



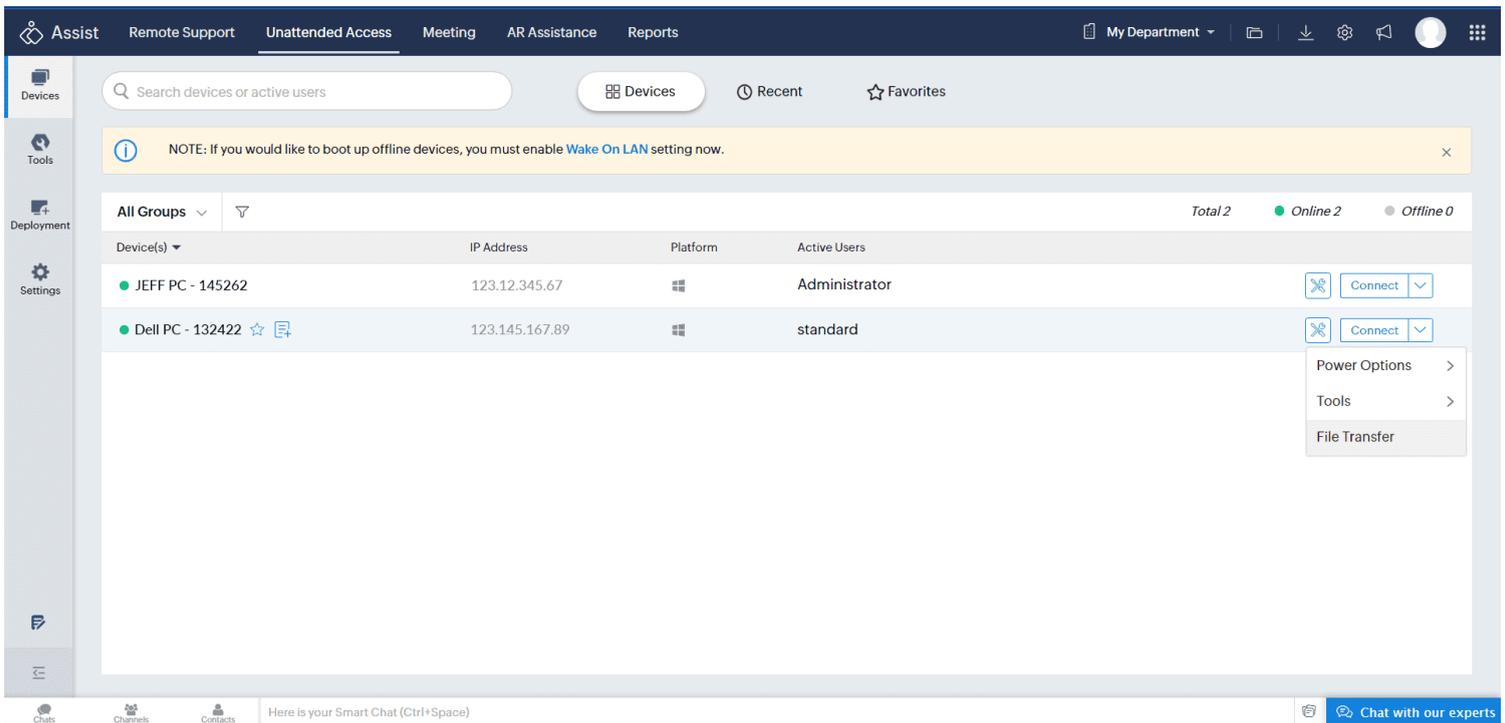
Independent File Transfer

The Independent file transfer feature allows you to transfer files to or from a remote device without the need to share the remote computer's screen. After configuring the remote device for unattended access, the technician can transfer files to the remote device at any instance without initiating the unattended access session. When both the remote device and the technician's system run on Windows OS, the File Transfer option will be displayed.

