

Take Control Standalone – Android Remote Control (RC Module Setup Guide)

Overview

Take Control enables technicians to remotely support Android devices using an **attended session model via the Take Control Applet**. By default, Android sessions are **view-only**, meaning the technician can see the screen but cannot interact with it.

To enable **interactive remote support (tap and swipe actions)**, an additional component called the **Remote Control (RC) Module** must be installed and configured on the end user's device.

This guide explains the full process required to:

- Install the RC Module
- Grant the necessary permissions
- Enable remote control during a session

How It Works

The remote control capability is implemented as a **separate Android component** due to platform and store policy restrictions.

The flow is:

1. End user installs and opens **Take Control Applet**
2. Applet provides access to **RC Module download**
3. End user installs a **secondary app (Remote Control Module)**
4. End user enables **Accessibility permissions**
5. During a session, the user enables **Remote Control**
6. Technician gains **limited interaction capabilities**

What Changes with the RC Module

Capability	Without RC Module	With RC Module
Screen viewing	✓	✓
Tap (click)	✗	✓
Swipe gestures	✗	✓
Full device control	✗	✗

⚠ This feature is limited to **basic interaction (tap/swipe)**. It does not provide full remote control of the device.

Prerequisites

- Android device
- Latest version of **Take Control Applet**
- Internet connection
- Ability to install apps from external sources (APK)

Step-by-Step Setup

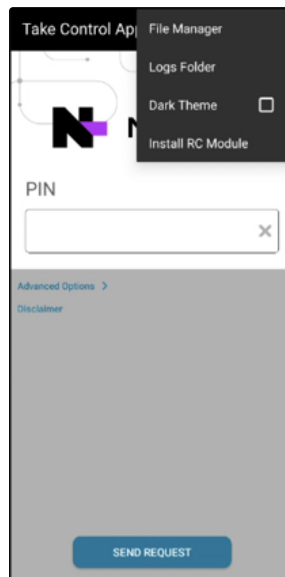
Step 1 – Open Take Control Applet

The end user launches the **Take Control Applet** as part of the normal support flow.

Step 2 – Access “Install RC Module”

From the top-right menu (three dots):

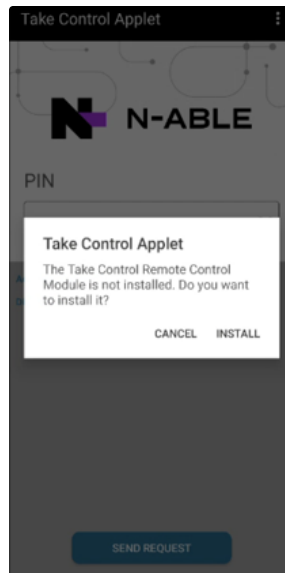
- Tap **Install RC Module**



Step 3 – Download the RC Module

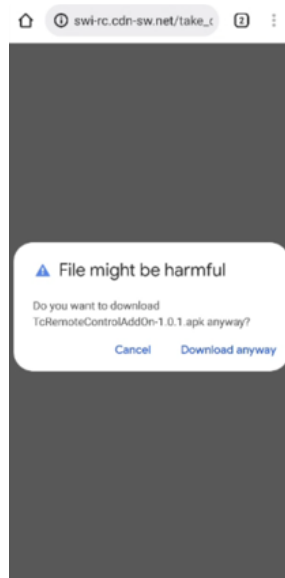
The app will prompt to install the module:

- Tap **Install**



Android may show a security warning:

- "File might be harmful"
- Tap **Download anyway**



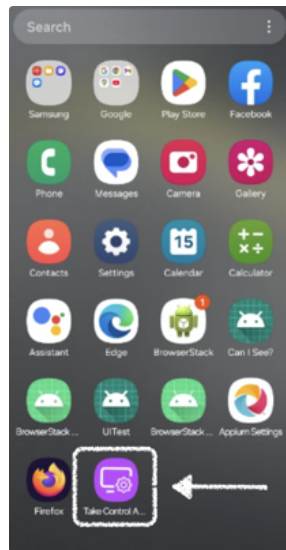
Step 4 – Install the Application

After download:

- Open the file
- Complete the installation

Once installed, a **new app will appear on the device:**

- **Take Control Applet Remote Control**

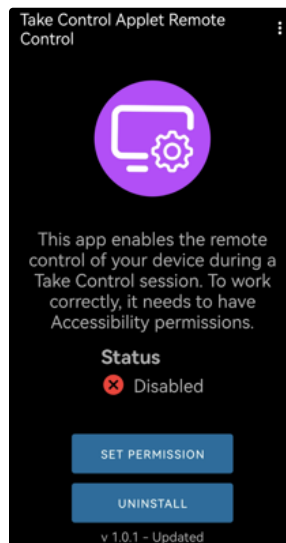


This is separate from the original Applet.

Step 5 – Open the Remote Control App

The end user must:

- Open **Take Control Applet Remote Control**



Inside the app:

- Tap **Set Permissions**

Step 6 – Enable Accessibility Permissions

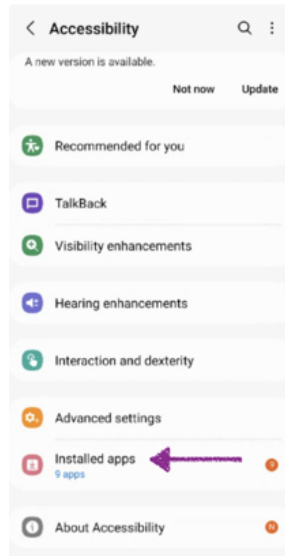
The device will navigate to **Android Accessibility Settings**.

General Flow:

1. Open **Accessibility**

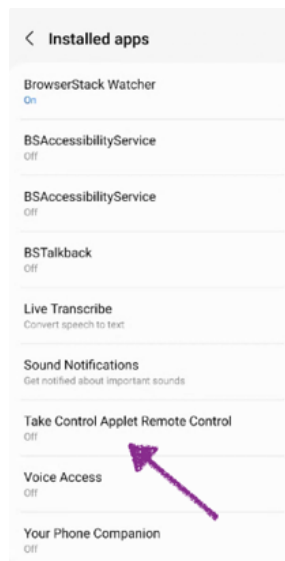
2. Go to:

- **Installed Apps** OR
- **Downloaded Apps** (varies by device)



3. Select:

- **Take Control Applet Remote Control**

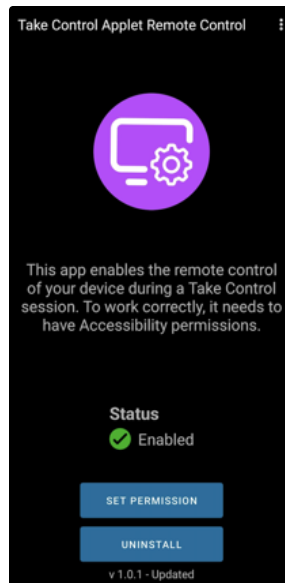


4. Enable the service

5. Confirm with **Allow / OK**

Expected Result:

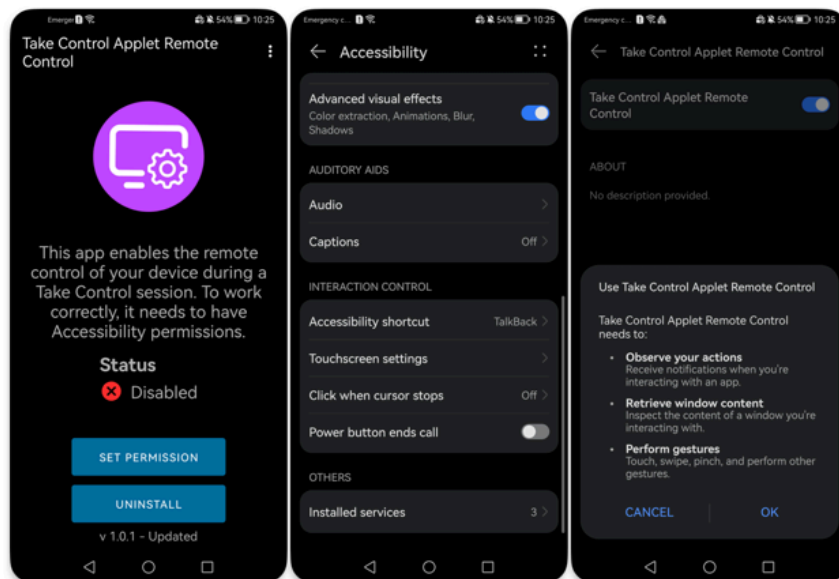
- The service appears **enabled (ON / green)**



Device Variations (Important)

Due to Android fragmentation, steps may vary slightly.

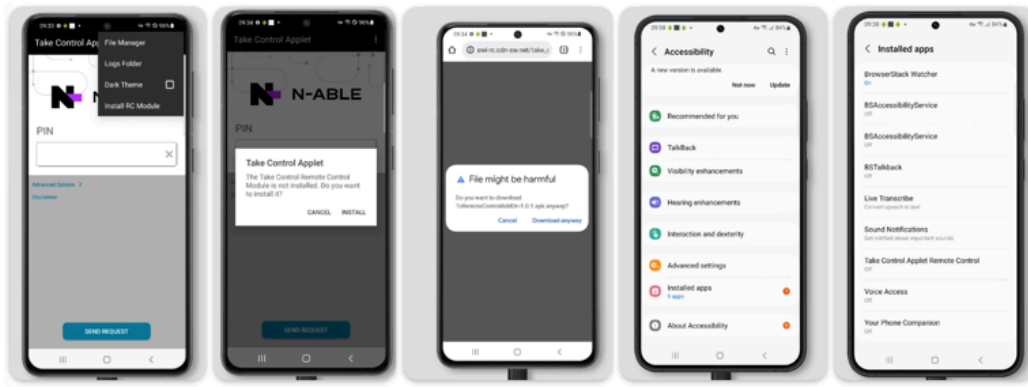
Huawei



Huawei phone

Samsung / Standard Android

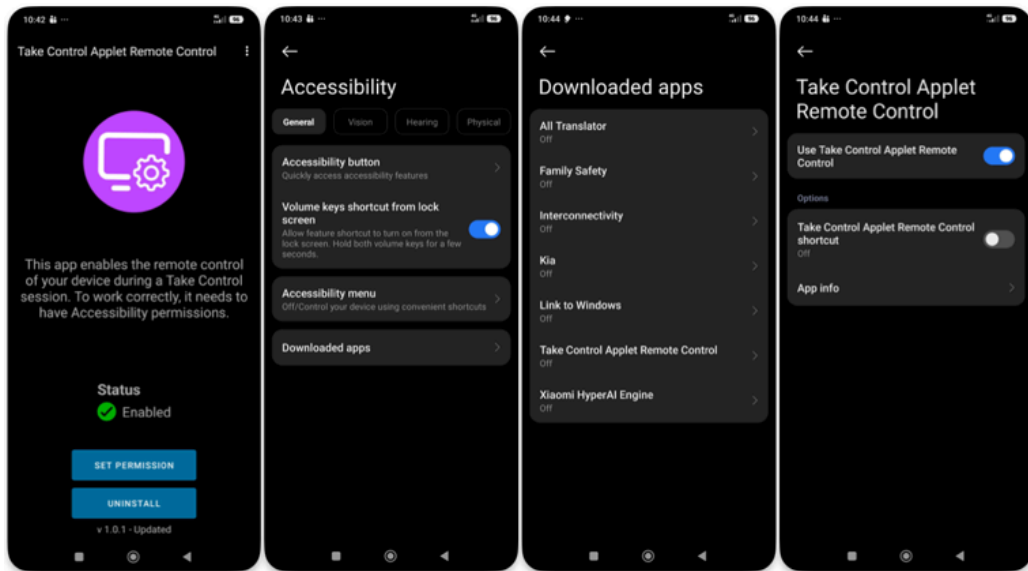
- Accessibility → Installed Apps → Enable service



