PLAUD

NotePin S User Guide



Content

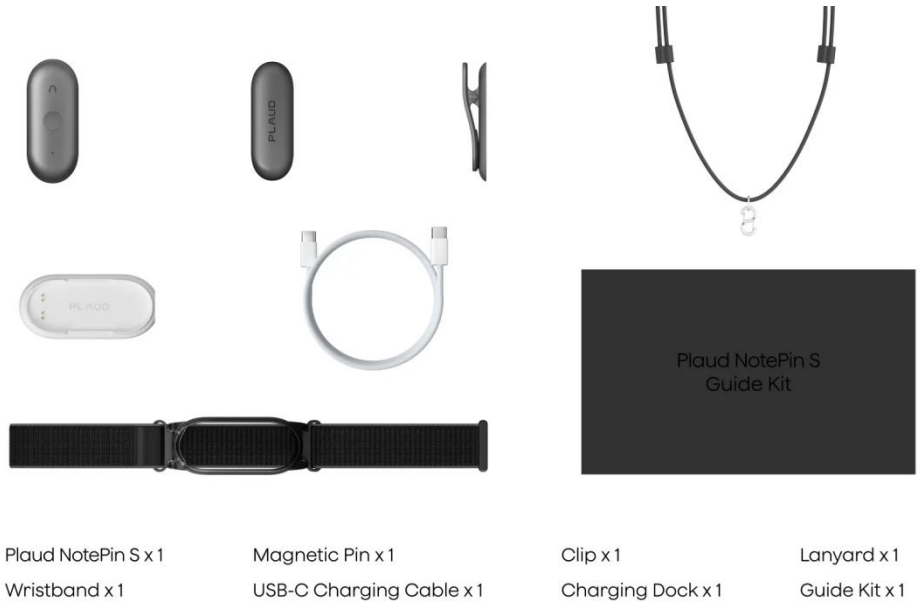
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1. Get Started

1.1 What's in the Box

- 1 × Plaud NotePin S device
- 1 × Charging dock
- 1 × USB- C charging cable
- 1 × Magnetic pin
- 1 × Wristband
- 1 × Clip
- 1 × Lanyard
- 1 × Guide kit



1.2 Main Components

Overview

Use the diagrams below to locate each component on the NotePin S.



Component list

① Record Button
② Indicator Light & Microphone 1
③ Microphone 2
④ Lanyard Slot
⑤ Charging Port
⑥ Magnetic Pin

1.3 Indicator Light

What the light means

Light	Meaning
White	Ready to connect
Red	Recording
Flashing purple	Low battery
Steady purple	Charging
Green	Fully charged
Yellow	Out of storage
Flashing white	Press to highlight

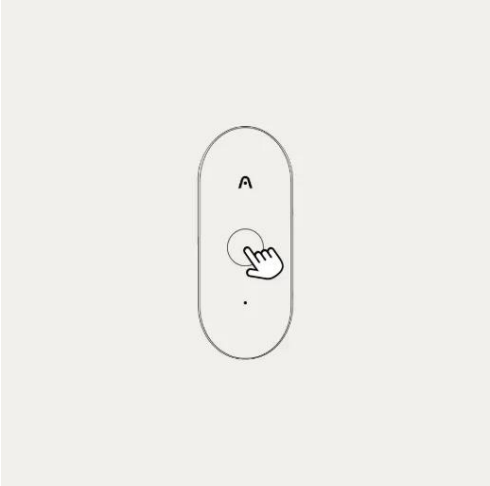
Note

The indicator light cannot be turned off.

1.4 Turn on the Device

Steps

1. Press and hold the record button.
2. Release the button when the white light flashes. The device is now ready to connect.



Checkpoint

If no light appears, charge the device for a few minutes and try again.

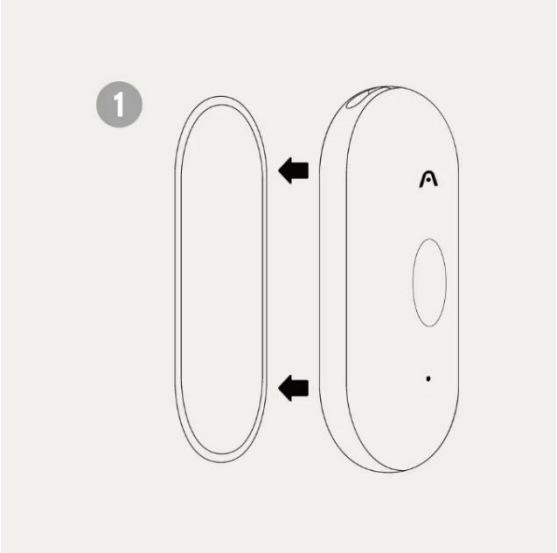
1.5 Charge the Device

Before you start

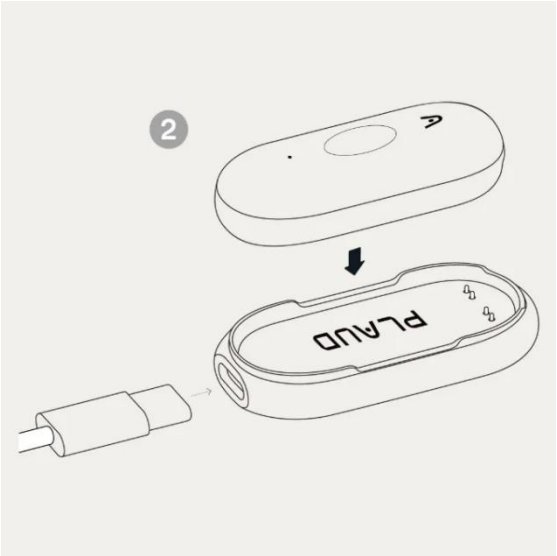
Make sure the charging dock and USB- C cable are dry and free of debris.

Steps

1. Remove the magnetic pin from the NotePin S.



2. Place the NotePin S into the charging dock. Make sure it sits flat and aligns with the charging contacts.
3. Connect the USB- C cable to the charging dock, then plug the other end into a power source.



Checkpoint

If the device does not start charging, reseat the NotePin S in the dock and try another power source or cable.

Tips

Avoid charging in high heat or humid environments.

1.6 Download the Plaud App

Get the app

Use the link below, or scan the QR code.

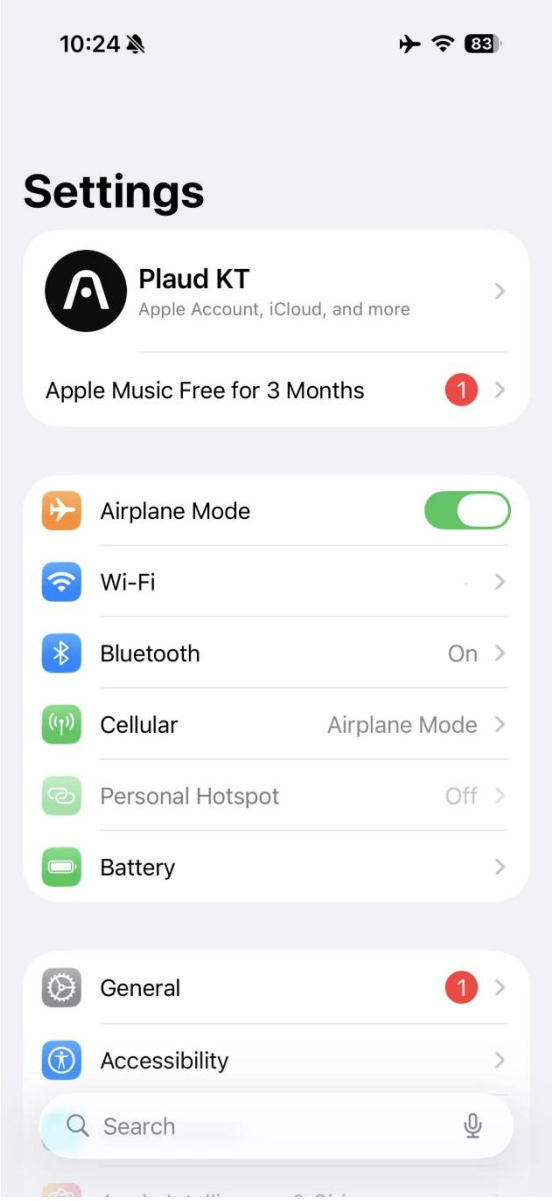
- Download the Plaud App

Required permissions

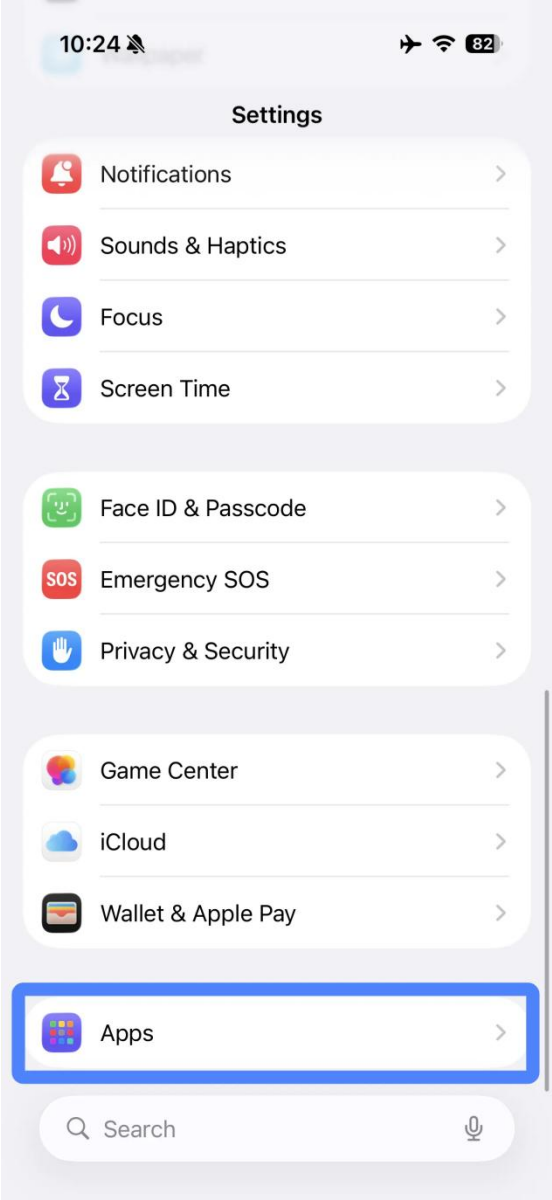
The app needs Bluetooth (and on some Android phones, Location) to discover and connect to your device.

iOS

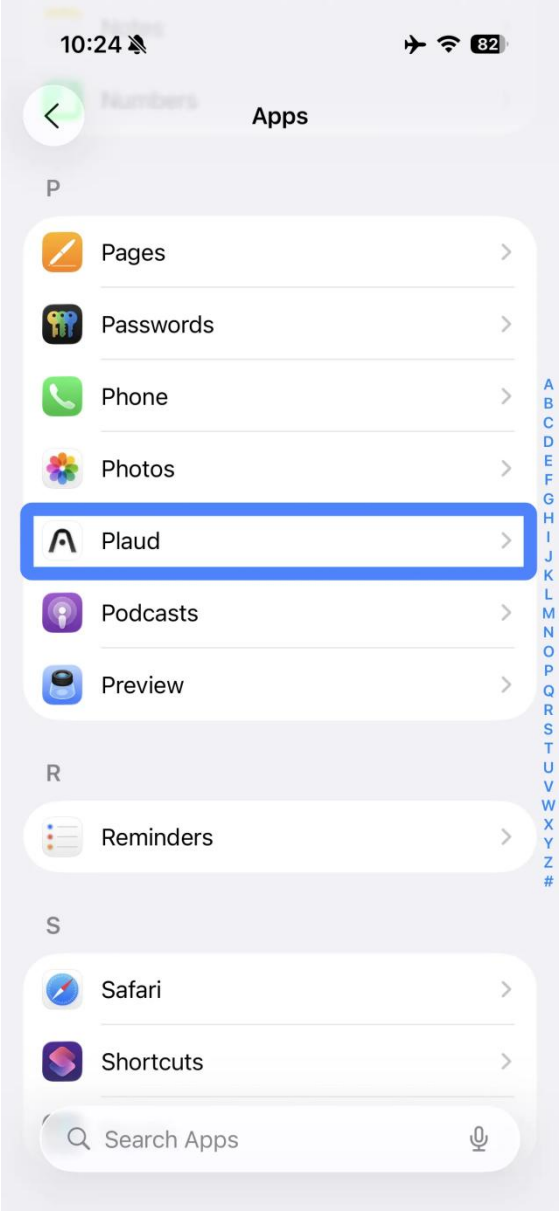
1. Open Settings.


10:24
83
Settings
Plaud KT
Apple Account, iCloud, and more
Apple Music Free for 3 Months
1
Airplane Mode
Wi-Fi
Bluetooth
On
Cellular
Airplane Mode
Personal Hotspot
Off
Battery
General
1
Accessibility
Search

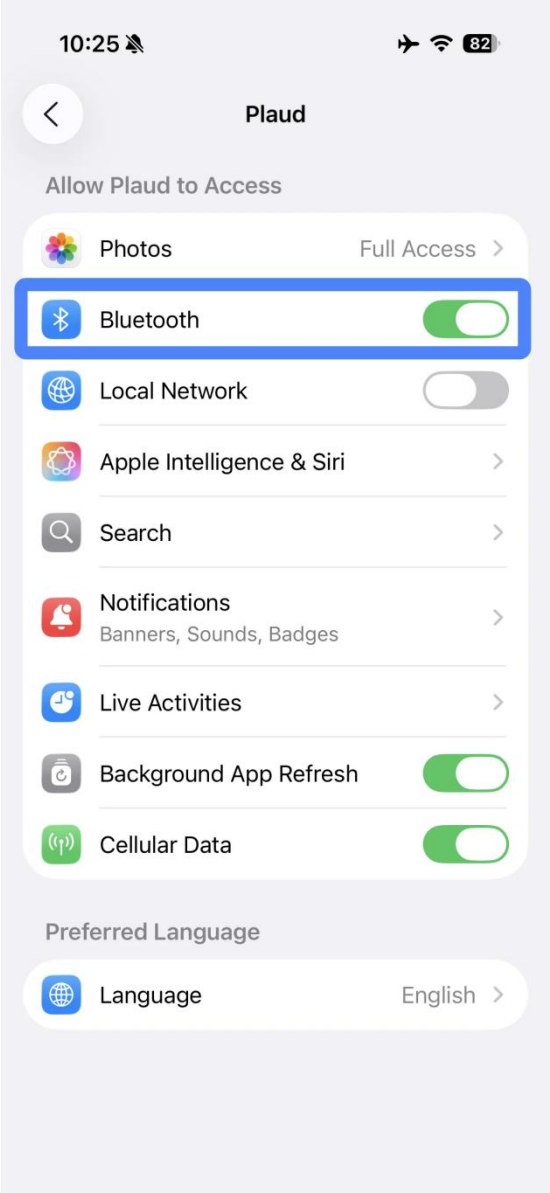
2. Tap Apps.


10:24
82
Settings
Notifications
Sounds & Haptics
Focus
Screen Time
Face ID & Passcode
Emergency SOS
Privacy & Security
Game Center
iCloud
Wallet & Apple Pay
Apps
Search

3. Tap Plaud.

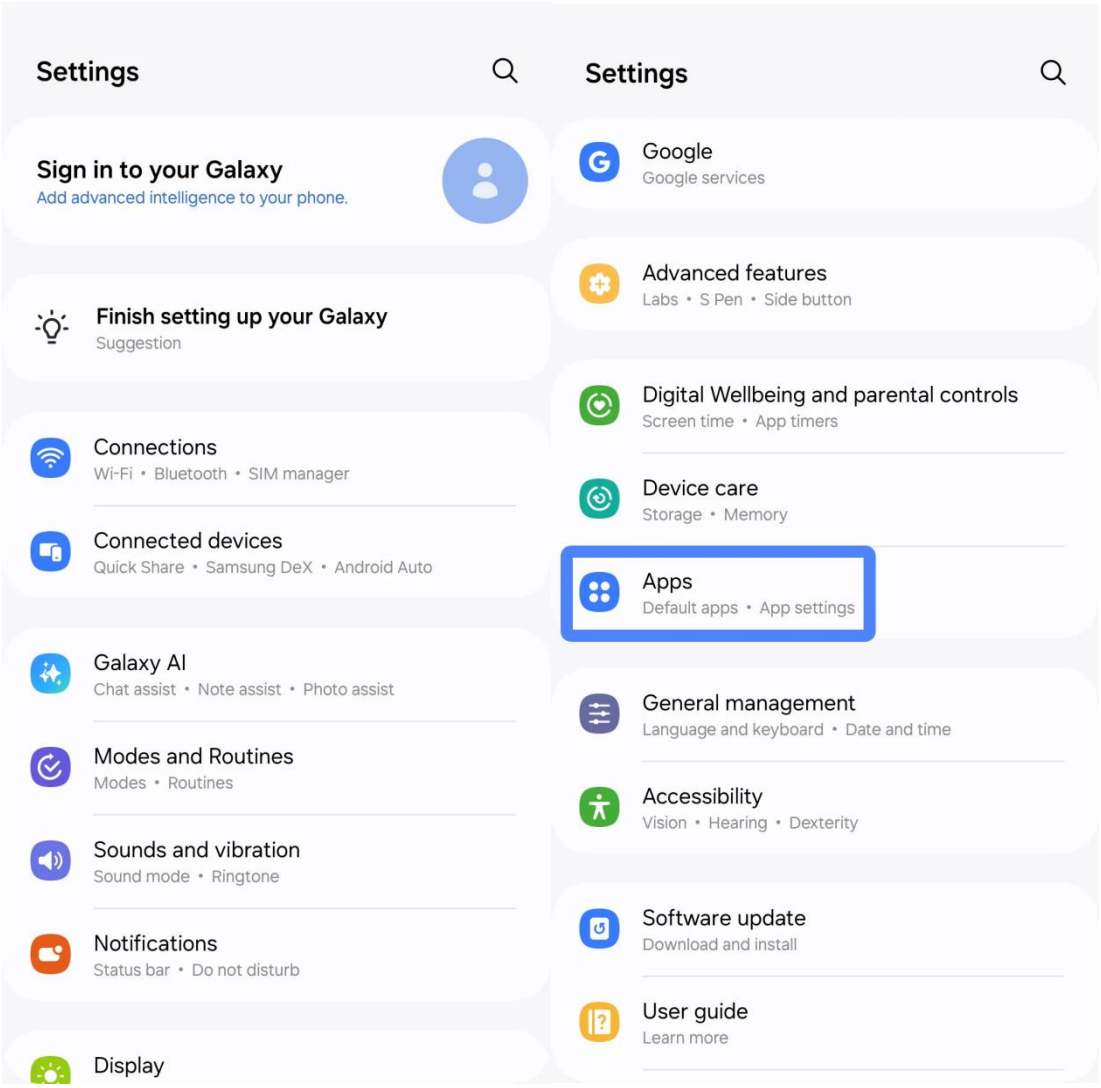


4. Turn on Bluetooth.

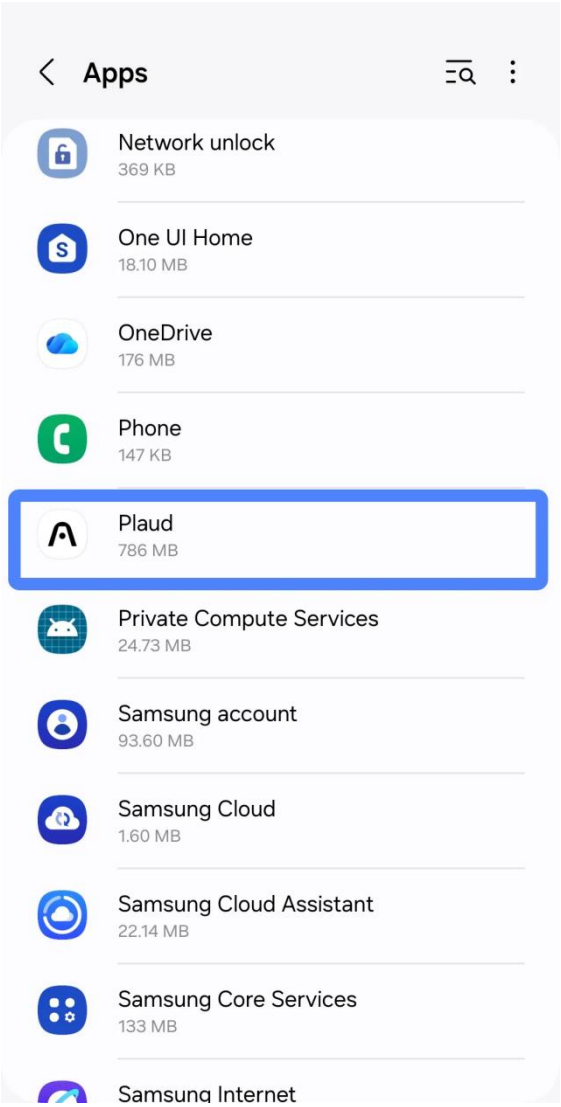


Android

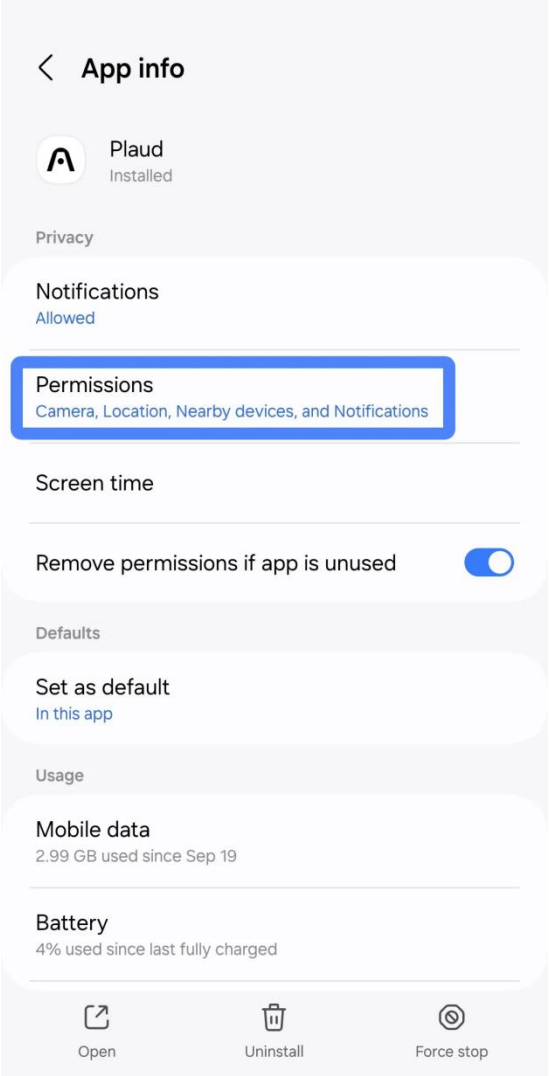
1. Open Settings and go to Apps.


Settings
Sign in to your Galaxy
Add advanced intelligence to your phone.
Finish setting up your Galaxy
Suggestion
Connections
Wi-Fi • Bluetooth • SIM manager
Connected devices
Quick Share • Samsung DeX • Android Auto
Galaxy AI
Chat assist • Note assist • Photo assist
Modes and Routines
Modes • Routines
Sounds and vibration
Sound mode • Ringtone
Notifications
Status bar • Do not disturb
Display
Settings
Google
Google services
Advanced features
Labs • S Pen • Side button
Digital Wellbeing and parental controls
Screen time • App timers
Device care
Storage • Memory
Apps
Default apps • App settings
General management
Language and keyboard • Date and time
Accessibility
Vision • Hearing • Dexterity
Software update
Download and install
User guide
Learn more

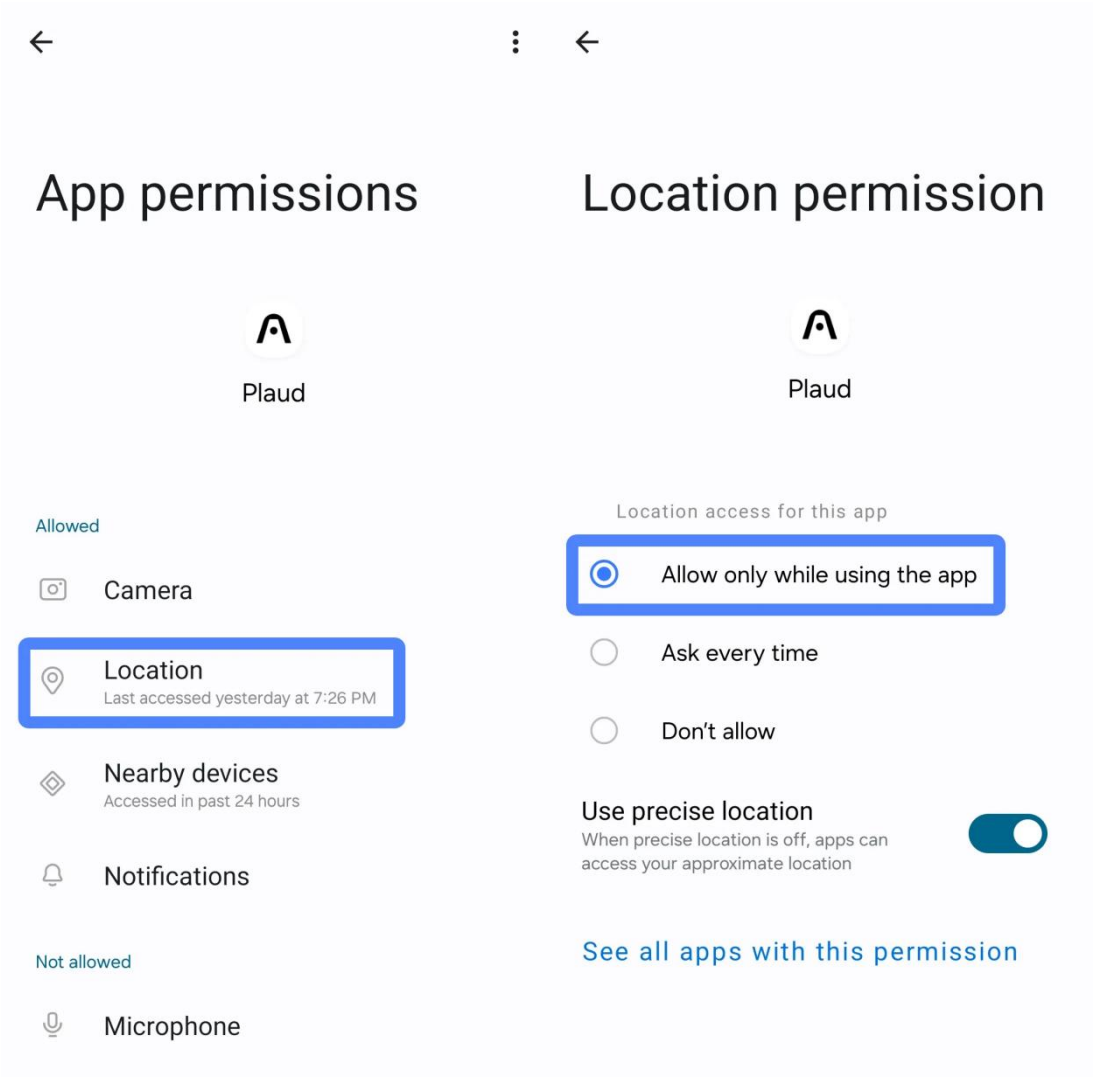
2. Tap Plaud.



3. Tap Permissions.

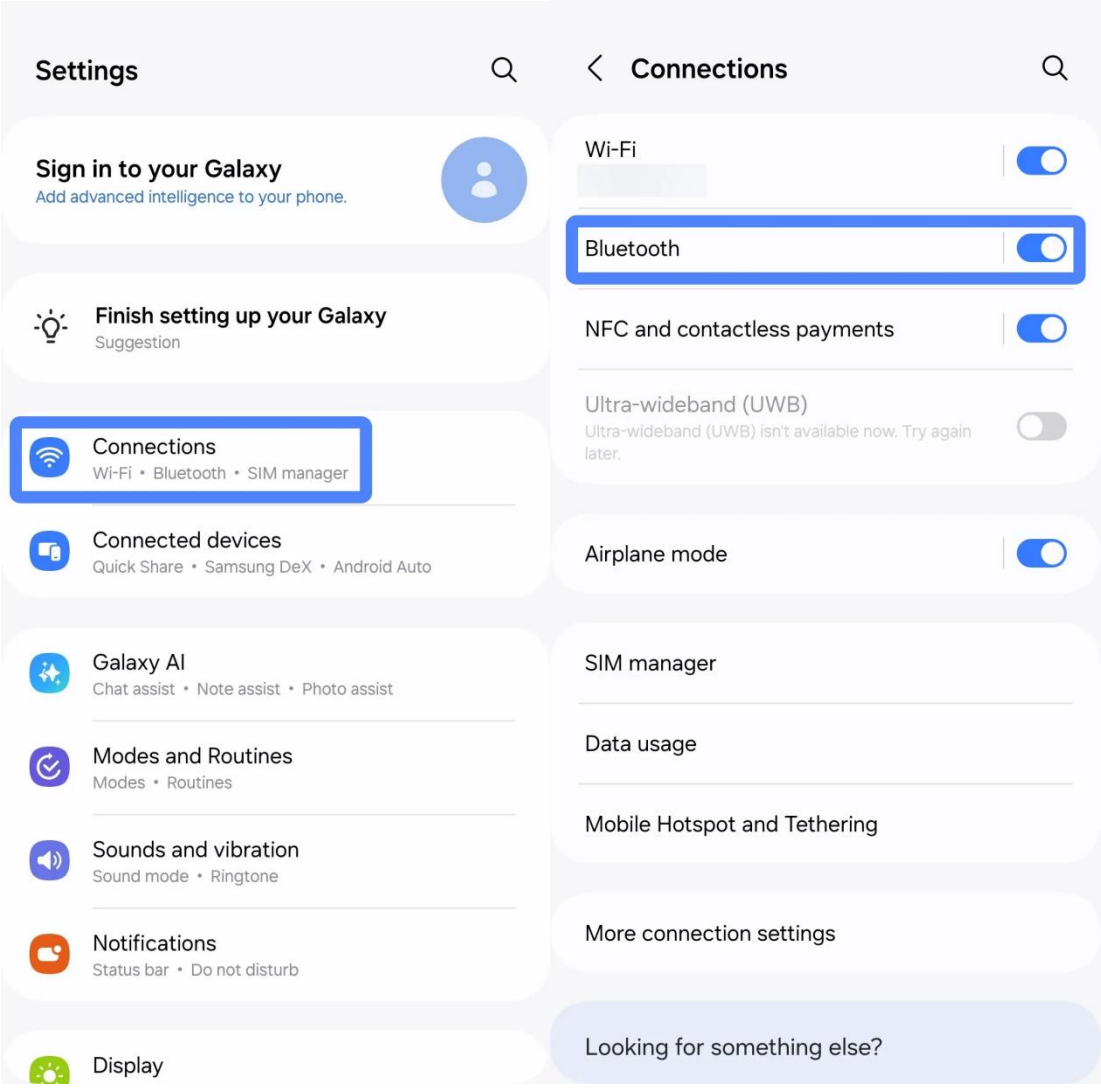


4. Allow Location.



Checkpoint

Make sure Bluetooth is enabled on your phone.



1.7 Create a Plaud Account

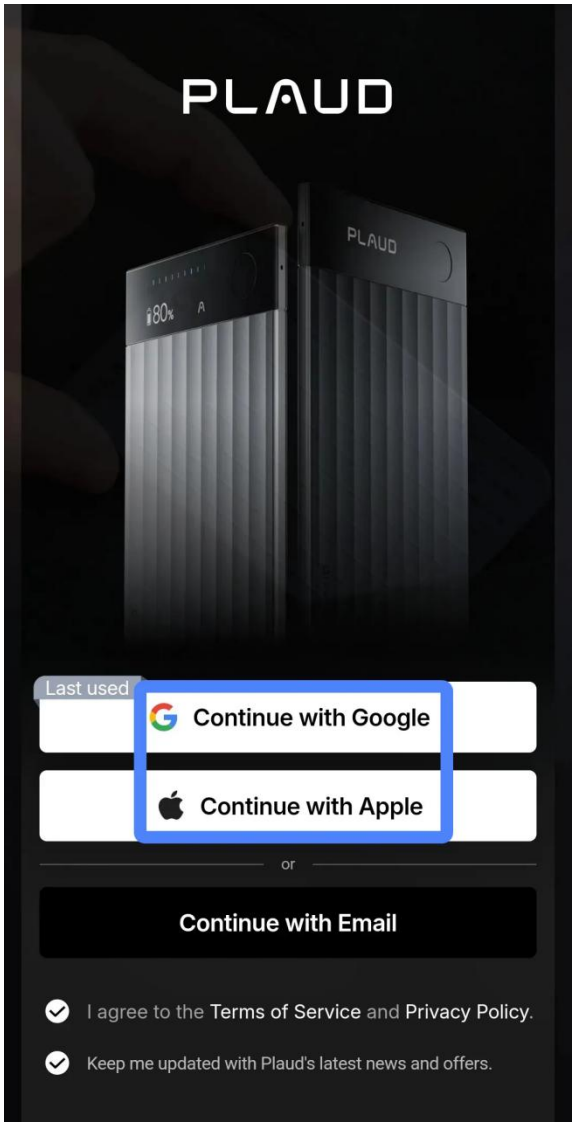
To use your Plaud device, you'll need to create a Plaud account first.

Choose a sign-in method

You can sign in with Google or Apple, or create an account with email.

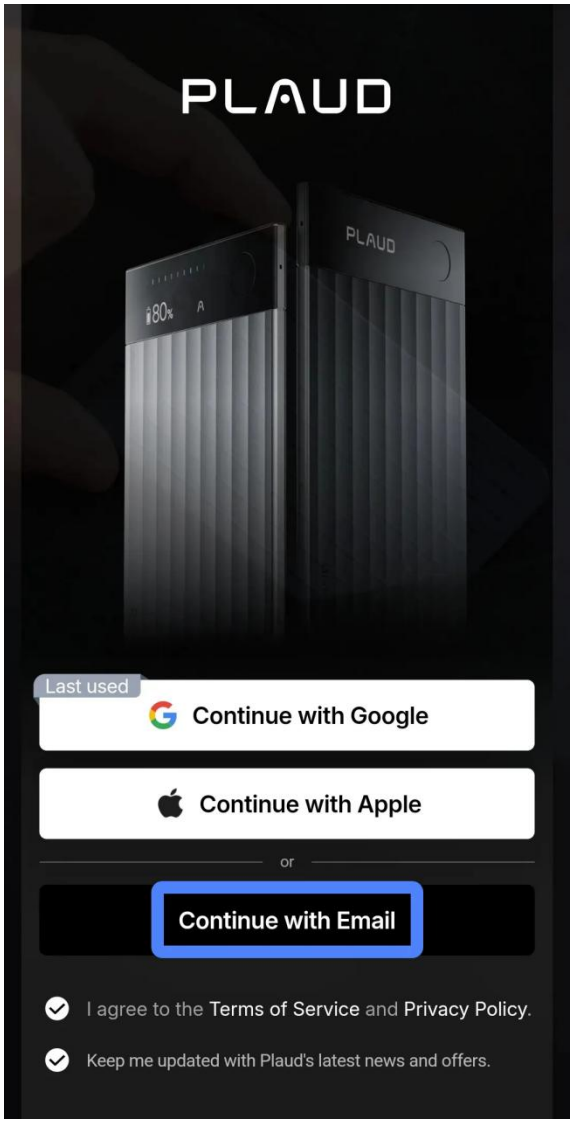
Option 1: Continue with Google or Apple

1. Tap Continue with Google or Continue with Apple.
2. Follow the on-screen prompts to complete signing in.

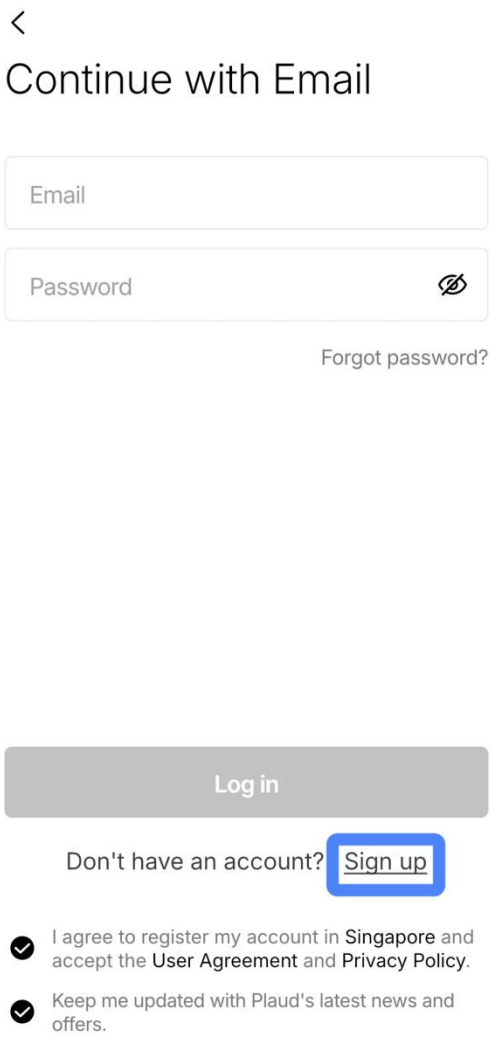


Option 2: Create an account with email

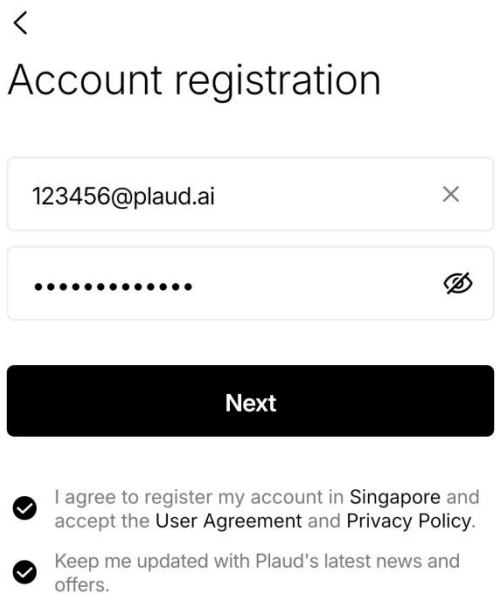
1. Tap Continue with Email.


PLAUD
PLAUD
80%
A
Last used
Continue with Google
Continue with Apple
or
Continue with Email
I agree to the Terms of Service and Privacy Policy.
Keep me updated with Plaud's latest news and offers.

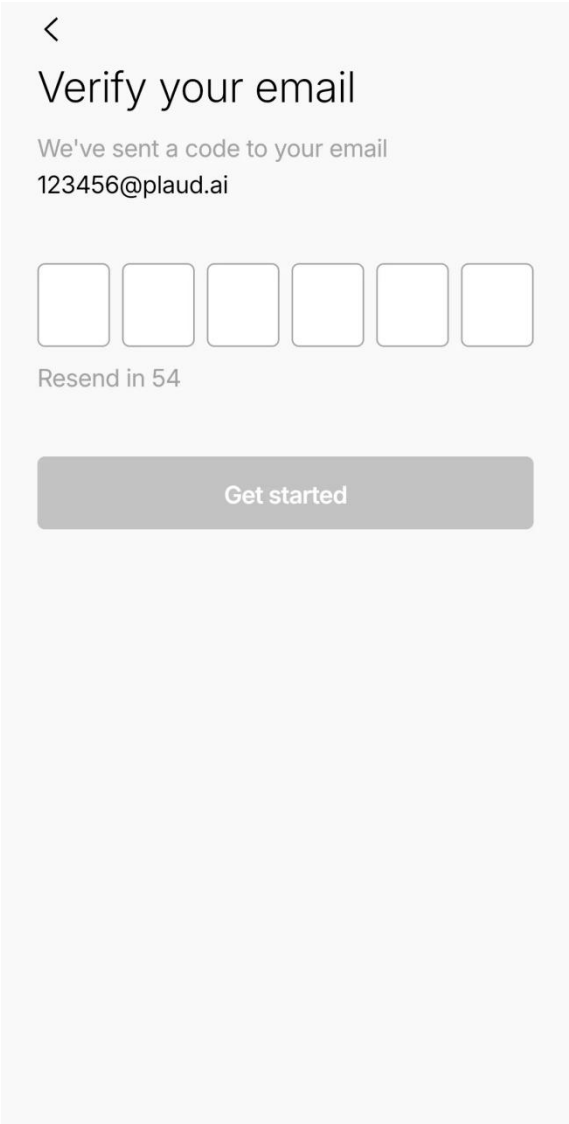
2. Tap Sign up.



3. Enter your email and password, then tap Next to request a verification code.



4. Enter the verification code to complete registration.



Password rules

- 8 to 16 characters
- Must include both uppercase and lowercase letters
- At least one number
- No spaces

1.8 Bind the Device

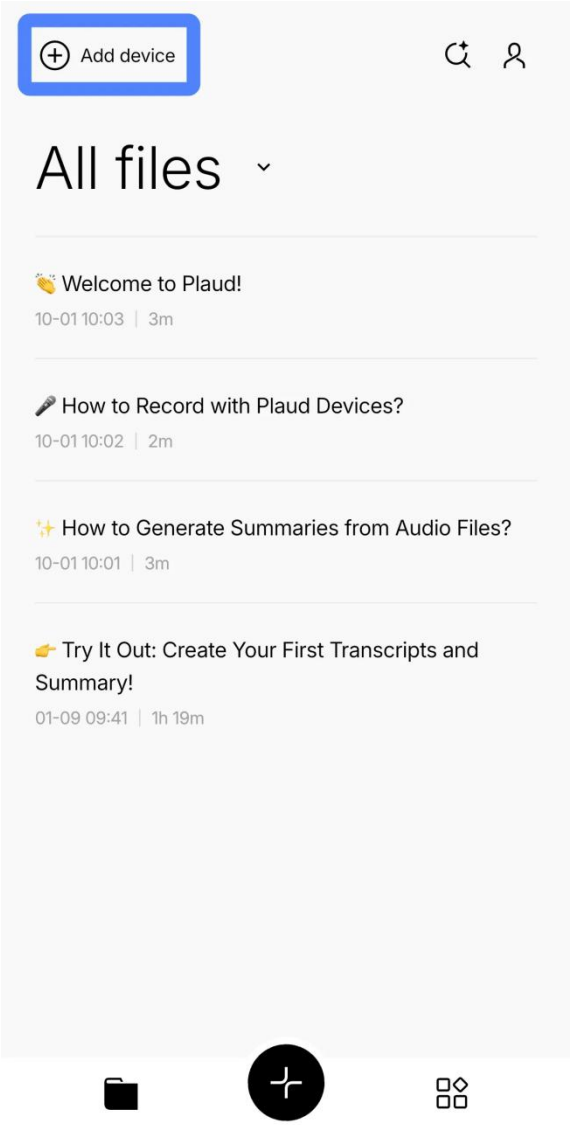
Before binding your device, make sure you have completed these steps.

Before you start

- Make sure you are logged in to the Plaud App.
- Turn on Bluetooth on your phone.

Steps

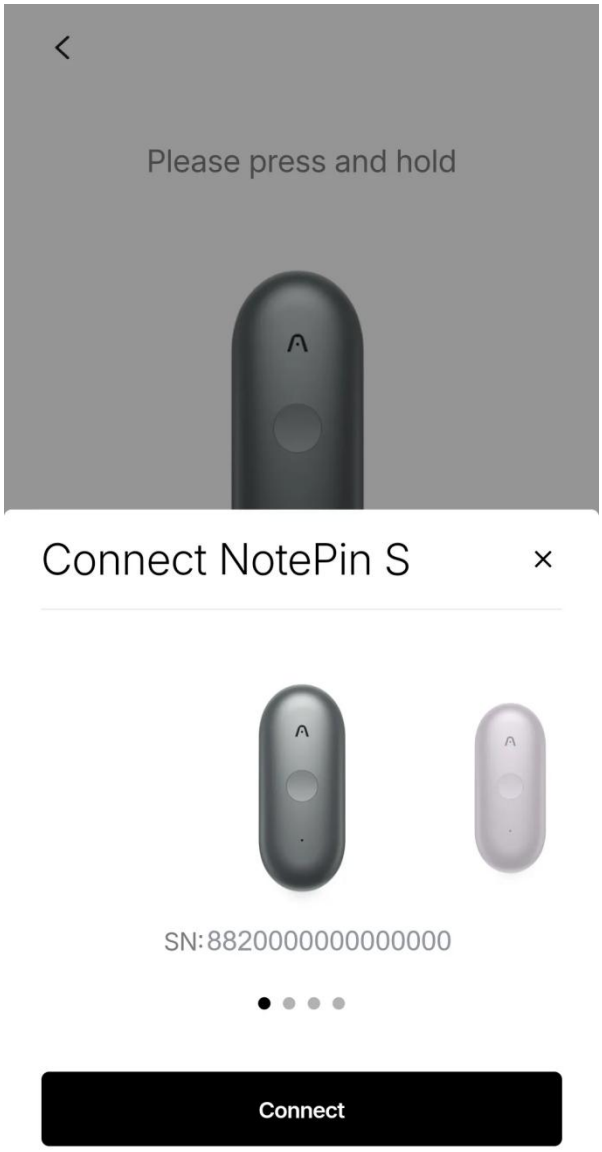
1. In the app, tap Add device (top-left).



2. Select your device model.
3. Press and hold the record button until the white light flashes. The device is

now ready to connect.

4. Wait for the app to find the device. Verify the serial number, then tap Connect.



5. Once connected, you'll see a confirmation message and your device will appear in the device list.

Troubleshooting

Device not found?

- Move the device closer to your phone.
- Make sure the white light is flashing.
- Try pressing and holding the record button again (step 3).

1.9 Start Recording

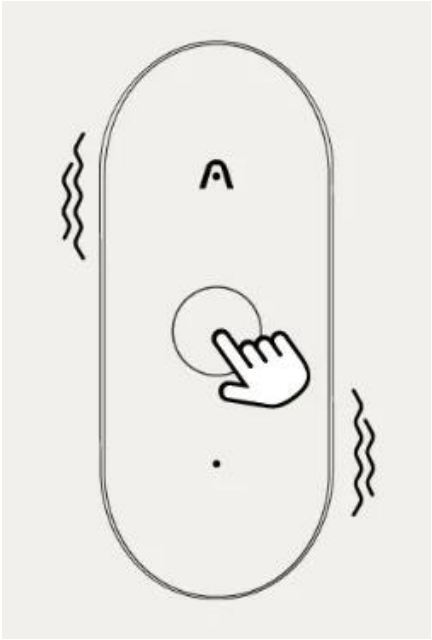
How to record

Start recording

1. Press and hold the record button for 1 second.
2. When you feel 1 vibration and the red light turns on, you're now recording.

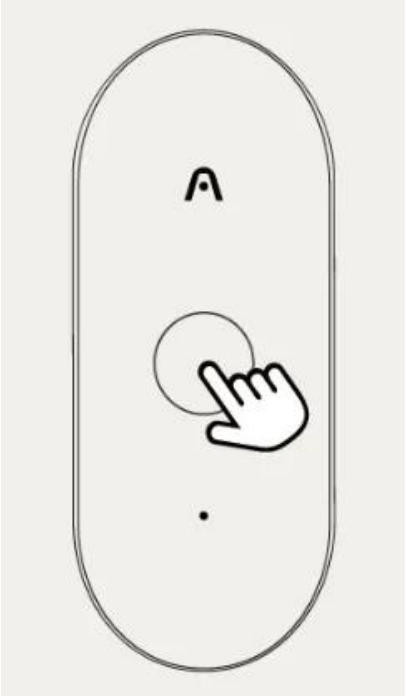
End recording

1. Press and hold the record button for 1 second.
2. When you feel 2 vibrations and the red light turns off, recording has ended.



Add highlights

While recording, press briefly (less than 1 second) to add a highlight marker at the current moment.



Troubleshooting

Recording didn't start?

- If you feel a vibration but don't see the red light, the recording may not have started. Try pressing and holding the record button again.

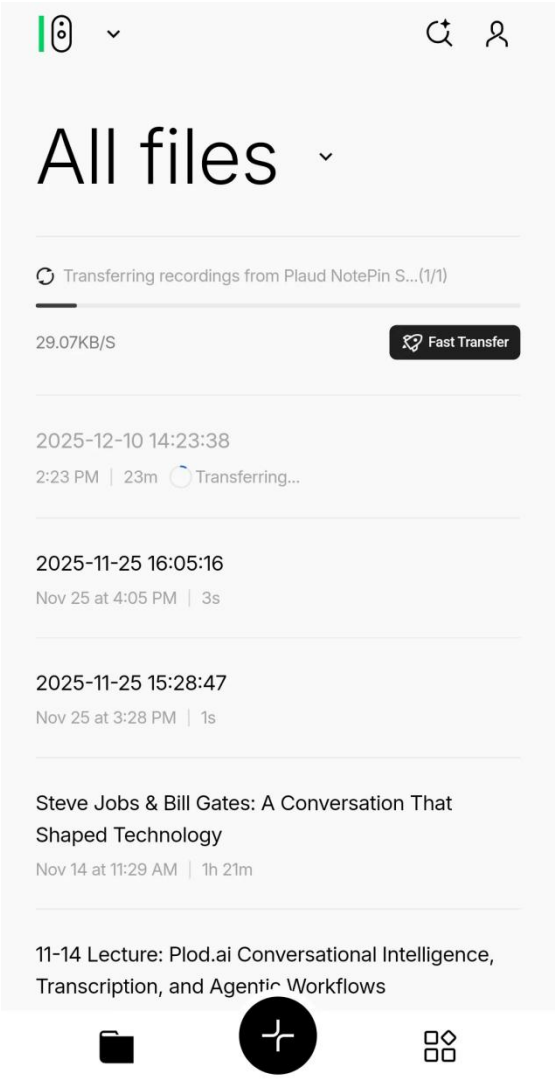
Can't end recording?

- If the red light stays on, recording is still in progress. Press and hold the record button again until you feel two vibrations.

1.10 Transfer Files

Overview

After recording, your recordings are automatically saved on the device. To upload them to the app for transcription and AI processing, make sure your NotePin S is connected to the Plaud App.

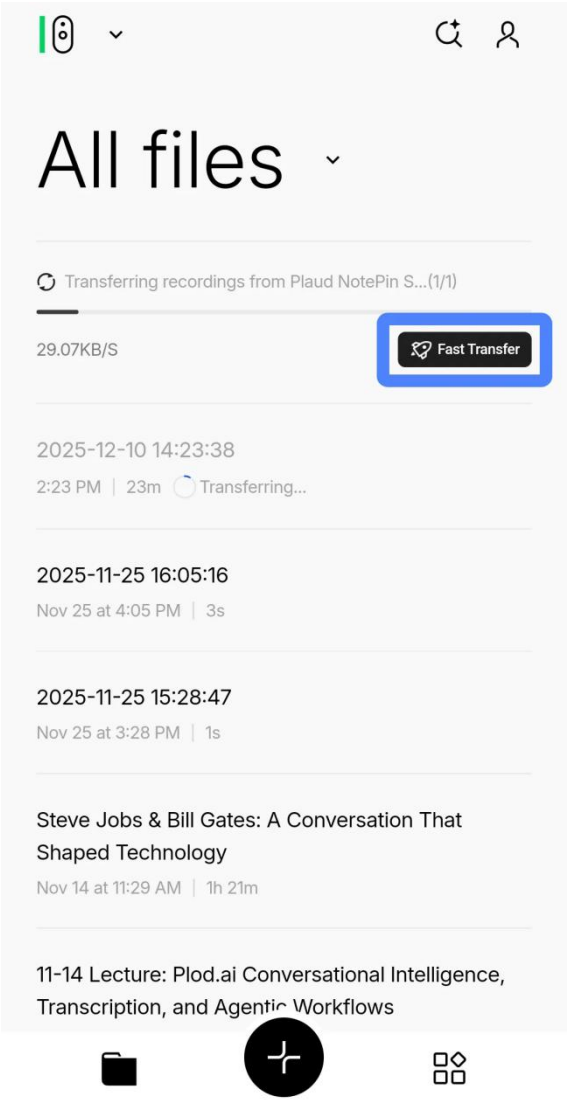


Fast Transfer

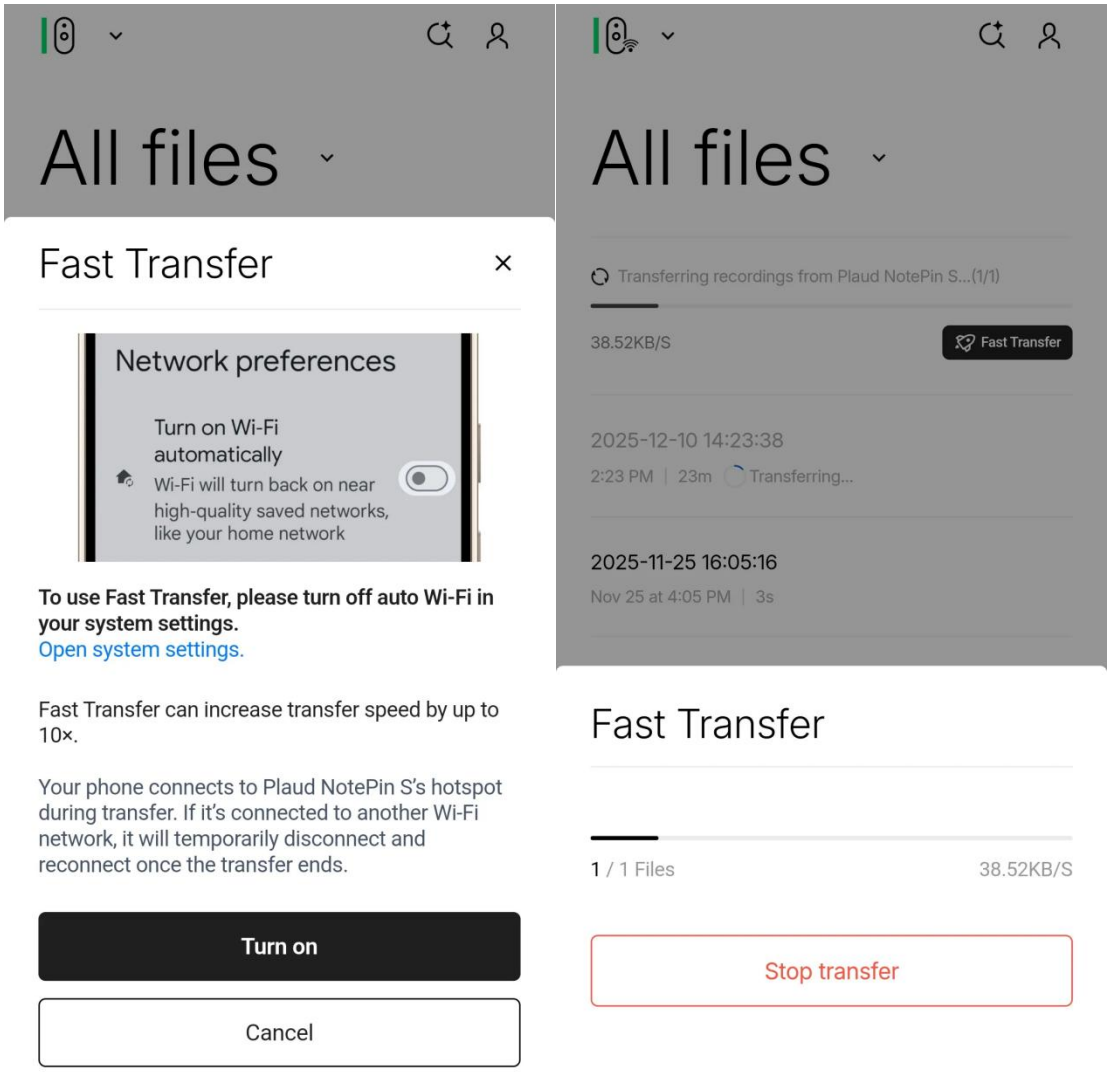
Fast Transfer uses Wi- Fi on both the device and your phone for quicker uploads. This is the recommended method for transferring large recordings.

Steps

1. Initiate transfer: after your phone connects to the device, tap the Fast Transfer prompt in the upper-right corner.



2. Switch to Wi-Fi: follow the in-app instructions to switch from Bluetooth to Wi-Fi. Keep the app open until the transfer completes.



3. Automatic reconnection: When finished, the app automatically switches back to Bluetooth and returns to the main screen.

Troubleshooting

Fast Transfer failed?

- Move your device closer to your phone and ensure both have strong Wi-Fi signals
- Make sure both Bluetooth and Wi-Fi are enabled on your phone
- Try again by tapping the Fast Transfer prompt

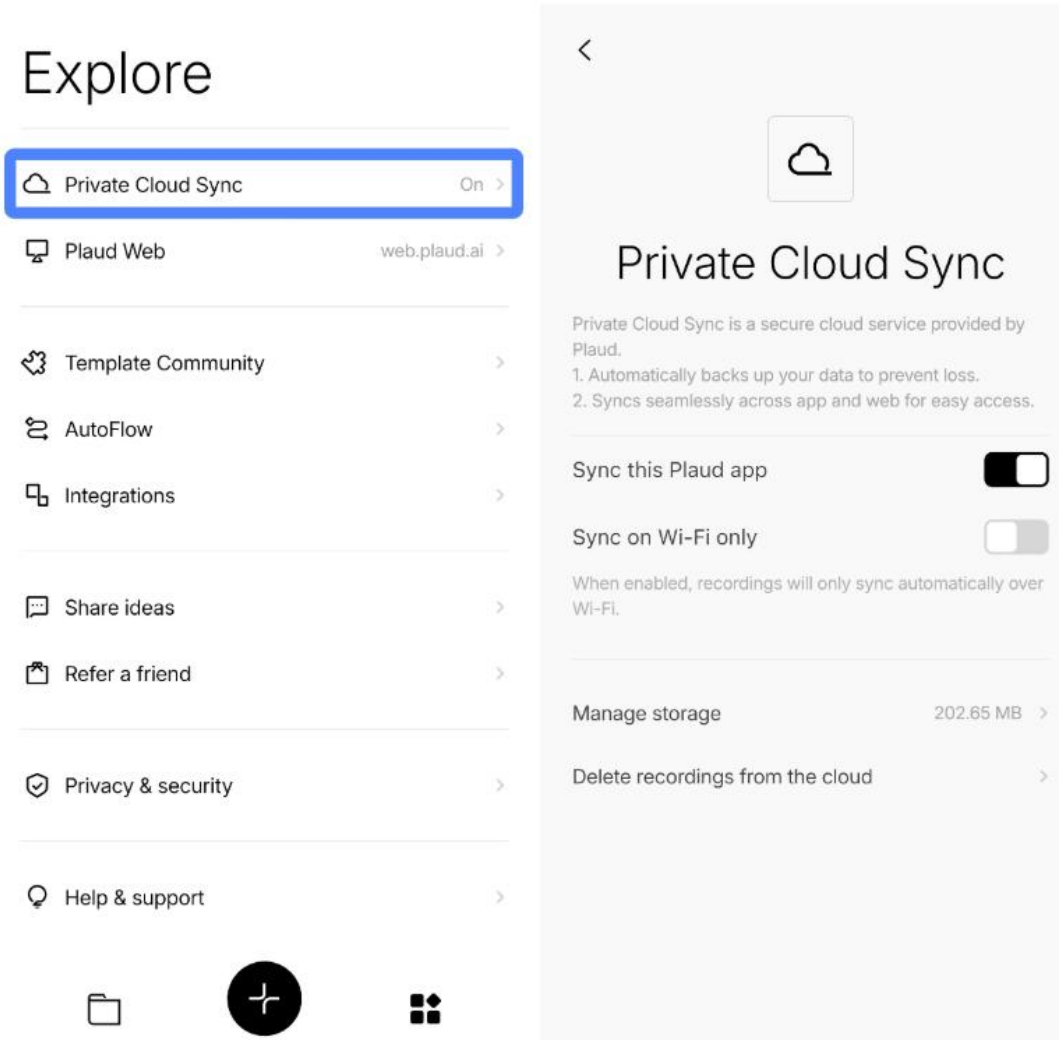
Need an alternative?

- You can transfer recordings over Bluetooth. The process is automatic when your device is connected, though it may take longer for large files.

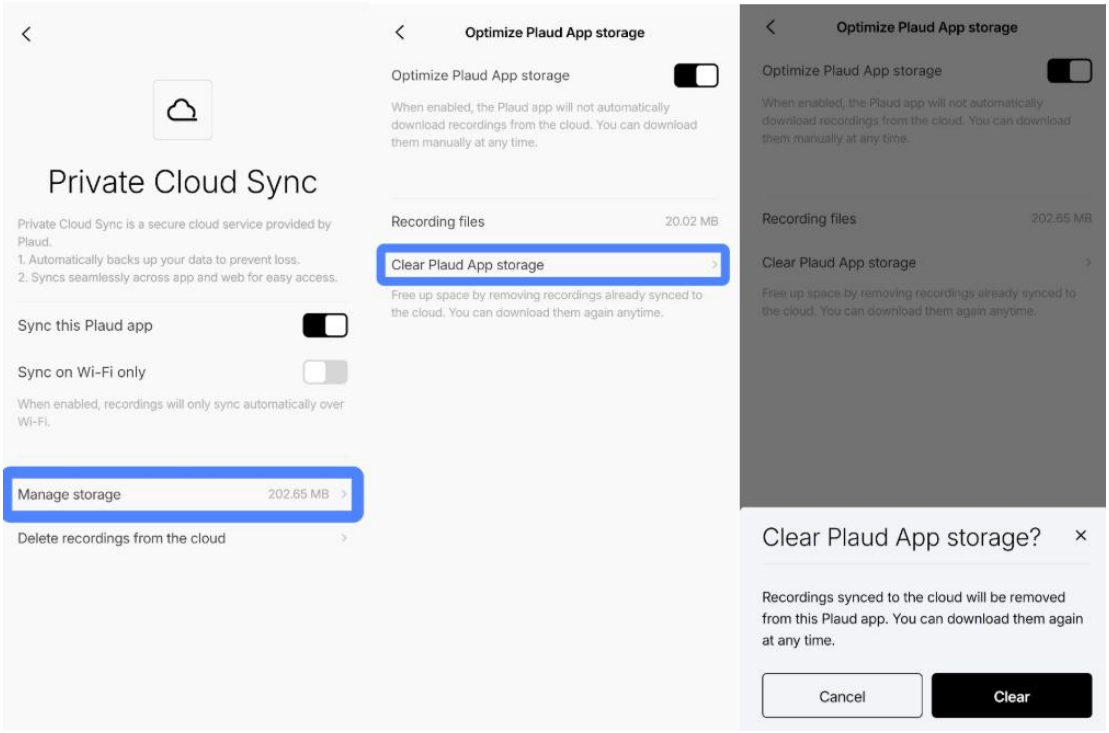
2. Plaud App

2.1 Private Cloud Sync

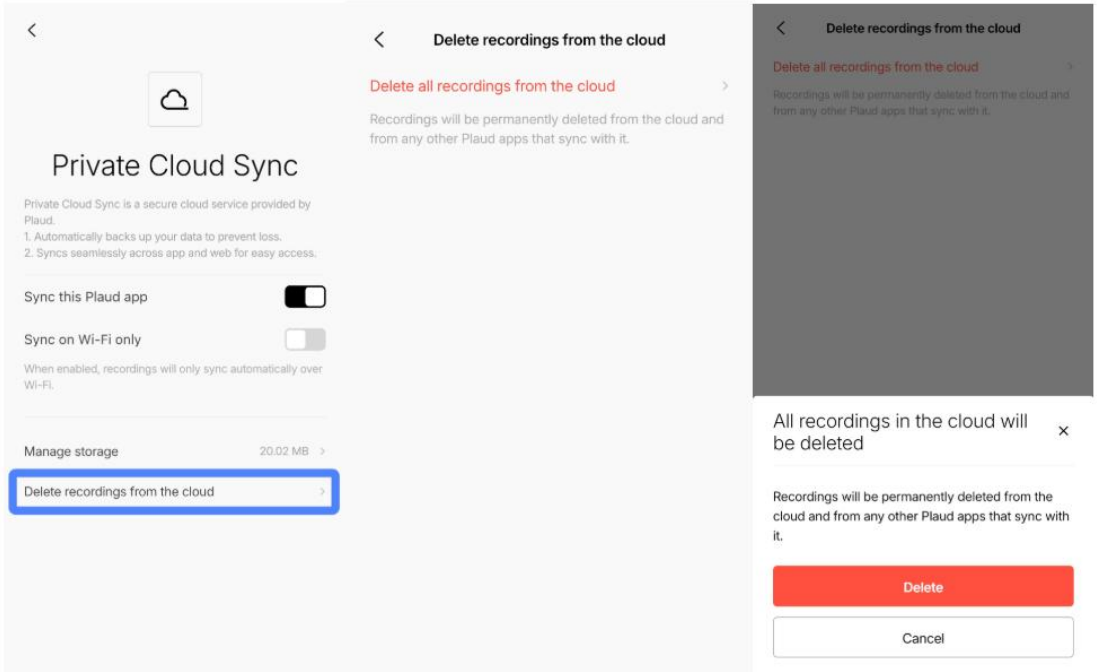
Plaud offers the Cloud storage feature. You have the option to upload your recordings to Plaud Cloud or not, allowing you to back up your data and access and manage your files from multiple terminals.



After enabling the cloud service, you can manage storage.



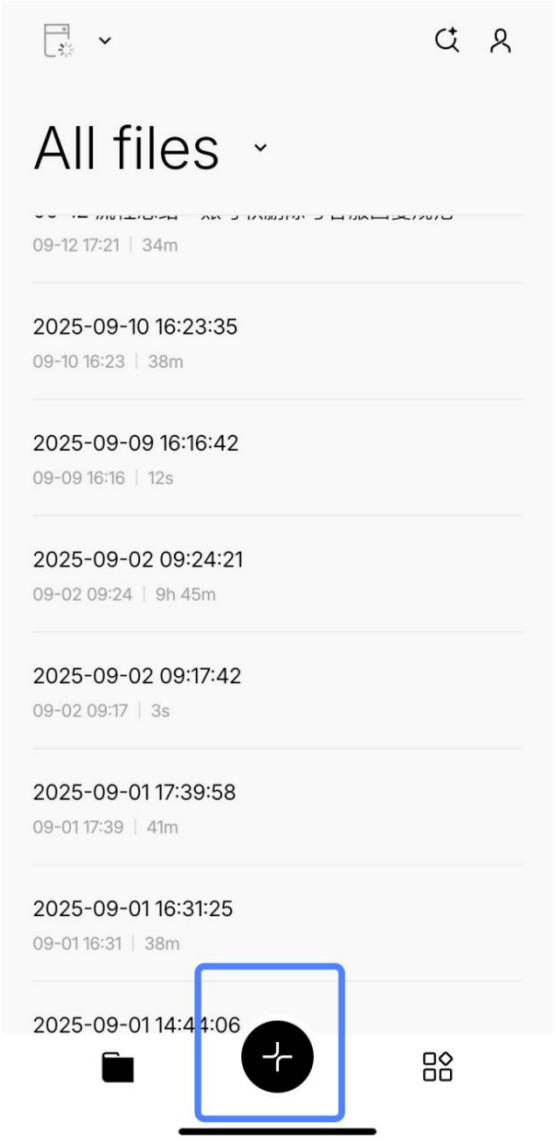
If you want to delete the recording from the cloud, please see below.

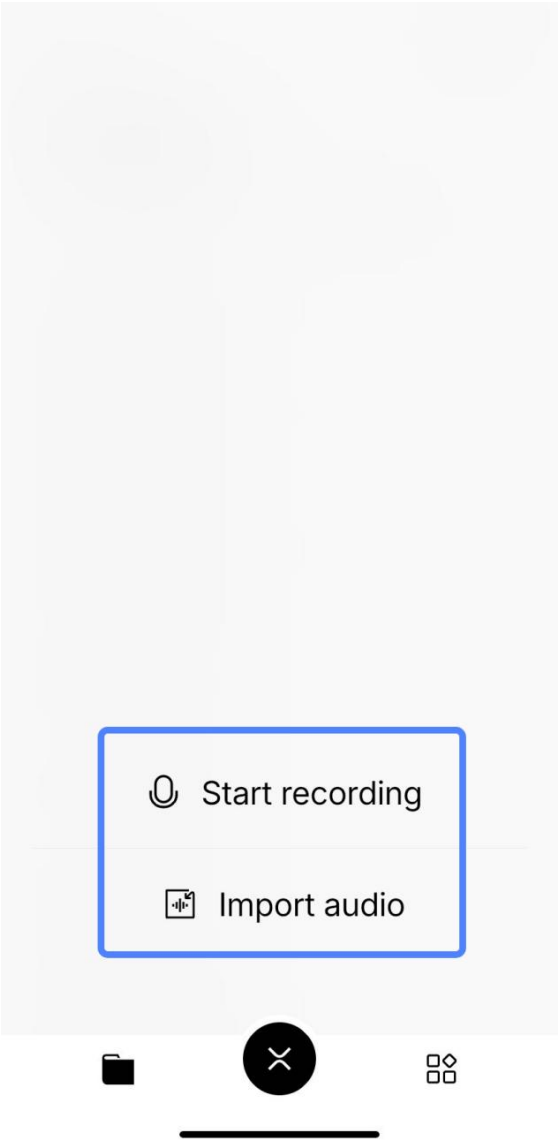


2.2 Process Audios

1. Record through the Plaud App

After you connect your Plaud devices to the Plaud App, you can make the device start recording through the Plaud App.





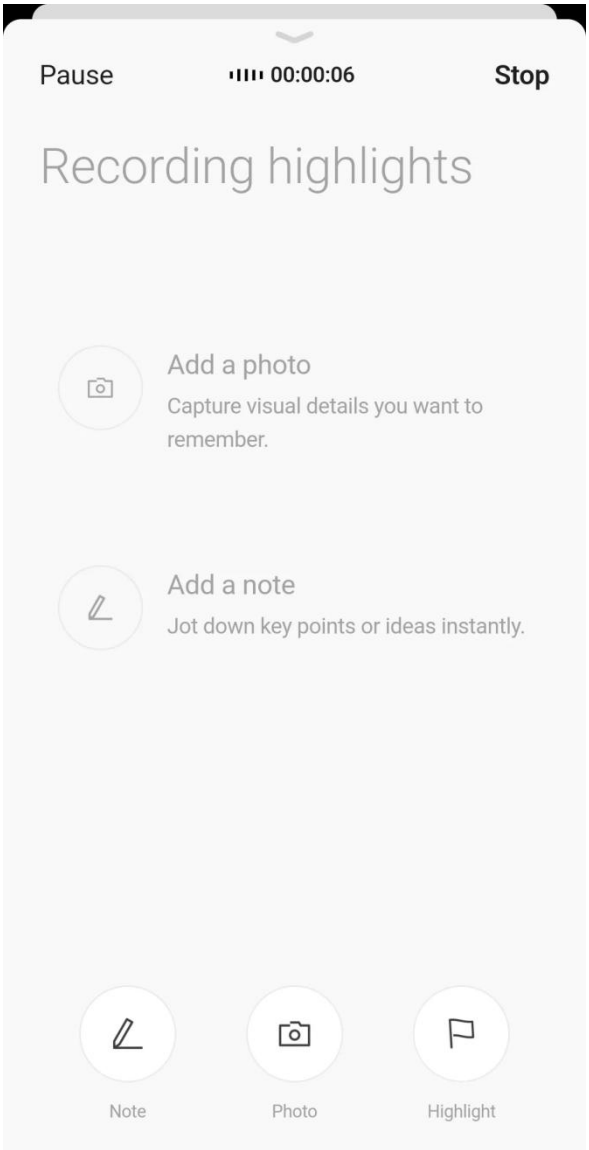
You can also press the record button directly on the Plaud device to start recording—no app connection required. The device records independently.

2. Highlight

The Highlight feature is designed to help you capture and prioritize key information during recording. It addresses the common frustration of important details getting lost in lengthy audio transcripts, whether in meetings, lectures, or interviews. By allowing you to mark significant moments in real time, it ensures your AI-generated summaries remain focused on what matters most.

When your Plaud device is connected to the Plaud App, you can highlight key moments through the app:

- **Press the flag icon on the App**: This will mark the timestamp while recording. This is discreet and ideal for staying engaged in conversations without typing.
- **Add typed notes**: Manually input text to jot down specific thoughts or context.
- **Take photos**: Capture visual info like slides, whiteboards, or charts—unique to Plaud, as most tools only handle audio.



Note:
For iPhone users, you can also tap the flag icon or camera icon on the widget to highlight or take photos mid-recording.



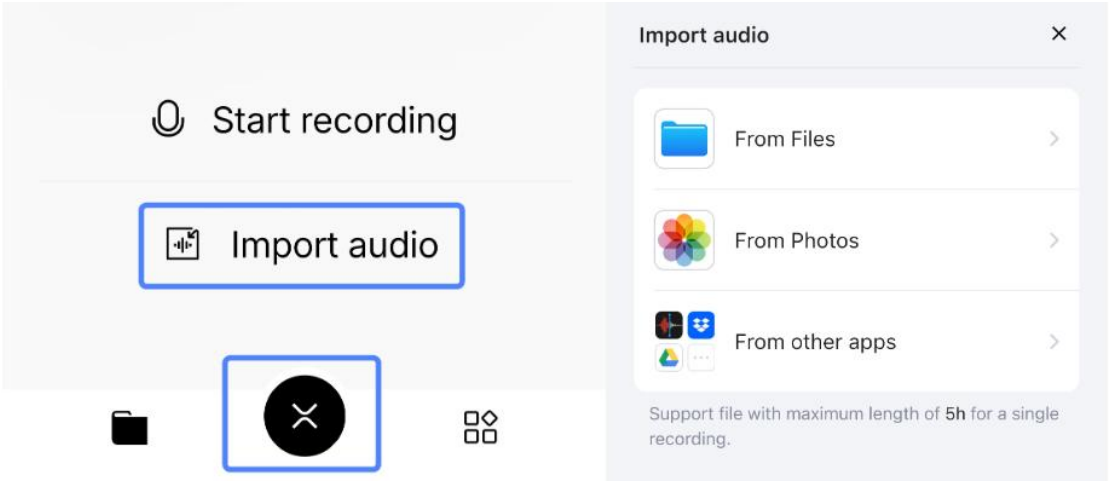
You can also press the record button on the device to highlight the key moment.

3. Import Audio

Please follow the steps below to import audio from your local files or third-party sources, such as Voice Memos or Google Drive.

- Import files from your local files:
  1. Launch your Plaud App to tap on the "Record" button.
  2. Tap on "Import Audio".

3. Choose "From Files" /"From Photos" to select the local files you want to import.
4. Then, it will start transcoding and importing.



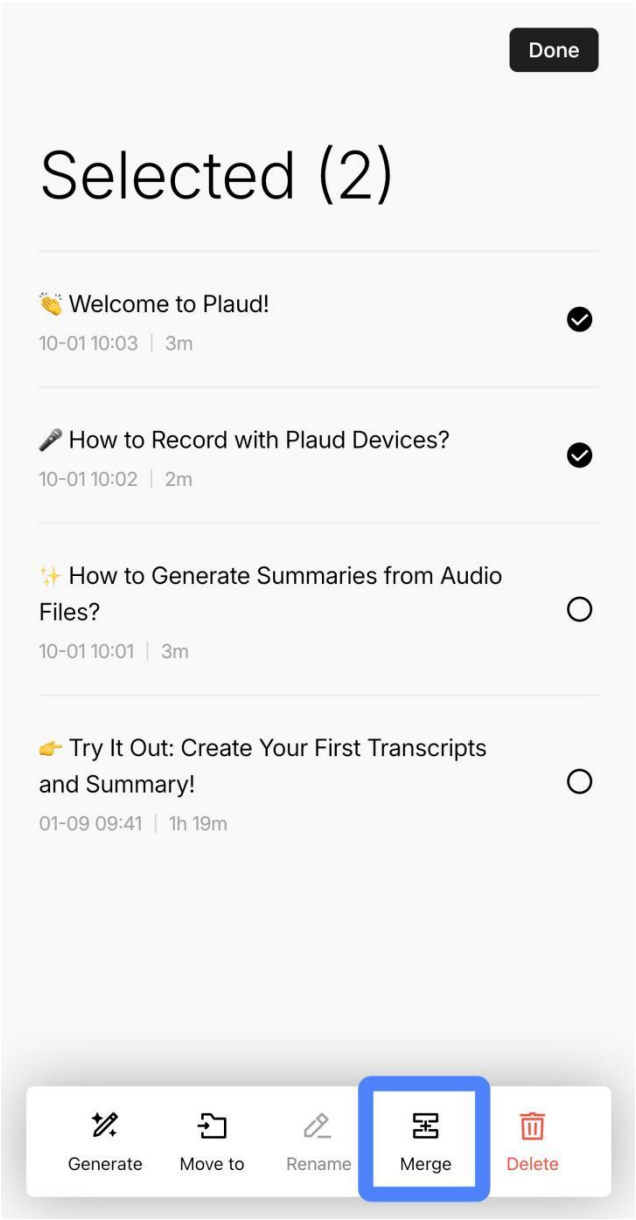
- Import files from other apps:
  - Voice Memos
    1. In the Voice Memos, find the voice recording to be imported and tap "..." next to the recording name.
    2. Select "Share".
    3. Tap on "Plaud".
  - Other Apps
    1. In the third-party App, locate the target file and select an option like "Share"/"Open with other apps"/"Open in".
    2. Tap on "Plaud".

Note: It supports a wide range of audio formats, including MP3, WAV, AAC, and others. You can import your files from various sources, including Voice Memo, Album, Dropbox, and others.

4. Merge Audio

Currently, merging recordings on the Plaud App is supported.
Here are the steps:

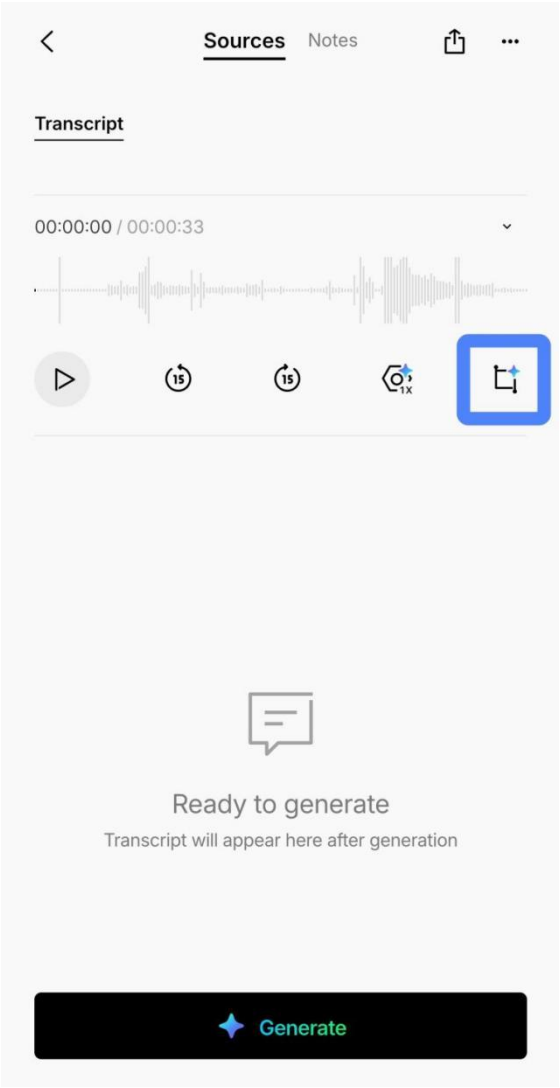
1. Find the recordings you intend to merge.
2. Swipe left, and you will see the "Merge" option.
3. Select two or more files and tap on "Merge" to merge them into one.



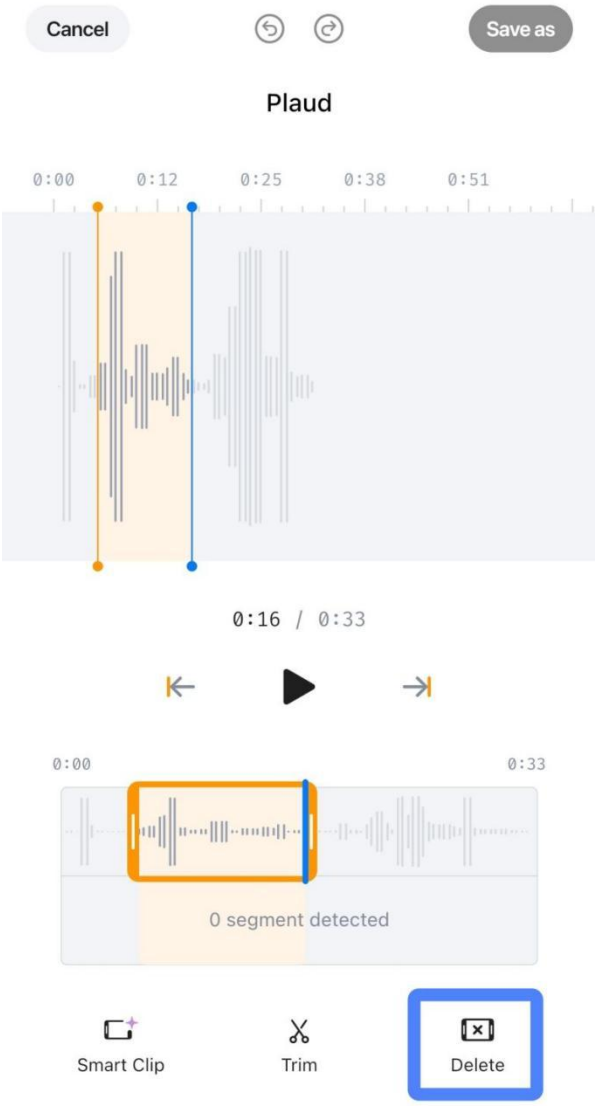
5. Edit Audio

To trim or delete a recording clip, please follow the steps below:

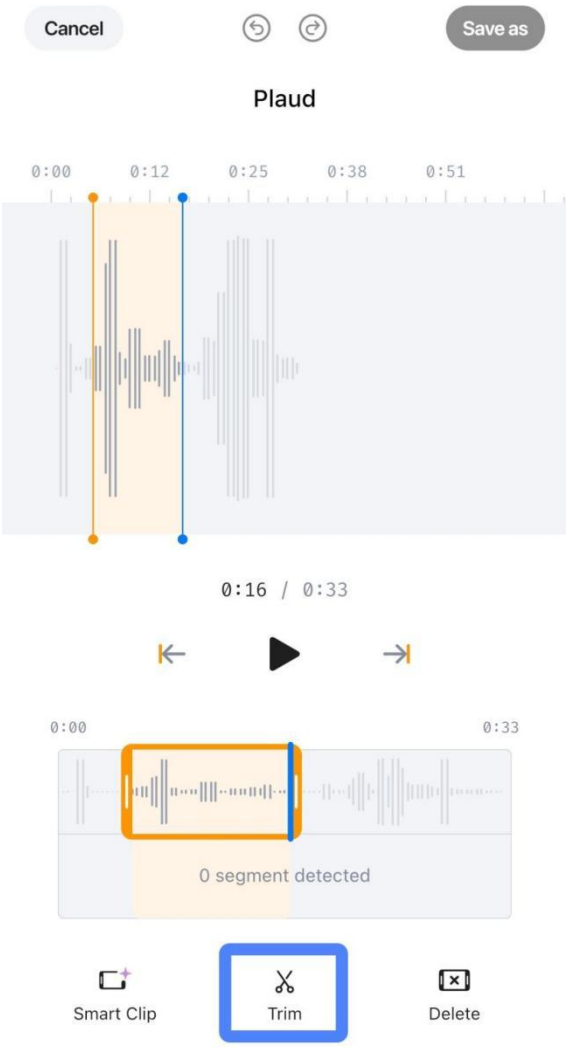
1. Enter the recording file you want to modify.
2. Tap the clip button.



3. Drag the slider to choose the part you want to trim or delete.
    - **Delete:** remove the selected part of the audio directly.

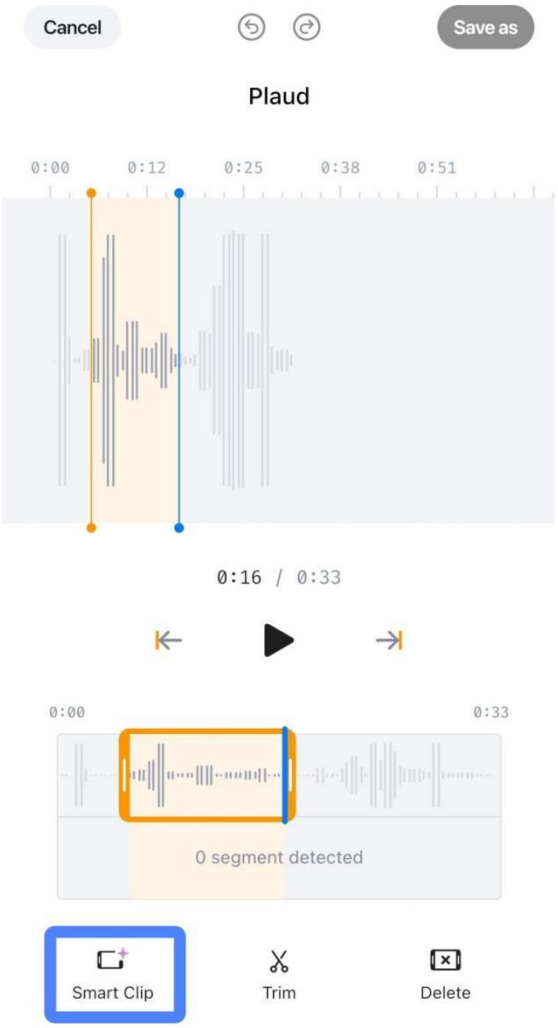


- **Trim:** save only the selected part and delete the rest of the audio.



4. Then, tap "**Save as**" at the top right corner to save the modified recording as a new file.

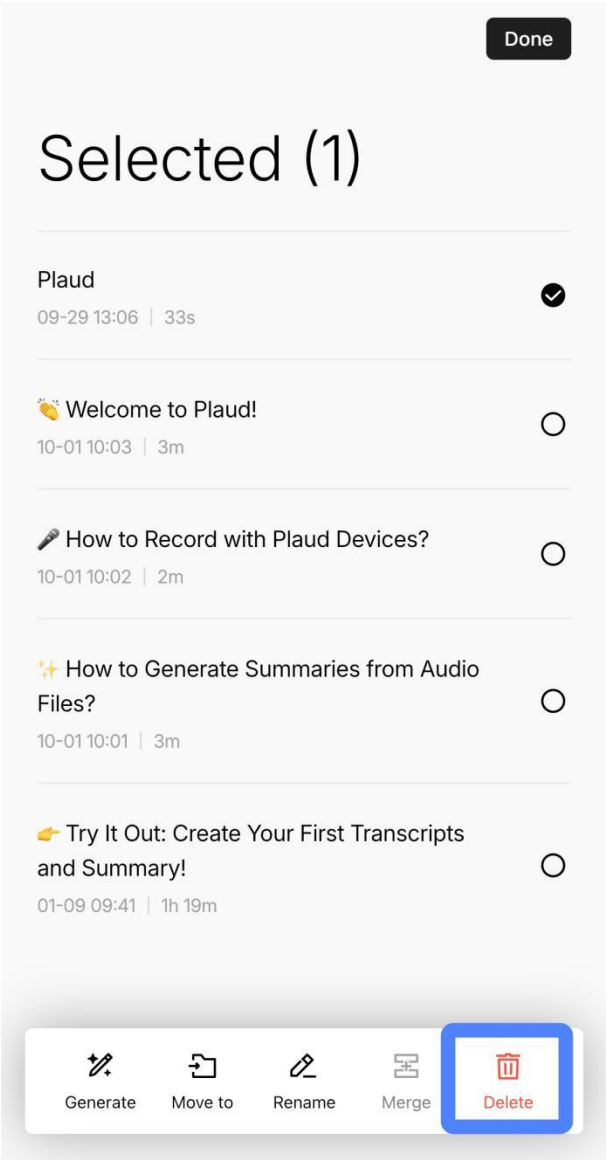
When editing your audios, especially for long-duration ones, you can also use the "**Smart Clip**" function. It will help to automatically detect the silent parts in your recording and remove them for you, which is more efficient and time-saving.



