

Asurion Friends FAQs

How to start a Chat session with a Tech Friend



To start chatting with a Tech Friend simply launch the Asurion Friends app and click the “Chat” button.

You can ask the Tech Friend anything you want - how to setup your email or how to follow Oprah Winfrey on Instagram!

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



**Live chat is currently
unavailable**

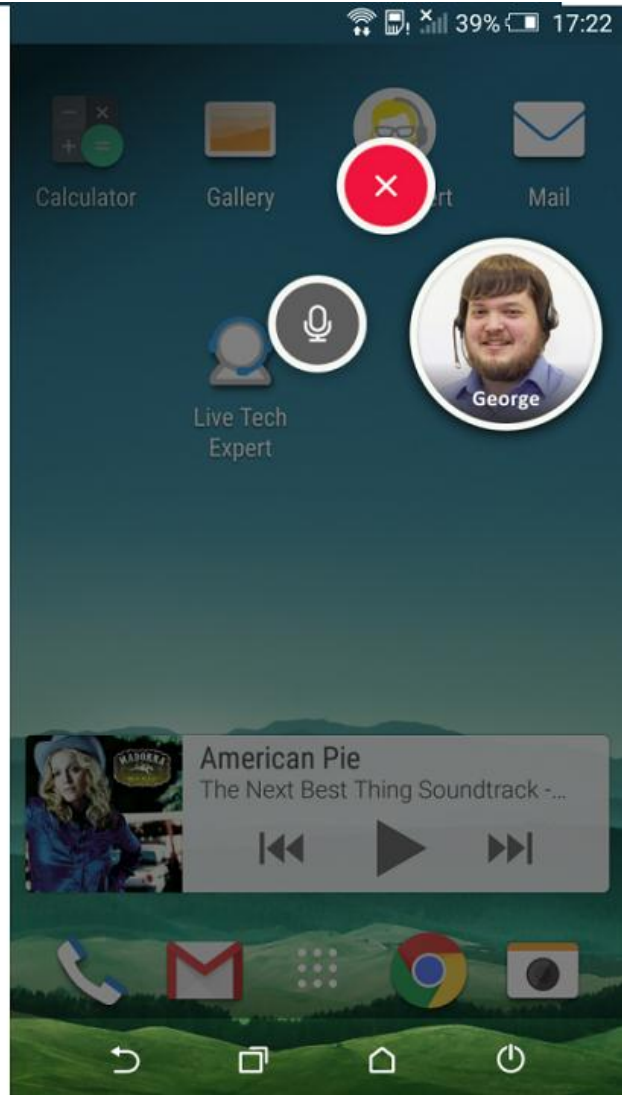
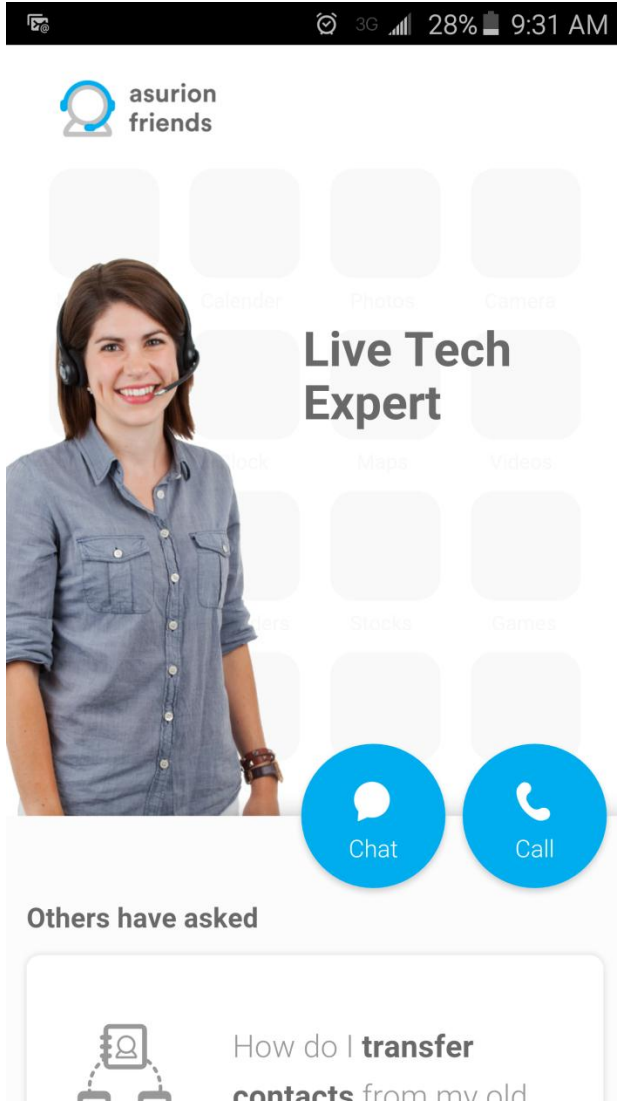


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You can still use the "Call" feature to call the Tech Friends

Call Tech Friend (VOIP enabled)

To call our Tech Friend and get immediate assistance, simply launch the Asurion Friends app and click "Call". You'll be automatically directed to the first available Tech Friend.



