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 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