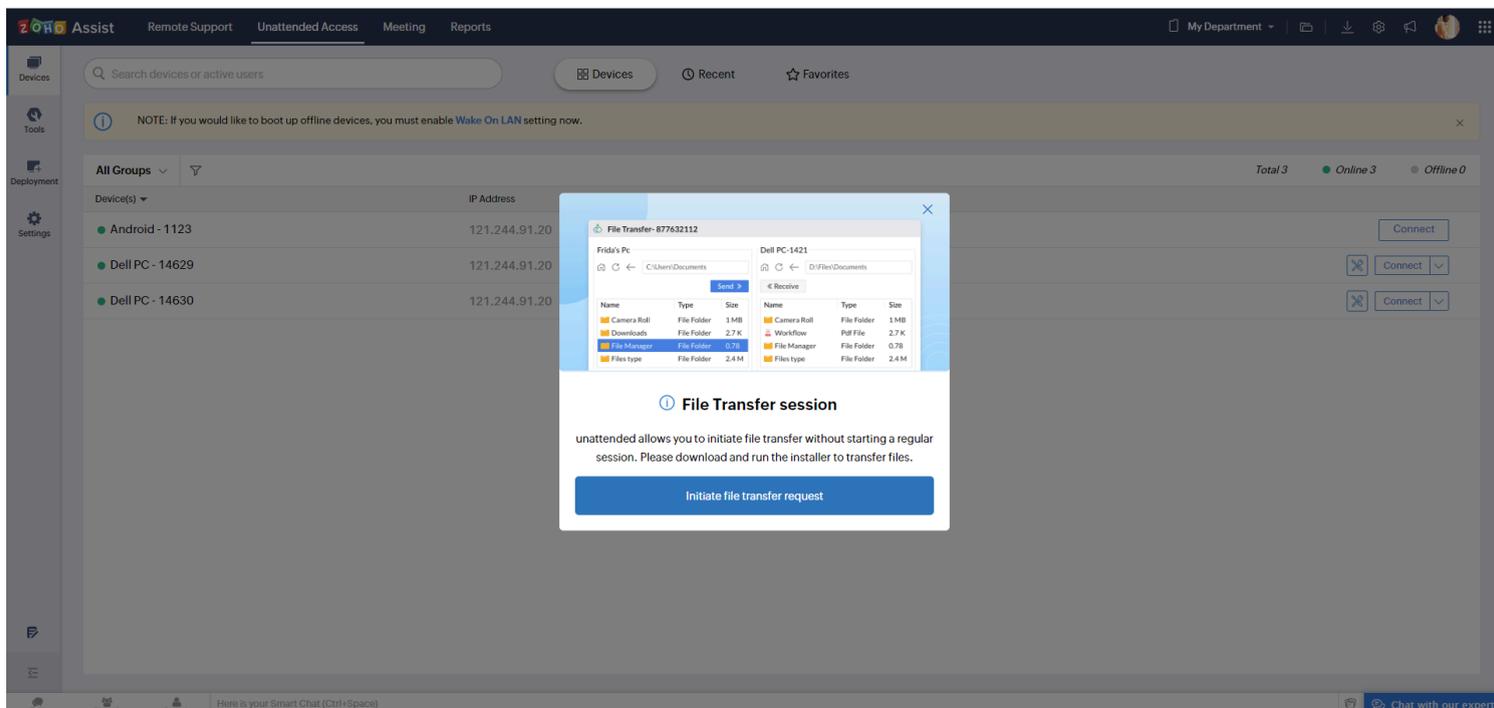
Technicians have the option to enable or disable confirmation prompts for file transfer sessions. To configure user confirmation settings, navigate to **Settings > Unattended Access > Session Confirmation**. Enable or disable by checking or unchecking the "**Show confirmation at the remote end**" option, respectively.