6. Delete Audio

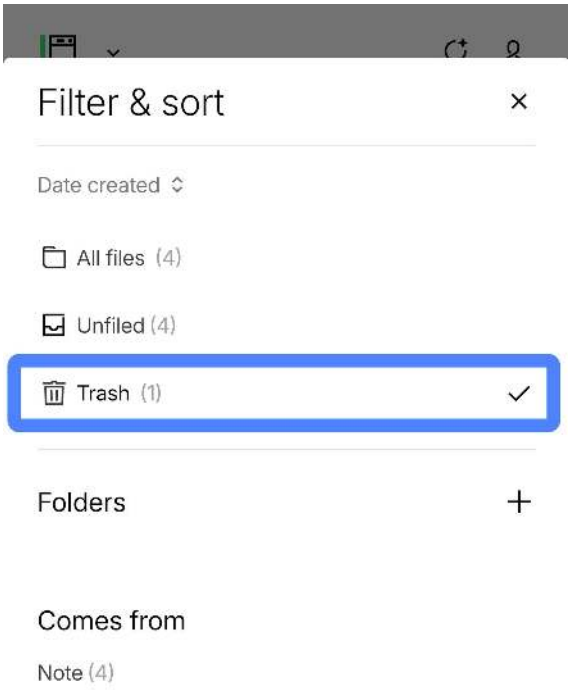
Currently, deleting recordings on the Plaud App is supported.
Here are the steps:

1. Find the recordings you intend to delete.
2. Swipe left, and you will see the "**Delete**" option.
3. Select the file and tap on "**Delete**" to move it to the trash.

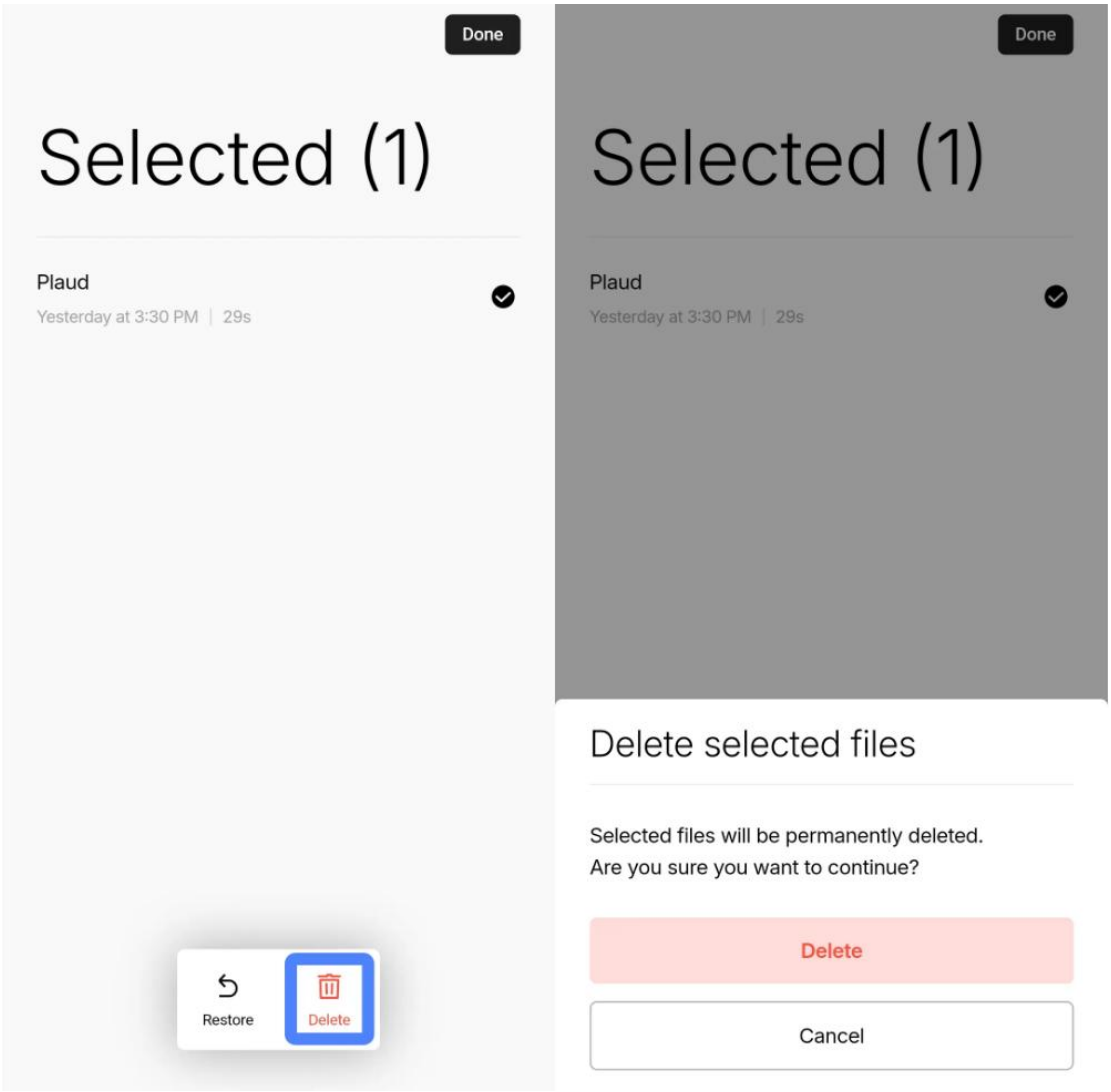


If you would like to delete the file permanently, please follow these steps:

1. Tap the down arrow icon at the top of the "**Files**" page.
2. Tap "**Trash**".



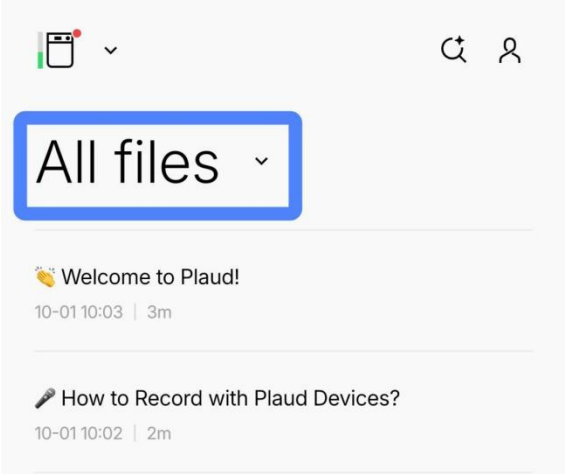
3. Select the file you want to delete permanently and click "**Delete**" at the bottom.



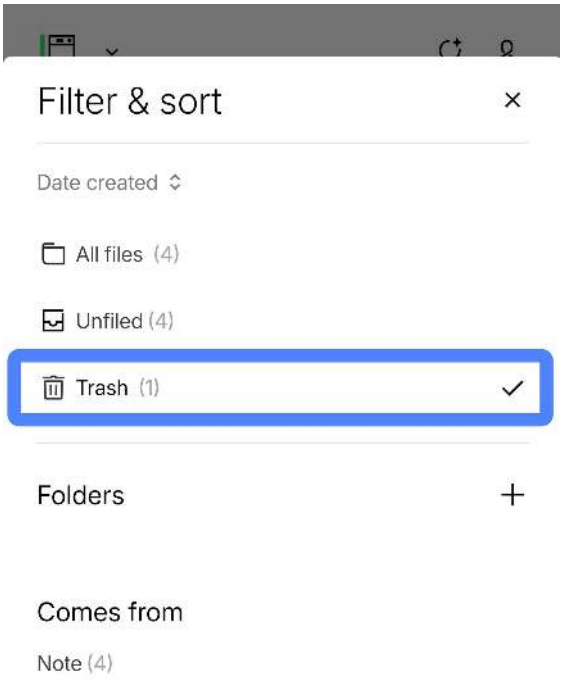
7. Restore Deleted Audio

To restore deleted files, please follow these steps:

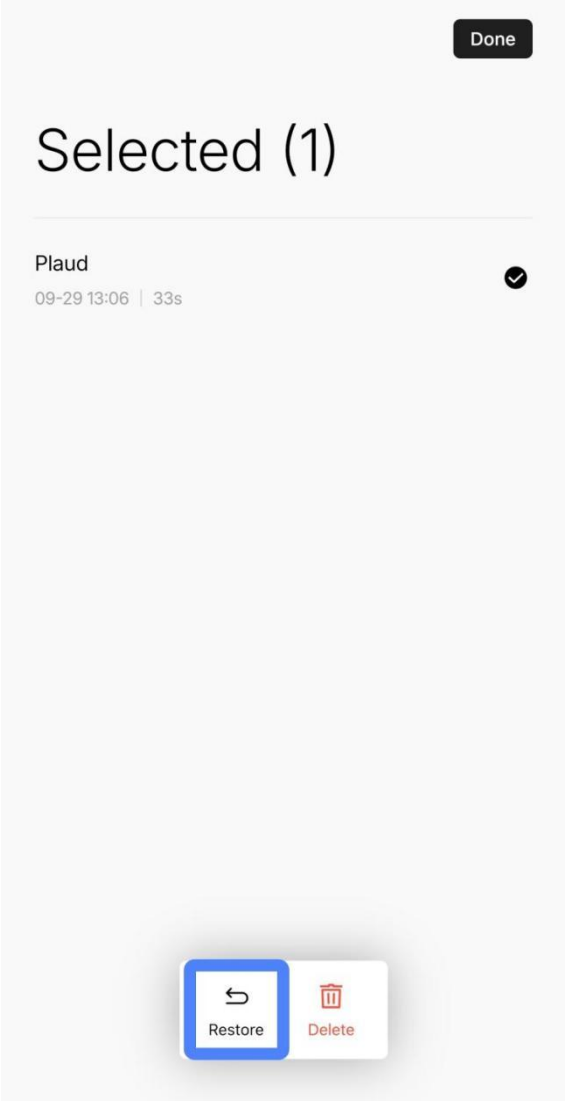
1. Tap on the down arrow icon at the top of the "**All files**" page.



2. Tap on "**Trash**".

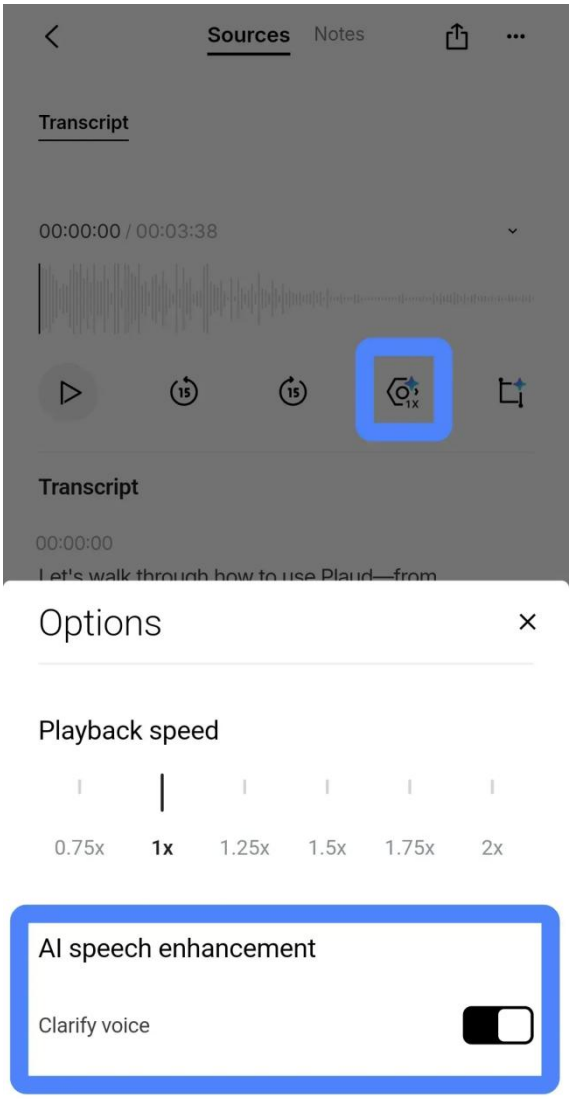


3. Select the file you want to restore and click "**Restore**" at the bottom.



8. AI Speech Enhancement

AI Speech Enhancement is a groundbreaking feature designed to elevate audio clarity in recordings, ensuring you never miss critical details, even in noisy environments.



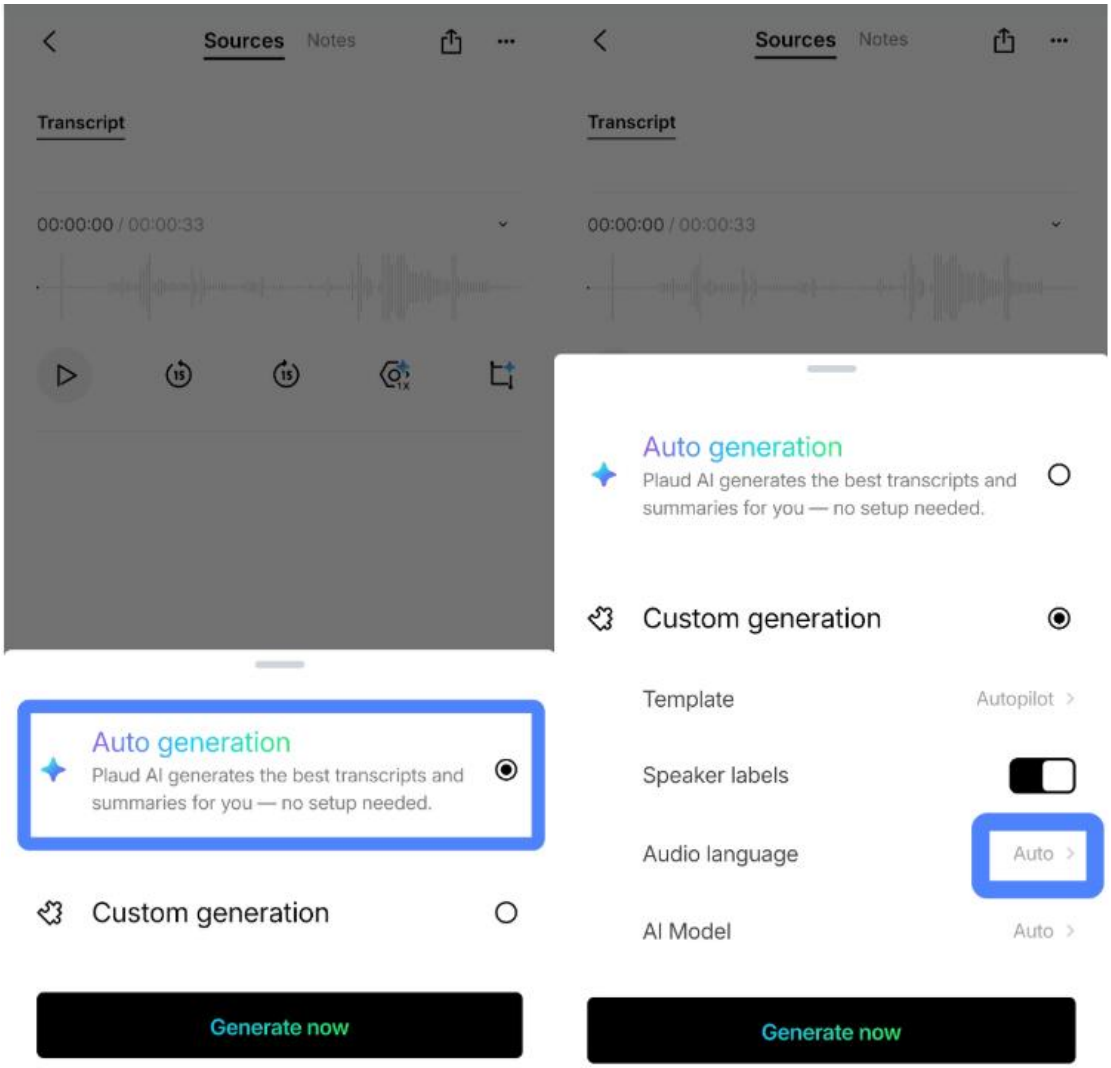
Leveraging advanced AI noise-reduction technology, the feature automatically identifies and suppresses ambient sounds (e.g., office air conditioners, traffic, or background chatter) while strategically enhancing human voices. This dual-action process ensures that the key content of your recordings—speeches, meetings, or calls—remains crisp and intelligible.

2.3 Generation

1. Transcription

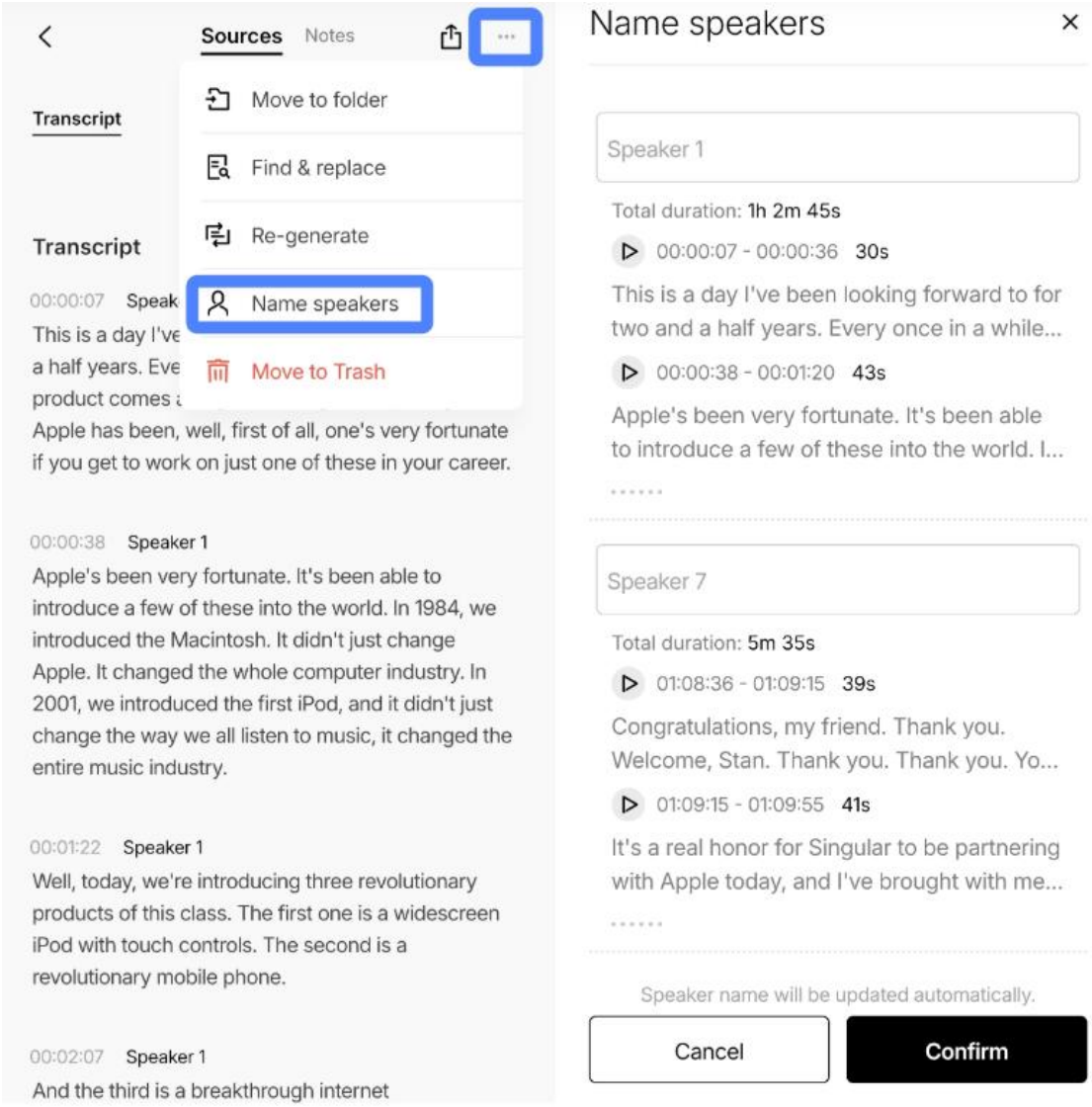
After you finish recording, the audio will be saved on your device automatically. To transcribe your file, select auto or custom generation and tap "**Generate now**" to generate. If you choose custom generation, you can select the

language used in the recording under "**Audio language**".

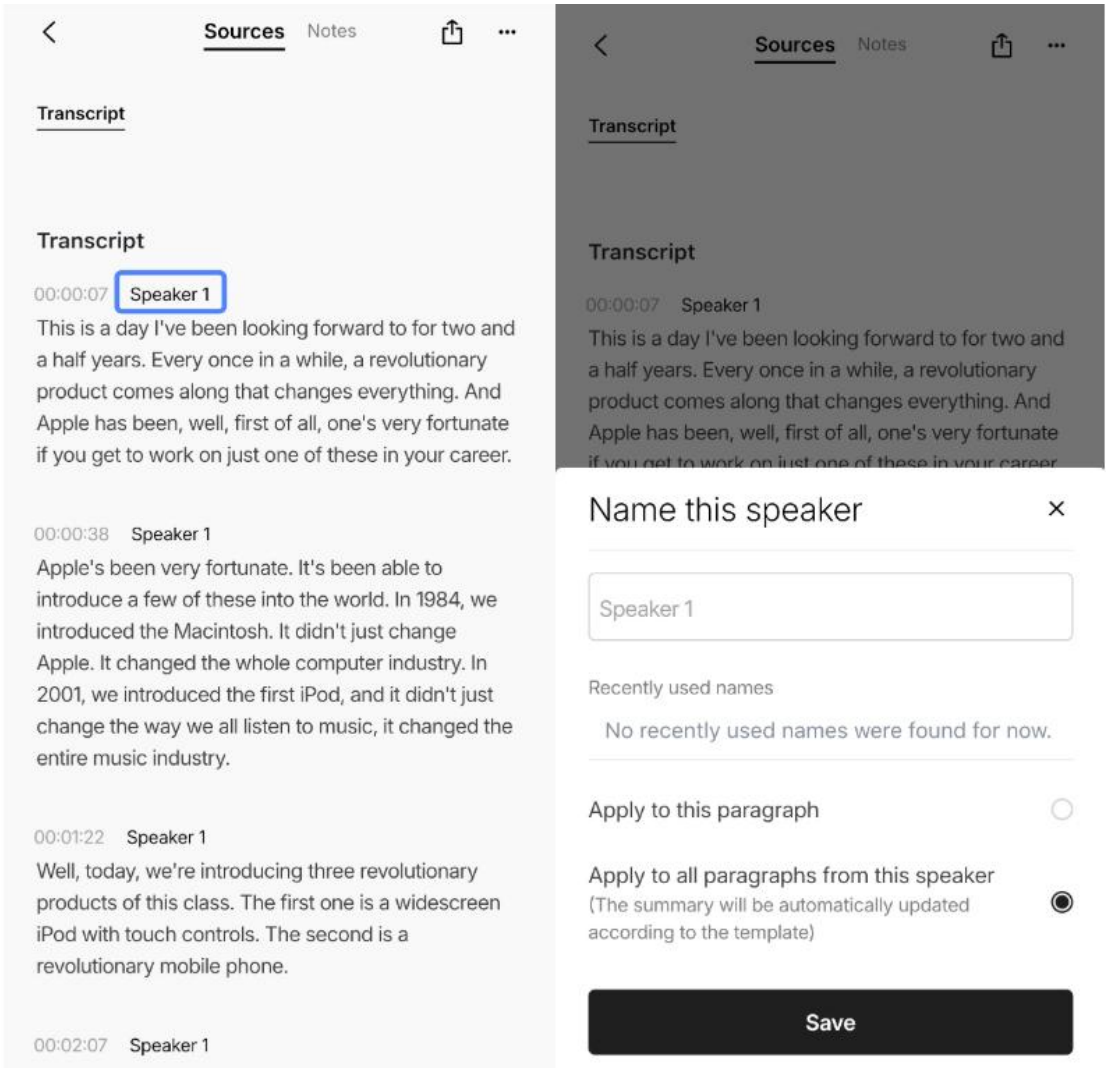


(1) Name Speakers

This feature allows you to edit the name of the speaker for better recognition. To do that, you can tap the "..." at the top-right corner, then tap "**Name speakers**" button to name the speakers. The names will then be automatically updated in the summary.



Or you can tap on the "**Speaker**" directly to name the speaker:

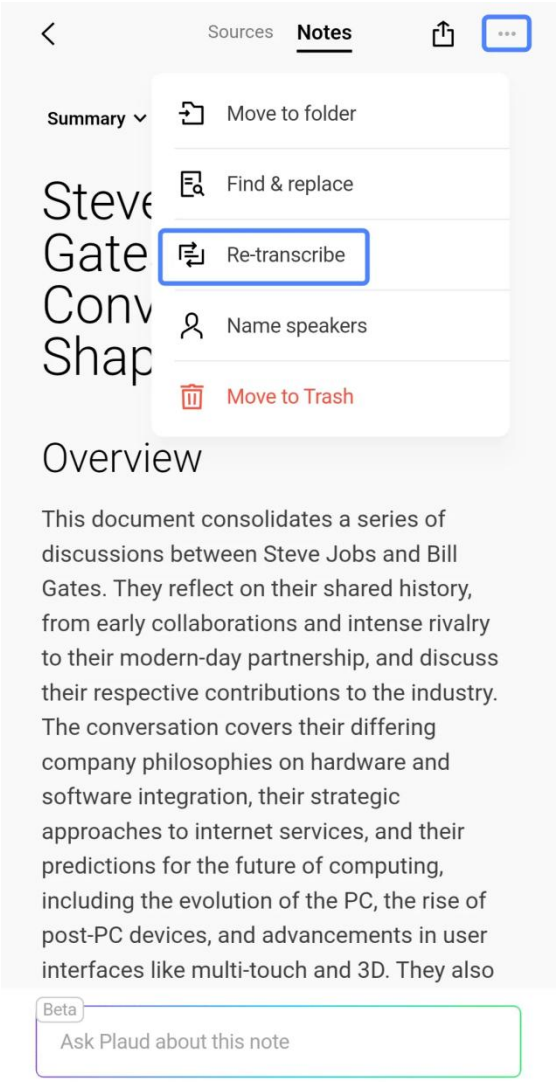


Note: You can choose to apply the name of the speaker to the paragraph only or all paragraphs.

(2) Re-transcribe

You can try to re-transcribe the transcription, but please note that this will consume your remaining transcription minutes. Here's how:

1. Tap the "..." at the top-right corner.
2. Tap on "**Re-transcribe**" to re-transcribe the transcription.

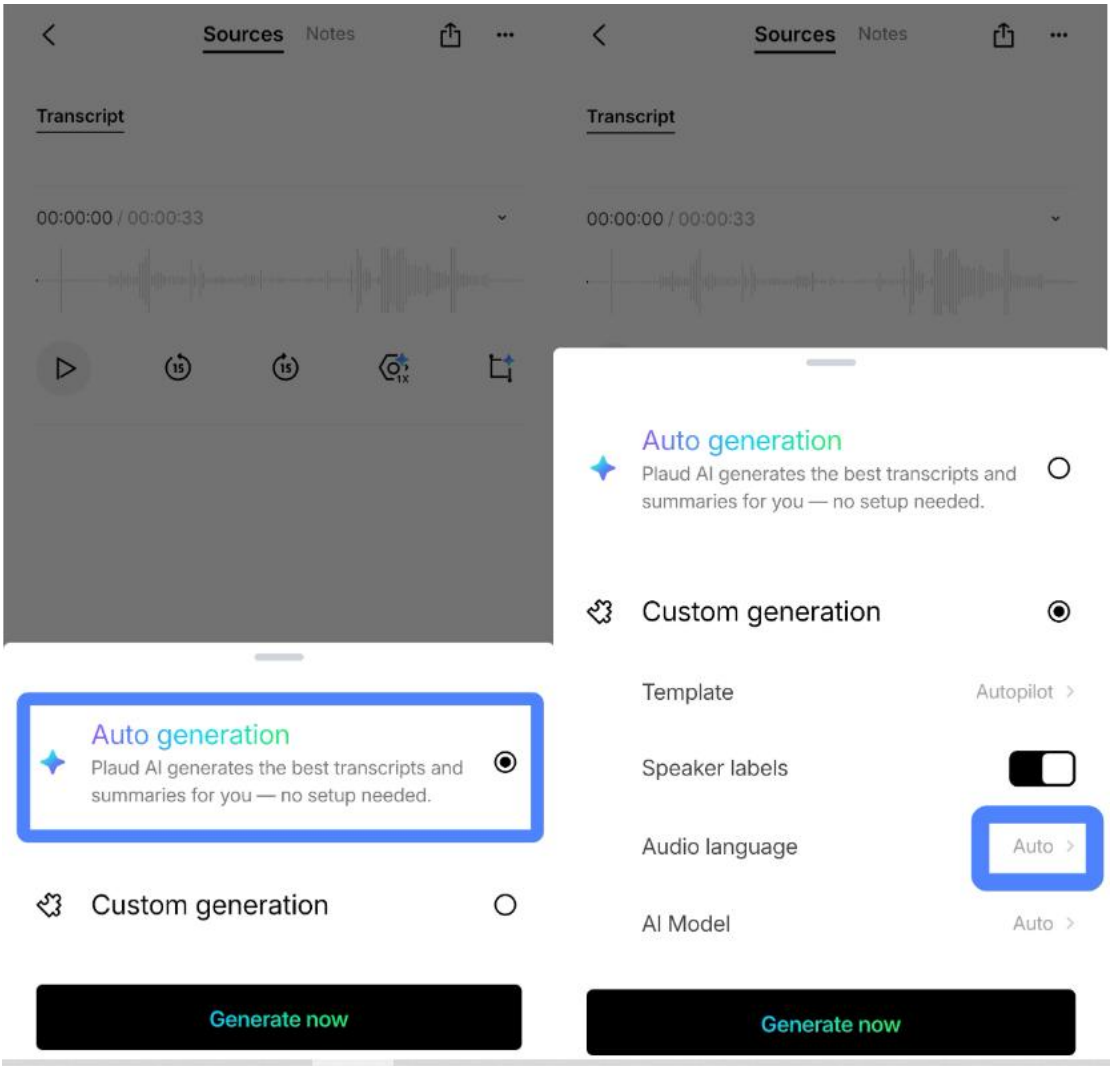


Note: The quality of the transcription depends on multiple factors such as surrounding noise, speaking volume, etc., so re-transcription does not guarantee that the quality of the transcription will be improved.

2. Summarization

(1) Auto generation & Custom generation

If you choose "**Auto generation**", Plaud AI will generate the summaries for you automatically; there is no need to manually choose summary template, AI model, and Audio language.
For "**Custom generation**", you need to choose all the settings by yourself.

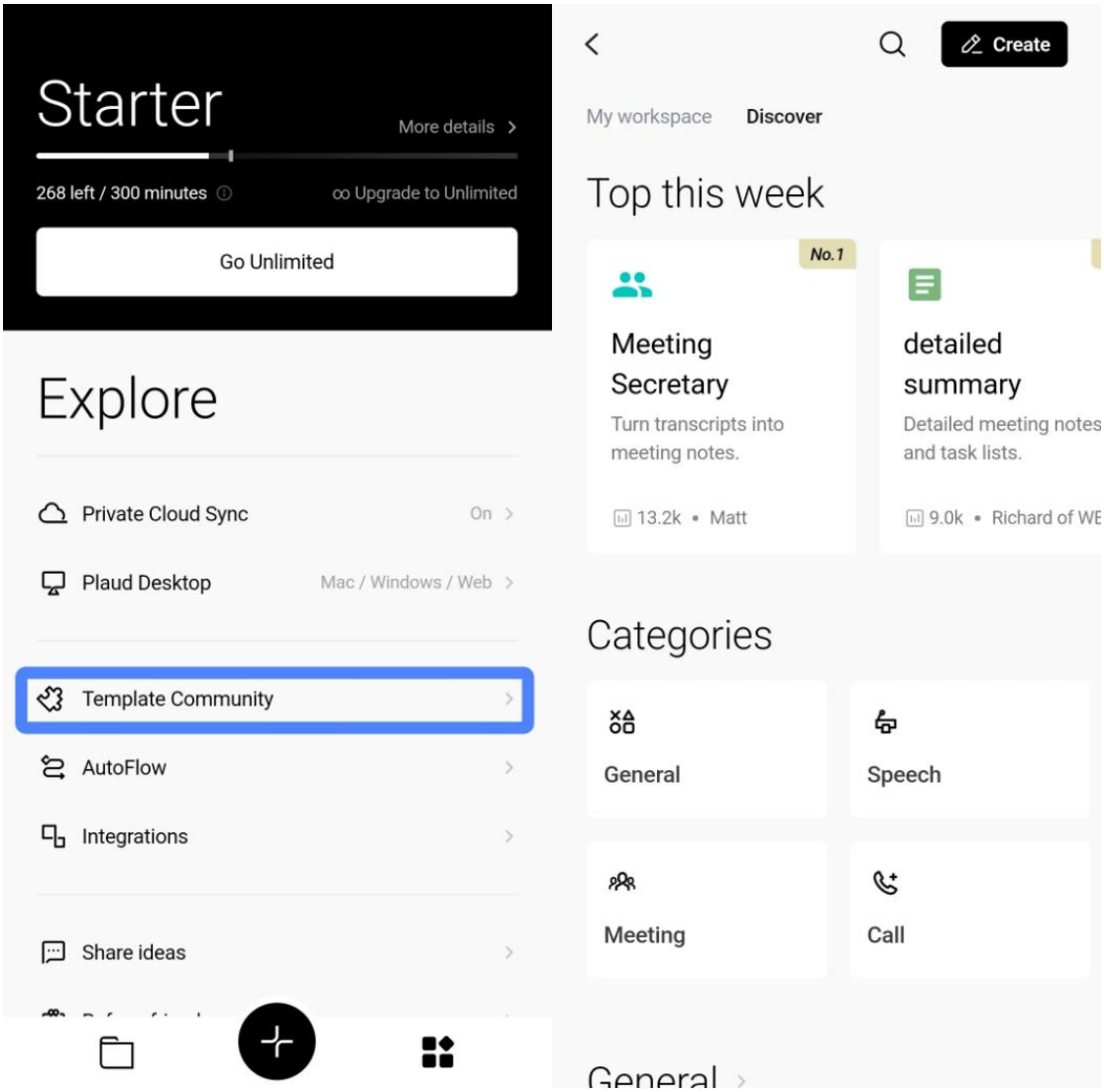


(2) Template Community

The Template Community is a dynamic hub designed to enhance your summary creation experience with tailored, user-driven templates. Here’ s a detailed breakdown of its key features:

Where to find Template Community?

Access the Template Community directly from your mobile app’ s "Explore" page—simply navigate to the "Template Community" button under your profile section.



Template Sources & Variety

The community hosts over 3,000 templates, including both official and user-uploaded options. Official templates are curated for professional contexts like meetings, interviews, and medical notes, ensuring structured and relevant summaries. User-uploaded templates come from global professionals, covering niche industries and specialized scenarios, expanding your access to hyper-specific tools.

Key Functions

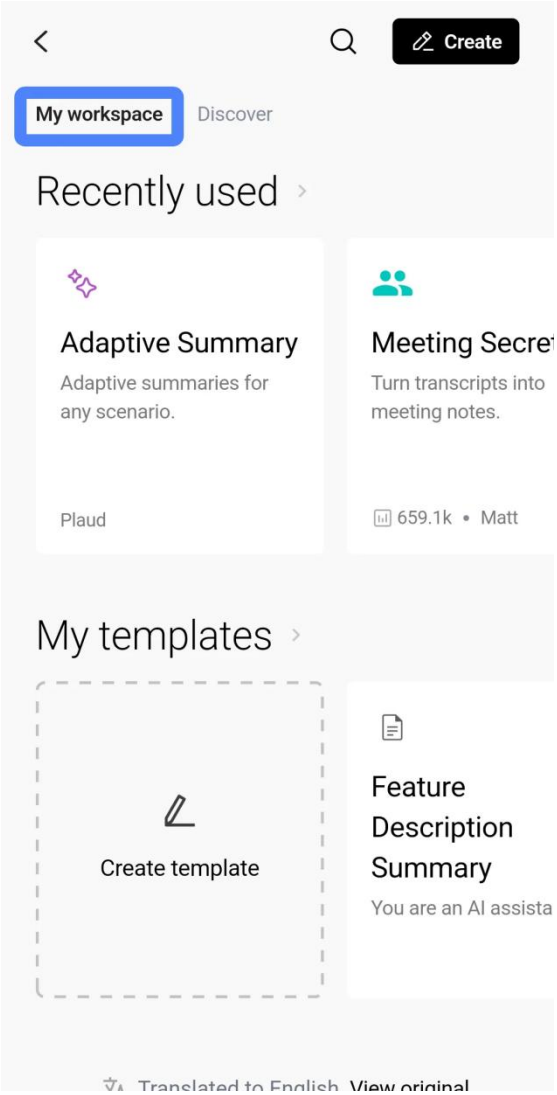
Template Browsing: Templates are grouped by professional contexts (e.g., "Real Estate," "Consulting") and displayed in a scrolling banner. Clicking a category shows all applicable templates, letting you preview their layouts before selection.

"Try It": Once you find a template you like, click "Try It" to set it as your default for future transcriptions.

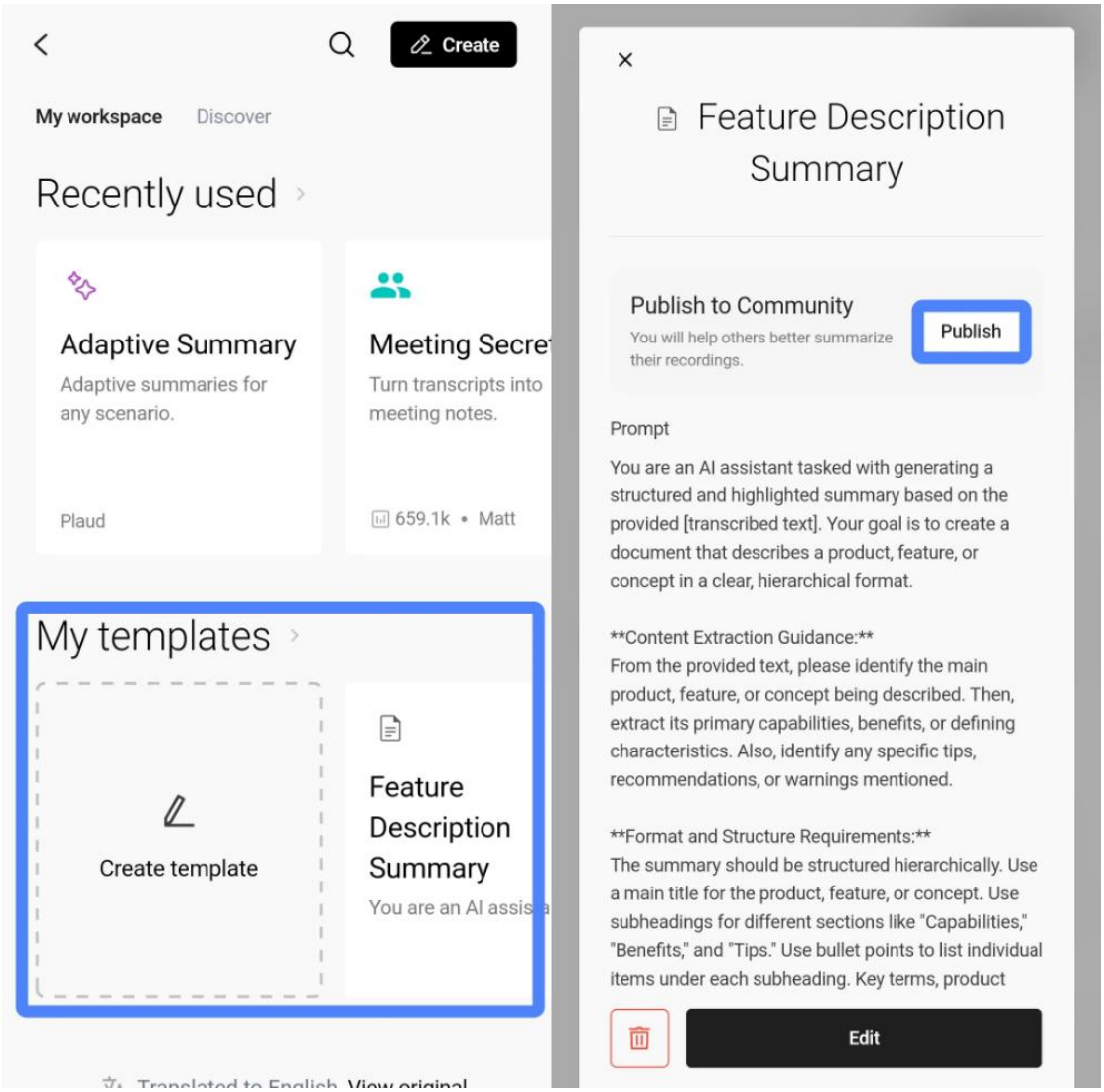
Language Compatibility: Note that templates summarize recordings in their original language—adjust your selection if your preferred template’ s language differs from your recording’ s.

Share Template: You may upload your own template to the community and share it with other users.

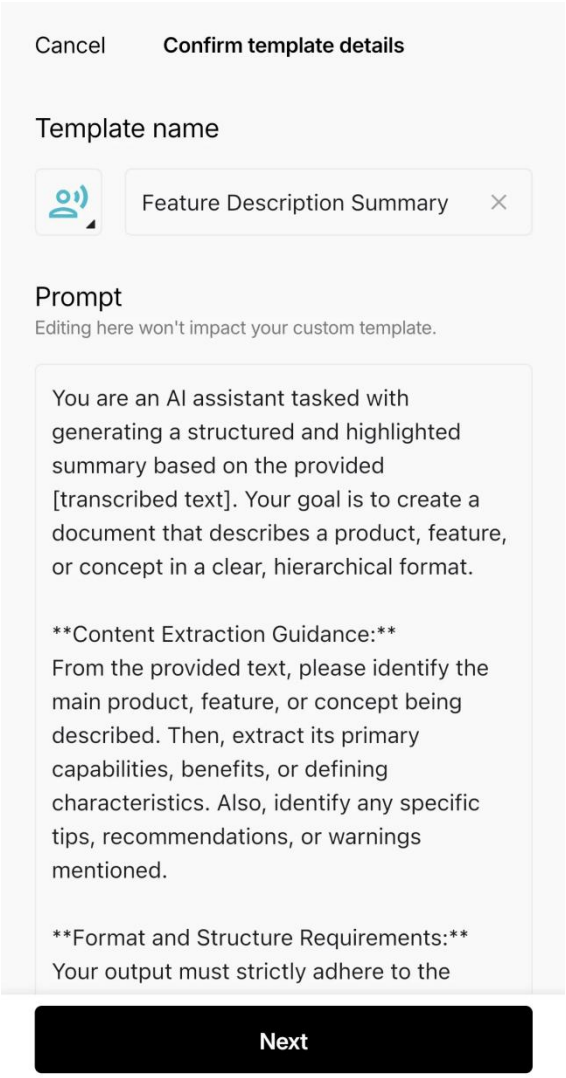
1. Tap My workspace



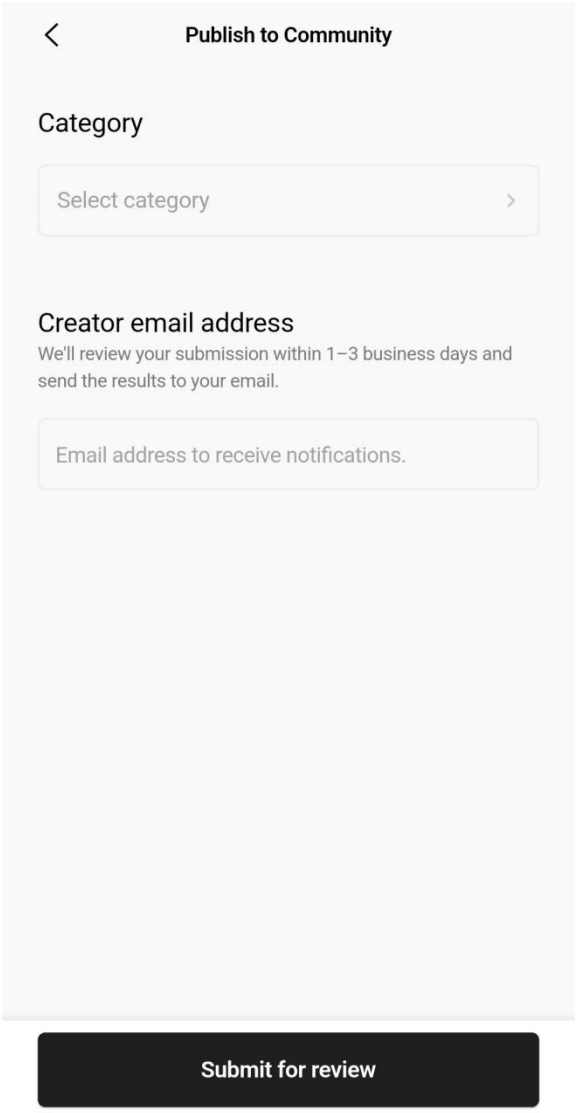
2. Select the template you want to upload in My templates and tap Publish



3. Confirm template details and tap Next.



4. Select a category, enter your email address then submit.



Whether you’ re a pro seeking niche templates or a starter exploring options, Plaud’ s Template Community delivers versatility and convenience, powered by both expert curation and global user collaboration.

(3) Custom Summary Template

The Custom Summary Template feature empowers you to create tailored summaries that align with their unique needs, enhancing efficiency and personalization in capturing key information from recordings. Here’ s a detailed breakdown:

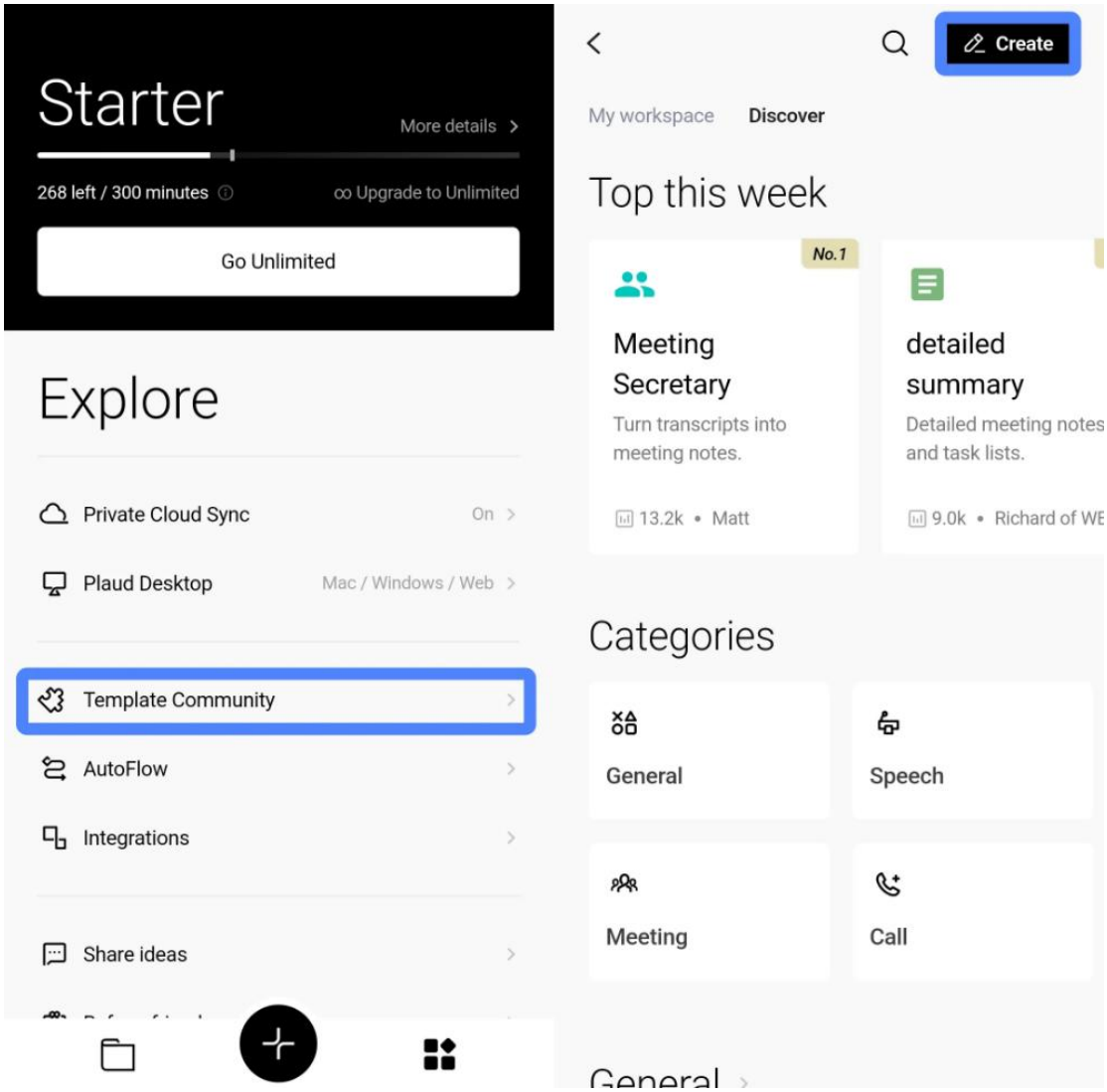
What is Custom Summary Template?

The Custom Summary Template allows you to define your own summary structures by customizing AI prompts. Instead of relying solely on pre-built templates, you can design summaries focused on specific details (e.g., action

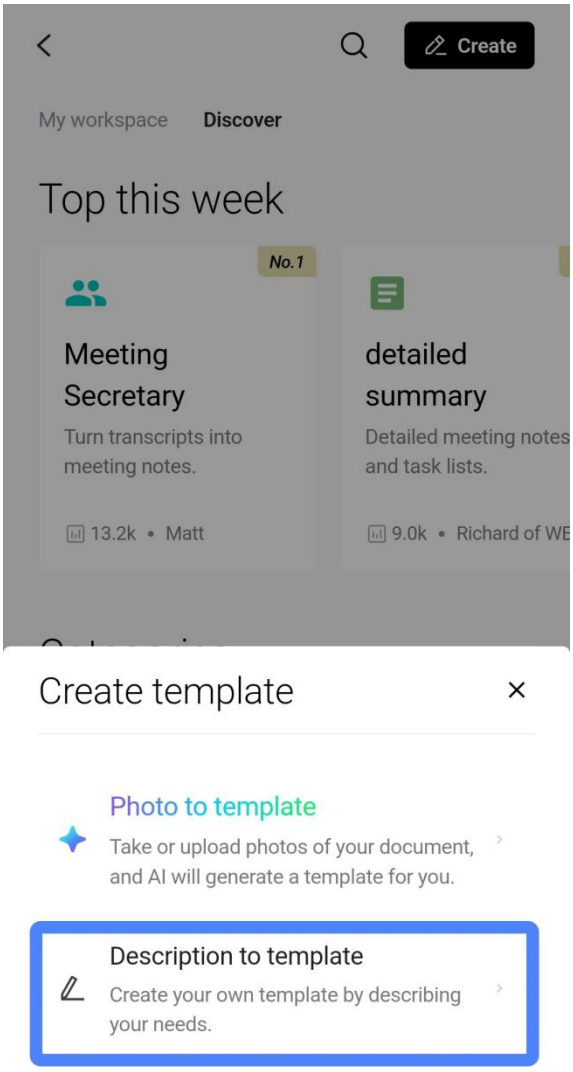
items, key data, or intent analysis) to match your workflow—whether for meetings, lectures, client calls, or industry-specific tasks like medical SOAP notes or sales BANT tracking.

How to use Custom Summary Template?

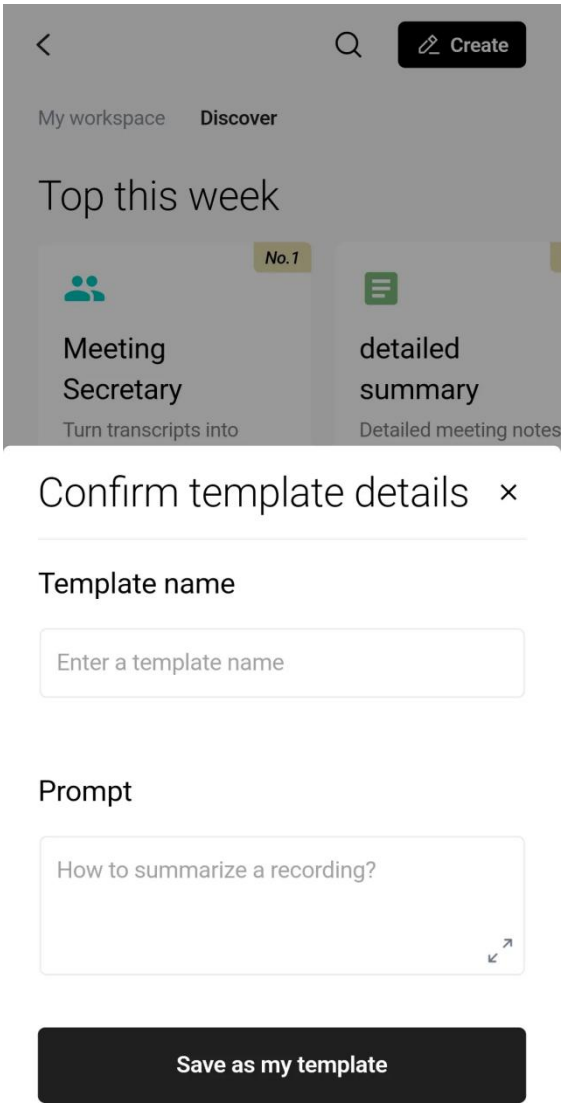
1. Go to Template Community and tap Create



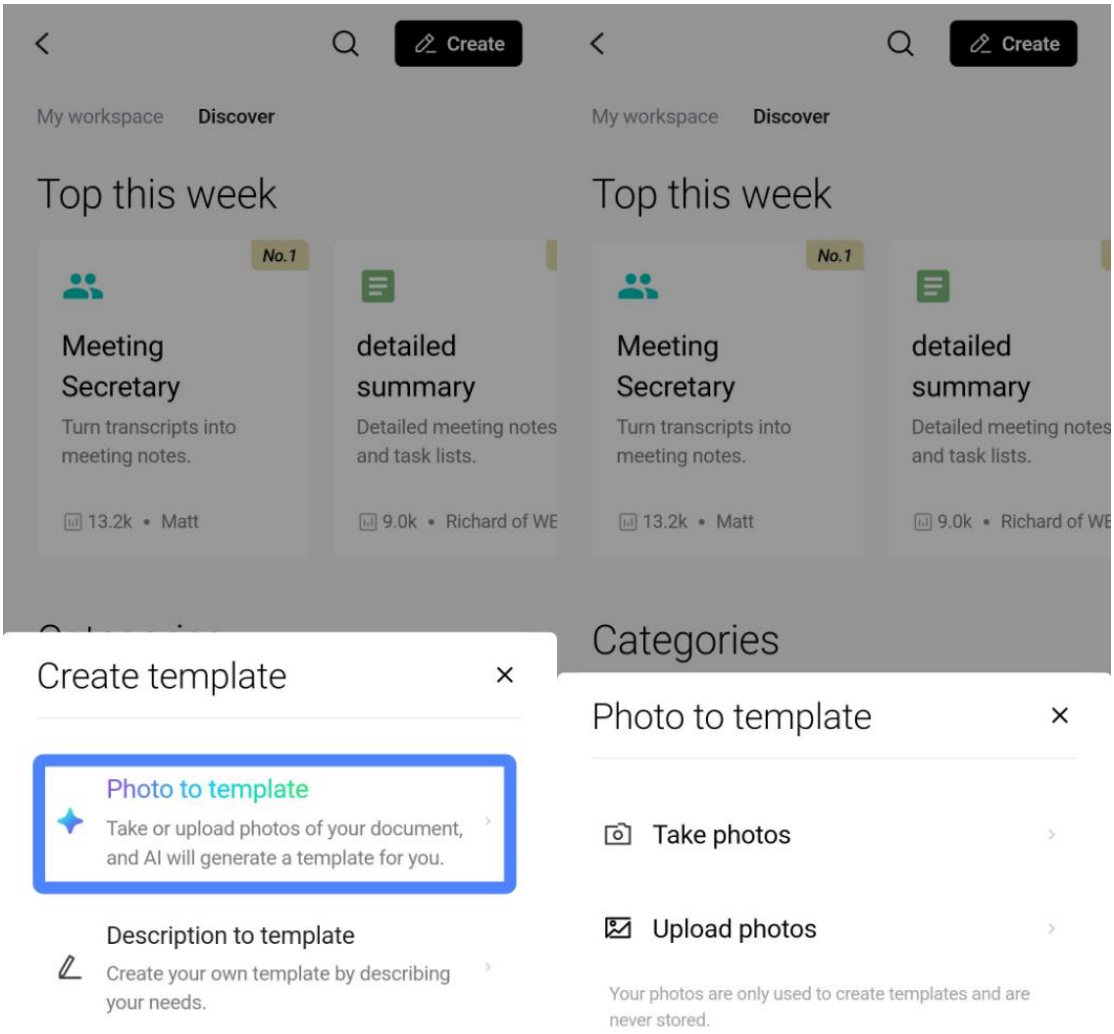
2. Select "Description to template".



3. Enter the template name and write a prompt. Then, tap "Save as my template" and you can use this template directly.



Note: You may also select "Photo to template" to take photo or upload the photo of your document, and AI will generate a template for you.



With Custom Summary Template, you’ re no longer limited to generic notes—craft summaries that work for you.

(4) Multidimensional Summary

The **Multidimensional Summaries** feature revolutionizes meeting note-taking by allowing users to generate multiple, specialized summaries from a single recording, tailored to specific needs.

With Multidimensional Summaries, you can instantly create diverse versions of summaries (e.g., a high-level overview, action items list, or key data log) using different templates—no need to manually re-summarize the entire content. This non-destructive feature preserves the original comprehensive summary while adding new summaries in separate tabs, ensuring all versions remain

accessible.

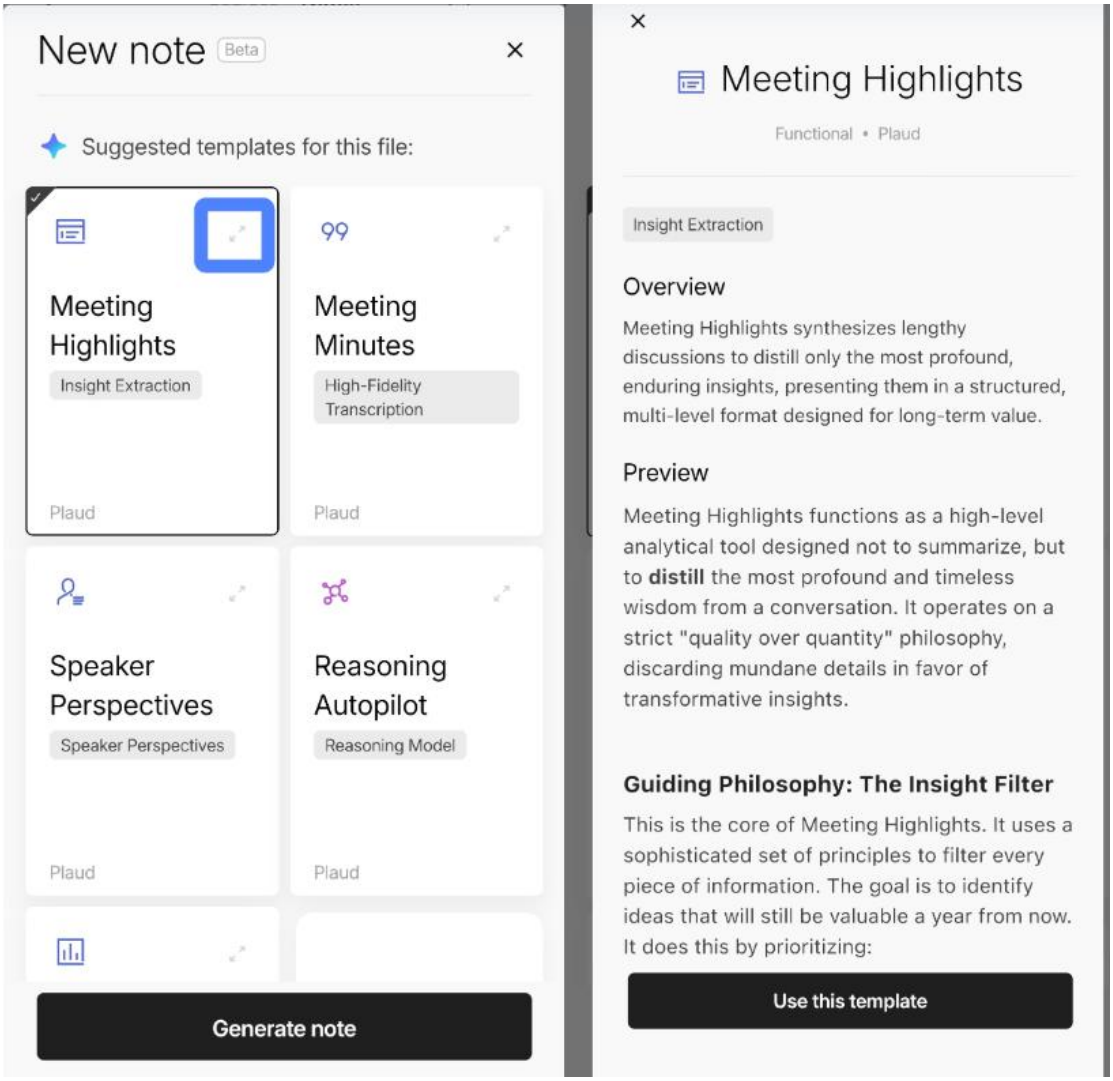
To generate a new summary:

1. Go to the details page of a recorded file with an existing summary.
2. Tap the "+" button next to the "**Summary**" tab (located at the top of the page).

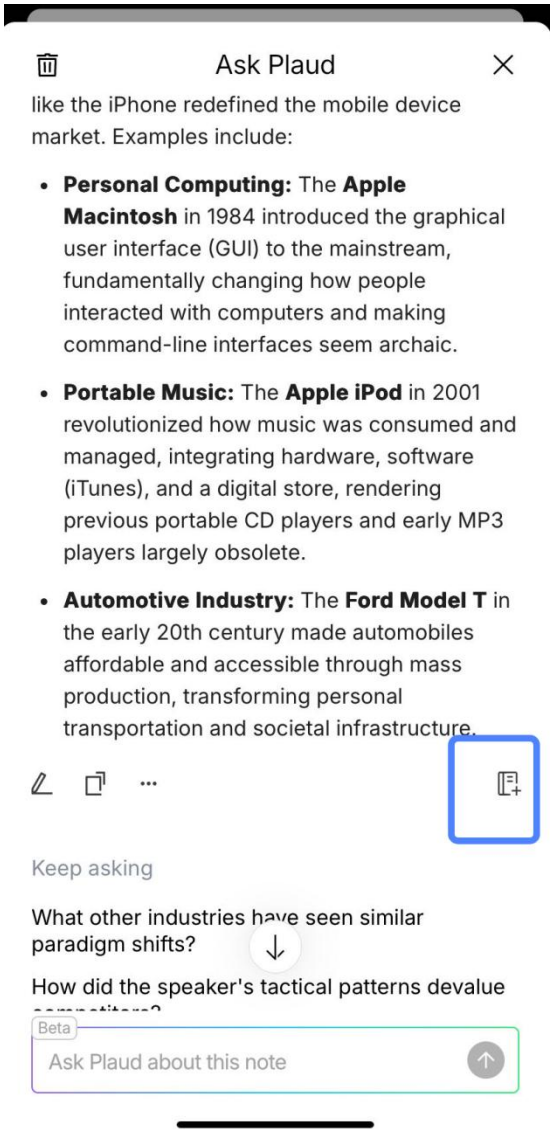


3. Select a template from the library, such as "**Intent Analysis**," "**Key**

Data," or "**Power Structure**" (new functional templates designed for targeted insights). You may tap the icon at the top right of each template to review the detailed description.



4. Meanwhile, you can save the AI answer as a new note when using "**Ask Plaud**" feature.



2.4 Ask Plaud

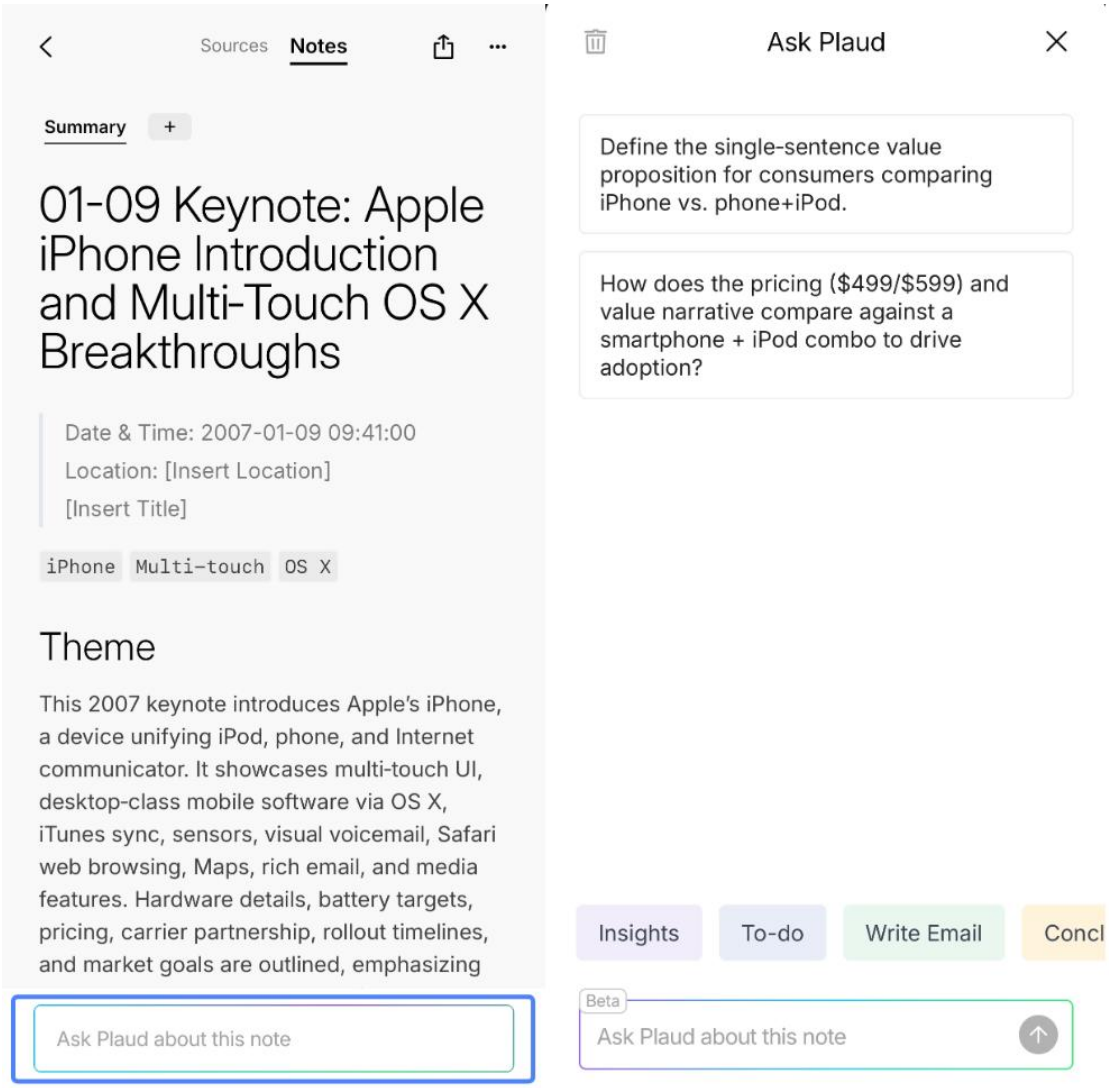
1. Ask Based on a Single File

The Ask Based on a Single File feature is a powerful tool designed to streamline information retrieval and analysis from a specific transcription or summary. Here’ s a detailed breakdown:

Key Function

This feature allows users to interact with AI directly within a single file (e.g., a meeting transcript or interview summary). You can either:

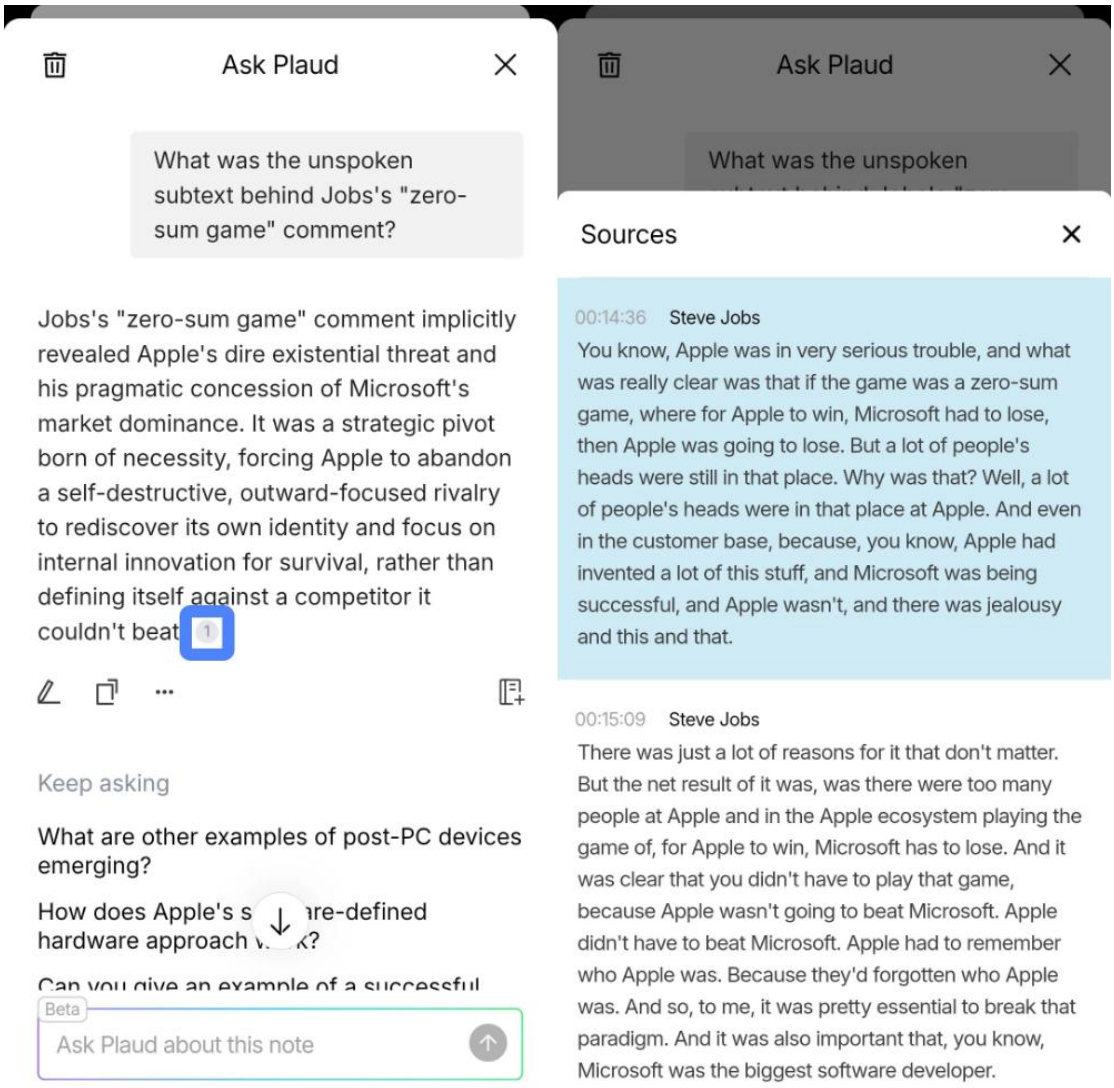
- Type a direct question (e.g., "What was the product launch date mentioned?") into the "ASK" input box at the bottom of the summary screen.
- Use pre-built buttons for everyday tasks like "Summarize," "Get Insights," "Generate To-Dos," or "Write Email".



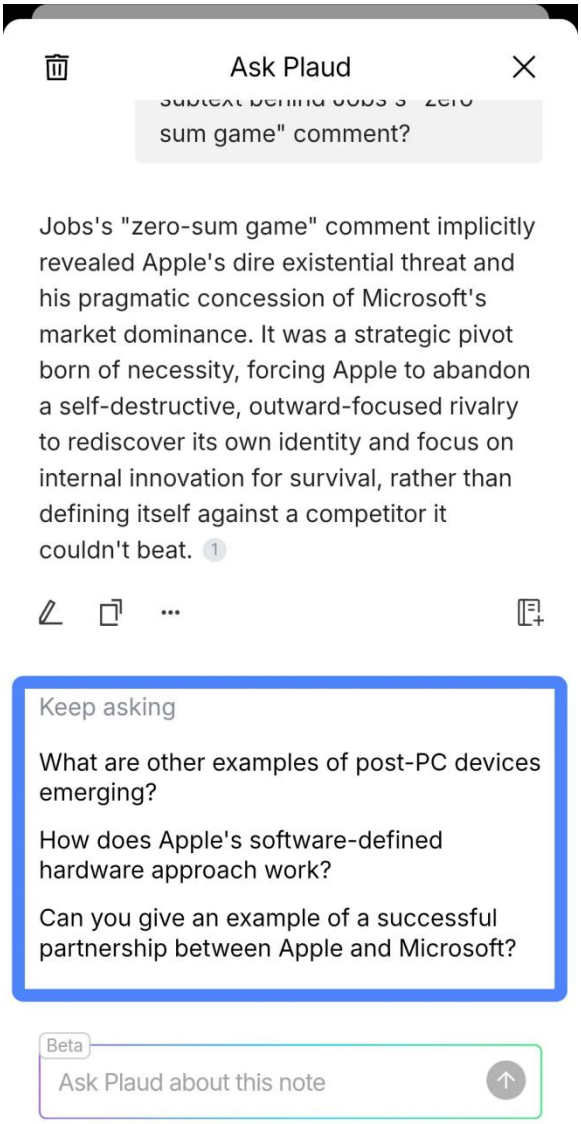
Contextual Indexing: The AI first breaks down the file into timestamp-tagged segments, making it easy to trace back to the original content later.
Request Understanding: The system uses advanced AI models to interpret your goal, whether it's extracting key data, refining insights, or drafting a response.
Intelligent Answer Generation:

- A clear, formatted core response (e.g., a list of action items).

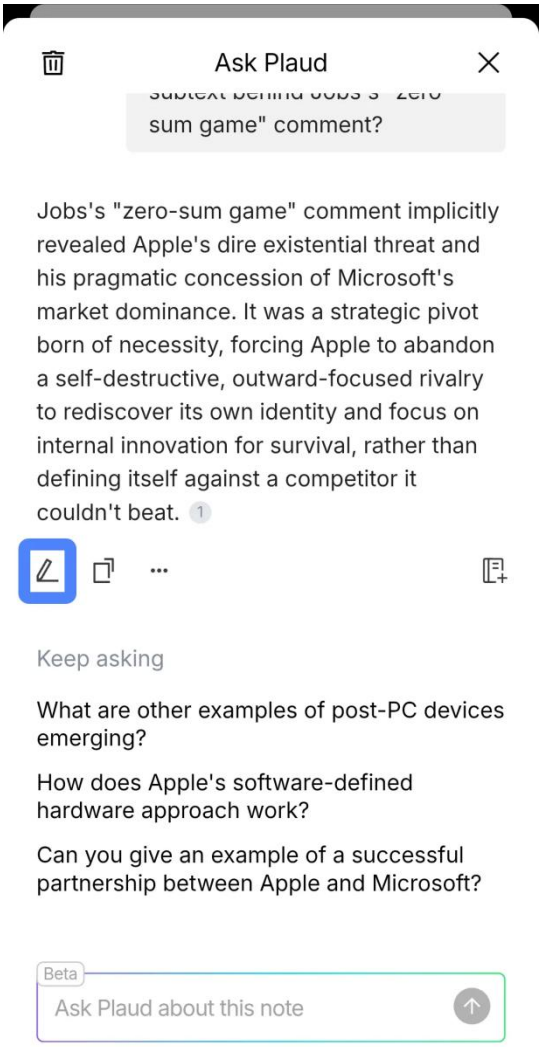
- Clickable timestamps (e.g., [00:15:30]) linking to the exact moment in the transcript and original text snippets for verification.



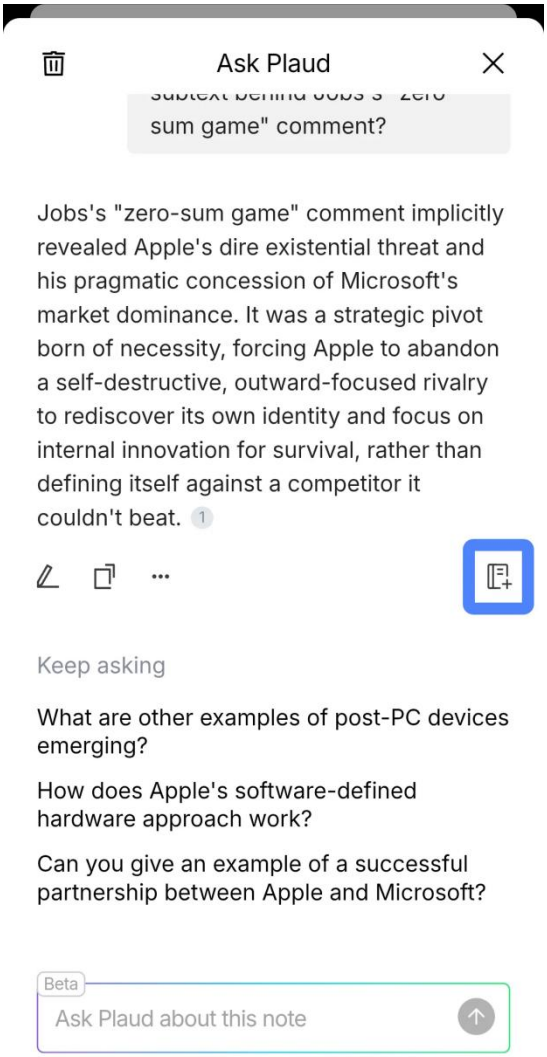
- 3–5 recommended follow-up questions to dive deeper.



- Directly edit the AI answer—instantly refining the direction of the conversation.



- Save any helpful answer from Ask Plaud as a summary note with just one tap.

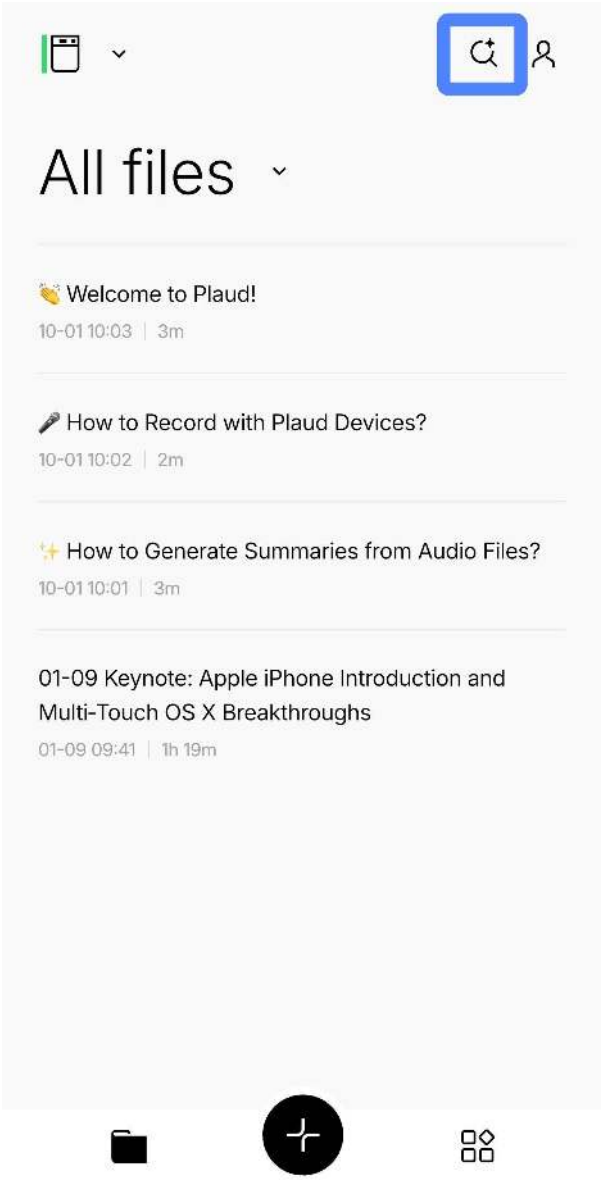


In short, Ask Based on a Single File transforms how you engage with your notes—turning long transcripts into actionable, searchable insights in seconds.

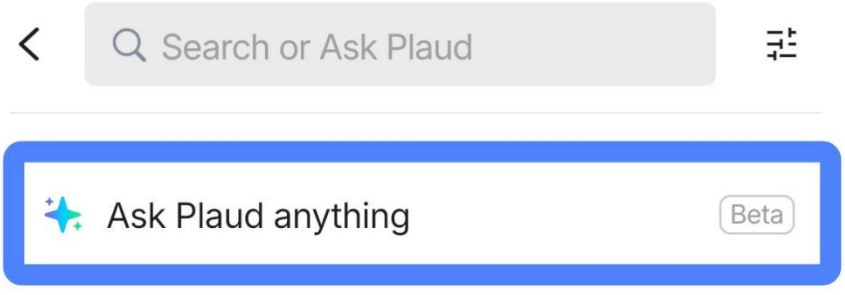
2. Ask Across All Files

The Ask Across All Files feature lets you search for information across all your files anytime, anywhere. The AI generates answers based on the transcripts and summaries of all your files, helping you instantly find key information without manually sifting through text.

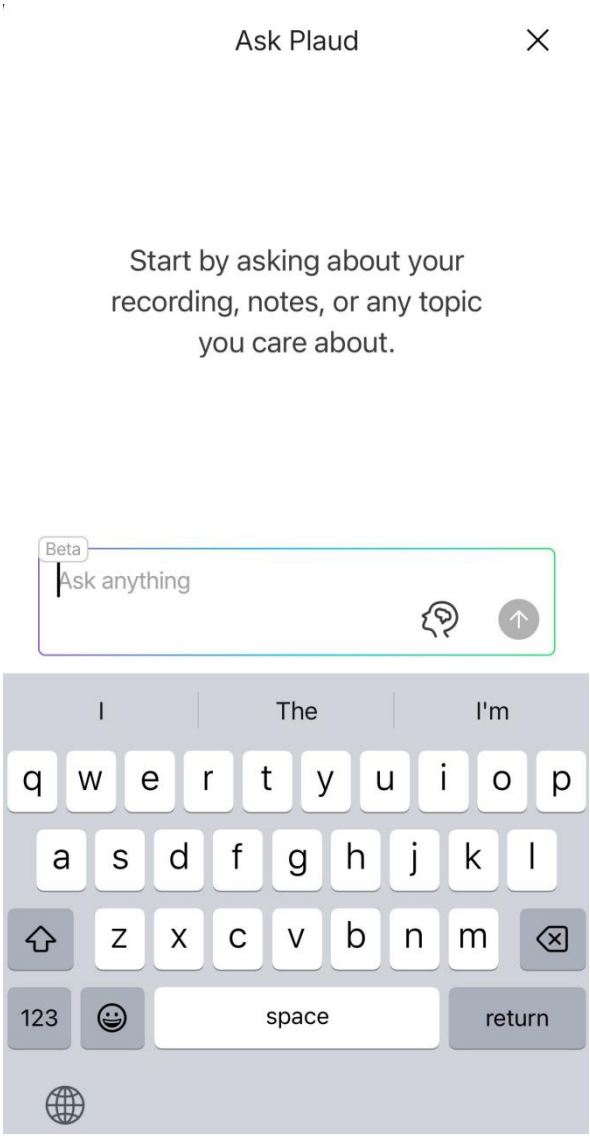
To use it:
1.Tap the top-right icon on the files page.



2.Tap "**Ask Plaud Anything**".



3.Then you may ask the question you want.



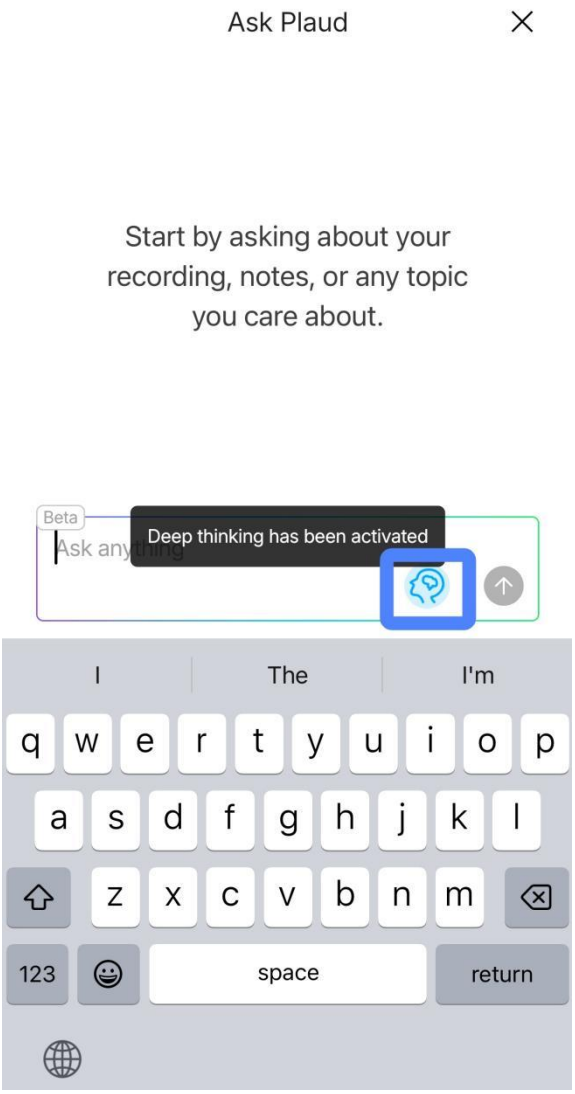
3. Deep Thinking

The Deep Thinking feature is designed to cater to you seeking more in-depth, detailed, and transparent AI-generated responses. Here’ s a breakdown of its key aspects:

Functionality & Purpose

Deep Thinking enables you to unlock advanced AI capabilities when interacting with meeting transcripts or notes. Unlike standard responses, it leverages a more powerful AI model to deliver richer, more comprehensive answers—ideal for complex queries that require nuanced analysis, such as drafting detailed emails, extracting multi-layered insights, or breaking down intricate discussion points.

To activate it, you may tap the icon as shown below.



