



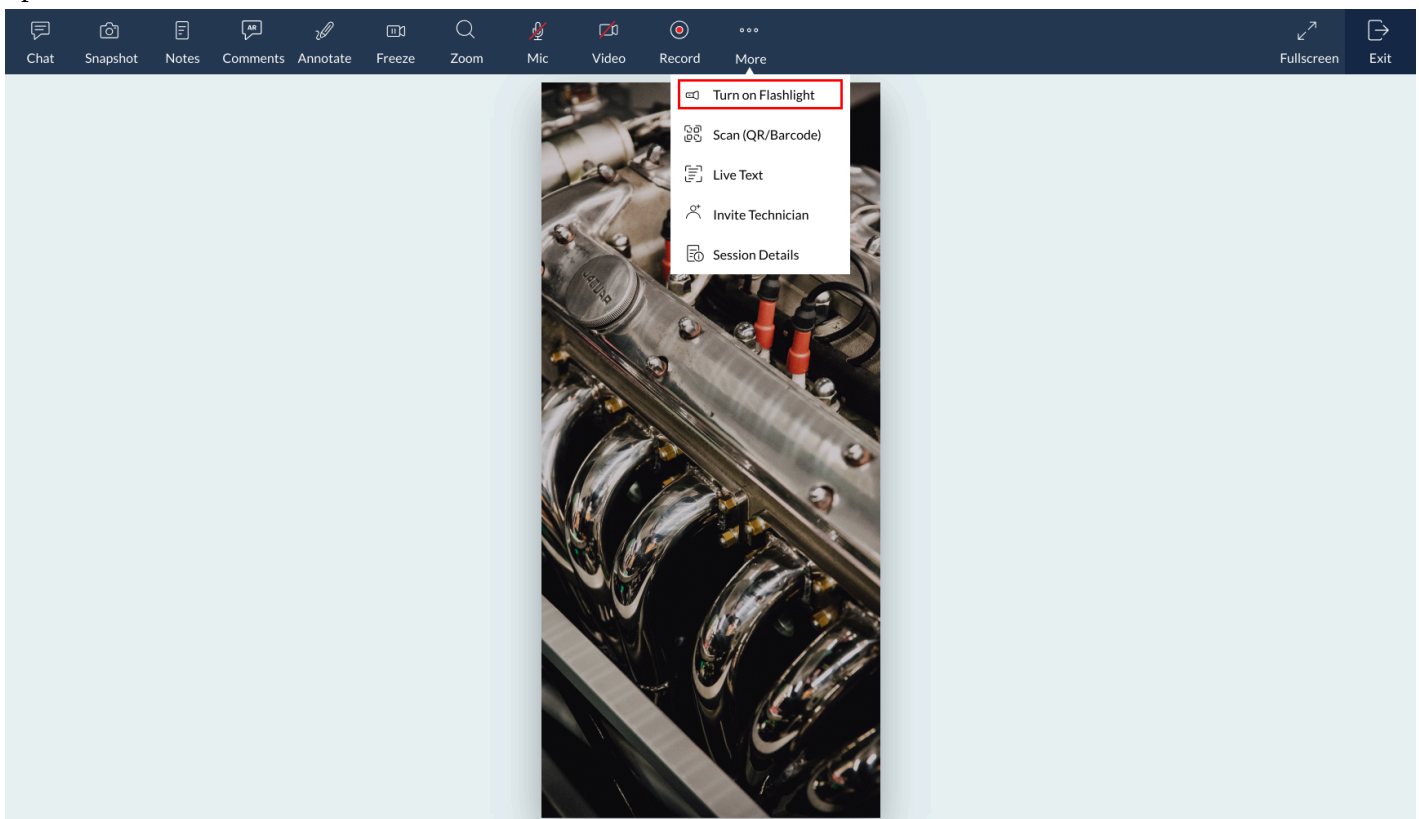
Flashlight

Having trouble resolving issues in dark spaces? With the Flashlight feature, technicians can control the camera flash of a remote device to illuminate specific areas of the live stream, making it easier to identify and troubleshoot issues.

