PLAUD

AI Voice Recorder

User Guide



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1. Get Started

1.1.What's in the box



1.2.Main Components



1.3.Indicator Light

The recording indicator light is always on when recording.

Color of Light	PLAUD Status
Flashing white (30 secs)	Device has not been bound to an account
Solid White (5 secs)	Device is bound to an account
Flashing Purple (5 secs)	Battery is low
Solid Purple	Device is charging
Solid Green	Device is fully charged
Solid Red	Device is recording
Flashing Blue	Device's Wi-Fi is enabled and ready to connect
Flashing Cyan-blue	The device is currently undergoing a FOTA (firmware over-the-air) update
Flashing Yellow (5 secs)	Storage space is full

1.4.Charging the PLAUD NOTE

- Connect the charging cable to the charging port on the PLAUD NOTE.

- Plug the other end of the cable into a power source. Please choose a power adapter that outputs at least 0.5A and says "DC-5V".
- Charge the device until the LED indicator turns green.

Note: Please use the original charging cable to charge the PLAUD NOTE. It is not suggested to charge the PLAUD via a PC.

1.5.Downloading the PLAUD App

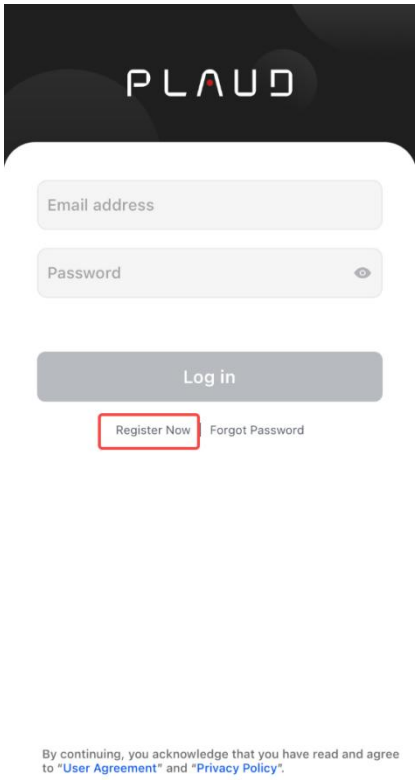
- Go to the App Store (iOS) or Google Play Store (Android).
- Search for "PLAUD".
- Download and install the app on your smartphone or tablet.

You can enter this link to download:https://www.plaud.ai/pages/plaud-note-app-download. After you download the app, please turn on Bluetooth access for the PLAUD App on your phone settings so that you can connect the PLAUD to the App later.

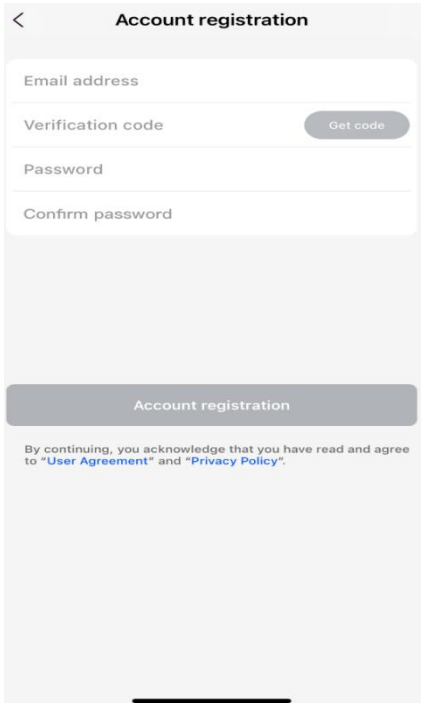
The app auto-detects the language based on your phone settings and requires Android 6 or iOS 12 and above. It supports English, Japanese, Korean, French, German, Spanish, Portuguese, Italian, Traditional Chinese, and Simplified Chinese.

Then you can register an account and log into the PLAUD App:

- Open the PLAUD App on your phone.
- Click "**Register Now**".



- Enter your email, get a verification code, and then create and confirm a 6-16 character password.



- Log in from the first page.

If you do not receive the verification code, please check the steps below:

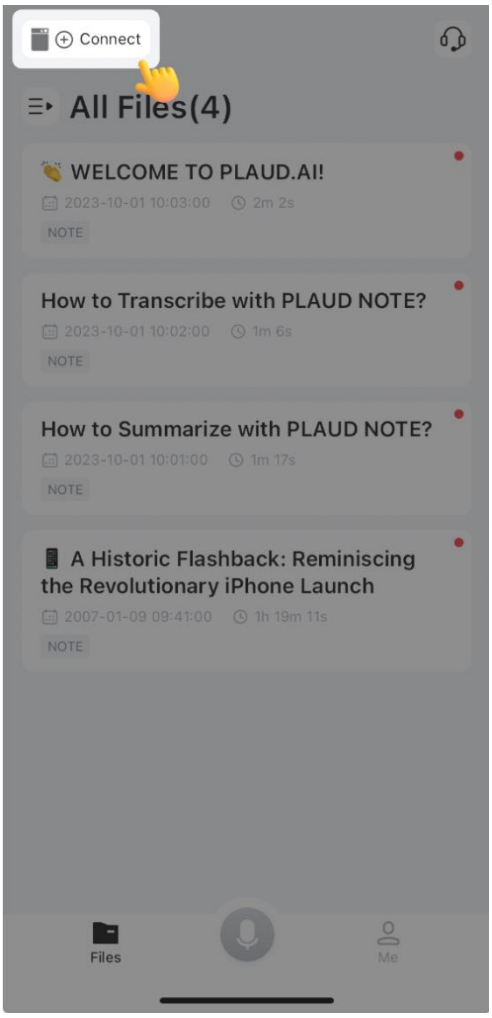
- Check your spam or junk mail folder.
- If you continue to not receive the verification code, please try using a different email address.
- If the problem persists, please submit a ticket and our support team will follow up on it.

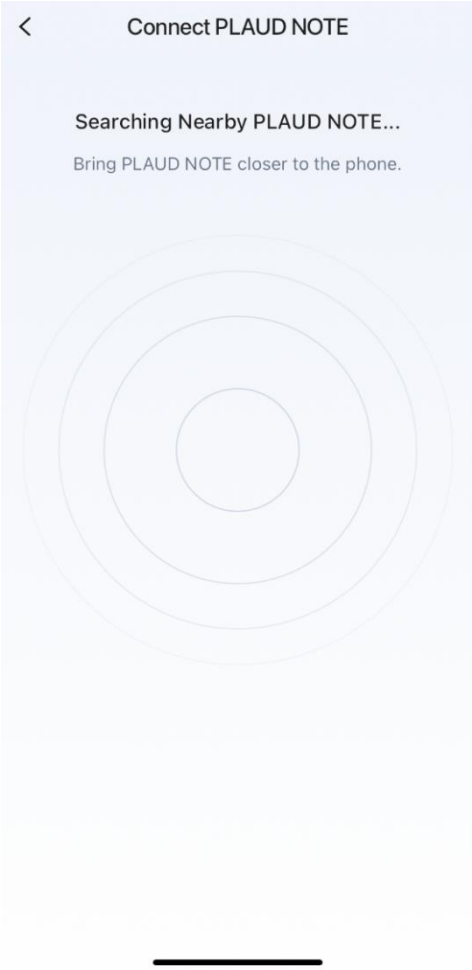
1.6.Activating the PLAUD NOTE

- Short-press the Record Button to awake your PLAUD NOTE. You will see the white light flashing, indicating that your PLAUD NOTE is ready to be bound with the PLAUD App.



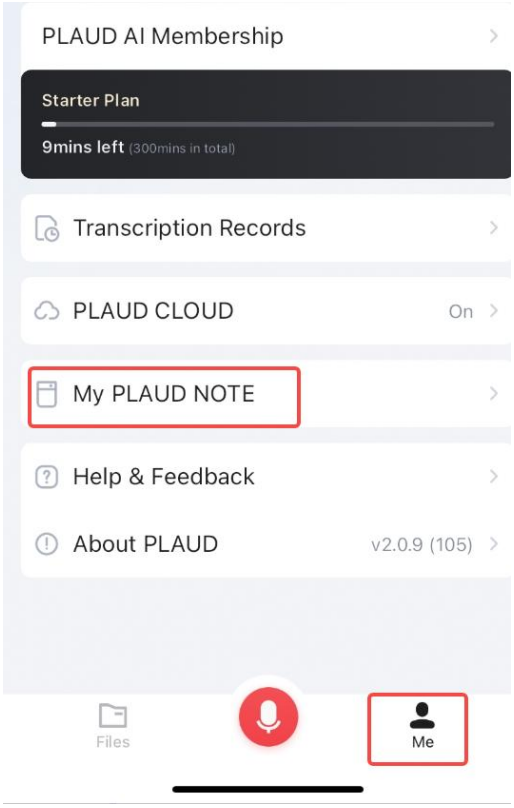
- Click "**Connect**" on the top left of the App to search your PLAUD NOTE. Find your PLAUD and click "**Connect**".





- Then your PLAUD NOTE has been activated.

It is supported to bind multiple PLAUD NOTE to your account. You can go to the "**Me**" page on the App—— "**My PLAUD NOTE**" to check your devices.