4. Generate an Infographic

What this feature does

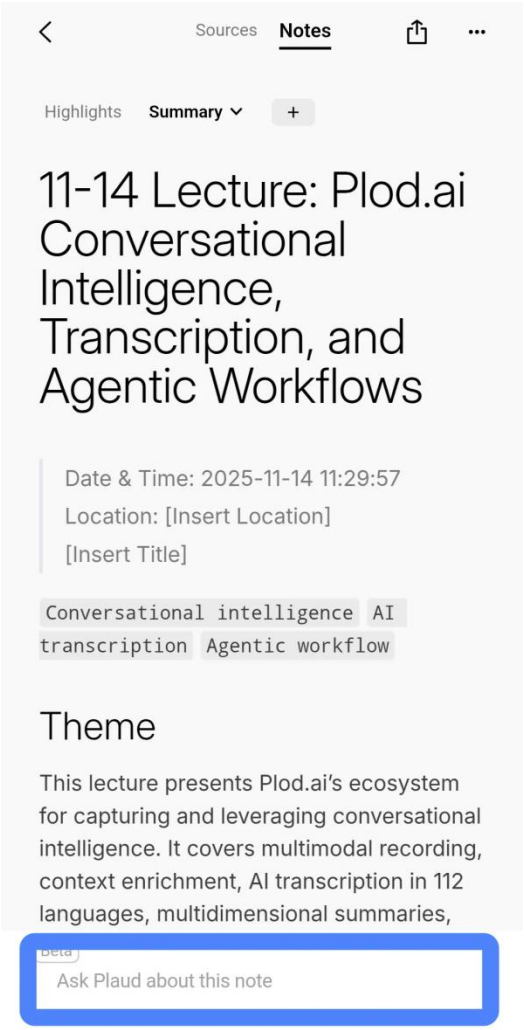
Turn your meeting transcript into a clear, shareable infographic in seconds.

Before you start

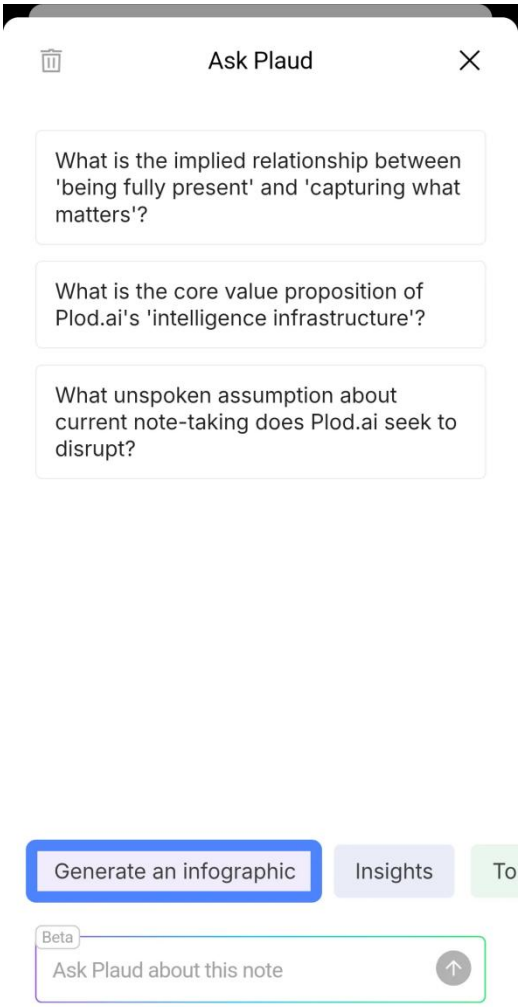
- Make sure your recording has Notes available.
- You can generate up to 10 infographics per day.

How to generate an infographic

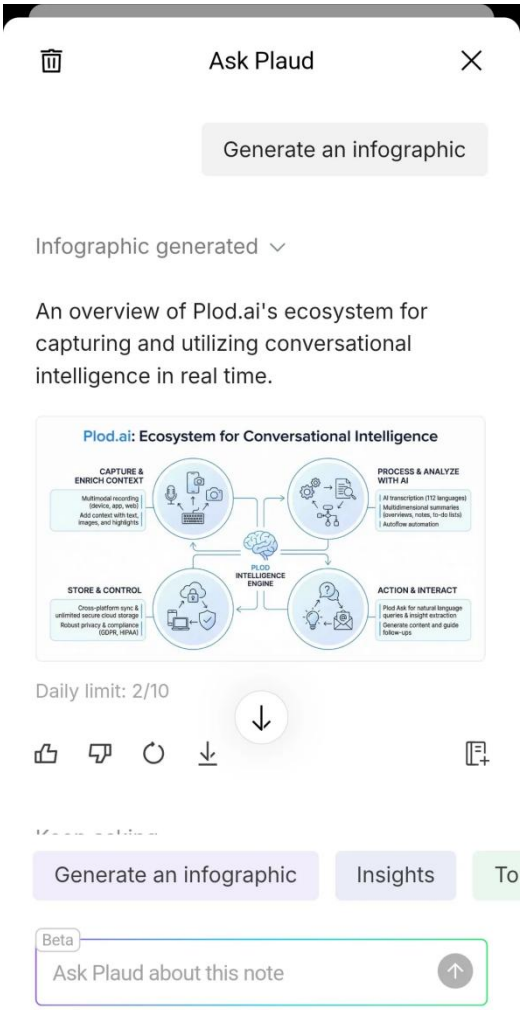
1. Open your recording and go to Notes
2. Tap Ask Plaud on the bottom bar



3. Tap Generate an infographic



4. Wait a moment while it’ s created, then see the infographic from the result page



Tips

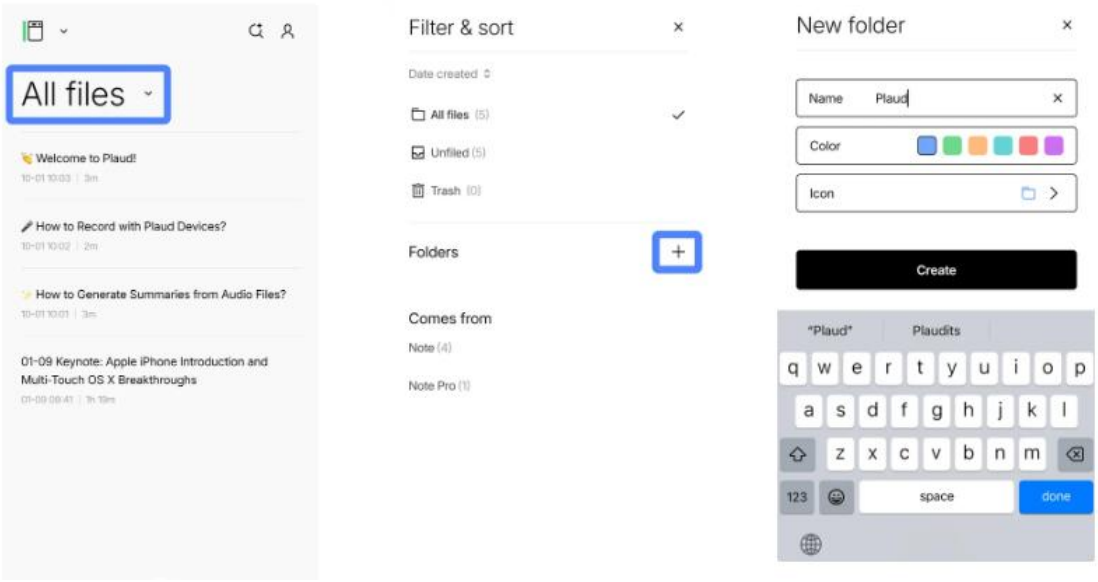
- Generating an infographic multiple times for the same note may produce slightly different results.
- If you don’ t see Generate an infographic, confirm you’ re in Notes for a recording that has a transcript, then try again.

2.5 File Management

1. Create & Delete & Rename Folders

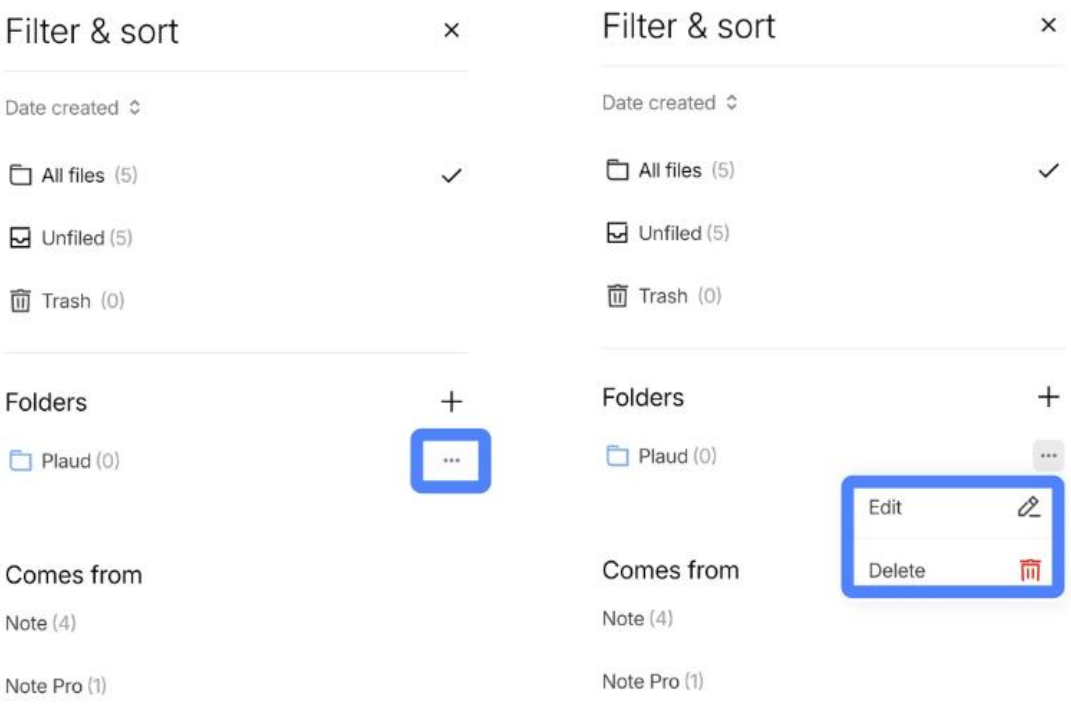
To create a new folder, you can follow the steps below:

1. Tap the down arrow icon on the top left of the files page.
2. Tap the "+" icon to create a new folder.



To delete or rename your folder on the App, please follow the steps below:

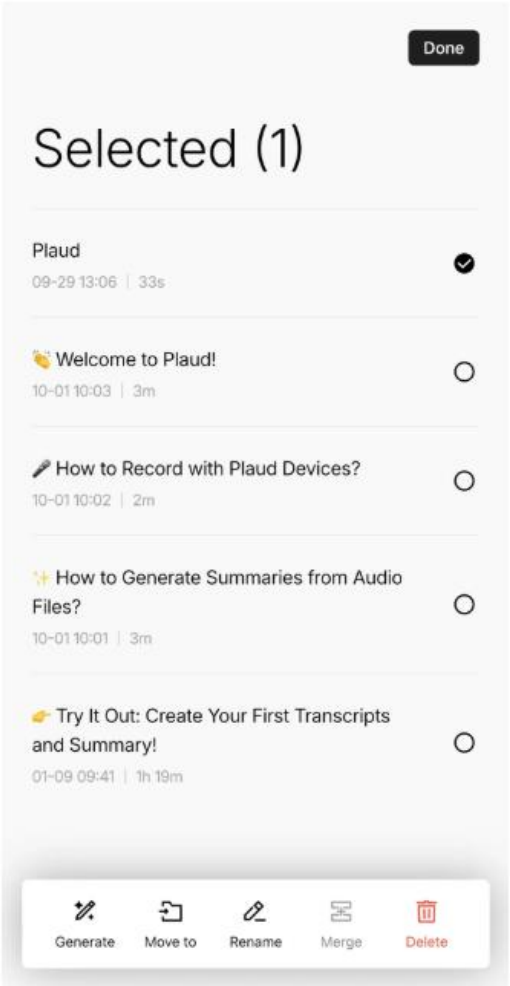
1. Navigate to the folder you want to delete or rename.
2. Tap the "..." icon on the right of the folder.
3. Then, you will find the delete and rename options.

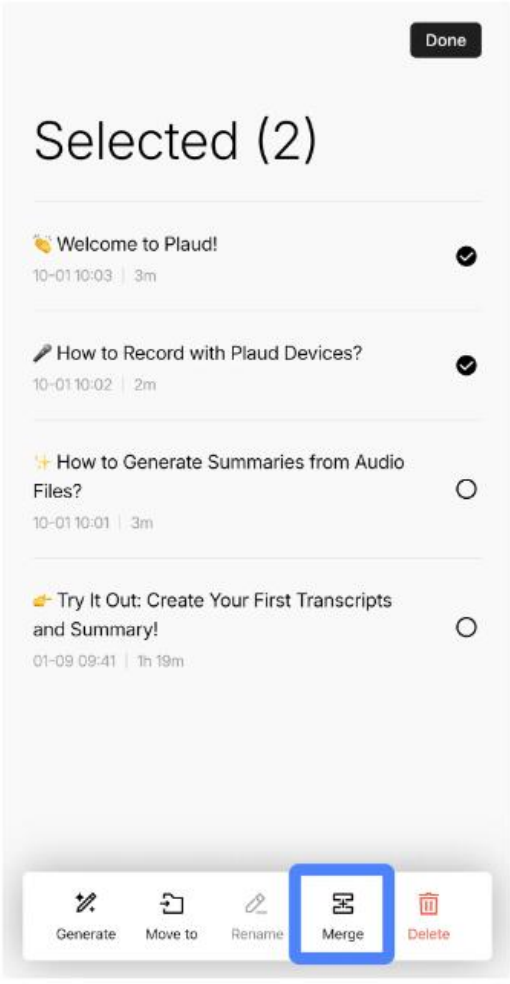


2. Rename & Move & Delete & Restore Files

To modify your files, please follow these steps:

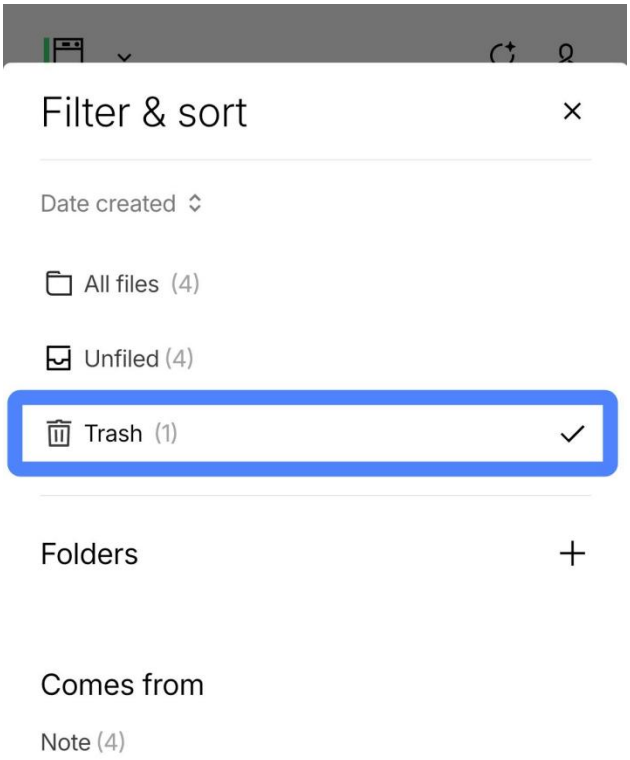
1. Find the document you intend to modify.
2. Swipe left, and you will see "**Generate**," "**Move to**," "**Rename**," "**Merge**," and "**Delete**."
3. Tap "**Generate**" to start generating transcriptions. Tap "**Delete**" to delete the files. Or tap "**Move to**" to move it to the folder you create.
4. Alternatively, tap "**Rename**" to rename the file.
5. Or, select two or more files to merge them into one.



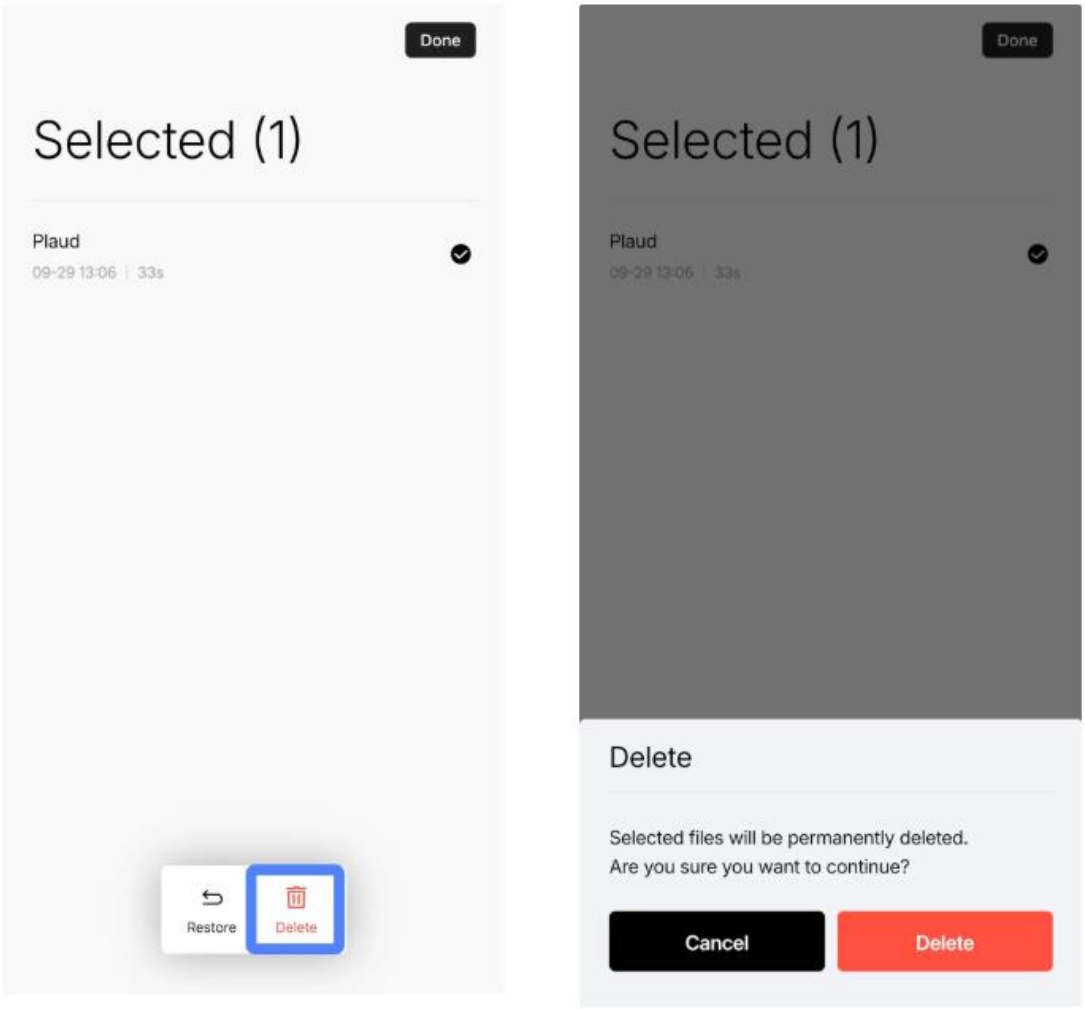


To delete the file permanently, please follow these steps:

1. Tap the down arrow icon at the top of the "**Files**" page.
2. Tap "**Trash**".

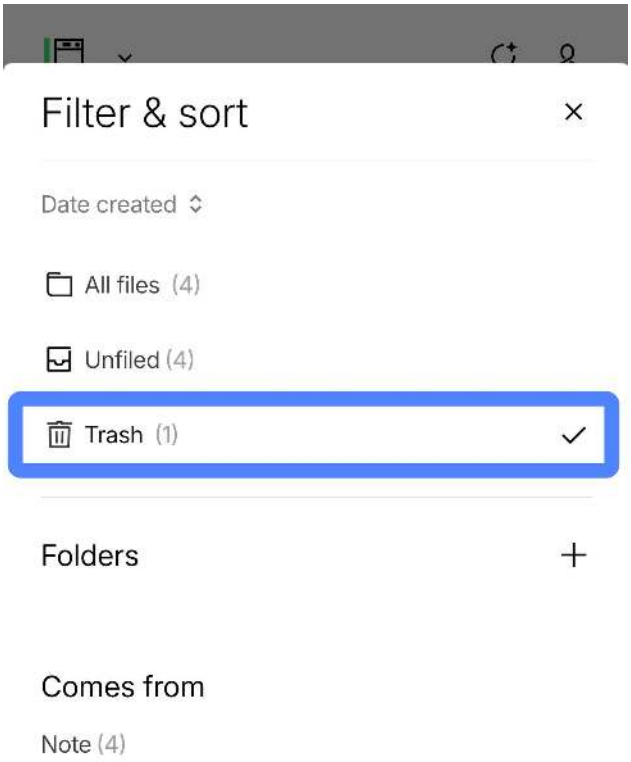


3. Select the file you want to delete permanently and click "**Delete**" at the bottom.

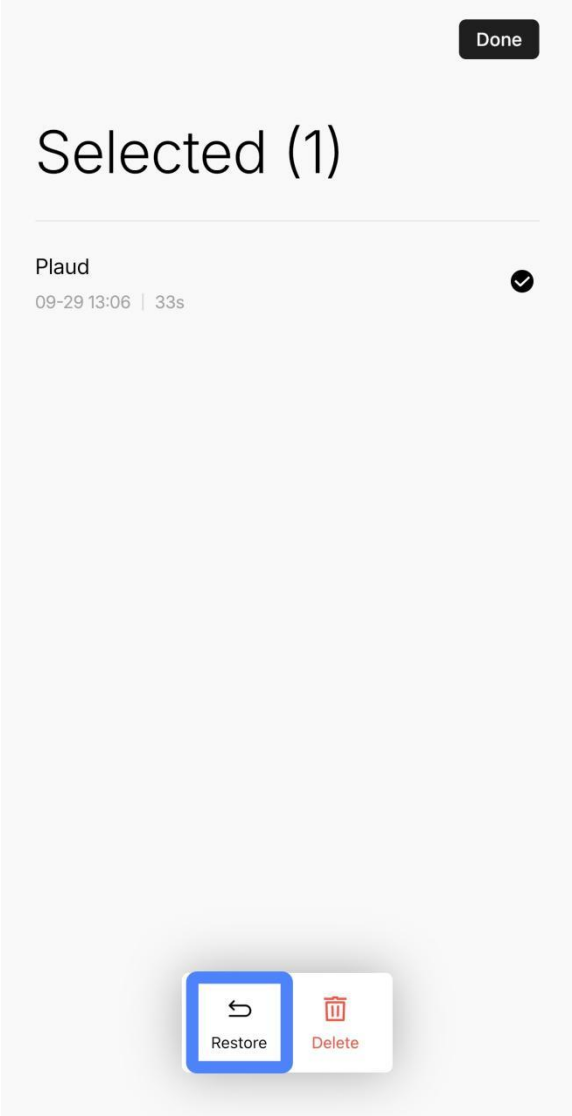


To restore deleted files, please follow these steps:

1. Tap the down arrow icon at the top of the "**Files**" page.
2. Tap "**Trash**".



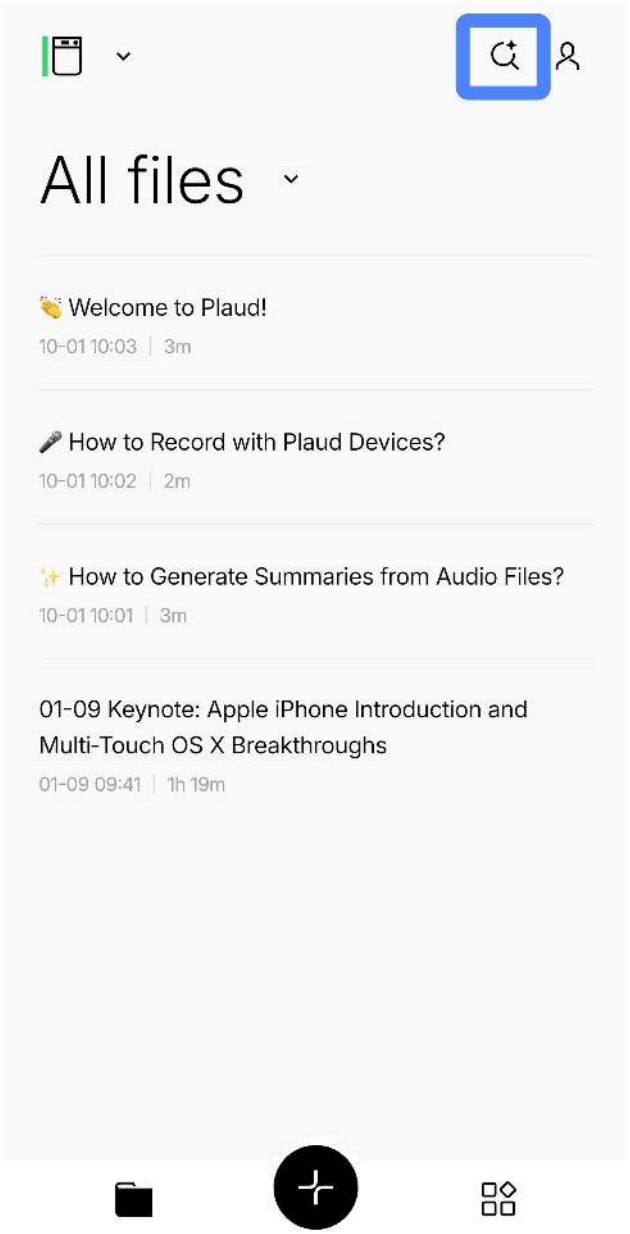
3. Select the file you want to restore and click "**Restore**" at the bottom.



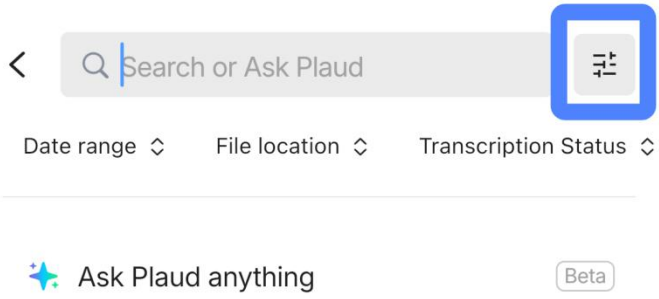
3. Search Files

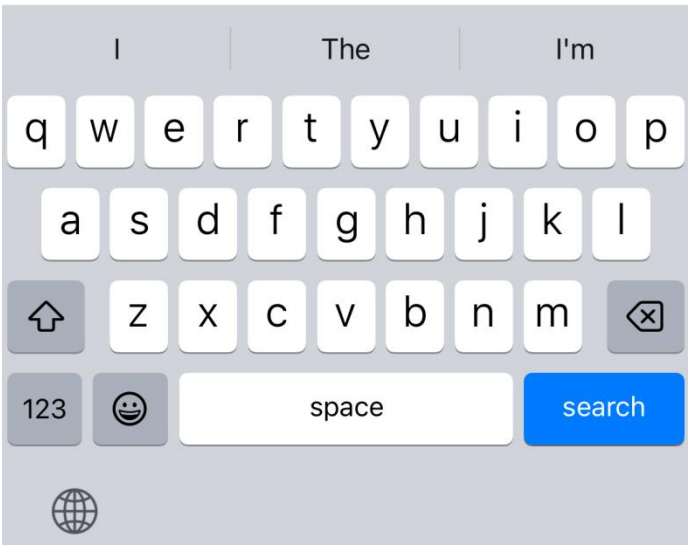
Here are the steps to search for your recordings:

1. Tap the search icon.



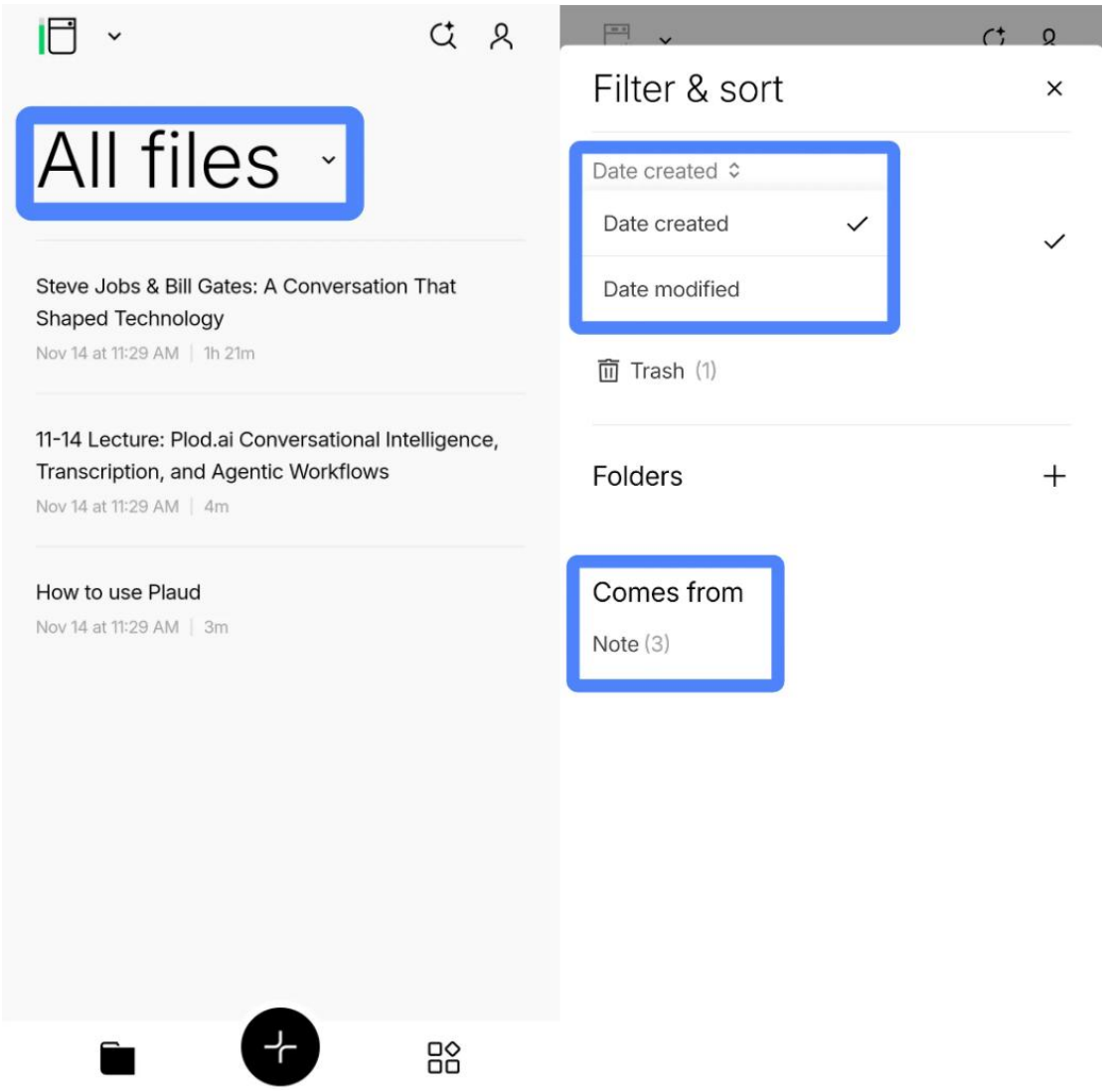
2. Then, you can search for your recordings via data range, file location, or transcription status.





4. Sort & Source Files

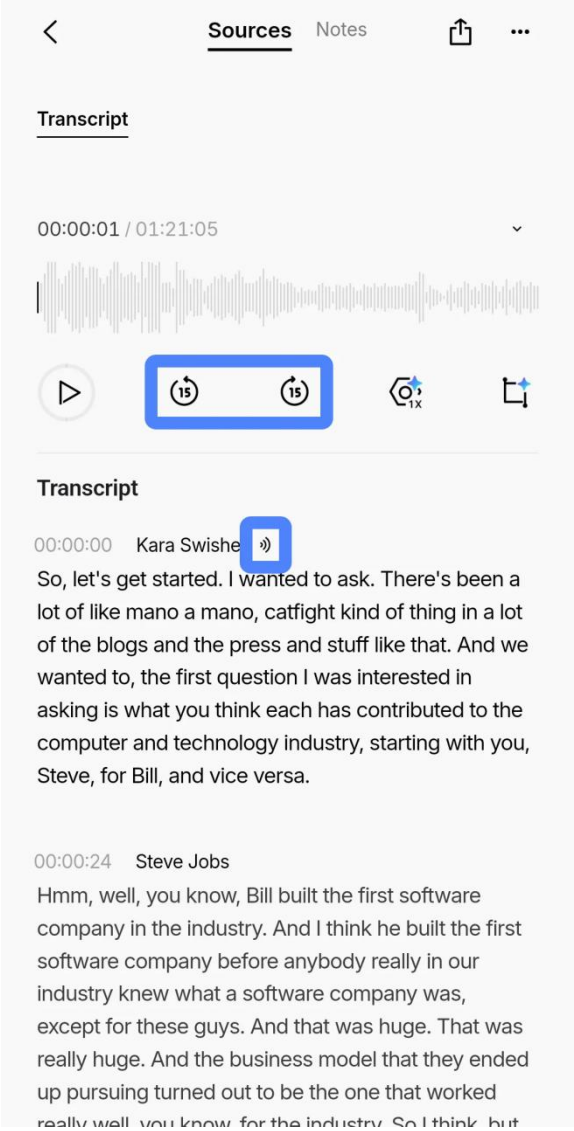
You can sort the files by “**Date created**” or “**Date modified**.” Files automatically appear in their corresponding channel folder. For example, imported files will also appear in the "**Import**" folder.



2.6 File Details Features

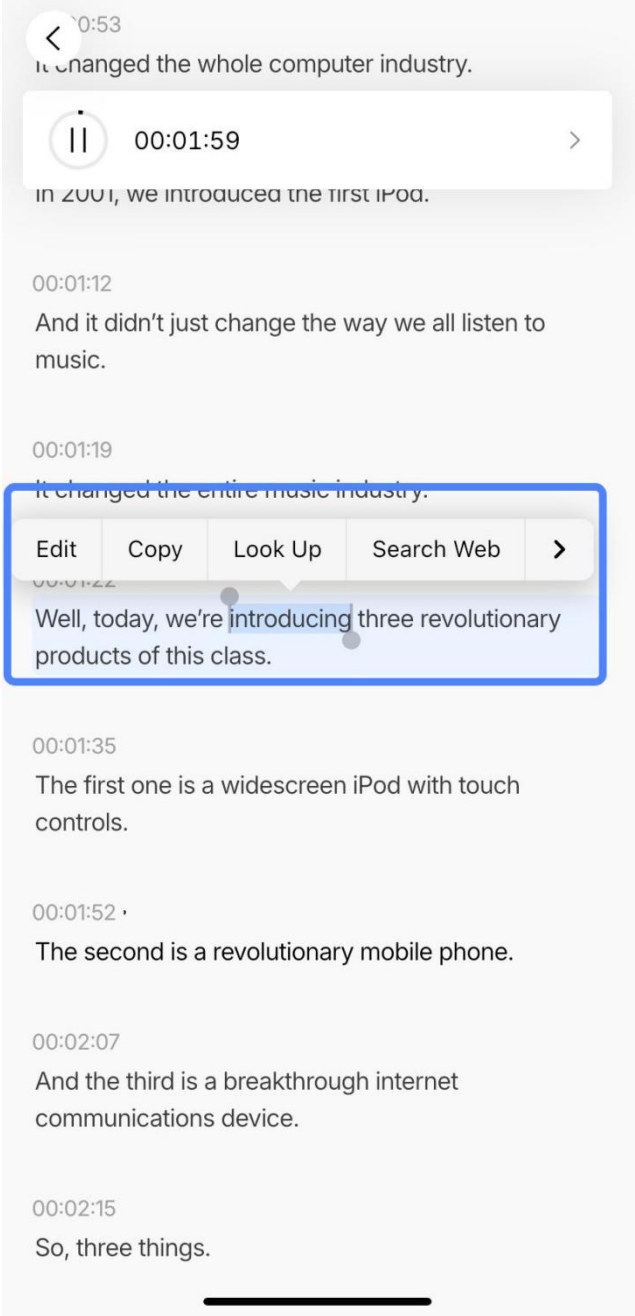
1. Playback Audios

You can control the playback speed when playing audio. You can also read the transcript while listening to the corresponding audio segment by clicking the text.



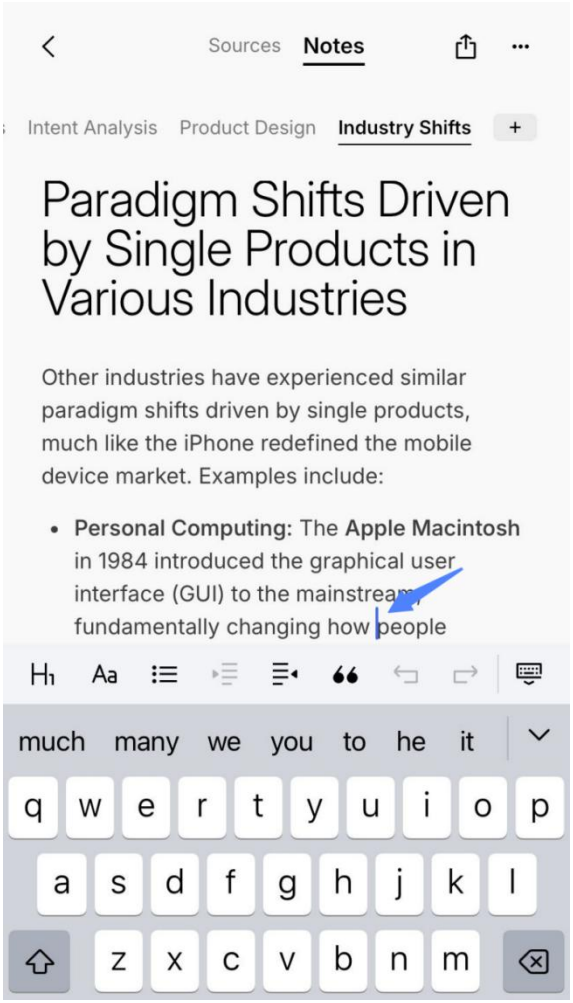
2. Edit Transcripts

If you want to edit the transcripts, just long-press the text, and you will see the operation menu.



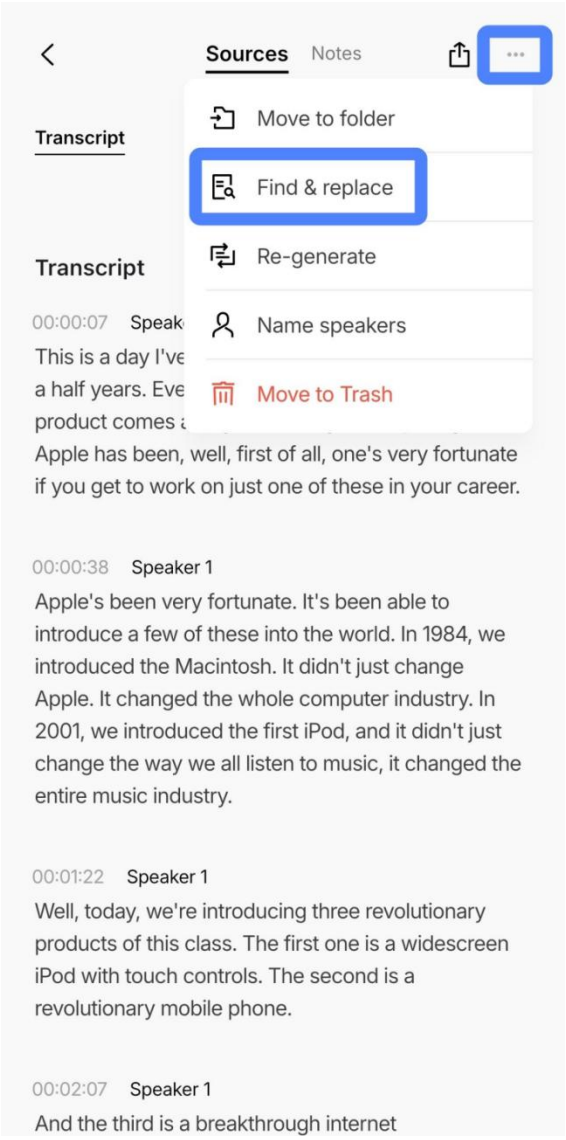
3. Edit Notes

To edit the notes, just click the text, and the keyboard will show up.

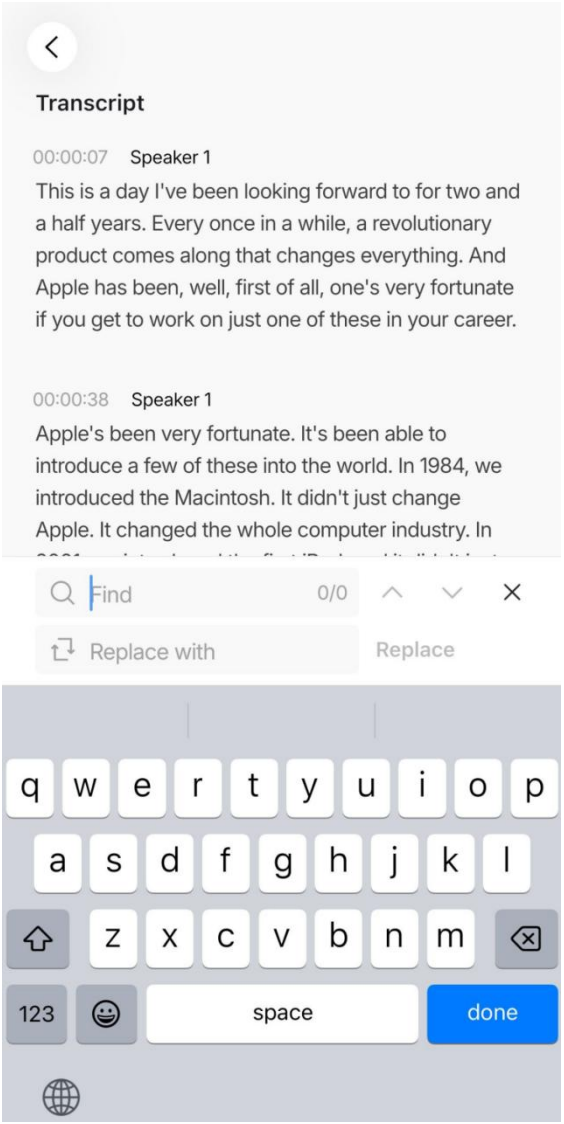


4. Find & Replace

This feature allows you to replace the word in the transcript.
To do that, please go to the following page and then click the "..." icon located at the top right of the page. Then you will see the "**Find & replace**" option.



Then, enter the word you want to find and replace it.

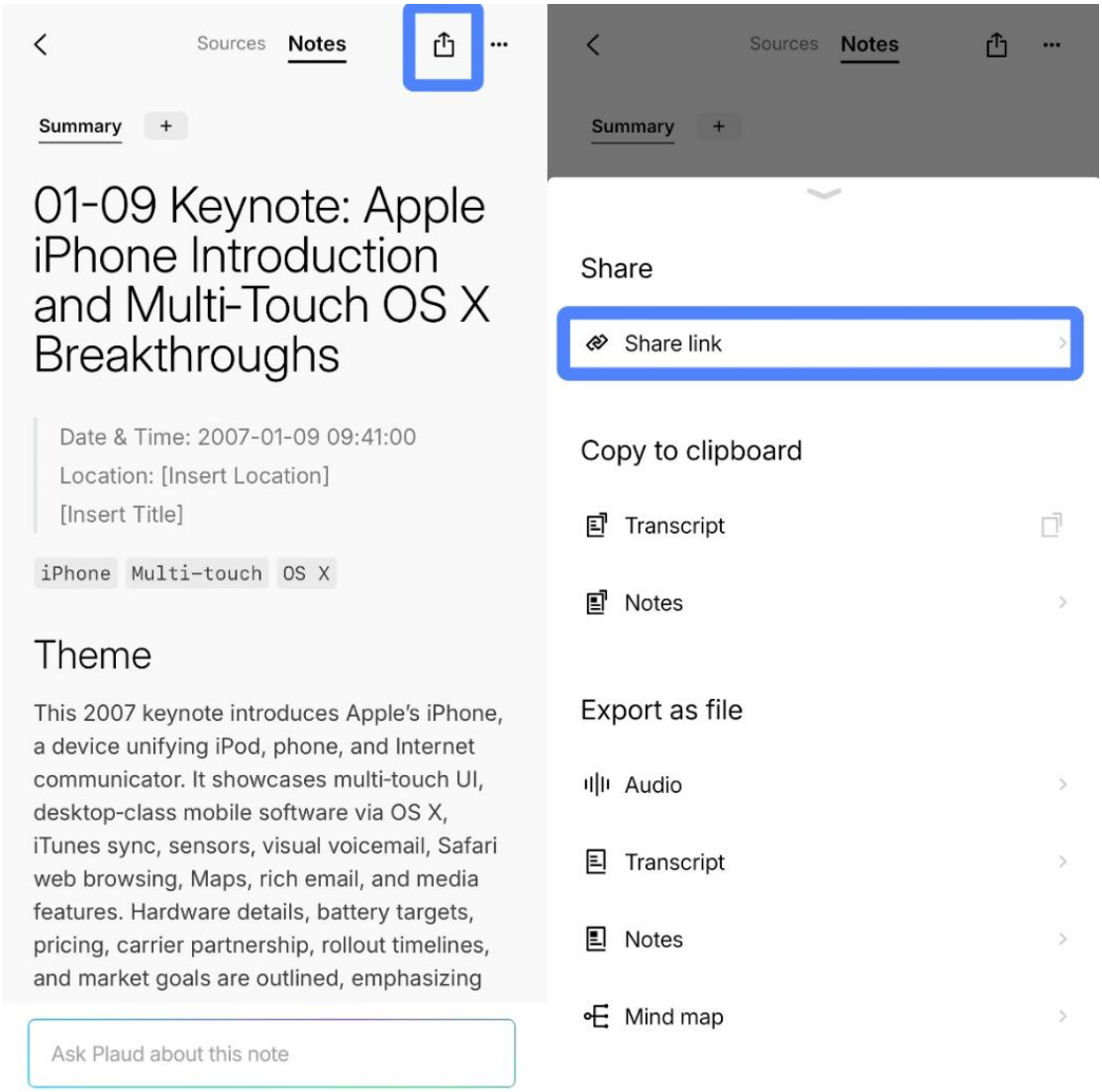


2.7 Share & Export

1. Share Link

Plaud helps you share your files securely with the right people. When you select "Share link" on the "Share" menu, you'll see two options: Share (public link) and Invite (secure, email-gated). Choose based on how sensitive your content is and who needs to see it.

To get started, select the "Share" icon the top of any page, and select "Share link"



Share Link — Less secure, but convenient

- Anyone with the link can view (like before)
- You choose when it expires (not auto-7 days anymore)
- Best for: non-sensitive content, quick external sharing

Invite Link — More secure

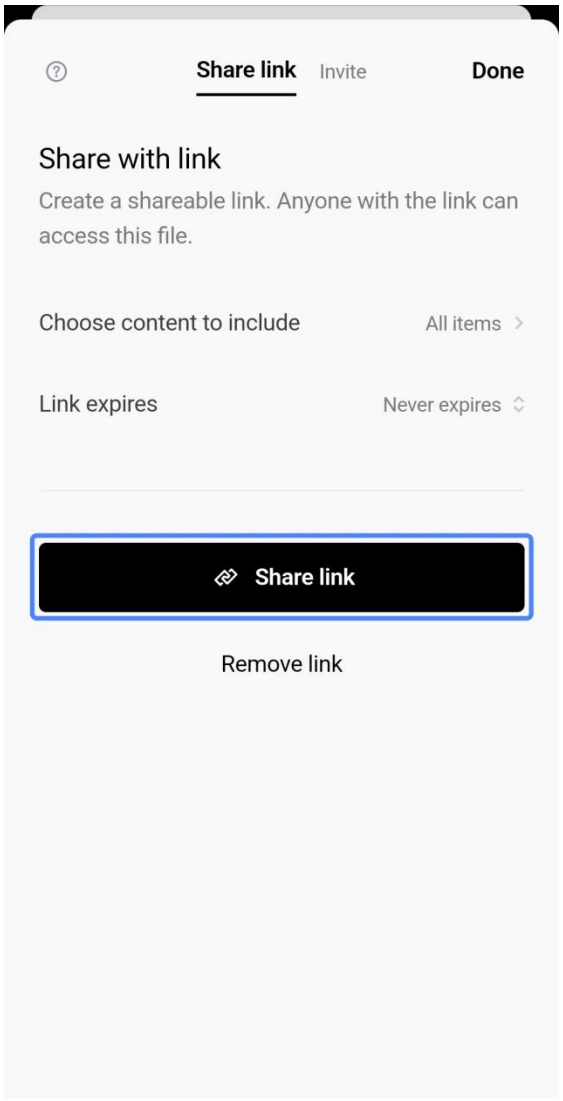
- Only invited emails can access
- Each person can see different content
- Track who viewed it
- Best for: sensitive content, internal team sharing

How to Use Share (Anyone with the link can see)

1. Stay on the "Share" tab

2. Select what the viewer(s) can see
3. Click "Share link"
4. (Optional) Set expiration time by opening the dropdown under "Link expires"
5. Copy link and share

Link works immediately, no account needed

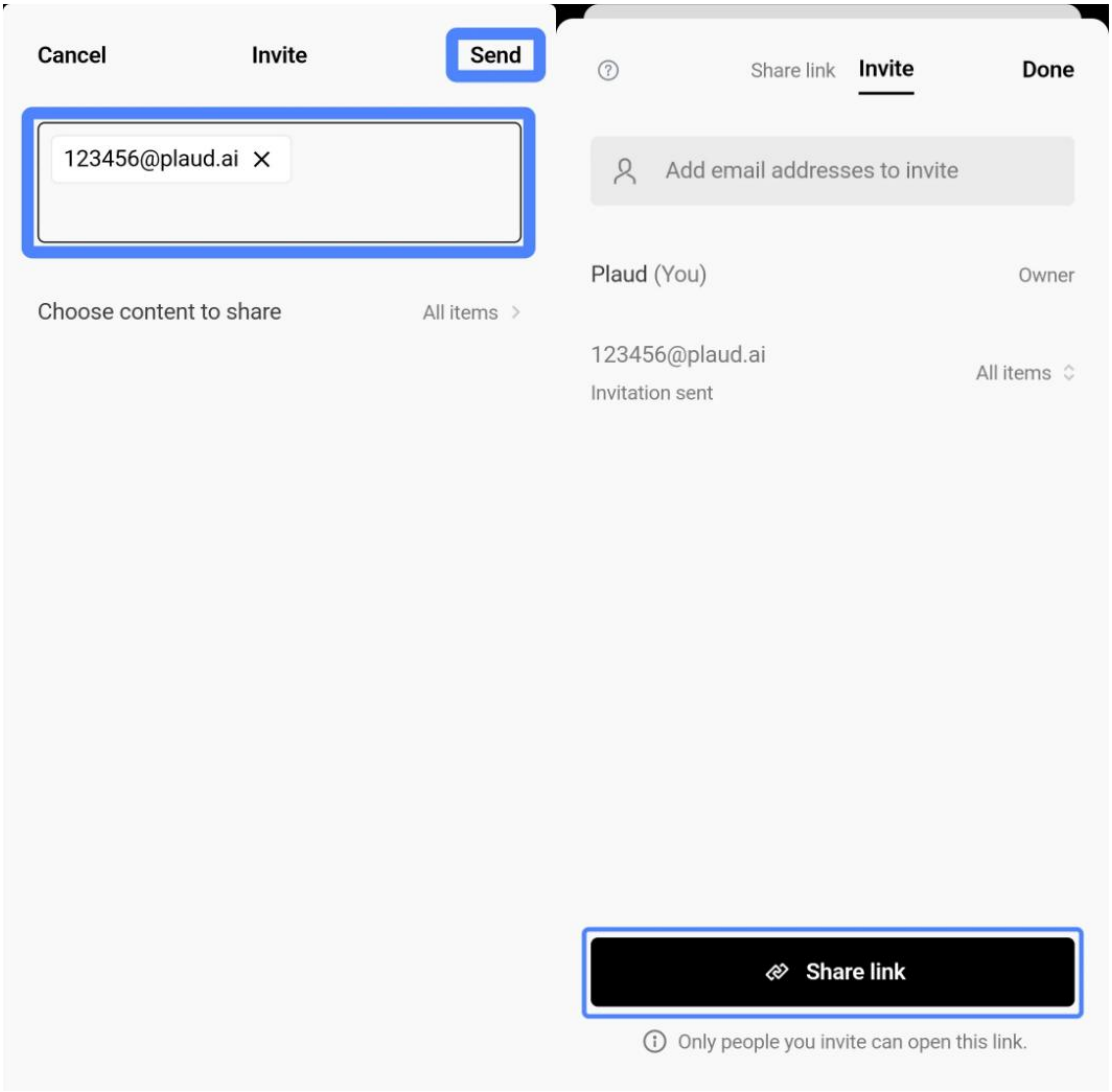


How to Use Invite (Only invited people can see)

1. Switch to the "Invite" tab
2. Select what the viewer(s) can see
3. Enter one or multiple email addresses
4. Click "Invite"

Once you’ ve invited someone to your file as a viewer, they’ ll receive an email with a link to the file. To access the shared content, the viewer will need their own Plaud account.

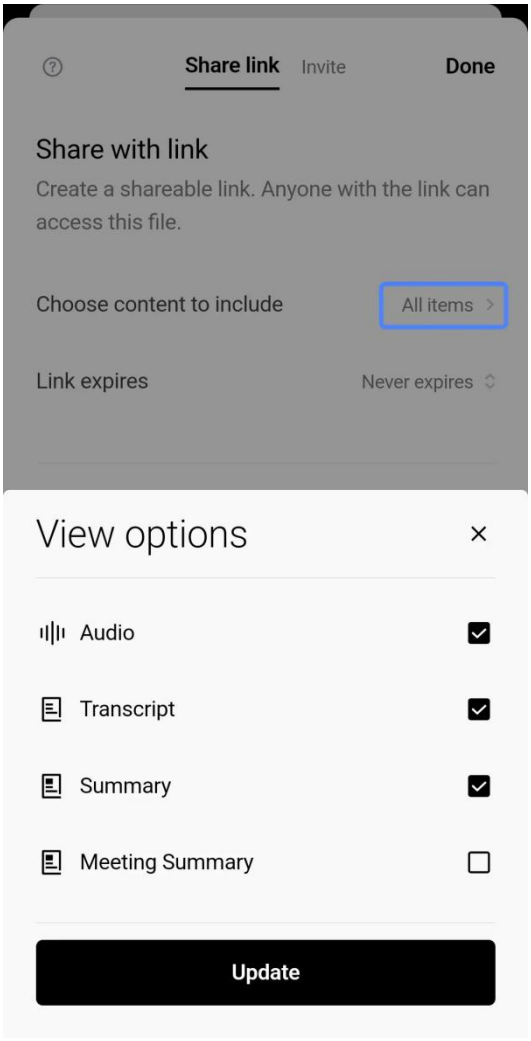
Email address changes to username if your viewer visits the shared content.



Change Share Setting

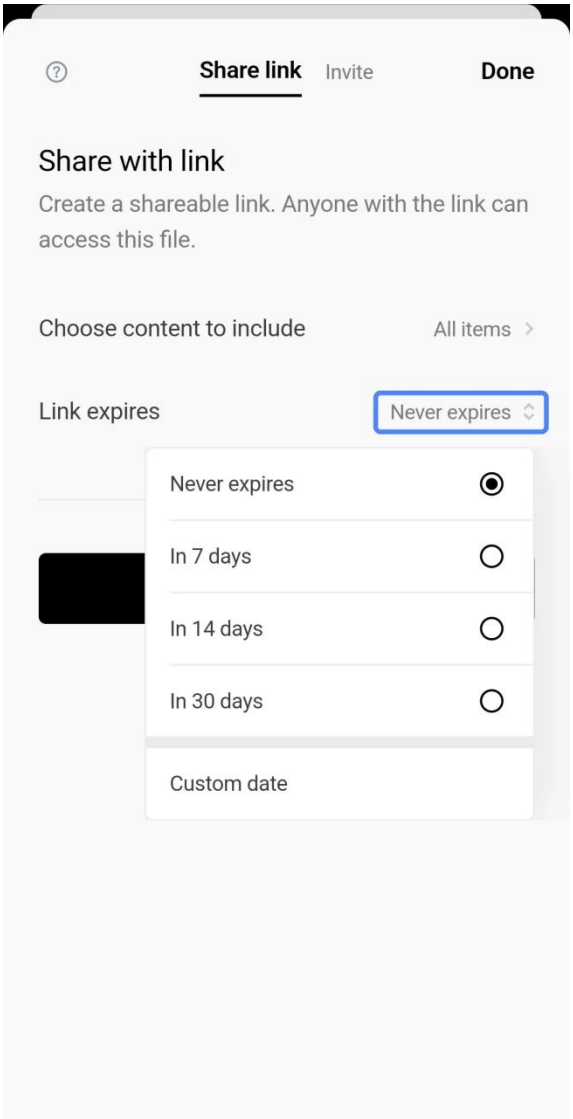
- Change content included in the link:

  1. On the "Share" tab, edit the items to be shared.
  2. Select "Update"



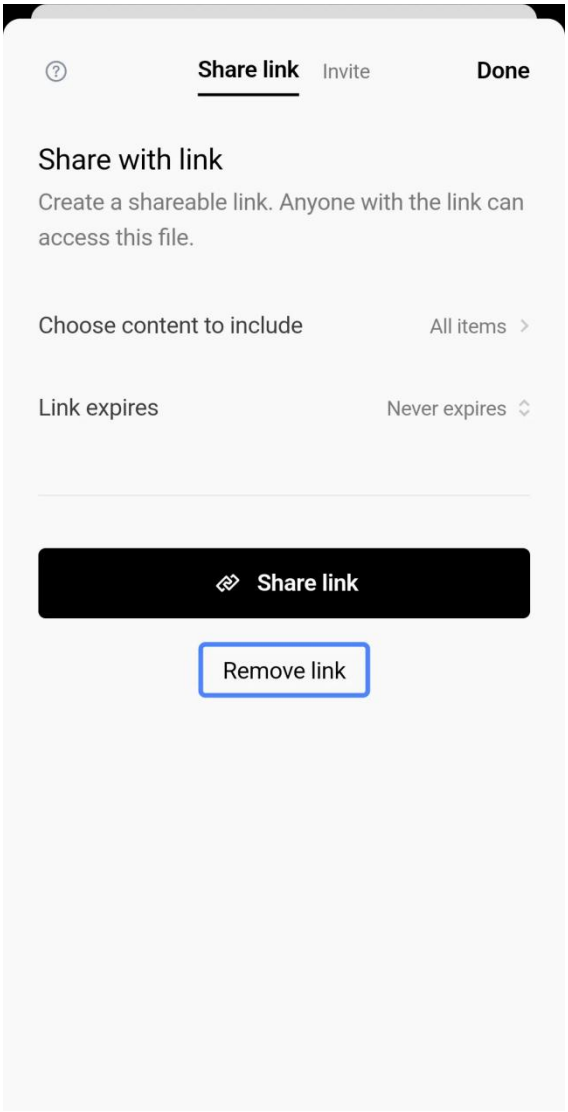
- Change the expiration date of the link:

On the "Share" tab, open the dropdown under "Link expires" to edit the expiration date.
The link URL stays the same — no need to re-share.



- Stop Sharing:

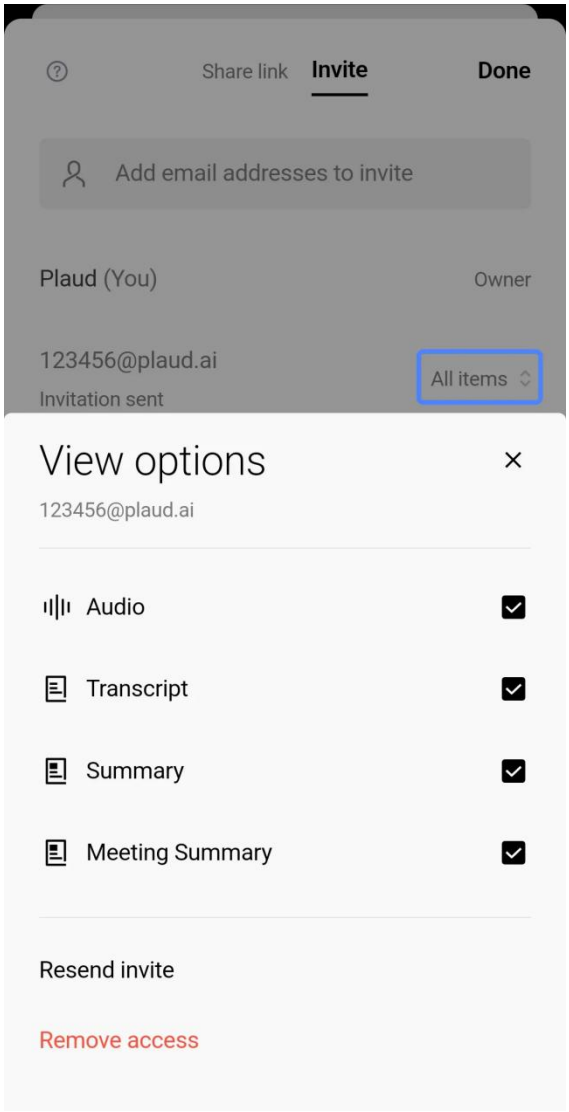
On the "Share" tab, click "Remove link" — link becomes invalid immediately.



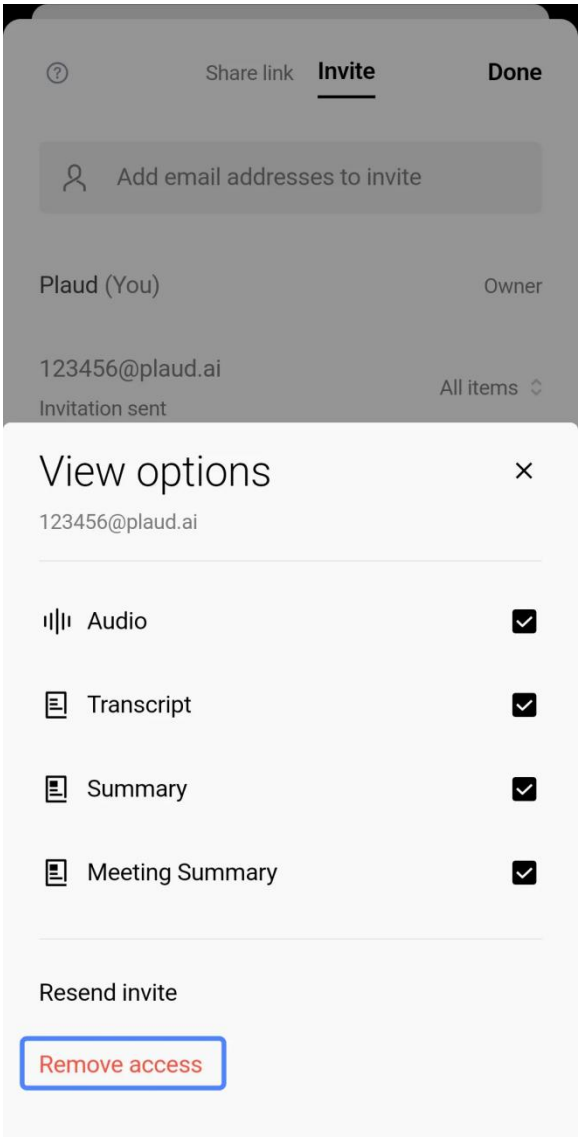
Change Invite Permissions

On the "Invite" tab, open the dropdown next to any person's name/email address to:

- Edit what they can see



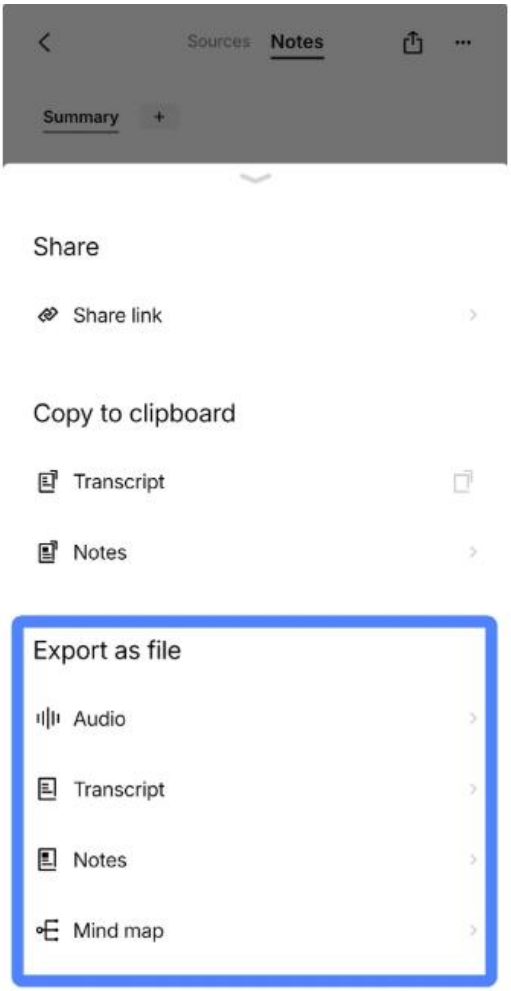
- Remove their access (takes effect immediately)



2. Export Files

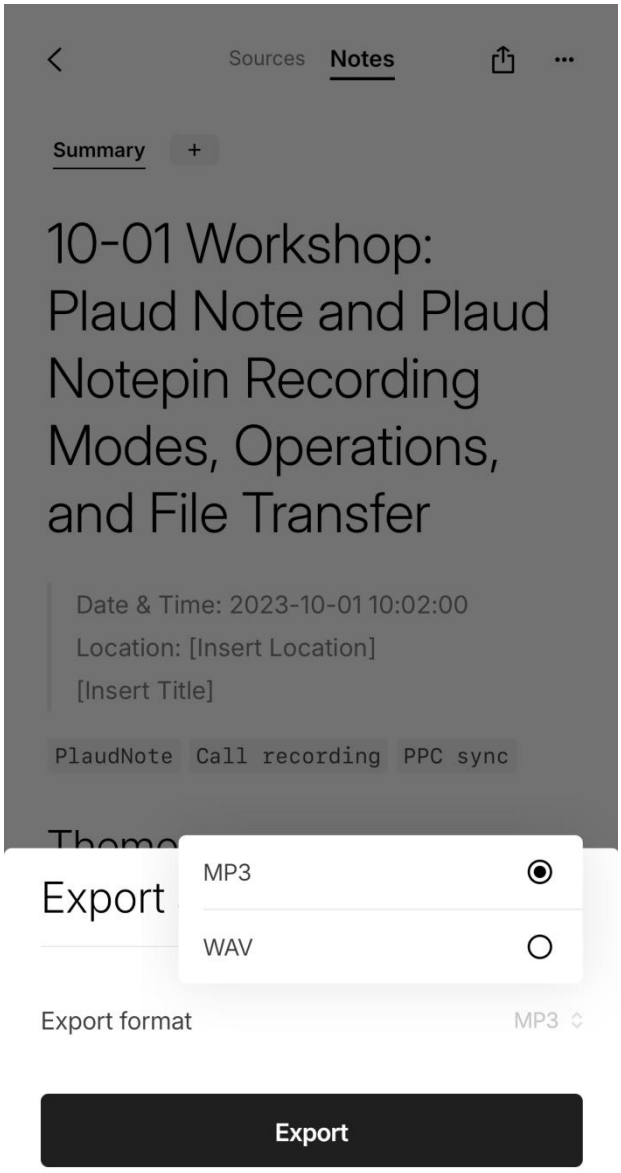
This feature allows you to export your audio file, transcript, notes, and mindmap in different formats and share them with others.
To do that, you may tap the top-right icon as shown below and see the "**Export as file**" section.





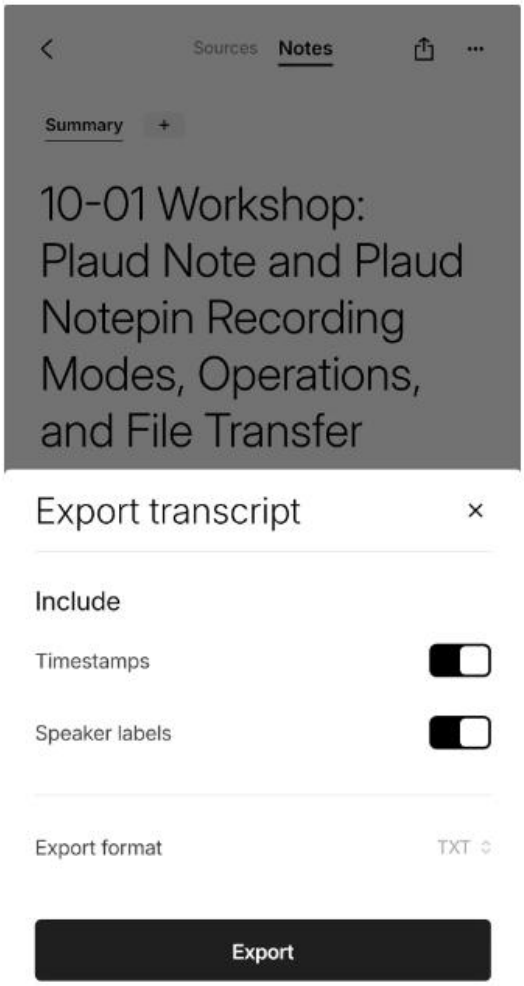
(1) Audio

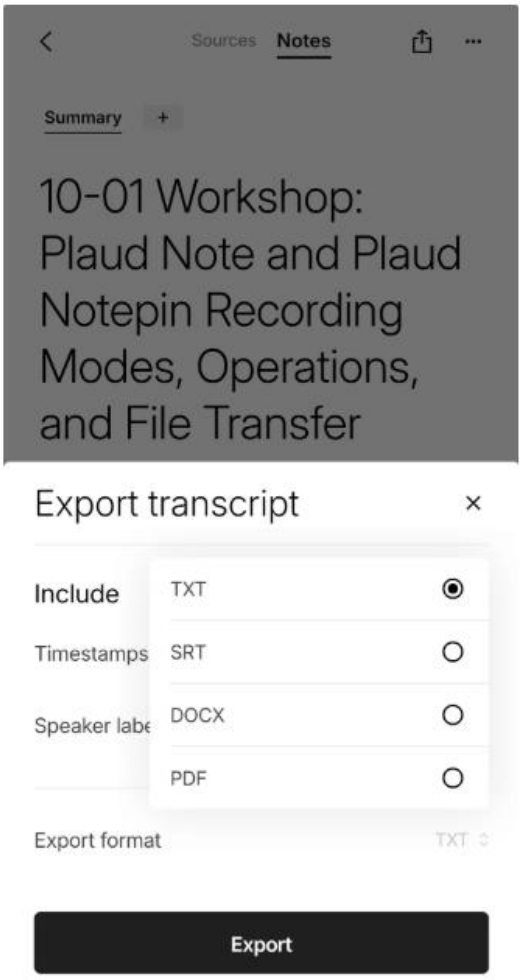
You can export your audio file in MP3 or WAV format.



(2) Transcript

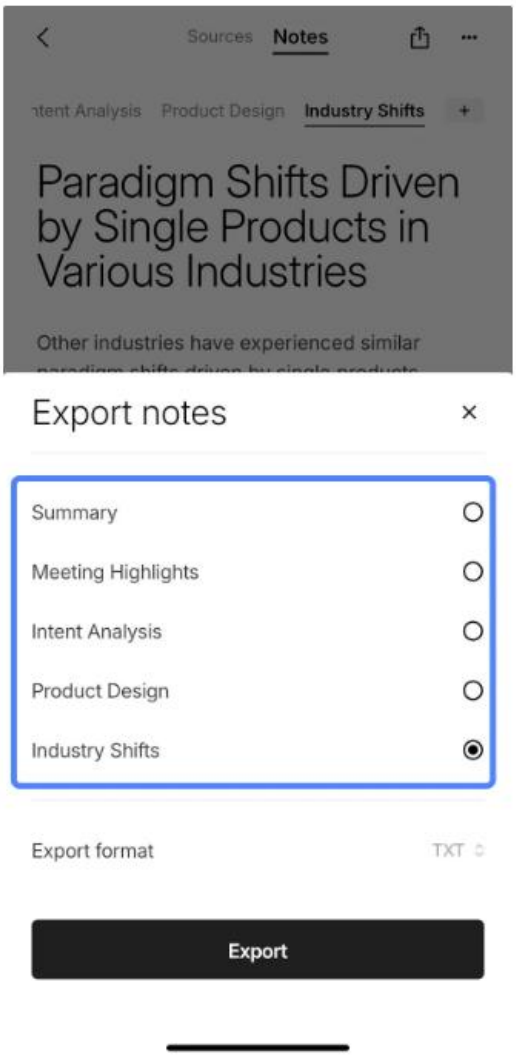
You can export your transcript in the following formats.

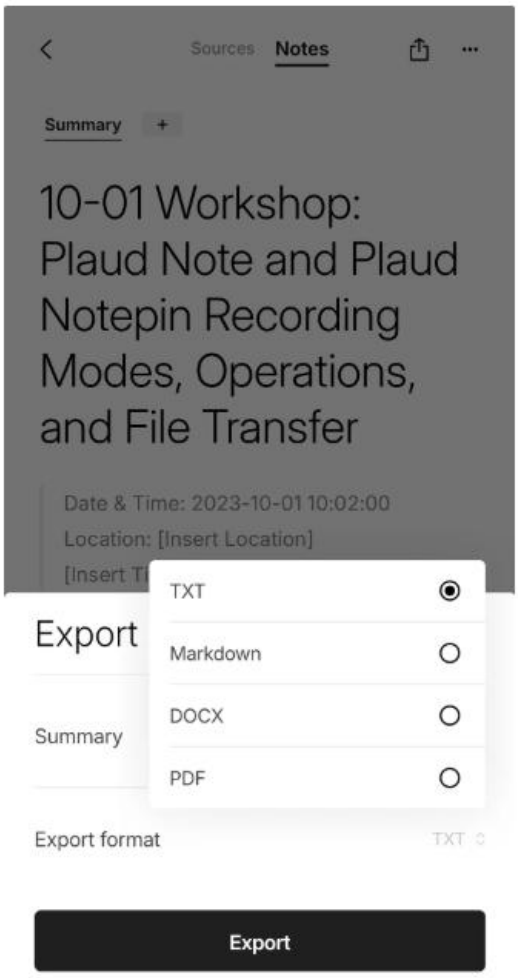




(3) Notes

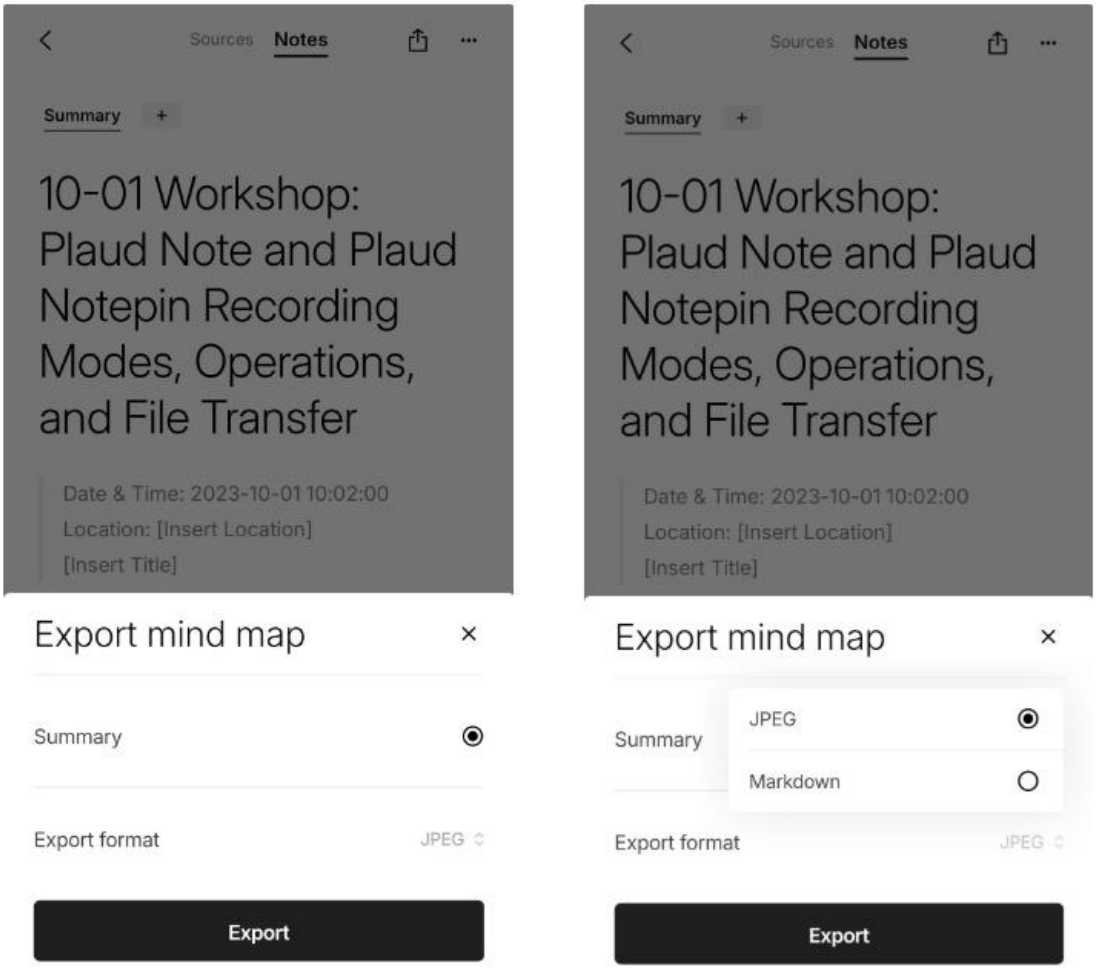
You can export your notes in the following formats.





(4) Mind map

You can export your mind map in the following formats.



2.8 Explore

1. Autoflow

AutoFlow lets you automatically generate transcripts and summaries when you sync or upload recordings, and optionally trigger follow-up actions (such as emailing the summary) when results are ready.

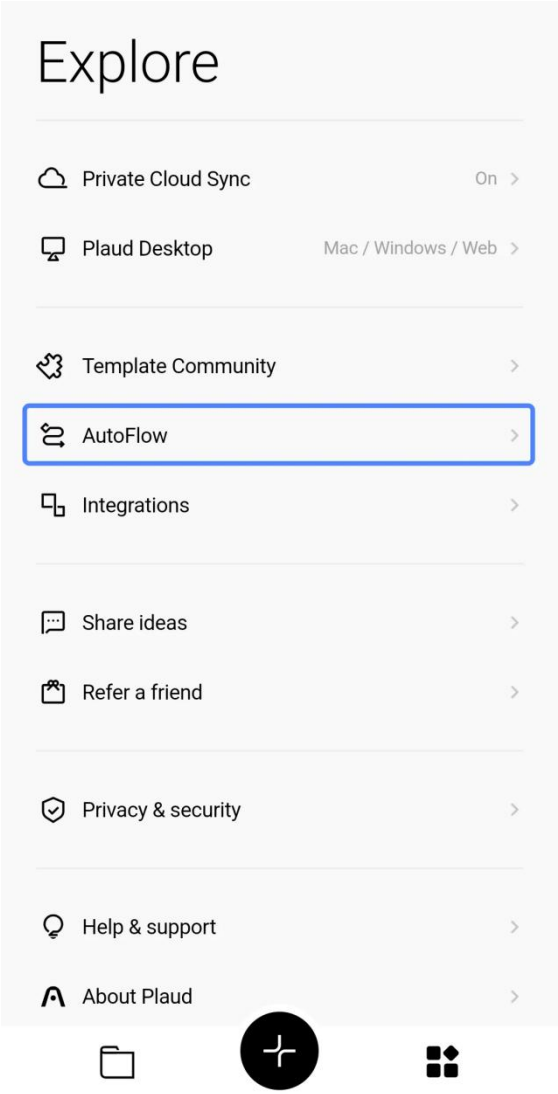
What AutoFlow can do

- Auto-process recordings: Create transcripts and summaries automatically after sync/upload.
- Trigger by conditions: Start only when your selected When conditions are met (e.g., keyword, duration, source).

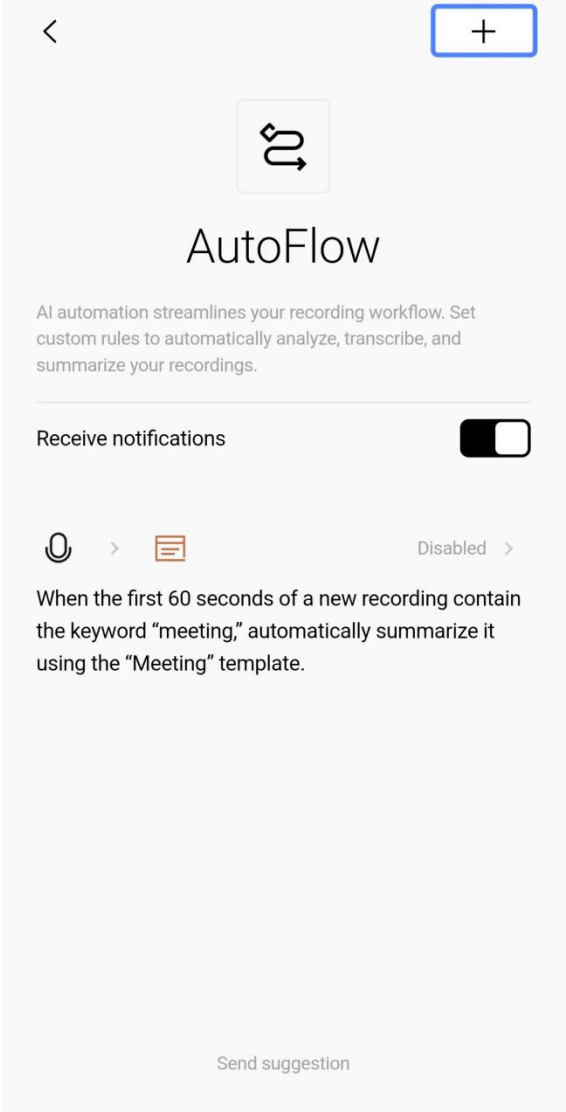
- Customize output: Choose templates, speaker identification, language, and AI model in Then.
- Run multiple AutoFlows: You can create more than one AutoFlow; they run top to bottom, and only the first AutoFlow that matches will run (later ones won’ t execute).

Set up an AutoFlow

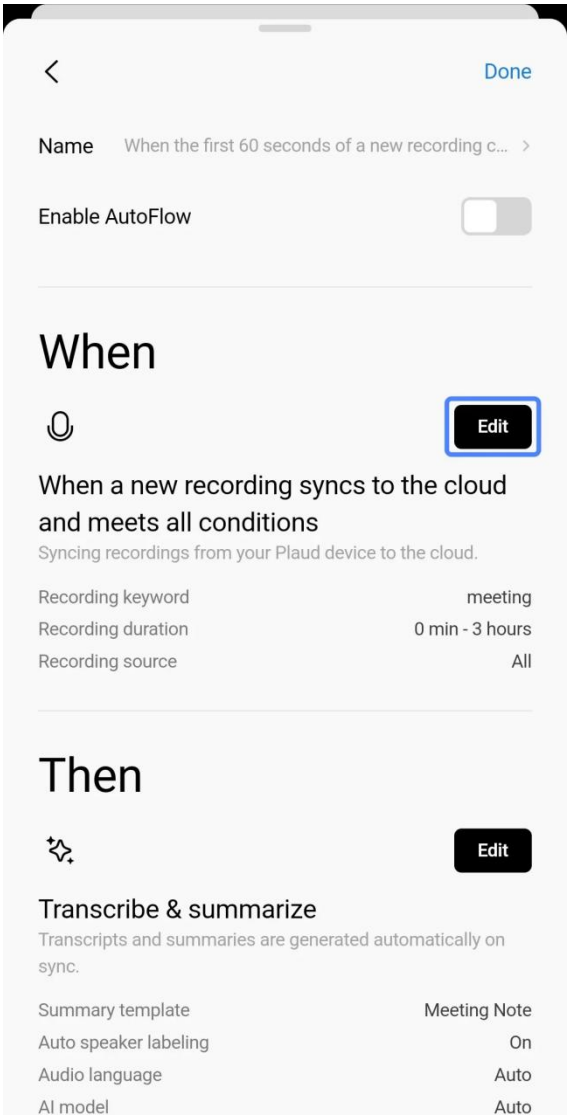
1. Open AutoFlow in Plaud App



2. Tap the top right icon



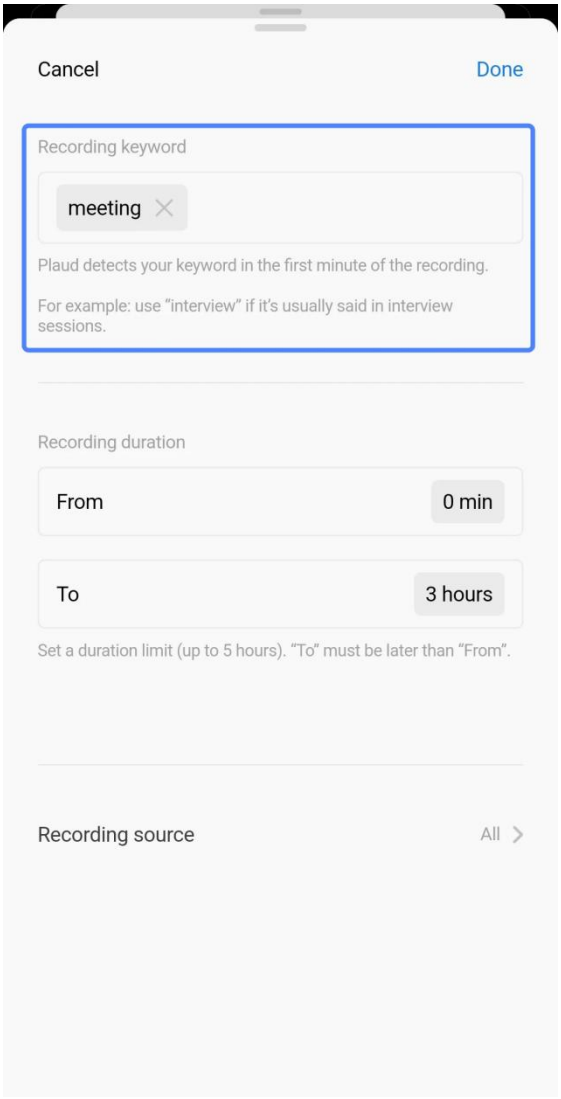
Step 1: Configure When (trigger conditions)



Choose one or more conditions

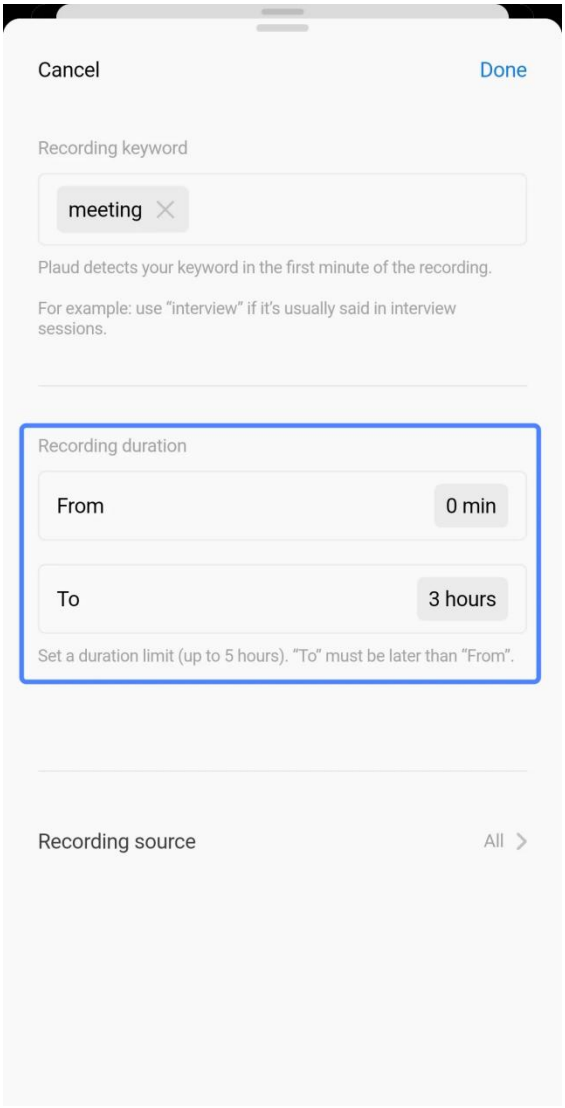
Recording keyword

- Set a keyword (e.g., "meeting").
- The keyword must be spoken within the first 60 seconds of the recording to trigger AutoFlow.



