



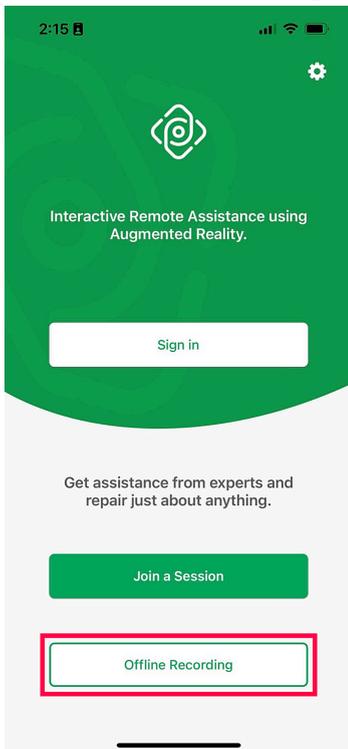
Offline recording

Network connectivity can be unpredictable in remote locations. At times like these, technicians and customers can record real-time information using AR tools with the offline recording feature. This allows them to capture issues the moment they happen and share them with nearby technicians.

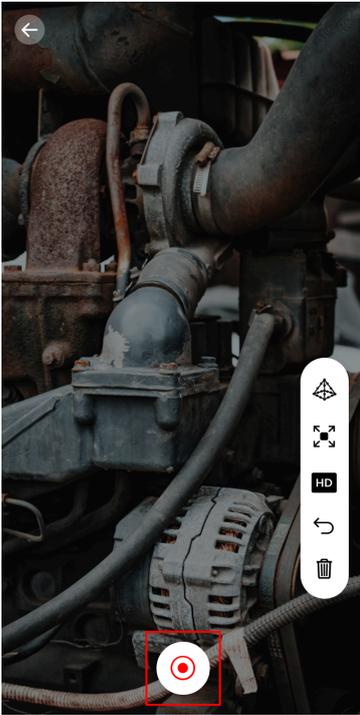
Technicians can create bite-sized tutorials for customers or colleagues, no matter where they are.

How to use offline recording

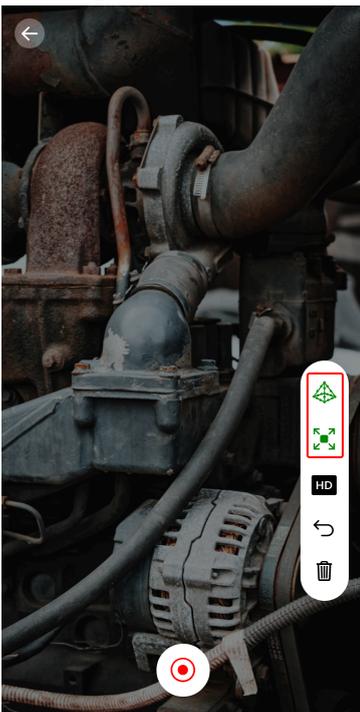
1. Click **Offline recording** once you open the Zoho Lens app on your mobile device.



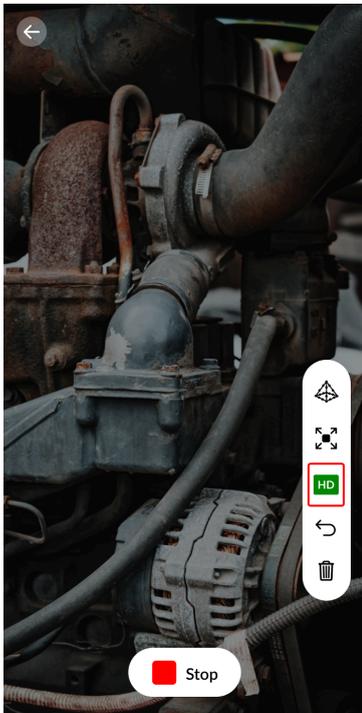
2. Tap the record button to start recording your visuals offline.



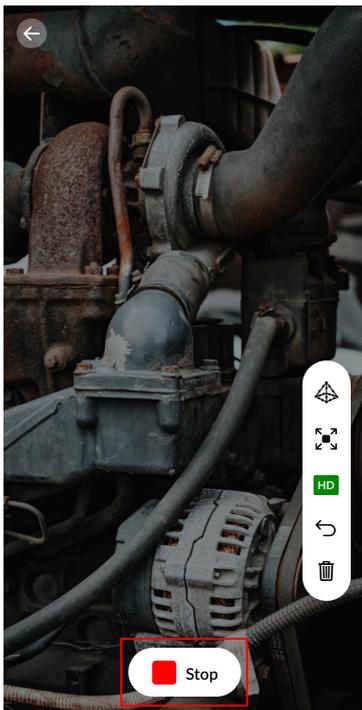
3. You can tap or draw on the screen to mark annotations while recording. Enable planar recognition and spatial points for more accuracy.



4. You can enable the HD option to shoot in higher video quality.



5. Once you're done recording, tap the **Stop** button.



Offline recording settings

Change default storage location

Your recordings are stored automatically in a default location. For example, Android devices use internal storage by default to store recorded files, while on iOS devices, they show up in Photos app.

Currently, there is no option to change storage location on iOS. To change it on Android;

1. Click the Settings icon. The default file location is under **Offline recording location**
2. To change the file path, tap the current file location and choose the desired folder.

File access permission on iOS

When you use offline recording for the first time on your device, you will be asked to give permission for Zoho Lens to access your Photos. This is to store the recording on your device.

You can choose either the **Select Photos** or **Allow Access to All Photos** option to save the recording. If you tap **Don't Allow**, the recording will not be saved.

