

FREQUENTLY ASKED QUESTIONS (FAQ'S)

What is Sunu Band?

Sunu Band is a sonar smartband that improves navigation for the visually impaired. Sunu Band combines sonar or echolocation with gentle precise vibrations to inform the user about objects or obstacles within their environment. Sunu Band augments awareness of the user's personal space, reduces accidents and ultimately improves confidence while providing a more fluid and enjoyable mobility.

Users of Sunu Band wear it in conjunction with the cane or guide dog to augment awareness and complement mobility by detecting obstacles to the body and head in a way that's discreet and unobtrusive.

How does Sunu Band work?

The band emits a high-frequency sound wave that bounces off of objects that the user encounters, and the resulting vibratory pattern changes depending on how close or far away the object is to the user. Specifically, the user feels vibration pulses on the wrist that become more frequent as an object is close or less frequent as the object is farther away.

Are there any tutorials and guides?

Yes, we offer a series of online tutorials and guides that are available at <http://tutorials.sunu.io> .

Which are the main features of Sunu Band?

With advanced features such as:

- Complementary mobility aid, you will detect upper body obstacles from your knees to your head up to 15 feet ahead.
- Hands free. Since users do not need to hold or carry it in their bag, full of devices. Once in the wrist is ready for use and includes smart gestures.
- Powered by a Mobile App. Use your smartphone to adjust the Sunu Band settings to the ones you prefer and update the Sunu Band firmware when needed.
- Simple interface. With just 2 side buttons and a sensitive touch pad learn Sunu Band functionality is easy and fast.
- Sonar sensor differentiators. Adjust sonar waves for indoor or outdoor, intensity of vibrations, edge detector and so much more...!

What is the Edge Detector function?

The edge detector is another unique feature of the Sunu Band. When walking through doorways or around corners, the edge detector provides a different haptic sensation that helps you locate the edge precisely.

Does Sunu Band come with a Mobile App?

Yes, the Sunu App is available for iOS and Android. The Sunu App can be downloaded for free from the Apple App Store and from the Google Play Store.

Do I need the App to use the Sunu Band?

No, you can use Sunu Band without the App. However, we recommend downloading the app in order to keep your device current and up-to-date with the latest firmware updates that we provide over the cloud.

What can I do with the Sunu App?

App main features are:

- Firmware update
- Adjust vibration feedback intensity
- Customize the sonar range and sensitivity (indoor / outdoor)
- Includes a battery level indicator
- Activate advanced echolocation features such as Edge Detector
- Turn ON/OFF Gestures Control
- Interactive guides
- Personal Sunu Profile
- Send emails to our support team

Who is Sunu Band for?

Sunu Band is for anyone living with impaired sight from acute vision loss, eyes disease, low vision or totally blind. Sunu Band works for children above five years of age, teens, young adults and adults.

I am visually impaired. How will this affect my life?

Sunu Band technology will facilitate daily life. Our users report that it relieves anxiety, reduces 90% of accidents to the upper body and ultimately provides a more graceful and enjoyable mobility.

Can I use the Sunu Band with my white cane, guide dog or other travel aid?

Yes, the Sunu Band is a complementary aid to the white cane or guide dog. Sunu Band is designed to detect and inform the user about obstacles to the upper-body, i.e. above the waist, at chest and head-level. Sunu Band is typically used on the opposite hand that holds the cane or guide dog harness.

Does Sunu Band come in different sizes?

Yes, Sunu Band comes with a belt and buckle strap that can be adjusted for a variety of wrist sizes. The strap is a standard 20mm watch band made out of a hypoallergenic and sweat resistant material.

Are there different colors for Sunu Band?

At the moment there is only teal.

Is it water resistant?

Sunu Band is water resistant technology. We suggest that, like any electronic device, you minimize the exposure to water.

How long does the battery last?

Sunu Band includes a rechargeable battery that charges up with a micro-USB to USB connector (cable included) and can be plugged into any USB charger. The battery life is:

- Up to three days of average usage or
- Five - Eight hours on constant use
- Seven days on Low Power Mode

What is your return policy?

We offer a 15 day satisfaction guarantee, meaning that if within 15 days, you are not completely satisfied with Sunu Band, simply, contact us to return the Sunu Band and receive your refund. There is only a \$33.75 re-stocking fee.

Is the product covered by a warranty?

Yes, we offer a 1 year manufacturer's limited warranty which is available on the web at <https://www.sunu.io/warranty.html> .

What is Sunu, Inc.?

We believe that no person is 'disabled', and all we have are broken environments that can be fixed by willpower, hard work and a bit of ingenuity. At Sunu, our mission is to empower independence for the blind and visually impaired. Since founded in 2013, we've been creating cutting edge and award-winning technologies that augment the human sense and empower our abilities. We are Sunu and we help you move freely.