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Technical Note: FAQ for carnoise.wtf Web Site

What does this product do?

The site uses a short audio recording of your vehicle to guide the triage process, so you can direct your efforts to the systems in which you are most likely to find the problem you are looking for.

How accurate is the information the software provides?

As of the date of this note, the precision of the data model in use is about 81%. You have some control over this- you'll get the best accuracy by not talking, and not using the vehicle's audio system, while using the app.

Who is this software intended to be useful for?

People who ask about noises their car makes, and people who want to help those people. The product was designed in a way we think is useful to everyone from automobile owners to entry-level technicians and non-technician personnel involved in the automobile service process (writers, porters, &c.).

What computers or devices will the software run on?

Any mobile device with a web browser.

Is there an Android version?

If the Android device has a web browser, yes.

How do I use the software? Is there a User Guide?

There *is* a user guide, available in the "Documents" section of our website: solanum-service.com/documents .

Are there versions available in languages other than English?

Not at this time. We look forward to developing versions in other languages, so if you have suggestions on which languages these should be, please share them by emailing info@solanum-service.com .

If I record something weird or yucky, will you hear it?

Possibly. We use the submitted data to improve the accuracy of the model. This process involves humans, so there is a good chance a real person will hear what you submit. For this reason, do not record anything you wouldn't want the world to hear.

What kinds of vehicles is this product meant to help with?

Gasoline and electric passenger cars and light trucks. The model is not trained to categorize sounds from commercial trucks, diesel engines, or off-road machinery, and will often falsely classify normal sounds from these machines as problematic. However, if any results regarding "Engine" problems are disregarded, the model can sometimes provide useful feedback with regard to other categories of problems with commercial vehicles & machines (and we *have* used it for that in a pinch).

I pushed the "record" button inside my house, or at a concert, or whatever; and I got a nonsense result about car problems. Why?

Some noises that are not made by automobiles are very similar to the problems our model is trained to recognize. For example, most music has a mixture of rhythmic and random percussive events. The model usually (falsely) recognizes these as engine and loose suspension problems, respectively. We have also found that some HVAC machinery will be falsely recognized as a wheel bearing noise. TBH, we find it fun to do this and encourage you to do the same, as it will give you a better understanding of not only the common characteristics of everyday sounds, but also the strengths and limitations of the data model used by the solanum-audio app.

Why do you guys sell this?

Many people approach us with "So my car makes a noise..." type questions. We don't service automobiles (only commercial trucks and machinery), so we figured we'd refer these people to whatever app was out there to sort out what the noise is. When we later discovered there wasn't one, we figured making it ourselves was worthwhile.

Your user interface is terrible. When are you going to *fix* it!?

Please call our design department at (555) 555-1212 to provide feedback.

What is a Solanum?!

The genus that contains potatoes and tomatoes. The business was formed to work for vegetable growers & distributors, and the name stuck.