Troubleshooting for PLAUD NotePin

First-time Setup

1. Charge the new PLAUD NotePin with the special charging base in the box until it shows the green light, then disconnect the charging cable.
***Note**: Use a power adapter that outputs at least 0.5A and says "DC-5V" on the label.*

2. Install the PLAUD App from App Store or Google Play on smartphone or tablet.

3. Create an account with your own email address or log into the PLAUD App directly via your existing Google or Apple account. Click "Get Code" to receive a verification code in your email, then enter it.
***Note**: Create a password with 6-16 characters, including English letters, numbers, and special characters (no spaces). Re-enter the password for confirmation.*

4. Bind the PLAUD NotePin recorder to your account, briefly press the Record button. When a **white light** turns on, your device is ready to bind with the PLAUD APP. Click "Connect" in the upper left corner and follow the instructions to bind your device.
***Note**: If the app can't find the device, please make sure the bluetooth permission is on. If the device couldn't be bound to the app, please contact customer service for help.*

Doesn't Turn On/Doesn't Charge

1. Switch to another Type-C cable and a power adapter that indicates "DC-5V" and has an output of at least 0.5A. Please use the **original** charging dock with our company name "**PLAUD**" inscribed inside the base. **(see Figure A)**

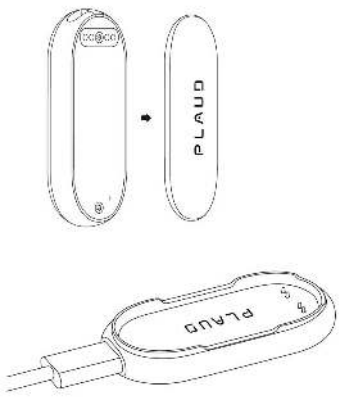


Fig. A

2. Check whether the electrode pins inside the charging dock are damaged and whether the charging port of your NotePin is dirty. If the charging port is dirty, please clean it and try again. Please also make sure the magnetic pin on the backside of your NotePin is removed before charging. A purple light indicates your NotePin is being charged, and a green light indicates your NotePin is fully charged. **(see Figure B)**

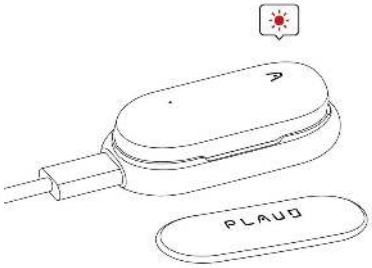


Fig. B

3. Please connect your NotePin to its charger and long-press the record button for 12 seconds to reset your NotePin. The reset will not delete any file inside your NotePin. **(see Figure C)**



Fig. C

4. If your NotePin cannot be used when taken off the charger, please contact PLAUD customer support.

Not Receiving Verification Code

1. Check your spam or junk mail folder.

2. If you continue to not receive the verification code, please try using a different email address.

3. If your email inbox is full, consider deleting some unimportant emails to free up space.

4. If this issue still exists, please contact customer service for help.

Transcription failure

If there is an error "**Possibly due to expired membership or insufficient transcription time remaining. Visit the member center for more information**", it means your transcription time is not enough and you need additional Transcription Quota or wait for the next reset time. Please go to the app to get the Transcription Quota.

If the error is "**Possibly due to server instability or incorrect file format. Please try again later**", please follow the troubleshooting steps below:

a. Change your network environment.
b. Update PLAUD App to the latest version and try transcribing again.

Summary is lost

If the summary disappears, when you edit the file name and then the summary is lost, or you get an error message that says, "**Transcription precedes AI Summary**", you can try to change to another summary template for a test. Here are the steps:

a. Tap the "**Summary**" and then click "...." icon.
b. Scroll down and click "**Re-summarize** "to change the summary template.

***Note**: re-summarization will not deduct your transcription minutes.*

Audio is not clear

1. Stay updated with the **newest app version** to enjoy enhanced features and a smoother experience.

2. Adjust **AI Speech Enhancement** to **High**.

3. Adjust the **MIC Gain**. Go to the "Me" page — “My PLAUD Device" and check if the "Mic Gain" has been reduced. The default value is 24. The higher the number, the louder the recording volume will be.

4. If the gain is set at 24 or above and the recording volume is still low, please try holding the recording device close to your mouth.

Doesn't Record

1. Check if your NotePin is sufficiently charged. Please charge your NotePin for at least 20 minutes before recording.

2. Check for your NotePin 's storage level: You can check this information by going to "**Me**" - "**My PLAUD Device**" - "**PLAUD NotePin**" - "**Storage**". If the storage capacity shows **0B of 0B** used, please follow the steps below to format your NotePin. **Please note that the formatting process will delete all files in your NotePin, and synchronizing with your app before formatting is recommended.**

a. Connect your NotePin to your app.
b. Click on NotePin's SN continuously until the following message is displayed: "Developer Mode is Enabled"
c. Scroll down the page to enter Developer Mode and click "Formatting Device".

3. Upgrade your NotePin to the latest available firmware version. You can check for firmware updates by going to "Me" - "My PLAUD Device" - "Firmware Update". The upgrade of firmware must be completed while your NotePin is connected to the charger.

