

# SOLUTO® Connected Home Advisor FAQs

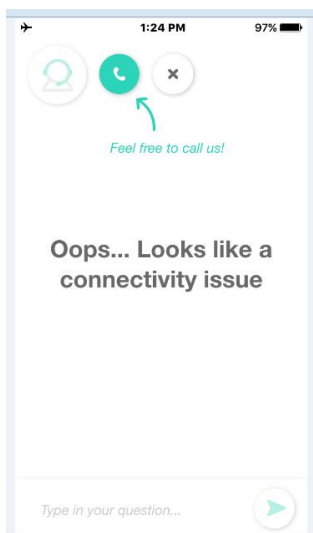
## How to start a Chat session with a Soluto Advisor



To start chatting with a Soluto Advisor simply launch the Soluto Connected Home Advisor app and click the “Chat” button.

You can ask the Soluto Advisor anything you want - how to setup your Smart Home Hub or how to follow Oprah Winfrey on Instagram!

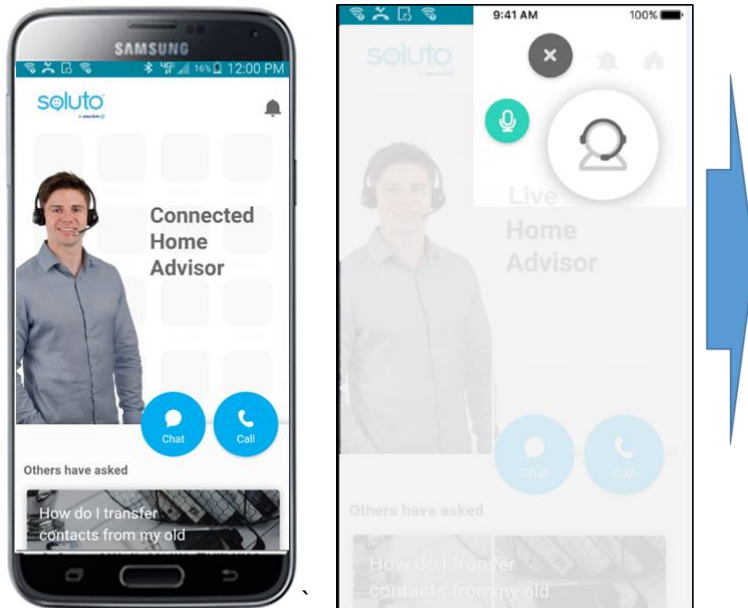
In case Chat is not available, you’ll receive the following message



You can still use the “Call” feature to call the Soluto Advisors

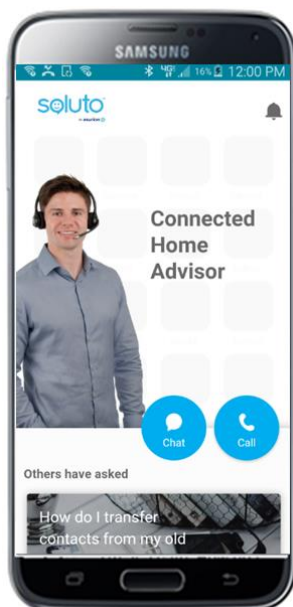
## Call Tech Advisor (VOIP enabled)

To call our Soluto Advisor and get immediate assistance, simply launch the Soluto Connected Home Advisor app and click “Call”. You’ll be automatically directed to the first available Soluto Advisor.



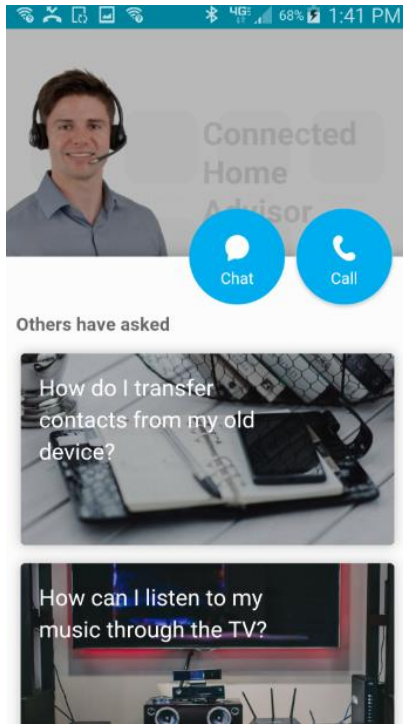
## Call Tech Advisor (non-VOIP)

To call our Soluto Advisors and get immediate assistance, simply launch the Soluto Connected Home Advisor app and click “Call”. The phone’s dialer will launch to call our Soluto Advisors for assistance.



