Android Customer Client 2.2.20 Release Notes

May 2, 2024

> **(!) IMPORTANT!**
>
> *Due to Google policy for apps submitted to the Play Store, the file transfer feature is not available from the Android Customer Client app that is submitted to the Google Play Store.*
>
> *As a workaround for our customers that must have the file transfer feature, we offer the Android Customer Client 2.2.20+ app, a separate app which is managed by BeyondTrust Support.*
>
> *View the Android Customer Client 2.2.20+ Release Notes.*

> **i** *For more information on the file transfer feature, see File Transfer To and From the Android Device.*

Requirements:

- Android 7.0 or later.
- BeyondTrust Remote Support 21.1.3 or later.

> **i** *For more information, see Supported Platforms.*

New Features and Enhancements:

- Now supports Android TV devices:
  - Android TV devices running Android 13+ is required for Full Control Screen Sharing.
  - Android TV devices running Android 12 or less support View Only Screen Sharing.
- Icons have been updated.

Issues Resolved:

- Customer's screen goes black if the Representative presses **Undo** while Live Feed mode is active and using Annotations.
- Items in the Issues drop-down list not sorted correctly.
- Unattended sessions show a prompt on Android 14 devices even if the Accessibility Prompt has already been approved.

Notes:

- Certified for GA.
- Android Customer Client 2.2.20 is available for download in Google Play.