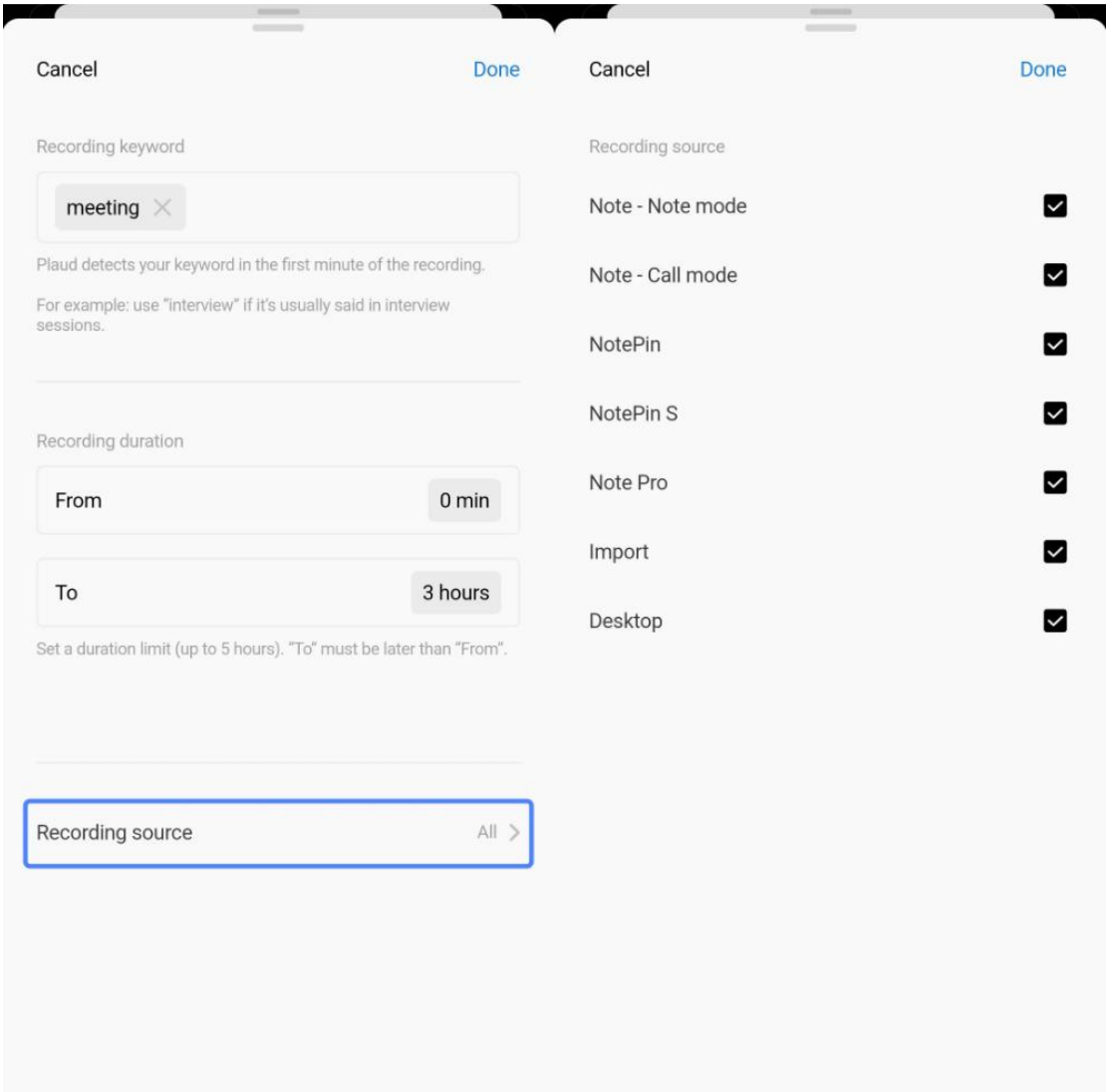
Recording duration

- Set a minimum duration to limit AutoFlow to longer recordings.



Recording source

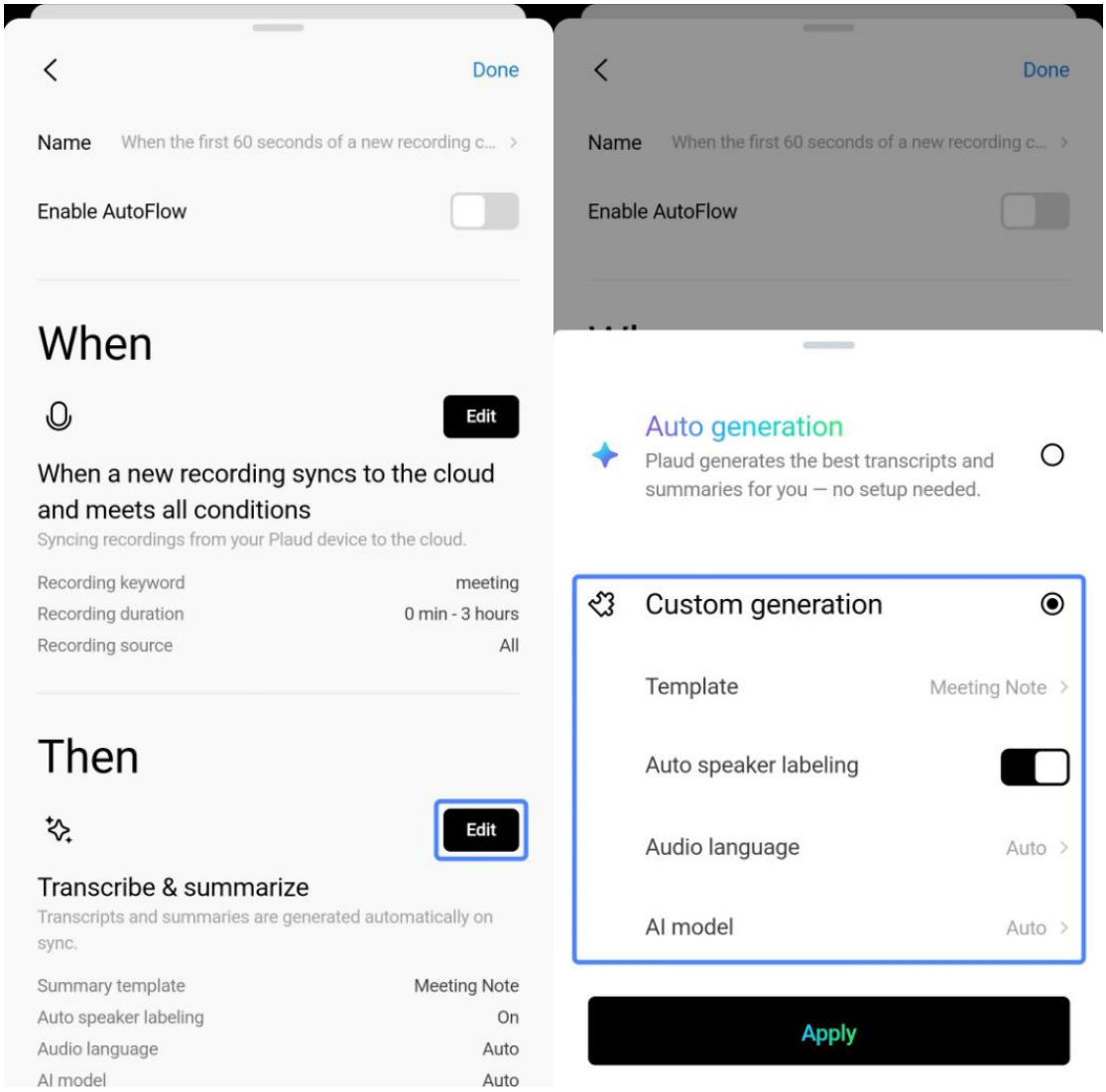
- Choose where the recording comes from (for example, a specific device/app/source shown in your AutoFlow settings).



Step 2: Configure Then (what AutoFlow will do)

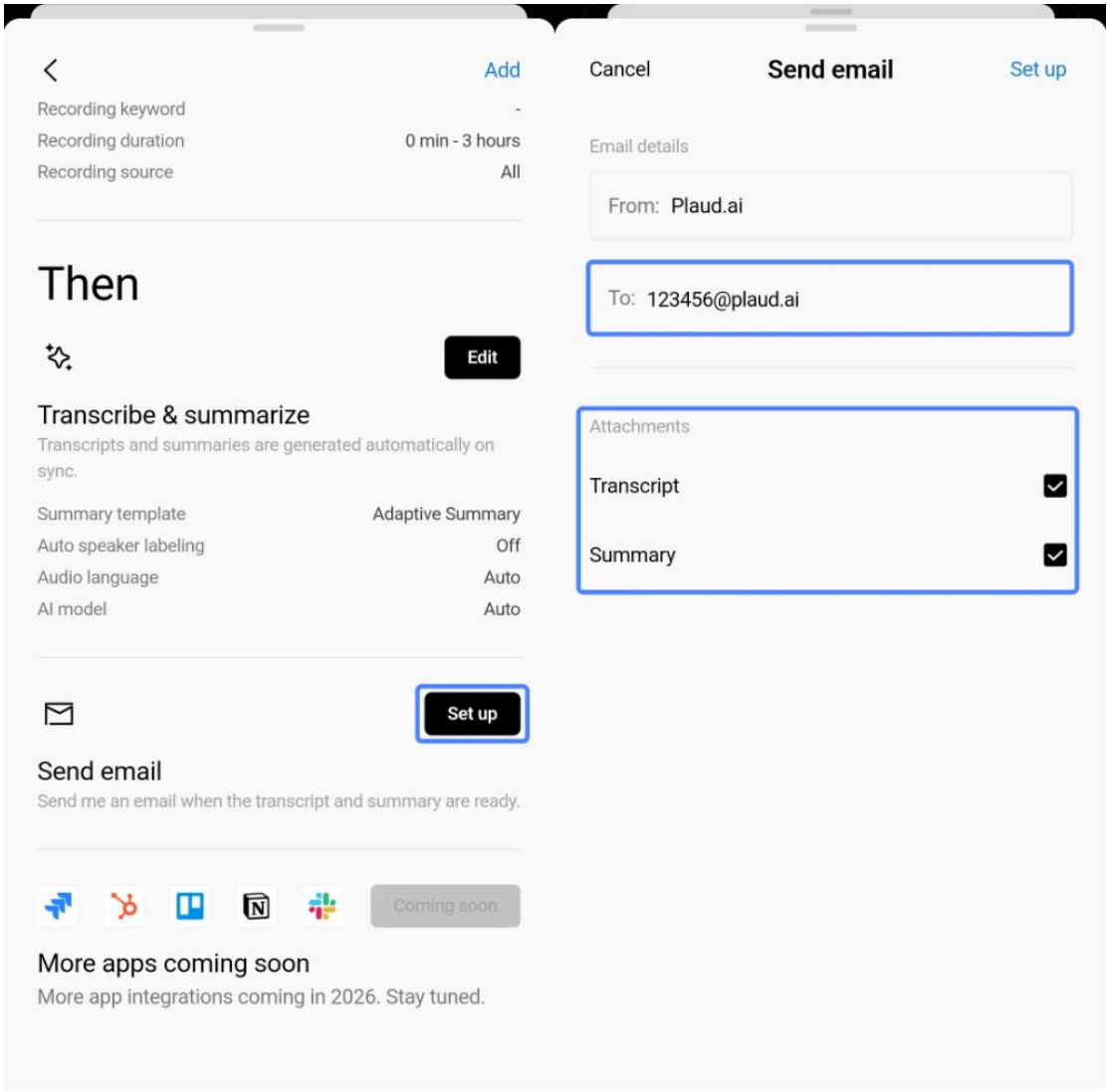
Select the output and processing options you want, such as:

- Transcript/summary template
- Speaker identification
- Language
- AI model (if available in your plan)



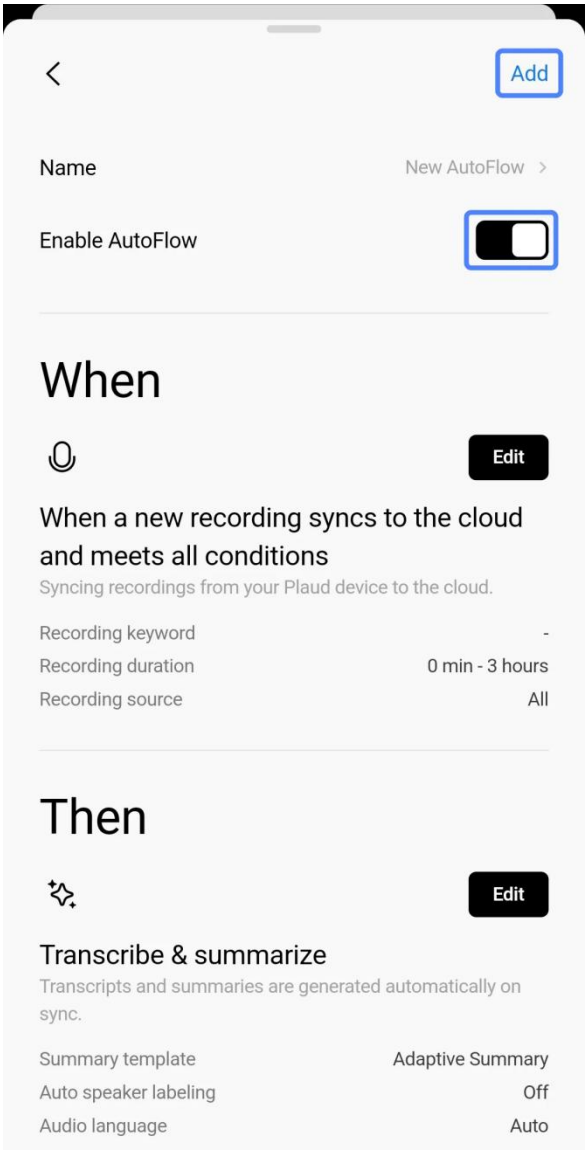
Step 3: Configure Send email (optional)

1. Tap Set up.
2. Enter the email address and select the content you want to receive.



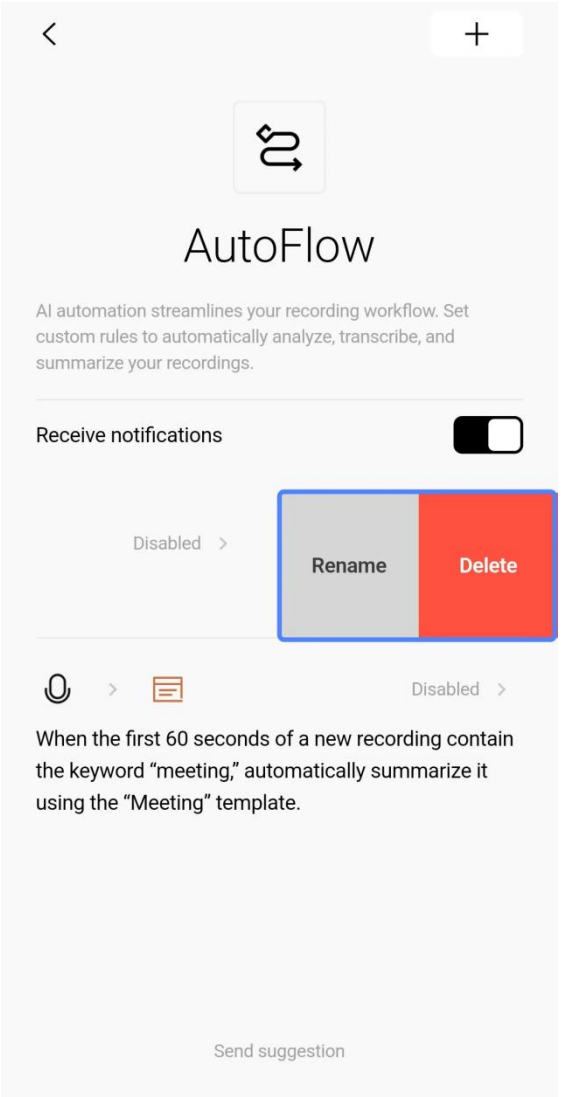
Step 4: Enable and add

1. Enable the AutoFlow.
2. Tap Add.

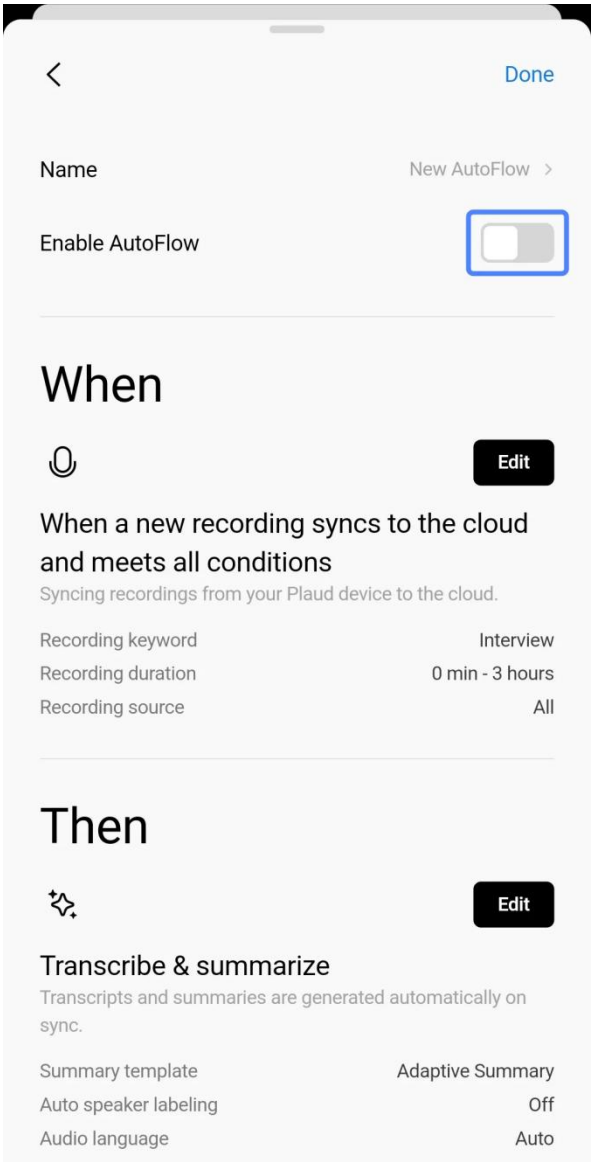


Manage AutoFlows

- Rename or Delete: You can swipe left to rename or delete the autoflow.



- Disable an AutoFlow: Open the AutoFlow and Disabled (you can re-enable anytime).

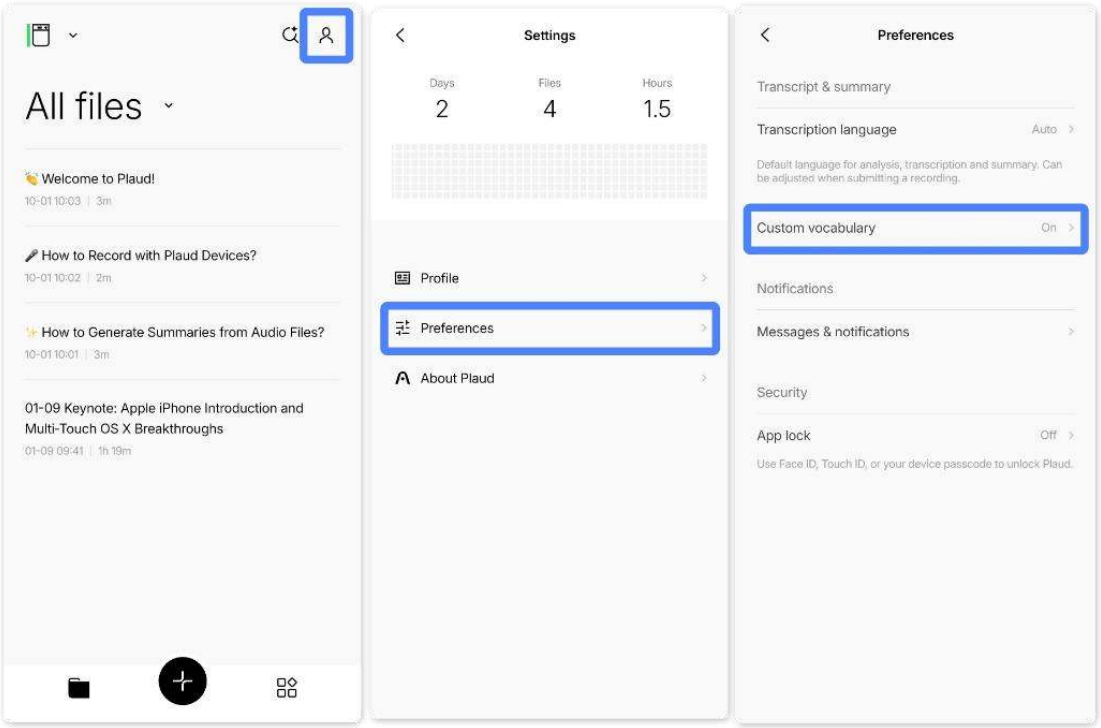


Notes and limitations

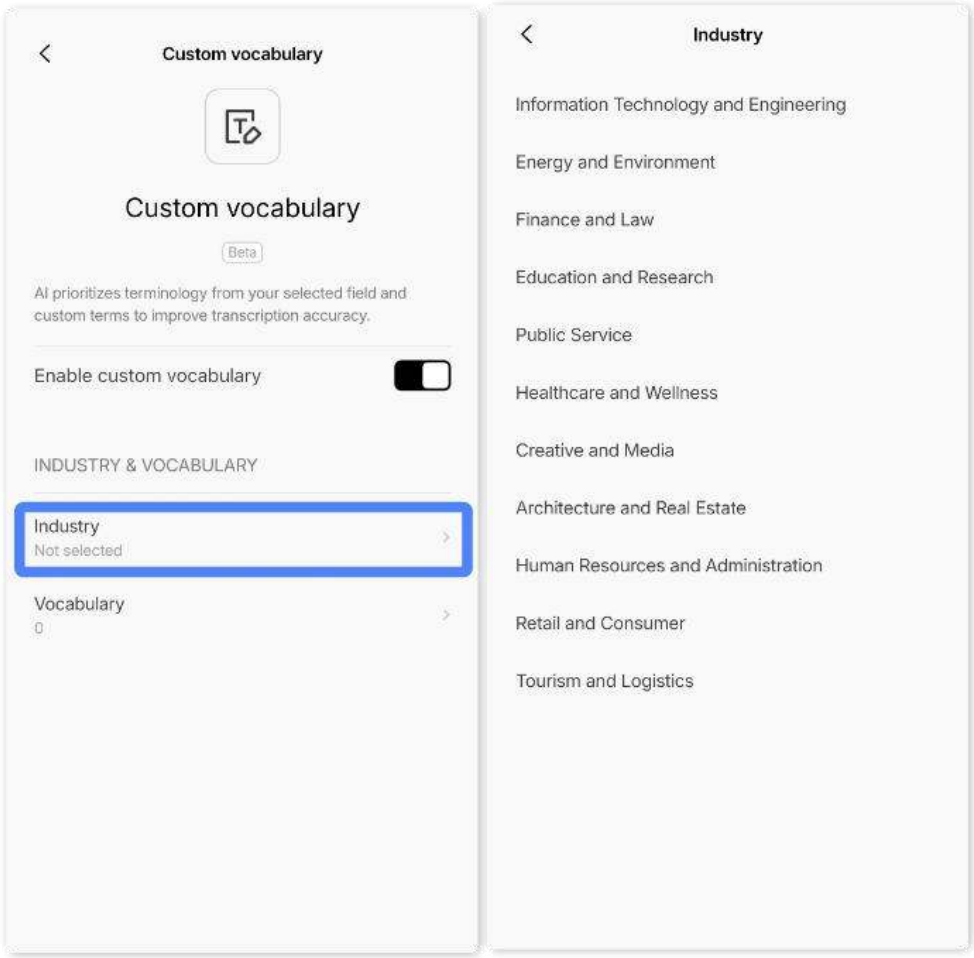
- AutoFlow runs only if the recording exceeds 5 minutes and the content exceeds 200 words.
- Short recordings may upload normally but won’ t trigger AutoFlow processing.

2. Custom Vocabulary

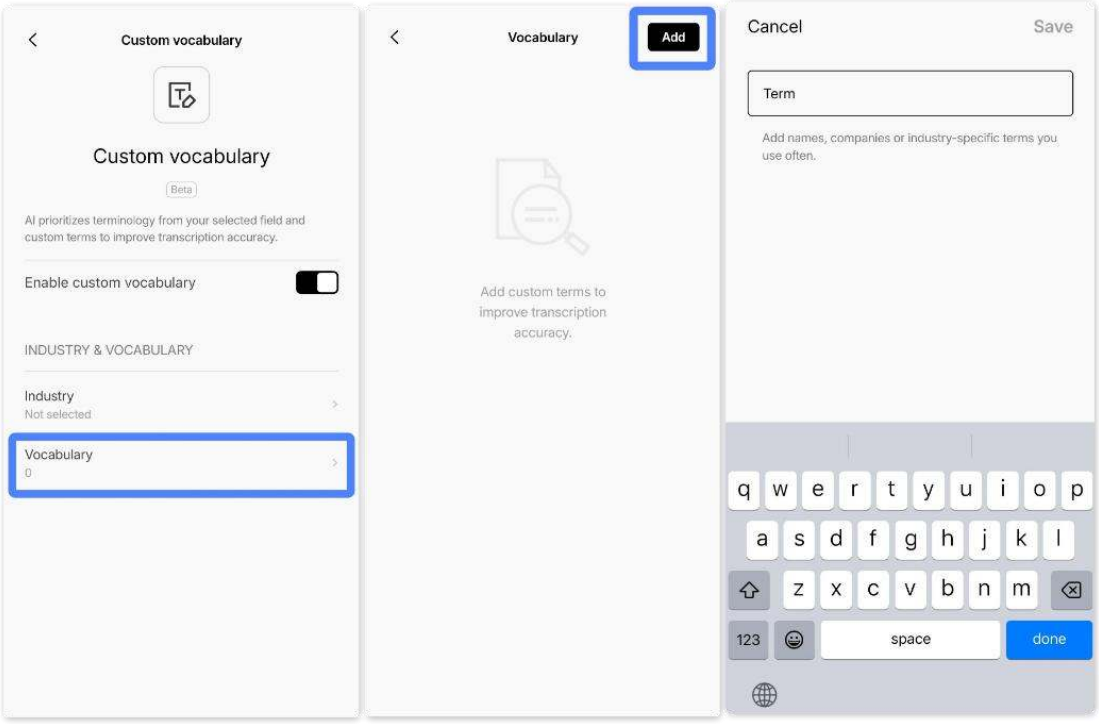
The **Custom Vocabulary** feature is designed to enhance transcription accuracy by tailoring it to your specific needs. Here is what you need to know.



Industry-Specific Support: Users can select from pre-built vocabularies tailored to different industries (e.g., legal, medical, tech), which helps the app better recognize jargon and specialized terms relevant to their field.



User-Defined Customization: Beyond pre-set options, you can manually add custom words, phrases, or terms to the vocabulary. This allows the app to adapt to unique terminology in your organization, such as internal project names, client-specific acronyms, or niche technical terms.



Improved Transcription Precision: By integrating your custom vocabulary, Plaud App significantly reduces misinterpretations in transcriptions, ensuring critical details—especially domain-specific ones—are captured accurately. Whether you are a professional in a specialized field or a team with unique terminology, **Custom Vocabulary** makes transcription more personalized and reliable for your workflow.

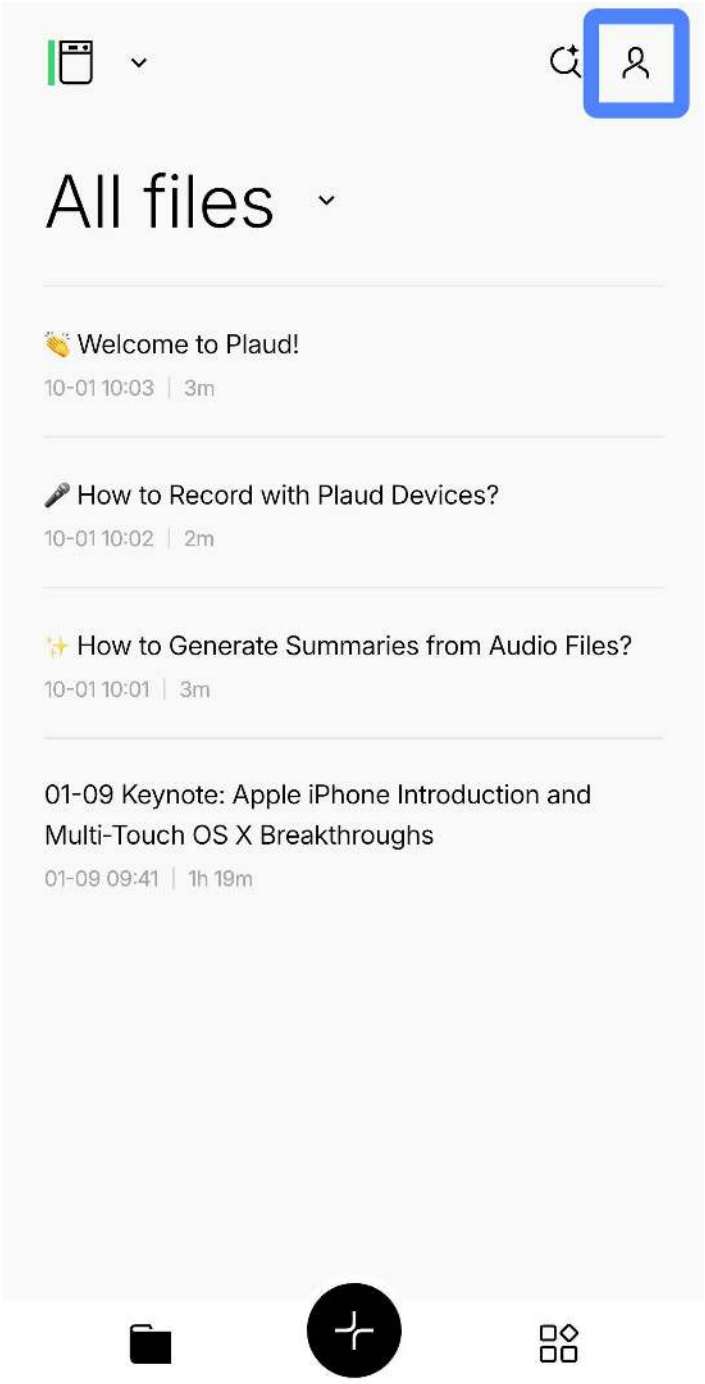
2.9 Other Settings

1. Change Password

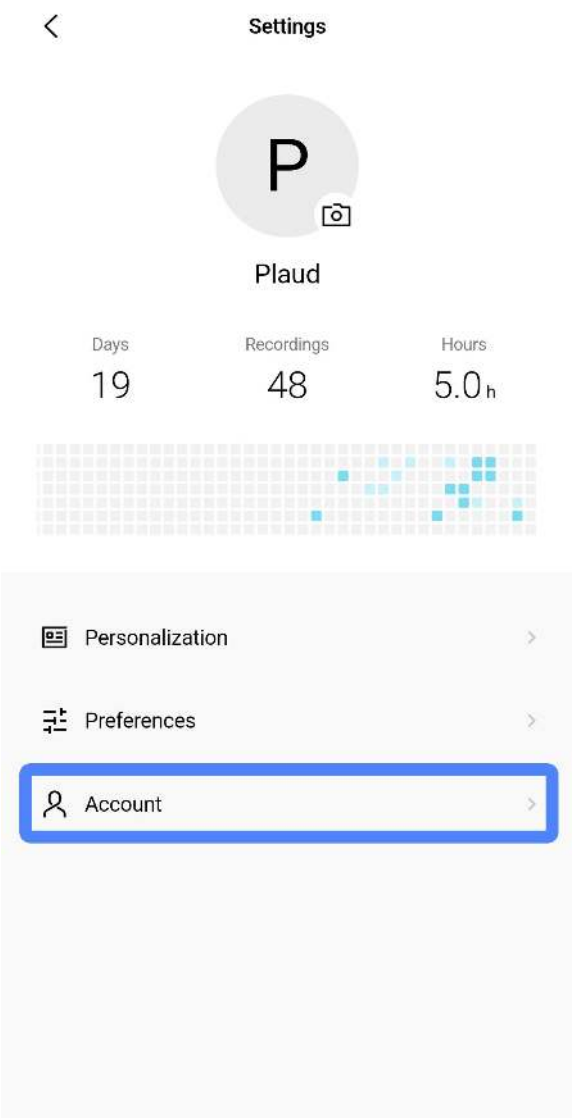
The Plaud app allows you to change the login password when you are login with email address and password.

To do that, please follow the steps below:

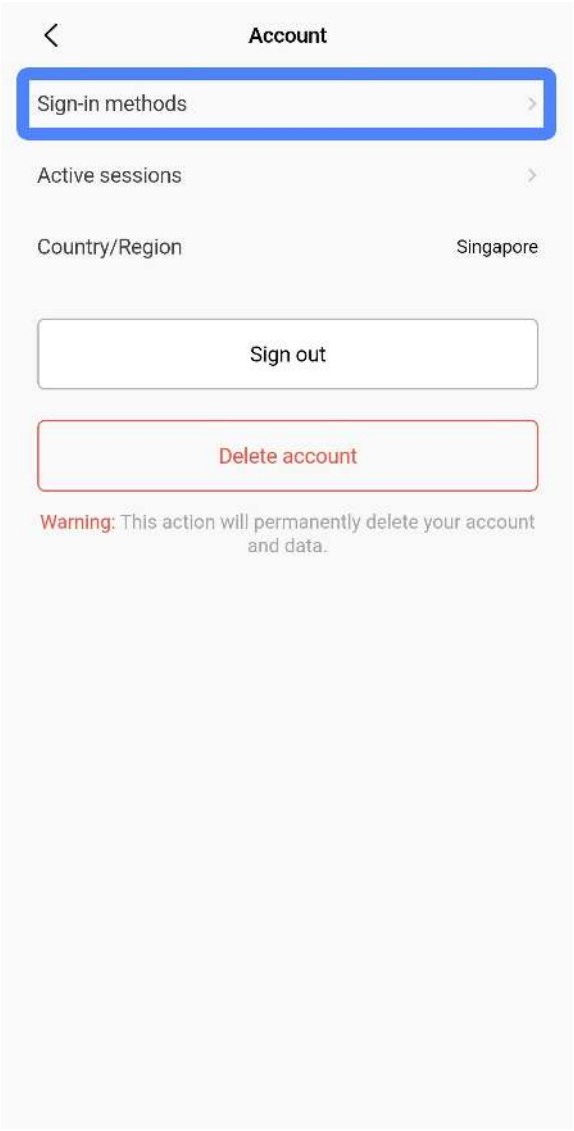
1. Tap on the top-right icon to enter the "**Settings**" page.



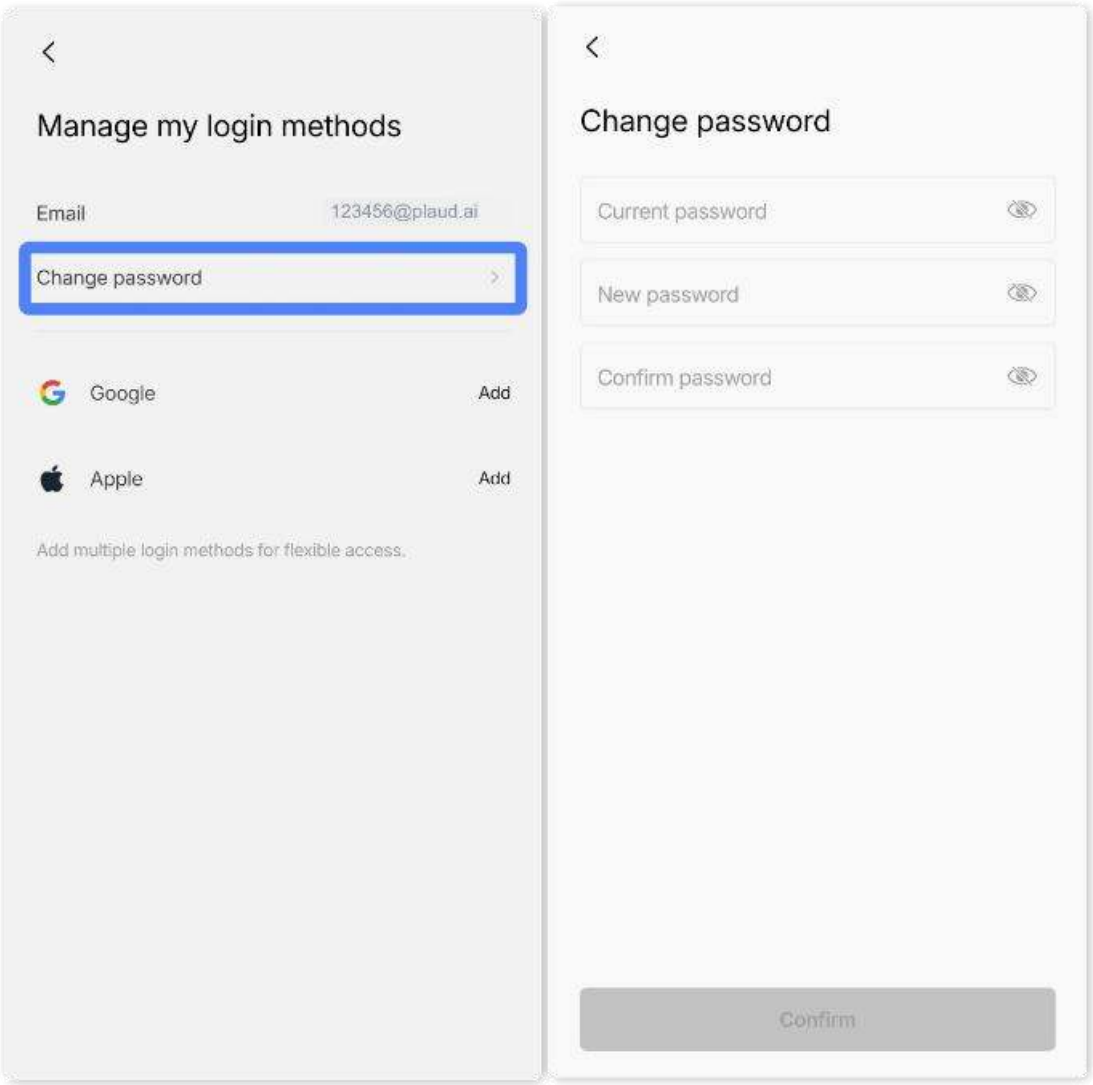
2. Tap on "**Account**" to enter the account page.



3. Tap on "**Sign-in methods**" to manage your login methods.

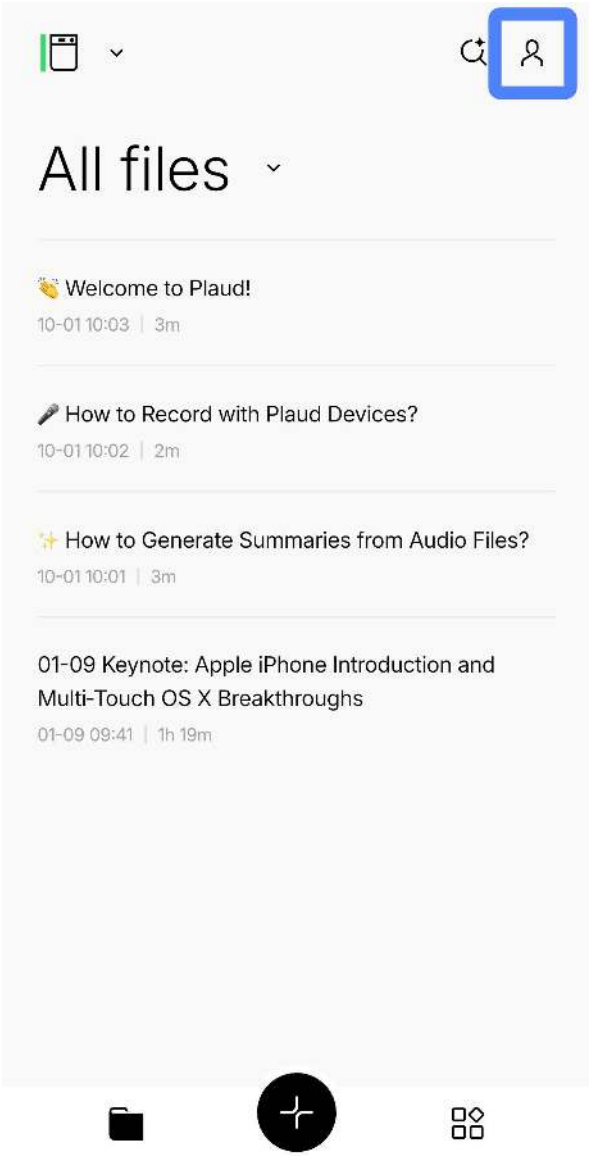


4. Tap "**Change password**" to set your new password.

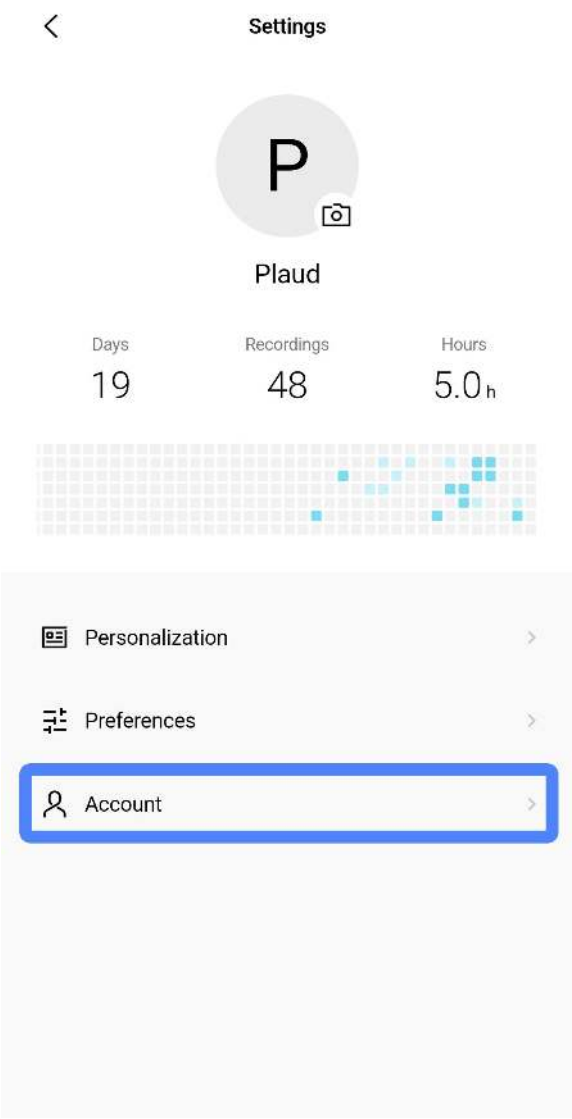


2. Manage Sign-in Methods

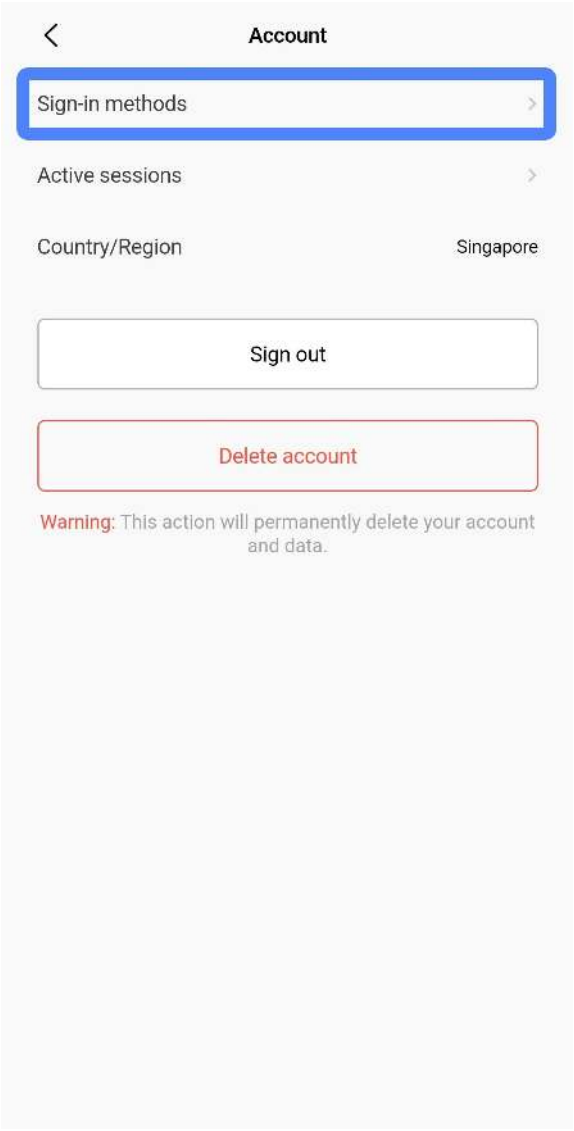
To do that, please tap on the top-right icon to enter the "**Settings**" page.



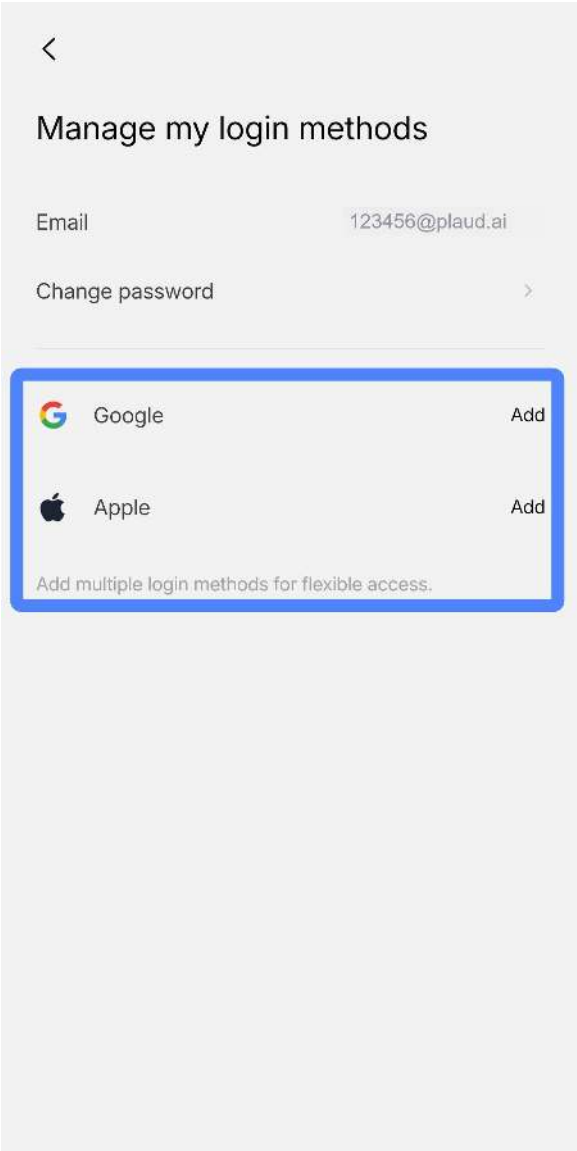
Then tap on "**Account**" to enter the account page.



Then tap on "**Sign-in methods**" to manage your login methods.



This page allows you to add or remove the login methods.

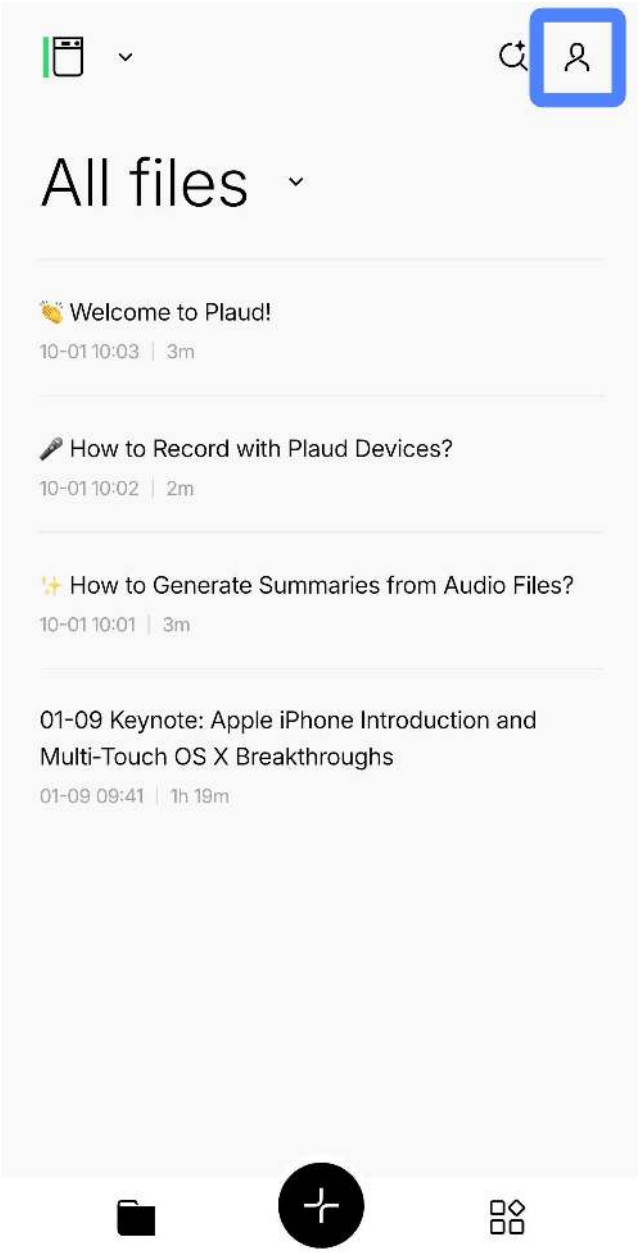


Note:

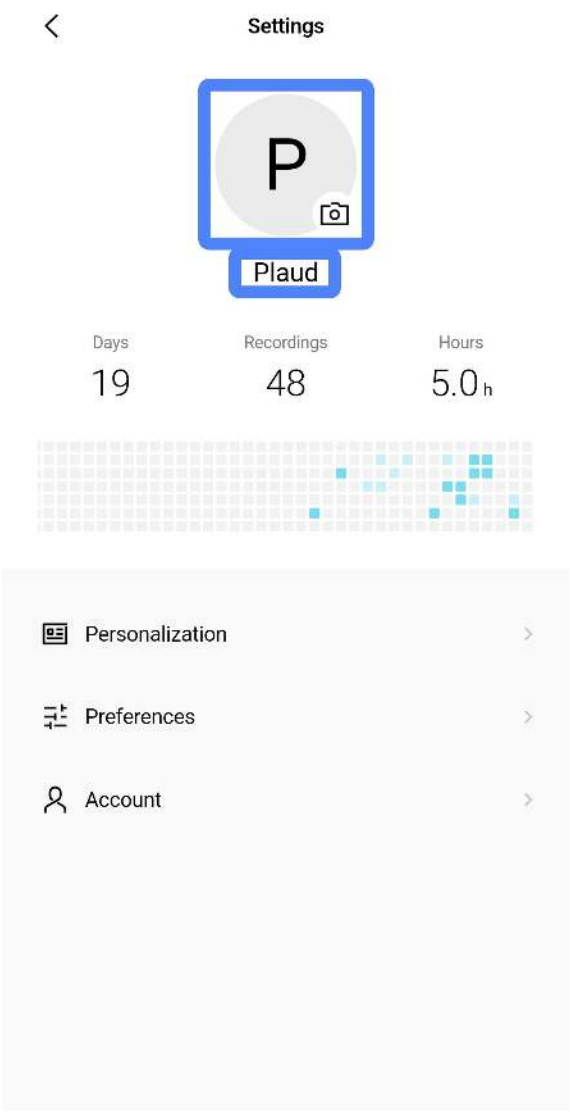
- The last remaining login method cannot be removed.
- For users using the email login method, the email login method cannot be removed.
- Each account must have at least one login method.

3. Adjust Profile Details

To do that, please tap on the top-right icon to enter the "**Settings**" page.

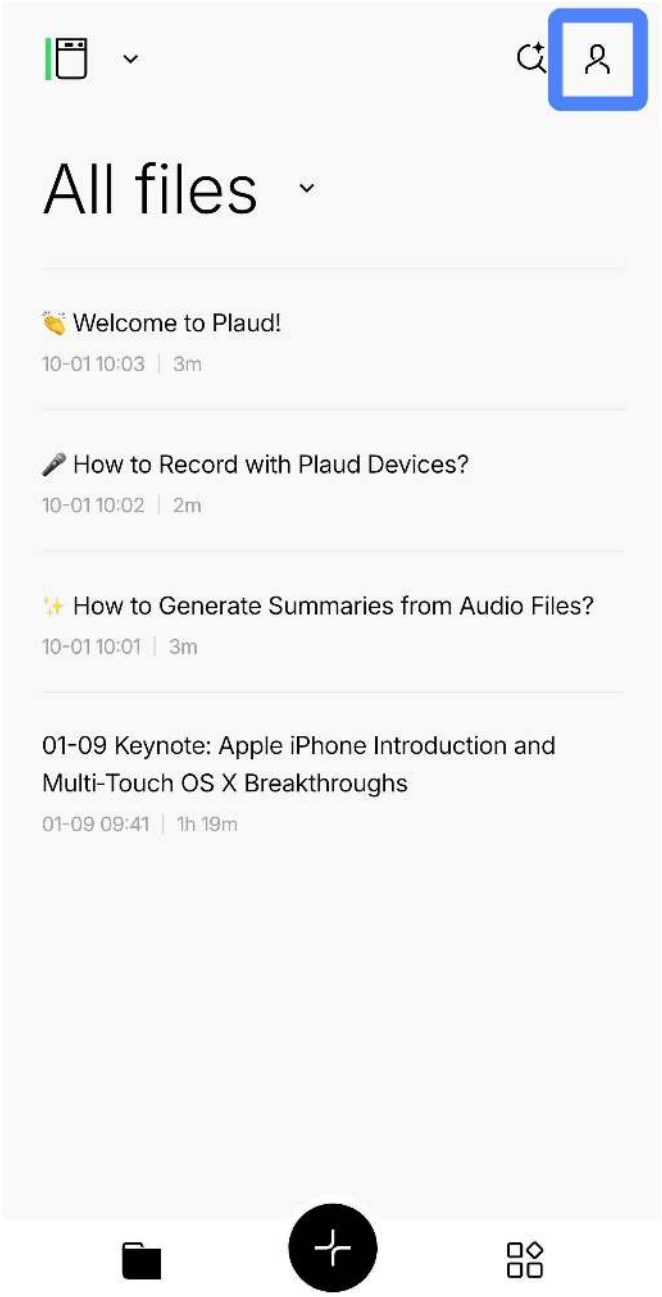


Then tap profile picture or name to adjust.

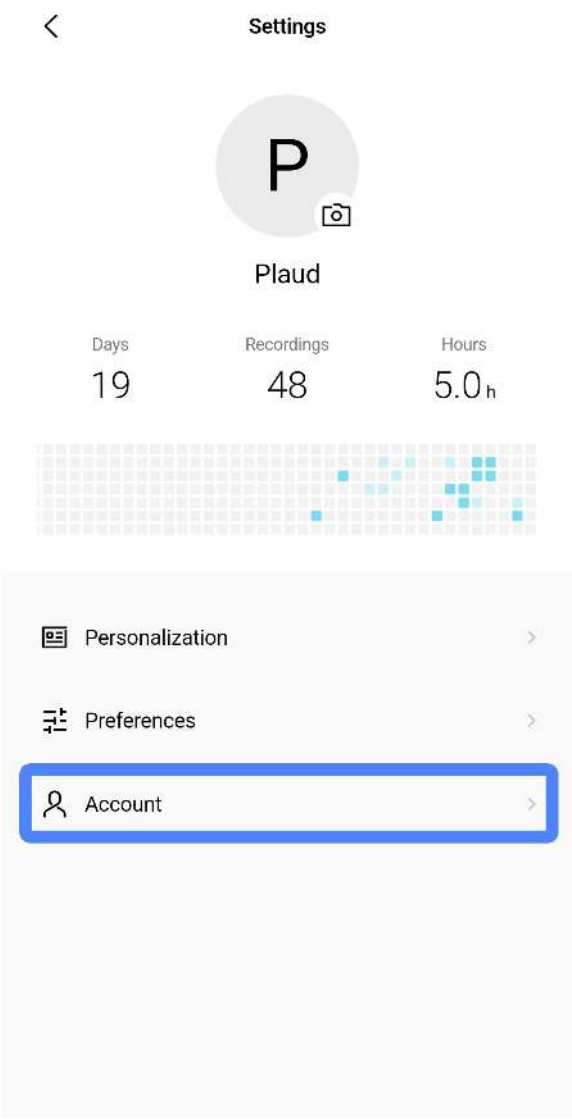


4. Delete Account

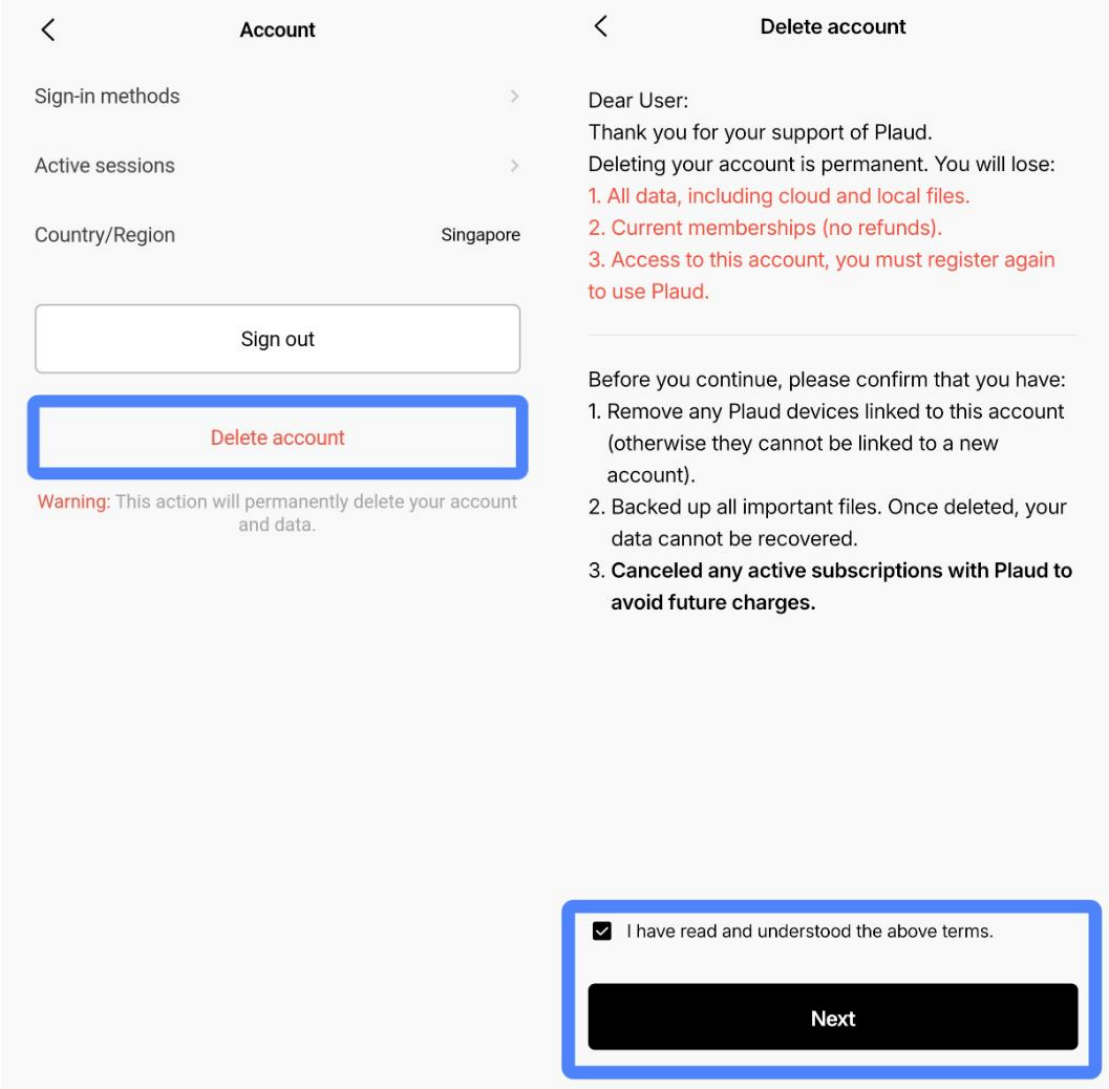
We highly recommend you contacting us before canceling your account if you encounter any issues or problems. We are here to help you and ensure a smooth experience with our products.
Please note that once you delete your account, all personal data associated with it will be permanently deleted. This 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.
To do that, please tap on the top-right icon to enter the "**Settings**" page.



Then tap on "**Account**" to enter the account page.

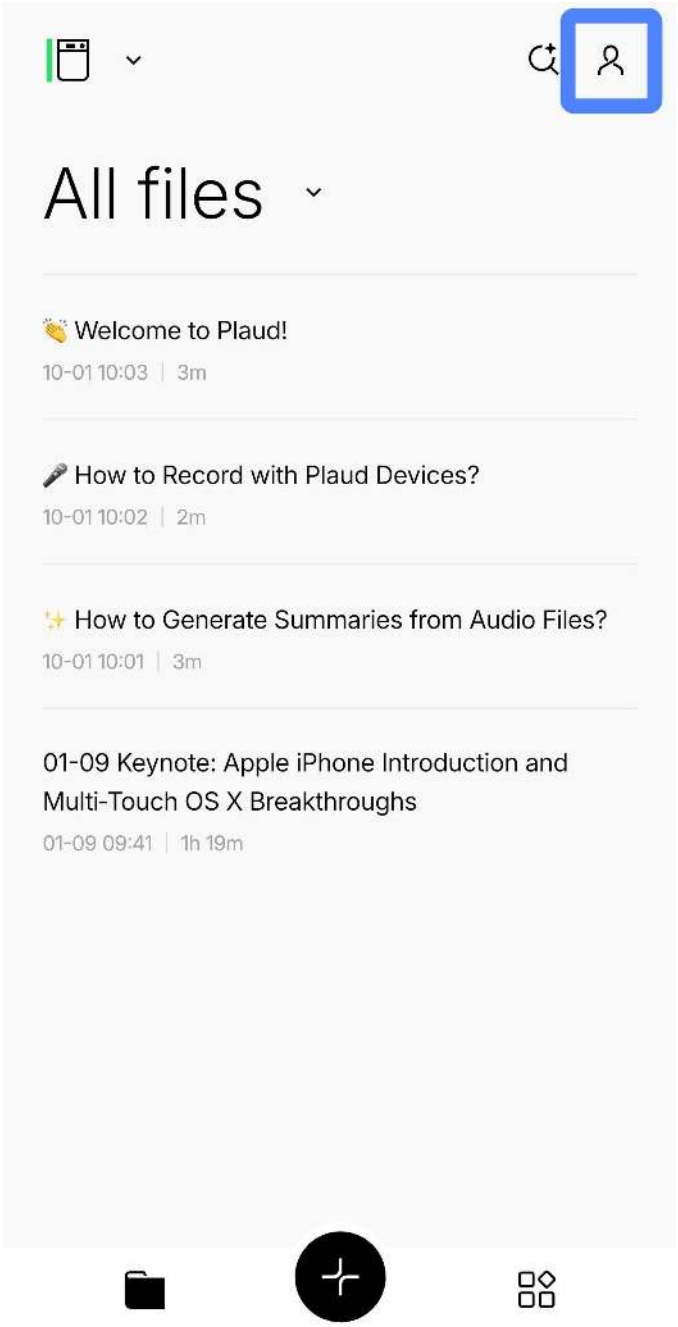


Then tap on "**Delete account**" and follow the instructions to delete your Plaud account.

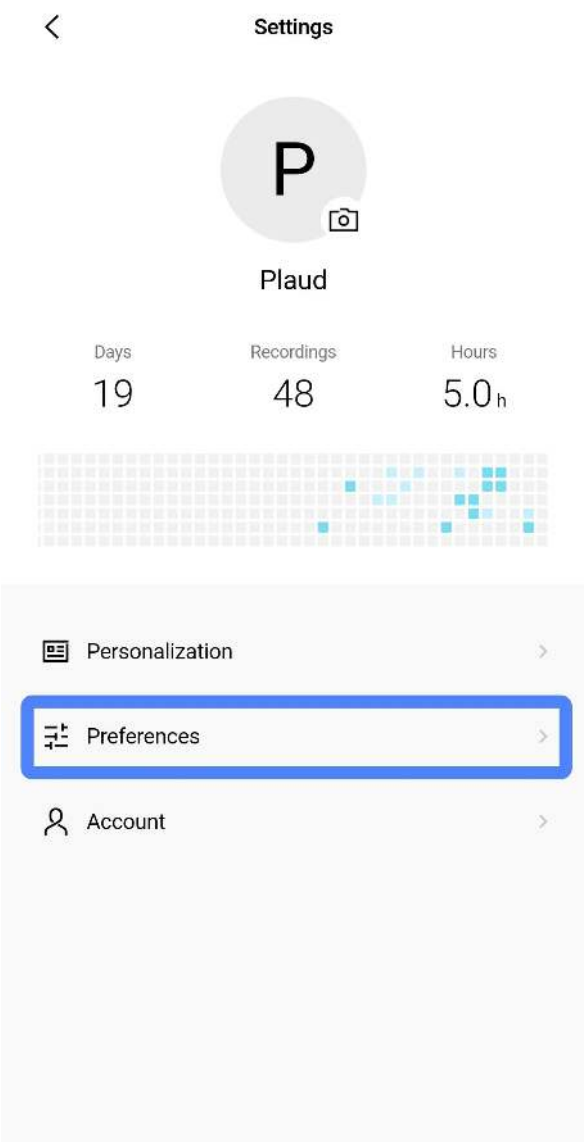


5. Enable App Lock

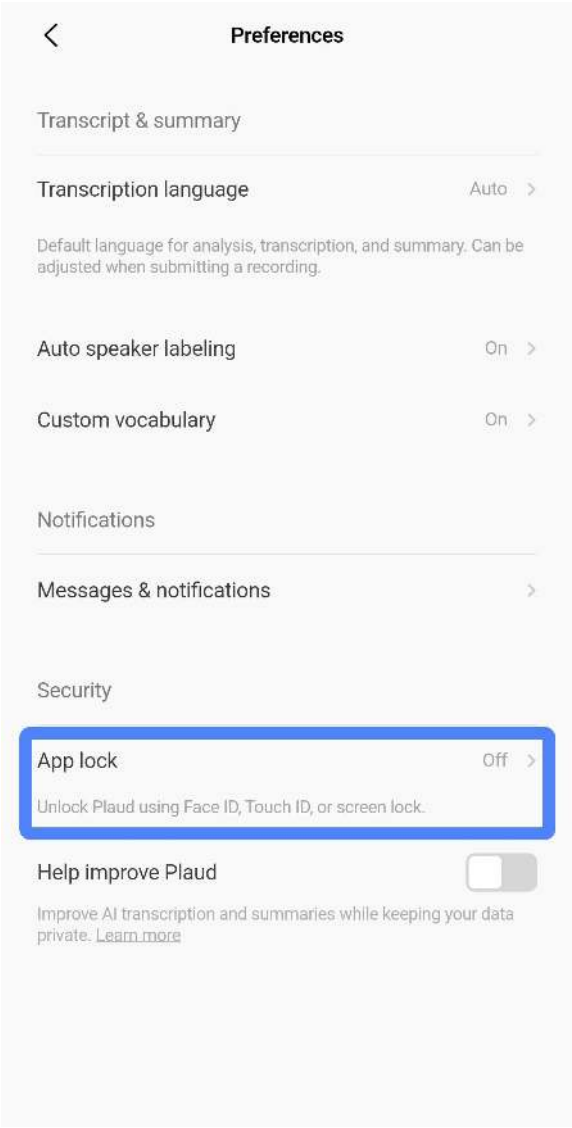
To do that, please tap on the top-right icon to enter the "**Settings**" page.



Then tap on "**Preferences**" to enter the preferences page.

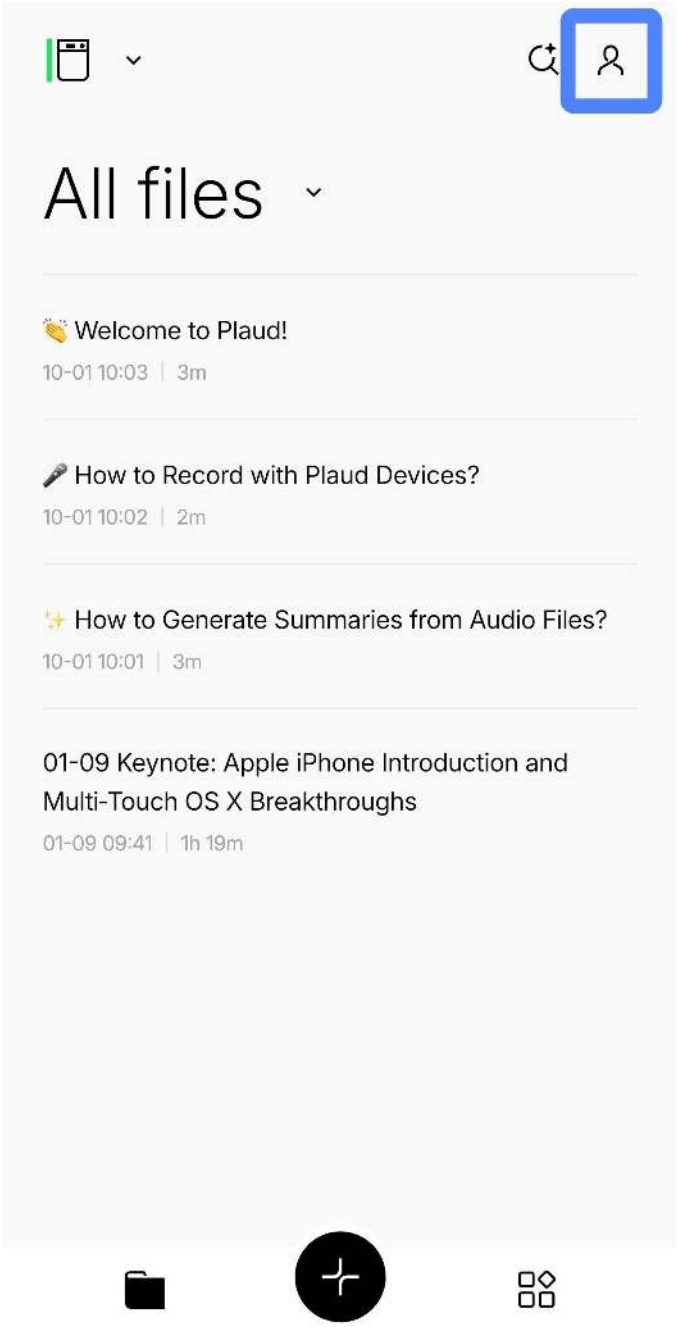


Then tap on "**App lock**" to activate the biometric lock.

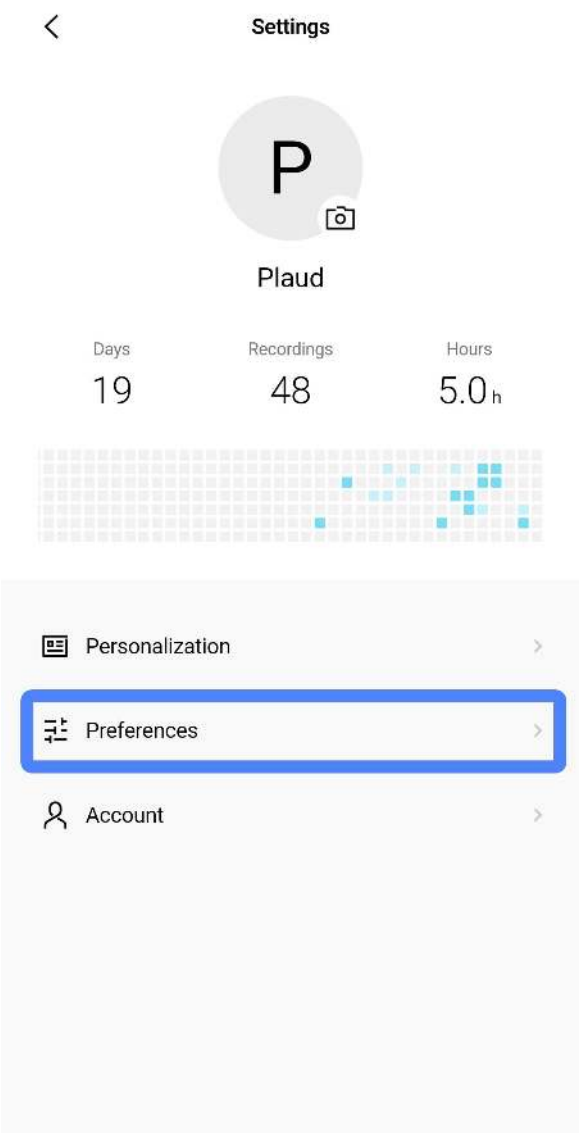


6. Enable Notifications

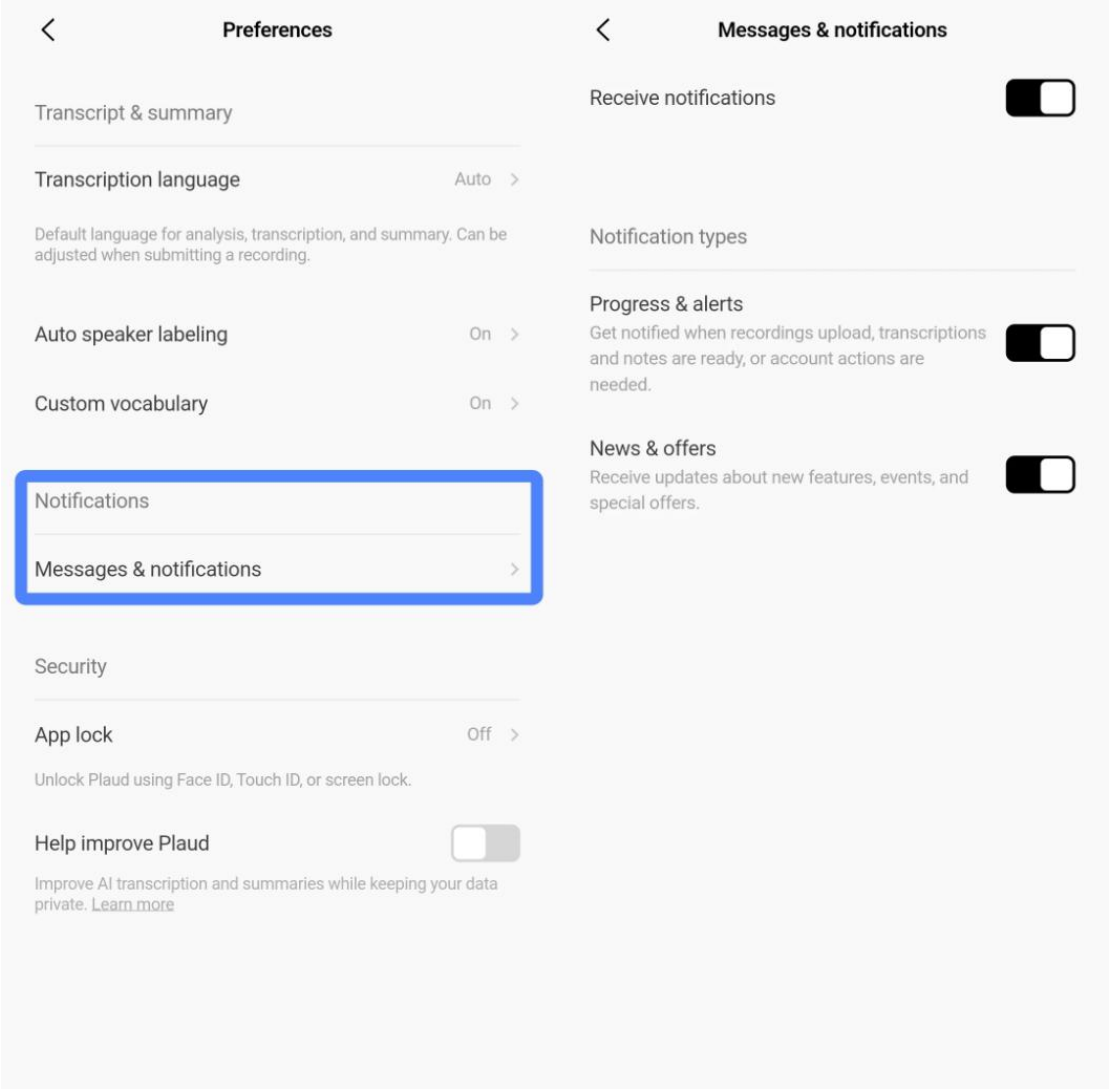
To do that, please tap on the top-right icon to enter the "**Settings**" page.



Then tap on "**Preferences**" to enter the preferences page.

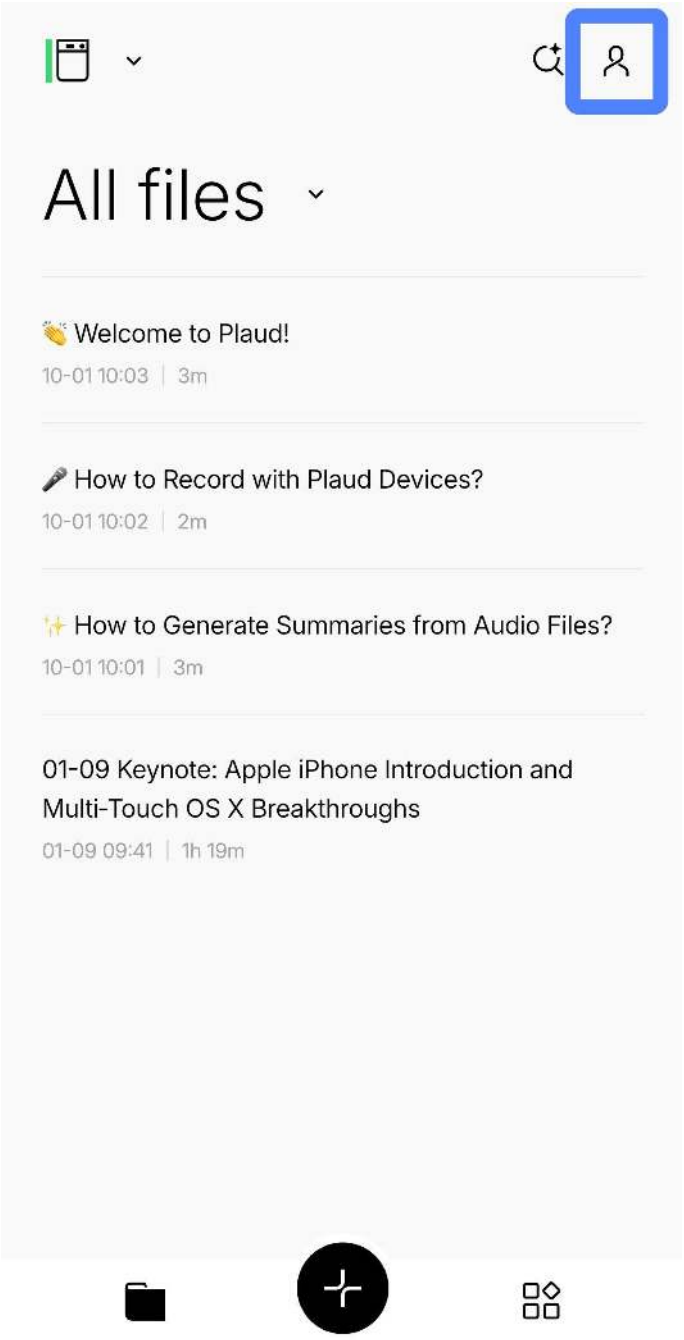


Then tap on "**Messages & notifications**" to enable the notifications for promotions & updates.

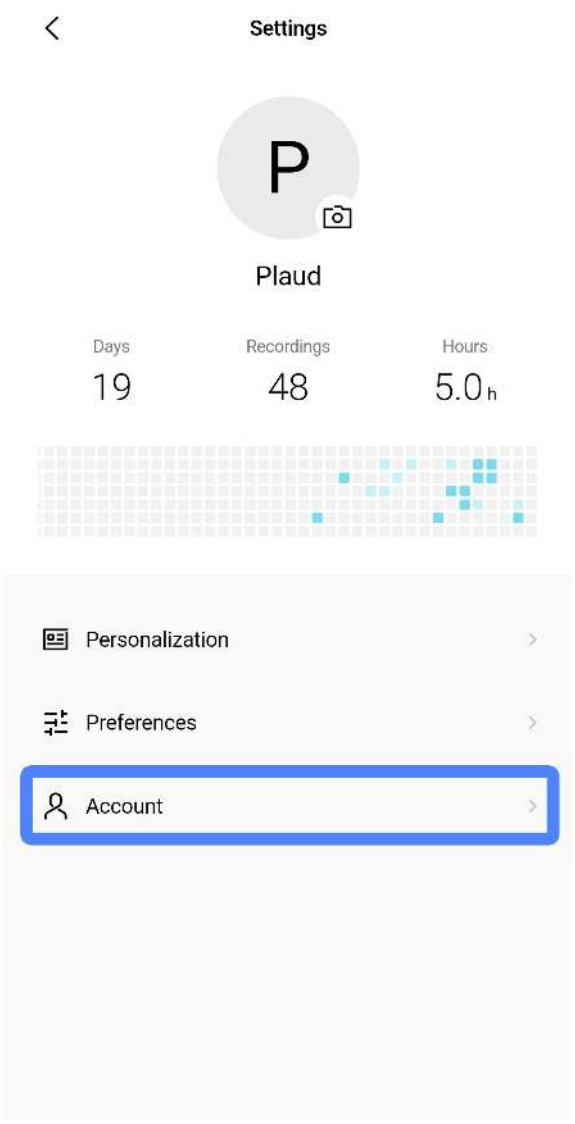


7. Manage Active Sessions

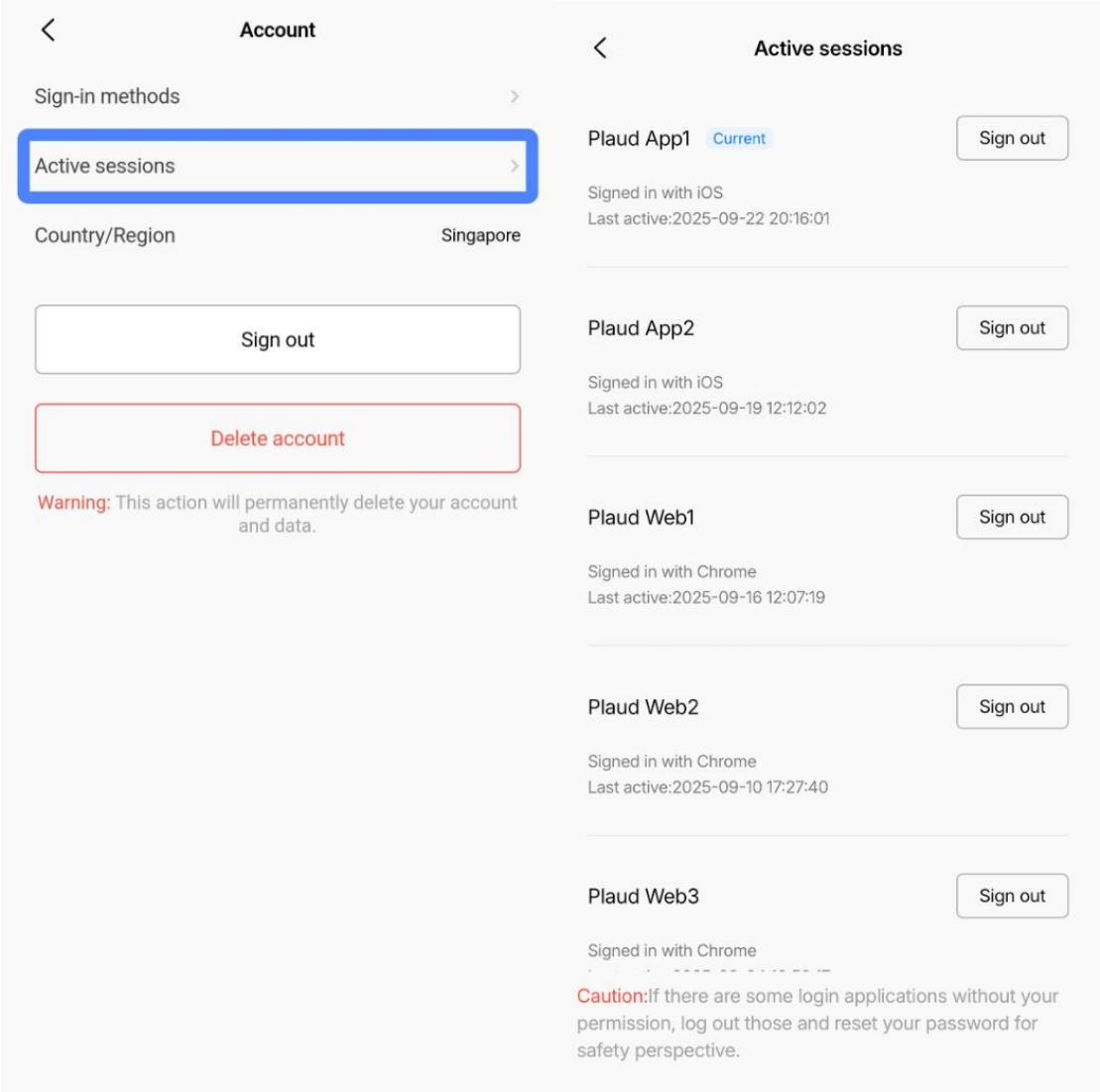
If there are some login applications without your permission, log out those and reset your password for safety purposes.
To do that, please tap on the top-right icon to enter the "**Settings**" page.



Then tap on "**Account**" to enter the account page.



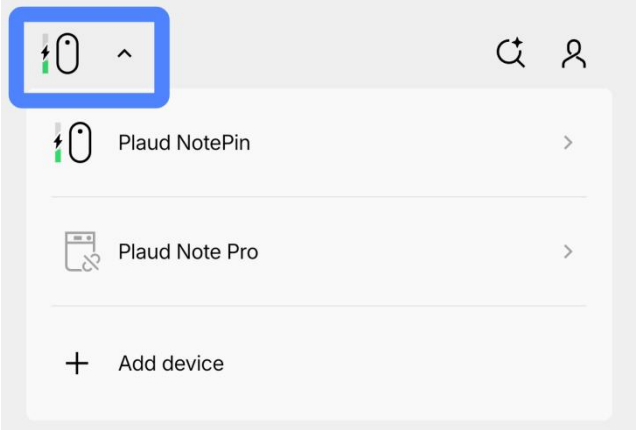
Then tap on "**Active sessions**" to manage your sessions.



