soundcore Work FAQ		
Module	**Problem/Inquiry**	**Troubleshooting/Answer**
General	Is soundcore Work waterproof?	Both the charging case and the recorder have an IPX4 waterproof rating. Please avoid placing the product directly into water or using it often in rainy conditions.
	What is the pickup range of soundcore Work?	soundcore Work has a pickup range of 16.4ft.
Basic Usage Method	How do I turn on soundcore Work?	After receiving the device for the first time, remove the protective film from the recorder and place it back in the charging dock. The LED on the left side of the charging dock will light up to indicate that the device is turned on. During continuous use, the recorder and charging dock will remain turned on.
	How do I put the soundcore Work recorder into Sleep Mode?	1. By default, soundcore Work will enter Sleep Mode after being idle for 24 hours. When in sleep mode, the product will automatically turn on when it senses vibration. 2. You can go to the soundcore app > Device Info > Sleep Settings to set the sleep mode to 8/24/48 hours.
	How do I connect the soundcore Work recorder to the soundcore app?	1. After receiving the device for the first time, remove the protective film from the recorder and place it back into the charging case. If the LED on the left side of the charging case lights up, it indicates that the device is powered on. 2. Download the latest version of the soundcore app. 3. Open the app and log in to your soundcore account. 4. Search for the device, locate and select “soundcore Work” in the app to initiate the pairing request. Once the pairing request is received, the recorder's lights will begin to flash. -Please press the button on the charging dock within 60 seconds to confirm the pairing. After successful pairing, the recorder's lights will transition from flashing to steady and will turn off after 3 seconds. -If confirmation is not completed within 60 seconds, the recorder's light will automatically turn off. At this point, you can re-initiate the pairing request in the app, and the recorder will re-enter pairing mode. 5. After the initial pairing is complete, the system will automatically connect to the previously paired device each time you open the app. Note: The soundcore app currently does not support computers.
	How can I link my soundcore Work to another account?	1. Go to the "Device Info" of the old account, click "Linked Account," and then click "Unlink." After unlinking, the device will be unlinked from the old account. 2. Reconnect the recorder on the new account. Q: What should I do if I lose my device account? A: You can retrieve your account password using the "Forgot Password" feature on the login page. Q: What should I do if my email address has been deactivated? A: If your account has been deactivated and you cannot retrieve your password to log in to the original account, please contact soundcore Support.
	How can I connect a new mobile phone using the same login account?	Please log in to your original account on your new phone, then reconnect the recorder.

	What should I do if soundcore Work cannot connect to the soundcore app?	1. Open the soundcore app, tap "Add Device" on the left side of the page, and the app will automatically detect the device. Follow the connection steps provided. 2. The soundcore app can only connect to one device at a time. Please check if another device is already connected. If so, disconnect it before attempting to connect again. 3. If the connection fails, tap "Set up Manually" on the page, then select "Other Series" and "soundcore Work" to check if you can manually add the device. 4. Uninstall the current app and download the latest version of the soundcore app from the App Store. 5. Please check the device's battery status. If the battery is low, charge it promptly. 6. If this is not the first connection, please click "Unbind" on the previously connected account and reconnect. Note: The soundcore app currently does not support computers.
	Can soundcore Work record normally when not connected to the soundcore app?	Yes, when not connected to the soundcore app, recording data will be stored in the recorder. Once connected to the app, recordings will automatically sync to your phone.
Charging and baterry	How do I charge the soundcore Work recorder?	Please place the recorder back into the charging dock, and the charging dock will automatically begin charging the recorder.
	How can I check the battery level of the soundcore Work recorder?	Battery level indicator instructions for the recorder: Every time you remove or replace the recorder, the indicator light will automatically illuminate for 5 seconds to display the current battery level. - White light stays on for 5 seconds: Battery level is 20% – 100%, recording time is 1.5 – 8 hours - Red light stays on for 5 seconds: Battery level is 0% – 20%, recording time is less than 1.5 hours
	How do I charge the soundcore Work charging case?	Simply connect the charging case to a power source using the USB-C cable included in the package to charge it normally.