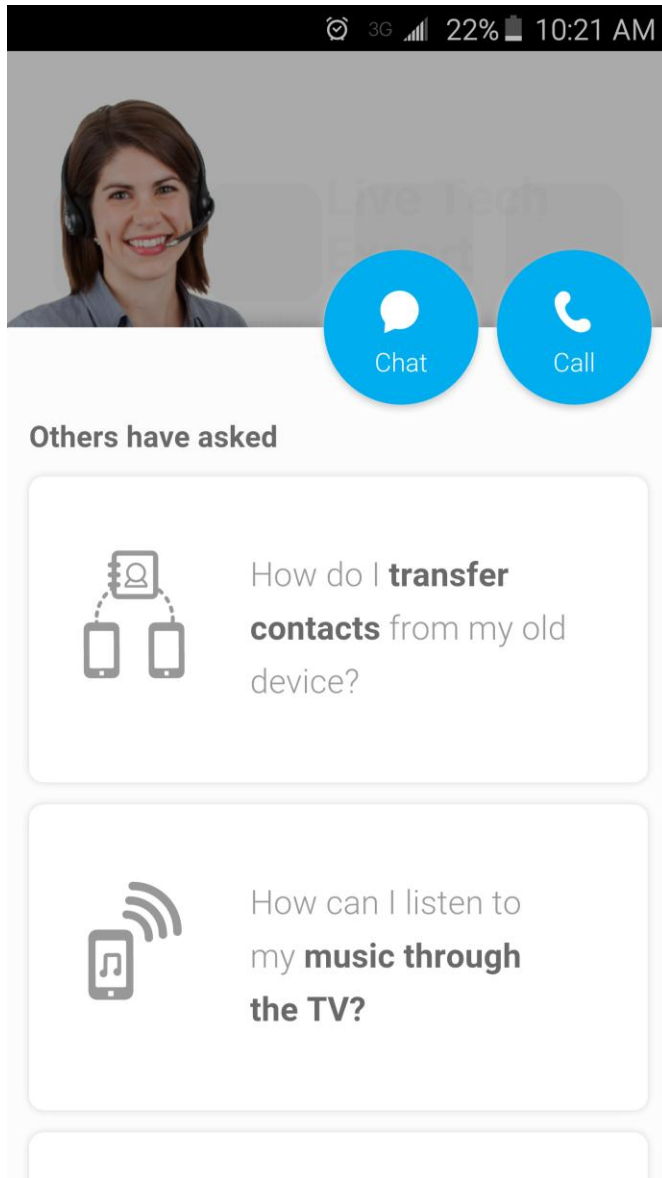
Call Tech Friend (non-VOIP)

To call our Tech Friends and get immediate assistance, simply launch the Asurion Friends app and click "Call". The phone's dialer will launch to call our Tech Friends for assistance.



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

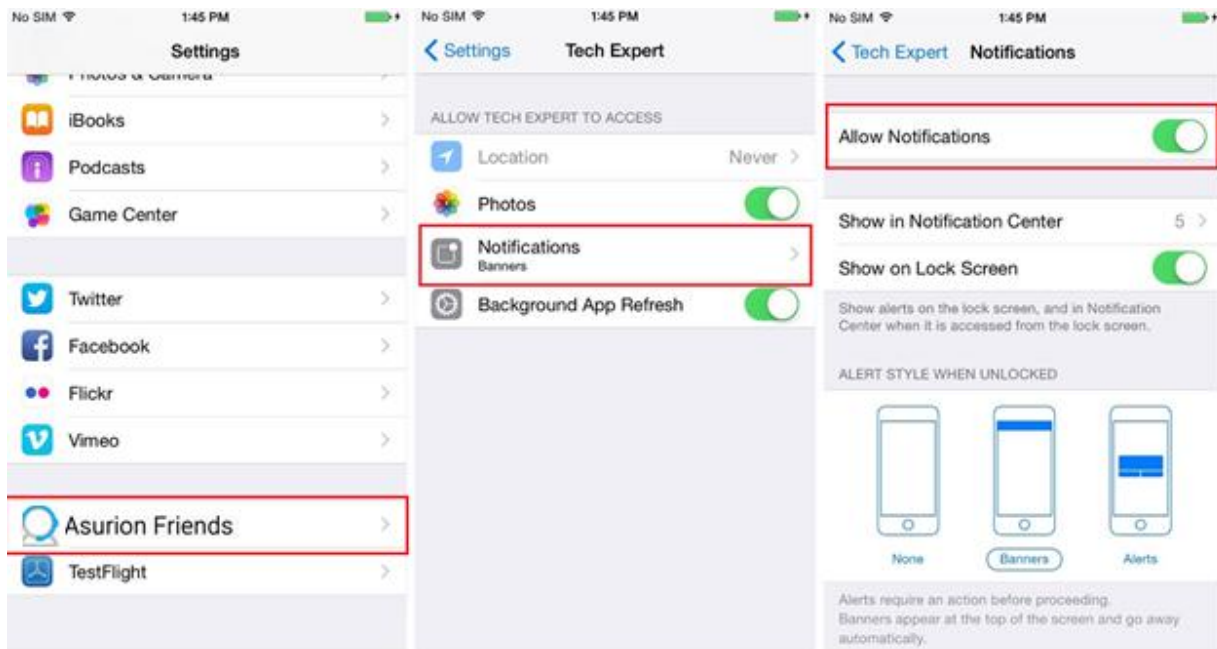
For now, this section shows popular questions that our Tech Friends were asked by other people. Soon, you'll be able to view the answers to these questions offline at any time.