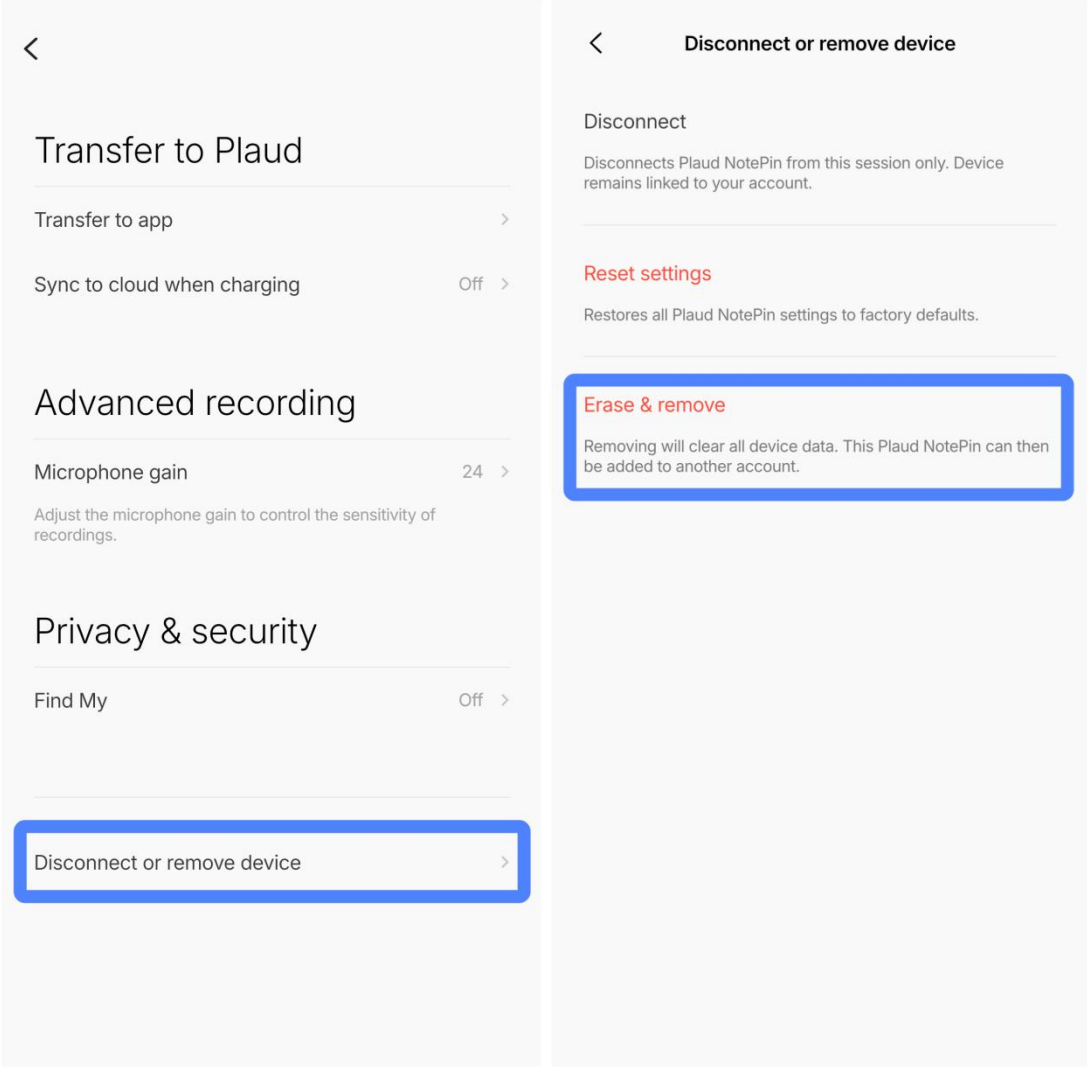
8. Unbind Device

It is supported to unbind the device from your account with or without connecting the device to your Plaud App.

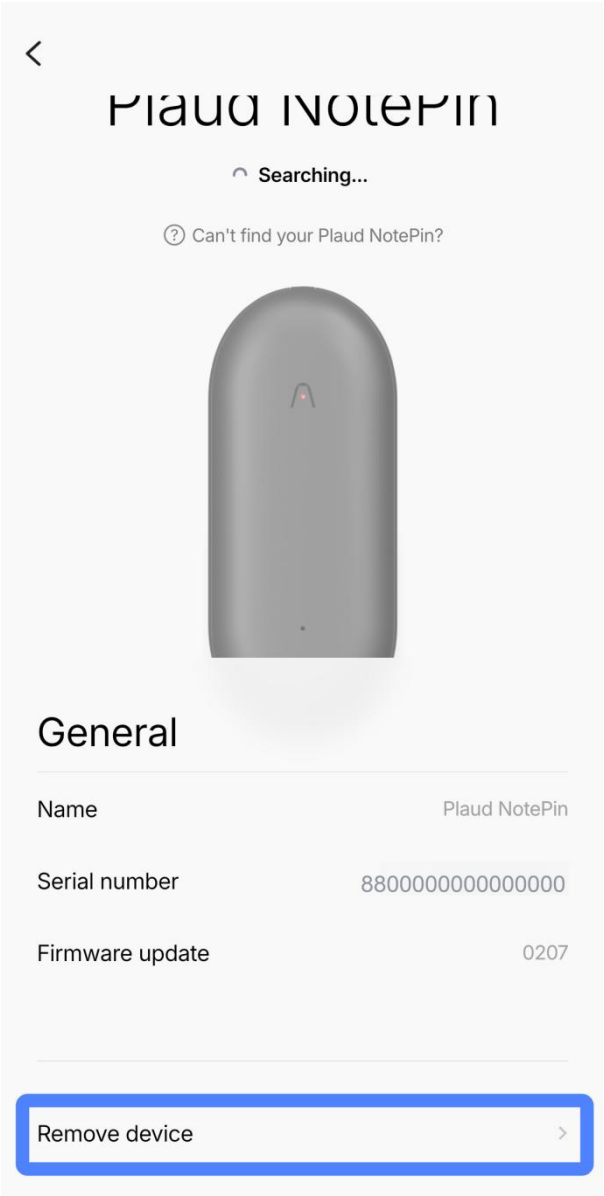
To do that, tap the top-left icon to choose the device you want to unbind.



If your device is connecting to the app, tap "**Disconnect or remove device**" at the bottom. Then tap "**Erase & remove**" to unbind your device.



If your device is not connecting to the app, tap "**Remove device**" at the bottom. Then tap "**Erase & remove**" to unbind your device.



Note: Removing will clear all device data.

9. Sign Out Account

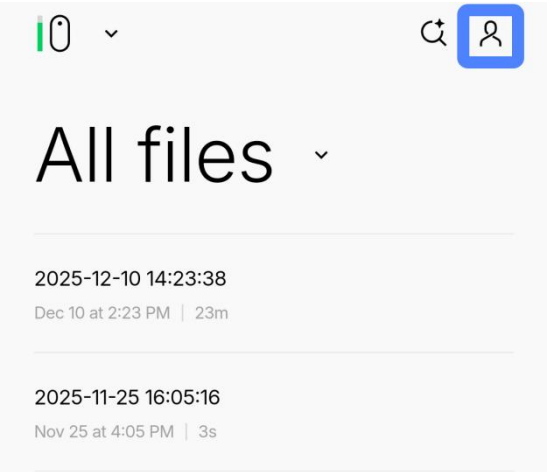
Log out of the Plaud app to switch accounts or secure your data on a shared device.

Before you start

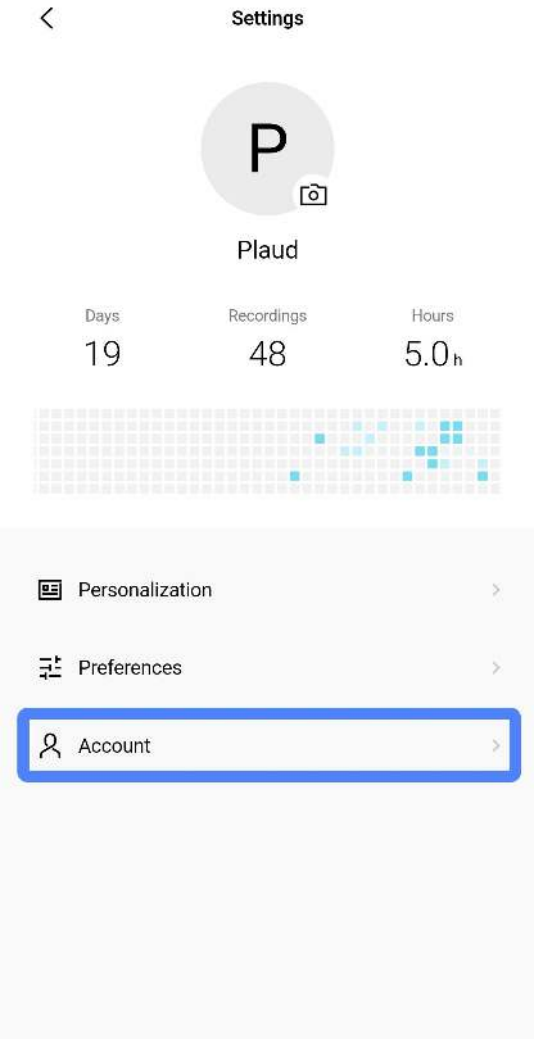
- Make sure your recordings have finished uploading and syncing.
- If you are using a shared device, consider enabling a screen lock after logging out.

Steps

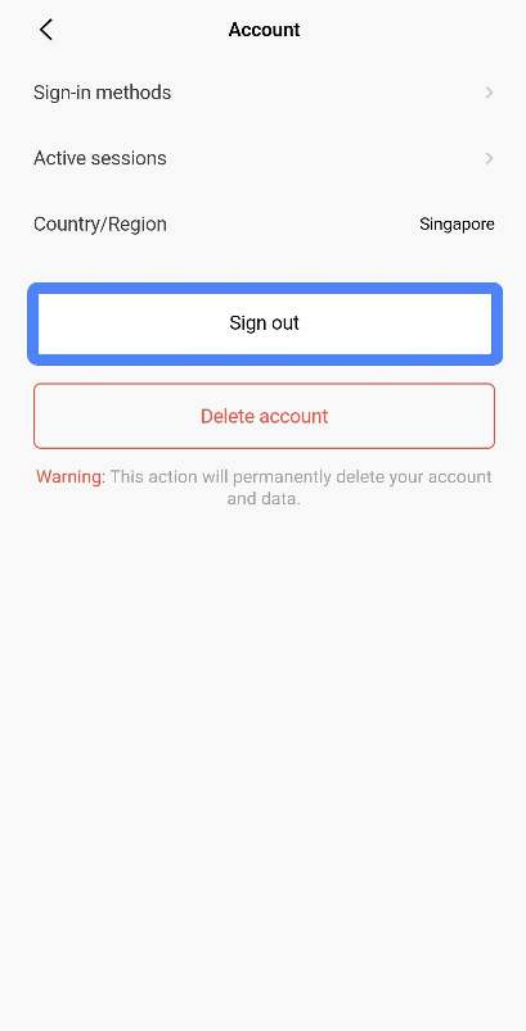
1. Open the Plaud app.
2. Tap the icon in the top-right corner to open Settings.



3. Tap Account.



4. Tap Sign out.



What happens after you sign out

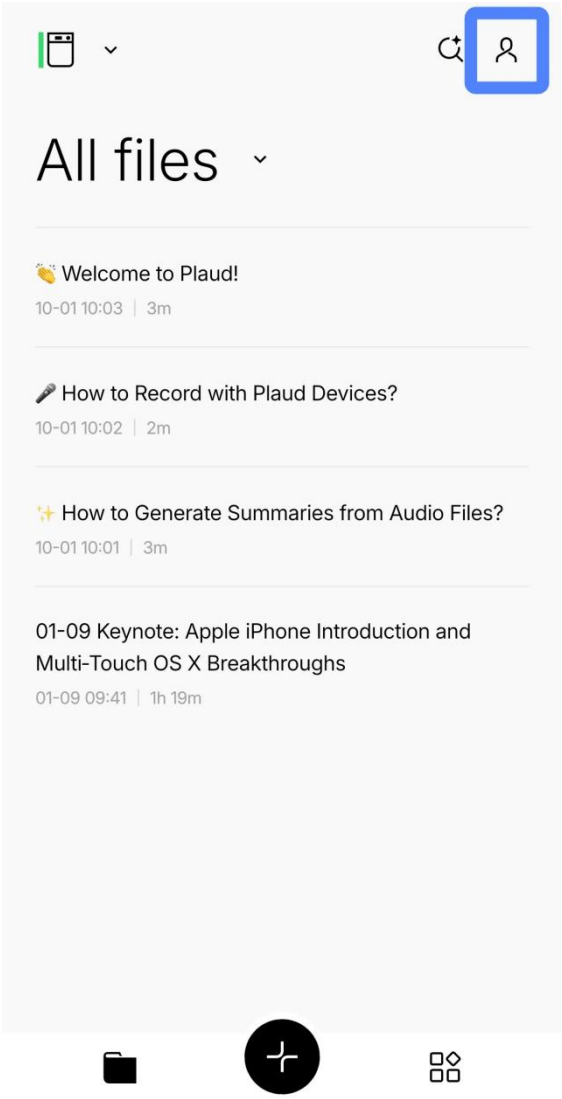
- You will be returned to the sign-in screen.
- Your account session is removed from this device. Local device settings may remain.

10. Auto Speakr Labeling

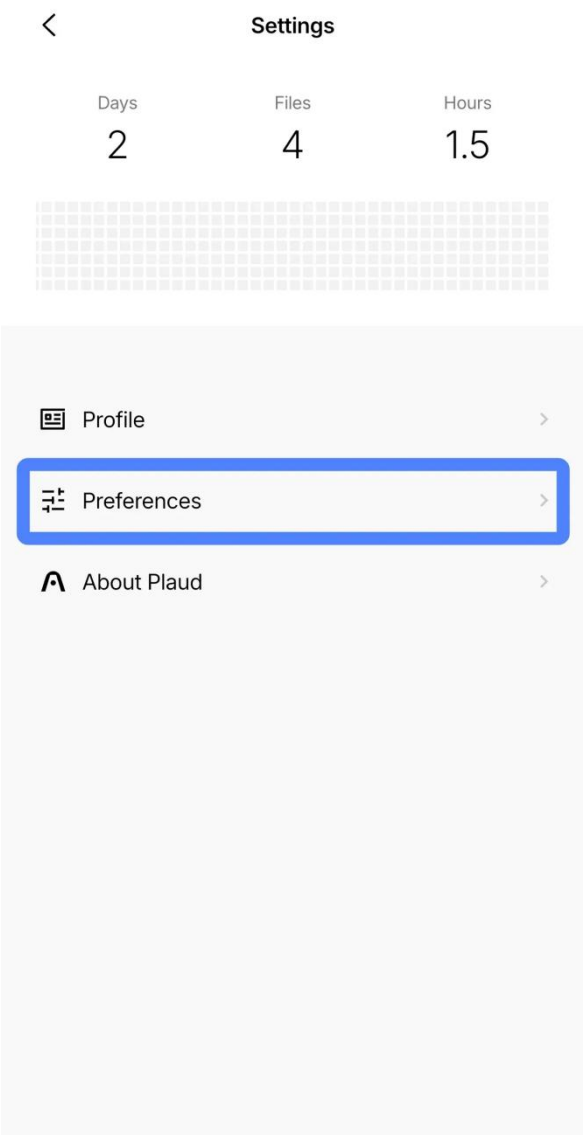
This feature allow Plaud to recognize voice and label frequent speakers.

To do that

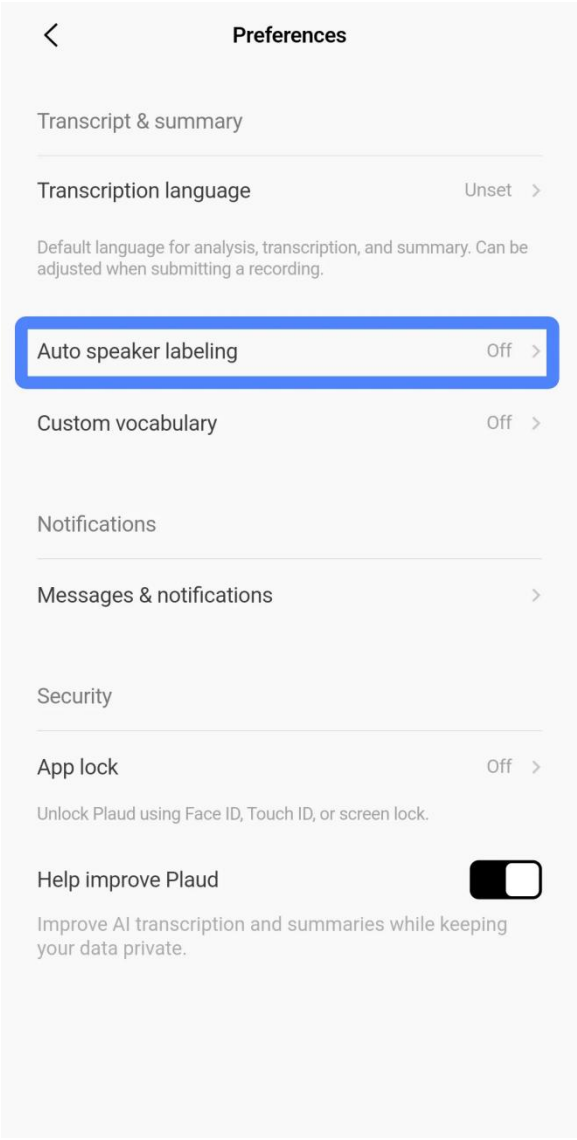
1. Go to Settings



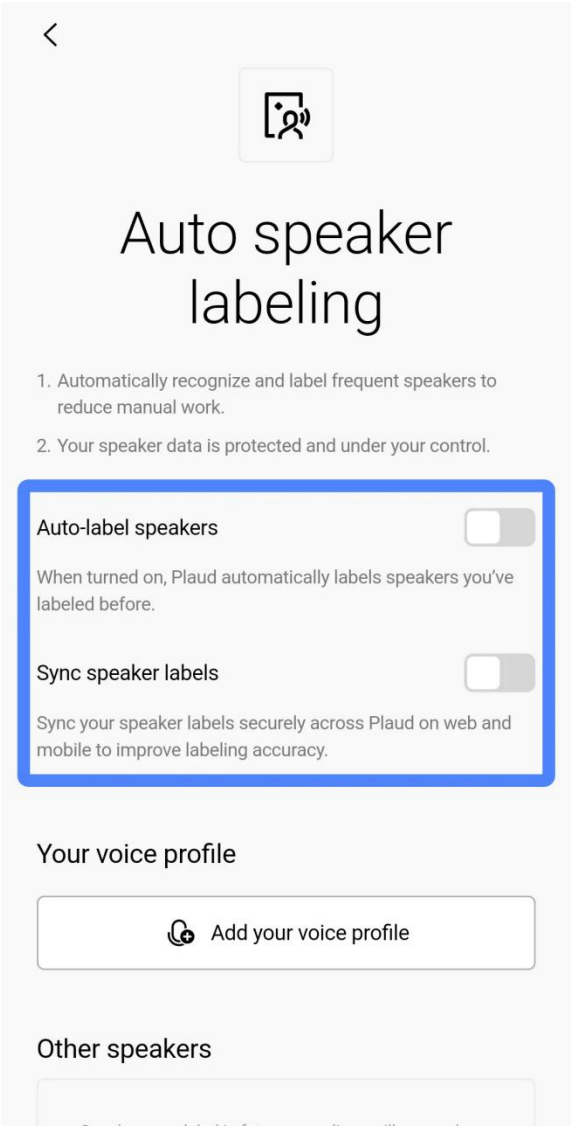
2. Go to Preferences



3. Go to Auto speaker labeling

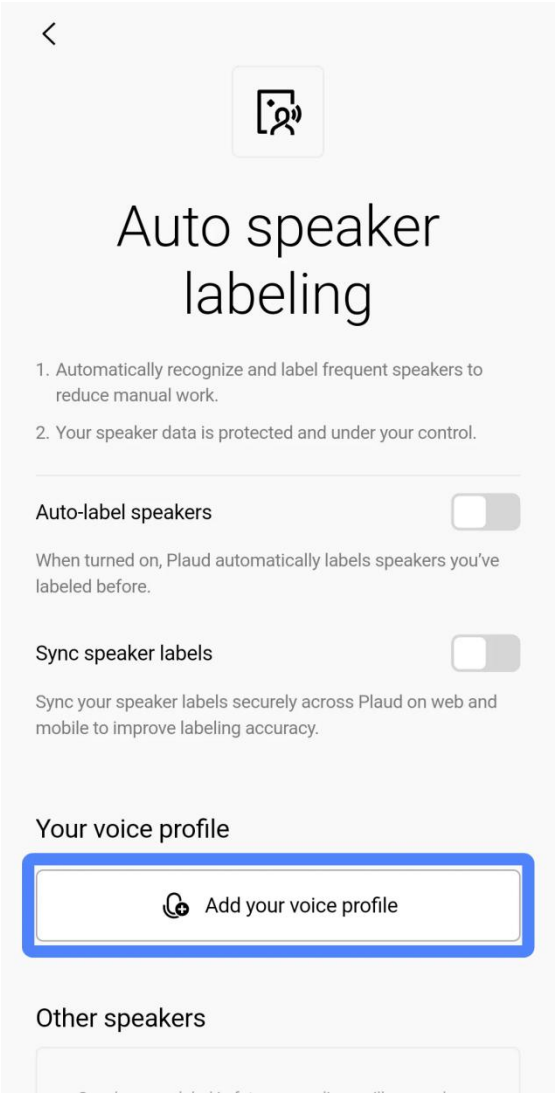


4. Enable Auto-label speakers and Sync speaker labels (if you need)



How to add voice sample

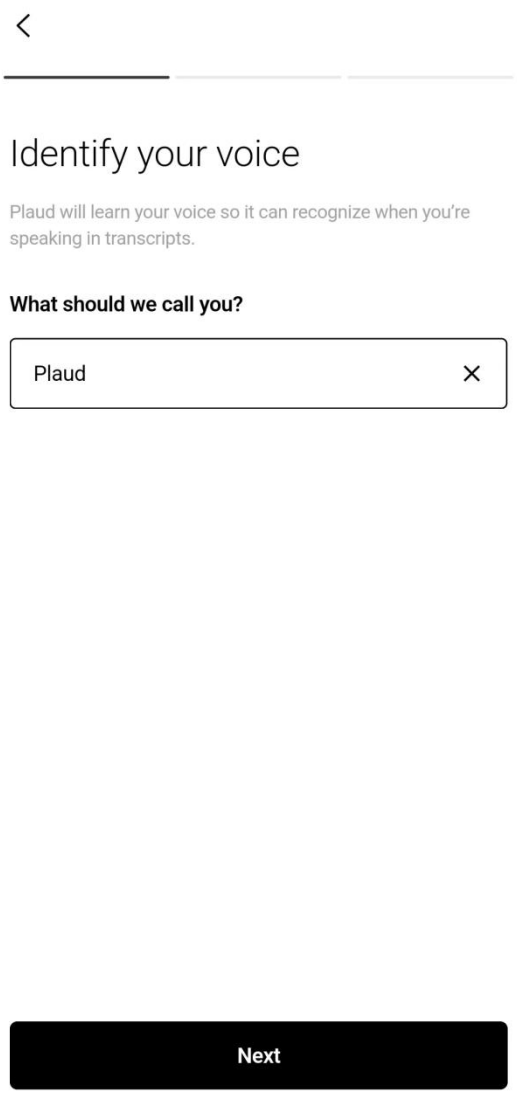
1. Tap Add your voice profile



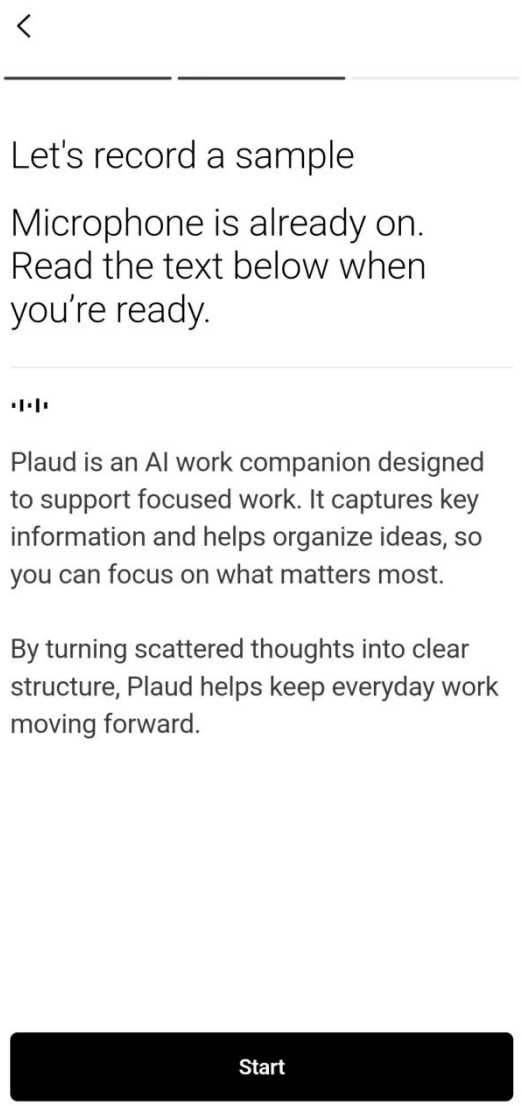
2. Enable Microphone and go Next



3. Name the voice and go Next

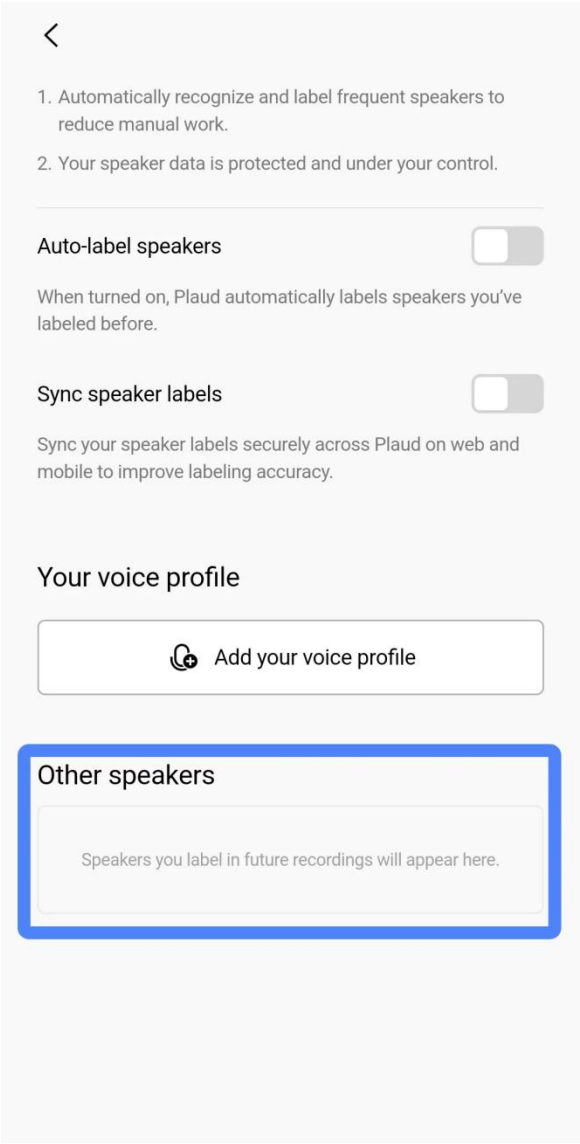


4. Tap Start to record your voice (Recommend record more than 30s)



How to add other speaker’ s voice sample

There is no need to do that, Plaud will recognize the speaker labels you mark in future recordings and show below.



11. Memory

Memory is a personalization feature that helps Plaud tailor future replies based on what it learns about your preferences and context. When Memory is enabled, Ask Plaud may use your saved information (and your personalization settings) to respond in a way that better matches your needs.

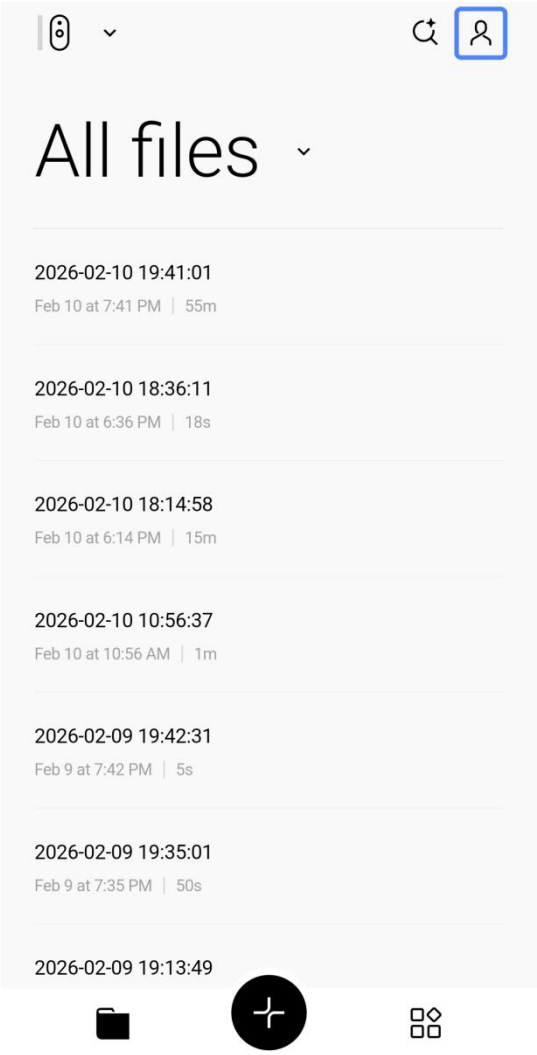
Before you start

- Where you can manage Memory: Settings → Personalization
- App vs Web: Some profile details may be editable in the Plaud App and view-only on Plaud Web (depending on your current product experience).
- Important: Memory is not a complete record of everything you do, and

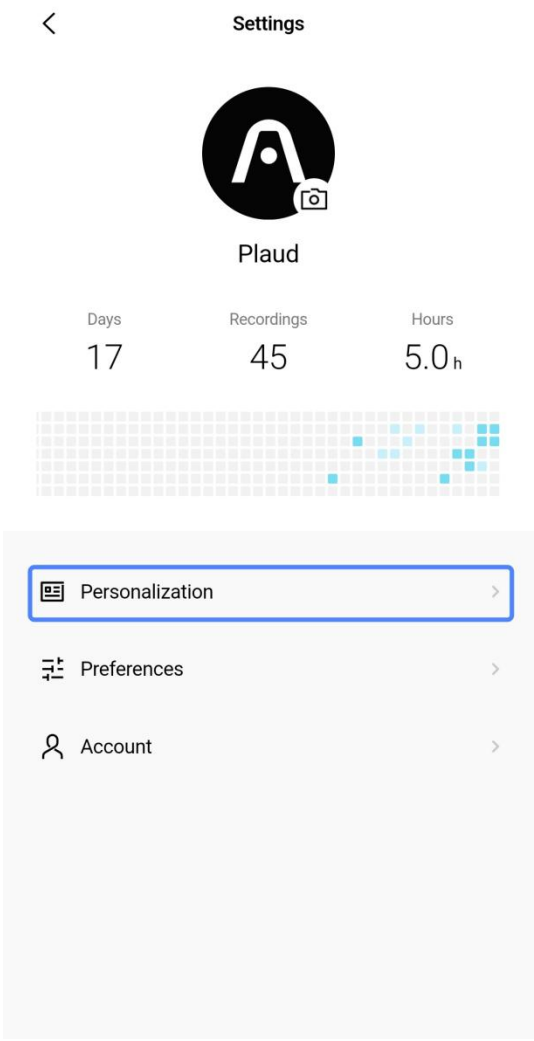
it’ s not used for advertising.

Set up Personalization (Profile, Content focus, Custom instructions)

1. Open Settings.



2. Tap Personalization.

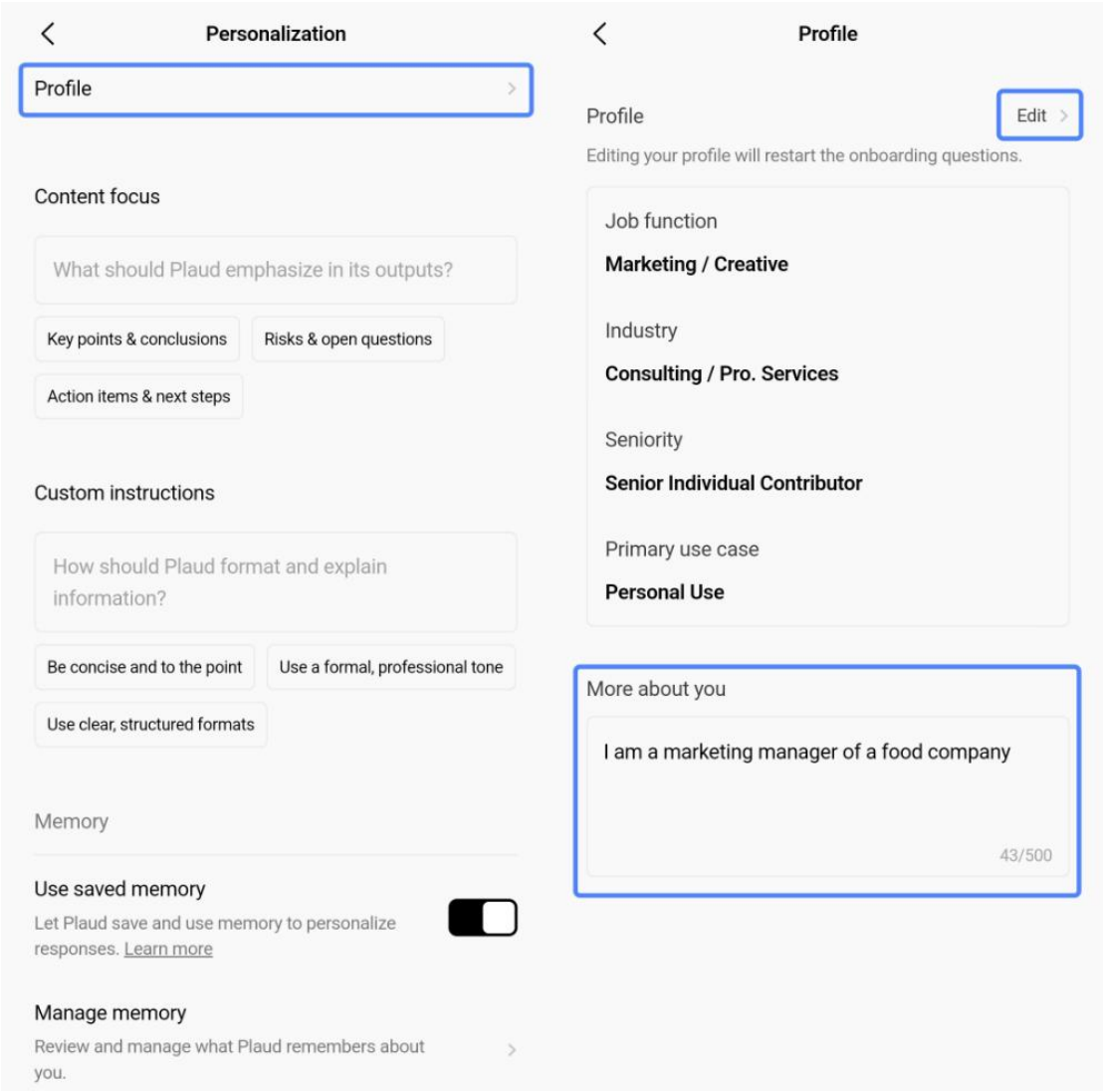


3. Review the three sections:

1) Profile

Add or review personal details such as your role and industry.

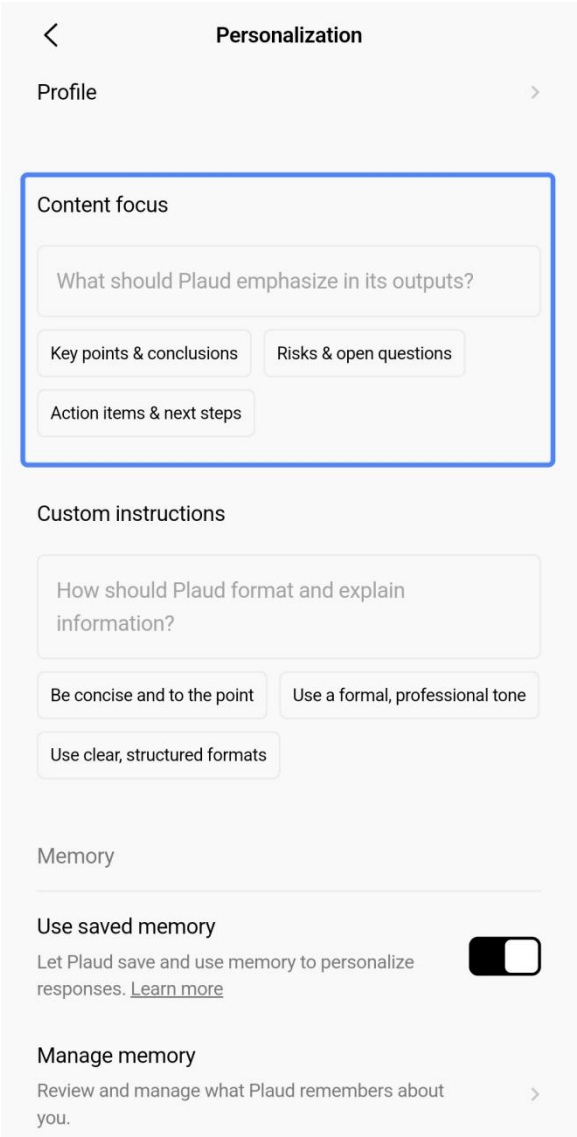
- If you can’ t edit on Plaud Web, make updates in the Plaud App (Web may be view-only).



2) Content focus

Tell Plaud what to prioritize in its outputs (for example: "more concise," "more technical," "action items first").

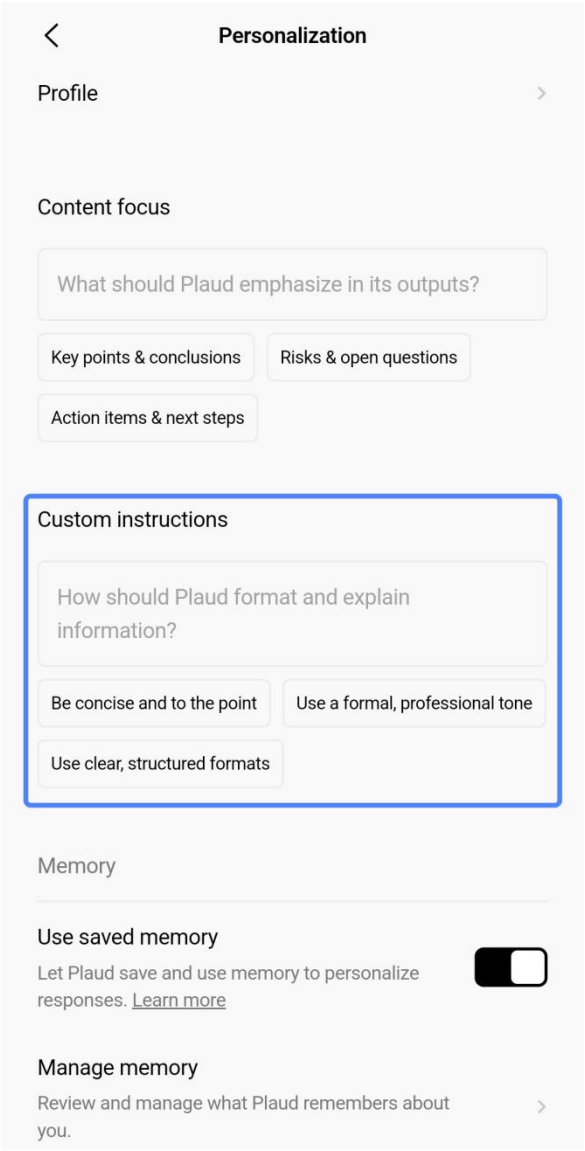
- This is currently used in Ask Plaud.



3) Custom instructions

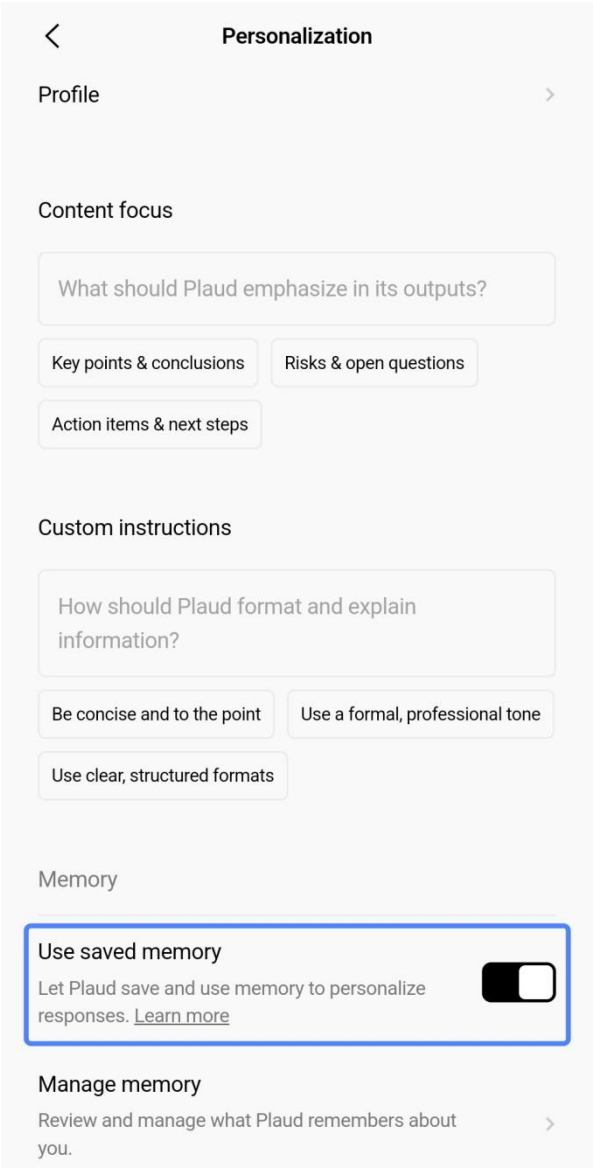
Tell Plaud how you want it to respond.

- You can choose quick options or type your own instructions.

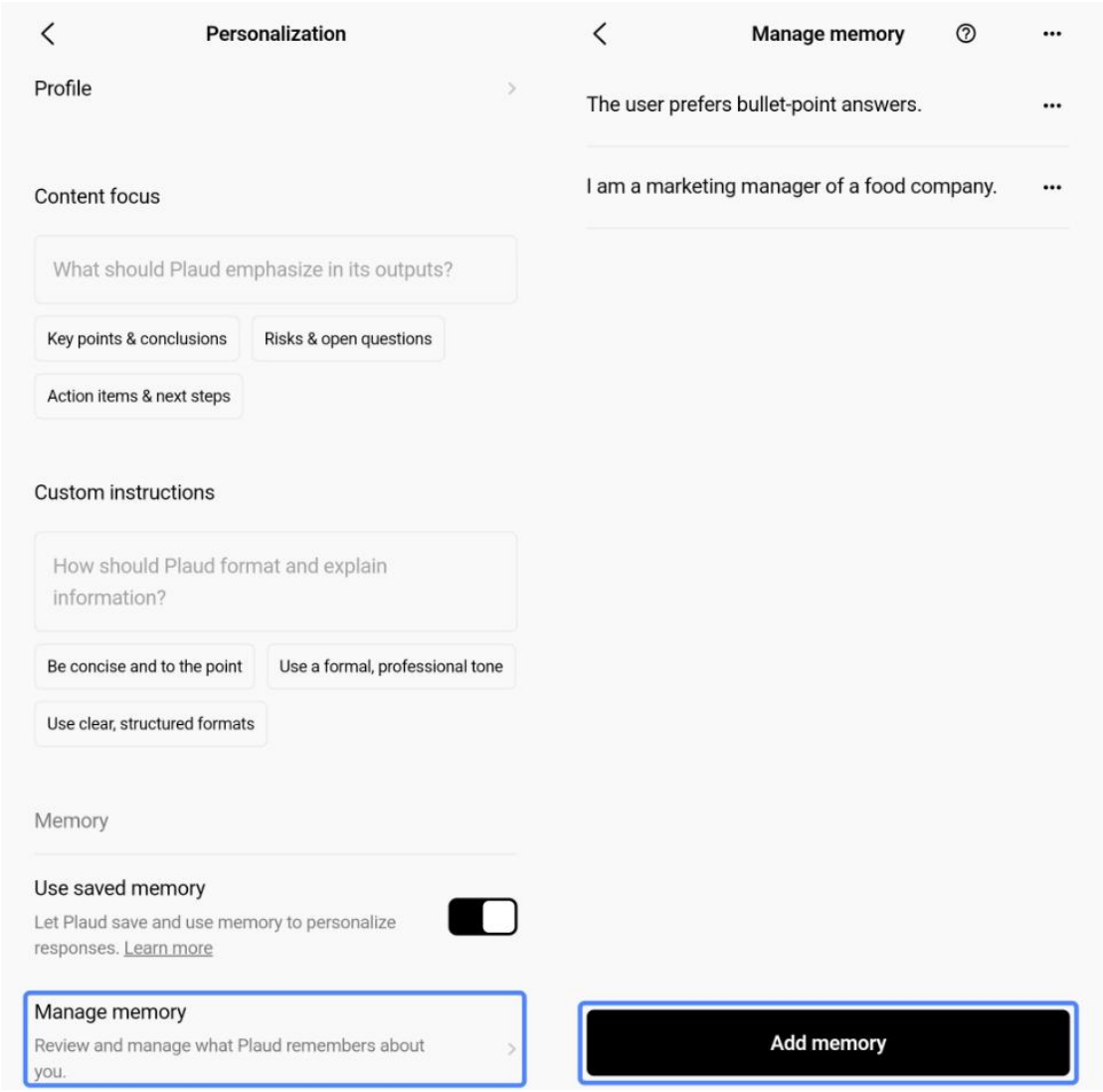


Turn Memory on/off and manage saved Memories

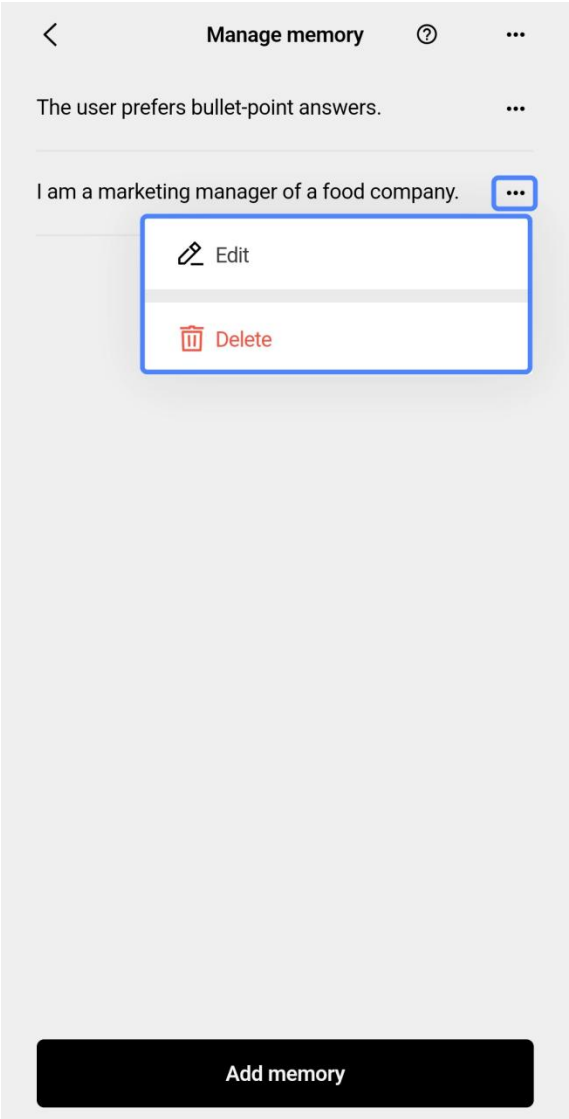
1. Go toSettings → Personalization → Memory.
2. Use theMemory toggleto choose whether Plaud can use Memory for personalized replies inAsk Plaud.



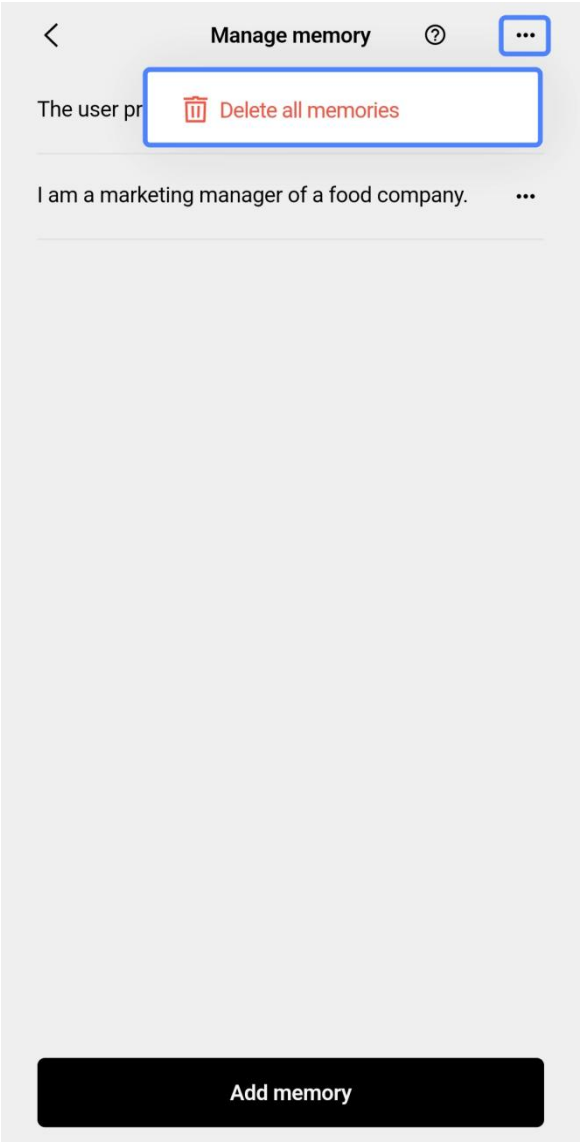
3. Manage saved items:
    - Add a Memory



- Edit or Delete a single Memory



- Delete all Memories (cannot be undone)



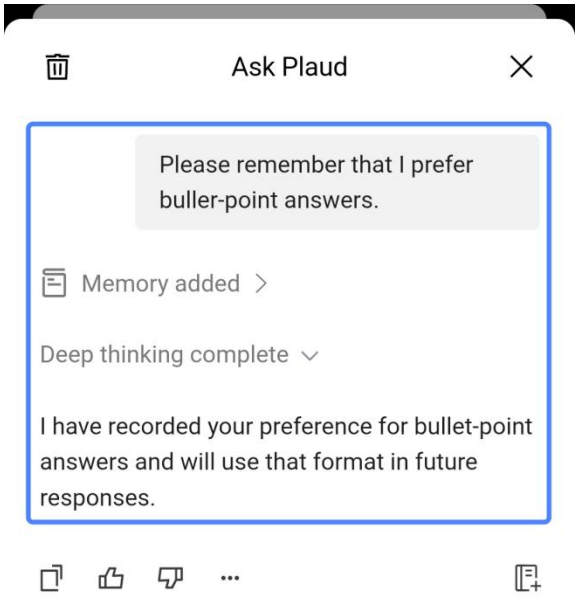
What happens when Memory is off?

- Plaud will not save new Memories.
- Plaud will not use existing Memories in replies.
- Existing Memories are not automatically deleted (delete them manually if you want them removed).

Add a Memory (two ways)

Option A: In Ask Plaud

Type something like: "Please remember that I prefer bullet-point answers." Plaud may save it as a Memory if Memory is turned on.



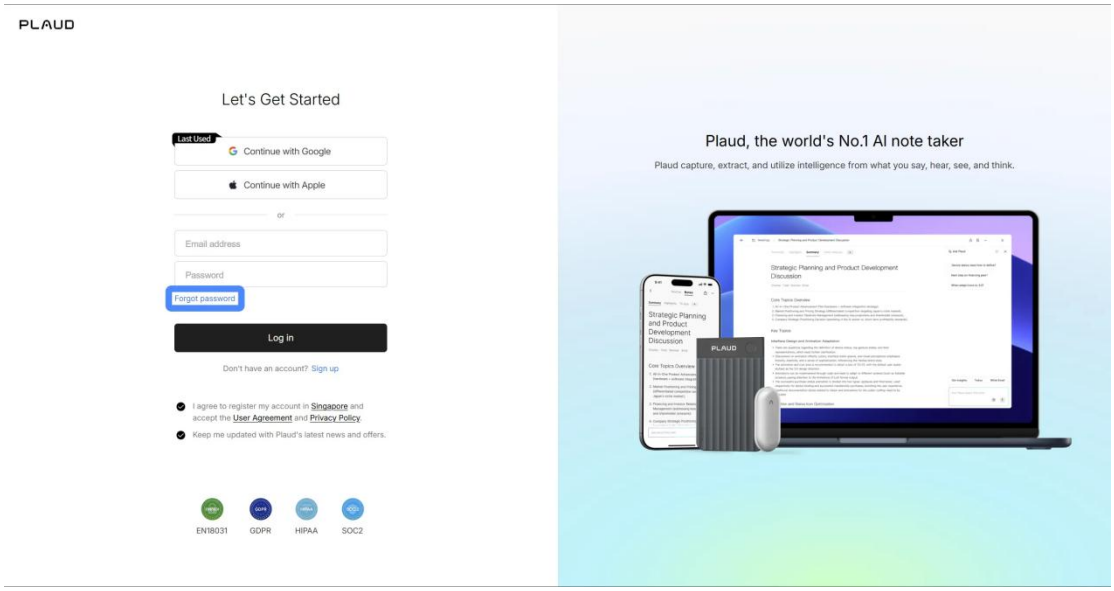


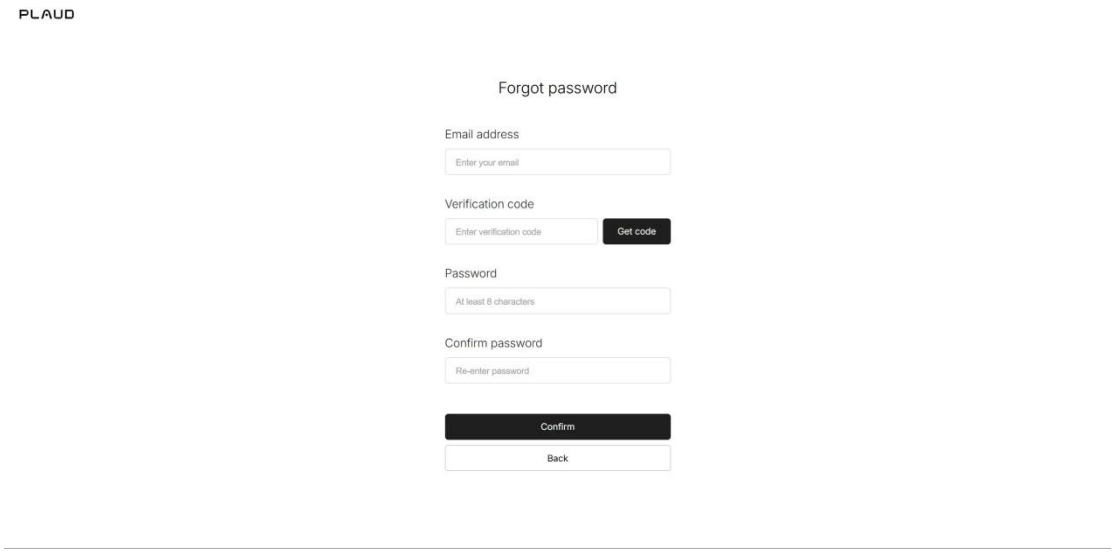
Option B: In Settings (as shown above)
Go to Settings → Personalization → Manage Memory, then choose Add Memory and enter what you want Plaud to remember.

3. Plaud Web

3.1 Log into the Plaud Web

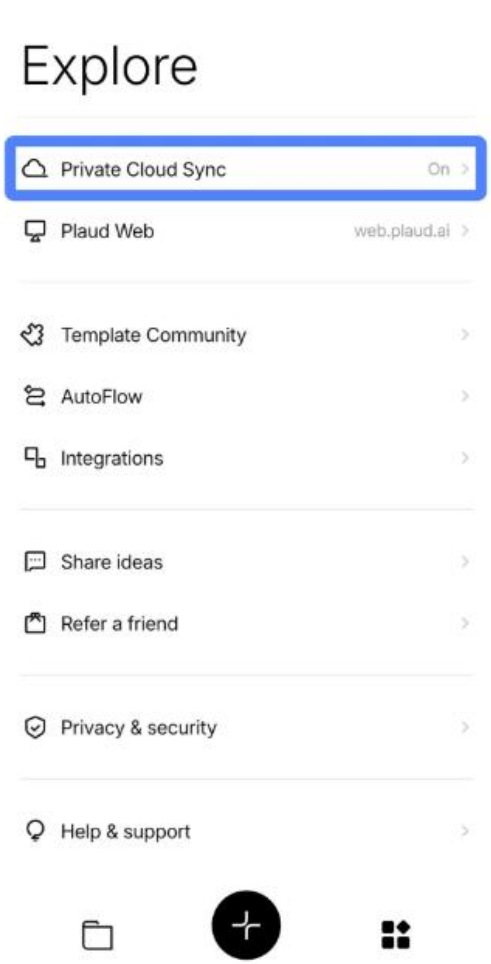
If you prefer large-screen operation or you need to process the data in a more complex way, you can log into the Plaud Web https://web.plaud.ai/ with the same account (email or SSO) you use on the Plaud App. If you registered an account via your email before but forgot your password, click "**Forgot password**" on the login page to create a new password.





Plaud Web can operate independently once you log in. All files created or uploaded directly on Plaud Web are automatically stored in the cloud and accessible across devices(except for the Plaud App without enabling the **Private Cloud Sync**).

If you want to **access recordings from your Plaud App** on the web, please enable **Private Cloud Sync** in the Plaud App. Once enabled, files from your phone App will be synced to the cloud and accessible on Plaud Web.

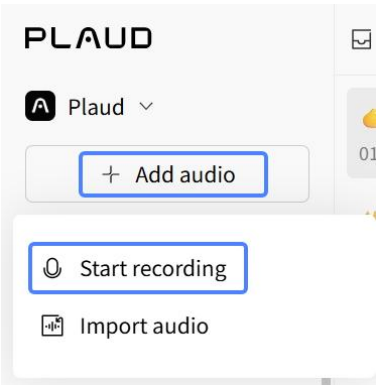


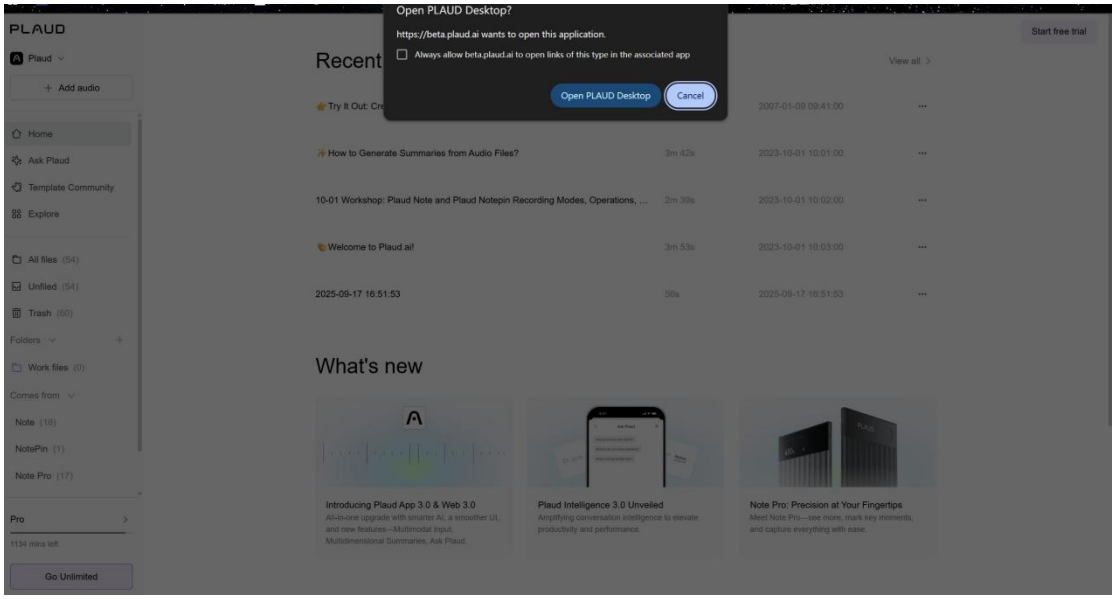


3.2 Process Audios

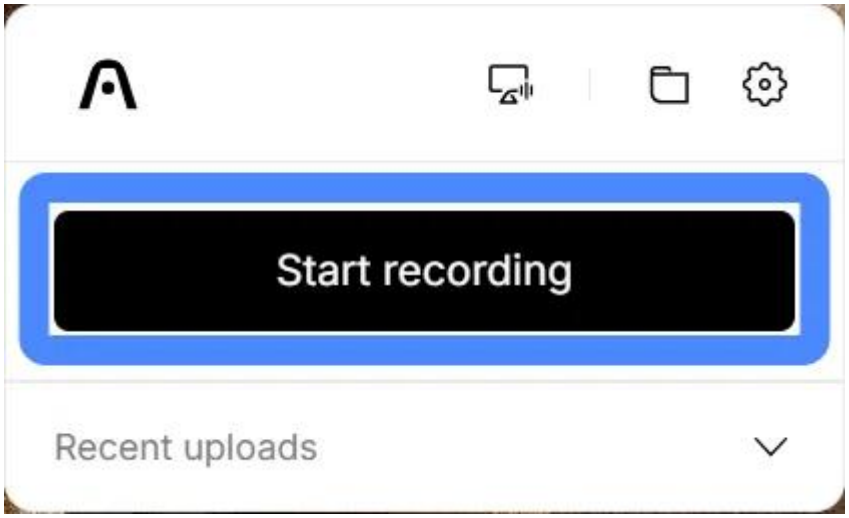
1. Add Audio

After you logged in your Plaud acount to the Plaud Web, you can add audio through importing file or initiating Plaud desktop to record an audio.

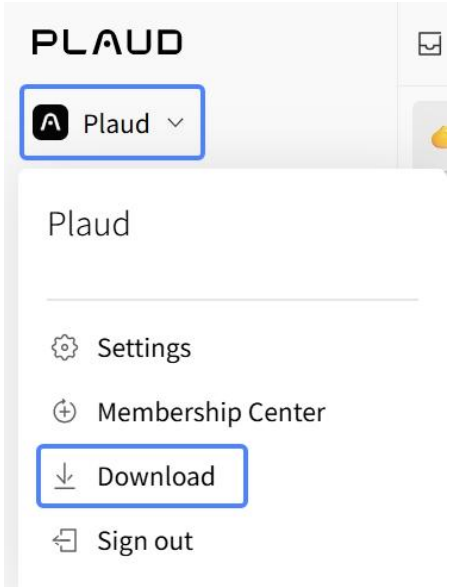


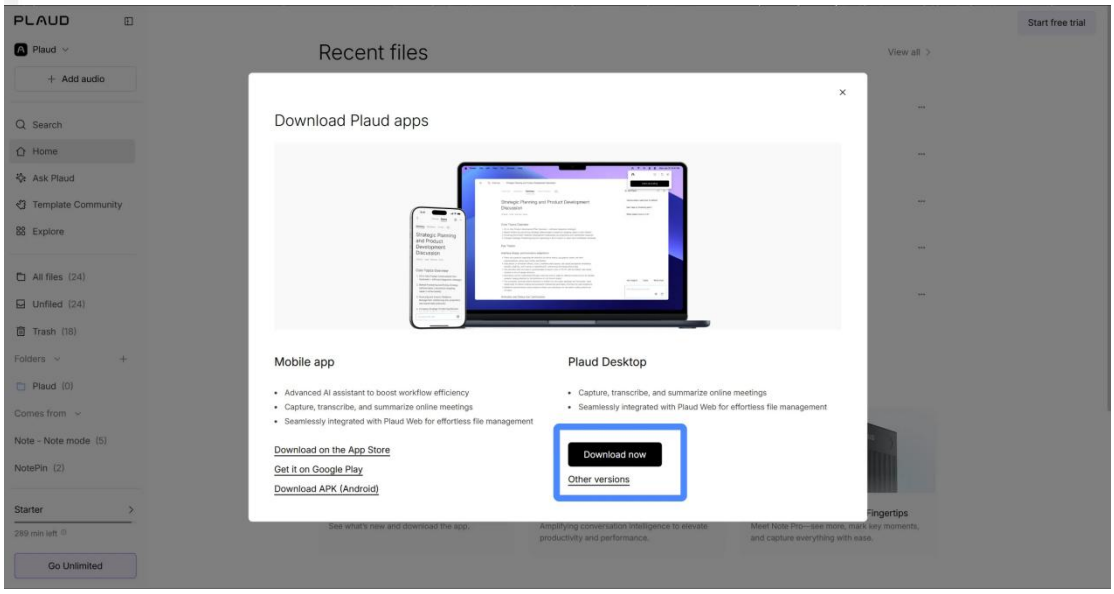


Then you may click the "**Start Recording**" button in the Plaud desktop to record.

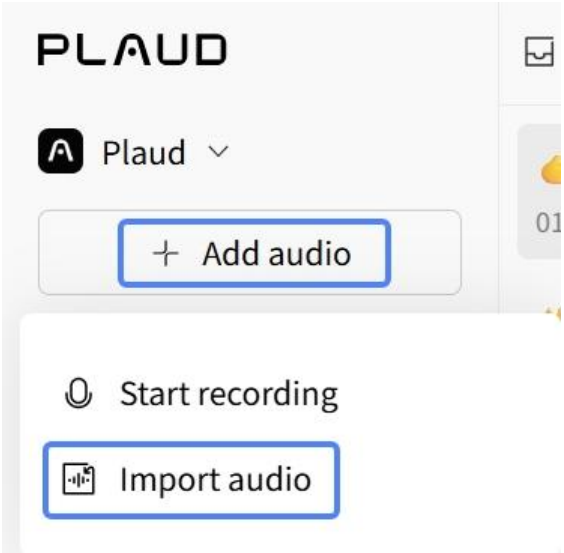


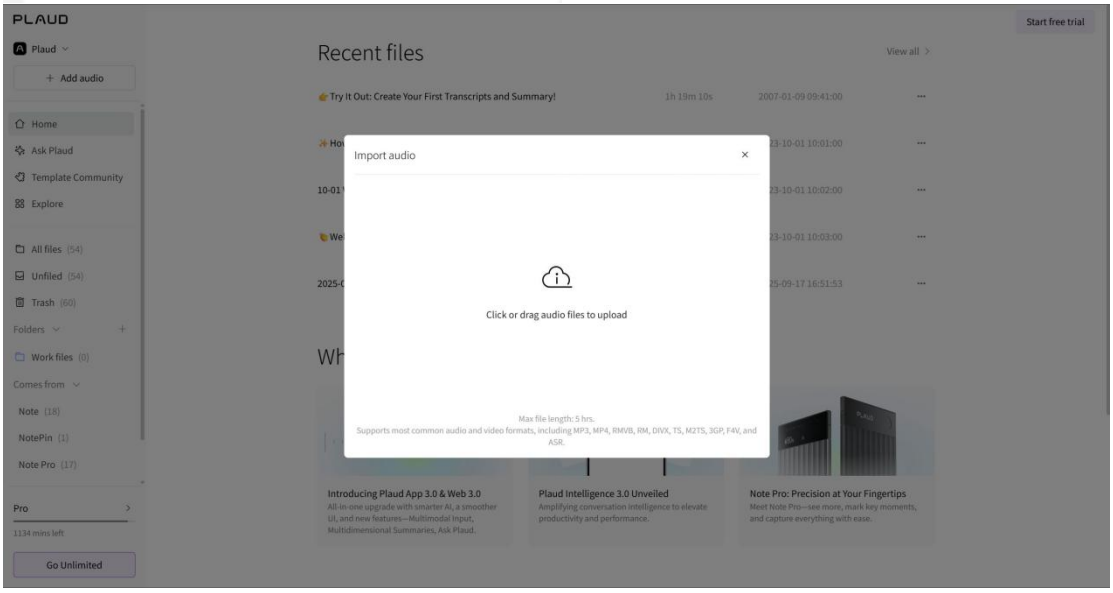
If you did not install the Plaud desktop before, you may need to download the Plaud desktop first in the following page.





The Plaud Web allows you to **import the audio** file from your computer. To do that, please click "**Import audio**" and select the file you want to import. The max file length is 5 hours, and it supports MP3, MP4, RMVB, RM, DIVX, TS, M2TS, 3GP, F4V, and ASR.





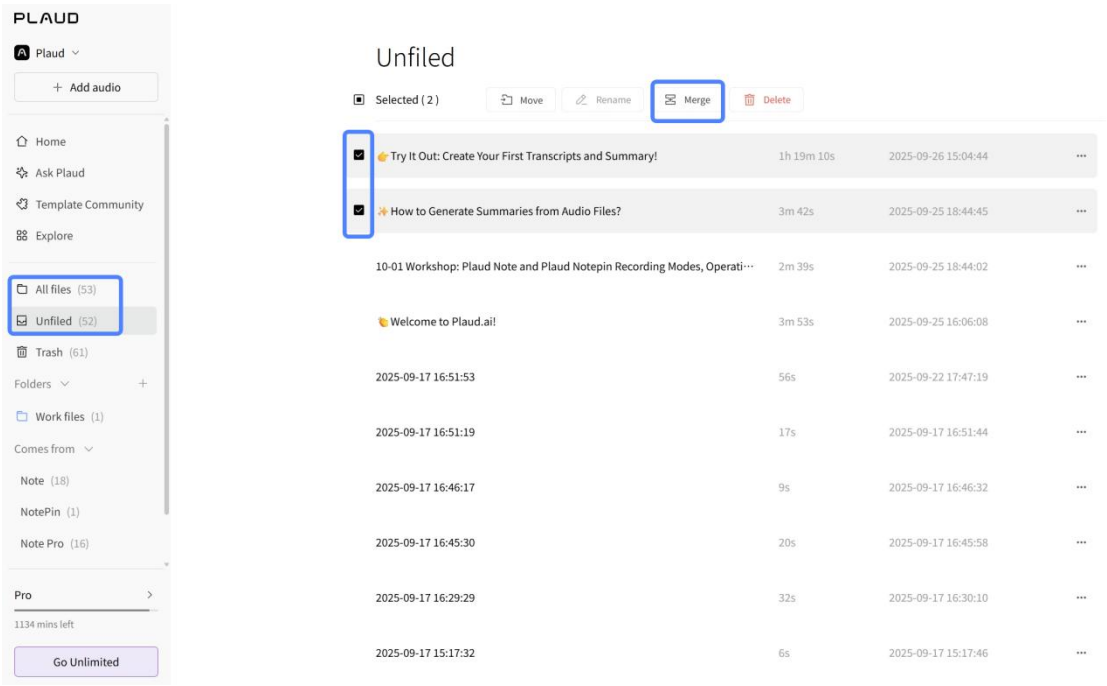
Note: When you import an audio file, the system uses the original recording's creation time (not the import time) as the file's creation time in Plaud Web. If you cannot find your newly imported recording in the file list, but receive a "file already exists" message when trying to import again, this means the imported recording has an earlier creation time and appears further down in your list (if sorted by creation time). To view your recently imported recordings, change the file list sorting to "**Date modified**" instead of creation time.



2. Merge Audio

Currently, merging recordings on the Plaud Web is supported.
Here are the steps:

- Hover the mouse over the file to reveal the selection checkbox.
- Click the checkbox to select the recordings you intend to merge. You can select multiple recordings by checking multiple checkboxes.
- Once you have selected at least two recordings, you will see the "**Merge**" option appear in the toolbar.
- Click on "**Merge**" to merge them into one.

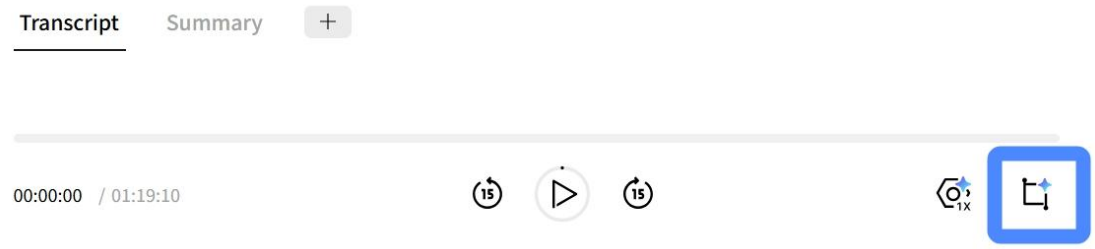


Note: The merged recording will appear as a new, separate file in your file list, rather than modifying any of the original selected recordings. The original recordings will remain unchanged.

3. Edit Audio

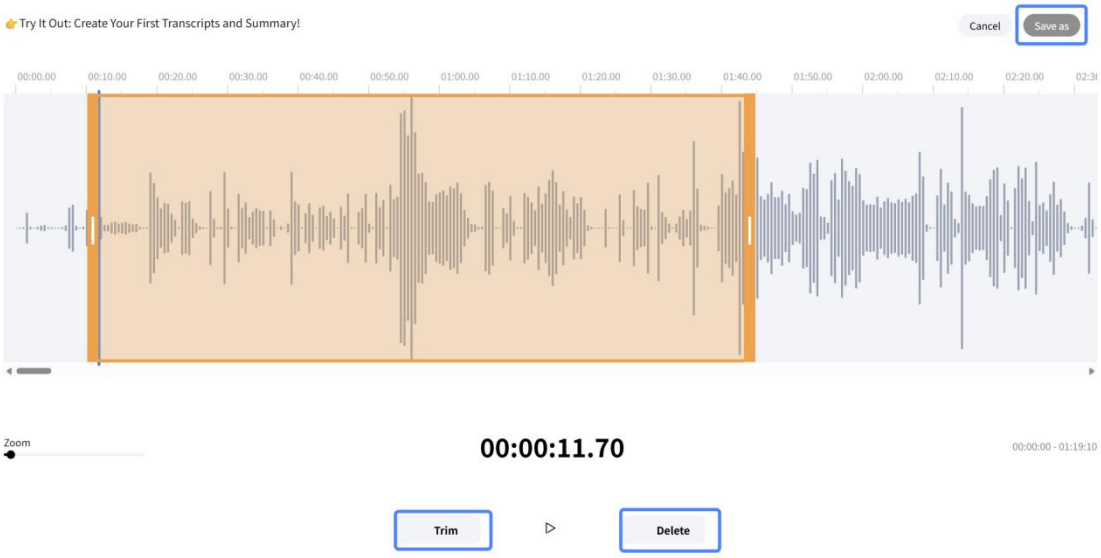
To trim or delete a recording clip, please follow the steps below:

- Enter the recording file you want to modify.
- Click the clip button.



- Drag the slider to choose the part you want to trim or delete.

Note: Clicking the "**Delete**" button will remove the selected part of the audio directly. In contrast, using the "**Trim**" function will save only the selected part and delete the rest of the audio.



- Then, click "**Save as**" at the top right corner to save the modified recording as a new file.

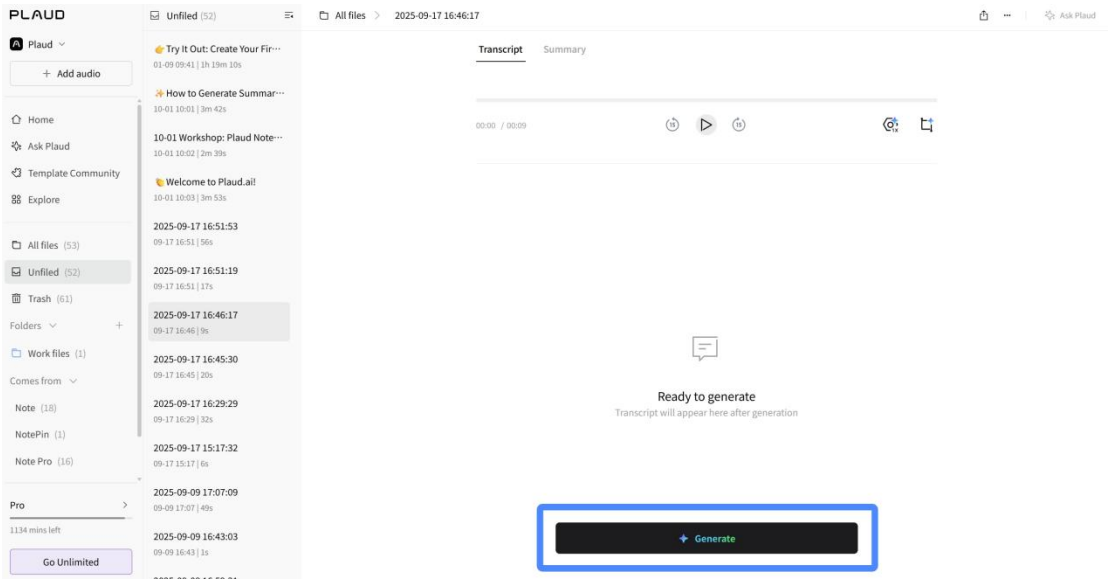
Note: You may click and drag the button at the bottom-left to zoom in or zoom out the audio for your convenience.

3.3 Transcribe

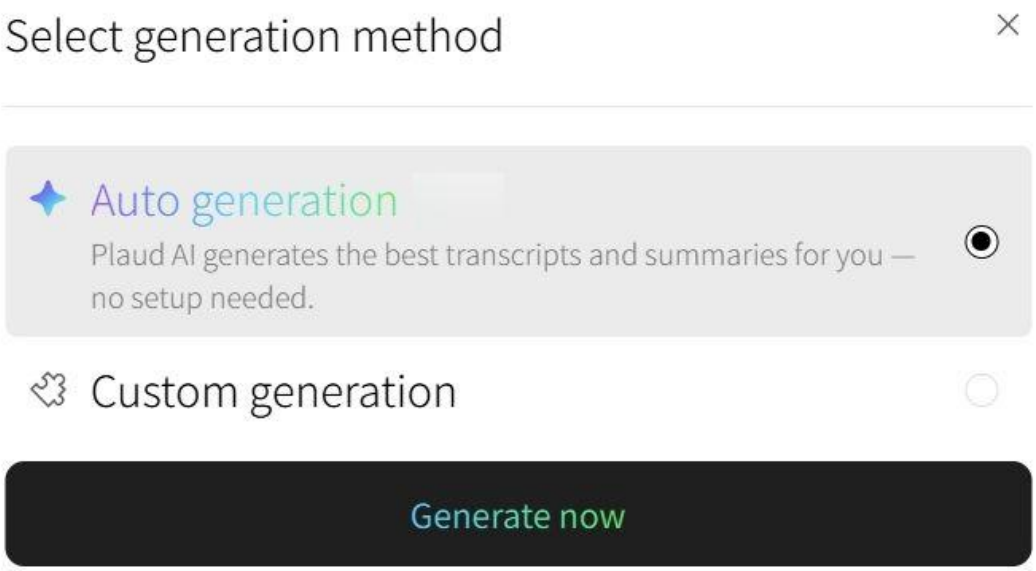
1. Transcription

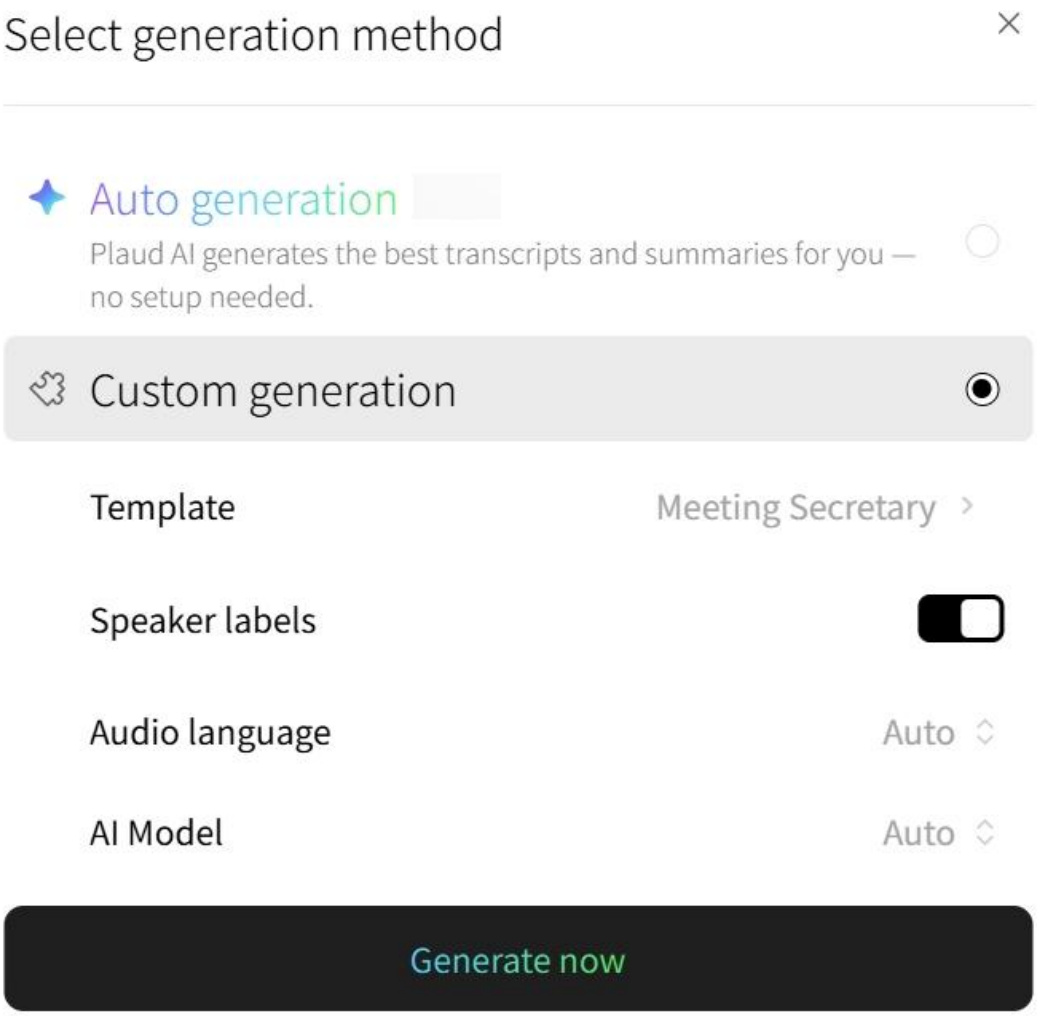
After you finish recording, the audio will be saved and uploaded to your account automatically.
To transcribe your file:

- Select the file you want to transcribe.
- Click “**Generate**”.



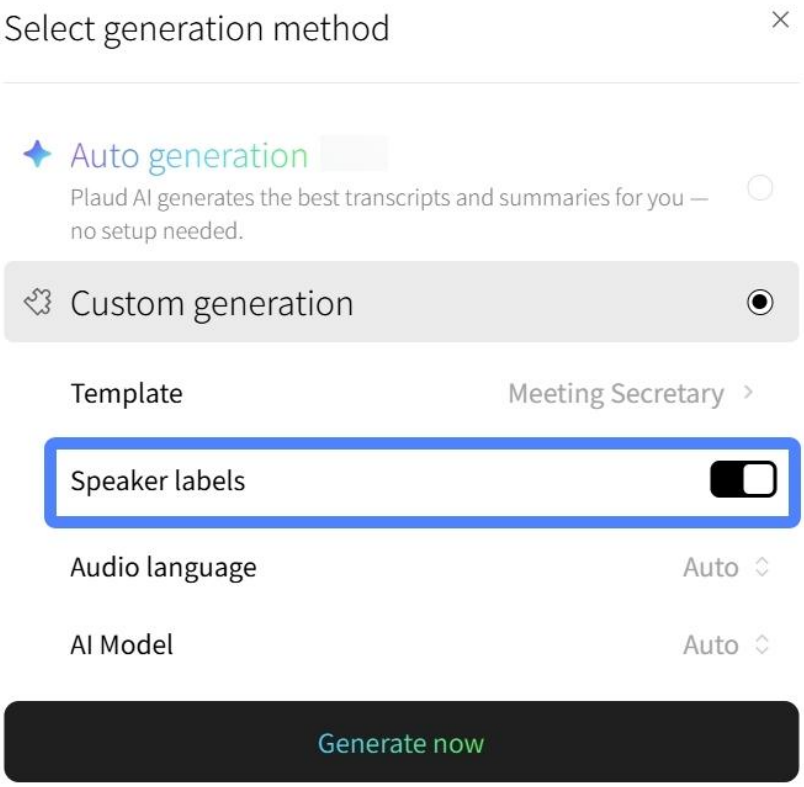
- Select auto or custom generation and tap "**Generate now**" to generate. If you choose custom generation, you can select the language used in the recording under "**Audio language**".



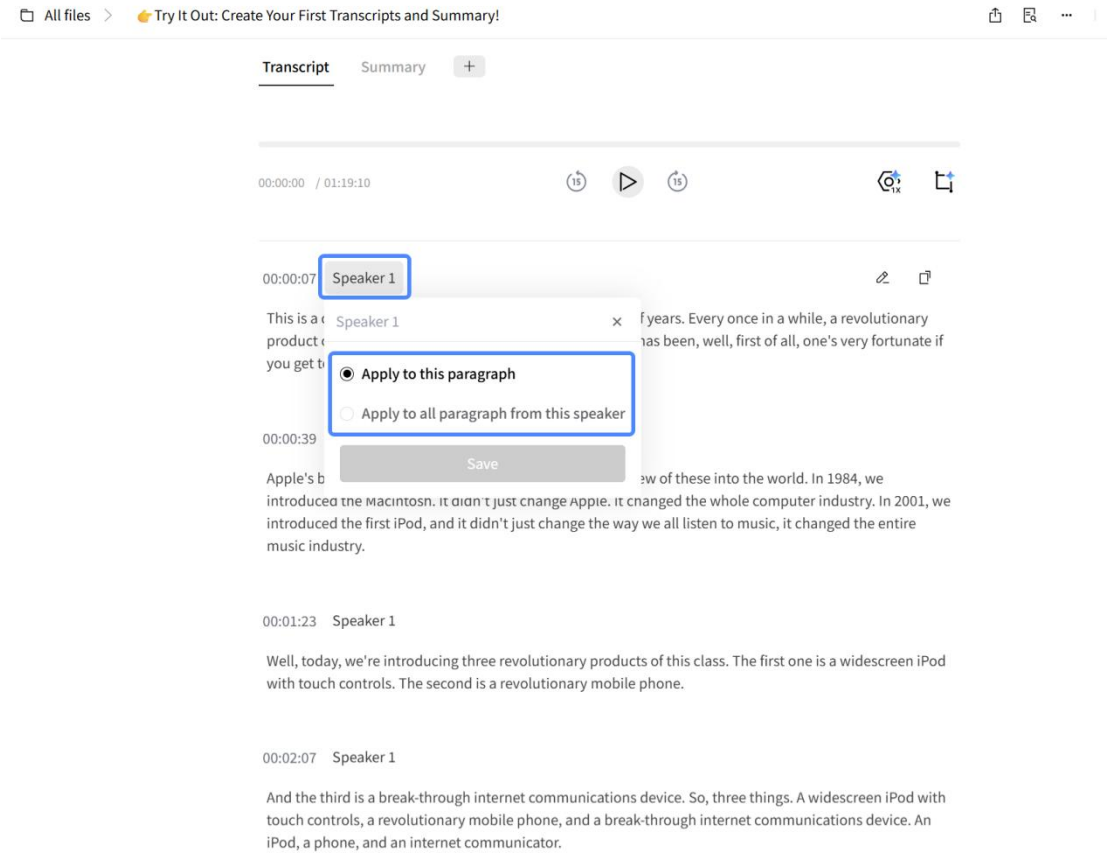


2. Name Speakers

This feature allows you to edit the name of the speaker for better recognition. To do that, you can enable the "**Name speakers**" feature when you doing the transcription setting. The names will then be automatically updated in the summary.

