



Zoho Corporation

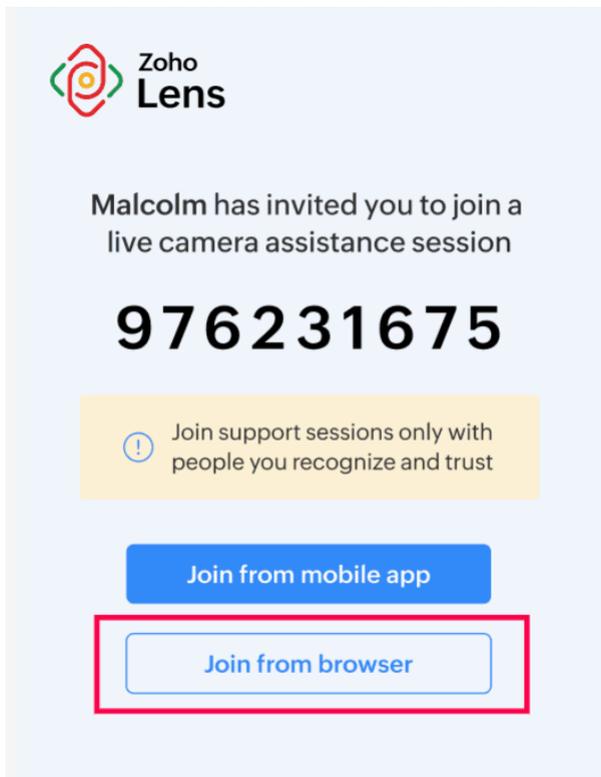
Joining a browser session in Zoho Lens

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Zoho Lens delivers seamless remote support directly through your browser, eliminating downloads and enabling instant access. Enjoy smooth 2D streaming for quick assistance, while the mobile app offers additional advanced features for a more comprehensive support experience.

Joining the Session

- Click the session invite link sent by the technician via email or SMS on your mobile device.
- Select Join from Browser to start your AR remote support session directly from your mobile browser.



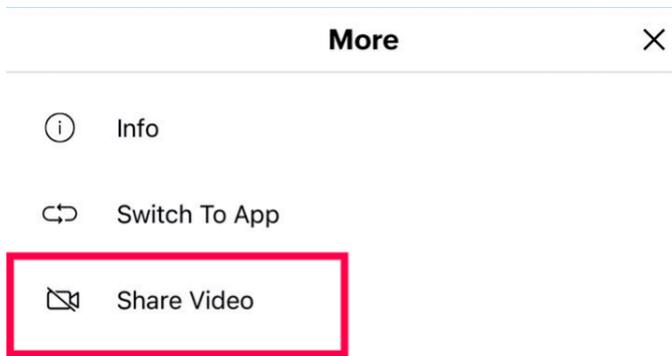
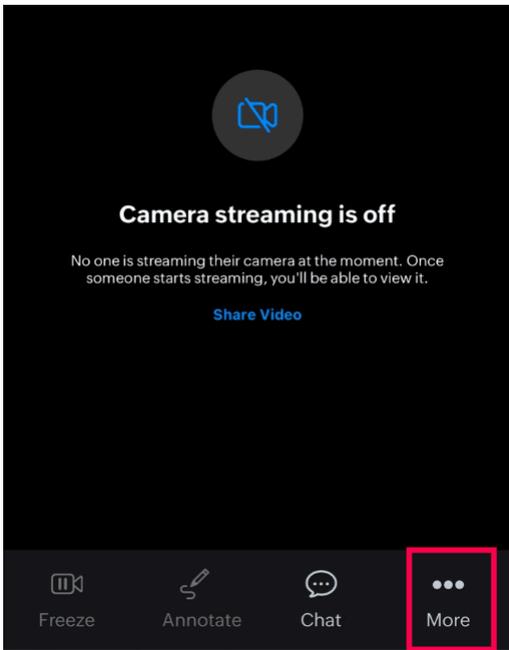
- Alternatively, select Join from Mobile App to download and join the session using the Zoho Lens mobile app for enhanced functionality.

Note : During a browser session, you can switch to Zoho Lens mobile app at any time for a better experience.

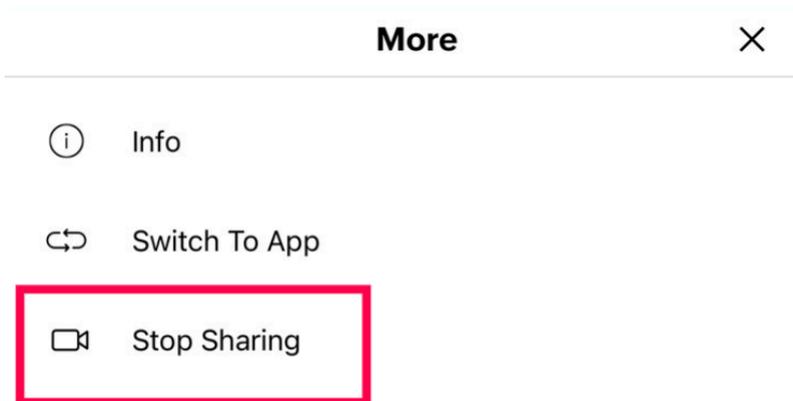
Key Features of Zoho Lens browser sessions

Share video

- Select More and tap Share Video to start streaming from your mobile device.

