

NEWS

A Letter to Everyone Who Uses Technology in Their Daily Lives

What AI Is Actually Supposed to Do in Everyday Life

1 July 2026, Tobias Engl



We develop for screens. More specifically, we develop the software behind them that turns a screen into a thinking partner. In hotels, clinics, waiting rooms, markets, and for anyone who might need it. Over the past few months, we've often pondered what artificial intelligence will be capable of. Today, we're writing to share what we believe AI should actually be doing.

It should give time, not take it away. A home, a treatment room, and a hotel lobby each have their own rhythm. What they all have in common is a quiet wish that is rarely voiced—that the technology works behind the scenes to support you, rather than taking center stage. Good AI, therefore, isn't the loudest it's the most patient. It waits until it can be helpful and remains silent the rest of the time.

She should understand before she acts. Customers are different, patients are different, guests are different. An AI that treats everyone the same isn't really an AI. It's just an automated system with a light on. Understanding means being able to read the daily routine without keeping a profile; guiding a patient to the right door without knowing them; responding to a hotel guest in their language without saving their name. Understanding is not the same as observing.

It should act without becoming too intrusive. The step from understanding to action is the real leap forward in recent years. Several agents are now working together behind the scenes... one handles schedules and packages, one handles solar power and weather, one handles the kitchen and supplies... they speak to the user with a single, calm voice. This only works if the person sets the goal and the AI finds the way to get there not the other way around. The keyboard for tough decisions remains analog.

It should be a tool for your home, not a window to the outside world. The sensitive data from your daily life is generated by you, and that's where it should stay. Processed locally, without going through third-party clouds, without an advertising-driven economy running in the background. There are technical terms for this ("local-first," "Edge," "Secure Element"); the more important term is a quieter one: "trust."

And it should complement, not replace. The screen in the store, at the clinic, or at the train station is a tool not a substitute for a conversation, a medical examination, or professional, personalized advice. The most valuable inventions in this category were never the ones that sought to replace people. They were the ones that gave people back the space to focus on what really matters.

We know this letter sounds like a manifesto. That's intentional. We build software that interacts with people in a wide variety of settings, and we want you to know how we measure its success not by what our screens can do, but by what they leave up to you.