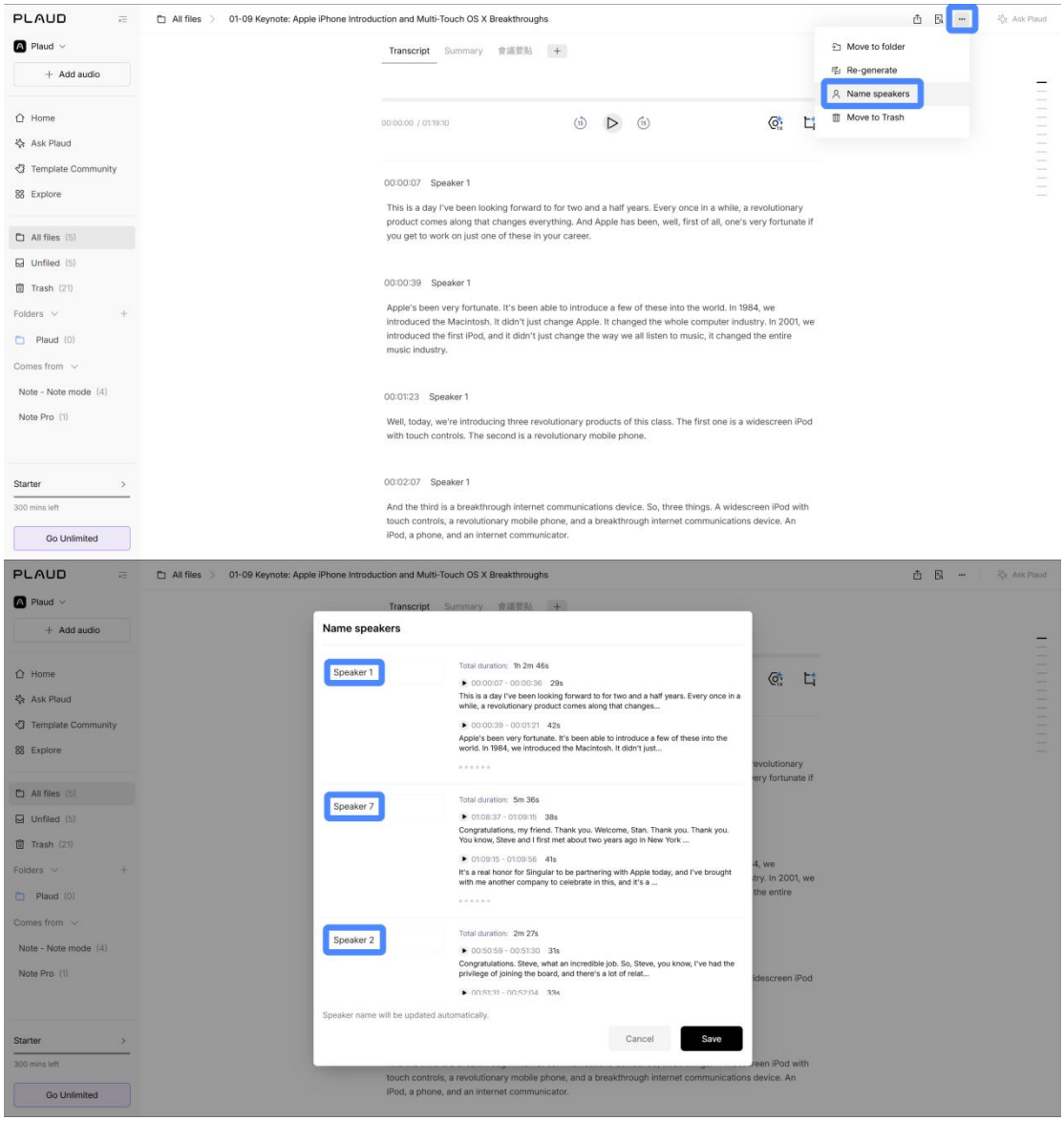


Then you can click the "**Speaker**" directly to name the speaker.



Note:

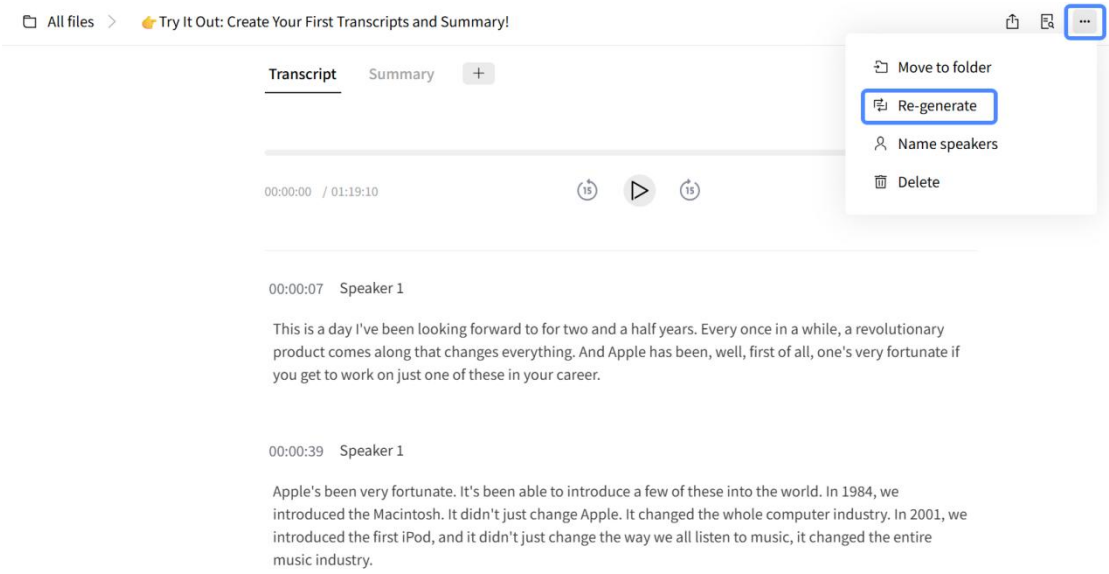
- You can choose to apply the name of the speaker to the paragraph only or all paragraphs.
- Or you can click here to name the speaker for a different paragraph.



3. Re-transcribe

You can try to re-transcribe the transcription, but please note that this will consume your remaining transcription minutes. Here's how:

- Click the "..." at the top-right corner.
- Click on "**Re-transcribe**" to re-transcribe the transcription.



Note:

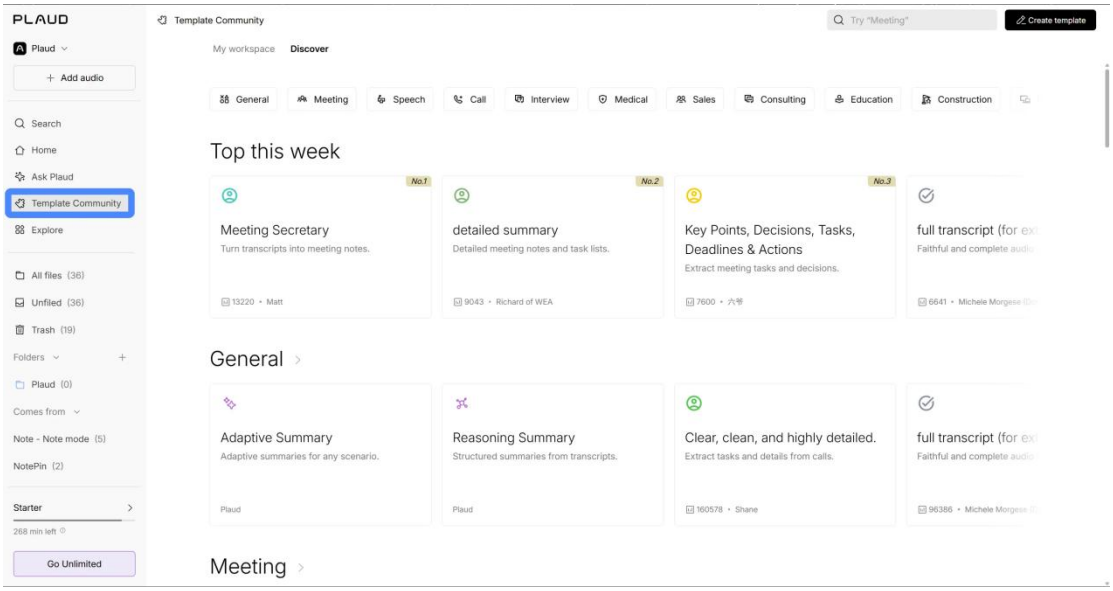
- The quality of the transcription depends on multiple factors such as surrounding noise, speaking volume, etc., so re-transcription does not guarantee that the quality of the transcription will be improved.
- This feature will only re-transcribe the transcription, summary will not be affected.

3.4 Summarize

1. Template Community

The Template Community is a dynamic hub designed to enhance your summary creation experience with tailored, user-driven templates. Here's a detailed breakdown of its key features:

Access the Template Community directly from the sidebar on the Web—just click on the "**Template Community**" button located beneath the "**Ask Plaud**" section.



The community hosts over 3,000 templates, including both official and user-uploaded options. Official templates are curated for professional contexts like meetings, interviews, and medical notes, ensuring structured and relevant summaries. User-uploaded templates come from global professionals, covering niche industries and specialized scenarios, expanding your access to hyper-specific tools.

Template Browsing:

Templates are organized into categories (e.g., General, Meeting, Speech) and displayed in horizontal rows. Use the left ‹ or right › arrows to scroll through each row and explore available templates. Clicking a category name will open the full collection, allowing you to preview layouts before making a choice.

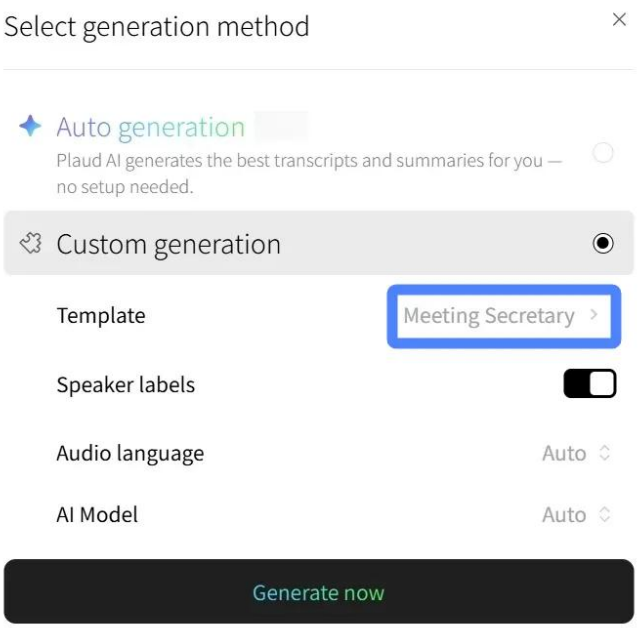
Try It:

When you find a template that fits your needs, click "**Try It**" to apply it as your default for upcoming transcriptions.

Applying Your Selected Template:

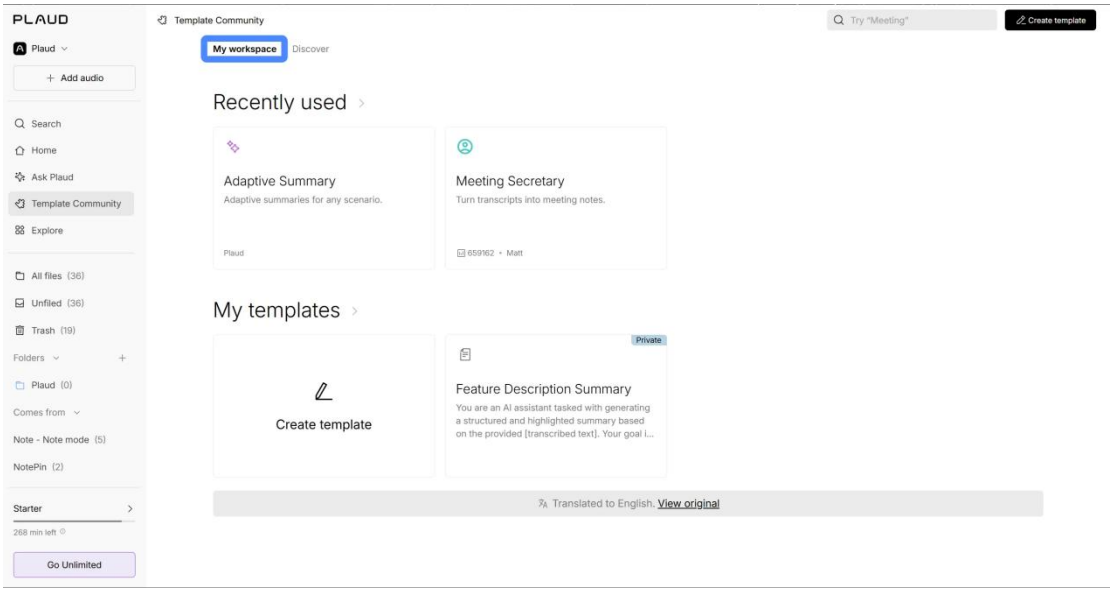
If you already have a recorded file that you would like to transcribe using your chosen template, simply go to the Home page. Select the file you want to transcribe, then click "**Generate**."

Note: Templates you selected via "**Template library**" will only appear under Custom generation in the generation menu.

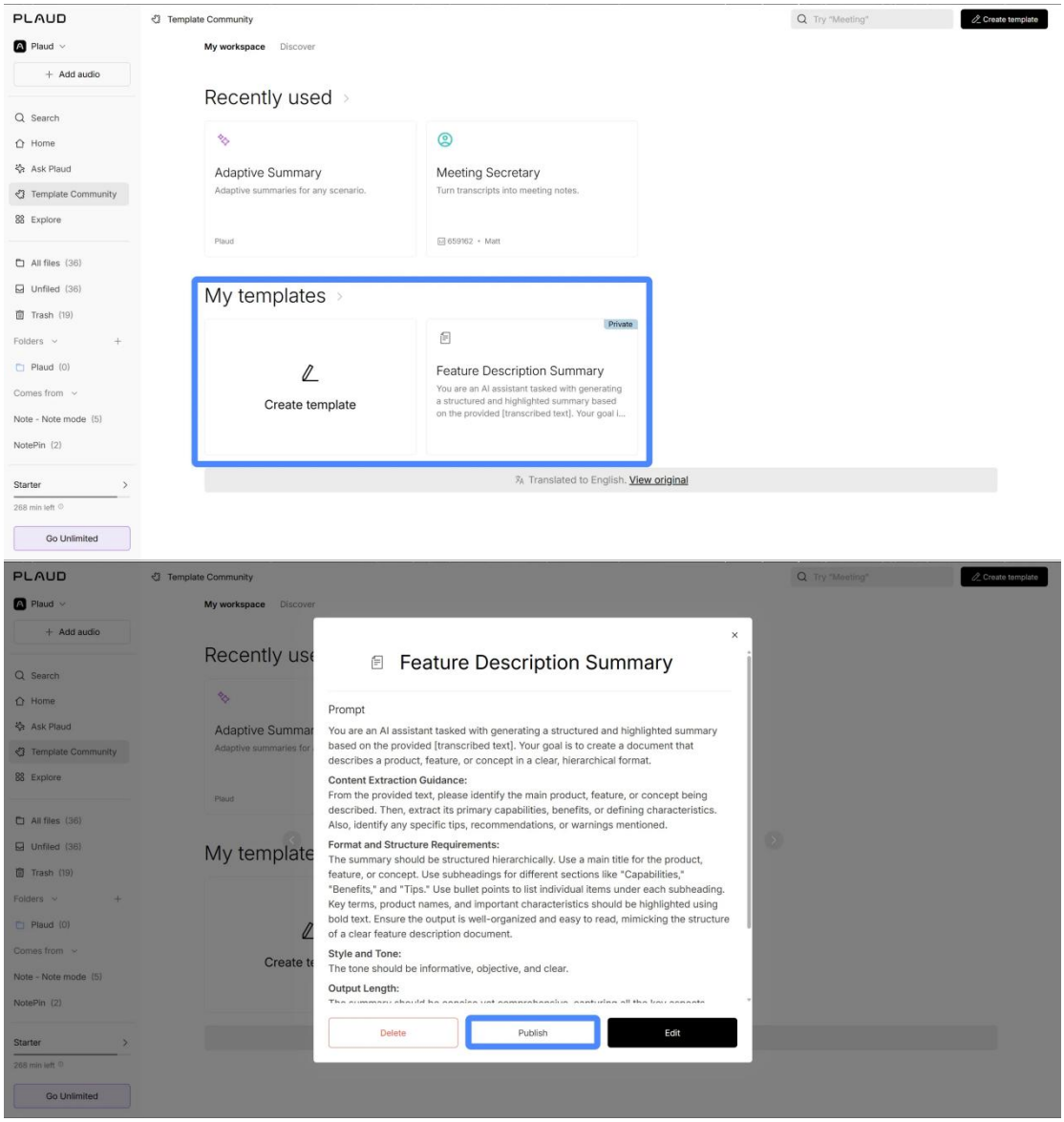


Share Template: You may upload your own template to the community and share it with other users.

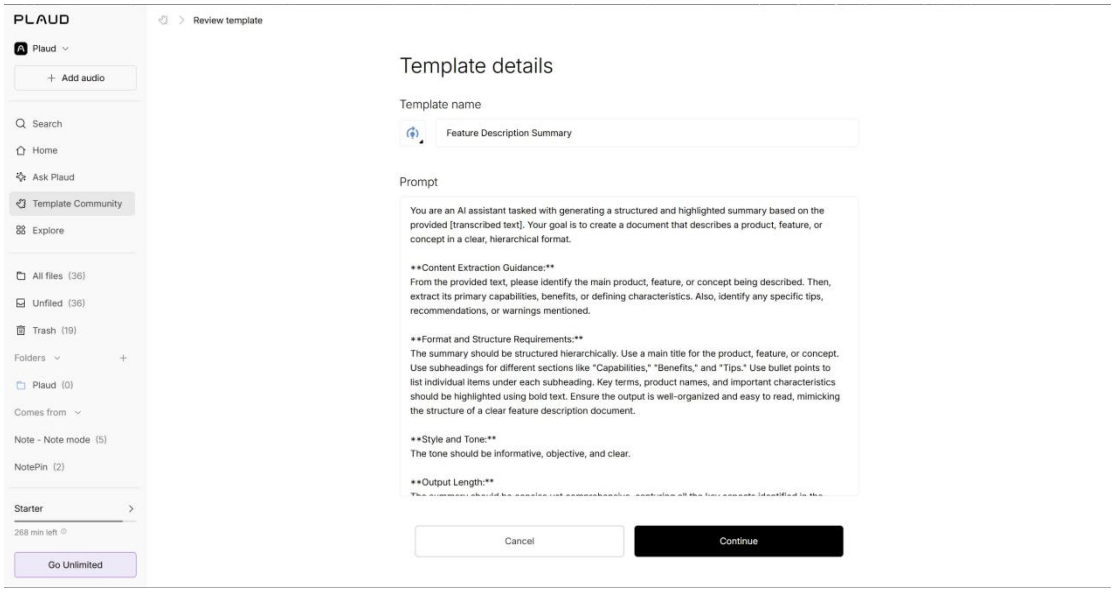
1. Click My workspace



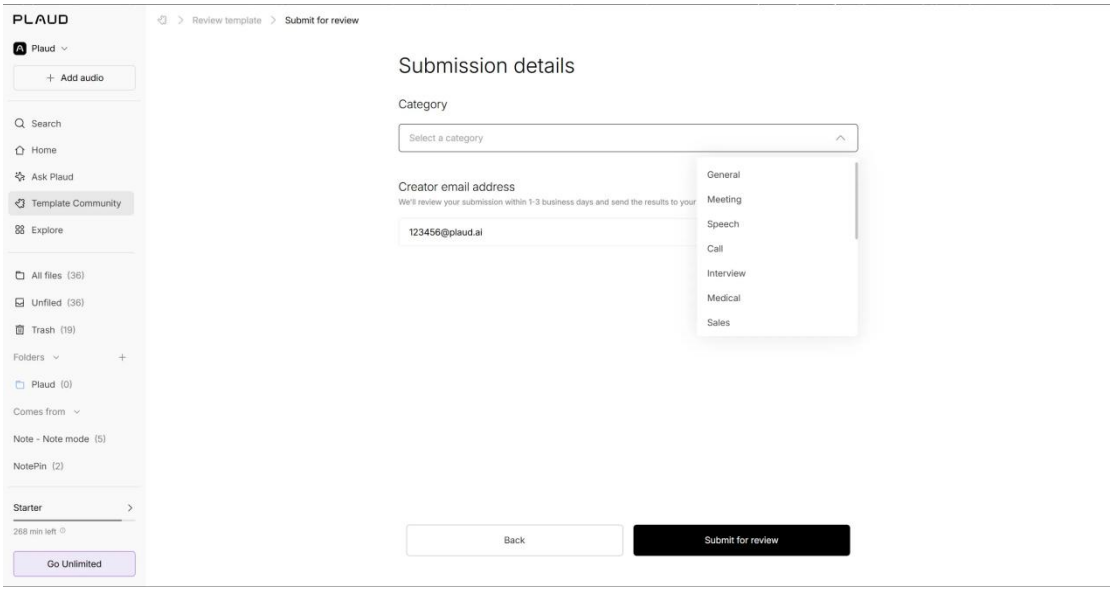
2. Select the template you want to upload in My templates and tap Publish



3. Confirm template details and click Continue.



4. Select a category, enter your email address then submit.



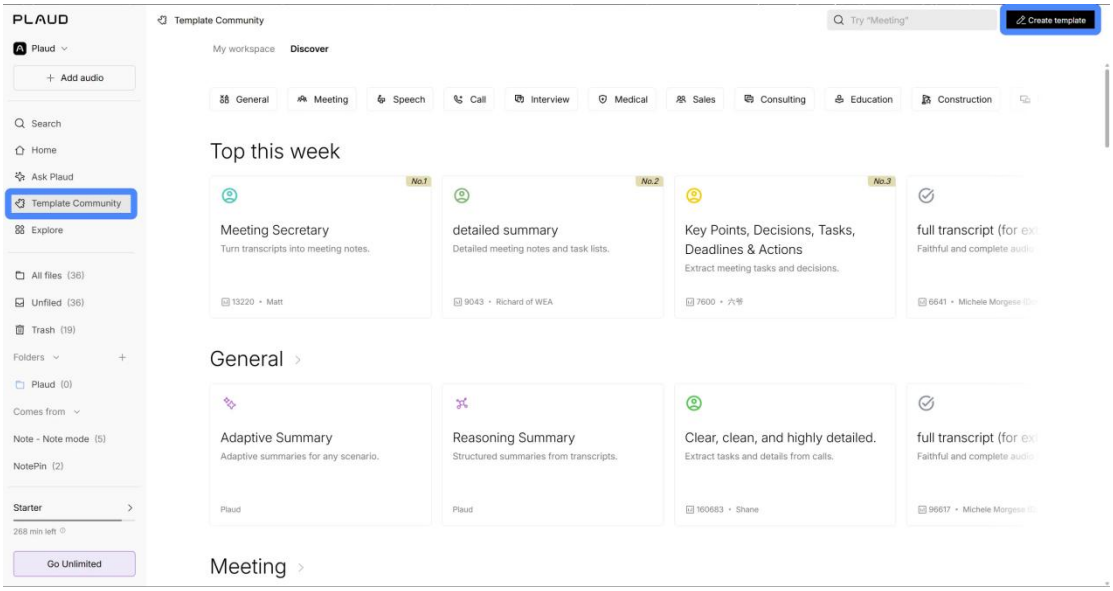
Whether you’ re a pro seeking niche templates or a starter exploring options, Plaud’ s Template Community delivers versatility and convenience, powered by both expert curation and global user collaboration.

Note: Kindly make sure your template submission excludes sensitive data.

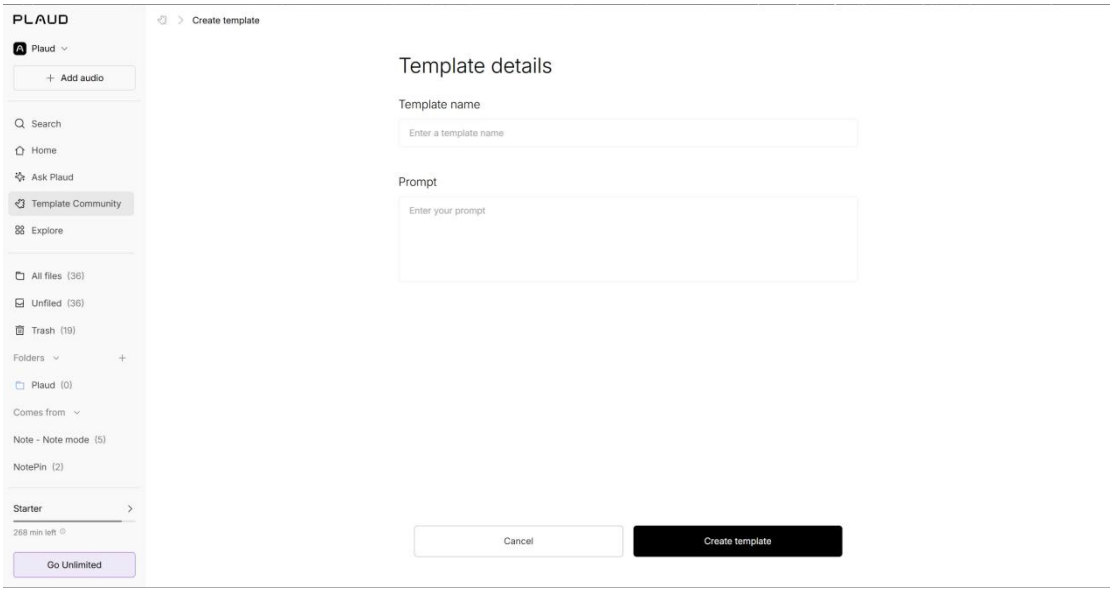
2. Custom Summary Template

The Custom Summary Template allows you to define your own summary structures by customizing AI prompts. Instead of relying solely on pre-built templates, you can design summaries focused on specific details (e.g., action items, key data, or intent analysis) to match your workflow—whether for meetings, lectures, client calls, or industry-specific tasks like medical SOAP notes or sales BANT tracking.

1. Go to Template Community and click Create template



2. Enter the template name and write a prompt. Then, click Create template and you can use this template directly.



With Custom Summary Template, you’ re no longer limited to generic notes—craft summaries that work for you.

3. Multidimensional Summary

The Multidimensional Summaries feature revolutionizes meeting note-taking by allowing users to generate multiple, specialized summaries from a single recording, tailored to specific needs.

Gone are the days of relying on a single generic summary. With Multidimensional Summaries, you can instantly create diverse versions of summaries (e.g., a high-level overview, action items list, or key data log) using

different templates—no need to manually re-summarize the entire content. This non-destructive feature preserves the original comprehensive summary while adding new summaries in separate notepads, ensuring all versions remain accessible.

The AI leverages a sophisticated process to deliver precise, template-specific summaries:

Intelligent Prompt Chains: The AI internally "discusses" the meeting data, drilling down from broad topics to template-specific details.

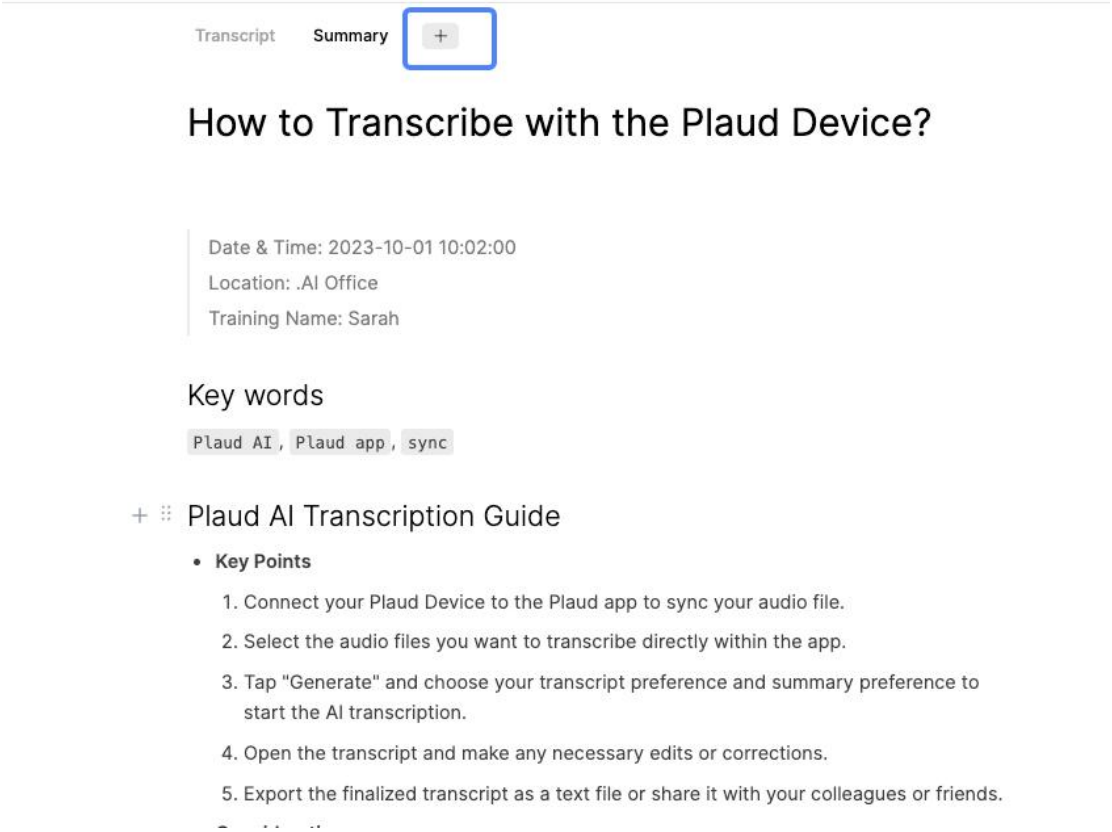
Multi-Pass Analysis: The transcript is reviewed multiple times, with each pass focusing on distinct elements (e.g., one pass for action items, another for budget numbers).

Specialized Models: Each template uses unique AI instructions—for example, the "Key Data" template ignores conversational filler to extract only metrics and statistics.

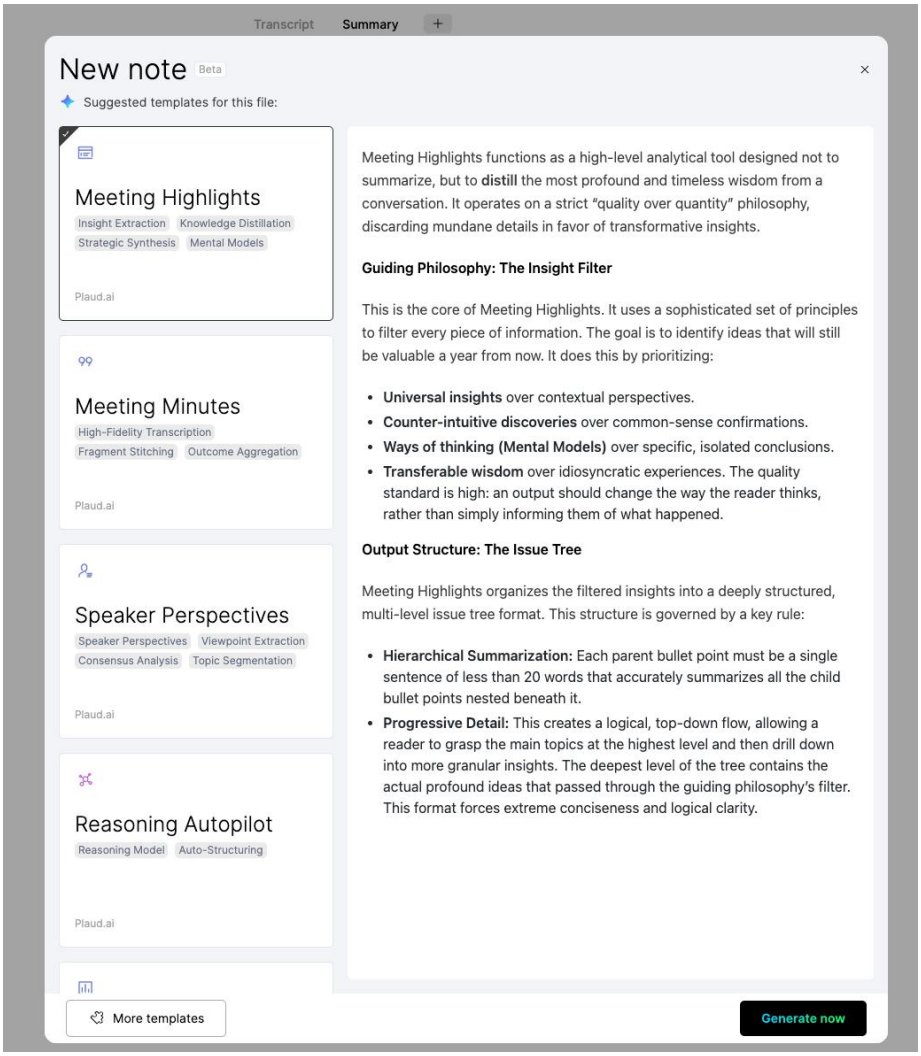
In short, Multidimensional Summaries transform raw meeting recordings into actionable, context-rich insights, making the Plaud App an indispensable tool for professionals seeking efficiency and precision.

To generate a new summary:

1. Go to the details page of a recorded file with an existing summary.
2. Click the "+" button next to the "**Summary"** tab (located at the top of the page).



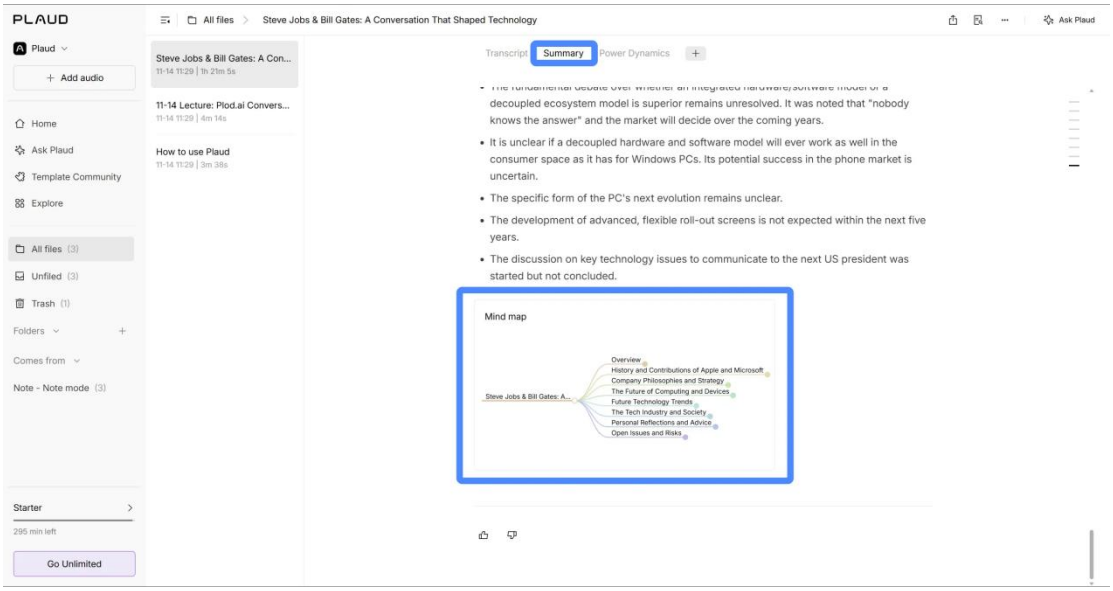
3. Select a template from the library, such as “Meeting Highlights,” “Meeting Minutes,” or “Key Quantitative Data” (new functional templates designed for targeted insights). You may click each template to review the detailed description.



The template library includes over 3,000 professional options, with customization tools to create or adjust templates for industry-specific workflows.

3.5 Mind map

At the end of your notes, you will see a mind map.

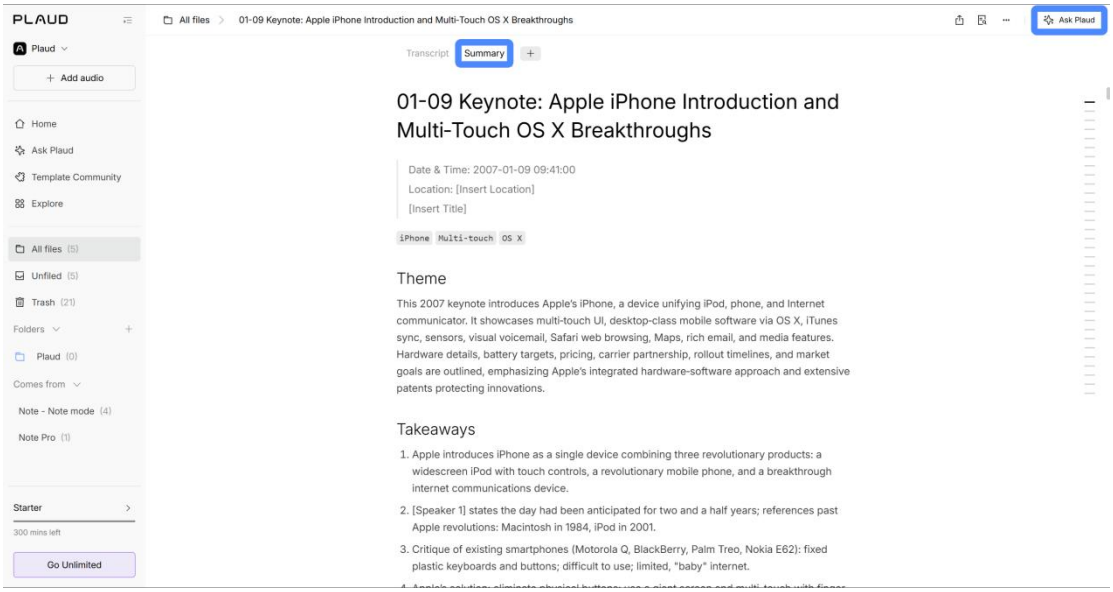


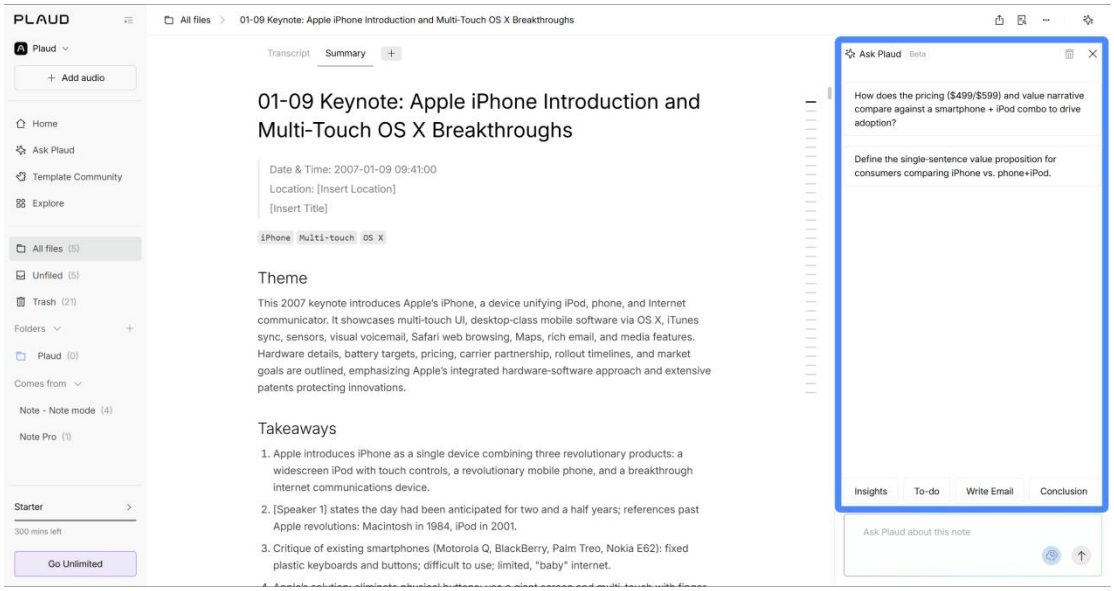
3.6 Ask Plaud

1. Ask Based on a Single File

This feature allows users to interact with AI directly within a single file (e.g., a meeting transcript or interview summary). You can either:

- Type a direct question (e.g., “What was the product launch date mentioned?”) into the “ASK” input box at the bottom of the summary screen.
- Use pre-built buttons for everyday tasks like “Summarize,” “Get Insights,” “Generate To-Dos,” or “Write Email”.



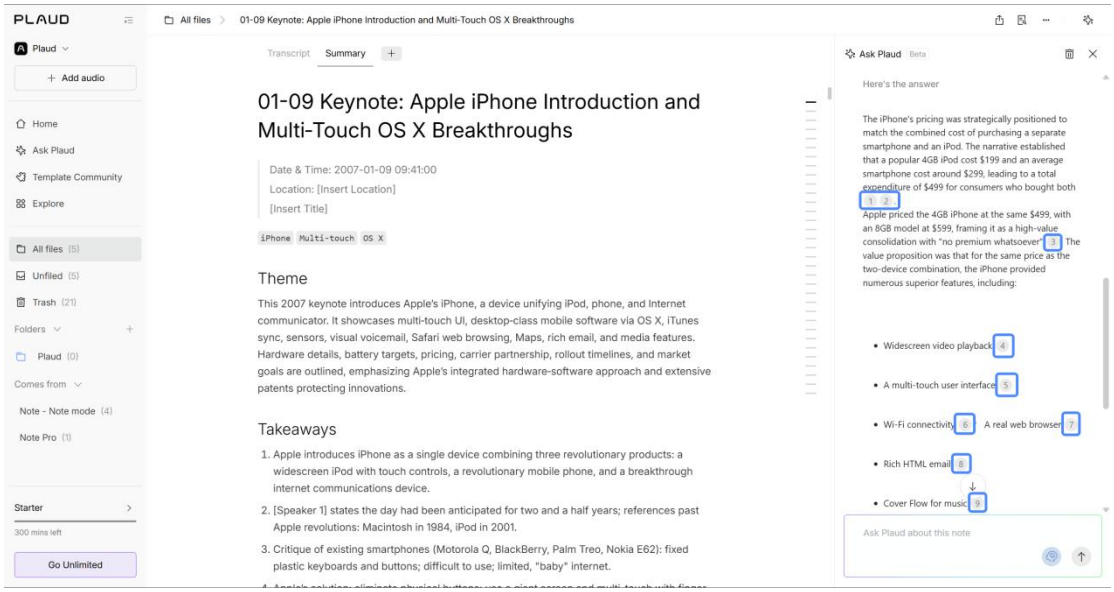


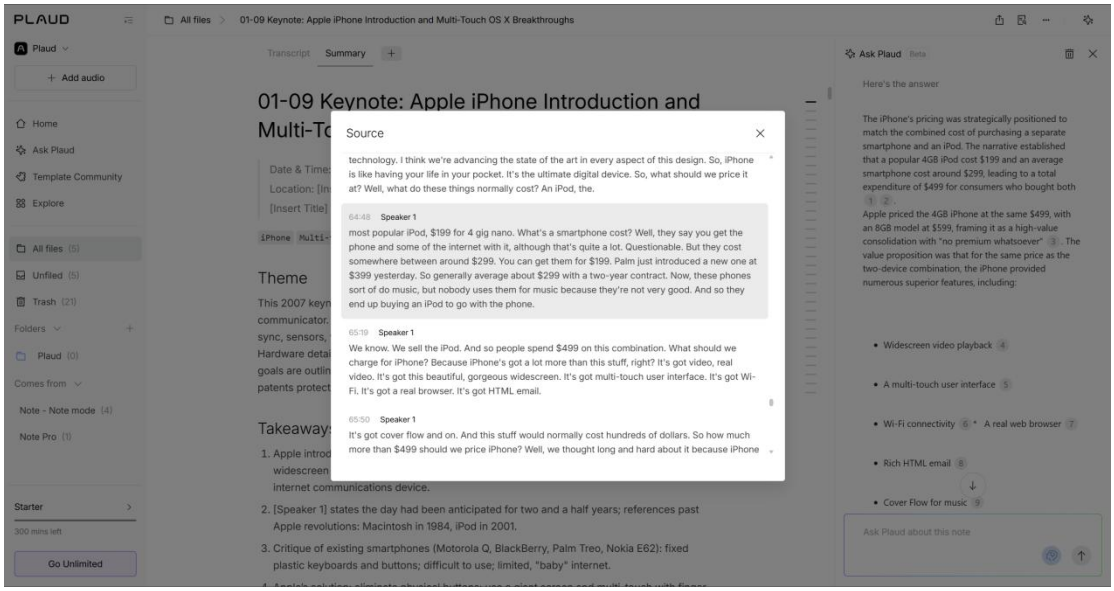
Contextual Indexing: The AI first breaks down the file into timestamp-tagged segments, making it easy to trace back to the original content later.

Request Understanding: The system uses advanced AI models to interpret your goal, whether it's extracting key data, refining insights, or drafting a response.

Intelligent Answer Generation:

- A clear, formatted core response (e.g., a list of action items).
- Clickable timestamps (e.g., [00:15:30]) linking to the exact moment in the transcript and original text snippets for verification.

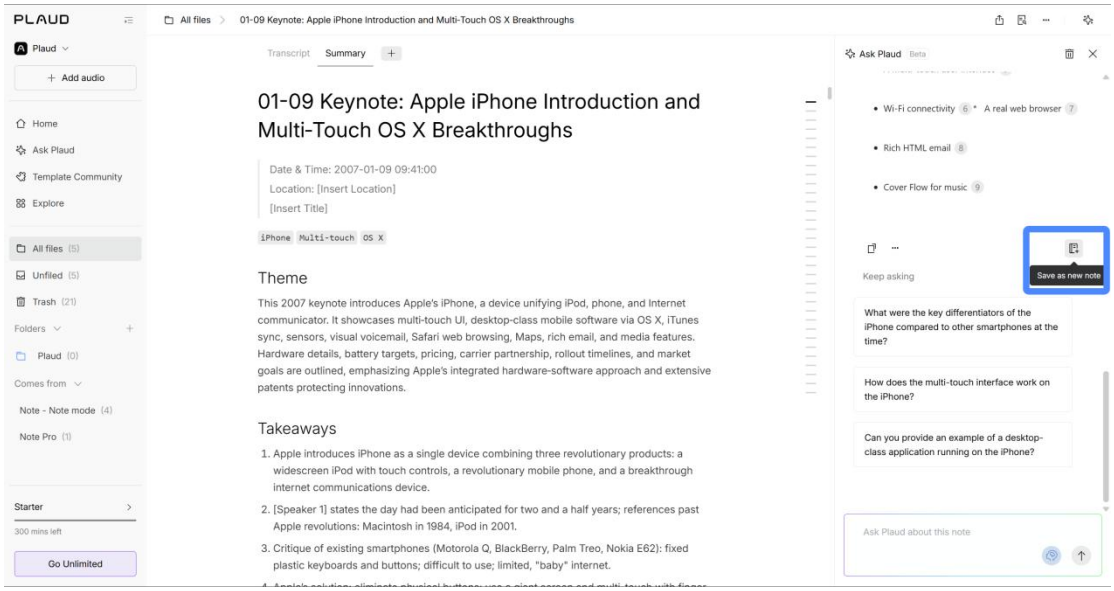




- 3–5 recommended follow-up questions to dive deeper.



- Save any helpful answer from Ask Plaud as a summary note with just one tap.



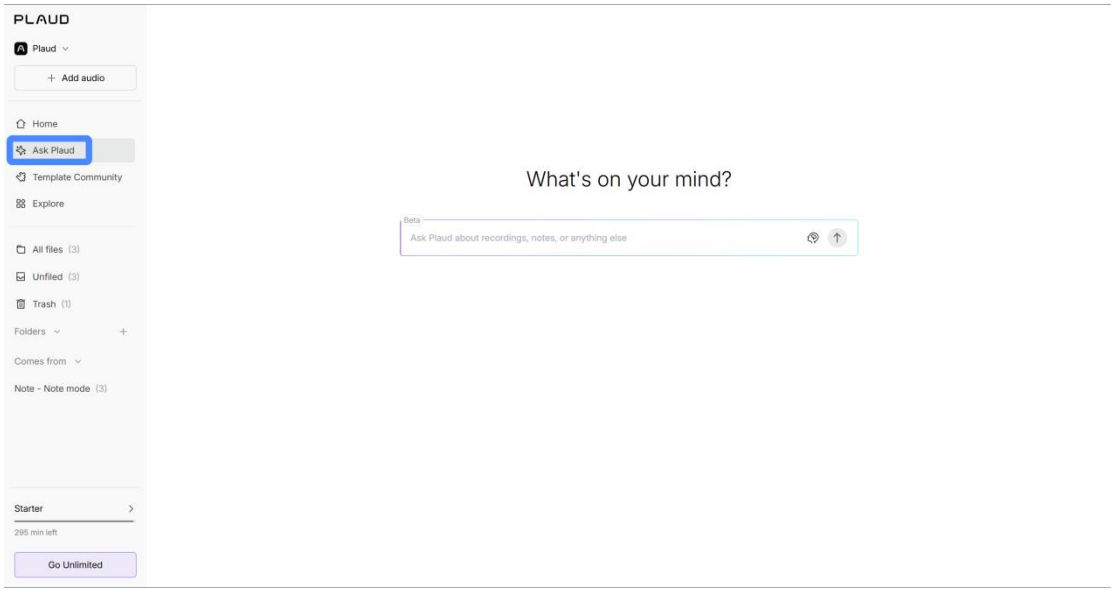
In short, Ask Based on a Single File transforms how you engage with your notes—turning long transcripts into actionable, searchable insights in seconds.

2. Ask Across All Files

The Ask Across All Files feature lets you search for information across all your transcribed files anytime, anywhere. The AI generates answers based on the transcripts and summaries of all your files, helping you instantly find key information without manually sifting through text.

To use it:

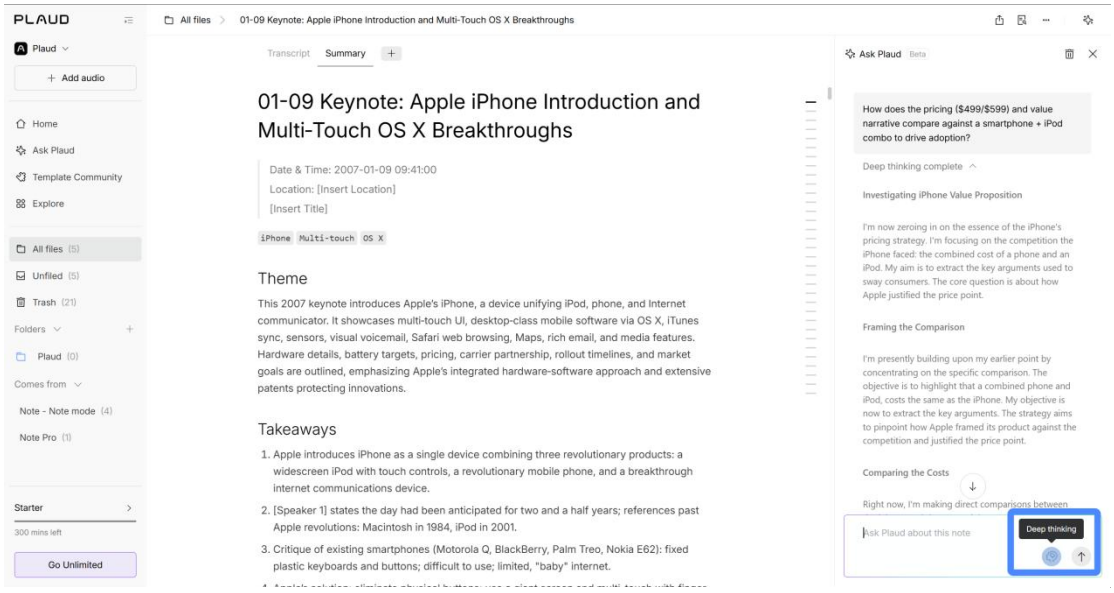
1. Click the top-right icon on the files page. Access the Ask Plaud directly from the web app's sidebar—click on the "**Ask Plaud**" button.
2. Ask Plaud about recordings, notes, or anything else.

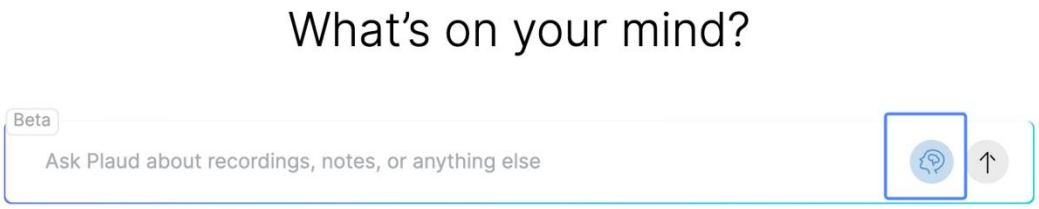


3. Deep Thinking

Deep Thinking enables you to unlock advanced AI capabilities when interacting with meeting transcripts or notes. Unlike standard responses, it leverages a more powerful AI model to deliver richer, more comprehensive answers—ideal for complex queries that require nuanced analysis, such as drafting detailed emails, extracting multi-layered insights, or breaking down intricate discussion points.

To activate it, you may click the icon as shown below.

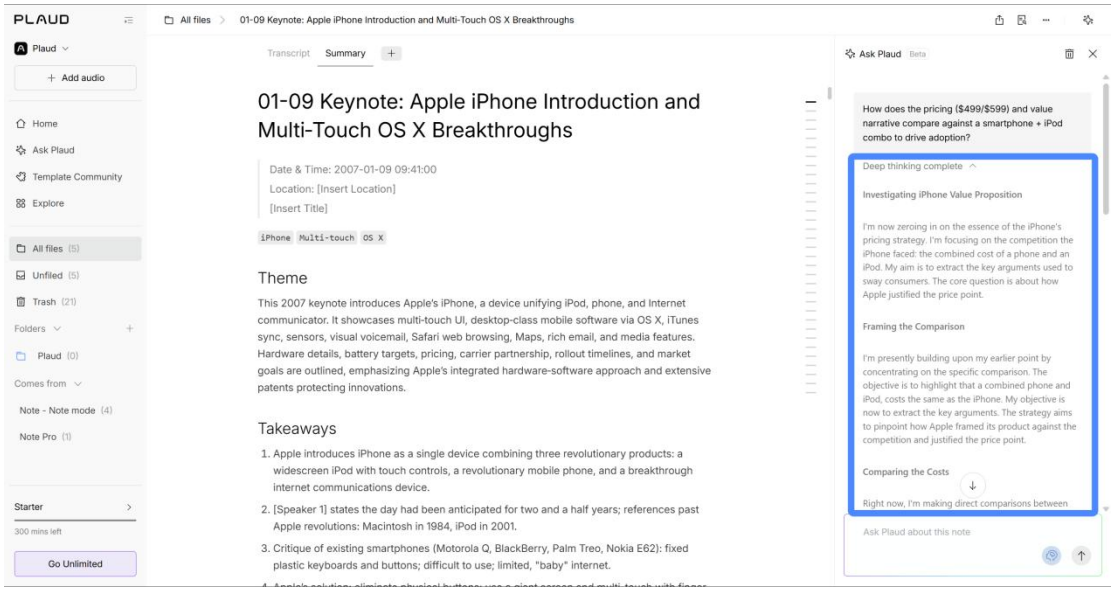




Activation: Users can trigger Deep Thinking by clicking a blue "thinking" icon during a query (e.g., when asking for a detailed summary).

Enhanced Processing: Once activated, the feature deploys a stronger AI model to analyze the source material (transcripts, highlights, or notes) more thoroughly, ensuring answers are not only detailed but also contextually precise.

Transparent Process: Users can view the AI’ s "thinking steps"—a breakdown of how the model arrived at its conclusion—adding transparency and verifying the logic behind the response.



4. Generate an Infographic

What this feature does

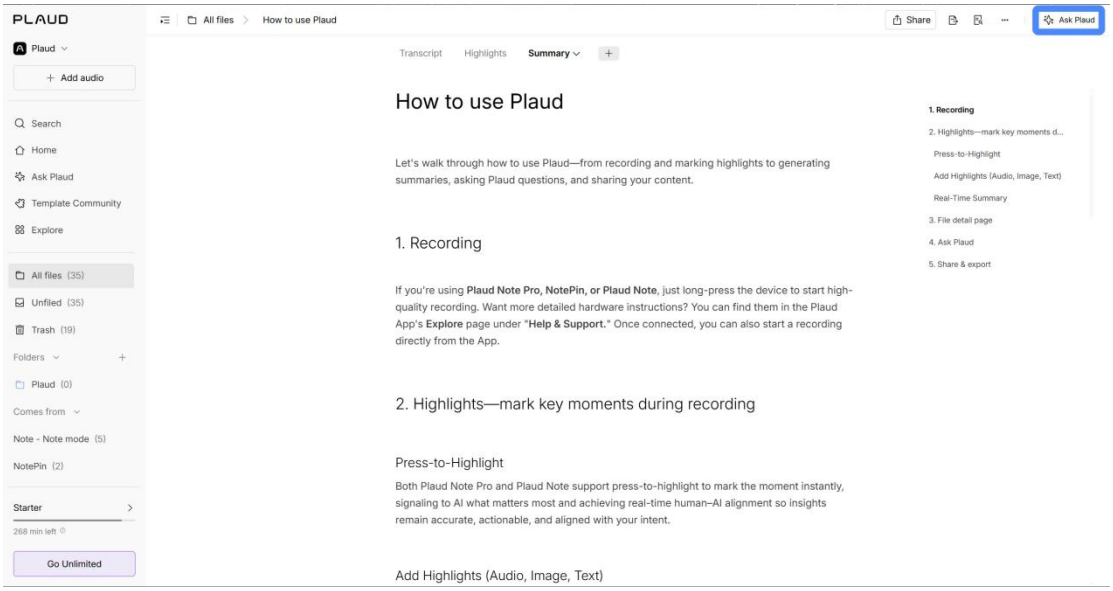
Turn your meeting transcript into a clear, shareable infographic in seconds.

Before you start

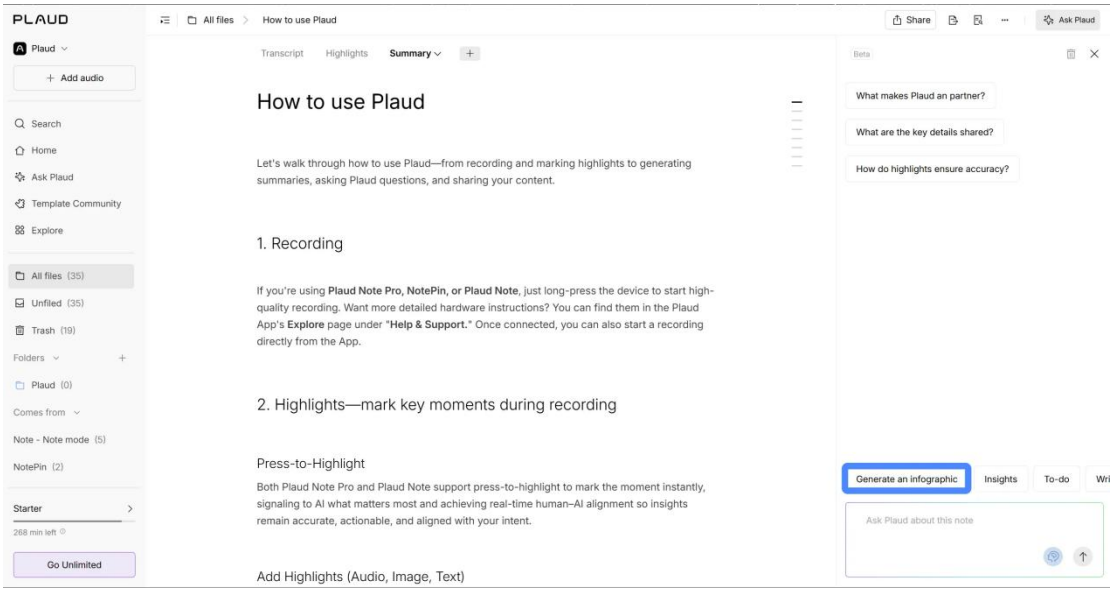
- Make sure your recording has Summary available.
- You can generate up to 10 infographics per day.

How to generate an infographic

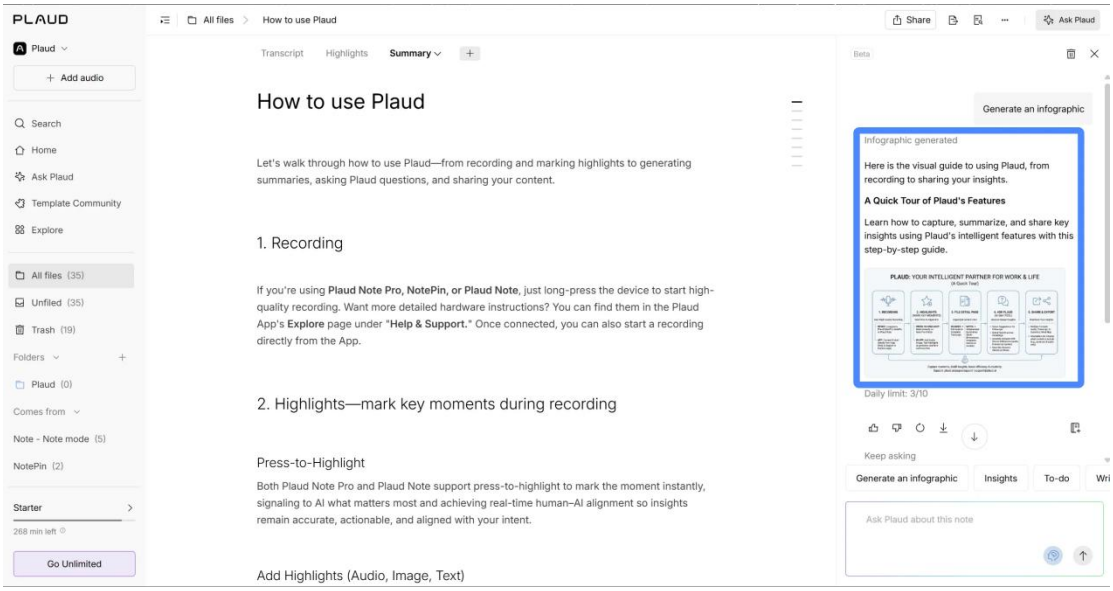
1. Open your recording
2. Go to Ask Plaud on the top right



3. Click Generate an infographic



4. Wait a moment while it’ s created, then see the infographic from the result page



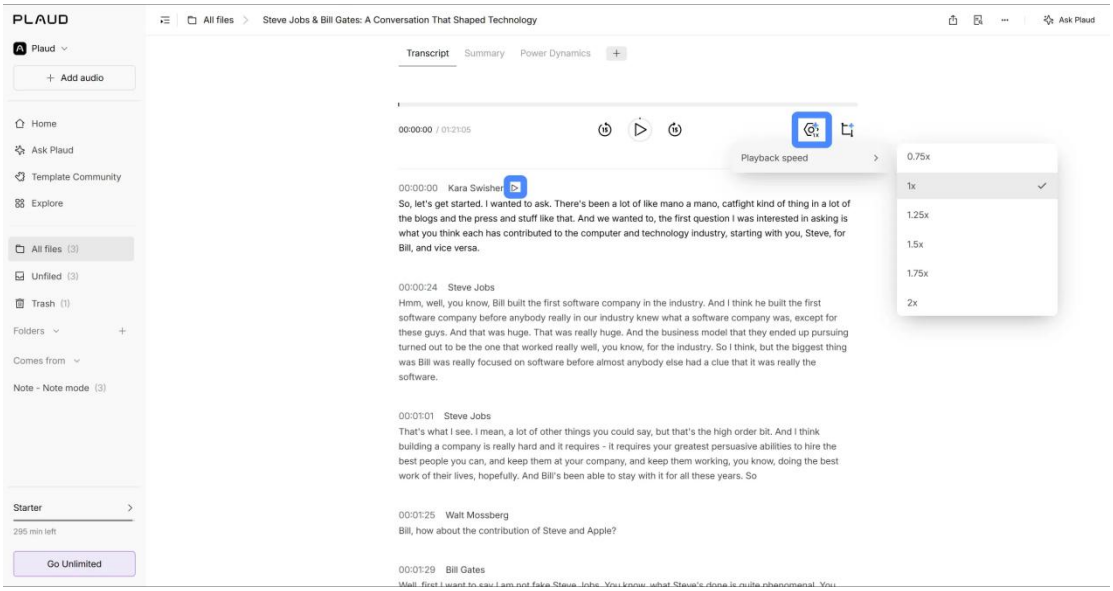
Tips

- Generating an infographic multiple times for the same note may produce slightly different results.
- If you don’ t see Generate an infographic, confirm you’ re in Notes for a recording that has a transcript, then try again.

3.7 File Details Features

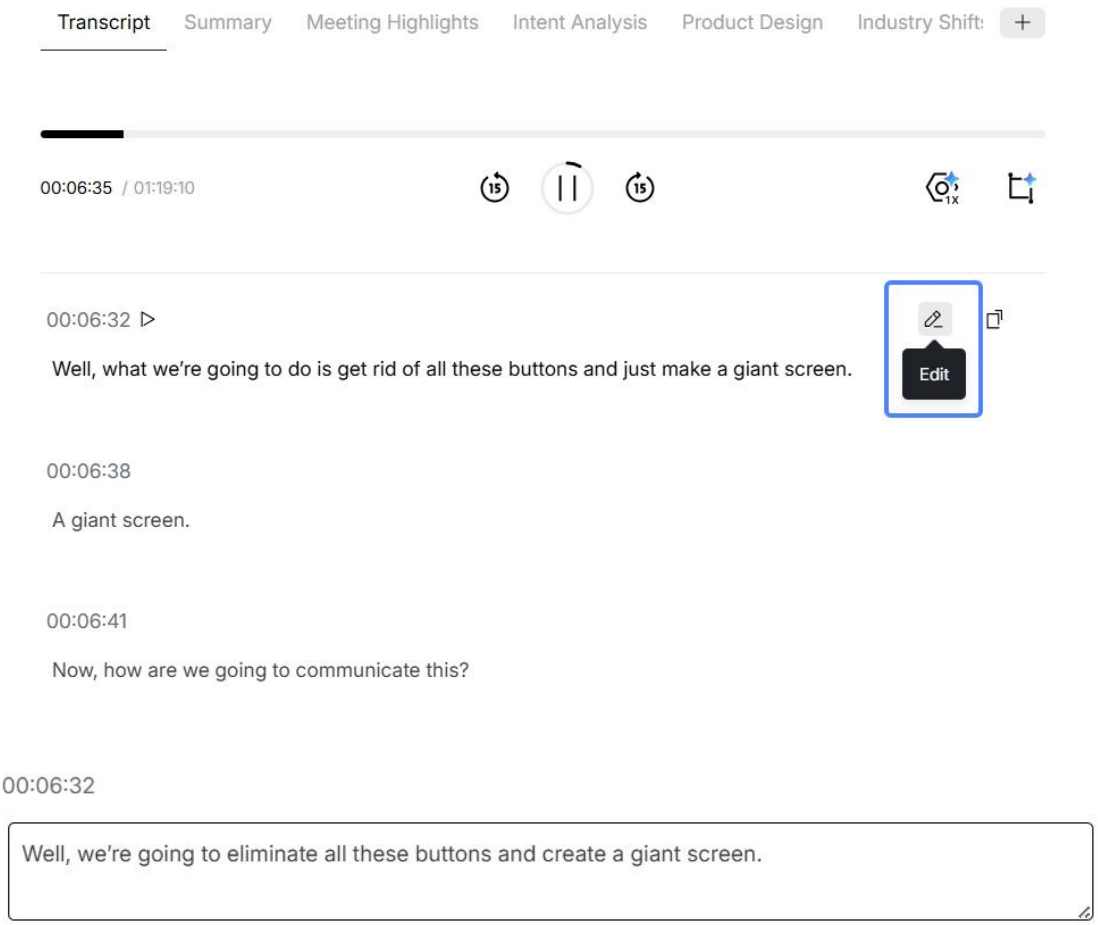
1. Playback Audios

You can control the playback speed when playing audio. You can also read the transcript while listening to the corresponding audio segment.



2. Edit Transcript

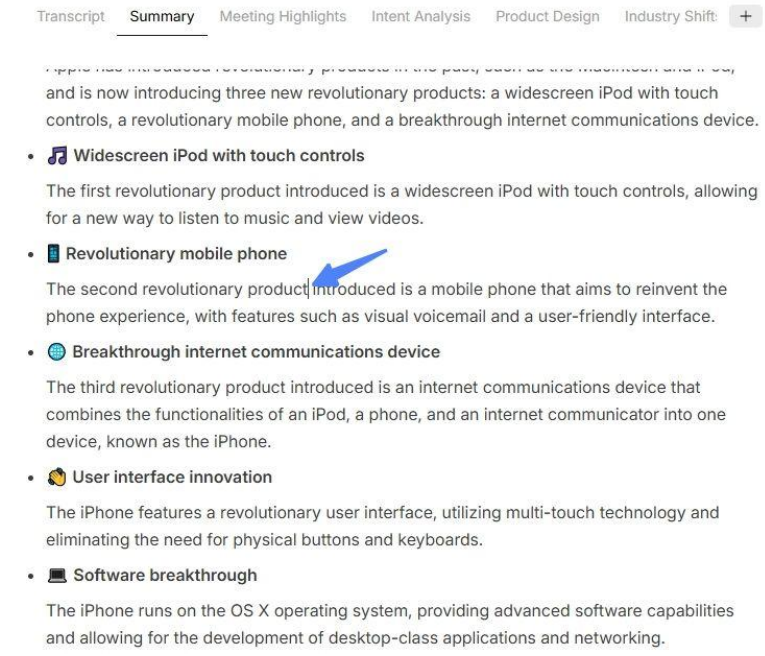
If you want to manually edit the transcripts, just click the edit button.



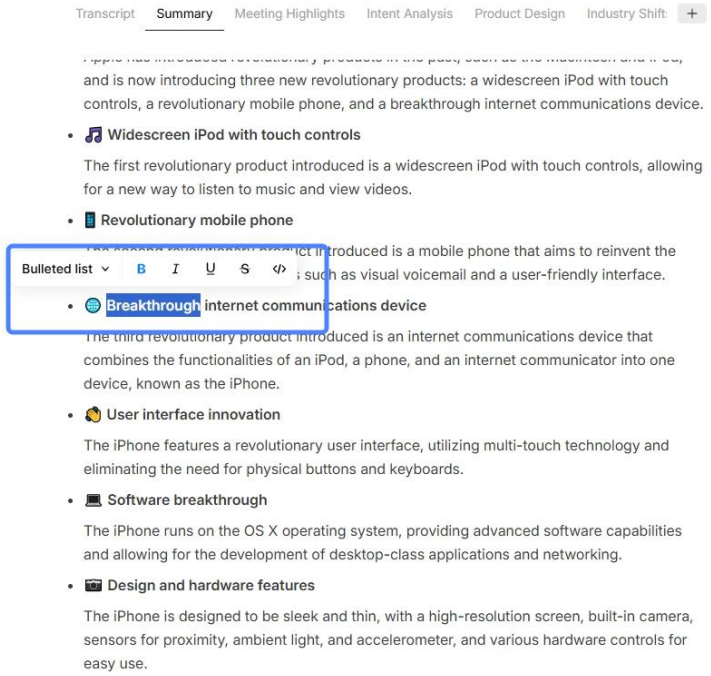
3. Edit Notes

Follow the steps below to edit your notes:

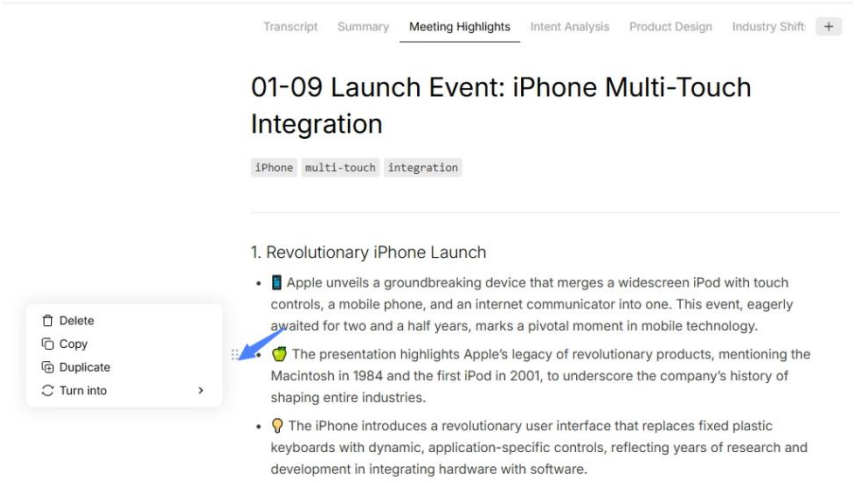
1. Hover your mouse cursor over the text to start editing.



2. Double-click the left mouse button to edit.



3. Click the side button to edit the paragraph.



4. Find & Replace

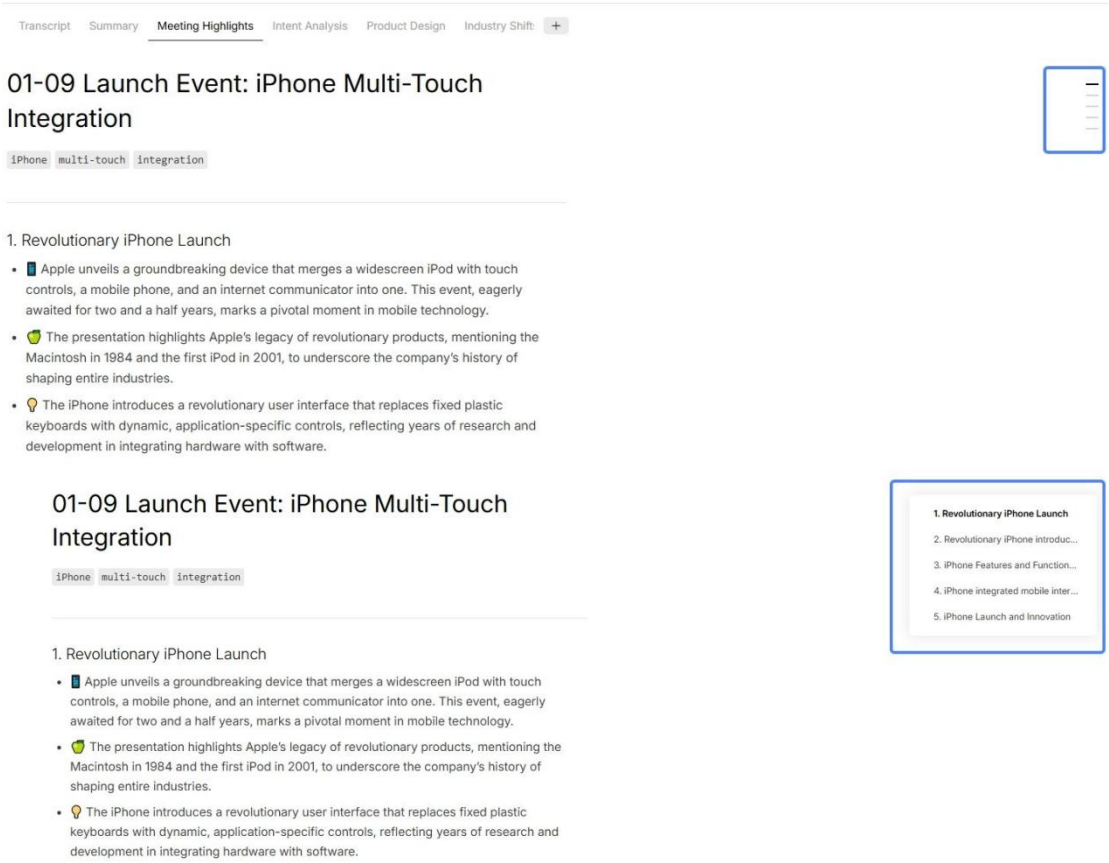
To replace the words in the transcripts or summaries:

1. Navigate to the transcript or summary page you wish to edit.
2. Click the “**Find & replace**” icon in the top-right corner of the page or tap .
3. Enter the word or phrase you want to change in the "**Find**" field and the new word or phrase in the "Replace with" field.
4. Click "**Replace**" or "**Replace All**" to update every instance.



5. Check the Menu of the Notes

To quickly find what you need in the notes, click the menu on the right of the page.

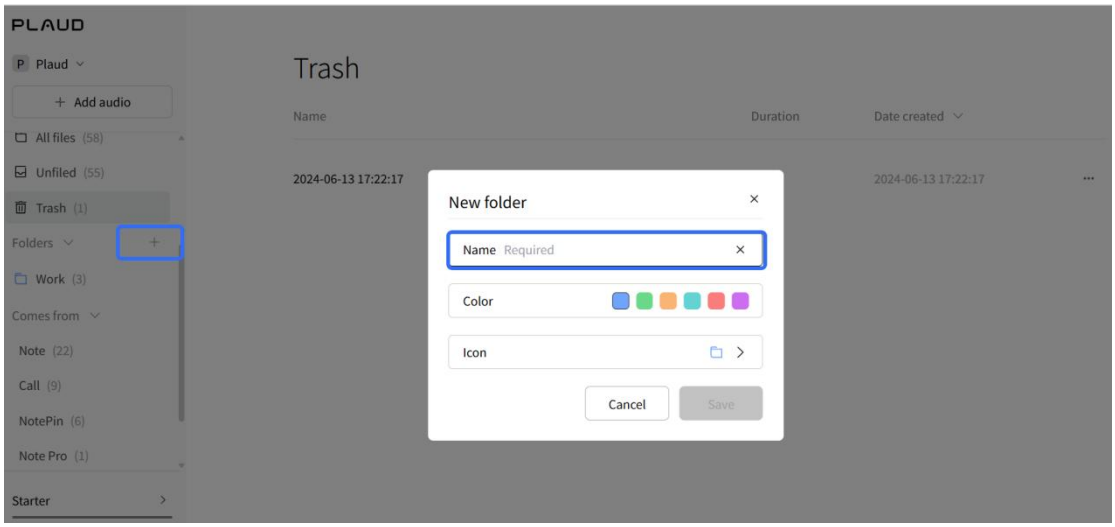


3.8 File Management

1. Create & Rename & Delete Folders

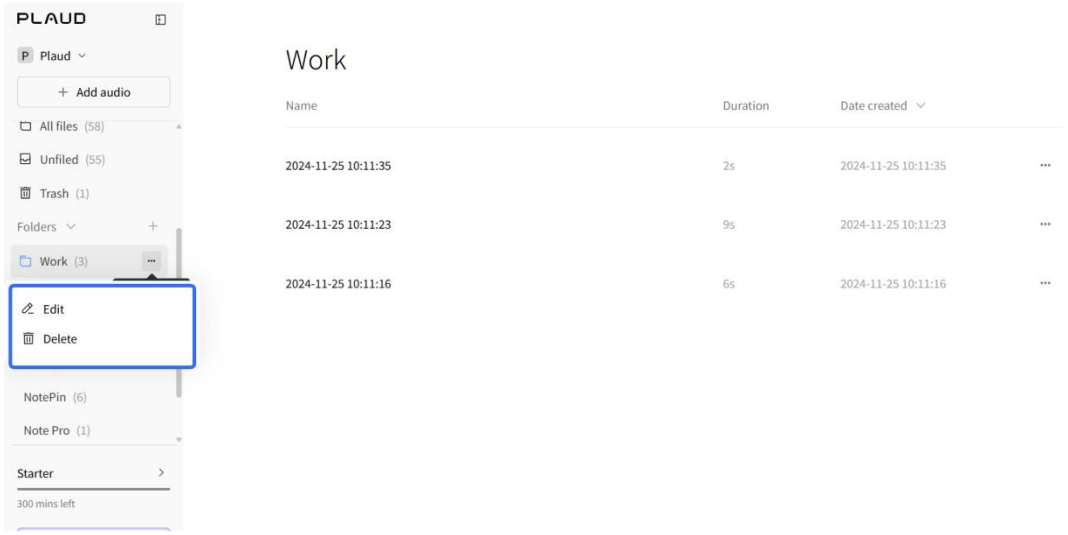
To create a new folder:

1. Click the "**+**" icon to the right of your folders list.
2. Enter a name for your new folder.
3. Click "**Save**" to confirm.



To rename or delete a folder:

1. Find the folder you want to modify.
2. Click the "..." icon to the right of its name.
3. Select "**Edit**" or "**Delete**" from the menu that appears. The deleted folder can not be restored anymore, and the files inside will be moved to Trash and can be restored later.



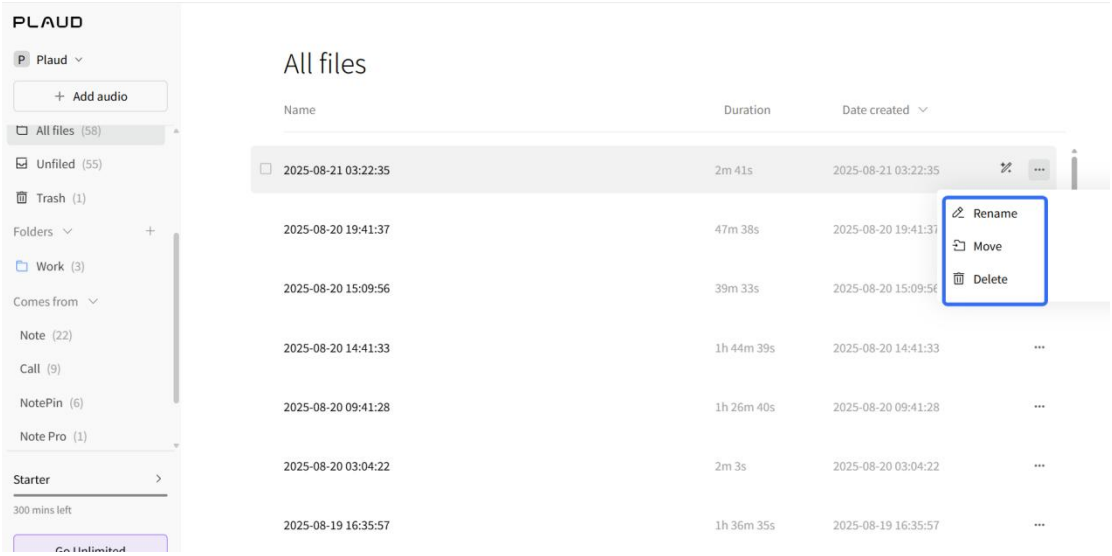
2 Rename & Delete & Move & Merge & Restore Files

To rename, move, or delete your files individually or in batches:

To Manage a Single File:

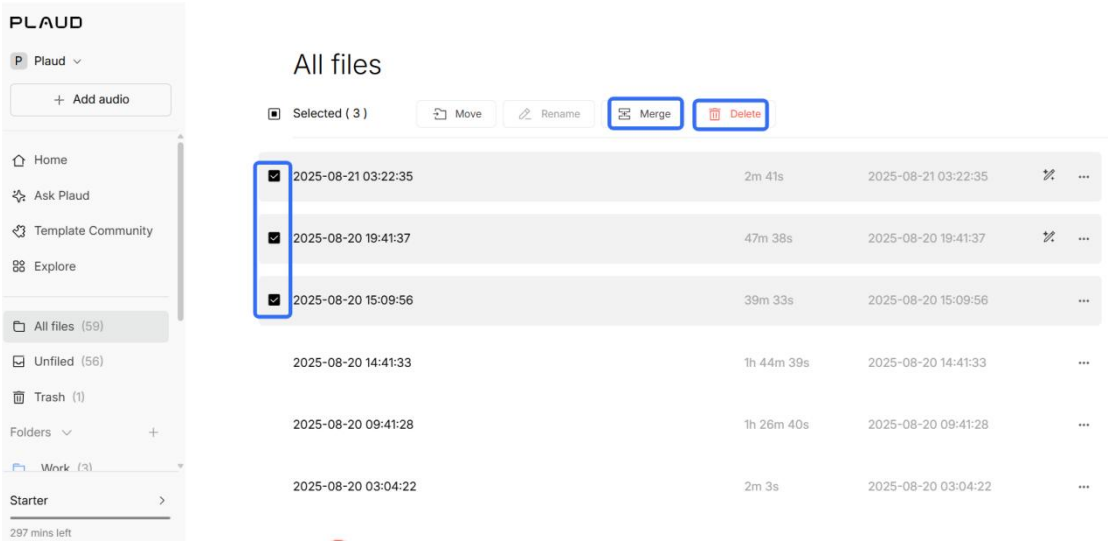
1. Locate the file you wish to modify.
2. Click the "..." (more options) icon next to the file.
3. Select an action from the menu:

- **Rename**: Change the file's name.
- **Move**: Relocate the file to a different folder.
- **Delete**: Permanently remove the file.



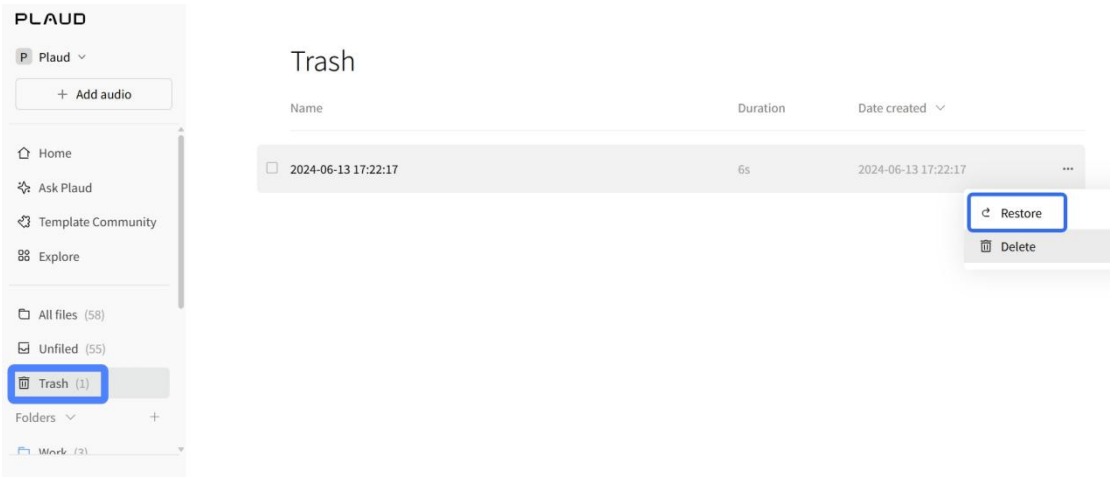
To Manage Multiple Files at Once:

1. Hover your mouse over the file and you will see the checkboxes.
2. Select the checkboxes for all files you want to manage.
3. Click "**Merge**," "**Move**," or "**Delete**" to act on all selected files.