## What's the "Others have asked" section? Can I view the answers to these questions?

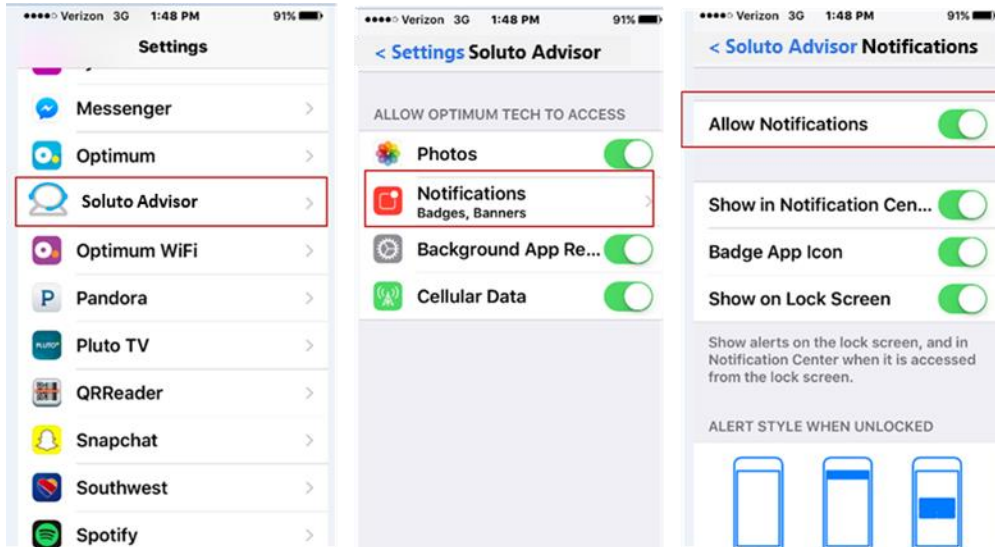
For now, this section shows popular questions that our Solutio Advisors were asked by other people. You can view the answers to these questions by clicking on the tile.



## How to disable App Notifications in iOS:

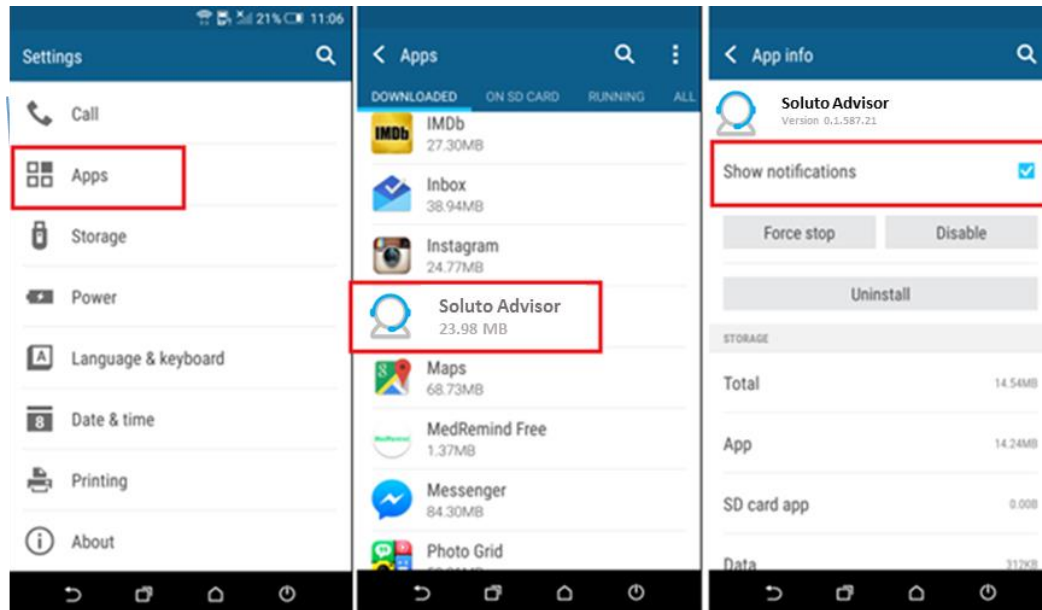
To disable notifications, please go to the iOS Settings page, scroll down and tap “Asurion Advisors” app, select “Notifications” then turn off the green “Allow Notifications” option.

See screenshots below:



## How to disable App Notifications in android:

To disable notifications, please go to the phones Settings page, click “Apps” or “Application Manager”, locate Soluto Connected Home Advisor App and untick the “Show notifications” option. See screenshots below:



## Supported devices - can I install the Soluto Connected Home Advisor app on my device?

At this time, the Soluto Connected Home Advisor app supports iOS 8+ and android version Android 4.4 (KitKat).

Please note that you must have an active SIM installed in order to use the app.

## What happens when I get a new phone or a new number?

Simply install the Soluto Connected Home Advisor app on your new phone and you're good to go.

## How to uninstall the Soluto Connected Home Advisor app

You can uninstall the Soluto Connected Home Advisor app anytime just like you would any other app.

To verify the app is installed go to the Google Play or iTunes App Store and check that you can install the application again (the button will say "install" and not "Open").

In android:

Go to Settings, Application Manager or Apps, Scroll down and locate the Soluto Connected Home Advisor app. Select it and click "Uninstall".

In iOS:

Use Tap and Wiggle to uninstall Soluto Advisor: Tap and hold the Soluto Connected Home Advisor app. Once the apps start to wiggle, tap the X to delete the application.

## What data will the Soluto Connected Home Advisor app have access to?

The Soluto Connected Home Advisor app only has access to technical stuff - like battery data, how much you are using our app, which apps are installed or have been uninstalled and the device's storage history (for example, 2GB of music and 350MB of photos, but no access to the actual photos or music files). This information helps us learn more about the device, so we can provide you personalized alerts and notifications specific to the device. Please see the definition of "Technical Data" in Asurion's Privacy Policy located [here](#) for more information on the data the Soluto connected Home Advisor app may have access to.