



blixr

Question and Answers

What is blixr?

- **What is blixr?**

blixr is the first app to let users match based on voice. It aims to connect them with new people through a fun, authentic and spontaneous way. With blixr, users get to shine for who they are, not what they look like. The app is designed to help everyone connect for real through an end-to-end experience and ethical algorithms, which are anti-superficial, non-addictive and non-invasive. The journey on blixr is simple. Users connect online, pick from a small set of quality experiences and meet. 3 clicks is all it takes.

- **Is blixr a dating app?**

blixr is all about human connections and that includes friendships, romance and everything in between. Profiles clearly state what the user is looking for in terms of friendship, dating and experiences. Simply select TeamUp to find like-minded friends or DateUp to begin searching for romance.

- **When does the app launch?**

blixr launches in October 2020 on both Android and IOS.

How does blixr work?

- **What do I need to join blixr?**

To join blixr, first download the app from Apple App Store or Google Play Store and Sign Up through Facebook, Google, Apple or Email. Upload a voice clip, pictures and/or videos to be included in your profile. The app then uses your location to scan for other like-minded people around you. You're ready to get blixing.

- **Is blixr LGBTQ+ friendly?**

blixr is free of prejudice and discrimination. It is available for anyone to use, no matter your race, ethnic background, gender, religion or sexuality. Non-heterosexual relationships are embraced on the app, with the user able to identify themselves as a man, woman or any other gender identity, with the option to choose if they are interested in men, women or all.

- **Do matches expire?**

TeamUp matches do not expire. For DateUp matches, you have ten days to chat and set up a date. This number was based on extensive research of the prime amount of time that it takes to romantically connect with someone. After ten days, you have the option to extend the connection or alternatively to end the match and start fresh.

- **Where can I use blixr?**

blixr is currently only focussed on the UK market. However, we hope to expand to other parts soon.



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- **What is the rest mode?**

blixr allows every user the option to become invisible through rest mode. This option is accessible from the connect tab of the app. It means that the user's profile is hidden from others on the app. This is perfect when you wanna take a break from the online world. The user can choose to be invisible for 12 or 48 hours or until alternatively, until you choose to turn it off.

- **What is the difference between the “DateUp” and “TeamUp” preferences?**

Choosing to be available for “DateUp” means that you are open for a romantic connection. You are then able to see whether others are also looking for a romantic relationship and match accordingly. TeamUp is used for people who are only looking for a platonic connection and not for romance. You can also see others who are only looking for friendships and connect over similar events and activities.

Experiences

- **What are the different experiences available?**

blixr offers a variety of uniquely personalised online and offline activity options that are suggested for each user and also for each of their matches. This ranges from unique one of a kind experiences, speakeasies, escape rooms and immersive theatre experiences, to name a few. Options can also be filtered based on a variety of criteria to suit your preferences.

Signing up and getting started

- **Where can you download blixr?**

blixr is available for free through the App Store and Google Play Store.

- **What is the minimum age requirement to use blixr?**

You must be at least 18-years-old to create a blixr profile.

- **Do I have to connect my Facebook to blixr?**

Not at all! You can choose to connect your Facebook to your blixr account, however, you can also simply sign up with your Google, Apple or Email

- **Can I find someone who speaks the same language as me?**

In the app settings, users can filter by languages. This allows users to only match with profiles that also speak that language. It is a very useful feature to help users connect with others from the same background and feel at home away from home.

- **How can I verify my profile?**

Users can verify their profile under the edit profile section. Profiles are then manually verified by the blixr team.



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- **Are all of the features free to use?**

There is no sign-up fee for the app and many paid features from other apps are free on blixr. However, there are some extra features that require upgrading to blixr Premier. Some of these are; ability to see profiles that have already clicked DateUp or TeamUp, extending 10 day date clock, unlimited DateUp or TeamUp clicks and so on.

- **How can I add photos?**

Adding new photographs to your account is simple! Choose the profile icon at the bottom right-hand side of your screen. You can then choose the pen and paper icon to edit your profile, adding photos by clicking the “+” button.

- **How can I change my location?**

To change your location, click the settings icon in the top right-hand corner of the connect tab. You can then choose the location you wish to be “discovered in”, which is automatically defaulted to your current location. From here, you can also choose the maximum distance that you want to find matches in, between a 0 to 100-mile radius.

- **How can I change my DateUp and TeamUp preferences?**

To change your DateUp and TeamUp preferences click on the settings icon on the top right-hand corner of the connect tab. You can then choose whether you are interested in men, women or all. You can also choose whether you are open for TeamUp and DateUp options.

- **Do I have to show my name?**

We believe that showing your name on your people you haven't matched with is a personal decision and therefore you can hide or unhide it through the settings. Once you have matched with someone, your name will be visible so you can get to know each other.

Security

- **I think my account has been hacked – what can I do?**

In the unlikely event that your account has been hacked or compromised please contact us immediately on help@blixrapp.com.

- **How do you reduce catfishes?**

blixr has a feature to verify daters by having them take a picture doing a certain motion to prove it is them, which is then analysed manually verified by the team. The app then adds a check mark to the profile to show potential matches that they are real people. It is to prevent internet bots and people from catfishing others. Additionally, matches expire after ten days unless a date is set up - combating catfishers who thrive on time to lock interest and do everything to avoid a meeting. This creates a healthy online environment.



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- **Where can I report abusive behaviour or block a user?**

In the unfortunate situation that you experience abusive behaviour on our app, we want to make you feel safe and secure as quickly as possible. You are only able to chat with someone once you match with them, reducing the risk of unsolicited messages. You can then choose to block a user after you have matched by clicking inside the chat with the user. You then select the three vertical dots on the top right-hand corner. From there, you can choose to un-match from the user and report. They will not be notified of this and will not be able to contact you any further.

Customer Service

- **How do I contact customer support?**

You can reach out to us in-app through the Contact us section under Profile tab or email us on hello@blixrapp.com. Please note we do not offer support via Instagram or other social media channels. We also do not have a customer support telephone number.

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