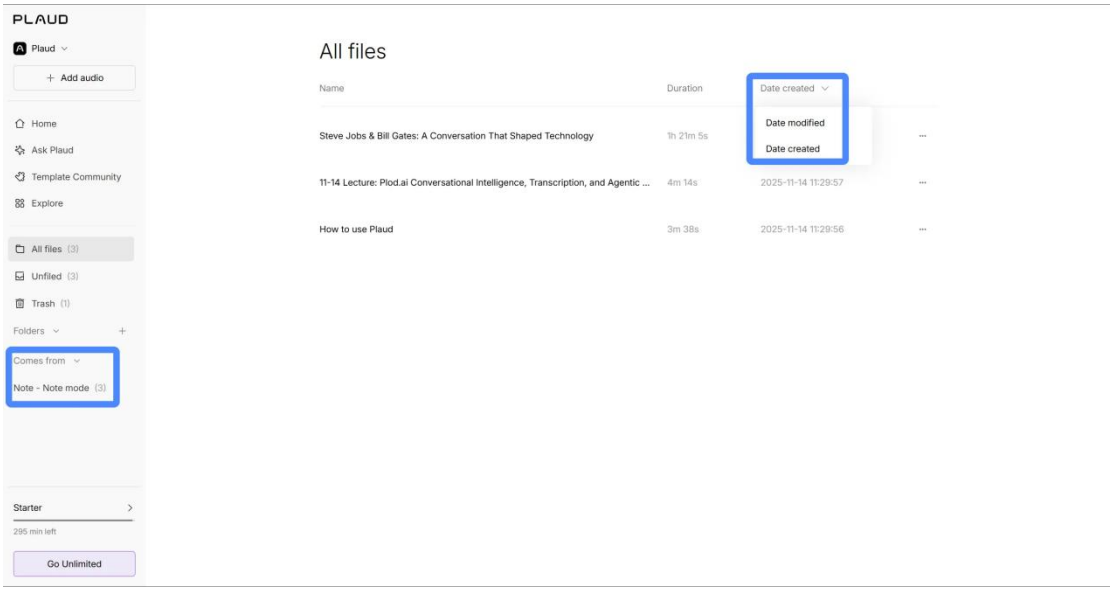
Deleted files are moved to the Trash. To restore the file from trash:

1. Navigate to and click on the Trash folder.
2. Inside, locate and select the file(s) you wish to recover.
3. Click the Restore button. The file(s) will be returned to their original folder. If the folder has been deleted, the files will go back to “**All files**”.



3. Sort & Source Files

You can sort the files by “**Date created**” or “**Date modified**.” Files automatically appear in their corresponding channel folder. For example, imported files will also appear in the "**Import**" folder.



4. Search

Search helps you quickly find what you need in Plaud Web—either by file details (title, date, comes from) or by searching inside the content (transcripts, notes).

1) Find files (Common)

Use this when you remember the file name or title.

- Search recordings, notes, or meeting records by title keywords
- Narrow results with filters such as date and Comes from.

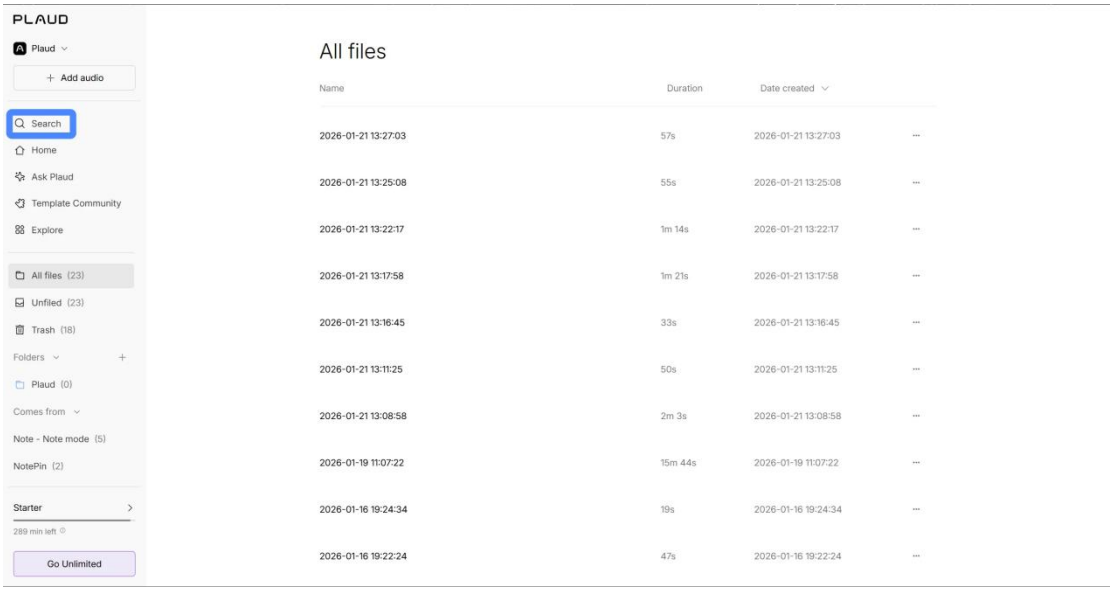
2) Find content (Advanced)

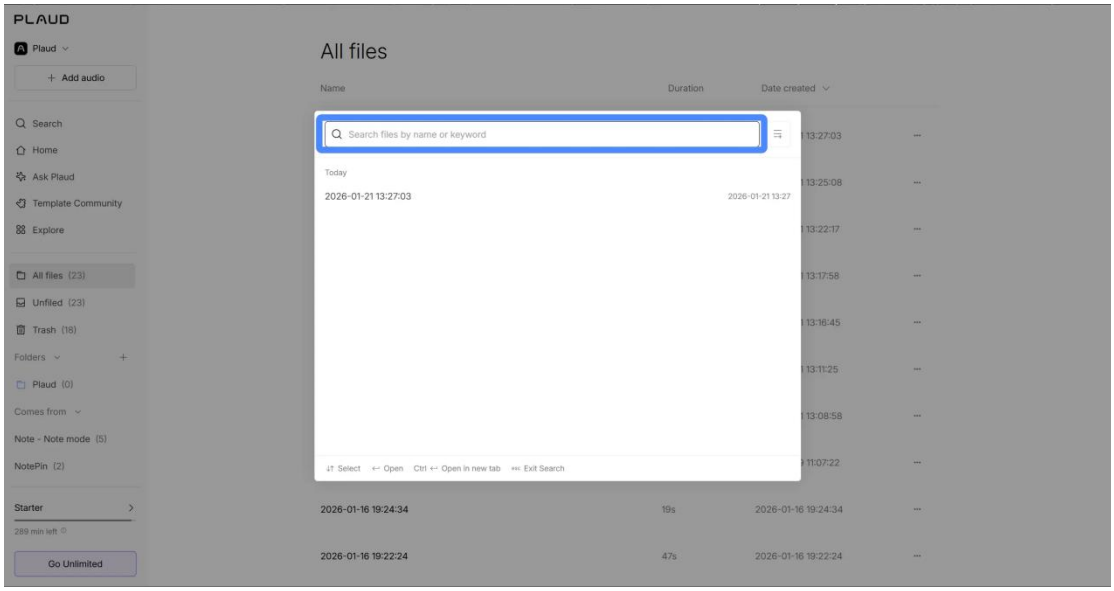
Use this when you don’ t remember the file name but remember what it was about.

- Search by topics, keywords, or a phrase/passage you recall
- Searches inside transcripts and notes
- Can also search text in images if image text recognition (OCR) is available for that file

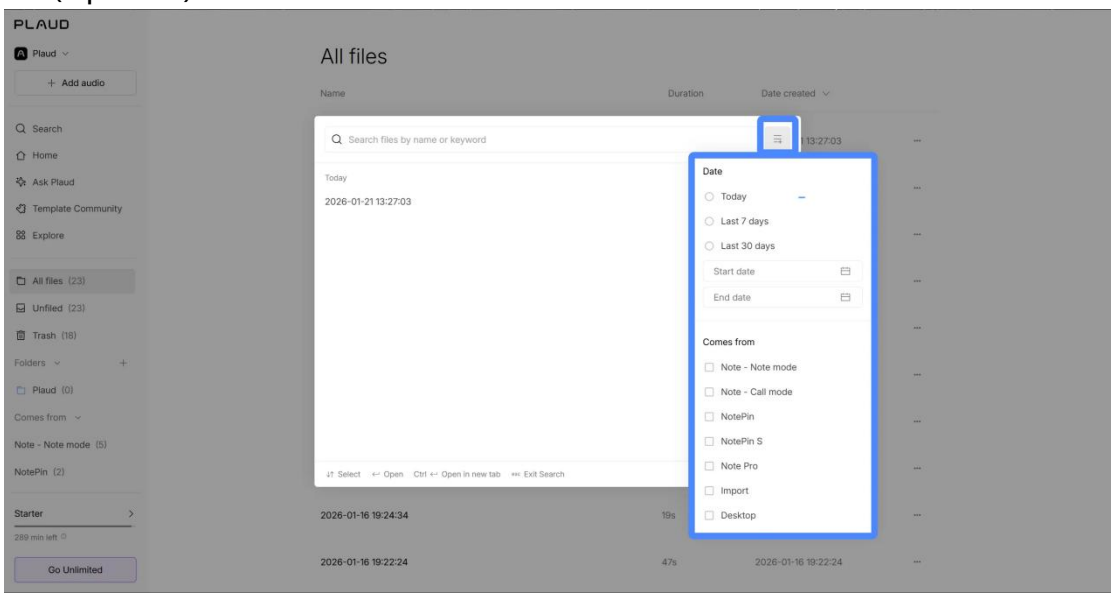
How to use Search

1. Open Plaud Web.
2. Go to Search and type your keyword(s).





3. Review the results list.
4. (Optional) Use filters likeDateorComes fromto narrow results.



5. Click a result to open the file and view the matching content (if applicable).

Tips for better results

- Try shorter keywords if your first search returns too few results.
- Remove filters if you think results are missing (filters can hide matches).
- If you’ re using content search, try a distinctive phrase from the transcript/notes.

Troubleshooting

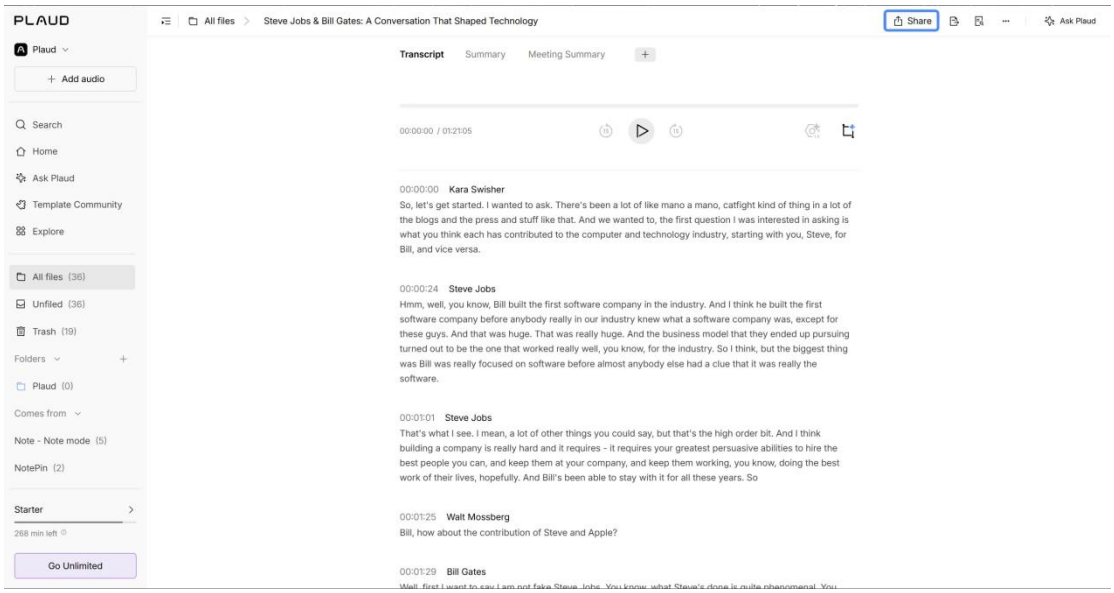
- No results found: Check spelling, try different keywords, and clear filters (Date/Comes from).
- Content search doesn’ t find expected text: Confirm the transcript/notes are generated and fully processed.
- Image text isn’ t searchable: OCR may not be available for that image/file; try searching related keywords in the transcript/notes instead.

3.9 Share & Export

1. Share Link

Plaud helps you share your files securely with the right people. When you select "Share link" on the "Share" menu, you'll see two options: Share (public link) and Invite (secure, email-gated). Choose based on how sensitive your content is and who needs to see it.

To get started, select "Share" at the top of any page.



Share Link — Less secure, but convenient

- Anyone with the link can view (like before)
- You choose when it expires (not auto-7 days anymore)
- Best for: non-sensitive content, quick external sharing

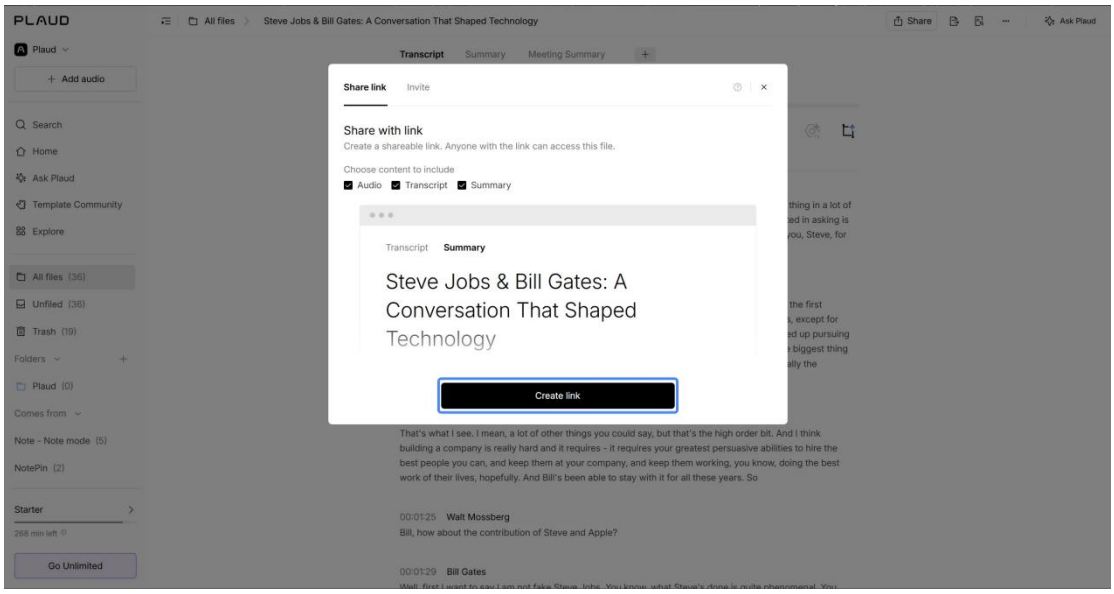
Invite Link — More secure

- Only invited emails can access
- Each person can see different content
- Track who viewed it
- Best for: sensitive content, internal team sharing

How to Use Share (Anyone with the link can see)

1. Stay on the "Share" tab
2. Select what the viewer(s) can see
3. Click "Share link"
4. (Optional) Set expiration time by opening the dropdown under "Link expires"
5. Copy link and share

Link works immediately, no account needed

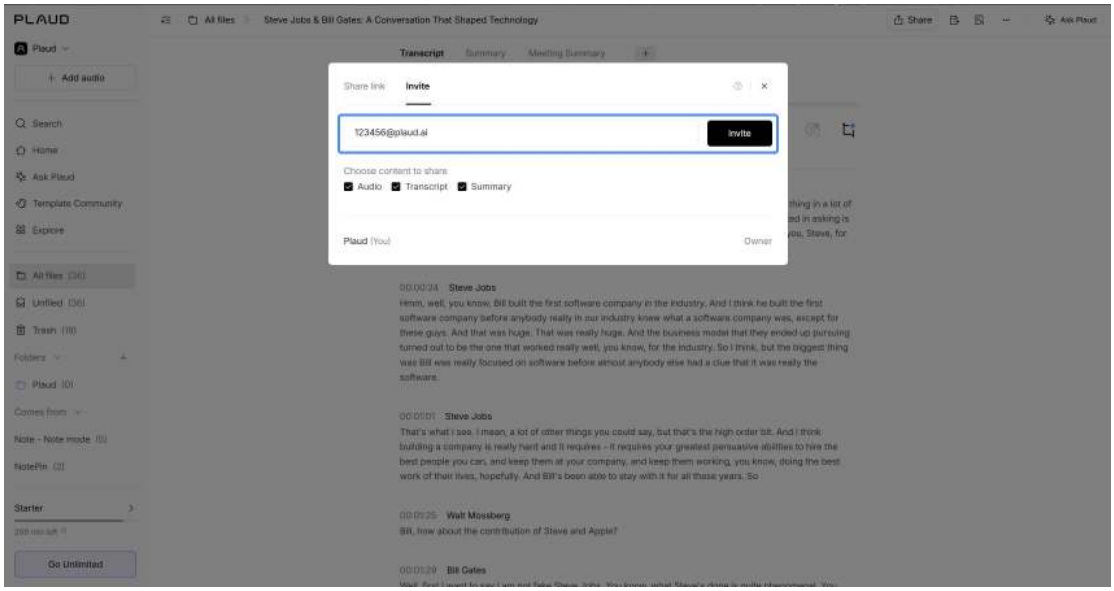


How to Use Invite (Only invited people can see)

1. Switch to the "Invite" tab
2. Select what the viewer(s) can see
3. Enter one or multiple email addresses
4. Click "Invite"

Once you’ ve invited someone to your file as a viewer, they’ ll receive an email with a link to the file. To access the shared content, the viewer will need their own Plaud account.

Email address changes to username if your viewer visits the shared content.

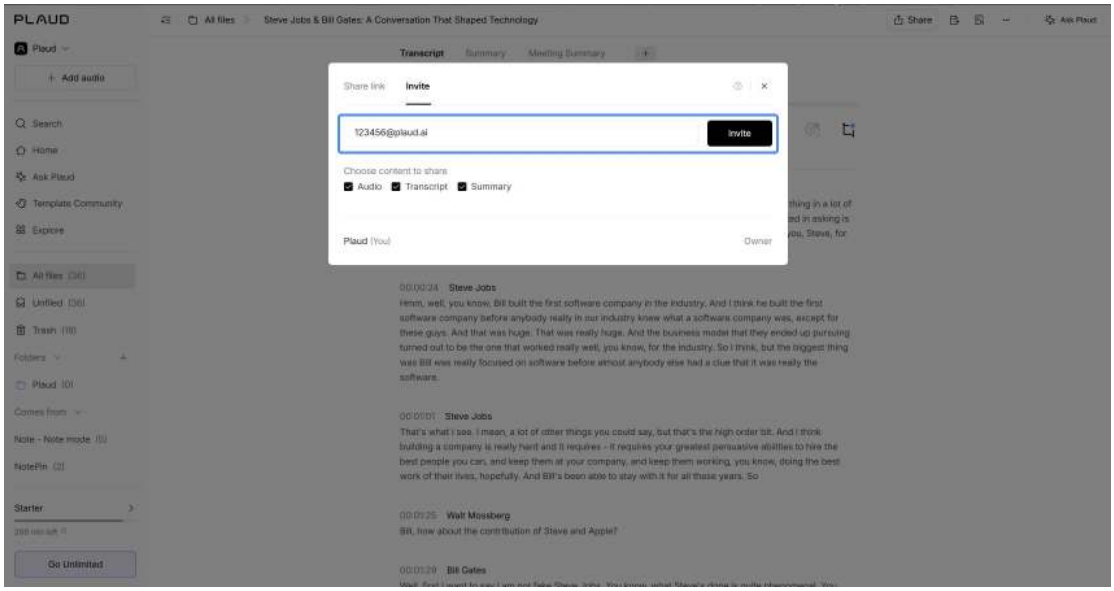


Managing your links

Change Share Setting

- Change content included in the link:

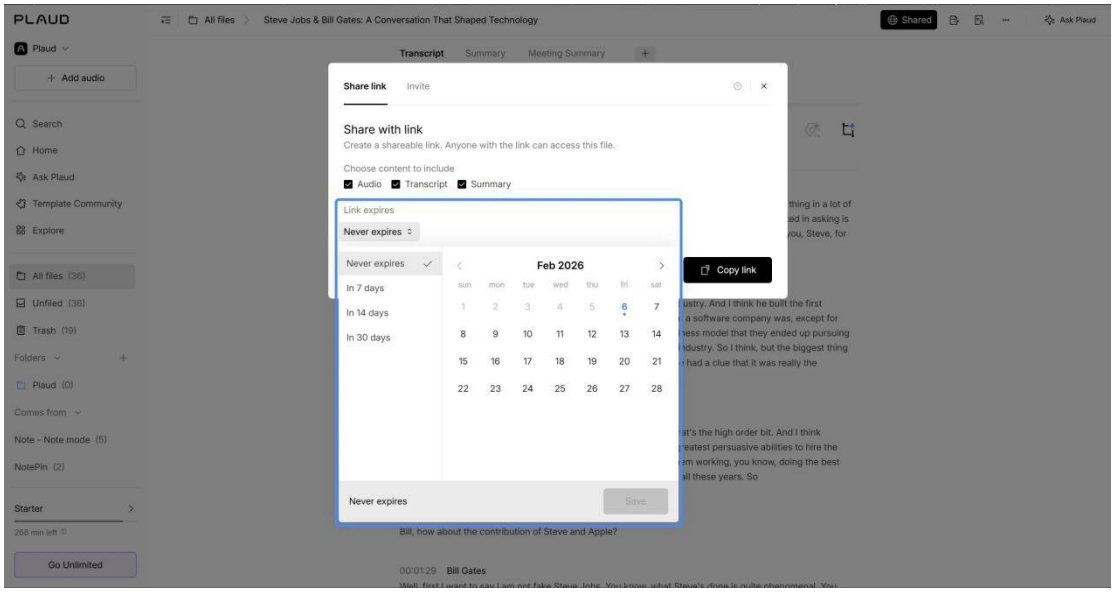
    1. On the "Share" tab, edit the items to be shared.
    2. Select "Update"



- Change the expiration date of the link:

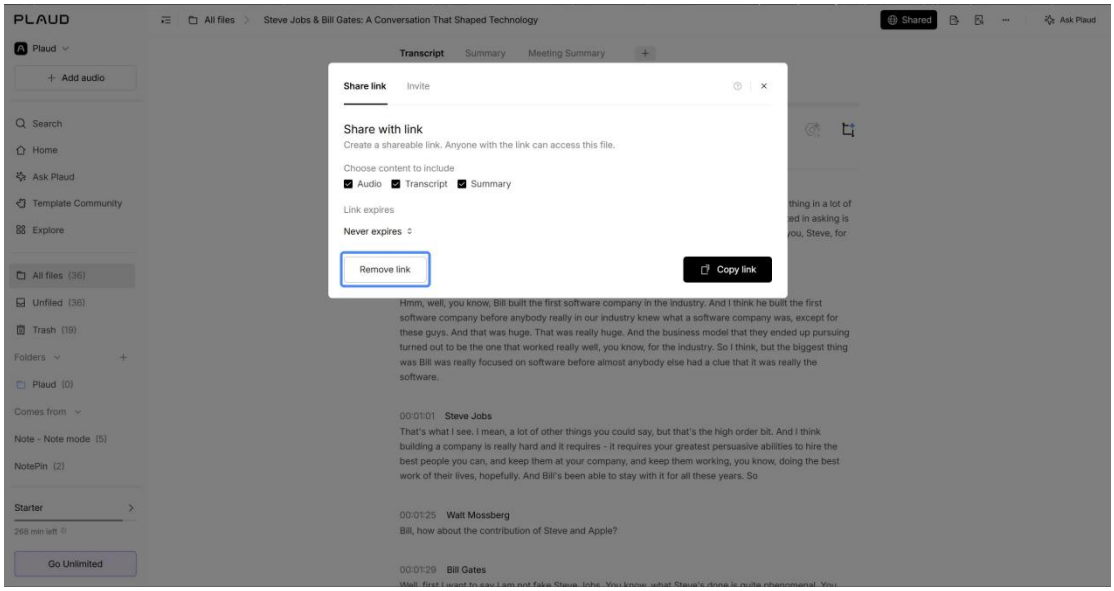
On the "Share" tab, open the dropdown under "Link expires" to edit the expiration date.

The link URL stays the same — no need to re-share.



- Stop Sharing:

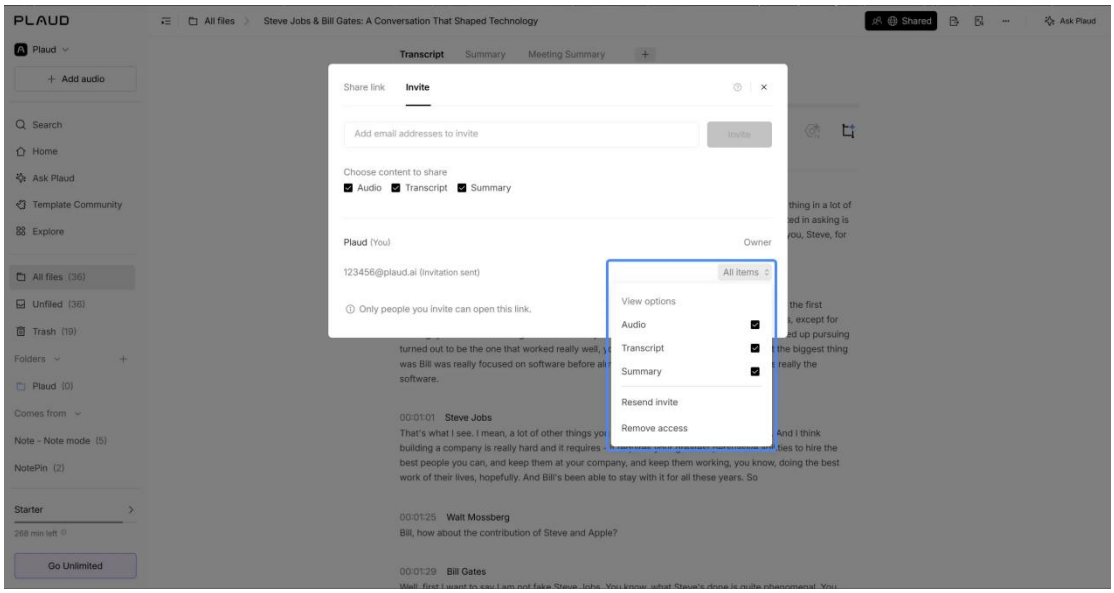
On the "Share" tab, click "Remove link" — link becomes invalid immediately.



Change Invite Permissions

On the "Invite" tab, open the dropdown next to any person's name/email address to:

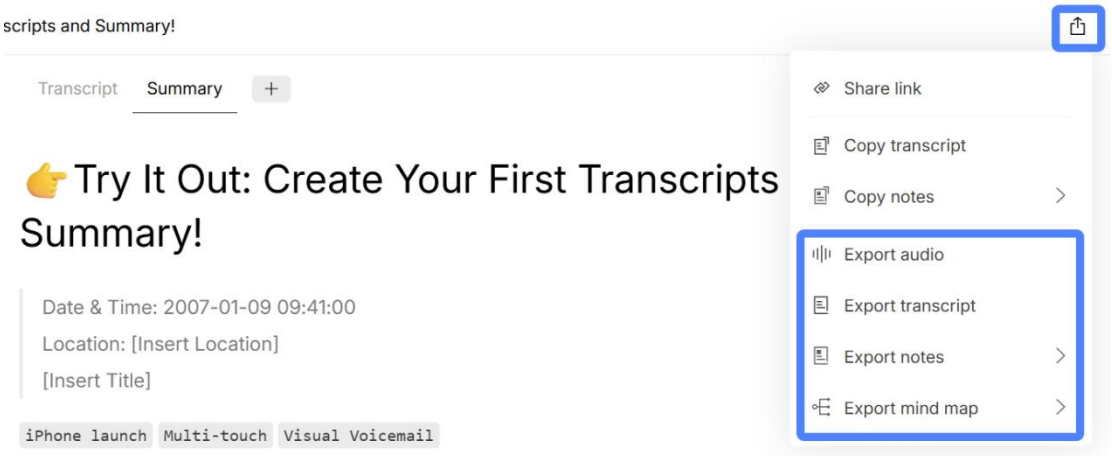
- Edit what they can see
- Remove their access (takes effect immediately)



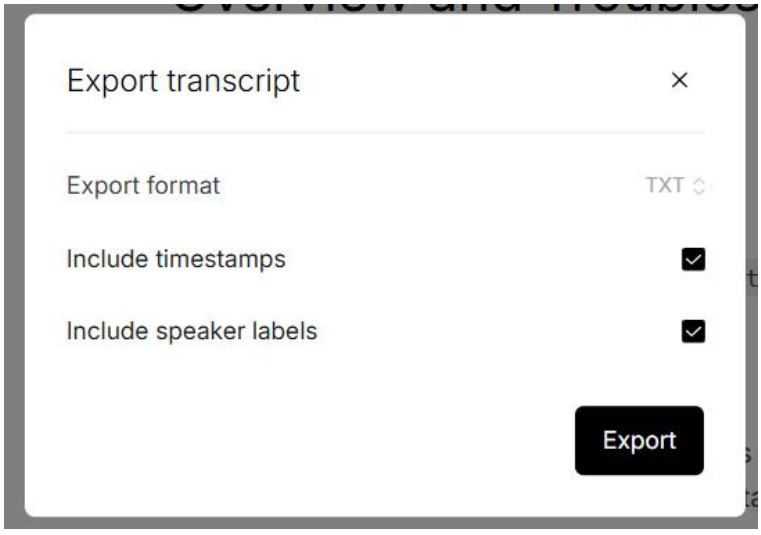
2. Export Files

Here are the steps to export files:

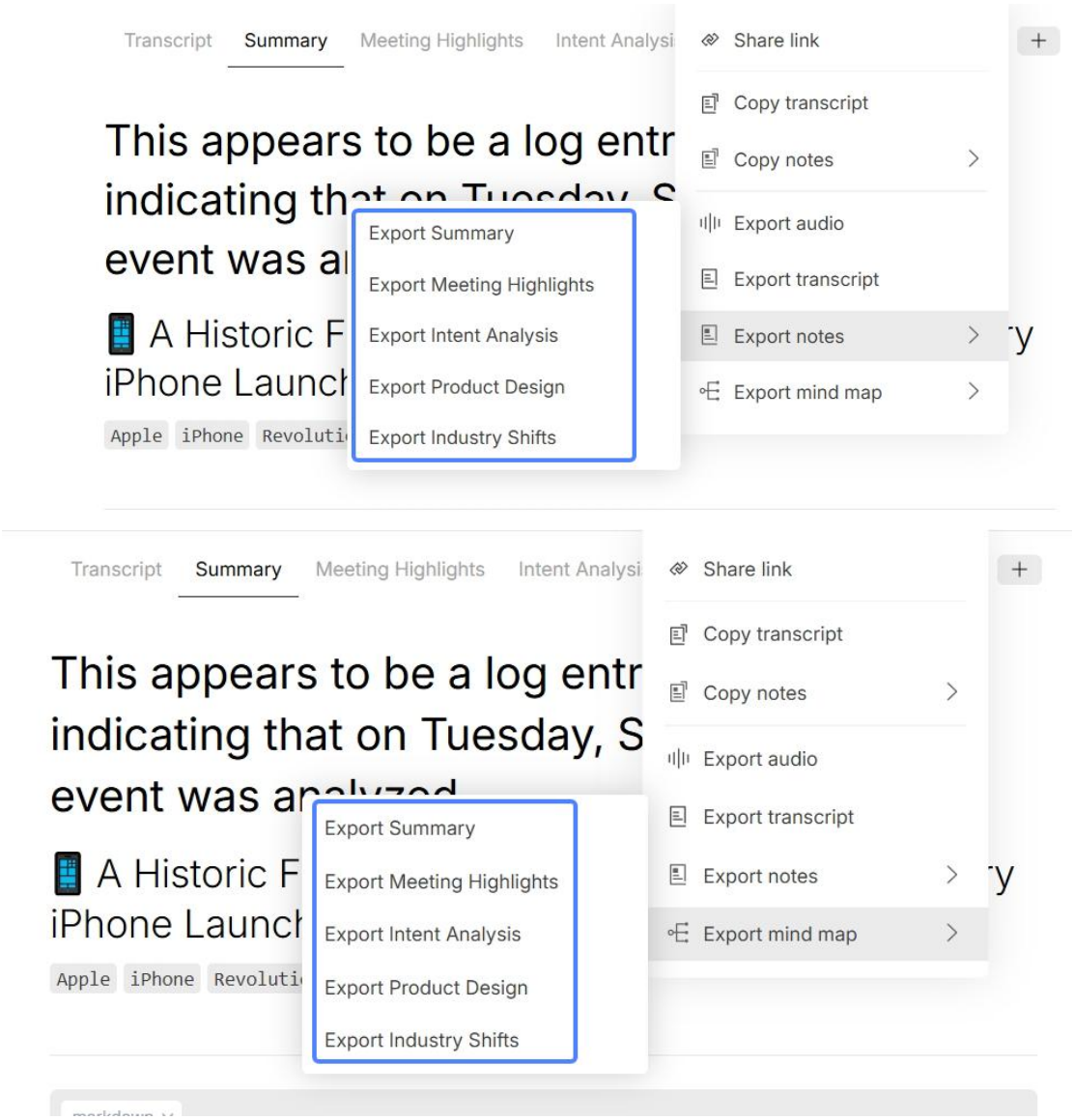
1. Enter the file you want to share.
2. Click the icon in the top right corner.
3. Choose the content you want to export.



4. When exporting the transcript, you can decide whether it includes timestamps or speaker labels or not.



5. You can export different notes and mind maps.



Different contents have different supported formats. You can refer to the table below:

Transcription	TXT, SRT, DOCX, PDF
Summary	TXT, Markdown, DOCX, PDF
Mind-map	PNG, Markdown
Audio	MP3

3. Integration—Zapier

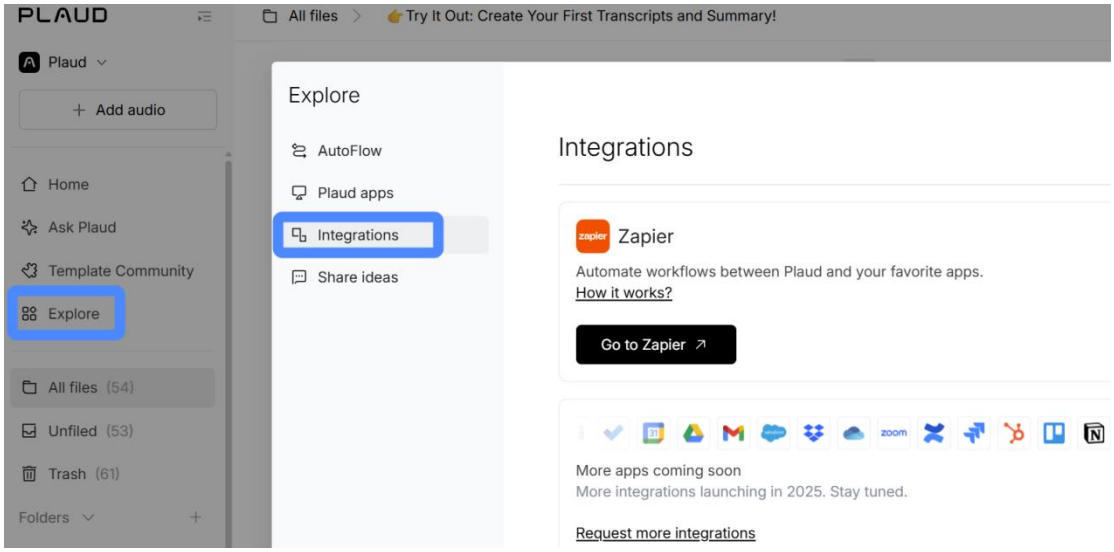
Zapier is a powerful tool that simplifies your daily tasks by automating repetitive work.
With over 7,000 integrations, it connects your favorite apps—like Google Docs, Notion, Gmail, and Slack—so they can work together seamlessly.
This article will guide you through integrating Plaud with Zapier, making your workflows even more efficient.

To connect Zapier with Plaud, you'll first need to create accounts on both platforms. Here is what you need to do:

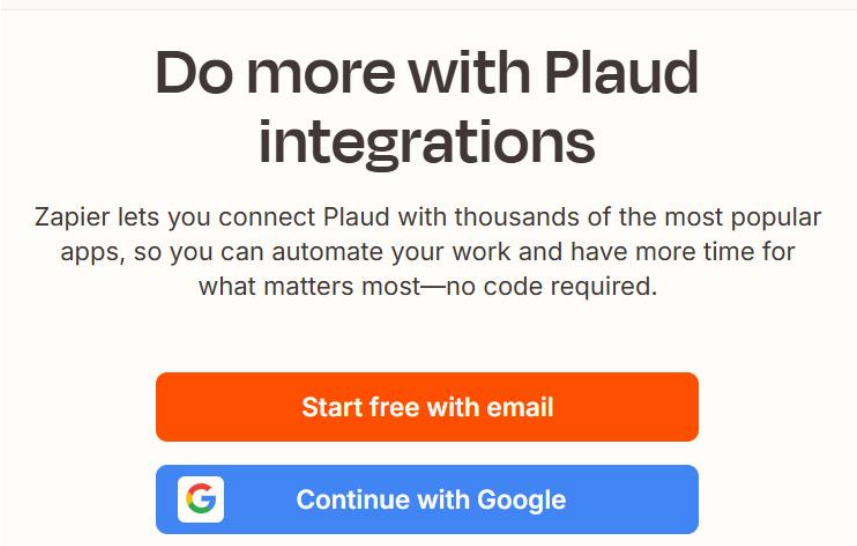
- 1 Plaud account
- 1 Zapier account with a subscription to the Free Plan or higher (View Zapier pricing)

Once you have the accounts ready, please follow the steps below:

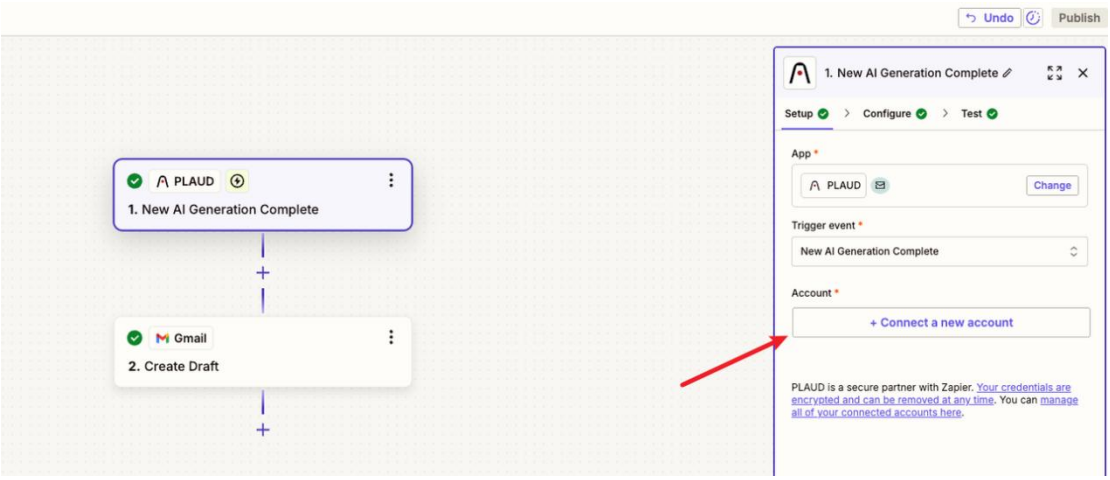
1. Click "Explore"—"**Integrations**".
2. Scroll down the page to locate "**Zapier**" and then click "**Go to Zapier**."



3. Choose a sign-in method between "**Start free with email**" and "**Continue with Google**" to sign in to your Zapier account



4. After signing in, you'll be redirected to the Zap editor. Select the "**Account**" tab, then click the "**Sign in**" or "**Connect**".
5. Sign in to your Plaud account and then click "**Allow access**" to grant Zapier access to your Plaud account. Once you do this, the connections between Plaud and Zapier will be established.

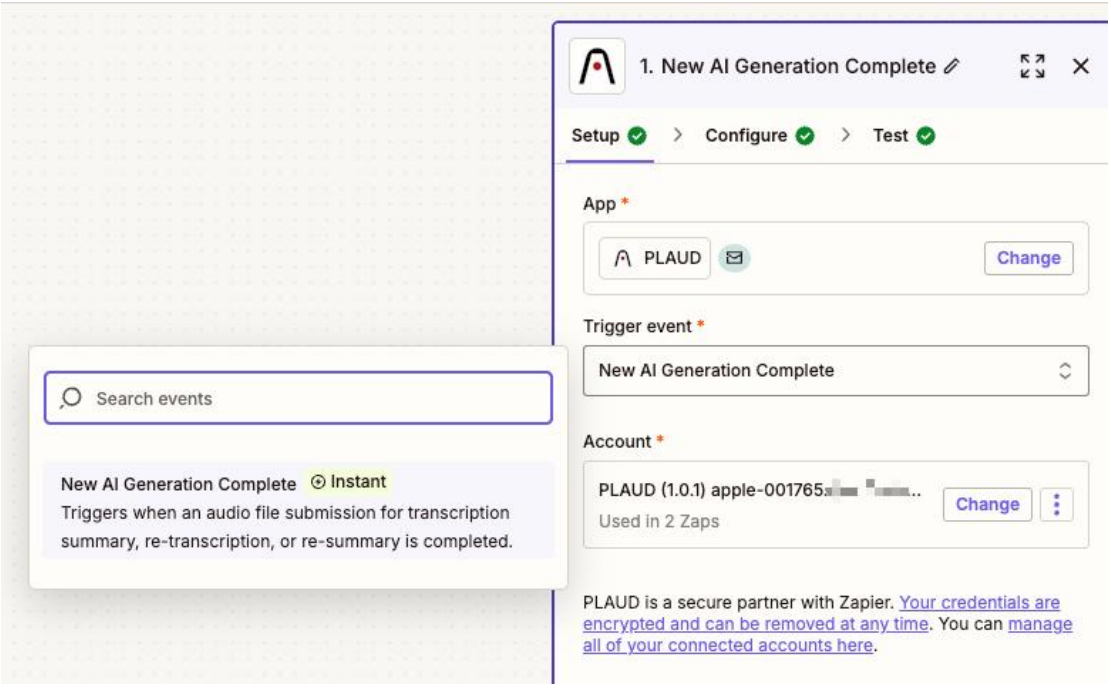


You can set Plaud as a trigger. The available events differ based on your settings.

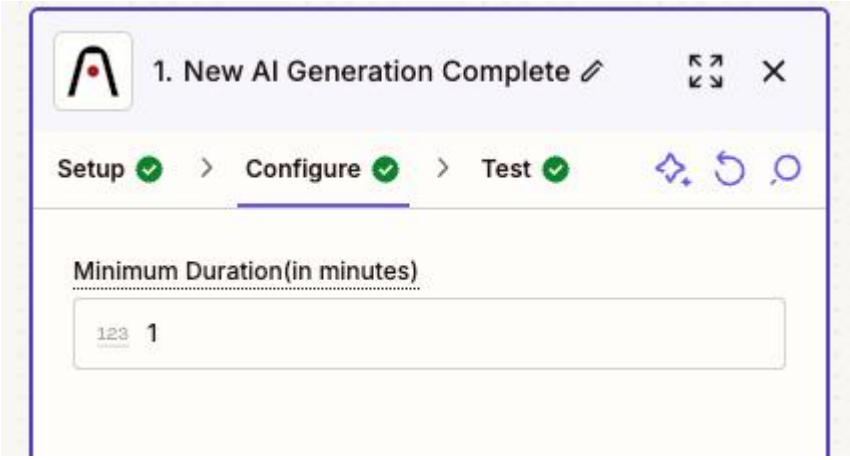
If you set Plaud as a trigger, you can automatically send data when an audio file submission for transcription summary, re-transcription, or re-summary is completed.

For this example, we'll walk through the steps of configuring Plaud as a trigger. Here are the steps:

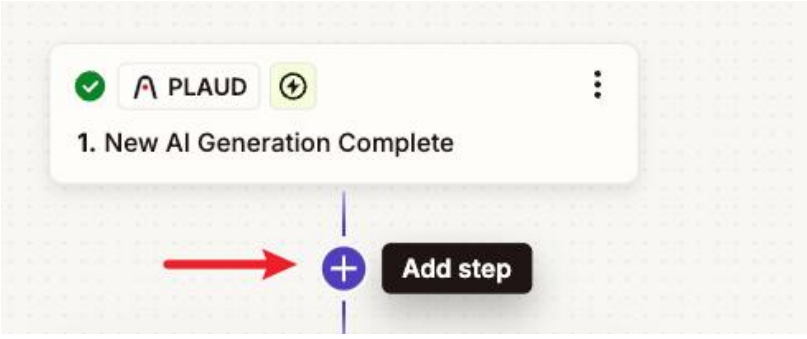
1. Choose an event for your trigger, then complete the sign-in in the "**Account**" tab.

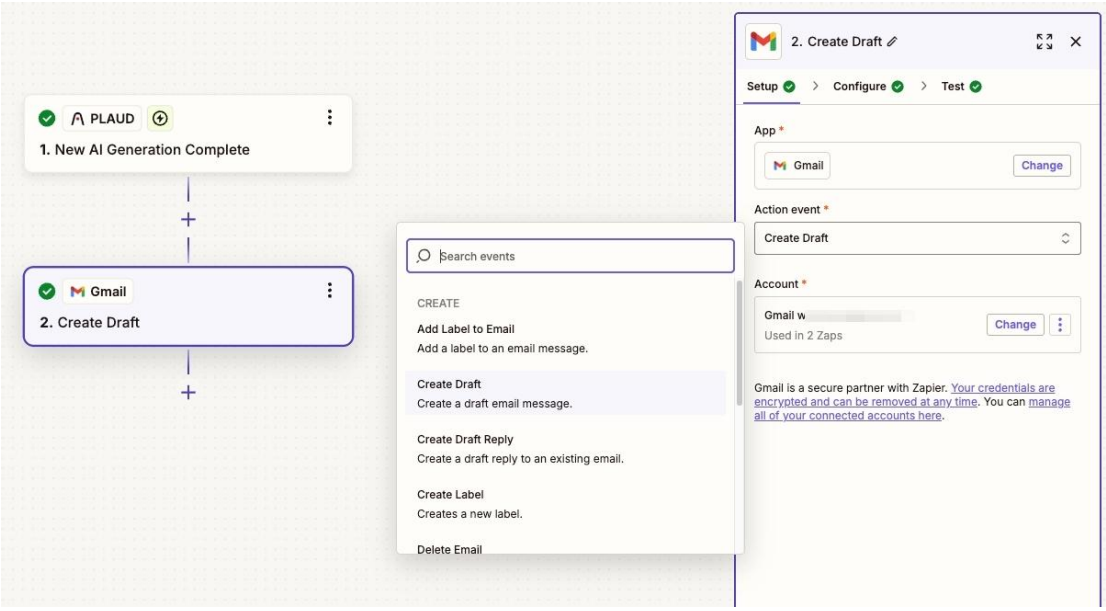


2. After signing in, select the "**Trigger**" tab and complete the "**Configure**."

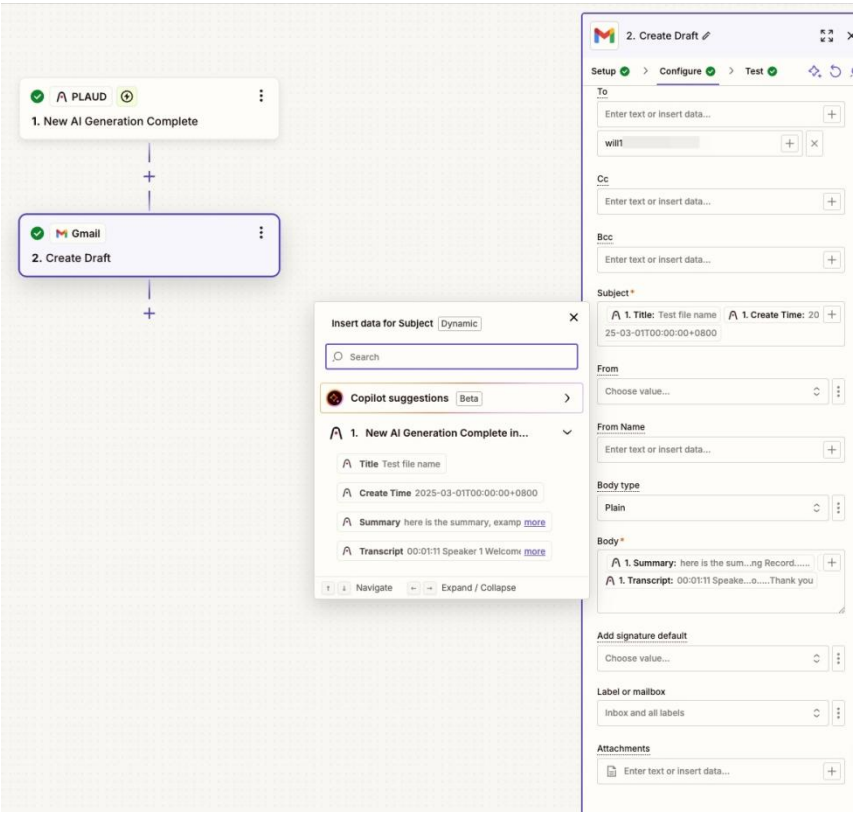


3. Once you complete the configuration in the "**Trigger**" tab, open the "**Test**" tab and click "**Test trigger**".
4. Add an action and choose an event for the action. Then, complete the sign-in in the "**Account**" tab.

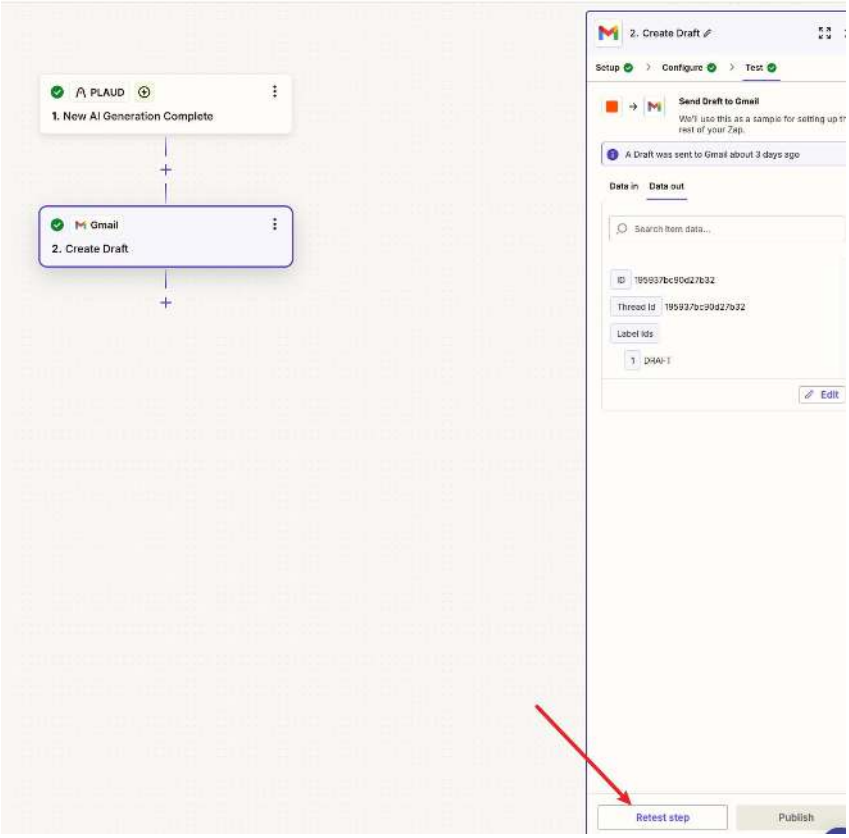




5. After signing in, select the "**Configure**" tab and complete the configuration.



6. Once you complete the configuration in the "**Action**" tab, go to the "**Test**" tab and click "**Test step**".



7. If the Zap runs correctly, you can publish it to make it run in the production environment, where your actual records can be pulled.

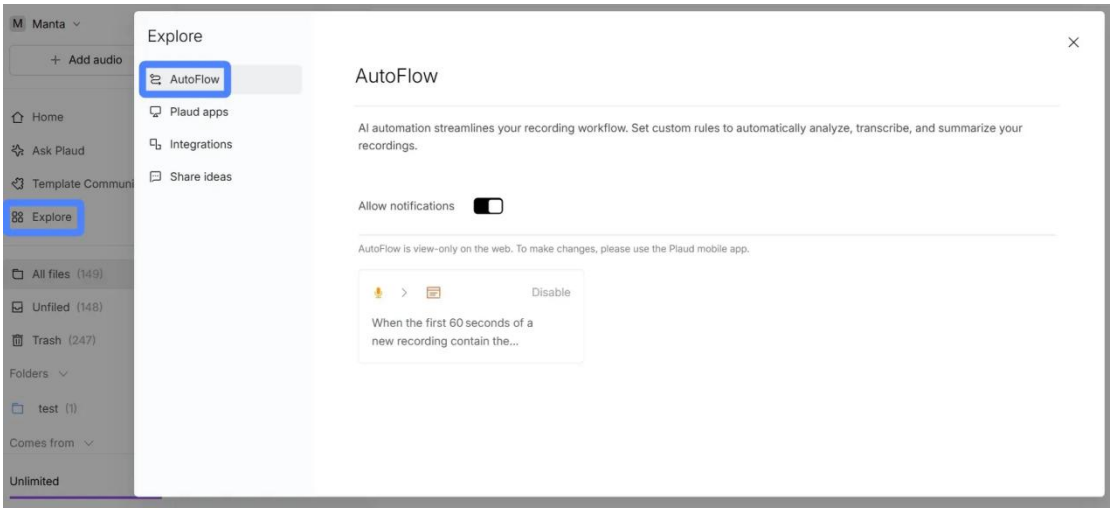


For step-by-step instructions on how to create Zaps, please refer to https://help.zapier.com/hc/en-us/articles/8496309697421-Create-Zaps.

3.10 Explore

AutoFlow

AutoFlow automatically triggers workflows to generate transcripts and notes when you sync or upload recordings. It also enables automatic actions—like sending notes via email—once the transcripts and summaries are ready.
You can currently view AutoFlow on Plaud Web only. To make changes, please use the Plaud App.



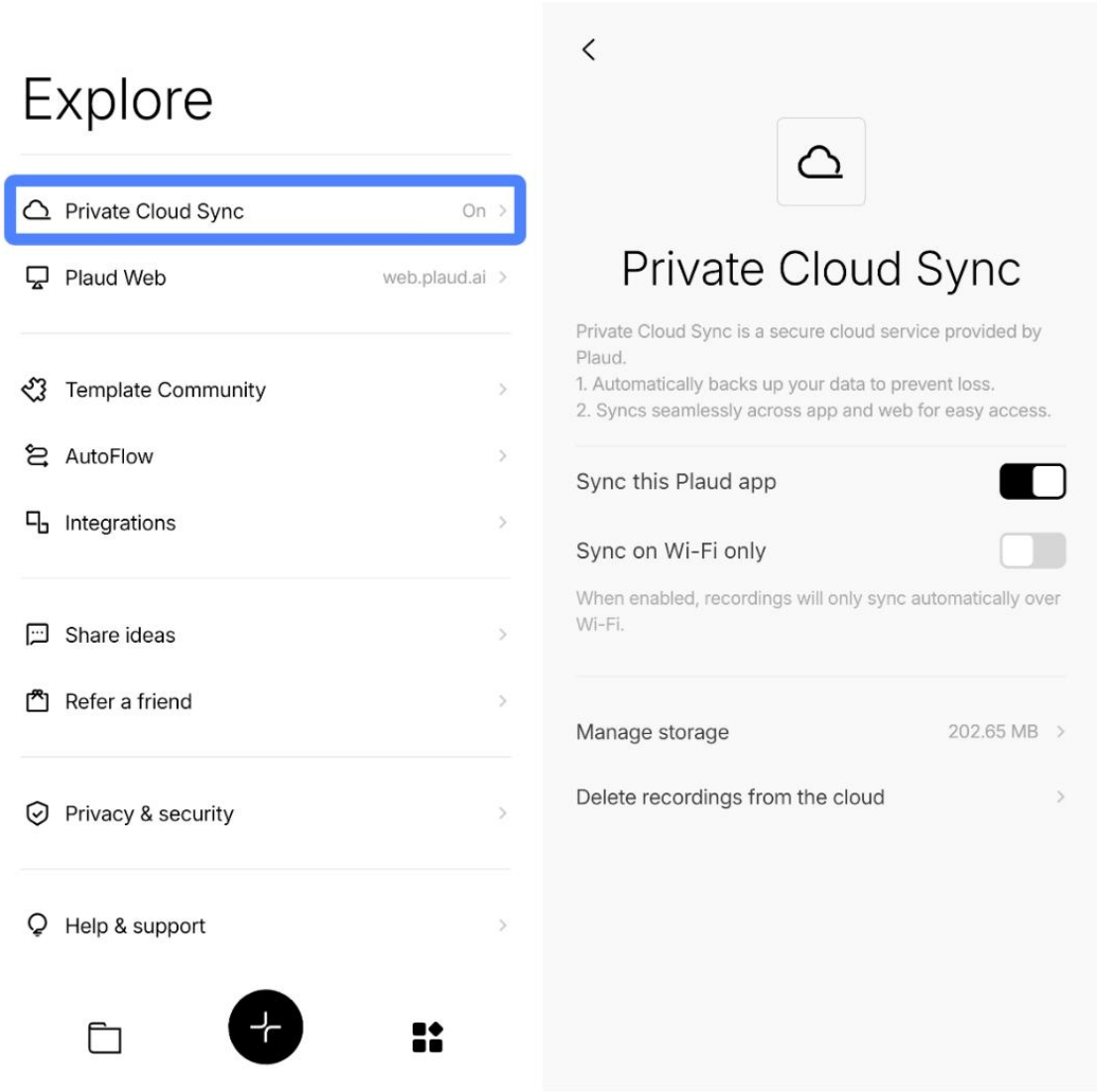
3.11 General Settings

1. Private Cloud Sync

Private Cloud Sync is a cloud service provided by Plaud. It can:

1. Automatically back up your data to prevent loss.
2. Syncs seamlessly across App and Web for easy access.

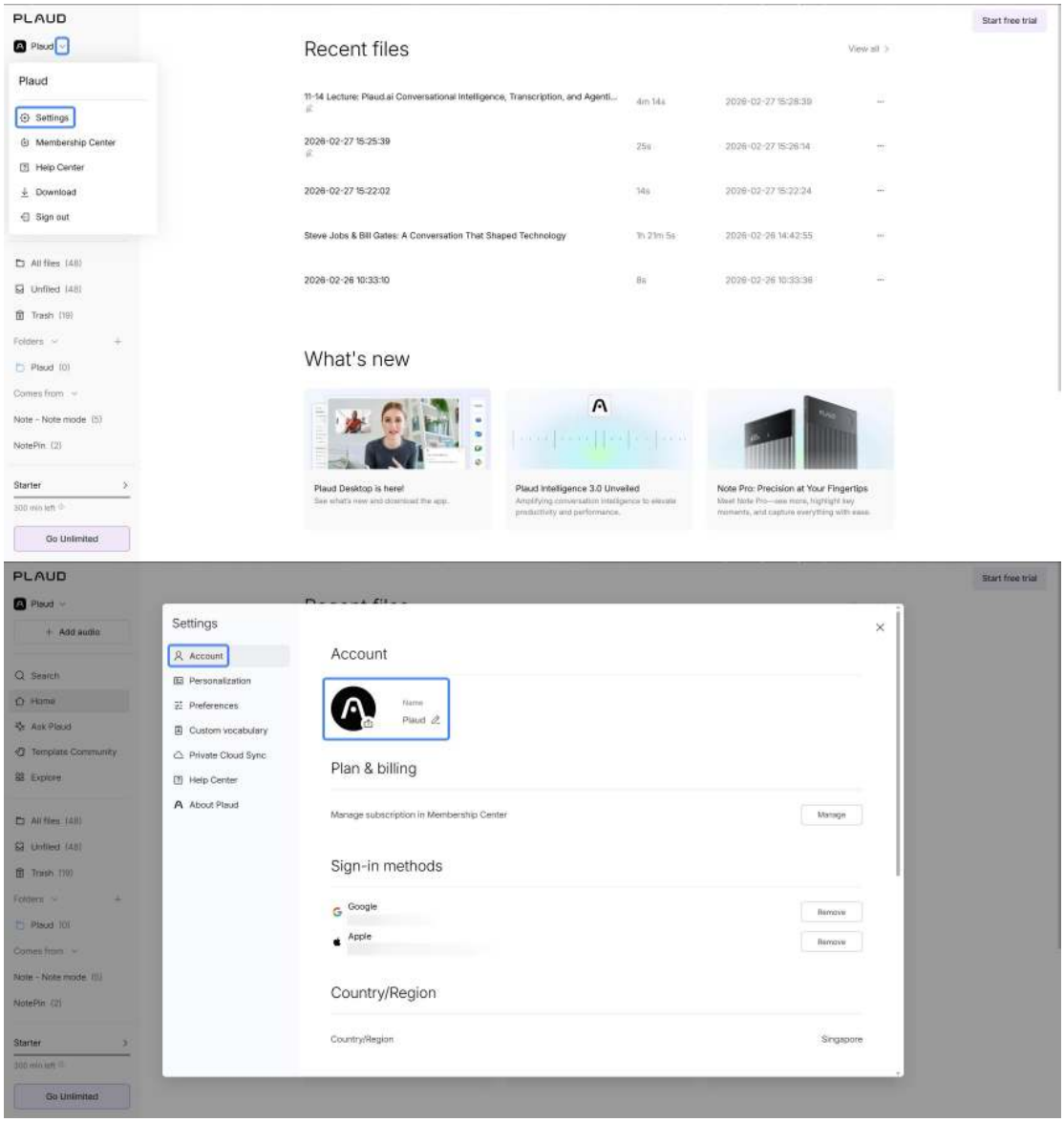
The Plaud cloud service is totally free, and its storage is unlimited. Please enter the Plaud App to turn on "**Private Cloud Sync**" so that you can access all your files in both the Plaud App and the Web.



2. Update Profile Image or Name

To update your profile picture or name:

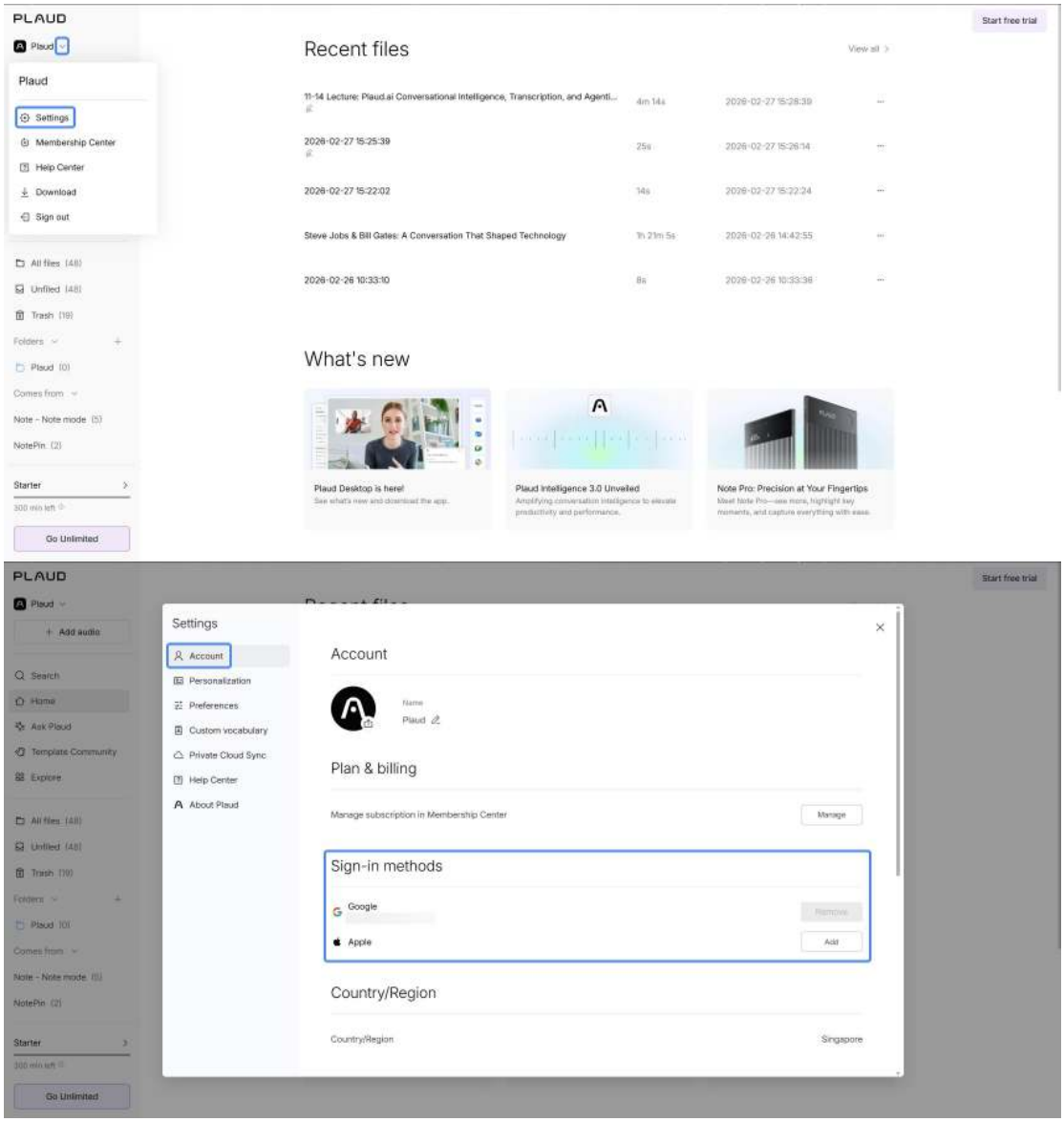
1. Click your account name to access Settings.
2. Go to Settings > Account.
3. Here, you can upload a new profile image or edit your account name.



3. Manage Account Security

To manage your sign-in settings —such as updating your password or adding/removing login methods:

1. Click your account name to access Settings.
2. Go to Settings > Account.
3. Here, you can change your password if your account was created by an email address, add a new sign-in method, and delete existing sign-in methods.

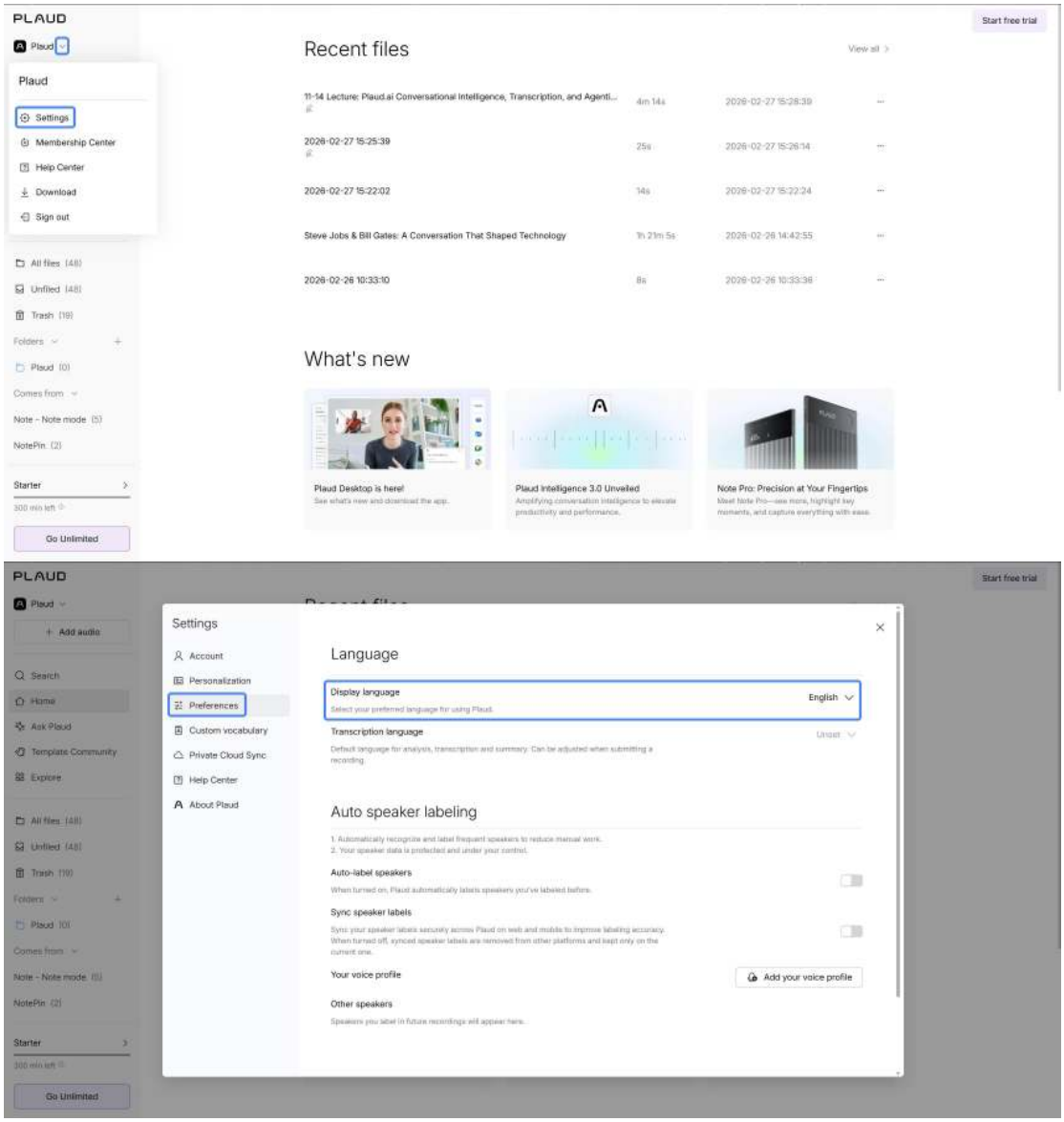


Note:

1. Each account must have at least one sign-in method.
2. The last remaining sign-in method cannot be removed.
3. For users using the email signin method, the email sign-in method cannot be removed.

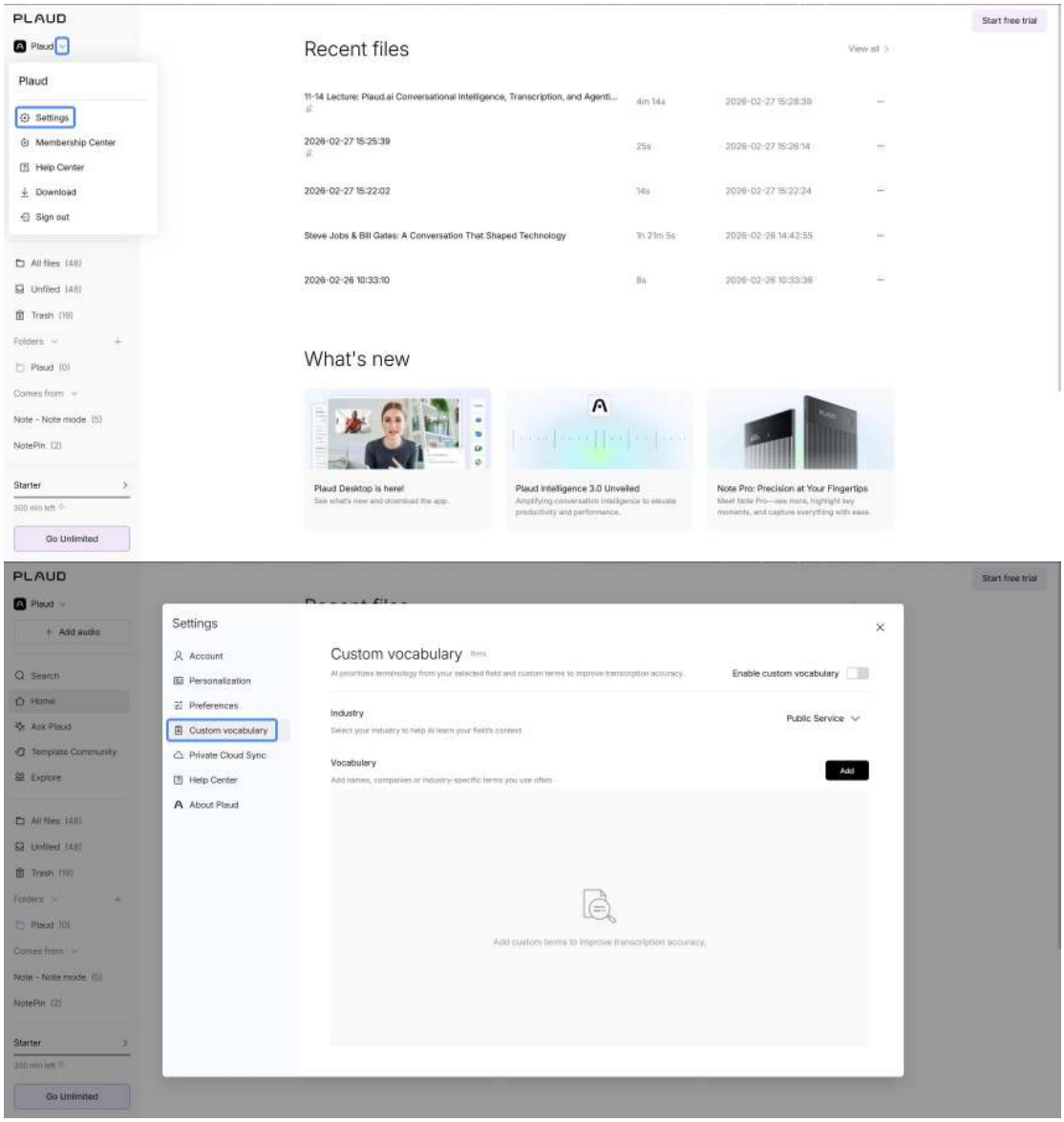
4. Language Settings

On the Settings page, you can set the display language for Plaud Web and choose the default transcription language.

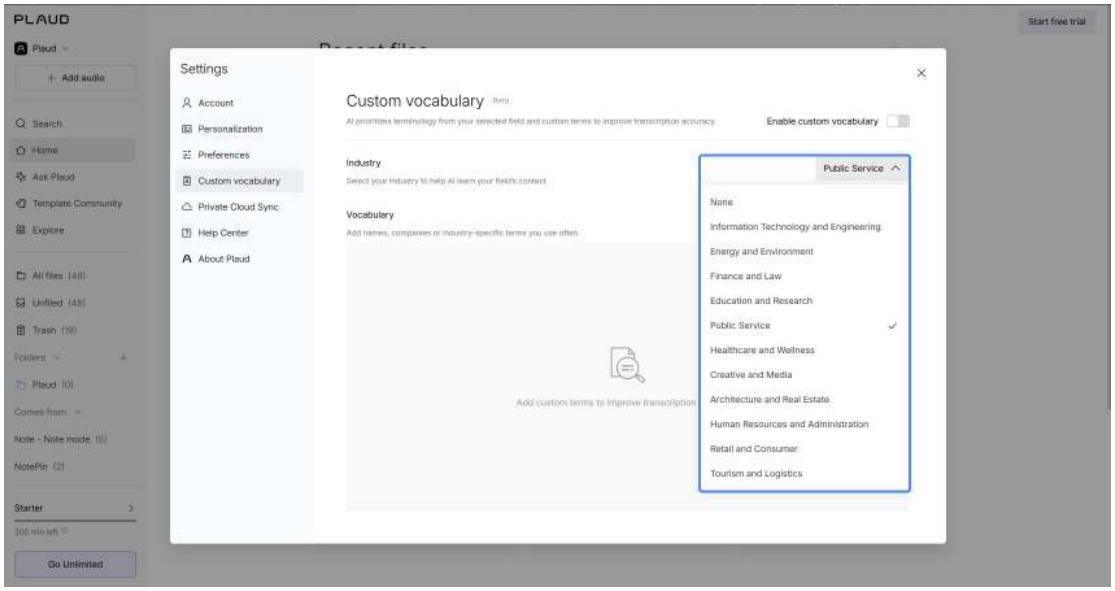


5. Custom Vocabulary

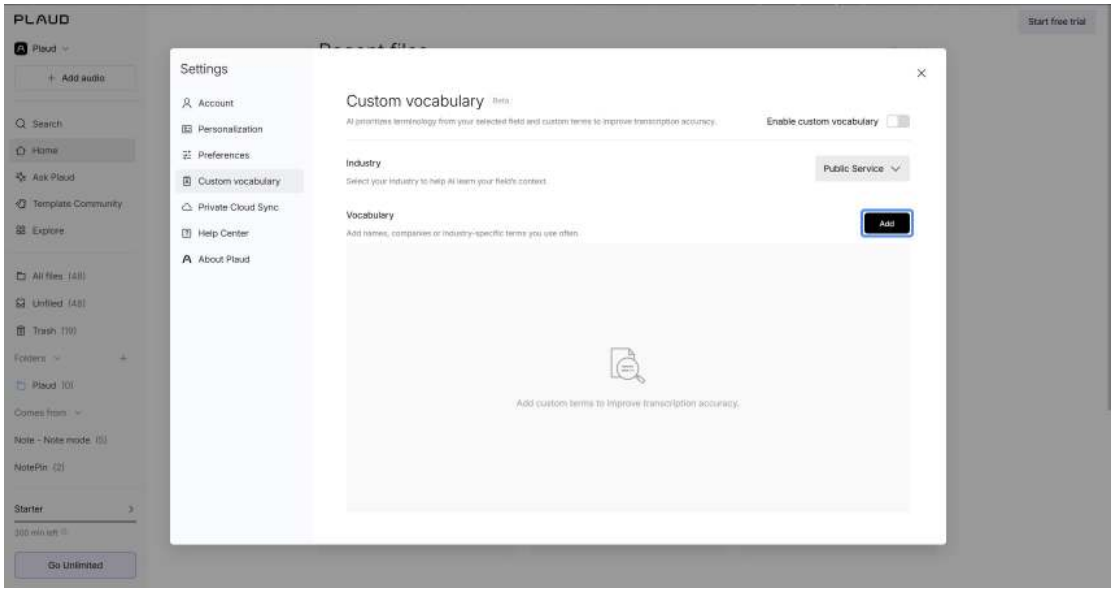
The Custom Vocabulary feature is designed to enhance transcription accuracy by tailoring it to your specific needs. Here’ s what you need to know:

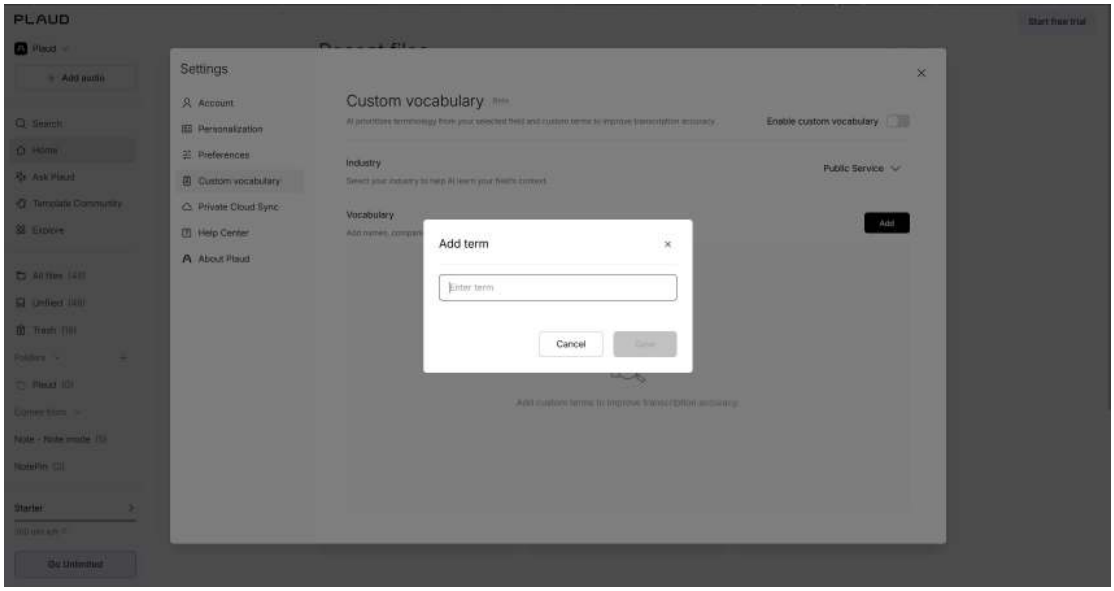


- Industry-Specific Support: Users can select from pre-built vocabularies tailored to different industries (e.g., legal, medical, tech), which helps the app better recognize jargon and specialized terms relevant to their field.



- User-Defined Customization: Beyond pre-set options, you can manually add custom words, phrases, or terms to the vocabulary. This allows the app to adapt to unique terminology in your organization, such as internal project names, client-specific acronyms, or niche technical terms.





- Improved Transcription Precision: By integrating your custom vocabulary, Plaud Web significantly reduces misinterpretations in transcriptions, ensuring critical details—especially domain-specific ones—are captured accurately.

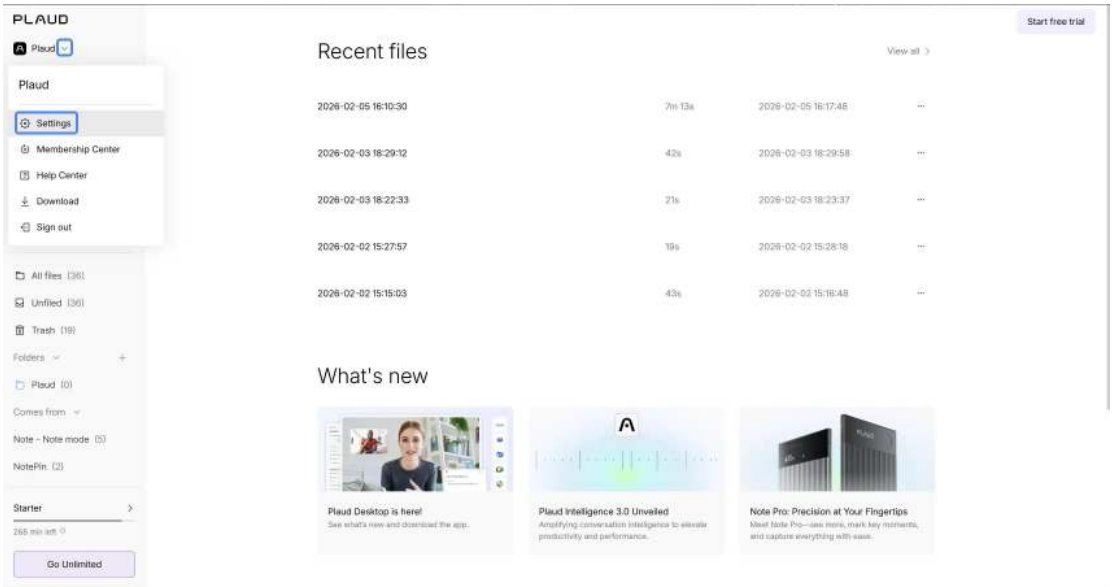
Whether you’ re a professional in a specialized field or a team with unique terminology, Custom Vocabulary makes transcription more personalized and reliable for your workflow.

6. Auto Speaker Labeling

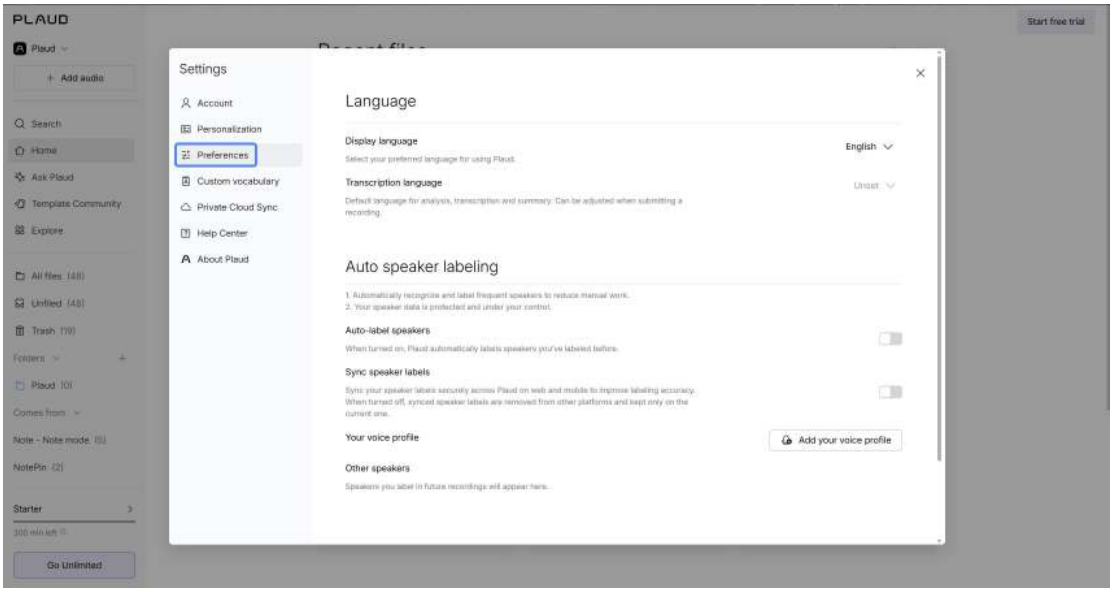
This feature allow Plaud to recognize voice and label frequent speakers.

