



# Assist Universal Add-On- Android

With the Zoho Assist Universal Add-On, technicians can remotely support and control all Android devices. This document will help end users install the suitable mobile add-on based on their device configuration.

## General

To access an Android device remotely using Zoho Assist, you'll need the following:

- Install **Zoho Assist - Customer App** on the Android device.
- Install a dedicated add-on based on the device/manufacture of your Android device (or)
- In the absence of a dedicated add-on for that device, use the **Universal Add-on** that supports all Android devices.



### Note:

The Universal Add-on is only available for devices running Android 7 or higher.

## Getting started with the Universal Add-On

In order to perform remote access via the Zoho Assist Customer app, a custom add-on approved and by the device manufacturer or vendor should be installed on that device.

1. When you connect to an Android device via the Zoho Assist Customer app, if the app detects a dedicated add-on available for that device, it will prompt you to download it.
2. If a dedicated remote control add-on is not available for that particular device, this message will appear: *"You can only view the screen."* Then you will be prompted to download the Universal Add-on.



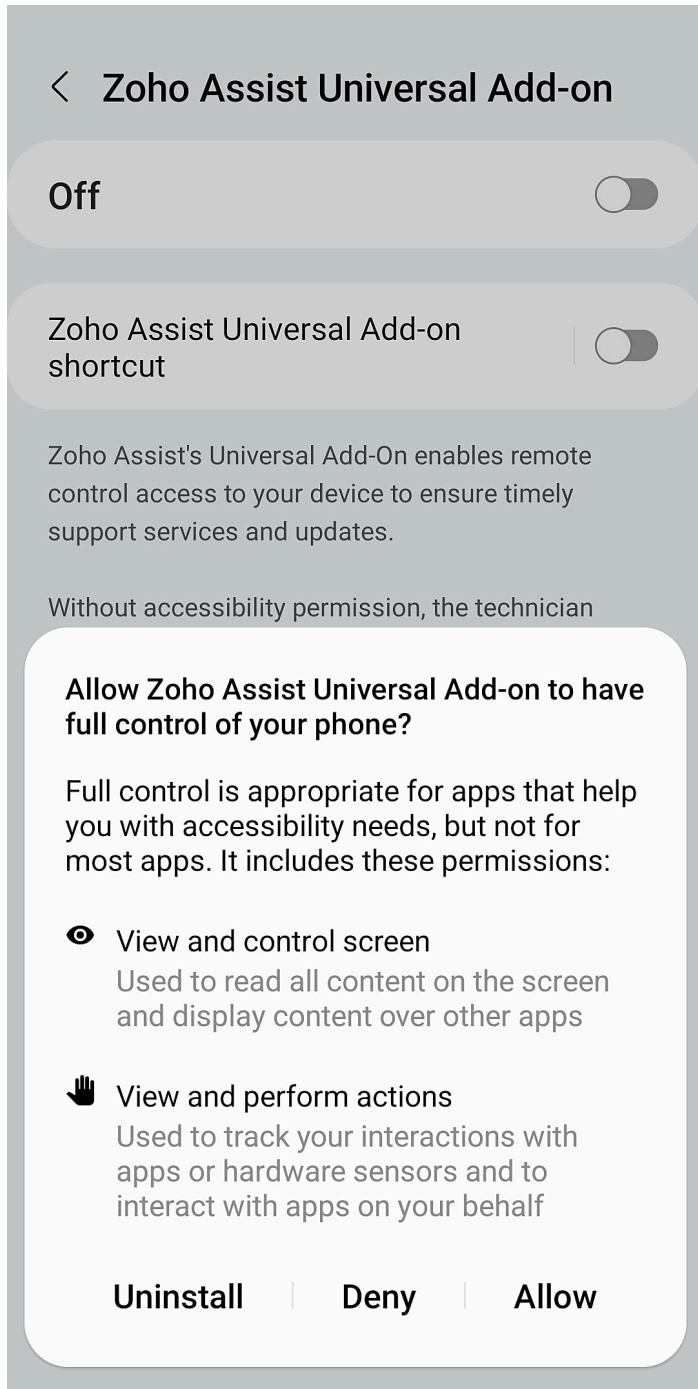
### Note:

The purpose of universal add-ons is to allow users to remotely control devices without requiring a dedicated remote control add-on.

## Steps to activate the Universal Add-on on your device

- Install the **Zoho Assist - Customer app** from the Google Play Store on the Android device you wish to control remotely.
- Launch the Zoho Assist - Customer app on your Android device and join a remote session

- The device will prompt you to download the Universal Add-on if there is no dedicated Android add-on. Click **Download** and install the Add-on.
- Now, open the app and you will be redirected to enable accessibility permissions. Enable the accessibility permission for the Zoho Assist Universal Add-on Accessibility Service.



You have now successfully downloaded and installed the Universal Add-on for that Android device. The Android device is now ready to be controlled remotely.