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## Technical Note: FAQ for solanum-audio for iOs software product

### What does this product do?

The app 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 device using iOs 13.0 or later, or MacOS 11.0 or later. This includes iPhone, iPads, and some desktop Apple computers.

### Is there an Android version?

Not at this time. We are working to develop one. If you would like to be notified when it's available or if you have suggestions about how it should work, please contact us by emailing [info@solanum-service.com](mailto:info@solanum-service.com).

### 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](http://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](mailto:info@solanum-service.com).

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

No. As of the date of this note, we do not retain data submitted to us by the app (see *privacy policy* at [solanum-service.com/documents](http://solanum-service.com/documents)), and that data is analyzed solely by a computer with no human involvement in the process.

**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!?**

Get your hands dirty, then let us know whose software has the best GUI.

**I like the way this works but wish it would do a thing that’s peculiar to me or my business. Can you make a white-label version?**

Yes. Let’s talk. Email [info@solanum-service.com](mailto:info@solanum-service.com) and we’ll go from there!