To initiate file transfer

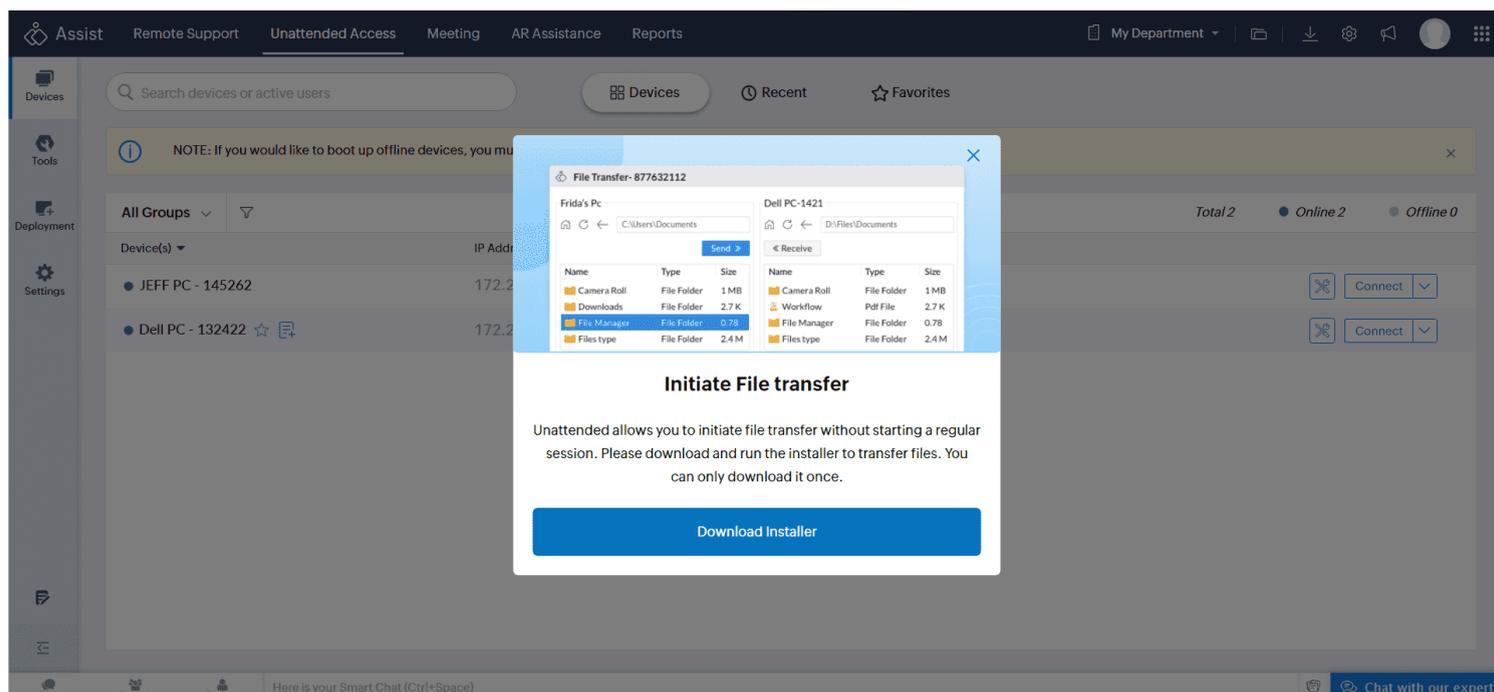
1. From the list of devices configured for unattended access, click the drop menu icon next to the **Connect** option beside the desired device for file transfer and select **File Transfer**.



- If user confirmation is enabled, click **Initiate file transfer request** in the prompt as shown below. Once the remote customer accepts, Click **Download Installer** in the prompt to proceed.

