

# Transcript: Remote Control Android Phones and Tablets from a PC | Bomgar + Samsung

Every single day, Google activates more than one million new Android smartphones and tablets. And the majority of those devices are made by Samsung, the largest Android handset manufacturer in the world. If you work in tech support, this probably isn't surprising, as more and more employees and customers are asking for help with their Android devices.

That's why Bomgar has partnered with Samsung to develop the Bomgar Support Client for Samsung. When an end-user needs support for their Samsung device, all they have to do is request a remote support session as they normally would. They are then prompted to download the free Bomgar app from Google Play. Once downloaded, they simply click a link and are taken directly into a session.

Once the remote session begins, the technician can see the end-user's screen, navigate the phone, click on apps, and type as if they were holding the device in their hands. The rep can also chat with the end-user, view key system information, and transfer files to and from the device.

The support tech can work on multiple Android devices as well as other systems simultaneously, using Bomgar's tab interface. And if the tech gets stuck on a problem, he can always invite another team member or an external rep into the session to collaborate on the issue and get it resolved as quickly as possible.

With Bomgar, you don't have to worry about the security risks of supporting mobile devices. Every remote support session is routed through your secure Bomgar Appliance, which captures a comprehensive audit trail of every action taken, along with the complete chat transcript.

In addition to full remote control for Samsung Android devices, Bomgar also offers a selection of remote support features for non-Samsung Android phones and tablets, including chat, file transfer, and viewing system information. And Bomgar also allows you to provide support from any Android device with our Android mobile rep console.

For more information, please visit [bomgar.com/android](http://bomgar.com/android) or download the Bomgar Support Client for Samsung app, available now on Google Play.