	How do I check the battery level of the soundcore Work charging case?	Charging Dock Battery Level Indicator Guide: Every time you remove or return the recorder, or briefly press the charging dock button, the three indicator lights on the front of the charging dock will automatically illuminate for 5 seconds to display the current battery level of the charging dock. - When all three indicator lights are lit: Battery level is 60% – 100% - When only the first two indicator lights are lit: Battery level is 20% – 60% - When only the first indicator light is lit: Battery level is 0% – 20% (If the battery level drops below 10%, the first indicator light will flash as a warning.)
	My soundcore Work recorder cannot charge in the charging case or turn on when removed. What should I do?	1. Ensure that the recorder is connected to the charging case. Place the recorder in the charging case. If the LED indicator on the charging case flashes white, it indicates that the connection is correct. 2. Use a dry cloth or cotton swab dipped in a small amount of alcohol to clean the charging contacts inside the charging case and on the recorder to ensure a better connection. 3. Use a different charging cable and wall charger to charge the charging case and ensure that the charging case has sufficient power. Note: If your soundcore Work has not been used for an extended period, please ensure it is charged for at least 2 hours before attempting to use it again.
	How do I enable Wi-Fi Fast transfer on soundcore Work?	Please click the "WiFi Fast Transfer" button on the transfer interface of the soundcore app.

App related	Why can't I use the Wi-Fi transfer function on my soundcore Work?	Please check if the recorder's battery level is below 30%. To prevent data loss during transmission, Wi-Fi transmission cannot be used when the battery level is below 30%. Please charge the recorder in a timely manner.
	Why does my soundcore Work get hot when transferring via Wi-Fi?	This is normal; the product consumes more power during Wi-Fi transmission, and the device temperature may rise slightly in high-power consumption scenarios. However, this does not affect the use or safety of the product.
	How do I use the recording feature on soundcore Work?	1. soundcore Work uses a self-locking physical button to start or stop recording. 2. Press the button to activate it, and the orange indicator light will turn on, indicating that recording has begun. 3. Press the button again until it springs back up, and the orange light will turn off, indicating that recording has ended. 4. The open charging case design allows you to perform the above operations even when the recorder is placed inside the charging case.
	How do I use the double-tap feature on soundcore Work?	During audio recording, you can quickly double-click the top of the recorder to mark important content. The recorder will vibrate slightly, and the yellow light on the top of the recorder will flash once to indicate that the mark has been successfully added.
	How do I transfer files to my phone using soundcore Work?	1. iOS devices Keep your iPhone nearby. When you press the record button on the recorder to start recording, the soundcore app will automatically launch, enabling real-time recording and transmission. 2. Android devices - Android users who wish to enable the recording and transmission feature must manually open the soundcore app before recording. - When you open the app, it will automatically connect to the devices you have previously paired with. If there is any unfinished data transfer in your recorder, it will automatically begin the data transfer process. Usage tip: Approximately two minutes are required to transfer one hour of audio. Transfer speeds may vary depending on network conditions. You can also choose Wi-Fi Fast Transfer to increase transfer speeds.
	How do I use the data migration feature in the soundcore app?	Go to the "Data Migration" page in the Account Center: Upload data using the app on your old phone, then download it using the app on your new phone within 24 hours to transfer all content. Note: The migration process is fully encrypted, and the data you upload to the cloud will be automatically deleted after 24 hours.
	What should I do if I accidentally delete recording data in the soundcore app?	You can click "Folder" in the app to enter "Trash." Click or swipe left on a file to enter edit mode, select the files you want to restore, and click "Restore" to restore the recordings.

App related	How do I avoid losing soundcore Work recording data?	1. If you accidentally delete a recording file, you can click "Folder" in the app to enter "Trash" and restore the recording. Please note that files in the Recycle Bin are only retained for 30 days and will be permanently deleted after 30 days. 2. When the recorder's storage space is full, please transfer the data to your mobile device in a timely manner. Data loss caused by insufficient storage space cannot be recovered. 3. We recommend using "Data Migration" when switching devices or uninstalling the app. Recording data is stored locally within the app, and uninstalling the app will result in permanent loss of recording data that cannot be recovered. 4. If you log out of your soundcore account, all recording data within the account will be deleted and cannot be recovered. Please proceed with caution. Notes: 1. When connecting the same account to a new mobile phone, the untransferred audio will be transferred and saved on the new mobile phone to display the audio. 2. When unlinking the Recorder from an account, all recording data not yet transferred to the app will remain stored in the Recorder. 3. If the Recorder's storage space is full and you fail to connect to the app in time to transfer data, continuing to record will result in the initial recording data being overwritten and deleted.