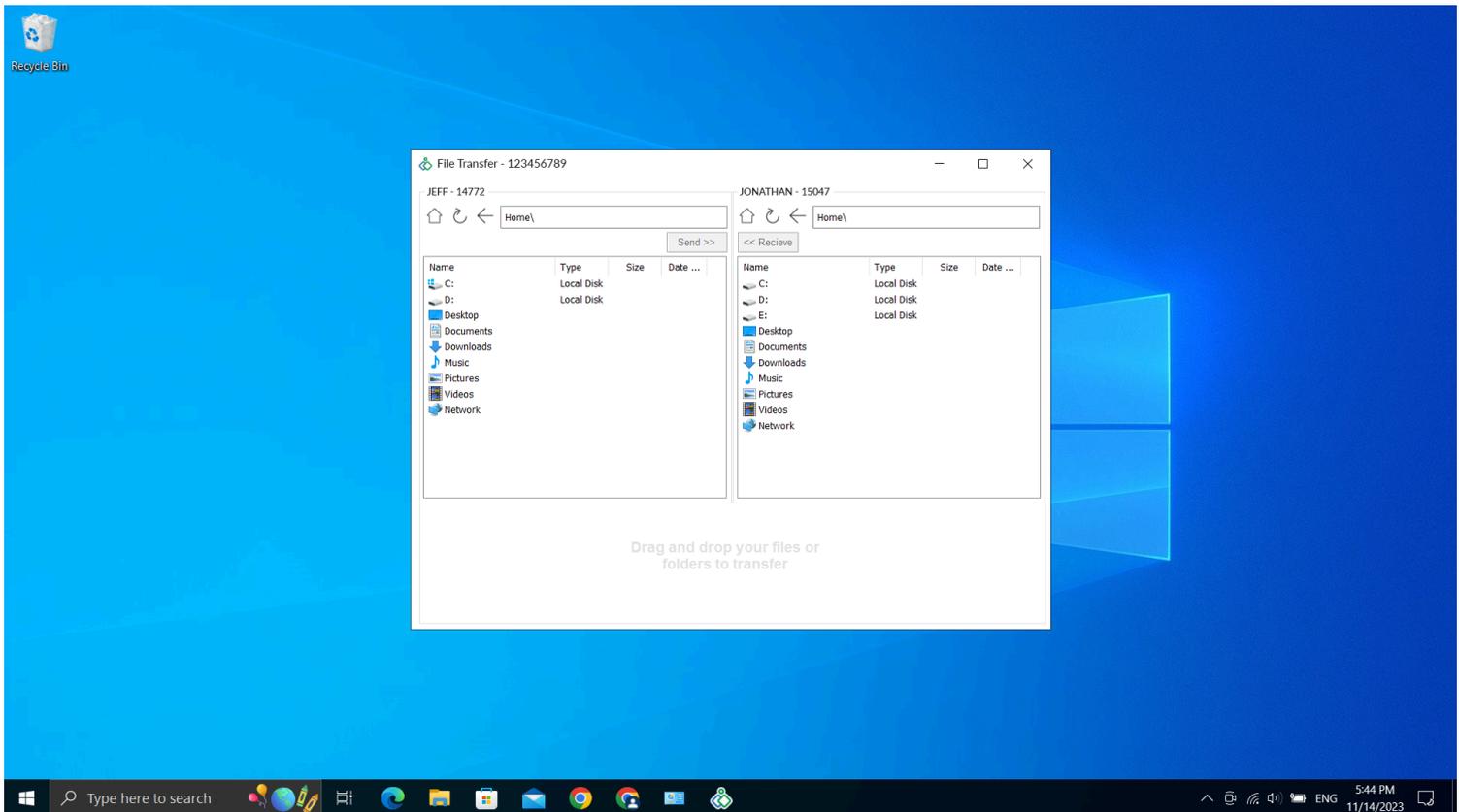


- If user confirmation is disabled, directly download the installer without requesting user approval. Click **Download Installer** in the prompt to proceed.

