



# Preferences

Preferences feature allows you to choose the type of technician console, disable clipboard sharing, enable inactive session timeout, lock the remote computer at the end of every remote support session and customize the notifications to be shown to your customer. Also, it helps you to improve the performance of the remote computer by allowing you to disable wallpaper, disable aero theme and hide window contents on drag.

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Preferences

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### General

#### Technician Console

Windows Native Client  Web Client

Open Web Client console in

New Tab  New Window

Use neighboring servers for better performance and enhanced connectivity. [Learn more](#)

#### Remote Support

Uninstall customer application after session ends

Show remote cursor

Notify me on technician management alerts.

Enable Application Sharing

Show a desktop notification when a customer joins a session Notification sound

#### Session Expiry

Set the expiry time for your remote session invite (in minutes)  (Minimum 15 - Maximum 180)

#### Unattended Access

Prevent customer from uninstalling the unattended access application from the control panel. (Only for Windows)

Prevent customer from stopping the service of the unattended access application. (Only for Windows)

#### Security

Enable view only mode. [Learn more](#)

Disable clipboard functionality

Agent to viewer  Viewer to agent  Both

Enable idle session time out

Timeout (in minutes)  (max: 9999)

When the idle time limit exceeds:

Disconnect Session  Disconnect Session and Lock the customer system

Lock remote computer on disconnection after remote connection

#### Performance

Disable wallpaper at remote computer during remote connection (for Windows only)

Disable aero theme at remote computer during remote connection (for Windows only)

#### Confirmation Prompt

On initiation of any action ( e.g. File Transfer, Screenshot, etc), a prompt will appear on your customer's screen asking for their consent. The prompt can be enabled/disabled and the message to be displayed can also be edited using the below settings.

Actions	Notify customer
Join Session	
File Transfer	<input type="checkbox"/>
Screenshot	<input type="checkbox"/>
Remote Print	
Clipboard sharing	<input type="checkbox"/>
Blacken Screen	
Disable remote input	

#### Blacken Screen

Work on a remote computer privately by Blacking out the remote screen.

This computer is being privately accessed by these technicians:  
\${tech-name}

Enter your custom message to be displayed

Allow the customer to revoke the black screen (Applicable only in Unattended Access.)

**Technician Info box**

Brief your technicians about things they can do and not do during a remote session.

Enable the technician info box

Do not transfer files or copy contents. Highly confidential data.

[Preview](#)

**Locale Settings**

Language: English

Would you like to use Zoho Assist in any other language? [Click here](#) to fill-in your request.

Time Zone: (GMT+5:30) India Standard Time (Asia/Kolkata)

## General

### Technician Console:

You can use Technician Console to choose the type of technician console.

1. Go to **Settings > General > Preferences > Technician Console**.
2. You can choose the type of Technician Console by choosing either **ActiveX** (Native Application) or **HTML5** (Browser-based Application). Click [here](#) to know more about Technician Console.

### To use neighboring servers for better performance and enhanced connectivity:

When you enable this checkbox, data can be acquired quickly from the nearest server available in the region. This will increase performance, allow instant connection, and be less time-consuming.

## Remote Support

With the **Remote Support** settings you can enable a few options that would help you during a remote support session.

### To uninstall customer application at the end of the session:

Click on the checkbox beside **Uninstall customer application after session ends** to uninstall the customer application on the remote computer at the end of every session.

#### **Note:**

This feature works only for Windows.

### To show remote cursor during a remote support session:

Click on the checkbox beside **Show remote cursor** to make the remote cursor visible during a remote support session.

### To get alerts on technician management:

Click on the checkbox beside **Notify me on technician management alerts** to get notifications for activities pertaining to technician management like addition and removal of technicians, sanctioning technicians permissions to conduct remote support or unattended access sessions.

### To get a desktop notification when a customer joins a session:

Click on the checkbox beside **Show a desktop notification when a customer joins a session** to get a desktop notification as and when a customer joins the session.

## Advance Security

**Advance Security** settings allow you to disable clipboard sharing, enable inactive session timeout and set the action to be carried out on exceeding the inactive session timeout. In addition, it also gives you access to lock the remote computer at the end of every remote support session.

### To disable clipboard sharing:

You can use **Disable Clipboard Sharing** to deny permissions for the technician or the customer to copy and paste from each other's computer.

1. Click on the check box given beside **Disable Clipboard Sharing**.
2. Choose **From Customer's Computer** to disable clipboard sharing from the customer's computer.