Samsung phone

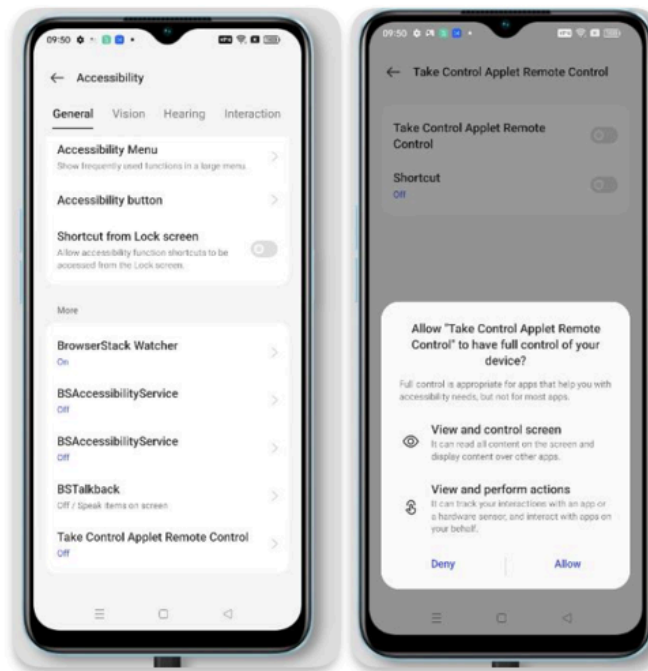
Xiaomi / MIUI

- Accessibility → Downloaded Apps → Enable service
- Additional confirmation steps may appear



Xiaomi phone

Oppo



Oppo phone

⚠ This variation is expected and not an issue.

Step 7 – Return to Take Control Applet

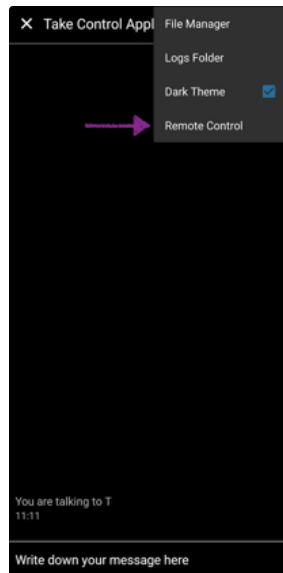
After permissions are granted:

- Return to the original **Take Control Applet**
- Enter the session PIN
- Tap **Send Request**

Step 8 – Enable Remote Control During Session

Once connected:

1. Open the menu again (three dots)
2. Tap **Remote Control**



Important Behavior

- This action may be required **each session**
- It is not permanently enabled

End Result

After completing all steps:

- Technician can:
 - Perform taps (clicks)
 - Perform swipe gestures
- Session is upgraded from **view-only** → **interactive**

User Experience Summary

From the end user perspective:

1. Open applet
2. Install RC Module
3. Install app
4. Grant permissions
5. Start session
6. Enable remote control

Yes, it's a multi-step process, but required due to Android restrictions.

Troubleshooting

RC Module option not visible

- Ensure latest version of the Take Control Applet

Unable to install APK

- Enable installation from unknown sources in Android settings

Remote control not working

Check:

- Accessibility permission is enabled
- Remote Control option is selected during the session

Remote Control option missing after install

- Expected behavior:
 - “Install RC Module” is replaced with **Remote Control**