2.PLAUD NOTE Device

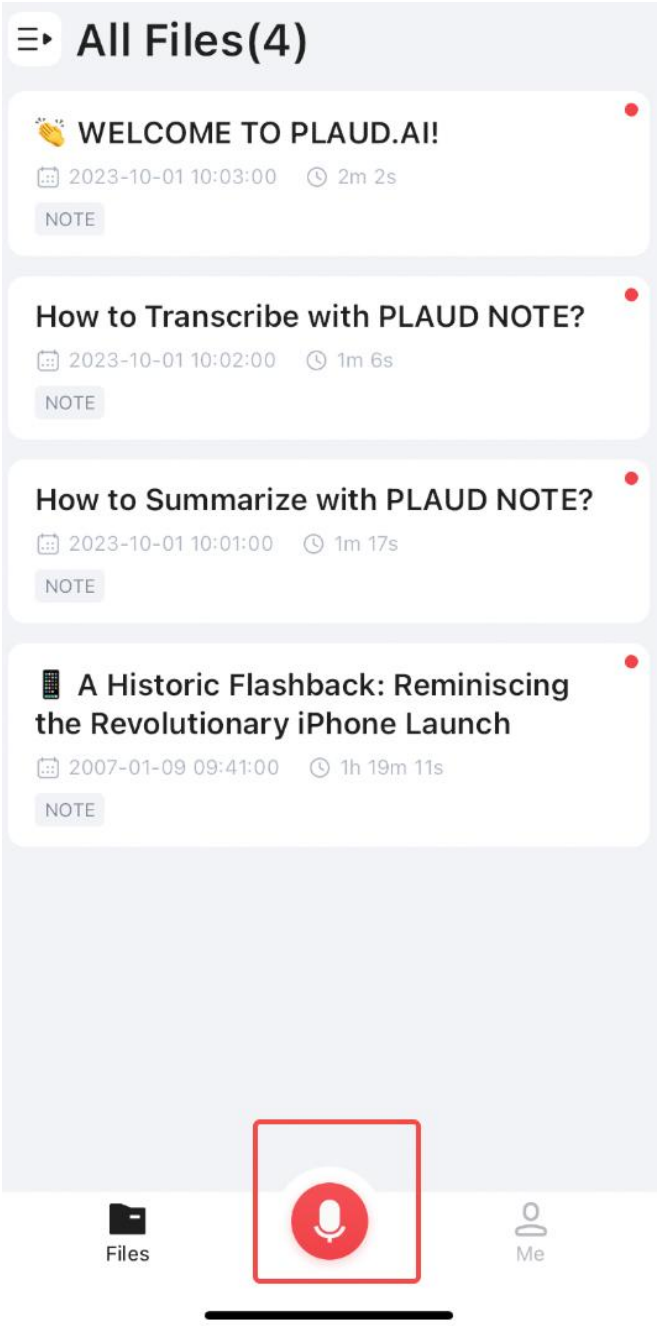
2.1.How to start a recording?

The PLAUD records independently of your phone. You do not need to reconnect PLAUD NOTE to the App every time you use it for recordings. The round button on the front of PLAUD NOTE starts and stops recordings. Once you start recording with PLAUD NOTE, the recording should continue uninterrupted until you stop it manually or the storage capacity is full. You can record all your meetings and then, once you have finished, connect the PLAUD NOTE to the PLAUD APP to sync and save your recordings.

- Toggle down the Recording Mode Switch to start Note Recording or Phone Call Recording. The PLAUD NOTE can be used in many scenarios, including meetings, lectures, interviews, voice memos and calls.
- Long-press the Record Button and hold it for 1 second until you feel 1 vibration, indicating that the recording has started.



- Long-press the Record Button and hold it for 1 second until you feel 2 vibrations, indicating that the recording has stopped.
- Or open the App to click the recording button to start a recording (please make sure the PLAUD NOTE keeps connecting to the app).



To get a clearer and better audio quality, here are some tips:

1) For Phone Call Recording:

The PLAUD NOTE does not support recording calls when the call is made through earphones such as Airpods, because the vibration conduction sensor needs to pick up sound directly from the phone's speaker itself.

To ensure that the speaker's voice is clear when recording a call, please

follow these steps:

- Increase the handset volume on your phone.
- Adjust the **VCS Gain** on the App. It refers to the sensitivity of voice capturing during the phone call mode. The VCS Gain increases the sensitivity to vibrations, which can improve audio clarity during calls. The higher the gain, the louder the other side's voice will be recorded during the call. Please adjust it according to the volume of the phone and the call for different devices. The V.C.S Gain setting provides 3 modes-Low, Medium, and High. You can adjust the parameter on the V.C.S Gain page according to your needs.

2) For Note Recording:

- Make sure you are in Note Recording mode.
- Adjust the **MIC Gain**. Go to the "**Me**" page— "**My PLAUD NOTE**" 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.
- If the gain is set at 24 or above and the recording volume is low, please try holding the recording device close to your mouth. If the problem continues, you can submit a ticket to get more help.

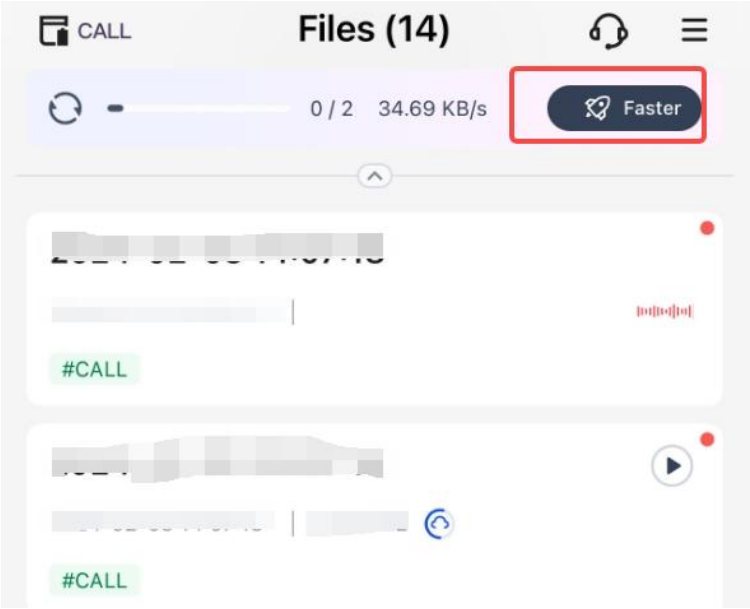
2.2.How to sync recordings to the PLAUD App?

After the recording is finished, open your app to connect the PLAUD, the recording files will be automatically transferred to the App. The recordings in the PLAUD NOTE will be automatically deleted once the files transferred to the app are finished.

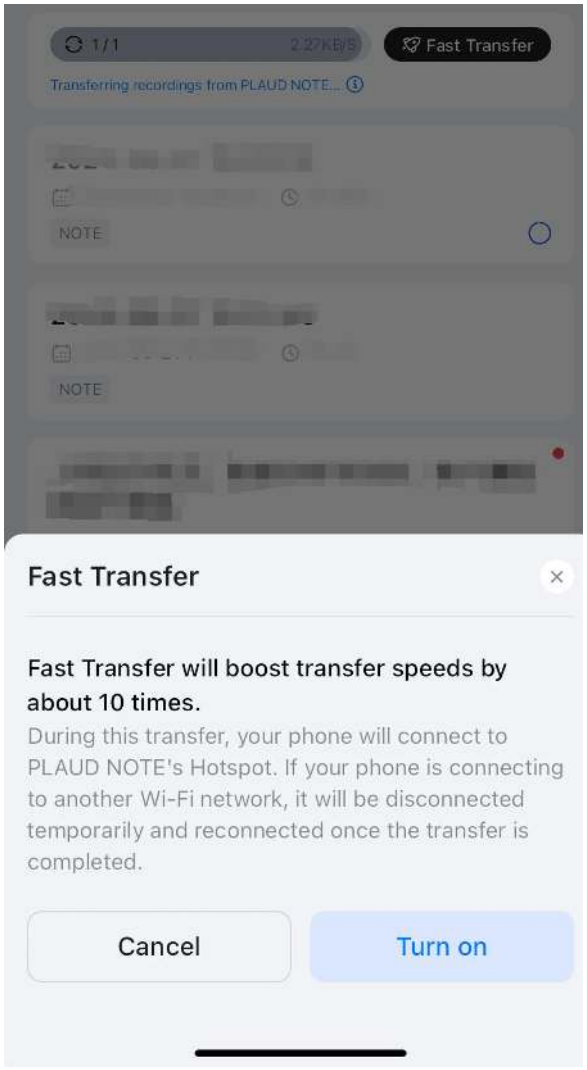
The PLAUD NOTE has a Wi-Fi fast transfer feature which leverages the

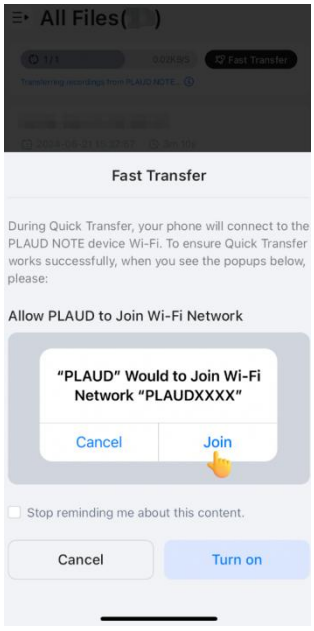
Wi-Fi capabilities of both the PLAUD NOTE and your phone for quicker data transfer. To use this feature:

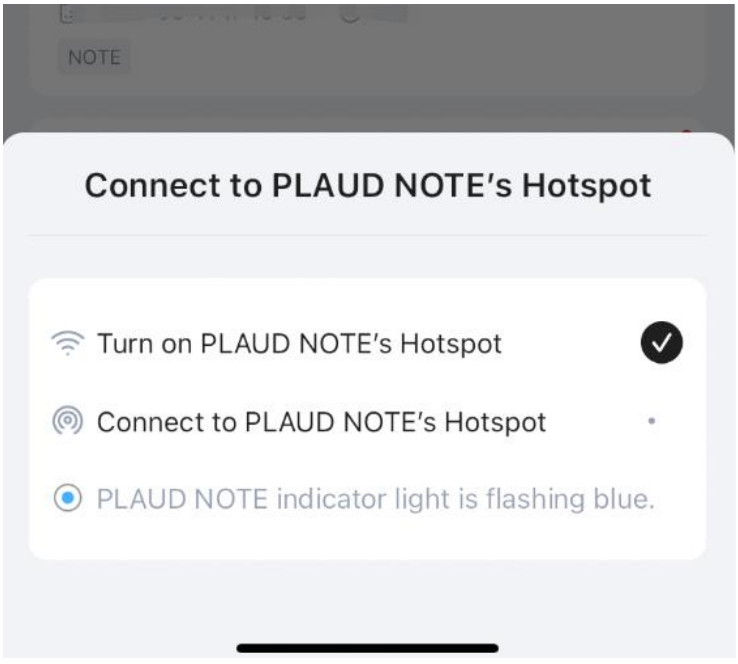
- **Initiate Transfer**: Once your phone is connected to the PLAUD NOTE, a prompt to try Wi-Fi fast transfer will appear in the upper right corner of the screen. Tap on the prompt to initiate the process.



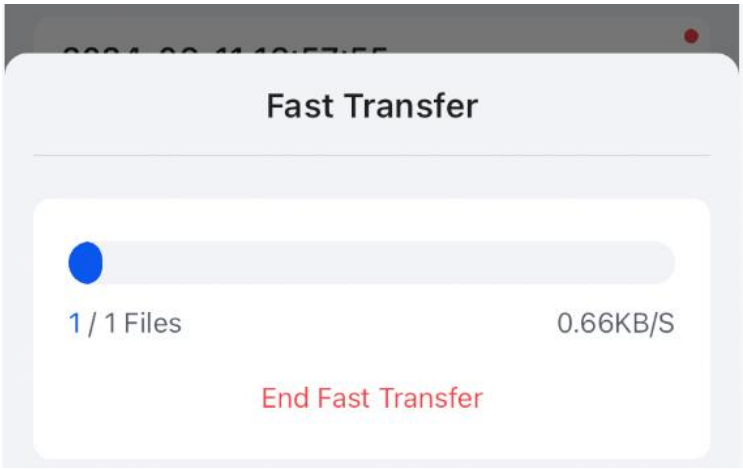
- **Switch to Wi-Fi Connection**: The app will guide you to switch from a Bluetooth connection to a Wi-Fi connection with the PLAUD NOTE. Please follow the on-screen instructions and remain within the app until the transfer is complete.


1/1
Fast Transfer
Transferring recordings from PLAUD NOTE...
NOTE
NOTE
Fast Transfer
Fast Transfer will boost transfer speeds by about 10 times.
During this transfer, your phone will connect to PLAUD NOTE's Hotspot. If your phone is connecting to another Wi-Fi network, it will be disconnected temporarily and reconnected once the transfer is completed.
Cancel
Turn on


All Files(
Fast Transfer
During Quick Transfer, your phone will connect to the PLAUD NOTE device Wi-Fi. To ensure Quick Transfer works successfully, when you see the popups below, please:
Allow PLAUD to Join Wi-Fi Network
"PLAUD" Would to Join Wi-Fi Network "PLAUDXXXX"
Cancel
Join
Stop reminding me about this content.
Cancel
Turn on


NOTE
Connect to PLAUD NOTE's Hotspot
Turn on PLAUD NOTE's Hotspot
Connect to PLAUD NOTE's Hotspot
PLAUD NOTE indicator light is flashing blue.

- **Automatic Reversion to Bluetooth**: After the transfer is finished, the app will automatically revert to the Bluetooth connection mode and display the main interface.



2.3.Can I locate my PLAUD NOTE?

Currently, the PLAUD NOTE does not support GPS tracking capabilities.

2.4.Can the indicator light be turned off?

PLAUD NOTE recording indicator light is always on when recording. This light serves as a clear visual indicator to anyone nearby that a recording is in progress.

2.5.How to find the Serial Numbers of the PLAUD?

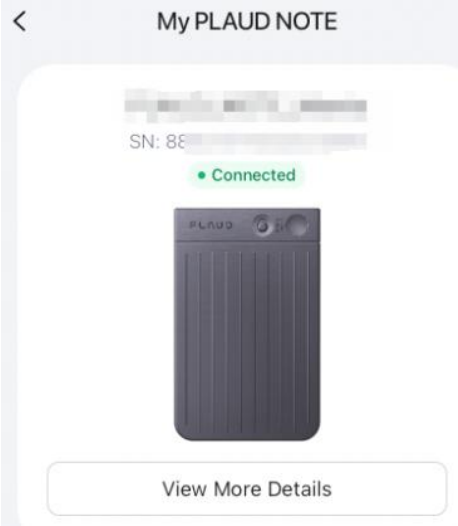
The Serial Number is a unique identifier that is utilized to identify and distinguish devices. It is commonly used for product management, device maintenance, and warranty services.

If you're searching for the Serial Number (SN) of your recorder, there are several locations to check:

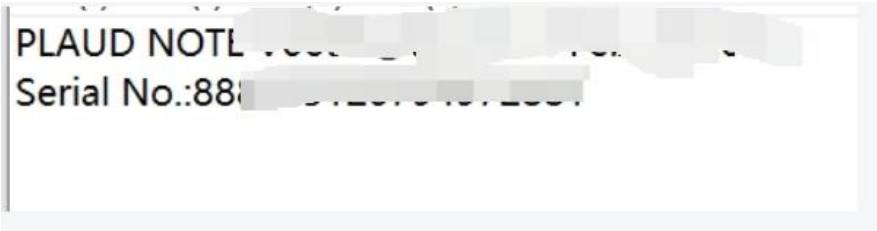
- Inspect the box that the recorder arrived in. The SN is imprinted on a label.



- Open the PLAUD app and go to the "**My PLAUD NOTE**" page. The SN is displayed on this page.

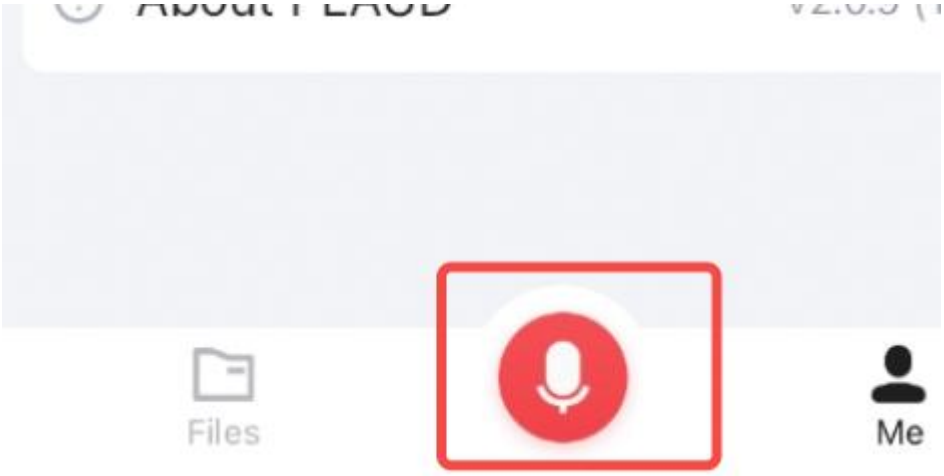


- Connect your PLAUD NOTE to your PC and look for a "**MODEL**" text document. The SN is listed in this document.



2.6.How do I get PLAUD NOTE to pause recording?

PLAUD NOTE can be paused through the PLAUD App by tapping the button within the app. It is not supported to pause recording via pressing the Record button on the PLAUD NOTE.



2.7.How can I turn off the PLAUD NOTE?

PLAUD NOTE will enter standby mode automatically if not used for a long time. It offers up to 60 days of standby time. You can enable auto idle shutdown to extend the standby time of PLAUD NOTE, ensuring that it remains energized and ready for recording at any time. Even after the shutdown, you can still start the recording with just one single long tap. Here are the steps to set up "**Auto IDLE Shutdown**" time on the app:

- Go to the "**Me**" page in the App.
- Access "**My PLAUD NOTE**"— "**View More Details**".
- Tap "**Auto IDLE Shutdown**" to choose the time.
- Or you can tap "**Shutdown Now**"—"**OK**'" to power off the device directly if you want.

2.8.Do I need my phone during a recording?

It depends on your usage scenario. For meetings, lectures, or interviews in NOTE recording mode, your PLAUD NOTE does not require your phone. However, for PHONE CALL Recording Mode, ensure PLAUD NOTE is closely attached to your phone.

