.