How to disable App Notifications in iOS:

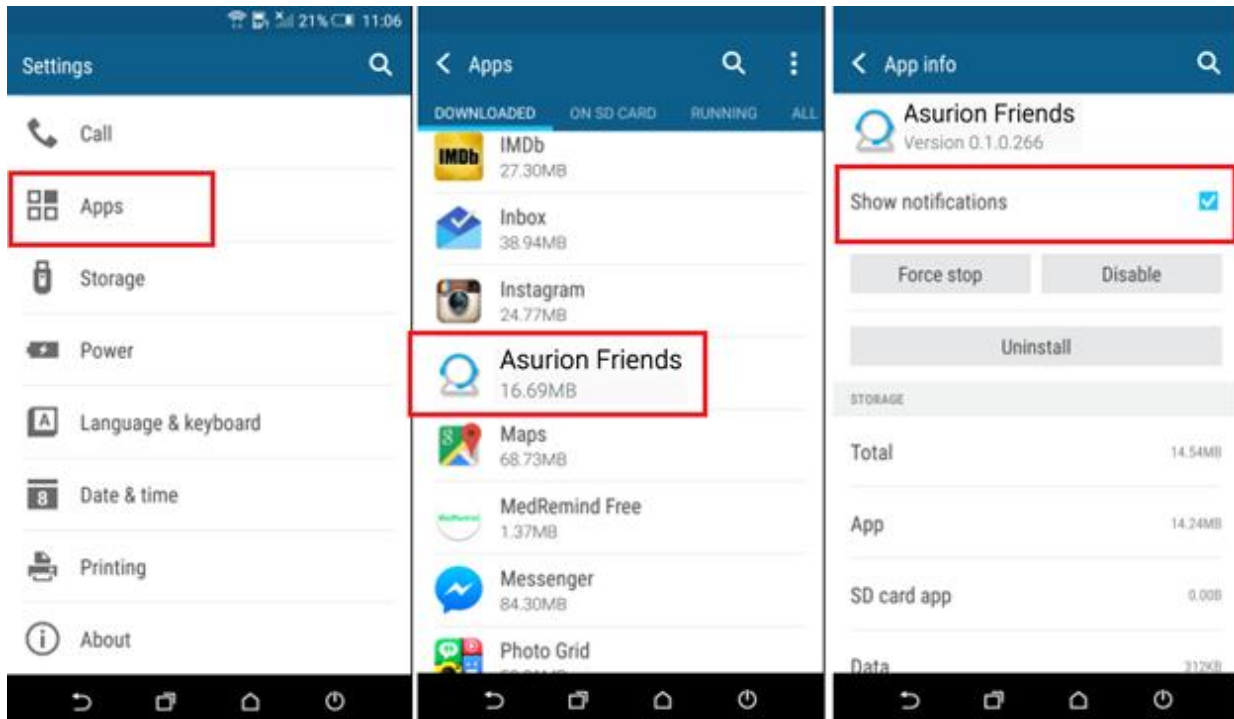
To disable notifications, please go to the iOS Settings page, scroll down and tap “Asurion Friends” app, select “Notifications” then turn off the green “Allow Notifications” option.

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 the Asurion Friends App and untick the “Show notifications” option. See screenshots below:



Supported devices - can I install the Asurion Friends app on my device?

At this time, the Asurion Friends 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 Asurion Friends app on your new phone and you're good to go.

How to uninstall the Asurion Friends app

You can uninstall the Asurion Friends 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 Asurion Friends app. Select it and click "Uninstall".

In iOS:

Use Tap and Wiggle to uninstall Asurion Friends: Tap and hold the Asurion Friends app. Once the apps start to wiggle, tap the X to delete the application.

What data will the Asurion Friends app have access to?

The Asurion Friends 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.

The app does not have access to any personal information, so you needn't worry about your personal info or files being transmitted over the internet.