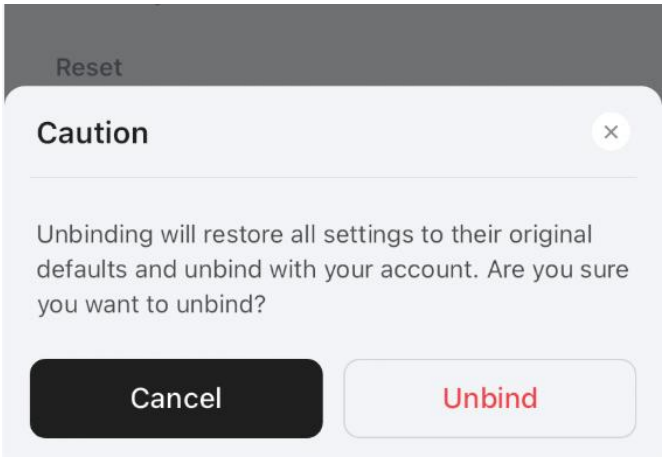
2.9.Can I use headphones/earphones when I record a phone call?

The PHONE CALL recording mode of PLAUD NOTE uses a Vibration Conduction Sensor (V.C.S.) to capture both sides of the conversation, so it is not supported to use headphones while recording phone calls.

2.10.How to disconnect with the PLAUD?

- Go to the "**Me**" page in the App.
- Access "**My PLAUD NOTE**"— "**View More Details**".
- Scroll your screen down to reach the end and tap "**Disconnect**".

The "**Disconnect**" means the Bluetooth disconnections between the PLAUD App and the PLAUD NOTE. But the PLAUD is still bound to your account and can not be bound by another account. While Unbinding will restore all the settings to the original ones and unbind with your account.



2.11.What is the maximum recording distance?

For PHONE CALL recording mode, PLAUD NOTE needs to be securely attached to the back of the phone. For NOTE recording mode, the optimal recording range is 1-3 meters, with a maximum range of 1-7 meters, using a standard human voice at 75dB as a reference.

2.12.Why the folder is empty when I connect the PLAUD to my computer?

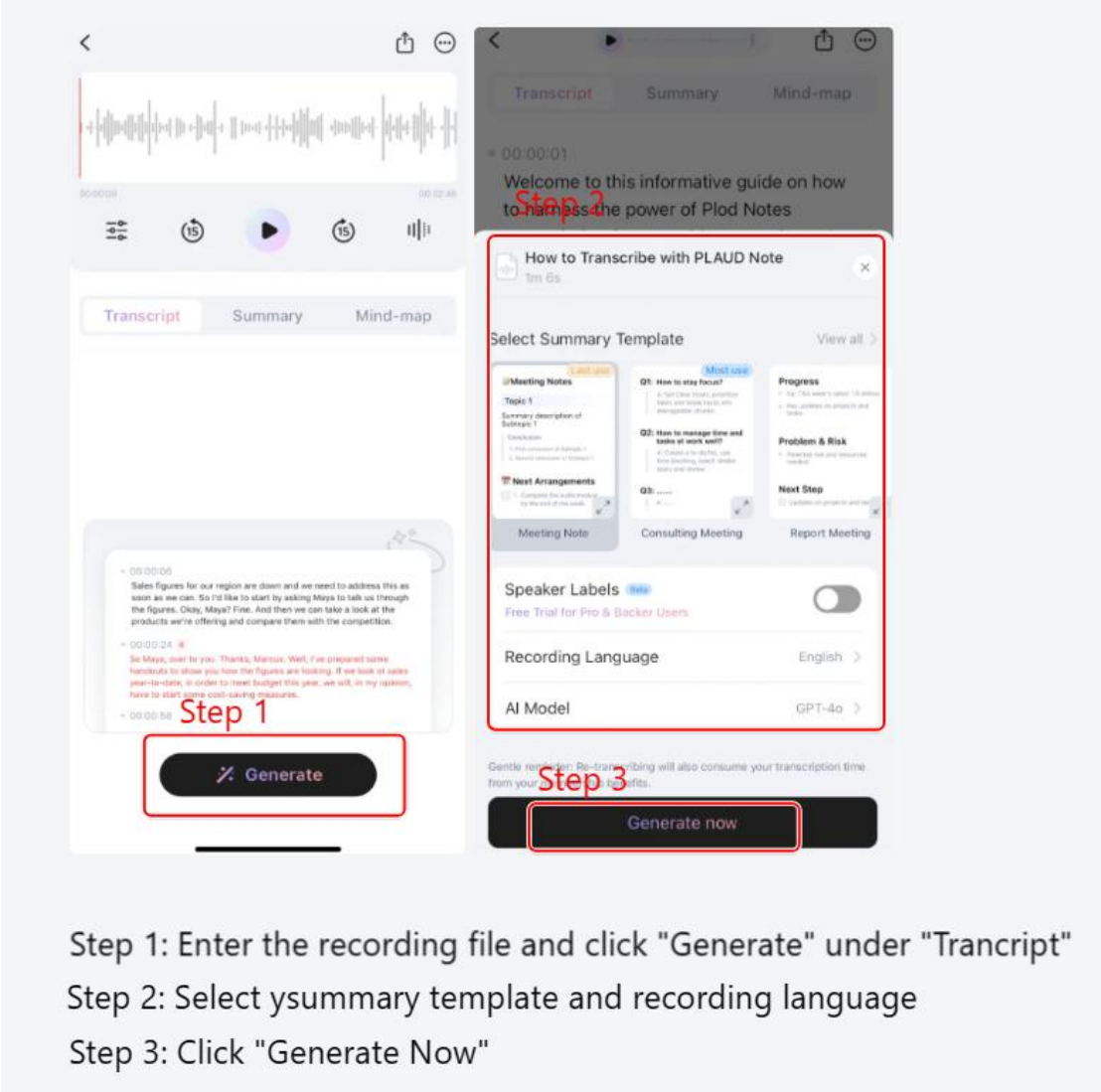
Files in the PLAUD NOTE are deleted automatically after connecting to the app to ensure space for new recordings. You can export files from the PLAUD APP if you want to transfer them to your computer.

If you prefer to access the recording file directly from your computer, you can log in to PLAUD WEB with your existing PLAUD account at to seamlessly access your transcriptions and summaries on a PC or any device anywhere, anytime. Just make sure you turn on the "**Sync this PLAUD App**" option under "**PLAUD CLOUD**" in the PLAUD App.

3.PLAUD App

3.1.How to generate transcripts and summaries?

After the files are synced to the app successfully, you can click the audio file to start generating transcription.

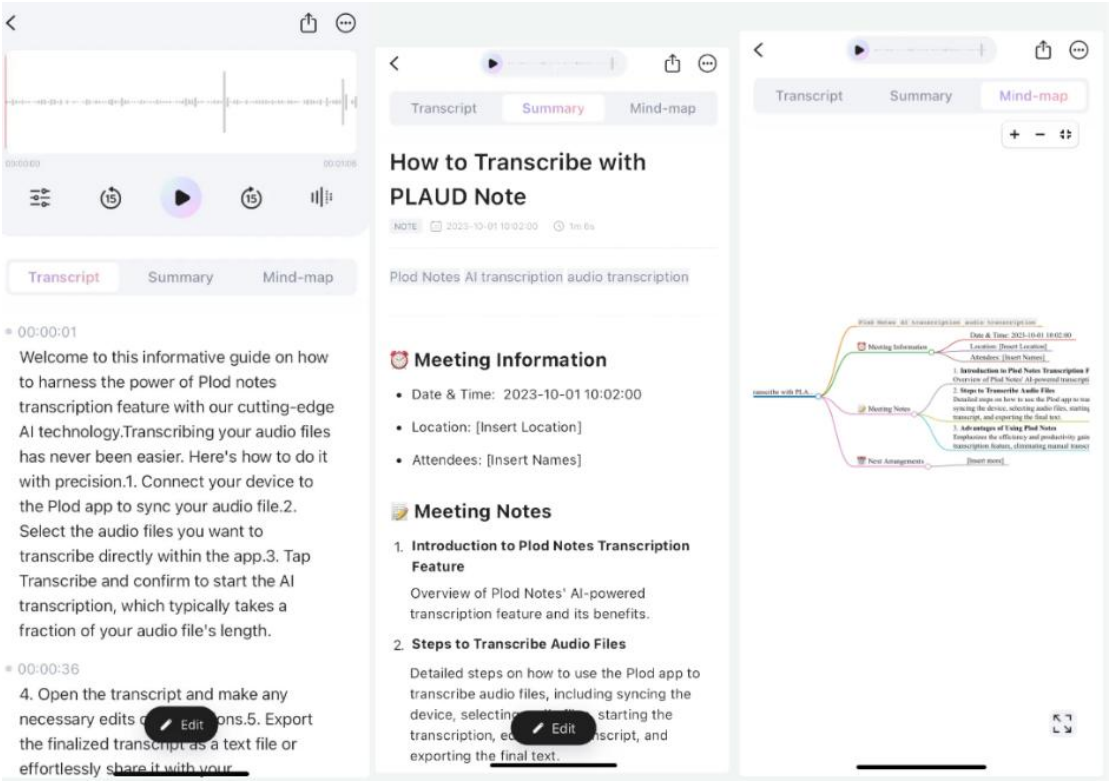


Step 1: Enter the recording file and click "Generate" under "Trancript"

Step 2: Select ysummary template and recording language

Step 3: Click "Generate Now"

