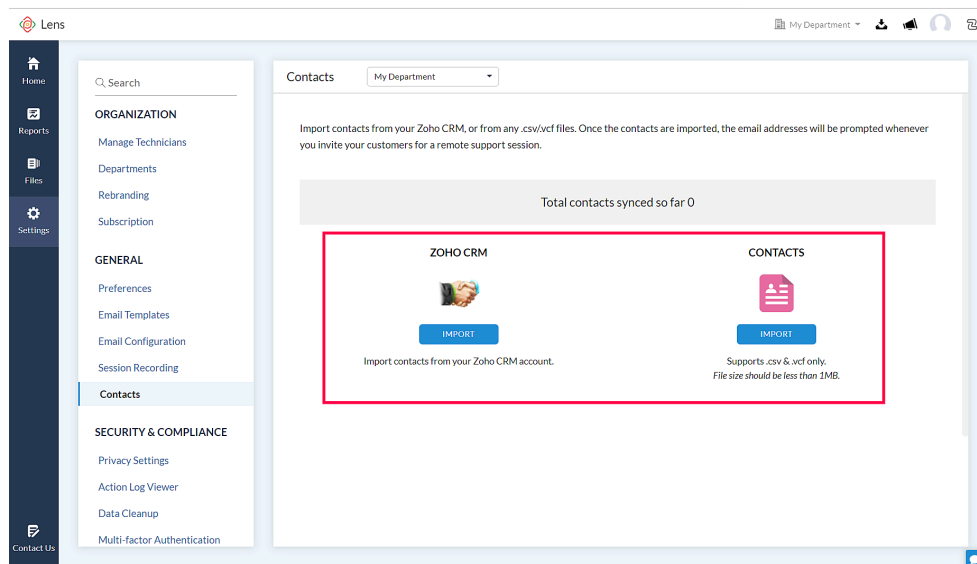


Import Contacts

Zoho Lens enables Admins to import their customer contacts into the Zoho Lens console, allowing technicians to invite customers to remote assistance sessions easily either using their email addresses or by selecting their names in the console. Users can also select a contact to look up reports of their previous sessions for auditing purposes. Admins can import contacts from their Zoho CRM account, or as .csv or .vcf files.

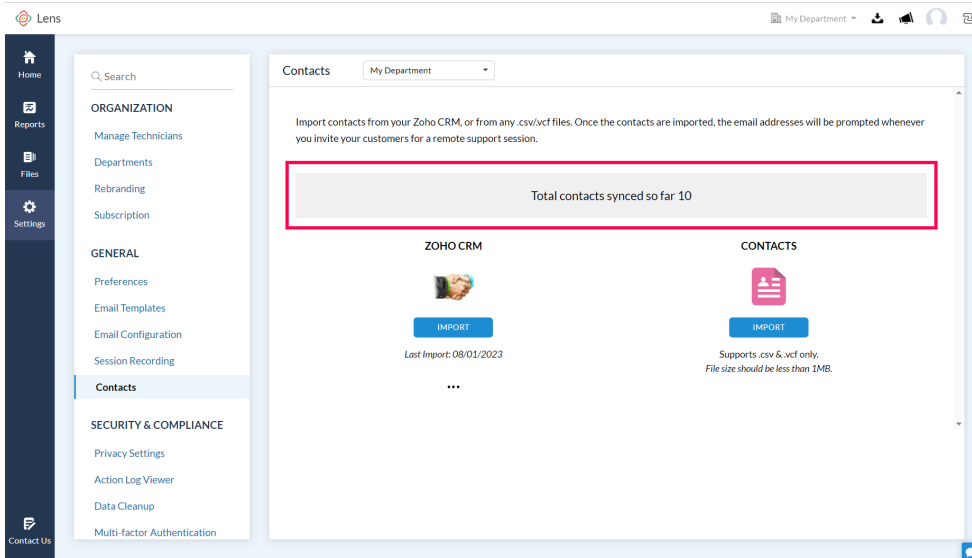
To import contacts

1. Go to <https://lens.zoho.com/app/home> and select **Settings > Contacts**.
2. You can import contacts from a Zoho CRM account, or upload .csv or .vcf files.



Importing Zoho CRM contacts

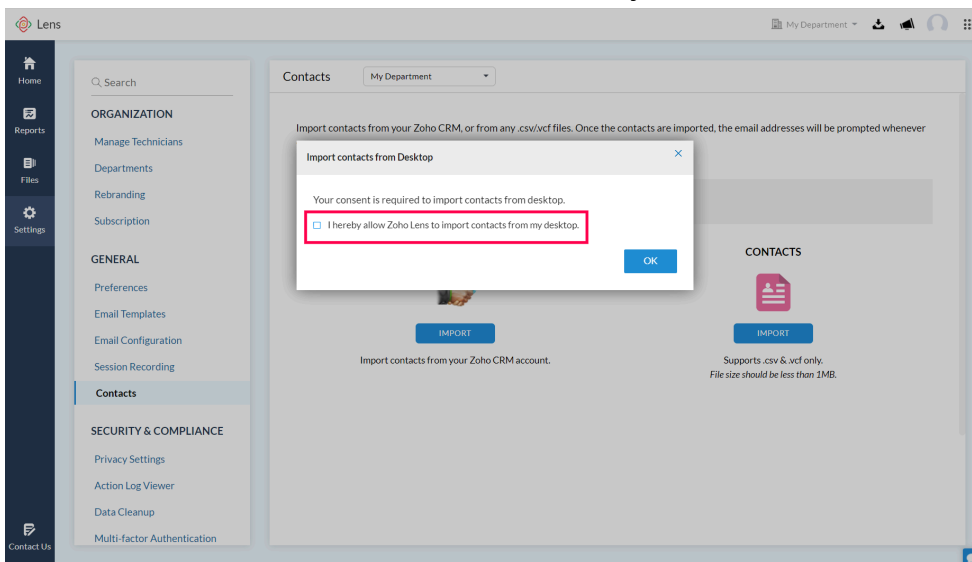
1. Click the **Import** button under *Zoho CRM*. The Zoho CRM contacts will be imported automatically.