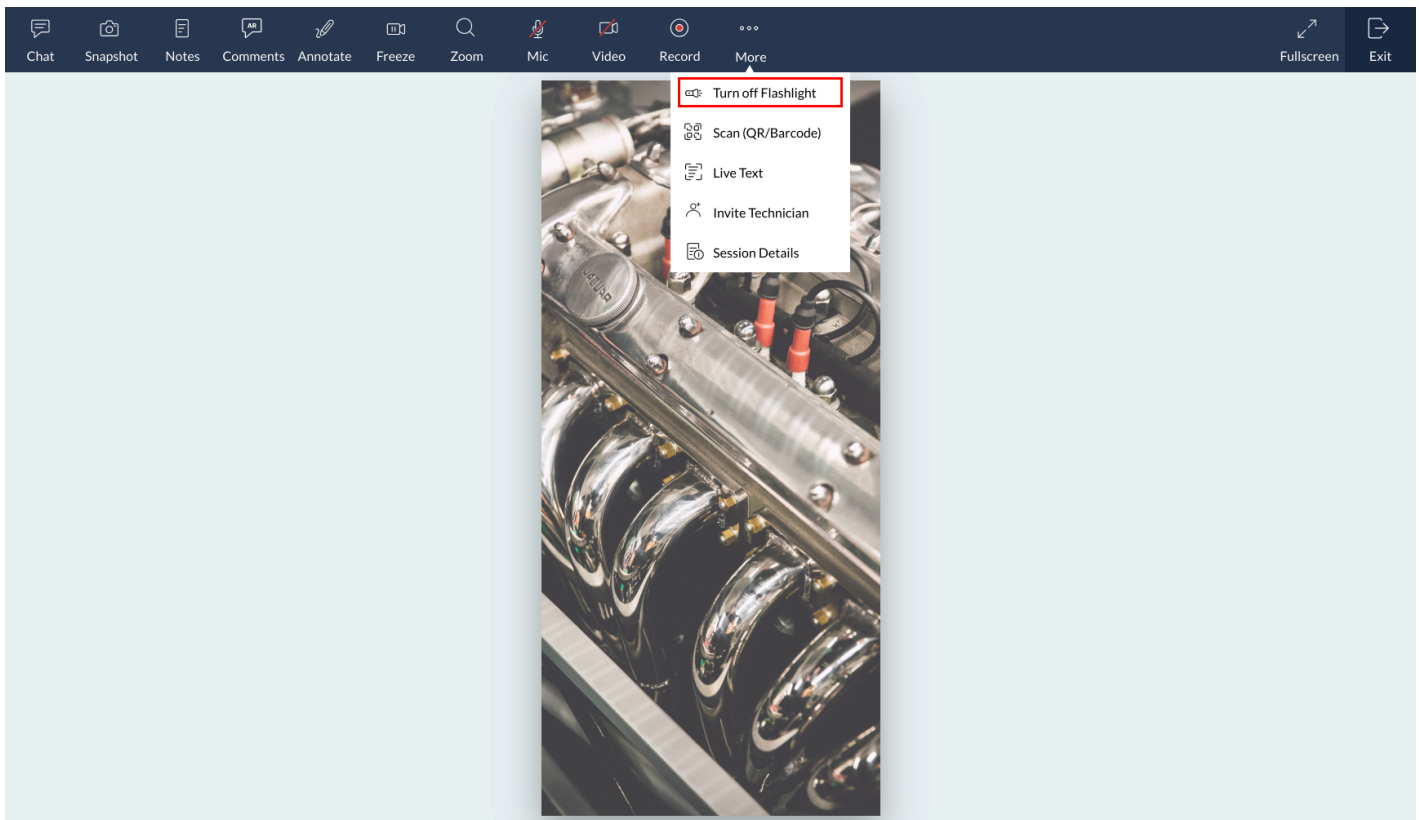
Currently, this feature is supported on iOS devices alone. Technicians connecting to customers with an iOS device will have access to this feature.

To use flashlight (Desktop - Technician)

1. When the customer is streaming their camera, click on the **More** button and select the **Turn on Flashlight** option.



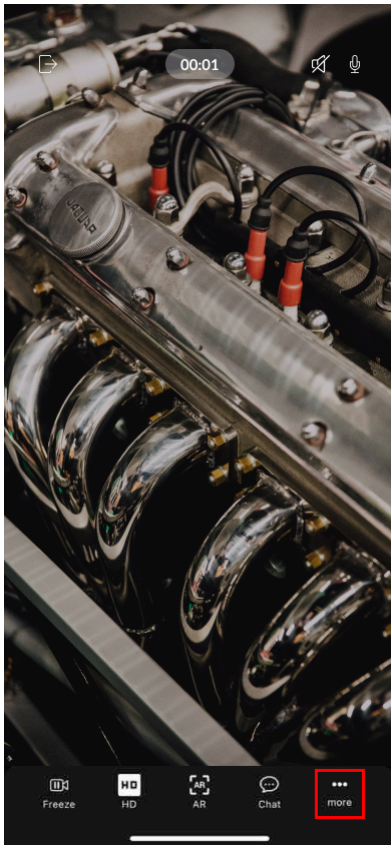
2. This will turn on the camera flash of the remote mobile device. To turn it off, click the **More** button again and select the **Turn off Flashlight** option.



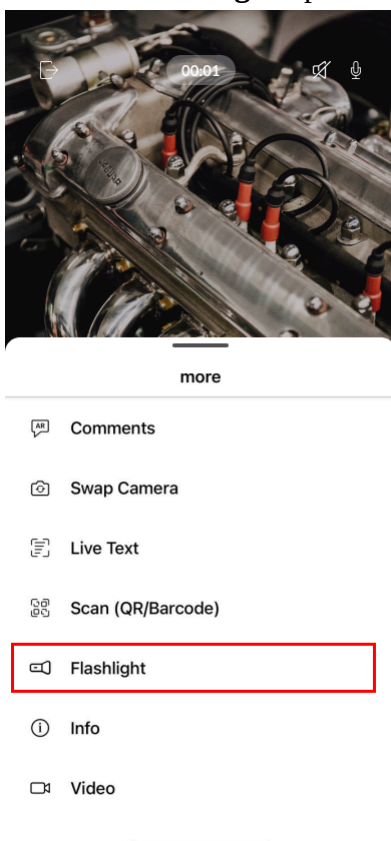
- ❗ When the technician starts streaming (upstream) their camera from the web browser, the Flashlight option will be disabled.

To use flashlight (Mobile - Customer or technician)

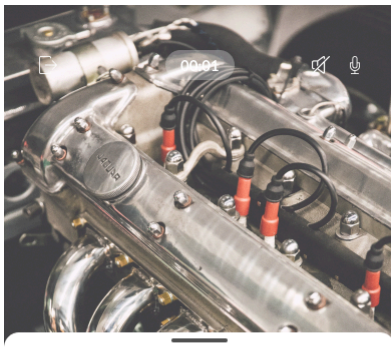
1. Tap the **More** icon at the bottom-right corner.



2. Select the **Flashlight** option from the list.



3. This will turn on the camera flash on their handheld device. To turn it off, tap the **More** icon again and select the **Flashlight** option.



more

- Comments
- Swap Camera
- Live Text
- Scan (QR/Barcode)
- Flashlight
- Info
- Video

❗ The Flashlight option is available to all the technicians in a session, be it the host, internal, or external technician (invited by the host).