Bound to Another account

If your PLAUD device is bound to another account, please try to contact the previous operator of your PLAUD device and request them to perform the unbinding process on their end. The PLAUD device will not need to be connected to the app to be unbound.

PLAUD places a huge emphasis on protecting our users' data privacy, and we're unable to perform the unbinding process on our end without the previous operator's consent or the required documents that demonstrate a rightful transition of PLAUD device ownership. If our users require assistance to unbind their devices from their previous account, the user must provide information such as:

1. Purchase receipt originated from our official retail channels;
2. Screenshots of the previous operator's app page;
3. Activation date of their PLAUD device;
4. Membership status of the previous account.

We use this information to verify their identities and their ownership to the account they wish to unbind their PLAUD device from, before we can initiate the unbinding process from our end. This rigorous verification process is vital to prevent our users' data from being accessed by unauthorized parties, should they come into possession of our users' devices without their permission.

If the previous operator can't be contacted, please contact PLAUD customer support and provide the information listed above. You can also request the previous operator to send us an email from the email they used to set up their PLAUD account.

Is Subscription Mandatory?

You don't have to pay to use PLAUD services. Basic services such as transcription and summary generation are available to Starter users free of charge, along with a complimentary 300-minute transcription time every month. Starter Plan doesn't have an expiry date.

Bluetooth Doesn't Connect

PLAUD devices don't require a Bluetooth connection to start recording. If your PLAUD device cannot be connected to your app, please follow the steps below to troubleshoot:

1. For first-time connection failure

a. Check Battery: Ensure the recorder has sufficient battery. Charge it for at least 10 minutes if needed.
b. Enable Bluetooth: Go to your phone's system settings, find the PLAUD app, and enable Bluetooth permissions. Make sure your phone's Bluetooth is on and keep PLAUD NotePin close to your phone.
c. Check Indicator Light: Verify that the white light on PLAUD NotePin turns on when you press the record button.
d. Reconnection Attempt: If the light is on, try reconnecting to the app.

2. For reconnecting failure

a. Check if your PLAUD app has been updated to the latest available version.
b. Enable Bluetooth: Make sure your phone's Bluetooth is on.

For **iOS** :

- Go to Settings.
- Tap the Bluetooth option to turn it ON.

For **Android** :

- Drag down the top of your Android screen to open the quick settings menu.
- Tap the Bluetooth icon to enable it.
- Wake Up PLAUD NotePin: Gently shake your NotePin to wake up (white light should be on).

File Missing in the App

If your recording couldn't be located after the session was completed, and the recording function was made sure to be turned on, please ensure your PLAUD device is sufficiently charged and connected to your app. Synchronization of files will start automatically after a successful connection.
You can also search for the missing file using the following steps:

1. Swipe rightwards on your app's "Files" page and tap on the search box in the left sidebar.
2. On the subsequent page, tap on the filter icon in the top right corner to reveal the search filters.
3. Use the filters to narrow the search range for your file.

If the recording in question was transcribed, please go to "**Me**" - "**Transcription History**" and tap on the corresponding transcription entry. The App will then lead you to the file represented by the transcription entry. Please attempt this search after upgrading your PLAUD app to the latest available version.

Speaker Label Missing

To enable the "Speaker Label" function, please switch on the "Speaker Label" toggle in the first pop-up window displayed before your recording is transcribed. Once you have opted to turn on Speaker Label, the selection will remain in place until you decide to manually change it. If you're unable to see speaker labels in your transcription, please try to re-transcribe the recording after switching on the "Speaker Label" function. Please note that re-transcription of the recording will consume extra transcription time.

Typically, the ideal audio length for positive speaker labeling is over **5 minutes**. In this way, the audio excerpt can be thoroughly analyzed and processed by AI servers, so the differences in tonalities of speaker voices can be identified. If the audio you've been trying to transcribe is less than 5 minutes, please test out the speaker labeling service with an audio excerpt longer than 5 minutes.

Repeat transcription

Whisper Hallucination is a phenomenon caused by background sounds, such as music (e.g., phone ringtones) or noise, leading to the repetition of words in a transcription. This problem will be resolved in the future with the evolution of AI. It is not due to system problems with our products, so it cannot be resolved immediately, but we expect gradual improvements in the future.

Currently, there are some methods to reduce Whisper Hallucination:

a. Limit recordings to a single language.
b. Minimize recording of music.
c. Decrease recording in noisy environment.



Transcription/Summary Quality is Not Good

1. Check if the transcription language has been set as the same as the recording's language. Since PLAUD doesn't support translation service, selecting a language different from the recording's language will cause transcription inconsistencies.

2. Check if the recording quality is good. If the recording's quality is not satisfactory, please refer to "Recording Quality is Not Good".

3. Change the summary engine. PLAUD currently offers three summary engines for you to choose from. Please re-summarize your recording after selecting a different summary engine for different summary presentations. The re-summary of your recording will not consume additional transcription quota time.

4. Re-transcribe your recording. **Please note that re-transcribing your recording will result in the consumption of additional transcription quota time.**