	How do I reset my soundcore Work device?	Ensure that the recorder is placed in the charging cradle. Press and hold the charging cradle button for 10 seconds until the three indicator lights on the charging cradle flash rapidly five times, indicating that the reset was successful.
	What should I do if the firmware update for soundcore Work fails?	1. If the firmware download fails, switch networks and try downloading again in an environment with good network connectivity. 2. If the firmware installation fails, please restart your phone and try uninstalling and reinstalling the soundcore app. 3. Try upgrading using another phone. If the above solutions do not resolve your issue, please upload the log through the soundcore app and provide your phone model, operating system version, and device serial number (SN). Then, contact soundcore Technical Support for further assistance.
	How do I rename soundcore Work audio?	Go to the audio details page and click on the title to rename the audio file.
	How do I merge soundcore Work audio?	Swipe left or long press the audio file to enter edit mode, select the audio you want to merge, click the "Merge" button, and the system will splice the audio in chronological order and automatically organize the text and summary.
	How do I edit soundcore Work audio?	Go to the audio details page, click on the audio to expand the audio bar, and click the "Edit" button to enter the editing page. You can freely edit the audio, and after editing, you can choose to directly overwrite the original file or save it as a new file.
	How do I name the active speaker in the audio of soundcore Work?	Go to the transcription page and click on the speaker's name (e.g., "Person 1") to name the speaker.
	How do I edit the transcription and smart summary of the soundcore Work audio?	Click the "Edit" button in the lower right corner of the transcription page to modify the content; click any paragraph on the summary page to start editing.
	How do I re-transcribe or regenerate the audio summary from soundcore Work?	Go to the file details page, click the "···" button in the upper right corner, and then click the "Re-transcribe" or "Regenerate summary" button. Please note that re-generating will consume your transcription quota, so please use it as needed.

App related	How do I categorize the audio files from soundcore Work?	Swipe left or press an audio file to enter Edit Mode. Select the files you want to categorize, then tap the move button to place them in folders. You can create custom folders to organize audio files by themes or projects for easier, centralized management.
	How do I use the "Aggregate Summary" in the soundcore app?	Click the "Aggregate Summary" button, select multiple records on the same topic, and the system will generate a structured summary across documents for you.
	How do I use the "Ask AI" function in the soundcore app?	Select a term or keyword in the document, click the "Ask AI" button, and the system will provide you with AI-generated professional explanations or relevant background information. Note: This feature is exclusive to Pro members.
	How can I sync files from the soundcore app to third-party apps?	Go to the "Sync with Other Apps" page in the Account Center, complete the authorization process, and then enable automatic synchronization. All content will be synchronized to your linked third-party applications, such as Notion.
	How do I transfer the local data from the soundcore app to a new phone?	1. Go to the "Data Migration" page in the soundcore app on your old phone, upload the data, and download it to your new phone within 24 hours. The data transfer is fully encrypted, and the data will be automatically deleted from the cloud once the download is complete. 2. If you do not transfer the data to your new device within 24 hours, please repeat the "Data Migration" process on your old device.
	How do I unlink soundcore Work from my account?	Go to Device Info, click "Linked Account" and then click "Unlink." After unlinking, the device will be unassociated with your account.
	How do I recover deleted recordings from soundcore Work?	Click "Folder" to enter the "Trash", click or swipe left on the file to enter Edit Mode, select the files you want to restore, and click the "Restore" button to restore the recordings. Important note: Files in the Trash are only retained for 30 days. After 30 days, they will be permanently deleted. Recordings that have been deleted via the Trash cannot be restored.
	What should I do if the soundcore Work recording is unclear?	1. Ensure that the microphone is positioned correctly, with the mic facing the sound source. 2. Reduce the distance between the microphone and the sound source; the closer the distance, the better the recording quality. 3. Avoid recording in excessively noisy environments, as noise can adversely affect recording quality. 4. Inspect the microphone port of the recorder for dirt or blockages. If any are found, clean the recorder using a lint-free cloth and a soft-bristle brush.
	Does soundcore Work support playing recordings through a recorder?	No, playback directly from the recorder isn't supported. Please sync your recordings to the soundcore app, then view and play them on your mobile phone.