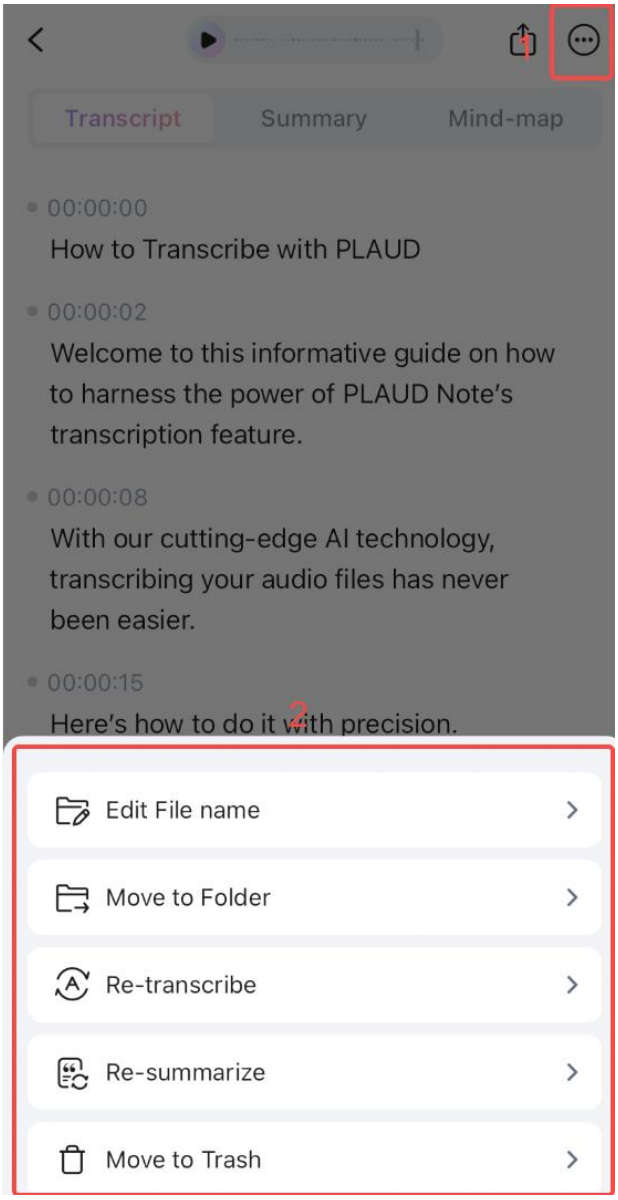
After transcription is done, the summary and mind map are automatically generated.



3.2.How to manage files (recordings, transcripts, summaries, mind-maps)?

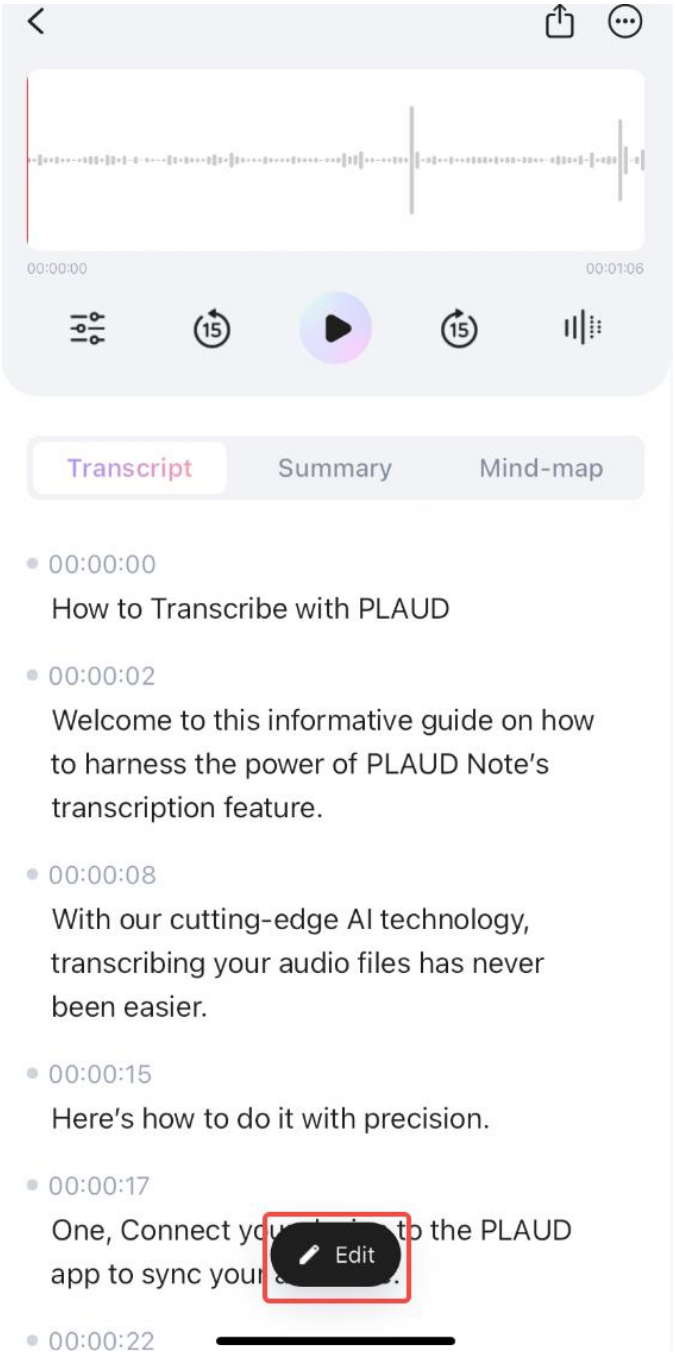
After the transcription is finished, you can choose to edit the file name, and move it to your customized folders.

If you are not satisfied with the transcription or summary, you can re-transcribe or re-summarize the file.



Note: Re-transcription will still deduct your transcription minutes.

Or you could manually edit the transcripts and summaries by clicking the "**Edit**" button.



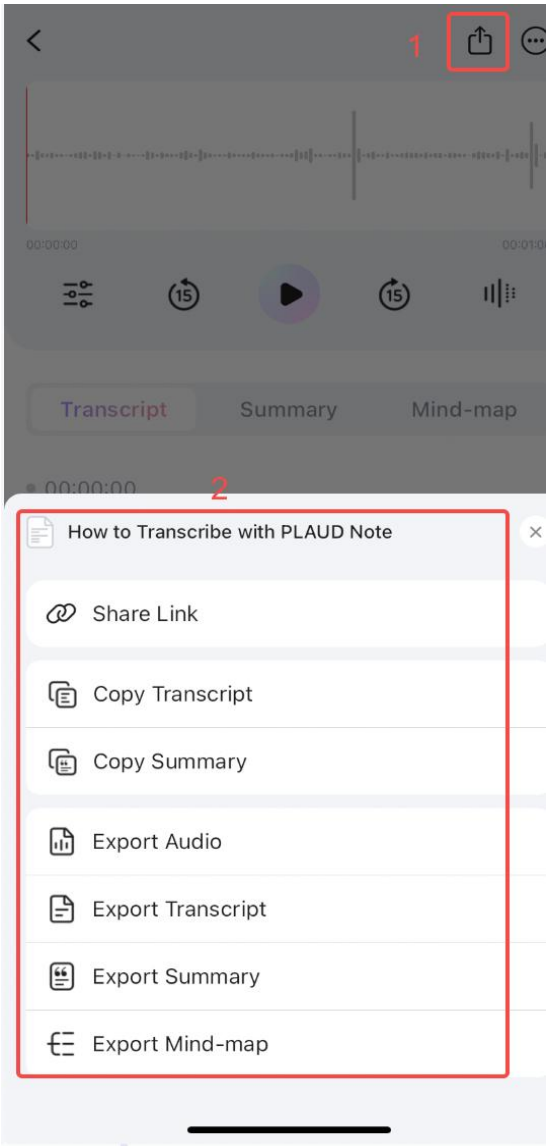
3.3.How to share & export files (recordings, transcripts, summaries, mind-maps)?

If you want to share the files with others, you just need to share the link directly. The link will expire after 7 days.