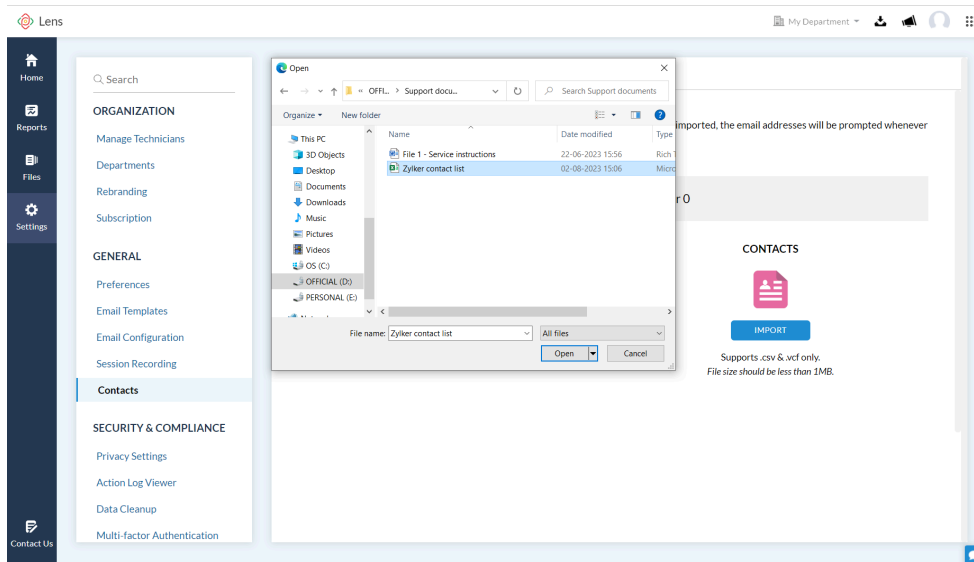
❗ You must integrate Zoho Lens with Zoho CRM before importing contacts. If the integration is not yet finished, you can follow the steps in [this help doc](#).

Importing contacts from .csv or .vcf files

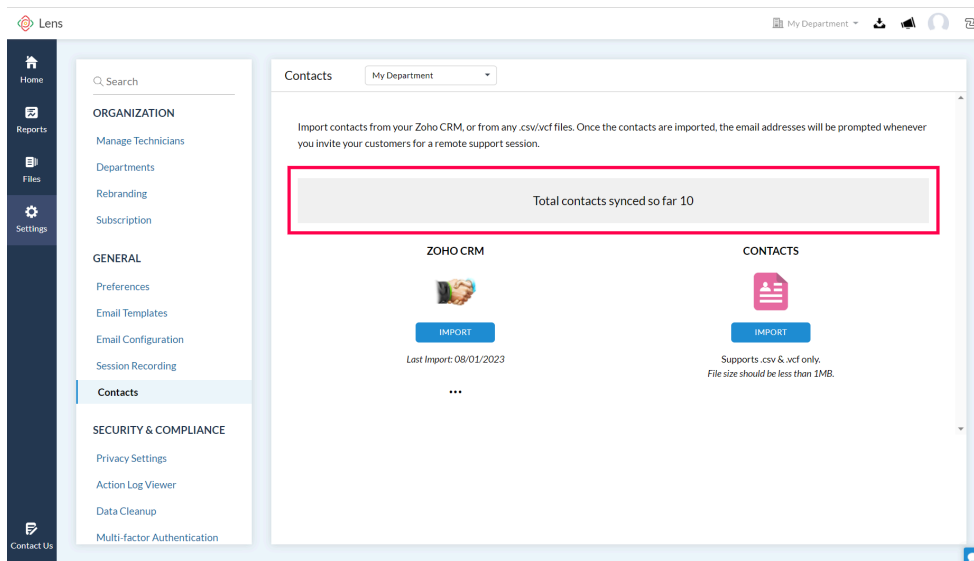
1. Click **Contact Import**.
2. Check the consent check box to allow access to your contacts on the desktop.




3. Choose the file to import contacts from.



4. Once your contact list has been imported to Zoho Lens, the stats in this panel will be updated.



 When importing contacts, please ensure that your **.csv file** organizes your contact info only using the following **supported headers**:

- *Email*
- *Name*
- *Mobile*
- *Work Phone*
- *Company*
- *Street*
- *City*
- *State*
- *Country*
- *Zip Code*