

## **Customer FAQ**

### **Q: How can I use the app?**

A: After installing, you can select our launcher, for example, under "Apps > Default apps > Home screen". If you then go to your home screen, the new launcher will be displayed.

### **Q: How can I uninstall the app?**

A: You can uninstall it either directly from Google Play Store or from "Settings". In addition, you can select your default launcher via the same way you set our launcher.

### **Q: How do I operate the app? Where can I get help?**

A: When you first launch the app, you will be given detailed instructions on how to operate it if you wish. In addition, you can always get help on the launcher itself, as well as on other apps, under the tab "Tutorials".

### **Q: Can I personalize the launcher?**

A: Yes, we offer a high degree of personalization. A different background, app arrangement/grouping, as well as inserting widgets is supported by our launcher.

### **Q: Where can I get the launcher and how can I install it?**

A: The launcher can be downloaded from the Google Play Store and will be installed directly after downloading.

### **Q: How much will the launcher cost?**

A: The launcher will be free of charge.

### **Q: Can I use the launcher on my IOS device as well?**

A: No, the launcher can only be used on Android smartphones.

### **Q: When will the launcher be released?**

A: The launcher is expected to be released in January 2020.

### **Q: Will the launcher only be available in German?**

A: At release the launcher will only be available in German. Other language options could be added in the future.

### **Q: What is the advantage of using the recommended apps?**

A: The recommended apps offer a simple and understandable interface. In addition, there are detailed instructions on how to use them.

### **Q: Will I see advertising when using the launcher?**

A: Except for the recommended apps, no advertising will be displayed.

### **Q: I have found an error. Where can I report it?**

A: You can fill out a form under "Feedback" in the launcher options and report errors there.

**Q: Who is developing this app?**

A: Students of the Munich University of Applied Sciences develop the app in cooperation with the German Alzheimer Society and Amazon AWS.

**Q: Does Amazon get my data?**

A: No, no data is transferred to Amazon.

**Q: How does the product differentiate itself from similar launchers?**

A: Conventional launchers try to give the user as many customization options as possible. Ours, on the other hand, takes that decision away from users to provide a consistent way to open apps.

**Stakeholder FAQ**

**Q: How will the product improve the lives of customers?**

A: It helps to make the use of smartphones easier. This will be achieved by recommending apps and providing instructions.

**Q: What are the risks in development?**

A: Currently, the biggest problem is producing a consistent and comprehensive set of instructions for other apps. These are necessary to learn how to use a smartphone as easily as possible.

**Q: How will the success of the product be measured?**

A: Our biggest priority is satisfied customers who get real value from our app. To that end, it is tested directly with the Alzheimer's Association.

**Q: How does the product scale if successful?**

A: Since the app uses hardly any server-based services, it scales easily on many devices. In addition, the app is low on resources, which is why it runs without problems even on older supported devices.