When you export audio, transcript, summary, and mind-map, there are

several formats you can choose:

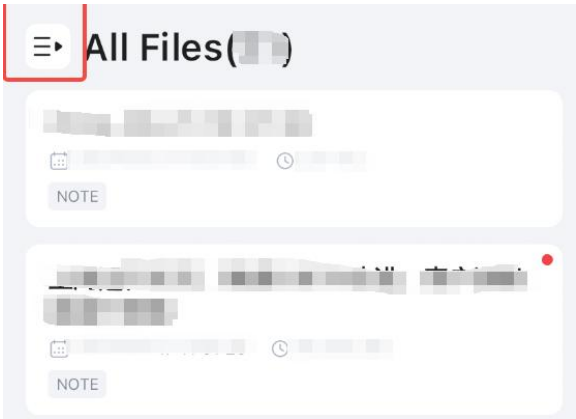
Transcription	TXT, Markdown, DOCX, PDF
Summary	TXT, Markdown, DOCX, PDF
Mind-map	JPEG, Markdown
Audio	MP3, WAV

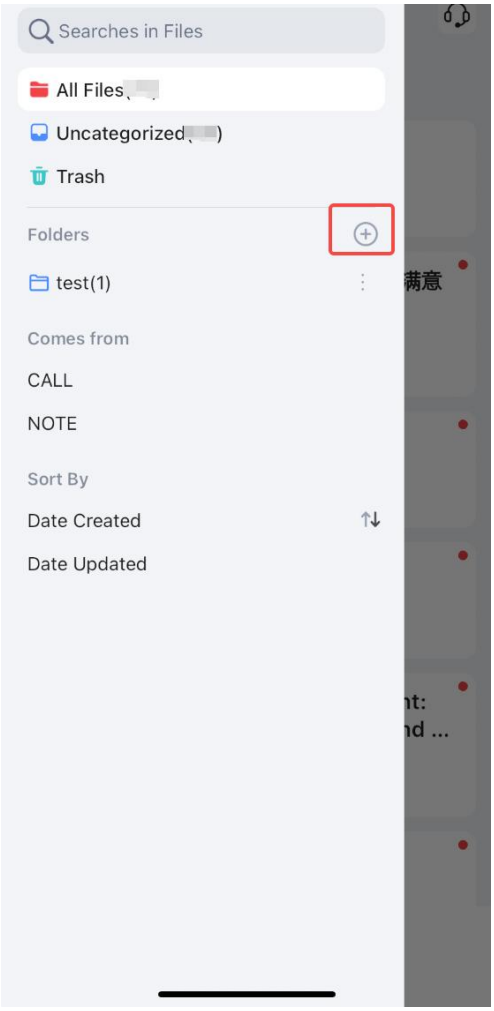


3.4.How to manage multiple files?

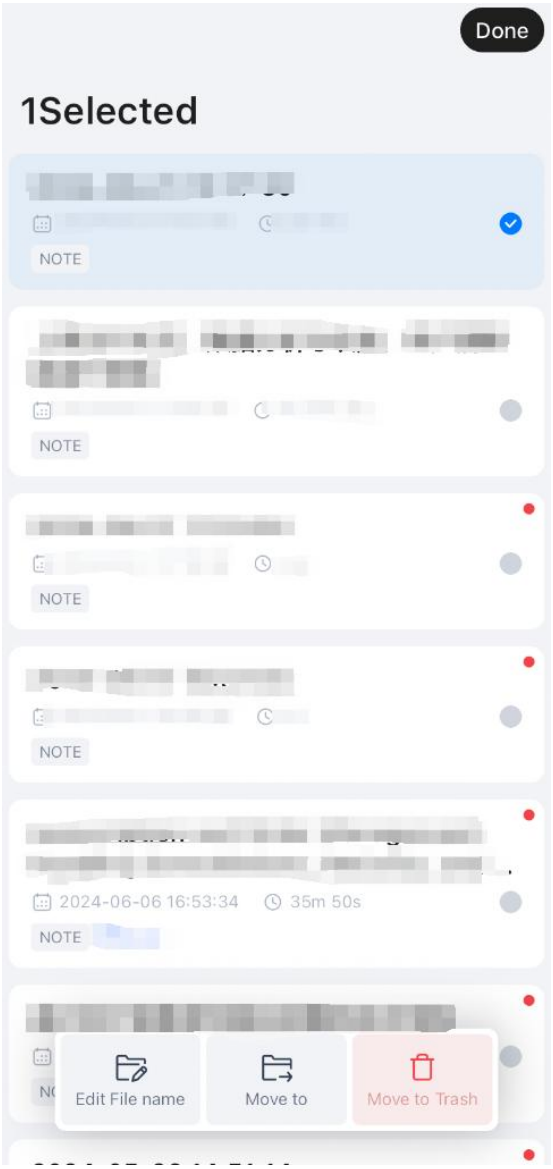
To categorize the files, you can create different folders and move files into the folders.

- Create folders and name them.

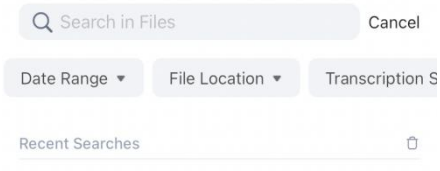




- Drag the file to the left to select and move the files to one of your folders.



In addition, to find the exact file from multiple ones quickly, you can search files via date range, file location and transcription status.



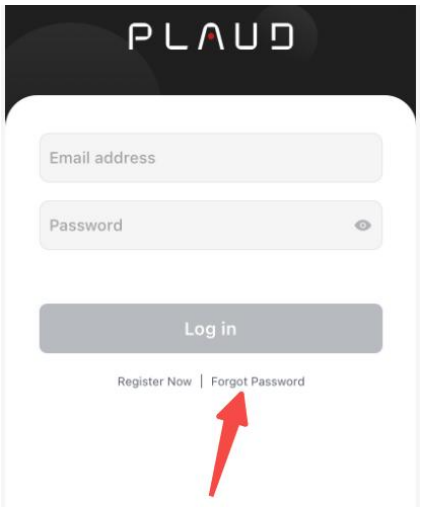
3.5.How to unbind my PLAUD account with my PLAUD NOTE?

- Go to the "**Me**" page in the App.
- Access "**My PLAUD NOTE**"— "**View More Details**".
- Scroll your screen down to reach the end.
- Tap "**Unbind and Erase PLAUD NOTE Content**" to unbind.

Note: Unbinding will restore all settings to their original defaults and unbind with your account.

3.6.What can I do if I forget my password?

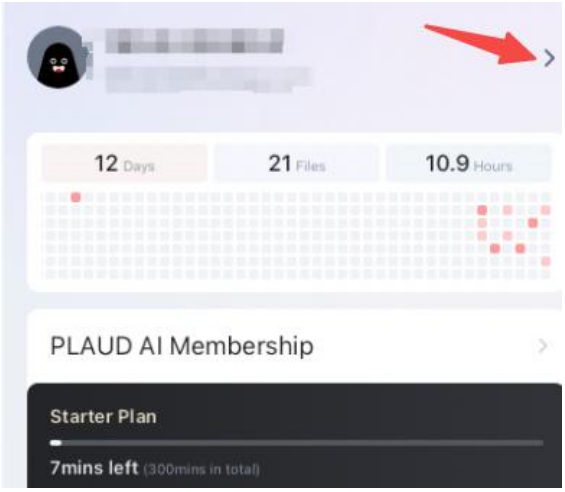
- Tap "**Forgot password**" on the login page.



- Enter your email address and get a verification code.
- Enter a new password and confirm it.

3.7.How can I change my password?

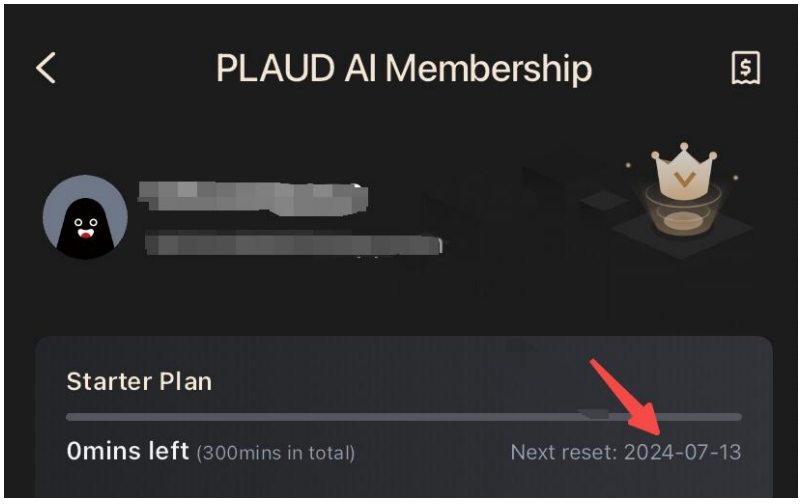
- Go to the "**Me**" page in the PLAUD app.
- Navigate to the "**Account & Profile**" page.



- Tap on "**Change password**".
- Enter your old password and new password.
- Confirm your new password.

3.8.What can I do if the transcription time is not enough?

If you've used up your monthly transcription time, you have to wait for the next reset time.



But you may consider purchasing extra transcription quota. Here's a guide to purchasing additional "**Transcription Quota**":

- Go to the "**Me**" page.
- Tap on the "**PLAUD AI Membership**".
- Scroll down to "**Transcription Quota**" and select the plan that suits your needs.

3.9.Can I change the email address registered in the PLAUD app?

At present, we are unable to change the email address associated with your registered account. Please also be aware that AI memberships granted to an account cannot be transferred.

If, for some reason, you need to transfer your account, one option is to wait for the AI membership associated with that account to expire. After it has expired, you can proceed to unbind the PLAUD NOTE.

3.10.How to delete the PLAUD account?

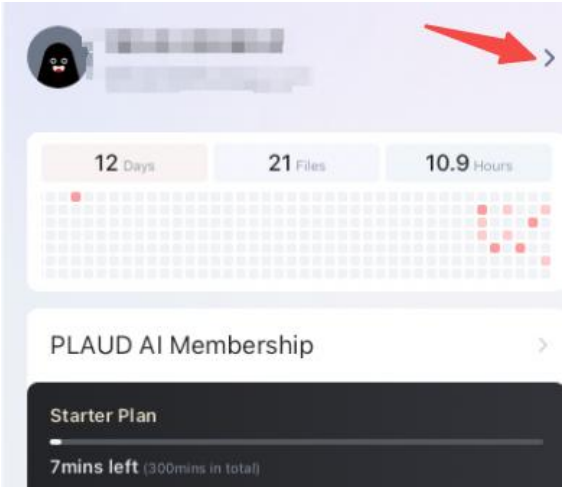
We highly recommend contacting us before canceling your account if you encounter any issues or problems. Our support team is here to help you and ensure a smooth experience with our products. You can contact us here: submit a ticket.