To do that

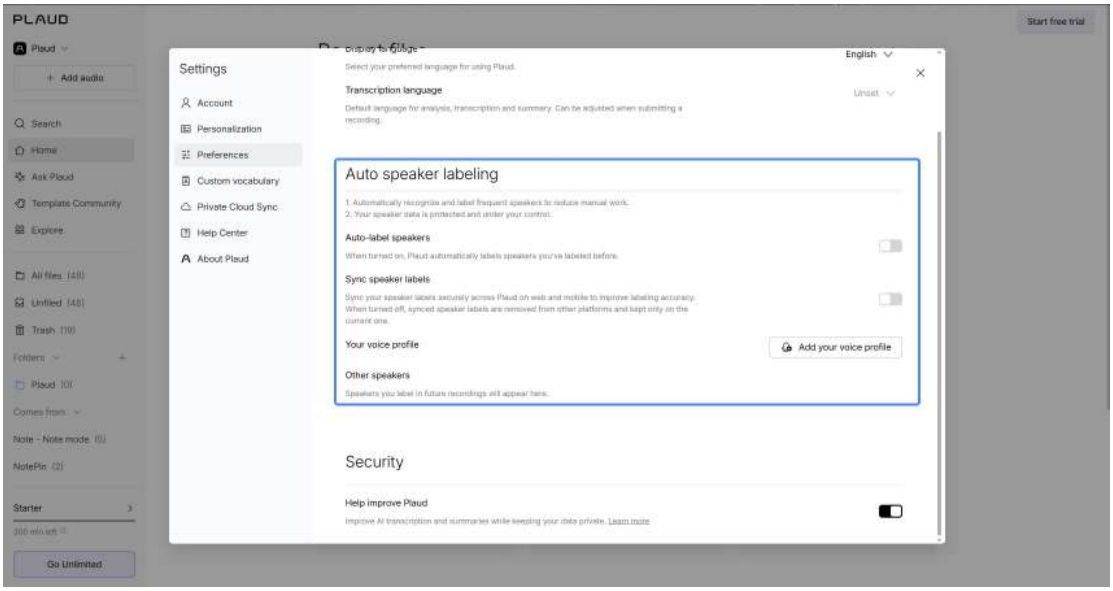
1. Go to Settings



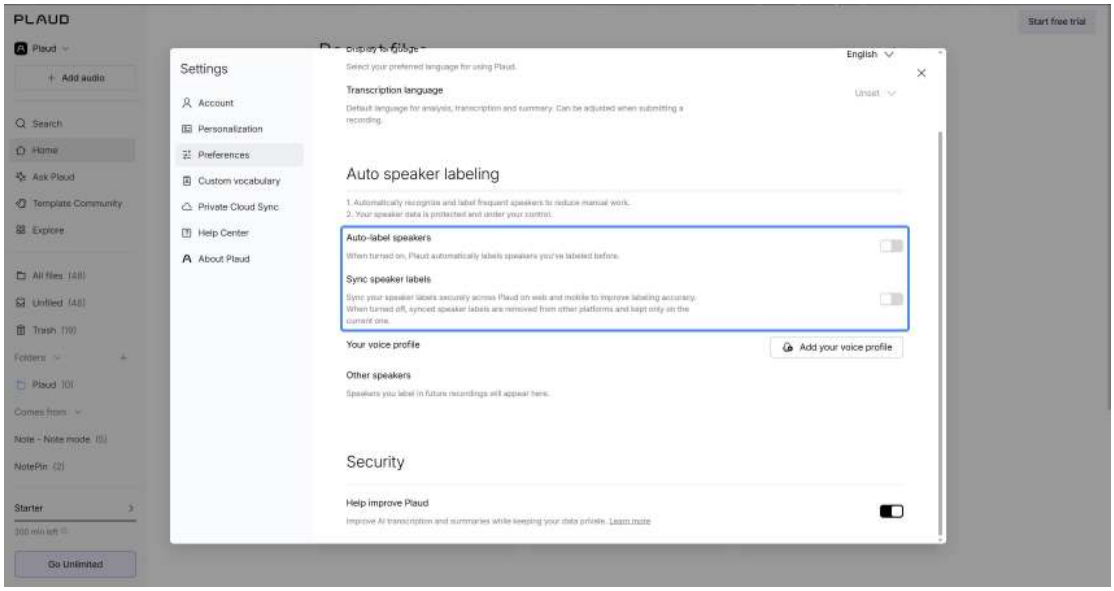
2. Go to Preferences



3. Go to Auto speaker labeling

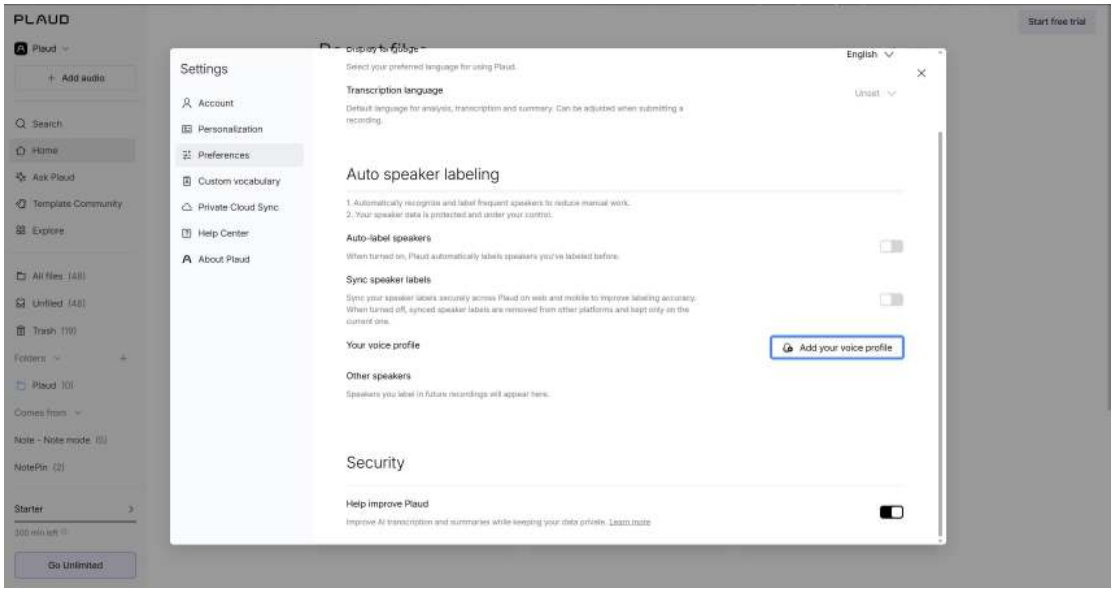


4. Enable Auto-label speakers and Sync speaker labels (if you need)

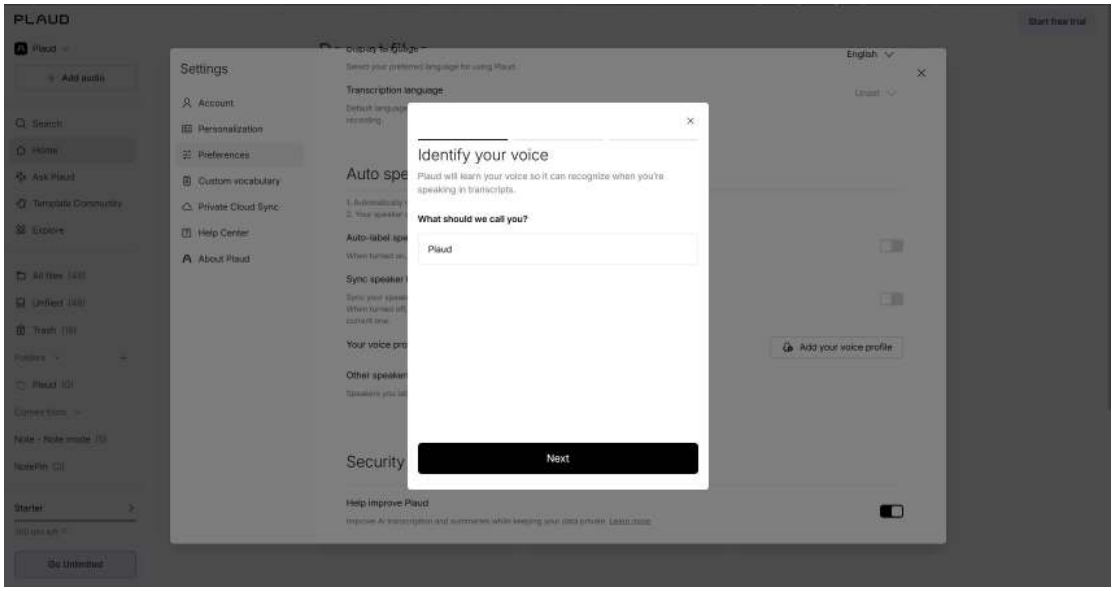


How to add voice sample

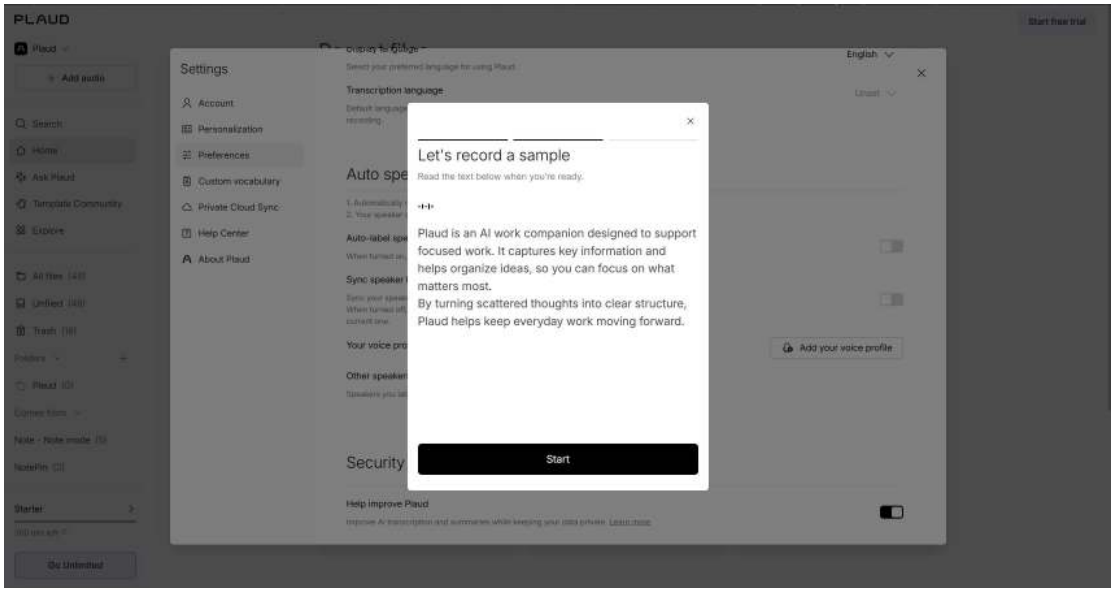
1. Tap Add your voice profile



2. Name the voice and go Next

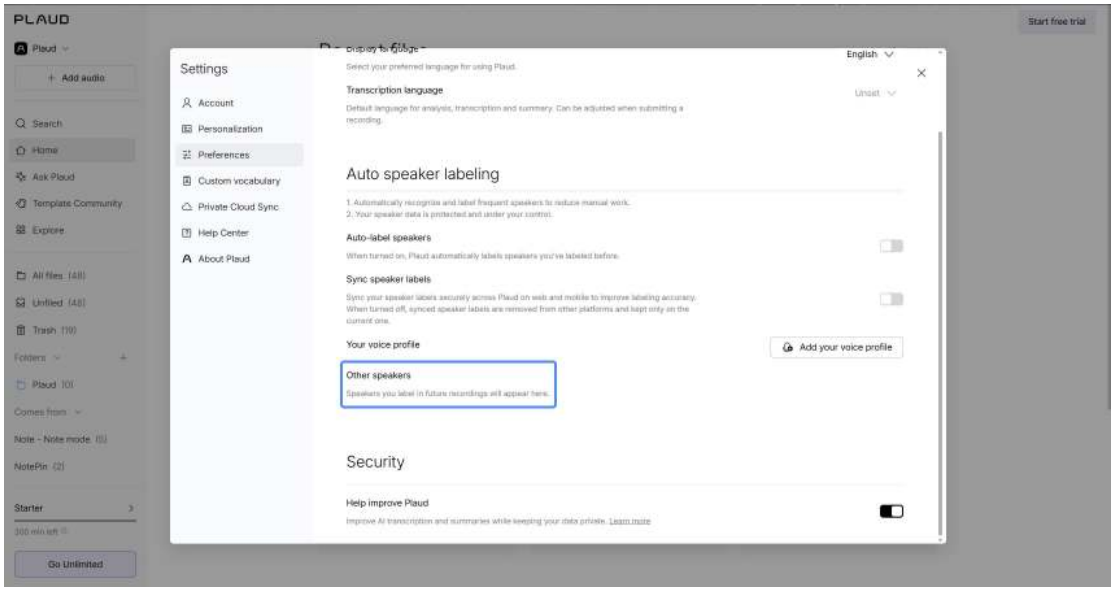


3. Tap Start to record your voice (Recommend record more than 30s)



How to add other speaker’ s voice sample

There is no need to do that, Plaud will recognize the speaker labels you mark in future recordings and show below.



7. Memory

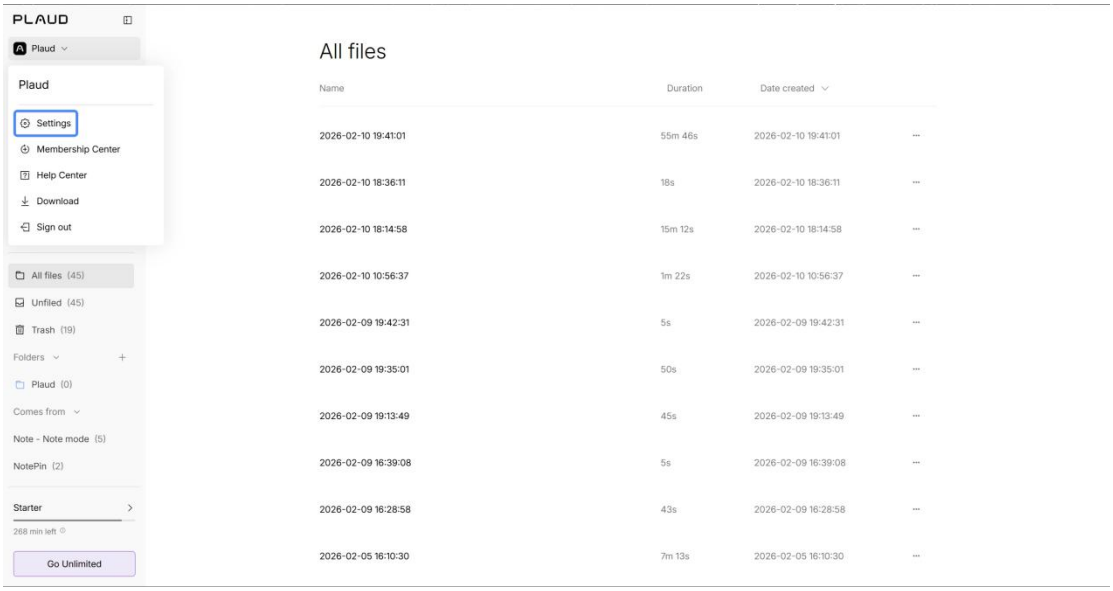
Memory is a personalization feature that helps Plaud tailor future replies based on what it learns about your preferences and context. When Memory is enabled, Ask Plaud may use your saved information (and your personalization settings) to respond in a way that better matches your needs.

Before you start

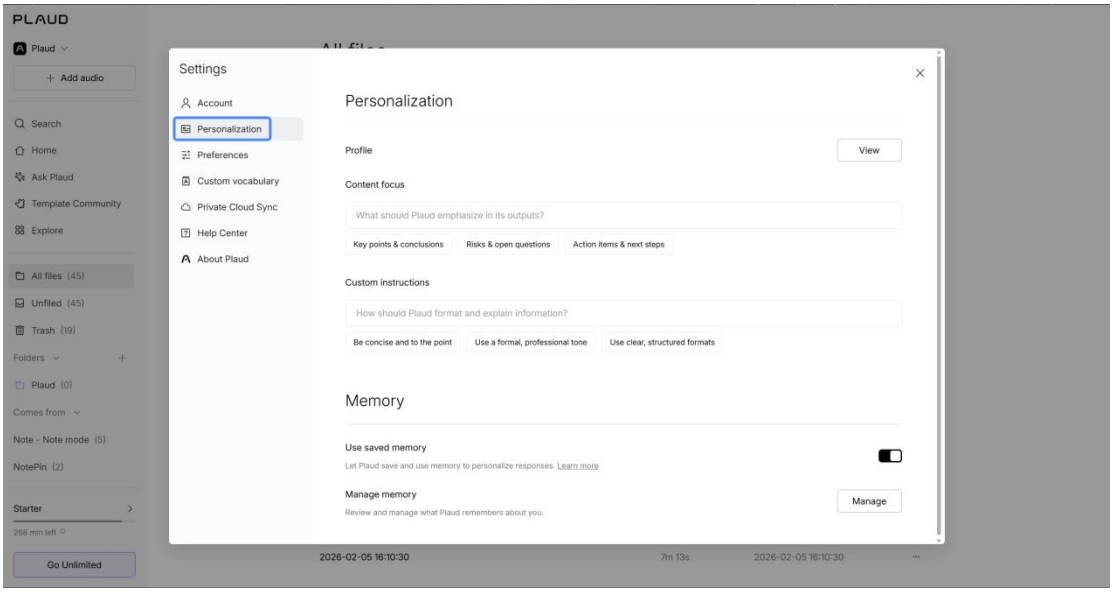
- Where you can manage Memory: Settings → Personalization
- App vs Web: Some profile details may be editable in the Plaud App and view-only on Plaud Web (depending on your current product experience).
- Important: Memory is not a complete record of everything you do, and it’ s not used for advertising.

Set up Personalization (Profile, Content focus, Custom instructions)

1. Open Settings.



2. Click Personalization.

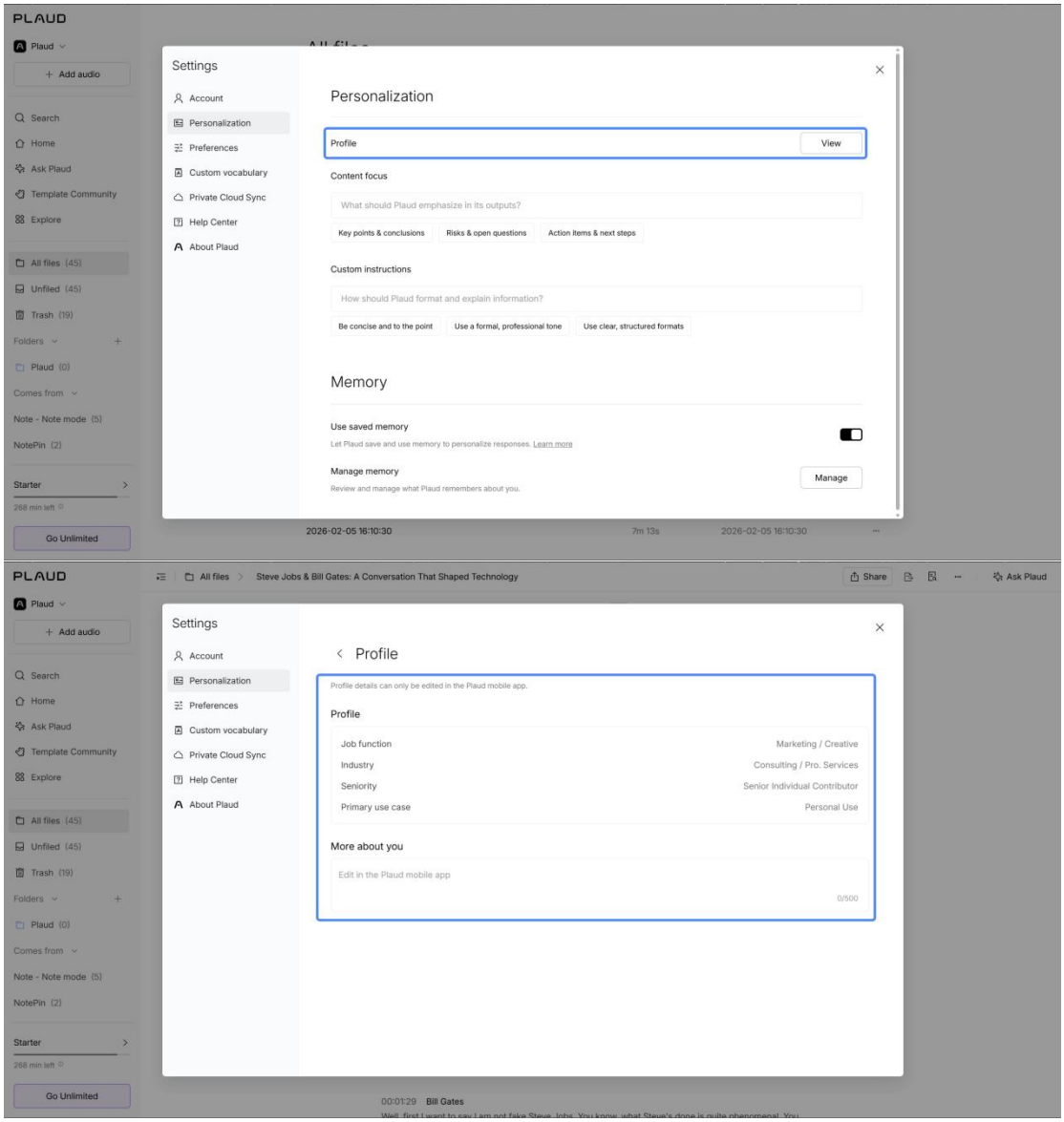


3. Review the three sections:

1) Profile

Add or review personal details such as your role and industry.

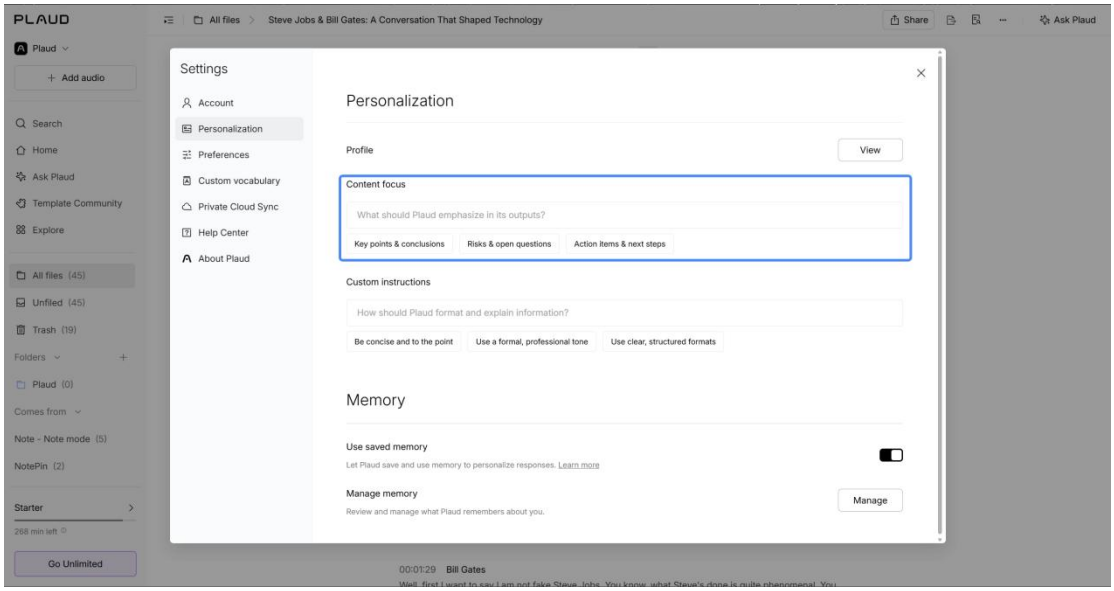
- If you can’ t edit on Plaud Web, make updates in the Plaud App (Web may be view-only).



2) Content focus

Tell Plaud what to prioritize in its outputs (for example: “more concise,” “more technical,” “action items first”).

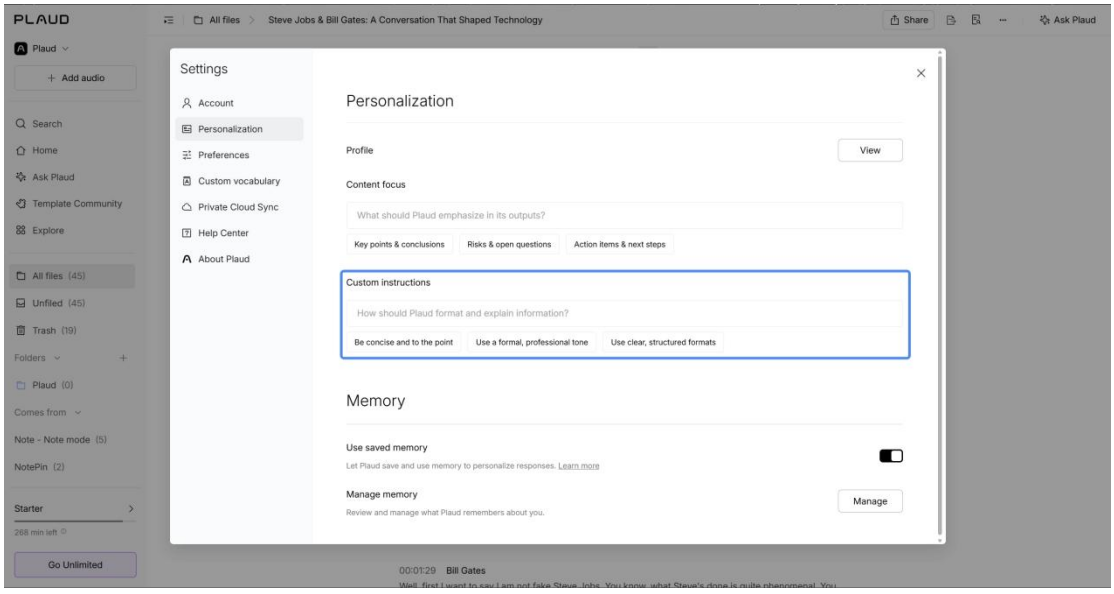
- This is currently used in Ask Plaud.



3) Custom instructions

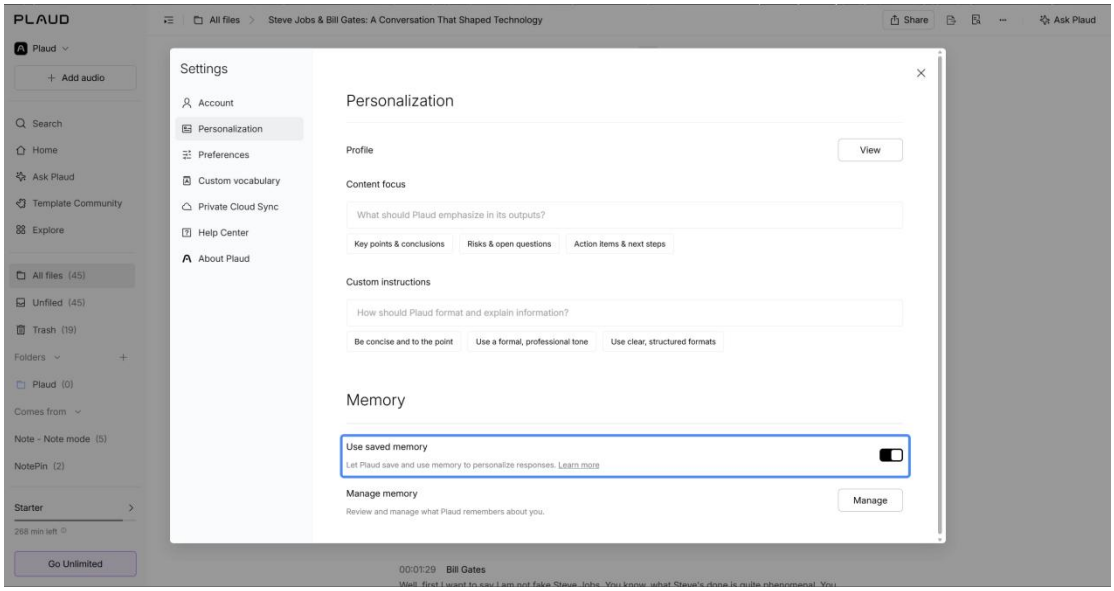
Tell Plaud how you want it to respond.

- You can choose quick options or type your own instructions.

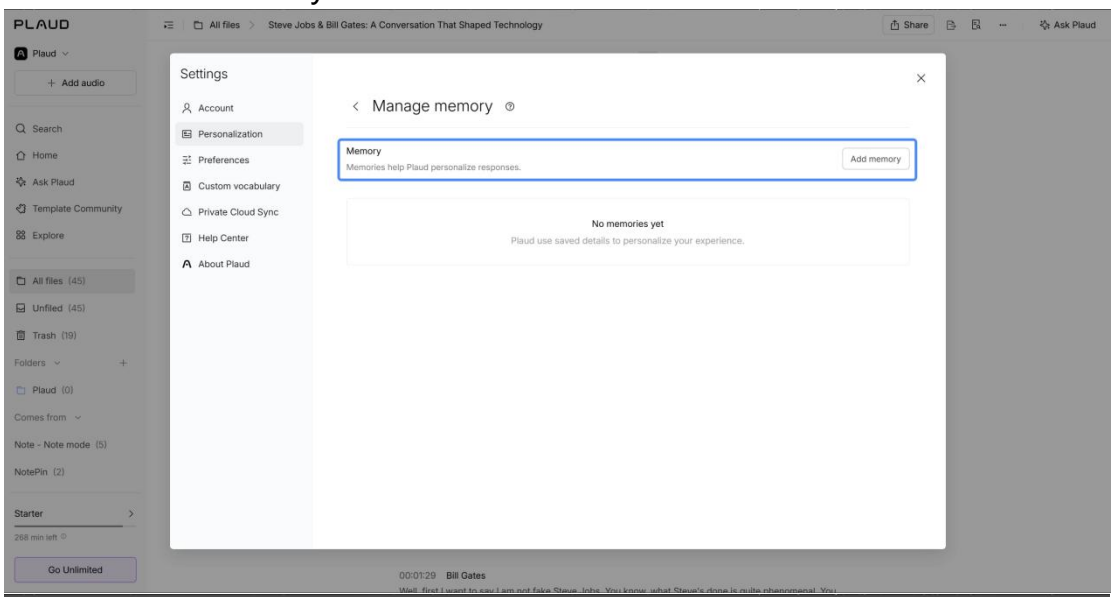


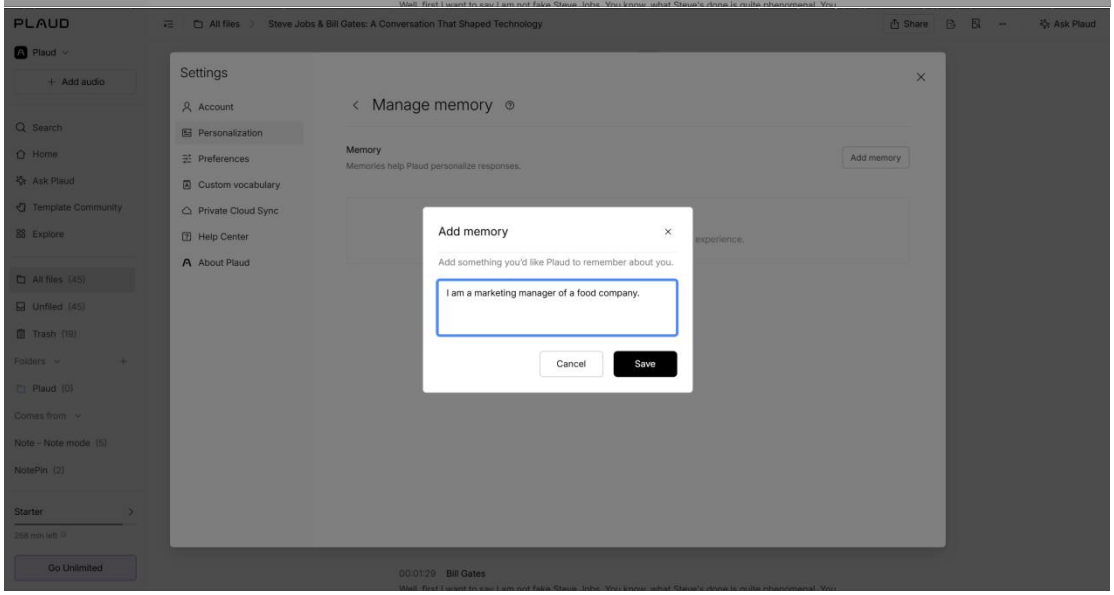
Turn Memory on/off and manage saved Memories

1. Go to Settings → Personalization → Memory.
2. Use the Memory toggle to choose whether Plaud can use Memory for personalized replies in Ask Plaud.

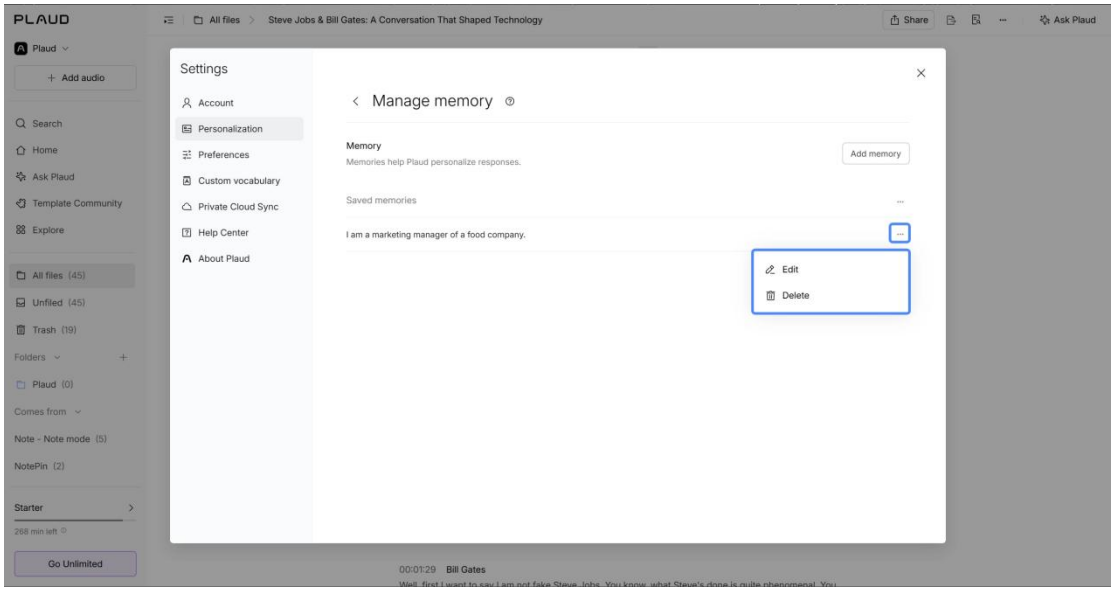


3. Manage saved items:
    - Add a Memory

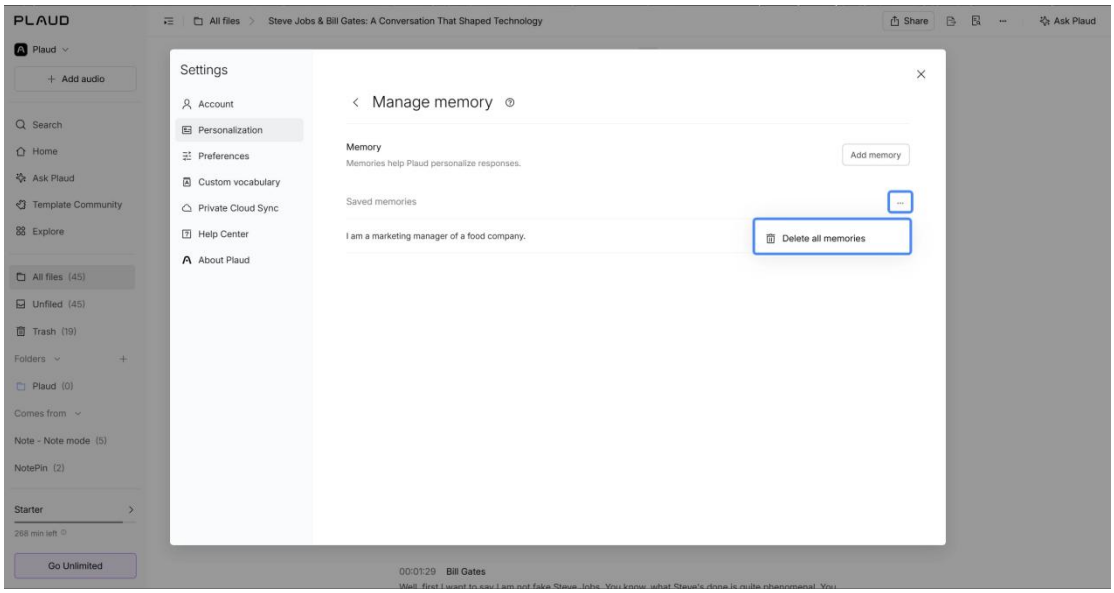




- Edit or Delete a single Memory



- Delete all Memories (cannot be undone)



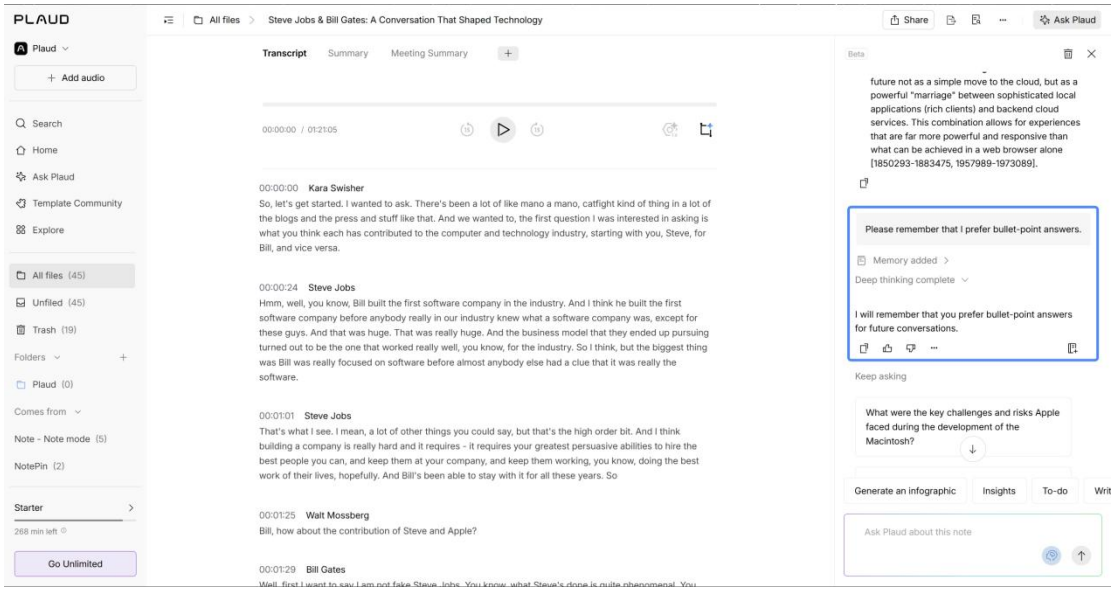
What happens when Memory is off?

- Plaud will not save new Memories.
- Plaud will not use existing Memories in replies.
- Existing Memories are not automatically deleted (delete them manually if you want them removed).

Add a Memory (two ways)

Option A: In Ask Plaud

Type something like: "Please remember that I prefer bullet-point answers."
Plaud may save it as a Memory if Memory is turned on.



Option B: In Settings (as shown above)

Go to Settings → Personalization → Manage Memory, then choose Add Memory and enter what you want Plaud to remember.

4. Subscription

4.1 Comparison

Check the differences between the three plans below:

The only difference is the price and transcription minutes.

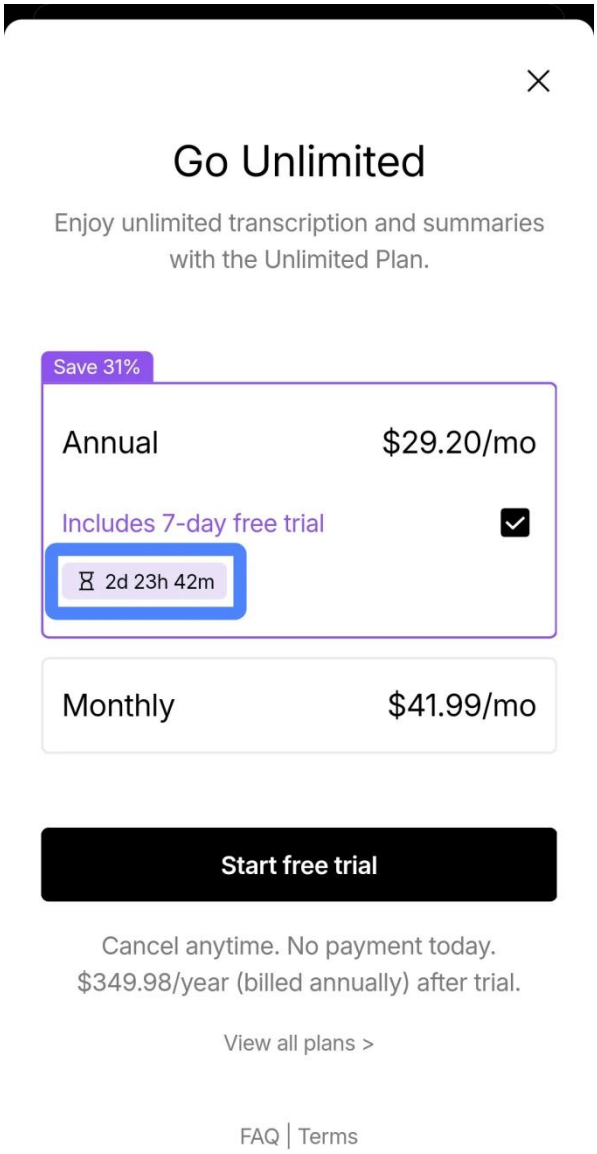
	Starter Plan	Pro Plan	Unlimited Plan
Pricing	Free	$8.33 /month Billed Annually	$19.99 /month Billed Annually
Transcription Minutes	300/mo	1,200/mo	Unlimited
Speaker Labels	✓	✓	✓
Auto Generation (Beta)	✓	✓	✓
Multimodal Input (Beta)	✓	✓	✓
Transcription Languages	112	112	112
AI Models	GPT-5, Gemini 2.5 Pro, Claude Sonnet 4....	GPT-5, Gemini 2.5 Pro, Claude Sonnet 4....	GPT-5, Gemini 2.5 Pro, Claude Sonnet 4....
Multidimensional Summaries (Beta)	✓	✓	✓
Professional Summary Templates	3,000+	3,000+	3,000+
Custom Summary Templates	✓	✓	✓
Ask Plaud (Beta)	✓	✓	✓
AutoFlow	✓	✓	✓
Custom Vocabulary (Beta)	✓	✓	✓
Privacy & Security	GDPR, HIPAA, SOC II, EN18031	GDPR, HIPAA, SOC II, EN18031	GDPR, HIPAA, SOC II, EN18031
Share & Export	✓	✓	✓

Currently, we offer two ways to purchase an AI membership:

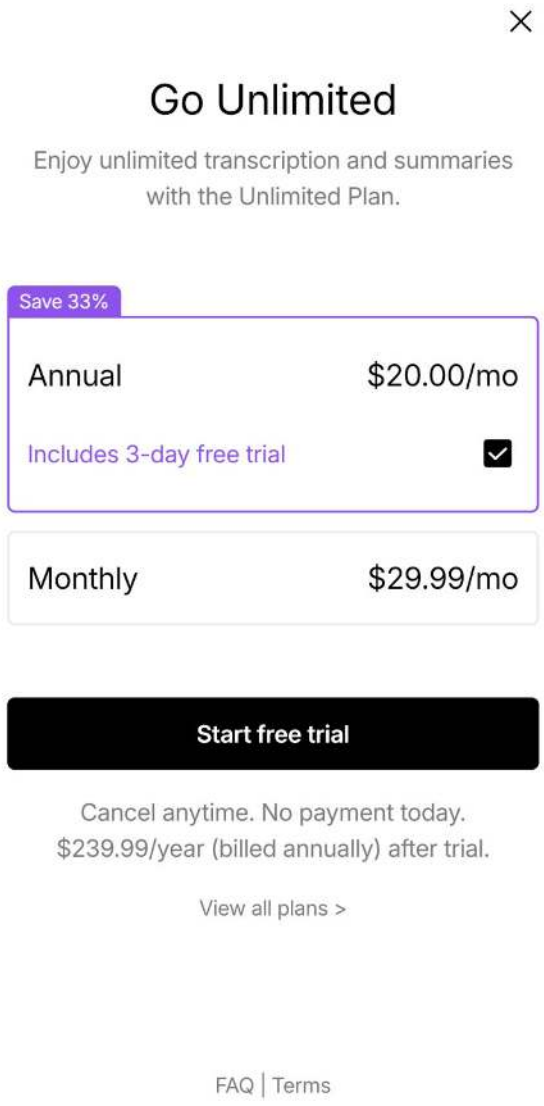
- Direct Subscription: You can subscribe to our AI membership directly through our mobile app or web platform(https://web.plaud.ai/).
- Activation Code: You can purchase a one-time AI membership on our official website https://www.plaud.ai/) and activate it by entering the activation code through the redemption portal in the mobile app.

4.2 Try Before You Buy

After you bind a Plaud device to your account for the first time, within 72 hours, you can try the free 7-day annual Pro or annual Unlimited Plan.



However, after 72 hours, you can only enjoy a 3-day free trial.



If you don't cancel the free trial before it expires, the annual membership will be automatically renewed by default.

Below is the deduction trigger rules on different platforms:

Platform	iOS (Apple App Store)	Google Play （Android）	Stripe （Web & iOS ）
Reference	Apple Auto-Renewable Subscriptions	Google Play Billing Lifecycle	Stripe Trials & Billing
Payment Trigger Rules	Payment will be deducted within 24 hours before the end of the	The system initiates the first payment attempt 24 hours	First charge attempt occurs within ~1 hour after the trial ends.

Platform	iOS (Apple App Store)	Google Play (Android)	Stripe (Web & iOS)
	subscription period.	before trial ends.	
Example Scenario	Retry Policy: Failed payments are automatically retried for up to 28 days.	Trial starts: June 6, 2:00 PM First attempt: June 12, 2:00 PM	Trial starts: June 6, 2:00 PM Trial ends: June 13, 2:00 PM Charge window: Between 2:00 PM - 3:00 PM on June 13

During the free trial period, you can still switch subscriptions. Here is how it works:

- Upgrading from a lower-tier plan to a higher-tier plan: The higher-tier plan will take effect immediately, and the free trial will stop.
- Downgrading: It will take effect after the free trial ends.

For example, if you got the annual Pro Plan free trial, then you subscribed to the annual Unlimited Plan. The annual Unlimited Plan will take effect immediately and the free trial will stop.

4.3 Accepted Payment Methods

Refer to the table below to check the payment methods accepted by different platforms:

Platform	Payment Methods
Plaud Web	Stripe Link、credit card (American Express、UnionPay、Mastercard、Visa、JCB)
Plaud official website	Paypal、Google Pay、 Klarna、Afterpay、credit card (Visa、American Express、UnionPay、JCB、Discover、Mastercard)
iOS	Apple Pay、Stripe
Android	Google Pay

Payments for subscriptions you purchase on mobile can be managed through the Apple App Store or Google Play Store. If you've purchased a subscription through the Apple App Store, you'll need to contact the Apple App Store directly for any issues with your subscription, including cancellations and refunds.

4.4 View Invoices

We don't handle invoices directly for memberships. Here's how to access your receipt depending on your device:

- iOS Users: Sign in with your Apple ID at reportaproblem.apple.com to view and manage your receipt.
- Android Users: Sign in with your Google account at payments.google.com for instructions on accessing your invoice and resolving billing issues.
- Plaud Web & Plaud official website: The invoice will be automatically sent to your email after your purchase.

4.5 Upgrade & Downgrade Rules

Here is the priority of the memberships:
Unlimited annually>Unlimited monthly>Annual Unlimited activation code>Pro annually>Pro monthly>Annual Pro Plan activation code>Starter.

1. For the subscriptions

- Upgrade

When you upgrade from a lower-tier to a higher-tier membership, for example, from annual Pro Plan to annual Unlimited Plan, the higher-tier membership will take effect immediately.

Regarding your original lower-tier plan, it depends on the platforms to which you subscribed to the Plan:

iOS	Upon upgrading, days remaining in the previous plan will be automatically prorated and refunded. Click here to know when you

	will receive the refund: https://support.apple.com/en-gb/118224
Android	Upon upgrading, days remaining in the previous plan will be automatically prorated and added to the higher-tier membership. The Google Play Store automatically handles the calculation.
Plaud Web	Upon upgrading, the remaining days on your current plan will be prorated and applied to your new payment.

- Downgrade

When you downgrade from a higher-tier membership to a lower-tier one, the lower-tier one will take effect after the higher-tier membership expires.

Note: Currently, we only support switching subscriptions within the same platform. That is, iOS subscriptions can only be switched within iOS. The same applies to Android and the WEB. If users wish to switch subscriptions across different platforms, they must first cancel their subscription on the original platform.

2. For the membership activation code purchased through the Plaud official website

When you use an activation code, the benefits will be immediately added to your account and take effect according to the following rules:

- If you are currently a Starter Plan user: after using a membership activation code, benefits will take effect immediately, with priority order: Unlimited Plan > Pro Plan.
- If you are currently a Pro Plan subscriber: After using a Pro Plan activation code, benefits will take effect after your current Pro Plan expires. If using an Unlimited Plan activation code, you will be immediately upgraded to the Unlimited Plan, and your existing Pro Plan will resume after the Unlimited Plan expires.
- If you are currently an Unlimited Plan subscriber: After using a Pro Plan activation code, benefits will take effect after your current Unlimited Plan expires. If using an Unlimited Plan activation code, it will take effect after your current Unlimited expires.

4.6 Cancel Your Subscriptions & Refunds

The procedures for canceling subscriptions vary depending on the platforms on which you purchased the membership. After you cancel a subscription, your access will continue until the end of your current subscription period.

1. For iOS Users

- **Paid through Apple Pay:**

a. Open the App Store on your Apple device.
b. Click on the top-right corner of the homepage to enter '**Account**'.
c. Click on ' **Subscriptions**'.
d. Select Plaud and cancel the subscription.

- **Paid through Stripe:**

a. Visit the login page: https://billing.stripe.com/p/login/5kQcN51lN2j0dQidq22Fa00
b. Enter the email address used for purchase and complete email verification.
c. Find "**My Subscriptions**" or "**Billing**" options after logging in.
d. Click "**Cancel Subscription**" and confirm the action.

- **Refunds:**

We sellers don't have access to Apple's backend to process the refund. Please contact the Apple App Store directly.

2. For Android Users

Open the Google Play and touch the profile icon in the top right corner.
Click on '**Payments and subscriptions**' and then click on '**Subscriptions**'.
Select **Plaud** and cancel the subscription.

Refunds:
Please contact us at spport@plaud.ai for further assistance with the refund.

3. For Plaud Web subscriptions

- Visit the login page: https://billing.stripe.com/p/login/28o010cyV9TKc9i3cc
- Enter the email address used for purchase and complete email verification.
- Find "**My Subscriptions**" or "**Billing**" options after logging in.
- Click "**Cancel Subscription**" and confirm the action.

Refunds:

Please contact us at spport@plaud.ai for further assistance with the refund.

Note: Once you redeem the activation code purchased on the Plaud official website, refunds are not available.

5. Troubleshooting

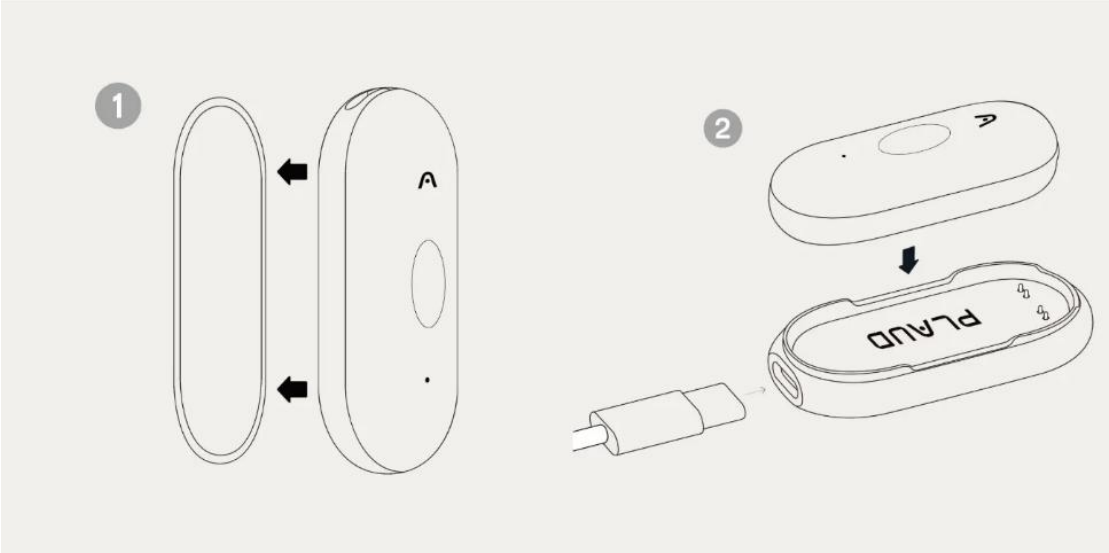
5.1 What should I do if my Plaud NotePin S doesn’t respond or power on?

Symptoms

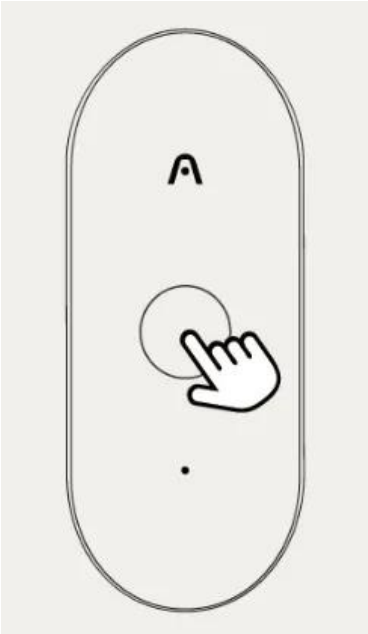
- No vibration when you press and hold the record button
- Indicator light stays off

Steps

1. Charge the device using the charging dock and a wall charger.
    - Check if the indicator light shows steady purple (charging).



2. Reset the device: press and hold the record button for 12 seconds.



Checkpoint

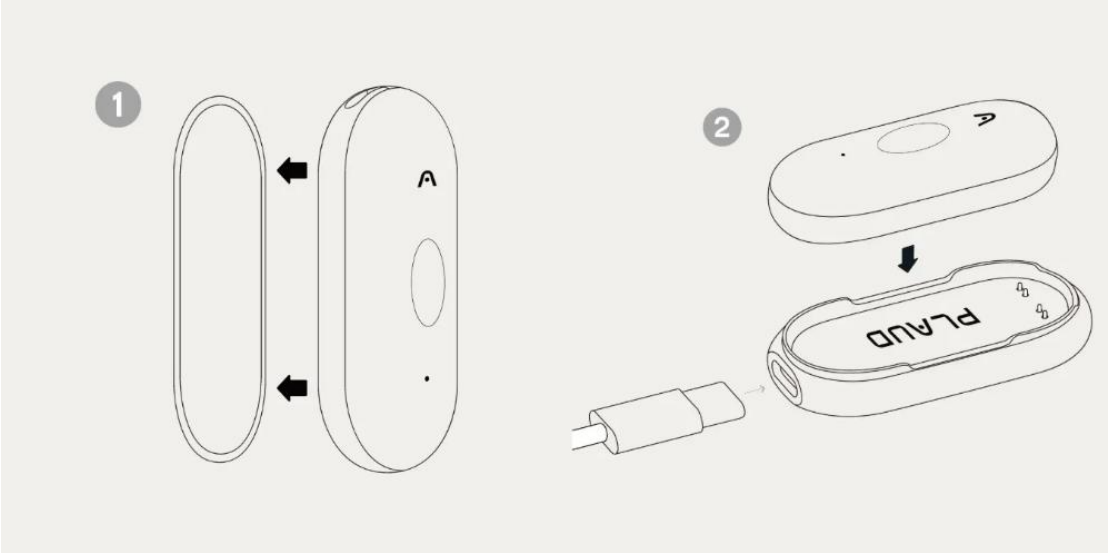
If the light turns on while charging, leave it charging for a few minutes and retry.

5.2 What should I do if my Plaud NotePin S stops charging?

Steps

1. Try a different USB- C cable and power adapter.

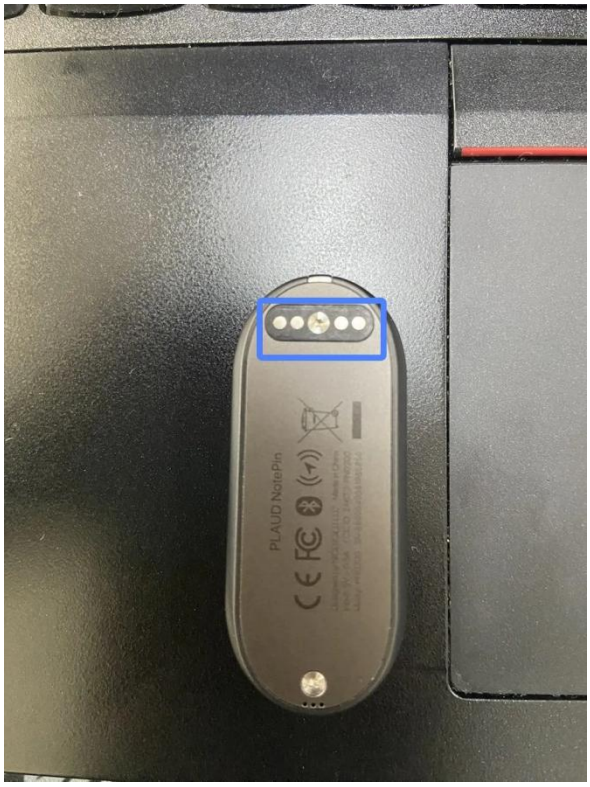
2. Remove the magnetic pin, then place the device into the charging dock.



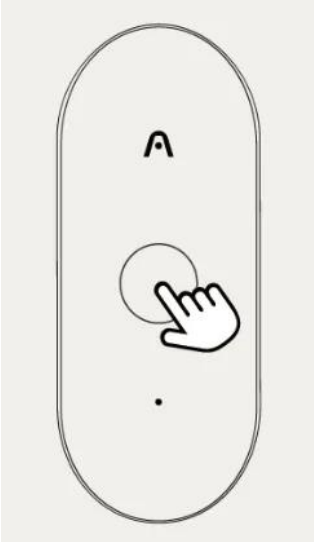
3. Inspect the charging dock pins
    - Make sure the dock pins are not collapsed.



4. Check and clean the device charging port
    - If the port looks dirty, gently clean it and try again.



5. Reset the device: press and hold the Record button for 12 seconds.



Checkpoint

While charging, the indicator light should show steady purple.

5.3 What should I do if the record button of my Plaud NotePin S is not responding?

Quick diagnosis

If you cannot start or stop recording with the Record button, check the battery level first and then confirm the correct button actions.

Before you start: check battery status

Press the Record button or shake the device and check the indicator light:

- Solid white: battery is sufficient
- Flashing purple: battery is low and needs charging soon
- No light: battery is drained and needs charging immediately

While charging

- Steady purple: charging
- Green: fully charged

Correct button actions

Start recording

1. Press and hold the record button for 1 second.
2. You should feel 1 vibration.

Checkpoint

If you feel a vibration but do not see the red light, recording may not have started.

End recording

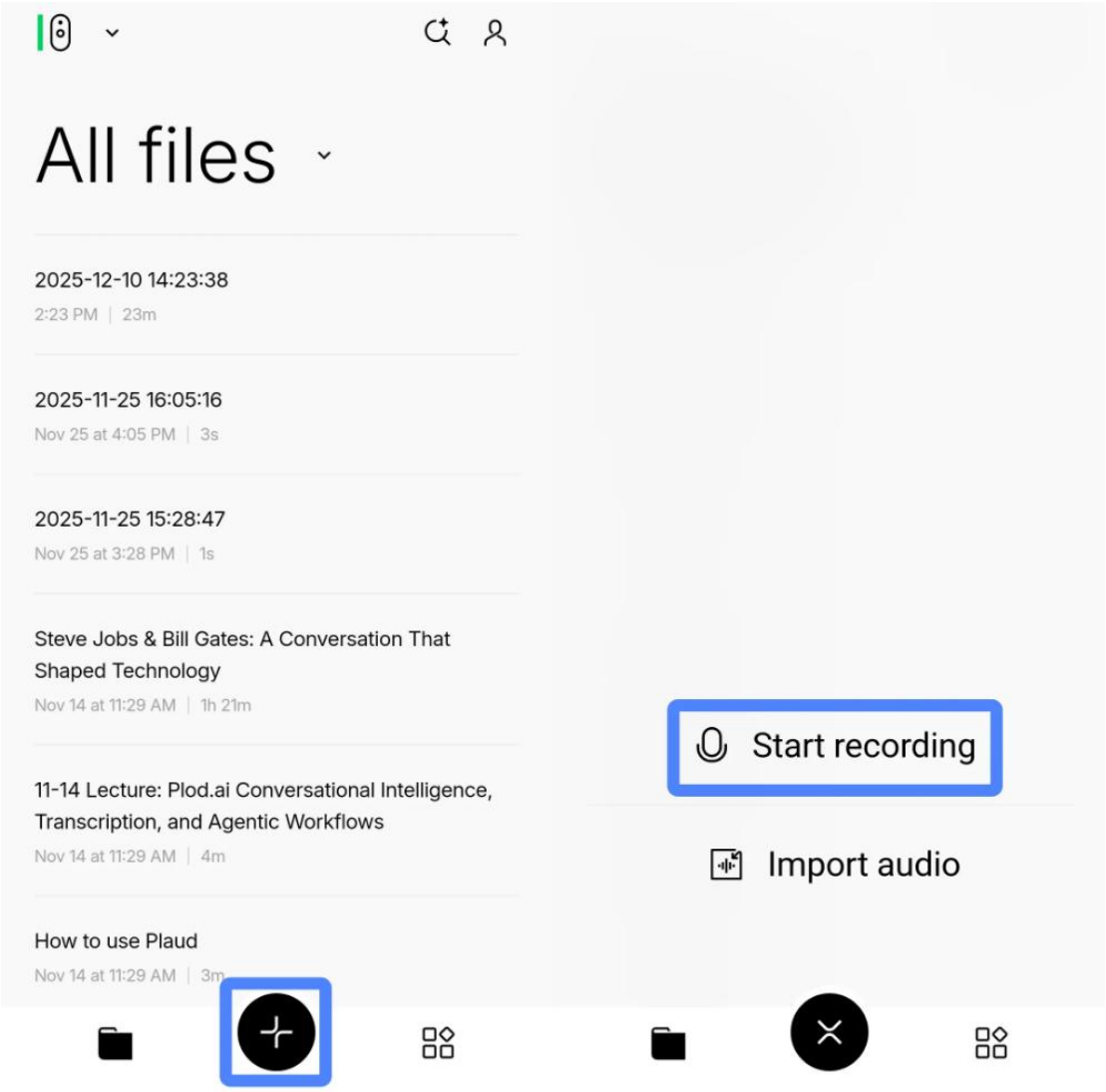
1. Press and hold the record button for 1 second.
2. You should feel 2 vibration.

Checkpoint

If the red light stays on, recording is still ongoing. Try again until you feel 2 clear vibrations.

If it still doesn't work

1. Update firmware to the latest version.
2. Reset the device: press and hold the record button for 12 seconds.
3. Temporary workaround: start a recording from the Plaud App.



5.4 What should I do if my Plaud NotePin S can’t connect to the Plaud App?

Most common causes

- Low battery
- Bluetooth (and on some Android phones, Location) permissions not granted
- Phone Bluetooth is off, or the device is too far away

Before you start

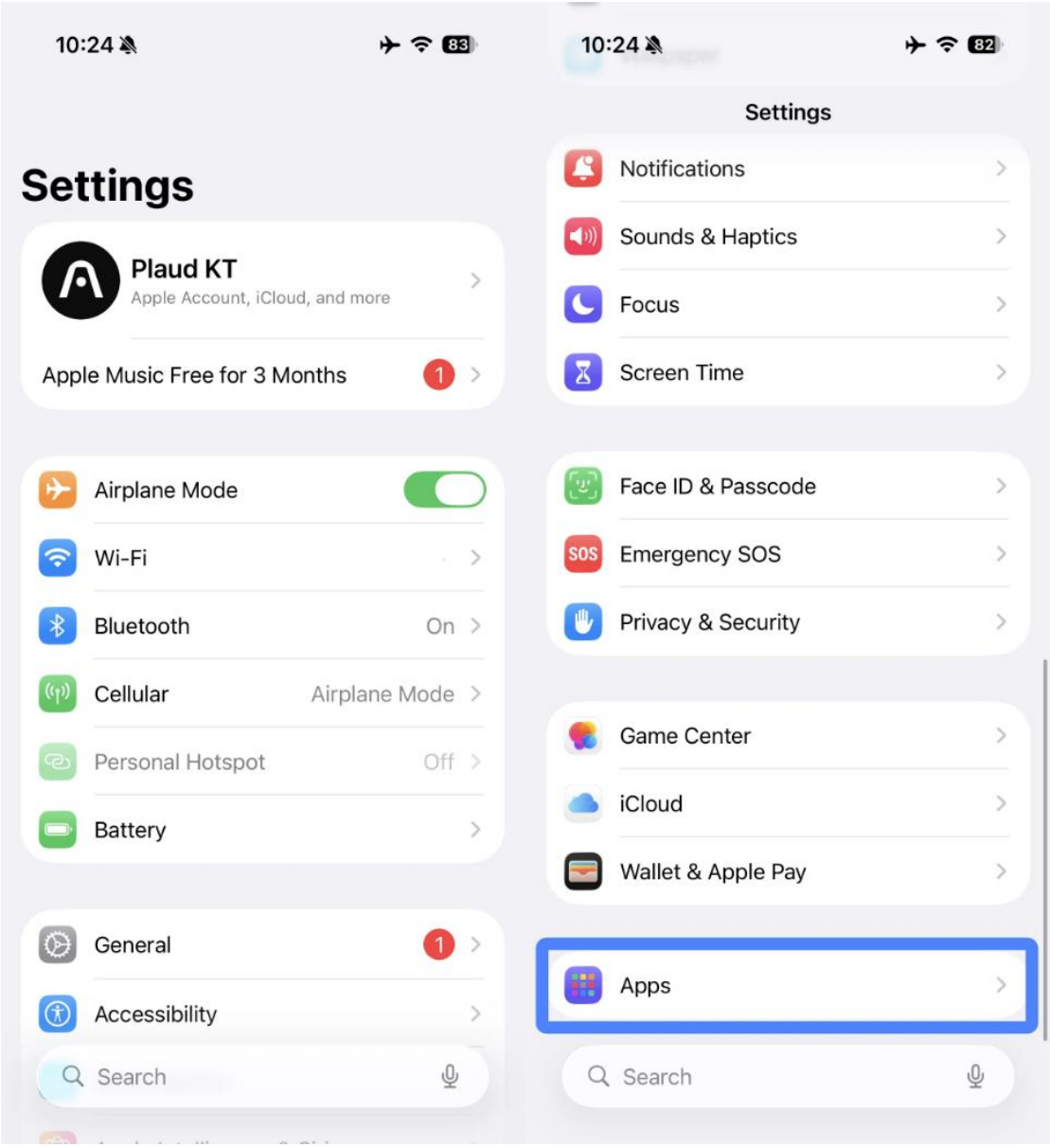
1. **Check battery status (press the record button or shake the device):**

- Solid white light: battery is sufficient
- Flashing purple light: low battery
- No light: battery drained

2. Keep the device close to your phone.

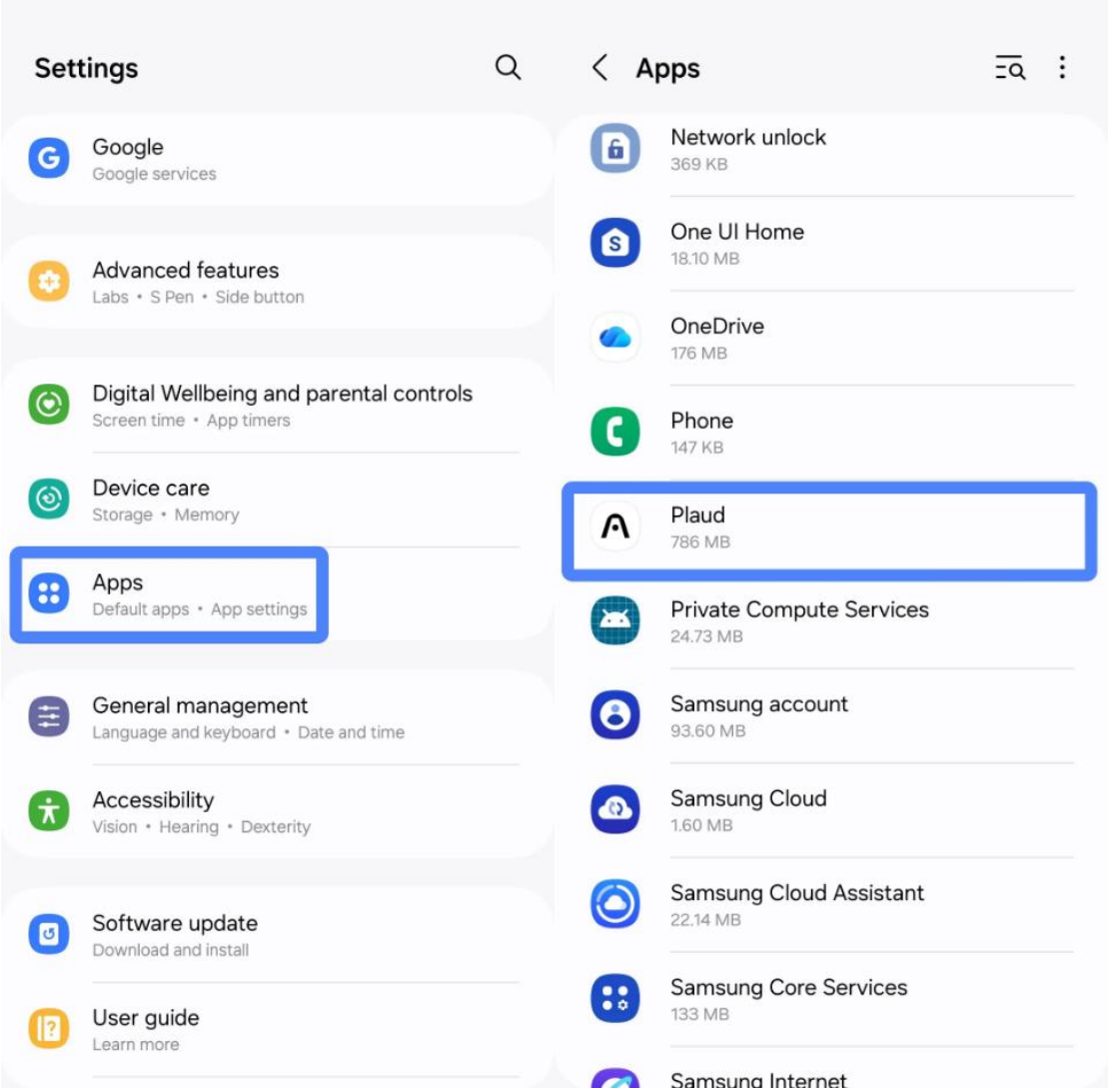
First-time connection

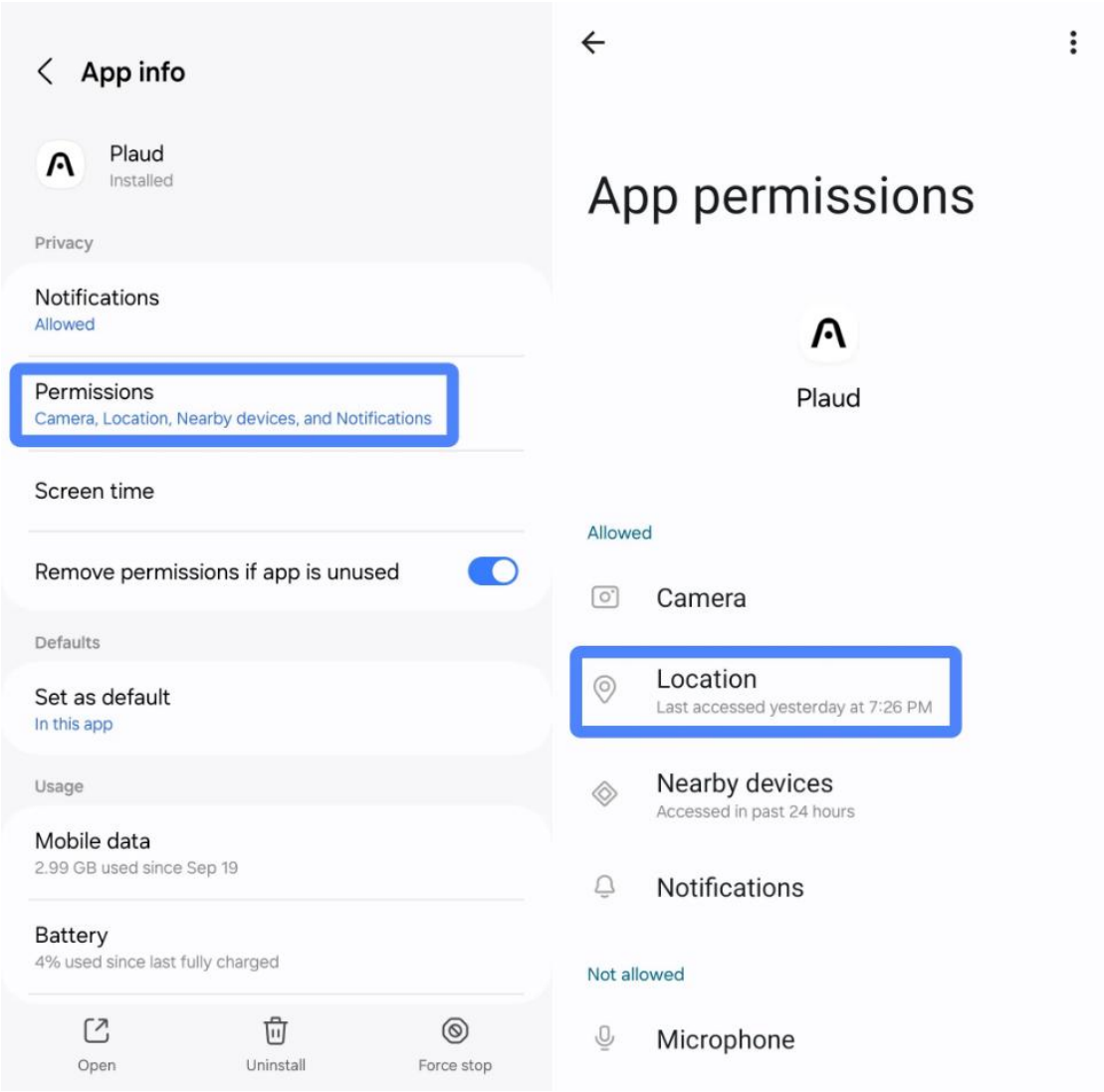
1. Allow permissions for the Plaud App
   - iOS: Settings → Apps → Plaud → enable Bluetooth

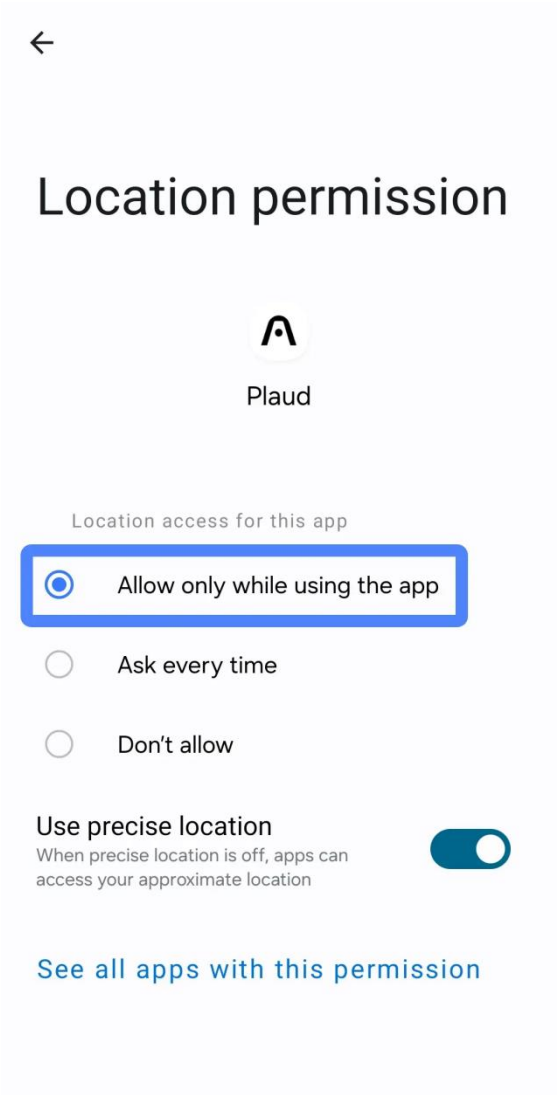




- Android: Settings → Apps → Plaud → enable Location permissions


Settings
Google
Google services
Advanced features
Labs • S Pen • Side button
Digital Wellbeing and parental controls
Screen time • App timers
Device care
Storage • Memory
Apps
Default apps • App settings
General management
Language and keyboard • Date and time
Accessibility
Vision • Hearing • Dexterity
Software update
Download and install
User guide
Learn more
Apps
Network unlock
369 KB
One UI Home
18.10 MB
OneDrive
176 MB
Phone
147 KB
Plaud
786 MB
Private Compute Services
24.73 MB
Samsung account
93.60 MB
Samsung Cloud
1.60 MB
Samsung Cloud Assistant
22.14 MB
Samsung Core Services
133 MB
Samsung Internet


App info
Plaud
Installed
Privacy
Notifications
Allowed
Permissions
Camera, Location, Nearby devices, and Notifications
Screen time
Remove permissions if app is unused
Defaults
Set as default
In this app
Usage
Mobile data
2.99 GB used since Sep 19
Battery
4% used since last fully charged
Open
Uninstall
Force stop
App permissions
Plaud
Allowed
Camera
Location
Last accessed yesterday at 7:26 PM
Nearby devices
Accessed in past 24 hours
Notifications
Not allowed
Microphone



2. Make sure Bluetooth is on on your phone.
3. Try connecting again in the Plaud App.

Reconnection (previously connected)

1. Confirm the device has sufficient battery.
2. Toggle your phone's Bluetooth off and on.
3. Update the Plaud App to the latest version.
4. Restart your phone.
5. Reset the device: press and hold the record button for 12 seconds.

5.5 What should I do if the volume is low or the sound quality of the Plaud NotePin S is poor?

Before you start

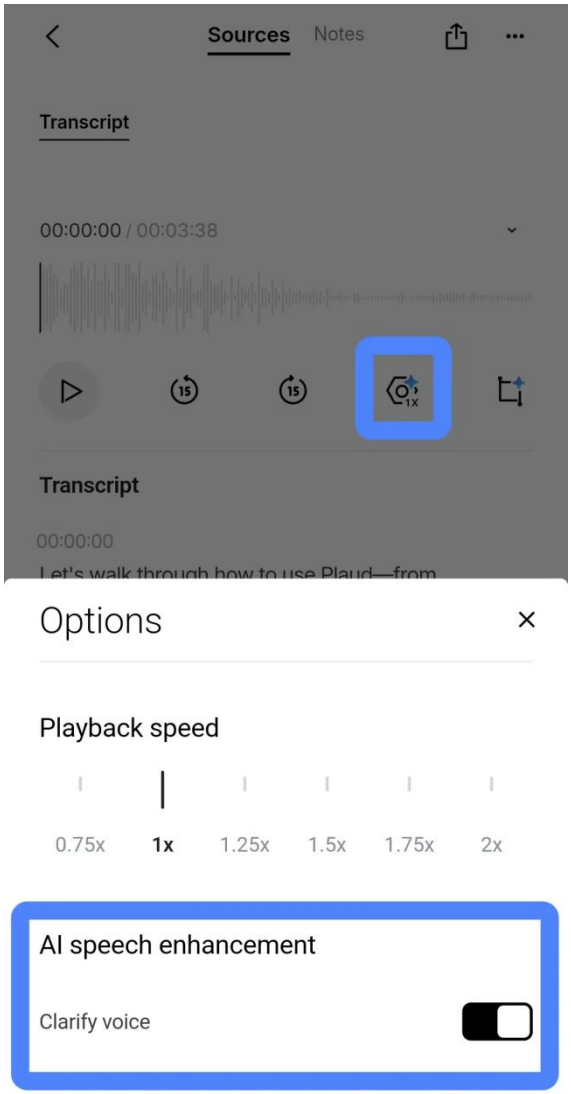
- Record in a quieter environment when possible.
- Keep the NotePin S close to the speaker.

Steps

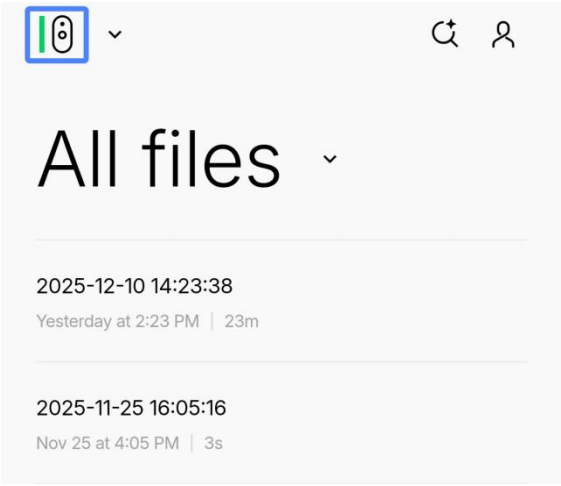
1. Test distance

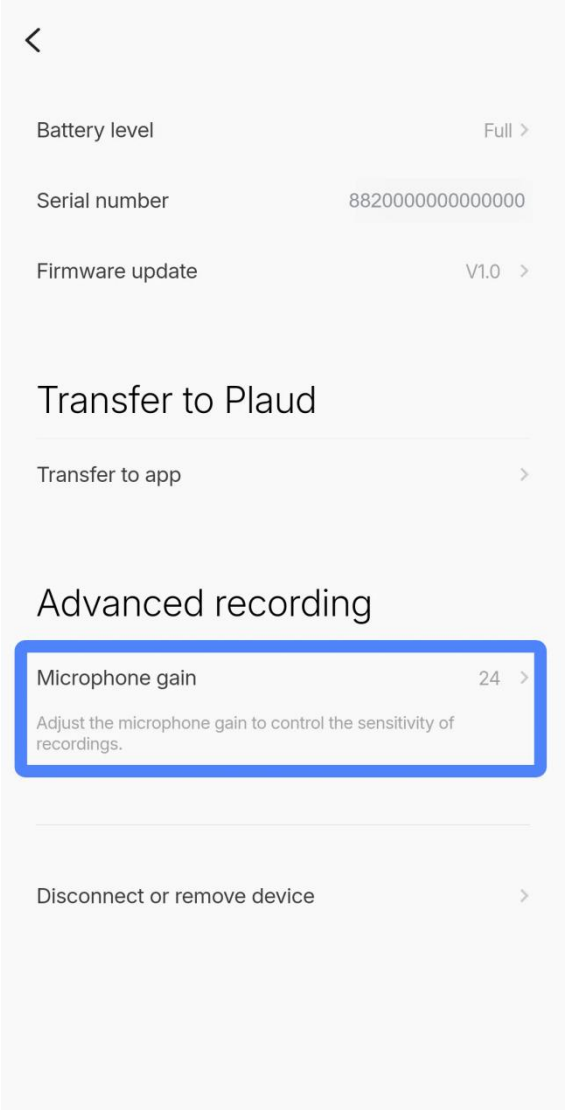
   - Make a short recording while staying close to the device.
   - If audio improves, distance is likely the cause.

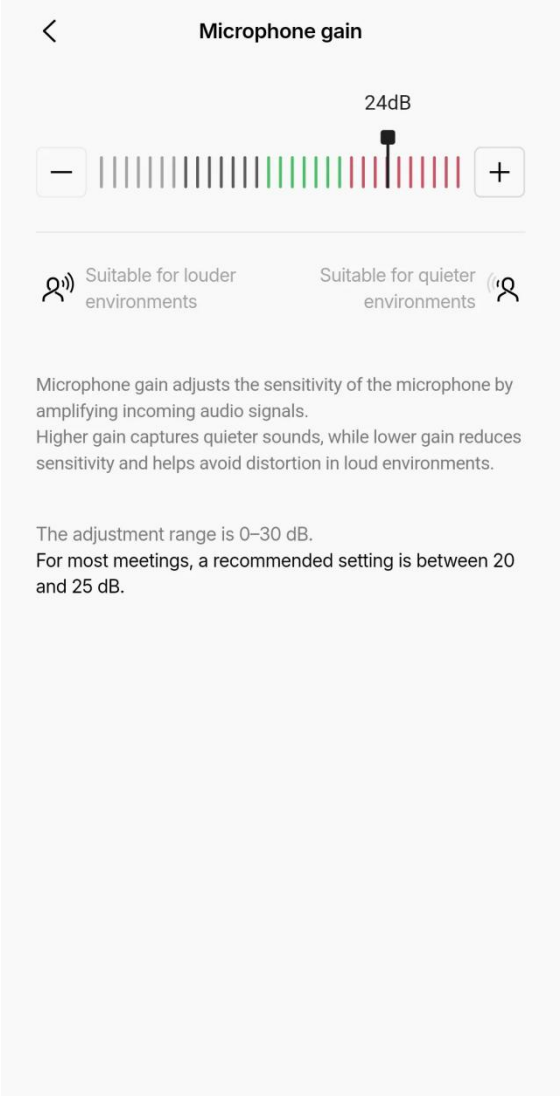
2. Turn on Clarify voice under AI Speech Enhancement.



3. Increase Microphone gain (try 28 or higher), then record again.




Battery level
Full
Serial number
8820000000000000
Firmware update
V1.0
Transfer to Plaud
Transfer to app
Advanced recording
Microphone gain
24
Adjust the microphone gain to control the sensitivity of recordings.
Disconnect or remove device



Checkpoint

Compare a short "before vs after" clip to confirm improvement.

5.6 What should I do if the app displays "Battery Low" even when the NotePin S is fully charged?

Why this happens

Sometimes the battery level display needs recalibration.

Fix

1. Use the NotePin S until it fully discharges.

2. Charge it again until the indicator light turns green.

Checkpoint

After a full discharge + full charge cycle, the battery level should display correctly.

5.7 What should I do if the battery of my Plaud NotePin S drains quickly?

Choose the case that matches your issue

Below are two common scenarios. Run the test for your case to confirm whether the problem persists.

Case 1: Short standby time

Example: You used the device once, left it unused for 1-2 days, and the battery was drained.

Test

1. Fully charge the device.
2. After the indicator light turns green, keep charging for 15 minutes.
3. Reset the device: press and hold the record button for 12 seconds.
4. Leave the device unused and check how long the battery lasts.

Case 2: Short recording time

Example: You charged the device to 100%, recorded today, and the battery drained sooner than expected.

Test

1. Fully charge the device.
    - After the indicator light turns green, keep charging for 15 minutes.

2. Reset the device: press and hold the record button for 12 seconds.
3. Record continuously until the battery drains and the device shuts down.
4. Recharge, reconnect to the app, and transfer the recording to confirm the total recording hours.

5.8 What should I do if the indicator of my Plaud NotePin S is damaged of fault?

This article helps troubleshoot cases where the NotePin S indicator light is not working, abnormal, or physically damaged, and defines when to escalate for service/replacement.

Symptoms

- **Does not turn on at all**
- **Stays on continuously**
- **Flashes abnormally**
- **Status is incorrect**

Quick fix

Dvice reset

1. Press and hold the Record button for 12 seconds, then release.
2. Wait for the device to restart.
3. Re-test the indicator by starting/stopping a short recording.

Expected result: the indicator behavior returns to normal and responds

consistently to recording state changes.

5.9 What should I do if my Plaud NotePin S becomes hot or overheats?

This article covers how to respond when a customer reports overheating/excessive heat with NotePin S, including:

1. Overheating during charging (too hot to touch)
2. Heat caused by electrical leakage from the device
3. Tingling or electric shock sensation while charging
4. Device heating up while being worn

Safety-first warning

If the device is too hot to touch, causes tingling/electric shock, shows signs of electrical leakage, emits smoke/burning smell, is melting/swollen, or causes any injury, the customer must stop using it immediately.

Solution

Contact support@plaud.ai to replace your device or get further assistance.

Recommendations to prevent overheating

- Use the original charger.
- Avoid voltage/current mismatch to reduce overcharging risk and improve charge/discharge control.
- Avoid keeping the battery below 20% for extended periods, and avoid leaving the device connected to power long after it is fully charged.
- Keep away from extreme environments.
- Avoid storing in high-temperature environments (e.g., direct sunlight) or very low temperatures (below -20°C).
- Check device condition regularly, especially for older devices or devices left unused for long periods.