

07APR24

## 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 help you determine whether any of certain problems are present. Currently, these problems are loose brake & suspension components, loose interior components, worn wheel bearings, and mechanical failure of the engine.

### How accurate is the information the software provides?

As of the date of this note, about 75%. Clearly, this level of accuracy is not useful for confirming a diagnosis. The intent is to reduce the amount of time spent looking for problems that don't exist. We are working hard to improve the accuracy- even once we're in the upper 90's where we want to be, our goal is still to reduce diagnostic time, not to replace traditional diagnostic methods or factory procedures.

### How much does it cost?

More than we want to admit. If you meant how much it costs *you*- it's currently free! As of the date of this note, we don't feel the product is good enough that we'd be OK with charging for it. We've been making progress fast and sooner or later, hopefully sooner, we anticipate charging \$1 - \$5 a month for it. Due to the structure of our costs to support this product, it is not feasible for us to charge a one-time fee, so we will be using a per-month pricing model, but we think we'll be able to keep that fee low.

### Who is this software intended to be useful for?

Entry-level technicians, and those in the automotive service industry without a technical background, like porters, advisors, and general labor. We understand some members of the general public find it useful as well for getting a better idea of whether they should take their vehicle to a shop. However, our efforts to develop and improve this software are aimed primarily at the entry-level professional user.

### 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. We don't anticipate anyone will be using an iMac as a diagnostic tool but Apple requires us to support that device so we do. In theory you could use one to run this software for vehicle diagnostics.

**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) or texting 732.693.8312

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

There *is* a user guide, and it's available in the "Documents" section of our website-[solanum-service.com/documents](http://solanum-service.com/documents). We've done our best to make the software simple and intuitive enough that it can be used effectively without having read any user guides. Most people in our industry don't have the time to learn yet another software menu, or to remember another password, or to take their gloves off to use a capacitive touchscreen. For those reasons, there's only one very big button to push in order to use all the major features of the software, and no logins or user accounts are required.

**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) or texting 732.693.8312

**What is Solanum doing to improve this product?**

We're doing many things to improve it, more than we can explain in this brief document. We do like talking about them though, so if you'd like to learn more, you can by emailing [info@solanum-service.com](mailto:info@solanum-service.com) or texting 732.693.8312

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

Probably not. We might, during certain parts of the development process, but it's not likely and we do our best not to (see the Privacy Policy). However, you are encouraged to keep submitting things you think are funny, as long as it makes *you* laugh!