



How to start a Remote Assistance session from Apple Vision Pro

This section will give you the steps that a technician needs to follow to setup, login and start a remote assistance session in Zoho Lens from Apple Vision Pro.

1. After switching on your Apple Vision Pro, kindly open the AppStore.
2. Search for Zoho Lens and install the Zoho Lens application.
3. Once the installation is complete, click on Open.
4. You will be prompted with the Quick start guide.
5. You can click on Next to view them or click on Skip to Skip to the login page.
6. You will be presented with the Sign in Page to sign in to your Zoho Lens account. Click on Sign in.

 Note: You will need to signup for a Zoho account using the URL: <https://zoho.com/lens> from your computer or any browser and then use the same account to login on your Apple Vision Pro.

7. You will be redirected to your default browser to login to your Zoho Lens account.
8. After providing your credentials and successfully logging in, you will be shown a prompt to redirect to the Application.
9. Click on Open to open the Zoho Lens application.
10. You will be logged in to your Zoho Lens account with the options to either Start a session or Join as Technician for an existing session.
11. To start a new session you can click on Start a session.
12. You will be provided with the different methods to invite your users to join the remote assistance session.
13. You can then make use of all the features available with Zoho Lens to guide the users and provide a resolution to the customer.