Please note that once you delete your account, all personal data associated with it will be permanently deleted. This includes any recording files stored in the cloud, which cannot be recovered. Canceling your account is irreversible, and you will need to register

again to use the app in the future.

If you still wish to proceed with deleting your account, please follow these steps:

- Go to the "**Me**" page— "**My PLAUD NOTE**"— "**View More Details**"
- Scroll down the page to the end and click "**Unbind and Erase PLAUD Contents...**" to unbind the PLAUD NOTE with your account.
- Then go back to the "**Me**" page in the PLAUD app.
- Navigate to the "**Account & Profile**" page.



- Scroll your screen down to reach the end.
- Click "**Delete Account**".

3.11.How to change PLAUD NOTE's Bluetooth name?

PLAUD NOTE allows you to change its Bluetooth name for easier recognition.

Follow these steps to change PLAUD NOTE's Bluetooth name:

- Go to the "**Me**" page of the app.

- Access "**My PLAUD NOTE**"— "**View More Details**".
- Navigate to "**General Settings**".
- Click "**Name**" to change the Bluetooth name of the PLAUD NOTE.

3.12.How to update the PLAUD APP?

- For iPhone users: Open the App Store on your device, tap on your profile icon at the top right corner, and scroll down to find the PLAUD app. Then, tap the "**Update**" button next to it.
- For Android users: Open the Google Play Store on your device, tap on your profile icon at the top right corner, and select "**Manage apps & device**". Under the "**Updates available**" section, look for the PLAUD app and tap the "**Update**" button if an update is available.

Note: It is not suggested to uninstall the PLAUD App and then download the newest version. Because the recordings on the App will be deleted if the PLAUD CLOUD is not enabled before.

3.13.How do I enable Bluetooth permissions for the PLAUD App?

Open the "**Settings**" on your phone, find and tap "**PLAUD",** and turn on "**Bluetooth".**

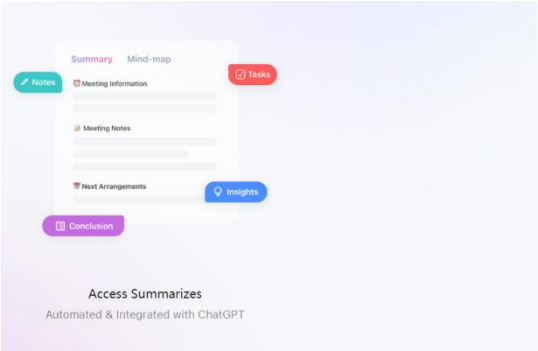
3.14.How to reset the language of the App?

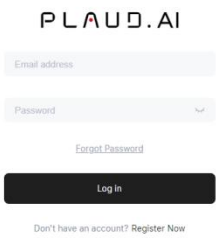
- For iOS users, go to your phone's "**Settings**", scroll down to find the "**PLAUD**" app, and tap on "**Language**" to switch.

- For Android users, the language of the PLAUD app follows your phone's system language. By changing the language settings of your phone, the language of the PLAUD app will be adjusted accordingly.

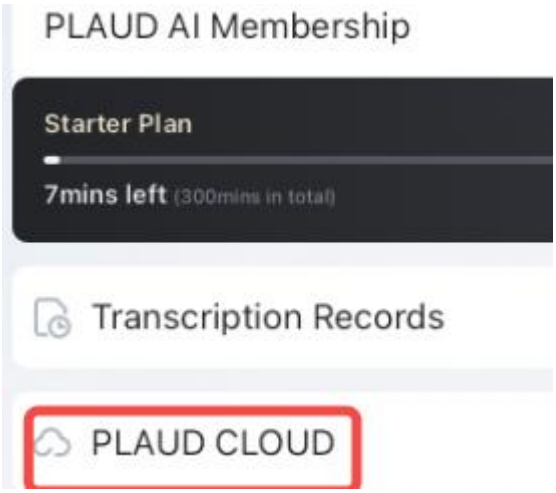
4.PLAUD WEB

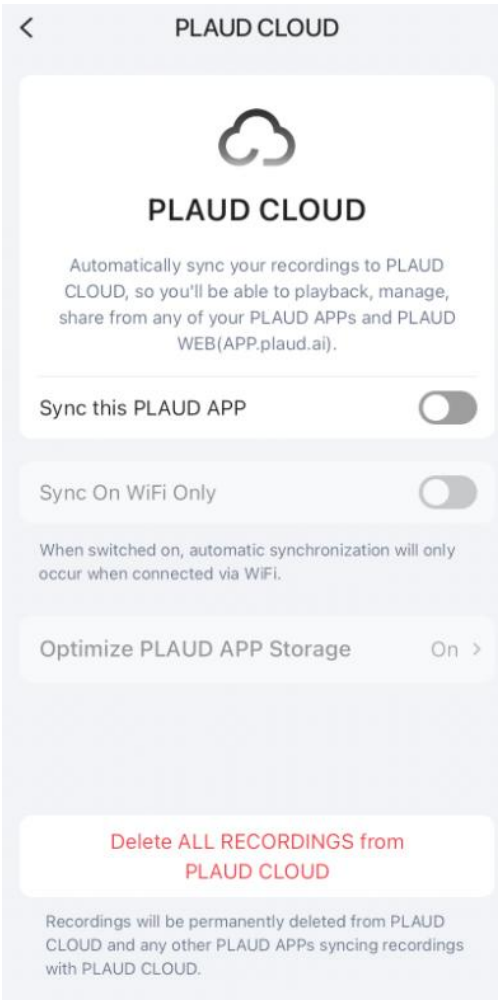
If you prefer large screen operation or you need to process the data in a more complex way, you can log into your account on the PLAUD WEB:https://app.plaud.ai/ The email address and the passwords are the same ones that you log into the PLAUD App on your phone.



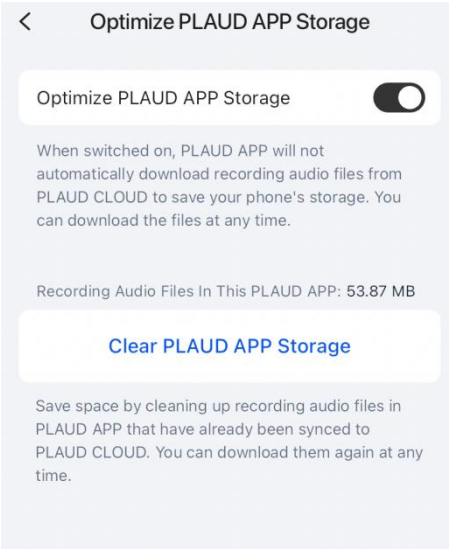


Please make sure **PLAUD CLOUD** is enabled in the PLAUD App first. Once enabled, files will be synced to PLAUD WEB for access on any device.





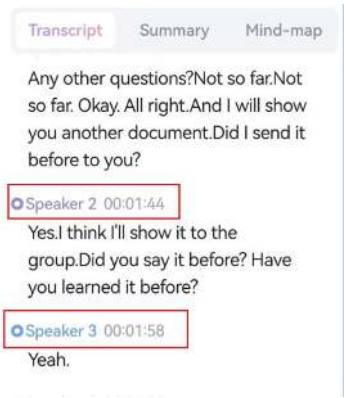
If you turn on the "**Optimize PLAUD APP Storage**" feature, PLAUD APP will not automatically download audio files to save your phone's storage. After files are synced to the PLAUD CLOUD, you can clear PLAUD App storage to save storage space on your phone.

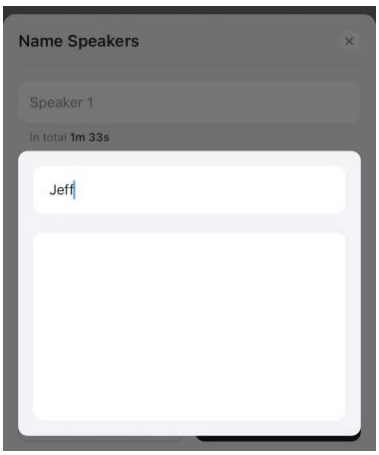


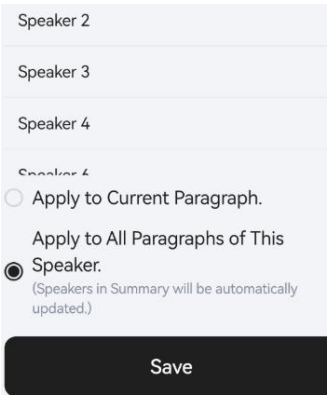
5.PLAUD AI

5.1.Enhanced AI features

- **Audio Transcription**: save time to take notes in a meeting, call, or lecture, and don't miss details.
- **Distinguish Speakers**: this feature could bring you clearer, more organized transcripts with each speaker’ s contributions distinctly marked in the transcription.





