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Assist Universal Add-On- Android



With the Zoho Assist Universal Add-On, technicians can remotely support and control all Android devices. This document will help end users install the suitable mobile add-on based on their device configuration.

General

To access an Android device remotely using Zoho Assist, you'll need the following:

- Install **Zoho Assist - Customer App** on the Android device.
- Install a dedicated add-on based on the device/manufacture of your Android device (or)
- In the absence of a dedicated add-on for that device, use the **Universal Add-on** that supports all Android devices.



Note:

The Universal Add-on is only available for devices running Android 7 or higher.

Getting started with the Universal Add-On

In order to perform remote access via the Zoho Assist Customer app, a custom add-on approved and by the device manufacturer or vendor should be installed on that device.

1. When you connect to an Android device via the Zoho Assist Customer app, if the app detects a dedicated add-on available for that device, it will prompt you to download it.