3. Choose **To Customer's Computer** to disable clipboard sharing to the customer's computer.

4. You can choose the option **Both** to disable clipboard sharing for both.

### To enable idle session timeout:

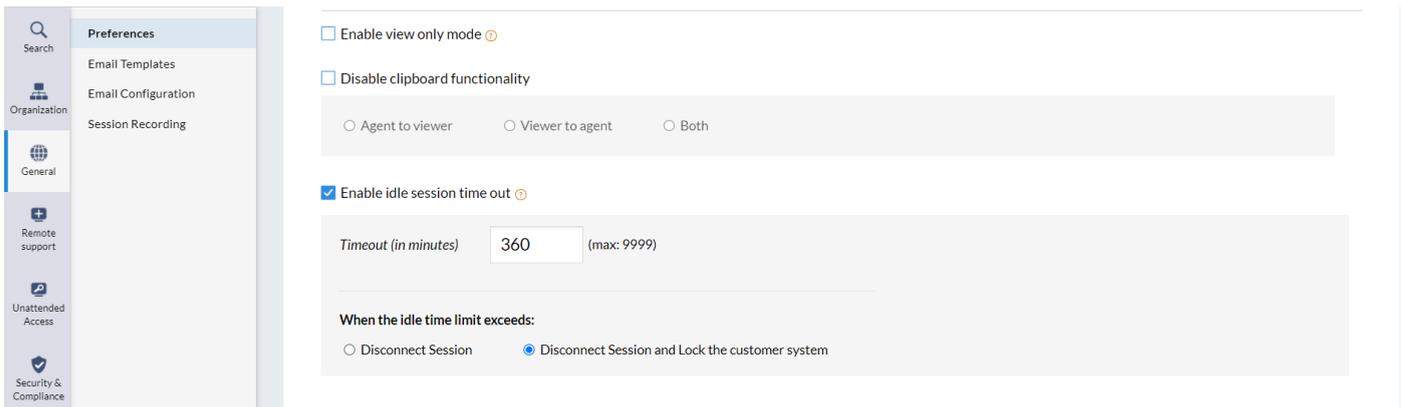
You can use **Enable Idle Session timeout** to terminate a session if the customer's computer is left idle beyond the specified time limit. A reminder will be displayed 90 seconds before the session is about to end. The technician can choose to end or continue with the session.

1. Click on the check box given beside **Enable Idle Session Timeout**.

2. Fill the time in minutes for the inactive session timeout in the space given beside **Timeout**.

3. Choose **Disconnect Session** to terminate the session on exceeding the inactive session timeout limit.

4. Choose **Disconnect Session and Lock the remote computer** to terminate the session and to lock the remote computer on exceeding the inactive session timeout limit.



The screenshot shows the 'Preferences' window in Zoho Assist. The left sidebar contains navigation options: Search, Organization, General, Remote support, Unattended Access, and Security & Compliance. The main content area is titled 'Preferences' and includes the following settings:

- Enable view only mode
- Disable clipboard functionality
  - Agent to viewer
  - Viewer to agent
  - Both
- Enable idle session time out
  - Timeout (in minutes):  (max: 9999)
  - When the idle time limit exceeds:
    - Disconnect Session
    - Disconnect Session and Lock the customer system

### To lock the remote computer at the end of every remote support session:

Click on the checkbox **Lock the remote computer at the end of every remote support session** to lock the remote computer at the end of every remote support session.

#### Note:

This feature works only for Windows.

### Performance

Use **Performance** to reduce data consumption and to improve the performance of the remote computer during a support session by disabling wallpaper, disabling aero theme and hiding window contents on drag.

1. Click on the checkbox given beside **Disable wallpaper on the remote computer screen during a support session** to disable wallpaper on the remote computer during a support session.
2. Click on the check box given beside **Disable aero theme on the remote computer screen during support session** to disable aero theme on the remote computer during a support session.
3. Click on the check box given beside **Hide window contents on drag** to hide window contents on drag during a support session.

 **Note:**

Performance feature is available only on Windows.

## Confirmation Prompt

By default, a prompt will be shown to your customers asking them for their consent to initiate any action(e.g., File Transfer, Screenshot, etc.). You can enable/disable the Confirmation Prompt or customize the prompt, if needed.

## Blacken Screen

Blacken Screen feature allows you to work on a remote computer privately by blacking out the remote screen. Use the checkbox to enable the Blacken Screen feature at the customer's end.

## Technician Info box

Technician Info box feature allows you to brief the customer about the general Do's and Dont's during a remote support session. Use the checkbox to enable the Technician Info box at the customer's end.

## Locale Settings

Locale Settings allows you to customize your in-app language and update the local time-zone as per your preference. Use the drop-down box to select your choice of language. We support French, German, Spanish, Portuguese, Chinese, Japanese, Bulgarian, and Swedish as of now.