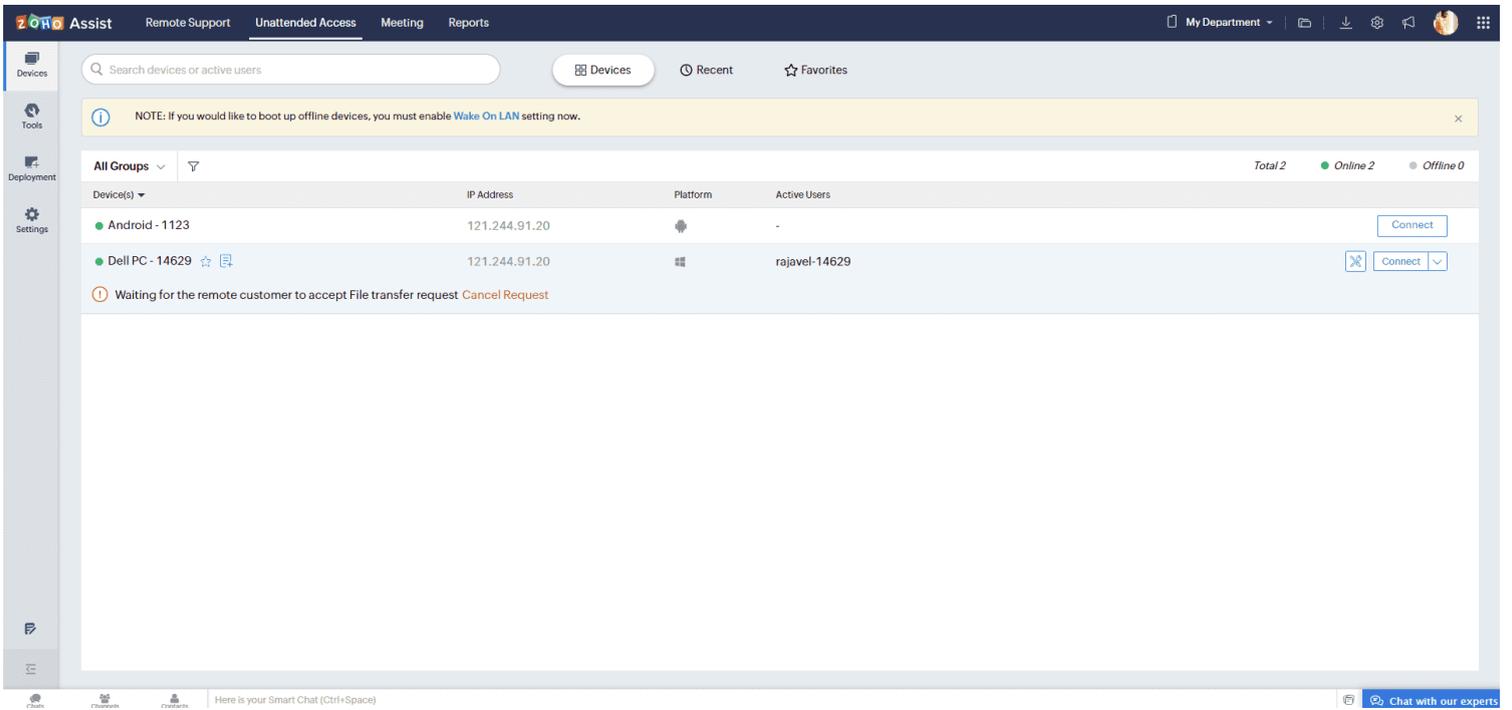


2. After downloading the installer, a file transfer window opens, facilitating seamless file transfer between the remote and technician's devices.
3. To transfer a file from the remote device to the technician's device
 - Select the file(s) from the remote device.
 - Choose the destination path on the technician's device.
 - Click Receive.
4. To transfer a file from the technician's device to the remote device