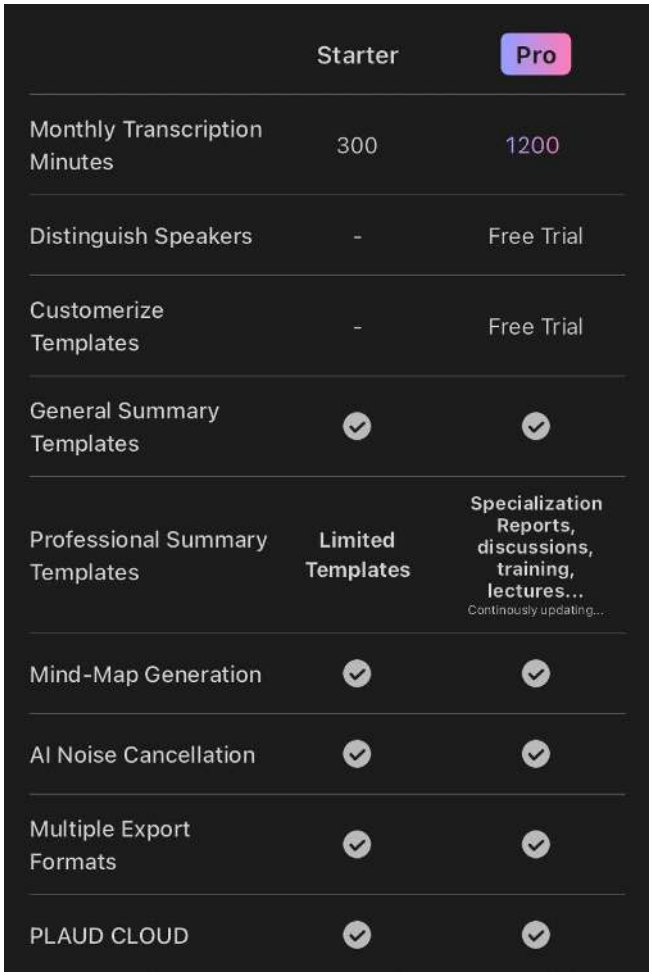


- **AI Summary**: PLAUD generates a summary automatically based on audio transcription, which helps to save time to synthesize.
- **Multiple AI Summary Themes**: PLAUD offers several summary templates including meetings, lectures and calls, tailored to meet your diverse needs.
- **Customize Templates**: you can customize summary prompts based on your own needs and use these prompts to generate the summaries you want.
- **Visualized Mind Map**: PLAUD generates mind maps from summaries to help you digest insights visually.

5.2.PLAUD AI Membership

Once you activate your PLAUD NOTE, your default tier is the Starter Plan, which includes 300 minutes of Free GPT-4o Transcription & Summary each month. If you require more transcription time, you can upgrade to the Pro Plan, which provides 1200 minutes per month.

In addition, the Pro plan has more features to provide a better AI experience, such as more summary templates, Speaker Labels, and Custom Templates.



To sign up for the Pro Plan:

- Navigate to the "**Me**" page on the app.
- Click on the "**PLAUD AI Membership**".
- Scroll down to choose an annual plan or a monthly plan.

Both annual and monthly Pro Plans include 1200 minutes of transcription time per month. If your transcription requirements exceed 1200 minutes, you can purchase an extra transcription quota.

To purchase transcription quota:

- Navigate to the "**Me**" page on the app.
- Click on the "**PLAUD AI Membership**".
- Scroll down to choose a transcription quota that matches your

needs.

5.3.Do I need to subscribe to the membership to use the AI service?

Currently, we provide a free Starter Plan of 300 transcription minutes. If you want more transcription minutes and experience more features, it is suggested to update to the Pro Plan of 1200 transcription minutes.

If you purchase two annual Pro Plans, it's important to note that this does not double your monthly transcript minutes. You will receive a total of 1200 minutes per month for 24 months.

5.4.Can I transfer my AI membership to another PLAUD account?

Once the AI membership is activated, it can not be transferred to another account.

5.5.What is the prioritization of AI membership?

PLAUD AI membership prioritization: Pro Plan> Backer Plan > Starter Plan

Please note that users can only have one active AI Membership at a time. Here's how it works:

Switching Memberships: If you currently have a Backer Plan and activate a Pro Plan, your membership will automatically upgrade to the higher-priority Pro Plan. Your Backer Plan will "pause" and only become active

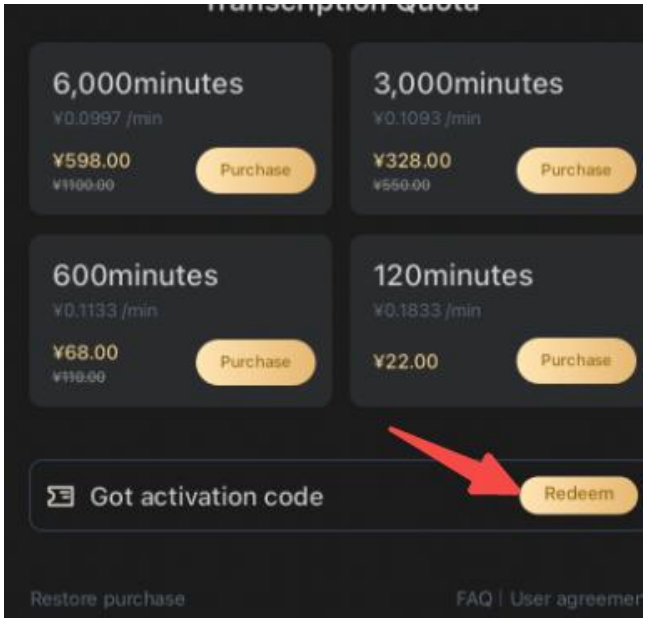
after the Pro Plan has expired.

Higher-priority Plan Expiration: Once your Pro Plan expires, if you don't continue to subscribe to it, your membership will automatically transit to either the Backer Plan (if available) or the Starter Plan (if the Backer Plan is not offered). We recommend you purchase a new AI membership just before a new reset day.

5.6.How to redeem the activation code?

If you received the activation code, and want to redeem it in the PLAUD app. Here are the steps:

- Go to the "**Me**" page.
- Tap "**PLAUD AI Membership**"
- Scroll your screen down to reach the end.
- Click "**Redeem**" to enter the activation code.



6.PLAUD CLOUD

6.1.Do I need to pay for PLAUD CLOUD?

PLAUD CLOUD is completely free. We offer free cloud storage up to 10,000 minutes for the first 3 years. If you anticipate exceeding the 10,000-minute limit, you can download your files and store them in another private cloud. Additionally, you will receive notifications when you are approaching the storage limit.

6.2.Does PLAUD CLOUD use PLAUD's own cloud services?

PLAUD APP offers the CLOUD storage feature powered by Google Cloud (PLAUD CLOUD). You have the option to upload your audio and summary files to PLAUD CLOUD or not, allowing you to conserve the device's internal storage space.

6.3.What is the logic of PLAUD CLOUD?

PLAUD CLOUD, powered by Google Cloud, offers cloud storage for your files. When you turn on the PLAUD CLOUD, the PLAUD app automatically uploads files to the PLAUD CLOUD once connected to the network, and simultaneously deletes them from the PLAUD NOTE hardware to save the device's storage. Deleting a file in the app also removes it from the cloud.

7.Policy & Warranty

7.1.What is your shipping policy?

We provide global free shipping. Here are the details:

Processing Time: Orders are typically shipped out within 3-5 business days after placing your order.

Delivery Time: After your order has been shipped, delivery will generally take between 6 to 15 days to be delivered to you.

Track your order: If you placed the order on our official website, please log in to https://plaud.ai using the email address you provided during your purchase, and click on "**Orders**" to check the status. If you need further assistance, please submit a ticket.

We do not ship to P.O. Boxes, or APO/FPO/DPO addresses and we do not process shipments on weekends or holidays. If we experience a high volume of orders, there might be slight delays in delivery. In such cases, we will send you an email reminder. Please allow a few extra days, especially if there are adverse weather conditions affecting deliveries.

If you haven't received an update on your shipment within approximately 3 business days, please submit a ticket, and we'll assist you promptly.

7.2.What is your return and refund policy?

If you are unsatisfied with your purchase for any reason, you can return it for a full refund within **30 days** of receipt. If you receive a damaged, incorrect, or nonfunctional item, you can return it for an exchange or a

full refund within **7 days** of receipt. You can submit a ticket to get more assistance from our after-sales service team.

For the Annual Membership & Transcription Quota, if you have purchased an Annual Membership or a Transcription Quota from plaud.ai but haven't used or activated it, you are eligible for a full refund within 30 days of the purchase date. To request a refund, please submit a ticket with your order details. Refunds are processed within 5-10 business days upon approval. Activated or used products are not eligible for refunds.

7.3.What is the product warranty?

Customers of the PLAUD NOTE AI Voice Recorder enjoy a 12-month or longer (if required by the local laws or regulations) warranty service from the date of the sales invoice. If performance failure occurs due to normal use circumstances during the warranty period, PLAUD.AI shall provide maintenance services free of charge. For warranty service, a valid device **serial number** and **proof of purchase** must be provided.

7.4.What is your privacy policy?

User privacy is of utmost importance to us. By default, recordings are only stored on PLAUD NOTE and the associated PLAUD APP. When transcribing and summarizing, recordings may need to be uploaded to servers for processing. The entire transmission process is encrypted and user information is anonymized. Neither we nor Open AI will use this data for model training. For more details, you can refer to https://www.plaud.ai/pages/privacy-policy

8.Accessories

8.1.How can I buy a magnetic case in other colors?

You can purchase MagSafe cases in different colors on the "**Product**" page on our official website: https://www.plaud.ai/collections/product

For more information, please refer to https://www.plaud.ai/