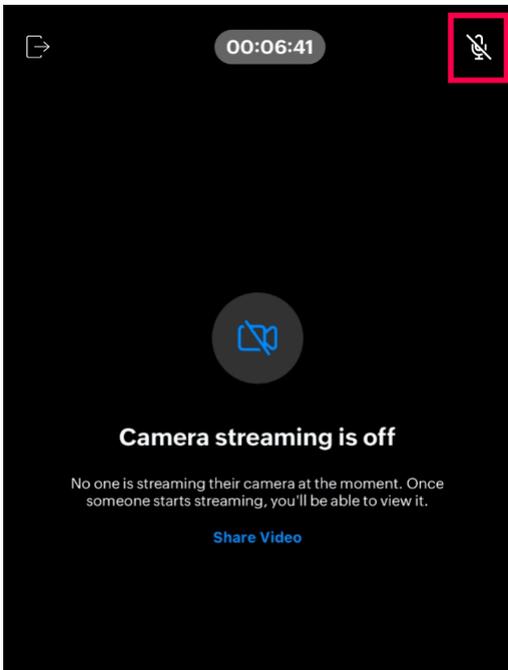


- To stop sharing, select More > Stop Sharing.

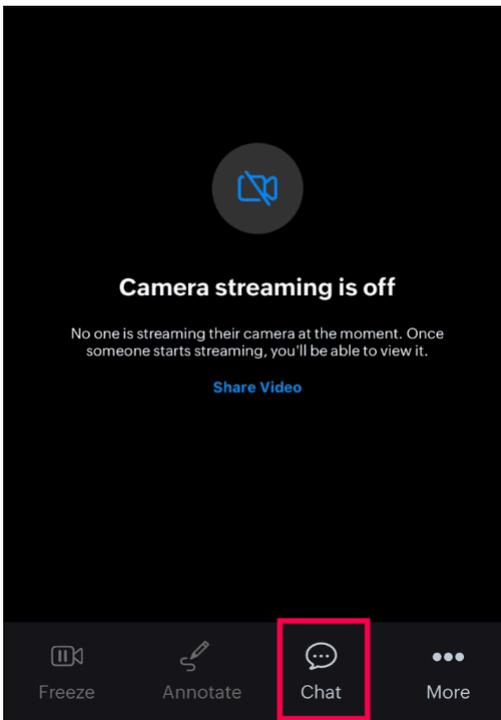


Audio and Text Chat

- Tap on the Microphone button to mute or unmute your microphone while streaming the video.

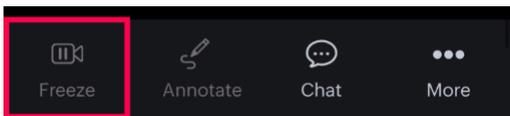


- Tap on this button to start an instant chat with your technician.



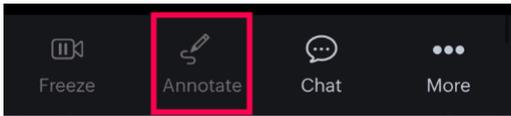
Freeze and Annotate

- Freeze Video: Tap Freeze while streaming to pause the video stream.



- Unfreeze Video: Tap Unfreeze while the streaming is paused to resume streaming.

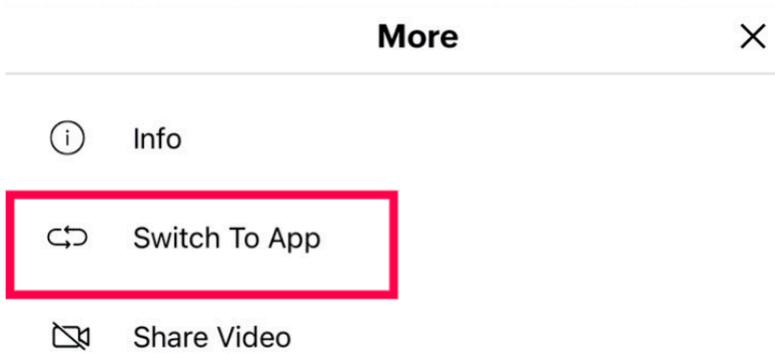
- Annotate: Select Annotate to draw or highlight during streaming or when the video is paused.



Switch to Mobile App

For an enhanced experience, switch to the Zoho Lens mobile app during your browser session:

- Select More > Switch to App.



Note: Switching to the app will reset your current session. You will need to rejoin from the app.

Important Notes

- To avoid interruptions, ensure that your microphone and camera are not in use by other applications.
- Switching to the mobile app resets your current session, requiring you to rejoin.
- The browser only supports 2D video streaming.