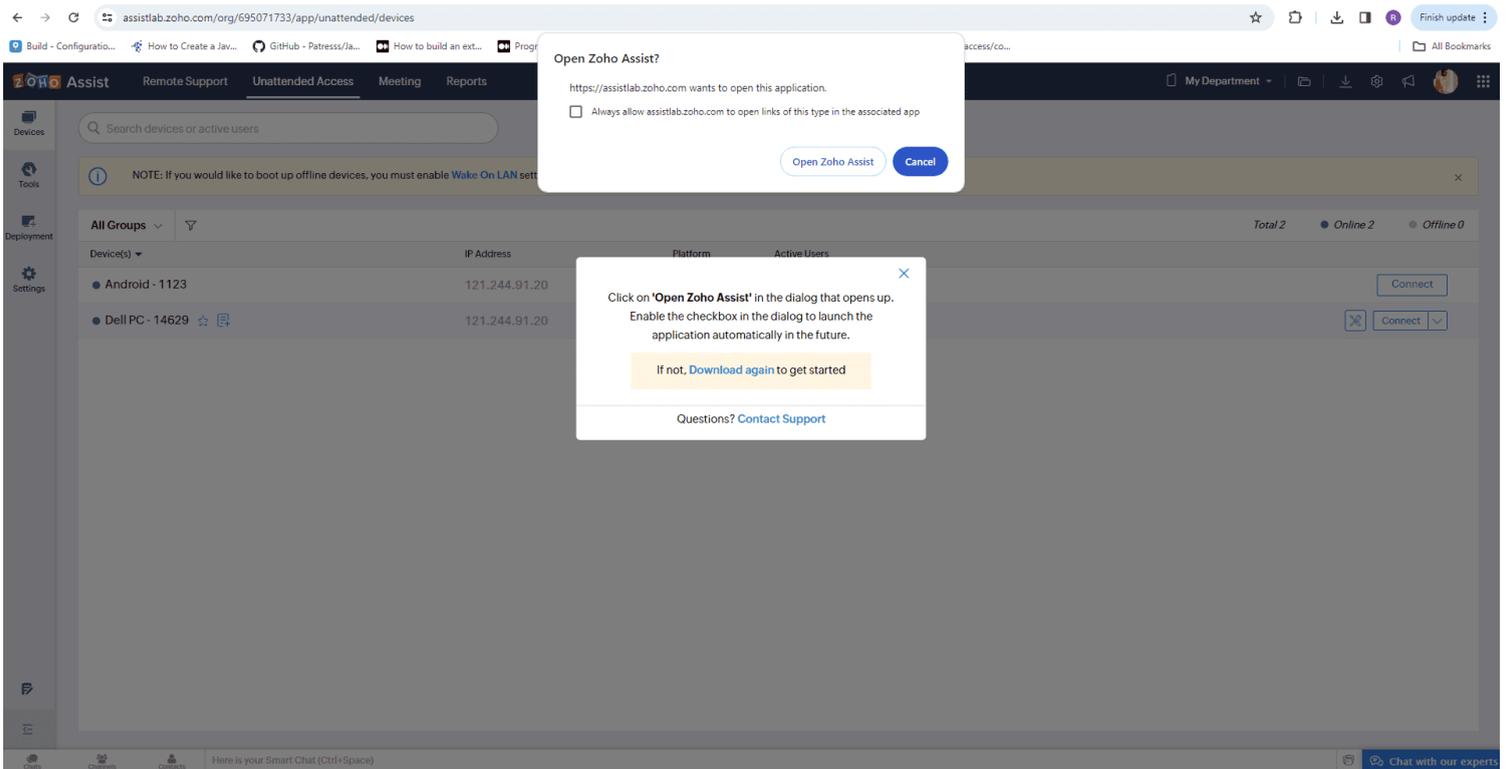
- Select the file(s) from the technician's device.
- Choose the destination path on the remote device.
- Click Send.



5. For subsequent file transfers with the remote device, click the drop menu icon next to the **Connect** option beside the target device, and choose **File Transfer** from the menu.
- *If user confirmation is enabled*, a brief message will appear while awaiting the remote customer's acceptance. Upon acceptance, click **Open Zoho Assist** in the prompt to proceed. Optionally, enable the checkbox to prevent future downloads if required.



- If user confirmation is disabled, click **Open Zoho Assist** in the prompt displayed. Optionally, enable the checkbox to prevent future downloads if required.



Note : Once the customer ends the file transfer session, the technician will no longer be able to transfer files from or to the remote device.