

## Aira Cheat Sheet

### How do you start with Aira?

Review your three step Aira Access Card.

### VoiceOver

**Is your customer's VoiceOver feature (a program that reads the screen) activated on their phone?**

If they would like help setting up the Aira app on their phone, ask that they turn off VoiceOver (or TalkBack for Android) to assist them.

### Learn the Lingo

**Check out our [Style Guide](#) to become an expert in how to speak Aira. Here are some highlights:**

- Aira is a service that uses artificial intelligence and augmented reality to connect people to highly trained agents.
- At the touch of a button, Aira delivers instant access to information, enhancing everyday efficiency, engagement, and independence.
- "Have you heard of Aira?"
- If you're a smartphone user, you can use the service for free in our facilities.

### When are agents available?

- Agents are available 24/7.
- If there are issues regarding Aira's service, contact Aira's Customer Care and they'll take care of it: [support@aira.io](mailto:support@aira.io) or **800-835-1934**.

### What can Aira agents do?

#### **Agents can**

- Read both printed and written text
- Assist with identifying locations and navigation
- Describe objects, locations, and people
- Assist with electronic devices, including touchscreens
- Research information on the internet
- And much, much more

#### **Agents cannot**

- Speak to an Explorer who is in the middle of crossing a street
- Make decisions on behalf of an Explorer
- Assist an Explorer inside of a public restroom or public locker room
- Assist an Explorer in any way that contravenes Aira's Terms of Service
- Share personal information about an Explorer or themselves
- Provide opinions unless explicitly asked