FAQ

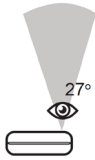**What is the best position to place the Aura Aware?**

It's best to place the Aura Aware at the front of the counter, facing your customer. The angle of the sensor is 27 degrees.

How do I change the distance for the Aura Aware?
How do I change the volume of the sound alert?
You can download the free Aura Aware app to set/change the distance of your device.

My Aura Aware keeps flashing red, how come?
Please check if the device is standing in a very bright light beam.
If Yes : please place the device out of the light beam and test if the red flashing is gone. If the flashing is gone, but you do want to place the device in the light spot, you can change the sensitivity settings in the free Aura Aware app.
If No: Please contact us via support@aura-aware.com We will solve this problem for you.

How do I turn the Aura Aware off?
The Aura Aware does not have an on/off button. Simply unplug the power and the device is off.

How do I keep the signing plate (base) clean?
You can clean the signing plate (base) with regular cleaning materials. Unlock the signing plate, take it out, wipe it clean and make it shine.

Can I also use the Aura Aware without charging?
No, the Aura Aware always needs power to work. You can connect a power bank if you prefer to place the Aura Aware without any wires. Do make sure that the minimum power requirement is 5 VDC - 1A.

What is the minimum of the required power supply?
USB power connectivity of min. 5 VDC - 1A

Does the Aura Aware also measure the space between my customers? (distance between customer to customer)
The Aura Aware measures the distance towards one customer at a time. If a customer approaches the desk/counter and stands next to the device, the sensor will measure the distance towards the next customer in line. The angle of the sensor is 27 degrees.

I already have cough screens / stickers / card boards, why should I consider your solution?
Due to the elegant design the Aura Aware is a customer friendly solution that alerts customers when they are getting too close towards employees. The interactive functionality of the device creates awareness and realizes behavioral changes in a positive way.